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

Customer Service Week

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| **Across****4.** To add autopay a customer must log into**5.** Being of service or assistance**10.** If the caller is upset, stay**11.** The opportunity to pay a bill late without having services shut off is an**12.** A form used in making a request**14.** A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement**15.** Work done by one person or group that benefits another | **Down****1.** Hear with intention**2.** Recognize with gratitude; be grateful for**3.** Someone who pays for goods or services**6.** Transmit information**7.** The first known use of a \_\_\_\_\_\_ was in 1885**8.** Customers that put their services on vacation over the summer are called**9.** Watch your \_\_\_\_\_\_ when speaking to customers**13.** When a customer's service is not working we submit a \_\_\_\_ ticket |