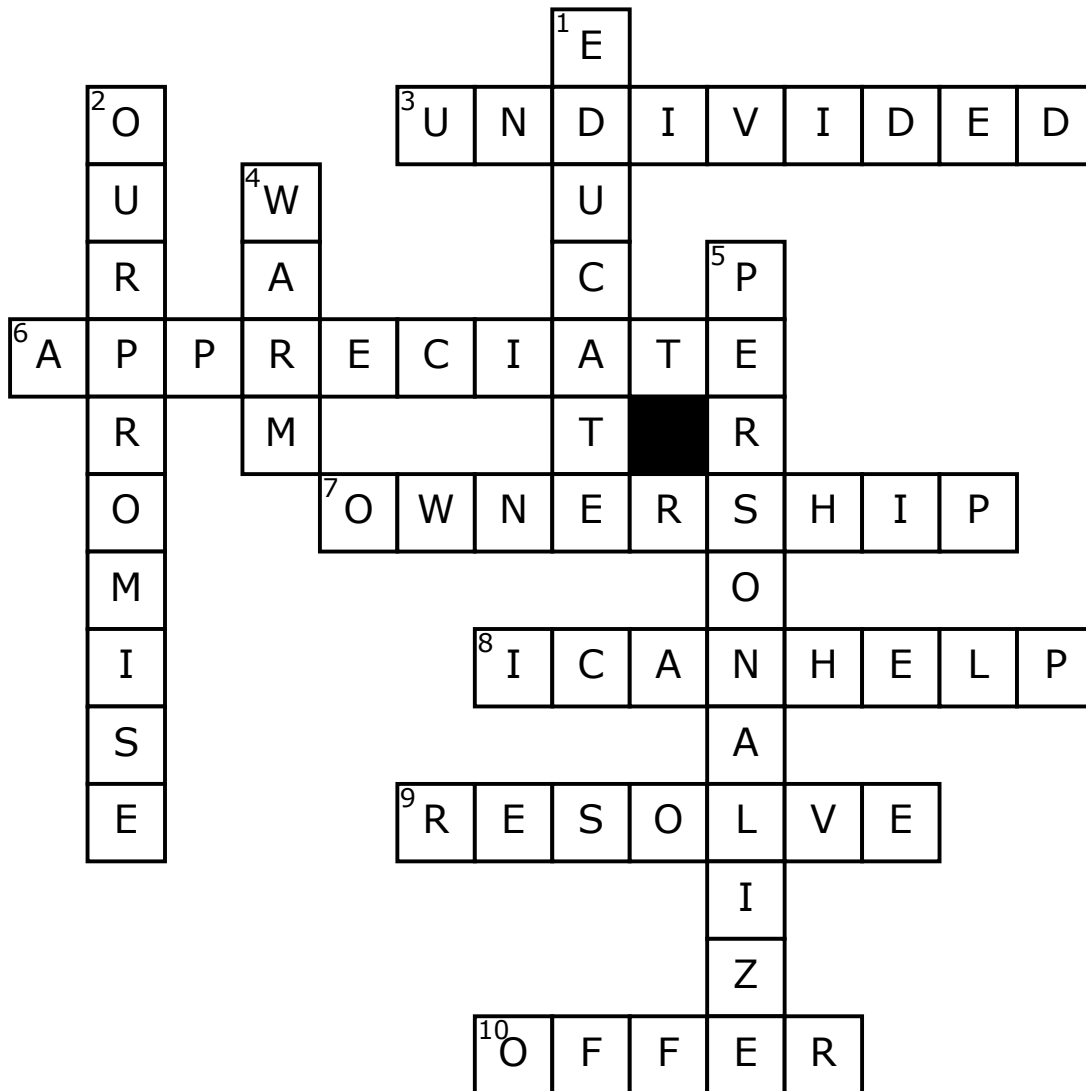


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Our Promise



## Across

- 3.** give the customer 100% of your attention.
- 6.** thank the customer for their business.
- 7.** take the issue as if you were experiencing the issue.
- 8.** maintain a positive attitude
- 9.** test the resolution of the issue with the customer
- 10.** provide the customer self service options and resources.

## Down

- 1.** teach the customer while resolving their concerns.
- 2.** to deliver and extraordinary experience to every customer every time.
- 4.** welcome the customer with a friendly and genuine greeting.
- 5.** using the customers name throughout the call.