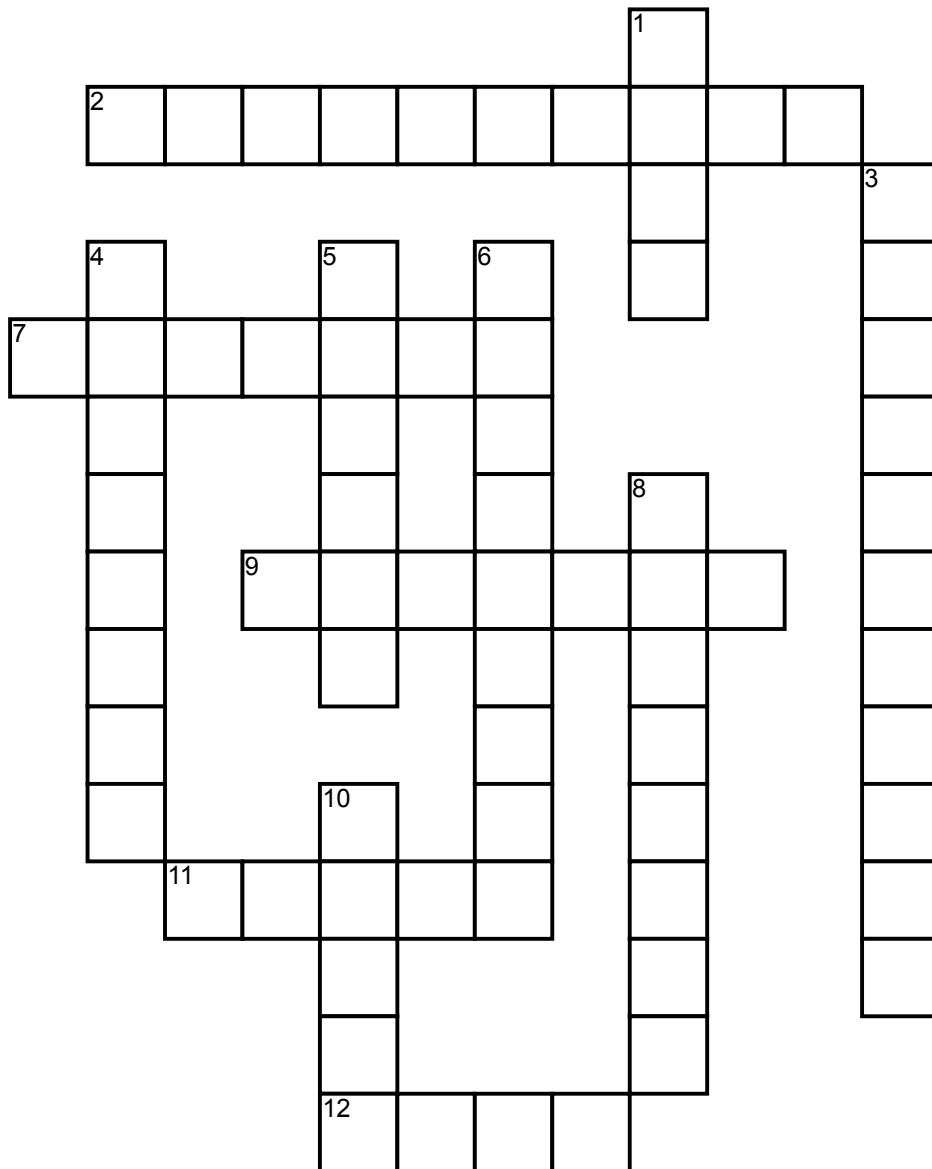


Name: \_\_\_\_\_

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

# Customer Service



## Across

**2.** Recognize with gratitude; be grateful for

**7.** Work done by one person or group that benefits others

**9.** Being of service or assistance

**11.** A facial expression characterized by turning up the corner of the mouth; usually shows pleasure or amusement

**12.** Be aware of your \_\_\_\_\_ when speaking to a customer

## Down

**1.** If the caller is upset, stay \_\_\_\_\_

**3.** Transmit information

**4.** Working with a spirit of cooperation and collaboration

**5.** Hear with intention

**6.** What device should never interrupt my work

**8.** Someone who pays for goods and services

**10.** I will always use the \_\_\_\_\_ communication principle