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

Customer Service Crossword Puzzle

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| **Across**  **3.** The first known use of a \_\_\_\_\_\_ was in 1885  **5.** Assist member with navigating the  **7.** Recognize with gratitude; be grateful for  **10.** Hear with intention  **11.** Someone who pays for services  **12.** Work done by one person or group that benefits another  **14.** Show \_\_\_\_\_\_towards the member  **15.** Make an\_\_\_\_\_\_ to pay a bill late | **Down**  **1.** A form used in making a request  **2.** What to watch when speaking with customers  **4.** Being of service or assistance  **6.** Always go the  **8.** Always provide \_\_\_\_\_\_customer service  **9.** A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement  **13.** If the caller is upset, stay |