

B	I	N	G	O
Verify authorization	Apologize if you don't know the answers.	Be Patient	Provide account information	Let the customer speak
Be Friendly	Treat them as you would want to be treated.	Mirror speech	Ask questions	Offer assistance
Support	We are a team!	Free	Be Available	Be a Good Listener
Be compassionate	Renewal	Clarify	Be Respectful	Make positive memories
Be Professional	Be Calm	Offer a Call back	You know what you're doing!	Be Honest

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We are a team!	Ask questions	Provide account information	Be Friendly	Mirror speech
Be Patient	You know what you're doing!	Let the customer speak	Be Calm	Offer assistance
Be compassionate	Be Available	Free	Be a Good Listener	Apologize if you don't know the answers.
Be Respectful	Offer a Call back	Verify authorization	Be Honest	Renewal
Clarify	Make positive memories	Support	Treat them as you would want to be treated.	Be Professional

B	I	N	G	O
Be Calm	Offer a Call back	Ask questions	Make positive memories	Be Available
Verify authorization	Be compassionate	Clarify	Treat them as you would want to be treated.	Let the customer speak
Support	Be Honest	Free	Renewal	Be Respectful
We are a team!	Offer assistance	Provide account information	You know what you're doing!	Be Patient
Be a Good Listener	Apologize if you don't know the answers.	Mirror speech	Be Friendly	Be Professional