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## 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
4. a professional cook
5. a type of seating at a restaurant which customers are served on first come first serve basis
6. the person responsible for everything that happens in the front of the house of a restuarant
7. customers who have arrived at a restaurant that have not made reservations
8. supervises the dish washing and pot washing, and clean up of glassware, silverware, and plateware
9. 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
10. 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 preperation
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
3. a computerized system for recording an order at a place where the order is taken
4. the process of taking a reservation over calling
5. top manager in the kitchen in the unit of a chain restaurant, responsible for kitchen operations
6. the time that it takes a party to eat a meal, pay their bill, and leave the resturaunt
7. the process of finding seats for a customer in a resturant
8. related to kitchens and cooking 14. a special area equipped with heat lamps to keep food hot until served
