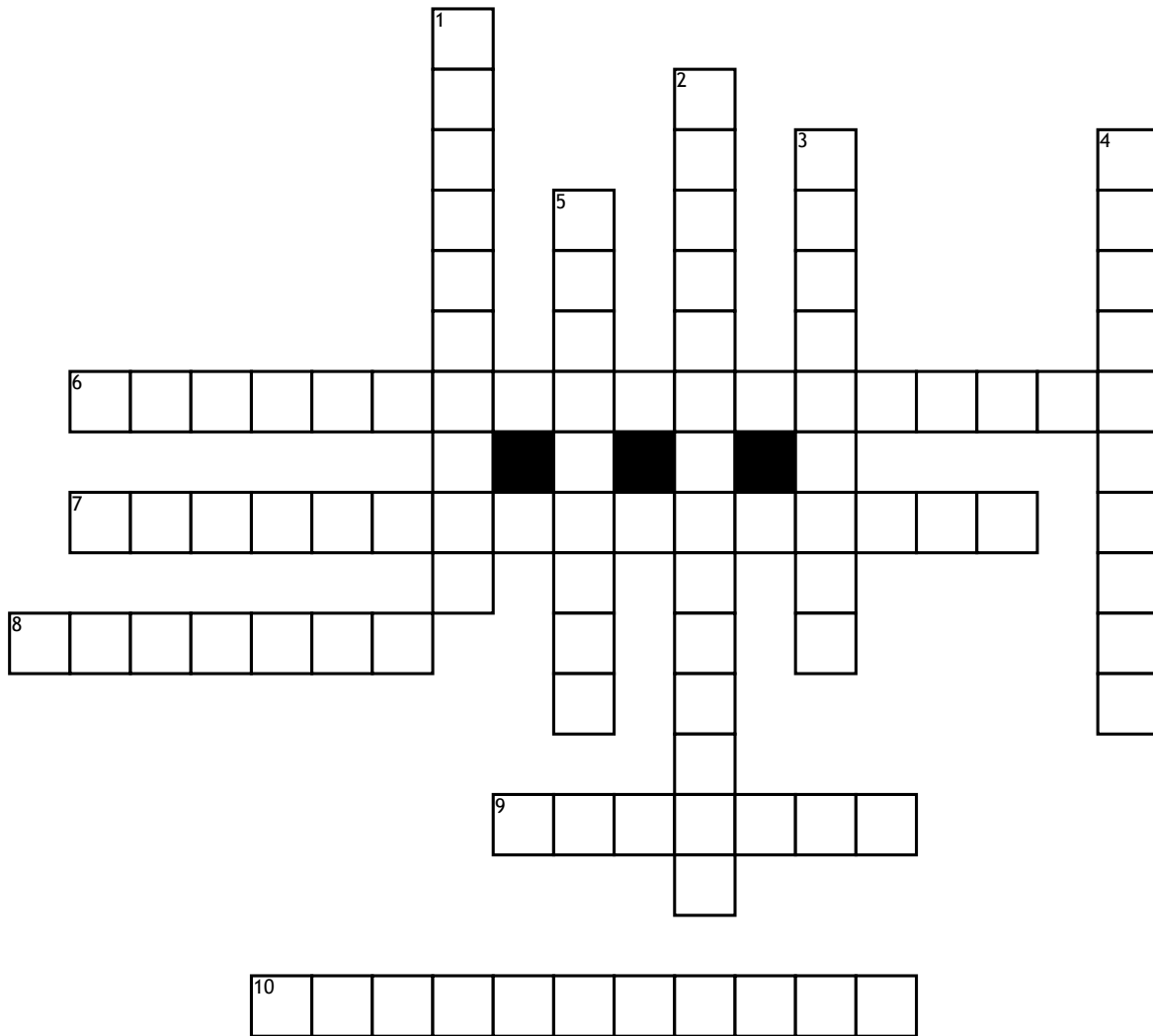


Hospitality and Tourism Vocabulary



Across

- 6. Items of value of guests such as comfort, safety, and enjoyable experiences that meet their emotional needs and expectations
- 7. Services that provide for guest expectations using the physical assets of the property
- 8. To temporarily have a room in a hotel, motel, inn, bed & breakfast, or hostel
- 9. Tourist travel and the services connected with it, regarded as an industry combined with hospitality.
- 10. The reception and entertainment of guests, visitors, or strangers at resorts; membership clubs, conventions, attractions, special events, and other services for travelers and tourists.

Down

- 1. Desirable qualities for certain forms of employment that do not depend on acquired knowledge. They include common sense, the ability to deal with people, and a positive, flexible attitude.
- 2. The basic, underlying framework or features of a system or organization
- 3. The human quality of being different or varied
- 4. Skills used to follow established protocols, operate equipment, maintain facilities, and utilize computer systems
- 5. Not excluding any particular groups of people