

Name: _____

Date: _____

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

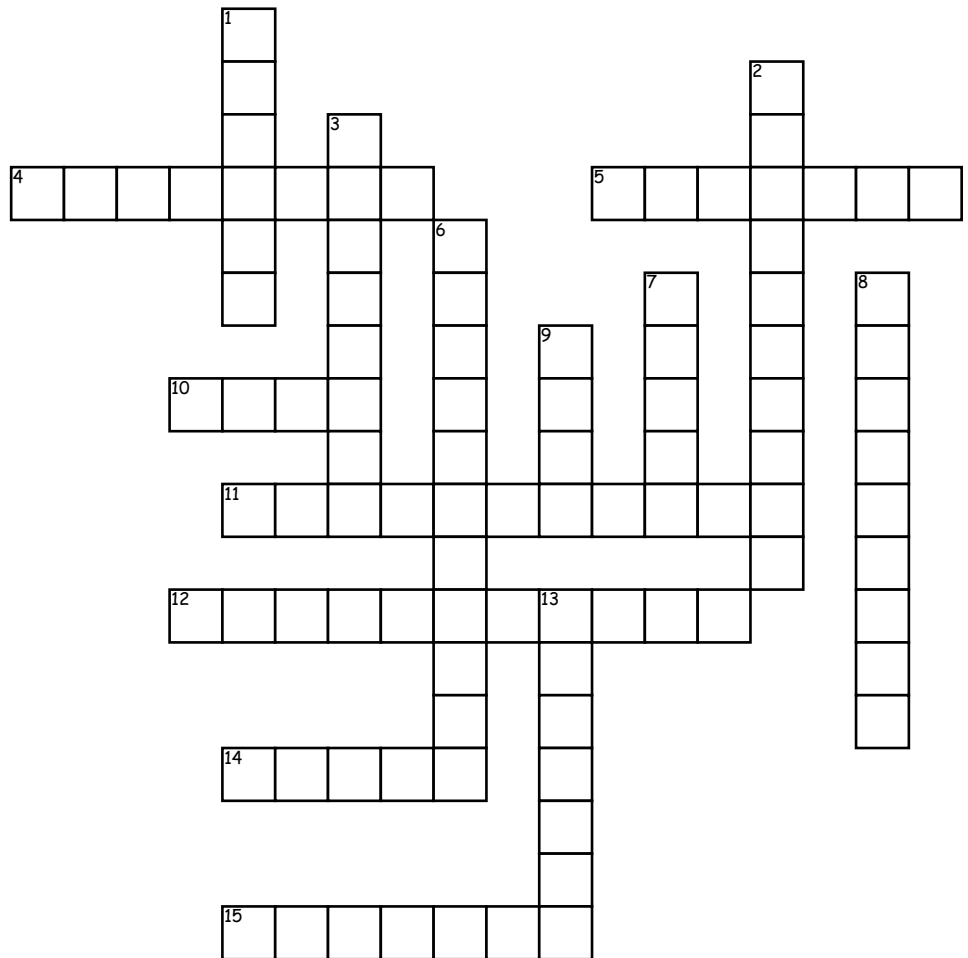
Down

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

