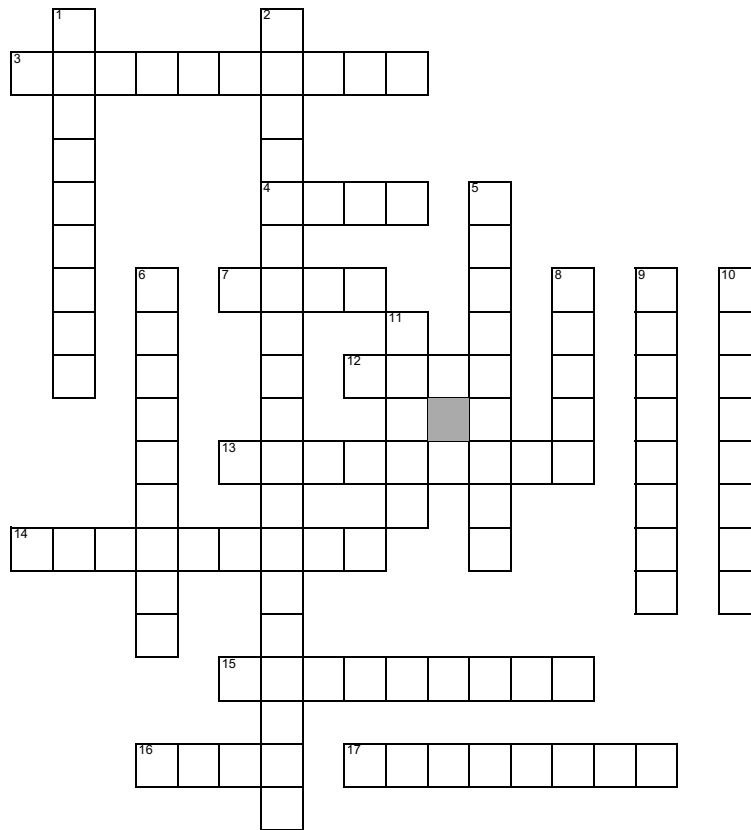


# Customer Service Week Crossword Puzzle



**Across**

- 3. Customer complaints should be seen as \_\_\_\_\_ to improve service.
- 4. Treat each customer as if they're the \_\_\_\_\_ one you'll deal with that day.
- 7. With angry customers it's important to let them do this, \_\_\_\_\_.
- 12. When speaking with customers you should vary the \_\_\_\_\_ of your voice.
- 13. Anticipating problems, heading them off and alerting customers is being \_\_\_\_\_.
- 14. Delighting your customers means \_\_\_\_\_ their expectations.
- 15. Taking personal responsibility for a customer's complaint is taking \_\_\_\_\_.
- 16. Customers who have their complaints satisfactorily resolved tell an average of how many people?
- 17. A positive one will make your day better.

**Down**

- 1. Offering a customer additional products or services is cross-selling or \_\_\_\_\_.
- 2. The annual celebration of the importance of customer service is \_\_\_\_\_. (3 words).
- 5. The most important customer service skill is \_\_\_\_\_.
- 6. The people you serve each day.
- 8. You sound more relaxed and friendly when you \_\_\_\_\_ while talking on the phone.
- 9. Another word for internal customer is \_\_\_\_\_.
- 10. You start each call with a friendly \_\_\_\_\_.
- 11. Your most important communication tool when you're on the phone is your \_\_\_\_\_.