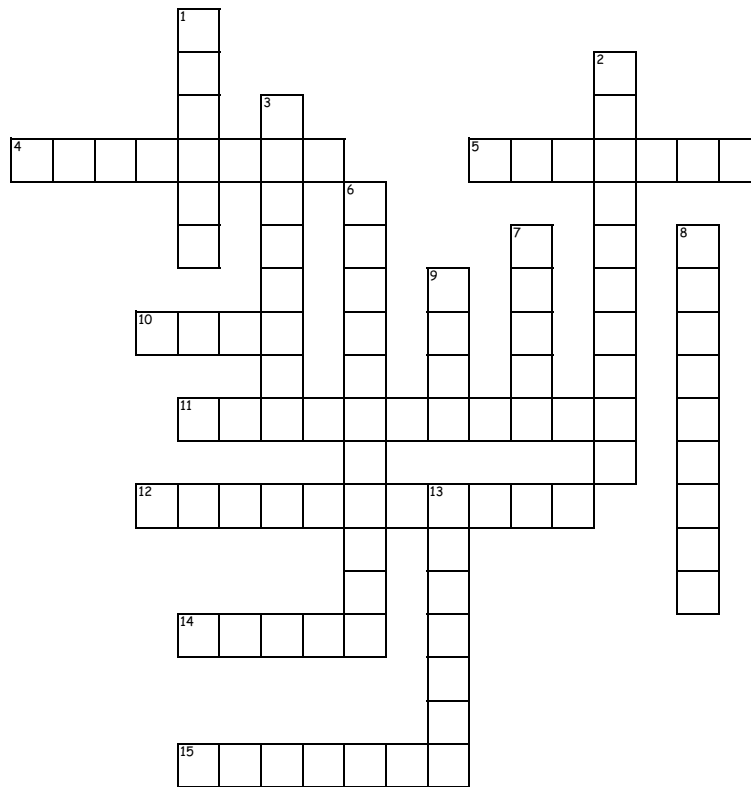


Customer Service Week



Across

4. To add autopay a customer must log into
5. Being of service or assistance
10. If the caller is upset, stay
11. The opportunity to pay a bill late without having services shut off is an
12. A form used in making a request
14. A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement
15. Work done by one person or group that benefits another

Down

1. Hear with intention
2. Recognize with gratitude; be grateful for
3. Someone who pays for goods or services
6. Transmit information
7. The first known use of a _____ was in 1885
8. Customers that put their services on vacation over the summer are called
9. Watch your _____ when speaking to customers
13. When a customer's service is not working we submit a _____ ticket