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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 |