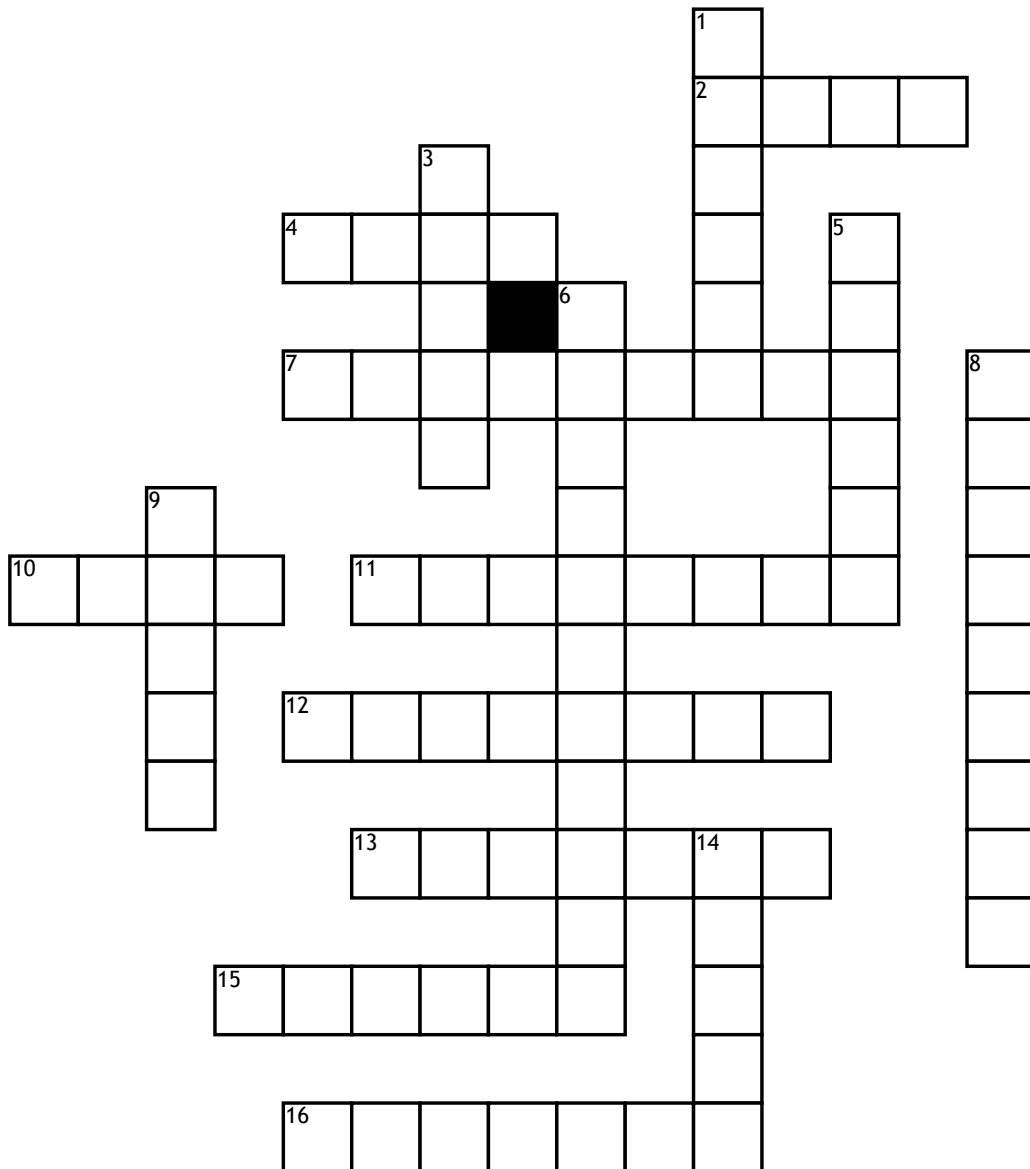


# Customer Care



## Across

2. Assistance or support for customers

4. A complaining customer expects a ? hearing

7. The people we are here to help

10. Be concerned about the customer

11. What the customer expects if there has been an issue

12. The opposite of rigid

13. It's not sympathy but it shows we understand

15. Disregard a customer deliberately

16. To meet our customers needs and expectations

## Down

1. To give customers more than one option

3. We aim to get good customer service right ? time

5. You do this with your ears

6. Exchange information

8. You need to ask these to find the information

9. Service is about how we ? our customers

14. How we would like all our customers to feel