Name: _____

S4X

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

Benefits and Features
Make it Effortless
Show Appreciation
Discover Needs
Gratitude
Listen
Cues
Respond Appropriately
Relevant Questions
Risk Management
Build Rapport
Educate
Own It
Be Warm & Friendly
Xfinity Ambassador
Accountability
Exceptional
Genuine
Clues
Clear Expectations
Customer Approval
Authentication
Helpfulness
Promote
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