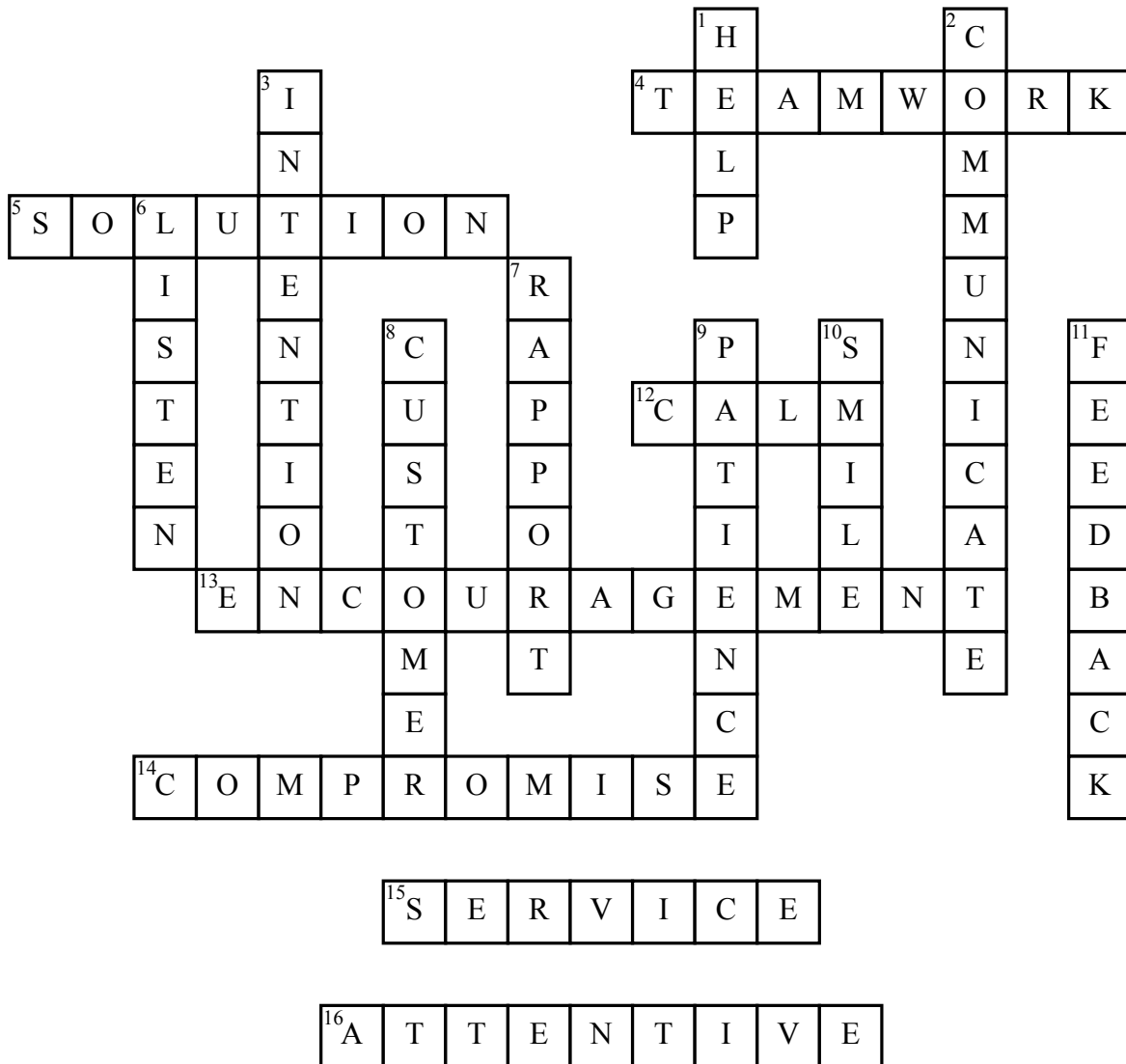


Customer Service



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 receive input on one's opinion or experience