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

THROWBACK THURSDAY

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

   Promises       Self Service       Communication       Loyalty       World Class       Exchange       Ask Questions       Support       Deliver The Promise       Patience       Thank You Friday       Snow Biz       Lunch on Us       Super Hero Day       Throwback Thursday       Promptness       Guidance       Satisfaction       Politeness       Customer Service Week       Customer Excellence       Value for Money       Expectations