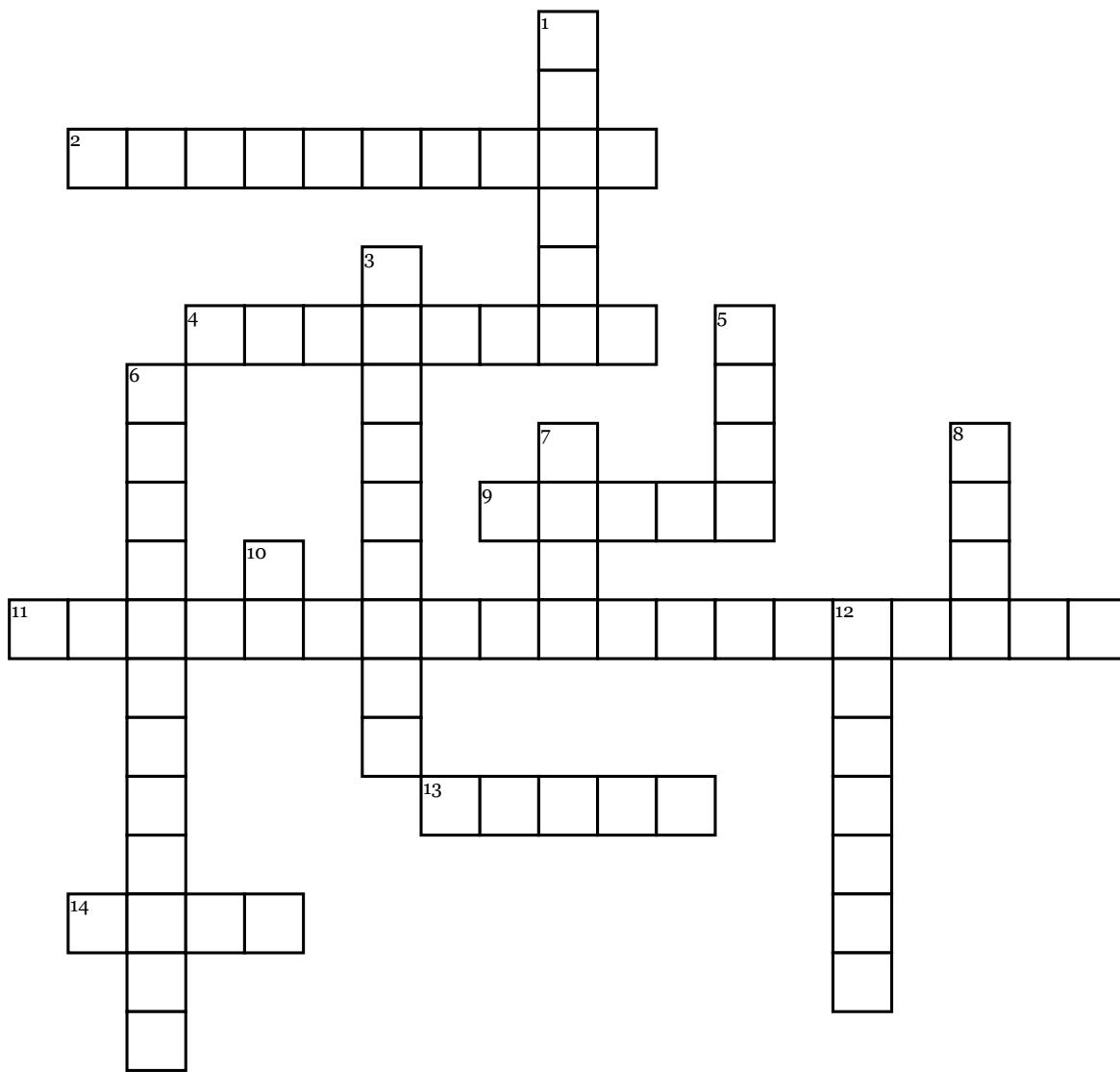


# Getting in the right STATE OF MIND



## Across

- 2.** We are here to sell the \_\_\_\_\_.
- 4.** A positive \_\_\_\_\_ one will make your day better.
- 9.** We must always put the \_\_\_\_\_ first.
- 11.** The annual celebration of the importance of customer (3Words)
- 13.** Who is the General Manager of Margaritaville?

## **14.** Margaritaville Philosophy

### Down

- 1.** Step 4 in our service recovery model is to always \_\_\_\_\_ expectations
- 3.** How many floors does Margaritaville Hotel currently have.
- 5.** It's not about the WHO it's about the?
- 6.** The ultimate goal is to ensure excellent customer
- 7.** The grand opening for Margaritaville was in the month of ?
- 8.** What is our Guest Recovery Model?
- 10.** One word you should always avoid while interacting with customers
- 12.** Understanding and identifying with your customers' feelings is called