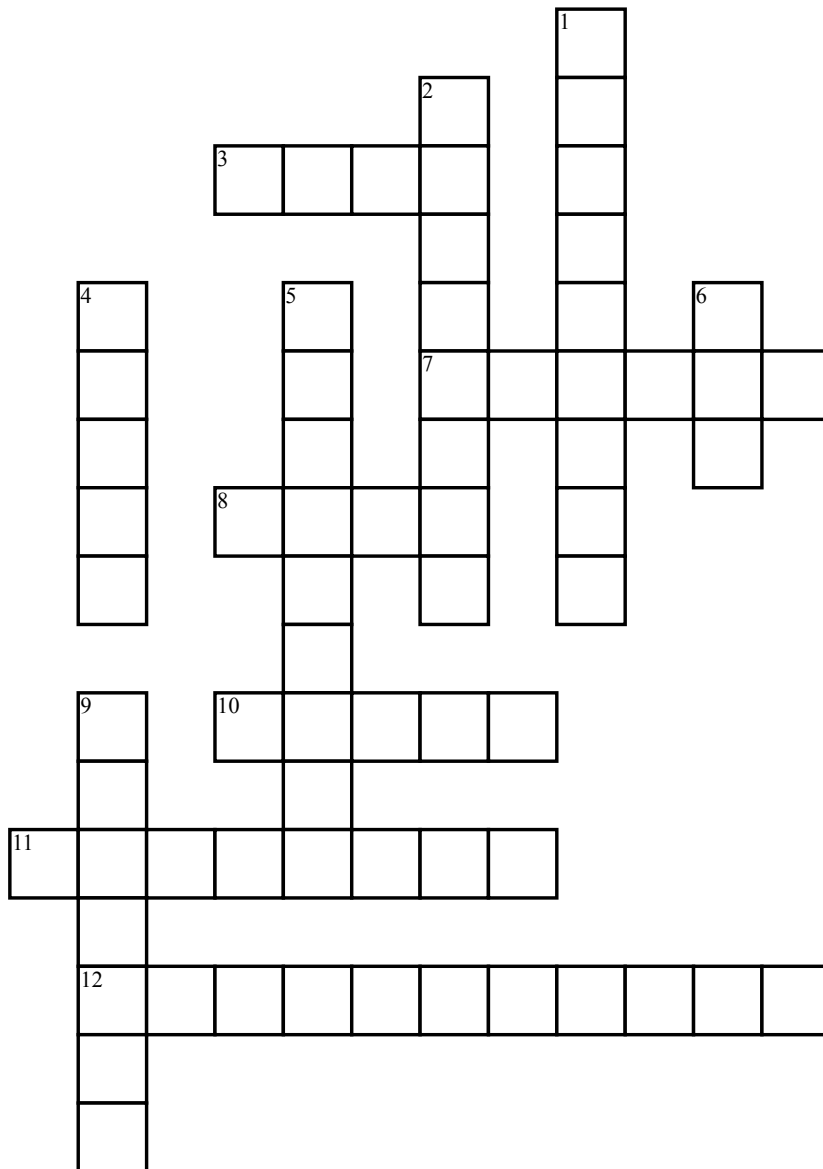


# Customer Service Crossword



## Across

3. Value their \_\_\_\_\_.

7. Tone of voice matters in how your customer or co-worker responds. Is an example of \_\_\_\_\_ communication.

8. People see you first and \_\_\_\_\_ you second.

10. People will forget what you said, people will forget what you did, but people will \_\_\_\_\_ forget how you made them feel.

11. Customer Service is not a Department. It is an \_\_\_\_\_?

12. First \_\_\_\_\_ are mental snapshots you take when you first encounter a person or situation.

## Down

1. Body Language is a form of \_\_\_\_\_ communications.

2. It's all in the \_\_\_\_\_.

4. Always remember to \_\_\_\_\_!

5. "Did you know about our additional service?" Is one of the 12 \_\_\_\_\_ Customer Service Phrases you should say.

6. I \_\_\_\_\_ do that for you.

9. If you change nothing, \_\_\_\_\_ will change.