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

Customer Service

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

   DESK       TELEPHONE       INDEBUS       JOCO       SHARE A FARE       EMAIL EMAIL EMAIL       LOST AND FOUND       BUS PASSES       CALL CENTER       REGIONAL       RIDE KC       METRO       SERVICE       CUSTOMER       PHRASES       POSITIVE       CALM       ASSISTANCE       BREATH       ANSWERS       QUESTIONS       HAVE A NICE DAY       HOW MAY I HELP YOU       MY NAME IS       THANK YOU       MAY I SUGGEST       EMPATHY       WHAT I CAN DO IS       BUILDING RELATIONSHIPS       SMILE       UNDERSTANDING