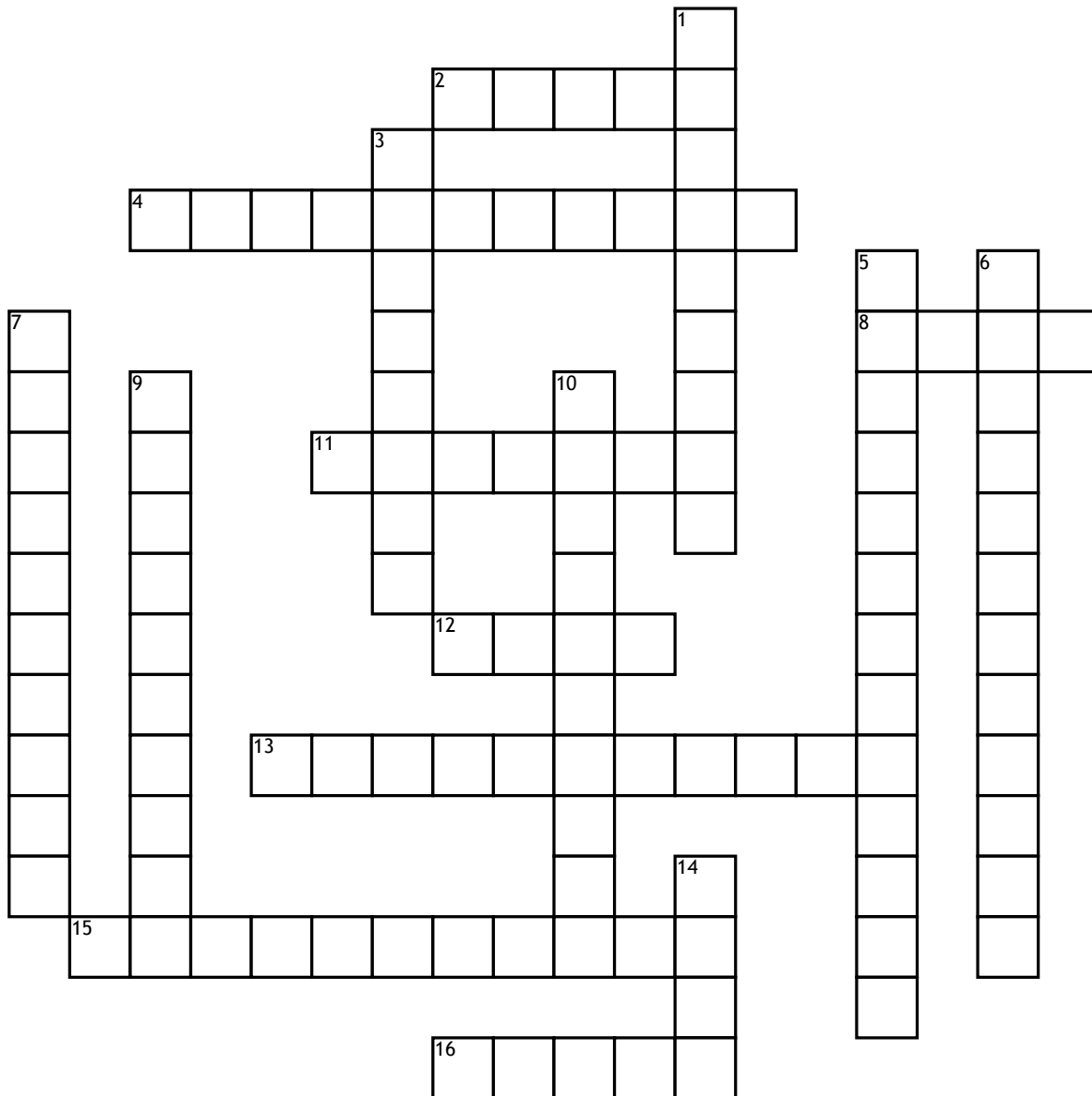


Name: _____

Customer Service MAGIC



Across

2. Set a deadline or time _____ before the customer asks
4. Leave caller feeling better than when the _____ started
8. Summarize what the _____ steps are
11. Speak with a _____ tone
12. Ask permission to _____ more information
13. _____ empathy through tone

Down

1. Use all _____ available to reach resolution
3. Close call with appropriate _____
5. Be _____ and accurate
15. Use _____ statements
16. Be proactive _____ options and/or solutions

Across

6. Set _____ with caller
7. This skill is great to use to confirm understanding
9. Use _____ inspiring words/phrases to instill trust
10. Ask for _____ prior to placing caller on hold
14. Use customer's name as soon as you _____ it