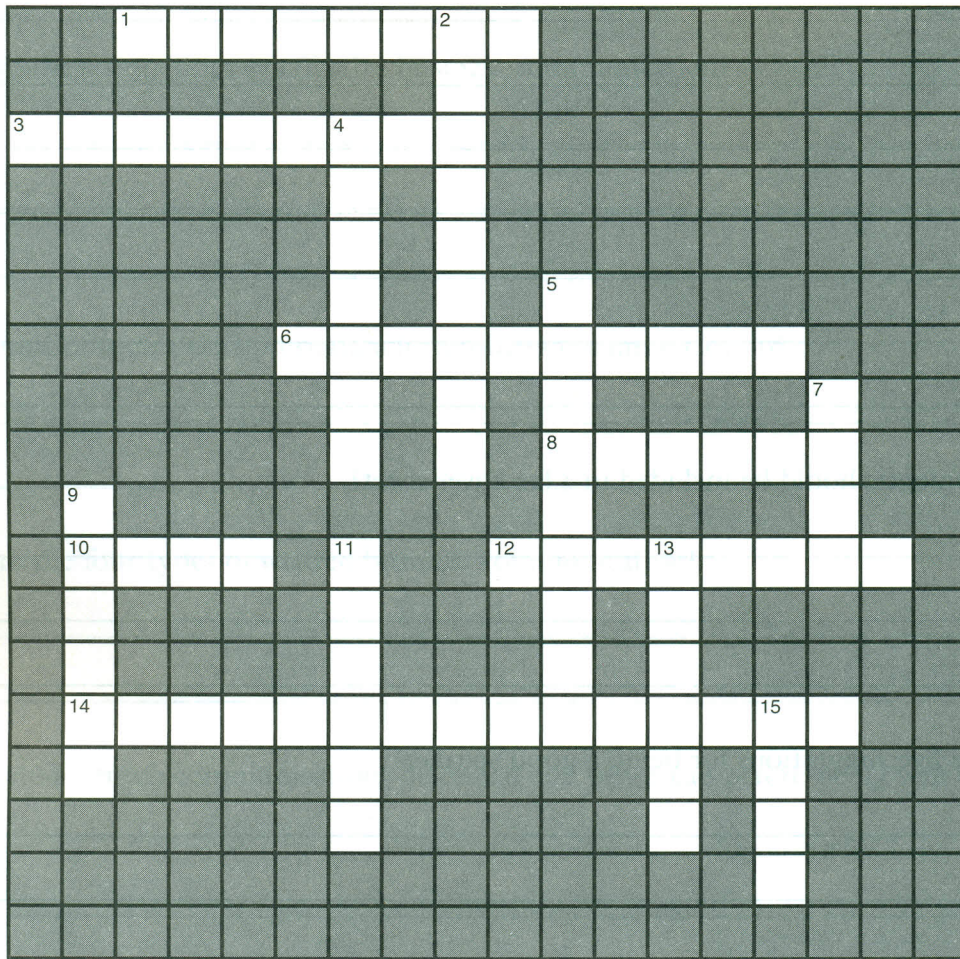


Crossword

STUDY GUIDE 4.1



Use the clues below to solve the puzzle, which contains many vocabulary terms from Section 4.1.

Across

- 1. With 15 DOWN, what “cc:” in a letter stands for
- 3. With 4 DOWN, what “IM” stands for
- 6. Greeting that starts a letter
- 8. In good business communication, it’s important to keep it short and _____
- 10. People in different locations can speak to each other during a conference _____

- 12. Symbol used in texting that expresses emotion, such as :-)
- 14. Meeting that allows participants in different locations to see and hear each other through monitors and speakers

Down

- 2. Identifying information (name, phone number) added automatically to the end of an e-mail message
- 4. With 3 ACROSS, what “IM” stands for

- 5. What “fax” is short for
- 7. Note written to people within a business
- 9. _____ listening means focusing on the speaker and giving feedback
- 11. Camera attached to a computer during a Web conference
- 13. Replying to an e-mail creates a message _____ that shows previous messages
- 15. With 1 ACROSS, what “cc:” in a letter stands for