

Customer Feelings

<b>Pleasant</b>	<b>Unpleasant</b>
Pleased	Irritated
Trust	Hurried
Valued	Neglected
Focused	Unhappy
Safe	Unsatisfied
Interested	Stressed
Energised	Disappointed
Excited	Frustrated
Exploratory	Bored
Memorable	Uncertain
Welcomed	Uncaring
Loved	Overwhelmed
Belonging	Anxious
Responsive	Judged
Compassion	Uncomfortable
Sincere	Inferior
Privileged	Unwelcome
Empowered	Intimidated
Rewarded	Insecure
Attentive	Disheartened
Fun-loving	Alone
Connected	Afraid
Appreciated	Confused
Empathy	Insulted
Non-judgemental	Incapable
Helpful	Embarrassed
Joy	
Encouraged	
Equal	
At ease	
Supported	
Kind	
Involved	
Open	
Confident	