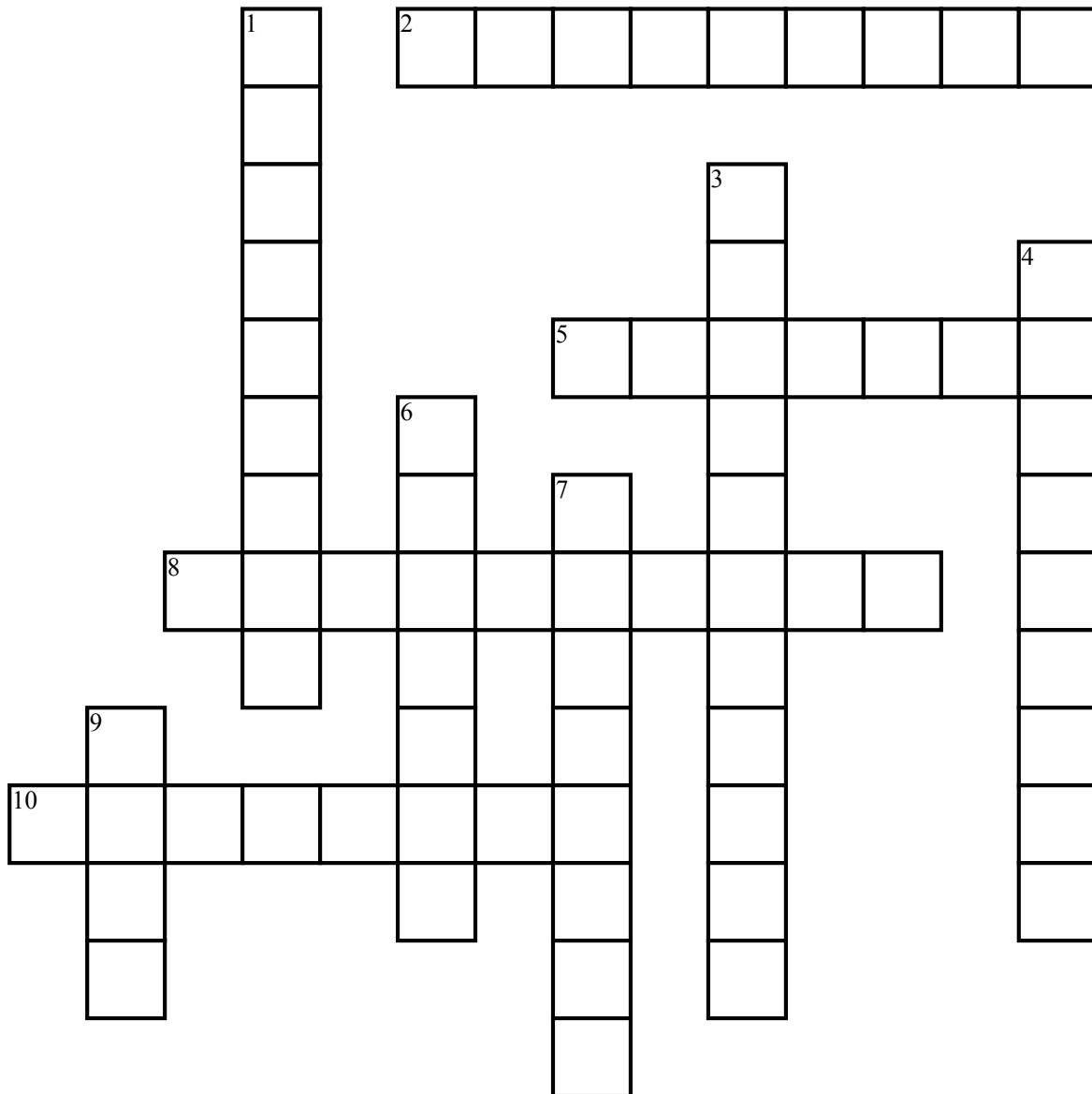


Name: \_\_\_\_\_

# Customer Service Puzzle



## **Across**

- 2. Questioning technique that normally gets narrowed down
- 5. A good customer service quality is to have knowledge of the \_\_\_\_\_
- 8. The most common form of communication in an organisation
- 10. Time based quality of good customer service

## **Down**

- 1. A questioning technique that lets a customer give an elaborate answer

- 3. Questioning technique that is also called Polar Questions

- 4. You should remain \_\_\_\_\_ in your interactions with customers

- 6. Questioning technique used to gain clarification

- 7. The best attribute to have when dealing with a customer

- 9. When dealing with a difficult customer you have to remain \_\_\_\_\_