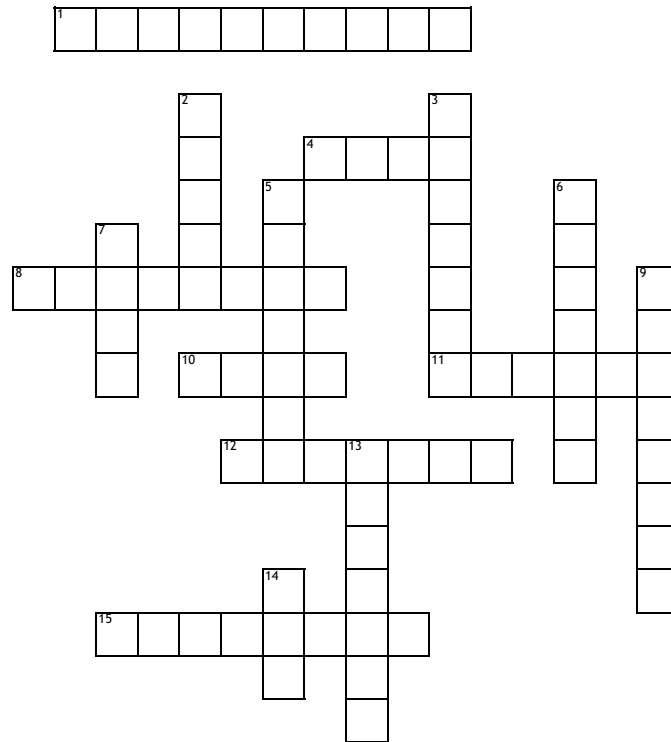


Customer service



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 on _____
11. Actively _____
12. This action shows you understand the caller's feelings
15. Focus on the _____

Down

2. Have a _____ skin
3. If the caller is upset, stay _____
5. Focus on the 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 the _____
14. The customer is mad at the problem, not mad at _____