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. |