

Name: _____

Date: _____

CCSMG - Customer Service, Riding the Wave

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

Supervisor

Contessa

Customer

Delivery

Payterms

Shipment

Invoice

Pricing

Service

Export

CCSMG

Email

Order

Phone

Smile

SAP