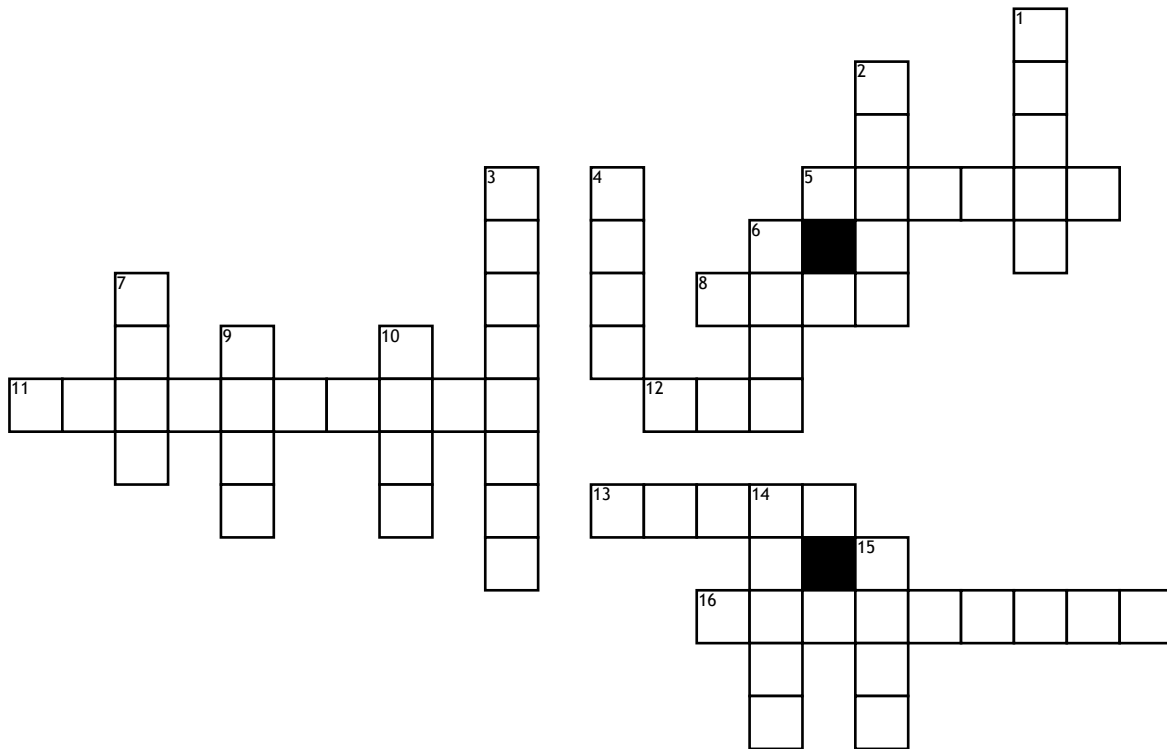


Name: \_\_\_\_\_ Date: \_\_\_\_\_

# Customer Service Week



## Across

5. Hear with intention.  
8. Common Literary them. Valentine's Day sentiment.  
11. Recognize with gratitude; be grateful for.  
12. I scream. You screen. We all scream for \_\_\_\_\_ cream.  
13. \_\_\_\_\_ is your Service Desk Manager's last name.  
16. Please don't \_\_\_\_\_ me while I am speaking.

## Down

1. Service Desk call are answered in the \_\_\_\_\_ they are received.  
2. A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement.  
3. Service Desk Technician whose name begins with an R.  
4. The Great Depression was happening in this year. Also happens to be the number to our building.

6. Watch your \_\_\_\_\_ when speaking to users.  
7. Saint Paul Public Schools abbreviated.  
9. WW. \_\_\_\_\_ service. \_\_\_\_\_@spps.org  
10. If the user is upset, stay \_\_\_\_\_  
14. Verizon cell phones are mostly handled by \_\_\_\_\_  
15. Is there anything else I can \_\_\_\_\_ you with today?