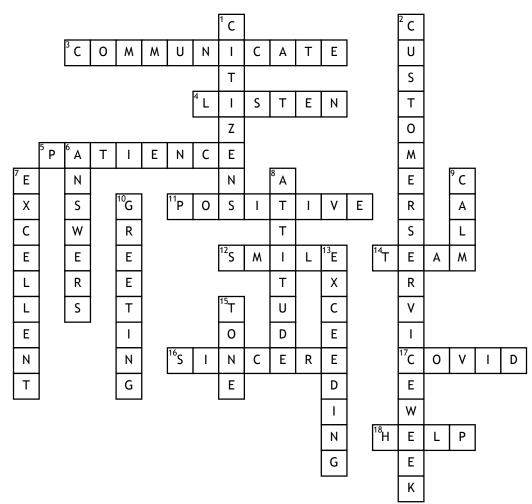
2021 Customer Service Week



<u>Across</u>

Transmit information
 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.

<u>Down</u>

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.