

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Customer Service Week 2020

## Across

5. If the customer is upset stay

6. Your Problem

8. Work done by one person or group that benefits another

9. Know Your

10. The first known use of a \_\_\_\_\_ was in 1885

12. The opportunity to pay a bill late without having services shut off is an

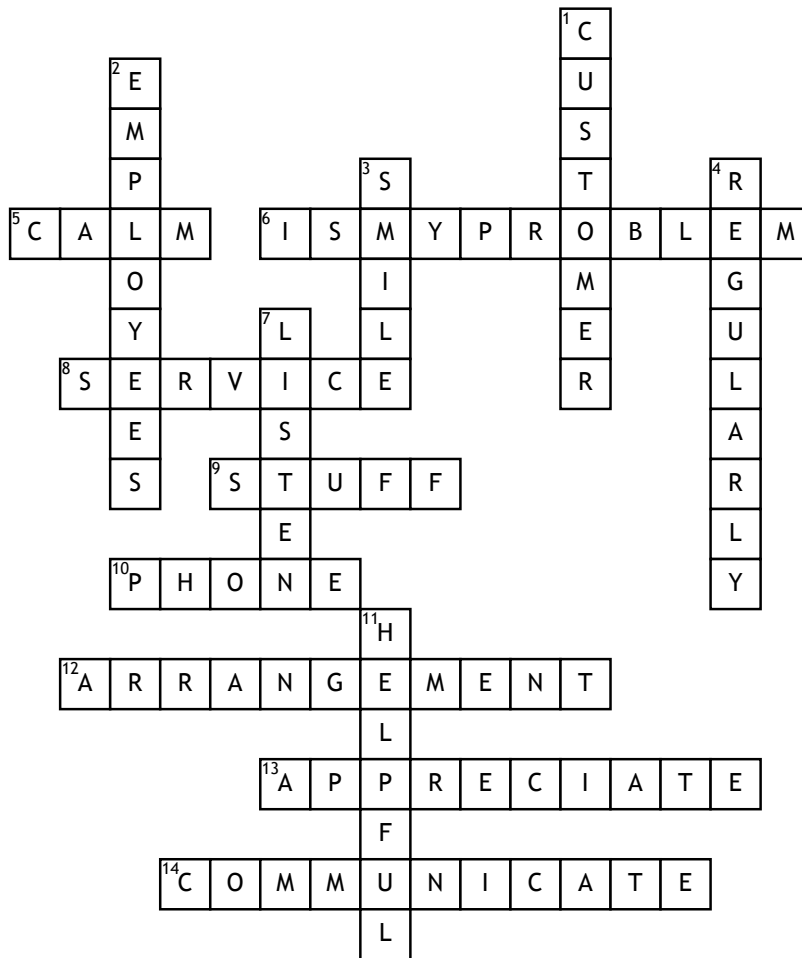
13. Recognize with gratitude : Be grateful for

14. Transmit information

## Down

1. Someone who pays for service

2. Without this there is no Aflac



3. A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement

4. Communicate

7. Hear with intention

11. Being of service or assistance

