

British Gas

Words can be found across, up and down, and diagonally.

O A A M H T R T Y E D X E W H P W O O Y P L S
 A P V Y B K M X Y D U Z E B V Q S U E M X T D
 Y V T O L B S E S J K W P G J F L C S A G Z D
 O J V U E S L Y N M Q L G K Y A I V Y N R A C
 W B A Y U L F P D T S E P U S V S O R A N U N
 I Y B P X L Y J P M O I W P R E C B S G R P A
 J H L I P A Y I I U E R Z E L I O A P E I S H
 W L W C P R O W B L T Q S O L S I J A M M U O
 I S V S G T E R X J U R R O H G V Z N E O X A
 O T X A Z L C N T F E X Y K Q D L O O N F X F
 I R K S K H X M T M C A R O Q T H L F T K H O
 O U U C C V R N O I F X J H T N V G C B M B K
 W C S U E P Y T K I C L F D V Y N P O U E Q H
 F T X A I S S D R B B E G C Y I V U N P E K K
 Z U N X B U H N K U W N W J N K X Z T M J L O
 H R S J C G E D K U M V S I S E L V R W H H B
 Y E Q M U H Y D U F B R A W K O F G O R I Q L
 K Z A H K W K R M S R R H A K R F W L W H T E
 M R Q K O X X W F O T A S M H J N I Y K G R P
 R L J A Y Z L U F X M G A W G H D U Q T J H C

Apprentice
 Management
 Span of control

Customer service
 Mentor
 Structure

Henri Fayol
 Roles
 Training