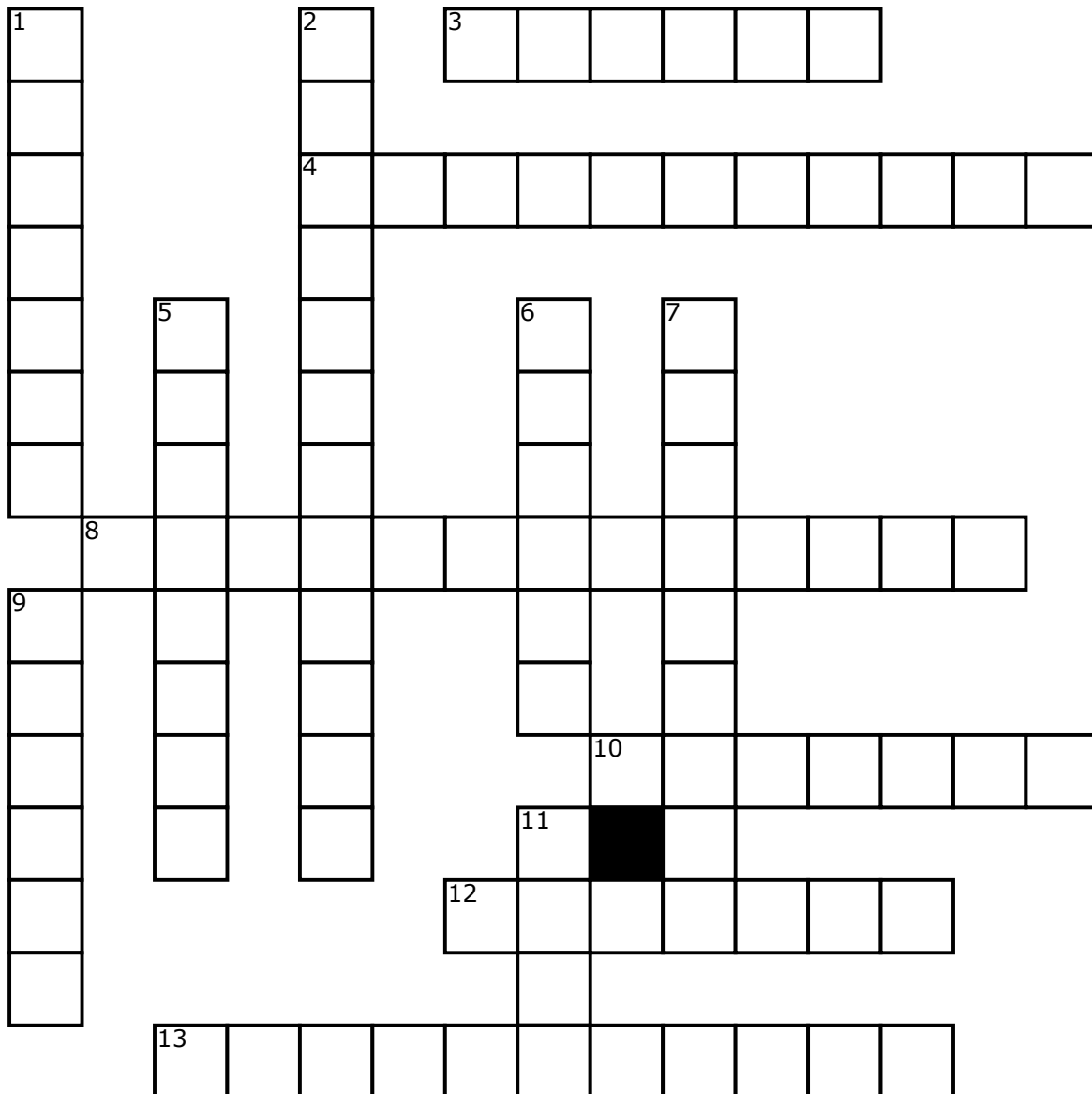


Name: _____ Date: _____

Going For the Gold



Across

3. Find out the _____.

4. View every transaction as a:

8. Taking control of the situation and doing what you need to do in an efficient manner.

10. Have a concrete date & _____.

12. Present the good news on an account, then the _____, and finish it off with some more good news.

13. Have accurate _____.

Down

1. Understanding what a customer says and how a customer feels.

2. Clearly explain the _____.

5. What Irish dance later became popular in America in the early century?

6. Stay _____ & professional.

7. Check to see if the customer qualifies for an _____ or a deferral.

9. Confirm and _____ the deal.

11. Remain _____.