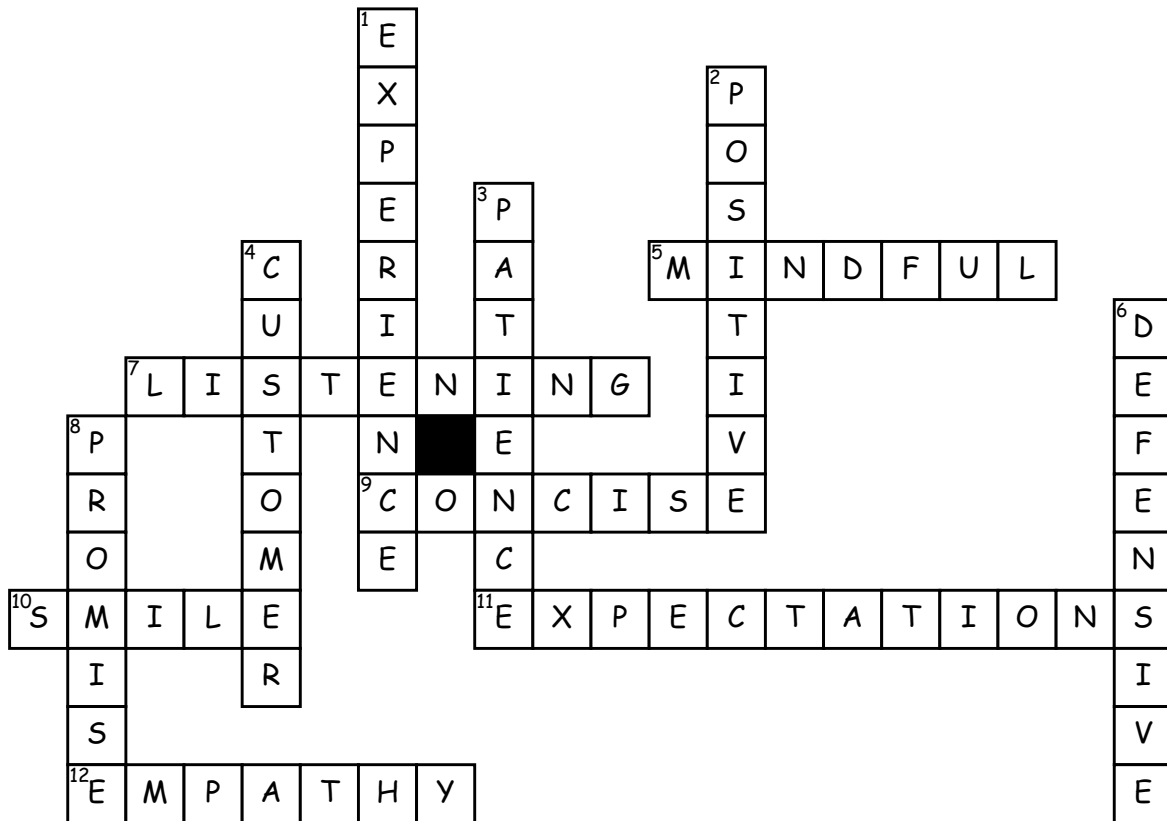


Customer Service



Across

5. Avoid multiple calls and hold times.

7. Key Ingredient to customer service

9. Stick to the facts

10. When you speak make sure you

11. Under promise and over deliver

12. Communicating to the customer you understand

Down

1. Provide the best to the customer

2. Always remember to stay

3. Take time to listen to the customer

4. The most important person.

6. To avoid irate customer never become.

8. Always follow through with what you said