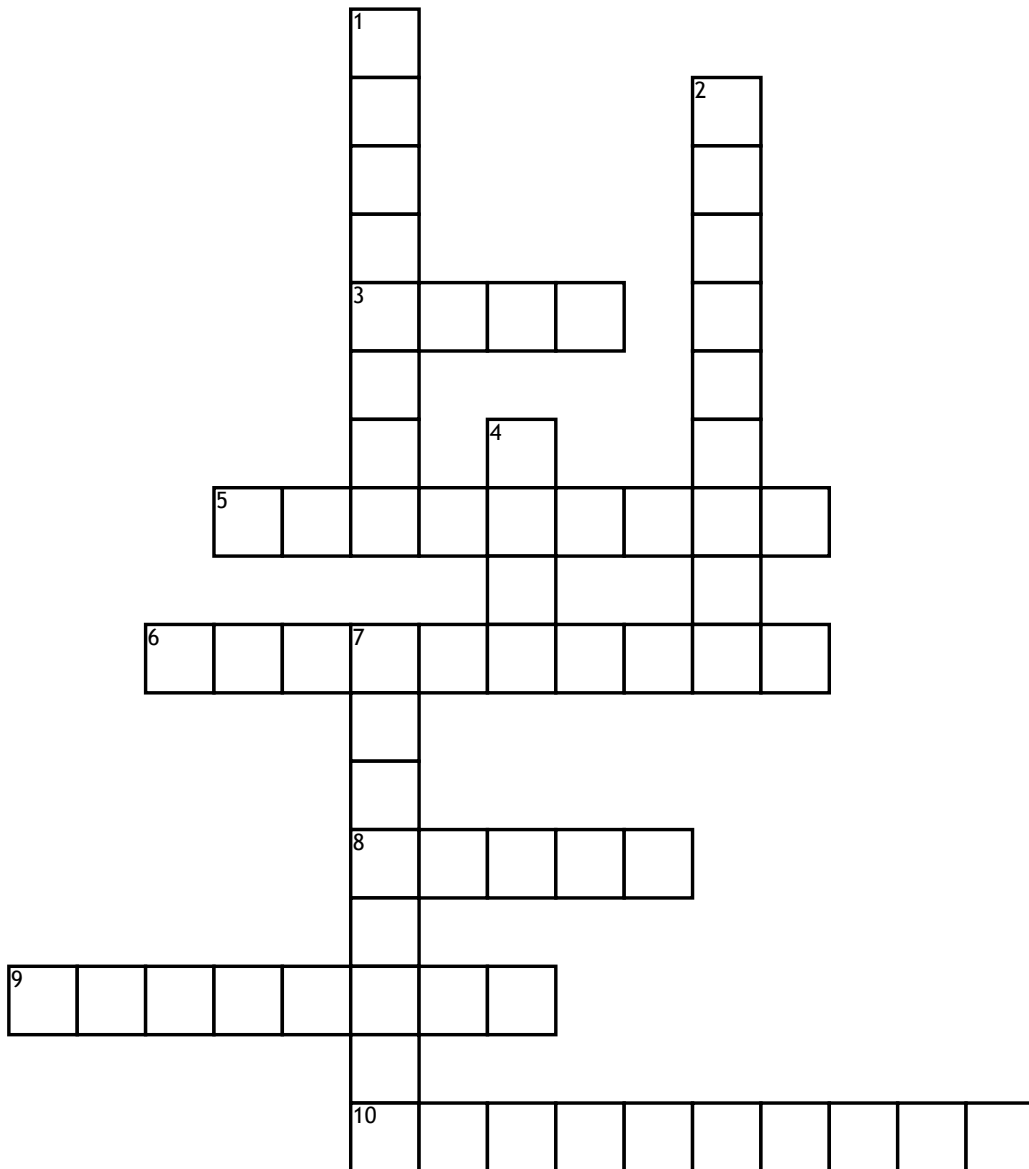


Do you have the Concept?



Across

- 3. When the customer is at the mirror, it is critical that you continue to -----
- 5. when asking about customer's shoes, ask about fit and
- 6. after the you welcome the customer, you should engage in small talk also known as
- 8. what type of sale should you stack
- 9. The first step when you approach a customer

- 10. After small talk, when you exchange names, you should

Down

- 1. After asking if the customer has shopped at JAB, what is the next question?
- 2. it's appropriate to ask a customer about his work and specifically his _____
- 4. how many measurement do we take
- 7. when the customer has the garment on, talk about