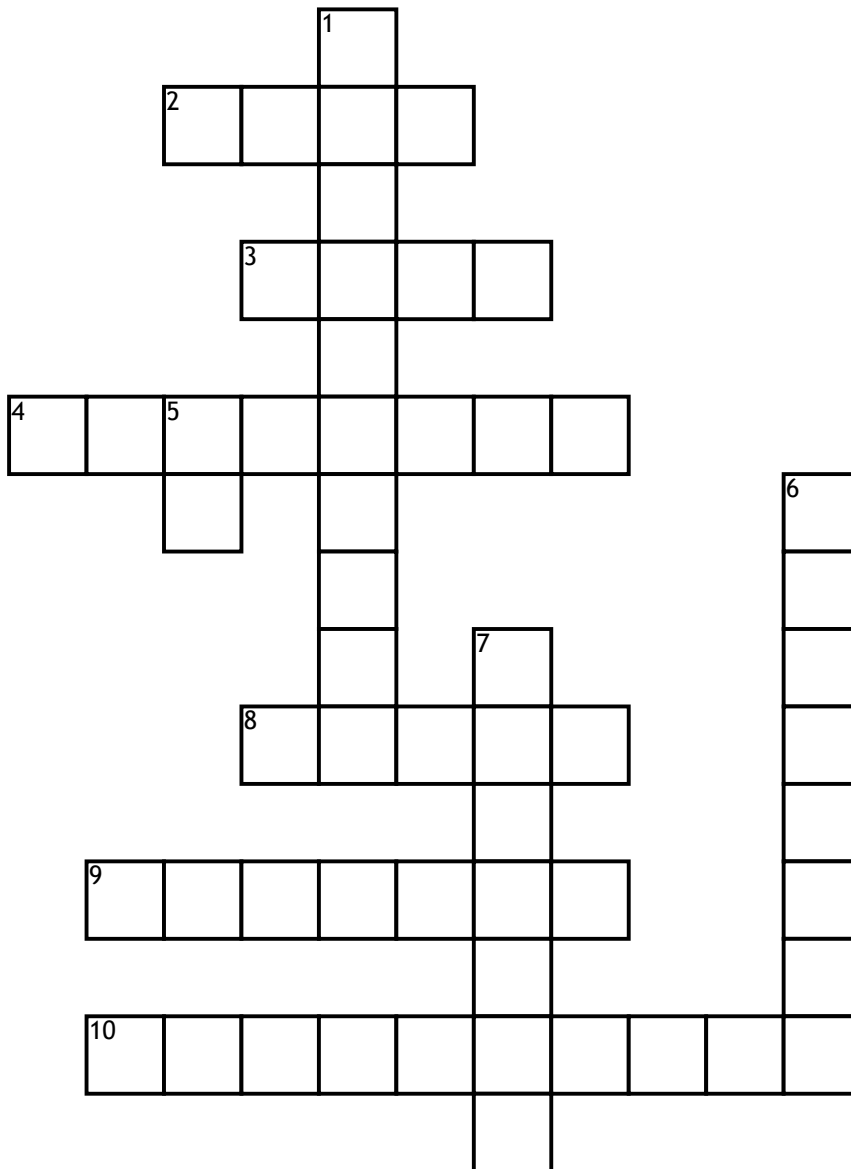


Name: _____

Date: _____

Wrap It Up!



Across

- 2. If you are on the phone hang up when?
- 3. What is Lisa's last name?
- 4. When you are closing you should show what?
- 8. A example of a greeting.
- 9. When you close, end with a _____.

10. Closing offer of _____

Down

- 1. Issue a closing offer of _____
- 5. At the end of a persons attention span goes _____.
- 6. What type of impression do you want to leave a caller?
- 7. Your summary should show _____.