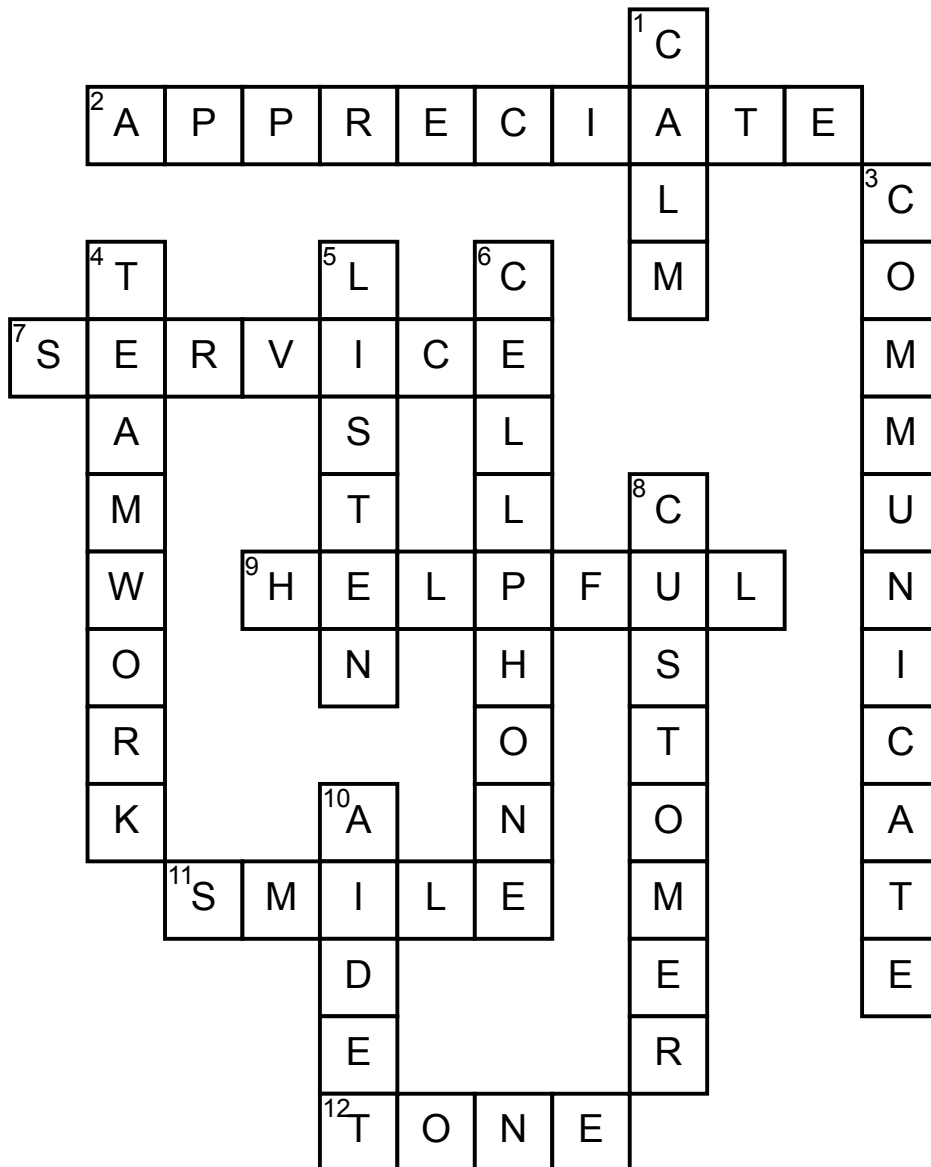


Name: _____

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