

1) a set of rules about the correct way to behave on a formal or official occasion

- a) Disorder
- b) Protocol
- c) Profit
- d) Draft

2) the rules for forming words and for combining words to form sentences

- a) Grammar
- b) Inaccuracy
- c) Chaos
- d) Expansion

3) a meeting when people are given instructions or information

- a) Greeting
- b) Discordance
- c) Briefing
- d) Evidence

4) the state of being clear or easy to see through

- a) Rudeness
- b) Clarity
- c) Incompetence
- d) Misaddress

5) the skill and careful attention that trained people are expected to have

- a) Retain
- b) Professionalism
- c) Passion
- d) Bullet

6) the best or most important part of something

- a) Sketch
- b) Finished
- c) Goodbye
- d) Highlight

7) a greeting in words or actions, or the words used at the beginning of a letter or speech

- a) Stuttering
- b) Misaddress
- c) Subjective
- d) Salutation

8) language used by a particular group of people, especially in their work, and which most other people do not understand:

- a) Jargon
- b) Model
- c) Passion
- d) Yield

9) a set of rules that helps people understand how they should behave in particular business or professional situations

- a) Incompetence
- b) Tone
- c) Input
- d) Etiquette

10) written communications such as letters and emails

- a) Correspondence
- b) Transparency
- c) Disconnection
- d) Verbosity