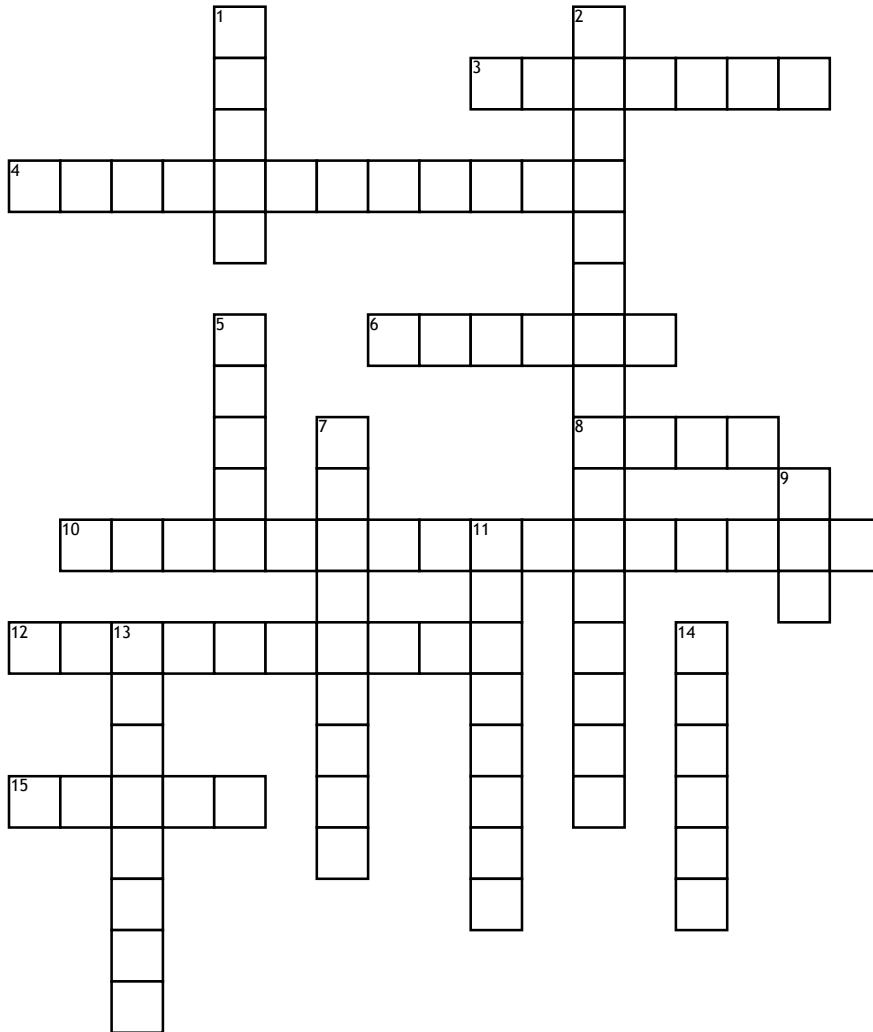


Customer Service



Across

3. Use good eye _____
 4. Body posture, gestures, eye movement, touch and the use of space are all known as this
 6. What you hear the customer say
 8. Wait for an angry customer to become _____
 10. The people that pay for and use the products or services your company offers.

12. Use "I" _____ to communicate assertively.
 15. You should always do this when dealing with customers

Down

1. Return all phone _____
 2. Someone who has a relationship with your company
 5. Never do this with a customer

7. Facial expressions, gestures, eye contact, posture, and tone of voice are types of this communication

9. I can _____ that you are upset.

11. The _____ is always correct

13. Always have a positive _____

14. What you should always do when a customer is speaking

Word Bank

- | | | | |
|-------------------|---------------|-------------------|----------|
| ARGUE | Body Language | External Customer | REPEAT |
| CALM | SMILE | SEE | ATTITUDE |
| Internal Customer | CONTACT | CALLS | LISTEN |
| STATEMENTS | CUSTOMER | Non-Verbal | |