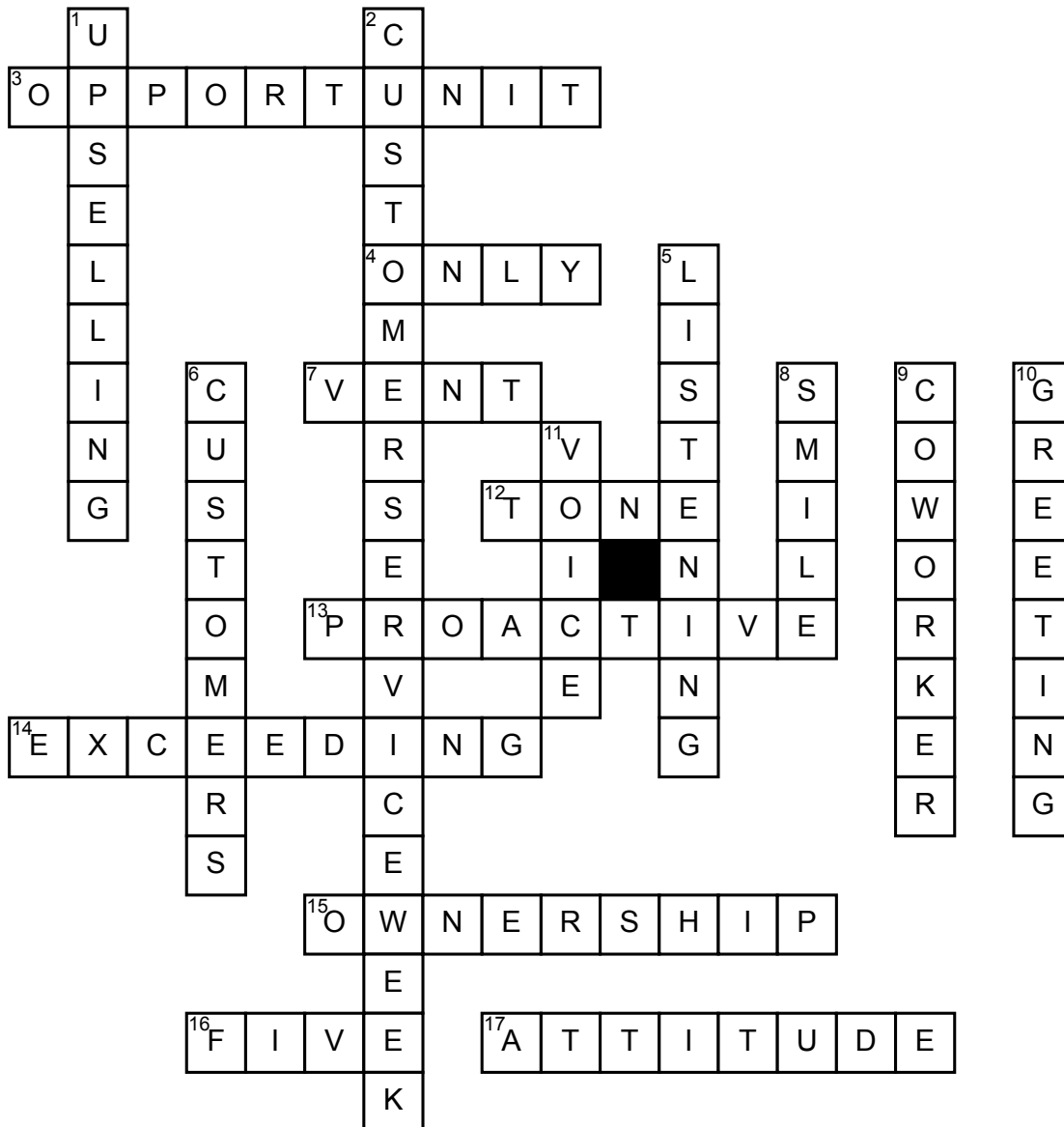


Name: _____

Date: _____

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 _____.