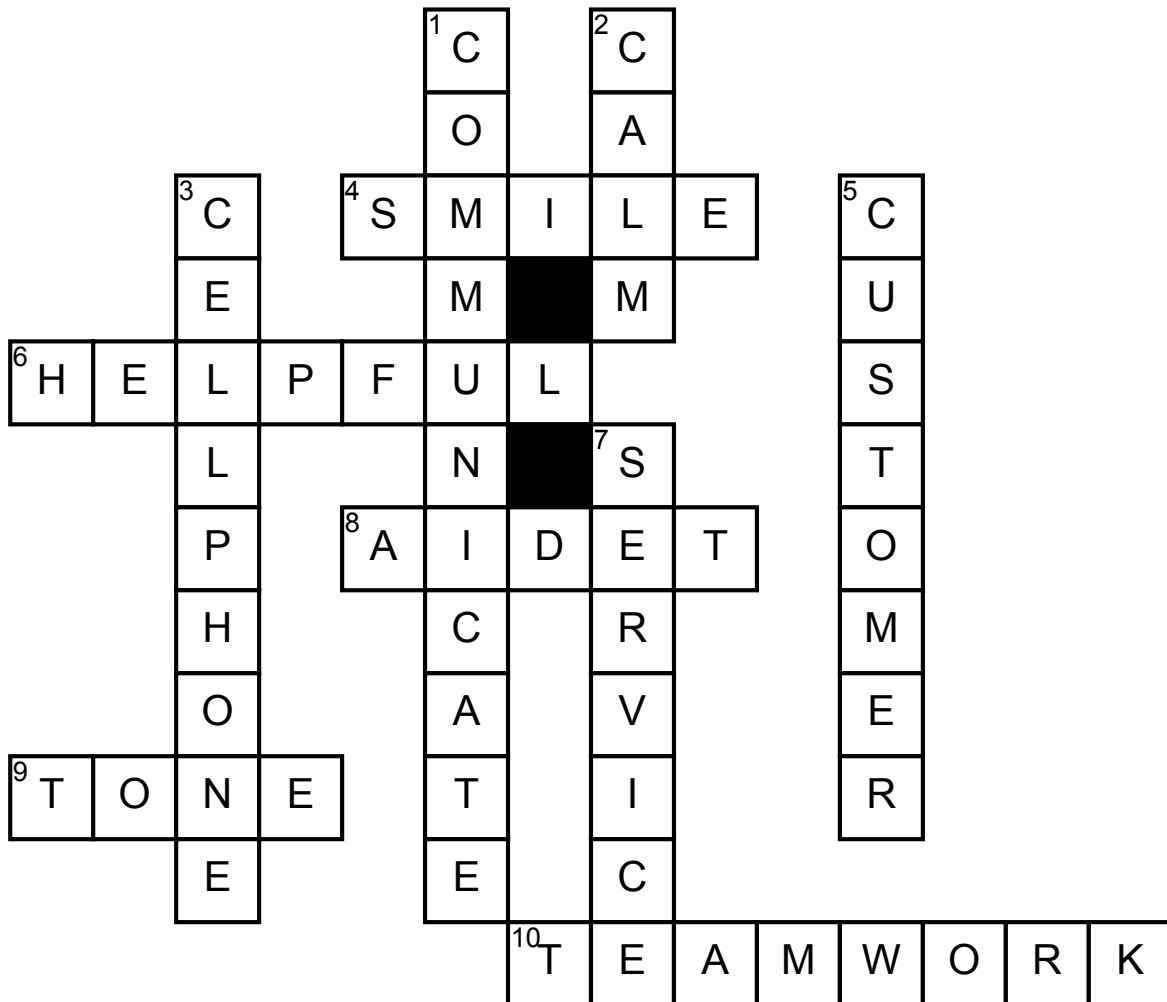


Name: \_\_\_\_\_

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