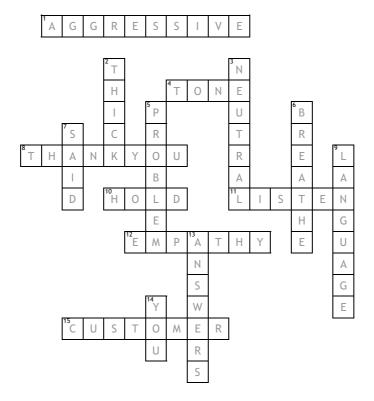
Name: Date:

Customer service



1. Be assertive	but not
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- **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 _____