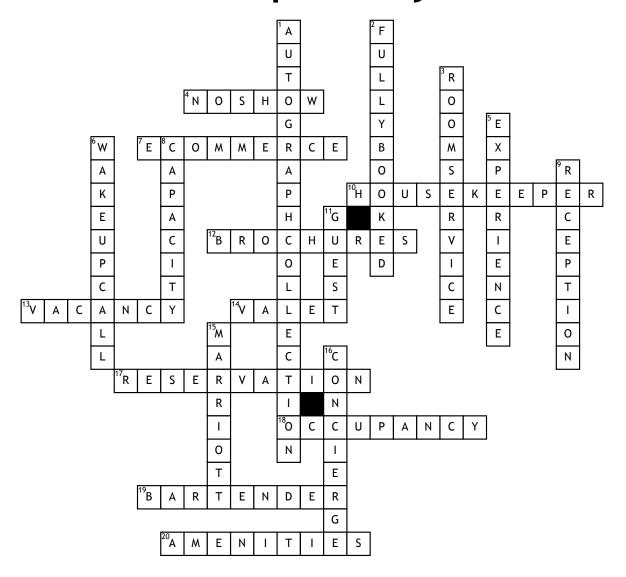
## Hospitality



## **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

## <u>Down</u>

- 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