

Name: _____

Date: _____

CUSTOMER SERVICE ROCKS!

E I O F F E R A S S I S T A N C E O R G Y 5 S 8
Z E R O E S C A L A T I O N S Y S R > K M P G O
G Q S N O I T A L A C S E O N > > Y H T I A G W
I U S E E M P O W E R M E N T T D Y R C O P B V
V H Y Y V O F F E R E B I L L 5 X V Y E X P C A
E T S A Y G O O D M O R N I N G 3 X P N 3 U U G
T O E L I M S E L I M S E L I M S K I N V T S I
E A C C O U N T E N D S I N 8 I K I X O F E T O
A M P A > S E T U P W E B A C C E S S C R S O R
M O C N I S T R A T S E M A N T N U O C C A M S
M U O Y S T N E M I L P M O C T S U C Q Z B E T
E < A S S I S T C O M M E R C I A L A C C T R R
M W O H H T I W S T R A T S E M A N T S A L U A
B H J 8 E W D E R I U Q E R P E D O N Z I V S T
E Y U P D A T E P H O N E N U M B E R K 5 8 E S
R G X S P R O C E S S P A Y M E N T < 3 0 R S E
K X 3 E N O S U L P E T A N O D K S A I Q 3 Y M
U P R O C E S S P A Y M E N T > 3 5 0 B N F O A
D O F F E R P A P 5 T I M E S F B 0 Q 8 Y 8 U N
O C S A Y E N J O Y Y O U R D A Y V 8 L P N R T
S W T I S O P E D L L U F S S E C O R P K U N S
N M T R A N S F E R S E R V I C E G A N R E A R
W S A Y H A V E A B E A U T I F U L D A Y D M I
Q T C S A Y E N J O Y T H E W E E K E N D H E F

ACCOUNT NAME STARTS IN C
LAST NAME STARTS WITH H
GIVE TEAM MEMBER KUDOS
FIRST NAME STARTS R
PROCESS PAYMENT>\$350
UPDATE PHONE NUMBER
ACCOUNT ENDS IN 8
SMILE SMILE SMILE
NO DEP REQUIRED
SET UP PAP

SAY HAVE A BEAUTIFUL DAY
ASK DONATE PLUS ONE 3X
SAY ENJOY THE WEEKEND
OFFER ASSISTANCE ORG
PROCESS PAYMENT<\$30
USE EMPOWERMENT TDY
OFFER PAP 5 TIMES
TRANSFER SERVICE
OFFER E BILL 5X
CONNECT

CUSTOMER USES YOUR NAME
ASSIST COMMERCIAL ACCT
CUST COMPLIMENTS YOU
PROCESS FULL DEPOSIT
SAY GOOD MORNING 3X
SAY ENJOY YOUR DAY
SET UP WEB ACCESS
ZERO ESCALATIONS
NO ESCALATIONS