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 ______