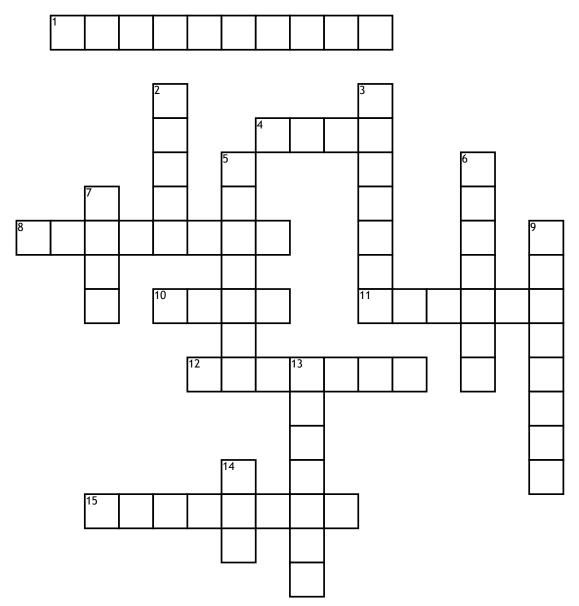
Customer service



Across

- 1. Be assertive but not
- 4. Watch your ____ when speaking to customers
- **8.** Don't forget to say this before you hang up
- **10.** Ask permission before you put the person 5. Focus on the
- **11.** Actively _____

- **12.** This action shows you understand the caller's feelings
- 15. Focus on the

<u>Down</u>

- **2.** Have a _____ skin
- 3. If the caller is upset, stay _____
- solution, not the _____

- 6. If you do this, you will calm down
- 7. Clarify what is being
- 9. Use supportive
- 13. It is ok not have all
- 14. The customer is mad at the problem, not mad at