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Going For the Gold

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| **Across****3.** Find out the \_\_\_\_\_\_\_\_. **4.** View every transaction as a: **8.** Taking control of the situation and doing what you need to do in an efficient manner. **10.** Have a concrete date & \_\_\_\_\_\_\_\_\_\_. **12.** Present the good news on an account, then the \_\_\_\_\_ \_\_\_\_\_\_ , and finish it off with some more good news. **13.** Have accurate\_\_\_\_\_\_\_\_\_\_. | **Down****1.** Understanding what a customer says and how a customer feels. **2.** Clearly explain the \_\_\_\_\_\_\_\_\_\_. **5.** What Irish dance later became popular in America in the early century? **6.** Stay \_\_\_\_\_\_\_\_ & professional.**7.** Check to see if the customer qualifies for an \_\_\_\_\_\_ or a deferral. **9.** Confirm and \_\_\_\_\_\_\_ the deal. **11.** Remain\_\_\_\_\_\_\_.  |