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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 \_\_\_\_\_\_ |