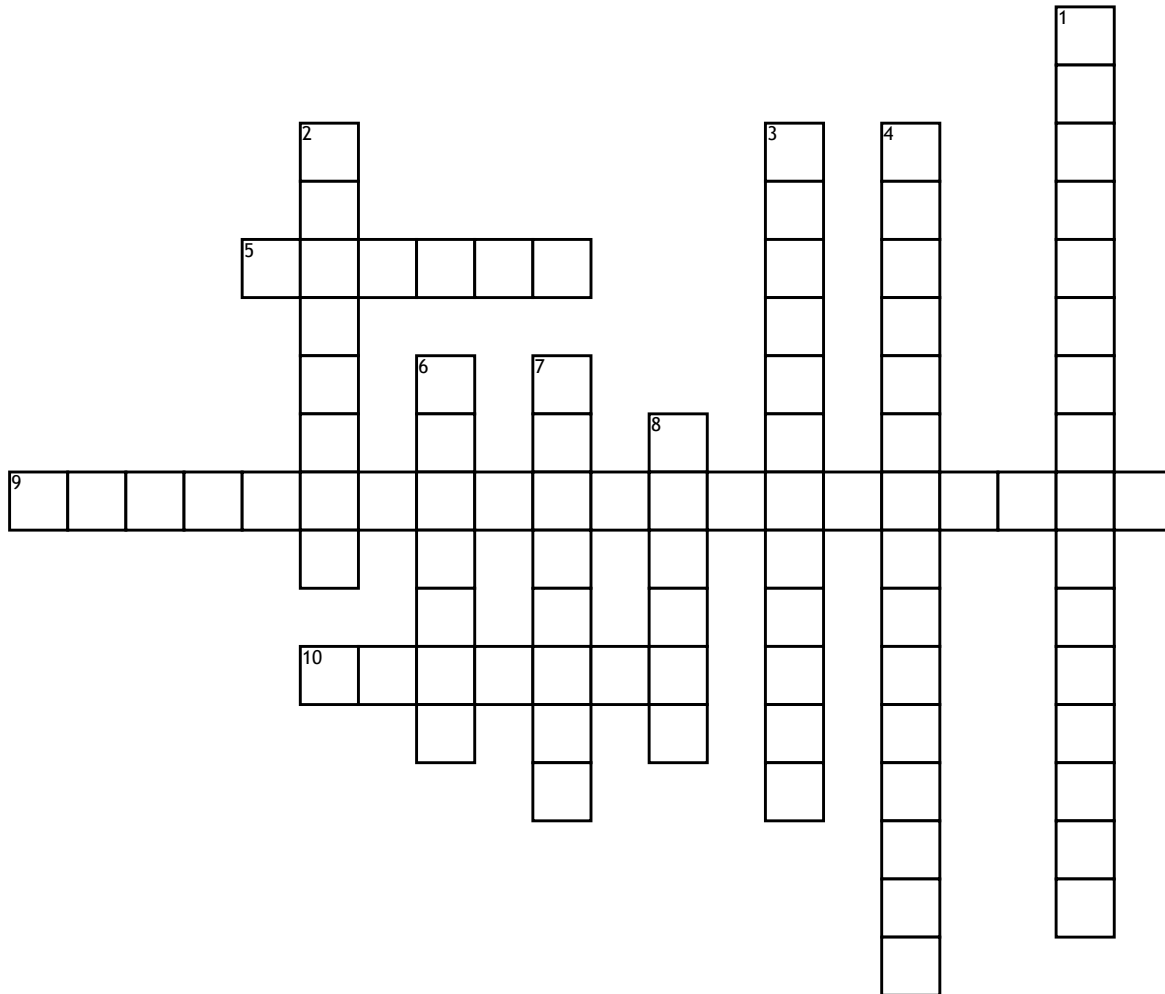


Customer Service Chapters 1,2,3 Review



Across

5. Set of principles that govern our conduct?
 9. The Process of identifying how a company is perceived and established?
 10. Customers expect this for the level of purchase?

Down

1. Ability to pursue others by our perceptions and experiences
 2. Customers inside your organization?
 3. Our personal vision of the result from our experience?
 4. Anything we do for the customer that enhances the customer experience?
 6. Most basic expectation of an interaction?
 7. A hostile encounter
 8. combination of our beliefs, perceptions & ideas