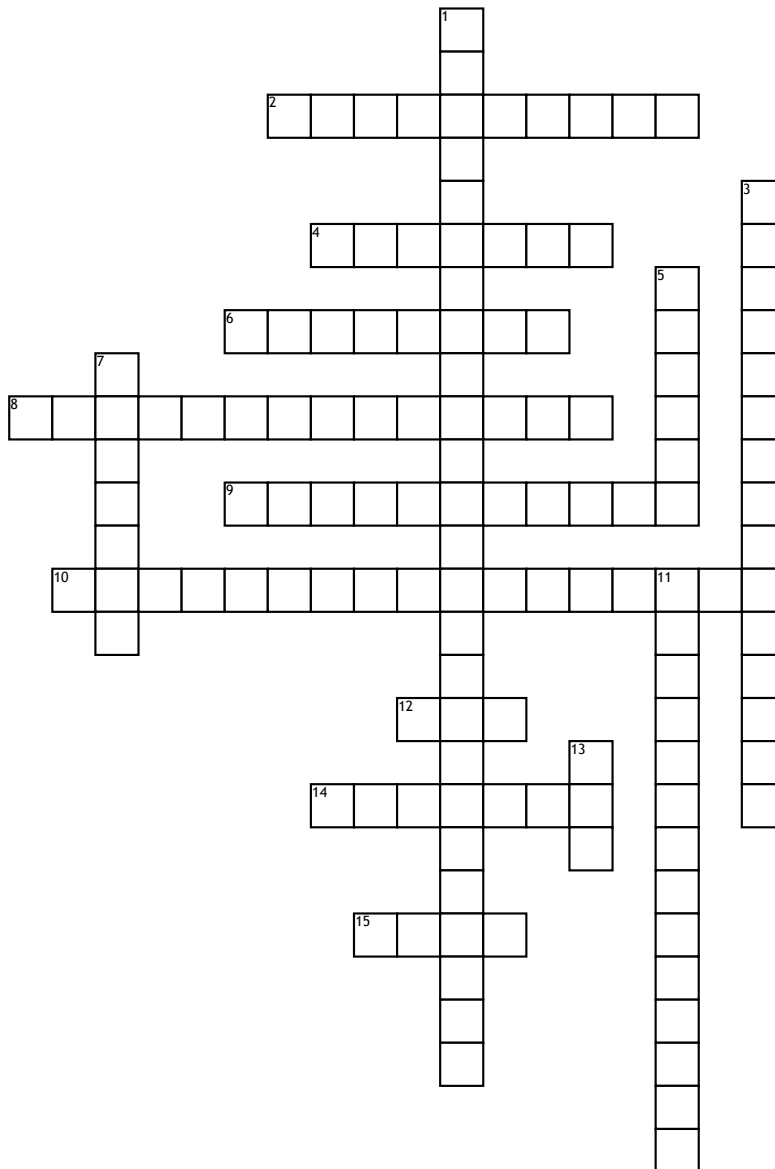


History of Hospitality and Tourism



Across

2. a wish to relax, rest or be entertained
 4. a desire to learn about different places of interest
 6. treat me as an individual by giving respect
 8. first to install TV's in guest rooms
 9. the reception and entertainment of guests, visitors, strangers at resorts

10. seeing that guests are safe, comfortable and satisfied
 12. law that hotels begin offering accessible guestrooms for people with disabilities
 14. tourist travel and services combined with hospitality
 15. provide me with fantastic experience as a guest

Down

1. EM Statler
 3. extra towels or pillows when requested
 5. makes me feel safe
 7. to temporarily have a room in an inn, hotel, bed & breakfast, motel or hostel
 11. the basic, underlying framework or feature of a system
 13. destination marketing organization