

NG&E Bingo

You are great	Apologize if you don't know the answers.	Acknowledge	Cancel	Sales
Helping customers is what we do	Be a Good Listener	Welcome packet	Offer further assistance	Be Calm
Residential	Treat them as you would want to be treated	You have a team to back you up!	Be Honest	New customer
Empathize with customer	Fixed	Thank you for your time	Give everyone a chance to adjust.	Reinstate
Third party verification	There satisfaction our mission	Renewal	Contract	Commercial

NG&E Bingo

Let them tell you their issue/concern.	Fixed	Collections	Be Patient	Be Professional
New customer	Helping customers is what we do	Happy to help	Be Friendly	Treat them as you would want to be treated
Be Professional	Sales	Empathize with customer	Be Honest	Enrollment
Welcome packet	Be Calm	You know what you're doing!	Variable	Be Available
Let them know you will provide a callback.	Make positive memories for everyone.	Be assertive	Cancel	Please hold

NG&E Bingo

You know what you're doing!	Service with a smile	Residential	Operations	Thank you for your time
Be Honest	Be Respectful	Please hold	Let them know you will provide a callback.	Be assertive
Reinstate	Let them tell you their issue/concern.	Make positive memories for everyone.	Be Available	Electric
Acknowledge	Happy to help	Be a Good Listener	You are great	Be Professional
Your work makes a difference	Your call is important to us	Your are valued	Be Friendly	Sales