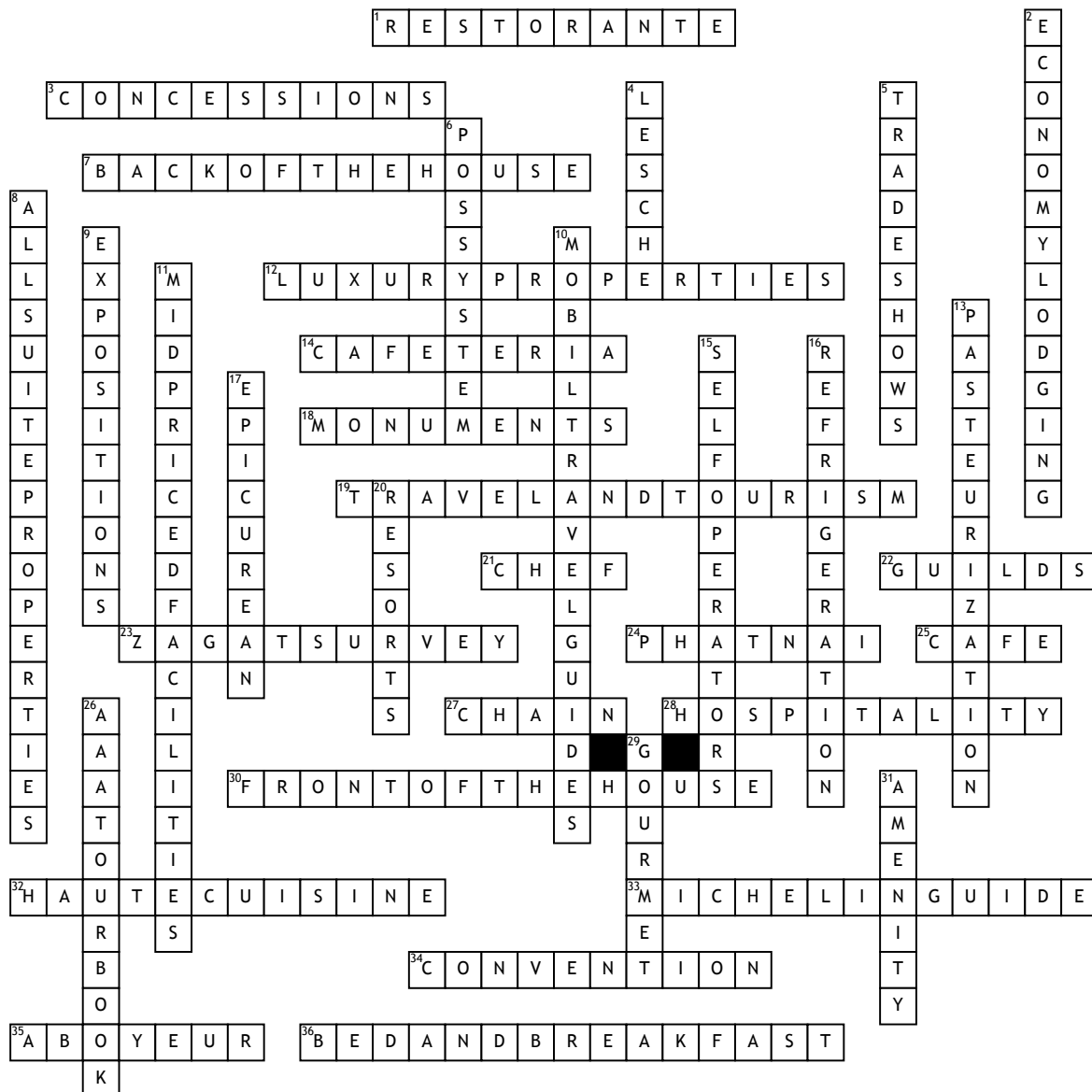


Chapter 1 Vocabulary



Across

1. In 1765, a man named Boulanger began serving hot soups called restaurers (meaning restoratives) for their health-restoring properties. He called his café a "restorante," the origin of our modern word "restaurant."

3. A branch of a foodservice operation set up and operating in a place belonging to another commercial enterprise, such as a monument, museum, or ballpark.

7. Employees who work outside the public space. Back-of-the-house positions include chefs, line cooks, pastry chefs, dishwashers, bookkeepers, storeroom clerks, purchasers, dietitians, and menu planners.

12. Hotels that offer top-of-the-line comfort and elegance. While often defined as part of the full-service sector, luxury hotels take service and amenities to new heights of excellence.

14. An assembly line process of serving food quickly and cheaply without the need for servers.

18. structures built to memorialize someone or something

19. the combination of all the services that people need and will pay for when they are away from home. this includes all of the businesses that benefit from people traveling and spending their money, such as transportation or restaurants.

21. a mark of respect and distinction that describes a professional cook who has reached the position through hard work and dedication to quality

22. associations of people with similar interests or professions

23. a consumer-based guide that rates restaurants on four qualities: food, decor, service, and cost

24. establishments that catered to travelers, traders, and visiting diplomats in ancient greece

25. a coffeehouse usually offering pastries and baked goods

27. a group of restaurants owned by the same business organization

28. The services that people use and receive when they are away from home. This includes, among other services, restaurants and hotels.

30. employees who serve guests directly

32. an elaborate and refined system of food preparation

33. a rating system better known in europe than the united states, but it has recently begun rating organizations in the united states and elsewhere. restaurants are rated from one to three stars.

34. A gathering of people, all of whom have something in common. They are often all members of a particular organization, or they may simply be individuals who share a hobby.

35. expediter who takes orders from servers and calls out the orders to the various production areas in the kitchen

36. cater to guests looking for quaint, quiet accommodations with simple amenities. bed and breakfasts are usually privately owned homes converted to have several guests rooms. guests are served breakfast during a specified time in a small dining room.

Down

2. clean, low-priced accommodations primarily designed for traveling salespeople, senior citizens, and families with modest incomes

4. private clubs for the ancient greeks that offered food to members

5. Restricted to those involved in the industry being featured.

Producers or manufacturers rent space at trade shows to exhibit, advertise, and demonstrate their products or services to people interested in that specific field.

6. "POS" means "point of sale" or "point of service." POS refers to the place where some sort of transaction occurs. Although POS could be a retail shop or restaurant, a POS system generally indicates a computer terminal or linked group of terminals.

8. Apartment-style facilities offered at midmarket prices. They have larger spaces that include a sitting area, often with dining space, and small kitchen or bar area, in addition to a bedroom and bath.

9. Large shows, open to the public, that highlight a particular type of product or service. Such shows give manufacturers and service providers a chance to display their offerings to many people at a single event.

10. a major american rating resource. the mobil travel guides rate thousands of properties with a five-star system

11. These fall somewhere between the full-service and economy sectors. They are designed for travelers who want comfortable, moderately-priced accommodations. Also known as tourist-class properties.

13. process of making milk safer to drink by heating it to a certain temperature to destroy harmful bacteria. named for louis pasteur.

15. employees at a manufacturing or service company who are also utilized for foodservice

16. keeps food from spoiling quickly and also helps to feed larger numbers of people

17. a person with a refined taste for food and wine

20. locations that feature extensive facilities for vacationers who are looking for recreational activities and entertainment

26. the most widely recognized rating service in the united states; it uses a diamond system in judging overall quality

29. a lover of fine food and drink

31. a service or product provided to guests for their convenience