

Name: _____

Date: _____

customer service

U A ! X S N D I T A F K G T F ! H K T E Q L T E
I O G O X ! A Y R Y G F Y L ! S Y T N U P E N D
S N E S I U U F X N Q P I P ! K T T S R P R N D
Y T U F H G T L I M D P ! ! X N I C A K X U S F
Y Y N Y L L U R G S A X Y C E A K A A Q D K D Y
! E T E S ! A H T P O F E F A H U T X G A S R Q
! D D U M C C G K M M T N R P T E N R L C U E O
M F C L H T H N H D S I N C E R E O G G H F S M
C L O A T T I P M P F G L P A C X C G P F P S Y
G S S M Q Y O M S K G Y E D C G N E S F P F P N
O P I L R T O E M E T ! I P U P C Y L D U E R E
K M C O R G Q T E O C X L O S E A E L S T L O T
H D K F S S D D U S C A H I U ! C E M M T ! F S
G R S Y Q S N K H P F P O K Y P Q K D Q X K E I
Y R L L F S ! Y E C C C E ! E I P A K M U H S L
Y ! K T Q O Q M Y T I X F E A T D M D P ! C S D
D U Y E L I M A R T X E I L K F R K N Q A G I U
Y N F L ! G ! C L G E D Q K M M T X A R I L O !
Q L Y A T I R N Y P K D N A T S R E D N U G N I
K A S K O P E N E N D E D Q U E S T I O N S A Q
P E G O D U N N O P Q K R X ! ! Y R E F H P L O
Q L C L H G O H T S I I P T ! N O O K O C D ! P
G C M I T K T L T T D U P A K D R M H M F H C I
D E I D T P U R L I R L E R E T ! U P C R S M C

ask open ended questions

dress professional

keep commitments

make eye contact

T.H.A.N.K.S!

understand

extra mile

sincere

caring

listen