Cutsomer Service

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| **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 I 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 |