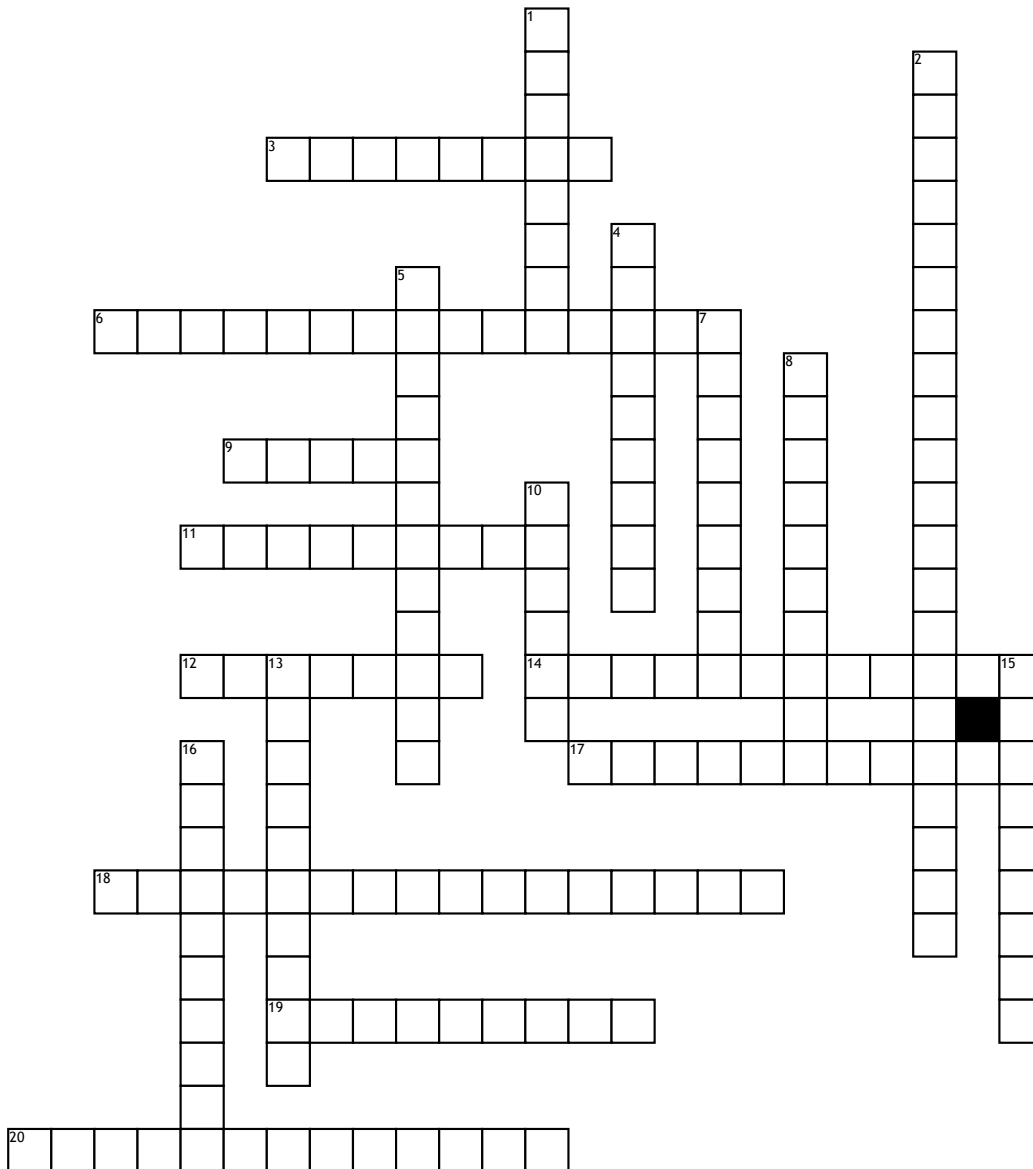


# POB Vocab Review Objective 1.00



**Across**

- 3. speak or state clearly
- 6. way a business communicates and interacts with the public to gain or retain customers.
- 9. a set of facts or figures systematically displayed, especially in columns
- 11. attempting to justify or defend; deterring aggression or attack
- 12. the edge or border of something
- 14. A shortened form of a word or phrase
- 17. movement or development toward a destination

- 18. a diagram in which the numerical values of variables are represented by the height or length of lines or rectangles of equal width.
- 19. when something is based on facts not personal feelings, fictional matter, or interpretation
- 20. problem solving techniques which members sit around and list ideas

**Down**

- 1. someone who pays for goods or services
- 2. offering valid and well-reasoned opinions about the work of others, both positive and negative comments

- 4. pointing out faults and shortcomings
- 5. Exhibiting a courteous, conscientious, and generally businesslike manner in the workplace
- 7. socially acceptable behavior
- 8. to feel or express sympathy or compassion
- 10. communication in the form of words
- 13. serious thought or consideration
- 15. Not involving or using words or speech (Ex. Hand motions, facial expressions, posture)
- 16. return to a former or less developed state