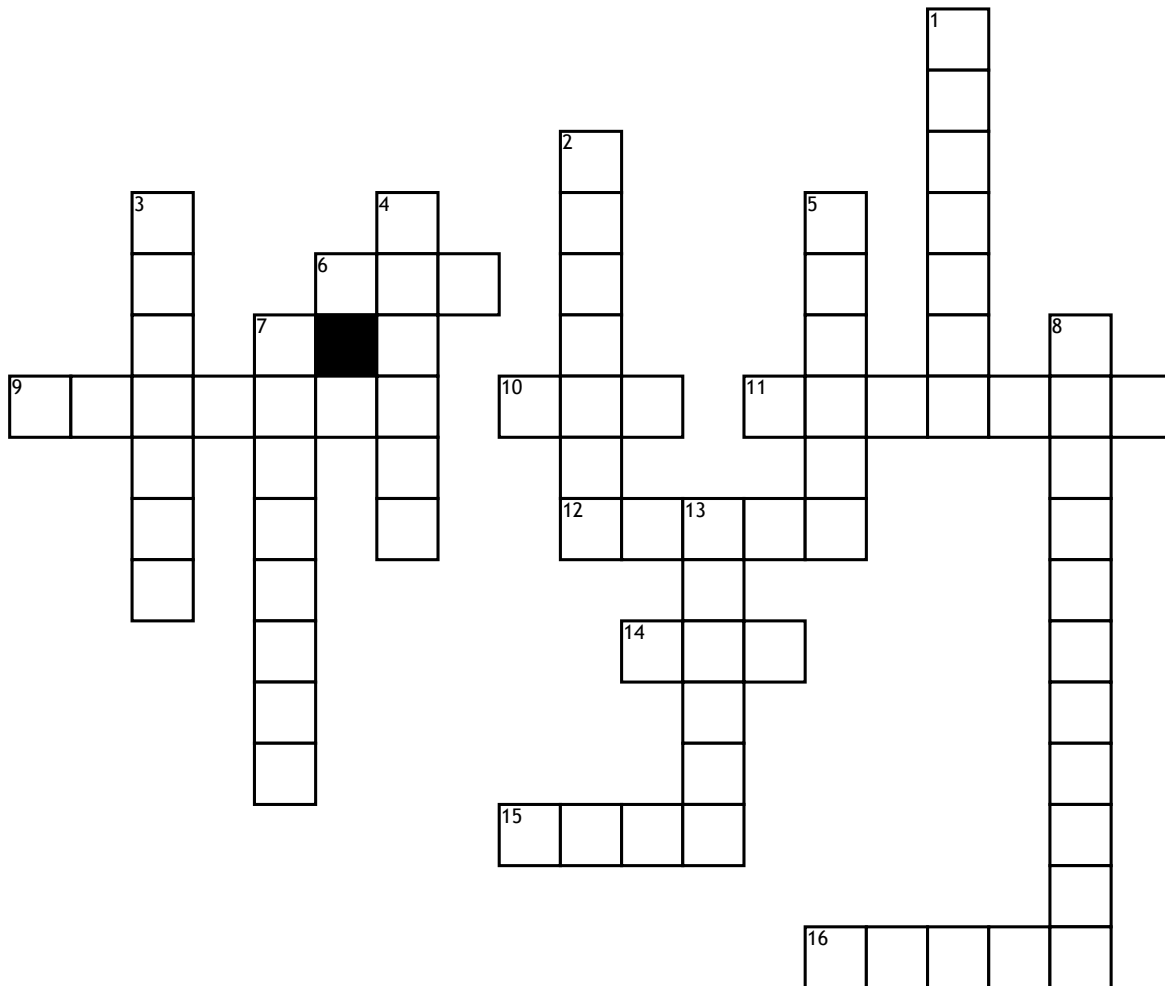


Deliver The Promise



Across

6. _____ questions to gather necessary info
 9. _____ a solution that meets the needs
 10. _____ agreement from the customer
 11. Do this throughout the call
 12. _____ important information for the future

14. _____ resources to work the problem
 15. _____ sure there are no other questions
 16. Last chance to make a Positive Impression

Down

1. _____ what's good about it
 2. _____ appreciation for the customer

3. This will ensure first call resolution

4. _____ the account

5. _____ positive words and tone

7. Second plank of the Service Flow

8. _____ the emotion/situation

13. _____ you are going to own it