

Name: _____

Date: _____

Customer service

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

Understanding
Mute button
Computer
Courtesy
Apology

Dynamic call
Thank you
Red flag
Empathy
Voice

Phone number
Customers
Good Bye
Friendly