Cutsomer Service

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 1  L |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | I |  |  | 2  S | O | L | U | T | I | O | N |  |  |  |  |  |  |  |
|  |  | S |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | T |  |  |  |  | 3  H |  | 4  C |  |  |  |  | 5  C |  | 6  A |  | 7  C |  |
|  | 8  S | E | R | V | I | C | E |  | U |  |  |  |  | O |  | P |  | O |  |
|  |  | N |  |  |  |  | L |  | S |  |  |  |  | M |  | P |  | M |  |
|  |  |  |  |  | 9  E | M | P | A | T | H | Y |  |  | P |  | R |  | M |  |
|  |  |  |  |  |  |  |  |  | O |  |  | 10  F |  | R |  | E |  | U |  |
|  |  |  |  |  |  |  | 11  A |  | M |  |  | E |  | O |  | C |  | N |  |
|  |  |  |  |  | 12  P | A | T | I | E | N | C | E |  | M |  | I |  | I |  |
|  |  |  |  |  |  |  | T |  | R |  |  | D |  | I |  | A |  | C |  |
|  |  |  |  |  |  |  | E |  |  |  |  | B |  | S |  | T |  | A |  |
|  |  |  |  |  |  | 13  E | N | C | O | U | R | A | G | E | M | E | N | T |  |
|  |  |  |  |  |  |  | T |  |  |  |  | C |  |  |  |  |  | E |  |
|  |  |  |  |  | 14  S | M | I | L | E |  |  | K |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | V |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | 15  T | E | A | M | W | O | R | K |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **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 |