

Name: _____ Date: _____ Period: _____

Customer Service Vocabulary

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

FREQUENT BUYER PROGRAMS
LOYAL CUSTOMER
PACKING SLIP
RESTITUTION
INCENTIVES
GRIEVANCE
IMPULSE
BERATE

COMPLEMENTARY PRODUCTS
INCONVENIENCE
DISSATISFIED
INDIFFERENT
HARD SALES
COURTEOUS
EMPATHY
FIFO

CUSTOMER RELATIONSHIP
DIFFERENTIATE
DISCOURTEOUS
BRAND LOYAL
UPSELLING
INFORMAL
VERBAL
CUES

PRICE OBJECTION
CROSS-SELLING
COMPENSATION
INTANGIBLE
NONVERBAL
ENTITLED
FORMAL
ADA