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| Q | V | W | N | I | A | L | P | X | E | P | T | W | C | H | H | R | H | E | H | L | G | M | X |
| C | L | E | G | D | E | L | W | O | N | K | C | A | S | Q | F | Z | Q | J | M | Q | O | M | X |
| V | J | A | A | G | M | W | U | Q | U | X | K | C | Q | N | L | Z | F | K | P | H | S | Q | Y |
| W | S | M | O | N | U | S | U | F | Q | T | R | E | S | P | E | C | T | K | A | Q | X | P | N |
| V | M | U | T | D | X | U | W | Y | R | U | Y | U | I | A | Z | C | I | V | B | R | Y | N | D |
| L | U | B | U | H | K | M | V | L | I | O | U | S | O | M | W | O | J | X | U | T | U | Z | D |
| F | M | D | V | P | Y | C | A | V | I | R | P | M | U | F | D | H | L | K | Z | W | G | I | W |
| R | N | G | Z | D | U | R | A | T | I | O | N | X | U | W | Q | T | C | E | T | W | T | D | Z |
| W | K | X | E | K | N | V | D | E | B | B | V | Y | H | B | O | A | T | L | X | G | R | B | L |
| X | V | Z | Z | P | Q | P | A | P | X | Q | M | Y | D | Q | E | B | E | T | B | U | E | J | E |
| A | G | Q | H | F | N | V | T | H | F | B | C | P | F | D | S | N | F | K | M | J | V | N | F |
| N | W | D | S | Q | K | V | I | I | V | F | E | Y | Y | S | E | T | R | U | O | C | F | M | F |
| Q | Q | K | J | X | U | M | X | V | B | Y | V | V | F | N | X | J | L | O | T | M | F | B | W |
| B | H | V | Z | T | T | M | V | M | K | N | O | C | K | Q | R | X | W | Y | K | Q | Z | E | T |
| I | S | P | U | H | P | X | K | A | K | Z | O | U | E | E | U | E | M | A | W | D | Y | N | H |
| N | F | T | F | A | H | C | B | N | O | B | F | B | P | M | L | A | D | O | U | B | X | V | V |
| T | A | E | C | N | O | U | M | A | O | R | Y | R | Q | U | K | E | L | Y | Q | A | B | B | R |
| R | J | A | F | K | G | G | U | G | M | J | H | Y | F | E | F | R | T | I | P | M | O | O | P |
| O | Z | M | M | Y | M | J | B | E | G | C | P | H | F | J | U | E | T | D | T | W | V | I | N |
| D | B | W | I | O | S | I | W | U | X | T | I | Q | A | A | I | H | E | A | E | Y | Y | P | V |
| U | S | O | R | U | X | D | E | P | U | I | B | T | U | X | A | K | S | E | W | M | S | K | B |
| C | G | R | E | C | N | E | I | R | E | P | X | E | N | X | V | C | U | U | Z | Z | O | N | B |
| E | K | K | H | V | Q | T | E | A | D | F | K | A | Y | L | I | V | U | A | A | A | A | K | C |
| A | C | O | C | H | P | H | M | Y | W | M | Y | T | G | J | A | T | O | Y | H | K | W | D | G |

   Courtesy       Quality       Privacy       Manage Up       Respect       Knock       Anxiety       Teamwork       Med Tele       Experience       Thank You       Explain       Duration       Introduce       Acknowledge