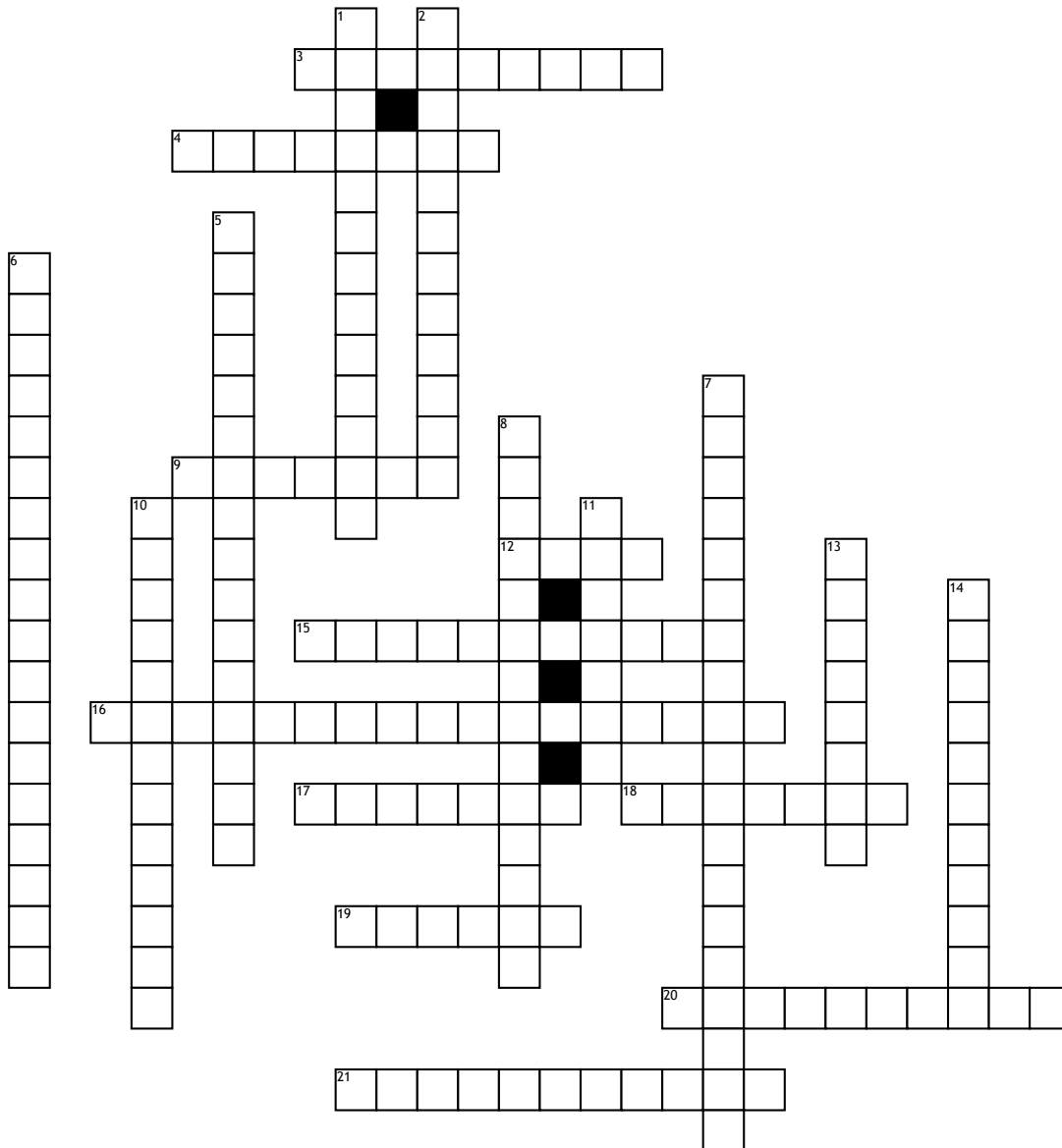


Name: _____

Date: _____

Chapter



Across

3. the member of the culinary staff who gets the orders from the servers
 4. second in command in the kitchen
 9. the people in the restaurant that serve customers
 12. a professional cook
 15. a type of seating at a restaurant which customers are served on first come first serve basis
 16. the person responsible for everything that happens in the front of the house of a restaurant
 17. customers who have arrived at a restaurant that have not made reservations
 18. supervises the dish washing and pot washing, and clean up of glassware, silverware, and plateware

19. responsible for the set up of the tables, cleaning of dirty dishes from tables, and resetting the tables
 20. the person in a hotel who operates the dishwashing machine
 21. making more reservations than there are spaces

Down

1. the top manager in a restaurant or hotel kitchen responsible for everything related to the kitchen and food preparation
 2. a promise to hold something for a customer until the customer needs it
 5. a type of sweating where a customer calls the restaurant, gives them their name, and gets it put on a list

6. a computerized system for recording an order at a place where the order is taken
 7. the process of taking a reservation over calling
 8. top manager in the kitchen in the unit of a chain restaurant, responsible for kitchen operations
 10. the time that it takes a party to eat a meal, pay their bill, and leave the restaurant
 11. the process of finding seats for a customer in a restaurant
 13. related to kitchens and cooking
 14. a special area equipped with heat lamps to keep food hot until served