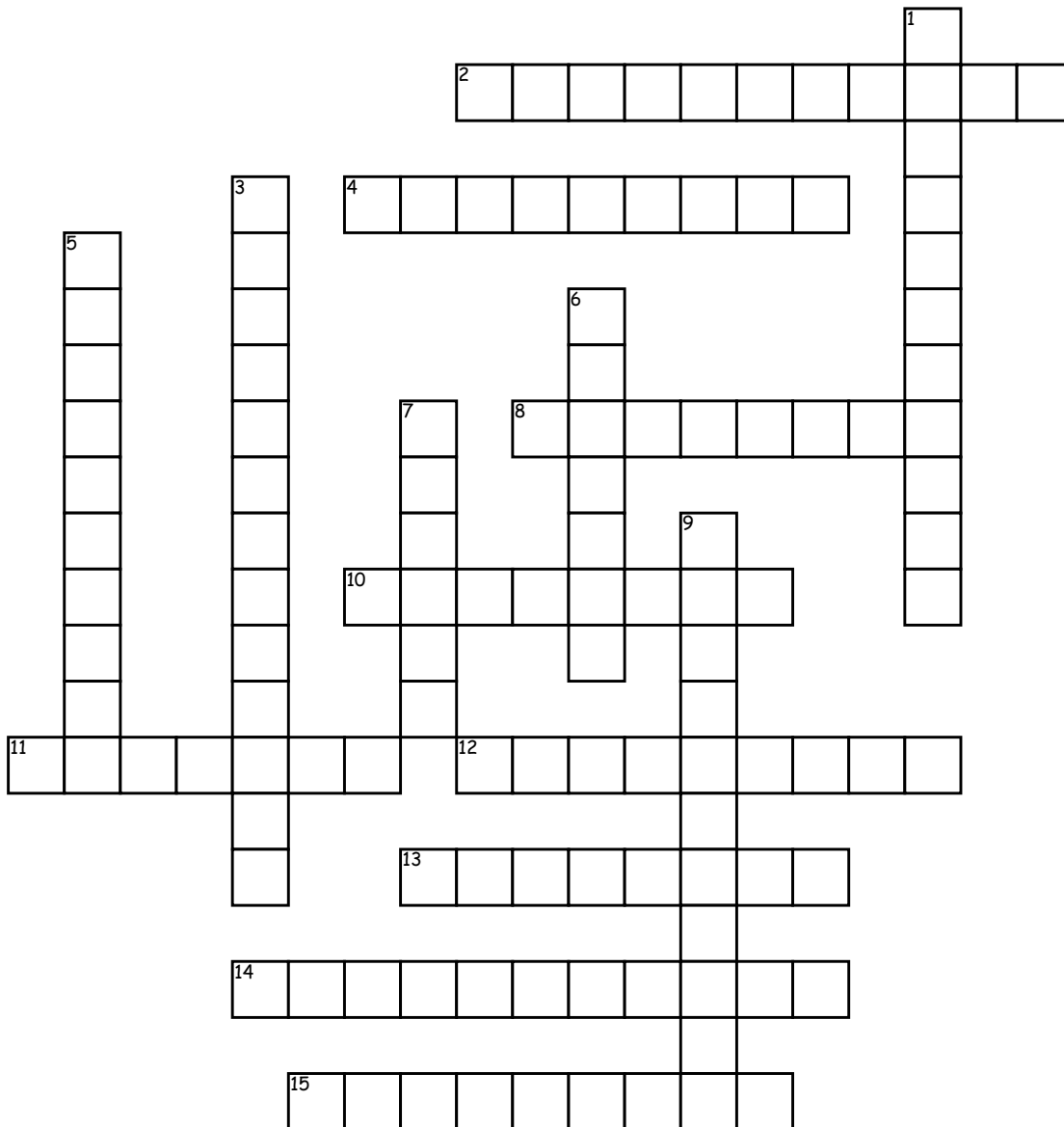


Customer Service Vocabulary Glossary



Across

2. The activity or business of providing services to guests in hotels, restaurants, bars, etc
4. Firm adherence to a code of especially moral or artistic values
8. The capacity, habit, or fact of being patient
10. experienced through hearing
11. The occupation or function of serving

12. An instance of being composed of differing elements or qualities

13. One that purchases a commodity or service

14. The study of language and how to use it.

15. The study of the mind and nervous system

Down

1. A sense mediated by receptors located in muscles, tendons, and joints and stimulated by bodily movements and tensions

3. The act of communicating using words, gestures or signs

5. A sense, impression, or aspect of a thing

6. Degree of excellence

7. Something that appeals to the sight and is used for effect or illustration

9. The sequence of our actions