Introduction to Hospitality Service Management

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| **Across****3.** A guest only have the right to a service of the hospitality product only for a certain period of time; at when a service is performed, there is no corresponding transfer of \_\_\_\_.**6.** Service experience may vary due to different service providers and customers with different needs and requirements.**9.** \_\_\_\_\_ is anything that can be offered to a market for attention, acquisition, use, or consumption and that might satisfy a want or need.**10.** The hospitality industry business is the creation of \_\_\_\_ experiences through furnishing services.**11.** Services cannot be stored on a shelf, touched, tasted or tried on for size and physical objects (goods) accompany services.**12.** Products and services produced on site have to be consumed there. There is no taking them home and consumed later. Just memories are taken home.**13.** Product \_\_\_\_ or lack of consistency is a major cause of customer disappointment in the hospitality.**14.** \_\_\_\_ is the action, activity or experience provided by staff for the guests’ pleasure, benefit or enjoyment of the hospitality experience.**15.** Concerns with the quality of life as measured by services such as health, education and recreation | **Down****1.** \_\_\_\_ Services includes lodging industry, restaurants industry, and tourism industry.**2.** Service \_\_\_\_ includes the décor, atmosphere, and the room service tray presentation.**4.** Energy and machines multiply the output per labor hour.**5.** service cannot be stored for future sale, and will be expire when not needed or used by the customer.**7.** \_\_\_\_ is anything that can be offered to a market for attention, acquisition, use, or consumption and that might satisfy a want or need.**8.** Working with muscle power and tradition. |