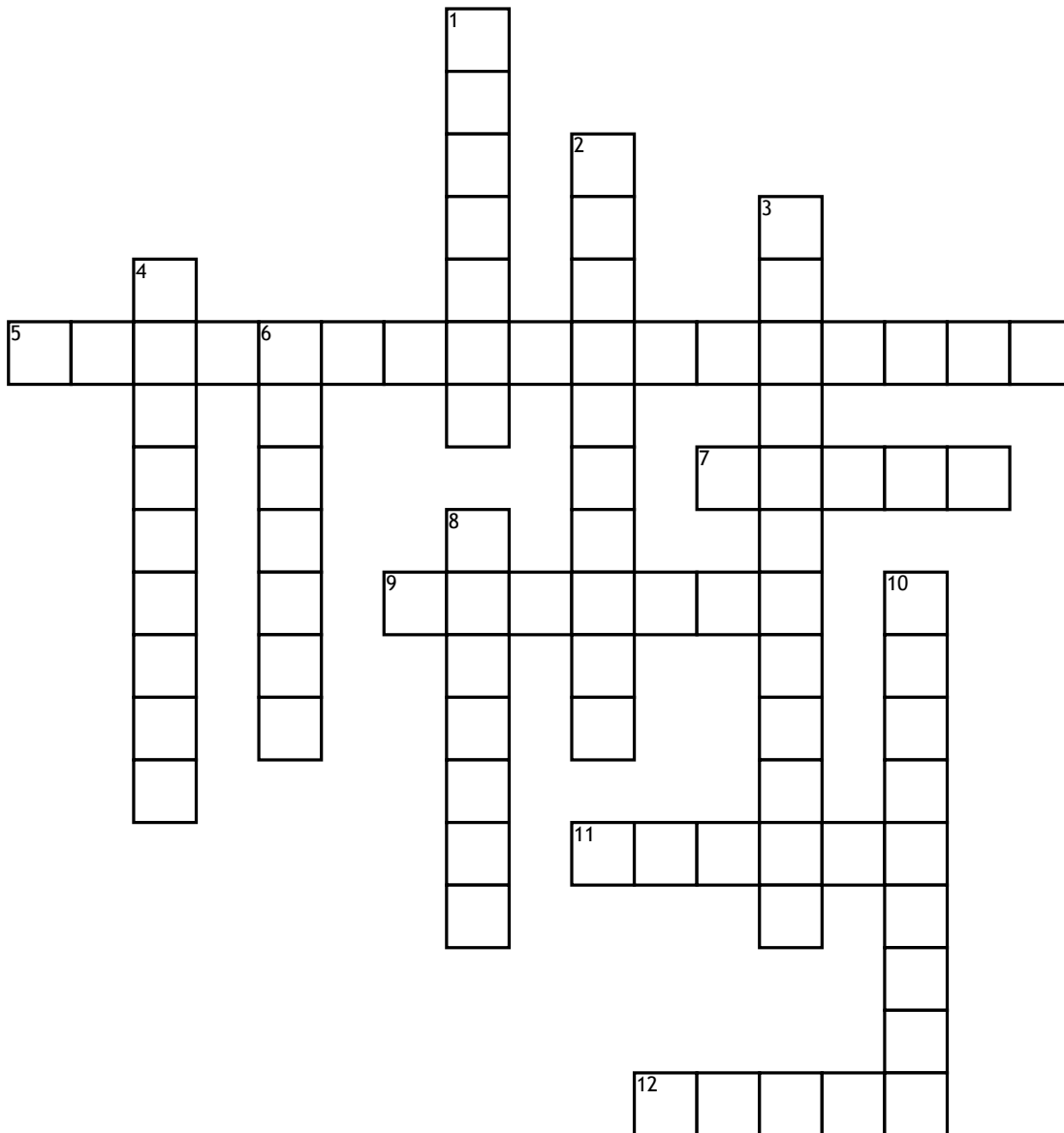


# ATM PUZZLE



## Across

5. An agent wants to change his agency profile. Where do you go to find the procedure for changing the agency address?

7. What you should be doing on every new, existing and revised booking you touch, in addition to remarking every booking.

9. You know you're supposed to make notes in F9 every time you touch a booking, but they're so long! Where would you find abbreviations for these mandatory notes?

11. Where do you go to find out what the (D) after the Costa Del Sol listed on page 142 of the Globus brochure means?

12. The definition of a Guaranteed Status on a tour can be found in this section

## Down

1. Passanger Maria's Uncle Bob wants to use his credit card to finalizer her trip. Where do you go to find our procedure for taking a third party's credit card?

2. Someone wants to know how much leg room he will have while he's on the road. You will find this answer where?

3. Where would you look to explain the different types of products we sell?

4. An agent wants to change the air on her reservation. Where would you look?

6. Where do you find the standard stateroom size on the Creatiity?

8. When money is due back to the client where do you look?

10. You just booked a land only reservation. You should ask the agent if he wants to purchase these for his clients' arrival.