

# Customer Service

J I L B A F H O M O V E R C O N F I D E N T E U  
E J H J G N A C U S T O M E R S E R V I C E C G  
L X P B Z T I W H W D I C P J Y S Q M E Q B N O  
Z S C W V H E J I E P W J A A M Q S M R O L E D  
U F E K F D O S J S L A Z U L T Y S F P O B I E  
R O C U A A M T I A F S D W H L H V E O Y P T E  
B L N M Q C F R Q C N A Y K S W C Y K N N X A S  
S L E P K T Q E Z Y A Q T L G T J O B D O B P C  
I O D P A I S V X A F I I Q I M L I N M J T L A  
I W I G Y V R O U X Q G H U I Z N K D T U I G L  
R T F P V E E R F U Z K N J Q N K Q X K R D J A  
A H N E Z L I T Y Y V Y M F P N I G Q C D O V T  
T R O N A I R N E Y T I L I B A T P A D A D L I  
E O C G B S R I I X B U N P G O J N A X E Y S O  
V U B D O T A D U Q L C F N Q D N J O X C O W N  
N G H J J E B F H Y V M U S A H Q B T L Y B K I  
Z H M G F N E N I E O H T T U Z R E I I W M L A  
U Z F A X I G C U R A R K I C E R M C N N G T C  
M X A S N N A M X P E U D W T N B C S T O J L I  
Q M U Z B G U S H S X Z B T A E C D X E B N A Q  
L A G P J E G T S G H T A L R B D Z K R U Q H T  
G J M Y D M N B J M Q H Q I M X V T E N H U C G  
U A V E M J A Y M O C R D T E Z E L S A N W A F  
L M S Y K A L V A Q Y O H N R J U E F L E N U X

Language Barriers  
Follow Through  
Adaptability  
Confidence  
Internal  
Empathy  
Tone

Active Listening  
Over-Confident  
Call Control  
Introvert  
Patience  
Stress

Customer Service  
De-Escalation  
Chatterbox  
External  
Climber  
Irate