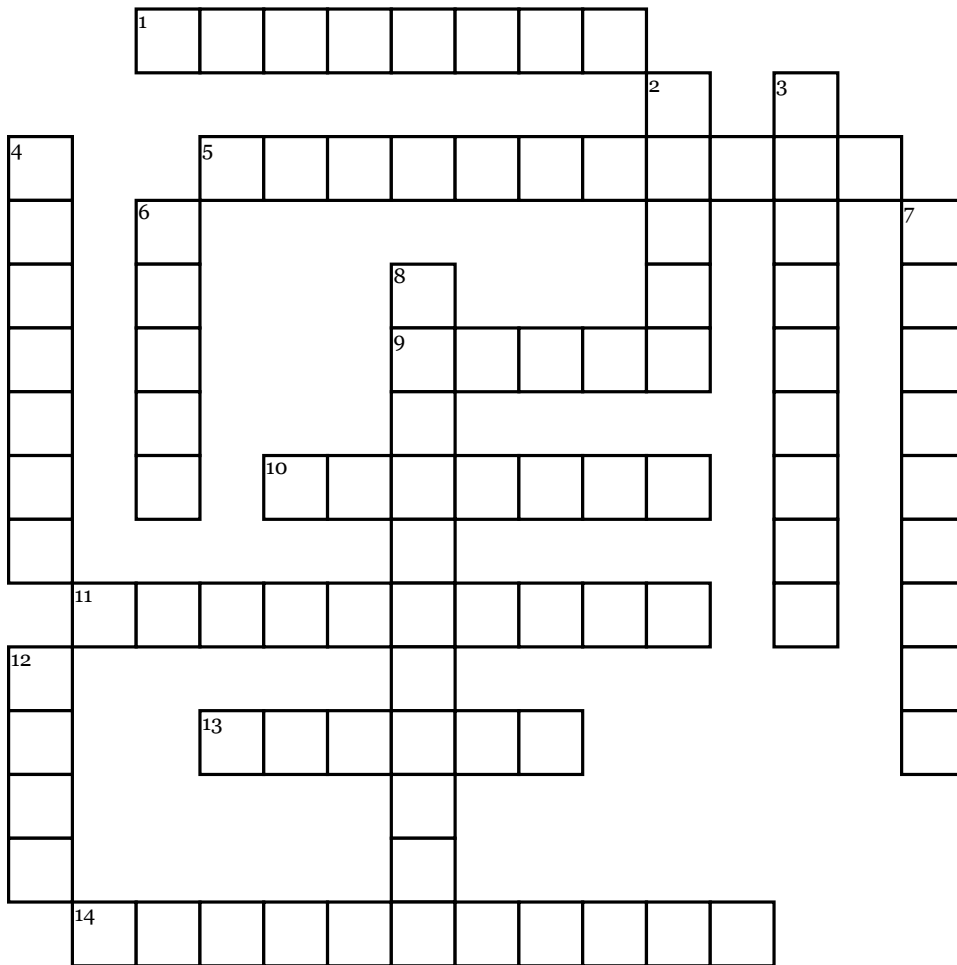


Name: \_\_\_\_\_

# Customer Service Week



## **Across**

- 1.** Someone who pays for services  
**5.** The opportunity to pay a bill late without having services shut off is an  
**9.** The first known use of a \_\_\_\_\_ was in 1885  
**10.** Being of service or assistance  
**11.** Recognize with gratitude: be grateful for

**13.** Hear with intention

**14.** Transmit Information

## **Down**

- 2.** A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement  
**3.** Customers that put their services on vacation over the summer are called

- 4.** Work done by one person or group that benefits another  
**6.** Watch your \_\_\_\_\_ when speaking to customers  
**7.** When a customer's service is not working we submit a  
**8.** A form used in making a request  
**12.** If the caller is upset, stay