

Customer Service

WORD SEARCH PUZZLE

Have fun finding and circling the Customer Service-related words below. Look down, across, up, backward, and diagonally.



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

WORD LIST

APPRECIATION
COMMITTED
DEDICATION

EFFICIENT
ESSENTIAL
EXCELLENCE

FRIENDLY
HELPFUL
POSITIVE

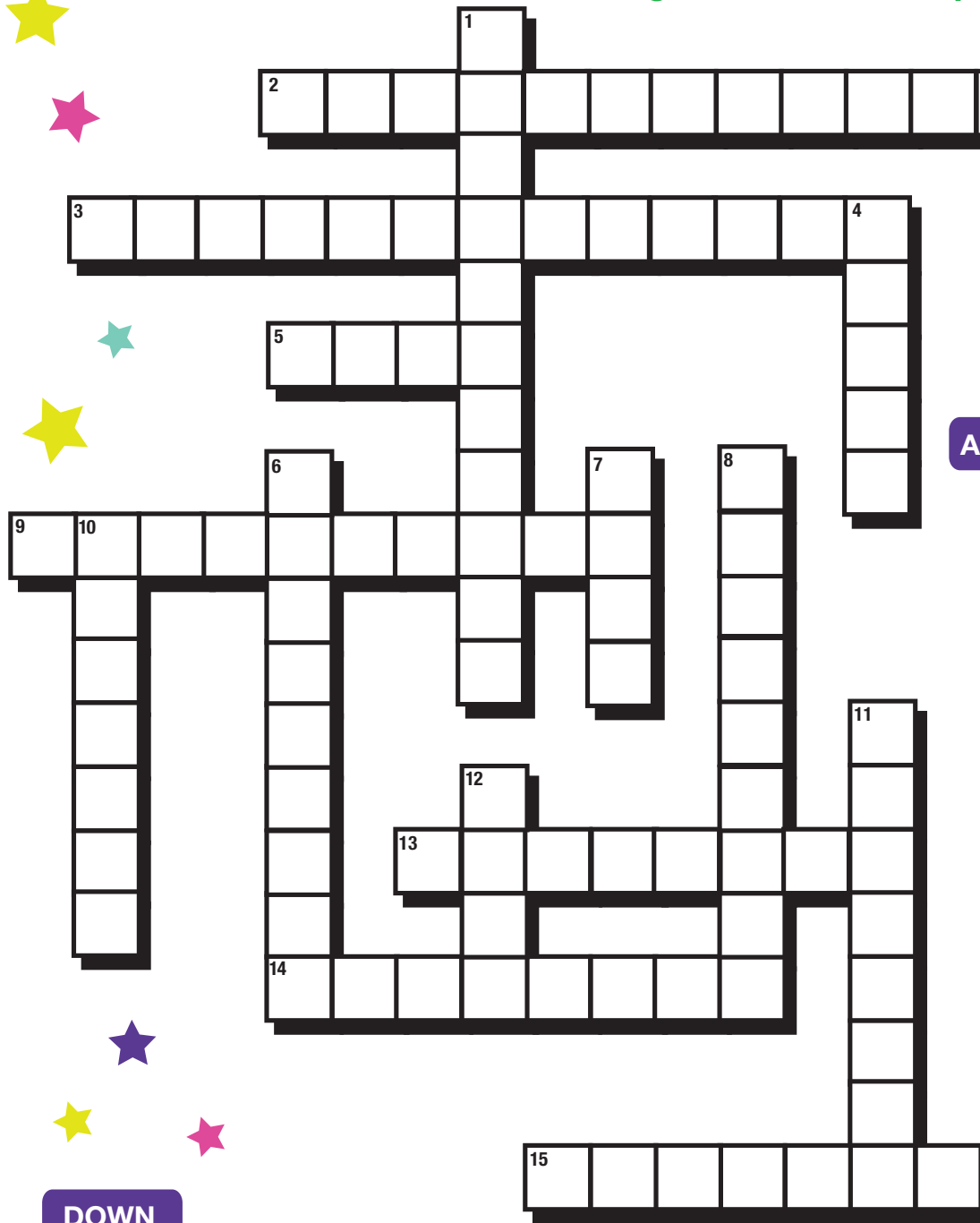
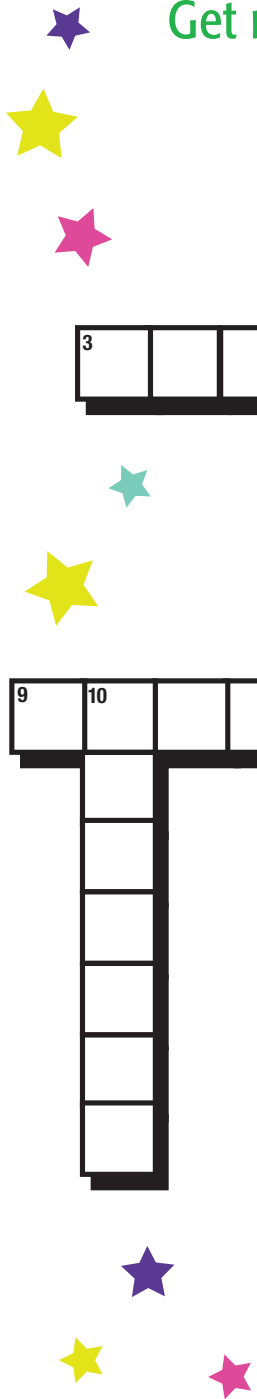
SATISFACTION
SMILES
SOLUTIONS

SUPPORTIVE
TEAMWORK

Customer Service

CROSSWORD PUZZLE

Get ready, get set, go...test your knowledge of great service, and have fun solving this crossword puzzle!



ACROSS

- 2. Take _____ for a customer's problem or complaint even if it's not your fault.
- 3. Building positive _____ with customers is important, as it is with everyone else in your life.
- 5. When a customer is upset or angry, let him or her _____.
- 9. Ask for a customer's _____ before putting him or her on hold.
- 13. Focus on the end result, or _____, to fix an issue, not the problem.
- 14. Start each customer interaction with a friendly, upbeat _____.
- 15. Remember that the customer is upset with the _____, not you.

DOWN

- 1. Responding to customer complaints is an _____ or chance to improve service.
- 4. _____ when talking to customers, even if they can't see you.
- 6. One of the most important customer skills is _____ (something you do with your ears).
- 7. Treat each customer as if he or she is your _____ customer.
- 8. Making customers happy means _____ their expectations.
- 10. _____ is your ability to relate to the customer.
- 11. Use supportive, positive _____ when talking to customers.
- 12. Try to vary the _____ of your voice when dealing with customers.



WORD SEARCH PUZZLE

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.

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

WORD LIST

ACCURATE	CALM	EMPATHETIC	FRIENDLY	FUN	GENUINE	HELPFUL	KIND
KNOWLEDGEABLE	NEAT	PATIENT	PREPARED	PROMPT	QUICK	THOUGHTFUL	WILLING

CROSSWORD PUZZLE

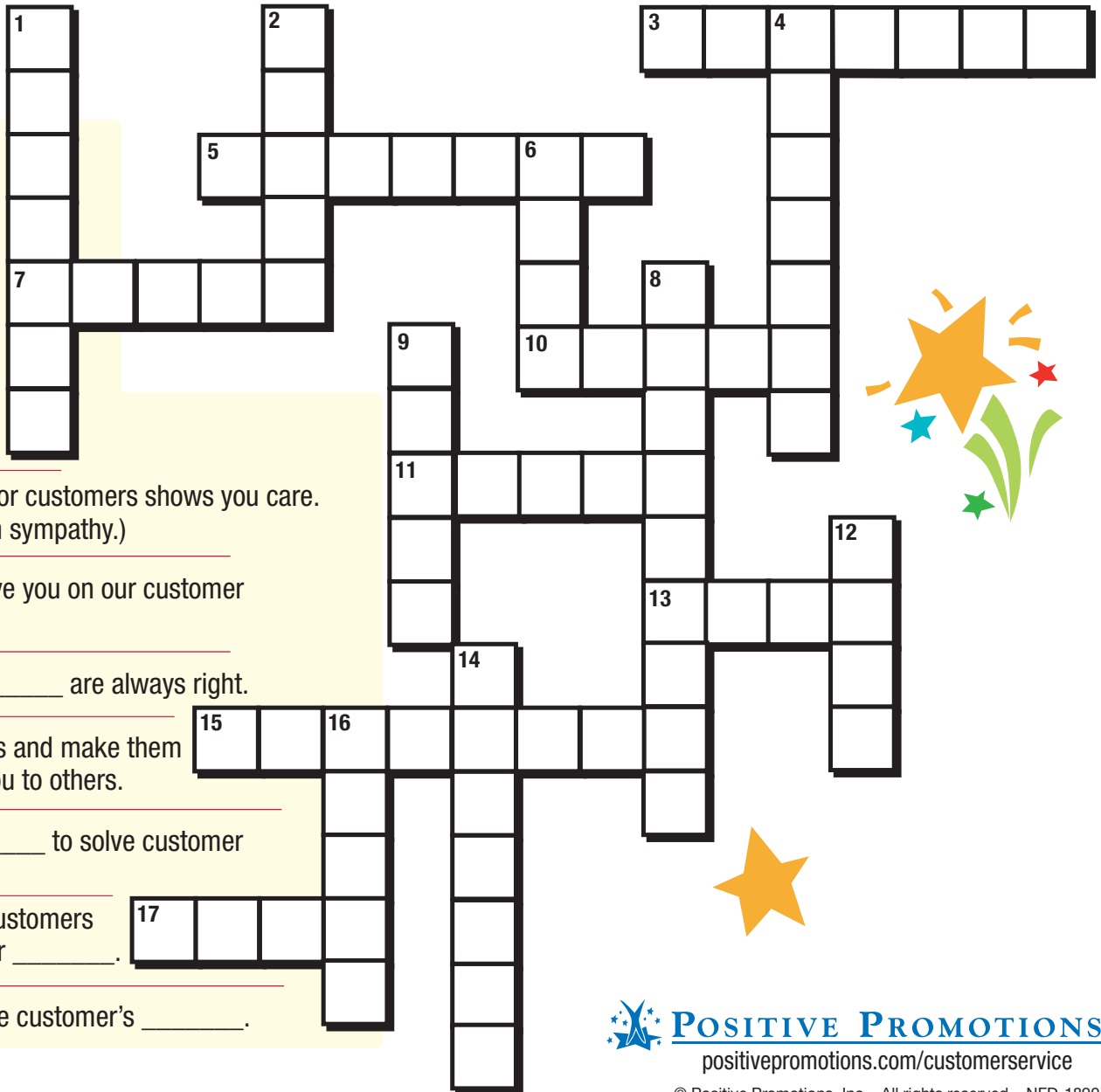
There are lots of ways to be a great customer service rep. Test your knowledge of them here, and have fun solving this puzzle!

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 _____.



WORD SEARCH PUZZLE

ANSWER KEY

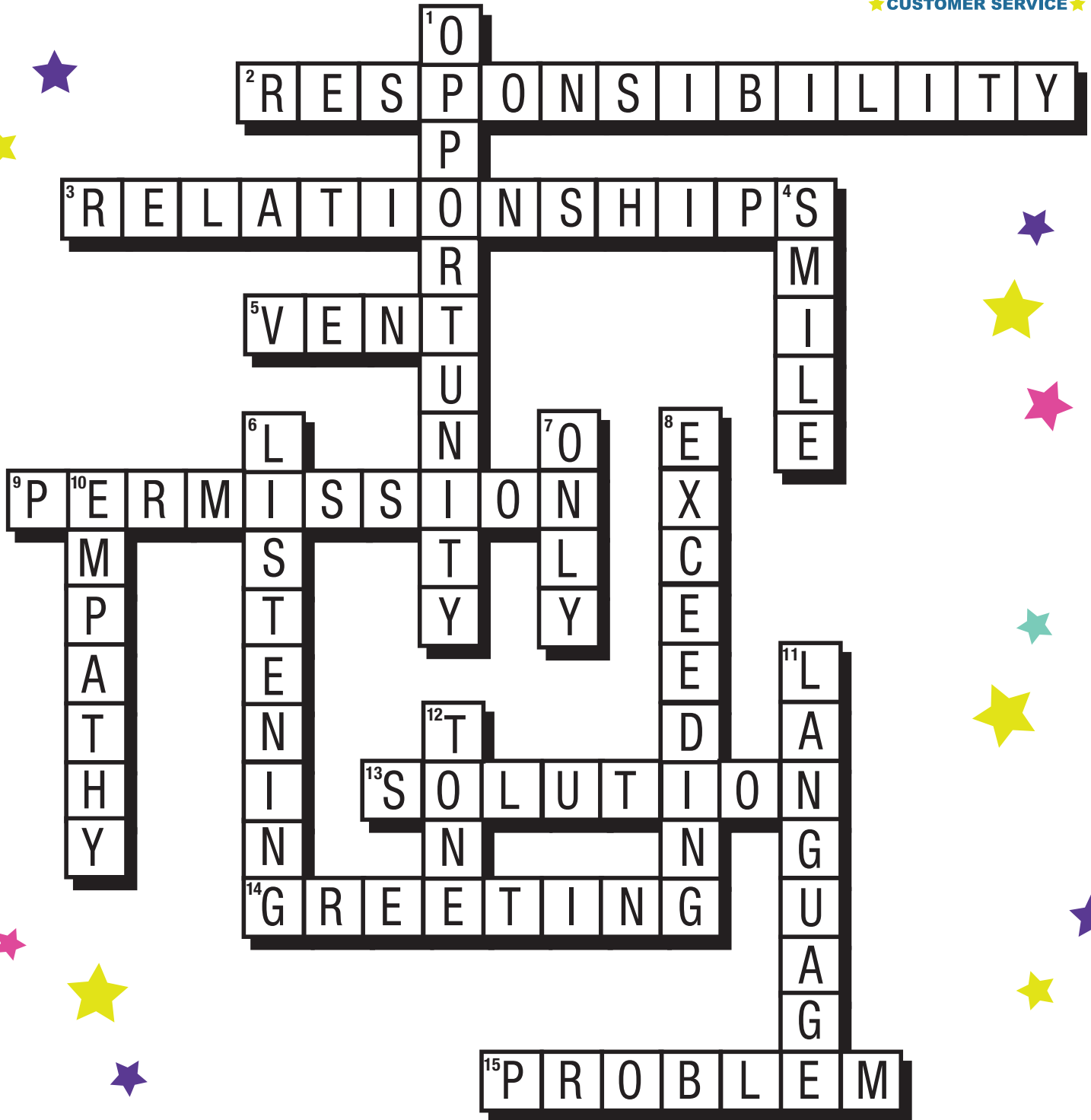


S	R	E	N	O	F	J	I	F	T	T	E	B
E	N	S	X	O	Q	V	D	N	E	M	V	G
L	H	S	S	P	I	R	G	A	W	M	I	E
I	V	E	S	N	E	T	M	R	L	W	T	C
M	A	N	L	F	O	W	A	I	L	X	I	F
S	X	T	H	P	O	I	W	C	S	P	S	R
L	L	I	E	R	F	D	T	F	I	Z	O	I
N	C	A	K	I	E	U	Z	U	M	D	P	E
V	V	L	N	Q	R	M	L	C	L	Y	E	N
E	C	N	E	L	L	E	C	X	E	O	Q	D
N	O	I	T	C	A	F	S	I	T	A	S	L
E	V	I	T	R	O	P	P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

Customer Service

CROSSWORD PUZZLE

Answer Key





WORD SEARCH PUZZLE

ANSWERS

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



CROSSWORD PUZZLE

ANSWERS

1 F O C U S E D

2 A B

3 B R E A T H S

4 M P A T Y

5 L O Y A L T Y

6 E A

7 S M I L E

8 C

9 R E

10 M O U T H Y

11 F I R S T

12 B

13 M I L E

14 R

15 L I S T E N E R S

16 H O S P I T A L I T Y

17 S U R E S

