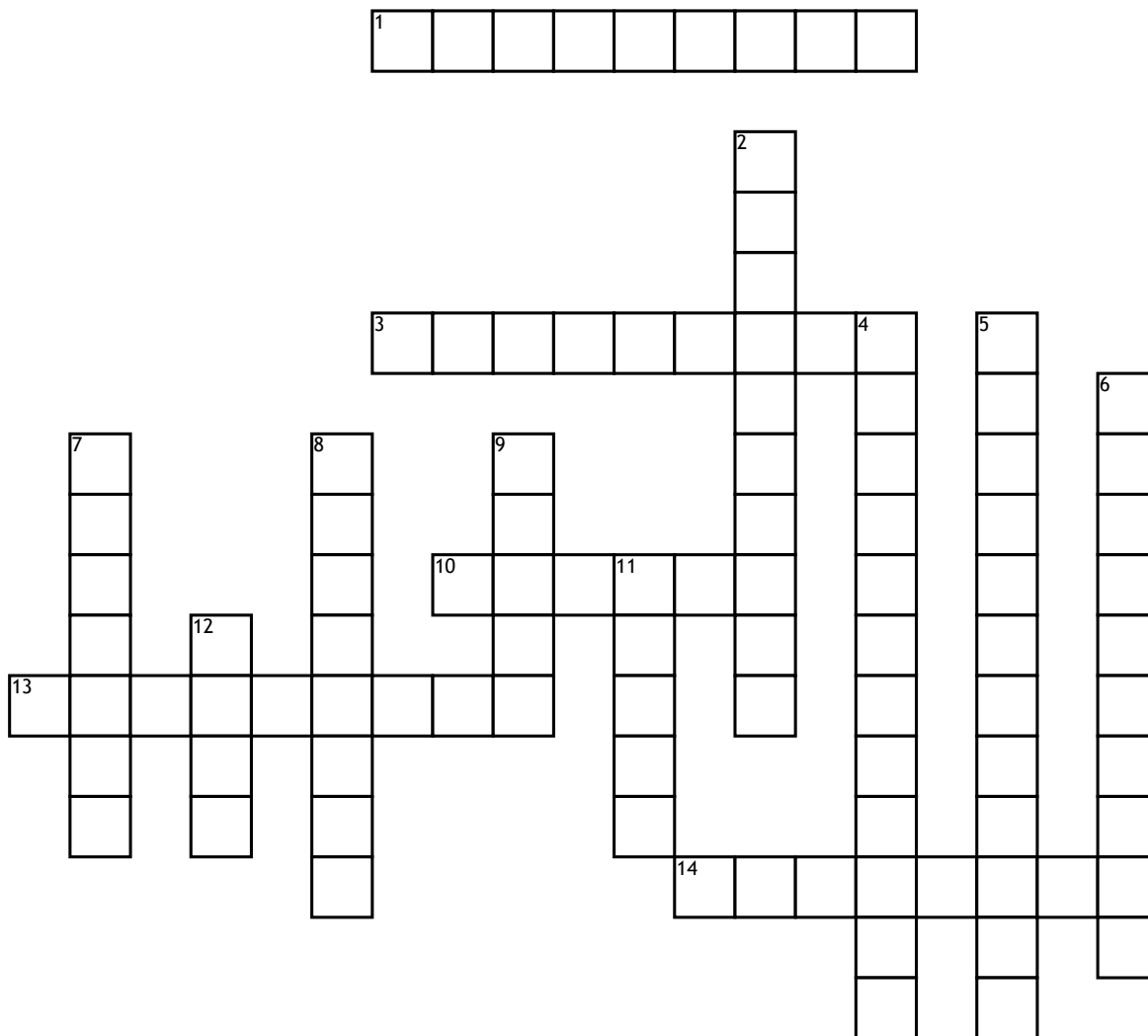


Name: _____ Date: _____

Customer Service Appreciation



Across

1. Taking _____ of every call provides a first call resolution for customers.
3. We have our _____ back at all times.
10. We must _____ to understand the customer needs.
13. In customer service we have to be observant or
14. You must show _____ when it comes to elite customer service.

Down

2. Every _____ should be exceptional on every call with the customer
4. Customers feel _____ when all the problems are resolved.
5. We should always remain _____ when talking to the customer
6. All _____ requires every agent to give great customer service

7. Showing _____ means we understand the customer feelings.
8. Always have _____ words to say even when the call is difficult.
9. Customers can hear the _____ in your voice.
11. Always _____ the customer for calling.
12. Customer service agents are always willing to _____.