

B	I	N	G	O
Speak Clearly	Be Accurate	Build Rapport	Positive attitude Wins	Listen to customers
Be Ready!	Show You Care!	Own the Resolution	Be Confident	Personalize
SMILE	Take Initiative	FREE	Be Personable	Display Empathy
Go the Extra Mile	Professional	Keep it Real!	Customer Survey	No Jargon
Connect with the Customer	Be Prepared	Patience	Technical Knowledge	Be You!

B	I	N	G	O
Take Initiative	Be Confident	Positive attitude Wins	Be Ready!	Own the Resolution
Build Rapport	Technical Knowledge	Listen to customers	Be Prepared	Personalize
Go the Extra Mile	Be Personable	FREE	Display Empathy	Be Accurate
Customer Survey	Patience	Speak Clearly	Be You!	Professional
Keep it Real!	No Jargon	SMILE	Show You Care!	Connect with the Customer

B	I	N	G	O
Be Prepared	Patience	Be Confident	No Jargon	Be Personable
Speak Clearly	Go the Extra Mile	Keep it Real!	Show You Care!	Listen to customers
SMILE	Be You!	FREE	Professional	Customer Survey
Take Initiative	Personalize	Positive attitude Wins	Technical Knowledge	Build Rapport
Display Empathy	Be Accurate	Own the Resolution	Be Ready!	Connect with the Customer