



HIE Customer Service 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:

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



HIE Customer Service 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:



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

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

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

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

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