**Customer Service Means …**

**Instructions:**

Copy one sheet for each group (card stock is good). Cut out the words and phrases by following the lines. Put each set of cut-up words in its own envelope. Each envelope should contain the words on this sheet. (24 pieces) and there

doing | ordinary things | extraordinarily well

going | beyond | what’s expected

adding| value and integrity | to every interaction

being | at your best | with every customer

discovering | new ways | to delight | those you serve

surprising | yourself | with how much | you can do

taking care| of the customer | like you would | take care of your grandmother

Hint: print them on different colored card stock and after the game have participants count to be sure there are 24 pieces prior to putting them back in the envelope. That way you will be ready for next time.