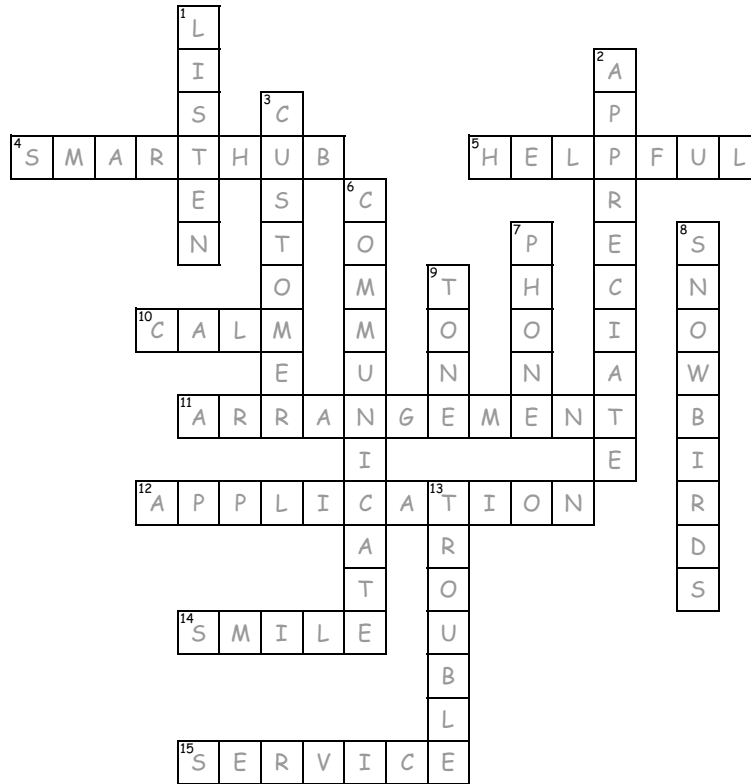


Customer Service Week



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