



# JONES

## Bingo Instructions

### Host Instructions:

- Decide when to start and select your goal(s)
- Designate a judge to announce events
- Cross off events from the list below when announced

### Goals:

- First to get any line (up, down, left, right, diagonally)
- First to get all four corners
- First to get two diagonal lines through the middle (an "X")
- First to get a "blackout" (all squares)

### Guest Instructions:

- Check off events on your card as they occur
- If you complete a goal, shout "BINGO!". You've won!
- The judge decides in the case of disputes

### This is an alphabetical list of all 24 events:

76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY, ANTICIPATING NEEDS, CEI FLYER OPR7848A, CEI WEB143393, CLIENT SATISFACTION SURVEY, CONSISTENCY, CONVERSATION FREQUENCY AND CONTACT MATTER, DETRACTORS, DO NOT CALL LIST WEB580939, EIGHT QUESTIONS, FIVE STAR RELATIONSHIPS #57, IDEAL CLIENT EXPERIENCE, IDEAS TO IMPROVE CEI WEB580977, IMPACT CLIENTS, JD POWERS, LEVEL 0-3, LEVEL 4, LOYALTY DRIVERS, NET PROMOTER SCORE, PROACTIVE CONTACT SENTIMENT, RISK TOLERANCE, SCORE 0-500, STRATEGIC GOALS, WHO WHERE WHEN WHAT WEB558857.



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## Bingo Call Sheet

This is a randomized list of all 24 bingo events in square format that you can mark off in order, choose from randomly, or cut up to pull from a hat:



RISK TOLERANCE	IDEAL CLIENT EXPERIENCE	EIGHT QUESTIONS	FIVE STAR RELATIONSHIPS #57	76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY
NET PROMOTER SCORE	CLIENT SATISFACTION SURVEY	JD POWERS	SCORE 0-500	CEI WEB143393
DETRACTORS	LOYALTY DRIVERS	CONVERSATION FREQUENCY AND CONTACT MATTER	LEVEL 4	PROACTIVE CONTACT SENTIMENT
LEVEL 0-3	WHO WHERE WHEN WHAT WEB558857	IMPACT CLIENTS	CONSISTENCY	ANTICIPATING NEEDS
DO NOT CALL LIST WEB580939	CEI FLYER OPR7848A	STRATEGIC GOALS	IDEAS TO IMPROVE CEI WEB580977	

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CONVERSATION FREQUENCY AND CONTACT MATTER	IDEAL CLIENT EXPERIENCE	CLIENT SATISFACTION SURVEY	STRATEGIC GOALS	NET PROMOTER SCORE
WHO WHERE WHEN WHAT WEB558857	RISK TOLERANCE	LOYALTY DRIVERS	FIVE STAR RELATIONSHIPS #57	CEI FLYER OPR7848A
LEVEL 0-3	DETRACTORS	BOA MPC	IMPACT CLIENTS	ANTICIPATING NEEDS
CONSISTENCY	EIGHT QUESTIONS	PROACTIVE CONTACT SENTIMENT	IDEAS TO IMPROVE CEI WEB580977	76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY
DO NOT CALL LIST WEB580939	LEVEL 4	CEI WEB143393	SCORE 0-500	JD POWERS

This bingo card was created randomly from a total of 24 events.

76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY, ANTICIPATING NEEDS, CEI FLYER OPR7848A, CEI WEB143393, CLIENT SATISFACTION SURVEY, CONSISTENCY, CONVERSATION FREQUENCY AND CONTACT MATTER, DETRACTORS, DO NOT CALL LIST WEB580939, EIGHT QUESTIONS, FIVE STAR RELATIONSHIPS #57, IDEAL CLIENT EXPERIENCE, IDEAS TO IMPROVE CEI WEB580977, IMPACT CLIENTS, JD POWERS, LEVEL 0-3, LEVEL 4, LOYALTY DRIVERS, NET PROMOTER SCORE, PROACTIVE CONTACT SENTIMENT, RISK TOLERANCE, SCORE 0-500, STRATEGIC GOALS, WHO WHERE WHEN WHAT WEB558857.

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IDEAL CLIENT EXPERIENCE	CONVERSATION FREQUENCY AND CONTACT MATTER	PROACTIVE CONTACT SENTIMENT	RISK TOLERANCE	LEVEL 0-3
STRATEGIC GOALS	CEI FLYER OPR7848A	IMPACT CLIENTS	76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY	ANTICIPATING NEEDS
DETRACTORS	EIGHT QUESTIONS	BOA MPC	SCORE 0-500	CONSISTENCY
JD POWERS	DO NOT CALL LIST WEB580939	IDEAS TO IMPROVE CEI WEB580977	WHO WHERE WHEN WHAT WEB558857	CLIENT SATISFACTION SURVEY
LOYALTY DRIVERS	CEI WEB143393	LEVEL 4	FIVE STAR RELATIONSHIPS #57	NET PROMOTER SCORE

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