



Customer Service Week Hink Pinks 1

Service professionals spend a good deal of time each day actively engaged in listening. Often, the customer has a problem that must be solved or a question that must be answered. The customer may even have a secondary objective or an unspoken objective. It's up to the service provider to interpret what the customer is saying, listen for the deeper meaning, and act accordingly.

In this puzzle, you are challenged to get past the words to see the real meaning. Each of the messages on the left can be "decoded" to a set of two rhyming words.

We've started you off by completing the first challenge.

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|-----|--|------------|---|------------|
| 1. | Jumbo Feline | <u>FAT</u> | - | <u>CAT</u> |
| 2. | 50-percent Giggle | _____ | - | _____ |
| 3. | Blue-green Moray | _____ | - | _____ |
| 4. | Cloudy 24 Hours | _____ | - | _____ |
| 5. | Final Explosion | _____ | - | _____ |
| 6. | Fresh Adhesive | _____ | - | _____ |
| 7. | Scalding Cauldron | _____ | - | _____ |
| 8. | Skinny Smile | _____ | - | _____ |
| 9. | Sun-kissed Male | _____ | - | _____ |
| 10. | Ancient Flu | _____ | - | _____ |
| 11. | Lengthy Tune | _____ | - | _____ |
| 12. | Happy Father | _____ | - | _____ |
| 13. | Insect Carpet | _____ | - | _____ |
| 14. | Hog Dance | _____ | - | _____ |
| 15. | Sour Beginning | _____ | - | _____ |
| 16. | Try your hand at creating a new Hink-Pink. | _____ | - | _____ |