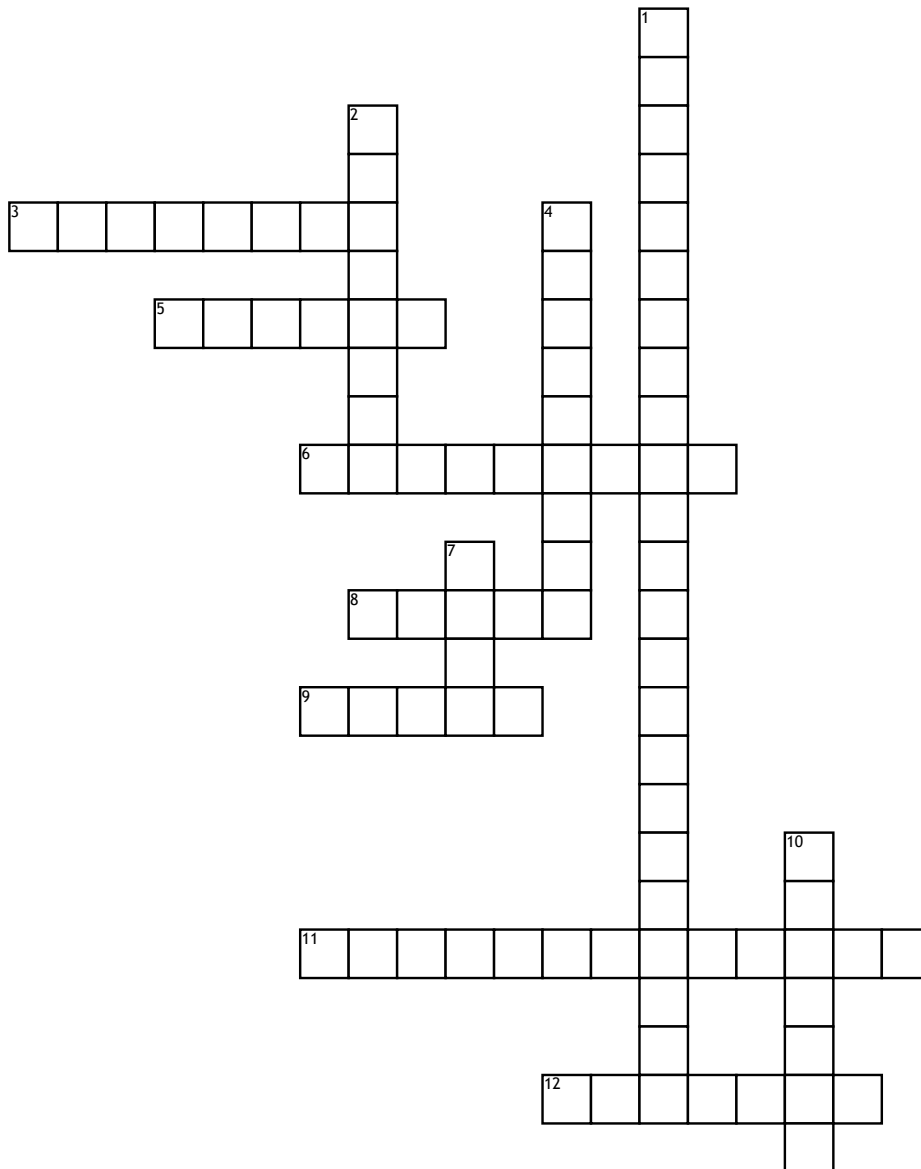


# Optivo culture quiz



## Across

3. What do we spill when we write a letter or mail
5. At optivo we make sure every contact
6. Core service delivery needs skills in 2 areas people and
8. What is our feedback model

9. When you're in circle one you're focus is on what you (3). (2)

11. This word is a roadblock
12. It's one of our core values

## Down

1. A positive way to deliver a no

2. What type of first response do we give

4. Leadership team behaviours

7. What colour is a complaint

10. What do we never pass