

Name: _____

Date: _____

Customer service

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| 1. The people we are here to serve | A. Quality |
| 2. Exchange information | B. Delay |
| 3. The opposite of rigid | C. Patience |
| 4. The standard the customers expect | D. Satisfy |
| 5. Disregard a customer deliberately | E. Internal |
| 6. It's not sympathy but shows we understand | F. Ignore |
| 7. To meet the customer needs or wants | G. Customers |
| 8. A customer who needs immediate action won't like this | H. Empathy |
| 9. A customer who works with you | I. Communicate |
| 10. We need this when dealing with customers | J. Flexible |