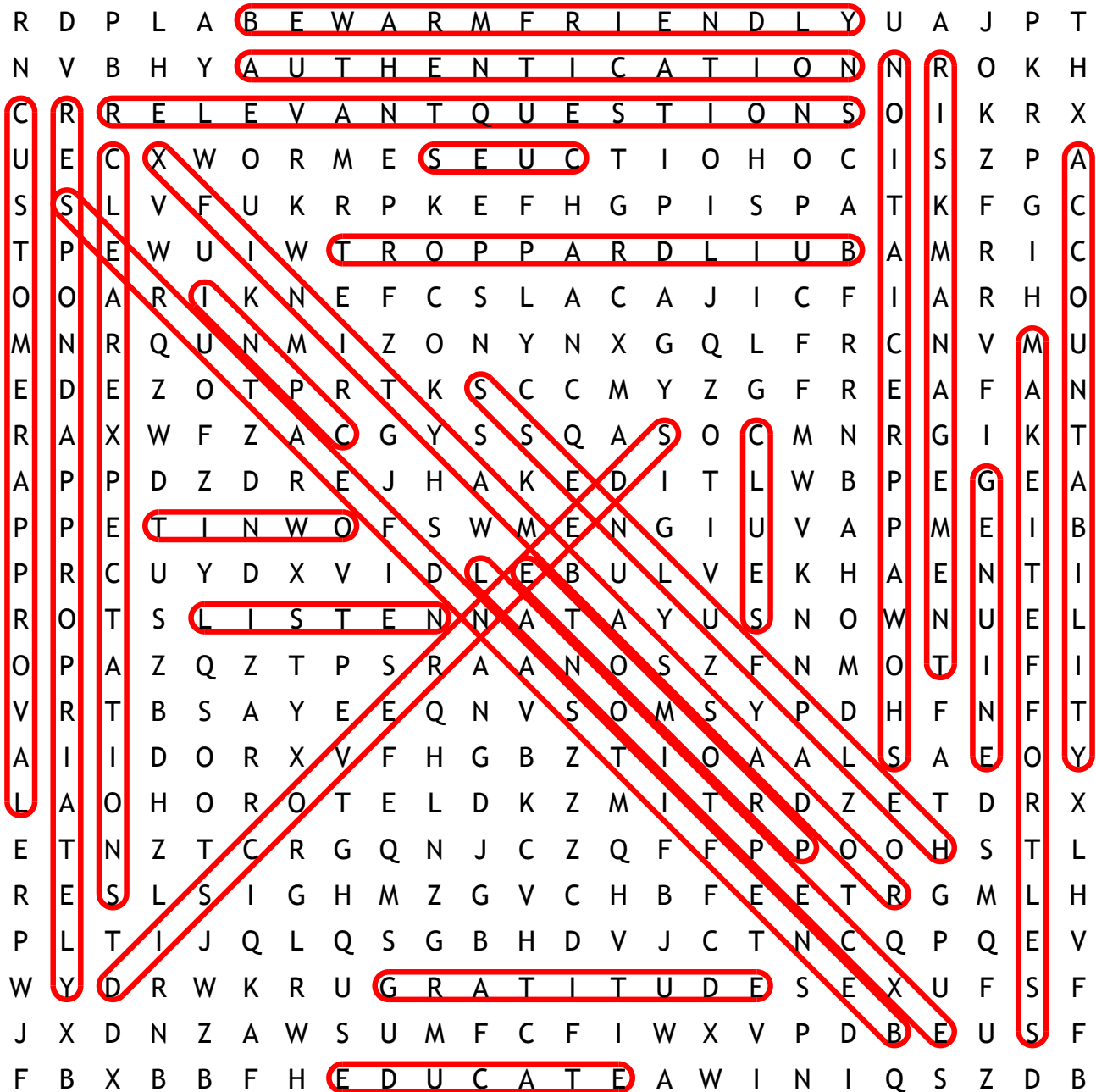


Name: _____

S4X



Benefits and Features
Make it Effortless
Show Appreciation
Discover Needs
Gratitude
Listen
Cues

Respond Appropriately
Relevant Questions
Risk Management
Build Rapport
Educate
Own It

Be Warm & Friendly
Xfinity Ambassador
Accountability
Exceptional
Genuine
Clues

Clear Expectations
Customer Approval
Authentication
Helpfulness
Promote
CPNI