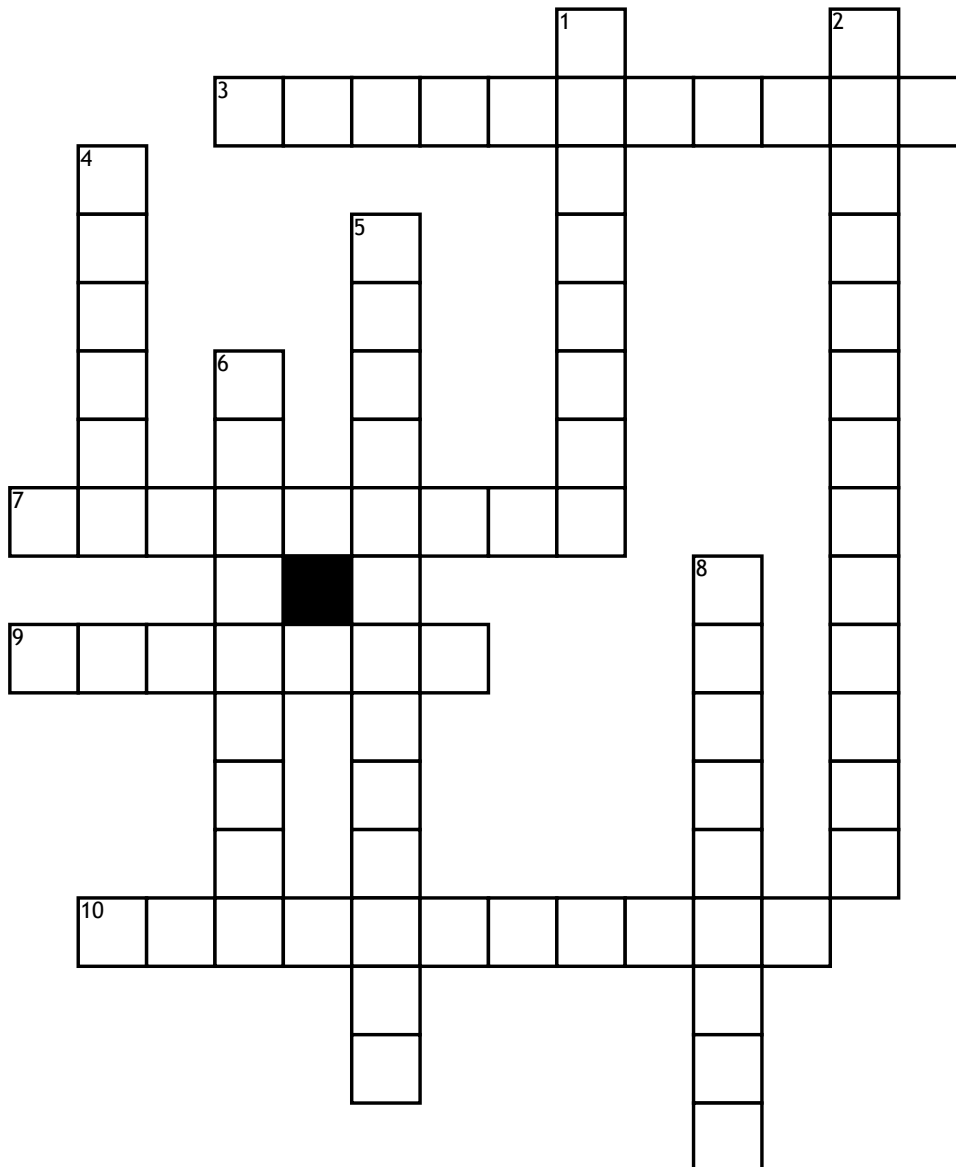


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Customer Service Excellence



**Across**

3. the act or state of looking forward or anticipating

7. to inspire with courage, spirit, or confidence

9. an essential or distinctive characteristic, property, or attribute

10. susceptible of modification or adaptation; adaptable:

**Down**

1. position or posture of the body appropriate to or expressive of an action, emotion, etc.:

2. the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.

4. to give attention with the ear; attend closely for the purpose of hearing

5. mental process of a person who comprehends

6. acquaintance or familiarity gained by sight, experience, or report

8. the quality or feeling of being thankful