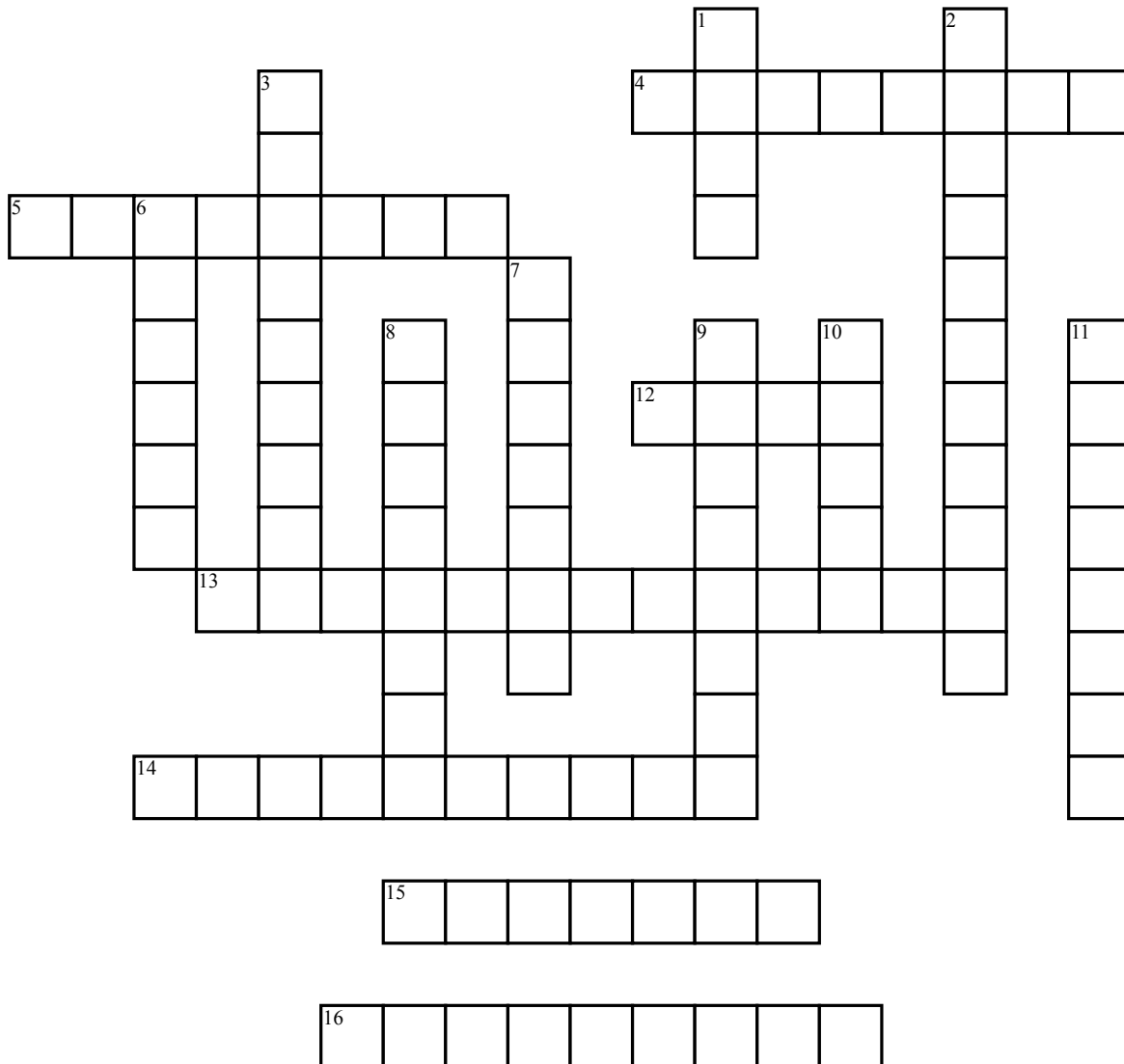


Customer Service



Across

4. There is no I in
 5. to solve a problem you find a _____
 12. The _____ before the storm
 13. The act of giving hope or support to someone
 14. settlement of differences
 15. to provide

16. very concerned about the needs of others

Down

1. Lend a hand
 2. The transfer of informaton
 3. she was full of good _____
 6. Hear with intention
 7. What is a friendly relationship

8. Someone who pays for goods or services

9. To accept or tolerate delay
 10. Greet every customer with a _____
 11. to recieve input on one's opinion or experience