B	I	N	G	O
Time Management	Anticipating customer needs	Empathy	Responding quickly	Listening and effective questioning
Customers' time is valuable	Thank you for choosing us	Proficiency	Attention to details	Resolving issues with speed and Efficiency
Thank You	Want to feel valued	**FREE**	Attentive	Have a good day
How can I help you	Smile	Listening	Going the extra mile	Positive
Flexibility	Curiosity	Relationship building	courtesy and politeness	Don't leave callers hanging

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B	I	N	G	O
Want to feel valued	Attention to details	Responding quickly	Customers' time is valuable	Proficiency
Empathy	courtesy and politeness	Listening and effective questioning	Curiosity	Resolving issues with speed and Efficiency
How can I help you	Attentive	**FREE**	Have a good day	Anticipating customer needs
Going the extra mile	Relationship building	Time Management	Don't leave callers hanging	Smile
Listening	Positive	Thank You	Thank you for choosing us	Flexibility

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B	I	N	G	O
Curiosity	Relationship building	Attention to details	Positive	Attentive
Time Management	How can I help you	Listening	Thank you for choosing us	Listening and effective questioning
Thank You	Don't leave callers hanging	**FREE**	Smile	Going the extra mile
Want to feel valued	Resolving issues with speed and Efficiency	Responding quickly	courtesy and politeness	Empathy
Have a good day	Anticipating customer needs	Proficiency	Customers' time is valuable	Flexibility

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