

Name: _____

Date: _____

Working with customers and others in the cleaning and support services

A P P R O P R I A T E I J W L H T T W X P K H X
Z N S N Q I H C Y P E P A L Q Q R U V T V A K H
L M G S E U G A E L L O C Q Z I K E A I U G S L
A I B R X P J E M D I S A G R E E M E N T R T E
F I U X Y G N I T A C I N U M M O C X O U K J Y
P V I V V E T A R U C C A L J R Y E Z O P T H O
X D T O M C H M O W G G K G D L Q O I Y U J F D
L H N F T J T B B N I B R K Z P E V T F Z L R P
Z U Q D G K N V G M V B O B A F A Z O W X A V K
H P B V W L M Y F U V X W D R H I L I L G Y P N
C U S T O M E R S Z R R M T E W V N W U X O A P
H U W P T L J Z W K G M A B H H F Q T O F L K J
K K P O S I T I V E C B E Q S O G G Q W X K G B
V R L L P E C T O E D Z T T R W B P Q O Q Q P W
Q D C C Y K E D C Y E B F M B O J U S J J G C D
U X N B F G Y O B X R B A T X C F R A V T F I L
V K U D F M B K U P J T O M G M F U J Q O K G Y
Y D V S X M Y T G I I Z B T Y H J Z N S U F L O
N K P T O T Y Z W O G Y V M X H R N A J B P I F
X H F B G X I Y N T K B N R P U X Y J S I E R L
U M L L H K Z Q Q Q X X R P R E G U Q Y E N Z Y
A N A E D R U H E B I R C S E D W V E S L B D B
G B V J W K M G F R C U M P R J O Z X Y Z Y H O
U P E M S B T J E K C G N W P P S Y E O F T Q L

communicating

disagreement

information

appropriate

behaviours

colleagues

customers

describe

accurate

positive

teamwork

loyal

angry

job