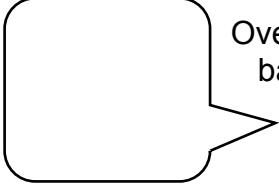
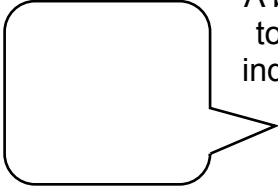
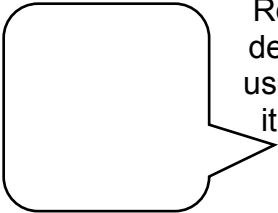


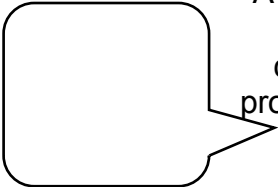
## Customer Service Vocabulary Match

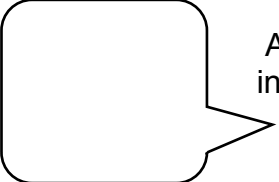
**Directions:** In the conversation bubble, write the correct customer service vocabulary word that matches the definition.


1.  Over and above the basic product or service.

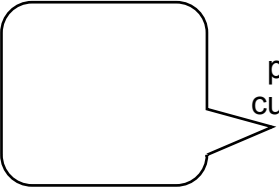
2.  A bond formed due to the outcome of individual customer service transactions.

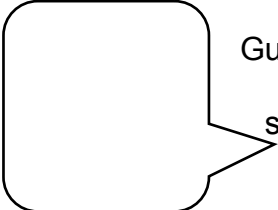
3.  Routines and detailed steps used to deliver its customer service.

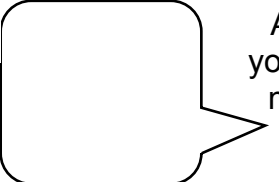
4.  A customer from outside the company that provides a service or product.

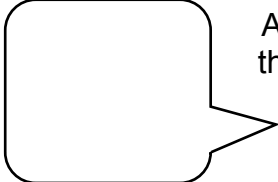
5.  A question raised for inquiry, consideration, or solution.

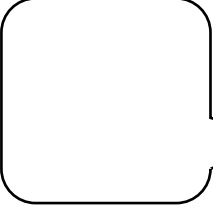
6.  Improving customer service in order to stay ahead of competitors.

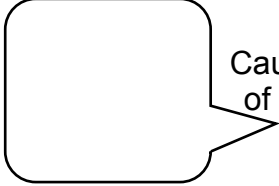
7.  A person in an organization perceived by the customer as giving the customer service.

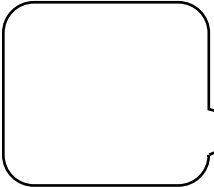
8.  Guides employees on how they should conduct business.

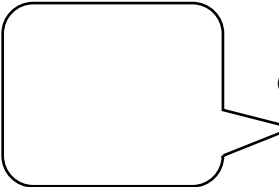
9.  A statement that you are unhappy or not satisfied with something

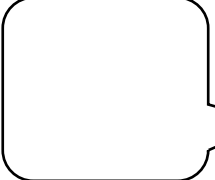
10.  A brief statement of the main purpose of an organization.

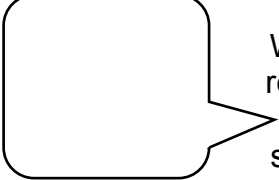
11.  What people think should happen and how they should be treated in relation to customer service.

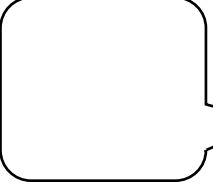
12.  Causing a feeling of happiness or pleasure

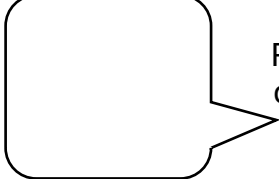
13.  What an organization does in order to meet customer expectations and generate customer satisfaction.

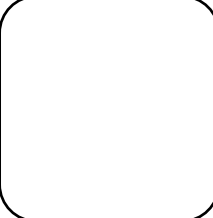
14.  When several customers want customer service at the same time a queue (a line of people) may form.

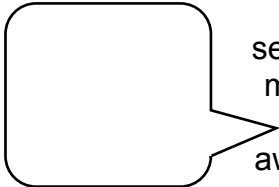
15.  States the extent and limits of customer service offered by an organization.

16.  What a customer remembers about the customer service received.

17.  Identifying all risks which may exist and evaluating them for seriousness and the likelihood an incident.

18.  Person in the same organization as the service provider.

19.  When the customer and service deliverer exchange information, product or service.

20.  During a customer service procedure there may be several points when customer awareness of customer service quality is particularly high.