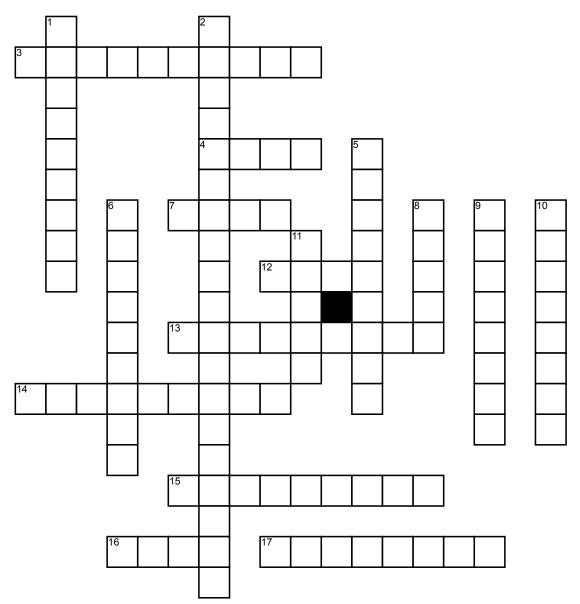
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## Customer Service Week Crossword Puzzle



## Across

- **3.** Customer complaints should be seen as \_\_\_\_\_ to improve service.
- **4.** Treat each customer as if they're the \_\_\_\_\_ one you'll deal with that day.
- **7.** With angry customers it's important to let them do this, \_
- **12.** When speaking with customers you should vary the \_\_\_\_\_ of your voice.
- **13.** Anticipating problems, heading them off and alerting customers is being
- **14.** Delighting your customers means \_\_\_\_\_ their expectations.

- **15.** Taking personal responsibility for a customer's complaint is taking
- **16.** Customers who have their complaints satisfactorily resolved tell an average of how many people?
- **17.** A positive one will make your day better.

## Down

- 1. Offering a customer additional products or services is cross-selling or
- **2.** The annual celebration of the importance of customer service is \_\_\_\_\_. (3 words).
- **5.** The most important customer service skill is \_\_\_\_\_.

- **6.** The people you serve each day.
- **8.** You sound more relaxed and friendly when you \_\_\_\_\_ while talking on the phone.
- **9.** Another word for internal customer is
- **10.** You start each call with a friendly
- **11.** Your most important communication tool when you're on the phone is your \_\_\_\_\_.