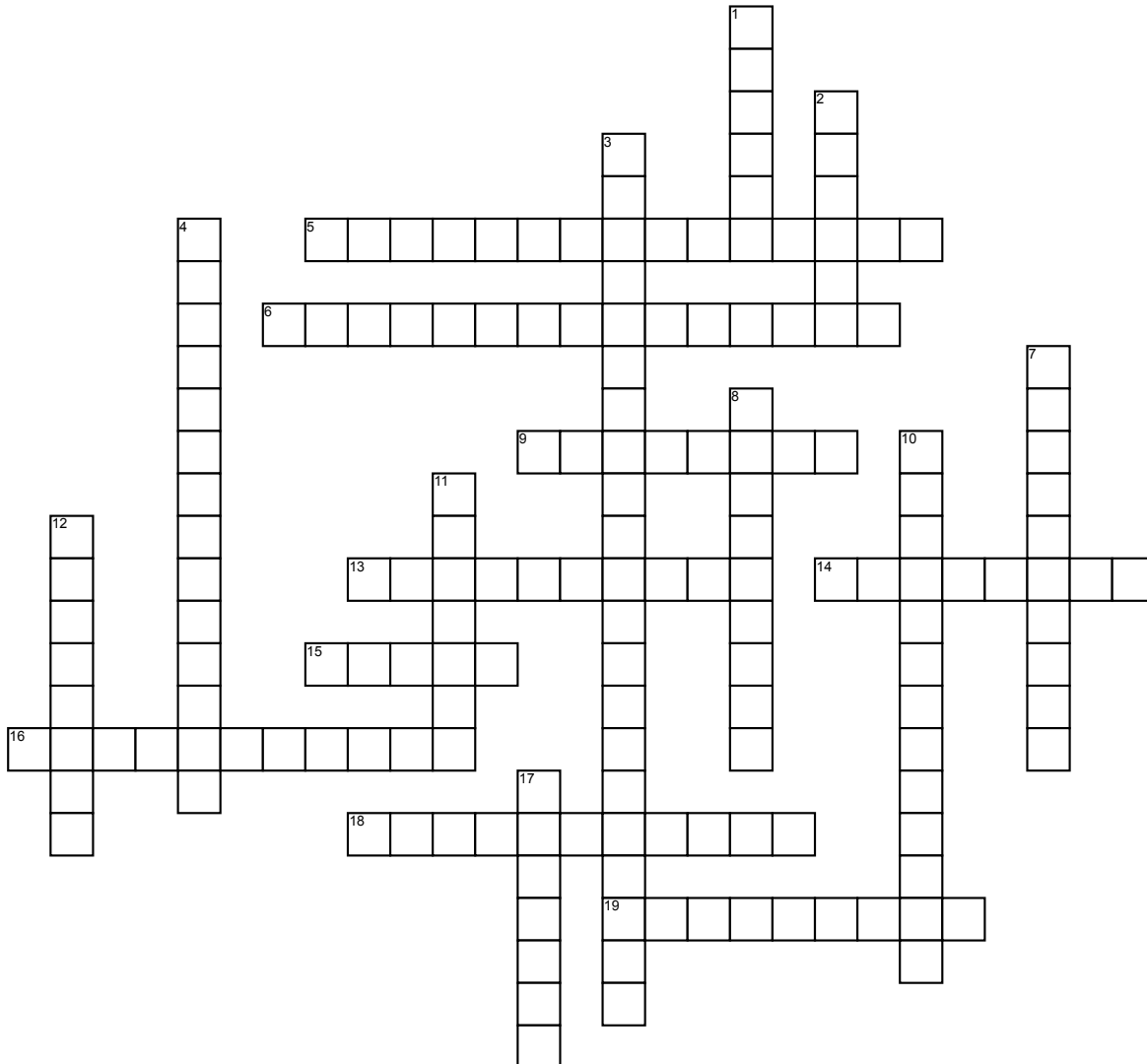Name: _____ Date: _____

Architecture vocabulary

Across

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

6. conducting oneself according to the highest standards of industry 13. leader – a

9. 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

13. quality or state of being certain

14. response or opinion of a customer or the receiver of a service

15. to build confidence through teamwork and open, candid communication

16. being on time

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

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

Down

1. 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

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

3. form used to grade the employee's work

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

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

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

10. reliable, trustworthy, accountable, steady

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

12. reflection of opinion, work ethic, initiative

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