

# Go for "10"

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

more than happy to help  
Customer Service  
explanation  
understand  
Thank you  
solution  
Smile

present in the moment  
pause and focus  
acknowledge  
no excuses  
duration  
positive

manage up colleagues  
satisfaction  
purposeful  
introduce  
rounding  
assist