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

Customer service

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| **Across**  **1.** Be assertive but not \_\_\_\_\_\_\_\_\_\_  **4.** Watch your \_\_\_\_\_ when speaking to customers  **8.** Don't forget to say this before you hang up  **10.** Ask permission before you put the person on \_\_\_\_  **11.** Actively \_\_\_\_\_\_  **12.** This action shows you understand the caller's feelings  **15.** Focus on the \_\_\_\_\_\_\_ | **Down**  **2.** Have a \_\_\_\_\_ skin  **3.** If the caller is upset, stay \_\_\_\_\_\_  **5.** Focus on the solution, not the \_\_\_\_\_\_  **6.** If you do this, you will calm down  **7.** Clarify what is being \_\_\_\_  **9.** Use supportive \_\_\_\_\_\_  **13.** It is ok not have all the \_\_\_\_\_\_  **14.** The customer is mad at the problem, not mad at \_\_\_\_\_\_ |