

Name: _____

Date: _____

Customer Services

M L N O I T A C I N U M M O C B F G B N E M P 9
 R K V X F L I S T E N I N G S K I L L S S H P I
 P E C N E I R E P X E U M L 1 G E T G 1 A L D V
 Y K X K T O U L E S S O N S 9 M G F Y U E 1 T B
 O T I U I W N R U T E R S V F A 9 1 N V L G Y A
 1 W I G R L V R 9 1 T E X T M Y S 1 1 F P U F M
 9 A R D O S 9 H R 9 H R W E 9 E O F D N W G G R
 V L K Y K R T S 9 E D T S O X M 1 L M I N H E C
 G O L I U Y E E L N L I U M A F S Y G I V T S A
 F T L M S T T T L A T A E 1 N O F L K H N O E U
 Y L S T T K G I N E U G T W U E P R A U Y V C S
 S W G S P R N U L E P D A I G 9 A G O O D C I R
 1 R N E B P A O N A C H I U O P I C W O G I V E
 O H I U T E S P W F T E O V P N N T P H Y E R M
 O E N G L S X F R L Y I M N I E S R I D M C E O
 E K I E K V T C 1 O E A P O E D S H M E D N S T
 T O A E M Y T U E Y B D L S C A N H I 9 E A R S
 P T R F V P R H D L F L G P O L S I A P T T E U
 V U T A 1 I L U F E L I E E E H E M L K S R M C
 G O O D S L T O I A N E D M R L L W I X N O O E
 V G E G U S B I Y P P T N Y S H O G P L U P T D
 1 V F 9 X E D I S E A M S T U F 1 R R 1 E M S U
 N X A O O N V A K O E L X U O Y K N A H T I U R
 N K E X G K D K O M P I P 1 M Y I G S X V W C F

customer services
 communication
 knowledge
 Thank you
 COVID-19
 please
 smile

listening skills
 individuals
 role play
 Telephone
 Students
 skills
 goals

Rude Customers
 Hospitality
 encounter
 employee
 lessons
 Loylty
 games

Welcome Center
 importance
 trainings
 positive
 Parking
 goods
 famu

relationships
 experience
 excellent
 problems
 return
 guest