Across
1. A person or organization that buys goods or services from a store or other business.
3. A promise that the things you sell will be of good quality.
5. An estimate of monetary income and expenses for a set period of time.
7. The action of helping or doing work for someone.
10. Other companies that make the same product as yours.
13. A formal statement of business goals, the reasons they are believed attainable, & the strategy for reaching those goals.
16. A financial gain. The difference between the amount earned & the amount spent in producing something.

Down
2. A company that is privately owned and operated, with a small number of employees and relatively low volume of sales.
4. Giving money back to the customer if there is a problem with the item you sell.
6. The desire of customers to buy a product.
8. A person who works in the service of another person under a contract of hire.
11. The action of promoting and selling products or services.
12. A person who organizes and operates a business, taking on financial risk to do so.
14. A paper which explains what was sold and at what price.
15. An item that is manufactured or refined for sale.
NFIB’s Young Entrepreneur Foundation
Small Business Crossword
Answer Key

Across
1. A person or organization that buys goods or services from a store or other business. **Customer**
3. A promise that the things you sell will be of good quality. **Warranty**
5. An estimate of monetary income and expenses for a set period of time. **Budget**
7. The action of helping or doing work for someone. **Service**
9. The skill of managing people. **Leadership**
10. Other companies that make the same product as yours. **Competition**
13. A formal statement of a set of business goals, the reasons they are believed attainable, and the strategy for reaching those goals. **Business Plan**
16. A financial gain, esp. the difference between the amount earned and the amount spent in buying, operating, or producing something. **Profit**

Down
2. A company that is privately owned and operated, with a small number of employees and relatively low volume of sales. **Small Business**
4. Giving money back to the customer if there is a problem with the item you sell. **Refund**
6. The desire of customers to buy a product. **Demand**
8. A person who works in the service of another person under an express or implied contract of hire, under which the employer has the right to control the details of work performance. **Employee**
11. The action of promoting and selling products or services. **Marketing**
12. A person who organizes and operates a business, taking on financial risk to do so. **Entrepreneur**
14. A paper which explains what was sold and at what prices. **Invoice**
15. An item that is manufactured or refined for sale. **Product**