


CUTOUT

Customer Service Means . . .

Instructions:

Photocopy one sheet for every three participants (card stock works best if you have it on hand). Cut out the words and phrases by following the dotted lines. Put each set of cut-up words and phrases in its own envelope. Each envelope should contain the words on this sheet (24 pieces in all) and there should be one envelope for each group of three participants.



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		

Tip! If you'll be playing this game again, you might want to print each set on different colored card stock. After the game is over, have participants count to be sure there are 24 pieces, then put them back in the envelope. You'll be all set for next time!