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

CCSMG - Customer Service, Riding the Wave

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| S | W | N | N | Y | W | R | R | S | O | R | C | U | S | T | O | M | E | R | C | S | A | O | O |
| X | K | V | H | V | P | V | E | L | I | M | S | K | E | C | I | V | R | E | S | M | B | F | S |
| S | E | N | O | H | P | Q | X | O | Y | M | A | P | F | K | H | Q | R | S | Q | I | B | G | B |
| I | A | T | T | I | O | W | V | Q | L | X | W | M | C | T | G | O | S | G | W | Y | Y | G | Y |
| E | K | Z | A | C | I | O | G | M | Y | G | N | A | O | R | D | E | R | R | N | I | R | H | U |
| E | H | H | I | Y | N | K | G | J | I | L | B | T | K | L | B | W | U | T | W | P | E | L | Z |
| Q | R | H | C | G | W | J | N | K | W | G | M | S | C | C | L | F | R | D | D | R | V | L | A |
| A | E | E | M | X | Q | A | N | B | E | T | X | U | H | Z | L | F | E | I | K | I | I | J | M |
| I | L | U | T | O | O | K | Z | W | G | Y | S | L | C | I | W | Q | M | X | Q | C | L | P | X |
| J | N | N | O | B | F | K | G | G | P | K | A | L | Q | T | G | G | J | K | F | I | E | N | K |
| Y | O | A | H | S | S | E | H | O | U | N | R | A | C | B | W | Y | B | Z | A | N | D | G | Z |
| P | J | G | S | Z | R | B | V | G | X | C | O | N | T | E | S | S | A | T | D | G | J | B | G |
| W | A | I | C | E | J | P | A | S | M | L | J | J | L | M | P | S | C | F | N | N | W | M | O |
| T | N | I | A | P | K | X | E | U | Z | S | U | P | E | R | V | I | S | O | R | D | W | N | F |
| A | M | C | S | K | J | J | F | Z | I | N | Q | Z | E | O | V | G | I | P | E | Y | U | J | Q |
| B | L | H | I | K | O | J | S | H | I | P | M | E | N | T | N | T | U | H | C | S | C | X | H |
| U | T | A | N | F | X | H | O | D | D | X | C | M | Q | B | C | B | L | L | T | B | B | Y | J |
| U | T | F | V | C | T | R | O | P | X | E | D | P | O | O | Q | Q | E | M | A | I | L | P | H |
| Z | S | T | O | A | W | M | F | D | Z | S | Y | J | Q | L | G | V | S | L | W | B | E | U | Y |
| A | C | O | I | P | N | D | A | C | Q | V | W | Z | T | Y | I | F | D | T | P | K | T | O | Y |
| Z | H | L | C | F | J | B | E | F | Y | G | S | K | F | U | T | X | J | U | U | O | C | W | Z |
| X | K | I | E | P | J | B | L | Z | H | H | G | M | Z | O | S | M | R | E | T | Y | A | P | S |
| W | K | L | H | S | H | Z | O | E | N | Y | Z | N | M | I | B | S | X | H | C | R | C | I | F |
| F | E | Z | R | Z | F | G | T | T | I | T | P | D | X | J | B | H | T | Q | X | L | V | X | H |

   CCSMG       Contessa       Customer       Delivery       Email       Export       Invoice       Order       Payterms       Phone       Pricing       SAP       Service       Shipment       Smile       Supervisor