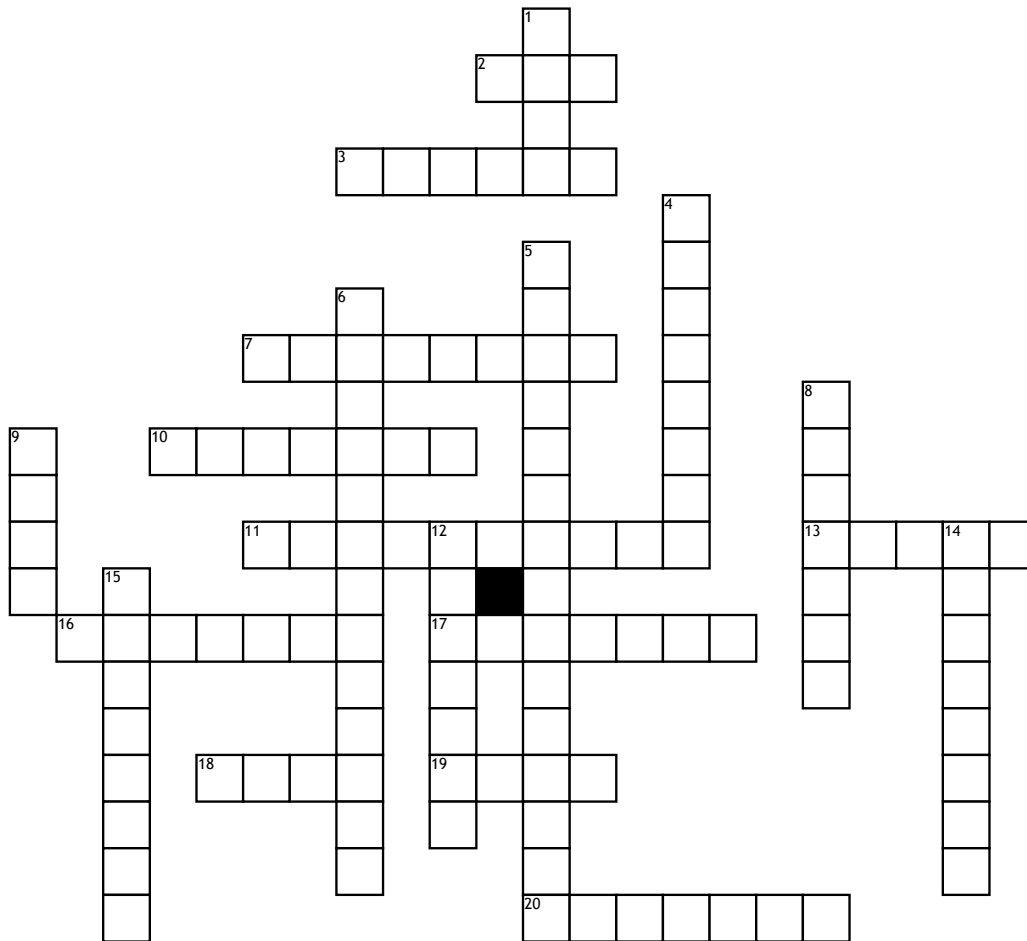


Name: _____

Date: _____

costumer service



Across

2. The customer is mad at the problem, not mad at _____
 3. Actively _____
 7. Don't forget to say this before you hang up
 10. Its okay to not have all the _____
 11. Be assertive but not _____
 13. Have a _____ skin
 16. If you do this, you will calm down

Word Bank

Language
 You
 Aggressive
 Tone

Answers
 Priority
 Breathe
 Customer

Professionalism
 Said
 Neutral
 Manager

Have a great day
 Thank you
 Hold
 Thick

Help
 Problem
 Empathy
 listen

17. Focus on the solution not the _____

18. Clarify what is being _____
 19. if you see a patient struggling what should you do?
 20. If you have a problem that is above you who do you go to ?

Down

1. Watch your _____ when speaking to customers
 4. Use supportive _____
 5. When a patient comes in whats the first thing they should see?

6. when a patient leaves what should you say?

8. If the caller is upset stay _____
 9. Ask permission before you put the person on
 12. This action shows you understand the caller's feelings _____
 14. Focus on the _____
 15. patient's is our _____