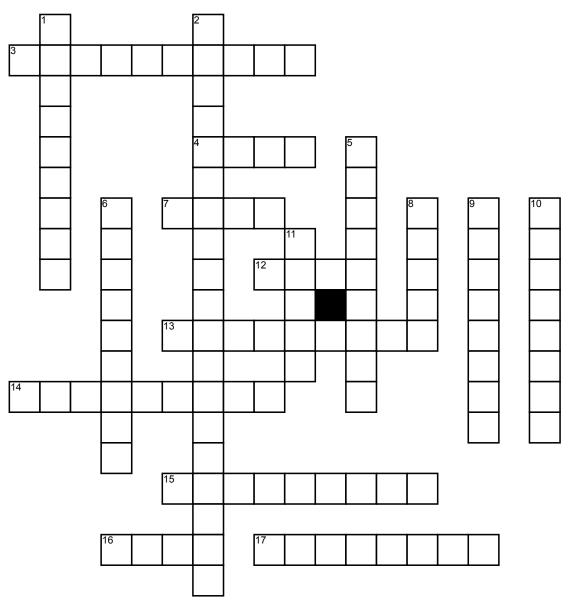
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## Customer Service Week Crossword Puzzle



## Across

<b>3.</b> Customer complaints should be
seen as to improve service.
4. Treat each customer as if
they're the one you'll deal wit
that day.
7. With angry customers it's
important to let them do this,
<b>12.</b> When speaking with customers
you should vary the of your
voice.
<b>13.</b> 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 h complaints satisfactorily resolved tell an average of how many people? 17. A positive one will make your day better.

<u>Down</u>
1. Offering a customer additional products or services is cross-selling
or
<b>2.</b> The annual celebration of the importance of customer service is
(3 words).

5. The most important customer

6. The people you serve each 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 \_\_\_\_\_.

service skill is \_\_\_\_\_.