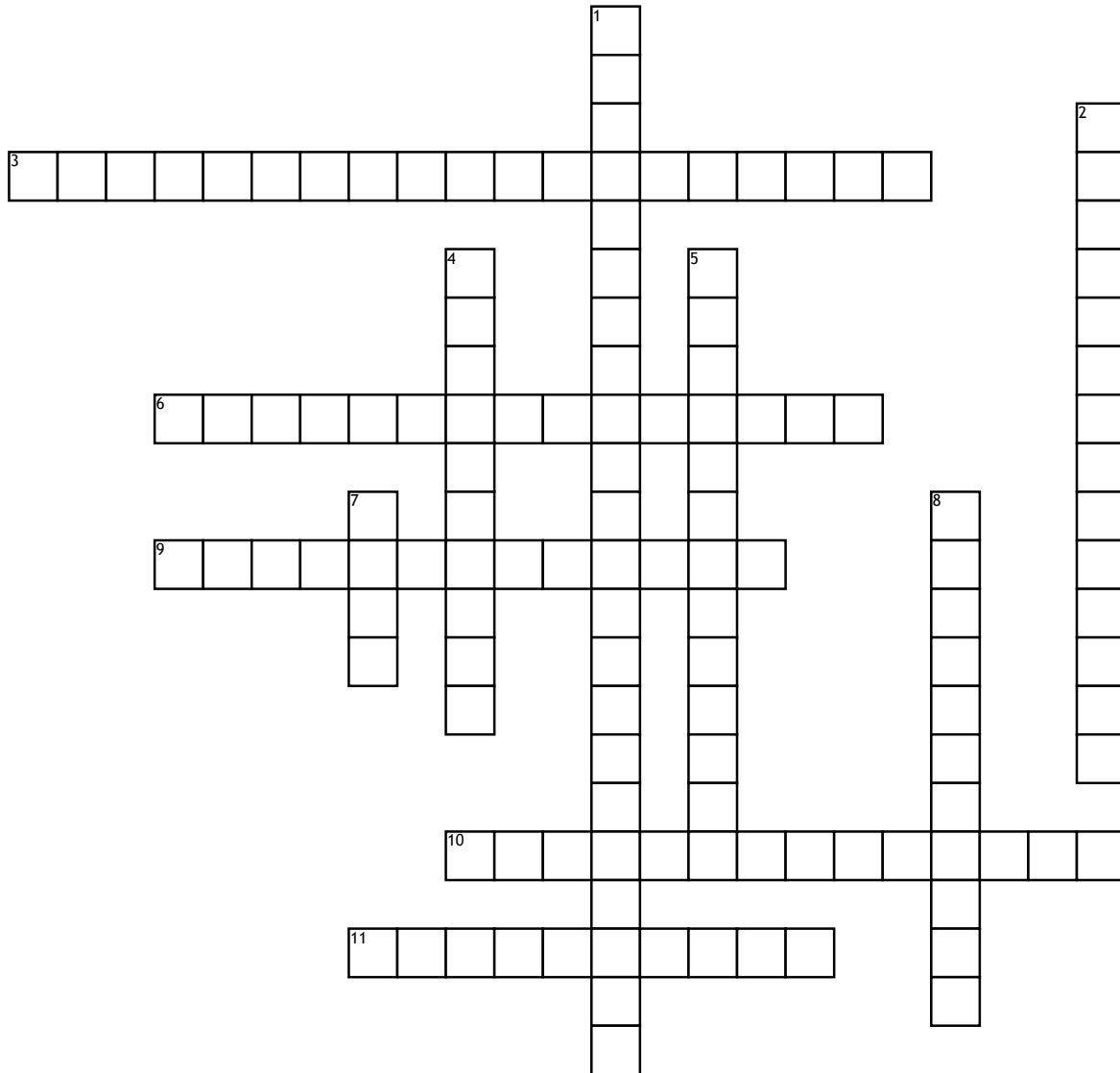


# Departments in Hospitality



**Across**

- 3. A graphic representation of the structure of an organization, showing the relationships of the positions or jobs within it
- 6. the areas of a restaurant open to the public or public view, such as the lobby, bar, and dining room
- 9. The part of a company's customer relationship management department that interacts with a customer for their immediate benefit, including components such as the contact center, help desk, and the call management system
- 10. The personnel of a business or organization, especially when regarded as a significant asset
- 11. To make arrangements or preparations, coordinate

**Down**

- 1. The study of the way people interact within groups
- 2. Referring to the kitchen area of a restaurant and staff who work in the kitchen
- 4. The action or process of keeping financial accounts
- 5. A division that gains revenue from product sales or service providing
- 7. The function assumed or pan-played by a person or thing in a particular situation
- 8. The branch of science and technology concerned with the design, building, and use of engines, machines, and structures