

B	I	N	G	O
posture	age	experience	negative	greetings
courtesy	poor	informal	appropriate	mediocre
politics	small talk	FREE	body language	first impression
formal	outstanding	gesture	facial expressions	inappropriate
eye contact	complaints	job	solutions	customer service

B	I	N	G	O
small talk	appropriate	negative	courtesy	informal
experie nc e	solution s	greetings	complaints	mediocre
formal	body language	FREE	first impression	age
facial expressions	job	posture	customer service	outstanding
gesture	inappropriate	politics	poor	eye contact

B	I	N	G	O
complaints	job	appropriate	inappropriate	body language
posture	formal	gesture	poor	greetings
politics	customer service	FREE	outstanding	facial expressions
small talk	mediocre	negative	solutions	experience
first impression	age	informal	courtesy	eye contact