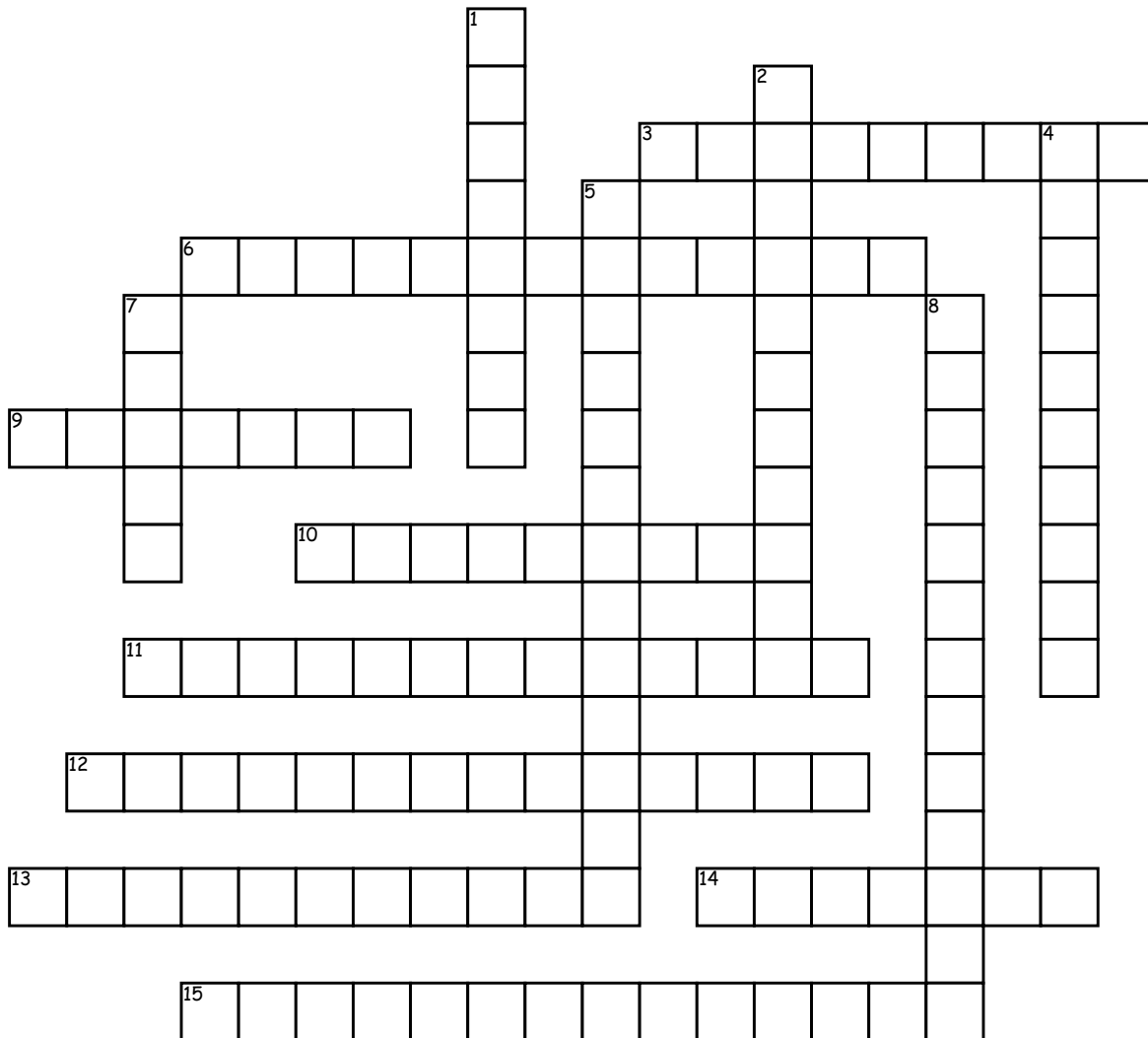


Introduction to Hospitality Service Management



Across

3. A guest only have the right to a service of the hospitality product only for a certain period of time; at when a service is performed, there is no corresponding transfer of ____.
6. Service experience may vary due to different service providers and customers with different needs and requirements.
9. ____ is anything that can be offered to a market for attention, acquisition, use, or consumption and that might satisfy a want or need.
10. The hospitality industry business is the creation of ____ experiences through furnishing services.

11. Services cannot be stored on a shelf, touched, tasted or tried on for size and physical objects (goods) accompany services.

12. Products and services produced on site have to be consumed there. There is no taking them home and consumed later. Just memories are taken home.

13. Product ____ or lack of consistency is a major cause of customer disappointment in the hospitality.

14. ____ is the action, activity or experience provided by staff for the guests' pleasure, benefit or enjoyment of the hospitality experience.

15. Concerns with the quality of life as measured by services such as health, education and recreation

Down

1. ____ Services includes lodging industry, restaurants industry, and tourism industry.

2. Service ____ includes the décor, atmosphere, and the room service tray presentation.

4. Energy and machines multiply the output per labor hour.

5. service cannot be stored for future sale, and will be expire when not needed or used by the customer.

7. ____ is anything that can be offered to a market for attention, acquisition, use, or consumption and that might satisfy a want or need.

8. Working with muscle power and tradition.