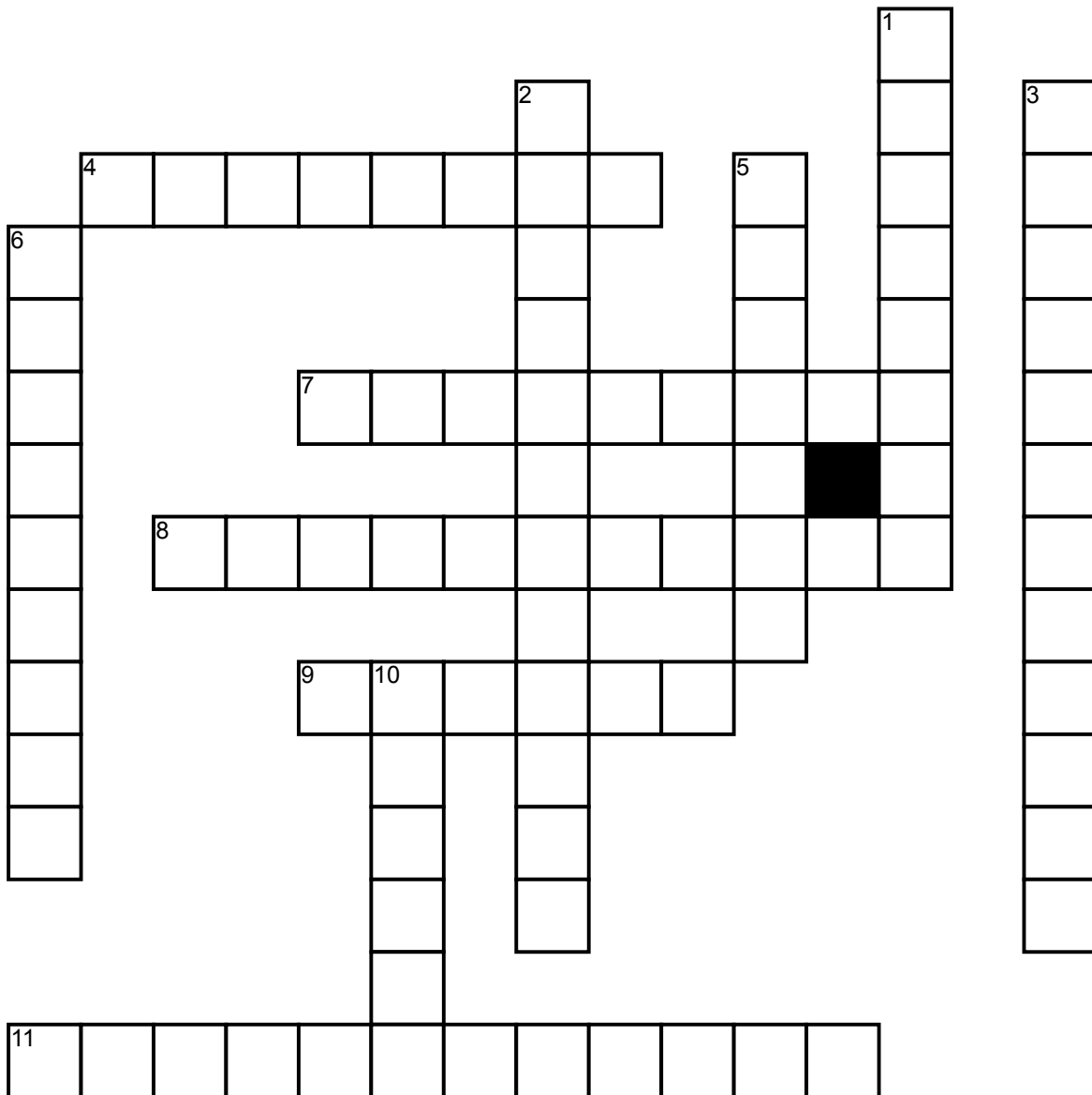


Name: _____

Date: _____

Customer Service



Across

4. Relationships with customers should be viewed as

7. Being sensitive to the customer's needs

8. Creates credibility

9. Above and...

11. Meet and exceed

Down

1. Being amiable, adhering to mannerisms, treating the customer with respect

2. Being consistent, respectful, timely, and courteous

3. Ensure customer...

5. Let the customer have these to pick from

6. Deliver +1 is going the...

10. Being this requires you to be educated and well-versed in your work