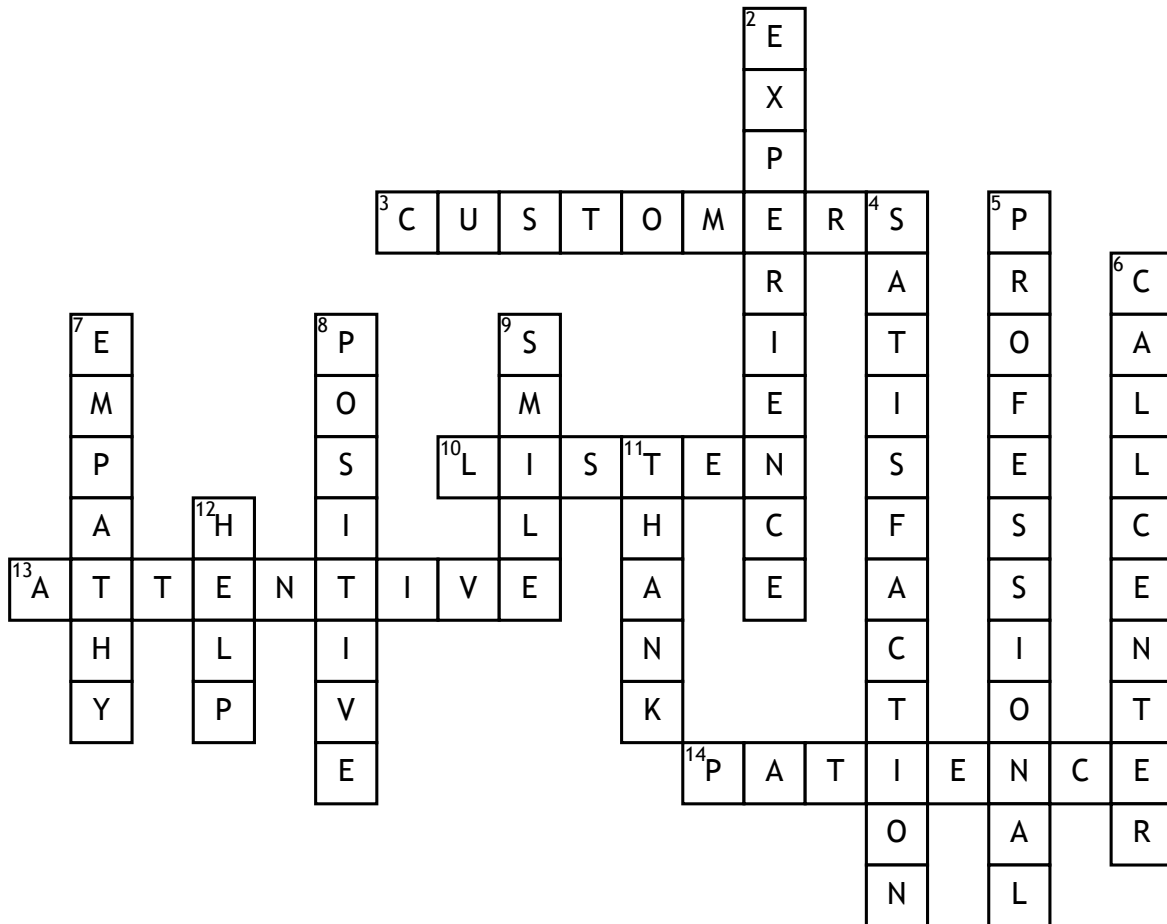


Date: \_\_\_\_\_

<sup>1</sup>	O	W	N	E	R	S	H	I	P
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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.

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 \_\_\_\_\_.