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

2021 Customer Service Week

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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. |