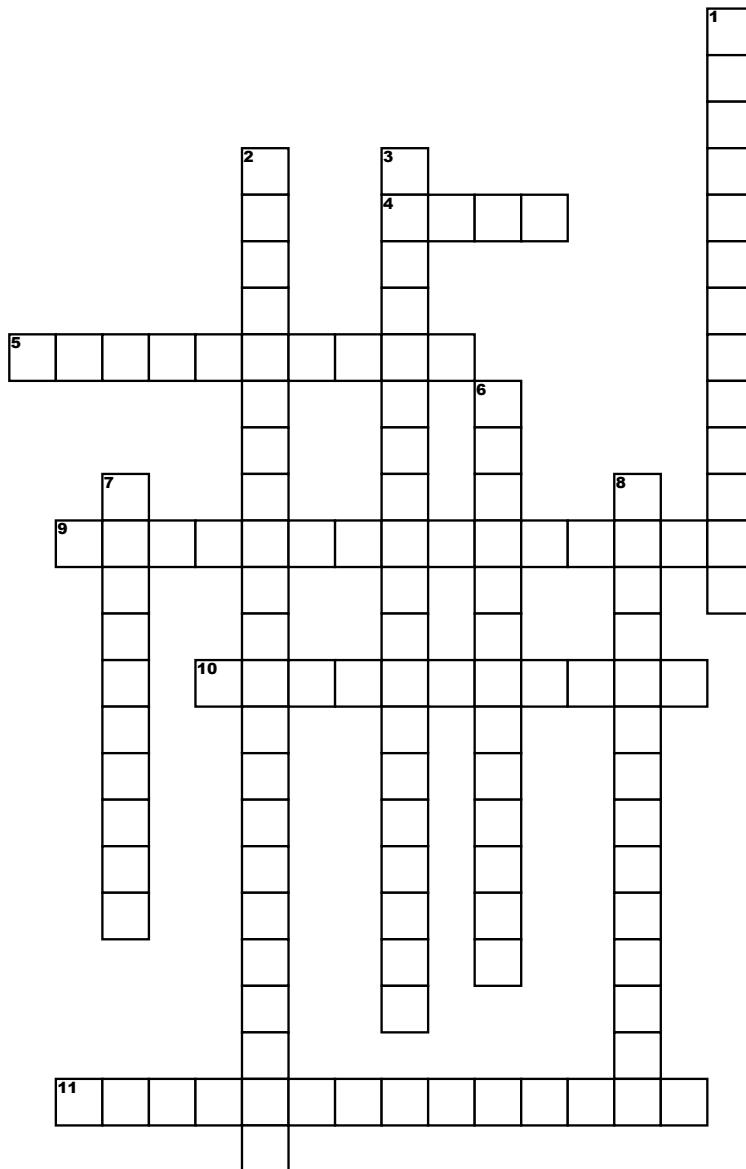


Name: _____

Date: _____

Hospitality Crossword



Across

- 4.** the function assumed or part played by a person or thing in a particular situation
- 5.** the action or process of keeping financial accounts.
- 9.** refers to the dining room of the restaurant and staff who directly interacts with customers (hostess, waiter, etc.).
- 10.** the branch of science and technology concerned with the design, building, and use of engines, machines, and structures.
- 11.** A term referring to the kitchen area of a restaurant and staff who work in the kitchen.

Down

- 1.** interacts with a customer for their immediate benefit, including components such as the contact center, the help desk, and the call management system.
- 2.** is the study of the way people interact within groups.
- 3.** a graphic representation of the structure of an organization, showing the relationships of the positions or jobs within it.
- 6.** a division that gains revenue from product sales or service provided.
- 7.** arrange into a structured whole
- 8.** the department of a business or organization that deals with the hiring, administration, and training of personnel.