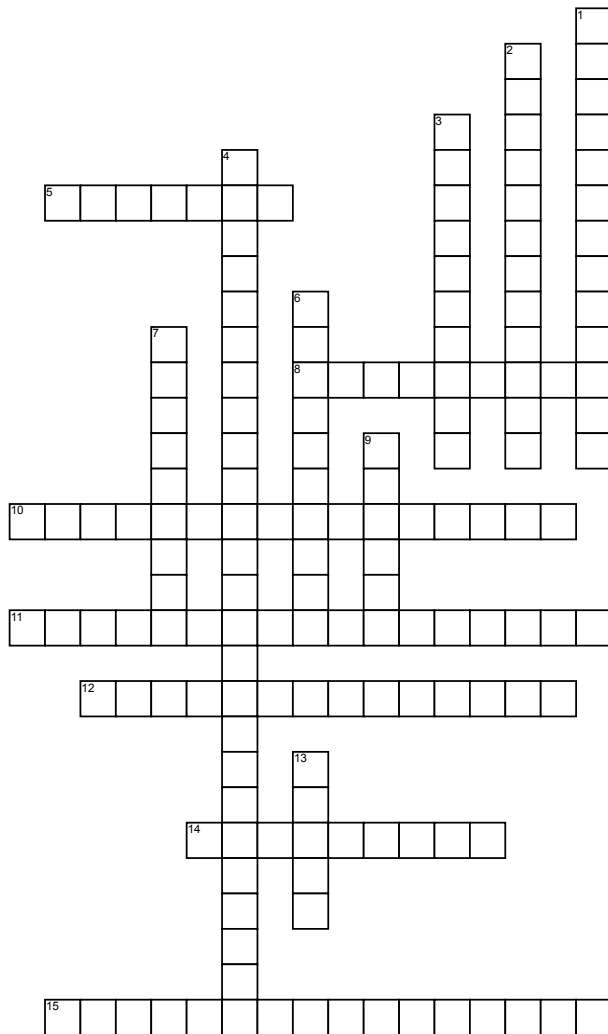


National Customer Service Week - Leadership



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?

Trusted
 Value
 Assertive
 Morale
 Freedom or Death

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