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Member Service and Loyalty Skills

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| **Across****4.** Avoid \_\_\_\_\_ or Judgmental Statements when focusing on the Member/Co Worker.**9.** Taking what the member or co-worker said and restating it back to them in their own words is \_\_\_\_\_?**10.** Offer \_\_\_\_\_ when managing a complaint.**14.** Finding \_\_\_\_\_ is a skill that demonstrates personal responsibility.**15.** Avoid \_\_\_\_\_ when working with a member.**16.** When resolving a problem, explain how the problem occurred, what can be \_\_\_\_\_ and \_\_\_\_\_ for reaction.**17.** When Managing a Complaint it is important to \_\_\_\_\_\_\_\_. | **Down****1.** We should always \_\_\_\_\_ excuses.**2.** We should include feeling and content when we do this?**3.** Asking \_\_\_\_\_ is an important step to resolve a member's problem.**5.** \_\_\_\_\_ confidence is a way to enhance Self Esteem.**6.** "Let me take a look at that right now!" is a statement that demonstrates how to Communicate \_\_\_\_\_.**7.** Continue to focus on the member/co-worker by \_\_\_\_ what you're doing.**8.** Nodding your head is a way to \_\_\_\_\_ what you are hearing and that you understand?**11.** "How does that sound?" is an example of \_\_\_\_\_ for reaction.**12.** "You were smart to bring it to our attention" is considered a \_\_\_\_\_\_\_\_?**13.** It's important to follow through on \_\_\_\_\_. |