B	I	N	G	O
Use plain Language	Apologize/Empathize	Make A Sincere Connection	Use Mrs./Mr. when addressing older customers (unless you have been told otherwise)	Provide Personalized Advice
Immediately Acknowledge	Use \"I'd be happy to help you here\" instead of \"I can help you\"	Say \"Please\"	Come To Work Showtime Ready!	Use The Term \"We\" not \"They\" when referring to anything TD
Walk Customer To Platform/Direct Customer To Someone Specific	Give Undivided Attention	**FREE**	Offer Options	Offer To Help A Teammate
Use The Customers Name	Provide Feedback To Help Your Team	Say \"Thank You\"	Offer A Demonstration Of A Service	Put The Customer Before Process
Hold The Door	Use Term \"It Was My Pleasure\"	Introduce Yourself	Walk Your Customer Out	Invite Them Back

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B	I	N	G	O
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Offer Options	Apologize/Empathize	**FREE**	Offer A Demonstration Of A Service	Say \"Thank You\"
Invite Them Back	Use plain Language	Introduce Yourself	Use The Customers Name	Hold The Door
Provide Personalized Advice	Offer Assistance	Use The Term \"We\" not \"They\" when referring to anything TD	Say \"Please\"	Use \"I'd be happy to help you here\" instead of \"I can help you\"

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B	I	N	G	O
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