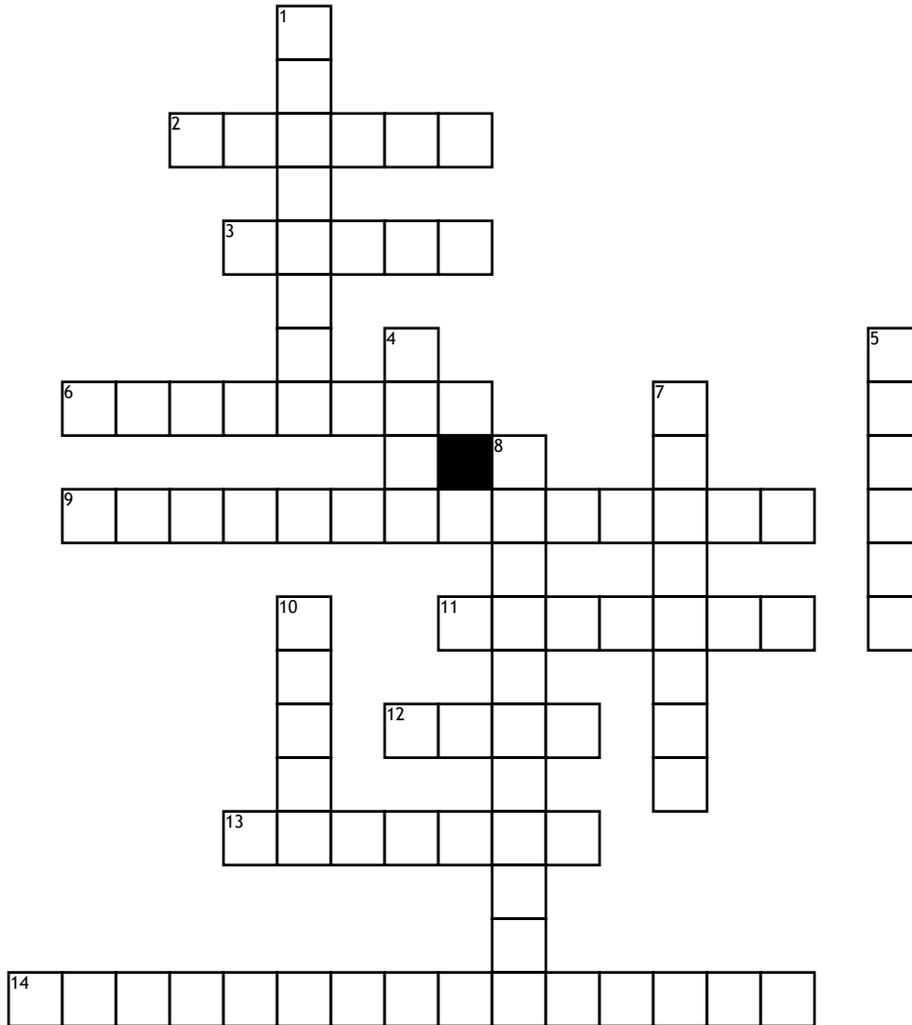


# Customer Service



## Across

2. hear with intention  
 3. Hamilton Marine has been serving customers for over \_\_\_\_\_ years  
 6. who is an internal customer  
 9. helping a customer resolve an issue

11. understanding customers feelings  
 12. you should let angry customers do this  
 13. the R in CREW stands for \_\_\_\_\_ others  
 14. give help or be of service

## Down

1. someone who pays for goods or services

4. take one for the  
 5. its ok to take a deep \_\_\_\_\_ when dealing with an upset customer  
 7. how many people on average does an angry customer tell  
 8. transmit information  
 10. what facial expression can customers hear over the phone

## Word Bank

- |                  |                 |          |         |
|------------------|-----------------|----------|---------|
| team             | problem solving | listen   | empathy |
| thirteen         | coworker        | customer | respect |
| customer service | vent            | smile    | forty   |
| breath           | communicate     |          |         |