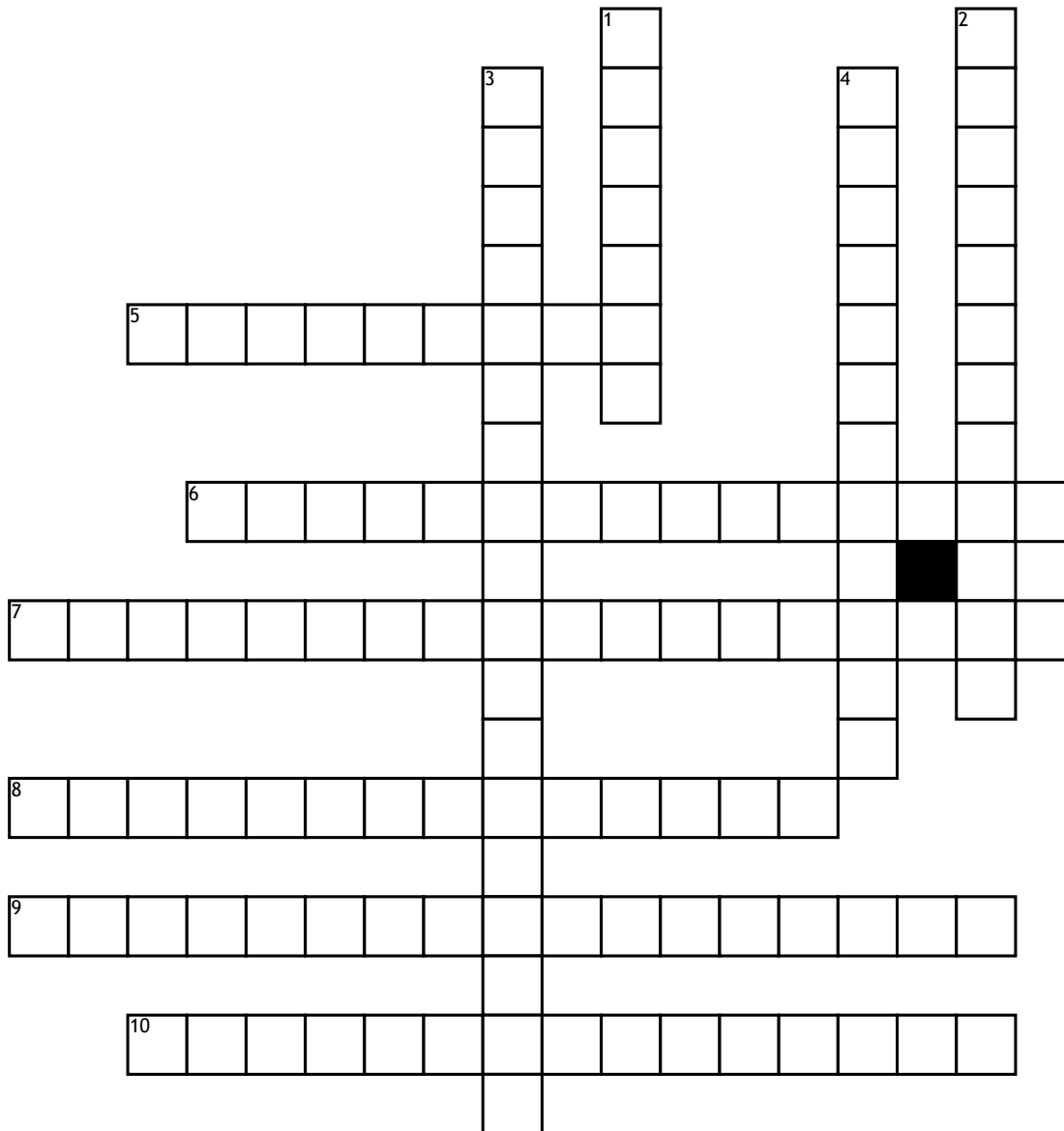


# Communications in the Workplace



**Across**

- 5. the client of a company or business
- 6. when a manager trains employees how to properly handle given situations
- 7. a customer who expects the absolute best and is willing to pay for it; generally complains in a reasonable manner
- 8. a person who wants to get something they are not entitled to receive; often responds with a repetitive "that's not good enough" response
- 9. a customer that is never satisfied and always feels there is something wrong

- 10. a company's ability to supply wants and needs to customers

**Down**

- 1. a person who has control or direction of a company or business
- 2. a customer who will not complain to businesses because they will complain to other people
- 3. a customer who readily complains, often loudly and at length
- 4. to determine what problems exist and how they can be solved