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

Customer Service

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|  |  | 2  A | P | P | R | E | C | I | A | T | E |  |  |  |
|  |  |  |  |  |  |  |  |  | L |  |  | 3  C |  |  |
|  |  | 4  T |  |  | 5  L |  | 6  C |  | M |  |  | O |  |  |
|  | 7  S | E | R | V | I | C | E |  |  |  |  | M |  |  |
|  |  | A |  |  | S |  | L |  |  |  |  | M |  |  |
|  |  | M |  |  | T |  | L |  | 8  C |  |  | U |  |  |
|  |  | W |  | 9  H | E | L | P | F | U | L |  | N |  |  |
|  |  | O |  |  | N |  | H |  | S |  |  | I |  |  |
|  |  | R |  |  |  |  | O |  | T |  |  | C |  |  |
|  |  | K |  |  | 10  A |  | N |  | O |  |  | A |  |  |
|  |  |  | 11  S | M | I | L | E |  | M |  |  | T |  |  |
|  |  |  |  |  | D |  |  |  | E |  |  | E |  |  |
|  |  |  |  |  | E |  |  |  | R |  |  |  |  |  |
|  |  |  |  |  | 12  T | O | N | E |  |  |  |  |  |  |

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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 |