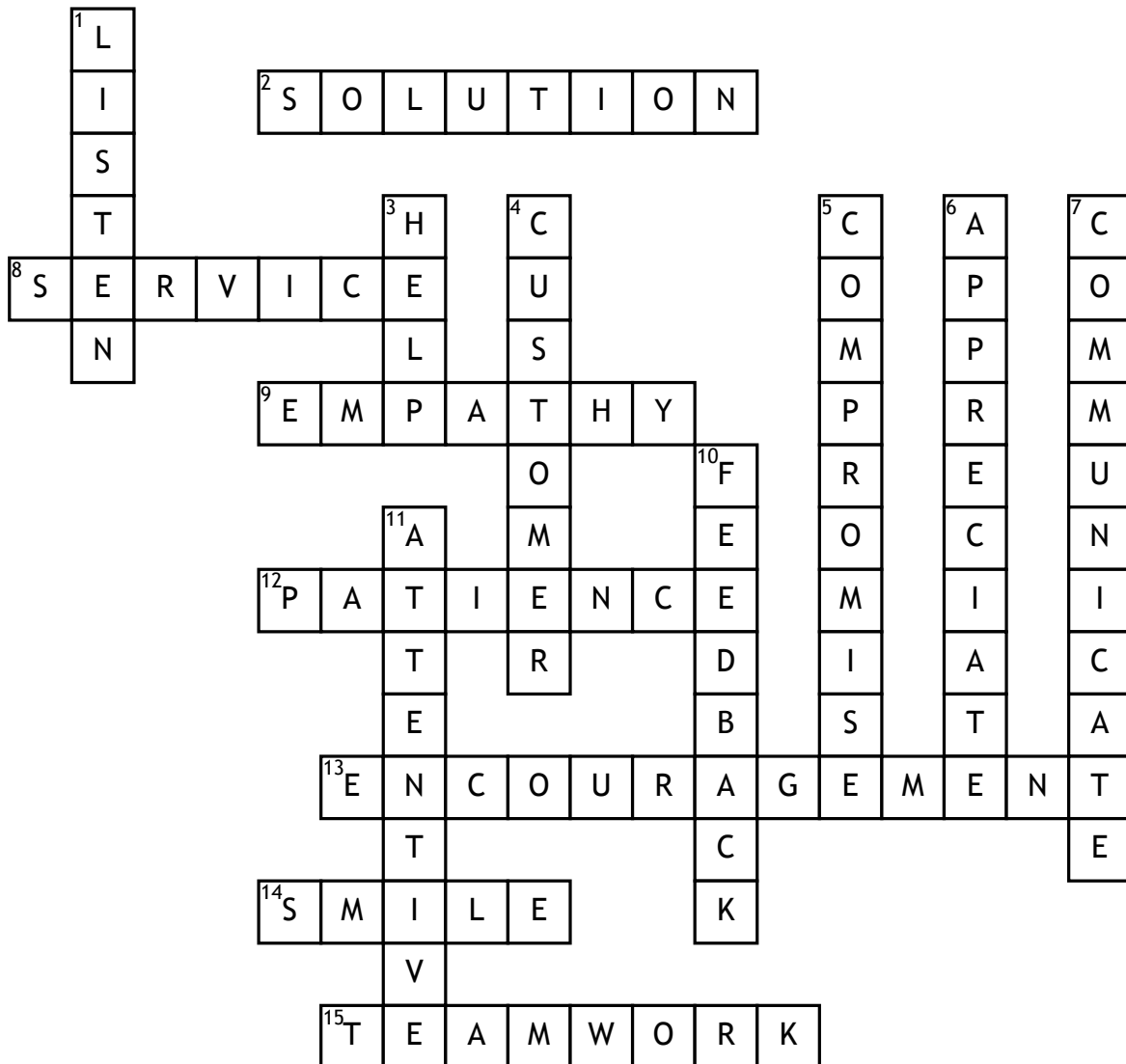


# Cutsomer Service



## Across

2. To solve a problem you find a

8. Work done by one person or group that benefits another

9. Shows you understand others feelings

12. Good-natured tolerance of delay or incompetence

13. The act of giving hope or support to someone

14. A facial expression; usually shows pleasure

15. There is no l in

## Down

1. Hear with intention

3. Lend a hand

4. Focus on the

5. Settlement of differences

6. Recognize with gratitude; be grateful for

7. Transfer of information

10. To receive input

11. Very concerned about the needs of others