



# 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 any 2 lines
- First to get the four corners
- First to get two diagonal lines through the middle (an "X")
- First to get all squares (a "coverall")

### Guest Instructions:

- Check off events on your card as the judge announces them
- If you satisfy a goal, announce "BINGO!". You've won!
- The judge decides in the case of disputes

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

Building rapport, Caring, Commitment, Communication, Customer Loyalty, Customer Service excellence, Customer centric, Customer satisfaction, Empathy, Exceed expectation, Feelings, Friendliness, Going above and beyond, Personalization, Positivity, Quality, Relating, Service Excellence, Service with a smile, Supportive, Tailored service, Teamwork, Trust.



# 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 centric	Supportive	Trust	Customer Service excellence	Tailored service
Quality	Service with a smile	Service Excellence	Communication	Positivity
Relating	Friendliness	Caring	Empathy	Commitment
Feelings	Teamwork	Customer satisfaction	Exceed expectation	Customer Loyalty
Building rapport	Going above and beyond	Personalization	Commitment	

<b>B</b>	<b>I</b>	<b>N</b>	<b>G</b>	<b>O</b>
Customer Service excellence	Feelings	Communication	Teamwork	Service Excellence
Trust	Supportive	Relating	Exceed expectation	Commitment
Positivity	Customer centric	FREE	Going above and beyond	Caring
Customer Loyalty	Empathy	Service with a smile	Friendliness	Building rapport
Customer satisfaction	Quality	Commitment	Tailored service	Personalization

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

Building rapport, Caring, Commitment, Communication, Customer Loyalty, Customer Service excellence, Customer centric, Customer satisfaction, Empathy, Exceed expectation, Feelings, Friendliness, Going above and beyond, Personalization, Positivity, Quality, Relating, Service Excellence, Service with a smile, Supportive, Tailored service, Teamwork, Trust.

<b>B</b>	<b>I</b>	<b>N</b>	<b>G</b>	<b>O</b>
Feelings	Customer Service excellence	Service with a smile	Supportive	Positivity
Teamwork	Commitment	Going above and beyond	Building rapport	Caring
Customer centric	Empathy	FREE	Tailored service	Customer Loyalty
Personalization	Customer satisfaction	Friendliness	Trust	Communication
Relating	Commitment	Quality	Exceed expectation	Service Excellence

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

Building rapport, Caring, Commitment, Commitment, Communication, Customer Loyalty, Customer Service excellence, Customer centric, Customer satisfaction, Empathy, Exceed expectation, Feelings, Friendliness, Going above and beyond, Personalization, Positivity, Quality, Relating, Service Excellence, Service with a smile, Supportive, Tailored service, Teamwork, Trust.