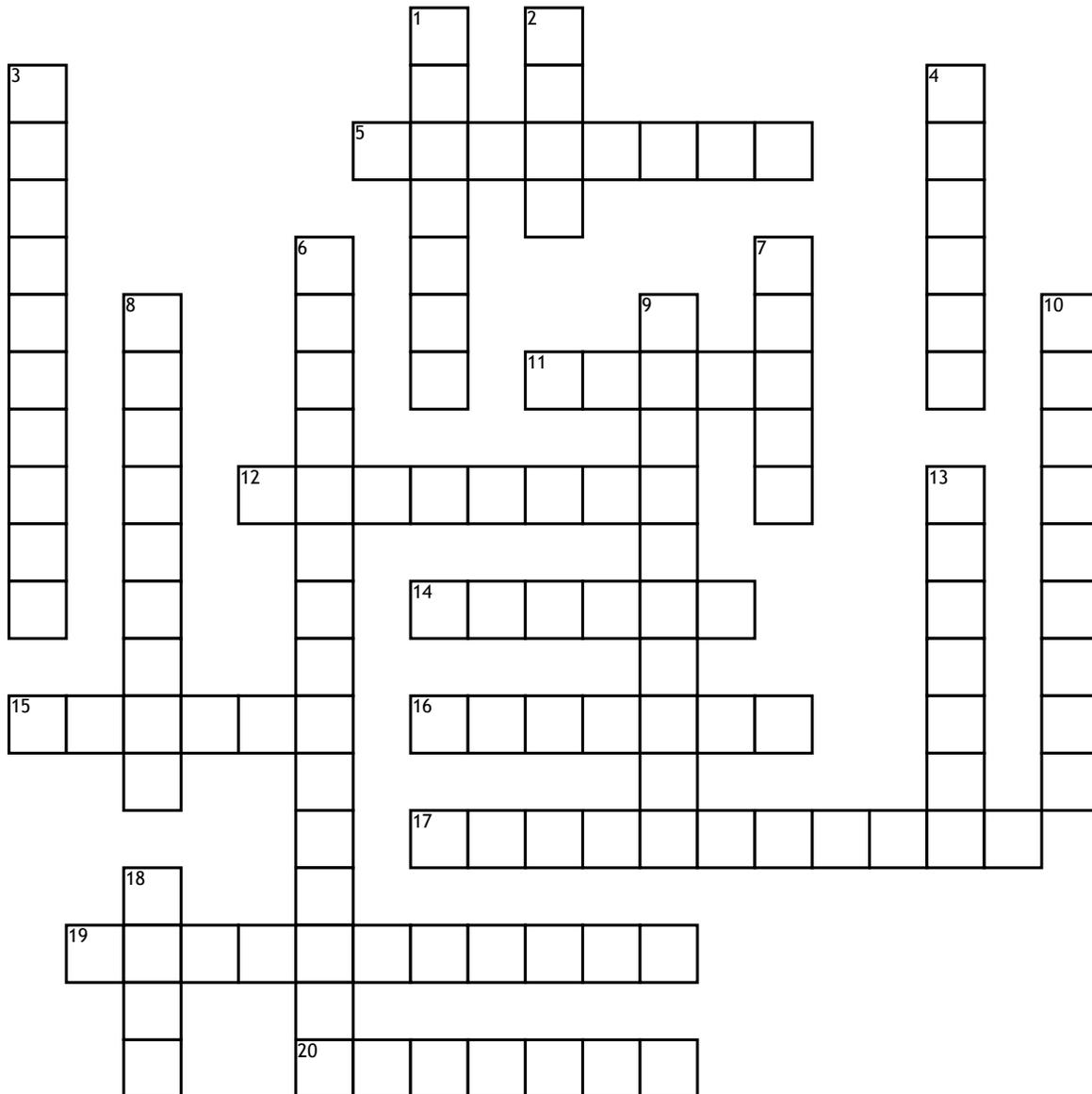


# hospitality and tourism



## Across

5. period of time during which a person rests and is free from daily obligations  
 11. is a specific idea around which something is organized  
 12. an item that reminds you of a place you have visited  
 14. public treasury/ revenue  
 15. proportional part/share of fixed total amount  
 16. a place to sleep for one or more nights  
 17. basic rules  
 19. meeting the needs of guest with kindness and goodwill

20. ability to put yourself in someone else's shoes and know how that person feels

## Down

1. the location in the room where food and beverage is available  
 2. season with the highest demand  
 3. process of keeping financial records  
 4. consists of all the people who could potentially buy what you are selling  
 6. total customer experience with a business

7. is a specific idea around which something is organized  
 8. is a period when the economy is slowing down and doing poorly  
 9. any activity people do for rest, relaxation. and enjoyment  
 10. businesses that buy consumer goods or services and sell them to ultimate consumers  
 13. a trip that includes several segments of the hospitality business  
 18. private wrongdoing against another person