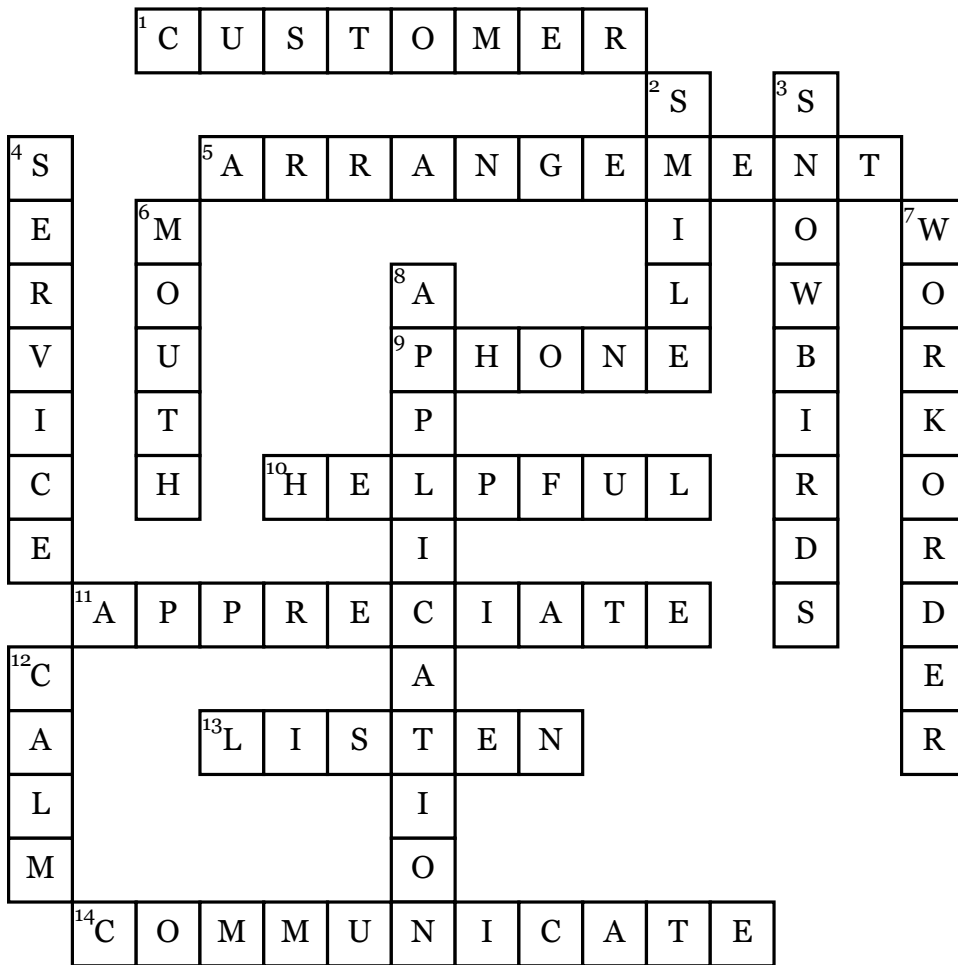


Name: _____

Customer Service Week



Across

1. Someone who pays for services
5. The opportunity to pay a bill late without having services shut off is an
9. The first known use of a _____ was in 1885
10. Being of service or assistance
11. Recognize with gratitude: be grateful for

13. Hear with intention

14. Transmit Information

Down

2. A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement
3. Customers that put their services on vacation over the summer are called

4. Work done by one person or group that benefits another
6. Watch your _____ when speaking to customers
7. When a customer's service is not working we submit a
8. A form used in making a request
12. If the caller is upset, stay