

Name: _____

Date: _____

THROWBACK THURSDAY

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

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