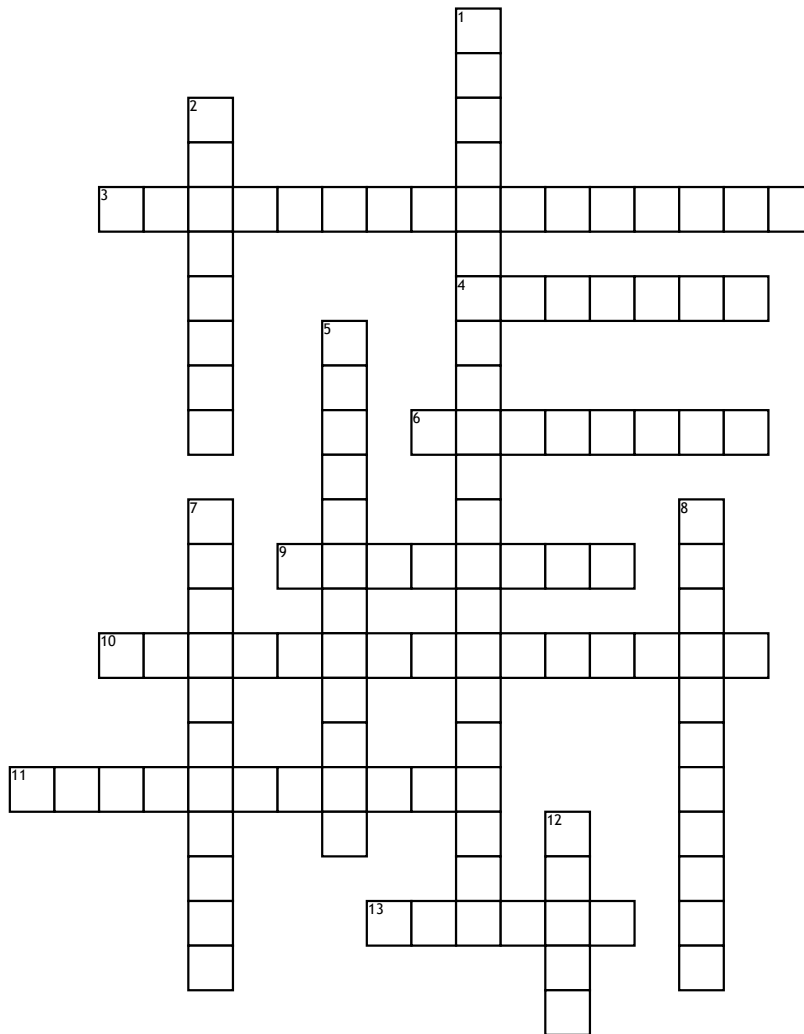


Customer Service



Across

3. Good thoughts that boost self-confidence and improve performance
4. Friendly relationship built on trust and good feelings
6. Negative stress; occurs when the demands of stress exceed an individual's abilities to cope
9. The positive or negative things we say to ourselves

10. Process of apologizing to a customer for a mistake, fixing the problem and then offering something "extra" as compensation

11. Type of credit where a company receives a discount if it pays its invoice by a specified date

13. Solution that meets or exceeds the needs of all parties

Down

1. The body's automatic response to perceived stress

2. Positive stress; occurs when we believe we can handle the demands stress places on us

5. Comments customers make, generally early in a sales presentation, to indicate that they have no intention of buying

7. Customers who are outgoing and sociable

8. Customers who are quiet and focused inward on their own thoughts

12. Question that all customers want answered

Word Bank

extroverted

win-win

service recovery

sales excuses

distress

eustress

introverted

fight or flight reaction

WIIFM

positive thinking

self-talk

trade credit

rapport