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| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

CRS Crossword

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| **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 |