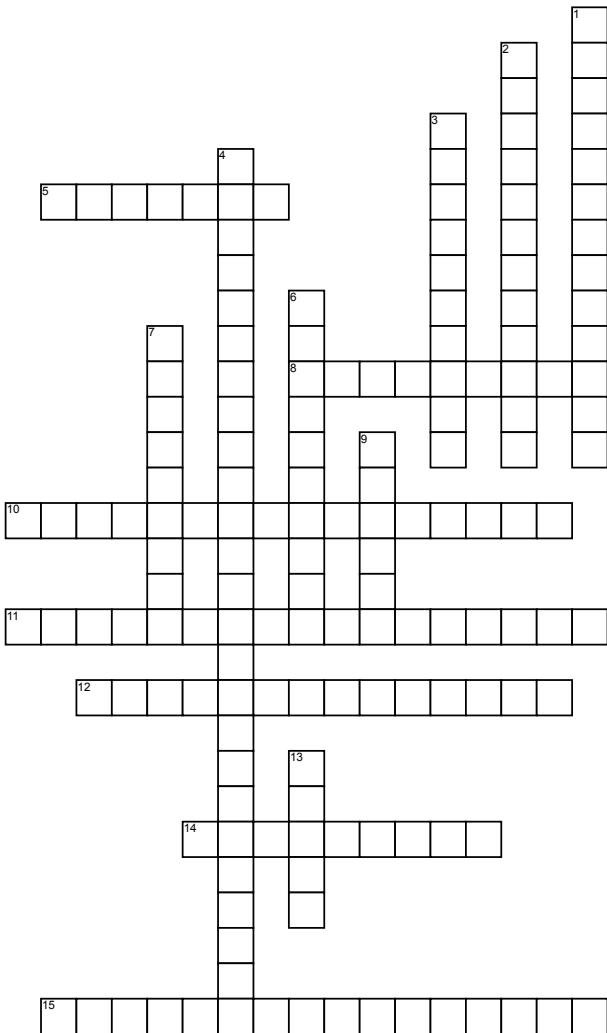


# National Customer Service Week - Leadership



## Across

- 5. On of our Studio values
- 8. Great leaders inspire through have what type of behaviour?
- 10. This leader successfully lead Britain during WW2.
- 11. David Twigg is the Director of which Studio department?
- 12. Emmeline Pankhurst famously talked about women rights in which famous speech?
- 14. Working as a team will ensure we are following this value.

## Word Bank

- Claire Hill
- Marie Curie
- Declaration of Independence
- evolution
- Manage activities

- 15. Leaders help organisations to grow whilst managers do what?

## Down

- 1. South African leader and former president.
- 2. Managing Director of Studio Retail
- 3. She changed the world not once but twice and was the first woman to win a Nobel Prize.
- 4. Thomas Jefferson was the founder and author of which famous document?

- 6. Who is the Director of Customer Services?

- 7. Charles Darwin was the originator of which theory?
- 9. Poor leadership can seriously affect an employee's?
- 13. One of the new 3 pillars contributing to the overall Studio strategy?

- Paul Kendrick
- Winston Churchill
- Nelson Mandela
- inclusive
- Financial Services