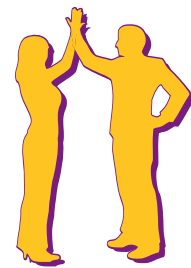
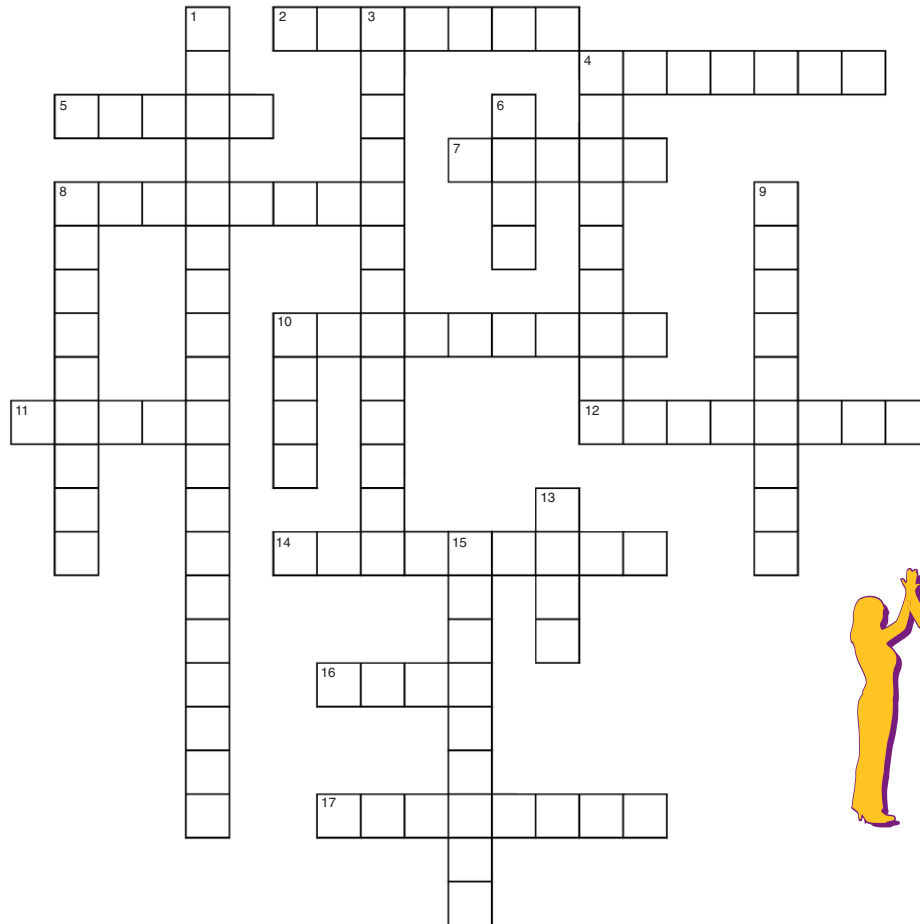


## Customer Service Week Crossword Puzzle



### ACROSS

- This negative word should be removed from your customer service vocabulary and replaced with situation.
- Understanding and identifying with your customers' feelings is called \_\_\_\_\_.
- A \_\_\_\_\_ during a phone conversation can be used to emphasize a point.
- Your most important communication tool when you're on the phone is your \_\_\_\_\_.
- Another word for internal customer is \_\_\_\_\_.
- Taking personal responsibility for a customer's complaint is taking \_\_\_\_\_.
- You sound more relaxed and friendly when you \_\_\_\_\_ while talking on the phone.
- You start each call with a friendly \_\_\_\_\_.
- Offering a customer additional products or services is cross-selling or \_\_\_\_\_.
- With angry customers it's important to let them do this, \_\_\_\_\_.
- A positive one will make your day better.

### DOWN

- The annual celebration of the importance of customer service is \_\_\_\_\_. (3 words).
- Customer complaints should be seen as \_\_\_\_\_ to improve service.
- Delighting your customers means \_\_\_\_\_ their expectations.
- When speaking with customers you should vary the \_\_\_\_\_ of your voice.
- The people you serve each day.
- Anticipating problems, heading them off and alerting customers is being \_\_\_\_\_.
- Treat each customer as if they're the \_\_\_\_\_ one you'll deal with that day.
- Customers who have their complaints satisfactorily resolved tell an average of how many people?
- The most important customer service skill is \_\_\_\_\_.