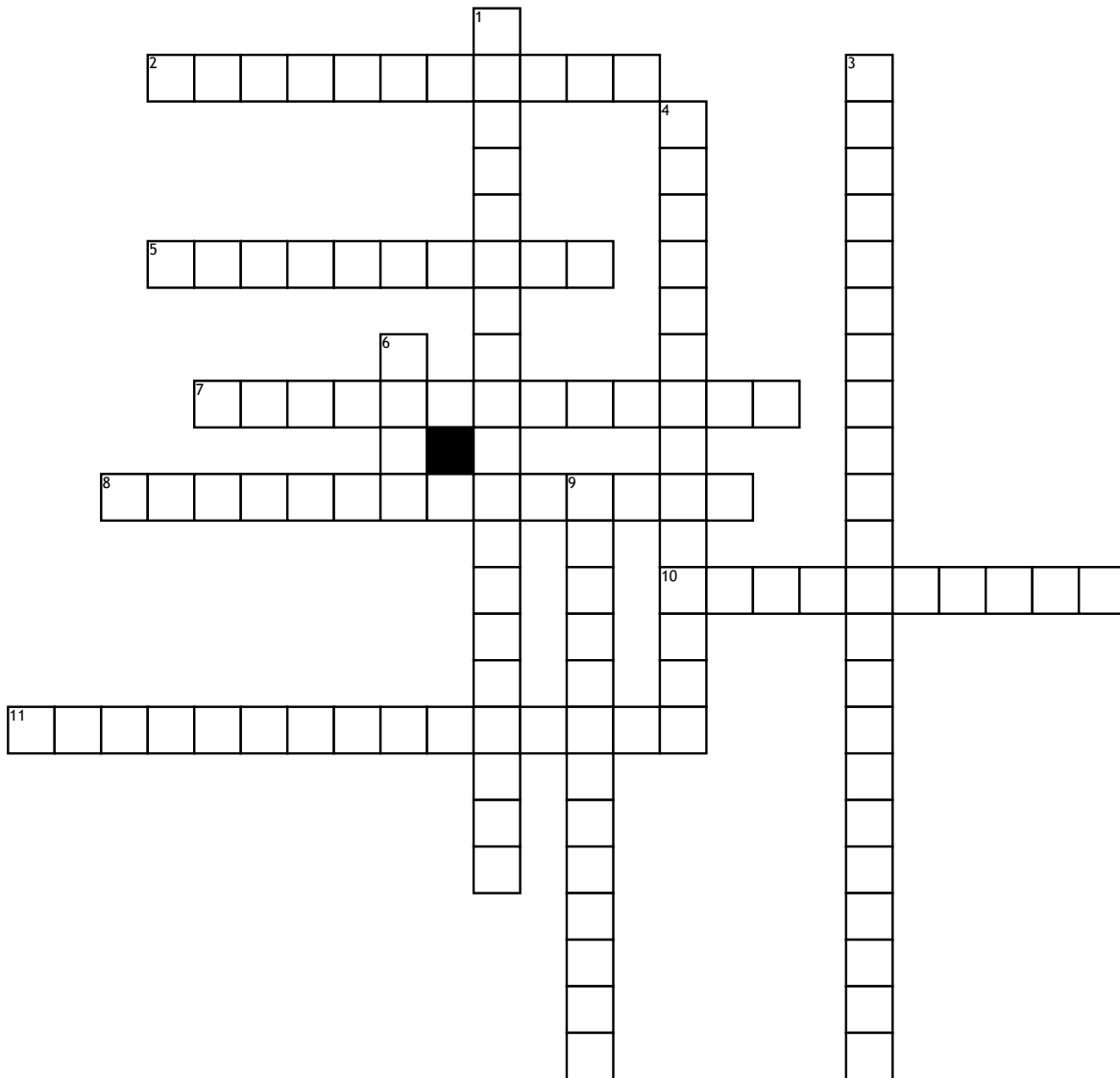


Name: _____

Date: _____

Departments within Hospitality



Across

2. provides utility services in hotels
5. providing specialized internal information to managers who are responsible for directing and controlling operations
7. provide support for the hotel's revenue center
8. recruitment of, management of, and providing direction for the people who work in an organization
10. arranging into a structured whole; order
11. dining room of the restaurant and staff who directly interact with customers

Down

1. diagram that shows the structure of an organization and the relationships and relative ranks
3. interaction between the people who work in the industry and the environment in which they work
4. kitchen area of a restaurant and staff who work in the kitchen
6. prescribed or expected behavior associated with a particular position or status in a group or organization
9. department of a firm that generates revenue through sale of goods and/or services