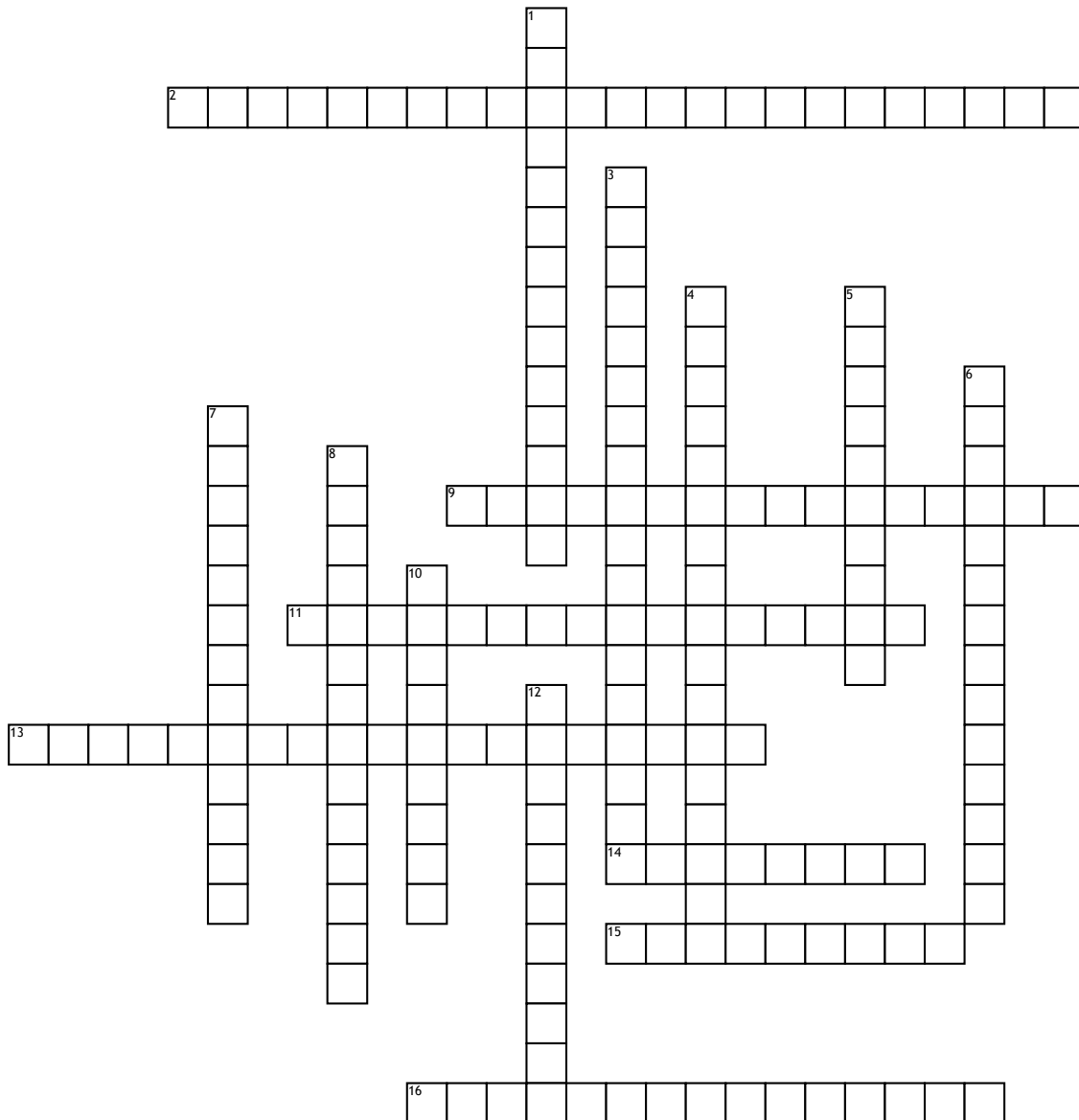


Human Resources.1



Across

2. The way a business arranges itself to carry out its activities
9. Training given in the workplace
11. Allowing employees working in all areas of the business to take decisions
13. Filling a job vacancy by a suitable person who is not already employed in the business
14. A range of activities giving employees job-related skills and knowledge
15. The proportion of a business's workforce who remain with the business over a period of time, usually one year

16. Provides information about a person including qualifications, employment history and interests

Down

1. 'Extras' that employees may receive in addition to their pay
3. When someone works a number of hours equal to the normal working week, normally between 35-40 hours
4. Allows employees to hire staff without any guaranteed hours of work
5. Passing down authority to more junior members

6. The line of authority within a business along which communication passes

7. The number of employees managed directly by another employee
8. Stating information about the duties and tasks that make up a particular job.
10. Choosing the right employees from among those who have applied for the job
12. An employee's immediate superior or boss