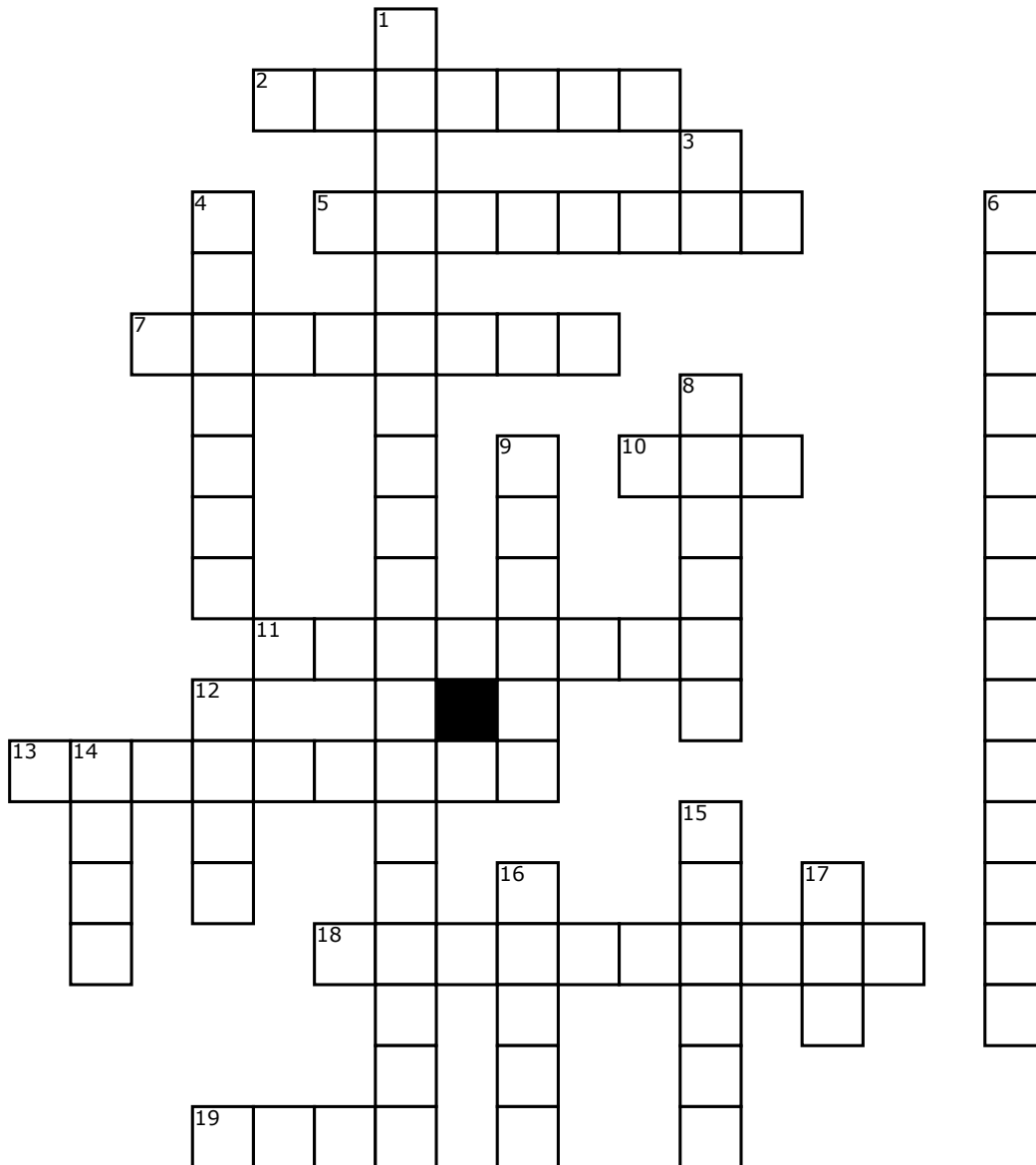


Member Service



Across

- 2.** The tone in your voice effects how is received by the Member.
- 5.** When returning from having a Member on hold what should we say?
- 7.** What must you never do while talking with an angry member?
- 10.** Should you apologise to a Member?
- 11.** The tone in your voice conveys what?
- 13.** What should we always give to our Members?

18. When placing a member on hold what must you ask?

19. A greeting should always include your

Down

- 1.** When wrapping up a call what should we ask?
- 3.** Should a chat be treated different then a telephone call?
- 4.** How do we know we have understood the Members question or problem?
- 6.** What is the purpose of asking for a Members name and Dob?
- 8.** Who should end a chat first?

9. What is the first thing you should do with an angry member?

12. Once a Member advises the reason for calling what should we reassure them we will do?

14. Body language is replaced by what over the phone?

15. What should we never do during a call?

16. When first answering the call what can make a difference?

17. In my puzzle what is Member Service Member Experience Member Loyalty and