

Hospitality & Tourism
1.03 Key Terms

accounting	is the recording of financial transactions along with storing, sorting, retrieving, summarizing, and presenting the results in various reports and analyses.
back-of-the-house	all the behind-the-scenes areas that customers will not see such as the kitchen in a restaurant.
engineering	the branch of science and technology concerned with the design, building, and use of engines, machines, and structures.
front-of-the-house	refers to any location such as in a restaurant where customers are allowed.
human resources	the department of a business or organization that deals with the hiring, administration, and training of personnel.
organizational behavior	study of the ways people act within groups and applied primarily to make businesses operate more effectively.
organizational chart	a diagram that displays a reporting or relationship hierarchy and structure.
organizing	arrange into a structured whole; order.
revenue center	is a distinct operating unit of a business that is responsible for generating sales.
role	Responsibilities.
support center	provide technical assistance to users.