Across
3. The first known use of a ______ was in 1885
5. Assist member with navigating the
7. Recognize with gratitude; be grateful for
10. Hear with intention
11. Someone who pays for services
12. Work done by one person or group that benefits another
14. Show ______ towards the member
15. Make an______ to pay a bill late

Down
1. A form used in making a request
2. What to watch when speaking with customers
4. Being of service or assistance
6. Always go the
8. Always provide _____ customer service
9. A facial expression characterized by turning up the corners of the mouth; usually shows pleasure or amusement
13. If the caller is upset, stay