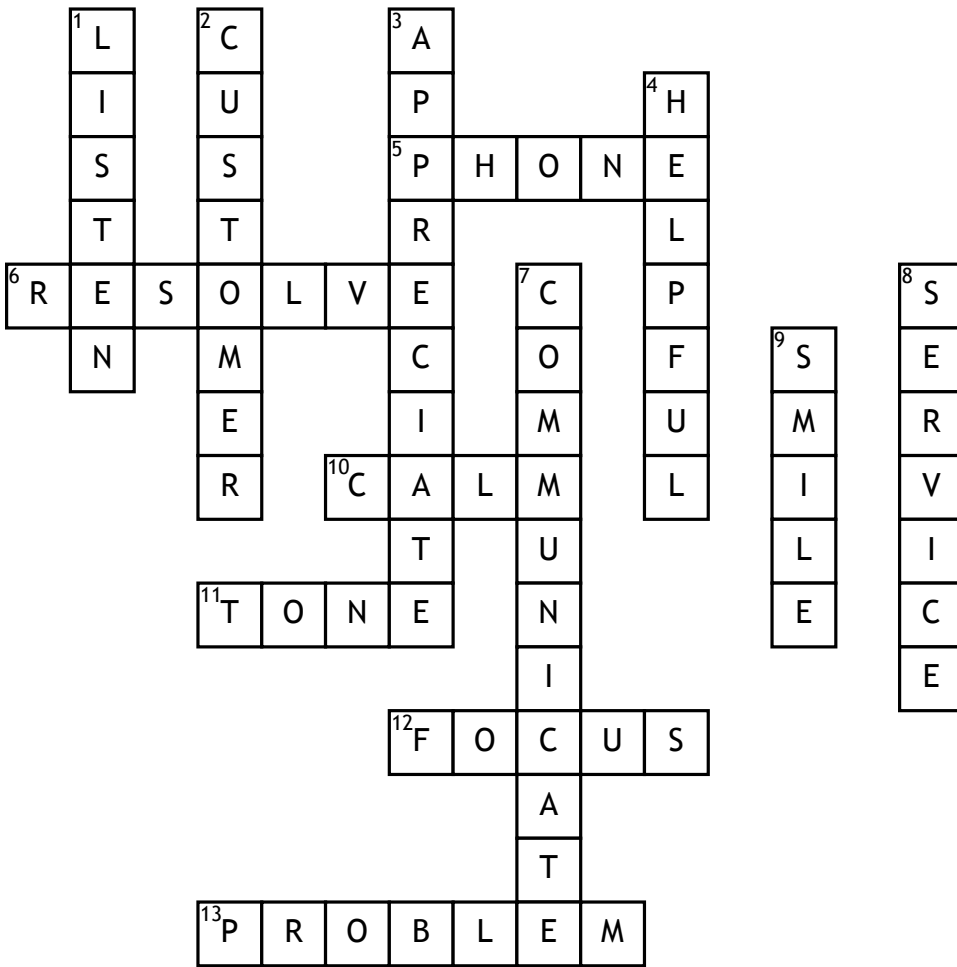


Customer Service Week at PAS



Across

5. The first known use of a _____ was in 1885

6. Settle or find a solution to _____

10. If the caller is upset, stay _____

11. Watch your _____ when speaking to customers

12. Ignore your surroundings and _____

13. An unwelcome matter needing to be dealt with _____

Down

1. Hear with intention _____

2. Someone who pays for goods or services _____

3. Recognize with gratitude, be grateful for _____

4. Being of service, or assistance _____

7. Transmit information _____

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

9. A facial expression characterized by turning up the corners of the mouth, usually shows pleasure or amusement _____