ACROSS

3. Stressed at work? Take a few deep______.

5. When customers return again and again, you’ve earned their________.

7. Keep a _____ in your voice.

10. Positive word of _____ is a great way to bring in new customers.

11. _______ impressions are important. Be polite to customers no matter what.

13. Go the extra ____ for your customers.

15. Being a good ______ is an important aspect of communicating with customers.

17. Read details back to customers to be_____ you’ve got them right.

DOWN

1. Don’t be distracted–stay ______ on your customer.

2. Customers appreciate it when you go _____ and beyond to help them.

4. Having _______ for customers shows you care. (Hint: Rhymes with sympathy.)

6. We’re proud to have you on our customer service _______!

8. Remember: _________ are always right.

9. Impress customers and make them eager to _____ you to others.

12. Always try your ____ to solve customer problems.

14. Coworkers and customers both deserve your _______.

16. Put yourself in the customer’s______.
Learn the characteristics of great customer service reps! Find and circle the words from the WORD LIST below, looking down, across, up, backwards, and diagonally.

WORD LIST

<table>
<thead>
<tr>
<th>ACCURATE</th>
<th>CALM</th>
<th>EMPATHETIC</th>
<th>FRIENDLY</th>
<th>FUN</th>
<th>GENUINE</th>
<th>HELPFUL</th>
<th>KIND</th>
<th>WILLING</th>
</tr>
</thead>
<tbody>
<tr>
<td>KNOWLEDGEABLE</td>
<td>NEAT</td>
<td>PATIENT</td>
<td>PREPARED</td>
<td>PROMPT</td>
<td>QUICK</td>
<td>THOUGHTFUL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WORD SEARCH PUZZLE

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