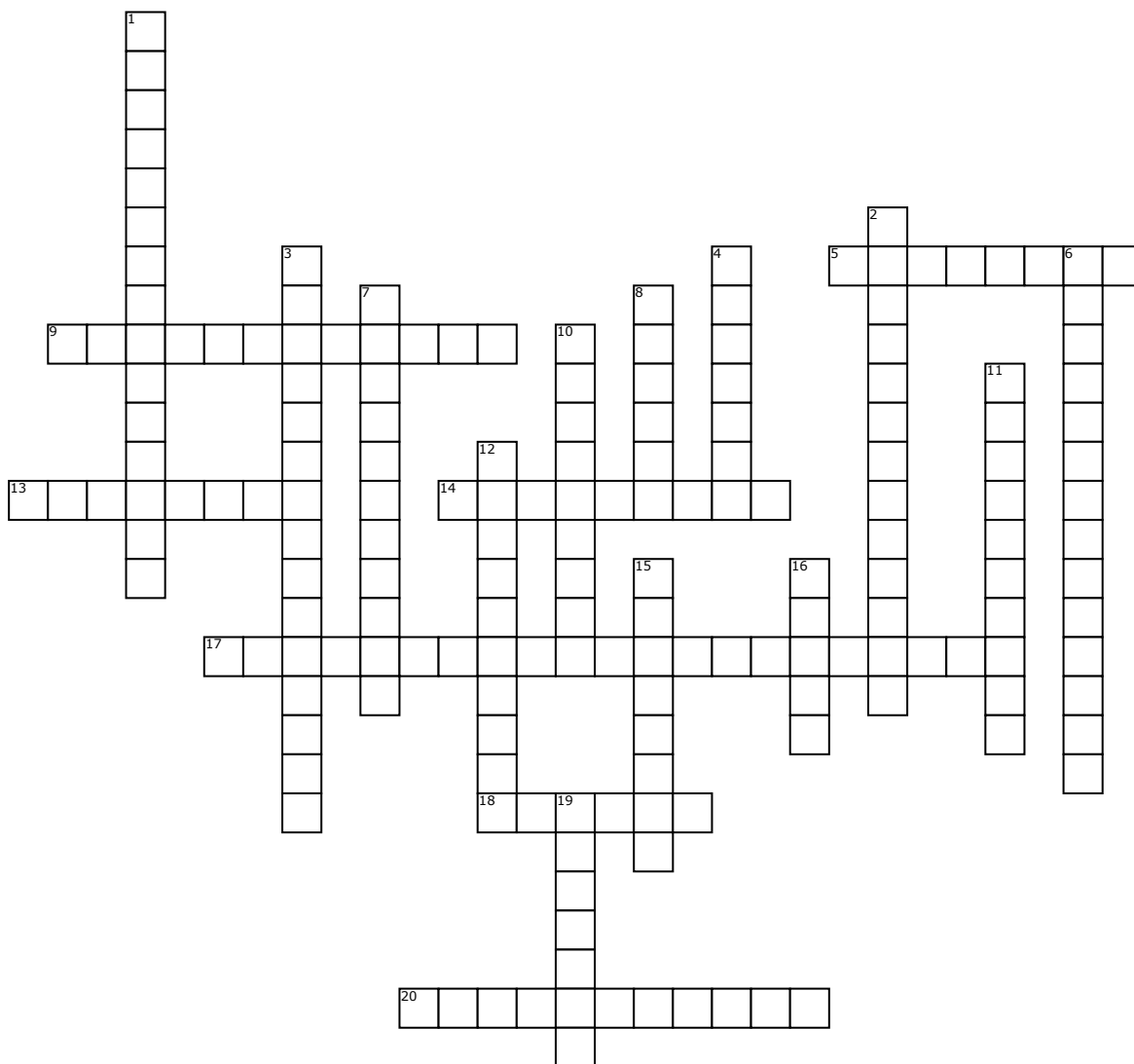


Name: \_\_\_\_\_ Date: \_\_\_\_\_ Period: \_\_\_\_\_

# Sam's Crossword Puzzle



## Across

**5.** cooperative or coordinated effort on the part of a group of persons acting together as a team or in the interests of a common cause

**9.** following a line of conduct as though it were a profession

**13.** reflection of opinion, work ethic, initiative

**14.** to say what we mean, to deliver what we promise, and to stand for what is right

**17.** form used to grade the employee's work

**18.** a set of moral principles, dealing with what is good and bad and with moral duty and obligation

**20.** being on time

## Down

**1.** conducting oneself according to the highest standards of industry

**2.** reliable, trustworthy, accountable, steady

**3.** treating the customer with utmost respect, listening to customer needs, providing the best product/service to meet customer needs

**4.** – to treat one another with dignity, and fairness, appreciating the diversity of our workforce and the uniqueness of each person

**6.** to speak up, without fear of retribution; to be accountable for one's actions

**7.** to act or work with another or others, act together or in compliance

**8.** a person who has commanding authority or influence, someone who keeps members focused on a goal, makes sure everyone understands the goal/task, watches the timeline, sets a good example

**10.** individual's attitude toward work and dedication to completing a job

**11.** quality or state of being certain

**12.** doing something on your own without being told or given special incentive

**15.** response or opinion of a customer or the receiver of a service

**16.** to build confidence through teamwork and open, candid communication

**19.** to be truthful in all our endeavors, to be honest and forthright with one another, with our customers and our community