

B	I	N	G	O
Uses an appropriate volume (not too loud or too soft)	Acknowledges the customer's feelings	Does not use slang or informal language	Summarizes the next steps before ending the call	Offers to follow up with an email or further assistance
Avoids interrupting the caller	Uses active listening ("I understand your concern")	Speaks clearly and slowly	Apologizes appropriately ("I'm sorry for the inconvenience.")	Uses a professional closing ("Thank you for calling!")
Uses polite phrases ("May I help you?" / "You're welcome")	Asks a clarifying question ("Could you explain further?")	FREE	Greets the caller professionally	Keeps emotions under control
Uses a positive tone	Offers a solution to a problem	Stays calm even when the customer is upset	Ends the call on a positive note	Repeats key details to confirm understanding
Avoids filler words ("uhm " "like " "you know")	Uses "please" and "thank you" naturally	Confirms information before ending the call	Uses the caller's name during the conversation	Does not place the caller on hold without asking

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