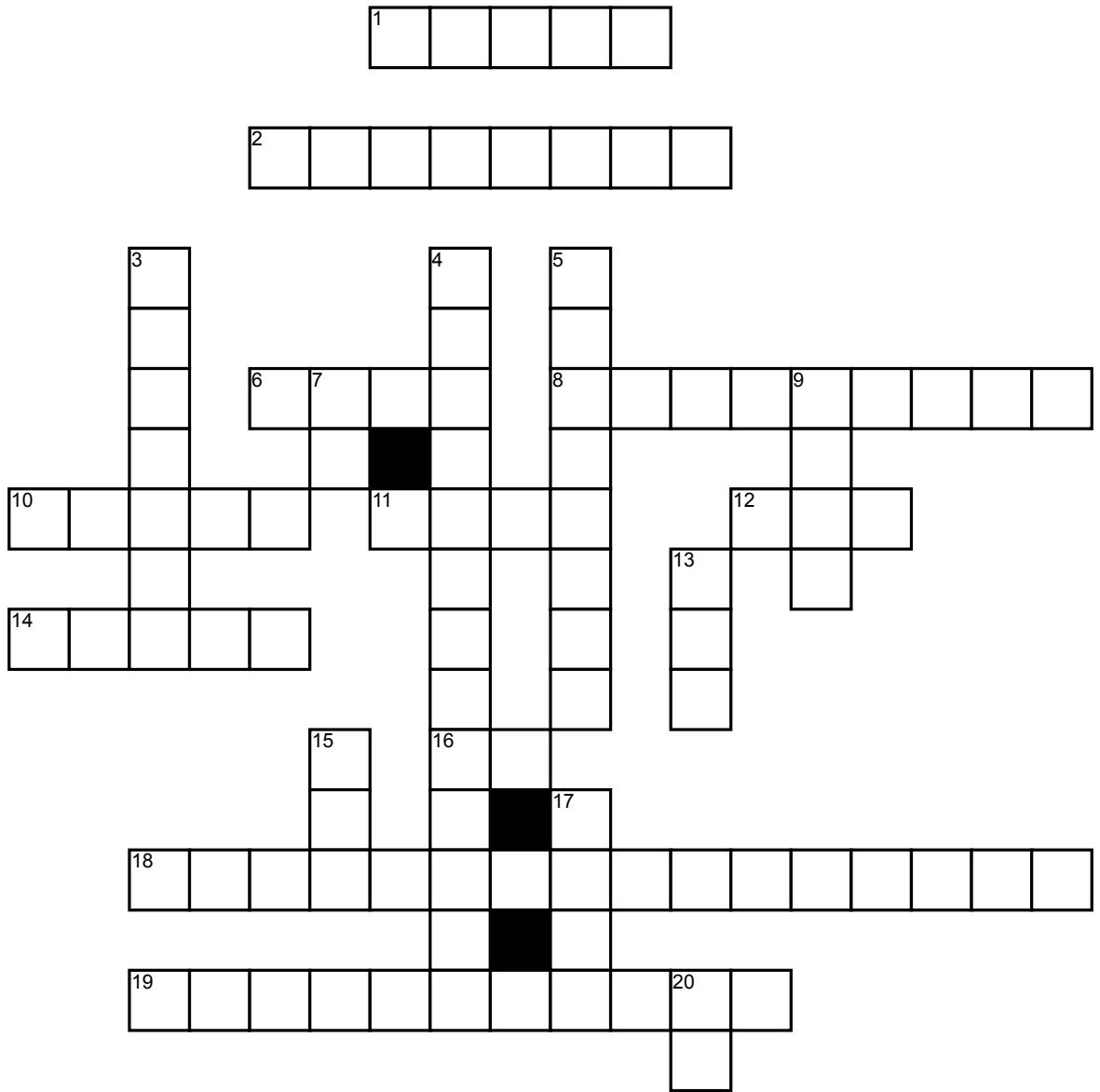


Customer Service



Across

1. A group of rooms placed on a temporary hold for a group.
2. Also known as a tip.
6. Alcohol at room temperature, without ice.
8. A tool to scrape bread crumbs.
10. Served with a twist of lemon or lime.
11. To make an entry on an account.
12. The - is in plain view of the customers.

14. Guest account
16. A plan in a hotel where all meals are included in rate.
18. A system of stations in the kitchen where everyone has a specific purpose.
19. A very common term in hospitality industry.

Down

3. Any flavored, sweetened alcohol.
4. Permission from credit card company to make a change.
5. Also known as a mixed drink.
7. Room rate with no meals included.
9. To sell or remove a room of space.
13. The - is all area were the customers typically cant go.
15. A central system for multiple properties.
17. High quality alcohol.
20. A room that includes only continental breakfast.