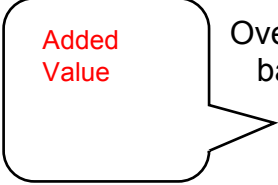



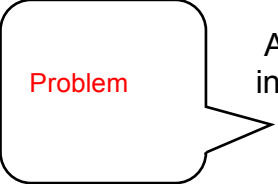


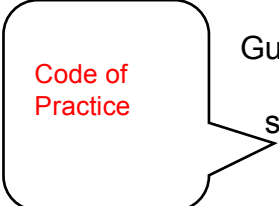




(Key) Customer Service Vocabulary Match

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

12. **Pleasant** Causing a feeling of happiness or pleasure

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

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

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

16. **Customer Experience** What a customer remembers about the customer service received.

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

18. **Internal Customer** Person in the same organization as the service provider.

19. **Customer Service Transactions** When the customer and service deliverer exchange information, product or service.

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