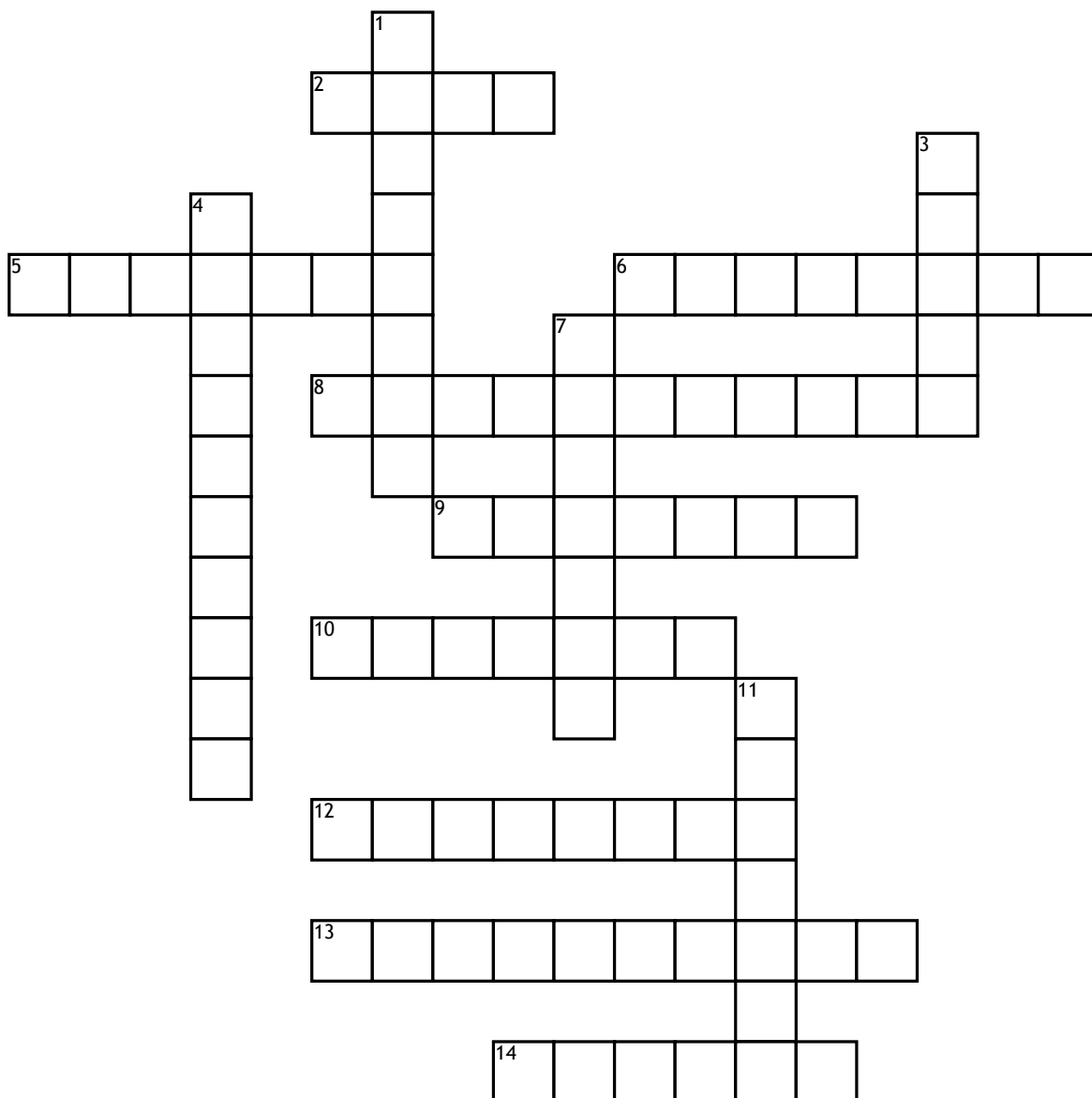


Name: _____

Date: _____

Service from the Heart



Across

2. Be mindful of your _____ when speaking with customers
 5. Work done by one person or group that benefits another
 6. Begin each call with a friendly _____
 8. Transmit, share, or exchange information

9. Of service or assistance

10. Shows you understand others' feelings
 12. A person or organization that buys goods or services from a store or business
 13. 100th year Anniversary
 14. Hear with intention

Down

1. To solve a problem, you find a _____
 3. A facial expression characterized by turning up corners of the mouth
 4. Recognize with gratitude; be grateful for
 7. "_____ without Compromise"
 11. Providing help or assistance to others