



Customer Service Week What Did You Say?

Working with customers across town or across the globe, you'll encounter a range of accents and dialects. Listening carefully to ensure accurate understanding is essential. In this puzzle you'll discover some easily confused words.

Each sentence includes two blanks. Fill in the blanks with two four-letter homophones — words that sound alike but are spelled differently.

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

1. The nautical supplies company that was going out of business had a big SAIL SALE.
2. Business was strong for most of this month, and then for the last seven days we had a _____ .
3. Taxi drivers don't want to gouge passengers with their rates; all they ask for is a _____ .
4. Santa Claus started his thank you letter to Dasher, Dancer, Prancer, Vixen, etc.: "_____."
5. The hotel manager in charge of the housekeeping staff examined all 47 beds the _____ .
6. To measure the opinion of the residents of Antarctica, you'd have to conduct a South _____ .
7. A vegetarians' convention is a place where people who shun _____ .
8. A survey of the top-selling laundry detergents found that Brand X outperformed Gain, did less well than Wisk, and _____ .
9. A circus grizzly not wearing his costume could be described as a _____ .
10. The farm that is raising chickens, geese and peacocks stinks from all the _____ .
11. The music is so loud that I can't _____ .
12. Try your hand at creating a What Did You Say? challenge.