

Keeping customers happy

For years, there has been a (0) disturbing trend in stores to cut costs, by reducing staff to the (1)..... possible number. Many stores, however, now realise that when employees are (2)..... from overwork they become (3)..... with their customers. Nordstrom, an (4)..... well-respected US department store, knows that customers find poor service (5)..... . The company believes that the helpfulness and (6)..... of its staff contribute to customer (7)..... . One of Nordstrom's customers was about to take a (8)..... recently and left her ticket on the counter. The assistant was so worried when he caught (9)..... of it that he took a taxi to the airport and, to the woman's (10)..... , delivered the ticket himself. Now that's service!

DISTURB
SMALL
EXHAUST
PATIENCE
EXTREME
STRESS
FRIEND
SATISFY
FLY

SEE
AMAZE