Customer Service Week at PAS

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| **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 |