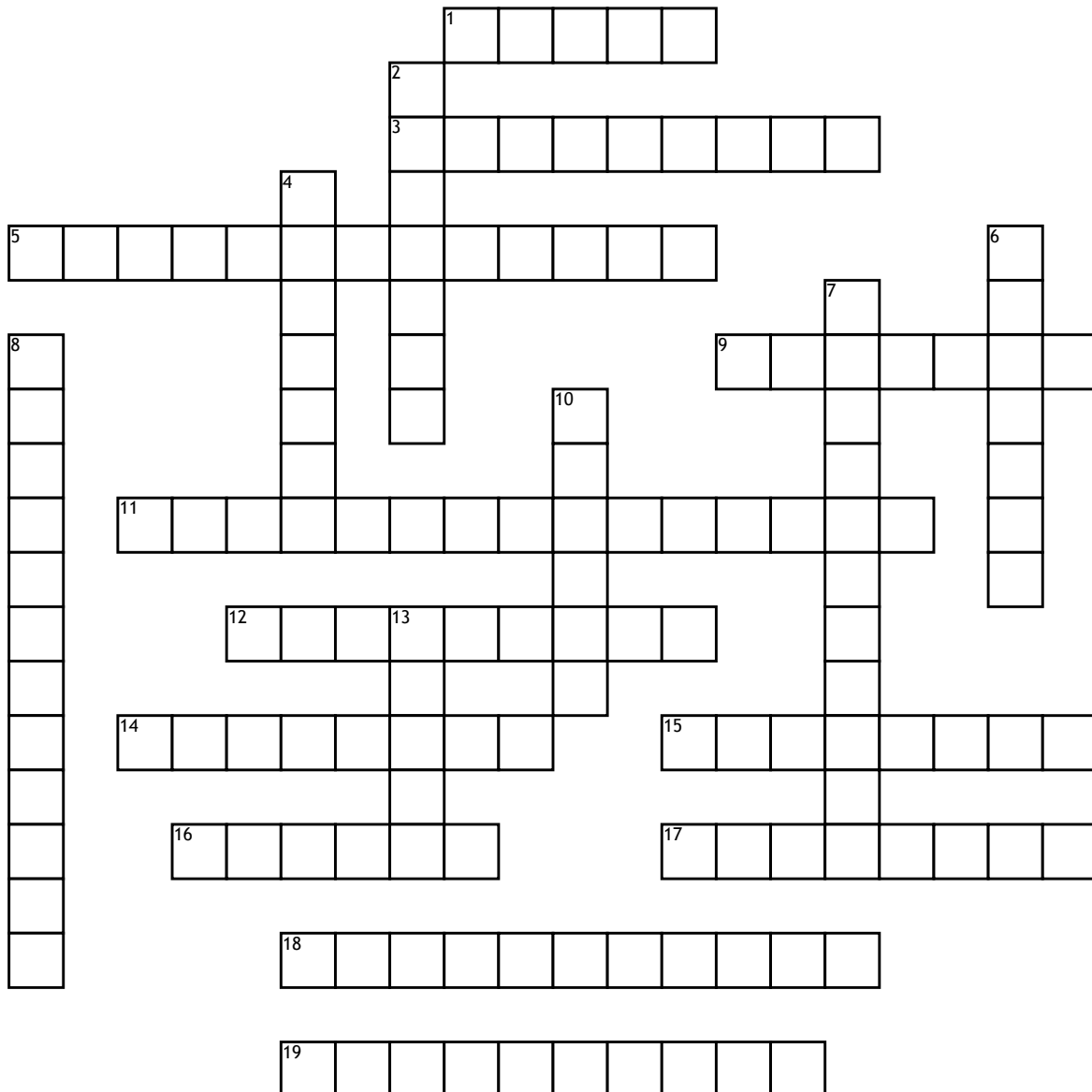


Communication Skills



Across

- 1. we use..... to communicate with each other
- 3. listening to customers is
- 5. We use this everyday
- 9. at customers shows that you care
- 11. How we feel about someone for the first time is because of.....
- 12. we ask this

- 14. It is important to build..... relationship with your customer
 - 15. The way we act, feel or say something
 - 16. It is important to..... to customer when talking to them
 - 17. Being nice when speaking to customers is being...
 - 18. The way are body is..
 - 19. A way we communicate
- Down**
- 2. communication is a.....

- 4. when you give questions, you get
- 6. speaking to customers is...
- 7. the way we say something..
- 8. it is important to so customers understand you
- 10. we shouldn't use.... when speaking with customers
- 13. a type of facial expression which is positive