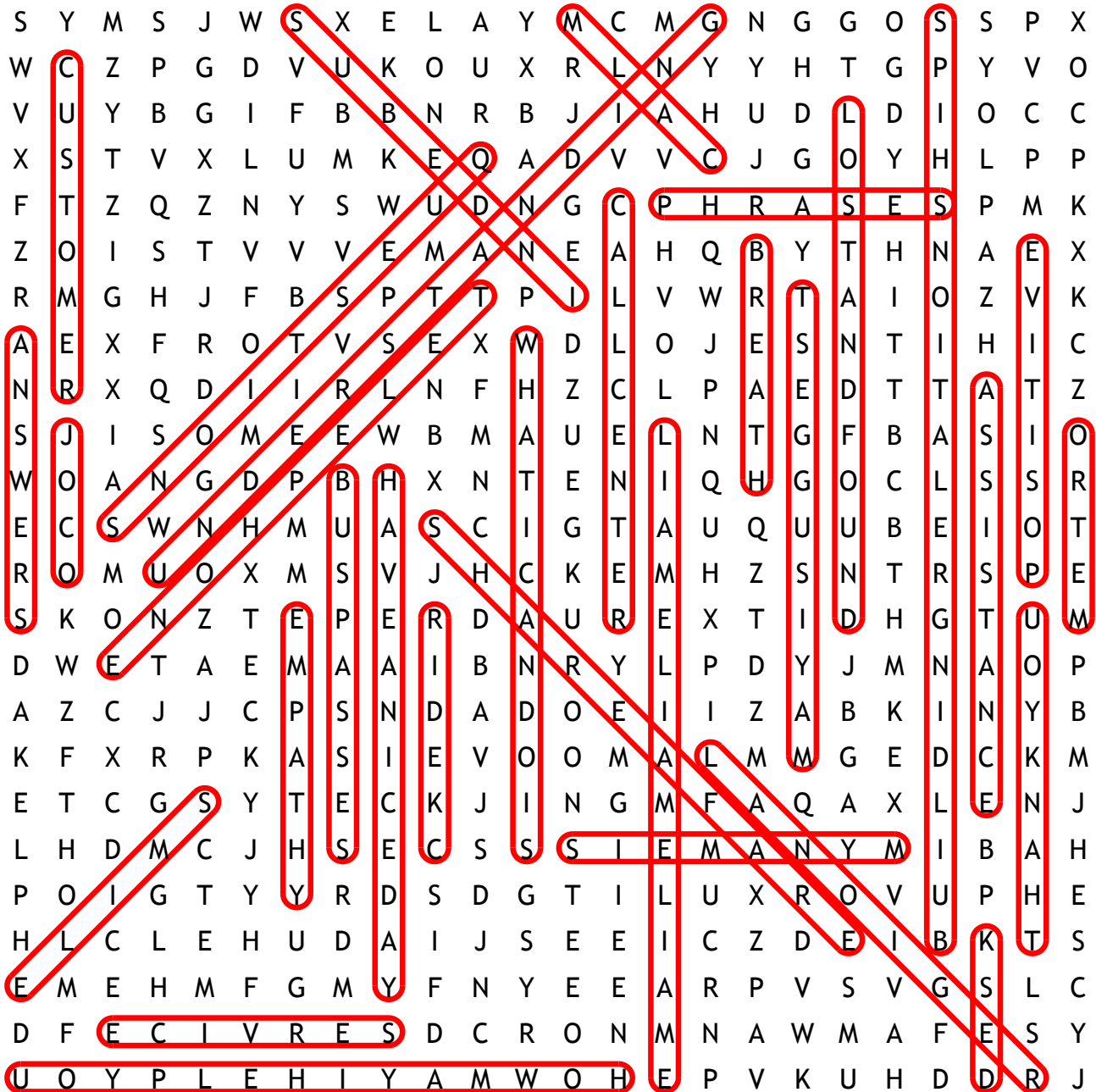


Name: _____

Date: _____

Customer Service



BUILDING RELATIONSHIPS
HAVE A NICE DAY
SHARE A FARE
MY NAME IS
REGIONAL
RIDE KC
EMPATHY
DESK

HOW MAY I HELP YOU
LOST AND FOUND
CALL CENTER
TELEPHONE
CUSTOMER
SERVICE
BREATH
JOCO

EMAIL EMAIL EMAIL
MAY I SUGGEST
BUS PASSES
QUESTIONS
POSITIVE
PHRASES
METRO
CALM

WHAT I CAN DO IS
UNDERSTANDING
ASSISTANCE
THANK YOU
INDEBUS
ANSWERS
SMILE