

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

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

## YOU DON'T NEED TO SEARCH HARD TO FIND AMAZING CUSTOMER SERVICE

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

CONVERSATION  
EFFICIENT  
FRIENDLY  
HELPFUL  
UPBEAT

WILLINGNESS  
ENERGETIC  
SINCERE  
RAPPORT

CONNECTION  
ACCURATE  
EMPATHY  
CAN DO