



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