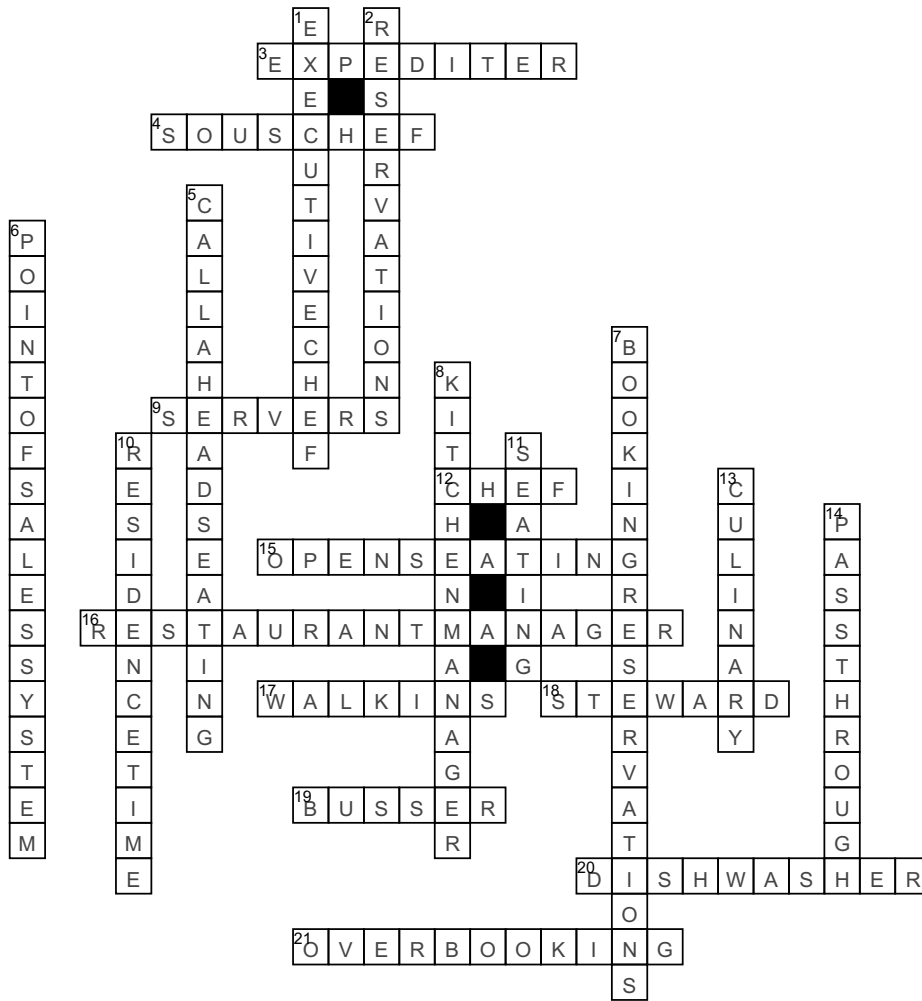


Chapter



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