

B	I	N	G	O
Tourism Development	A Customer	Host	Right Attitude	Quality Customer Service
Delivered how and when promised	Tour Guide	Reliability	Active Listener	To feel welcome and recognized.
Your body language.	Be Consistent	FREE	Niche	Offer Alternatives
Tells the story.	Perception	Remain Calm	Make positive memories for everyone.	Refund Request
Customer Experience	Sales person	Empathy	Your tone of voice.	Expectation

B	I	N	G	O
Your body language.	Your tone of voice.	Active Listener	Perception	Delivered how and when promised
Right Attitude	Offer Alternatives	Host	Refund Request	Be Consistent
Niche	A Customer	FREE	Make positive memories for everyone.	Remain Calm
Expectation	Tourism Development	Empathy	Tells the story.	Customer Experience
Quality Customer Service	Market	To feel welcome and recognized.	Reliability	Tour Guide

B	I	N	G	O
Tells the story.	Make positive memories for everyone.	Your body language.	Expectation	Right Attitude
Sales person	To feel welcome and recognized.	Your tone of voice.	Perception	Be Consistent
Remain Calm	Active Listener	FREE	Niche	Host
Market	Quality Customer Service	Customer Experience	A Customer	Tourism Development
Tour Guide	Reliability	Offer Alternatives	Refund Request	Empathy