

Name: _____

Date: _____

Standards April Activity Service Recovery

L M E P F P P S N O I T A T C E P X E K P X Z H
W A F D G X Z G D D E Y M K P X S M H T R O P L
L B L B S L C M H E T B D T U Y D J N E T S I L
Y A J G B E H G L R A V R O S V Z P D Q K D T M
E I T O E B D H N A C U O R A H A I H Z C U E F
S I H R P C U U M E O X C W T B E I O J A C C R
N R Y H B I V S G K V B I Y I A K F E G W I T A
S V R T T T U N N A D P Y R S G V V N V W L B N
Z G G Y S J J X P P A S S K F C V L Q K H F V H
C W E L Y W T B H Q T L L E A I F N H D L T W Z
U M B S Q Y P P J X N F F S C U I J V G S V A O
Y Z B C Y D I T K S E Q R S T W F H G C R M C W
D P H R L M G K J I I L H E I X G R S R H O K W
S W Q D I K J G P D T X F N O J M P N F A O N T
V C G L T C Q L C R A O W D N C C E T Y C X O C
L P W R R D C I U M P Z T N F V T E P V G W W Y
Y B W A Q G F K V C H H H I D G B M A Q A A L N
Z J K K K L U E N P R Q A K U R U P C C S R E H
A R X V P U R K P J X T N W N I E A Z V V I D J
U B P P M E H R V X S J K O S D Y T J Z H F G P
K A T I X U F A G L S W S H N M S H S H H I E D
P H D U X E Z O Q W T J A S V D A Y T K N R I A
Q S V X S M E L B O R P E V L O S E R M R S S Z
E H W A P O L O G I Z E I R A U Z D C I K A R B

Resolve Problems

Patient advocate

Show kindness

Expectations

Satisfaction

Acknowledge

Apologize

Empathy

Listen

Thank