

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# customer service

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

satisfaction scores

special needs

understanding

stakeholders

professional

excellence

complaints

feedback

friendly

customer

believe

loyalty

insight

helpful

patient

safety

polite

honest

kind

fast