

Name: _____

Date: _____

Customer Service Stratagies

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

cultural awareness
professional
respectful
effective
listening
ethical

knowledgeable
paraphrase
vocabulary
efficient
questions
smiling

body language
engagement
articulate
motivated
speaking
kind