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

2021 Customer Service Week

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|  |  | 3C |  O |  M |  M |  U |  N |  I |  C |  A |  T |  E |  |  |  U |  |  |  |  |
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|  |  |  |  |  |  |  | 4L |  I |  S |  T |  E |  N |  |  |  T |  |  |  |  |
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|  | 5P | 6A |  T |  I |  E |  N |  C |  E |  |  |  |  |  |  |  M |  |  |  |  |
| 7E |  |  N |  |  |  |  |  |  N |  | 8A |  |  |  |  |  E |  | 9C |  |  |
|  X |  |  S |  | 10G |  | 11P |  O |  S |  I |  T |  I |  V |  E |  |  R |  |  A |  |  |
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| **Across****3.** Transmit information**4.** Actively \_\_\_\_\_\_\_\_\_\_\_\_\_\_.**5.** The capacity to help without getting angry or upset.**11.** The opposite of negative**12.** A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement.**14.** Take one for the \_\_\_\_\_\_\_\_.**16.** Heartfelt; wholehearted     **17.** What have we dealt with a lot this year?**18.** Lend a hand. | **Down****1.** The people you serve each day.**2.** The annual celebration of the importance of customer service is \_\_\_\_\_. 3 words**6.** It is ok not have all the\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**7.** Always provide \_\_\_\_\_\_customer service.**8.** A positive one will make your day better.**9.** The \_\_\_\_ before the storm.**10.** You start each call with a friendly \_\_\_\_.**13.** Delighting your customers means \_\_\_\_\_ their expectations.**15.** When speaking with customers you should vary the \_\_\_\_\_ of your voice. |