

Customer Service Week

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

ANTICIPATE

ATTITUDE

ACTION

OPTIONS

SOLUTION

LANGUAGE

KNOWLEDGE

COMMUNICATE

SINCERE

CUSTOMERS

SERVICE

HELPDESK

QUESTIONS

ACKNOWLEDGE

NEGOTIATE

UNDERSTAND