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 |