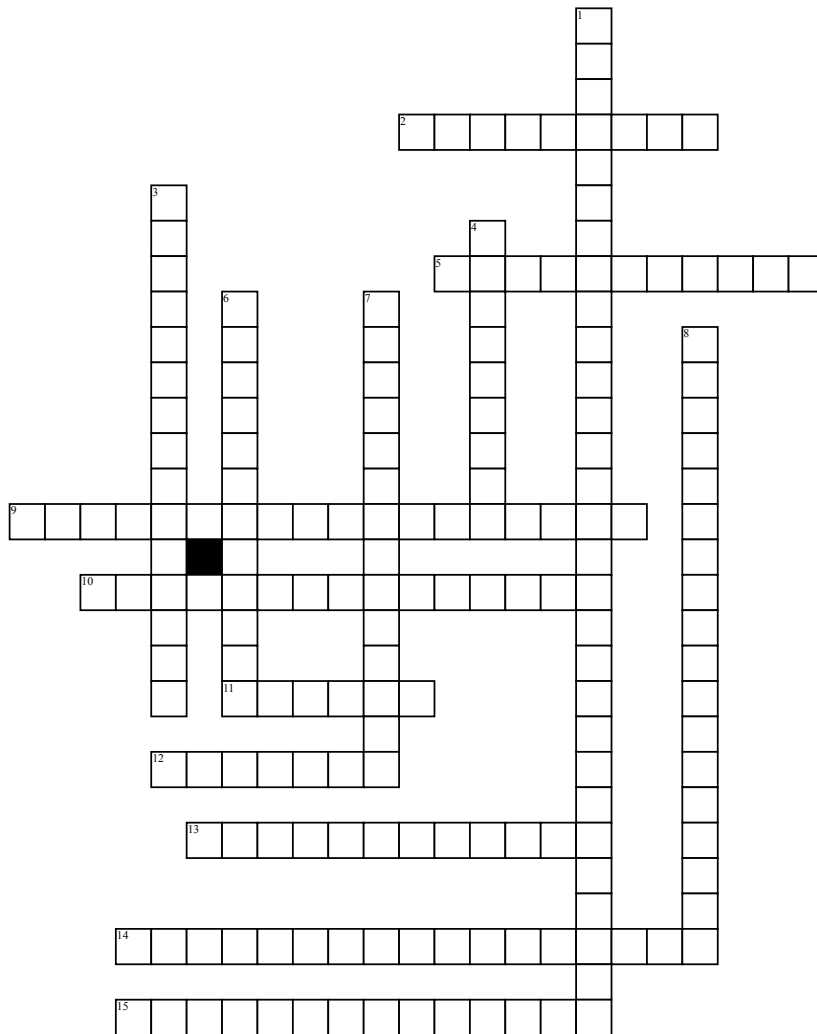


# Unit 3: Professional Communication Vocabulary



## Across

2. The clients of a company or a business.  
 5. a letter that is sent with something to explain the reason for it or to give more information about it, each resume you send out.  
 9. Someone who complains often, very loud.  
 10. A company's ability to supply wants and needs from a customer.  
 11. Brief account of one's professional or work experience and qualification often submitted with an employment application.

12. The person who owns/controls a business/company.  
 13. To determine what problem exist and how to correct them.  
 14. Customer who is never satisfied, always thinks there's something wrong.  
 15. Primary group of people for which something is performed or marketed; the specific group to which advertising is directed.

## Down

1. Person in a business/company that most often interacts with the customer before and after transaction occurs.

3. When master trains his/hers employees to properly handle his/her position.  
 4. Communication from a customer for a unsatisfactory or unacceptable situation after a purchase was made.  
 6. Generally, will not complain, they will often complain to others  
 7. Their goal is not to get the complaint satisfied but to win by getting something that is not entitled to be received.  
 8. Expects the absolute best and is willing to pay for it, Likely to complain in a reasonably manner.

## Word Bank

Manager  
 Resume  
 Troubleshoot  
 Complaint  
 Customer service Representative

Coaching session  
 Aggressive customer  
 Customer Service  
 Cover letter  
 Rip-Off Customer

Target Audience  
 High-Roller customer  
 Clientele  
 Meek customer  
 Chronic Complainer