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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 |