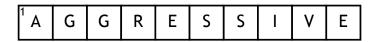
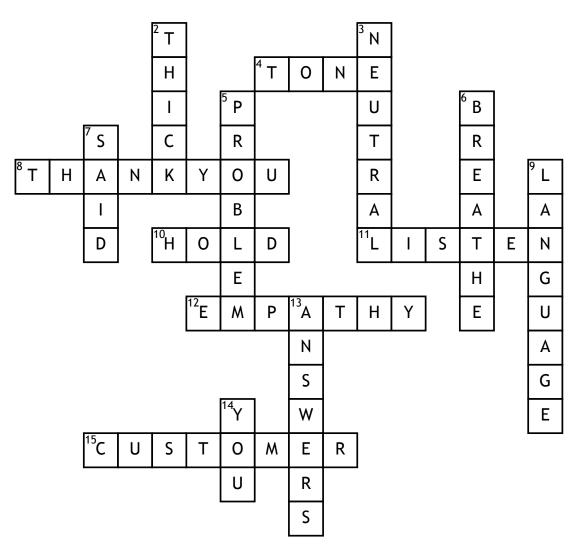
Name: ______ Date: _____

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 stay _____before you put the person 5. Focus on the solution not the
- **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