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 |