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

Customer Service Week Crossword Puzzle

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| **Across**  **3.** Customer complaints should be seen as \_\_\_\_\_ to improve service.  **4.** Treat each customer as if they’re the \_\_\_\_\_ one you’ll deal with that day.  **7.** With angry customers it’s important to let them do this, \_\_\_\_\_.  **12.** When speaking with customers you should vary the \_\_\_\_\_ of your voice.  **13.** Anticipating problems, heading them off and alerting customers is being \_\_\_\_\_.  **14.** Delighting your customers means \_\_\_\_\_ their expectations.  **15.** Taking personal responsibility for a customer’s complaint is taking \_\_\_\_\_  **16.** Customers who have their complaints satisfactorily resolved tell an average of how many people?  **17.** A positive one will make your day better. | **Down**  **1.** Offering a customer additional products or services is cross-selling or \_\_\_\_\_.  **2.** The annual celebration of the importance of customer service is \_\_\_\_\_. (3 words).  **5.** The most important customer service skill is \_\_\_\_\_.  **6.** The people you serve each day.  **8.** You sound more relaxed and friendly when you \_\_\_\_\_ while talking on the phone.  **9.** Another word for internal customer is \_\_\_\_\_.  **10.** You start each call with a friendly \_\_\_\_  **11.** Your most important communication tool when you’re on the phone is your \_\_\_\_\_. |