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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 |