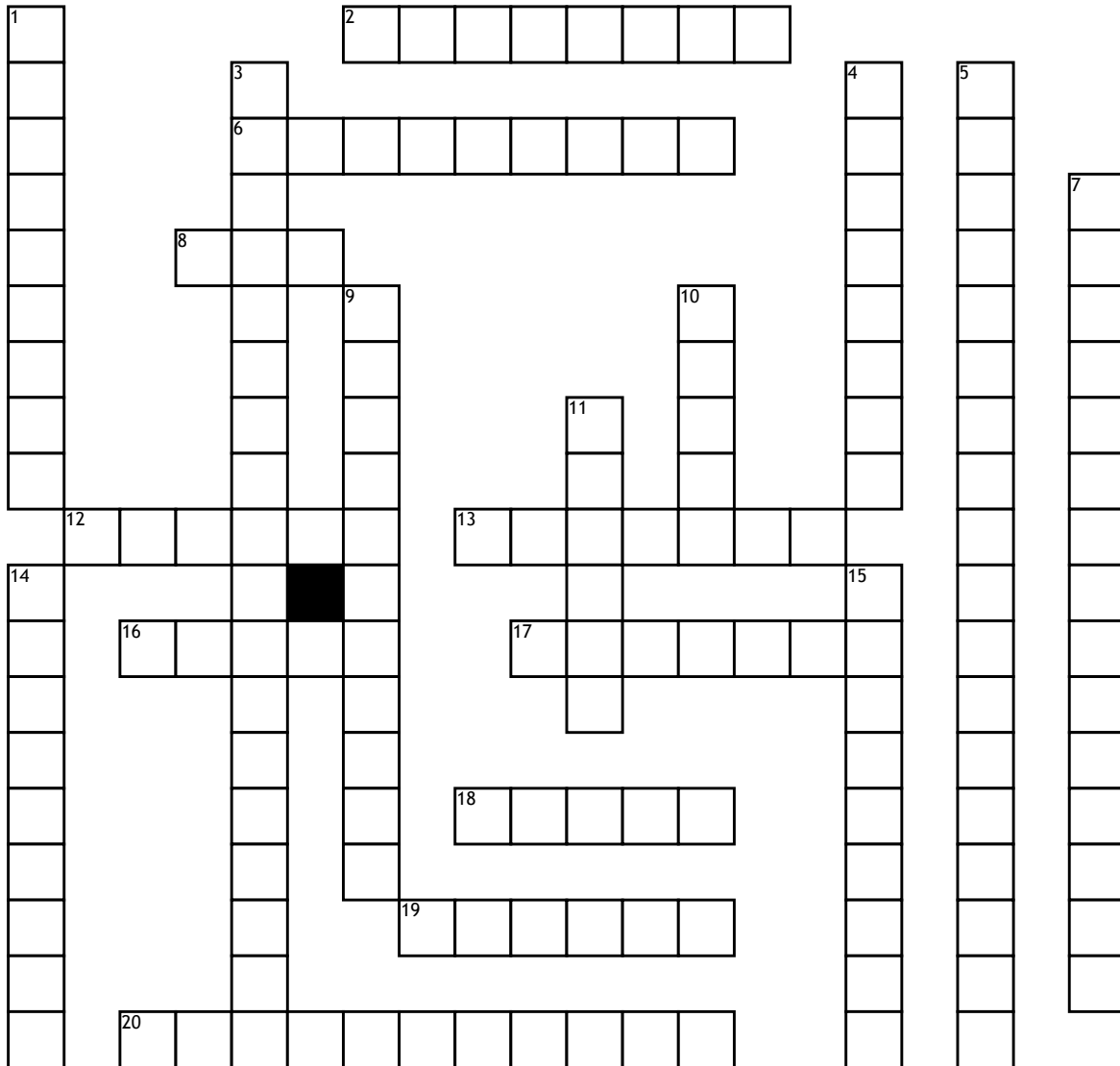


Name: _____

Date: _____

I am Boyd Style



Across

2. "Blank" makes the dream work.
6. LAST is about service recovery. What does the "A" stand for?
8. While working, team members should be having _____.
12. To get to know our customers, team members must _____ them.
13. Treating people right is about showing _____.

16. Always greet guests with a warm _____.
17. Evangeline Downs is known for it's great _____.
18. LAST is about service recovery. What does the "T" stand for?
19. When engaging a guest, _____ attentively.
20. What business is Evangeline Downs in?
Down
1. What does "W" stand for?
3. What does "V" stand for?
4. Team members should always be helpful and _____.

5. What does "E" stand for?
7. What does Boyd Style enhance?
9. Exceeding Expectations is about going _____ and _____.
10. LAST is about service recovery. What does the "S" stand for?
11. LAST is about service recover. What does the "L" stand for?
14. What does "I" stand for?
15. Create a _____ environment.