

## **Puzzling Pairs 2**

Listening is one of the most important skills for service professionals. In this puzzle, changing the first letter in a word gives it a whole new meaning. This illustrates the need to listen carefully to every word, every letter, and even every non-verbal clue that a customer provides.

We've started you off by completing the first pair.

1. Water source into Vend	То
2. Trash into Submerged	То
3. Part in play into Large rodent	То
4. Disguise into Relax in the sun	То
5. This statement into Azure	То
6. Thief into Stream	То
7. Cost into Stinging insect	То
8. Make fabric into Depart	То
9. Challenge into Female horse	То
10. Not yet a raisin into Window covering	То
11. Child into Container cover	То

## **CUSTOMER SERVICE WEEK 2025**