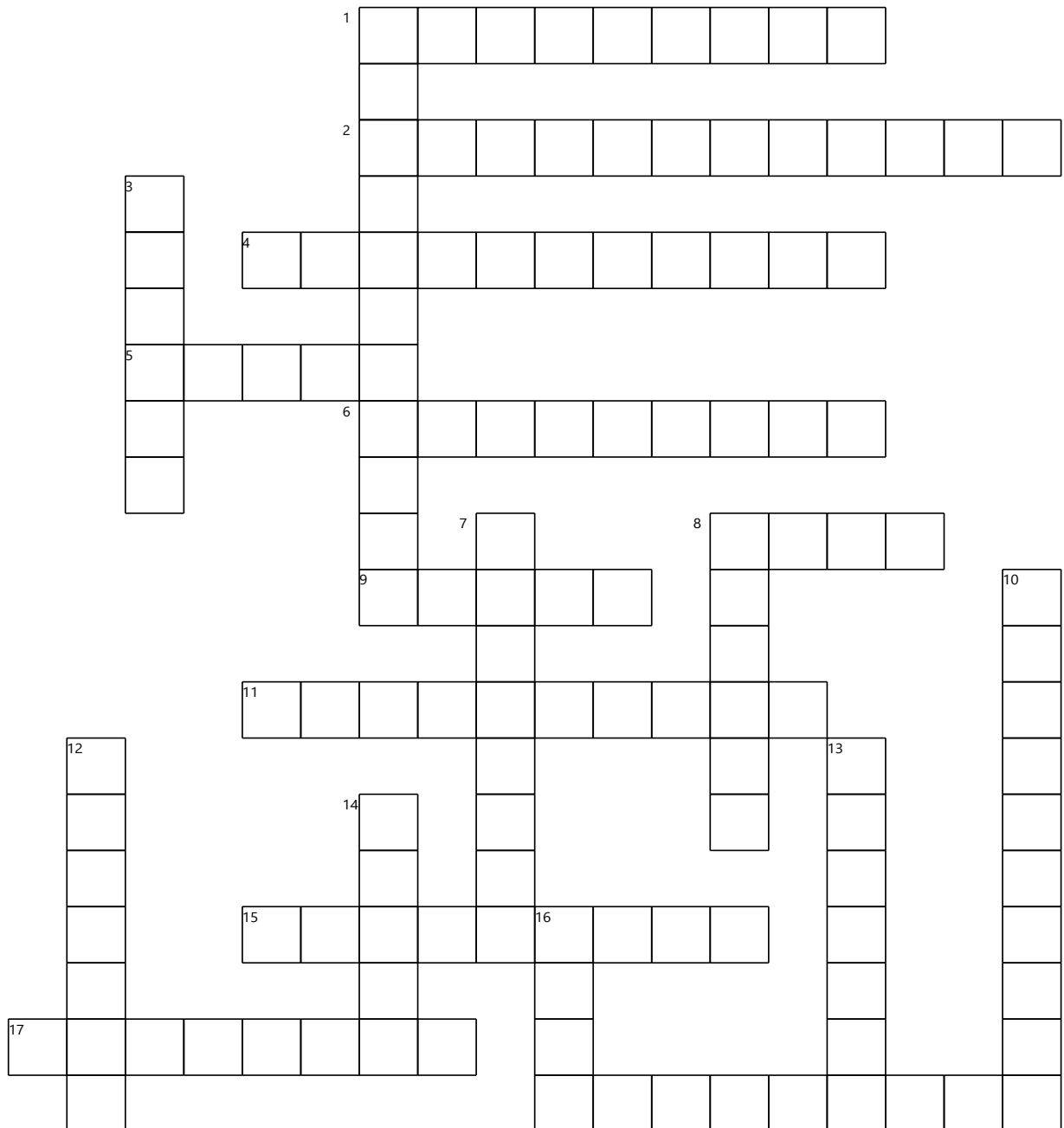


Telephone Training

Text Review Crossword

Read 'Basic Rules for Speaking' and try to find the answers to this crossword. All clues are taken from the text.

Name: _____



ACROSS

1. your position entails always being _____ to callers...
2. Only use the _____ when necessary
4. Do your best to _____ honestly and sincerely
5. but never crack a joke that could _____ a customer
6. immediately _____ yourself
8. Ask before putting someone on _____
9. take a moment to step into their _____ and recognize why they're so upset
11. If you must put a customer on hold, always ask for their _____ first
15. Once the caller understands that they are in your _____ hands, they will relax!
17. The caller's concerns are a _____
18. it's _____ that you're actively listening....

DOWN

1. Don't make _____ nor attempt to correct the caller
3. Be mindful of your _____
7. The point is to always remain _____ and friendly
8. It's okay to throw in _____ if appropriate
10. Always be mindful and _____ when on the phone
12. It's helpful to take notes during _____ calls
13. it's always better to use a _____ to remain hands free
14. It's best to _____ when you don't know something
16.give yourself enough _____ to get in the zone and prepare for the call