

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

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

# Good Customer service

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

End call appropriately  
Member loyalty  
Consistent  
Friendly  
Empathy  
Restate  
Smile

Effective listening  
Attentiveness  
Knowledge  
Resolve  
Helpful  
Focus  
Tone

Building rapport  
Speak clearly  
Thank you  
Educate  
Patient  
Greet