

**Customer Care** 

#### Sheet x.1: Body language image cards (Pack A)

20 cards illustrating different body language poses with some examples provided below.

- 1) Happy
- 2) Confused
- 3) Angry
- 4) Frustrated
- 5) Thoughtful
- 6) Welcoming
- 7) Tired
- 8) Serious
- 9) Anxious
- 10) Distracted
- 11) Interested
- 12) Self-conscious
- 13) Dejected
- 14) Arrogant
- 15) Excited
- 16) Enthusiastic
- 17) Polite
- 18) Surprised
- 19) Relaxed
- 20) Irritable























































