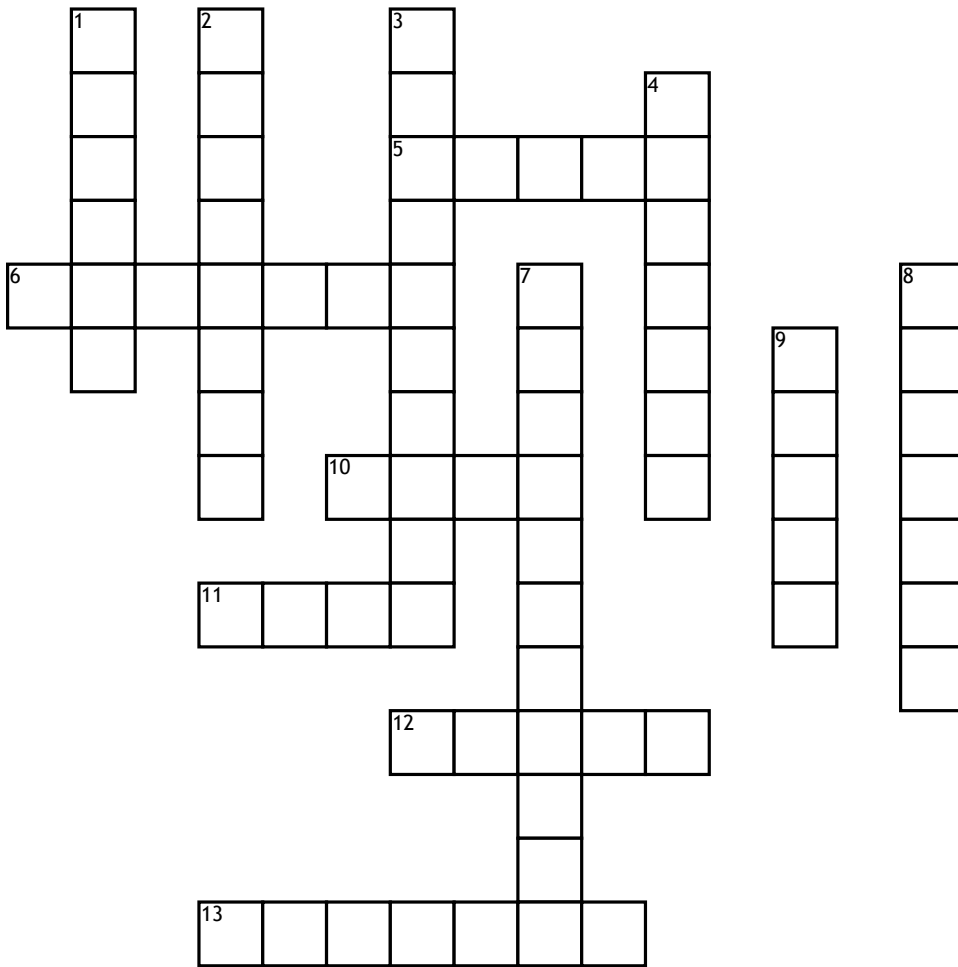


Customer Service Week at PAS



Across

5. The first known use of a _____ was in 1885

6. Settle or find a solution to

10. If the caller is upset, stay

11. Watch your _____ when speaking to customers

12. Ignore your surroundings and _____

13. An unwelcome matter needing to be dealt with

Down

1. Hear with intention

2. Someone who pays for goods or services

3. Recognize with gratitude, be grateful for

4. Being of service, or assistance

7. Transmit information

8. Work done by one person or group that benefits another

9. A facial expression characterized by turning up the corners of the mouth, usually shows pleasure or amusement