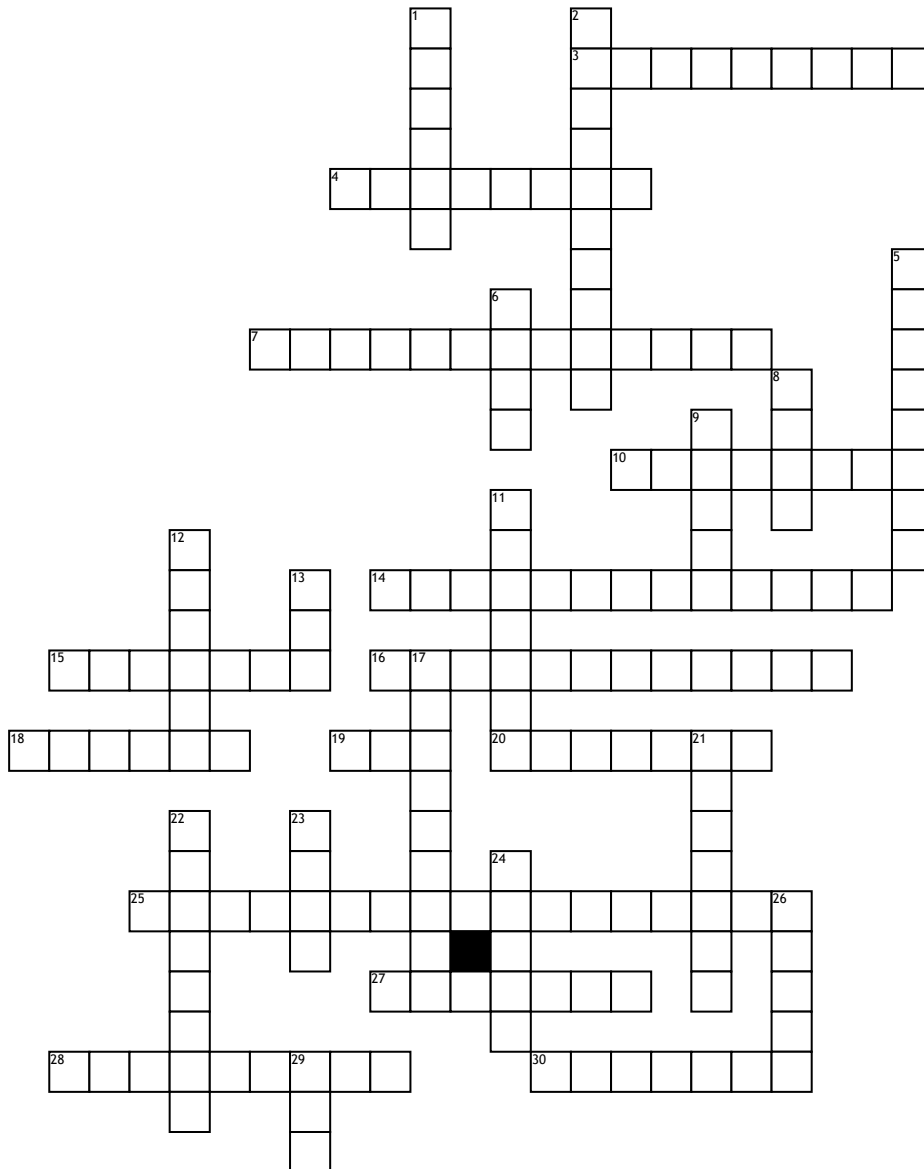


Standards



Across

3. Fifth step in ringing procedure?
4. What occurs without completing 4th procedure
7. Eleventh step in ringing procedures?
10. How should you verify the 4th step?
14. Who should we ask
15. This is contagious
16. Third step in ringing procedure
18. Tenth step in ringing procedure?
19. You only need how many in 100 transactions
20. Approval needed on 100 or more

25. Second step in ringing procedures? (3 words)

27. No customer signature needed with a _____.

28. Ninth step is to engage with?

30. Remember Everyone _____ Customer Happiness

Down

1. If customer not interested in Rewards Credit Card then offer the _____ card.

2. Goes with fourth step

5. Last but not least say?

6. Sixth step in ringing procedure?

8. Could also be seventh step if breakable?

9. first step in ringing procedures?

11. Seventh step in ringing procedure?

12. Number of steps in ringing procedures?

13. Eighth step in ring procedure?

17. When should we ask

21. Benefit of TJX credit card

22. Should include when talking about TJX rewards credit card?

23. Associates must do this on returns with and with out receipts?

24. An item to check coding on

26. Fourth step check?

29. Non receipted 19.99 and up?