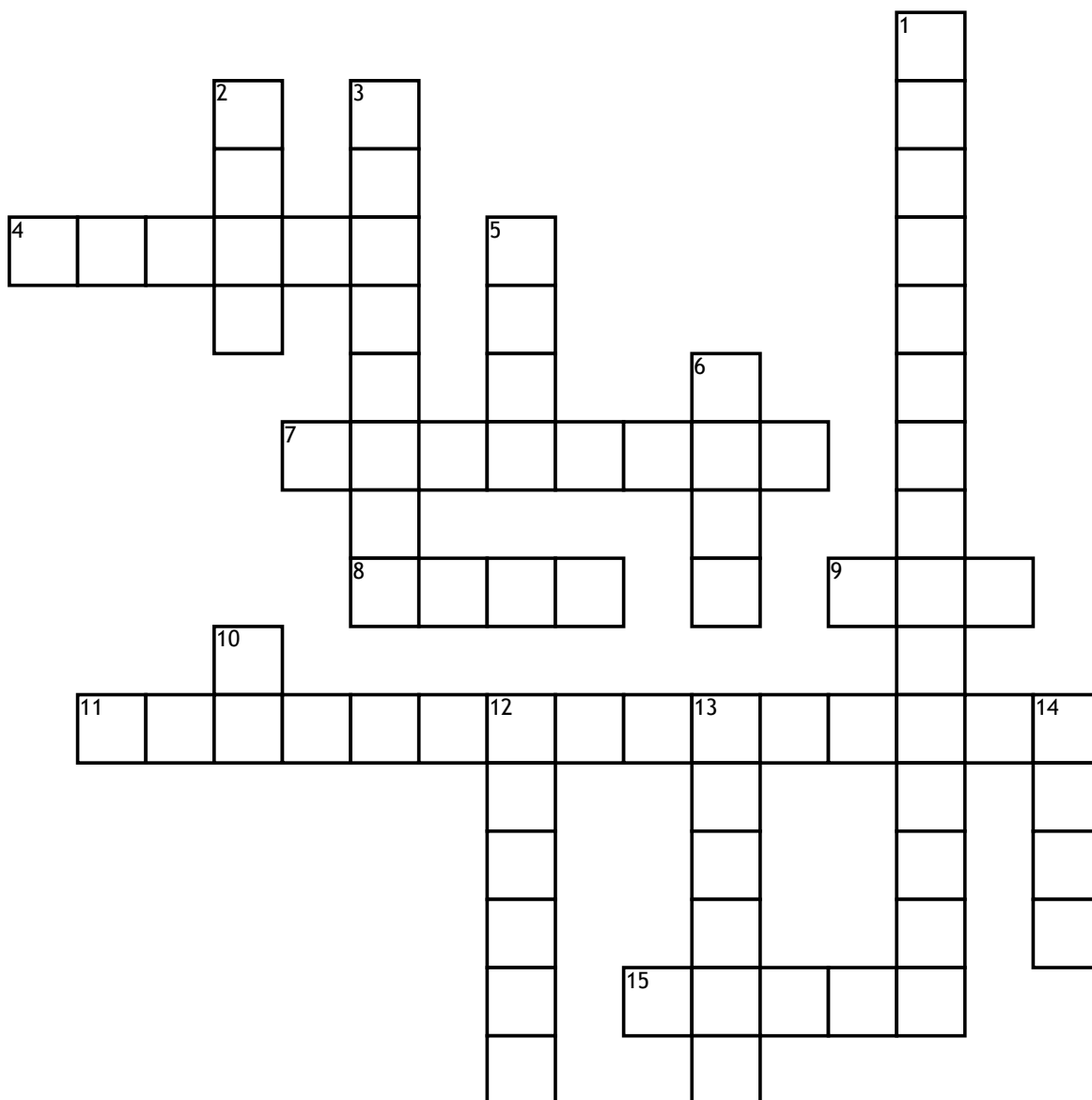


Name: _____ Date: _____

Customer Experience



Across

4. Another name for customer

7. Customer who works with you

8. Customer satisfaction adds to the bottom _____

9. If you don't know what to a customer needs _____ them.

11. Make decisions based on the customer

15. Do you ask yourself everyday what you can do to _____ a customer

Down

1. Customer is greeted nicely is an example of _____

2. Make sure serving the customer is more about _____ than you

3. Customer who is a client

5. Going the extra _____ -

6. Part of customer service is how _____ you are to work with

10. If you aren't servicing the client, you are serving someone who _____.

12. Being friendly is not _____ for great service.

13. You should always ask what you can do to make someone else's job

14. Customer need to know you _____