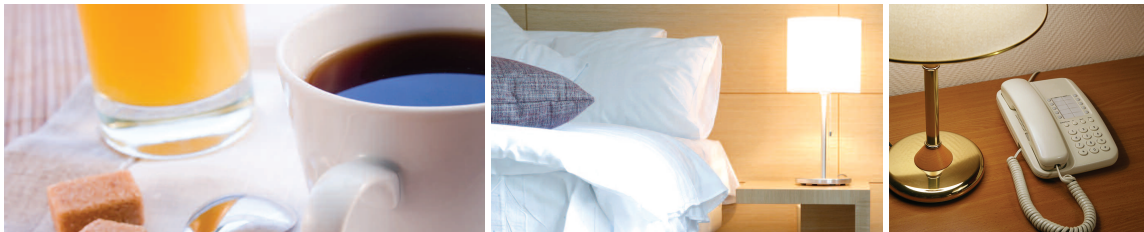


THE *brief*

Essential information for accommodation & meetings space buyers



...Hotel Jargon Buster

Welcome to The Brief - a series of quick reference guides for those new to purchasing accommodation or meetings space on behalf of your organisation. Each edition will provide you with the essential knowledge you need on a key topic.

Hotel Jargon Buster

What's it about?

Every industry has a language of its own. For those on the inside, workplace jargon provides the comfort of implied power over the less well informed. It keeps purchasers and consumers at a distance. Some call it 'blinding with science'; others believe it is part of the mystique.

Why do I need to know?

The main priority for anyone responsible for, or involved in the purchase of accommodation for business is to get the best available room with the desired facilities, in the most conveniently located hotel, at the lowest possible price. And in this case, information is purchasing power.

Who's this aimed at?

Like every issue of The Brief, this hotel jargon buster has been compiled for those who might be new to business travel. We've tried to make the list comprehensive without being baffling, and if we've missed any terminology out, please let us know.

There's nothing here about meetings

That's because Meetings is a big subject; big enough for us to publish a separate Meetings Jargon Buster.



Beds	Cot	A small folding bed used to provide additional sleeping space in a hotel room.
	Double Bed	Bed measuring 53 x 75 inches (135 x 191 centimeters).
	King Bed	A very large bed usually measuring 76 x 84 inches (190 x 213 centimeters).
	Queen-Size Bed	Large bed usually measuring 60 x 80 inches (150 x 200 centimeters).
	Single Bed	Bed measuring 38 x 75 inches (95 x 188 centimeters).
	Trundle bed	A bed that rolls out from under another bed.
Equipment	E-Key	Key used to prevent a guest from entering his/her room.
	Hide-A-Bed/ Sofabed	A sofa that opens to make a bed.
	Key Card	Plastic card used in place of room key.
	Magnetic Key	Means by which doors in hotels or other facilities are locked or unlocked. Usually, these are cards as opposed to actual keys. The system permits security staff members to know what key was used to enter the room and at what time.
	Rollaway	In a hotel, a cot-like bed that can be folded and rolled from place to place.
	Systems Master Key	One key that will open function and guest rooms.
Finance	Acceleration Clause	A provision sometimes used in contracts to accelerate deposit payment schedule or to demand full prepayment of master account in the event of a default or lack of credit by the organisation. May also apply in other situations, such as assignments.
	Add-on(s)	Anything optional purchased by a passenger, e.g. Extra flight cost.
	Cash Registration	Full payment for anticipated room and tax charges at registration: credit for incidentals not extended.
	Cash Reservation	Payment with reservation for full or part of stay.
	Direct Billing	Accounts receivable mailed: individuals or firms with established credit.
	Folio	The written record of a hotel guest's account.
	Guaranteed Late Arrival	Guest room that is guaranteed by credit card or advance payment if arrival is later than the hotel's deadline.
Guaranteed Payment	A hotel reservation secured by the guests' agreement to pay for his/her room whether he/she uses it or not.	

Hotel voucher	A pre-paid coupon that can be exchanged at certain hotels for a night's lodging.
House Account	Term for internal accounting by the facility to cover incidental expenses not chargeable to the meeting or another hotel account.
House Limit	The maximum extent to which credit will be extended before payment is requested.
Master Bill - RTI	Room, tax, and incidentals billed to master account.
Room Deposit	Money that must be paid in advance in order for a hotel to guarantee to hold a room.
Split Folio	This is when a guest has two folios, one for room and tax and the other for incidental charges. Most often used when the room and tax are going on the Master Account, and the guest is responsible for things like phone, in-room movies, mini-bar purchases, etc. It is also used when the guest is reimbursed for accommodation and meals but must pay his/her own incidental expenses.
Supplement	An additional charge or payment, such as a single supplement.
System - Wide Revenue	In the hotel industry, the total amount of revenue realized at all of a hotel company's locations, both company-owned and franchised.



Food plans	Continental Plan (CP)	A hotel rate that includes a continental breakfast.
	Demi Pension Modified American Plan (MAP)	Breakfast and dinner are included, but not lunch.
	European Plan (EP)	A hotel rate that includes no meals.
	American Plan (AP) Full American Plan (FAP) Full Board Full Pension	A meal plan at a hotel or resort in which three meals a day are included in the price.
	Half Pension	Hotel rate that includes breakfast and one additional meal, typically dinner. Also called Modified American Plan and demi-pension.

Guests	Arrival Time	Time or approximate time guests plan to arrive at a facility.
	Check - In	A procedure whereby a hotel guest is registered as having arrived. Check-in may require the presentation of payment, reservations, or other documentation or identification.
	Check - In Time	The earliest time at which a room will be available.
	Check - Out	The term used when a traveller leaves a hotel and pays or signs the bill. Many hotels offer Express Check Out which means the bill will be settled automatically with the traveller's charge card and a statement sent to the guest by post.
	Check-Out Time	The latest time a guest may leave without being charged for another night's lodging.
	Downgrade	To move to a lower grade or quality of services or accommodations.
	Early Arrival	(1) Guest arrival before confirmed reservation date and/or time. (2) Arrival prior to arrival of the majority of the group.
	Early-Out/Understay/ Unexpected Departure	A guest who checks out one or more days earlier than his or her scheduled departure date.
	Frequent Lodger	A person who frequently stays at a property or at properties belonging to a particular hotel chain. Specifically, a person who is enrolled in a hotel's frequent lodger programme.
	Frequent Lodger Programme	A programme offered by various hotels & hotel chains to promote customer loyalty. Participants earn credits good for free lodging or upgraded service based on the number of nights they stay at the hotel. They are also entitled to special services.
	GNR	CRS. Guest name record.
	Group Arrivals/ Departures	Information included in the specifications guide for an event that outlines approximate dates and times at which groups of event attendees can be expected to arrive at a facility (hotel) for check-in or check-out. This is intended to give the facility notice in order to prepare for front desk staffing.
	Hotel Register	A book, or other record, which guests sign and which becomes the permanent record of an establishment's guests.
	In-Out Dates	Dates on which a guest arrives and leaves.
	Lockout	Refusal by a facility to allow guests access to their guest rooms.
	Overbooking/Overflow	Guests booked into facilities after property/centre's facilities are full.
	Overstay/Stay Over /Under Depart	Guest who stays at facility beyond stated departure date.
Registration	Process by which an individual indicates his/her intent to stay at a property.	

Registration Card	Signature form used by facility when registering a guest.
Skip	Departing guest who fails to pay for accommodations.
Transient	Any person who is not a permanent resident. In some hotels, a guest who is not renting by the month.
Upgrade	Changing from a lower class of room type to a higher one. The term is used when a guest wants to change the type of hotel room for a better one than she/he reserved earlier. There is usually a charge for this however free upgrades are granted by suppliers if/when there are capacity issues (i.e. overbookings).
Walk	Guest holding confirmed reservation sent to another facility because of over booking.
Walked	Term used to refer to a guest lodged in another property at the hotel's expense because no room was available for his or her use.
Walk-In	A guest who arrives without a reservation.
Walking Guest	A guest with hotel reservations who is denied a room due to the hotel's overbooking.



Management	Attrition	The difference between the actual number of sleeping rooms picked-up (or food-and-beverage covers or revenue projections) and the number or formulas agreed to in the terms of the facility's contract. Usually there is an allowable shortfall before damages are assessed.
	Available Rooms	The number of rooms actually available for use on a given day, eliminating rooms not available due to damage & repairs etc.
	Bed Night	A measurement of occupancy. One person for one night.
	Blocked Space	Hotel rooms set aside for group sale.
	Central Reservation Office (CRO)	Location at which reservations are taken for a chain or group of hotels, car rental agencies, etc.
	Complimentary Ratio	The number of rooms provided at no cost based on the number of occupied rooms.

Cut-Off Date	Designated day when the facility will release a block of sleeping rooms to the general public.
Cut-Off Time	Hour when a non-guaranteed reservation must be filled or it may be cancelled.
Dishonoured Reservation	If a hotel accepts a reservation but can't provide a room, the hotel has breached the contract and the injured guest is owed damages. The usual term is for the guest to be compensated for the first night to stay at the second hotel and usually reimbursement for transportation between the hotel and the second hotel.
Full House	A hotel in which all the rooms are taken or committed.
GoPAR	Gross Operating Profit per Available Room.
Heads In Beds	Term that refers to sleeping rooms in a hotel actually occupied by guests.
Hold Time	The hour at which hotel rooms that have been reserved but not guaranteed are released for general sale, usually 4:00 or 6:00 pm.
House Count	Number of sleeping rooms actually occupied during a particular night.
Inventory	Total amount of rooms available in stock.
Last-Room Availability (LRA)	A feature of a CRS/booking systems allowing up-to-the minute information on the number of rooms (by type) available for sale at a hotel.
No-Show	Reservation not used or cancelled.
Occupancy Rate	The percentage of total number of available sleeping rooms actually occupied. Derived by dividing the total number of rooms occupied during a given time period (night, week, year) by the total number of rooms available for occupancy during that same period.
Open	Rooms are available for sale or occupancy.
Peak Night	Referring to the night during an event when most rooms are occupied by those in attendance.
Pick-Up	Number of facility guest rooms actually used out of a room block.
Pre-Block	Assigning a specific guest room prior to the arrival of the guest.
Pre-Registration	A pre-assigned sleeping room available for occupancy.
Pre-Registration List	Computer-generated list of names pre-registered with a group.
Property Management System (PMS)	The mainstay computer system within the hotel to administer the hotel and shows true availability.
RevPAR	Revenue Per Available Room. A performance measurement commonly used in the hotel industry. It is calculated by dividing a hotel's net rooms revenue by the total number of available rooms, or by multiplying a hotel's average daily room rate (ADR) by its occupancy.
Room Block	A number of rooms set aside or reserved for a group.

Room Commitment	Rooms to be held open each night of the event, specified by room type (single, double, etc).
Room Nights	Number of rooms blocked or occupied multiplied by number of nights each room is reserved or occupied.
Room Occupancy Pattern	Number of single and double rooms used.
Room Pick Up	The number of sleeping rooms actually used by a group.
Rooming List	A roster of guests and their accommodation needs presented to a hotel by a group prior to a meeting.
Run-of-the-House (ROH)	<ol style="list-style-type: none"> 1) Rooms given at random according to availability when the reservations are made. 2) Flat rate for which a hotel agrees to offer any of its available rooms to a group. Final assignment of rooms is at the discretion of the hotel.
Slippage	Reduction in the number of rooms used from the original reserved block.
Vacancy	An empty room at a hotel. By extension, any available space.
Upgrade	Changing from a lower class of travel/room type to a higher one. The term is used when a guest wants to change the type of hotel room for a better one than she/he reserved earlier. There is usually a charge for this however free upgrades are granted by suppliers if/when there are capacity issues (i.e. overbookings).



People	Bellhop	The person who carries a guest's luggage to or from the room and performs sundry other services. The term, short for "bell-hopper," derives from the bell used in hotels to summon someone to carry a guest's luggage.
	Chambermaid	Someone who cleans the rooms.
	Concierge	<ol style="list-style-type: none"> (1) Facility staff who provide special services such as tickets to local events, transportation, and tour arrangements. (2) Designated area in facility providing special amenities and services to guests.
	Hotelier	The owner or manager of a hotel. Someone in the hotel business.
	M.O.D.	Manager on duty.
	Porter	Staff which carry luggage for guests.
	Technology butler	A staff member of a hotel who assists guests with computer questions and problems.

Rate	Average Daily Rate (ADR)	Statistical unit used to measure a hotel's pricing scale. Figure derived by dividing actual daily revenue by the total number of available rooms.
	Average Room Rate	<ol style="list-style-type: none"> 1) Mathematical average of a series of sleeping room rates. 2) The total sleeping room revenue for a given period's occupied rooms divided by the number of rooms occupied for the same period. In this instance the average is commonly referred to as a hotel's Average Daily Rate (ADR).
	Client Rate	A special rate offered to a specific client in return for pre-agreed bednight volumes. Usually lower than the corporate rate.
	Day Rate	The fee charged for a stay of limited duration, typically during daylight hours.
	Double Occupancy Rate	The rate charged when two people will occupy a room, suite, apartment, etc. For example, a hotel might charge an individual £100 per night for a room (single occupancy) but charge two people only £130 for double occupancy of the same room.
	Double Room Rate	The price per person for a sleeping room to be shared with another person.
	GG rate	Guaranteed group rate.
	Per Room Rate	A flat rate charged for a room regardless of the number of occupants.
	Rack Rate	The published rates of a hotel room, printed on the hotel's brochures and on show in reception these are the price a hotel charges for a room before any discount has been taken into account. Sometimes set artificially high and used to calculate a variety of discounts.
	Rate Of The Day	A hotel pricing system in which the rack rate varies from day to day, dependent on occupancy.
	Room Rate	The amount charged for the occupancy of a room.
	Room Tax	Local and state taxes on hotel rooms that are added to the guest's bill.
	Single Supplement	A charge added to a per-person occupancy rate that is based on an assumption of double occupancy, as in a hotel.
	Room Codes	DB&B
DBLB		CRS. Double room with bath.
DBLN		CRS. Double room without shower or bath.
DBLS		CRS. Double room with shower.
DLX		CRS. Deluxe room.
MOD		CRS. Moderate room.
QADB		CRS. Quad with bath.
QADN		CRS. Quad without bath or shower.
QADS		CRS. Quad with shower.
QINB		CRS. Quin with bath.
QINN		CRS. Quin without bath or shower.
QINS		CRS. Quin with shower.
SGLB		CRS. Single room with bath.
SGLN		CRS. Single room without bath.
SGLS		CRS. Single room with shower.

STD	CRS. Standard room.
STO	CRS. Studio.
SWB	CRS. Single room with bath.
TRPB	CRS. Triple with bath.
TRPN	CRS. Triple without bath.
TRPS	CRS. Triple with shower.
TWNB	CRS. Twin room with bath.
TWNN	CRS. Twin room without bath.
TWNS	CRS. Twin room with shower.

Room Types	Complimentary Room (Comp)	Complimentary room(s) which a facility provides without charge based on the number of rooms picked-up and occupied by a group.
	En Suite	In the hotel industry, a phrase indicating that an amenity or feature is in the room itself or immediately adjacent.
	Hospitality Suite	A hotel room, or suite, reserved by a company or group in which to greet customers or others. Typically, refreshments are served.
	Adjoining/Connecting Rooms	Hotel rooms which are next to each other and have a connecting door, in addition to the doors which give out onto the hallway.
	Deluxe Room	Literally, "of luxury." Room or hotel in an excellent location with luxurious furnishings or accommodations.
	Double Room	A room designed to be shared by two people. It may have one double (or larger) bed, two twin beds, or two double (or larger) beds. Rooms with two double beds are sometimes called a "double double."
	Double-Double	A hotel room with two double beds, sometimes called a twin double.
	King Room	A hotel room with a king-size bed suitable for one or two persons.
	Minimum Room	An inexpensive hotel room booked with the understanding that the booking can be upgraded if other rooms are available on arrival.
	Penthouse Suite	Guest rooms and connecting accommodation located on the top floors.
	Quad Room	Hotel room with two or more beds for four people.
	Queen Room	Room with one queen-size bed suitable for one or two persons.
	Quin Room	Hotel room for five people.
	Single Room	Sleeping room occupied by one person. The room may have one or more beds in it.
	Standard Room	A lesser quality, lower priced room at a hotel.
	Studio	Room with couches that convert to beds.
	Suite	Combination of interconnecting rooms generally containing a sitting room, bathroom and one or more sleeping rooms.
	Superior Room	A more desirable and more expensive room, perhaps with a better exposure, view, or other amenities.
	Twin Room	A hotel room containing two single beds.
	Twin-Double Room	A hotel room with two double beds, sometimes called a double-double.



Service	Amenities	Complimentary items in sleeping rooms such as shower caps, shampoo, and shoe shine mitt provided by facility for guests.
	Claim Check	The receipt or stub, usually numbered, issued to a guest for his or her luggage.
	House Keeping	Facility department charged with maintaining guest rooms.
	In-House Service	Service provided directly and entirely within the property.
	Maid Service	Room cleaning services, such as those provided in a hotel, that are offered separately as in a condo or villa.
	Pillow Gift	An in-room amenity left in the evening while an event is underway, that the attendee will discover upon returning to the room. Can be gifts from sponsors, etc.
	Porterage	The act or process of baggage handling.
	Room Service	Meal service to a hotel room.
	Turndown Service	In hotels, the practice of folding back the blanket and sheet of the bed in the evening, sometimes accompanied by putting a mint on the pillow or a cordial on the night stand.
	Valet	Describing services such as those provided by a personal servant, as in valet parking.
	Vending	In a hotel, an area containing vending machines.
	Wake-Up Call	In a hotel, a telephone call delivered either by a person or a computerised system to a guest's room at a prearranged time.

Type of Hotel	Airport Hotel	Hotel located near a major airport; usually does not have a lot of recreational facilities.
	All-Suite	Describing a hotel in which all rooms have a separate living room and/or kitchen facilities.
	Bed and Breakfast	Traditionally, a private home which takes in guests, with breakfast included in the price of lodging. B&Bs can range from modest homes with one spare room to elaborately restored historic houses with luxury prices.
	Boutique Hotel	A small property, typically offering an enhanced level of service and marketed to the affluent. boutique operation. Any business venture that seeks to provide an enhanced level of service, at a premium price, to a select clientele.
	Budget/No Frills	A hotel providing only the basics with no additional amenities.
	Capsule Hotel	A Japanese lodging featuring small, coffin-like sleeping compartments. Often found near railway stations and usually accepting men only. Pronounced "capseru hoteru" in Japanese.
	Chain	A group of hotels, or other businesses, sharing a common name and ownership.
	Economy hotel	A hotel offering few amenities.
	Efficiency	A hotel room with a small kitchen area and dining table, called a Serviced Studio or Apartment in Europe.
	Extended Stay	A hotel stay of more than seven days.
	First Class Hotel	A hotel offering top quality services and, usually, a prime location and extensive amenities.
	Full Service Hotel	A hotel with a restaurant.
	Group House	A hotel that caters primarily to the convention and meetings market.
	Limited Service Hotel	A hotel without a restaurant.
	Management Contract	An arrangement whereby a hotel's owner contracts with a separate company to run the hotel.
	Motel	A type of hotel in which parking is provided at or near the room & the room door opens out onto the parking lot. Also called a Motor Inn.
	Star Rating	It is common for hotels to advertise their status as determined by one or more systems of rating. As these systems can be national or regional, they are anything but uniform. Equally, ratings are sometimes represented by stars, diamonds, rosettes, crowns & other insignia.
	Suburban Hotel	Hotel on the outskirts of a large city, which may or may not be near local attractions.
	Upscale	Appealing to or designed for a more affluent clientele.

Units	Atrium	A large open space in a building, usually topped by a glass roof, sometimes containing elaborate landscaping and ponds. A popular style of hotel lobby.
	Back Of House	Support and service areas usually used by staff only and not seen by guests of a hotel or theme park.
	Business Centre	Area in hotel or event venue offering various office facilities and services.
	Club/Concierge Floor	A separate floor providing a higher level of service and security for a premium price.
	Foyer	Public area in hotel or hall for assembly or registration.
	Front Of House	Referring to those activities that take place with customers or the general public.
	House	A synonym for a hotel commonly used within the industry.
	Reception	The front desk of a hotel.
Misc	Attrition Clause	Contract wording that outlines potential damages or fees that a party may be required to pay in the event that it does not fulfill minimum commitments in the contract.
	Bed Nights	The aggregated number of nights over which the total number of bookings made by a client at a specific hotel take place in one year.
	Clustering	In the hotel industry, a business strategy in which a number of properties are located in the same geographic area.
	HBA	Hotel Booking Agent.
	HBAA	Hotel Booking Agents Association.
	Hotel Representative	A sales executive from the hotel.
	Hotel Representative (rep) Company	An independent company that provides marketing support or group reservations support for a hotel or hotel chain.
	Pre-Opening	Period of time before a property's soft opening.
	Property	Lodging establishment such as a hotel, motel, inn, resort, conference centre, or meeting facility.
	Signage	All informational and directional signs required for an event or hotel layout.
Soft Opening	Time when a property is open for business, prior to the grand opening. All services/facilities may not be complete or available.	

For more help in understanding hotel jargon and to purchase accommodation for your business more effectively please contact:

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