Quality Idol Bingo

Transition	Access	First Time Every Time	Ryan Seacrest	Probing Questions
End Customer	Total Care	Remain Professional	CIC	TTP
VOC	Connect	**FREE**	Remain Focused	Non Value Statements
Empathy	Obtain and Verify	Self Talk	Overtalk	Resolve
Summary	Listening	Idol	Quality	E Mail

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Quality Idol Bingo

Remain Focused	Probing Questions	Connect	TTP	E Mail
Self Talk	Non Value Statements	Obtain and Verify	Total Care	CIC
VOC	Ryan Seacrest	**FREE**	Quality	End Customer
First Time Every Time	Remain Professional	Summary	Empathy	Resolve
Access	Transition	Voice of the Customer	Experience	Idol

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Quality Idol Bingo

Remain Focused	End Customer	Resolve	Experience	CIC
Access	Voice of the Customer	First Time Every Time	VOC	Empathy
Total Care	Summary	**FREE**	Overtalk	Ryan Seacrest
E Mail	Quality	Obtain and Verify	Non Value Statements	Connect
TTP	Probing Questions	Idol	Remain Professional	Transition

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