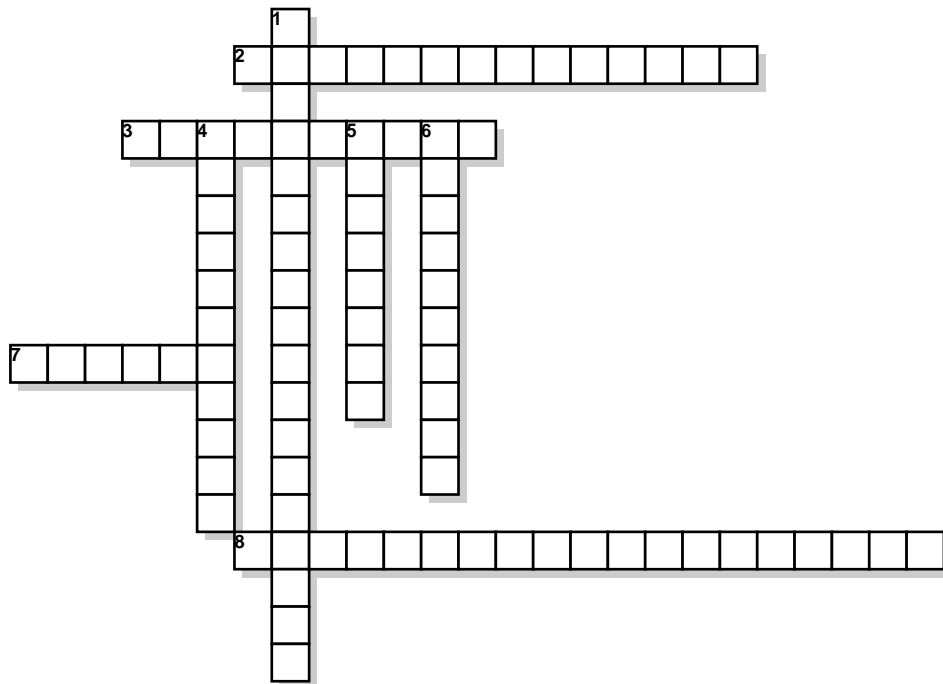


# Harrods



## Across

- 2 Senior managers at Harrods have come from all walks of life and started out with various levels of \_\_\_\_\_.
- 3 Harrods has built its unique \_\_\_\_\_ supported by its key brand values.
- 7 Capability arising from practice and experience.
- 8 Strategies Harrods has put in place to keep its talented managers.

## Down

- 1 A range of activities provided by a retailer designed to meet the needs of customers.
- 4 Employee \_\_\_\_\_ leads to increased motivation.
- 5 Process of being taught work-related knowledge and skills.
- 6 Training undertaken within the organisation whilst in the course of doing the job.

## Possible Answers:

Customer experience , On-the-job, Progression , Qualifications , Reputation , Retention strategies, Skills, Training