

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Reception and Hospitality

W X W E I M R P I Z H W F L X G S V Y W M K L H  
C H S W I T C H B O A R D C N L W L T F R Y H G  
N R K M Y T T U Z A O Z A E E U D W U M N H K I  
T Z X E S E E J O I X N I P B N X C X K V B I R  
N E B Y D N Y P K J C G S M E X K U N F E D H E  
E B P D M O M L Y E D Q Q I Y Q B U M O N R J T  
I M O X Y H E A L A M T R D J D O S G W T N G A  
T O E A F P B N E E D F A S E D I K U T I V Z W  
A B S Z E E T T J N G X I S C T P W N P L I P A  
P S H U M L H S Y J R X I C K N C E I I A S L V  
H F Y W W E I T P R K G C R O G M I A E T I E K  
S N G I S T T V R D O Z Q A M T H G T M I T A A  
Z C S R X V D X V L A R Q H N Q B K N O O O S A  
Y E P X H T V C O C G D O I L O B D I C N R A L  
K I Q W W W C P O T B O O D B F P T A L V S N S  
C E G J I O A K W Z W P J D I B E X M E E B T J  
B X Q Q R V G V Y F P G J T M J D P G W F X G H  
L U F B E H K F O A J U Q L K R P M A N S W E R  
L V J V G Y Z Z D P K X K N A N D O G K W D X I  
F N S Q I L G R K S X T I C K L E R S Y S T E M  
K U S S S W U O S H Q B E I R H J O V N H Z S O  
D X J S T H U R O E G M P X T M H T U D K V B O  
W R E C E P T I O N I S T N B N Y X K G D W Z L  
Y Q I R R K I N S T T K L C P C O Q B B D I V F

tickler system  
ventilation  
friendly  
visitors  
cancel  
pbx

Receptionist  
apologise  
maintain  
patient  
plants

appointment  
telephone  
pleasant  
welcome  
signs

switchboard  
time card  
register  
answer  
water