

B	I	N	G	O
Teamwork	Active Listening	Courtesy	Problem Solving	Gratitude
Care	Smile	Personalization	Anticipation	Service Recovery
Trust	Appreciation	FREE	Eye Contact	Follow-up
Respect	Going the Extra Mile	Positive Attitude	Empathy	Ownership
Authenticity	Remembering Guest Names	Communication	Warm Welcome	Connection

B	I	N	G	O
Trust	Warm Welcome	Anticipation	Going the Extra Mile	Care
Problem Solving	Follow-up	Courtesy	Ownership	Appreciation
Eye Contact	Active Listening	FREE	Empathy	Positive Attitude
Connection	Teamwork	Communication	Respect	Authenticity
Gratitude	Excellence	Service Recovery	Personalization	Smile

B	I	N	G	O
Respect	Empathy	Trust	Connection	Problem Solving
Remembering Guest Names	Service Recovery	Warm Welcome	Going the Extra Mile	Appreciation
Positive Attitude	Anticipation	FREE	Eye Contact	Courtesy
Excellence	Gratitude	Authenticity	Active Listening	Teamwork
Smile	Personalization	Follow-up	Ownership	Communication