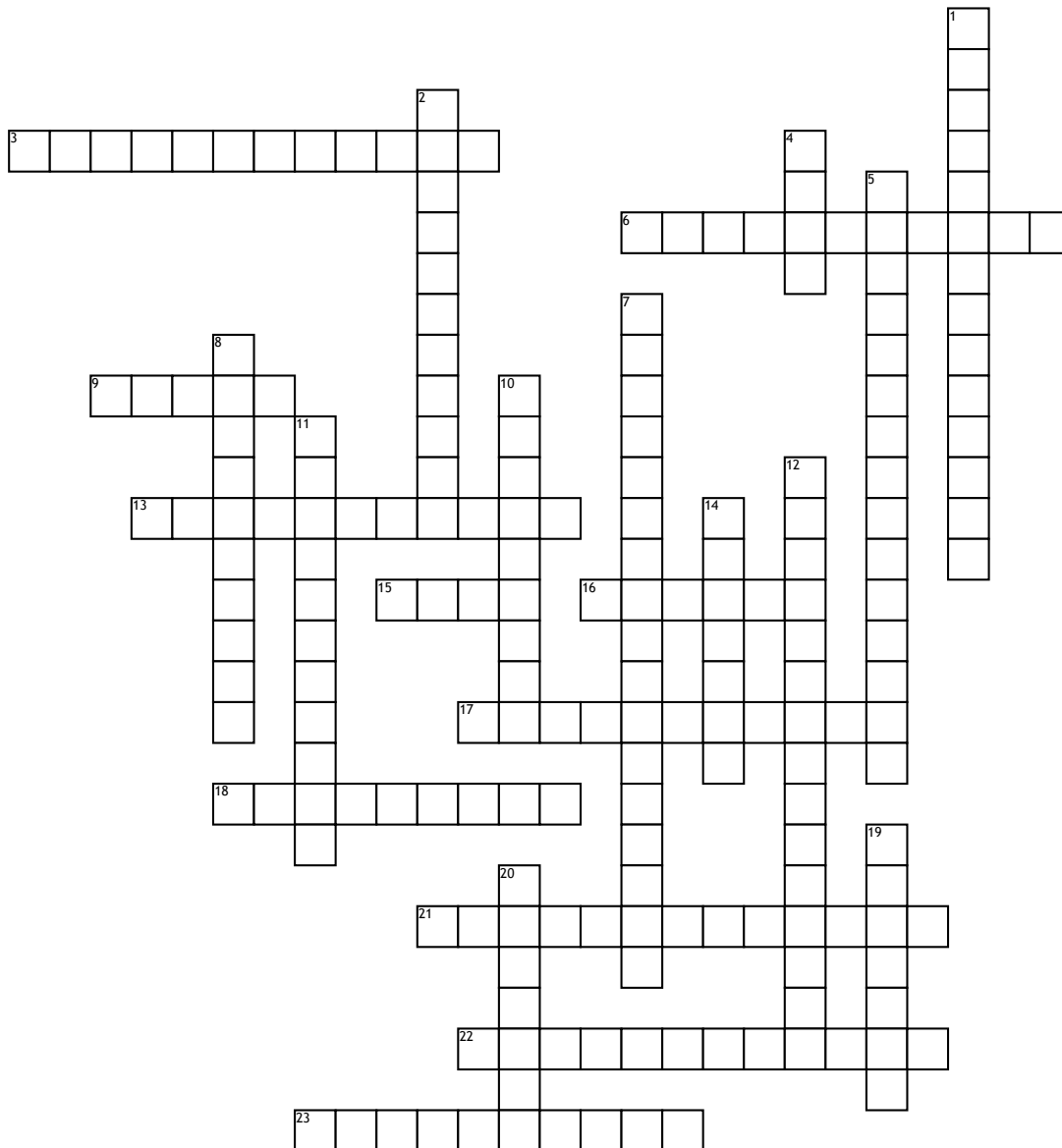


# Appendix Homework



## Across

3. planned and structured conversation between two or more persons that uses questions and answers to meet a specific purpose

6. the process of ending an interview

9. marketing consultants use \_\_\_\_\_ groups to interview customers about their experiences using a product or service

13. person that determines the interview purpose, plans the questions, and manages the flow of the conversation

15. type of employment interview that is used to identify why an employee is leaving a job

16. written summary of your education, work experience, and skills

17. type of interviews that generate knowledge or understanding about a particular topic

18. questions that aren't usually written into the interview protocol but instead they evolve out of the conversation

21. type of resume which details the history or your education and work history, beginning with the most recent

22. restating in your own words what you think that the person said

23. type of interview that manages an organization's personnel

## Down

1. revealing relevant and private information about yourself

2. the person answering the questions

4. questions that give interviewees a lot of freedom in formulating their responses

5. exchanging messages that create a bond and a positive first impression

7. a list of questions, written in logical order, that guide the interview

8. type of resume that focuses on how your skills and experiences relate to the specific job that you are applying for

10. type of employment interview that determines whether applications have the education, experience, and proper attitude required for a job

11. also known as appraisal, this type of employment interview that is used to evaluate his or her work and to set new goals

12. showing that you are mentally and physically ready to listen is known as practicing \_\_\_\_\_

14. questions that are used to find out what the interviewee really thinks or feels about a certain topic

19. questions that point the respondent to an answer you prefer

20. questions that guide the conversation and are written into the interview protocol