

Name: _____

Date: _____

Customer Service

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

Lack of communication

Customer experience

Once and done

Inconvenience

Satisfaction

Explanation

Resolution

Deadlines

Escalate

Feedback

Analysis

Research

Surveys

Service