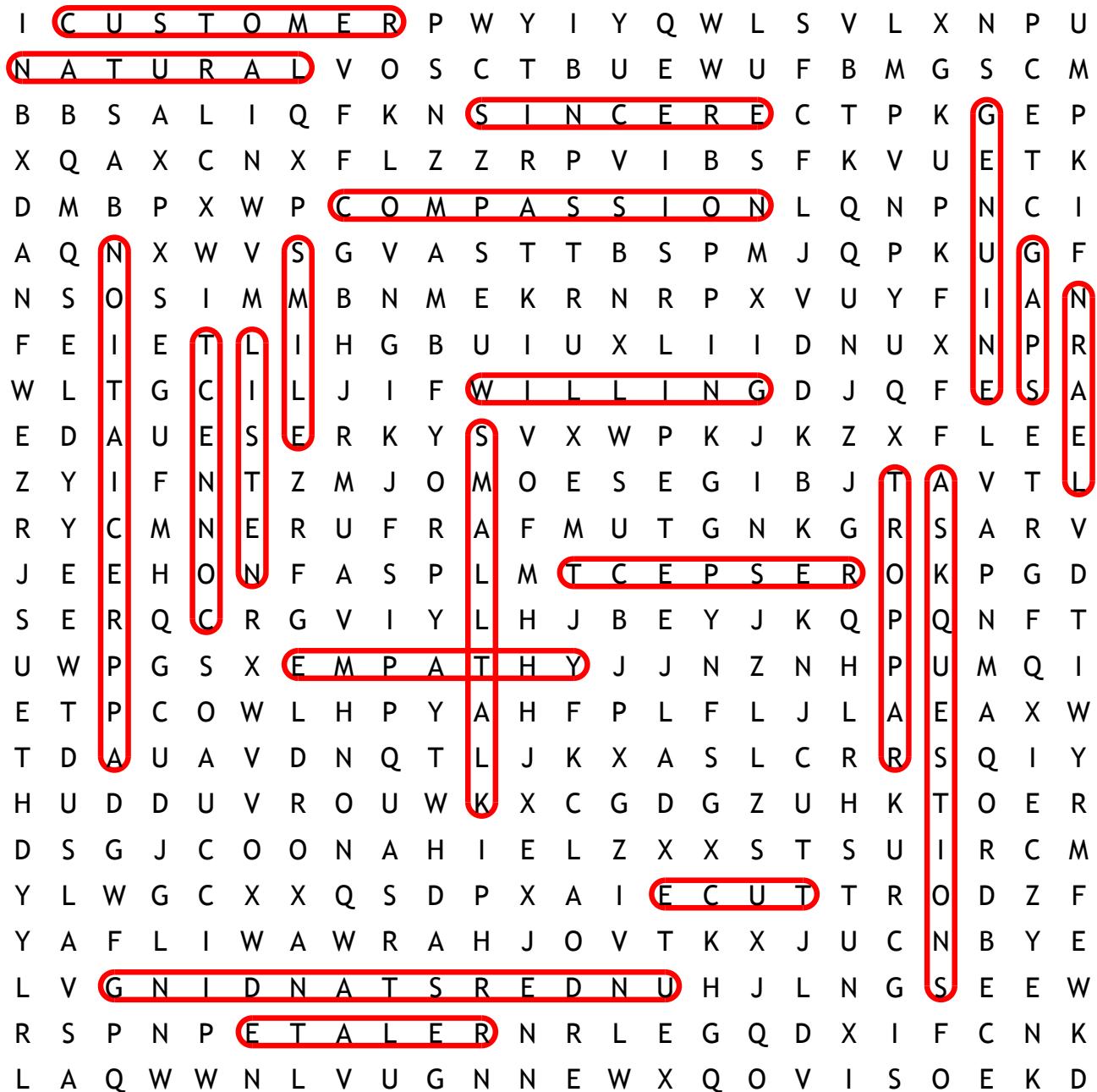


Name: _____

Date: _____

Make It Personal



- | | | | |
|---------------|---------------|--------------|------------|
| understanding | ask questions | appreciation | compassion |
| small talk | customer | genuine | respect |
| connect | natural | empathy | willing |
| sincere | rapport | relate | listen |
| learn | smile | gaps | TUCE |