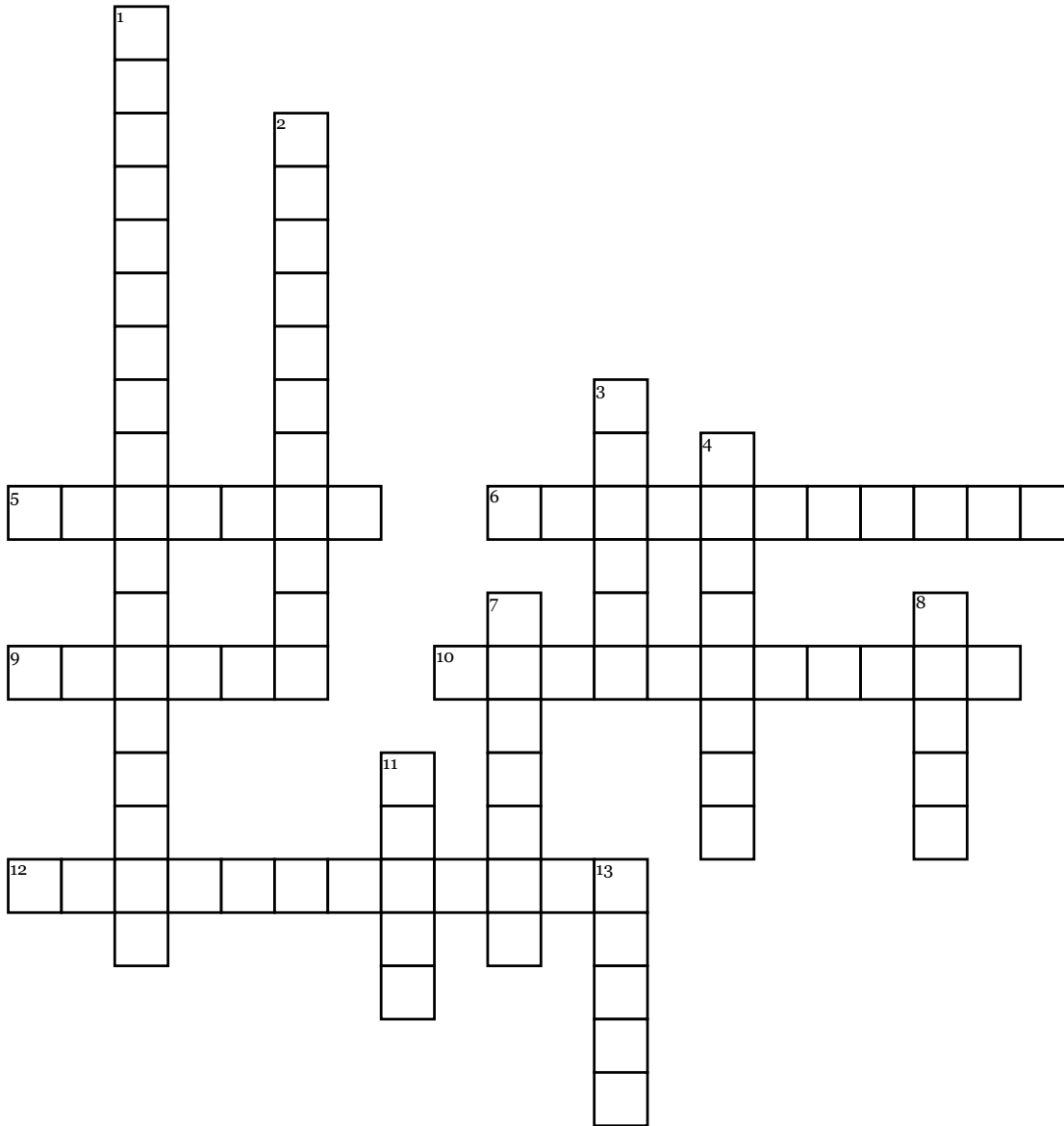


# communicating for Success



**Across**

- 5.** By treating others with \_\_\_\_\_, you create an environment in which customers and staff develop confidence in you
- 6.** Is where customer service is central to success
- 9.** Prior to sitting at your station, every client should fill out an \_\_\_\_\_ form
- 10.** Take your own \_\_\_\_\_

- 12.** Behaving in a \_\_\_\_\_ manner is the first step in making meaningful in-salon communication a reality

**Down**

- 1.** verbal communication with a client that determines the client's needs and how to achieve the desired results
- 2.** WW. \_\_\_\_\_ from your heart

- 3.** Avoid \_\_\_\_\_
- 4.** A fundamental factor in human relations involves a person's sense of \_\_\_\_\_
- 7.** instead of reacting, you should \_\_\_\_\_
- 8.** WW. Never \_\_\_\_\_ about who is correct with a client
- 11.** A \_\_\_\_\_ is worth a million times more than a sneer
- 13.** \_\_\_\_\_ often