B	I	N	G	O
Time Management	Active listening	Don't leave callers hanging	Responding quickly	Listening and effective questioning
Curiosity	Thank you for choosing us	Proficiency	Anticipating customer needs	Resolving issues with speed and Efficiency
Thank You	Want to feel valued	**FREE**	Attention to details	Going the extra mile
Have a good day	Right solution	How can I help you	Flexibility	Positive
Empathy	Attentive	Relationship building	courtesy and politeness	Customers' time is valuable

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B	I	N	G	O
Want to feel valued	Anticipating customer needs	Responding quickly	Curiosity	Proficiency
Don't leave callers hanging	courtesy and politeness	Listening and effective questioning	Attentive	Resolving issues with speed and Efficiency
Have a good day	Attention to details	**FREE**	Going the extra mile	Active listening
Flexibility	Relationship building	Time Management	Customers' time is valuable	Right solution
How can I help you	Positive	Thank You	Thank you for choosing us	Empathy

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B	I	N	G	O
Attentive	Relationship building	Anticipating customer needs	Positive	Attention to details
Time Management	Have a good day	How can I help you	Thank you for choosing us	Listening and effective questioning
Thank You	Customers' time is valuable	**FREE**	Right solution	Flexibility
Want to feel valued	Resolving issues with speed and Efficiency	Responding quickly	courtesy and politeness	Don't leave callers hanging
Going the extra mile	Active listening	Proficiency	Curiosity	Empathy

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