Customer Service Week Crossword Puzzle

ACROSS
2. This negative word should be removed from your customer service vocabulary and replaced with situation.
4. Understanding and identifying with your customers’ feelings is called _____.
5. A _____ during a phone conversation can be used to emphasize a point.
7. Your most important communication tool when you’re on the phone is your _____.
8. Another word for internal customer is _____.
10. Taking personal responsibility for a customer’s complaint is taking _____.
11. You sound more relaxed and friendly when you _____ while talking on the phone.
12. You start each call with a friendly _____.
14. Offering a customer additional products or services is cross-selling or _____.
16. With angry customers it’s important to let them do this, _____.
17. A positive one will make your day better.

DOWN
1. The annual celebration of the importance of customer service is _____ (3 words).
3. Customer complaints should be seen as _____ to improve service.
4. Delighting your customers means _____ their expectations.
6. When speaking with customers you should vary the _____ of your voice.
8. The people you serve each day.
9. Anticipating problems, heading them off and alerting customers is being _____.
10. Treat each customer as if they’re the _____ one you’ll deal with that day.
13. Customers who have their complaints satisfactorily resolved tell an average of how many people?
15. The most important customer service skill is _____.