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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 |