

Name: _____

Date: _____

C.F.I.O.

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

patient recognition
understanding
informative
delightful
exemplary
proactive
engaging
strong

first impression
approachable
sympathetic
empathetic
fantastic
thank you
friendly
smile

compassionate
acknowledge
comforting
responsive
integrity
welcoming
greeting

distinguished
distinctive
consistent
courteous
listening
advocate
quality