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| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Customer

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

   EMPATHY       EMOTION       SUSTAINABLE       SERVICE       SPECIAL       FEEDBACK       WARDROBE       SUPPORT       APPROACH       ADVANTAGE       ANTICIPATE       CARE       PRODUCT       PERFORMANCE       RELEVANT       DYNAMIC       CONSISTENT       PASSIONATE       RESPECT       INTEGRITY       TRENDY       UNIQUE       ENERGY       CUSTOMER       MAGICAL       HAPPY       SURPRISE       OUTSTANDING       FANTASTIC       AMAZING       QUICK       QUALITY       POLITE       FAST       BEST       KNOWLEDGE       HELPFUL       SATISFACTION       COMMITMENT       LOYALTY       BRAND       COMPETENT       EFFECIENT       PROFESSIONAL       RELIABLE       DELIVERY       GREAT       FRIENDLY       POSITIVE