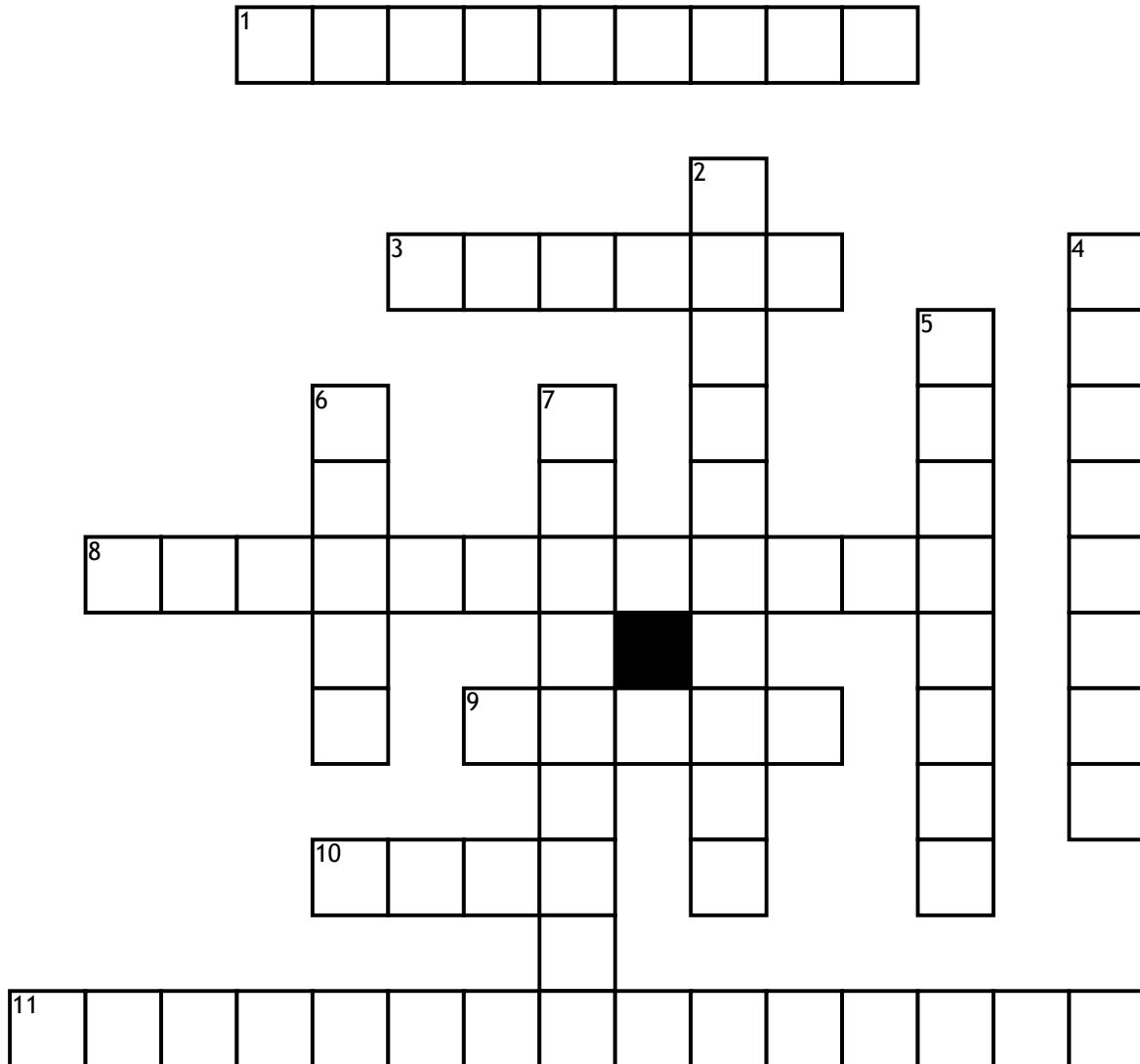


Business Communications



Across

- 1. To be efficient you must keep your information and documents in this condition.
- 3. Always have this.
- 8. Non-spoken half of conversations.
- 9. Being this helps to maintain customer's and co-worker's respect.
- 10. A part of speaking; how the voice sounds.

- 11. Beginning of a paper.

Down

- 2. The end of a paper.
- 4. To back up your claims you need this.
- 5. First thing in a call.
- 6. Video chatting program; sometimes used for business.
- 7. You must be this when presenting.