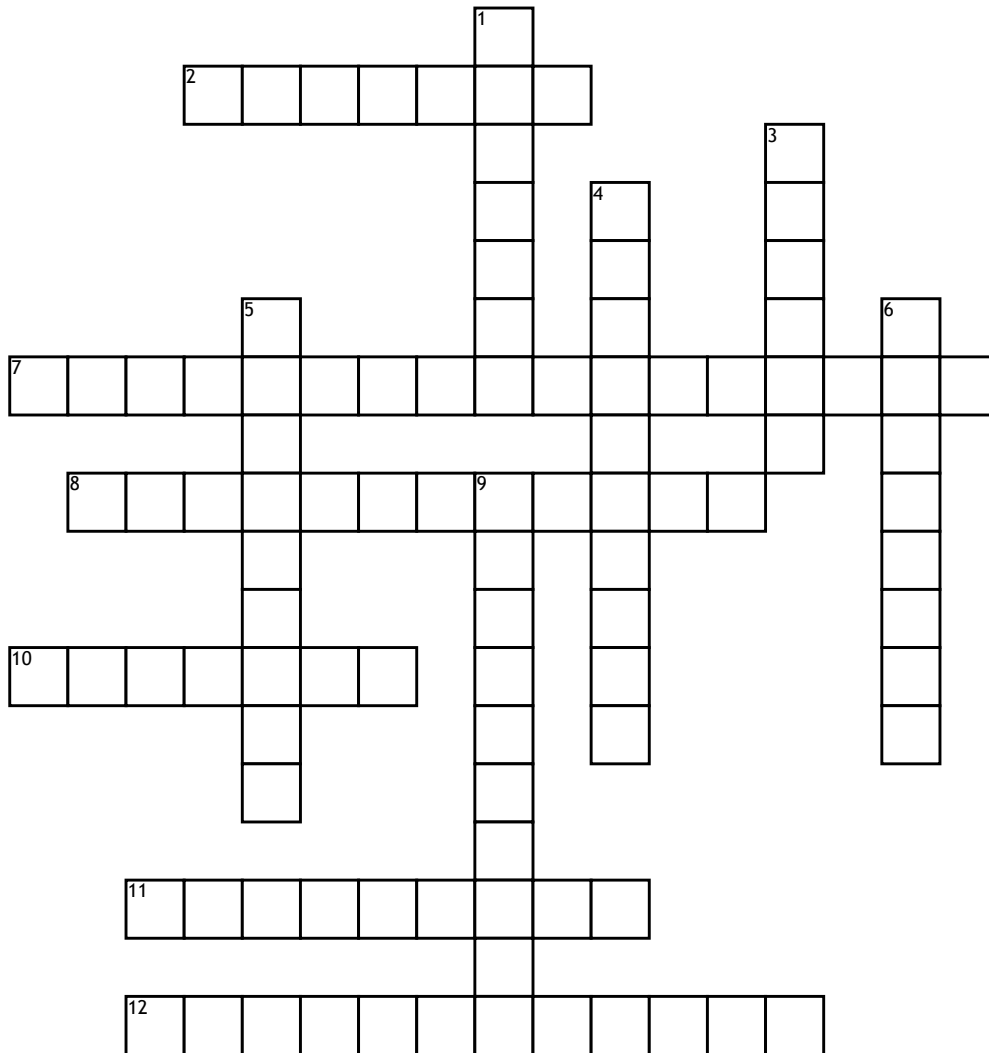


# First impressions



**Across**

2. Facial expression - friendly and approachable

7. Written greeting - if you don't know their name (five words)

8. Being well presented makes you look pr \_ \_ \_ s

10. Personal \_ \_ \_ \_ \_ \_ \_ \_ such as clean hair, nails and teeth

11. Movements that make you look nervous or impatient

12. Communicating without using words (two words)

**Down**

1. You might need to wear this if you work in security

3. Do not \_ \_ \_ \_ \_ \_ \_ \_ , stand up straight!!

4. This body language can help build rapport (two words)

5. Being well presented makes you feel c \_ \_ f \_ \_

6. Facial expression - angry or confused

9. You want to make a good first \_ \_ \_ \_ \_ \_ \_ \_ \_ \_