

# Hotel Definitions - Terms To Know

|                            |  |
|----------------------------|--|
| <b>A.H.M.A.:</b>           | American Hotel and Motel Association.  |
| <b>Accommodate:</b>        | A promise of a room for a guest - if not in that hotel, then a commitment to find a room elsewhere.  |
| <b>Adjoining Rooms:</b>    | Two or more rooms side by side without a connecting door between them. In other words, rooms can be adjoining without being connecting.  |
| <b>Adjust/Adjustment:</b>  | A correction of an error that occurred on a previous day.  |
| <b>Advance Deposit:</b>    | Pre-payment of room charges.   |
| <b>Amenity:</b>            | A gift for a guest, compliments of the hotel; i.e. fruit basket/wine.  |
| <b>Average Daily Rate:</b> | The average of rates charged for guest rooms during one day of business. Method of computation: $ADR = \frac{\text{Total guest room revenue}}{\text{number of rooms sold}}$  |
| <b>Back of the House:</b>  | Service areas not exposed to the public.   |
| <b>Bank:</b>               | Funds issued to cashier for handling guest transactions which must be balanced at the beginning of each shift.   |
| <b>Block:</b>              | A group of rooms held at the request of Sales or Catering for guests attending an event, meeting or function.  |
| <b>Blocked Room:</b>       | Room numbers assigned in advance of arrival on the same day of arrival.  |
| <b>Booking Agreement:</b>  | Reference material for a number of reservations made under a company or group.   |
| <b>Bucket:</b>             | Tray used for filing guest folios by room number at Front Desk.  |
| <b>Bucket Check:</b>       | When you compare the room board with the bucket.   |
| <b>Budget Check:</b>       | AM & PM comparison of guest bucket folios with room rack to verify account accuracy.   |
| <b>Bus Person:</b>         | Person who clears the table in a restaurant after each course and communicates patron requests to the server.  |
| <b>Capital Item:</b>       | An item of furniture, fixtures, equipment, physical plant, decor, structural element, improvement, building, mechanical systems or exterior features that requires replacement, refurbishment, repair or renovation. |
| <b>Cash Bar:</b>           | Private room bar set-up where guests pay for drinks.   |

|                            |   |
|----------------------------|---|
| <b>Check-in:</b>           | New arrival in room. Hotel day starts at 6:00 a.m.; however, occupancy of rooms by arriving guests may not be possible until after the established check-in time of 2:00 p.m.   |
| <b>Check-out:</b>          | (verb) To vacate a hotel room, (taking luggage), turn in key and pay bill; (noun, hyphenated) a room that a guest has officially vacated. Check-out time is usually 12:00 noon. |
| <b>City Ledger:</b>        | Folios of guests who have checked out or local business firms who have been approved by the manager for direct billing.   |
| <b>Closed Dates:</b>       | Dates on which nothing can be rented because of a "full-house".   |
| <b>Commercial Rate:</b>    | Rate agreed upon by company and hotel for all individual reservations.  |
| <b>Commission Payment:</b> | Percentage of room rate paid to travel agencies for their hotel bookings.   |
| <b>Complimentary Room:</b> | A room offered free of room charge.   |
| <b>Confirmation:</b>       | A written notice to guest in advance of arrival that room has been reserved.  |
| <b>Connecting Rooms:</b>   | Adjacent rooms with a connecting door in between.   |
| <b>Convention:</b>         | An assembly of association attendees or employees of companies gathering for a common purpose, usually including meetings, banquets, and room accommodations.                   |
| <b>Corporate Rate:</b>     | Guaranteed "not more than" room rates extended to a major company using the hotel often.  |
| <b>Covers:</b>             | Number of persons served at a food order.   |
| <b>Day Rate:</b>           | Renting room for part of hotel day, normally 7 a.m. to 6:00 p.m. The rate is normally 50% of double occupancy rate for that room.   |
| <b>Deposits:</b>           | A monetary payment to hotel by guest in advance of arrival to assure room will be held.   |
| <b>Desk Info Book:</b>     | Contains information to be used for reference.  |
| <b>Direct Bill:</b>        | An account which has been approved by the manager and to which we will send a bill after check-out. The folio must be signed by the guest at check-out.                         |
| <b>Discount Rates:</b>     | Usually refers to a 50% discount extended to travel agents and airline employees.   |
| <b>Do Not Disturb:</b>     | <b>(DND)</b> Abbreviation indicating that the guest does not want his room to be entered nor does he want to be disturbed.  |
| <b>Double:</b>             | A room to be occupied by two people.  |

|                            |   |
|----------------------------|---|
| <b>Double Double Room:</b> | A room with two double beds.  |
| <b>Due Out:</b>            | The day when a room is expected to be vacated.  |
| <b>Efficiency:</b>         | An accommodation containing some type of kitchen facility.  |
| <b>Eighty-Six:</b>         | Tells servers that an item is not available.  |
| <b>Executive Chef:</b>     | Has a culinary background of all phases of kitchen production and management.   |
| <b>Flag:</b>               | A coloured plastic chip placed in the room rack designating the room status: check-out, recent check-in, etc.   |
| <b>Flat Rate:</b>          | Specific room rate for group, agreed upon by hotel and group in advance.  |
| <b>Folio:</b>              | Used to record the details of all business transacted between the hotel and guest during the guest's stay.  |
| <b>Forecast:</b>           | Projecting future occupancy of the hotel and determining availability status.   |
| <b>French Service:</b>     | Each food item individually served on a plate at table by server, from serving platter as opposed to serving a plate that has been completely set up in the kitchen.  |
| <b>Front Desk:</b>         | Area where guest checks into hotel, where keys are kept, where mail is distributed and from which information is dispensed.   |
| <b>Front Office:</b>       | Area where information regarding guests is kept.  |
| <b>Front Office Clerk:</b> | See job description for Guest Service Representative.   |
| <b>Front Of The House:</b> | Entire public area.   |
| <b>Full Comp:</b>          | No charges made for room, meals taken in hotel, telephone, valet or any items.  |
| <b>Garnish:</b>            | A decorative fruit or vegetable added to a drink or plate to enhance appearance.  |
| <b>General Clean:</b>      | Indicates thorough cleaning of guest room and bath; done on a periodic basis.   |
| <b>Group Code:</b>         | Type group name on folio under rate information.  |
| <b>Group Reservation:</b>  | A specified minimum number of reservations of rooms handled by the sales department.  |
| <b>Guarantee:</b>          | Figure given by function planner to hotel, at least 24 hours prior to function. We will serve 10% over the guaranteed figure. Payment is made on a basis of the guaranteed number of covers or total number served, whichever is greater. |

|                                |  |
|--------------------------------|--|
| <b>Guaranteed No-Show:</b>     | Company, travel agency or person agreeing to pay for accommodations if the guest does not arrive.  |
| <b>Guaranteed Reservation:</b> | At hotel or does not cancel his reservation within a reasonable time.<br>Gives credit card or company address.   |
| <b>Guest Charge:</b>           | Anything put on guest's bill - purchases, room service, telephone, valet, etc.   |
| <b>Guest Folio:</b>            | See folio.   |
| <b>Guest Service Rep:</b>      | See job description.   |
| <b>Held Luggage:</b>           | Guest's property held in lieu of payment for accommodations.   |
| <b>High Balance Report:</b>    | Prepared for night audit to notify Front Office Manager of guests whose folio balances have exceeded established limits.                                       |
| <b>Hold For Arrival:</b>       | Mail and packages, etc. arriving prior to the arrival of guest. "Hold for Arrival" is noted on article.  |
| <b>Hospitality:</b>            | A room used for entertaining (cocktail party etc.). Usually a function room or parlour.  |
| <b>Hospitality Suite:</b>      | A parlour with connecting bedroom(s) to be used for entertaining.  |
| <b>Host Bar:</b>               | Private room bar set-up where drinks are prepaid by or charged to sponsor.   |
| <b>Housekeeping:</b>           | The routine tasks performed on a daily basis to ensure all guest rooms are clean and properly supplied.  |
| <b>Housekeeping Reports:</b>   | Reports turned in to Front Desk by Housekeeping late in afternoon and used to verify that Housekeeping and front Desk show same status on all rooms inventory. |
| <b>House Count:</b>            | How many rooms have been sold for that night.  |
| <b>Information Rack:</b>       | Revolving Rack at PBX with all guest information slips filed alphabetically.   |
| <b>Inspected:</b>              | Room has been thoroughly checked by an inspector, supervisor or housekeeper.   |
| <b>Junior Suite:</b>           | A large room with a partition separating the bedroom furnishings from the sitting area.  |
| <b>Key Control:</b>            | A security system requiring each employee to account for all keys used during working hours.   |
| <b>Key Drawer/Cabinet:</b>     | Area where keys are stored. Drawer or cabinet should be locked when not being accessed by authorized persons.  |
| <b>King:</b>                   | Largest size bed available for manufacturers; may be 80" x 80".  |

|                                |  |
|--------------------------------|--|
| <b>Last Call:</b>              | An indication that the bar is about to close and final orders for food and beverages are to be placed.   |
| <b>Letter Grades:</b>          | A: When inspecting the item, no problem is noticed or minor. B: When inspecting the item, there are some problems, but the inspector had to look for it. C: When inspecting the item, it's an obvious problem. F: When inspecting the item, it's offensive or blatant. |
| <b>Log Book:</b>               | Daily diary where special instructions are noted for follow up and/or documentation.   |
| <b>Modified American Plan:</b> | <b>(MAP)</b> Rate includes breakfast, dinner and room.   |
| <b>M.I.P.:</b>                 | Most Important Person.   |
| <b>MTD:</b>                    | Month to date - these are the accounting totals showing the revenues and expenditures for a specific month as of a specific date.  |
| <b>Maintenance:</b>            | Maintaining the physical assets of the property in a good, clean, safe and in properly working condition.  |
| <b>Make-Up:</b>                | Change linen on beds, clean room and bathroom, while guest is registered in room.  |
| <b>Manager on Duty:</b>        | <b>(MOD)</b> Assumes full responsibility for the hotel in the absence of the General Manager.  |
| <b>Master Bucket:</b>          | Contains internal and master folios.   |
| <b>Night Auditor:</b>          | Person who balances hotel accounts and posts all guest charges on bills.   |
| <b>No Show:</b>                | A confirmed reservation which has not been claimed by the customer.  |
| <b>Occupancy:</b>              | Number of rooms actually in use.   |
| <b>Open:</b>                   | The availability of guest rooms for sale.  |
| <b>Operation:</b>              | Functioning of a hotel, especially activities, dealing directly with serving guests.   |
| <b>Out of Order Rooms:</b>     | Rooms that cannot be occupied by guest due to physical reason like painting, defective plumbing etc.   |
| <b>Oversold:</b>               | Reservations have been accepted beyond a hotel's capacity to provide rooms.  |
| <b>Package Tours:</b>          | Special package prepared by tour operators including rooming, sightseeing, dining, etc.  |
| <b>Par:</b>                    | Number of sets of linen needed per bed or sets of towels per guests.   |
| <b>Parlour:</b>                | A sitting room which may or may not have sleeping accommodations.  |

|                             |   |
|-----------------------------|---|
| <b>Plant:</b>               | The entire hotel operation.   |
| <b>Pre-Block:</b>           | Assigning a specific room or suite number prior to actual arrival date of guest.  |
| <b>Pre-Registered:</b>      | Guests registered and room number assigned prior to arrival. Guest needs only to sign his name  |
| <b>Premium Liquor:</b>      | A liquor of high quality.   |
| <b>Property:</b>            | A hotel's building, land and all facilities connected with it.  |
| <b>Queen:</b>               | A room with a queen sized bed.  |
| <b>Rack Rate:</b>           | Maximum room selling prices as established by management.   |
| <b>Rebate:</b>              | Part or all of rental refunded to guest.  |
| <b>Register:</b>            | The guest check-in procedure.   |
| <b>Relocate or Walk:</b>    | Guest accommodated at another property because hotel was unable to honour his reservation.  |
| <b>Reservation:</b>         | Advance request for a hotel room.   |
| <b>Reservation Card:</b>    | Special reservation request form printed for specific conventions.  |
| <b>Rollaway:</b>            | Portable bed, usually twin or double size.  |
| <b>Roll In:</b>             | Put rollaway bed in guest room.   |
| <b>Roll Out:</b>            | Take rollaway bed out of guest room.  |
| <b>Room Changes:</b>        | Guest changing from one room to another.  |
| <b>Room Board:</b>          | A piece of Front Office equipment representing the guest rooms in the form of metal pockets in which colours and symbols identify the accommodations. |
| <b>Rooming:</b>             | Escorting guest to assigned room.   |
| <b>Rooming List:</b>        | List of names participating in a group reservation block.   |
| <b>Room Revenue Report:</b> | Report made out by 3-11 clerks showing revenue received for each room number, number of occupants in room.  |
| <b>Rooms Status:</b>        | Availability of guest rooms for sale, i.e.: ready, check out, etc.  |
| <b>Run Of House Rate:</b>   | An agreed upon rate generally priced at an average figure between minimum and maximum for group or corporate accommodations.                          |
| <b>Security:</b>            | The department which is in charge of protecting both employees and guests from thefts and vandalism.  |
| <b>Selling Up:</b>          | Making an effort to sell the better, higher rated room.   |

|                               |  |
|-------------------------------|--|
| <b>Sell Out/Sold Out:</b>     | All available rooms reserved or occupied on a specific date.   |
| <b>Sell Through:</b>          | Accepting reservations for multiple nights through sold out dates to increase occupancy on open dates.   |
| <b>Share (or Share With):</b> | A guest who joins another guest already occupying a room at a hotel (non-family).  |
| <b>Single:</b>                | Room to be occupied by one person.   |
| <b>Skips:</b>                 | Guest leaving hotel without paying the bill.   |
| <b>Sleepers:</b>              | Rooms not physically occupied (possibly skips) and not discovered by desk during the course of the day, therefore, room not rented due to account still being active.                          |
| <b>Sleep-Out:</b>             | A room in which the guest did not sleep in bed.  |
| <b>Sofa Bed:</b>              | Sofa that opens into a bed.  |
| <b>Sous-Chef:</b>             | Cook who is second in command of kitchen; in large hotel, there may be several, each in charge of a specific restaurant.   |
| <b>Stay-Over:</b>             | An occupied room that will not be checking out that day.   |
| <b>Studio:</b>                | A room with one double bed and a couch.  |
| <b>Suite:</b>                 | A large room with a sitting area and sleeping area which can be closed off with a door.  |
| <b>Tidy-Up:</b>               | To straighten and clean a room after guest's departure when full service has been given earlier.   |
| <b>Tourist/Economy:</b>       | Commercial-type hotel (usually without private bath).  |
| <b>Turn Down:</b>             | Evening service - removing bedspread and turning down bed, straightening room and replenishing used supplies and linen.  |
| <b>Twin:</b>                  | A room with two twin beds.   |
| <b>V.I.P.:</b>                | A guest, who for a variety of reasons has been designated by management to receive special treatment. Is usually pre-registered and should be escorted to room by a management representative. |
| <b>Vacant and Ready:</b>      | A room that is unoccupied, cleaned and ready for renting.  |
| <b>"Walk" The Guest:</b>      | A guest who has reservation, but cannot be accommodated is taken (gratis) to another hotel where rooms have been procured and paid for by "walking".   |
| <b>Walk In:</b>               | Person(s) requesting accommodations for that night who has no reservation.   |
| <b>Walk Out:</b>              | When a guest leaves hotel without paying his bill.   |