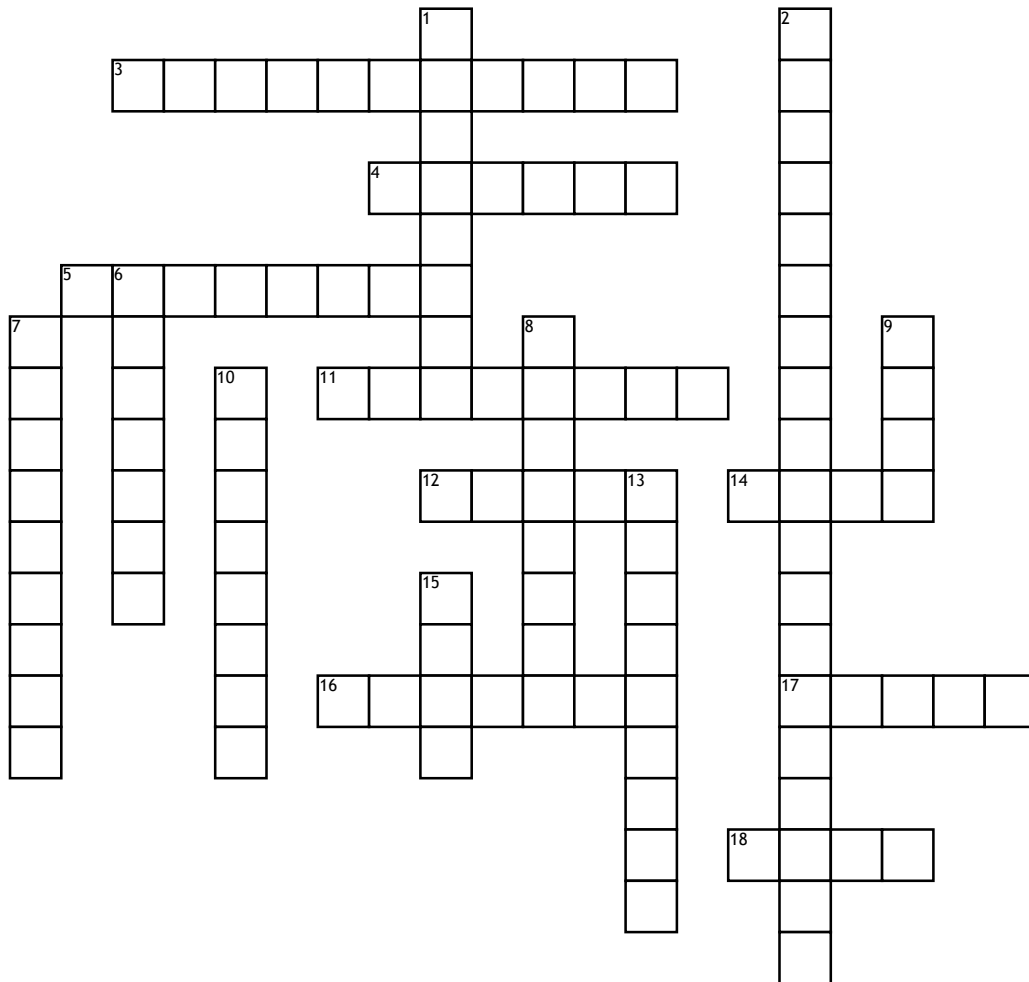


Name: _____

2021 Customer Service Week



Across

3. Transmit information

4. Actively

_____.

5. The capacity to help without getting angry or upset.

11. The opposite of negative

12. A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement.

14. Take one for the _____.

16. Heartfelt; wholehearted

17. What have we dealt with a lot this year?

18. Lend a hand.

Down

1. The people you serve each day.

2. The annual celebration of the importance of customer service is _____. 3 words

6. It is ok not have all the _____.

7. Always provide _____ customer service.

8. A positive one will make your day better.

9. The _____ before the storm.

10. You start each call with a friendly _____.

13. Delighting your customers means _____ their expectations.

15. When speaking with customers you should vary the _____ of your voice.