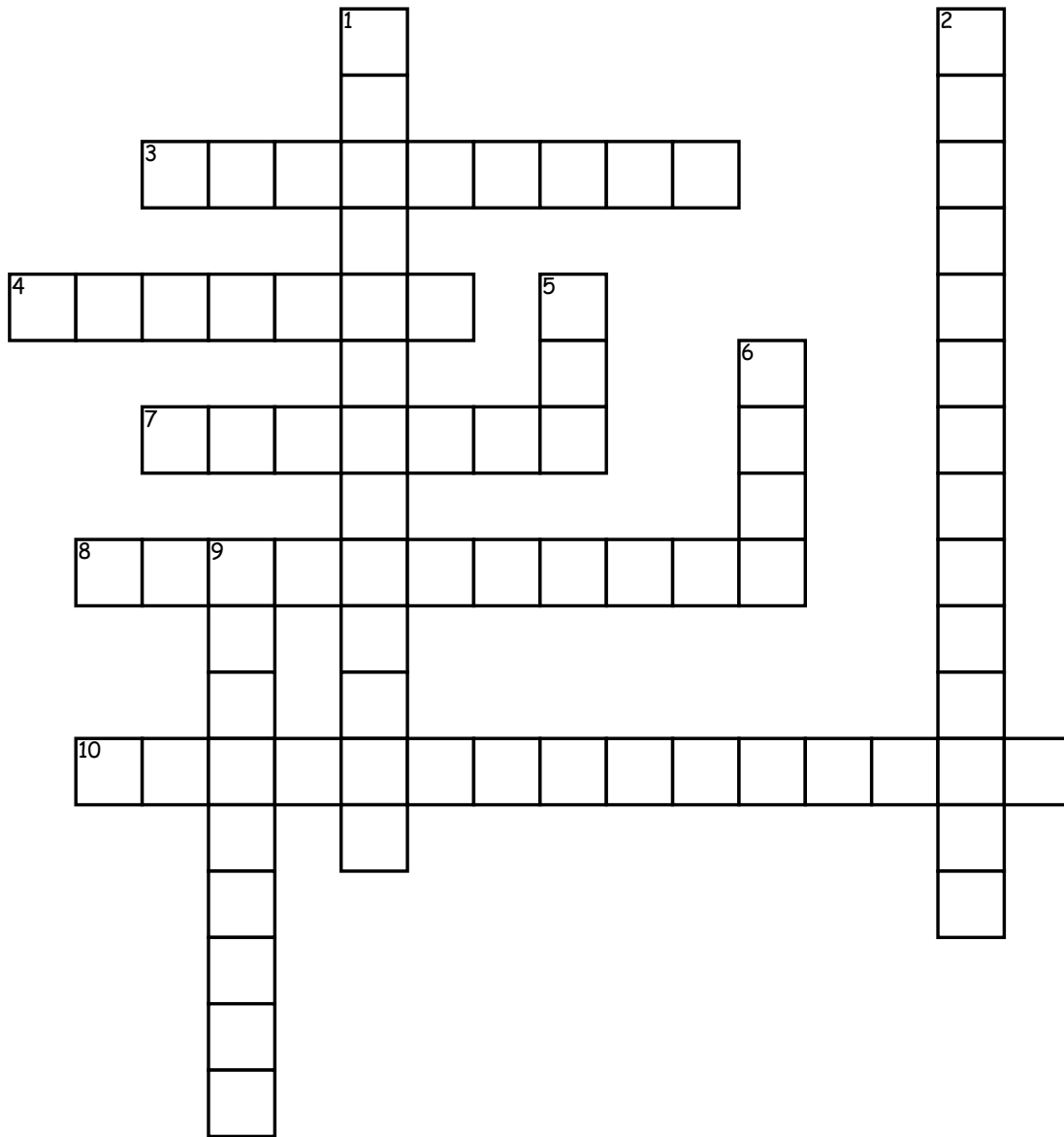


Zions Bank Crossword



Across

3. "What can I do to put you in the best financial position possible?" Is an example of _____ the clients needs.
4. A powerful direct value statement is part of your overall _____ statement.
7. Expressing a concern and understanding for the clients current financial position is an example of what?
8. A yes or no question is a _____ question.
10. You should disclose your name, job tittle and _____.

Down

1. A broad description of your responsibilities at the bank.
2. What should you do first when speaking with a client?
5. Preparation is _____!
6. If your customer raises an objection that is actually a _____ sign!
9. A question that requires more than a one word answer is an _____ question.