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

Customer Service Week Crossword Puzzle

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|  | 14E |  X |  C |  E |  E |  D |  I |  N |  G |  |  |  G |  |  |  |  E |  |  N |  |
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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 \_\_\_\_\_. |