



## Customer Service Week Hidden Number 2 Solutions

Hidden Number

1. Samantha always uses a polite **tone** with customers. One
2. The entire team will **attend** Customer Service Week events. Ten
3. The **alumni** never forget Sally's wonderful training classes. Nine
4. Customer satisfaction scores have risen to impressive **heights**. Eight
5. The customer was completely satisfied. Her **parcel** **even** arrived early. Eleven
6. His **eventual** order made the long and difficult call worthwhile. Seven
7. **Brent** **would** often take a quick break after a difficult call. Two