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 |