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

Customer Service Week Crossword Puzzle

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|  | 3  O | P | P | O | R | T | U | N | I | T |  |  |  |  |  |  |  |  |  |
|  |  | S |  |  |  |  | S |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  | I |  | 6  C |  | 7  V | E | N | T |  |  | S |  | 8  S |  | 9  C |  | 10  G |  |
|  |  | N |  | U |  |  | R |  |  | 11  V |  | T |  | M |  | O |  | R |  |
|  |  | G |  | S |  |  | S |  | 12  T | O | N | E |  | I |  | W |  | E |  |
|  |  |  |  | T |  |  | E |  |  | I |  | N |  | L |  | O |  | E |  |
|  |  |  |  | O |  | 13  P | R | O | A | C | T | I | V | E |  | R |  | T |  |
|  |  |  |  | M |  |  | V |  |  | E |  | N |  |  |  | K |  | I |  |
|  | 14  E | X | C | E | E | D | I | N | G |  |  | G |  |  |  | E |  | N |  |
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|  |  |  |  |  |  | 15  O | W | N | E | R | S | H | I | P |  |  |  |  |  |
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|  |  |  |  | 16  F | I | V | E |  | 17  A | T | T | I | T | U | D | E |  |  |  |
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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 \_\_\_\_\_. |