

Name: _____

Date: _____

H&B- LEVEL 2- UC012

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

first impression
communication
reliability
excellence
quality
verbal

data protection
body language
appropriate
organised
hygiene
clean

non judgemental
presentation
eye contact
positive
smiling

knowledgeable
professional
confidence
honesty
listen