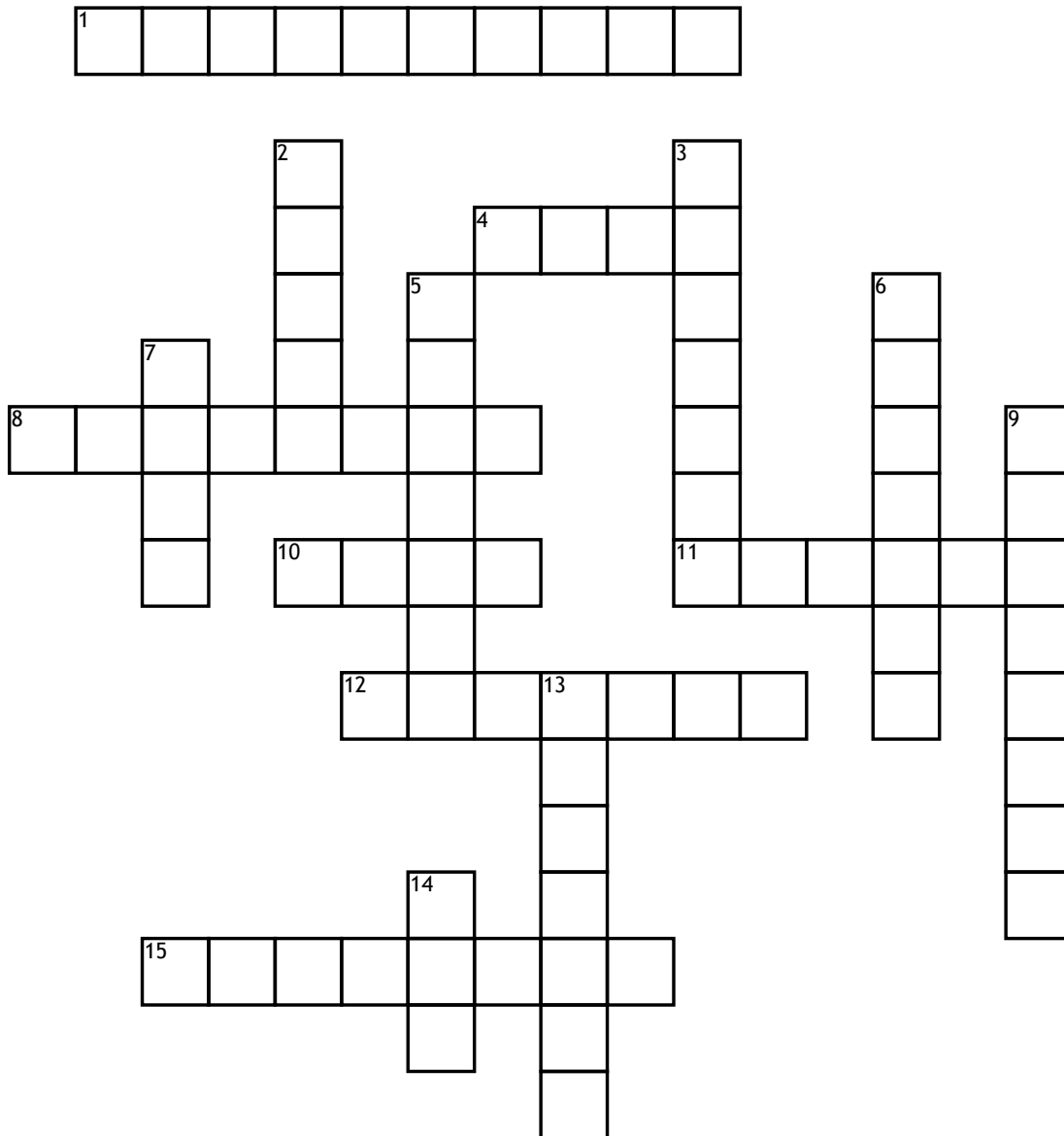


Name: _____

Date: _____

Customer service



Across

1. Be assertive but not _____

4. Watch your _____ when speaking to customers

8. Don't forget to say this before you hang up

10. Ask permission before you put the person on _____

11. Actively _____

12. This action shows you understand the caller's feelings

15. Focus on the _____

Down

2. Have a _____ skin

3. If the caller is upset, stay _____

5. Focus on the solution, not the _____

6. If you do this, you will calm down

7. Clarify what is being _____

9. Use supportive _____

13. It is ok not have all the _____

14. The customer is mad at the problem, not mad at _____