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

Customer Service Week 2020

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| **Across****5.** If the customer is upset stay**6.** Your Problem \_\_\_\_\_\_\_\_\_\_**8.** Work done by one person or group that benefits another**9.** Know Your \_\_\_\_\_\_\_**10.** The first know use of a \_\_\_\_\_\_\_\_was in 1885**12.** The opportunity to pay a bill late without having services shut off is an **13.** Recognize with gratitude : Be grateful for**14.** Transmit information | **Down****1.** Someone who pays for service **2.** Without this there is no Aflac**3.** A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement**4.** Communicate \_\_\_\_\_\_\_**7.** Hear with intention**11.** Being of service or assistance  |