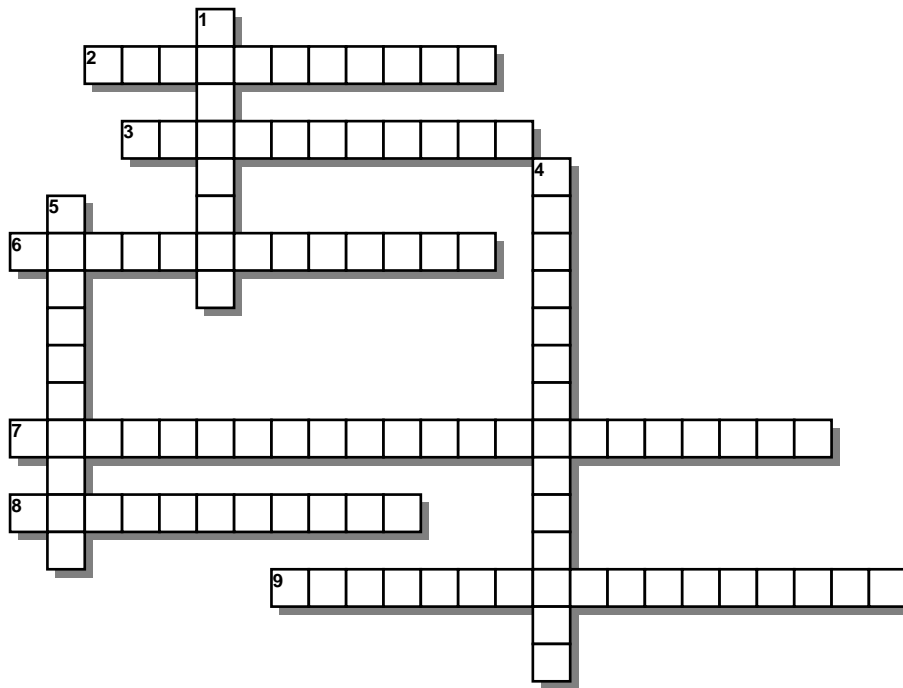


firstdirect



Across

- 2 - Customer service representatives have the authority to act on customers issues as necessary
- 3 - People who enable other people to do something in a better or easier way
- 6 - The key skill for an online bank to meet its customers' needs
- 7 - The process of maintaining and improving the effectiveness and efficiency of individuals in an organisation
- 8 - Opinion based feedback for a product, service or topic
- 9 - To keep customers is more efficient than searching for new ones

Down

- 1 - An on-the-job training process used to identify opportunities to help a person gain skills or experiences
- 4 - A range of procedures used to develop and analyse information in order to facilitate marketing decisions
- 5 - A small group of customers who give feedback on specific issues and topics

Possible Answers:

coaching, communication, customer retention, empowerment, facilitator, focus group, market research, qualitative, training and development