

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

# Customer Service and Mystery Shops

N Z S M A K W P K Y I P M I I P H F R K H D D X  
S A S P H A C T I V E L I S T E N I N G S M X Z  
N D T D O X I S D R A C T S E U G I G Q A Y L I  
O E K I E H C O O V S V Q Y I M N K B N W A I W  
I D N R O E S M Y P A T I E N C E E A M Y A N F  
T U O T J N N Y J G K E Q J Y P S G I C X L R R  
S T I U T H A G R P L E H O T R E G A E Q A I E  
E I T K J W T L N E P J G H J R S B O G P P T S  
U T A Y I A K X C I T W Z A S J Z T J B C F Q P  
Q T C U B V F L V O T S P I U V A I I N G V M O  
G A I R G K O S S K N A Y V A G Z G J K M S X N  
N E N W N S L N G I I F R M A W N O J X S M U S  
I V U E I Y L I R J M B E T L A O A A A C A I I  
Y I M P T W O Y C T P E N R S M Q O L V H E N B  
F T M Z E K W C A A R M W S E N Y E X Y T T C I  
I I O Y E Z U C I J O W C J Q N O P C X D S L L  
T S C P R V P P O E V D P G D U C M C C S O N I  
N O N O G Q K X Z F E F C B O R T E E D H O B T  
E P A R B Q A N Z K M D A K E L B K D D N F S Y  
D W E O L C O B L F E C N V Q Y D T G Z M N O E  
I I L Q E R I Q Z J N P L I F Z L G N I S O L C  
X H C Z B W L V G Y T I I G Q U P H Y L C A H O  
S V A C A N C Y L O S S D Q Z T E L E P H O N E  
W A C U S T O M E R S E R V I C E C Y X F W R B

Identifying questions  
Positive Attitude  
Eager to help  
Guest cards  
Managers  
Bronze  
Gold

National Conference  
Customer Service  
Body Language  
Improvement  
Greeting  
Silver  
PMI

Demonstrating Needs  
Active Listening  
Mystery Shops  
Telephone  
Patience  
Teams

Clean Communication  
Responsibility  
Vacancy Loss  
Follow up  
Closing  
Skits