



**customer service week 2011™**  
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## Customer Service Week Flexible Thinking

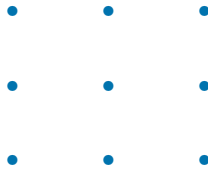
Sometimes, when working with a customer, the solution to a problem or answer to a question is not straight forward. Sometimes you need to get creative, and think outside of the box, to provide a customer with the best information or resolution.

Fortunately, once you've found a creative solution, it can often be applied to other customers' issues.

Below are two puzzles, which require creative thinking and the ability to generalize.

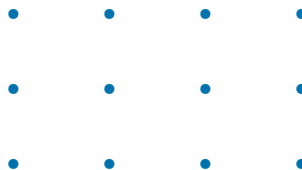
### 9-point problem

Connect all nine dots with four straight lines without lifting your pencil off the paper.



### 12-point problem

Connect all 12 dots with five straight lines without lifting your pencil off the paper.  
For this puzzle, you must end exactly where you begin.



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