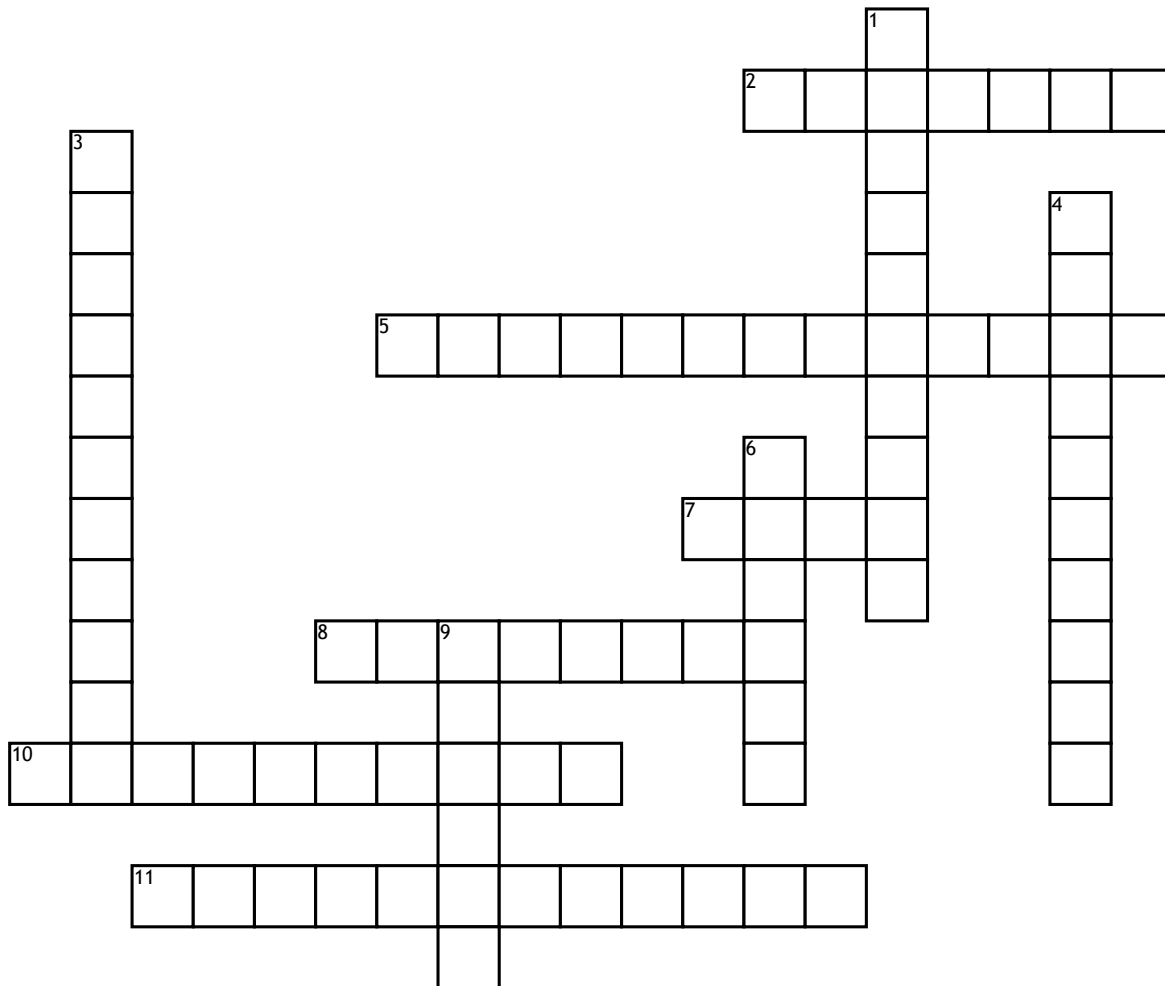


Name: _____

Date: _____

Customer Satisfaction



Across

2. The ability to understand and share the feelings or views of the customer.

5. My goal is to ensure you are 100% satisfied with the services I have provided today and that I have resolved all your reasons for calling.

7. What this crossword is about

8. A way to show a customer appreciation.

10. How to treat a customer

11. The _____ is required!!

Down

1. Show the customers we value them

3. Shows the customer we were listening to them

4. The goal is to create an overall positive

6. To tell the customer what you have done for them

9. Confirm the customers decisions