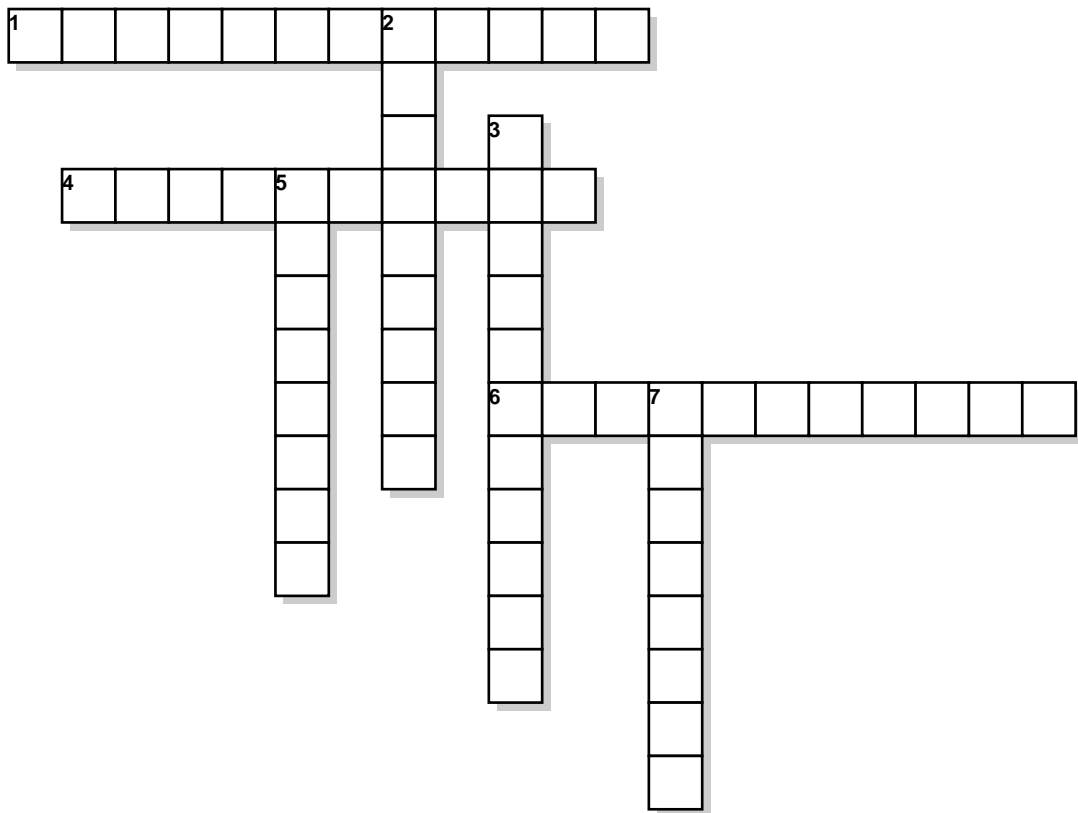


**TNT****Across**

- 1 Customer service is a series of activities designed to deliver customer \_\_\_\_\_
- 4 Good customer service can enhance an organisation's \_\_\_\_\_
- 6 One of TNT's brand values

**Down**

- 2 A key stakeholder for TNT
- 3 TNT's Customer Promise is designed to deliver \_\_\_\_\_ advantage
- 5 Helps employees learn specific skills and knowledge to work in the TNT way
- 7 Customer focus is TNT's core \_\_\_\_\_