

HOTEL DICTIONARY

A GLOSSARY OF TOURISM TERMS & JARGON

HOTEL DICTIONARY

Welcome to the Hotel Jargon Compendium.

Don't know your ADRs from your FITs? The hospitality and tourism industry loves jargon and acronyms, from *customer segments* to *industry partners* and *performance measures*, there is nothing that isn't compartmentalised and abbreviated!

Learn all of the hotel industry terms with this handy A to Z hotel glossary, and learn the true meaning of all those abbreviations and acronyms which staff and management use daily throughout the world. *Some are specific to certain countries or geographical locations.*

Most guests do not know a lot of these terms, so they are used only in-house or with agents and suppliers.

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A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

A LA CARTE MENU

A food and beverage menu in which each item is listed and priced separately.

A&G

Administrative and General expenses.

ABA

American Bus Association; comprised of bus companies, operators and owners.

ABOVE THE LINE PROMOTION

Traditionally used to mean commission based advertising such as TV, radio, posters, and press (See **BELOW THE LINE PROMOTION**).

ABPCO

Association of British Professional Conference Organisers.

ABS

Australian Bureau of Statistics.

ABTA

Association of British Travel Agents.



ACCESS AISLE

An aisle that is a necessary part of an accessible parking space. The aisle allows disabled individuals with a device, such as a wheelchair, to enter and exit vehicles and travel to the sidewalk or building entrance. (See **ACCESSIBLE PARKING SPACE**).

ACCESS TIME

The amount of time required for a processor to retrieve information from the hard drive; recorded in milliseconds.

ACCESSIBLE PARKING SPACE

A parking space, specially designed for disabled persons, that meets or exceeds the requirements of the people with Disabilities Act. It should have a minimum width of 13 feet (4 meters) - 8 feet (2.4 meters) for the vehicle and 5 feet (1.5 meters) for an access aisle.

ACCESSIBLE ROUTE

A route that connects the accessible parking area to an accessible entrance of the building the parking lot serves. An accessible route should be a minimum of 36 inches (91 centimeters) wide and have no abrupt surface transitions (from sidewalks to streets, for example) or obstructions that would present hazards to a visually impaired person.

ACCOMPANIMENT

Side dishes to a main dish.

ACCOUNT

Formal record of transactions of a particular type expressed in money or other unit of measurement and maintained in a ledger.

ACCOUNT PAYABLE

Financial obligations the hotel owes to private and government-related agencies and vendors.

ACCOUNT RECEIVABLE

Amount of money owed to the hotel by guests.

ACCOUNTABILITY

A manager's acceptance of the responsibility that accompanies authority and the need to justify his or her actions to higher level managers in the organization.

ACE

Association for Conferences and Events.

ACID

Contained in foods such as citrus, vinegar, and wine that have a sour taste; when used in cooking, it affects the pigment of certain vegetables and fruits; acids have a pH less than seven.

ACOUSTICS

Sound absorption or sound reflection quality of certain materials, usually in ceilings, walls, or floors.

ACRYLIC

Synthetic material used in making fabric and molded transparent fixtures or surfaces.



ACTION PLAN

An outline of the tasks to be completed for each step in a critical path.

ACTIVATED CARBON

A form of carbon capable of absorbing odours and vapors. It is used in various filter systems.

ACTIVITY HOLIDAYS

One of the fastest growing sectors of tourism, ranging from relatively leisurely activities such as walking to mountaineering and more extreme sports.

ACTUAL BEVERAGE COST PERCENTAGE

Net beverage cost divided by total bar sales.

ACTUAL COST

Costs determined on the basis of historical data and not upon estimated increases in costs or averages.

AD VALOREM TAX

A tax based on the assessed value of the asset itself, usually a fixed percentage of the value.

ADA ROOM

Room designed for disabled people (named after the Americans with Disability Act) - called **Special Needs Accommodation** in the UK.

ADD-ONS

Extra products or services such as meals, upgrades or business services offered when booking a hotel room. Add-ons can be free as part of a promotional offer or bundled into the rate.

ADDITIVE

Anything added to a product that is not strictly necessary for making the product, but which facilitates the production or enhances certain qualities considered desirable by the producer. For example, brewers use additives to produce a more stable and softer foam, greater clarity, and other qualities.

ADJOINING ROOMS

Guestrooms located side by side without a connecting door between them.

ADJUNCTS

Natural products - most often grain products such as rice, corn, and wheat flakes, added to malted barley before fermentation. Soybean flakes, potato starch, and even sugar are sometimes used as adjuncts.

ADJUSTED GROSS OPERATING PROFIT

Gross Operating Profit less certain additional expenses (there is no set list).

ADJUSTED NET OPERATING PROFIT

Net Operating Profit less FF&E Reserves.

ADR (or ARR)

Average Daily Rate, or Average Room Rate (calculated by dividing revenue generated from income from hotel rooms sold by the total number of rooms sold). Also known as **Average Room Rate**.



ADS

Alternative Distribution System. The Internet and other non-GDS electronic channels of hotel distribution. Also known as **IDS** (Internet Distribution System).

ADSL

Short for asymmetric digital subscriber line. A compression technology that allows voice, data and one-way, full-motion video to be delivered at a speed of 1.5 Mbps over existing copper feeder, distribution and subscriber lines.

ADVANCE PURCHASE RATE

Price for a product or service purchased or guaranteed a specified number of days prior to arrival or use.

ADVANCE RATES

Generally discounted rates to encourage guests to book in advance.

ADVERTISING

Any paid form of non-personal presentation of ideas, goods or services by an identified sponsor.

ADVERTORIAL

A paid advertisement in the print media that resembles a story or editorial comment.

AEROBIC ORGANISM

A microorganism that requires free oxygen to reproduce.

AEROBIC SPOILAGE

Spoilage of meat tissue in an oxygen environment. Bacteria are responsible for the greatest amount of aerobic meat spoilage.

AESTHETIC BALANCE

In meal planning, a pleasing combination obtained by making use of the colours, textures, and flavors of foods.

AFFILIATE PROGRAM

A network of businesses placing banners or links on each other's Web sites promoting each other's brands and products. Customers are referred to one another in exchange for a sales commission.

AFFILIATE RESERVATION SYSTEM

A hotel chain's reservation system in which all participating properties are contractually related. Each property is represented in the computer system database and is required to provide room availability data to the reservation center on a timely basis.

AFFILIATED HOTEL

A hotel that is a member of a chain, franchise, or referral system. Membership provides special advantages, particularly a national reservation system.

AFFIRMATIVE PHILOSOPHY

The philosophy that assumes that business has a responsibility to serve society.



AFLATOXIN

A poisonous mycotoxin produced by the mold *Aspergillus flavus*, which is found worldwide and grows on nuts, corn, wheat, and other grains. Aflatoxin may be found in finished products like bread and peanut butter. Ingestion of aflatoxin usually only causes low-grade fever in humans, but it can produce cancer in trout, rats, and ducks and has been linked to some cases of liver cancer in humans.

AFTA

Australian Federation of Travel Agents.

AGENDA

A written plan for a meeting that indicates the date, time, and place for the meeting and the issues to be addressed.

AGING OF ACCOUNT

Indication of the stage of the payment cycle such as 10 days old, 30 days overdue, 60 days overdue.

AGING

A process in the production of alcoholic beverages in which spirits and wines are stored in casks or barrels after fermentation, but before bottling. Its purpose is to improve quality by allowing further chemical reaction to occur with a small amount of air.

AGOP

Adjusted Gross Operating Profit (equal to the gross operating profit minus the hotel management base fee and any additional expenses).

AH&LA

American Hotel & Lodging Association (formerly the American Hotel & Motel Association).

AHA

Australian Hotels Association. The AHA is the peak national employer organisation representing the interests of hotels and resorts across Australia.

AHIC

Arabian Hotel Investment Conference – held in Dubai in April / May.

AHMA

American Hotel & Motel Association (now called the American Hotel & Lodging Industry Association).

AIR CHANGE

Ventilation rate in terms of room or building volume. Usually expressed as air changes per hour.

AIR HANDLING UNIT

An all-air HVAC system consisting of coils (through which steam / hot water or chilled water is circulated from central boilers and chillers), filters, fresh air intakes, exhaust air discharges, and sometimes humidification equipment.

AIRLINE-RELATED GUESTS

Airplane crew members and passengers who need emergency accommodations.



AIRPORT CODE

Three-letter codes used to identify airports.

AIRPORT HOTEL

A hotel located near a public airport. Although airport hotels vary widely in size and service levels, they are generally full-service and are more likely than other hotels to have in-room movies, computerized property management systems, and call accounting systems.

AITT

Australian Institute of Travel and Tourism.

ALCOHOLIC BEVERAGE MENU

A menu that lists cocktails, wines, and other alcoholic beverages an operation offers to guests. Alcoholic beverages can be listed on a separate menu or included on the regular menu. Restaurants with a large selection of wines may have a separate wine list. Many beverage menus also include no- or low-alcohol drinks.

ALE

A brew that is top-fermented at high temperatures and contains more hops than do most beers, resulting in a characteristic bitter taste.

ALKALINE

Found in baking soda or any other substance with a pH level greater than seven; when used in cooking, it affects the pigment of certain vegetables.

ALL-EXPENSE TOUR

A tour offering all or most services - transportation, lodging, meals, sight-seeing, and so on - for a pre-established price. The terms "all-expense" and "all-inclusive" are much misused. Virtually no tour rate covers everything. The terms and conditions of a tour contract should specify exactly what is covered.

ALL-SUITE

A level of service provided by a hotel for a guest who desires an 'at home' atmosphere. A suite is an accommodation larger than the typical hotel room, with a living space separate from the bedroom and can also have a kitchenette or whirlpool.

ALLOCATION

A block booking of hotel rooms or airline seats by an operator or agent who can then call on that allocation without having to keep re-checking availability with the hotel or airline, until a specified release date. Usually referring to an 'allocation of rooms' (e.g. a conference may have an allocation of rooms at an agreed rate).

ALLOCENTRIC

A term used to describe a person who is more adventurous and willing to travel to exotic destinations, and who travels more frequently and by more modern or unusual forms of transportation. Allocentric travelers are apt to spend more money than psychocentric travelers. Compare Psychocentric.

ALLOTMENT

A limited number of rooms or seats available to wholesalers, supplier or agent to free sell.



ALT

A brew much like British ale, named from the German word meaning "old," indicating it is made by the ancient method of top-fermenting.

ALTERNATE OPERATOR SERVICE (AOS)

A long-distance telephone operator-service provider that supplies its own operator but leases a network from another common carrier (OCC), such as MCI or US Sprint.

ALTERNATIVE AVAILABILITY

Displaying other available properties when the requested property is unavailable for sale.

ALTERNATIVE TOURISM

Smaller scale tourism in terms of the number of tourists and the dimensions of tourism development. Sometimes called responsible or green tourism.

AMADEUS

The Madrid-based common Global Distribution System (GDS) founded by Air France, Iberia SAS and Lufthansa.

AMBIANCE

- (1) A feeling about or an identity for an establishment created by the combination of decor, lighting, furnishings, and other factors.
- (2) Applied to environments, a feeling or mood associated with a particular place, person, or thing; an atmosphere.

AMBIENT AIR TEMPERATURE

The surrounding inside air temperature, usually considered ideal for human comfort at 65° to 75°F (18° to 24°C).

AMBIENT LIGHTING

Lighting that provides atmosphere and holds together varied elements of the decor.

AMENITY

Service or item offered to guests or placed in guestrooms for the comfort and convenience of guests, and at no extra cost. Examples are various guest services (such as in-room entertainment systems, automatic check-out, free parking, concierge services, and multilingual staff) in addition to an array of personal bathroom items offered by most hotels and motels such as shampoo, toothpaste, mouthwash and electrical equipment. Amenities are designed to increase a hotel's appeal, enhance a guest's stay, and encourage guests to return.

AMERICAN HOTEL & MOTEL ASSOCIATION (AH&MA)

A federation of state and regional hotel associations that offers benefits and services to hospitality properties and suppliers. AH&MA reviews proposed legislation affecting hotels, sponsors seminars and group study programs, conducts research, and publishes Lodging magazine. The Educational Institute of AH&MA is the world's largest developer of hospitality industry training materials, including textbooks, videotapes, seminars, courses, and software.

AMERICAN PLAN (AP)

A type of (Full Board) room rate that includes meals, usually breakfast, lunch and evening meal as well as room rental. Also known as **Full Pension**.



ANR

Arrival notification report used by wholesale agents.

ANTENNA UNIT

Part of a system that supports the use of hand-held server terminals. Antenna units relay signals from hand-held terminals to a radio base station.

ANTIQUÉ

Originally antique furniture was defined as produced prior to 1830 before mass production, though nowadays any pieces of furniture that is more than 100 years old is considered an antique. These days, even cars 25 years old are considered antiques.

APARTMENT HOTEL

Accommodation in apartment-style units rather than rooms with minimum or expanded in-suite cooking facilities. Defined by legislation for licensing and classification purposes.

APERITIF WINE (Pronounced: *Ah-Pare-Ah-Teef*)

A wine that is traditionally served before a meal as an appetizer or cocktail. Aperitif wines are often fortified and herb-flavored. Vermouth, for instance, is both fortified and flavored with herbal ingredients.

APEX ("ADVANCE PURCHASE EXCURSION") FARE

Airlines advanced purchase fare, generally the lowest and most heavily restricted airfare.

APOLLO

A marketing name in the US, Mexico and Japan for the Galileo International Global Distribution System.

APPELLATION CONTRÔLÉE

Literally, "name controlled." A wine with this designation on the label belongs to the highest classification of French wines and is strictly regulated by an agency of the French government.

AQUAVIT (AKVAVIT)

Smooth, light, dry, clear liquor with the flavor of caraway; like Kummell, but much drier. National beverage of the Scandinavian countries. A dill-flavored aquavit is also available.

AQUIFER

Water-bearing stratum of permeable rock, sand, or gravel located beneath the earth's surface.

ARC (AIRLINES REPORTING CORP.)

Airline-owned corporation which accredits travel agents and sets regulation governing airline-agency relations.

AREA INVENTORY LIST

A list of all items and surfaces within a particular area that require the attention of the housekeeping personnel.

ARI

Availability, Rates and Inventory.



ARI

Average Rate Index.

ARMAGNAC (Pronounced: *Ahr-Man-Yak*)

A great grape brandy of France, probably second only to Cognac. Armagnac is produced in a legally delineated region in southwest France. It is dry, less delicate, and less ethereal than Cognac, but compensates with a fuller body.

ARR

Average Room Rate (Total room revenues divided by the number of rooms occupied, excluding any rooms offered complimentary).

ARRIVAL PATTERN

Specific days and times in which attendees are expected to arrive.

ARTIFICIAL LIGHT

Light other than sunlight.

ASEPTIC CANNING

A process used for food products that are particularly sensitive to heat; it involves the separate sterilization of containers (using hydrogen peroxide) and contents, and uses more heat for substantially shorter periods of time than conventional canning. Once sterilized, the contents are placed into the containers and hermetically sealed in a sterile environment. This process conserves nutrients, colour, taste, odour, and texture but is relatively expensive.

ASSETS

Items that have monetary value.

ATE

Australian Tourism Exchange. ATE is Australia's largest international tourism trade show for inbound operators and overseas wholesalers; coordinated by Tourism Australia.

ATEC

Australian Tourism Export Council, formerly known as ITOA.

ATL

ATL generally refers to mass marketing campaigns to drive awareness. Above The Line is a type of advertising through media such as television, cinema, radio and print to promote brands or convey a specific offer. This type of communication is conventional in its nature and is considered impersonal to customers.

ATLAS

Computer / reservation system used by some travel agents.

ATM

Inaugurated in 1995, the Arabian Travel Market is a travel and tourism event, organised annually in Dubai to provide a platform for inbound and outbound tourism professionals in the Middle East and gives information on tourism destinations, accommodation options, tourism attractions and aviation industry in the Middle East and around the world. The event is organised by Reed Exhibitions.



ATO

Australian Tax Office.

ATRIUM

A design in which guestrooms overlook the lobby from the first floor to the roof. A guestroom floor configuration in which rooms are laid out off a single-loaded corridor encircling a multistory lobby space, usually with a skylight.

ATTENDANCE BUILDING

Marketing and promotional programs designed to increase attendance at conventions, trade shows, meetings, and events.

ATTRACTIONS

General all-inclusive term travel industry marketers use to refer to products that have visitor appeal, like museums, historic sites, performing arts institutions, preservation districts, theme parks, entertainment and national sites.

AUCTION

A web site that facilitates transactions among consumers based on the highest bid.

AUDIOVISUAL (AV)

Of or related to both hearing and sight. Items and equipment used to transmit messages for hearing or sight.

AUTHENTICATION

The process of identifying a person usually based on username and password. Authentication ensures a person is who they claim to be, but says nothing of the access rights of the individual.

AUTHORITY

The formal power granted by an organization to a management position.

AUTHORIZATION

The process of giving individuals access based on their identity.

AUTODIAL / AUTO-ANSWER

In electronic communications, a feature of sophisticated modems that enables a user to place a call to a pre-specified phone number at an exact time, or set up the modem in a ready state to receive incoming calls.

AUTOLYSIS

The chemical breakdown of food products caused by substances (primarily enzymes) within the food.

AUTOMATIC FORM NUMBER READER (AFNR)

A feature of a guest check printer that facilitates order entry procedures; instead of a server manually inputting a guest check's serial number to access the account, a bar code imprinted on the guest check presents the check's serial number in a machine-readable format.

AUTOMATIC IDENTIFICATION OF OUTWARD DIALING

A feature of a call accounting system that immediately identifies the extension from which an outgoing call is placed.



AUTOMATIC ROOM / RATE ASSIGNMENT

Computerized assignment made through algorithms based on parameters specified by hotel management officials. Rooms may be selected according to predetermined floor zones (similar to the way in which guests are seated in a dining room), or according to an index of room usage and depreciation.

AUTOMATIC ROUTE SELECTION

A feature of a call accounting system that provides the capability of connecting with a variety of common carriers.

AUTOMATIC SLIP FEED (ASF)

A feature of a guest check printer that prevents overprinting of items and amounts on guest checks.

AUTOMATIC SPELL CHECK

A computer program that helps users proofread documents by automatically checking for spelling errors. The words in the document are electronically compared with entries in the spell checker's dictionary. When a word that appears in the document does not appear in the program's dictionary, it is generally highlighted on the display screen so the operator can correct it.

AUTOMATIC / COMPUTERIZED BAR SYSTEM

Beverage dispensing system that improves portion control, inventory control, and quality control, as well as the accuracy of guest checks and the adherence to standard recipes.

AUXILIARY SERVICES

Contracted services that provide support for a meeting.

AUXILIARY HEAT

A secondary supply of heat provided by a standby heating system or fuel supply when the primary heating system or fuel supply cannot supply heat (or adequate heat).

AVAILABILITY

Dates available for booking a tourism product.

AVAILABLE ROOMS (SUITES, BEDS)

The number of rooms normally available on a day-to-day basis, LESS those permanently used for some purpose other than guest occupancy.

AVERAGE DAILY RATE (ADR)

A measure of the hotel staff's ability to sell available room rates. The total room revenue for a given period (day, month to date, month, year to date), divided by the number of rooms occupied for the same period. Frequently used as a measure of economic performance. The method to compute the ADR is: Room revenue divided by number of rooms sold. Also called **Average Room Rate**.

AVERAGE FOOD CHECK

Total food revenue divided by number of covers.



AVERAGE ROOM RATE / OCCUPANCY

Measures management's ability to use the lodging facilities. Gross Rooms Revenue is very useful statistic that is calculated by dividing rooms revenue during a set period by number of rooms sold during that period and indicates to what extent rooms are being up-sold or discounted.

Complimentary rooms are excluded from rooms occupied. Also called average daily rate or **ADR**.

AVHRM

Association of Vacation Home Rental Managers.

AVIC (ACCREDITED VISITOR INFORMATION CENTRE)

Travel information centres located at a destination to assist visitors to the area. AVICs provide information about accommodation, tours, activities, events, etc. Some AVICs also make bookings.

AVICs are “accredited” centres, identified by an italic ***i*** (See **VIC**).



**B&B**

Bed & Breakfast - Either (1) a private house letting rooms with breakfast being the only meal served or (2) a hotel rate which includes breakfast. (see **BED & BREAKFAST**).

B2B

Short for business-to-**business** e-commerce.

B2C

Short for business-to-**consumer** e-commerce.

BACK

Any beverage a guest orders that is to be served in a separate glass along with his or her drink.

BACK OF HOUSE

The functional areas of the hotel in which employees have little or no guest contact; includes all positions in areas outside of public space containing administrative and accounting offices, the engineering and maintenance department, laundry room and areas of food service operation, like the kitchen, storage area, or pantry. (see **FRONT OF HOUSE**).

BACK TO BACK

Describes a heavy rate of check outs and check ins on the same day, so that as soon as room is made up, a new guest checks into it.

BACK-TO-BACK TICKETING

Booking two overlapping round trips with opposite origin and destination points, where both bookings meet restrictions required to obtain a discount fare (such as a Saturday-night stayover); then using one segment from each round trip for each direction of a single journey in order to get a lower overall fare.

BACKBAR

The part of the back wall of a bar that is used for storage - which may include refrigerated storage - and photographs, or memorabilia. Compare Underbar.

BACKUP DRINKS

Two drinks purchased at one time by or for one guest.

BACTERIA

Single-celled organisms that are invisible and often cause disease.

BADGE

Adhesive, pin or clip-on tag with identifying information that is given to each registrant.

BAGGAGE CHECK

Official receipt issued by a carrier for luggage.



BAGGAGE TAG

Personal identification that must be attached to luggage checked by an airline.

BAHA

British Association of Hospitality Accountants (formerly the British Association of Hotel Accountants).

BAKE

Cook food in a closed oven without liquid.

BAKE PAN

Shallow rectangular pan used to bake foods.

BALANCE SHEET

An official financial listing of assets, liabilities and owner's equity.

BANDWIDTH

The amount of data that can be transmitted in a fixed amount of time.

BANK CARD

Credit cards issued by banks, examples of which include Visa, MasterCard, JCB. Banquet sheet – a listing of the details of an event at which food and beverage are served.

BANNER ADVERTISEMENT

The “click here” message you see at the top of Web pages that tempts customers into visiting web sites.

BANNER EXCHANGE NETWORK

A network of web sites placing banner advertisements on each other's sites.

BANQUET

An elaborate and often ceremonious meal, catering for specific numbers of people at specific times, for which the number of guests and the menu are predetermined with special facilities for banquet food production and service and often including speakers or presentations.

BANQUET EVENT ORDER (BEO)

Also called a banquet function sheet or banquet prospectus, the BEO acts as a contract for the client and serves as a work order for the catering department. The form confirms final banquet arrangements: time and place of function, menu, service notes, gratuity, payment and guarantee clauses.

BANQUET MENU

A table d'hôte menu - a set meal with few, if any, choices. Banquet meals tend to be elaborate.

BANQUETTES

Benches, usually upholstered, that are built in along a wall.

BAR

Best Available Rate.

BAR

The area of a beverage operation in which drinks are prepared and from where drinks are sold.



BAR AND BEVERAGE OPERATIONS

A term that includes all possible combinations of establishments serving alcoholic beverages. Typical examples are bars and lounges.

BAR MENU

The primary types of beverages that a beverage operation is prepared to serve, including draft and / or drinks. The bar menu usually includes the projected drink preferences of the operation's target markets.

BAR PAR

The amount established for each type of beverage to be stored in the backbar. This amount is generally based on expected consumption. See also **PAR LEVEL**.

BARBECUE

Cook food on a grill while basting with a marinade or sauce.

BARLEY

The seeds (grains) of the barley plant. With few exceptions, barley is the major ingredient of beers, ales, and other malt beverages throughout the world.

BASE FARE / RATE

Price of a travel service before taxes and add-on charges.

BASE FEE OR BASIC FEE

Fee payable to a hotel operator, which is usually based on a percentage of revenue.

BASELINE MEASUREMENT

A measurement used as a basis for comparisons or for control purposes; a beginning point in an evaluation of output observed over a period of time. A baseline measurement represents how a process performs prior to any improvement effort.

BASIC ENVIRONMENTAL SANITATION

An approach to keeping rodents and insects out of a food establishment, requiring all materials that serve as food or shelter for pests to be made pest-resistant or removed from the facility and its immediate vicinity.

BASTE

Moisten food during cooking with pan drippings, sauce, or other liquid; also refers to method in which food, such as an egg, is fried and then steamed in a covered pan.

BATH BLANKETS

Extra-large bath towels. Also called bath sheets.

BATH LINEN

Include bath towels, hand towels, face towels, washcloths and fabric bath mats.

BAY

The principal compartment, generally of a suite, that is the space equivalent of a standard guestroom living room.



BAYS

Often the number of guestrooms in a hotel, but this differs from Keys because a suite with a bedroom and sitting room is counted as one key but two bays.

BDE

Business Day End.

BE

Booking engine

BEAUJOLAIS NOUVEAU

A Beaujolais wine that is notable for being rushed to market within a few months of harvest; it is a fruity for the few months in which it is sold each year. Also called Beaujolais Primeur.

BED & BREAKFAST (B&B)

(1) A small inn or lodge that provides a room and a breakfast. Often a B&B is in a residential home setting lodging facility.

(2) A type of room rate which includes the price of the room and breakfast. Also known as Continental Plan.

BED TAX (TRANSIENT OCCUPANCY TAX OF TOT)

City or county tax added to the price of a hotel room.

BEER-CLEAN GLASS

A clean glass that is completely free of invisible grease and detergent residue, substances that can cause beer to lose its foam too quickly. A glass that looks clean may not be clean enough for beer.

BEHAVIOR-BASED INTERVIEWING

A technique used by interviewers to determine how applicants have behaved under specific circumstances in the past. The theory behind behavior-based interviewing is that the best predictor of future behavior is past behavior.

BELOW THE LINE PROMOTION (BTL)

Traditionally used to mean print based promotional activities for which commission is not paid such as brochures and direct mail. Below the line promotions generally seek to build a relationship with the consumer. (See **ABOVE THE LINE PROMOTION**).

BENCHMARKING

Process of comparing performance of hotels against other hotels in the same market.

BEO

Banquet Event Order.

BHA

British Hospitality Association (the trade association for the UK hotel industry).

BILL-TO-ACCOUNT

An extension of credit to a guest by an individual hotel that requires the guest or t employer to establish a line of credit and to adhere to a regular payment schedule.



BILLBOARD

A large panel designed to carry outdoor advertising.

BILLED-TO-ROOM CALL

An operator-assisted call that allows guests to have an operator place their calls and then advise the hotel of the charges.

BILLING CLERK

The person responsible for charging to hotel guests all vouchers representing food, beverages, room service, and merchandise purchases.

BIOMETRICS

An individual electronic measurement of uniqueness of human being such as voice, hand-print or facial characteristics.

BISL

Business In Sport and Leisure (a UK trade association).

BITTERS

A type of spirit, bitters are usually made from roots, spices, bark, berries, fruit, or herbs steeped in or distilled with a neutral spirit. They are used primarily as cocktail ingredients and have a highly flavorful, aromatic, bitter taste. Well-known names among bitters are Angostura, Abbot's, Peychaud's, and Orange.

BLACKOUT

Total loss of electricity.

BLACKOUT PERIODS

Days or periods of high demand when special rates are not in effect.

BLANC DE BLANCS

Literally, "white from whites," it means a white wine, usually Champagne, made solely from white grapes - Chardonnay grapes, in particular.

BLANC DE NOIR

Literally, "white from black," it means a white wine, usually Champagne, made from black (or red) grapes which are fermented with the skins removed.

BLANCHING

The process of exposing a food product to either steam, hot water or fat for a short time, setting the colour of green vegetables and rendering enzymes inactive. Blanching destroys some microorganisms.

BLEACH

A chemical used in laundry operations to remove stains, kill bacteria, and whiten fabrics. There are two kinds of bleaches: chlorine and oxygen. Chlorine bleach can be used with any washable, natural, colourfast fiber. Oxygen bleach is milder than chlorine bleach and is generally safe for most washable fabrics. Oxygen bleach should never be used with chlorine bleach as the two will neutralize each other.



BLENDED WHISKEY

A light-bodied, soft whiskey, mild in flavor and aroma, made as a mixture or blend of neutral spirits and straight whiskey. By U.S. law, this whiskey must contain a minimum of 20% by volume of 100 proof straight whiskey.

BLENDING

(1) In wine making, the use of different grape varieties in making one wine or (more commonly) the practice of blending different wines (wines from different years or with different taste characteristics) to create one brand of wine.

(2) In whiskey production, the process of mixing different batches of new whiskey distillates together to achieve a balanced product that is usually better than any of its parts. Blending sometimes involves mixing different types of whiskeys, and sometimes mixing whiskeys of the same type that differ in age or character.

BLOCKED

Hotel rooms held without deposit.

BLOCKING ON THE HORIZON

Reserving guestrooms in the distant future.

BLOCKING PROCEDURE

Process of reserving a room on a specific day.

BMF

Base (or Basic) Management Fee (See **BASE FEE**).

BOARDING PASS

A card given to a traveler indicating their seat assignment.

BOCK

A German beer that is darker, richer, sweeter than regular 3.2% beer and contains more alcohol.

BODY

(1) Referring to wines, the degree of consistency, texture, firmness, or viscosity of a wine.

(2) Referring to spirits, an indication of the amount of aroma and flavor a spirit possesses. Thus, a heavy-bodied whiskey is one having full flavor and aroma while a bodied whiskey has less flavor and aroma.

BODY

Main ingredient of a salad.

BOIL

Cook food submerged in a liquid that has reached the boiling point.

BONING KNIFE

Six-inch knife used to separate raw meat from the bone.

BONSAI

Literally meaning "a plant in a tray" this refers to a tree or a plant whose typical growth in nature has been copied exactly in a miniature style within the confines of a container.



BOOK

To reserve a particular room, space or service for a particular time with payment agreed upon.

BOOKED

Hotel rooms, airline tickets or other travel services held for a specific client.

BOOKING

Term used to refer to a completed sale by a destination, convention center, facility, hotel or supplier (i.e. convention, meeting, trade show or group business booking).

BOOKING ENGINE

An online system used by hotels that allows prospective hotel guests to check availability and make reservations at the hotel.

BOOKING POLICY

Guidelines by which a convention center prioritizes reservations; may correspond to hotel rooms the event will use in the area.

BOOTH

A stall or stand partitioned off for the sale or exhibition of goods or services.

BOTTOM UP

A sales method that involves presenting the least expensive rate first.

BOURBON

A whiskey produced from a grain mixture containing at least 51% corn. Although different bourbons use different grain formulas, the usual ratio is 60% corn, 28% rye, and 12% barley malt.

BOUTIQUE HOTEL

A term used by luxury, independent hotels, usually with less than 30 rooms to differentiate themselves from larger branded hotels, but which has been applied by some chains to their design-led "lifestyle" brands, e.g. Starwood's "W" Hotels.

BP

Basis point - one hundredths of one percent.

BRA

British Resorts Association.

BRAINSTORMING

An idea gathering technique that uses team interaction or generate as many ideas as possible within a given time period. Brainstorming taps into the collective brainpower of the team and yields greater results than could be achieved if each individual in the team worked alone.

BRAISE

Cooking method in which food is browned, then covered and simmered with a small amount of liquid until food is tender.

BRAISING PAN

High-sided, flat-bottomed cooking pan used to braise, stew, and brown meats.



BRANDY

Any distilled spirit made from fruit or fruit derivatives qualifies as a brandy. However, only a spirit distilled from grapes can be called just "brandy"; if distilled from other fruit, the type of fruit must precede the word "brandy" (as in "pear brandy").

BREAKFAST KNOB CARDS

Card hung by guests on the knobs of guestroom doors to pre order breakfast at night so that the order reaches the staff on time and the guest is not disturbed for placing the order early in the morning.

BREWING

A process that consists of putting the wort in huge brew kettles, adding hops, boiling the mixture to sterilize the wort and extract the flavor of the hops, draining off the remaining hops, and cooling the mixture down according to the type of brew desired.

BRICKS-AND-MORTAR (B&M)

A physical store.

BRIGADE

Kitchen term meaning the team of chefs and porters.

BROCHUREWARE

A website with information about a company and its products or services.

BROIL

Cook food by placing it below a very hot heat source.

BROWNOUT

Partial loss of electricity.

BROWSER

The software you need to travel the Internet.

BSC

Balanced scorecard - Kaplan and Norton's concept for measuring performance based on four different perspectives.

BT

Business Tourism incorporating MICE travellers (Meetings, Incentives, Conventions and Exhibitions).

BTA

British Tourist Authority - on 1 April 2003 this merged with the English Tourism Council to form VisitBritain.

BUDGET

A budget is a plan that projects both the revenue that the hotel anticipates during the period covered by the budget and the expenses required to generate the anticipated revenues.

BUFF

To smooth the floor with a low speed floor polishing.



BUFFET SERVICE

An assortment of hot and cold foods attractively arranged on platters are placed on large serving tables and guests walk up to help themselves in self-service fashion. Sometimes each course is placed on a separate table. Service personnel, such as carvers, may be required to assist guests.

BUILD METHOD

In bartending, a method of preparing drinks in which ingredients are poured into the glass in which the drink will be served. (See also **POUSSE-CAFÉ**).

BUMPING

Practice of removing confirmed passengers from overbooked flights.

BURNISHING

Polishing the floor with a high speed floor machine to achieve an extremely high gloss.

BUSINESS AFFILIATION

Chain or independent ownership of hotels.

BUSINESS GUEST / TRAVELLER

Those travelling for business.

BUSINESS MIX

A hotel's desired blend of business from various segments such as business transient, corporate group, leisure, and convention.

BUSINESS NECESSITY

A legal reason for choosing one employee over another, as defined by Title VII of the Civil Rights Act of 1964. Also a limited and narrow defense for charges of discrimination brought under the Civil Rights Act of 1964. To succeed, the employer must show that the discriminatory act is essential to the conduct of its business. To date, most of the acceptable cases have involved job-related safety issues such as special training or experience for airline pilots, bus drivers, and so on.

BUSINESS TRAVEL

Travel for commercial, governmental or educational purposes with leisure as a secondary motivation.

BUTCHER KNIFE

Used to fabricate raw meat.

BUTLERED SERVICE

Hors d'oeuvres are passed on trays by servers.

BUYER

A member of the travel trade who reserves room blocks from accommodations or coordinates the development of a travel product.

**C of C**

Chamber of Commerce.

COMMISSIONS - A percent of the total product cost paid to travel agents and other travel product distributors for selling the product to the consumer.

C&B

Conference and Banqueting.

C&E

Conference and Events.

C&I

Conference and Incentive bookings.

C2C

Short for consumer-to-consumer e-business, the use of auctions to allow consumers to bid on products.

CABANA

A room adjacent to the pool area, with or without sleeping facilities, but with provision for relaxing on a sofa. It is mainly used for changing.

CACHE

A method to temporarily store information. Types of information cached often includes HTML pages, images, rates and inventory. Can reduce the volume of direct system queries by allowing requests to be satisfied by extracting information from the cache (speeding up processes for guests).

CAFETERIA

A food service operation in which guests pass through serving lines and help themselves to food items or receive food items from service staff.

CALL ACCOUNTING SYSTEM

A system that is part of the telephone equipment that tracks and prices telephone calls made by hotel guests and sends the information to the property management system (PMS) for billing.

CALL BRAND

In beverage operations, a specific brand that guests request by name when they place an order. For instance, guests may request a "Beefeater martini" rather than simply "a martini."
(Compare **WELL DRINK**).

CALL DRINK

A drink made from a call brand.

CALLING CARD

A credit card for making telephone calls; issued by either the local phone company or a long-distance company.



CALLING CARD CALL

A call typically billed to a code number on a calling card issued by either the local phone company or a long-distance company, usually with a per-call surcharge.

CAMERA READY

Artwork or advertising copy ready for the camera, that is, ready for the printer to prepare printing plates directly from the artwork.

CAN OPENER

Tool used to open cans; can be small and hand-held or large and attached to a work table.

CANADIAN WHISKY

Distinctive whisky of Canada, characteristically light, mild, and delicate. It is distilled from mashes of corn, rye, and malted barley, much like those used by American distillers, and is usually aged in used or re-charred white-oak barrels. Most Canadian whiskies are blended whiskies, combining heavy and light-bodied whiskies.

CANCELLATION

A reservation voided by a guest.

CANCELLATION CODE

A sequential series of alphanumeric combinations that provide the guest with a reference for a cancellation of a guaranteed reservation.

CANCELLATION HOUR

A specific time after which a property may release for sale all unclaimed non-guaranteed reservations, according to property policy.

CANCELLATION NUMBER

A number issued to a guest who properly cancels a reservation, proving that a cancellation was received and acted upon.

CANCELLATION POLICY

Written statement of actions that can or will be taken in the event of a cancellation due to a specific circumstance.

CANTEEN

A type of business and industrial food service that includes portable or mobile on-street catering.

CAPACITY CONTROLLED

Limitation on number of airline seats, hotel rooms, or rental cars available under a particular rate or promotional offer.

CAPITAL BUDGETS

These allocate the use of capital assets that have a life span considerably in excess of one year, these are assets that are not normally used up in day to day operations.

CAR CLASS

Size and type of rental car. Classes differ from vendor to vendor, and are stated usually as economy, mid-size, full-size, luxury and specialty.



CAR RENTAL AGREEMENT

Contract between car rental vendor and customer.

CARAMELIZE

Brown fruit or vegetables with a small amount of sugar in the presence of heat.

CARD KEY

A plastic card, resembling a credit card, used in place of a metal key to open a guestroom door. Card keys require electronic locks. (Also **Keycard**).

CARRIER

Any provider of mass transportation of passengers or freight, usually used in reference to an airline.

CARRY-ON

Unchecked baggage.

CART SERVICE

A variation of table service used by servers for preparing menu items beside the guest's table in the dining room. Menu items are cooked, and sometimes flambéed, in front of the guest.

CASH BANK

A specific amount of paper money and coins issued to a cashier to be used for making change.

CASH BAR

(1) A beverage setup at a special function (such as a banquet) where each guest pays for each drink as it is ordered.

(2) A private room bar setup where guests pay for drinks individually; also known as a "C.O.D. bar" or "à la carte bar."

CASHIER

A person who processes guest check outs and legal tender and makes change for the guest.

CASHIER'S REPORT

A daily cash control report that lists cashier activity of cash and credit cards and machine totals by cashier shift.

CASINO HOTEL

A hotel that features legal gambling, with the hotel operation subordinate to the gambling operation.

CATERING MANAGER

A hotel manager who promotes and sells a hotel's banquet facilities and uses his or her expertise to plan, organize, and execute hotel banquets.

CBRE

CB Richard Ellis Group, Inc. is a US-American commercial real estate company with headquarters in Los Angeles, California.

CDP

Chef de Partie - Section chef.



CENTER CITY HOTEL

Full-service hotel located in a downtown area.

CENTRAL HEATING SYSTEM

A system in which heat is supplied to areas of a building from a central unit through a network of ducts or pipes.

CENTRAL RESERVATION OFFICE

Part of an affiliate reservation network. A central reservation office typically deals directly with the public, advertises a central (usually toll-free) telephone number, provides participating properties with necessary communications equipment, and bills properties for handling their reservations.

CENTRAL RESERVATION SYSTEM (CRS / CRoS)

An external reservation network. The ability of guests to make a reservation for one out of a number of hotels by contacting one agency, contracted by the hotels acting as a group, to operate this "central" reservation service. (See also **AFFILIATE RESERVATION SYSTEM**).

CHAIN

A group of hotels that follow standard operating procedures such as marketing, reservations, quality of service, food and beverage operations, housekeeping and accounting.

CHAIN AFFILIATIONS

Hotels that purchase operational and marketing service from a corporation.

CHAIN CODE

A two letter code used in distribution systems to identify a hotel chain. A property needs to be associated with a chain code to be listed in a GDS (Global Distribution System). HEDNA (Hotel Electronic Distribution Networking Association) administers the list of available chain codes.

CHAIN OF COMMAND

A series of management position in order of authority. An organization's chain of command is represented on an organization chart by lines of authority linking all positions within the organization and specifying formal reporting relationships.

CHAIN OPERATING COMPANY

A firm that operates several properties, such as Holiday Inn Worldwide or Hilton Hotels Corporation. Such an operator provides both a trademark and a reservation system as an integral part of the management of its managed properties.

CHAIN RESTAURANT

A restaurant that is part of a multi-unit organization. Chain restaurants often share the same menu, purchase supplies and equipment cooperatively, and follow operating procedures that have been standardized for every restaurant in the chain.

CHAINING RECIPES

Including sub-recipes as ingredients for a particular standard recipe. A particular menu item that includes a number of sub-recipes can thus be maintained as a single record in the food service computer system.



CHAMBERS OF COMMERCE

Typically, a Chamber of Commerce will specialize in local economic development that can include tourism promotion.

CHAMPAGNE METHOD

The traditional method of making champagne (French *méthode champenoise*) in which the second fermentation takes place in the bottle in which the champagne is sold. It is a laborious and exacting process, which accounts for the high price of the best champagne.

CHANNEL MANAGEMENT

Objective review of the most profitable marketing approach for guestrooms, central reservation system, GDS, third party reservation system, toll free phone reservation, travel agent, etc.

CHAPTALIZATION

Adding sugar to the must before fermentation, a process often necessary when weather conditions prevent grapes from ripening fully and developing enough natural sugar to convert into the amount of alcohol prescribed (often by law) for certain wines.

CHARBROILER

A kitchen appliance with a bed that radiates heat produced by burners just below the bed; a grate above the bed holds the food. It gives food an appearance and a flavor similar to that achieved with a charcoal fire.

CHARGEBACK

A credit card purchase is cancelled by the cardholder. In e-commerce, cardholders can chargeback a purchase if they did not sign the sales draft and have a complaint with the product. Cardholders can chargeback any Internet purchase for up to 180 days from the date of purchase.

CHARMAT (BULK) PROCESS

A much less expensive process than the traditional method of making champagne and other sparkling wines. The second fermentation takes place in a vat and the wine is later filtered and bottled under pressure.

CHARTER

To hire, rent or lease the exclusive use of any aircraft, motorcoach, or other mode of transportation for exclusive and temporary use.

CHARTER GROUP

Group travel in which a previously organized group travels together, usually on a custom itinerary.

CHE

Choice Hotels Europe, now The Real Hotel Company plc.

CHECK-IN

The procedures for a guest's arrival and registration.

CHECK-OUT

- (1) The procedures for a guest's departure and the settling of his or her account.
- (2) A room status term indicating that the guest has settled his or her account, returned the room keys, and left the property.



CHEF DE PARTIE

The chef in charge of a particular food production area in the kitchen.

CHEF DE RANG

Restaurant senior waiter.

In French service, the employee responsible for taking orders, serving drinks, preparing food at the table, and collecting sales income. If there is no sommelier or wine steward, the chef du rang may serve wine.

CHEF'S KNIFE

All-purpose knife used to chop, slice, and mince all types of foods.

CHEVRON

Room set in which tables and / or chairs are set in a V shape.

CHILDREN'S MENU

A menu for children featuring simple, nutritious food served in small portions. Children's menus are usually designed to entertain the child; they may fold into hats or masks, be shaped like animals, or have word games, stories, or mazes printed on them.

CHINA, GLASSWARE, SILVER, AND LINEN

A property, plant, and equipment asset account unique to hospitality firms.

CIBC

Canadian Imperial Bank of Commerce.

CITY LEDGER ACCOUNT

A collection of accounts receivable of nonregistered guest who use the service of the hotel.

CITY PAIR

Origin and destination points of a flight segment.

CLARIFY

Purify a hot liquid by removing solids and impurities; process used to make clarified butter.

CLASS 'A' FIRES

The burning of ordinary combustibles such as wood, paper, and cloth; can be extinguished by the cooling action of water-based or general purpose chemicals.

CLASS 'B' FIRES

Fires involving flammable liquids such as grease, gasoline, paints, and other oils; can be extinguished by eliminating the air supply and smothering the fire, not by using water.

CLASS 'C' FIRES

Electrical fires, usually involving motors, switches, and wiring; can be extinguished with chemicals that do not conduct electricity, never with water.

CLASSROOM STYLE

Seating arrangement in which rows are facing the presenter and each person has a table for writing.



CLEANING SUPPLIES

Cleaning agents and small cleaning equipment used in the cleaning of guestrooms and public areas in the hotel.

CLEAVER

Heavy, rectangular knife, used to chop a variety of foods.

CLICKS-AND-MORTAR (C&M)

The integration between a virtual store (clicks) and a physical store (mortar).

CLICKTHROUGH

The act of a potential customer clicking on a banner advertisement to reach the marketer's site.

CLUB

(See **DESTINATION CLUB, EQUITY DESTINATION CLUB, RESIDENCE CLUB, PRIVATE RESIDENCE CLUB AND VACATION CLUB**).

CLUB MANAGER

The hired professional responsible for guiding all of the elements of a private club's operation.

CLUSTERING

Nearby hotels operated by the same company sharing costs, for example sharing staff. (See **COMPLEXING**).

CMI

Corporate Meetings and Incentives.

CMP

Certified Meeting Professional – an internationally recognised credential conferred upon an individual by the Convention Industry Council.

CMP

Complete Meeting Package – a per person charge, usually with a conference center, that includes the individual's room, food and beverage, and proportional share of all other charges (room rental, technology, etc.).

CMS

Content Management System (used to update websites) or Contract Management System (keeps track of contracts and agreements).

CO-OP ADVERTISING

Advertising funded by two or more destinations and / or suppliers.

COACHING

A directive process used by a manager to train and orient an employee to the realities of the work place and to help the employee remove barriers to optimum work performance.

CODE OF CONDUCT

Expectations of behavior mutually agreed upon by team members.



COFFEE MAKER

An automatic or semi-automatic machine that makes coffee and dispenses it into a coffee pot or into individual cups.

COGNAC

Superb brandy of France, with great aroma and the bouquet of grapes. It is produced in a legally delineated 150,000-acre area surrounding the ancient city of Cognac in the departments of Charente and Charente-Maritime in the southwest region of France. Under French law, only brandy distilled from wine made from grapes grown within this district may be called Cognac.

COLANDER (*CAH-len-der*)

Strainer that stands on metal feet used to drain liquid from cooked pasta and vegetables.

COLLECTIVE BARGAINING UNIT

A Labour Union.

COLLISION DAMAGE WAIVER (CDW)

Daily insurance fee paid by a car renter to cover liability for accident damages to a rented car. This is not a reimbursable expense for ISU travelers, as the Regents provide a self-insurance fund. (Exceptions: Travelers renting cars outside the 50 states or District of Columbia are encouraged to purchase the CDW insurance. Some renters under age 25 may be required by the rental company to purchase CDW coverage before releasing the car).

COMMERCIAL AGENCY

A travel agency that specializes in commercial business and usually has little or no walk-in clientele.

COMMERCIAL CARDS

Credit cards issued by cooperation, an example of which is Diners Club.

COMMERCIAL FOOD SERVICE OPERATION

An operation that sells food and beverages for profit. Independent, chain, and franchise properties are all commercial food service operations.

COMMERCIAL HOTEL

A property, usually located in a downtown or business district, that provide short-term accommodation primarily to business clients. Also called a transient hotel.

COMMERCIAL RATE

Room rates for business people who represent a company but do not necessarily have bargaining power because of their infrequent or sporadic pattern of travel.

COMMERCIAL TRAVEL

Travel for business purposes, not for pleasure.

COMMIS

Trainee chef who may have just completed training or part of a training process.

COMMIS DU RANG

In French service, the employee who assists the chef du rang. He or she may take food orders to the kitchen, pick up the food when it is ready, and take it to the cart at tableside for further preparation. A commis du rang may also deliver drink orders and serve food to guests.

COMMISSARY

- (1) A central food production area from which food is transported to individual outlets for final preparation and service.
- (2) A centralized servicing area for mobile food service units.

COMMISSION

A percent of the total product cost paid to travel agents and other travel product distributors for selling the product to the consumer. Travel agents usually receive an amount averaging no less than 10% of the retail price. Wholesalers or Tour Operators usually receive 25–35% of the advertised price.

COMMUNICATION HIERARCHY

A listing of the order in which management personnel may be called on to take charge in an emergency situation.

COMMUTER CARRIER

Regional airline operating from small locales to larger cities, often under an affiliate relationship with a major carrier.

COMP

Complimentary stay.

COMP (COMPLIMENTARY)

Something offered without charge (free).

COMP ROOMS

Complimentary rooms which a lodging facility provides without charge based on total number of sleeping rooms occupied by a group.

COMPANION FARE

Promotional airfare whereby a second ticket may be purchased at a discount, provided two people are traveling together.

COMPLEXING

Nearby hotels operated by the same company sharing costs, for example sharing staff.
(See **CLUSTERING**).

COMPLIMENTARY OCCUPANCY PERCENTAGE

A ratio that shows the percentage of occupied rooms that are complimentary and generate no revenue; calculated by dividing complimentary rooms for a period by total available rooms for the same period. Sometimes referred to simply as complimentary occupancy.

COMPLIMENTARY RATE

A rate in which there is no charge to the guest.



COMPLIMENTARY ROOM

A complimentary or "comp" room is an occupied room for which the guest is not charged. A hotel may offer comp rooms to a group in ratio to the total number of rooms the group occupies. One comp room may be offered for each fifty rooms occupied, for example. This may include a room occupied by a hotel employee.

COMPUTER SUPPLIES

Paper, forms, ribbons, ink cartridges needed to operate the system.

CONCIERGE

A hotel employee responsible for attending to guests' special needs and services whose basic task is to serve as the guest's liaison with hotel and non-hotel attractions, facilities, services, and activities like dealing with mail and making reservations and arrangements. They provide an endless array of information on entertainment, sports, amusement, transportation, tours, church services and babysitting in a particular city or town.

CONCURRENT SESSIONS

Sessions occurring at the same time.

CONDIMENT

Cooked or prepared flavourings.

CONDOMINIUM HOTEL

A hotel in which an investor takes title to a specific hotel room, which remains in the pool to be rented to transient guests whenever the investor is not using the room. The investor expects to receive a gain from the increase in value of the hotel over time, as well as receive ongoing income from the rental of his or her room. Customers purchase fee-simple equity in the units - the hotel's guestrooms. Unit owners may live in the hotels permanently or use them as second and third homes. Depending on the hotel's policy, unit owners may rent their units independently or through the management company's rental program and derive income through a revenue-sharing arrangement. Unit owners also incur budgeted maintenance and operating expenses. Depending on the management company, unit owners have varying degrees of access to their hotel's amenities and services.

CONDUCTED TOUR

- (1) A pre-arranged travel program, usually for a group, that includes escort service.
- (2) A sight-seeing program, such as a city tour, conducted by a guide. Also called an escorted tour.

CONFERENCE

A meeting of two or more people to discuss a common concern.

CONFERENCE CALL

A conversation in which three or more persons are linked by telephone or video link.

CONFERENCE CENTER

A specialized hotel or facility that is constructed for and devoted to meetings and meeting space usually accessible to major market areas but in less busy locations, that almost exclusively books conferences, executive meetings, and training seminars. A conference center may provide extensive leisure facilities.



CONFERENCE STYLE

Seating arrangement where chairs are placed around all sides of a table.

CONFIDENTIAL TARIFF

Discounted prices quoted to wholesalers, tour operators and travel agents, distributed in confidence and not published for public use.

CONFIRMATION

- (1) Reservation, acknowledged orally or in writing, verifying a booking has been accepted. Most confirmations are subject to certain conditions. (See **CONFIRMED RESERVATION**.)
- (2) Verification of the existence of a reservation; informal letter outlining the preliminary plans for the use of a facility or service that may serve as the contract for small suppliers.

CONFIRMED RESERVATION

Prospective guests who have a reservation for accommodations that is honored until a specified time. Either an oral or written statement by the supplier (a carrier, hotel, car rental company, etc.) that he or she has received and will honor a reservation. Oral confirmations have virtually no legal worth. Even written or telegraphed confirmations have specified or implied limitations. For example, a hotel is not obligated to honor a confirmed reservation if the guest arrives after 6 p.m., unless late arrival is specified. Confirmed reservations may be either guaranteed or non-guaranteed.

CONFLICT MANAGEMENT

A process in which a manager attempts to resolve a conflict by applying listening skills, feedback skills and one or more of a variety of conflict-management strategies.

CONGENER

A substance other than alcohol or water (for example, acids, glycerine, phenolics, butyl alcohol, propyl alcohol, fusel oil, aldehydes, and esters) which is found in wine and new spirit distillates. Congeners provide flavor and aroma and may be desirable or undesirable.

CONNECTING FLIGHT

Flight on which passenger must change aircraft at some point, referred to as the Connecting Point.

CONNECTING ROOMS

Two or more guestrooms with private connecting doors permitting guests access between rooms without their having to go into the corridor.

CONNECTIVITY

The idea of a fusion of computing and communications.

CONSOLIDATOR

A company or individual that buys international tickets at deep discounts from airlines; seating inventory that is expected to remain unsold and brings together different groups of people on air charters or at group rates on scheduled flights to increase sales, earn override commissions or reduce the possibility of tour cancellations. Consolidators resell tickets at a markup to travel agencies or travelers directly and travelers should understand terms for repayment are not favourable, should a consolidator cancel a flight.

CONSOUMÉ (*CON-suh-may*)

Rich, flavorful broth or stock that has been clarified.



CONTAMINATION

Presence of harmful substances or microorganisms in food or water.

CONTINENTAL BREAKFAST

A small morning meal that usually includes a beverage (tea or coffee and juice), rolls, butter and jam or marmalade and / or cereal with fruit.

CONTINENTAL PLAN

A room rate that includes continental breakfast.

CONTROLLER

The finance director or internal accountant of a hotel.

CONTINUOUS IMPROVEMENT

The on going efforts within a company to meet the needs and exceed the expectations of customers by changing the way work is performed so that products and services are delivered better, faster and at least cost than in the past.

CONVECTION OVEN

Oven with a fan that circulates hot air.

CONVENTION

A formal assembly of representatives sharing a common field of interest, come together to air their views.

CONVENTION AND VISITORS BUREAU

These organizations are local tourism marketing organizations specializing in developing conventions, meetings, conferences and visitations to a city, county or region.

CONVENTION BUREAU

Usually a publicly funded organisation in the US charged with the promotion of a town or region for conferences, meetings and exhibitions.

CONVENTION CENTER

Facility designed to accommodate multiple groups or extremely large groups; exhibit halls, meeting rooms, ballrooms or banquet space; no sleeping rooms.

CONVENTION GUESTS

Guest who attend a large convention and receive a special room rate.

CONVENTION LIABILITY INSURANCE

Insurance policy that covers the meeting sponsor for any unexpected expenses from legal action due to bodily injury or property damage.

CONVENTIONS AND TRADE SHOWS

Major segment of travel industry business. Trade shows differ from conventions in that they have exhibit space that provides product exhibition and sales opportunities for suppliers, as well as information gathering and buying opportunities for customers.

CONVERGENCE

The coming together of two distinct technologies.



CONVERSION STUDY

Research study to analyse whether advertising respondents actually were converted to travellers as a result of advertising and follow-up material.

COOKIE

A unique identifier sent to your computer by a web server and stored on your hard disk.

COOKIE CUTTER

Slightly derogatory description of the approach of some hotel chains to achieve uniformity across all their hotels so that they all look alike.

COOPERATIVE ADVERTISING

Advertising funded by two or more destinations and / or suppliers.

COOPERATIVE MARKETING

Marketing programs involving two or more participating companies, institutions or organisations.

COOPERATIVE PARTNER

An independent firm or organisation which works with a tourism office by providing cash or in-kind contributions to expand the marketing impact of the tourism office's program.

CORKAGE

Charge place on beer, liquor, and wine brought into the facility but purchased elsewhere. Such charges may also be applied to other products or services the hotel offers i.e. audio visual but are contracted elsewhere.

CORN WHISKEY

Like straight corn whiskey, except for age. When the label says only "corn whiskey" without the word "straight," the whiskey may have any age up to two years. Straight corn whiskey will be a minimum of two years old.

CORPORATE CLIENT

A hotel guest who represents a business or is a guest of that business and provides the hotel with an opportunity to establish a regular flow of business during sales periods that would normally be flat.

CORPORATE GUESTS

Frequent guests who are employed by a company and receive a special room rate.

CORPORATE HOTEL CHAIN

Hotel organization that has its own brand or brands, which may be managed by the corporate chain or by a conglomerate.

CORPORATE RATE

A reduced price for corporate client guests staying on business, sometimes through specially negotiated terms, usually a discount rate available to traveling business men and women, customarily 10% below rack (standard) rates.

CORROSIVE

Eats away or dissolves materials.



COS

Cost of sale.

COUPON

Part of an airline ticket. The flight coupon is surrendered by the passenger at check-in. Coupons contain the formal contract of carriage.

COURTESY VEHICLE

Van or a bus that an off-airport vendor uses to pick up customers at the airport.

COVER

Each diner or guest at a restaurant.

COVERLET

A bedspread that just covers the top of the dust ruffle but does not reach down to the floor.

CP

Condition Precedent.

CQI

Combined Quality Index - System of measuring standards of quality and compliance in brands.

CREAM ALE

A brew which is created by mixing ale with lagered beer, resulting in a smoother, "creamier" taste and texture.

CREDIT

A decrease in an asset or an increase in liability, or an amount of money the hotel owes the guest.

CREDIT BALANCE

Amounts of money a hotel owes guests in future services.

CREDIT CARD COMMISSIONS

A fee paid to credit card companies based upon a contracted percentage of credit card charges accepted.

CREDIT CARD IMPRINTER

Makes an imprint of the credit card the guest will use as the method of payment.

CRIB

Cot for babies, provided to guests on request.

CRISIS MANAGEMENT

Maintaining control of an emergency situation.

CRM

Customer Relationship Management.

CRO

Central Reservations Office - A sales centre that handles bookings on behalf of its hotel group.



CROSS-CONTAMINATION

Transfer of harmful microorganisms from one surface to another.

CROSS-FUNCTIONAL TEAM

A team of individuals from different organizational units or functions that solves problems and develops solution effecting the organisation as a system.

CROSS-TRAINING

Training employees for performing multiple tasks and jobs.

CROUPIER

A casino employee who collects and pays bets and conducts games at gaming tables.
Also called a **dealer**.

CRS

(1) Central Reservations System

Free phone number and website maintained by a hotel group to take reservations for a number of properties.

(2) Computerised Reservations System

Interactive electronic system linking individual travel agencies to a central, airline-owned computer.

CRUISE SHIPS

Passenger ships designed for vacationers. Today's cruise ships feature a variety of activities and entertainment and can be thought of as floating resort hotels.

CRUISE-ONLY AGENCY

A travel agency that sells only cruises.

CTA

Close to Arrival.

CTC (CERTIFIED TRAVEL COUNSELOR)

Designation of professional competence attesting to a travel agent's successful completion of a study program developed and administered by the Institute of Certified Travel Agents.

CTRLA

Car and Truck Rental and Leasing Association.

CUISINE

A particular style or manner of preparing or cooking food.

CURRENT GUESTS

Guest who are registered in the hotel.

CURTAINS

Window coverings made from lightweight material that allows light to filter through.
(Compare **DRAPERIES**).

CUSTOMER RELATIONSHIP MANAGEMENT

A system that allows hotel managers to integrate technology to support customer service techniques that provide top-notch customer service.



CUSTOMER SERVICE

Employee and manager attitudes, skills, and policies that allow an operation to meet its customers' needs and wants.

CUVÉE

A blend of wines, sometimes from many different vintners or different years, which is then re-fermented to make Champagne.

CVB

Convention and Visitors Bureau (See **CONVENTION BUREAU**).

CYCLE OF SERVICE

The progression of a guest's request for products and service through a hotel's department.

**DAILY BLOCKING**

Assigning guests to their particular rooms on a daily basis.

DAILY MEAN TEMPERATURE

The average of the maximum and minimum temperatures of a 24-hour day.

DAILY SALES REPORT

A financial activity report produced by a department in a hotel that reflects daily sales activities with accompanying cash register tapes or point-of-sales audit tapes.

DAIS

A raised platform in a hall or large room, usually where guest speakers, honored guests or expert panels are seated.

DAMP-DUST

A method of cleaning where the item to be cleaned is wiped with a damp cloth.

DAMPER

A device used to vary the volume of air passing through an air outlet, inlet, or duct.

DARK BEER

Beer that is similar in colour to bock but not as sweet; it has a rich, creamy taste. Like bock, dark beer gets its colour and pronounced flavor from malt sprouts roasted at high temperatures.

DATA MINING

The process of taking raw information that your customers have provided and turning it into information that can assist in sale segmentation, product customization, and / or customer.

DATA SORTS

Report option in a PMS that indicate groupings of information.

DATABASE INTERFACES

The sharing of information among computers.

DAY GUESTS

Guests that arrive and depart the same day.

DAY RATE

A special room rate for less than an overnight stay.

DAY VISITORS

Visitors who arrive and leave the same day, irrespective of why they are travelling

DBB

Dinner, Bed and Breakfast.



DBL

Double occupancy meaning the rate covers up to 2 people in the room.

DCMS

Department for Culture, Media and Sport the UK government department responsible for tourism.

DDR

Day / Daily Delegate Rate (per person rate for conference room hire, refreshments, catering etc.).

DEBIT

An increase in an asset or a decrease in a liability.

DEBIT BALANCE

An amount of money the guest owes the hotel.

DEBIT CARDS

Embossed plastic cards with a magnetic strip on the reverse side that authorize direct transfer of fund from a customer's bank account to the commercial organization's bank account for purchase of goods and services.

DECANTER

A glass container into which wine is carefully poured in order to separate the wine from any sediment that may have settled at the bottom of the wine bottle.

DECANTING

The process of gently and carefully pouring the wine from the bottle into another container (a decanter), leaving the sediment behind in the bottle. The wine is then served from the decanter.

DEEP CLEANING

A through specialized cleaning of furniture and accessories, windows, flooring and walls undertaken in guestrooms or public areas, often conducted according to a special schedule or on a special project basis.

DEEP FRY

Cook breaded or batter-coated food by immersing it completely in hot fat or oil.

DEEP-FAT FRYER

An appliance in which foods are cooked by immersing them in hot oil or fat. Often referred to simply as a deep fryer.

DEFECTION RATE

A measure of guest dissatisfaction, expresses as a percentage of guest lost to competitors because of service related problems.

DEGREE-DAY, COOLING

A measure of the need for air conditioning based upon outdoor temperatures. Cooling degree-days are calculated as follows: daily mean temperature - 65°F (18.3°C) = cooling degree-days for that day.



DEGREE-DAY, HEATING

A measure of the need for heating based upon outdoor temperatures. Heating degree-days are calculated as follows: 65°F (18.3°C) - daily mean temperature = heating degree-days for that day.

DEMI CDP

Assistant section chef.

DEMI PENSION

(See **HALF BOARD**).

DEMOGRAPHIC DATA

Size, density, distribution, and vital statistic of population broken down into, for example; age, sex, marital status and occupation categories.

DENIED BOARDING COMPENSATION

Compensation (money, free flight, or hotel accommodations) provided to an involuntarily bumped airline passenger with a confirmed reservation.

DEPARTMENTAL ACCOUNTS

Income and expense-generating areas of the hotel, such as restaurants, gift shop and banquet.

DEPARTMENTAL EXPENSES

Expenses that are specific to one of the three **OPERATED DEPARTMENTS**.

DESIGN THEME

A theme established to ensure overall consistency in the design of interior decor.

DESSERT MENU

A separate menu designed to remind guests of the dessert items listed on the regular menu. It may also list desserts not shown on the regular menu and include dessert specials as well. Upscale restaurants may include after-dinner wines, cordials, brandies, and liqueurs on the dessert menu.

DESSERT WINE

A wine that is meant to be served after dinner with a dessert or as a dessert; dessert wines are often fortified. (See also **FORTIFIED WINE**).

DESTINATION

A hotel, resort, attraction, city, region, or state.

DESTINATION CLUB

A club where individuals can buy membership which provides usage of multiple properties in multiple locations owned by the club. In return, customers get to stay for weeks at a time in multi-million dollar residences and villas in prime urban and resort locations and enjoy a full range of amenities and services.

DESTINATION MANAGEMENT COMPANY

Company working in a specific destination to handle all bookings and arrangements for tours or conferences. Tour operators or conference planners are likely to use the services of a DMC because of their specialist local knowledge.



DESTINATION MARKETING

Marketing a city, state, country, area or region to consumers and trade.

DESTINATION MARKETING ORGANIZATION

Local tourism marketing organizations, such as convention and visitors bureaus or chambers of commerce.

DEUTSCHER SEKT

An effervescent German wine resembling Champagne. By regulation, it must be made from German grapes.

DEVELOPER CLUB

(See **CORPORATE CLUB**).

DEVELOPER-OWNER

Owner of a managed hotel who either developed and retained the property or purchased an existing hotel.

DEVELOPMENT

The department within a hotel operating company which is responsible for acquiring new hotels by ownership, lease, management contract or franchising.

DIGITAL CERTIFICATE

An attachment to an electronic message used for security purposes. The most common use of a digital certificate is to verify that a user sending a message is who he or she claims to be, and to provide the receiver with the means to encode a reply.

DINNER COST

The standard food cost for items combined to form dinners or other meals that are priced and sold as one menu selection.

DIRECT CONNECT

A connection or interface that links a hotels system and a distribution system without relying on a third party switch provider.

DIRECT FLIGHT

A journey on which the passenger does not have to change planes, though it may make stops.

DIRECT IMPACT

The first-round effect of tourist spending.

DIRECT-EMAIL LETTERS

Letter sent directly to individuals in a targeted market group in a marketing effort .

DIRECTIONAL SIGNS

Meeting signs placed to assist attendees in finding event locations.

DIRECTIVE COMMUNICATION STYLE

A communication style that combines high dominance with low sociability, characterized by frankness, determination and a no-nonsense approach.



DIRECTOR OF SALES (DOS)

The manager of a hotel sales department.

DISCOUNTED FARE

Short-term promotional fares or other discounted fares of varied duration. Negotiated airfare for convention, trade show, meeting, group and corporate travel.

DISCOVER AMERICA

Theme used by the Travel Industry Association and its marketing partners to market travel within the United States.

DISHWASHING MACHINE

An appliance that washes and rinses dishes automatically.

DISINTERMEDIATION

Removing the middleman. The term describes Internet-based businesses that use the World Wide Web to sell products directly to customers rather than going through traditional retail channels. By eliminating the middleman, companies can sell their products cheaper and faster.

DISHWASHING MACHINE

An appliance that washes and rinses dishes automatically.

DISTANCE LEARNING

learning that takes place via satellite broadcasts, Picture Tel, or online computer interaction.

DISTILLER'S BEER

The liquid distilled for spirits. (See also **WORT**).

DMC

Destination Management Company.

DMO

Destination Marketing Organisation.

DMO

Destination Marketing Organisation. A company / group responsible for the promotion of an area (this could be regionally, nationally or town / city specific).

DNCO

This room status means that the guest made arrangements to settle his / her account but has left without informing the front office.

DND CARD

A do not disturb card is hung outside the room to inform hotel staff or visitor that the occupant does not wish to be disturb.

DOLLY

A platform on wheels for moving heavy objects.

DOMAIN NAME

A web site's address on the Internet.



DOMESTIC TOURISM

Travel within the traveler's country of residence.

DOOR-TYPE DISHWASHER

A dishwashing machine in which a rack or racks of dishes remain stationary while heated wash and rinse water is sprayed from nozzles above and below the dishes. Also called a single-tank or stationary-rack dishwasher.

DOORKNOB MENU

A type of room service menu that a housekeeper can leave in the guestroom. A doorknob menu lists a limited number of breakfast items and times of the day that the meal can be served. Guests select what they want to eat and the time they want the food delivered, then hang the menu outside the door on the doorknob. The menus are collected and the orders are prepared and sent to the rooms at the indicated times.

DOSAGE, LE

In the traditional Champagne method, the final step which adds wine, sugar, and, in some cases, brandy to the Champagne.

DOSM

Director of Sales and Marketing.

DOUBLE

Hotel room with one double bed, or sometimes a room designed to accommodate two people.

DOUBLE / DOUBLE

Hotel room with two double beds.

DOUBLE BROILER

One pot fitted into another to gently cook delicate foods, such as cream and chocolate, over simmering or boiling water.

DOUBLE LOCKED (DL)

An occupied room for which the guest has refused housekeeping service by locking the room from the inside with a dead bolt to prohibit entry from the corridor. Double-locked rooms cannot be accessed by a room attendant using a standard passkey; only a grandmaster key or an emergency key can open it.

DOUBLE OCCUPANCY PERCENTAGE

A measure of a hotel's staff ability to attract more than one guest to a room; the method to compute double occupancy percentage is:

Number of guest – number of rooms sold / number of rooms sold X 100%.

(See **MULTIPLE OCCUPANCY PERCENTAGE**).

DOUBLE OCCUPANCY RATE

A rate used for tour groups that bases the per-person charge on two to a room.

DOUBLE-LOADED SLAB

A guestroom floor configuration in which rooms are laid out on both sides of a central corridor.



DOUBLE

- (1) A guestroom assigned to two people.
- (2) In beverage operations, a drink made with twice the standard measure of alcohol in one glass.

DRAPERIES

Unlike curtains, draperies are made of heavier material and are designed to keep light out. Draperies are better than curtains in absorbing sound and keeping heat from escaping through windows.

DRINK INCENTIVE

A sales promotion, such as two drinks for the price of one or half-priced drinks, offered during so-called happy hours.

DRINK RAIL

A type of counter, usually placed against a wall, where guests can either sit on high stools or stand while drinking; often found in airport lounges.

DRINK SIZE

The amount of alcohol, in fluid ounces, poured into a drink. It is not the size of the completed drink.

DRIVING FORCE

A force that tends to encourage change in a particular direction.

DROP OFF CHARGES

Fees assessed when a traveler picks up a rental car in one location and drops it off in another.

DRY CLEANING

The cleaning of fabrics in a substantially non-aqueous liquid medium.

DRY-HEAT COOKING

Cooking method in which food is cooked either by direct application of heat or by indirect heat without the use of moisture.

DRY-HOPPED

A brewing process in which the hops are soaked in the brew without boiling in order to extract a lighter, less bitter flavor.

DSCR

Debt Service Coverage Ratio.

DSL

Digital Subscriber Lines.

DUPLEX

A two storey suite with parlour and bedrooms connected by a stairway.

DUTCH WIFE

Another term for the sewing kit provided as a guest amenity.

DUVET

Quilts filled with down feather or synthetic fibres. Many hotels use duvets with a decorative duvet cover in lieu of both blankets and bedspread. They are sometimes referred to as **comforters**.



**E-BUSINESS**

Short for electronic business, conducting business on the Internet.

E-COMMERCE

Short for electronic commerce. Incorporating all elements of commerce online including sales, inventory management, and human resources.

E-MAIL

Short for electronic mail, the transmission of messages over communications networks. The messages can be notes entered from the keyboard or electronic files stored on disk.

EAME

Europe, Africa, Middle East (sometimes also EMEA).

EARLY ARRIVAL

A guest who arrives at the property before the date of his or her reservation.

EARLY MAKEUP

A room status term indicating that the guest has reserved an early check-in time or has requested his or her room to be cleaned as soon as possible.

EASEL

A frame for supporting something, such as chart paper or a sales poster.

EBITDA

Earnings Before Interest, Tax, Depreciation and Amortisation (now referred to in the Uniform System as Net Operating Profit).

EBITDAR

Earnings Before Interest, Tax, Depreciation, Amortisation and Rent.

ECO TOURISTS

Tourist who plan vacation to understand the culture and environment of a particular area.

ECOTOURISM

Low-impact tourism that avoids harming the natural or normal environment. Defined by The International Ecotourism Society as 'socially responsible travel to natural areas that conserves the environment and sustains the well-being of local people.'

EDI

Short for Electronic Data Interchange, the transfer of data between different companies using networks, like the Internet.

EFT

Short for Electronic Funds Transfer, a specific example of how banks use electronic data interchange to transfer funds.



EISWEIN

Literally, "ice wine," a rare German wine which can be made only when very ripe grapes are not harvested until late November; the grapes are allowed to freeze on the vine, then quickly harvested, rushed frozen to the presses, and pressed while frozen.

ELECTRONIC COMMERCE

Incorporating all elements of commerce online including sales, inventory management, and human resources.

ELECTRONIC KEY

A plastic key with electronic codes embedded on a magnetic strip.

ELECTRONIC KEY SYSTEM

A system composed of battery-powered or, less frequently, hardwired locks; a host computer and terminals; a keypuncher; and special entry cards that are used as keys.

EMEA

Europe, Middle East and Africa (sometimes also EAME).

EMPOWERMENT

Management's act of delegating certain authority and responsibility to frontline employees. The redistribution of power within an organization that enables managers, supervisors, and employees to perform their jobs more efficiently and effectively with the overall goal of enhancing service to guest and increasing profits for the organization by releasing decision-making responsibility, authority and accountability to every level within the organization.

ENCRYPTION

The translation of data into secret code. Encryption is the most effective way to achieve data security. To read an encrypted file, you must have access to a secret key or password that enables you to decrypt it.

ENTREPRENEUR (*ON-trah-prah-NOOR*)

Person who owns and runs his or her own business.

ENTRY-LEVEL JOB

Job that requires very little or no previous experience.

EP

European Plan (see **ROOM ONLY**).

EPABX Operator

Electronic Private Automatic Branch Exchange operators. These are the hotel switchboard operators who answer calls and connect them to the appropriate extensions. These operator also relay telephone charge incurred by guests to the front office cashier.

EPO / IPO

Each Pays Own, Individual Pays Own.



EQUITY DESTINATION CLUB

Destination Club where the members have an equity interest in the club and the underlying property investments owned by the club.

ERA

Economics Research Associates - a US consulting firm.

ERGONOMICS

The study of how people relate psychologically to machines.

ESCOFFIER, GEORGES-AUGUSTE (1847-1935)

Chef who is considered the father of 20th-century cookery. His two main contributions were (1) the simplification of classical cuisine and the classical menu, and (2) the reorganization of the kitchen.

ESCORT

A person, usually employed by a tour operator, who accompanies a tour from departure to return and serves as guide, trouble-shooter, etc.

ESCORTED TOUR

A group of travelers traveling with a guide who has travel experience and has set up an itinerary for the group.

ESTIMATE

General idea of your costs before start of the event.

ETA

Expected Time of **Arrival**.

ETC

English Tourism Council - on 1 April 2003 this merged with the British Tourist Authority to form VisitBritain.

ETD

Estimated Time of **Departure**.

ETHNIC MENU

Menu featuring the cuisine of a particular nation or ethnic group, i.e. Chinese, Mexican, or Italian.

ETHNIC RESTAURANT

A restaurant featuring the cuisine of a particular nation or ethnic group, i.e. Chinese, Mexican, or Italian.

EUROPEAN PLAN

A rate that quotes room charge only. A room rate that does not include any meals.

EVENT RESUMÉ

An in-house document distributed to each department addressing issues, needs, and important information pertinent to a show. Includes time of events, set-up information, public access, etc.

EVP

Executive Vice President.



EXCURSION FARE

Round-trip fare with restrictions such as minimum and maximum stays or advance-purchase requirements.

EXECUTIVE CHEF

A management and administrative role, often separated from the practical cooking.

EXECUTIVE FLOOR

A floor of a hotel that offers exceptional service to business and other travelers. Also called a business floor or the tower concept.

EXECUTIVE HOUSEKEEPER

The person in charge of a housekeeping department in a lodging property. The executive housekeeper is a member of the management team.

EXHAUST VENT

An opening for ventilation, sometimes fixed with an exhaust fan to facilitate of fresh air.

EXHIBIT

An organization's booth at a public show for competition, demonstration or sale.

EXHIBIT SERVICE KIT

A packet of information regarding exhibit service providers and other information that exhibitors will need to participate fully in an exposition.

EXPECTED ARRIVAL / DEPARTURE REPORT

A daily report showing the number and names of guests expected to arrive with reservations, as well as the number and names of guests expected to depart.

EXPECTED ARRIVALS LIST

A daily report showing the number of guests and the names of guests expected to arrive with reservations.

EXPECTED DEPARTURES LIST

A daily report showing the number of guests expected to depart, the number of stay-overs (the difference between arrivals and departures), and the names of guests associated with each transaction.

EXPEDITER

A staff member who acts as a communication link between kitchen personnel and servers. Servers give their orders to the expediter, who calls the orders to the appropriate kitchen stations. The expediter must know cooking times, coordinate them to sequentially deliver cooked foods for pickup, and provide leadership during hectic rush periods.

EXPOSITION

Public trade show.

EXPRESS CHECK OUT

Means by which the guest uses computer technology in a guestroom or a computer in the hotel lobby to check out.



EXTENDED STAY

Generally, a hotel stay of seven or more nights.

EXTRANET

A secured connection between two or more intranets between two companies. Commonly used by OTAs (online travel agencies) to allow hotels to maintain their rates and availability and to receive delivery of reservations.

F

F&B

Food and Beverage. Refers to restaurant and bar business.

FABRIC BRIGHTENER

Type of laundry chemical that keeps fabrics looking new and the fabrics' colours close to their original shade. Fabric brighteners are often pre-mixed with detergents and soaps.

Also called an **optical brightener**.

FACE

(1) The pile of a carpet.

(2) The nap of a towel.

FACE FIBERS

Yarn forming the pile of a carpet.

FACILITIES

Core physical features: accommodation, restaurants, bars, and meeting rooms.

FACILITY

Something that is built, installed or established to serve a particular purpose.

FAMILIARISATION (FAM) TOUR / TRIP

Complimentary or reduced rate stays usually for tour operators, travel agents, wholesalers, incentive travel-planners, travel writers, broadcasters, photographers or journalists, so they can experience a destination or tourism product first hand and then promote it; or corporate guests who may be considering using the hotel for their organisation (accommodation, conferences etc.).

FAMILY LIFE CYCLE

A series of stages used to distinguish between types of travelers; variables used to determine family life cycle stages are age, marital status, and presence and ages of children.

FAMILY RATE

A special room rate for parents and children occupying one guestroom.

FAMILY-STYLE SERVICE

A table service style in which food is placed on large platters or in large bowls which are taken to the tables by servers. Guests pass the food around their table and serve themselves.

FAQ

Short for frequently asked questions. A FAQ is a document that answers questions about some technical topic.

FARE BASIS

Conditions, including service class and ticketing provisions, that determine a fare. Fare basis is designated by identifying letters and / or numbers on a ticket.



FAST-FOOD SERVICE

The single largest segment of the food service industry; composed of commercial establishments that offer drive-through and / or counter service to customers.

FEE-BASED PRICING

Compensation to a travel agency by corporate clients from commission revenues generated by the corporations business.

FEEDER AIRPORT / CITY

An outlying city which feeds travelers to hubs or gateway cities.

FERMENTATION

A step, prior to distillation, during which a mash consisting of crushed grain, grapes, sugar cane, or other plant product and water is injected with yeasts. The yeasts convert the product into ethyl alcohol and carbon dioxide gas. The gas drifts off, and the remaining mixture contains a fairly low level of alcohol, which can be extracted and concentrated through distillation. Distilled beverage alcohol can be derived from any plant or plant product containing either fermentable sugars or starch that can be converted to such sugars.

FERMENTED IN THE BOTTLE

The designation appearing on a bottle of champagne or sparkling wine when the transfer process is used; that is, the second fermentation takes place "in the bottle" as the label says, but the sparkling wine is then transferred to a vat under pressure for settling, clarifying, and fining, and then returned under pressure to the original bottles.

FF&E

Either (1) Furniture, Furnishings and Equipment or (2) Fixtures, Fittings and Equipment e.g. beds, tables, chairs (but normally excluding Operating Equipment) i.e. items that are normally (although not exclusively) accounted for as capital expenditure.

FF&E RESERVE

A pot of money (either in a ring-fenced bank account or just a book entry) to be used to fund replacements and additions to FF&E. This is normally funded by paying in a fixed percentage of revenue each month.

FINISH

A liquid applied to floors that dries to a protective coating and enhances the appearance of the floor. Finishes come in wax-based or polymer types.

FINISHED PRODUCT CATERING DELIVERY

Home delivery catering services.

FIREWALL

Software that keeps unauthorized people outside a network. It can also be used to prohibit employees from browsing the web.

FIRST AID

Treatment given to an injured person until more complete treatment can be provided by emergency service or other health care providers.



FIRST IN, FIRST OUT (FIFO)

Method of stock rotation and storage that uses older items before new ones.

FIT (Free Independent Travel)

Individual travel in which a tour operator has previously arranged blocks of rooms at various destinations in advance for use by individual travelers. These travelers travel independently, not in a group, usually by rental car or public transportation.

FIX ASSETS

These are tangible assets of a long term nature, such as land or large pieces of machinery and equipments.

FIXED CHARGES

Under the Uniform System, these are rent, property taxes and insurance.

FIXTURE

Hardware items present in guestrooms that cannot be moved or are difficult to move as a whole since they are fixed in position. For example; wash basin, baths and lighting fixtures.

FLAT RATE

Specific room rate negotiated by a group and a hotel.

FLAT ROOM RATE

Basic rate with no discount or special offer.

FLIGHT-TYPE DISHWASHER

A dishwashing machine in which dishes are placed on a conveyor made of pegs or bars and are moved through several washing and rinsing chambers.

FLOAT

The delay in payment from an account after using a credit card or personal check.

FLOATELS

Hotel establishments being operated on large water bodies such as seas and lakes. Cruise liner and some houseboats are typical examples of these.

FLOOR LIMIT

A dollar amount set by the credit card agency that allows for a maximum amount of guest charges.

FLOOR PANTRY

A service room provided on each floor for GRAs to store cleaning agents, equipments, guest supplies, guestroom linen and maid's cart.

FLOOR PERSON

Casino employee who supervises dealers and is trained to resolve disputes and watch for cheaters.

FLOOR PLAN

A scaled drawing showing the arrangement of rooms, halls etc.

FLOW ANALYSIS PROCESSES

The preparation of a schematic drawing of the operations included in a particular function.



FLOW OF FOOD

Route food takes on its way to being served.

FLOWCHART

Diagram that shows a menu item from the point when the ingredients are received to the moment the item is served to the customer.

FLUSH

Step in the laundry wash cycle that dissolves and dilutes water-soluble soils to reduce the soil load for the upcoming suds step. Items are generally flushed at medium temperatures and high water levels.

FLYCRUISING

A trend in which tourists fly to a destination to begin a cruise, generally as part of a travel package.

FLYING FOOD SHOW

A procedure for delivering cooked menu items to guests as soon as the food is ready. The first server to arrive at the pickup point delivers the menu items that are ready for service; can only be implemented if order tickets show which guest at which table is to receive each order.

FOC

Free of Charge.

FOH (FRONT OF HOUSE)

Generally refers to guest facing staff within the reception area of the hotel. These may include receptionists, concierge and room porters.

FOLIO

Written or electronic record of guest's hotel account which is kept by reception and which indicates all charges and financial transactions within the property.

FOOD AND BEVERAGE DIVISION

The division in a hospitality organization that is responsible for preparing and serving food and beverages within the organization or property. Also includes catering and room service.

FOOD AND BEVERAGE MANAGER

A person who plans, directs, organizes, and controls all phases of the food and beverage departments of an establishment.

FOOD COST

Cost found by adding all requisitions from the storeroom to daily purchases.

FOOD COST PERCENTAGE

Cost of food sales divided by food revenue.

FOOD DEHYDRATION

A dry food preservation method, thought to be the oldest; effective because it removes the moisture from food and thus inhibits microbial activity. Four types are sun drying, mechanical drying, freeze-drying, and drying during smoking.



FOOD INFECTION

A type of foodborne illness caused by bacteria or viruses in food that are consumed with the food and later reproduce inside the body. With food infection, it is the germs themselves, not the toxins they produce that cause the illness. Compare Food Poisoning.

FOOD POISONING

Illness that occurs when germs get into food and produce toxic waste products. With food poisoning, it is the toxin, not the germs themselves that produces the illness. Compare Food Infection.

FOOD WARMER

Used to hold hot food for service.

FOODBORNE ILLNESS

Illness that is carried or transmitted to people by food.

FORCE FIELD ANALYSIS

A planning technique that helps you identify and visualize the relationships of significant forces that influence a situation, problem or goal.

FORECASTING

Projecting room sales for a specific period.

FOREIGN INDEPENDENT TOUR (FIT)

A tour created for individuals or families who walk into a travel agency and tell an agent what country or area they would like to visit and what they would like to see and do there.

FORMING

The first stage of team development, characterized by cautions, limited member participation, dependence on the leader and low productivity.

FORTIFIED WINE

Wine to which alcohol is added, usually during fermentation, resulting in a wine with a minimum of 15% and maximum of 24% alcohol by volume.

FRACTIONAL

A generic term for a variation of timeshare in which the purchaser owns longer intervals, from four to 12 weeks a year. Major branded hotel companies participate in fractional timeshare, though not to the extent of independent operators.

FRANCHISE

The right to market a service and / or product often exclusive for a specified area, as granted by the manufacturer, developer or distributor in return for a fee: prevalent in the fast food industry but increasingly adopted within the hotel community.

FREE POUR

A beverage system in which the bartender simply pours an unmeasured amount into a glass.

FREEZER

A reach-in or walk-in food storage unit that maintains a temperature of 0°F (-18°C) or less.



FRENCH SERVICE

An elegant, complex type of dining service in which entrées are prepared at tableside by service employees. Used only in gourmet, high-check-average dining operations. Also known as **tableside** or **cart-service**.

FREQUENCY

The number of times an advertisement appears during a given campaign.

FREQUENCY PROGRAMME

A loyalty scheme or frequent traveller programme (See **LOYALTY PROGRAMME**).

FREQUENT FLYER PROGRAM

Airline club for members to accrue points or miles for trips taken, often redeemable for free travel.

FREQUENT INDEPENDENT TRAVELER (FIT)

Designation which applies to visitors who arrive on their own as opposed to being a part of an organized group.

FRI LEASE

Fully repairing and insuring lease - the tenant is responsible for paying for all repairs and insurance, even if the landlord actually carries out the work and charges the cost to the tenant via a service charge

FRONT BAR

A place (1) where guests may sit down and order and consume beverages and (2) that serves as a work space for the bartender. The front bar is divided into two functional areas: the back bar (the back wall, for storage and display) and the under bar (the bartender's main working area). (Compare **SERVICE BAR**).

FRONT DESK

The focal point of activity within the hotel, usually prominently located in the hotel lobby. Guests are registered, assigned rooms, and checked out at the front desk.

FRONT DESK AGENT

A hotel employee whose responsibilities center on the registration process, but also typically include preregistration activities, room status coordination, and mail, message, and information requests.

FRONT OF HOUSE

The functional areas or departments such as the front desk and dining room(s) whose employees have extensive contact, meet and talk directly to guests; includes positions such as concierge, porters, host / hostess, cashier, bar staff, wait staff, and bus persons. (see **BACK OF THE HOUSE**).

FRONT OFFICE (RECEPTION)

A hotel's command post usually situated in the lobby, always located inside the main entrance, whose primary function is to process reservations, register guests, settle guest accounts, check guests in and out, provide keys, mail, information service for guests, maintain guest accounts, render bills, receive payments, as well as providing information to other departments within the hotel.

FTP

Short for File Transfer Protocol, the protocol used on the Internet for sending files.



FUEL CHARGE

Amount charged if car renter does not fill the car's gas tank.

FULFILLMENT

Servicing consumers and trade who request information as a result of advertising or promotional programs. Service often includes a toll-free number, sales staff and distribution of materials.

FULL BOARD

Hotel rate that includes bed, breakfast, lunch and dinner (also known as Full pension or American Plan (AP) in the US).

FULL BOTTLE

A wine bottle that usually contains approximately 25 ounces (750 ml), which could adequately serve three to four persons, but is not too much for two people over the course of a full meal.

FULL BOTTLE SLIP

A control tool used in maintaining bar par. When a full bottle is ordered, management or the point-of-sale system issues a full bottle slip to the bartender to exchange for the full bottle. To requisition these bottles (since there is no empty), the bartender attaches the full bottle slips to the daily bar requisition form.

FULL HOUSE

100 percent hotel occupancy; a hotel that has all its guestroom occupied.

FULL PENSION

See **FULL BOARD**).

FULL SERVICE

A level of service provided by a hotel with a wide range of conveniences for the guest. (See **LIMITED SERVICE**).

FULL-MENU RESTAURANT

A restaurant that (1) has more than 12 or so main-course items on the menu, and (2) cooks to order.

FULL-SERVICE AGENCY

A travel agency that handles all types of travel for consumers.

FULL-SERVICE HOTEL

A hotel with a full range of services and amenities which may include some or all; onsite restaurant and lounge, meeting facility, pool, fitness center, business center, etc. Compare Economy / Limited-Service Hotel.

FUNCTION

An event that is part of a planned meeting; an area of meeting planning that involves income or expenses (printing, registration, etc.).

FUNCTION SPACE

Physical space occupied by an event.

FUTURE CONSIDERATION SALE

A sale where the product will not be shipped or used by the customer within seven days of the order.



**GALILEO**

International Global Distribution System owned by Travelport Inc., part of the Blackstone Group and also owners of the Worldspan GDS. Galileo International GDS is known as Apollo in the US, Mexico and Japan. (See **GDS**).

GARNISH

- (1) Decorative edible items used to ornament or enhance the eye appeal of another food item.
- (2) To add such a decorative item to food.

GATE

Area in airport terminal where passengers for a specific flight board or deplane the aircraft.

GATE PASS

An authorization given to an employee to take guest or hotel property out of the hotel.

GATEWAY OR GATEWAY CITY

A major airport, seaport, rail or bus center through which travelers enter from outside the region.

GDS (GLOBAL DISTRIBUTION SYSTEM)

The network distributor formed and managed by the airline industry of electronic reservations systems of hotel rooms, to corporations such as travel agents all over the world, to make bookings with airlines and hotels in large volume. The four leading GDS systems are Amadeus, Galileo International, Sabre and Worldspan, which together account for 98% of the market. Travelers and travel agents can check availability and reserve travel related products like hotels, airline, car rentals, cruises, rail.

GENERAL LEDGER

A collection of accounts that the controller uses to organize the financial activities of the hotel.

GENERAL SESSION

Sessions that all participants in a convention or meeting attend.

GENERIC WINE

A blend of wines that resembles a particular wine of an already established region; a California "Burgundy," for instance.

GEO-CODING

The process of identifying a hotels location using geographic coordinates expressed in degrees of longitude and latitude.

GIN-HEAD

In the distillation of spirits, a device at the top of the still through which the alcohol vapors are passed to pick up flavor.

GIN

A compounded spirit (the basic product flavored by juniper berries) usually classified as dry or heavy; dry gins are light in flavor and body, while heavy gins are heavily flavored and full-bodied.

GINGER-FLAVORED BRANDY

Neutral brandy with the true flavor and aroma of ginger root and other aromatics.
Light brown in colour.

GIT

Group Inclusive Tour or Group International Traveller

GIT (GROUPS INDEPENDENT TRAVEL)

Group travel in which individuals purchase a group package in which they will travel with others along a pre-set itinerary.

GLASS RAIL

An area on which a bartender or server can set glasses while pouring drinks.

GM (GENERAL MANAGER)

The chief operating officer of a hotel or a restaurant.

GOAL SETTING

A process in which objectives are created to improve one's work performance or personal skills.

GOING GREEN

The responsibility to take care of the environment.

GOP

Gross Operating Profit (Total revenue less expenses). Total Revenue less operating expenses (including Departmental Expenses and Undistributed Operating Expenses).

GOPPAR or GOPAR

Gross Operation Profit Per Available Room.

GRO

Gross Operating Revenue. The Total Revenue or, in some cases, Total Revenue only from **OPERATED DEPARTMENTS**.

GRAIN NEUTRAL SPIRIT

A colourless, odourless, and tasteless distilled spirit made from a grain mash; it is produced by continuous distillation until it reaches 190 proof. During distillation a number of harsh congeners are removed.

GRAND TOUR, THE

An extended trip across the European continent that served as part of the education of young British aristocrats. A typical tour began in England and had the major cultural cities of Italy as its destination. In its early years, a tour could last as long as 40 months. By the end of the Grand Tour era, the age of the traveler had increased, and the length of the tour decreased; individuals traveled more for pleasure than for an extended educational tour. The Grand Tour era lasted from about 1500 to 1820.



GRAPPA

Brandy distilled from the pulpy residue, the grape pomace, of the wine press. In France, this brandy is called Marc (Eau de Vie de Marc).

GRATUITY (*gra-TOO-i-tee*)

Gift, usually money left as a tip for service.

GRAVEYARD SHIFT

Night shift.

GRAY WATER

Reused or recycled water. It is relatively clean wastewater, such as that produced from certain laundry cycles and effluent from wastewater treatment systems, that can be used to supply needs for landscape water and other non-potable uses.

GREEN HOTELS

Generally refers to hotels making an active effort to operate sustainably and reduce their environmental impact.

GRENADINE

Bright red flavoring syrup blending the tastes of pomegranate, strawberry, and raspberry.

GRIDDLE

A cooking appliance with a one-piece polished steel, chrome-plated, or cast-iron plate heated by burners underneath it.

GRIND PLAYER

A gambler who wagers a relatively small amount of money and does not gamble regularly.

GROSS RATE

Commissionable or rack rate.

GROSS ROOMS REVENUE

(See **ROOMS REVENUE**).

GROUND HANDLER or GROUND OPERATOR

Company making all arrangements for incoming groups or travellers from overseas, from the moment they arrive to the moment they leave the country.

GROUP PICK-UP

The guestrooms that are actually rented by a group that are help in a Group Reservation.

GROUP RATE

Negotiated room rate (usually discounted against standard rates) offered to large groups of 10 or more guests visiting the hotel for a common reason i.e. convention, trade show, conferences, meeting, tour or incentive group.

GROUP RESERVATIONS

A block of multiple guestrooms that are being held under an individual or business' name at a particular hotel for a specific date or range of dates. Generally used for conventions, conferences, meetings, receptions, weddings, etc.



GROUP TRAVELLERS

People who are travelling on business or for pleasure in an organized fashion.

GROUPTHINK

The tendency of a group to stifle differences of opinion in an effort to preserve group unity and harmony; may arise during the norming stage of team development.

GRR

Gross Rooms Revenue.

GS

Guest Services.

GS&B

Group services and benefits (including central marketing, sales, business development systems and area office supervision) provided by a hotel chain to hotel owners.

GSA

Either (1) Guest Service Agent or (2) General Sales Agent.

GSM

Guest Service Manager.

GSTS

Guest Satisfaction Tracking System. A system of feedback from guests who fill out comment cards.

GUARANTEED RESERVATION

An advanced reservation that is guaranteed by the guest to be paid even if the guest fails to arrive. Often this guarantee is made by a company or with a credit card. The room will be held all night for a late-arriving guest.

GUEST ACCOUNT

An itemized record of a guest's charges and credits, which is maintained in the front office until departure. Also referred to as a guest bill, guest folio, and / or guest statement.

GUEST AMENITIES

Not to be confused with "amenities", this is the term given to the range of disposable items provided in guestroom bathrooms and includes such items as shampoo, lotion, conditioner, soap, toothpaste, toothbrush, shower caps, etc. The cost of these items are built into room rate.

GUEST CHECK (RESTAURANT)

The invoice presented to restaurant and bar patrons for food and beverage consumed during a visit. Also referred to as a waiter's check or restaurant check.

GUEST COMMENT CARD

Short questionnaires that lodging properties and food service establishments ask their guests to fill out. Guest comments are used by the property to define current markets and to improve the operation.



GUEST ESSENTIALS

Items that are essential to the guestrooms and are not expected to be used up or taken away by guest.

GUEST EXPENDABLES

Guest supplies that are expected to be used up or taken away by guest on leaving the property. (See **GUEST AMENITIES**).

GUEST FOLIO

A form imprinted with the hotel's logo and control number and allowing space for room number, guest identification, date in and date out, and room rate in the upper left-hand corner; it allows for guest charges to be imprinted with PMS and is filed in room number sequence.

GUEST HISTORY (FILE)

A file record maintained for each guest who has stayed at the hotel with a separate entry for each visit. It details preferences like rooms assigned, rates, special needs, and credit rating. This is a valuable reference tool for reservations, marketing, and credit departments and is referred to for return visits.

GUEST HOUSE

A personal residence with a small amount of overnight accommodation sometimes limited by legislation and residence constraints. Typically provides breakfast which is included within the room rate but no other meals. Not licensed to provide alcoholic beverages commercially.

GUEST INFORMATION SERVICES

Automated information devices in public hotel areas that enable guests to obtain information about in-house events and local activities.

GUEST LEDGER

A type of ledger that consists of individual records (called folios) of the hotel's registered guests. The guest ledger provides current status on guest charges and payments; the front office is responsible for summarizing these transactions during the guest's stay. A guest ledger may also be referred to as a front office ledger, transient ledger, or room ledger.

GUEST LOAN ITEMS

Guest supplies not normally found in a guestrooms but available upon request. For example; ironing board.

GUEST MIX

The variety and percentage distribution of hotel guests - individual, group, business, leisure, and so on - who stay at a hotel or patronize a restaurant.

GUEST PROFILE

A list of the characteristics that a property's guests have in common. The guest profile helps management to identify which market segments the property appeals to and which segments the property wants to attract.

GUEST RELATIONS

The establishment of personal rapport and goodwill with guests through service and attention to individual guest needs. In a narrower sense, the promotion of in-house products and services, the entertainment of VIPs, and the handling of social functions - especially in a resort hotel.



GUEST SERVICE DIRECTORY

A documented listing of all of the features of a hotel together with general and pertinent information about the community within which the property is located. Directories are usually provided within each guestroom.

GUEST SERVICE REPRESENTATIVE (GSR)

Employees who provide check-in check-out, mail, key, message, and information services for guests.

GUEST SUPPLIES

Commonly referred to as guest amenities or personal toiletries; care items such as small bottles of shampoo, hair conditioner, lotion, soap, mouthwash, shoeshine cloth, mending kit etc. These are items placed in the guestroom free of cost for the use and comfort of guest.

GUEST SURVEY

A questionnaire completed by guests and used by managers to define current markets and to improve the operation. Managers may talk with guests through the survey or leave the questionnaires with them to fill out. Questionnaires may be long, and some questions may require detailed answers.

GUESTROOM CONTROL BOOK

A book used to monitor the number of guestrooms committed to groups. It controls guestroom booking activity by providing the sales office with the maximum number of guestrooms it can sell to groups on a given day. The remaining guestrooms (and any unsold guestrooms allotted to groups) are available for individual guests.

GUESTROOM KEY

A key that opens a single guestroom door if it is not double-locked.

GUESTROOM MAINTENANCE

A form of preventive maintenance involving the inspection of a number of items in the guestroom, minor lubrication of doors and other equipment, repair of obvious small problems and, when needed, the initiation of a work order for more substantial problems or needs.



**HACCP PRINCIPLES**

Seven sequential steps that outline how to create a HACCP plan.

HACCP (HAZARD ANALYSIS CRITICAL CONTROL POINT)

Food safety system that highlights potentially hazardous food and how it should be handled.

HALF BOARD

Hotel rate which includes bed, breakfast and either lunch or dinner (also known as Demi-pension or Half-pension or Modified American Plan (MAP) in the US).

HALF BOTTLE

A wine bottle that contains approximately 12.5 ounces (375 ml), usually adequate for two guests.

HALF PENSION

(See **HALF BOARD**).

HALF ROUND

A semi-circular table.

HAND CADDY

A portable container for storing, holding, and transporting cleaning supplies. Typically located on the top shelf of the room attendant's cart.

HARD KEY SYSTEM

A security device consisting of the traditional hard key that fits into keyhole in a lock; preset tumblers inside the lock are turned by the designated key.

HARD WATER

Water that contains more than 60 ppm (part per million) of calcium and / or magnesium is called hard water.

HARDWARE

Computer equipment used to process software, such as central processing units, keyboards, monitor and printers.

HAZARD

Biological, chemical, or physical contaminant that might make food unsafe.

HCD

Hotel Content Database. Content management system used to distribute static information about hotels to 3rd parties including GDS (Global Distribution Systems), OTA (Online Travel Agents), IDS (Internet Distribution Systems) and others.

HCIMA

Hotel & Catering International Management Association.



HEAD CHEF

in charge of the kitchen, including Sous Chef(s), Chef de Partie(s) and Commis Chef(s).

HEAD COUNT

Number of people attending at an event.

HEAD IN BEDS

Industry slang referring to the primary marketing objective of accommodations and most destinations - increasing the number of overnight stays.

HEAD TABLE

Table reserved for speakers and VIPs at front of the room, usually facing the audience.

HEALTH HAZARD

Condition that causes long- or short-term injuries or illnesses; can include chemicals that are toxic (poisonous), carcinogenic (cause cancer), irritating, or corrosive (cause a material to be eaten away or dissolved).

HEDNA

Hotel Electronic Distribution Networking Association. Industry organisation formed in 1991 to advance communication training, standards, procedures and technology for the sale of hotel accommodation through electronic systems.

HFTP

Hospitality Finance & Technology Professionals (formerly the International Association of Hospitality Accountants), the international society for financial and technology professionals in the hospitality industry.

HHC

Hilton Hotels Corporation.

HHONORS

Hilton's loyalty programme.

HIGH (PEAK) SEASON / SHOULDER SEASON

The time of year or consecutive months when tourist activity and rates charged are generally at their highest, during which optimum revenues, room / suite occupancy and average room rates are generated.

HITEC

Hospitality Industry Technology Exposition and Conference.

HOBIC (HOTEL BILLING INFORMATION CENTER)

With a HOBIC system, long-distance calls dialed by guests are intercepted by a local operator who records the guest's room number and completes the call. The cost of the call is then transmitted back to the hotel and recorded via a HOBIC teleprinter, usually located near the front desk. The appropriate charges are posted to the guest's folio, and the guest is billed at check-out.

HOD

Head of Department.



HOFTEL

Hotel Owners and Franchisees Transatlantic and European League.

HOLLOW CIRCLE

Seating arrangement of tables and / or chairs all facing each other in a single circle.

HOLLOW SQUARE

Seating arrangement with tables arranged in a square with an open middle.
Chairs are only on the outside.

HOLLYWOOD TWIN ROOM

A room with two twin beds but a common headboard, which is meant for two people. If the need arises, the beds can be bridged together to make it appear a single bed.

HOPPING

The addition of hops to the wort during the brewing process.

HORS D'OEUVRES (or DERVS)

Small, bite-sized hot and / or cold finger food with a spicy or savory flavor; used often as an appetizer.

HOSPITALITY

The cordial and generous reception of guests or strangers, either socially or commercially.
Derived from the Latin term *hospes*, "a guest."

HOSPITALITY INDUSTRY

A term for the tourism or travel industry, usually associated with hotel and restaurant operators.

HOSPITALITY SUITE

Suite or room for entertaining (e.g., a cocktail party); usually a function room or parlor arranged for the convenience, comfort and socialization of guests, often with drinks and snacks available.

HOT

Starwood Hotels & Resorts Worldwide, Inc. (after its New York Stock Exchange ticker symbol).

HOTEL

A large full service lodging facility with a minimum number of available rooms, services, and amenities, usually defined by legislation for licensing and classification purposes as well as eligibility for fiscal incentives in some jurisdictions. May provide food and beverage services on site but not always within the accommodation building(s): usually by in-house staff but occasionally through an outside food and beverage contractor. May or may not provide a range of recreation and other amenities on site or by arrangement with others off site. Includes motor hotel, resort hotel or resort, and commercial hotel.

HOTEL CHAIN

A group of affiliated hotels.

HOTEL GUEST CYCLE

The sequence of phases that begins with pre-sale events, continues through point-of-sale activities, and concludes with post-sale transactions. The phases identify the physical contacts and financial exchanges that occur between guests and various revenue centers within a lodging operation.



HOTEL MANAGEMENT COMPANY

A company that is hired to professionally manage a hotel(s) for other owners.

HOTEL MARKET SHARE

Calculated by dividing the number of rooms in a hotel by the number of competitive rooms in the hotel's market, e.g. One 100 room hotel in a luxury market that has a total of 1,000 rooms is 10% (100 / 1,000).

HOTEL REPRESENTATIVE

A member of the marketing and sales department of the hotel who offers hotel reservations to wholesalers, travel agents, and the public. A hotel representative or "rep" may be paid by the hotels he or she represents on a fee basis or by commission. Many hotel reps also offer marketing and other services.

HOUSE BRAND

Beverage brand served when the guest does not request a specific brand.

HOUSE COMMITTEE

A private club committee made up of members whose job it is to monitor the maintenance and operation of the clubhouse and its services.

HOUSE COUNT

The total occupancy of guests registered in a hotel at any given time of day.

HOUSE LIMIT

A guest credit limit predetermined by management officials.

HOUSE MANAGER

Usually the number two to the General Manager, often responsible for an individual hotel where the General Manager covers more than one.

HOUSEKEEPING DEPARTMENT

Department of the rooms division, responsible for cleaning the hotel's guestrooms and public areas.

HOUSEKEEPING ROOM STATUS

Terminology that indicates availability of guestroom such as *available*, *clean* or *ready* (room is ready to be occupied), *occupied* (guest or guests are already occupying a room), *dirty* or *stay over* (guest will not be checking out of a room on the current day), *on change* (guest has checked out of the room, but housekeeping staff has not released the room for occupancy), and *out of order* (the room is not available for occupancy because of a mechanical malfunction).

HOUSING

Lodging.

HR

Human Resources.

HRN

The company that owns the **hotels.com** website.



HUB AND SPOKE

An airport or selected city which serves as a central connecting point or “hub” for connecting flights, trains or buses to smaller regional destinations.

HUBBART FORMULA

A method used to compute room rate that considers such factors as operating expenses, desired return on investment and income from various departments in the hotel.

HVAC

Heating Ventilation and Air Conditioning.

HVS

International consulting firm HVS International.

HWC (HANDLE WITH CARE GUEST)

Guest who may have had some unpleasant experiences in the hotel or had some complaints, genuine or otherwise, are labeled as “handle with care” guest by the hotel for the remainder of their stay or future sojourn.

**IAC**

InterActiveCorp, the US company which owns various online travel-related businesses.

IACVB

International Association of Convention and Visitors Bureaus.

IBE

Internet Booking Engine.

IBFC

Income Before Fixed Charges. Under the Uniform System this is Gross Operating Profit less management fees.

ICE BIN

A container located in the underbar with readily available ice for making drinks.

ICE MACHINE

An appliance that makes cubed, crushed, or flaked ice automatically.

ICON

A facility or landmark which is visually synonymous with a destination.

IDS

Internet Distribution System. The Internet and other non-GDS channels of hotel electronic distribution. Includes the Internet, World Wide Web, Intranets, Extranets and online services. Also known as 'ADS' (Alternate Distribution System).

IHG

InterContinental Hotels Group.

IHIF

International Hotel Investment Forum - conference held in Berlin each March.

IMF

Incentive Management Fee (See **INCENTIVE FEE**).

IN-HOUSE LAUNDRY

A hotel-operated department that launders linens, uniforms, bedspreads etc.

IN-ROOM BEVERAGE SERVICE SYSTEM

A computer-based system capable of monitoring sales transactions and determining inventory replenishment quantities. Two popular in-room beverage service systems are non-automated honor bars and microprocessor-based vending machines.

IN-ROOM CHECK-OUT

A computer-based check-out procedure that provides guests with a way to access and review their folio data and approve and settle their accounts in their rooms. The technology involves interfacing the guestroom telephone, the television, and an in-room computer with the property management system's guest accounting module.

IN-ROOM GUEST CHECK OUT

A feature of the property management system that allows the guest to use a guestroom television to check out of a hotel.

IN-ROOM GUEST CONSOLE

A multi-feature phone that may include such functions as two-way speakerphone capability; a jack for portable computer use; an alarm clock; radio; remote control of heating, ventilating, and air conditioning, television, and room lights; energy management; and a theft alarm.

IN-ROOM MOVIE SYSTEM

Guestroom entertainment provided through a dedicated television pay channel. Charges for the use of this in-room entertainment are posted to the appropriate guest folio.

INBOUND TOURISM

International tourist traffic coming into a country, with foreign dollars contributing to the export economy. Also referred to as **Export Tourism**.

INCENTIVE FEE

Fee payable to a hotel operator which is usually based on a percentage of profit.

INCENTIVE PROGRAM

An organized effort by management to understand employees' motivational concerns and develop opportunities for employees to achieve both their goals and the goals of the hotel.

INCENTIVE TRAVEL

A trip offered as a prize or reward for top performance, particularly to stimulate the productivity of employees or sales agents and the business that develops, markets and operates these programs.

INCENTIVE TRIP

Once in a lifetime trip, usually offered to either stimulate sales staff to sell more or as a reward for increased sales activity.

INCIDENTAL CHARGES

Guest charges on a folio or bill for items other than room and tax such as; food, beverage, phone, movies, etc.

INCLUSIVE RESORT

A resort which includes rooms, meals and facilities in the price.

INCLUSIVE TOUR

A tour program that includes a variety of feature for a single rate (airfare, accommodations, sightseeing, performances, etc.) for a flat rate. An inclusive tour rate does not necessarily cover all costs.



INCOME AFTER UNDISTRIBUTED OPERATING EXPENSES

The term used by previous editions of the Uniform System to signify Gross Operating Profit.

INCOME BEFORE FIXED CHARGES.

Under the Uniform System this is Gross Operating Profit less management fees.

INCOMING TOUR OPERATOR

Incoming tour operators essentially offer the same services as Ground handlers although they are more likely to offer their own programmes and not just react to clients' demands.

INCOMING TOURISM OR INBOUND TOURISM

Refers to visitors from other countries coming to the UK (also known as Incoming Tourism).

INDEPENDENT FOOD SERVICE OPERATION

An operation owned by an owner or owners with one or more properties having no chain relationship. Menus, food purchase specifications, operating procedures, etc. may differ among the owned properties.

INDEPENDENT HOTEL / PROPERTY

A hotel that is not associated with a franchise affiliation, chain or group. It may be owned by an individual proprietor or a group of investors.

INDIRECTLY FIRED WATER HEATER

A water heater in which steam enters a coil or heat exchanger that transfers heat from the steam to the water.

INFECTON

A foodborne disease caused by bacteria or viruses that reproduce inside the body after being ingested.

INFRARED OVEN

An oven that uses infrared electromagnetic waves to cook food quickly at very high temperatures. Also called a quartz oven.

INGRESS AND EGRESS

Ingress / Egress relates to the Civil Authority coverage part of the Business Income / EE forms. If one is unable to enter or exit by direction of civil authority.

INN

A smaller lodging facility, generally an inn is limited service and one to three stories.

INNKEEPERS STATUTES

Statutes that limit the common law liability of innkeepers.

INTELLIGENT HOTELS

Hotels that are identified because they have state of the art technology systems for their operations. These hotels have replaced the traditional systems to reduce their energy cost and usually have integrated systems which join analog and digital systems to achieve an effective communication in their hotels. The return on investment is reflected in the energy-cost savings and the comfort they provide to their guests.



INTER-HOTEL PROPERTY REFERRALS

A system in which one member-property recommends another member property to a guest.

INTERDEPARTMENTAL COMMUNICATION

Communication between departments.

INTERFACING

The ability of computers to communicate electronically and share data.

INTERNAL MOMENT OF TRUTH

A specific event, situation, or interaction in which anyone employed by a company comes into contact with some aspect of the company that contribute to the quality of his or her work experience.

INTERNATIONAL MARKETING

Marketing a destination, product or service to consumers and the trade outside of the country.

INTERNATIONAL TOURISM

Travel people make outside their country of residence.

INTOXICATION

(1) Although the legal definition varies from state to state, in many states intoxication is defined as a blood-alcohol concentration (BAC) of .10 gram or higher of alcohol per 100 milliliters of blood.

(2) In sanitation management, a foodborne disease that results from the ingestion of poisonous plants or animals or of toxin- contaminated food.

INVENTORY

Stock or merchandise, operating supplies, and other items held for future use in a hotel. For example; linen, cleaning supplies and so on, are important housekeeping inventories.

IPO / EPO

Individual Pays Own, Each Pays Own.

IRE

Insignia Richard Ellis (now known as CB Richard Ellis).

IRHA

International Hotel and Restaurant Association.

IRISH WHISKEY

Distinctive whiskey of Ireland made principally from barley, both malted and unmalted, together with oats, wheat, and sometimes a small proportion of rye.

IRONER

A machine that uses rollers to iron linens, giving them a crisp, finished look. Some ironers also fold and stack linens.

IRR

Internal Rate of Return. A formula for discounting cash flow and evaluating the feasibility of a project against accepted rates of return on the capital employed.



ITB

International Tourism Bourse. Travel industry trade fair held in Berlin each March.

ITINERARY

A detailed description of the traveller's proposed route and schedule of travel in the sequence shown on their travel documents.

ITT

Institute of Travel and Tourism.



J

JACUZZI

Whirlpool - small pools in which alternate jets of warm water bring about therapeutic effect.

JAMAICA RUM

Full-bodied rum, with a heavy rum flavor, pungent bouquet, rich golden hue, and dark colour; distilled in pot stills.

JD POWER

A company which conducts guest satisfaction surveys.

JIGGER

Double-ended measuring devices typically made of stainless steel. Each end of the jigger holds a different amount (for example, three-fourths of an ounce and either an ounce or an ounce and a half).

JLL OR JLLS

Jones Lang LaSalle.

JLLH

Jones Lang LaSalle Hotels.

JOB ANALYSIS

A detailed listing of the tasks performed in a job, which provides the basis for a sound job description.

JOB DESCRIPTION

A listing of required duties to be performed by an employee in a particular job.

JOINT FARE

Special fare for travel on two or more airlines to a destination.

JUST IN TIME TRAINING

A process that provides training when it is needed.

**KAPOK**

Natural plant fiber used to stuff solid mattresses.

KCAL (Kilocalorie)

One thousand calories; a unit of heat measurement, or of the energy-producing value of food when eaten and digested.

KEY DRAWER

A drawer located underneath the counter of the front desk that holds room keys in slots in numerical order.

KEY FOB

A decorative and descriptive plastic or metal tag attached to a hard key.

KEYNOTE SPEAKER

One who presents the issues of primary interest to a group of people.

KEYS

The number of guestrooms in a hotel (measured by the number of keys). (See also **BAYS**).

KG (Kilogram)

One thousand grams; unit of weight measurement.

KING-SIZE BED

The largest size of bed available, with dimension of 78 inches x 80 inches (eastern king) or 72 x 80 inches (California king).

KIRSCHWASSER (Kirsch)

Fruit brandy distilled from cherries; smooth, mellow, with the subtle fragrance of cherries.

KPI

Key Performance Indicator. Targeted measure to establish performance against objectives. For example, an occupancy rate of 90%, an ADR of X etc.

KRAUSENING

A method of adding carbon dioxide by putting the brew through a second fermentation in a pressurized tank.

KROC, RAY (1902-1984)

Founder of McDonald's. The success of McDonald's is due in large part to Kroc's emphasis on quality, service, cleanliness, and value.

**L/O or LO**

Land Only, which is the hotels term for not having any resort fee's included, e.g. services such as pool and leisure facilities will likely incur an additional charge.

L2B / L2B RATIO

Look to book. The ratio of people who visit your website or CRS (Central Reservations System) divided by the number of reservations received.

L4L

Like for like (See also **LFL**).

LAGER

Bottom-fermented brew.

LAGERING

A process of bottom fermentation during which the yeast works slowly at the requisite low temperatures. The slow pace results in fewer congeners and a more mellow product. The term is derived from the German Lagerbier meaning "beer to be stored." After fermentation, the brew is stored at cold temperatures.

LABOUR COST PERCENTAGE

Total [or Departmental] payroll and related expenses divided by Total [or Departmental] Revenue.

LAISSEZ FAIRE

A style of leadership where a leader believes in delegating assignments and important task to others in the team.

LANAI

A room with a balcony or patio overlooking a landscaped area, a scenic view, a water body or garden.

LANDMARK

Distinguishing feature that stands out and provides a reference point for orientation. Landmarks also provide travelers with information about direction and distance.

LANDSCAPE AREA

An area where trees, plants, turf, deck, walks, ponds and so on have been used to create a natural looking outdoor space that is functional and visually appealing.

LAST-ROOM AVAILABILITY

Electronic reservation system that provides users with current information about a hotel's available inventory.

LAST-SEAT AVAILABILITY

Similar to Last-Room Availability, but applicable to airline seat availability.



LATE ARRIVAL

A guest holding a reservation who plans to arrive later than the agreed time of arrival and so notifies the property.

LATE CHARGE

Charges that might not be included on the guest folio because of a delay in posting by another department after their departure from a hotel. For example, telephone calls, restaurant or mini bar charges which have not appeared on a guest's bill at checkout.

LATE CHECK OUT

When a guest leaves the hotel later than the property's standard check-out time. This may be at an agreed 'Late Check Out' fee.

LATE SHOW

A guest who arrives later than the agreed time of their reservation.

LATERAL COMMUNICATION

Communication with those on the same level as you in the organization.

LATEX MATTRESS

Mattress made of whipped synthetic rubber. A foam rubber mattress is a latex mattress.

LAVALIERE MICROPHONE

A small microphone that is clipped onto clothing to allow the speaker to move.

LBA

Local Business Agreement.

LDW (LOSS DAMAGE WAIVER)

Variation of Collision Damage Waiver employed by some car rental vendors.

LEACHING

The loss of cementing constituents from concrete caused by the migration of water through cracks in the slab.

LEAD TIME

The length of time between when a booking is made and the actual stay date. Typically hotels prefer long lead times as it allows them to plan room inventories / rates.

LECTURE

A discourse given before an audience or class intended to teach something.

LEISURE GUEST

Those travelling for pleasure.

LEISURE TRAVELLER / VISITOR

People who travel for pleasure not business, including those who travel for recreational, educational, sight-seeing, relaxation or in order to visit friends and relatives and other purposes. Leisure is the primary motivation.



LEVERAGE

Using assets or events to strategic advantage.

LFL

Like for like.

LGA

Local government authority.

LIABILITIES

Financial or other contractual obligations or debts.

LIABILITY

Legal responsibility that one party has to another, enforceable by law in court.

LIABILITY COVERAGE

Insurance protection against injury and damage claims by third parties, available as an option for car rentals.

LICENSE FEE

A fee for use of a brand name (also known as Royalty Fee).

LIMITED AVAILABILITY

Limited number of reservations accepted for a certain advertised rate or special offer.

LIMITED-MENU RESTAURANT

A restaurant with a small selection of food and limited services. Limited-menu restaurants emphasize speed of preparation and delivery, making convenience one of the main reasons for their appeal.

LIMITED SERVICE

A hotel that may not offer the full range of services typically expected of a hotel. e.g no restaurant services is available.

LIMITED SERVICE HOTELS

Brand hotels with franchise memberships of recognized hotels, built within limited areas without a restaurant. Generally an inn or motel, these hotels are located near business areas such as industrial parks, cities, and airport terminals.

LINEN CHUTE

A passage in the form of a tunnel for sending soiled linen from the floor pantries of all floors to a central place near the laundry, from where it can be collected by the laundry staff.

LINEN ROOM

Area in a hospitality operation that is often considered the headquarters of the housekeeping department. This is the area where the housekeeping employee typically reports to work, receives room assignments, room status reports, and keys; assembles and organizes cleaning supplies; and checks out at the end of his or her shift.



LIQUEUR

A flavored, usually sweet alcoholic beverage with an alcohol content higher than fortified wine, but lower than most liquors.

LIQUOR

Unsweetened, high-alcohol-content beverages such as gin, vodka, rum, and the various whiskeys, including scotch.

LITIGIOUS SOCIETY

An environment in which consumers sue providers of products and services for not delivering them according to expected operating standards.

LOCAL MARKET

The market for a product, generally in the local area, or region, but in some instances, the intrastate market.

LODGE

A lodging facility that is generally small and often designed in located in a rustic outdoors environment or activities such as; fishing, skiing, boating, eco-tours.

LODGING FACILITY

A business that rents guestrooms to the public on a nightly or shorter term range of dates, i.e. weekly, month to month.

LODGING INDUSTRY

Lodging and food service businesses that provide short-term or transitional lodging.

LONG-TERM STAY/ RELOCATION GUESTS

Those individuals or families relocating to an area who require lodging until permanent housing can be found.

LOS (LENGTH OF STAY)

Number of nights spent in one destination.

LOSS OF ATTRACTION

"Loss of Attraction" falls under the Business Income and Extra Expense coverage form although coverage is rarely included as it is hard to prove. For example, if a fire occurred at a hotel in Las Vegas, there may be other hotels in the surrounding area that will have lost income as a result of the reduction in tourism. For those hotels that have not suffered direct damage to the property, Business Income claims would fall under "Loss of Attraction." Loss of Attraction coverage is not common and can be difficult to identify the loss resulting from a disaster and that which could have resulted from poor management or other uninsured factors.

Physical damage to insured property is the primary trigger for business interruption claims; however, additional triggers of coverage outside of physical damage include acts of civil authority, ingress / egress, contingent business interruption and loss of attraction.

LOW (OFF-PEAK) SEASON

The consecutive months during which the lowest revenues, room / suite occupancy and average room rates are generated. In the Rajasthan this is generally April to September.

The time of year when tourist activity and rates are at their lowest.



LOWEST FARE GUARANTEE

Travel agency's promise to provide clients the lowest fare available when reservation is con- firmed.

LOWEST LOGICAL AIRFARE

Lowest airfare found within the parameters of a corporation's travel policy.

LOYALTY PROGRAMME

A rewards programme for those that stay at the hotel regularly. Rewards can vary, but typically include free stays, dining vouchers or other gifts.

LRA

Last Room Availability.

LTA

Local tourist association.

LTC

Loan to Cost.

LTV

Loan to Value.

LUGGAGE RACK

A furniture item provided in guestrooms for placing the guest's luggage on.

LUNCHEON

A light noonday meal.

LUXURY HOTEL

A hotel with high room rates that features exceptional service and amenities.

LUXURY RESTAURANT

A restaurant that

- (1) features fine dining, an exciting menu, not necessarily French or haute cuisine; and
- (2) employs well-trained, creative chefs and skilled food servers. Luxury restaurants are generally small and independently operated, with more employees per guest than other types of restaurants.

**M&C**

Millennium & Copthorne.

M&IT

Meetings and Incentive Travel.

MAC

Material Adverse Change.

MAKE UP

Servicing of the room while a guest is registered in the room.

MALT

Any grain that has been sprouted and then dried to prevent further development; used in brewing and distilling.

MALT BEVERAGE

According to the U.S. government, "a beverage containing 0.5% or more of alcohol, brewed or produced from malt, wholly or in part, or from any substance thereof." Beers, ales, stouts, and porters are part of the malt beverage group.

MALT LIQUOR

A brew made (or that should be made) from straight malt with no adjuncts; it has a more pronounced malt flavor, is slightly darker than regular beer, and usually has a higher alcohol content, ranging from 3.2% to 8% by weight.

MALT WHISKEY

Like straight malt whiskey except for age. When the label says only "malt whiskey," the whiskey may have an age of up to two years. Straight malt whiskey will be a minimum of two years old.

MALTOSE

A fermentable sugar produced by conversion of the starch of sprouting barley grains by malt enzymes, principally diastase.

MANAGEMENT AGREEMENT (MA) OR MANAGEMENT CONTRACT (MC)

Management agreement between the hotel's owner and the hotel operator for the operation of the hotel by the operator on the owner's behalf (also called a management contract or an operating agreement).

MANAGEMENT REPORT

Data summary (from travel agencies, travel suppliers, and / or credit-card vendors) documenting usage patterns for air travel, hotel stays, or car rental.

MANAGER'S REPORT

A listing of occupancy statistics from the previous day, such as occupancy percentage, yield percentage, average daily rate, Rev PAR, and number of guests.

MARINADE

A seasoned liquid, usually containing vegetable or olive oil and an acid such as wine, vinegar, or fruit juice. Herbs, spices, or vegetables are often added for flavoring.

MARINATE

Method used to soak food in a mixture of herbs, spices, and liquid to tenderize and add flavor to the food.

MARKET PARITY

Process of evaluating your product / service offering against a competitor set to determine your market price and ensure competitiveness.

MARKET SEGMENT

Identifiable group of customers with similar needs for products and services.
The division of the total market into groups of customers with common characteristics.

MARKET SHARE

The percentage of business within a market category.

MARKET VOLUME

The total number of travelers within a market category.

MARKETING

Process of planning and executing conception, pricing, promotion and distribution of ideas, goods and services in order to create exchanges that satisfy individual and organizational objectives.

MARKETING ENVIRONMENT

Outside factors that affect a business and which an operator has no control over, such as government policy, technological changes, societal changes, competition and industry trends.

MARKETING MIX

The mix of media (radio, print, television, online, direct marketing, etc.) used to bring your product to the attention of consumers.

MARKETING PLAN

Contains a mission statement, situation analysis, marketing objectives, strategies, tactics and programs for monitoring and control.

MARQUEE

The curbside message board, which includes the logo of the hotel and space for a message.

MASS MARKETING

Advertising products and service through mass communications like television, radio, and Internet.

MCI

Meetings, Conventions and Incentives.



MECHANICAL OVEN

An oven having moving mechanical parts that assist in cooking. Typical examples are the revolving oven, traveling-tray oven, and rotary oven.

MEDIA KIT OR PRESS KIT

Packet of information that is supplied in the media; contains all the details of a meeting that are required to attract media attention and attendees.

MEDIA RELEASE OR PRESS RELEASE

Description of a newsworthy occurrence written in journalistic style and mailed to news media. A press release is usually intended to promote an event or further the reputation of a facility.

MEDIA VISIT

Organised trip for travel writers for the purpose of assisting them to develop stories about tourist destinations. A media visit might also be just one journalist going to a destination with the assistance of a state tourism office.

MEET AND GREET

Service that meets and assists clients upon arrival in a city.

MEETING FARE

Negotiated airline discounts, typically for 10 or more persons traveling to the same event.

MEETING RATE

Negotiated hotel rate offered to a meeting's attendees.

MEGA RESTAURANT

A large restaurant, usually characterized by elaborate or unusual decor, that enjoys a high level of patronage.

MENU BOARD

A keyboard overlay for an ECR / POS system terminal that identifies the function performed by each key during a specific meal period.

MERCHANT MODEL

Business model where the hotel offers net rates so that a merchant can add their profit margin (mark up the rates) for sale to the public. Commonly used by OTAs (Online Travel Agents), wholesalers and tour operators.

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Business model where the hotel offers net rates so that a merchant can add their profit margin (mark up the rates) for sale to the public. Commonly used by OTAs (Online Travel Agents), wholesalers and tour operators.

MERCHANT RATE

The business model typically used by OTAs where the hotel offers a net rate which the merchant marks up for sale to the public.

MERIRES

The Le Méridien computerised reservations system.



META-SEARCH ENGINES

A search engine where different sites are consolidated so that offerings can be compared.

MIA

Meetings Industry Association.

MICE

Meeting, Incentives, Conventions, Exhibitions. This segment is now a big revenue generator for the hotels. Certain hotels cater specially to the MICE customer.

MICROS

Property Management System software provider (also known as MICROS-Fidelio)
(See also **OPERA ENTERPRISE SOLUTION**).

MICROWAVE OVEN

Oven used mainly to reheat and thaw foods by heating the food's molecules with electromagnetic microwaves.

MID-PRICE / EXTENDED-STAY HOTELS

Hotel that caters mostly to persons who must be in an area for a week or longer. The guestrooms of mid-price / extended-stay hotels have more living space than regular hotel guestrooms, and may also have cooking facilities. Guestrooms in these hotels tend to be less expensive than guestrooms in full-service or all-suite hotels.

MID-RANGE SERVICE

A modest but sufficient level of service that appeals to the largest segment of the traveling public. A mid-range property may offer uniformed service, airport limousine service, and food and beverage room service; a specialty restaurant, coffee shop, and lounge; and special rates for certain guests.

MILDEW

An odourous fungus growth that can occur on bathroom surfaces, especially on tile grout, shower curtains, doors, and walls.

MILEAGE ALLOWANCE / MILEAGE CAP

Number of miles a rented car is driven beyond the mileage allowance.

MILEAGE CHARGE

Charge assessed for each mile a rental car is driven beyond an established threshold.

MILITARY AND EDUCATIONAL RATE

Room rate established for military personnel and educators.

MINI BAR

A specially designed small floor mounted refrigerator containing a variety of beverages and snacks located in guestrooms. Items consumed are charged to hotel bill. This amenity serves as a more credible and profitable substitute for room service.

MINI-DRINK

A drink with the appearance of a regular drink, but about a fourth of the alcohol.



MINUTES

A written summary of the events and actions of a meeting.

MISE EN BOUTEILLE A LA PROPRIETE

Literally, "bottled by the owner (of the vineyard)." A term sometimes found on the label of French wines. Used by vine growers who bottle their own wines. It also indicates the origin of the grapes used to make the wine.

MISE EN BOUTEILLE AU DOMAINE

Literally, "bottled at the place (or residence)." A term often found on the labels of French wines. Used by vine growers who bottle their own wines. It also indicates the origin of the grapes used to make the wine.

MISSION (SALES)

A promotional and sales trip coordinated by a state travel office, conventional and visitors bureau or key industry member to increase product awareness, sales and to enhance image. Target audiences may include tour operators, wholesales, incentive travel planners, travel agents, meeting planners, convention and trade show managers and media. Missions often cover several international or domestic destinations and include private and public sector participants. Mission components can include receptions, entertainment representatives of the destination, presentations and pre-scheduled sales and media calls.

MISSION STATEMENT

A statement of the mission of an organization or team that describes the organization's or team's reason for existence. Mission statements are broad and expected to remain in effect for an extended period of time.

MIXER

An appliance used to knead, whip, emulsify, slice, mix, beat, grind, or chop different types of solid food, solid food and liquid(s), or two or more different liquids. Typically, the motor is above the bowl, with the attachments hanging from the motor. Commonly known as a blender.

MLA

Mandatory Liquid Assets.

MLOS

Minimum Length of Stay.

MOD

Manager On Duty.

MOD

Manager on Duty.

MODERATOR

One who presides over an assembly, meeting or discussion.

MODIFIED AMERICAN PLAN (MAP)

A room rate that offers one meal with the price of a room rental.
(See **HALF BOARD**).



MOIST-HEAT COOKING

Cooking methods that require water or another liquid.

MOLD

Fungus that grows quickly and can cause serious infections and allergies; can also produce illness-causing toxins.

MOM

Month on Month.

MOMENT OF TRUTH

Any episode in which a customer comes into contact with some aspect of an organization and gets an impression of the quality of its service; considered to be the basic atom of service, the smallest indivisible unit of value delivered to customer.

MOMENTS

Le Méridien's former loyalty programme prior to its acquisition by Starwood.

MOONLIGHTER

A person who holds a full-time job at one organization and a part-time job at another organization.

MOTEL

Overnight accommodation providing modest lodgings with ample parking space and maybe located near a gas station. Originally targeted for automobile travellers and located primarily on highways, a more modern definition would be the provision of accommodation only, with no other amenities and services provided by the motel.

MOTORCOACH

Deluxe equipment used by most tour operators in group tour programs. Amenities include reclining seats, bathrooms, air conditioning, good lighting and refreshment availability.

MPI

Market Penetration Index.

MPI

Meetings Professionals International - the largest association for the meetings profession.

MSDS (MATERIAL SAFETY DATA SHEETS)

A listing of the chemical contents, relative hazards to the users, and name and address of the producers of the contents.

MTD

Month to Date.

MURPHY BED

This refers to a bed that folds up into the walls and looks like a bookshelf or cupboard when folded away, being named for a leading manufacturer of such beds. It may also be called a Sico bed (after another leading manufacturer of foldaway or wall beds).

MWB

Marylebone Warwick Balfour owner of Malmaison and Hotel du Vin chains.



MYSTERY GUEST

A quality control measure whereby an undercover employee (usually of an external organisation) poses as a guest to evaluate the performance of a hotel. (See **SPOTTER**).

MASHING

The process of grinding barley malt into a grist along with adjuncts and heated water, cooking the grist, then filtering out any grain residue to produce a clear, warm, sugary fluid called **WORT**.

MASS TOURISM

Wide-scale travel by a large number of people - not just the elite - brought about by the increase in leisure time, discretionary income, and reliable and inexpensive modes of transportation such as the automobile and airplane.

MASS TOURISTS

Travelers participating in wide-scale travel designed for large numbers of people.

MASTER FOLIO

A bill that all charges for the members of a group are posted to.

MASTER KEY

A key that can open all guestroom doors that are not double-locked.

MATURING

(1) Aging wine in the bottle; it is usually associated with complex, full-bodied reds such as a good red Bordeaux or Burgundy. (2) The aging of whiskey in charred oak barrels to develop its characteristic taste, colour, and aroma.

MULTIPLE GUEST SPLITS

Charges that are to be divided among a group of guests.

MUSLIN

Cotton fabric made of carded cotton.

MUST

The juice and often other parts of the grape produced by crushing and pressing the grapes; the must then undergoes fermentation.



**NAPERY**

Table linens.

NATIONAL TOURISM OFFICE

Primary government agency responsible for implementing national goals and public policy with respect to tourism, and for providing information services to international travelers.

NATURAL WINE

Basically the product of grape fermentation without the addition of alcohol, sugar (beyond a small amount allowed for certain wines under specified conditions), or other additives except a small amount of sulfur. Natural fermentation stops when there is no more sugar to convert to alcohol or when the alcohol reaches 14% by volume.

NDA

Non disturbance agreement between the hotel's owner, operator and the owner's financier (i.e. a bank) whereby the bank agrees that if the owner defaults under its loan and the bank forecloses, the bank will keep the management contract in place. The bank will usually have the right to step in and cure an owner's default under the management contract.

NEAT

Liquids, especially spirits like whiskey not diluted or mixed with anything else.
(See also **STRAIGHT UP** and **ON THE ROCKS**).

NET FARE OR NET RATE

Price or fare for a travel service, less an agent's commission and without tax.

NET OPERATING INCOME OR NET OPERATING PROFIT

The term used in the Uniform System for EBITDA.

NET RATE

The wholesale selling price supplied to wholesalers and inbound tour operators who package your products and services that is the absolute minimum an operator can sell their product for and still make a profit. The net rate is then marked up by the travel trade to sell to the customer.

NETWORKING

The practice of developing personal connections with friends, acquaintance, colleagues, associates, teacher, counselor and others.

NEUTRAL SPIRIT

An alcoholic spirit purified in the still to a minimum of 95% of absolute alcoholic purity. At that point, the spirit is considered to have no important taste and little body. Although neutral spirits may be distilled from many materials, they are almost always distilled from fermented grain mashes. Neutral spirits are used to make blended whiskey. In original distillation, or redistillation, over juniper berries and other aromatics, neutral spirits become dry gin. Filtered through charcoal, neutral spirits become vodka. Neutral spirits are also the base for many cordials and liqueurs.



NEW ENGLAND RUM

Full-bodied rum produced in the United States from molasses shipped from the West Indies; distilled at less than 160 U.S. proof; also a straight rum.

NIGHT AUDIT

The control process whereby the financial activity of guest's accounts is maintained and balanced on a daily basis.

NIGHT MANAGER

Evening Manager.

NIGHTSTAND

A nightstand is a small stand or cabinet designed to stand beside a bed or elsewhere in a bedroom, as a place to put anything likely to be required during the night; also called **night table** or **bedside table**.

NO-SHOW FACTOR

Percentage of guests with confirmed or guaranteed reservations who do not show up.

NOI

Net Operating Income.

NON-PERISHABLE FOOD

Food product with a relatively long shelf life (compared to perishable items) that resists spoilage unless it is improperly handled and stored; for example, dry grocery items such as sugar, flour, spices, and dry beans.

NOP

Net Operating Profit.

NORMING

The third stage of team development, during which relationships become cooperative and supportive as members learn that they can work together as a cohesive unit. The team becomes more productive during this stage.

NPV

Net Present Value - Discounted cash flow concept for measuring project profitability.

NPWS

NSW National Parks and Wildlife Service.

NS (NO SHOW)

A customer with a reservation at a restaurant, hotel, etc. who fails to show up and does not cancel.

NTA

National Tour Association, comprised of domestic tour operators.

NTB

National Tourist Board.

NTO

National Tourism Organisation. The government body responsible for marketing the whole country.



**OCCUPANCY (OCC. %) (OCC RATE)**

The number of rooms sold divided by the number of rooms available. For example, an occupancy rate of 95% would mean that 95% of a hotels room inventory is presently occupied.

OCCUPANCY REPORT

A report prepared each night by a front desk agent that lists rooms occupied that night and also lists those guests expected to check out the following day.

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)

Federal agency that creates and enforces safety- related standards and regulations in the workplace.

OCCUPIED

A room status term indicating that a guest is currently registered to the room.

OE

Either (1) Operating Expenses (e.g. salaries, cost of buying food, etc.) or (2) Operating Equipment (linen, china, glassware, etc.).

OEH

Office of Environment and Heritage.

OES (OPERA ENTERPRISE SOLUTION)

An integral suite of Property Management System software products from **MICROS**.

OFFMKT

Off Market.

ON CHANGE ROOM

A room in need of housekeeping service before it can be registered to an arriving guest.

ON THE JOB TRAINING

A training process in which the employee is shown and practices a tasks while performing their job, allowing employees to demonstrate skills and reinforce what they have been taught.

ON THE ROCKS

Term that refers to a drink served in a glass with ice in it.

ON-SITE OFFICE

Organization's temporary headquarters office that is set up on site to handle business during the event.

ON-SITE REGISTRATION

Registration that occurs directly before the meeting at the meeting location.

ONLINE

Connected to the Internet via a modem.

ONLINE DISTRIBUTION

Using the Internet and web portals to distribute or promote your product to consumers.

ONLINE RESERVATION SYSTEM

An Internet based system used by hotels that allows prospective hotel guests to check availability and make reservations at the hotel.

ONLINE STORE

A company offering its products and services to its customers over the Internet.

OOO

Out of Order is the status of a guestroom that is not rentable because it is being repaired or redecorated.

OPAQUE MODEL

Business model where the consumer does not know which product or brand being booked before they purchase it. They know the rate, but not the product. Alternatively the consumer may not know the individual component price of a bundled package (commonly used in dynamic packaging systems).

OPEN SEATING

Extra tables are placed, but not fully set; these can be prepared quickly if more guests show up than expected.

OPEN SECTION

A group of rooms that is not part of a room section for cleaning purposes.

OPEN TICKET

Ticket that is valid for transportation between certain points but indicates no specific reservation.

OPERATED DEPARTMENTS

Three categories of classifications of Gross Operating Revenue under the Uniform System, being: Rooms, F&B and Other Operated Departments. The last category includes revenue from parking, spas, golf course etc.

OPERATING AGREEMENT

(See **MANAGEMENT AGREEMENT**).

OPERATING BUDGETS

These forecast the expense and revenues for the routine operations of the hotel during a certain period.

OPERATING EQUIPMENT

Equipment used in operations, such as linen, china, glassware, silver, uniforms, trolleys and are often (but not exclusively) items that are accounted for as a current expenses rather than capital expenditure (compare FF&E).



OPERATING EXPENSES

Those cost that the hotel incurs in order to generate revenue in the normal course of doing business.

OPERATING PLAN

Budget.

OPERATING SUPPLIES

The items essential to day-to- day housekeeping operations, including guest supplies and cleaning supplies.

OPERATOR

The hotel management company which manages a hotel under a management agreement. Could refer to a hotel management company managing a hotel under a management agreement.

OPL

On premises laundry. An in house area in the hotel where linen and uniforms are washed, dry-cleaned and pressed.

OPTICAL BRIGHTENER

(See **FABRIC BRIGHTENER**).

OPTION DATE

The deadline by which payment of the deposit must be made or the room will no longer be held.

ORGANIZATION CHART

Schematic drawing that list management position in an organization.

ORIENTATION CHECK LIST

A summary of all items that must be covered during orientation.

OTA

Online Travel Agent / Agency. A 3rd party who often sells a hotels room inventory on their behalf (and is paid a commission for any bookings referred) Examples of some of the main OTA's include Expedia, Booking.com, Hotels.com etc.

OUT-OF-ORDER

A room status term indicating that a room cannot be assigned to a guest. A room may be out-of-order for maintenance, refurbishing, deep cleaning, or other reasons.

OUTBOUND TOURISM

Residents travelling out of their country to an international destination.

OUTSIDE AIR

Air taken from outside the building envelope and not previously heated or cooled by the building's mechanical systems.

OUTSIDE VENDOR

Suppliers who are not directly associated with the facility.



OUTSOURCING

Provision of service to the hotel, for example; a central reservation system by an agency outside of the hotel.

OUTSTANDING BALANCE REPORT

A listing of guest's folio balances.

OVEN

An appliance with a heated chamber in which food is cooked. Examples include range, deck, roasting, convection, rotary, microwave, infrared, and recon ovens.

OVEN / STEAMER

A versatile piece of cooking equipment that can be used as a convection oven or a pressure-less convection steamer. Food is cooked with hot air that is kept moist with steam.

OVER SET

Number of covers set and prepared for over the guarantee.

OVERBOOKING

Accepting reservations for more rooms than are available by forecasting the number of no show reservations, stayovers, understays, and walk ins, with the goal of attaining 100 percent occupancy. Hotels that use overbooking as a policy are increasingly being targeted by tour wholesalers and operators in an attempt to better control and minimize the serious adverse marketing effects which overbooking has for all stakeholders.

OVERHEAD COSTS

All fixed costs associated with operating an establishment.

OVERHEAD TRANSPARENCY PROJECTOR

A/V equipment designed to project and magnify an image on a transparent sheet of acetate.

OVERPOURING

Putting in more alcohol than is called for in the standard recipe.

OVERRIDE

Additional commission paid to agents as a bonus for productivity and / or volume.
Extra commission paid by a supplier as a sales incentive (also known as **OVERSALE**).

OVERRIDE COMMISSION

Special bonus commission for reaching pre-determined levels of sales over and above the normal commissions paid.

OVERSALE

Extra commission paid by a supplier as a sales incentive (also known as Override).

OVERSTAY

A guest who remains at the property after his or her stated departure date.

OWNER

The owner of a hotel business which is counterparty to the Operator under a management contract.



**P&L (PROFIT & LOSS STATEMENT)**

A listing of revenues and expenses for a certain time period.

P&P (POLICY & PROCEDURE)

A set of principles, rules, and guidelines formulated or adopted by an organisation to reach its long-term goals and typically published in a booklet or other form that is widely accessible. Policies and procedures are designed to influence and determine all major decisions and actions, and all activities take place within the boundaries set by them. Procedures are the specific methods employed to express policies in action in day-to-day operations of the organisation. Together, policies and procedures ensure that a point of view held by the governing body of an organisation is translated into steps that result in an outcome compatible with that view.

PACKAGE RATE

Room rate that include goods and services in addition to rental of a room.

PACKAGE TOUR

Tickets or services bundled together and sold at a single all-inclusive price to increase sales. There are weekend packages, honeymoon packages, sports packages, and so on. Typically, the core package price would include: return transportation, ground transfers, baggage handling, accommodation, one or more meals per day, and applicable taxes. Car rentals, sightseeing activities, recreation and entertainment and gratuities may also be included, but are more often supplementary to the core package price.

PACKAGED TERMINAL AIR CONDITIONING UNIT (PTAC)

An essentially self-contained air conditioning unit, generally through the wall, in which a fuel provides heat and a refrigeration cycle provides cooling.

PAID OCCUPANCY PERCENTAGE

A ratio that indicates management's success in selling its product; calculated by dividing number of rooms sold by the number of available rooms.

PAID-OUTS

Amount of monies paid out of the cashier's drawer on behalf of guest or an employee of the hotel.

PANEL DISCUSSION

Instructional technique using a group of people chosen to discuss a topic in the presence of an audience.

PAR LEVEL

The standard number of each inventoried item that must be in hand to support daily, routine housekeeping operations.

PAR SYSTEM

A level of inventory established that provides adequately for service.



PARADOR

A castle or similar building which has been converted into first class or luxury accommodation by a government (popular in Spain and Puerto Rico).

PARING KNIFE

Small knife used to trim and pare vegetables and fruit.

PARITY

The policy of providing consistency between all sales channels. Commonly associated with rate parity, but can include room type, content parity etc.

PASTEURIZATION (*pass-cher-i-ZAY-shun*)

Heat treatment that destroys harmful bacteria in milk and eggs.

PAT STOCK / PAR NUMBER

A multiple of the standard quantity of a particular inventory item that must be on hand to support daily, routine housekeeping operations.

PATA

Pacific Asia Travel Association.

PAX

Number of people / passengers. e.g 6 pax would be 6 people / passengers.

PBIT

Profit Before Interest and Tax.

PCMA

Professional Convention Management Association.

PCO

Professional conference organiser.

PDQ

Credit / debit card payment terminals (supposedly from the phrase "Process Data Quickly").

PEAK

Primary travel season.

Peaks and Valleys

The high and low end of the travel season. Travel industry marketers plan programs to build consistent year-round business and event out the "peaks and valleys."

PENETRATION (AND FAIR SHARE)

The amount of fair market share that a hotel is capturing. If the hotel is capturing its fair share of the market, then the penetration is 100%. Market penetration is typically based on occupancy, however ADR or RevPar penetration can also be used.

PENINSULA BOOTH

A setup in which two exhibit areas are placed back to back with aisles on three sides.



PERCENT YIELD

The number of rooms sold at average daily rate versus number of rooms available at rack rate multiplied by 100.

PERFORMANCE EVALUATION FORM

Form used to evaluate an employee's performance.

PERFORMANCE STANDARDS

The quality level that employees' performance is required to meet.

PERFORMANCE TEST

A mechanism which allows a hotel owner to terminate a management contract due to poor performance by the operator, often by comparison with similar hotels in the same market.

PERFORMING

The fourth stage of team development, during which a team achieves its peak productivity: individual members share the desire to achieve the team's common goals and appreciate each other's individual contributions toward that end.

PERISHABLE FOOD

Food product with a relatively short shelf life that spoils readily without special processing or preservation techniques. Perishable foods include most products used daily in a food service facility: meats, poultry, fish, shellfish, eggs, dairy products, and most fruits and vegetables.

PERMISSION MARKETING

Customers volunteer to be marketed to, ensuring an interested audience of consumers.

PERSON TRIP VISIT

Every time a person travels more than 100 miles (round-trip) in a day or stays overnight away from their primary domicile, whether for business or leisure purposes, they make one "person trip visit."

PHYSICAL HAZARD

Materials that are flammable, explosive, highly reactive to air or water, or stored under pressure that could cause damage to property and immediate injury.

PIA (PAID IN ADVANCE)

Guest who paid cash at check in.

PICKUP ROOMS

Rooms from the open section assigned to different GRAs to balance out the workload.

PILSNER

A light, rich, and mellow lager with a dry, crisp, hoppy flavor and a light colour; it is made from hops grown in the area around Pilsen, Czechoslovakia.

PIP

Property Improvement Plan (refurbishment).

PIPE AND DRAPE

Materials used to physically construct booths at an exposition.



PKF

The accountancy firm formerly known as Pannell Kerr Forster.

PLATE SERVICE

A variation of table service; basic service style in which fully cooked menu items are individually portioned, plated (put on plates) in the kitchen, and carried to each guest directly.

PLATFORM

Raised, flat surface; statement of principles of policies of an organization.

PLATTER SERVICE

A table service style in which servers carry platters of fully cooked food to the dining room, present them to the guest for approval, and then serve the food.

PLUG-IN

An application that works seamlessly with a web browser.

PMS (Property Management System)

The front desk computer hardware and software used to manage a hotel by networking reservation and registration databases, hotel room inventory, record guest information, point of sales system, accounting system, telephone, call accounting, entertainment and other office software.

PODIUM

A small raised platform on which a presenter may stand.

POINT OF SALE

An outlet in the hotel that generates income such as a restaurant, gift shop, spa etc.

POLICY AND PROCEDURE MANUAL

Publication that provides an outline of how the specific duties of each job are to be performed.

POM

Property Operation and Maintenance.

PORCH

A covered approach to the entrance of a building.

PORT

- (1) In beverage operations, the famous fortified sweet wine from Portugal.
- (2) In computer technology, a plug on a computer hardware device that accommodates a cable coming from another hardware device.
- (3) In housekeeping, an opening into a washing machine through which detergent can be poured. Also called a hopper.

PORTAL

A web site providing all-in-one entry to the Internet. It provides search engines, E-mail, chat rooms, free personal web pages, shopping and guides.



PORTE COCHERE

A canopy designed to protect hotel guests from inclement weather and provide greater visibility to the main entrance.

PORTER

A malt beverage named for the English porters (servers) who first served it; it is dark brown from the heavily roasted malt used to make it.

PORTION

A standard quantity of food or beverage served for one person.

PORTION COST

The standard food cost for an item that is sold as a single menu selection. The portion cost indicates the cost incurred by preparing one portion of the menu item according to its standard recipe.

POS (POINT OF SALE SYSTEM)

A computerized system that retail outlets such as restaurants, gift shops, etc., enter orders and maintains various accounting information. The POS generally interfaces with the property management system (PMS).

POSITIVE SPACE

A confirmed reservation.

POST-CONFERENCE / CONVENTION MEETING (POST-CON)

A debriefing meeting between meeting manager and staff to discuss and evaluate an event as soon as it is over.

POSTING

The process of debiting and crediting charges and payments to a guest folio.

POTABILITY

Suitability for drinking.

POTABLE WATER

Water that is suitable for drinking.

POTENTIAL GROSS INCOME

The amount of sales a hotel might obtain at a given level of occupancy, average daily rate and anticipated yield.

POTENTIALLY HAZARDOUS FOOD

Food that typically has a history of being involved in foodborne illness outbreaks, usually moist, high-protein food.

POUSSE-CAFE

A drink built by very carefully floating one layer of liqueur on top of another.

POW WOW

The largest international travel marketplace held in the United States, sponsored by the Travel Industry Association of America.



PP

Per Person.

PPL

People.

PPPN

Per Person, Per Night.

PRE AND POST MEETING / CONVENTION TOURS

Recreational tours scheduled right before or after a meeting to encourage socialisation of attendees.

PRE-CONVENTION / CONFERENCE MEETING (PRE-CON)

A meeting held between the meeting manager, facility department heads, and major contractors prior to the start of an event to confirm and review all arrangements for said event.

PRE-MIX

In beverage operations, a commercially prepared mix available for cocktails; a Bloody Mary mix, for instance, with all the tomato juice and various spices mixed proportionally, needing only the addition of vodka.

PRE-OPENING BUDGETS

These budget allocate resources for opening parties, advertising, initial generation of goodwill, liaisons and PR. Pre-opening budgets also include the initial costs of employees' salaries and wages, supplies, crockery, cutlery and other such items.

PRE-REGISTRATION

Relating to accommodation, occurs when a guest is pre-assigned a room, which is available to them on arrival.

PREFERRED AGENT

Agent who has a formal arrangement with a wholesaler and prefers to use that wholesaler's product.

PREFERRED RATE

A rate negotiated between a hotel company and a specific client. This is also known as a negotiated rate or volume rate.

PREJUDICE

Biased judgment or opinion not based on fact.

PREPAID TICKET

Ticketing method in which a person or company purchases an airline ticket in one location for a traveler in another. The traveler picks up the prepaid ticket from the airline ticket counter.

PRESENTER

Person who delivers a speech or program.

PRESS KIT OR MEDIA KIT

Materials, usually contained in a folder, in which news releases, product announcements and other materials intended for the media are distributed.



PRESS RELEASE OR MEDIA RELEASE

A news article or feature story written in journalistic style created by an operator and mailed to news media. A press release is usually intended to promote an event or further the reputation of a facility.

PRESS TRIPS

Organized trips for travel writers and broadcasters for the purpose of assisting them in developing stories about tourism destinations. Often, journalists travel independently, though with the assistance of a state's office of tourism or a DMO.

PRINCIPLE NEGOTIATION

A process that helps conflicting parties resolve conflicts in such a way that all parties gain something from the resolution. Four keys to principled negotiation are to separate the people from the problem, focus on what people really mean, invent options for mutual gain, and use objective criteria.

PRIORITY CLUB

InterContinental Hotels Group's loyalty programme.

PRIVATE LABEL CARDS

Credit cards issued by retail organization, such as a department store or gasoline company.

PRIVATE RESIDENCE CLUB (PRC)

(See **RESIDENCE CLUB**).

PROCESS CONSULTATION

A process for resolving conflict that emphasizes understanding the attitudes the conflicting parties hold toward one another. Process consultation attempts to improve the relationship between the parties to the point that they can resolve the conflict themselves.

PRODUCT

Term used to describe any place or service used by tourists, including hotel, motel, inn, lodge or other accommodation facility, as well as tour, attraction or activity.

PRODUCTIVITY STANDARDS

The quantity of work expected to be completed by each department employee.

PROFESSIONAL SPEAKER

Speaker who makes his / her living from presenting information to various organizations.

PROFILE

Detailed information about a traveler's personal preferences kept on file by a travel supplier.

PROFIT

Dollar amount left when revenues are greater than costs.

PROPERTY

A hotel, motel, inn, lodge or other accommodation facility.

PROPERTY IMPROVEMENT PLAN

A document setting out the refurbishment required to a property before it will meet the standards of a particular brand.



PROPRIETARY BOOKING ENGINE

An Internet reservation system that is owned and operated by an individual hotel or group of hotels to allow them to take reservation on their own website without paying a fee to the GDS, third party booking engines or franchise reservation systems.

PROTECTED

A supplier's or wholesaler's guarantee to pay an agent commission and a client a full refund on prepaid confirmed bookings, regardless of cancellations.

PROVIDERS

Suppliers of tourist services and products.

PRPN

Per Room, Per Night.

PTEB

Payroll Taxes and Employee Benefits.

PUBLIC BAR

A bar where bartenders prepare alcoholic beverages for service to guests by others or by the bartenders themselves.

PURÉE

Method used to process food into a smooth pulp.

PUZZLE

In menu management, an unpopular menu item with a high contribution margin.





QA

Quality Assurance.

QMH

Queens Moat Houses.

QUAD

A guestroom assigned to four people; may have two or more beds.

QUALITATIVE RESEARCH

Research comprised of in-depth, open-ended responses, which allows respondents to put answers in their own words. This type of research can provide detailed insights, however, results cannot be presented numerically.

QUALITY GROUP

The group of travelers for whom the quality of their vacation is of paramount importance. They want and are willing to pay for first-class accommodations and service.

QUALITY SERVICE

Service that consistently meet or exceeds customer expectation.

QUANTITATIVE RESEARCH

Research comprised of structured questions, which provides uniform results that are representative of the desired population. This type of research allows for a large number of people to be surveyed cost effectively and is valuable for the production of general information, such as market profiling; considered more robust than qualitative research for business planning and financial feasibility assessments.

QUARTERED-ROUND

Wedge-shaped table with one round edge.

QUEEN SIZE BED

A queen size bed has the dimensions 5 ft 6 in x 6 ft 6 in, (60 inches by 80 inches).

**R&M**

Repairs and Maintenance.

RACK OVEN

A convection oven into which employees can roll special racks filled with trays of food. Also called a roll-in oven.

RACK RATE

The standard full, published rate (price) quoted to the public, for a room in a hotel or resort before any discounts (for example, advance purchase discounts) are applied (also known as the Walk-in rate), published airfares, or non-contracted car rental rates.

Group rates, convention, trade show, meeting and incentive travel rates are negotiated by the hotel and program organizers. (See **GROSS RATE**).

RACKING

In wine production, the process of separating wine from the sediment (lees) at the bottom of a cask by pouring it into another container, leaving the lees behind.

RADIUS RESTRICTION

A restriction in a hotel contract preventing a hotel chain from owning, operating and / or franchising another hotel within a specified distance (also known as Restricted Area or Protected Area).

RANGE

A food service appliance with a flat cooking surface for frying, grilling, sautéing, etc. Two basic types of ranges are solid-top and open-top.

RANGE OVEN

A small conventional oven located under a range, used for roasting and baking or as a food warmer.

RATE DESK

Airline or travel agency department that constructs fares for complicated itineraries, usually international.

RATE PARITY

The policy of providing consistency of rates between all sales channels.

RCI

Formerly Resort Condominiums International - a company owned by Cendant Corporation which runs an exchange of timeshare and vacation ownership club units.

RDA (RECOMMENDED DIETARY ALLOWANCE)

Daily nutrient standards developed by the National Academy of Sciences that cover the average needs of various population groups.



RDR

Residential Delegate Rate (per person rate for conference room hire, refreshments, catering including overnight accommodation).

REACH

The percentage of people within a specific target audience reached by an advertising campaign.

RECEPTION

Social gathering, usually before an event.

RECEPTIVE OPERATOR

Specialists in handling arrangements for incoming visitors at a destination including airport transfers, local sightseeing, restaurants, accommodations, etc. Receptive operators can be a travel agent or tour operator.

REDUCE

Decrease the volume of liquid by simmering or boiling.

REENGINEERING

An organization change that involves the complete redesign of a process within the organization, the goal of which is to achieve a dramatic improvement.

REFERRAL RESERVATION SERVICE

A service offered by a management company of a chain of hotels to franchisee members.

REFRESHMENT BREAK

A period between conference or work sessions during which coffee and refreshments are served.

REFRIGERATOR

A chilled reach-in or walk-in storage unit used to maintain the quality of food.

REFURBISHMENT

The process of restoring, renovating or modernising a hotels rooms or public areas to bring them up to a certain standard by re-decorating, renewing soft furnishings, and possibly changing the carpet and touching up the furniture.

REGIONAL GETAWAY GUESTS

Guests who check into a hotel close to home in order to enjoy a weekend away from children or other responsibilities.

REGISTRATION

Process of signing up to attend a meeting or event.

REGISTRATION CARD (REG. CARD)

A form on which arriving guests record their names, addresses, and other details including mode of transportation used, nationality, purpose of visit (usually business or pleasure), method of payment, and length of stay. A space is also provided for signature, room rate and room number. Additional questions may be included as a part of the hotel's market research platform.

REGISTRATION DATA

Information about an attendee that is gathered as part of the registration process.

REINVENTION

An extreme organizational change requiring an organization to rethink every aspect of how it conducts business.

REIT

Real Estate Investment Trust.

RENTAL AND OTHER INCOME

Revenue from non-Operated Departments, including space rental, commissions and interest income.

REPEAT BUSINESS

Business that continues to return, thereby generating increased profits.

REQUEST FOR PROPOSAL

A request by corporate customers and travel agencies for hotels to submit proposed pricing for the next year.

RES

Reservation.

RESERVATION SYSTEMS (AUTOMATION VENDORS)

Computerized systems leased to travel agencies offering airline, hotel, car rental and selected tour availability and bookings to determine availability and arrange bookings of services, such as airline, hotel, car rental and tours.. Systems are affiliated with major carriers, including American (Sabre), United (Apollo), Eastern (System One), TWA (PARS), and Delta (DATAS II) and feature flight schedules of the sponsoring and other carriers, plus additional travel products.

RESERVATIONS

The advance booking of a guestroom that is being held under an individual or business' name at a particular hotel for a specific date or range of dates.

RESERVATIONS AGENT

An employee, either in the front office or in a separate department, who is responsible for all aspects of reservations processing.

RESERVATIONS DEPARTMENT

A department within a hotel's rooms division staffed by skilled telemarketing personnel who take reservations over the phone, answer questions about facilities, quote prices and available dates, and sell to callers who are shopping around.

RESIDENCE CLUB

A club where individuals can buy membership which entitles them to stay for a defined period per annum in a room or apartment in a hotel or serviced apartment block.



RESIDENT MANAGER

The manager in charge of the rooms division in a mid-size to large hotel. Sometimes resident managers are also in charge of security.

RESIDENTIAL HOTEL

hotels that provide long term accommodations for guest.

RESORT HOTEL

A hotel, usually located in a desirable vacation spot, that offers fine dining, exceptional service, activities unavailable at most other properties, and many amenities.

RESORT HOTELS & SPAS

A hotel that caters primarily to vacationers and tourist and typically offers more recreational amenities and services, in a more aesthetically pleasing setting, than other hotels. These hotels are located in attractive and natural tourism destinations and their clientele are groups and couples that like adventure with sophistication and comfort. The attractions vary depending on the region and some might offer golf, tennis, scuba diving and, depending on the natural surrounding, may also arrange other recreational activities.

RESTRAINING FORCE

A force that tends to keep a situation from changing in a particular direction.

RESTRICTED AREA

(See **RADIUS RESTRICTION**).

RÉSUMÉ (*RE-zoo-may*)

Written summary of past experience, skills, and achievements related to the job being sought.

RET

Department of Resources, Energy and Tourism.

RETAIL RATE

(See **GROSS RATE**).

RETAIL TRAVEL AGENT

An individual qualified to arrange and sell transportation and other travel services and products directly to the public.

RETAILER

Another term for travel agents who sell travel products directly to consumers.

REVENUE MANAGEMENT

A process of planning to achieve maximum room rate and most profitable guests (guest who will spend money at the hotel's food and beverage outlets, spa etc.) that encourages front office manager, general manager and marketing or sales director to target sales periods and develop sales programs that will maximize profit for the hotel.

REVENUE SHARING

Travel agency rebate of commission revenue received on a corporation's bookings.



REVPAR (REVENUE PER AVAILABLE ROOM)

Revpar is the key benchmark measure in the performance of the core business of hotels-selling rooms. Revenue per available room (revpar) can be broken down into two parts reflecting occupancy and rates: $\text{Revpar} = \text{occupancy (percentage of available rooms occupied)} \times \text{average room rate per night}$.

Trends in revpar are very important. Revpar can be used to compare companies but only if they have broadly similar hotels, i.e. similarly priced in similar locations.

Note that although the Uniform System stipulates using Gross Rooms Revenue, some statistics use Gross Revenue (see **TOTAL REVPAR**).

RFP

Request For Proposal. Often requested by corporate guests. e.g. they may require a hotel to provide a response to a RFP to outline negotiated rates for the following year.

RGI

Revenue Generator Index.

RMS

Rate Management System.

RMS

Roads and Maritime Services.

ROAST

Cook food using indirect heat in a closed environment; requires a longer cooking time than baking.

ROASTING PAN

Shallow pan used to roast and bake foods such as meats and poultry.

ROCE

Return On Capital Employed.

ROH

Run of House. No room has been allocated to a guest before arrival, so they will get any room available on arrival OR a flat rate for which a hotel agrees to offer any of its available rooms.

ROI

Return on Investment.

ROLLING CARTS

Portable carts on which audiovisual equipment can be placed.

ROOM

Double: No guarantee of two beds; Double Double: Two double beds (or two queens or kings); Twin: Two twin beds (or two doubles or queens).

ROOM ALLOCATION

A limited number of rooms or seats available to wholesalers to free sell.



ROOM ASSIGNMENT SHEETS

The room assignment sheet indicates the rooms that the particular GRA has to service, giving their status as indicates in the daily work report. The sheet also lists any pick up rooms that the GRA has to service, apart from the rooms in his / her section.

ROOM ATTENDANT'S CART

A lightweight, wheeled vehicle used by room attendants for transporting cleaning supplies, linen, and equipment needed to fulfill a block of cleaning assignments.

ROOM BLOCK

An agreed-upon number of rooms reserved in advance for members of a group (conference, tour) planning to stay at a hotel.

ROOM DATA CARD

A card used to record information concerning the basic characteristics and major elements of an individual guestroom.

ROOM INSPECTION

A detailed process in which guestrooms are systematically checked for cleanliness and maintenance needs.

ROOM INVENTORY

the volume of rooms available to be sold.

ROOM NIGHT(S)

Essentially refers to an occupied room. e.g. guest A has booked 5 room nights (they are staying for 5 nights) or Corporate Guest B accumulated 20 room nights last year (they stayed for a total of 20 nights).

ROOM OCCUPANCY SENSOR

A device that uses infrared light or ultrasonic sound waves to sense the physical occupancy of a room. Sensors have the ability to turn on devices and appliances such as lights, air conditioning, and heating whenever a guest enters a space, and to turn these devices and appliances off when the guest leaves.

ROOM ONLY (RO)

Hotel rate that only pays for the room and not meals with no extras included (known as European Plan (EP) in the US).

ROOM RACK

A card index system that is constantly updated to reflect occupied and vacant rooms. In the evening, the room rack contains forms for only those registered guests remaining for the night who are to be charged for rooms. A daily room report can be prepared from the room rack.

ROOM RATE

The price a hotel charges for overnight accommodation. (See also **RACK RATE**).

ROOM REVENUE

The amount of room sales received.



ROOM SALES PROJECTIONS

A weekly report prepared and distributed by the front office manager that indicates the number of the departures, arrivals, walk ins, stay-overs, and no shows.

ROOM SECTION

A group of 15-16 guestrooms reasonably contiguous to each other.

ROOM SERVICE

The department within a food and beverage division that is responsible for delivering food or beverages to guests in their guestrooms. May also be responsible for preparing the food and beverages.

ROOM SERVICE MENU

A menu offered by lodging properties that serve food to guests in the guestroom, suite, cabin, etc. Room service menus usually offer a limited number of items because it is difficult to maintain food quality while transporting the food to the guest.

ROOM STATUS DISCREPANCY

A situation in which the housekeeping department's description of a room's status differs from the room status information that guides the front desk employee in assigning rooms to guests. Discrepancies can seriously affect a property's ability to satisfy guests and maximize rooms revenue.

ROOM STATUS REPORT

A report that allows the housekeeping department to identify the occupancy or condition of the property's rooms. It is generated daily through a two-way communication between housekeeping and front office. Future availability is determined through reservations data. Information about availability data which extends several days into the future is important because it may affect the length of stay of in-house guests.

ROOM TAX

State or local tax imposed on hotel room charges.

ROOMING LIST

A list of the guests who will occupy reserved accommodations. This list is submitted in advance by the buyer.

ROOMS ACTIVITY FORECAST

Information on anticipated arrivals, departures, stay-overs, and vacancies. Managers use this forecast to determine staffing needs at the front desk and in housekeeping areas.

ROOMS ALLOTMENT REPORT

A report that summarizes rooms committed (booked or blocked), by future date.

ROOMS AVAILABILITY REPORT

A report that lists, by room type, the number of available rooms each day (net remaining rooms in each category).



ROOMS CHECKLIST

A list, used for guestroom (preventive) maintenance, of all the items in the guestroom with a brief notation opposite each item of the type of inspection, repair, lubrication, adjustments, or cleaning activity to be performed.

ROOMS DIVISION

The largest, and usually most profitable, division in a hotel. It typically consists of four departments: front office, reservations, housekeeping, and uniformed service.

ROOMS HISTORY REPORT

A computer-based report that depicts the revenue history and use of each room by room type. This report is especially useful to those properties employing an automatic room assignment function.

ROOMS MANAGEMENT MODULE

A front office application of a computer-based property management system. The module (1) maintains up-to-date information on the status of rooms, (2) assists in the assignment of rooms during registration, and (3) helps coordinate various guest services.

ROOMS PRODUCTIVITY REPORT

A report that ranks room types by percentage of occupancy and / or by percentage of total rooms revenue.

ROOMS REVENUE

Revenue only from Rooms (i.e. excluding revenue from F&B and Other Operated Departments).

ROOMS STATUS REPORT

A report that indicates the current status of rooms according to housekeeping designations, such as: on-makeup, on-change, out-of-order, clean, and ready for inspection.

ROOMS YIELD

Average revenue of all rooms, divided by the number of rooms in a hotel, divided by 365 nights.

ROP (RUN OF PAPER) COLOUR

In newspaper advertising, colour used in regular sections of the paper and printed on standard newsprint.

ROTARY OVEN

A mechanical oven with circular shelves that move trays of food in a circle around a central axis within the heat chamber.

ROTISSERIE BROILER

A cooking appliance that holds the food being broiled on a spit that rotates, exposing all sides to the broiler's burners.

ROUNDS

Circular tables, size may vary.

ROYALTY FEE

A fee for use of a brand name (also known as License Fee).



RPTI

Rent, Property Taxes and Insurance.

RSO

Regional Sales Office.

RTO

Regional Tourism Organisation.

RUM

A family of liquors distilled from the fermented juice of sugar cane or molasses. Rum is produced in virtually all of the various sugar-producing countries and in New England (from West Indies molasses). Differences in rums are a result of differences in the climate and the soil in which the sugar cane grows, and in the methods used in distillation.

RUNNERS

In this context, lengths of matting made of synthetic or natural fibers, placed at entrances to prevent dirt and dust from entering the building. (Another use of the term runner in housekeeping is for a person who is charged with the duty of conveying orders from housekeeping department to the staff on guest floor).

RYE WHISKEY

A whiskey produced from a grain mixture containing at least 51% rye.

RYOKAN

Traditional Japanese lodging facilities featuring tatami mat floors and Japanese landscaped gardens.



**S&M**

Sales and Marketing.

SABRE GLOBAL DISTRIBUTION SYSTEM

Operated by Texas-based Sabre Holdings Corp., which owns Travelocity.com and lastminute.com which owns Travelocity.com.

SAFETY DEPOSIT BOXES

Individual boxes provided for the safekeeping of guest valuables. Located either in a central, secure, and supervised location or in individual guestrooms.

SAFETY STOCK LEVEL

The number of purchase unit that must always be on hand in case of emergencies, damages, delays in delivery and so on.

SAHARA

Geneva based Global Distribution System owned by SITA.

SAINT JULIAN THE HOSPITALLER

The patron saint of innkeepers, travelers, and boaters.

SAINT NOTBURGA

The patron saint of food servers.

SALES

Income resulting from an establishment exchanging products and services for money.

SALES BY BEVERAGE SERVER REPORT

A report produced by sophisticated automated beverage systems indicating the total sales of each beverage server during a shift.

SALES BY MAJOR BEVERAGE CATEGORY REPORT

A report produced by sophisticated automated beverage systems indicating the expected beverage income by major beverage category (liquor, beer, wine, etc.).

SALES INDICATORS

Number of guest and revenue generated.

SALES MISSION

Suppliers from one tourism area travel together to another state or country for the purpose of collectively promoting travel to their home area. Sales missions may include educational seminars for travel agents and wholesalers.

SALES SEMINAR

An educational session in which travel agents, ITOs (tour operators), wholesalers and other members of the travel trade congregate to receive briefings about tourism destinations.



SANI-BIN

These are small metal or plastic containers with lids, kept in toilets for collection of soiled sanitary towels.

SANITARY

Free of harmful levels of disease-causing microorganisms and other harmful contaminants.

SANITIZE

Process of reducing the number of microorganisms on a clean surface to safe levels.

SATIN WEAVE

A weave in which warp threads interlace with filling threads to produce a smooth-faced fabric.

SCANTY BAGGAGE

A room status indicating a room assigned to guest with small, light and few pieces of luggage that could be carried away without obviously indicating a departure, should a guest walk out with them.

SCIENCE TOURISM

A subgroup of ecotourism in which laypersons travel with scientists and students to help with scientific work at various sites throughout the world. Science tourists often work very hard (even though they are paying for the vacation) and make a contribution to a body of scientific knowledge.

SCOTCH

A distinctive spirit from Scotland with at least 80 proof alcohol content, manufactured in compliance with British laws; it is sold (and must be labeled) as either "blended" or "single malt."

SCRAPING OR SCREEN SCRAPING

Copying information from one website and depositing it onto another site. Care must be taken to observe copyright laws.

SEARCH DIRECTORY

A program that searches a directory of keywords that have been registered with each web site.

SEARCH ENGINE

A program that searches web sites for specified keywords and returns a list of the documents where the keywords were found.

SEASONAL TRAVEL

Travel industry business cycles, such as high or peak, low or off peak, and shoulder season.

SEASONALITY

Business fluctuations across the seasons.

SEGMENT

Leg or identifiable portion of a route traveled, usually stated in terms of originating and terminating cities.



SELF-CHECK-IN PROCESS

A procedure that requires the guest to insert a credit card with a magnetic stripe containing personal and financial data into a self check in terminal and answer a few simple questions concerning the guest stay.

SELF-DIRECTED TEAM

A work team that manages itself and its work, making job assignments, planning work schedules and making service and production related decision.

SEMI-PERISHABLE FOOD

Food product that has a longer shelf life than perishable foods, but should be stored under recommended time-temperature combinations; includes nuts, apples, potatoes, and waxed vegetables such as cucumbers.

SERRATED SLICER

Knife with a long, thin, serrated blade used to slice breads and cakes.

SERVICE BAR

A relatively small bar where service bartenders prepare alcoholic beverages for servers to present to guests. Guests typically do not order or pick up their own beverages at service bars. (Compare **FRONT BAR**).

SERVICE CHARGE

A percentage of the bill (usually 10% to 20%) added to the guest charge for distribution to service employees in lieu of direct tipping.

SERVICE DIRECTORY

This is a booklet in which the services offered to guests by the hotel are listed, along with the intercom numbers to reach the relevant departments.

SERVICE RECOVERY SYSTEM

Policies and procedures that guide manager and staff in resolving guest complaint.

SERVICE STATION

A small work island located in a dining room.

SERVICE STRATEGY

The effort of a hospitality business to increase guest perceptions of value by consistently meeting or exceeding important guest expectations in critical moment of truth.

SERVING

The control point in which finished menu items are transferred from the production department to guests.

SET

Secure Electronic Transaction, a standard that enables secure credit card transactions on the Internet. By employing digital signatures, SET enables merchants to verify that buyers are who they claim to be. It protects buyers by providing a mechanism for their credit card number to be transferred directly to the credit card issuer for verification and billing without the merchant being able to see the number.



SETTLEMENT

Detailed itemization of ticket sales, production expenses, building rent, box office costs and all other event-related expenses.

SHARE

Share room in a hotel, motel, B&B or other accommodation.

SHELL

A marketing and sales promotional piece that depicts a destination, accommodation or attraction on the cover and provides space for copy to be added at a later date. Sometimes referred to as a template.

SHFA

Sydney Harbour Foreshore Authority.

SHIFT MANAGER

The manager in charge of a casino during a period of time, usually a six- to eight-hour shift.

SHIPPING AGENT

Third-party company that handles shipping goods to and from a meeting.

SHOPPING CART

A shopping cart is a piece of software that acts as an online store's catalog and ordering process. Typically, a shopping cart is the interface between a company's web site and its deeper infrastructure, allowing consumers to select merchandise, review what they have selected; make necessary modifications or additions, and purchase the merchandise. Shopping carts can be sold as independent pieces of software so companies can integrate them into their own unique online solution, or they can be offered as a feature from a service that will create and host a company's e-commerce site.

SHORT LEAD

Refers to bookings made at short notice (e.g. on the day of arrival or within a few days of arrival).

SHOULDER SEASON

Period between peak and off peak periods when business is stronger than off peak, but has room for growth.

SIDE-BY-SIDE SUITE

A suite that consists of two small bays, each with windows to the outside.

SIDESTAND

A service stand that holds supplies of tableware, ice, condiments, dairy products, and some beverages for easy access.

SIDEWORK

Setup and cleanup work that must be done before and after dining rooms are opened. Examples include restocking server supply stations, filling salt and pepper shakers, etc.

SIGNAGE

All information and directional signs required for an event.



SIGNIFICANCE CRITERIA

Criteria used to determine which variances are significant. Generally expressed in both dollar and percentage differences.

SILENCE CLOTH

Oilcloth or other padded material placed under the tablecloth to absorb noise.

SIMPLE SYRUP

A syrup made simply from sugar and water; used in cold drinks instead of granulated sugar, which takes too long to dissolve.

SINGLE BED

A bed approximately 36 inches by 75 inches.

SIT

Special Interest Travel.

SITE

Society of Incentive and Travel Executives.

SITE INSPECTION

An assessment tour of a destination or facility by a meeting planner, convention or trade show manager, site selection committee, tour operator, wholesaler or incentive travel manager to see if it meets their needs and requirements prior to selecting a specific site for an event. After site selection, a site inspection may be utilized to make arrangements.

SITE OPTIMIZATION

Providing search-engine friendly web sites to search engines and search directories.

SKIPPER

A room status that indicates the guest has left the hotel without making arrangements to pay his / her account.

SKIRTING

Attractive fabric placed around a table to conceal the area.

SLEEPER

A vacant room that is believed to be occupied because the guest has settled his / her account and left the hotel but the room rack slip or registration card was not removed from the rack when the previous guest departed and front office staff have failed to update the room status.

SLICER (KNIFE)

Used to slice cooked meats.

SLICER (MACHINE)

An machine that has a spinning disk with a knife-sharp edge for slicing food (meats); the food is placed in a tray which slides back and forth, pushing the food against the disk's spinning edge.

SLIDE PROJECTOR

Equipment designed to project the image of slides onto a viewing screen.



SLIVOVITZ

Fruity brandy, distilled from plums. Soft, pleasant, with a mellow plum fragrance.

SLOE GIN

Rich red liqueur with a delicate bouquet and tangy fruity flavor resembling wild cherries. Generally made from a blend of sloe berries, from which it derives its primary flavor, and other fruit flavors.

SMERF

Social, Military, Educational, Religious, Fraternal Marketing - refers to a segment of the meetings market.

SMOKE DETECTOR

Device designed to detect fire in its early stages; requires an airflow to detect a fire.

SNAG LIST

Generally refers to a list of problems / issues (usually minor defects) that need to be completed (usually as a result of a new hotel launch). (Also called a **Punch List**).

SOFT LAUNCH / OPENING

A partial launch of a hotel property, perhaps at a reduced service level, usually to test the service offering, to allow teething problems to be ironed out before the official opening.

SOFT WATER

Water in which the level of dissolved calcium and / or magnesium is below 60 ppm (parts per million).

SOFT-DOLLAR SAVINGS

Savings on travel realized through cost avoidance, such as rate discounts or free upgrades.

SOILED LINEN

Dirty and stained linen that required laundering.

SOLID MATTRESS

A mattress stuffed with hair, cotton, or some other material.

SOMMELIER

A wine steward is a trained and knowledgeable wine professional, normally working in fine restaurants, who specializes in all aspects of wine service as well as wine and food pairing. The role is much more specialized and informed than that of a wine waiter in fine dining today.

SOP (STANDARD OPERATING PROCEDURE)

Written and documented processes prescribed for repetitive use as a practice, in accordance with agreed upon specifications, to ensure services and / or products are delivered consistently every time with the desired outcome.

SORTING

The process of separating soiled linen into different categories: those requiring dry-cleaning and those that should be laundered under different conditions, such as whites and coloured. In other words, sorting is governed construction and the amount and kind of soil.



SOUR MASH

Term often used in connection with straight whiskey. Sour mash identifies a production process, distinguished from the "sweet mash" technique of distillation. The name has nothing to do with the taste of the whiskey - sour mash whiskeys are rich and mellow.

SOUS CHEF

'Under Chef'. Second in command after the Head Chef.

SPA

A mineral spring, or a locality or resort hotel near such a spring, to which people visited for cures (from Spa, a watering place in eastern Belgium). Today, the word spa is used more loosely to refer to any fashionable resort locality or hotel.

SPAM

Electronic junk mail.

SPAMMING

The sending of electronic junk mail.

SPECIAL NEEDS ACCOMMODATION

Room designed for disabled people (in the US often known as an ADA Room, after the Americans with Disability Act).

SPECIALTY MENU

A menu that differs from the typical breakfast, lunch, or dinner menu. Specialty menus are usually designed for holidays and other special events or for specific guest groups. Children's, beverage, dessert, and banquet menus are examples.

SPECIALTY RESTAURANT

A theme restaurant that features certain types of food.

SPEECH RECOGNITION

The use of computer systems to recognize spoken words. Voice recognition implies only that the computer can take dictation. Natural language processing recognizes human languages.

SPG

Starwood Preferred Guest. The loyalty programme run by Starwood Hotels & Resorts.

SPIRIT

Any alcoholic beverage containing a significant amount of distilled ethanol; spirits are classified according to either their alcoholic source or their processing method.

SPLIT

A wine bottle that contains about six ounces (187 ml), an amount suitable for serving one person.

SPLIT SERVICE

A food service method in which servers deliver courses separately. Split service helps maintain food quality and safety because each course can be portioned and served when it is ready, eliminating short-term holding in the kitchen.



SPLIT TICKETING

Issuing two one-way tickets instead of a round-trip ticket, usually for the purpose of obtaining a lower fare.

SPOTTER

A professional hired by the hotel to pose as a guest to assess and evaluate the hotel staff and services (See **MYSTERY GUEST**).

SPOTTING

The specialized function of stain removal carried out by skilled personal called spotters, using appropriate equipment and stain-removal agents.

SPOUSE PROGRAM

Special activities planned for those who accompany an attendee to a convention, trade show or meeting. These days programs are not simply for women, but for men and women, spouses and friends. Programs must be creatively designed to interest intelligent and curious audiences.

SPUMANTE

The Italian word for sparkling wine.

SPV

Single Purpose Vehicle.

SQUARE

Conference-style table arrangement of double or triple- wide tables.

SRP

Special Rate Plan.

SSL

Short for Secure Sockets Layer, a protocol developed for transmitting private documents, like credit card numbers, via the Internet. SSL works by using a private key to encrypt data that's transferred over the SSL connection.

STAGING

Laying out the physical elements in a given space to fulfill a given purpose.

STAIN

A spot or discolouration left on fabrics from contact with and absorption of foreign substances.

STAKEHOLDERS

The individuals and organisations that are considered, consulted and potentially involved in developing policy, strategy, initiatives and decision-making.

STANDBY

Class of air passengers who hold tickets that do not allow for advanced reservations (standby fares), or are waiting for available seats.

STANDBY RATE

Lower than the rack rate. Reservations are generally not held or guaranteed.



STAR RATING

Five Star Hotel

Luxury hotels; most expensive hotels / resorts in the world; numerous extras to enhance the quality of the client's stay (for example: some have private golf courses and even a small private airport).

Four Star Hotel

First class hotels; expensive (by middle-class standards); has all of the previously mentioned services; has many "luxury" services (for example: massages or a health spa).

Three Star Hotel

Middle class hotels; moderately priced; has daily maid service, room service, and may have dry-cleaning, Internet access, and a swimming pool.

Two Star Hotel

Budget hotels; slightly more expensive; usually has maid service daily.

One Star Hotel

Low budget hotels; inexpensive; may not have maid service or room service.

No Category Hotels

These hotels include motels, cottages, bungalows and others with limited services. Nevertheless, these hotels represent 41% of the total hotel market share.

STARLINK

The Starwood Hotels & Resorts computerised reservations system.

STARWOOD

Starwood Hotels and Resorts, owner of the Sheraton, Westin and Le Méridien brands, amongst others. Not to be confused with Starwood Capital, with which it is no longer affiliated.

STARWOOD CAPITAL

A private real estate investment company that previously owned Starwood Hotels and Resorts prior to its flotation.

STATIONARY MICROPHONE

Microphone mounted on floor stand to remain in the same location throughout a presentation.

STAYOVER

Currently registered guest who is not checking out, and wishes to extend their stay beyond the time for which they made reservations, for at least one more night.

STEAM BEER

A malt beverage brewed predominantly from malt with very little adjunct, originally made in San Francisco; it is top-fermented and receives a second fermentation which produces a creamy foam and high carbon dioxide content.

STEAM COOKER

An appliance, such as a steam-jacketed kettle or compartment steamer, that cooks food by the direct or indirect application of steam, resulting in a minimum of moisture and nutrient loss. Also called steam-cooking equipment.

STEAM TABLE

Used to hold hot food for service.

STEAM TUNNEL

Laundry equipment that moves articles on hangers through a tunnel where the articles are steamed and de-wrinkled as they are moved through.

STEAM-JACKETED KETTLE

A steam cooker in which steam does not come into direct contact with food; instead, the steam is jacketed or trapped within the kettles' walls.

STERILE FILTRATION

A process in which the fermentation of wine and beer is stopped and the product is passed through filters fine enough to remove yeasts, bacteria, and other microorganisms. No further fermentation can occur because all organisms that might cause it have been removed.

STERILIZATION

A process that destroys virtually all microorganisms and their spores. Heating for sterilization usually takes place in a large container, which is pressurized according to the food product, its ability to withstand heat, and packaging.

STILL

An apparatus in which distillation takes place. There are two basic types of stills: (1) the old-fashioned pot still, which generally yields no more than 140 proof alcohol; and (2) the column or continuous still, which can be used almost continuously day and night and which can easily produce 190 proof alcohol in large volumes.

STIR METHOD

A method of mixing cocktails that consists of stirring with a bar spoon for a proper mixture.

STLY

Same Time Last Year.

STO

State tourism organisation. State government body responsible for marketing and developing tourism in a state.

STOCK TAKING

The physical verification of inventory items by counting up stocks of all items at periodic intervals. Stock-taking is also termed **Conducting Inventory**.

STOREFRONT SOFTWARE

Software that allows you to create your online store by filling out a template.



STORMING

The second stage of team development, characterized by conflict within the group as team members push boundaries and challenge authority. Member interaction becomes confrontational and productivity remains low.

STOUT

Similar to porter but more "stout" - that is, higher in alcohol content than porter; it is top-fermented and has a dark colour, acquired from roasted unmalted barley. (See **PORTER**).

STRAIGHT UP

Any drink served without ice. (See also **NEAT** and compare **ON THE ROCKS**).

STRAIGHT WHISKEY

An alcoholic distillate of a fermented mash of grain, identified by characteristic taste, body, and aroma, and bottled exactly as it comes from the barrel in which it has matured, except for the addition of pure water to reduce the proof to bottle proof. By U.S. law, straight whiskey is aged a minimum of two years in new charred oak barrels. The distiller may call this product straight whiskey without a grain tag, or may use the grain tag (such as straight bourbon whiskey or straight rye whiskey) when 51% or more of the grain from which the whiskey is fermented consists of that grain. Straight corn whiskey, an exception, is made from a mash containing at least 80% corn.

STUDIO

A guestroom having one or two couches that convert into beds.

STUDIO BED

This is dual purpose bed that is used as divan in the daytime and converts into a bed in the night after the removal of bolsters and covers.

SUB-RECIPE

Recipes that are included as ingredients within a standard recipe record.

SUBBASE

In parking lot construction, a layer of sand, gravel, crushed stone, or other granular material that is sometimes placed between a prepared subgrade and the surface course.

SUBURBAN HOTEL

A hotel that is somewhat smaller than a downtown hotel (typically 250 to 500 rooms), is usually part of a chain, and has restaurants, bars, and other amenities found at downtown hotels.

SUITE

- (1) A guestroom with a parlor area in addition to a sleeping room, and perhaps a kitchenette.
- (2) Several pieces of furniture of similar design, usually sold together to outfit a complete room.

SUITE HOTEL

A hotel whose sleeping rooms have separate bedroom and living room or parlor areas, and perhaps kitchenettes.

SUPERSAVER

Low discount airfare available with heavy restrictions.



SUPPLIER

Those businesses that provide industry products like accommodations, transportation, car rentals, restaurants and attractions.

SUPPORTIVE COMMUNICATION STYLE

A communication style that combines high sociability with low dominance, characterized by sensitivity, patience and preference for informal interactions.

SURCHARGE

Assessment by vendor or governmental entity in addition to published price or contracted rate.

SURVEILLANCE EQUIPMENT

Equipment such as CCTVs (Closed circuit televisions) that help to closely observe suspicious activities and persons.

SUSTAINABLE TOURISM

According to the World Tourism Organisation, this is "envisaged as leading to management of all resources in such a way that economic, social and aesthetic needs can be fulfilled with maintaining cultural integrity, essential ecological processes, biological diversity, and life support systems." Generally refers to environmentally conscious hoteliers / guests. They may request details of the hotel's carbon footprint etc. Some corporates may select a hotel based on its sustainable practice.

SVP

Senior Vice President.

SWAB CLOTH

A soft, absorbent cleaning cloth used for wet cleaning work, such as for wash basin, baths etc..

SWB

Salaries, Wages and Benefit.

SWOT analysis

A brainstorming technique. "SWOT" stands for Strengths, Weakness, Opportunity and Threats.



**T-SHAPE**

Shape of tables arranged for a conference; presenter(s) sit(s) at the top of the T.

T&I

Department of Trade and Investment.

T1

A dedicated phone connection supporting data rates of 1.544 Mbits per second.

T3

A dedicated phone connection supporting data rates of about 43 Mbps.

TA

Travel Agent (or can sometimes be used to refer to TripAdvisor).

TABLE D'HOTE

A full-course meal with limited choice at a fixed price.

TABLE D'HOTE MENU

A menu that offers a complete meal for one price. Sometimes two or more complete meals are offered on the menu, each with its own price. Meals on table d'hôte menus are set by the menu planner and guests are given few, if any, choices.

TABLE LECTERN

A raised reading desk that holds the speaker's papers and that rests on a table. Sometimes mistakenly called a table podium.

TABLE MICROPHONE

Microphone placed on a table for panel members or head table.

TABLE SERVICE

A type of service in which guests are seated at a table and waited on by food servers. Four basic styles of table service are American, English, French, and Russian.

TABLE SKIRT

A piece of linen that covers the sides of the table.

TABLE TOP DISPLAY

A portable display that can be placed on top of a table. Exhibit in which materials are arranged on a table top using no booth.

TAC

Travel Agents Commission

TARGET AUDIENCE / MARKET

A specific demographic, sociographic target group to whom marketing communications are directed.

TARIFF

Rates quoted and published by a travel industry supplier, (i.e. hotels, tour operators, and attractions). An annual tariff in booklet form is produced April to March each year for use in sales calls and at trade shows.

TASAC

Tourist Attraction Signposting Assessment Committee.

TASK-FORCE TEAM

A temporary work team formed to solve a specific problem that usually involves several departments or areas within an organization.

TECHNICAL SERVICES / ASSISTANCE

Design and architectural services provided by a hotel chain to the developer of a hotel.

TELECONFERENCING

Technology that permits individuals to participate in regional, national or worldwide meetings without actually leaving their local area; the live transmission of video or audio signals.

TEMPERATURE DANGER ZONE

Temperature range between 41 F and 135 F (5 C and 57 C) within which most microorganisms grow and reproduce.

TEMPLATE SERVICE

By simply filling out a series of forms, a template package creates a store. Template services provide a relatively inexpensive solution for small businesses that want a good-looking store but do not need full control over every aspect of the site's merchandising and technical capabilities. Templates are more appropriate for small-scale stores that do not feature an extensive number of products for sale.

TENT CARDS

Hotel publicity cards in the shape of tents placed in guestrooms.

TEQUILA

A distinctive Mexican liquor distilled from the fermented juice of the blue variety of the agave plant; its fermentation and distillation process is complex and strictly controlled by the Mexican government.

TERRAZZO

Flooring which consists of marble, granite and other decorative chips set in cement.

THEATER STYLE OR AUDITORIUM STYLE

Seating arrangement in which seats are in rows facing the stage area, no tables.

THEME PARTY

An event at which food, entertainment, and decorations all relate to a central theme.



THEME RESTAURANT

A restaurant distinguished by its combination of decor, atmosphere, and menu, all of which relate to a particular theme.

THIRD PARTY BOOKING ENGINE

An Internet site that provides a booking engine where a traveler can search a large number of lodging facilities for availability and reserve a room. The lodging facilities are not affiliated with the site and pays a fee for the business that the third party site generates. Examples of third party sites include; hotels.com, priceline.com.

TIA

Travel Industry Association of America.

TIC

Tourism Industry Council. Representative body for the tourism industry.

TIMESHARE (VACATION OWNERSHIP)

A form of marketing and equity financing where the participant is entitled to enjoy vacation accommodation for a fixed, one time amount for life, or shorter contracted period and pay an annual maintenance fee. The purchaser owns the vacation accommodations, but only for the amount of time he or she plans to use it - typically one or two weeks each year. With time-share, the owner has all the benefits of a vacation home without the year-round costs. From its origin, the idea behind time-sharing was to give people the ability to purchase their future vacation - at current prices.

TOKAJI ASZU

A famous sweet wine from Hungary. It is a blend of wines made from grapes infected by the noble rot.

TONGS

Scissor-like utensil used to pick up and handle all kinds of food items.

TOOTH GLASS

A glass placed on the vanity unit as a guest supply and used for gargling or to keep the guest's toothbrush, dentures, or other similar items in.

TOT

Transient Occupancy Tax.

TOTAL REVENUE

Total Revenue from all sources including Rooms, F&B, Other Operated Departments and Rental and Other Income. This is distinct from RevPAR which is based only on Rooms Revenue.

TOUR

Any pre-arranged (but not necessarily prepaid) journey to one or more places and back to the point of origin.



TOUR BROKER

An individual licensed and bonded by the Interstate Commerce Commission to operate motorcoach tours in the United States and, in some cases, Canada, as permitted by the scope of his or her license. Also known as a motorcoach broker or tour operator.

TOUR OPERATOR

A business that negotiates discount rates, packages travel products, subcontracts their performance, prints brochures and markets these travel products through and sells them directly to individuals or through travel agencies.

TOUR WHOLESALER

An individual or company that sells tour packages and tour product to travel agents. Tour wholesalers usually receive a 20% discount from accommodations, transportation companies and attractions and pass on a 10 to 15% discount to the retail agent.

TOURISM

Leisure travel.

TOURISM ACCREDITATION

A scheme designed to ensure continuous provision of quality service and product by tourism operators.

TOURISM AUSTRALIA

Commonwealth Government Statutory Authority responsible for both international and domestic tourism marketing of Australia, and the delivery of research and forecasts for the tourism sector.

TOURISM COMPONENT

A single travel component. Grouped together tour components form a package.

TOURISM DEVELOPMENT

The long-term process of preparing for the arrival of tourists; entails planning, building, and managing attractions, transportation, accommodation, services, and facilities that serve the tourist.

TOURISM ENCLAVE

Self-contained resort complex that caters to all the needs of tourists who arrive as part of a tour or other type of package.

TOURISM PLANNING

The process of preparing for tourism development; a tool for addressing the choices associated with tourism development.

TOURIST / TRAVELLER / VISITOR

Definitions vary but, in general, a tourist is someone who leaves their own economic trade area and travels either for leisure or business purposes more than 100 miles (round-trip) in a day or who stays overnight.

TOWER

A guestroom floor configuration in which rooms are grouped around a central vertical core.



TOWNHOUSE

A small, personally run town or city centre hotel which affords a high degree of privacy and concentrates on luxuriously furnished bedrooms and suites with high quality room service, rather than public rooms or formal dining rooms usually associated with hotels. They are usually in areas well served by restaurants.

TOXIC

Poisonous.

TOXIN

Poison.

TQM (TOTAL QUALITY MANAGEMENT)

A management technique that encourages managers to look critically at process used to produce products and services.

TRA

Tourism Research Australia.

TRA

The Restaurant Association.

TRADE PUBLICATIONS

Specialized magazines.

TRADE SHOW

Exposition held for members of a common or related industry. Not open to the general public. Trade shows differ from conventions in that they have exhibit space that provides product exhibition and sales opportunities for suppliers, as well as information gathering and buying opportunities for customers.

TRADITIONAL LODGING

Guests pay nightly rates for single rooms or suites and have full access to the hotels' range of amenities and services. Rates begin at "rack," but vary widely, based on time of week and season and nearby events and attractions.

TRAFFIC

The number of hits a web site receives.

TRAFFIC FLOW

Pattern of the way people move through an area.

TRANSACTION PROCESSING COMPANY

A company that can securely process credit card orders and authorize them in real time over the Internet.

TRANSFER

This refers to the transportation of visitors between their point of arrival and selected hotel, and back again on departure day.



TRANSFORMING

The fifth and final stage of team development, when the group is either preparing to disband or facing a major change in its mission, membership, or environment. The team often regresses to behaviors characteristic of earlier stage of development as it struggles to cope with the changes.

TRANSIENT HOTEL

Lodging operation that caters primarily to business people; transient hotels tend to be busiest Monday through Thursday.

TRANSIENT OCCUPANCY TAX

TOT or bed tax is a locally set tax on the cost of commercial accommodations and campgrounds.

TRAVEL

Leisure and other travel including travel for business, medical care, education, etc. All tourism is travel, but not all travel is tourism.

TRAVEL ADVISORY

Official warning or cautionary statement from the US State Department regarding travel to a particular area.

TRAVEL AGENT

An individual who arranges travel for individuals or groups. Travel agents may be generalists or specialists (cruises, adventure travel, conventions and meetings). The agents receive a 10 to 15% commission from accommodations, transportation companies and attractions for coordinating the booking of travel. They typically coordinate travel for their customers at the same or lower cost than if the customer booked the travel on his / her own.

TRAVEL CLUB

A type of travel agency that charges an annual fee to its members and in return offers packaged vacations to members at reduced prices.

TRAVEL DIRECTORIES

Organized listings of hotel reservation access methods and hotel geographic and specific accommodations information.

TRAVEL DISTRIBUTION SYSTEM

A global network of independent businesses which allow consumers to research and book travel

TRAVEL INDUSTRY

The collective term for online travel agents, ITOs, wholesalers and travel agents, also known as "travel trade".

TRAVEL PRODUCT

Refers to any product or service that is bought by or sold to consumers of trade including accommodations, attractions, events, restaurants, transportation, etc.



TRAVEL SEASONS

Travel industry business cycles including:

Peak: Primary travel season

Off Peak: Period when business is slowest

Shoulder: Period between peak and off peak periods when business is stronger, but has room for growth.

TRAVELER'S CHECKS

Prepaid checks that have been issued by a bank or other financial organization.

TREMONT HOUSE

A 170-room Boston hotel that opened in 1829. It was the first hotel to have bell-persons, front desk agents, locks on guestroom doors, and free soap for guests. It is considered the first modern American hotel.

TRI

Consulting firm TRI Hospitality Consulting (standing for Tourism & Related Industries).

TRP (TARGET RATING POINTS)

TRP's are a statistical measurement which allows one to evaluate the relative impact of differing advertising campaigns.

TSA

Technical Services Agreement.

TURN

Process by which a meeting room undergoes a complete changeover from one function to the next.

TURN DOWN SERVICE

A special service provided by the housekeeping department in which a room attendant enters the guestroom early in the evening to restock supplies, tidy the room and turn down the covers on the bed in preparation for the night.

TWIN (TWN)

A guestroom with two twin beds.

TWIN BED

A bed approximately 39 inches by 75 inches.

TWIST

A strip of lemon peel twisted over a drink to flavor it with lemon oil (often followed by dropping the twisted peel into the drink).

**U SHAPE**

Horseshoe-shaped conference seating arrangement.

UFOC

Uniform Franchise Offering Circular - a document containing information which the Federal Trade Commission requires franchisors to provide to US franchisees before a franchise agreement is signed.

UGC

User Generated Content. Content generated by the general public (e.g. TripAdvisor reviews).

UNDERBAR

The primary working space for the bartender; it is that area of the bar that is in front of the bartender as he or she faces the guests and, as the name would indicate, mostly (but not entirely) below the level of the bar itself.

UNDERSTAY

A guest who arrives on time but decides to check out before his or her stated departure date.

UNDISTRIBUTED OPERATING EXPENSES

Expenses attributable to the whole hotel and not a specific department. Under the Uniform System these are split into the following four categories: Administration and General, Sales & Marketing, Property Operation and Maintenance & Utilities.

UNIFORM SYSTEM

The book "Uniform System of Accounts for the Lodging Industry", which sets out an internationally agreed system for compiling hotel accounts, currently in its 10th Edition (2006), published by the AH&LA, the Hotel Association of New York City and HFTP.

UNINTERRUPTIBLE POWER SUPPLY

A device equipped with a battery pack that is placed on the computer's power line so that any fluctuation in the power coming to the computer will trigger the battery pack to compensate for any energy deficiencies and provide the computer with a continuously stable energy source.

UNLIMITED MILEAGE

Ability to drive a rented car an unlimited number of miles without paying an additional mileage charge.

UPGRADE

Process by which a guest is offered a higher priced room at no extra charge above the original confirmed rate than he / she booked.

UPSELL

To encourage a customer to consider buying a higher priced product or service than originally anticipated.



UPWARD COMMUNICATION

Communication with those above you in the organization.

URL

Uniform Resource Locator, the global address of documents and other resources on the World Wide Web. The first part of the address indicates what protocol to use, and the second part specifies the IP address or the domain name where the resource is located.

USP

Unique selling proposition. The sustainable, competitive edge a product has over other products.



**V-SHAPE**

Room set in which tables are set in a V with chairs on the outside only.

VACANT

A room status term indicating that the room has been cleaned and inspected, and is ready for the arriving guest.

VACATION CLUB OR VACATION OWNERSHIP

US term for Destination Clubs and Residence Clubs.

VANITY AREA

A unit comprising a wash-basin and mirror, surrounded by flat area where soap, dental kits, shaving kits, and tooth glasses are kept.

VARIABLE COSTS

Costs that vary depending on when an item is purchased. This applies to items such as fuel or food.

VARIETAL WINE

A wine produced from a single variety of grape.

VCB

Visitors and Convention Bureau.

VEGETABLE

Any plant grown for an edible part other than the ovary, which is classified as fruit.

VEGETABLE FRUIT

A vegetable (such as the tomato) technically classified as a fruit because it contains the ovary of the plant.

VENTILATION

The process of supplying air to or removing air from an interior space.

VENUE

Location of a function.

VERTICAL CUTTER / MIXER

An appliance that chops, cuts, mixes, blends, stirs, grates, kneads, purees, and emulsifies food. Its blade is attached directly to the inside bottom of the mixing bowl.

VFR

Visiting friends and relatives. The same as tourists, however, they are usually staying in private homes and their principal reason for travel is to visit friends or relatives.



VIC

Visitor information centre. An information centre located at a destination to assist visitors to the area. VICs provide information and advice about accommodation, tours, activities and events, and make bookings. Accredited centres are identified by an italic **i**.

Non-accredited centres are identified by a white roman **i**.
(See **AVIC**).

VIDEO CONFERENCE

Video monitors connected by telephone wires, satellite technology, or ground wires which allow individuals to meet "face-to-face" from almost anywhere in the world. A video-conference can also include graphics, video clips, and transmission of data or documents.

VIDEO PROJECTOR

Device used to project video images onto a screen.

VILLAGE STAY

An alternative form of tourism in which the tourist can experience life in a rural place, fishing village, farm, historic village, etc. by staying in the home of a resident, in a dormitory, or in some other type of accommodation.

VIN MOUSSEUX

Literally, "foamy wine," the name used for sparkling wines made in France outside of the Champagne district.

VINTAGE YEAR

The year in which the grapes for a wine were grown.

VIP (VERY IMPORTANT PERSON)

Person who has a special function at the meeting (speaker, dignitary, etc.) and should be treated with special amenities.

VIRAL MARKETING

Customers pass information about services to those close to them, including friends, neighbours, and co-workers. In frictionless viral marketing, the customer spreads word simply by using the service. In active viral marketing, a customer actively participates in recruiting new customers.

VIRTUAL MALL

An electronic marketplace where stores pay rent to become members and therefore benefit from the mall's traffic.

VIRTUAL WEB HOST

A company that provides web hosting services to businesses with the condition that the host's name forms part of the address.

VIRTUAL WEB SERVER

A company that provides web hosting services and allows each business to have its own distinct domain name.

VISION STATEMENT

A company's assertion of the direction, objectives and ethical code underlying its purpose for being.



VISITBRITAIN

The name used by the British Tourist Authority, the tourist board of Great Britain incorporated under the Development of Tourism Act 1969, to promote tourism in Britain.

VISITENGLAND

Tourist board for England.

VISITORS CENTER

Travel information center located at a destination to make it easier for visitors to plan their stay; often operated by a convention and visitors bureau, chamber of commerce or tourism promotion organization.

VISITSCOTLAND

Tourist board for Scotland.

VISITWALES

Tourist board for Wales.

VISUAL ALARM SYSTEMS

Flashing lights that indicate a fire or other emergency in a hotel room.

VITIS LABRUSCA

A variety of grape vine, native to North America, that thrives in colder areas and is resistant to phylloxera.

VITREOUS CHINA

Common material from which toilets are made.

VODKA

A clear, colourless, flavorless spirit made by passing highly refined neutral spirits through charcoal, by redistillation, or by other government-approved processes.

VOICE

Method of taking hotel reservations by telephone (and sometimes all other reservations not taken electronically).

VOICE MAIL

A system that is part of the telephone equipment which provides for hotel guests and staff to retrieve a messages left by a caller.

VOUCHER

Forms or coupons provided to a traveler who purchases a tour that indicate that certain tour components have been prepaid. Vouchers are then exchanged for tour components like accommodations, meals, sightseeing, theater tickets, etc. during the actual trip.

VP

Vice President.

VR

Vacant Ready.



**WAITLIST**

List of travelers waiting for people to cancel reservations for a flight that is sold out.

WAKE UP CALL

A call made by front office, usually by telephone, to a guestroom at the time requested by a room guest to be awakened.

WALK IN

A hotel guest who arrives that hasn't pre-booked, but simply walks in and reserves a room. Often they'll pay a higher rate (even Rack Rate) accordingly.

WALK-IN RATE

(See **RACK RATE**).

WALK-IN REFRIGERATOR / FREEZER

A large refrigerator or freezer large enough to walk into used in high-volume kitchens for storage of perishable items.

WALKING A GUEST

A situation in which a hotel is overbooked and a guestroom is not available for a confirmed guest so helps the guest find accommodation. The hotel has to "walk the guest" to a nearby hotel. This usually includes paying for transportation to the hotel and covering any difference in the room rate at the hotel the guest was "walked" to.

WATER CLOSET

Sanitary fitting consisting of the toilet bowl and the cistern.

WATERPARK HOTEL

A hotel that offers a large recreational water elements such large pools, multiple pools, slides or other water related venues.

WBE

Web Booking Engine.

WEB

World Wide Web. A global online information repository running on top of the Internet.

WEB HOSTING COMPANY

Companies providing the dedicated high-speed communications line, support staff, equipment, and software. By outsourcing the technical operations of e-commerce sites, businesses can jump online quicker and less expensively. The benefits of web-hosting services include reduced costs, increased functionality, and technical support.

WEBSITE

A site or location on the World Wide Web. Each web site contains a homepage, which is the first document users see when they enter the site. The site might also contain additional documents and files.

WEDGE

In food and beverage operations, a section of fruit, usually lime or lemon, used for garnish.

WELL DRINK

A drink made from an inexpensive house brand of liquor, usually kept in a "well" below the bar where customers cannot see the labels.

WHISKEY (WHISKY)

The generic term for a family of spirits made from grains. Scotch, Irish, American (bourbon), and Canadian whiskey are among the foremost examples. Each type of whiskey will have unique characteristics according to the grain used, fermentation process, distillation, and processing after distillation.

WHOLESALE

The bulk sale of rooms, usually at a discounted rate.

WHOLESALE

A company that develops its own packages and itineraries to make travel planning and advice easier for travel agents and consumers that doesn't sell directly to the public but through travel agents and particularly tour and coach operators. Packages usually offer transport, accommodation, tours and attractions and generally rely on low margin, mass market products.

WI-FI

Wireless fidelity. This is an amenity provided nowadays by world class hotels. Wi fi enables guests to access a wide range of information, applications, and computing resources without connectivity problem.

WINDOW OF CONVENIENCE

Two hours on either side of ideal departure or arrival time.

WINE

The fermented juice of fruit, usually grapes.

WINE STEWARD

(See **SOMMELIER**).

WIRELESS NETWORK

A network that uses high-frequency radio waves rather than wires to communicate.

WORKERS' COMPENSATION

State-administered program designed to help employees who are injured in accidents that occurred at work, or who become sick because of job-related reasons.



WORKSHOPS

Academic instruction for a small group, which employs such techniques as role-playing, simulation encounters, give and take sessions, and problem-solving laboratories.

WORLDSPAN

Global Distribution System which was originally owned by Delta, Northwest Airlines and American Airlines and owned by Travelport Inc. part of the Blackstone Group and also owner of the Galileo International GDS. Capitalists Citigroup and Teachers' Merchant Bank in March 2003.

WTM

World Travel Market.

WTO

World Tourism Organisation - an agency of the United Nations, which serves as a global forum for tourism policy issues.

WTTC

World Travel & Tourism Council.

**YACHT CLUB**

A private club located near a large body of water, whose main purpose is to provide facilities such as marinas to boat owners.

YEAST

A type of living organism that converts starches or other sugars into glucose; in the process of metabolizing glucose, yeasts produce carbon dioxide and ethyl alcohol.

YHA

Youth Hostel Association.

YIELD

Hotel's profit margin when a room is sold (less any commissions etc.).

YIELD MANAGEMENT

The practice of raising or lowering prices based on demand. A process or strategy that hotel operators use to maximize their hotel room revenue by achieving the right balance between room rates and occupancy that generates the most revenue.

YOY

Year on Year.

YTD

Year to Date.



ZERO BASE BUDGETING

Zero base budgeting refers to hiring employees while taking into account the actual occupancy for a specified period of time.

ZIP OR POSTAL CODE

An individual local postal designation assigned by a country.

ZERO COUPON BOND

A bond that pays no interest and hence is sold at a discount from its face value.

o - CALL (ZERO - CALL)

A telephone call placed with an operator's assistance. Examples may include calling- and credit-card calls, collect calls, and third- party calls.

ZONE LIGHTING

Lighting designed to facilitate traffic from one space to another.

