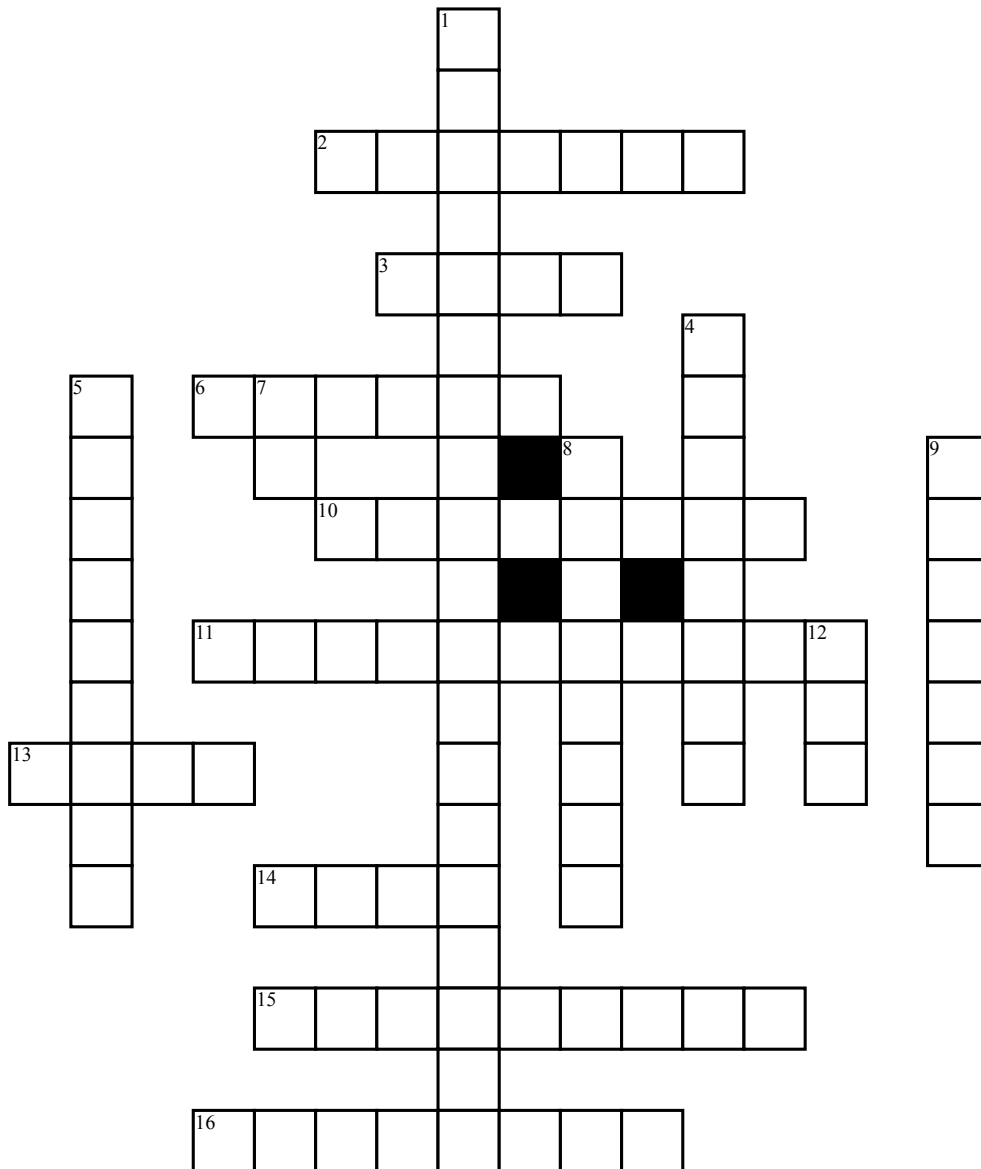


# Customer Service



## Across

2. Its okay to not have all the  
 3. Ask permission before you put the person on  
 6. Paying attention to what one is saying  
 10. Focus on the  
 11. Customer complaints should be seen as \_\_\_ to improve service  
 13. With angry customers it important to let them do this

14. Watch your \_\_\_ when speaking with others  
 15. Delighting your customers mean \_\_\_ their expectations  
 16. Don't forget to say this before you hang-up

## Down

1. The annual celebration of the importance of customer service is  
 4. You start each call with a  
 5. Always provide \_\_\_ service

7. Their is no \_\_\_ in team  
 8. To solve a problem you find a  
 9. This action shows you understand the caller's feelings  
 12. The customer is mad at the problem not at