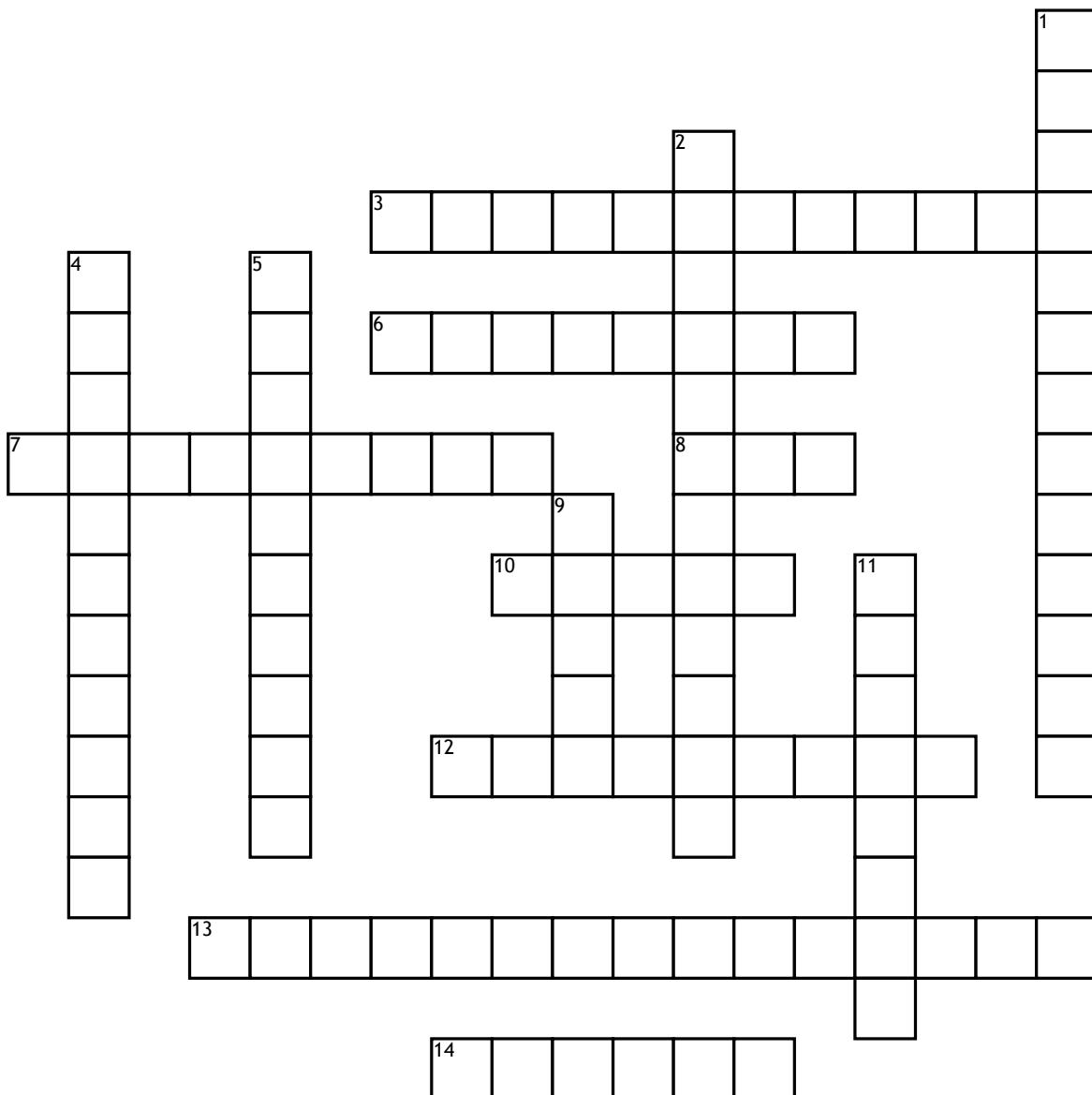


# DVC Crossword puzzle



**Across**

- 3. What does the "P" stand for in the LSCPA model?
- 6. What is the first step of the counselor sales approach?
- 7. These are 30 minute tours given by a presenter that happen select days/times
- 8. How many groups in a link can ASAs get credit for regardless of who books them?
- 10. What model do we use to remember and explain the 5 nons?

- 12. What is the second step of the Counselor Sales Approach?
  - 13. To remind a Guest of their tour time, it is important to know their resort and room number in order to do what?
  - 14. This must be completed when writing a ptour/TPR in order for us to contact the Guest
- Down**
- 1. When adding all Guests in the party into Merlin to book a tour, you must create a what?

- 2. The "6th non" is used when explaining what to a Guest? (If applicable)
- 4. Goal/tour/TO specifics that need to be changed are sent to \_\_\_\_\_
- 5. This is last step of the Counselor Sales Approach that helps confirm their decision to tour
- 9. Schedule bid is based off 30% seniority and 70% \_\_\_\_\_
- 11. You receive pay on these tours but they do not count towards performance when picking up what?