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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\_\_\_\_\_\_\_. |