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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 |