## 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.
5. It refers to commercial transactions conducted electronically on Internet
6. Performing a variety of cleaning activities such as sweeping, mopping, dusting and polishing
7. An information booklet
8. One or more rooms available to accommodate guests
9. A staff who helps guest with many different personal services; these services could range from shoe polishing to parking the guest's car
10. Another term for a booking
11. 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
12. An extra service or product given to guest by the hotel, typically at no extra charge
Down
13. A collection of independent boutique hotels that aim to showcase some of the most beautifully orchestrated hotel experiences the world has to offer
14. To have no rooms available 3. When a guest orders food or drink to be delivered to their room
15. The wisdom gained through practical application
16. A morning phone call from the front desk, acts as an alarm clock
17. The total amount of guests a hotel can cater for at any given time
18. The area where guests arrive at a hotel and check-in to their rooms
19. A person that is currently registered to stay at a property and/or has stayed at a property
20. 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
