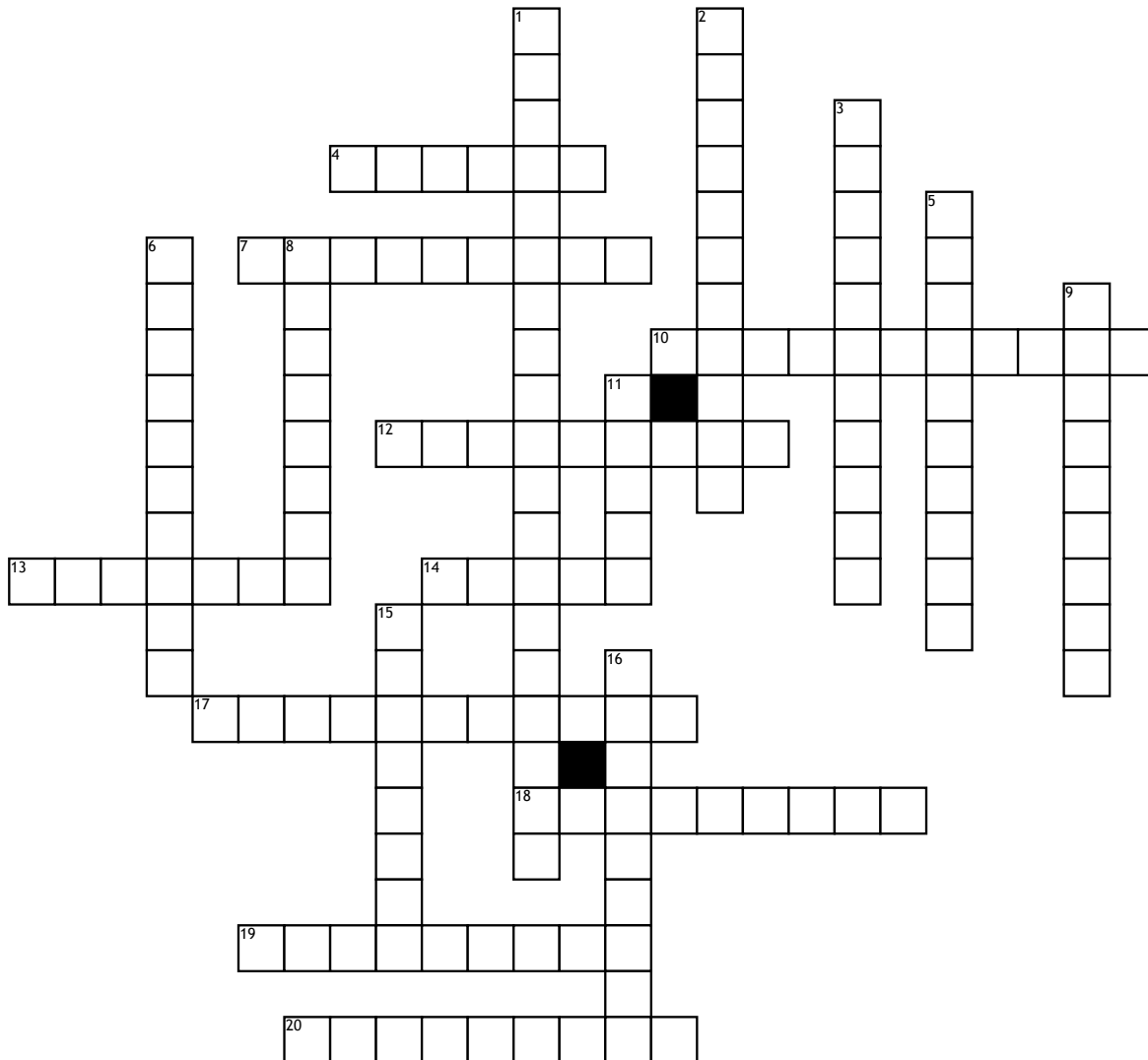


Hospitality



Across

4. The case where some customers with a reservation do not show up to use the room(s) reserved for them, without explicit cancellation.
 7. It refers to commercial transactions conducted electronically on Internet
 10. Performing a variety of cleaning activities such as sweeping, mopping, dusting and polishing
 12. An information booklet
 13. One or more rooms available to accommodate guests
 14. A staff who helps guest with many different personal services; these services could range from shoe polishing to parking the guest's car
 17. Another term for a booking

18. It is a Hotel key performance indicator calculation that shows the percentage of available rooms or beds being sold for a certain period of time
 19. Someone who mixes and serves drinks to customers, alcohol or non-alcohol beverages for bar and restaurant patrons
 20. An extra service or product given to guest by the hotel, typically at no extra charge

Down

1. A collection of independent boutique hotels that aim to showcase some of the most beautifully orchestrated hotel experiences the world has to offer
 2. To have no rooms available
 3. When a guest orders food or drink to be delivered to their room

5. The wisdom gained through practical application
 6. A morning phone call from the front desk, acts as an alarm clock
 8. The total amount of guests a hotel can cater for at any given time
 9. The area where guests arrive at a hotel and check-in to their rooms
 11. A person that is currently registered to stay at a property and/or has stayed at a property
 15. An American multinational diversified hospitality company that manages and franchises a broad portfolio of hotels and related lodging facilities
 16. A hotel employee whose job is to assist guests by booking tours, making theatre and restaurant reservations