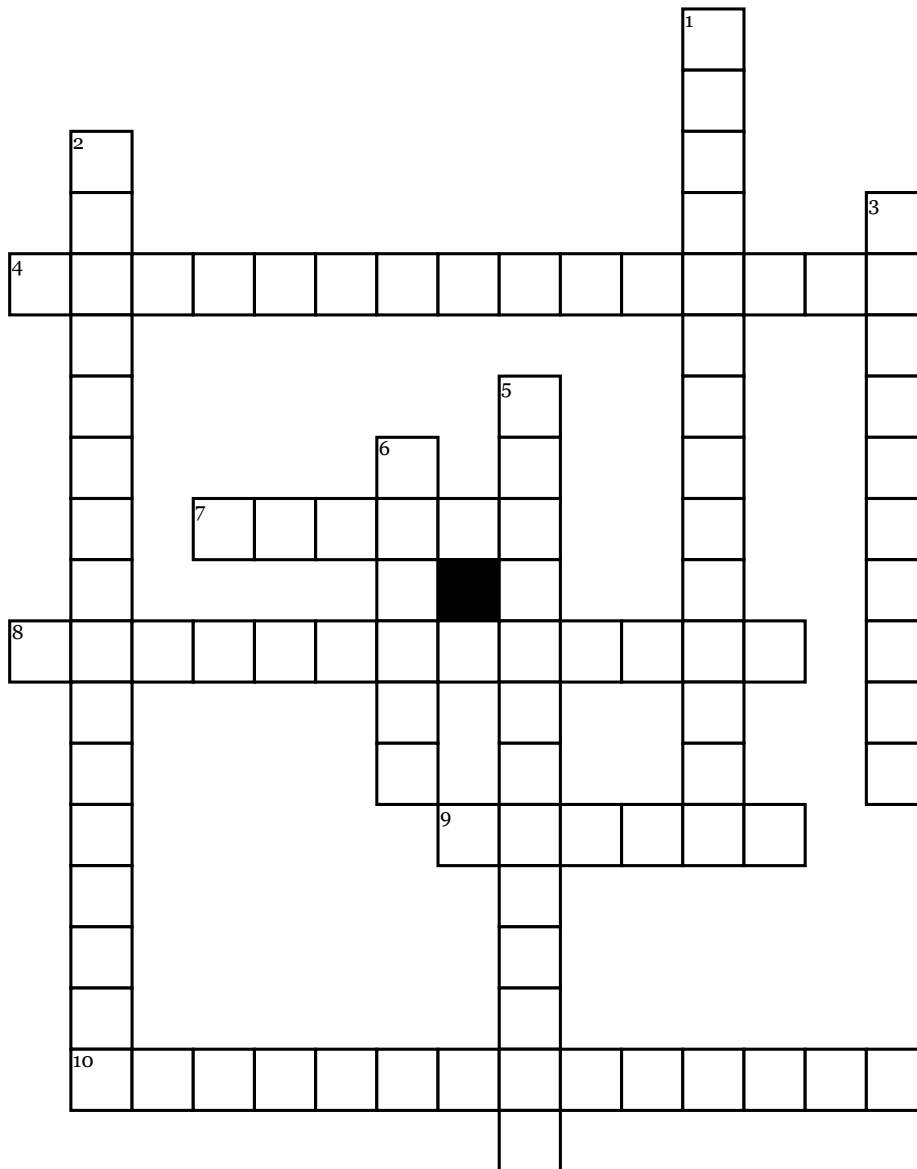


# Chapter 2 vocabulary



**Across**

- 4.** Refers to the foodservice employees who serve guests directly; front-of-the-house positions include mangers, assistant managers, banquet managers, dining room managers, maître d's hosts/hostesses, cashiers, bar staff, serving staff, and busers
- 7.** Someone who can play the role of a wise advisor to help guide a person along his or her career path
- 8.** A job that requires little or no previous experience; entry-level jobs are an important starting point for all career pathways and usually lead to other positions with more responsibility that require Moreno experience and/or specialized skills
- 9.** A profession or work in a particular field that individuals choose for themselves
- 10.** The use of tools to increase a person's efficiency and productivity; the skills needed for effective time management include planning, goal setting, setting priorities, and delegating

**Down**

- 1.** Refers to foodservice employees who work outside the public space; back-of-the-house positions include chefs, line cooks, pastry chefs, crew (or shift) supervisors, dish washers, bookkeepers, storeroom clerks, purchasers, dietitians, and menu planners
- 2.** A process people use to identify what causes stress for them in the workplace as well as in their personal lives; once a stress is identified, various strategies can be applied to minimize its effects
- 3.** Connecting with several people to build relationships that may result in career advancement, industry updates, and greater knowledge and skill
- 5.** A series of jobs through the which people can advance to further their careers
- 6.** The condition where, or feeling that, demands exceed the resources available for use