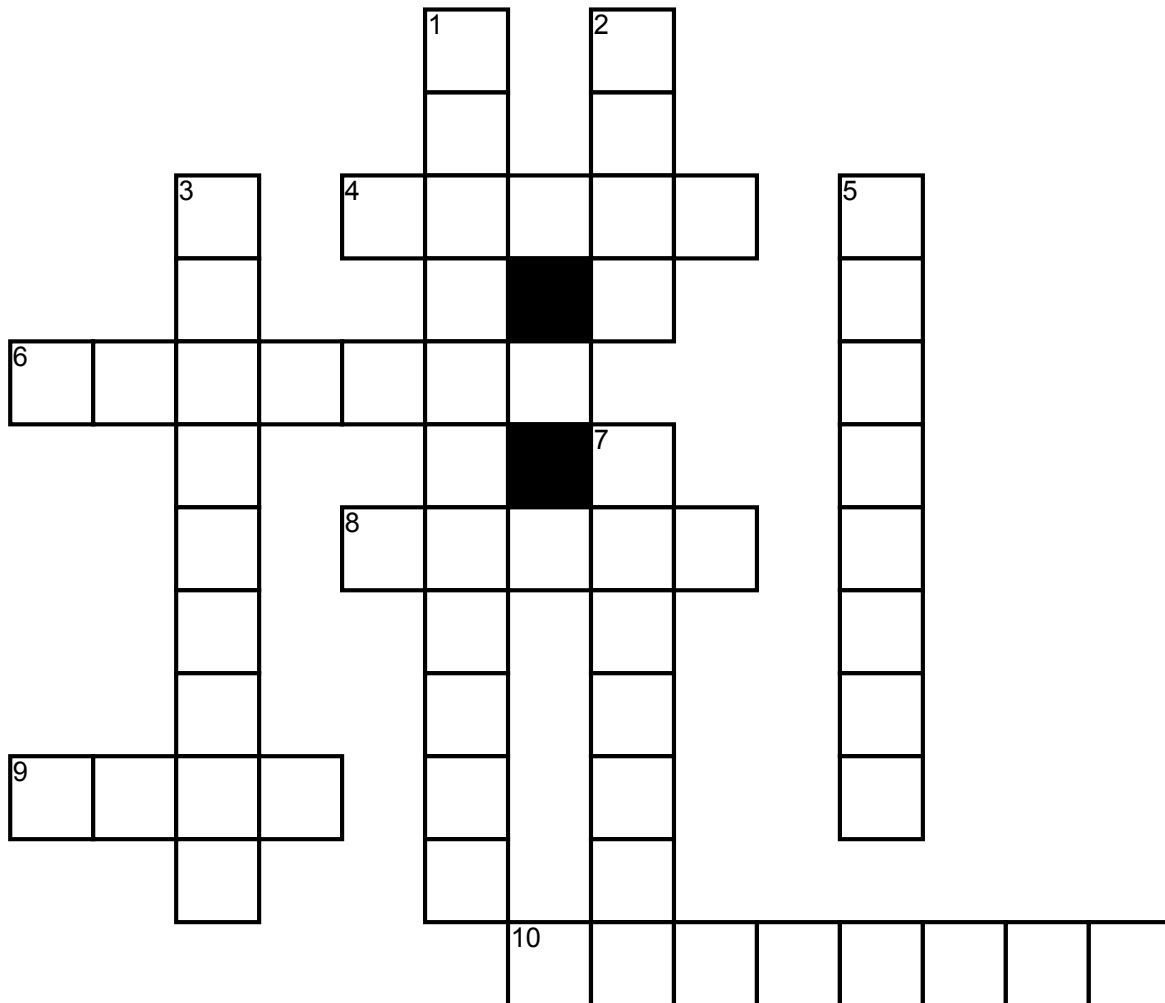


Name: _____

Date: _____

Customer Service



Across

- 4.** A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement
- 6.** Being of service or assistance
- 8.** I will always use the _____ communication principle
- 9.** Watch your _____ when speaking to the customer

- 10.** Working with a spirit of cooperation and collaboration

Down

- 1.** Transmit information
- 2.** If the caller is upset, stay
- 3.** What device should never interrupt my work
- 5.** Someone who pays for goods and services
- 7.** Work done by one person or group that benefits others