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Chapter 11: Front Office

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| **Across****1.** A room that customers rent for an activity.**3.** A person that supervises the uniformed services staff.**6.** A room where guests sleep for one or more nights.**9.** A phone call placed by the hotel to the guest's room at a specific time requested by the guest.**10.** The person who makes reservations when guests call the lodging property.**11.** The part of the hotel that handles all tasks involved in preparing and selling sleeping rooms.**12.** The manager in charge of the rooms division.**13.** A person that takes care of all guests needs as guests arrive at the hotel.**14.** The manager in charge of the front office. | **Down****2.** Handles everything related to selling sleeping rooms and interacting with guests.**4.** Responsible for helping guests with luggage in the hotel.**5.** Record that includes the guest's name, address, phone number, dates of reservation, room assigned, and any special requests.**7.** A count of the number of rooms sold and the number of rooms available each day.**8.** Another name for sleeping room. |