Customer Service

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| **Across****5.** Avoid multiple calls and hold times.**7.** Key Ingredient to customer service**9.** Stick to the facts**10.** When you speak make sure you **11.** Under promise and over deliver**12.** Communicating to the customer you understand  | **Down****1.** Provide the best to the customer**2.** Always remember to stay**3.** Take time to listen to the customer**4.** The most important person.**6.** To avoid irate customer never become.**8.** Always follow through with what you said |