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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. |