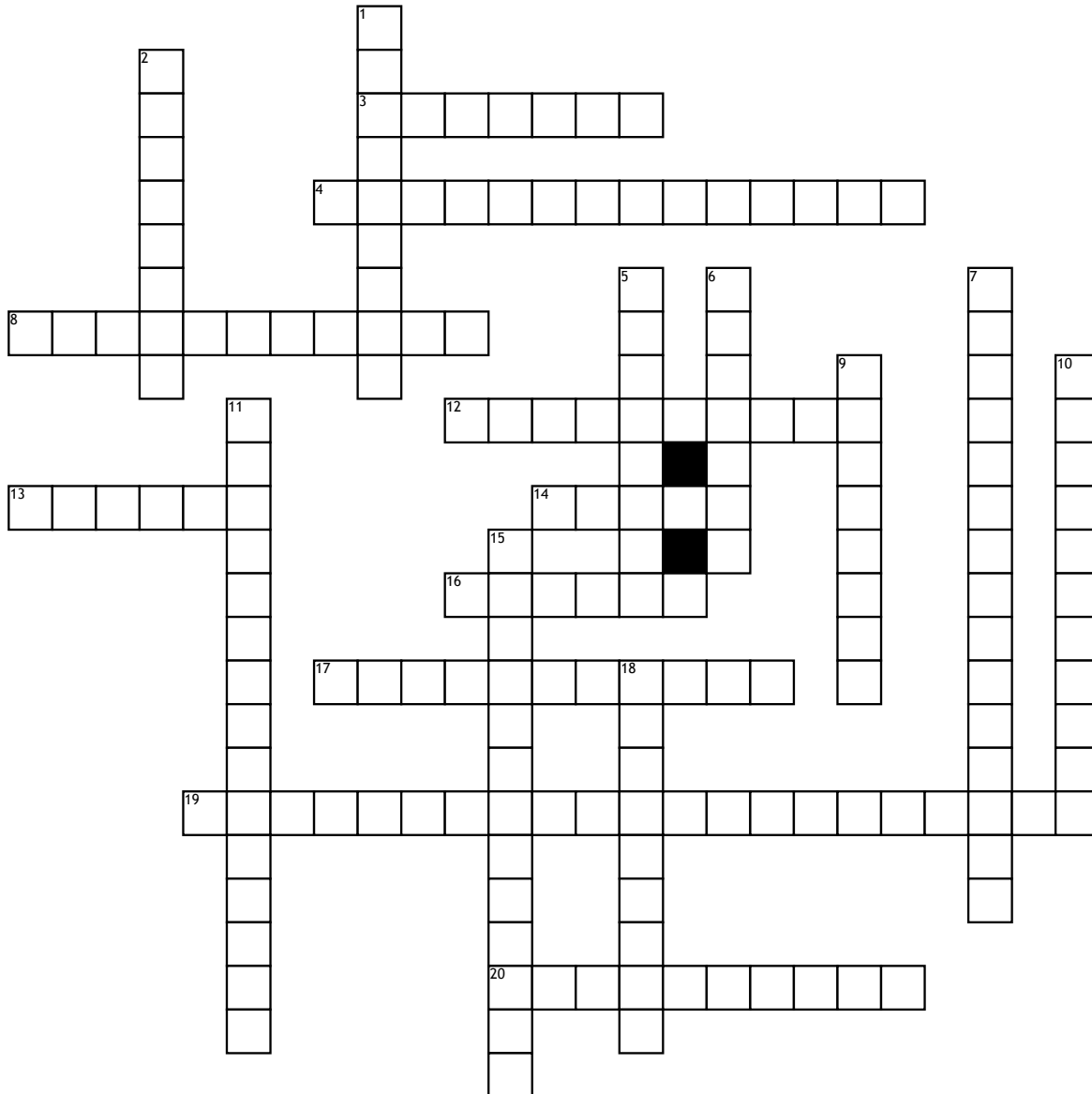


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Professionalism Vocabulary



## Across

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

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

8. being on time

12. quality or state of being certain

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

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

16. 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

17. following a line of conduct as though it were a profession

19. form used to grade the employee's work

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

## Down

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

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

5. reflection of opinion, work ethic, initiative

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

7. conducting oneself according to the highest standards of industry

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

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

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

15. reliable, trustworthy, accountable, steady

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