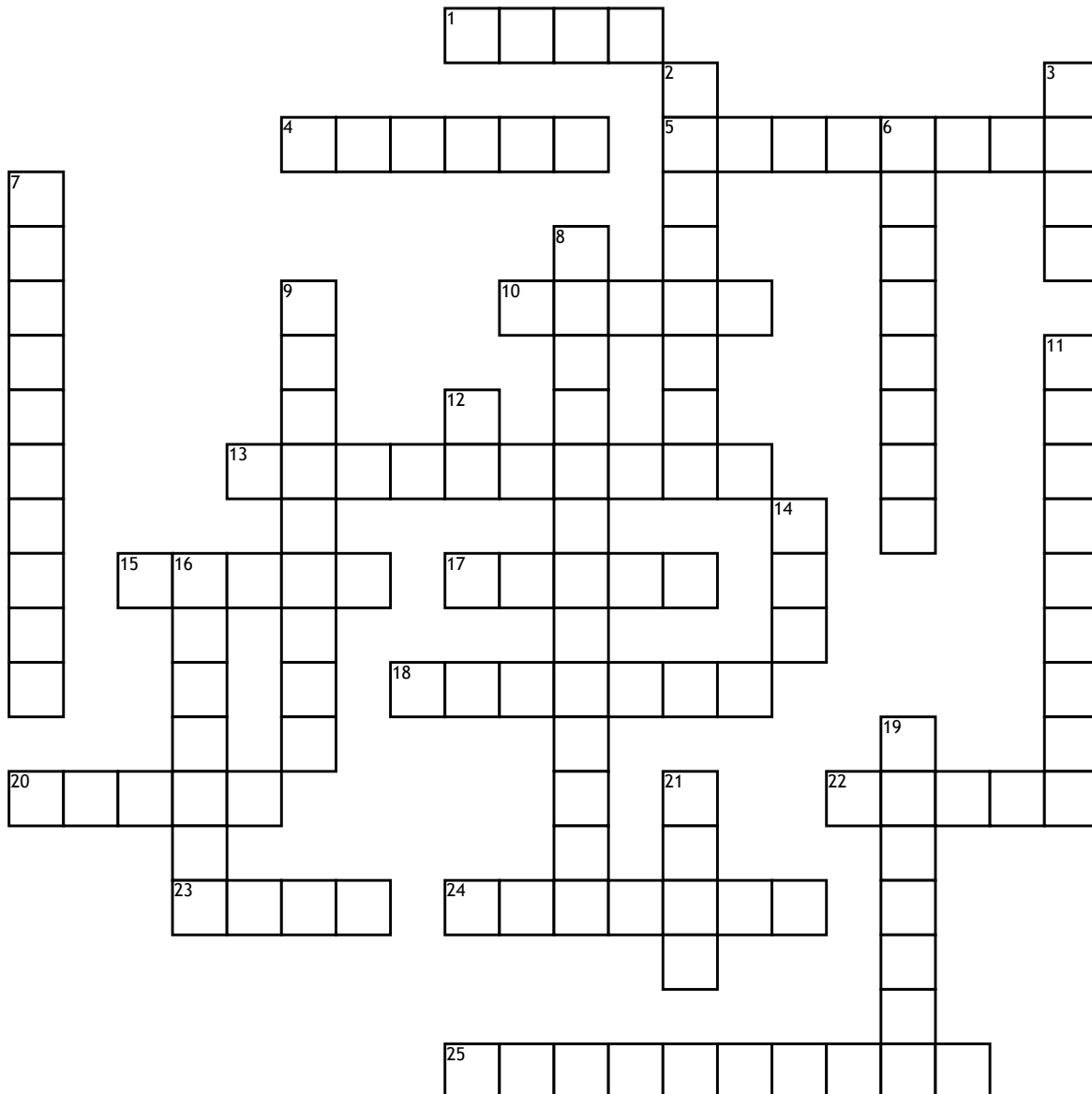


Customer Service



Across

1. Something that should always stay open.
4. When both side give a little and get a little.
5. Things you should avoid saying about customers and co-workers.
10. Be willing to say it.
13. How disagreements should be settled.
15. Don't ever do this with a customer.
17. That which accompanies a greeting.
18. The most important customer service tool.

20. When you should raise your voice.
22. To help resolve a tense situation, lower your _____.
23. There's something nice about your voice.
24. Show _____ for the customer's feelings.
25. Remember not to take it _____ when a customer is angry.

Down

2. Your customers who sit nearby.
3. Give your _____ to each customer.
6. The kind of work that works best.

7. Ask questions so you will _____ the problem.
8. The kind of lines we want to keep open.
9. When a customer is talking, you should listen _____.
11. Anticipating problems and heading them off is being _____.
12. _____ friendly.
14. If you don't know, _____.
16. Treat others with courtesy, warmth and _____.
19. Something you should never lose.
21. Take a _____ breath.