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

Customer Service

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|  |  | 2A |  P |  P |  R |  E |  C |  I |  A |  T |  E |  |  |  |
|  |  |  |  |  |  |  |  |  |  L |  |  | 3C |  |  |
|  |  | 4T |  |  | 5L |  | 6C |  |  M |  |  |  O |  |  |
|  | 7S |  E |  R |  V |  I |  C |  E |  |  |  |  |  M |  |  |
|  |  |  A |  |  |  S |  |  L |  |  |  |  |  M |  |  |
|  |  |  M |  |  |  T |  |  L |  | 8C |  |  |  U |  |  |
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| **Across****2.** Recognize with gratitude; be grateful for**7.** Work done by one person or group that benefits others**9.** Being of servce or assistance**11.** A facial expression characterized by turning up the corner of the mouth; usually shows pleasure or amusement**12.** Be aware of your \_\_\_\_\_ when speaking to a customer | **Down****1.** If the caller is upset, stay \_\_\_\_**3.** Transmit information**4.** Working with a spirit of cooperation and collaboration**5.** Hear with intention**6.** What device should never interrupt my work**8.** Someone who pays for goods and services**10.** I will always use the \_ \_ \_ \_ \_ communication principle |