



**customer service week 2011™**  
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## Customer Service Week Relationship Building

For good customer relationships, it's important to develop rapport. One way to do this, is to blend together the business and the personal, so that you can connect on a deeper level.

In *Ideas at Work*, authors Bob Furniss and Scott O. Thomas, suggest a method for doing this. Unscramble the words below to find their method, then look at the answer sheet to learn more.

MOWLECE

XIANPLE

GDAKENEWCOL

FIERYV

XIET

You've discovered the  technique.  
Look at the answer sheet to learn how it works.

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