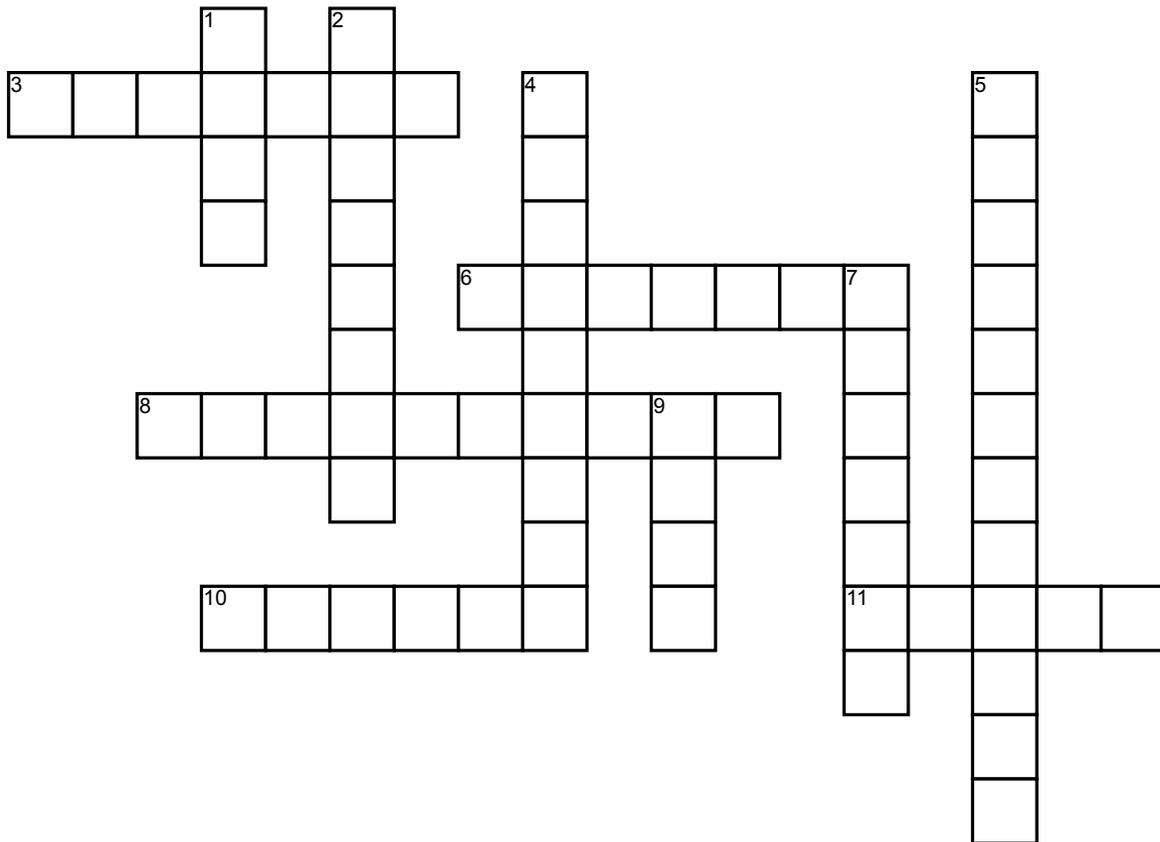


Name: _____

Date: _____

Customer care crossword



Across

- 3. He never complains.
- 6. Fix the issue, or problem.
- 8. An important skill, that is a meaningful non-verbal form of communication.
- 10. This listening skill allows you get all the information.
- 11. The acronym to remember.

Down

- 1. To be caring, considerate, helpful and gentle.
- 2. To communicate, work, or participate in an activity with someone.
- 4. To be considerate and observant.
- 5. He's easy to meet, know and talk with.
- 7. Experiencing the feelings, thoughts, or attitudes of another.
- 9. Free from excitement or passion