

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

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

# Customer Service Crossword Puzzle

## Across

3. The first known use of a \_\_\_\_\_ was in 1885

5. Assist member with navigating the

7. Recognize with gratitude; be grateful for

10. Hear with intention

11. Someone who pays for services

12. Work done by one person or group that benefits another

14. Show \_\_\_\_\_ towards the member

15. Make an \_\_\_\_\_ to pay a bill late

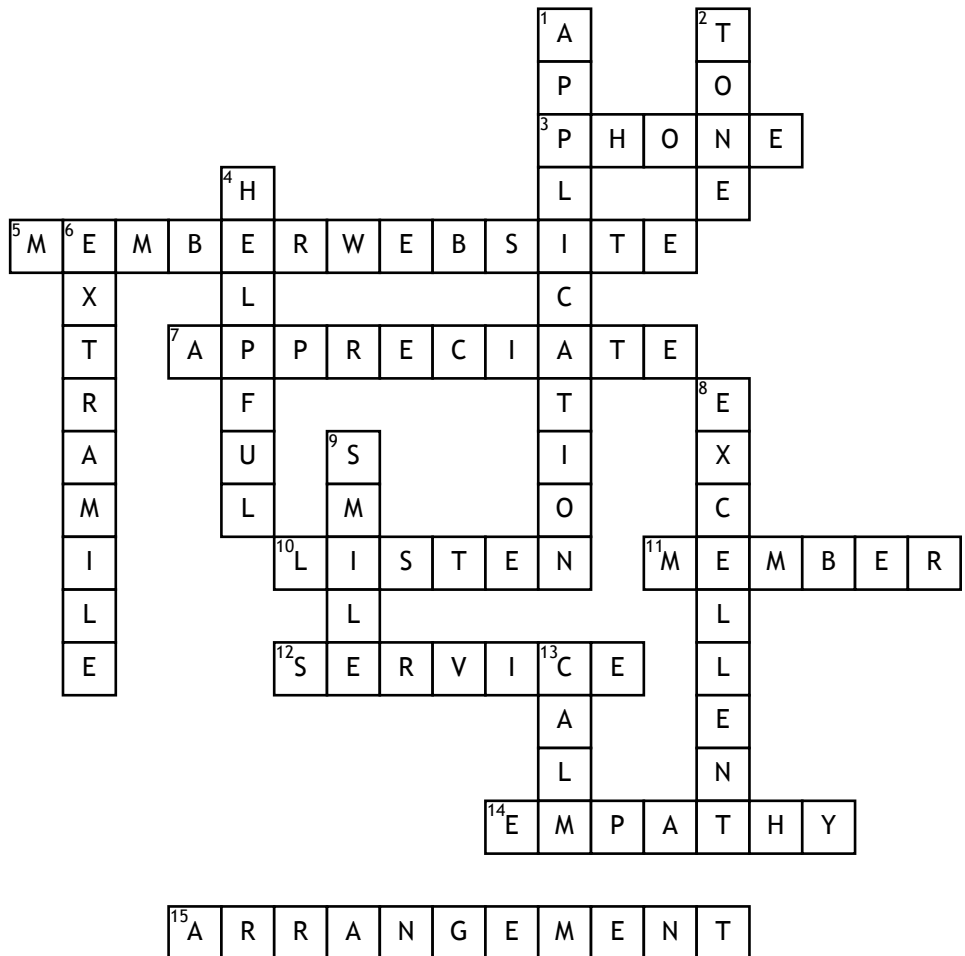
## Down

1. A form used in making a request

2. What to watch when speaking with customers

4. Being of service or assistance

6. Always go the



8. Always provide \_\_\_\_\_ customer service

9. A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement

13. If the caller is upset, stay

