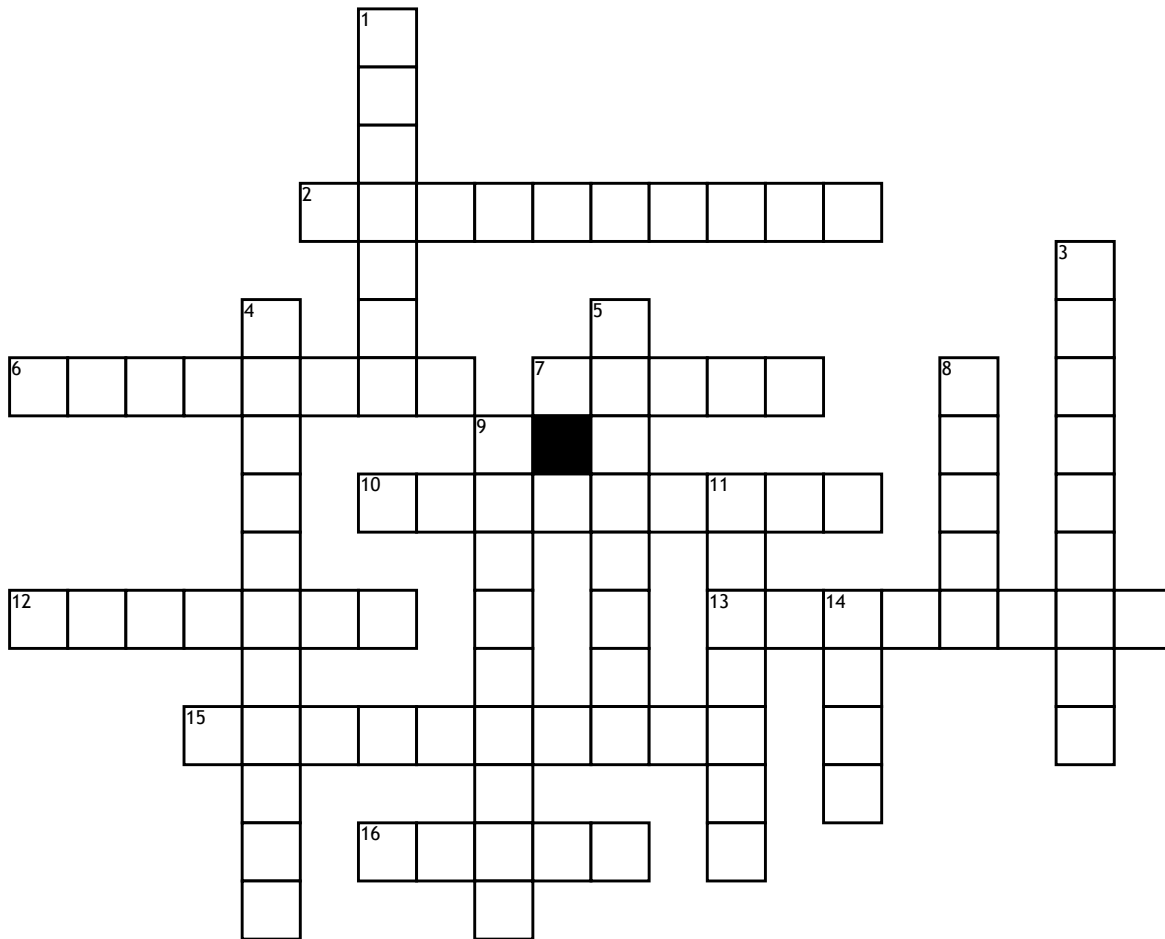


Name: \_\_\_\_\_

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

# Customer Service



## Across

2. What you say to convey confidence.

6. Asking effective questions.

7. At the end to make sure of the caller's understanding.

10. Self-assured in finding the solution.

12. A way to get to the real issue.

13. A handy skill when the customer is upset.

15. What you do when you truly connect with a customer.

16. What you want the caller to hear.

## Down

1. Fixing the customer's concern.

3. Tools to ensure appropriate resolution.

4. How you say something to gain customer buy-in.

5. How we strive for our customers to perceive us.

8. The way of ending a call.

9. Showing or involving great activity towards the customer.

11. Putting yourself in the customer's position.

14. How you convey your meaning on the phone.