



Customer Service Week Criss-Cross Three

To discover the quote, sort the letters in each column into the correct cells in the blank grid below. We've started you off by completing the first row. Good luck!

Y	O	U	E	X	S	E	B	S		Y	E	R	'	E		T	X	O	E	E	Y			
D	H	S		G	M		R	T		N	O	N	F	E	O	E	-	P	X	W	T			
T	U		N	O	O	E	W	E		D	O	T		T	Y		G	T	H					
C	O	I	T	T	P		C	H	E	P		U	H	T	C		F	I		C	R	O	N	G

C																								
Y																								
D																								
T																								

— Donald Porter, VP British Airways