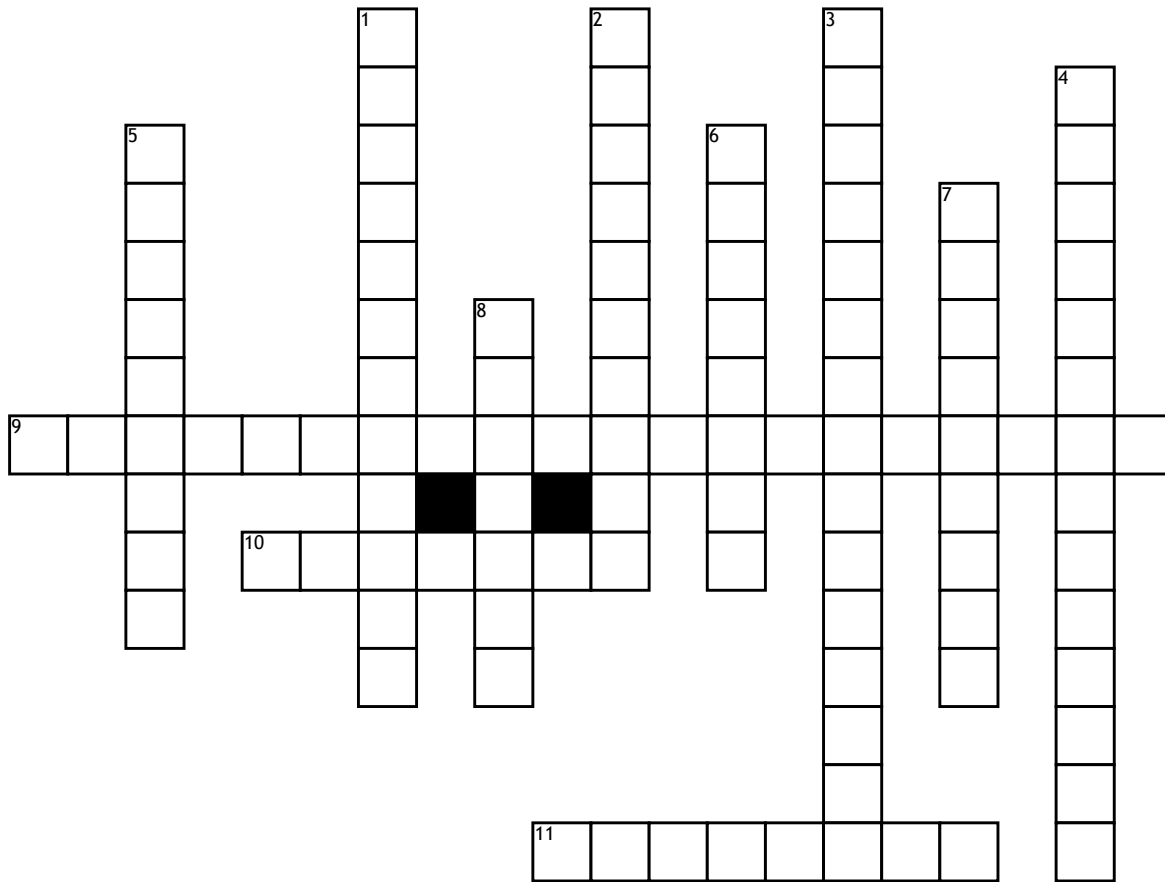


Name: _____

Date: _____

Customer Service



Across

9. What is the process of exchanging messages between a sender and a receiver. They can contain information, ideas or feelings.

10. Letters, emails and memos are examples of what type of communication?

11. _____ are the avenues through which messages are delivered.

Down

1. _____ a customer helps to make them feel comfortable, and build a relationship.

2. When trying to get the customer to buy a good/service?

3. _____ Is the total of all enhancements offered to customers.

4. _____ is important to the communication process and can be beneficial.

5. When trying to give information about the product/service to the customer, is called?

6. You want to be an active _____ when communicating with customers, especially when dealing with complaints and needs.

7. An _____ communicator is often doing all three when speaking to a customer

8. _____ like listening is an active mental process of receiving and understanding a message.