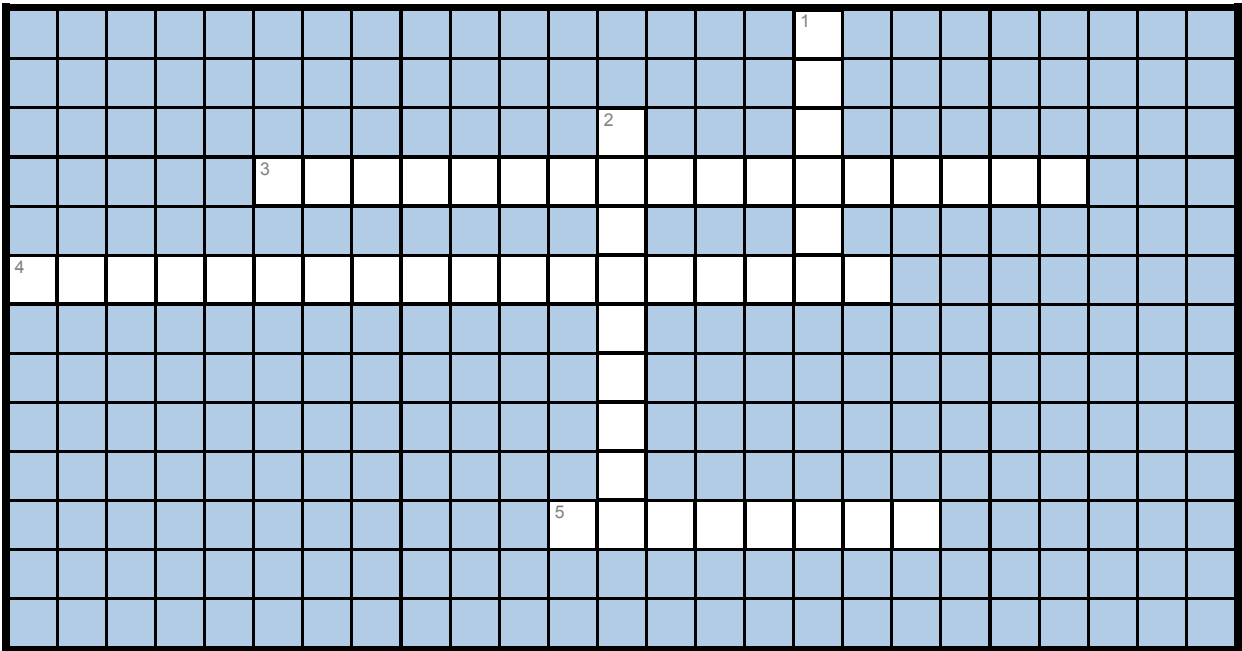


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Chapter 11: Speaking Informally

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Across

- 3. A situation in which you did not have advance notice to prepare your speech or presentation.
- 4. Using good manners on the telephone.
- 5. To convince a person to take the course of action you propose.

Down

- 1. To give instruction or guidance.
- 2. The art of using good manners in any situation.