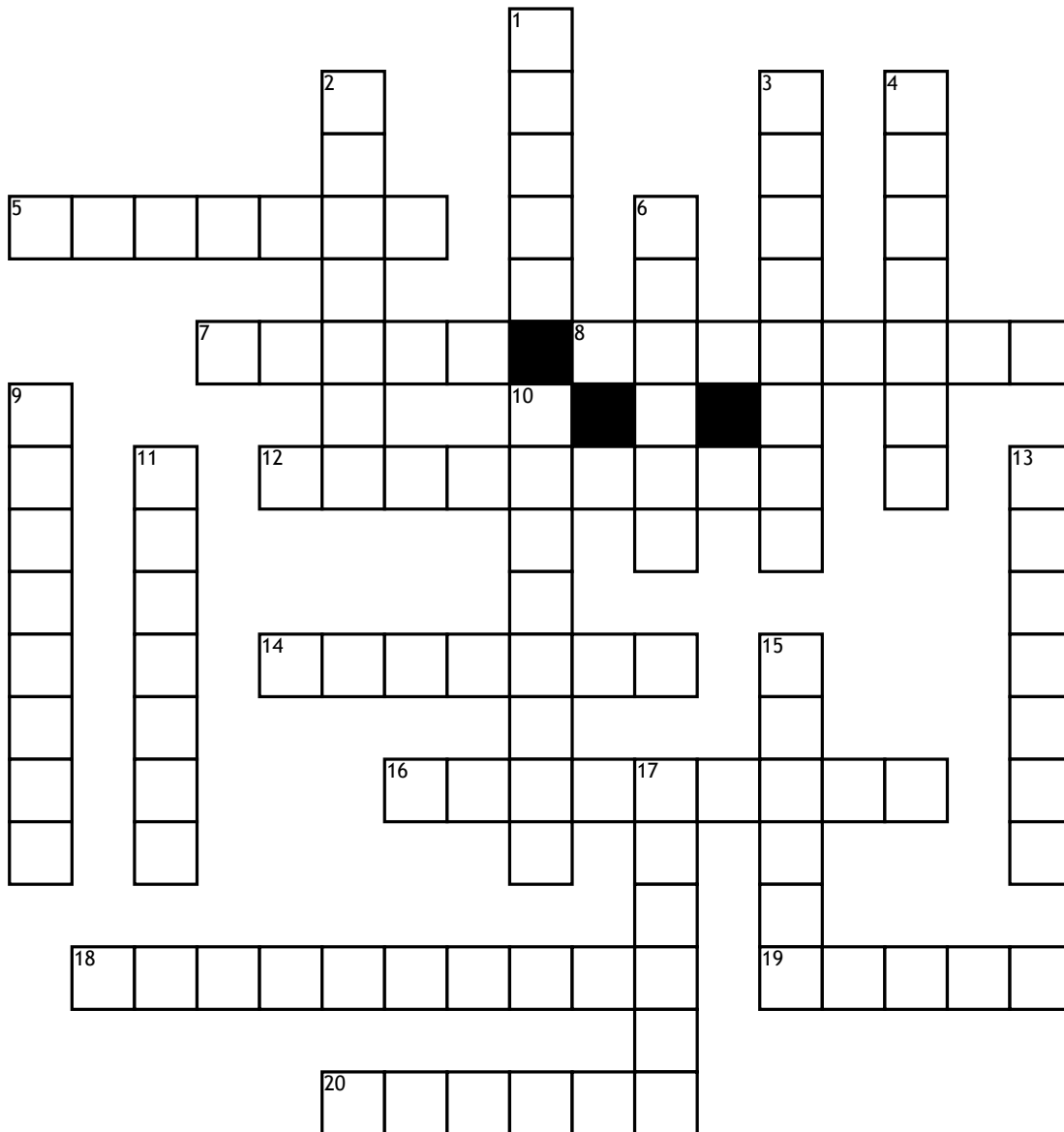


Name: _____

Date: _____

CRS Crossword



Across

5. Customer details stored in a GDS for use each time a booking is made
 7. A system used to make reservations for the cruise industry
 8. The type of customer travelling for work
 12. A guided bus tour for a group of holiday makers (two words)
 14. A CRS that is used by airlines and travel agents
 16. A document that includes details of a customer's trip
 18. The percentage of the selling price of a product paid to the travel agent

19. Opera is a CRS used to make reservations for what type of product
 20. A customer that has overweight luggage at check may be asked to pay _____ baggage

Down

1. Premium class of travel
 2. A popular GDS used by Australian travel agents
 3. A term used for airlines
 4. A part of the system that manages the operational side of the system
 6. The part of a voucher that can be exchanged for a travel product

9. A person that that purchases travel from a travel agency
 10. The name of the alphabet used in the travel industry
 11. Another name for a reservation
 13. Customers from another country travelling to Australia for tourism
 15. A GDS can find this type of information to determine if a customer requires vaccinations
 17. A sector of the tourism industry that organizes functions for people to attend