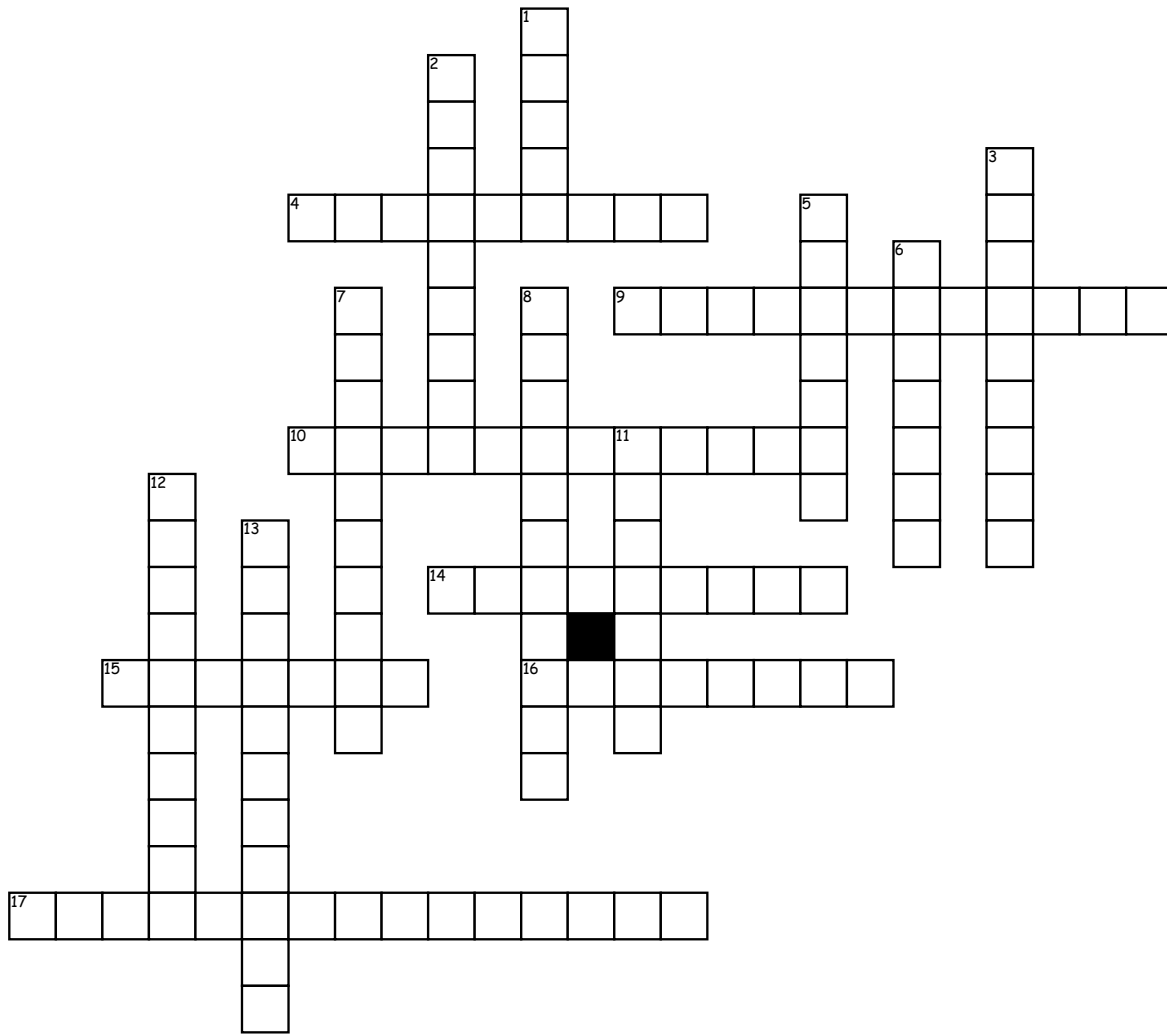


Name: \_\_\_\_\_

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

# Member Service and Loyalty Skills



## Across

4. Avoid \_\_\_\_\_ or Judgmental Statements when focusing on the Member/Co Worker.
9. Taking what the member or co-worker said and restating it back to them in their own words is \_\_\_\_\_?
10. Offer \_\_\_\_\_ when managing a complaint.
14. Finding \_\_\_\_\_ is a skill that demonstrates personal responsibility.
15. Avoid \_\_\_\_\_ when working with a member.
16. When resolving a problem, explain how the problem occurred, what can be \_\_\_\_\_ and \_\_\_\_\_ for reaction.

17. When Managing a Complaint it is important to \_\_\_\_\_.

## Down

1. We should always \_\_\_\_\_ excuses.
2. We should include feeling and content when we do this?
3. Asking \_\_\_\_\_ is an important step to resolve a member's problem.
5. \_\_\_\_\_ confidence is a way to enhance Self Esteem.
6. "Let me take a look at that right now!" is a statement that demonstrates how to Communicate \_\_\_\_\_.

7. Continue to focus on the member/co-worker by \_\_\_\_\_ what you're doing.

8. Nodding your head is a way to \_\_\_\_\_ what you are hearing and that you understand?

11. "How does that sound?" is an example of \_\_\_\_\_ for reaction.

12. "You were smart to bring it to our attention" is considered a \_\_\_\_\_?

13. It's important to follow through on \_\_\_\_\_.