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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 \_\_\_\_\_. |