

C	A	R	E	S
Sincere	5 Star	Communicates	Reliable	Helpful
Careful	SMILE	Positive	Absolutely	RESPECT
SAY YES	Accessible	5 STAR	Pleasant	Excellence
Follow up	Responsive	Happy	Quality	Return calls
Empathize	Courtesy	LISTEN	Acknowledge	Attentive

C	A	R	E	S
Pleasant	Helpful	Accessible	SAY YES	Acknowledge
Reliable	Excellence	Follow up	SMILE	Absolutely
Thoughtful	LISTEN	5 STAR	Careful	Communicates
Quality	RESPECT	Positive	Responsive	Attentive
5 Star	Sincere	Value	Commitment	Courtesy

C	A	R	E	S
Pleasant	Careful	Quality	Commitment	Absolutely
5 Star	Value	Thoughtful	Attentive	SMILE
Certainly	Responsive	5 STAR	Happy	RESPECT
LISTEN	Follow up	Excellence	Accessible	Return calls
Acknowledge	SAY YES	Helpful	Communicates	Positive