

B	I	N	G	O
Team building exercise	Awkward Silence	Customer looks in the window	Sean crosses his arms	Howard Shultz mentioned
Customer calls the store	Someone says it's too hot/cold	Mentions "we have a lot to cover"	Celebrate our wins	Reading
Someone is late	Uses the word "connect"	FREE	Coffee tasting	Customer won't leave until we come to the door
Distracted talking of Baristas	Share Customer's story	Group participation questions	Customer sits at DT window to look inside	Introductions
Customer pulls on door	Customer Connection mentioned	Mentions Unions	Video we can't hear	Customer knocks on window

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