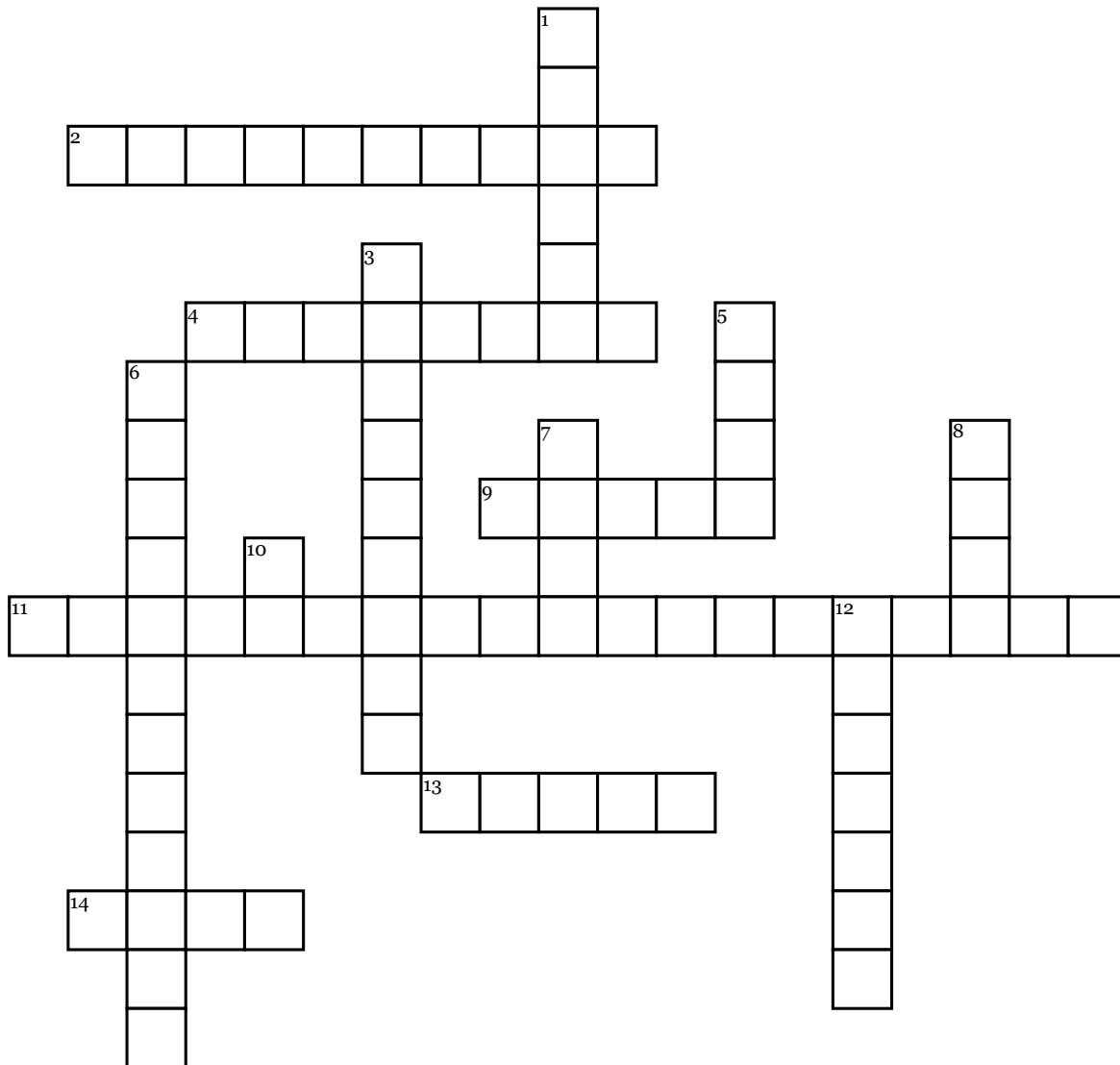


Name: _____

Date: _____

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