

Name: \_\_\_\_\_ Date: \_\_\_\_\_

# Poor vs Excellent Customer Service

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|-----------------|------------------|
| 1. Ignore       | A. Timely        |
| 2. Frustrate    | B. Welcoming     |
| 3. Disinterest  | C. Apologetic    |
| 4. Delayed      | D. Engaged       |
| 5. Rude         | E. Flexible      |
| 6. Ill-informed | F. Dependable    |
| 7. Unhappy      | G. Reimburse     |
| 8. Rigid        | H. Empathy       |
| 9. Talk over    | I. Assist        |
| 10. Loss        | J. Polite        |
| 11. Challenging | K. Care          |
| 12. Unreliable  | L. Passionate    |
| 13. Indifferent | M. Delighted     |
| 14. Apathetic   | N. Knowledgeable |
| 15. Neglect     | O. Listen        |
| 16. Insensitive | P. Responsive    |