

Match words with their meanings:

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|------------------------|---|
| 1- oversee | a-systems for booking |
| 2- handle | b-the way you think , behave, feel |
| 3- attitude | c-customers |
| 4- reservation systems | d-to deal with, to control |
| 5- clients | e-to watch something |
| 6- complaints | f-a statement that you are not Satisfied with something |
| 7-travel agent | g-showing people interesting places |
| 8-chef | h-taking care of passengers |
| 9-airline cabin crew | i-organizing trips and holidays |
| 10-tour guide | j-making sure a hotel runs smoothly |
| 11-hotel manager | k-planning and creating menus |