

Top 10 Most Powerful Customer Service Leaders

Across

2. Co-founder of a department store whose 3 sons took over the company and turned it into a luxury department store

4. Creator of a destination whose tagline is "The Happiest Place on Earth"

7. Pioneer of the personal computer revolution

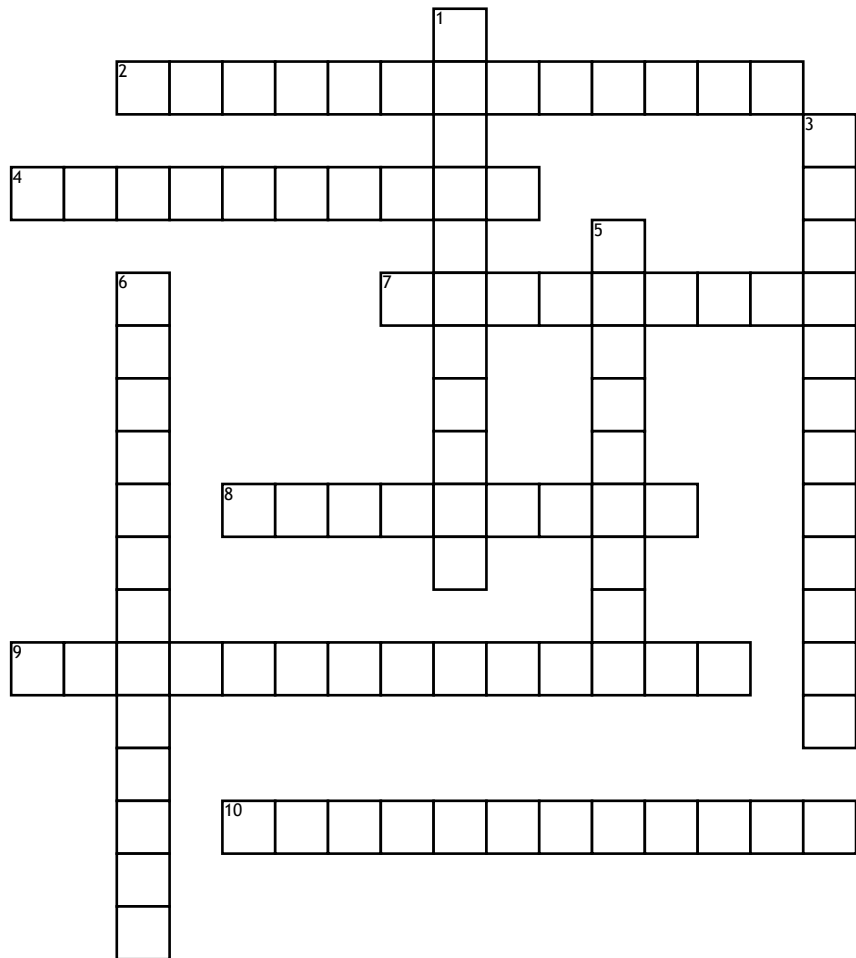
8. Known as the "Father of Employee Culture" and he started Zappos

9. English magnate who founded the Virgin Group

10. One of the founders of Southwest Airlines

Down

1. He founded the company whose employees are well known for always saying "My Pleasure"



3. Co-founder of the Ritz Carlton Hotels

5. CEO of Amazon

6. He built Starbucks into one of the most recognizable brands in the world

**Customer
Service
Centre
客戶服務中心**