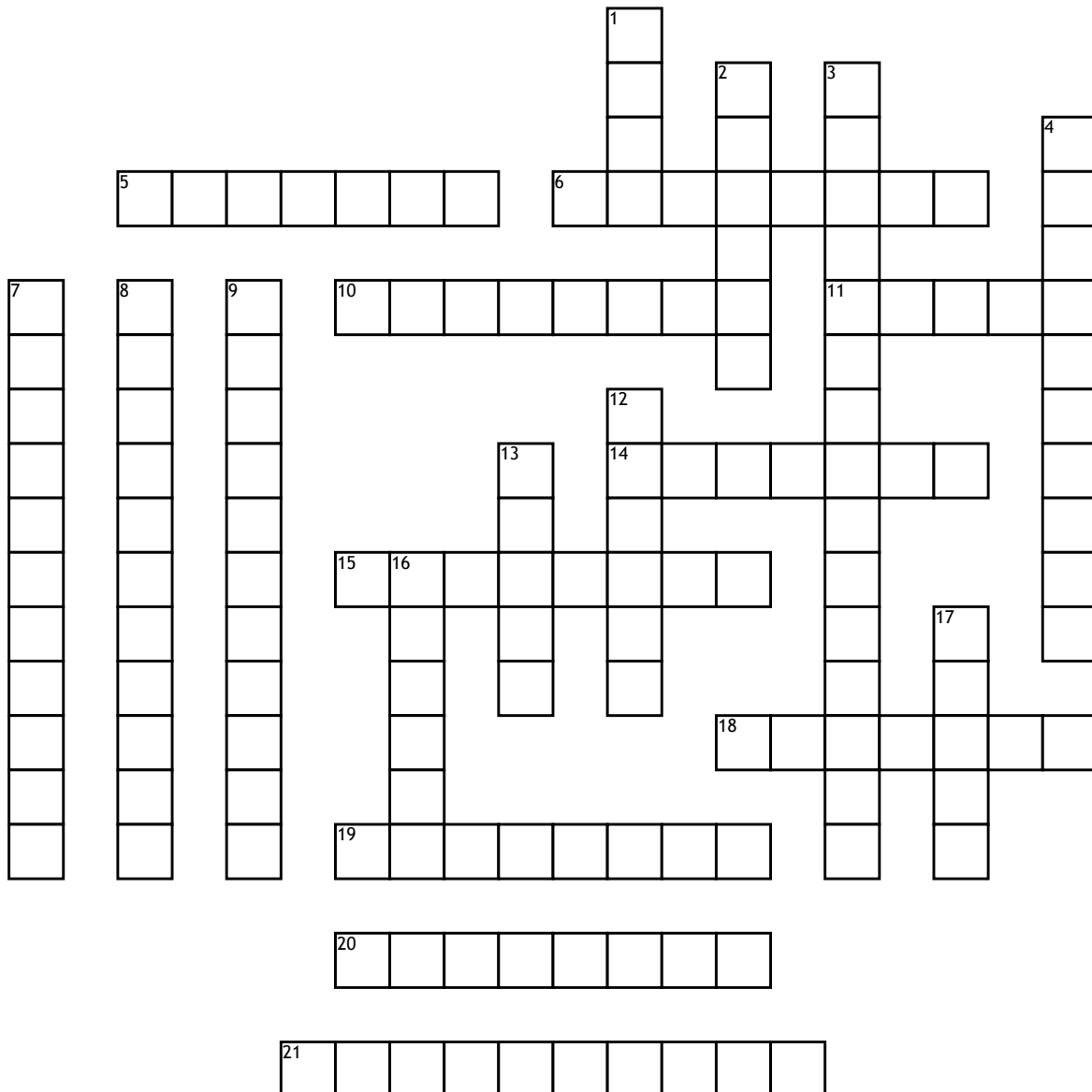


Customer Service Cross Word



Across

- 5. Rather than refusing a request to to give the guest alternative _____.
- 6. Rule 1 when trying to defuse a customer. Deal with their _____ first.
- 10. "Where you aware that you could..." is a way of using a _____ instead of a direct harsh sounding statement. (e.g. You must go to...)
- 11. The Customer is always _____.
- 14. Along with active listening, _____ is an important technique to show that you are concerned about the guest's issue.
- 15. By identifying your _____ you are more likely to be able to stay in control of your own emotions.
- 18. Often a referral to a _____ will cause an abusive guest to behave more appropriately because of the status effect.

- 19. Even if you can not solve the guest's problem, you can come across as concerned and _____.
- 20. A customer who feels _____ is more likely to strike out physically or verbally.
- 21. If a guest is rude, threatening or abusive you should immediately get a _____ involved.

Down

- 1. Guests need to know that you _____ about their problem or they will get angrier.
- 2. The best way to get a person on the phone to yield control and start listening is to remain _____.
- 3. Laungage which sounds argumentative or tends to cause conflicts to escalate is called being _____.
- 4. Even if the customer says something that is wrong do not attempt to _____ the person since that will only aggravate the guest and the situation.

- 7. Language that tends to put you and the guest on the "same side" is called _____ Language.
- 8. This technique can be used to focus the angry customer's attention away from his or her emotions.
- 9. _____ allows both you and the angry customer to calm down by inserting a "break" in the angry interaction.
- 12. When a guest accuses you of something, you should never _____ your self, since that keeps you in the abuse game and could make the guest angrier.
- 13. One very powerful verbal self defense skill involves saying "You are _____," to the guest because and angry guest will not expect you to say this.
- 16. You can always _____ service if a guest is abusive or threatening to you.
- 17. You should never _____ with a guest that is insulting or aggressive.