

Name: _____

Date: _____

Customer Service Week

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

time management skills
clear communicator
knowledgeable
leadership
pleasant
calm

conflict resolution
decision making
good rapport
patience
reliable

exceed expectations
attentiveness
trustworthy
thorough
empathy