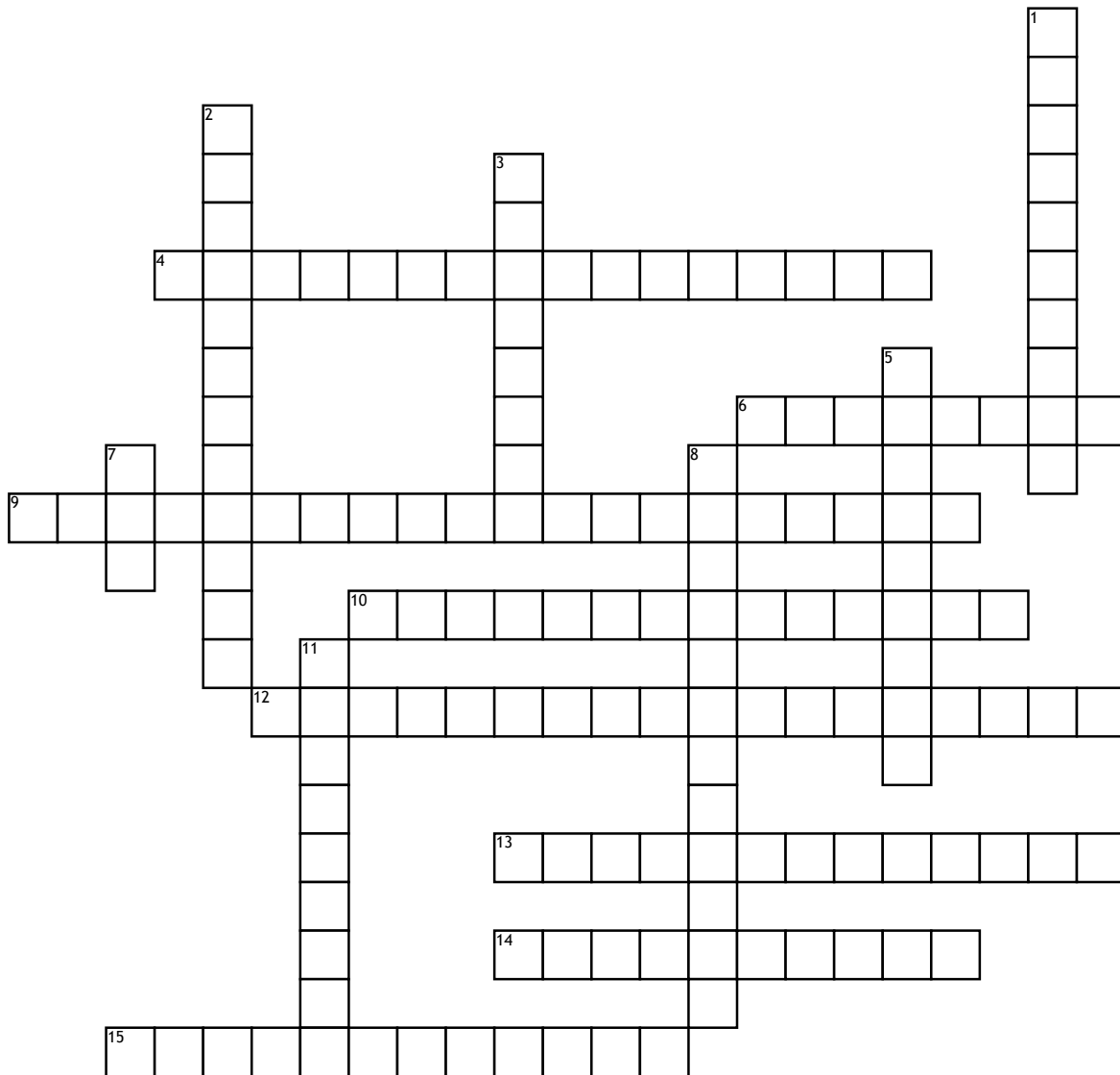


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Know your organization



## Across

4. What does NPS stand for ?
6. Which department deals with scheduling fitments ?
9. What does CSI stand for ?
10. What differentiates Netstar Service from our competitors ?
12. What does VBU stand for ?
13. What is the name of the Mega Call Centre GM
14. What does OTP stand for in websupport ?
15. What is the name of our MD ?

## Down

1. Which department retains our customers ?
2. What is the name of the website the customer can use to view the movement of their vehicle ?
3. A customer that is happy with our service and likely to recommend Netstar service to friend and family would be referred to as a
5. What is the name of the MD's PA ?

7. Which department deals with repairs ?
8. What is the name of the unit that only give a heart beat every 14 days
11. A customer that is highly unlikely to recommend Netstar to friends and family would be referred to as a ?