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History of Hospitality and Tourism

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| **Across**  **2.** a wish to relax, rest or be entertained  **4.** a desire to learn about different places of interest  **6.** treat me as an individual by giving respect  **8.** first to install TV's in guest rooms  **9.** the reception and entertainment of guests, visitors, strangers at resorts  **10.** seeing that guests are safe, comfortable and satisfied  **12.** law that hotels begin offering accessible guestrooms for people with disabilities  **14.** tourist travel and services combined with hospitality  **15.** provide me with fantastic experience as a guest | **Down**  **1.** EM Statler  **3.** extra towels or pillows when requested  **5.** makes me feel safe  **7.** to temporarily have a room in an inn, hotel, bed & breakfast, motel or hostel  **11.** the basic, underlying framework or feature of a system  **13.** destination marketing organization |