

Name: _____

Date: _____

That's Just Rude

U H C U F V S C O N S E Q U E N C E S I L A X V
Y N W P G Z R S P E E U K Y T Y Y O P W Y C H D
S M O Y P K C C Q X H M Y C A W O E R I Y C B Q
L S O I L Y F N J E W R V O T S N D E V N I A C
K C E I T O T S S N B G Y B C P F I D A B D C R
V C F N V P P R R C F N V P H E Z Z H N Z E N I
T Z M S E F E N A E B L K L X V F E D U R N G Z
B C O N M D X C B P M S M Q O N Q F W X S T I P
K O M P O E U Q R D D O J N J O D D L Y Q A N C
G K I K W I L R L E N E T M L I K A Y K E L V D
R D S J B E S S L M P L D S T J H Y M Q L R Z E
P A S V N P N S A A P S A N U K D S M V B U Q X
J F I W E R M K I I N D V P E C S L E R K D O L
I D O A E O P Z L M A O P E Q F L K L D B E B R
Y F N Y A I A U Y U M K I V E O F A U Q F N O Q
Q B S K W V C X V C H O T T T I Y O N F U E O Q
Z X G I U A H A N Y Q C C M N S B N M R P S T I
O F F V S H X V E X U A R E G E E I M P E S P O
A Y F N X E T H J U G N K O P U T Z H H U T T D
K J O A E B K P R H I R S S I J L N G C B N N E
C Z H O K H Q A B X V N X P D Z J T I H Y K E I
I K E V M M S R E M O T S U C L A N R E T X E G
C V R F E B P F O K V N H C X B H V B F Z O W H
S U N F K P E E C I V R E S R E M O T S U C R X

intentional rudeness

accidental rudeness

internal customers

external customers

customer service

offended party

consequences

perception

commission

Behavior

Omission

rude