BASIC HOTEL TERMINOLOGY

**Hospitality** – The cordial and generous reception and entertainment of guests, either socially or commercially. (‘Commonly used terms)

**COMMON ABBREVIATIONS:**
- **ADR** – Average Daily Rate; **AGM** – Assistant General Manager; **B&B** – Bed and Breakfast; **BOH** – Back of the House; **CFO** – Chief Financial Officer; **Comp.** – Complimentary; **DND** – Do Not Disturb; **DNS** – Did Not Stay; **F&B** – Food and Beverage; **FO** – Front Office Manager; **GM** – General Manager; **GMK** – Grand Master Key; **HK** – Housekeeping; **HRD** – Human Resources Department; **HWC** – Handle With Care; **OOO** – Out of Order; **OPL** – On premises Laundry; **RM** – Resident Manager.

**TYPES of RATES (Related to Meals):**
- **AP** – American Plan; **CP** – Continental Plan; **EP** – European Plan; **FAP** – Full American Plan; **MAP** Moderate American Plan;

**Accounts payable** – Amount of money that the hotel owes to private and government-agencies, suppliers and vendors.

**Accounts receivable** – Amount of money owed to the hotel, by guests etc.

**ADR** – (Average Daily Rate) – Room Revenue divided by number of occupied rooms.

**Adjoining Rooms** – Rooms next to each other (not connected)

**Advance Deposit** – Payment made by a Guest (Cash or Credit Card) to secure a Room Reservation.

**Agent** – Representative of a Business or an individual. eg. Travel Agent

**Amenities** – Personal, “In-room” guest products, such as shampoo, lotion, toothpaste, etc. provided at no extra cost. Some amenities like Bathrobes (sometimes offered for sale), cannot be taken by guest.

**Amenity** – A service or item offered to guests, at no extra cost.

**American plan (AP)** – A room rate that includes room and three meals.

**Antique** – The term “Antique” is used to describe anything older than 100 years.

**Assets** – Items that have monetary value.
*Atrium concept* – A design in which guest rooms overlook the lobby from the first floor to the roof. Some hotels will offer other “up-graded” views, that may include “Lake View, Harbor View, Mountain View, Ocean View” or other scenic views.

**Available Rooms** – Number of guest rooms ready for occupancy on a daily basis.

**Average Daily Rate (ADR)** – An average of the daily rate paid by guests; the method to calculate the ADR is:  
\[
\text{Room revenue} \div \text{number of rooms sold}
\]

* Back- of- the- house (BOH) – The functional areas of the hotel, in which employees have little or no guest contact, such as the Engineering, Laundry, Maintenance and Accounting Departments.

**Back- to- back** – Describes a heavy rate of “Check-out” and “Check-in” on the same day. Guarantees full occupancy at all times.

**Bath linen** – Includes bath towels, hand towels, face towels, washcloths and fabric bath mats.

**Bell-Boy/ Bell-Hop/ Bell-man** – Staff/ Porter, who assists guests with luggage and conveys messages etc.

**Bell Captain** – Supervisor of “Bell” personnel.

**Bell Desk** – ‘Station’ manned by the Bell-Captain, where Bell-hops may be located.

**“Blackout”** – Total loss of electricity.

**“Blanket” Reservation** – A block (set) of rooms held or reserved, for a specific group

**“Blocking”** – Process of reserving group of rooms, by notation in the “Room Rack.”

**“Breakage”** – Term used when Hotel services, meals etc., included in a “package, are not used by guest.

**Breakfast Door-knob cards** – Card hung by guests on the knobs of guest room doors, to pre-order breakfast for the next day. The request reaches the staff on time and the guest is not disturbed for placing the order. (Part of “Room Service”).

**“Brownouts”** – Partial loss of electricity.

**Budget** – A budget is a plan that projects both the revenue, that the hotel anticipates and the expenses for a set period of time. (Quarterly, Annually etc.)

**Cabana** – A room adjacent to the beach or pool area, usually with provision for relaxing. (Very popular Rental facility, mainly used for changing, at public beaches.)
**California or Hollywood Bed** – An extra-long bed (80-85 inch, instead of the standard 75 inch)

**Call (telephone) accounting** – A computerized system that allows for automatic tracking and posting of *outgoing* guest room calls.

**Call Sheet** – Form used by Telephone Operators, to record the Room & Time of “Wake-Up” calls.

**Cancellation code/number** – A method of providing the guest with a reference for a “cancellation” of a guaranteed reservation (to *void* an existing reservation).

**Cash bank** – A specific amount of paper money and coins issued to a cashier, to be used for making “change.”

**Cashier** – A person who processes guest check-outs, collects payments (Cash or Credit card) and makes change for guest. Gives daily Cash control Report.

**Chain** – A group of Hotels that follow the same SOP’s (Standard Operating Procedures) i.e. Marketing, Reservations, F&B operations, Accounting, Quality of Service etc.

**Check-In** – Logging in/receiving of a Guest, who has registered to stay in a Hotel.

**Check-Out** – Departure of Guest after settlement/payment of account.

**Chef** – Person responsible for the day-to-day operation of a Restaurant/Kitchen.

**City ledger account** – A collection of accounts receivable of non-registered guest, e.g. one who uses the services of the hotel (e.g. Dining Room, Night Club etc.)

**Close-out / close of the day** – Time at completion of the Night Audit, to separate each day’s Accounting records from the next. (Times may vary from 11:00 p.m to 6:00 a.m. the following day)

**Collective bargaining unit** – A Labor Union

**Commercial cards** – Credit cards issued by companies, e.g. Master Card, Visa, Diners Club.

**Commercial rate** – Special reduced room rates offered to business people, to promote occupancy.

**Commission** – Percentage (money) paid to Travel agents or to Credit card companies for use of their services.

**Complimentary rate (“Comp.”)** – No charge to the guest. May also apply to F&B and other Services.
**Concession** – A hotel or business service provided by an independent Tenant (*Concessionaire*)

**Concierge** *(Origin, Europe)* – A knowledgeable (usually bi-lingual) person, who provides information, on entertainment, amusement, transportation, tours, etc in a particular city or town.

**Confirmed Reservations** – Prospective *(expected arrivals)* guests who have reservations, for accommodations, that are honored *(kept/valid)* until a specified time.

**Controller** *(‘Comptroller’ [Br.])* – The internal accountant for the hotel.

**Convention** – A group of people- delegates/ representatives of businesses, who gather for discussions on areas of common interest. E.g. Sales, Promotions, Marketing strategies.

**Convention guests** – Guests who attend a large Convention and may receive a special room rate.

**Corporate client** – Businesses that have accounts and usually are accommodated during “Low Season” when sales and revenue would normally be down.(Opposite of “Peak Season”)

**Corporate rates** – Room rate offered to corporate clients, staying in the hotel.

**Credit** – A decrease in an asset or an increase in liability, or an amount of money owed to the guest.

**Credit balance** – Amounts of money a hotel owes guests in future services.

**Credit card imprinter** – makes an imprint of the credit card the guest will use for payment.

**Cross-training** – Training employees to perform multiple tasks and jobs, in other areas

**Current guests** – Guests who are registered in the hotel.

**Cycle of service** – The progression, through a hotel’s department, of a guest’s request for products and service.

**Daily blocking** – Assigning guests to their particular rooms, on a daily basis.

**Daily Report** – “Vital signs” of the Hotel, on a daily basis, providing information to GM (General Manager)/ FOM (Front Office Manager), on all activity, financial etc., within the Hotel.

**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 tapes.

**Debit** – An increase in an asset or a decrease in a liability.

**Debit balance** – An amount of money the guest owes the hotel.
Deep cleaning – A thorough cleaning of furniture and accessories, windows, flooring and walls. (Intensive or specialized cleaning, undertaken in guestrooms or public areas; often conducted according to a special schedule or on a ‘special project’ basis).

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

*DND Card – A “Do Not Disturb” sign/card which is hung outside the room to inform hotel staff or visitors, that the occupant does not wish to be disturbed. (Some Hotels show a lit, electronic sign.)

DNS (Did Not Stay) – Guest left shortly after Registering.

Double Locked (DL) – An occupied room in which the deadbolt has been turned, to prohibit/prevent entry. Only a **“Grandmaster” key or an Emergency key can open it.

*Double Occupancy / Double Room – Two guests to a room. (Large sized bed or 2 separate beds) Bed can be King-sized, usually offered as a “Superior/King Double Room.

Down-Grade – Change of room to lower rate or class.

Duvet (Fr.) [Doo-vei] – Quilts filled with down feather or synthetic fiber. Many hotels use duvets with a decorative cover, in lieu (instead) of both blanket and bedspread. (Referred to as “comforters”).

*Ecotourists – Tourists who plan their vacations as a means of learning and understanding, the culture and environment of a particular area. Characteristically leaving no “foot-prints” – no damage to the environment. Many visitors to China are “Eco-Tourists”.

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

*European plan *(EP) – A rate that quotes room charge only. Meals are purchased separately.

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

*Family plan/rate – Special room rates offered to encourage visits by families with children.

Float – (a) General: Period between the start and end of a transaction; (b) Small sum of money kept on hand to meet small expenses. (Set amount, issued daily).

Flowchart – An diagram showing the delivery of a particular product or service.

Folio – A document in which Guest account is maintained (A guest’s record of charges and payment)
**Forecast** – Monthly pre-estimation of Room sales, based on past and present data.

**FRONT OF the HOUSE** – The functional areas of the hotel in which employees have extensive guest contact, such as food and beverage outlets and front office areas, House-keeping.

**Full house** – 100 percent hotel occupancy; a hotel that has all its guest room occupied.

**Full service** – A level of service provided by a hotel with a wide range of conveniences for the guest.

**Gate pass** – An authorization given to an employee to take a guest or hotel property, out of the hotel.

**General Manager (GM)** – Person responsible for the day to day operations of a Hotel or Business

**Global Distribution System (GDS)** – Distributor of hotel rooms to corporations such as travel agents, that buy rooms in large volume.

*Going “green”* – the responsibility to be *environmentally “friendly”*. 

**“Graveyard” shift** – Night shift, usually beginning at about mid-night.

**Group rate** – Room rate offered to large groups of people. e.g. High School / Family Reunion etc.

**Group travelers** – Persons who are travelling on business or for pleasure, as a group

**Guaranteed reservations** – Prospective guests who have made a contact (and a Deposit)

**Guest essentials** – items that are necessary, in the guestrooms and are not expected to be used up or taken away by the guest – e.g. Pillows, Towels etc..

**Guest expendables** – Guest supplies that are expected to be used up or taken away by guest on leaving the property.

**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; Guest charges are imprinted with PMS(Property Management System) and filed by room number.

**Guest history** – A record of details concerning the guest’s visits, such as frequency, corporate affiliation, credit rating, personal information or special needs. Important to better service.

**Guest Ledger** – Account, kept in the Front Office, where all guest charges and payments are logged.
**Guest Loan Items**– Guest supplies not normally found in a guestroom but available upon request. For example – Adaptors, Iron/ironing board etc.

**Guest Room** – Accommodations consisting of fully equipped bed- and bathroom, with amenities.

**Guest Service area** – Usually referred to as the *Front Office*.

**Guest supplies** – Items placed in the guestroom free of cost, for the use and comfort of guest. Commonly referred to as guest *amenities* or personal toiletries - care items include small bottles of shampoo, hair conditioner, lotion, soap, mouthwash, shoeshine cloth, mending kit etc.

**Guide (Tour)** – Person who accompanies guests for Sight-seeing. Tours usually arranged through Hotel’s Tour Desk or Concierge desk.

**Handle with care (HWC) 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 “by the hotel, for the remainder of their stay.

**Hard key system** – A security devise consisting of the traditional hard key that fits into keyhole.

**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 as a single, “King-sized” bed.

**HOSPITALITY**– (1) The generous, professional and cordial (*welcoming*) provision of services to a guest. (2) Accommodation, food, beverage and other available entertainment facilities.

**HOTEL**– A commercial establishment offering lodging to travelers and sometimes to permanent residents, and often having restaurants, meeting rooms, shops, other guest services etc., that are available to the general public. The term “Hotel”, requires the facility to have a minimum of six guest-rooms, with attached private bathroom facilities. Although hotels are classified into ‘Star’ categories (1-Star to 5-Star), there is no standard method of assigning these ratings. Listed below are some of the common hotel categories:

* **All-Inclusive** – A hotel plan that includes all services, Room, Food, Beverage etc. for one set price. Usually offers shopping etc. and are usually “Destination/Resort” Hotels

* **All-suite** – A level of service provided by a hotel, for a guest who will desire an “at home” atmosphere- i.e. bedroom, Bathroom, *Kitchenette*, Living room (usually equipped with sofa-bed)
*Bed & Breakfast (B&B) – Lodging and Breakfast offered in a home-setting. (Common in Europe and now gaining popularity in Singapore)

*Boutique Hotel*[bu:'ti:k] - Small but fashionable and exclusive property, that caters to the affluent (wealthy) guests with a very high level of service, at premium prices.

*Capsule Hotel* – “Stacked” sleeping modules, popular in Japan

*Commercial hotels* – Hotels that provide short-term accommodation for travelling guests

*Condominium (Condo.) – A multi-unit facility, where each owner shares responsibility for Public space. A Maintenance fee is usually paid and each owner may rent or lease his unit

*Condominium /ˈCondo’ Hotels (Condotels) – hotels similar to timeshare hotels. The difference between the two lies in the type of ownership. Units in condominium hotels have only one owner instead of multiple owners, each for a limited amount of time each year. e.g. “Marriott Courtyard”

*Convention Hotels –* targeting Conventions and Business Meetings, have none of the usual Tourist attractions.

*Flotels’ –*(Floating Hotel) – Luxury Cruise ships which offer the same services and amenities of land-based hotels.

*Independent hotel – A hotel that is not associated with a franchise.

*Motels*(Motor- Hotel) – Hotels that are located primarily near highways. They provide modest lodgings to highway travelers, Salesmen etc.. Most motels provide ample parking space and may be located near petrol/gas stations and main highways.

*Residential hotel –* hotels that provide long term accommodations for guest.

*Resort hotel* - A fashionable hotel, usually located in a resort area, with other attractions. Some hotels are built specifically to create a captive trade e.g. the casinos and holiday resorts of Macau, Hainan and the Caribbean.

*Hotelier* – An individual who is expert, in maintaining the overall operation of a hotel.

*Hotel representative (Hotel Rep.) – A member of the Marketing and Sales department of the hotel who actively seeks out groups.
**House count** – The number of persons registered in a hotel on a specific night.

**Housekeeping** – Hotel Department responsible for the cleaning, maintenance and upkeep of the Hotel – Guest Rooms and Public Areas. Responsible for the largest/most important hotel inventory.

**Housekeeping room status** – Terminology that indicates availability of guest room 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 or other malfunction)

**Incentive program** – An organized effort by management to understand employees’ motivational concerns and develop opportunities for employees to achieve their goals and the goals of the hotel.

**Income Audit** – An accounting function, to verify and check on any inaccuracies that may occur in various Outlet transactions.(Items billed at correct quantity and price).

**In-house laundry** – A hotel-operated department that launders linens, uniforms, bedspreads etc.

**In-room, guest check-out** – A feature of the property management system that allows the guest to use a guest room television to check out of a hotel.

**Inter-departmental communication** – Communication between departments.

**Inter-hotel property referrals** – A system in which one member-property recommends another member property to a guest.

**Inventory (Noun)** – 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 inventory items.(**Verb**) To take “stock”/ physical count of items.

**Jacuzzis** – [ja-koo-zi] Whirlpool; small pools in which alternate, under-water jets of warm water, bring about a therapeutic effect (like a massage).

**Job analysis** – A detailed listing of the tasks performed in a job, which provides the basis for a “Job Description”.

**Job description** – A list of required duties to be performed by an employee in a particular job.
**Key drawer** – A drawer located underneath the counter of the front desk that holds room keys in slots in numerical order.

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

**Lanai** – [la’nai] (Hawaiian) A balcony, a patio or both, overlooking a landscaped area, a scenic view, water or garden.

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

**Late charges** *(AD)* – (a) Guest charges that might not be included on the guest folio because of a delay in posting by other departments. (b) Applied to guest who is Checking out after scheduled “Check-out” time. **AD** – (After Departure)

**Leisure travelers** – People who travel alone or with others on their own, for visits to points of interest, to relatives, or for other personal reasons.

**Liabilities** – Financial or other contractual obligations or debts.

**Limited Service** – A level of service provided by a hotel with guest room accommodations and limited food service and meeting space.

**Log Book** – Maintained to record daily incidents.

**Lost and Found** – Term applied to department/area, which receives and secures, items misplaced or lost by guest. Usually located in the House-keeping or Security Department.

**Luggage rack** – A furniture item provided in guestrooms for placing the guest’s luggage on.

**“Make-up”** – servicing of the room while a guest is registered in the room. (Reverse of “DND”)

**Manager’s report** – A listing of occupancy statistics from the previous day, such as occupancy percentage, yield percentage, average daily rate, Revenue PAR, and number of guests.

**Market segment** – Identifiable group of customers with similar needs for products and services.

**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 such as television, radio, and internet.

**Master Key** – A key which opens all locks in the building. Usually held by GM, Engineer and Housekeeper. (There are “Master Keys” for each Department, held by Department Head)

**M.I.C.E** – Meeting, Incentives, Conventions, Exhibitions. This segment is now a big revenue generator for the hotels. Certain hotels cater specifically to the “MICE” customers.

**Mini bar** – A private miniature refrigerator, in the guest room, conveniently stocked with a collection of juices, liquor, [lik-erˈli-ˈkər,] and snacks, available for sale. Prices are generally much higher than those in a store.

**Modified American Plan** – A room rate that offers one meal with the price of a room rental.

*.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)

**“Moonlighter”** – A person who holds a full-time job at one organization and a part-time job at another organization.

**Night Audit** – the control process, by which the financial activity of guest’s accounts is maintained and balanced on a daily basis. (usually between 11:00 p.m and 7:00 a.m.)

**No-show** – Guests with confirmed reservations, who do not show up.

**Off/Low Season** – Period when hotel business is slow, with low occupancy.

**On the job training** – A training process in which the employee observes and practices a task, while performing his or her job.

*.OOO – Out of Order is the status of a guestroom that is not rentable because it is being repaired or redecorated.

**OPL** – On Premises Laundry. An “in-house” area in the hotel, where linen and uniforms are washed, dry-cleaned and pressed. Services may be provided to Guests (**Valet service**).

**Operating Budgets** – These forecast the expense and revenues for the routine operations of the hotel during a certain period.
**Operating expenses** – Those costs that the hotel incurs in order to generate revenue in the normal course of doing business.

*Operating supplies* – The items essential to day-to-day operations, including F&B supplies, Guest supplies and Cleaning supplies.

*Organization Chart* – “Table” or drawing, that lists management positions in an organization.

**Orientation Check List** – A summary of all items that must be covered during orientation.

*Outsourcing* – Provision of service to the hotel, for example - a central reservation system or service e.g. (Laundry Service) by an agency outside of the hotel.

*Overbooking* – Accepting reservations for more rooms than are available.

*Package Rate* – Room rate “packaged” to include goods and services, in addition to rental of a room.

**Paging System** – Finding/searching for a Guest through use of a “Paging Board” (or overhead audio system)

**Paid in advance (PIA)** – Guest who paid cash at check-in.

*Par System* – A level of inventory established that provides for adequate service.

**Par stock / par number** – Quantity of a particular inventory item that must be on hand to support daily, routine operations.

**PAX** – Industry term for “person”. E.g. – Rate is $120 per Pax

**Peak Season** – Period when Hotel occupancy is high – usually during Summer and at Holiday periods e.g. – Spring Festival, New Year’s

**Petty Cash** – Money allocated from “Float” for incidentals.

**PMS** – **(Property Management System)** – A computerised front desk system that deals with online reservations, guest bookings, point of sale, telephone and other amenities. Some property management systems also include payroll and Guest billing.

**Point of sale** – An outlet in the hotel that generates income such as a restaurant, gift shop, spa etc.
**Posting** – The process of debiting and crediting charges and payments to a guest folio.

**Policy and procedure manual** – provides an outline of how the specific duties of each job are to be performed.

**Potential gross income** – The amount of sales a hotel might obtain at a given level of occupancy, average daily rate and anticipated yield.

**Pre- Assign** – Assignment of Guest – rooms, before arrival of Guest.

**Pre-Registration** – Registering guests, prior to their arrival.

**Productivity standards** – The quantity of work expected to be completed by each department employee.

**Rack rate** – The highest room rate category offered by a hotel.

**Ratings** – “Star “ Ratings commonly used for classifying Hotels, 5-star being highest.

**Registration card** – A form on which the guest indicates name, home or billing address, phone number, date of departure, method of payment etc.

**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 will maximize profit for the hotel.

**Room blocking** – reserving rooms for guests who are holding reservations.

**Room revenue** – The amount of room sales received.

**Room status discrepancy** – A situation in which the housekeeping department’s description of a room’s status differs (is different) from the room status information with the front office.

**Room status report** – allows the housekeeping department to identify the occupancy or condition of the property’s rooms. It is made daily through a two-way communication, between Housekeeping and Front office.

**Sauna**–(Swedish)–Small room or hut, heated to approximately 80 degrees C. It is used for dry heat “cleansing” as well as for mental & physical relaxation.
“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 departure, should a guest walk out with them.

**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.

*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.

*Stayovers*– currently registered guests, who wish to extend their stay beyond the time for which they made reservations.

“Skipper”– A room status that indicates the guest has left the hotel without making arrangements to settle his/her account.

*Stock taking (Inventory) – The physical verifying of items by counting up stocks, at periodic intervals. Stock taking is also termed “conducting inventory.”

*Surveillance equipment*– Equipment such as CCTV’s (Close circuit televisions) that help to closely observe suspicious activities and persons.

**Tariff** – Published rate of rooms (Cost)

*Tent cards* – Hotel publicity cards in the shape of tents placed in guestrooms, or Dining Rooms.

*Timeshares* – vacation “interval” hotels. These involve individuals purchasing the ownership of accommodations for a specific period of time, usually one or two weeks a year. These “owners” then can occupy the unit during that time. Owner may also have the unit rented out, by the management company that operates the hotel.

**TIPS** – Extra money (gratuity) given by the guest, as a reward for quality service, received. T.I.P.S – (the acronym), means “To Insure Prompt/Polite Service”. Tipping is now the accepted “norm”, as many facilities will add an automatic 10-20% Gratuity (Service charge), which usually supplements the salary of personnel, who earn minimum wage.

**Travel Agent** – A Travel Agent is a person or business that sells travel-related services to customers on behalf of suppliers such as airlines, cruise lines, hotels etc.

**Travel directories** – Organized listings of hotel reservation methods and specific accommodations information.
**Traveler’s checks** – Prepaid checks that have been issued by a bank or other financial organization.

**Turn down service** – A special service provided by the housekeeping department in which a room attendant enters the guestroom early in the evening to re-stock supplies, tidy the room and turn down the covers on the bed, in preparation for the night.

**Understays** – Guests who arrive on time; but decide to leave before their predicted date of departure.

**Up-grade Voucher** – Guest receives change of status – room etc., to a higher rate/grade

**Upsell** – To encourage a customer to consider buying a higher priced product or service than originally anticipated.

**Vacant** – The status of a room in which no guest has slept the previous night and is not yet occupied.

**Valet** [va-let] Fr.-(a) A man employed for personal services like pressing and shoe cleaning, for hotel or cruise-ship patrons. (b) An attendant who parks cars for patron sof a Hotel Restaurant etc. (This Service is usually contracted out)

**Valet Service** – Laundry, Dry cleaning, shoe cleaning service provided to Hotel Guests.

**Visual alarm systems** – flashing lights that indicate a fire or other emergency in a hotel room.

**Wake-up Call** – Telephone “Morning Call” Service, provided at guest’s request.

**Walk in guest** – Guest who requests a room rental, without having made a reservation

**Water closet (WC)** – Sanitary fittings consisting of the toilet bowl, tank etc.

**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 problems.

**Zip or Postal Code** – A postal designation assigned by country, to facilitate the efficient movement of mail.
SOME AMENITIES AND SERVICES

Sewing Kit

Sauna and Steamroom

Refrigerated Mini-Bar

5-Star Rating
1. Accepting Booking:
   - I can book you a room for the ... (date)
   - We can confirm a room for the ... (date)
   - It’s okay for the ... (date)

2. Refusing Booking:
   - Unfortunately we’re fully booked for ... but ... I can book you a room for the ...
   - If there isn’t any room, we can get you on a waiting list or we can find you a room in another hotel.
   - We won’t be able to guarantee you a room for the ... (date)

3. To know what your guest wants:
   - What kind of room would you like?
   - Would you like breakfast? - At what time?
   - How long do you plan to stay?
   - How long will you be staying?
   - For how long?
   - Is it just for one night?
NOTABLE QUOTES:

Concentration is the secret of strength.
-- Franklin Delano Roosevelt

Don't fear failure so much that you refuse to try new things. The saddest summary of a life contains two descriptions: might have, and should have.
-- Louis E. Boone

I don't measure a man’s success by how high he climbs; but by how high he bounces when he hits bottom.
-- George Patton

If you could choose one characteristic that would get you through life, choose a sense of humor.
-- Jennifer James

If you could get up the courage to begin, you have the courage to succeed.
-- David Viscott

Motivation will almost always beat mere talent.
-- Norman R. Augustine

One of the secrets of life is to make stepping-stones out of stumbling blocks.
-- Jack Penn

Our greatest glory is not in never falling, but in rising every time we fall.
-- Confucius

The great thing in this world is not so much where we are, but in what direction we are moving.
-- Oliver Wendell Holmes

The greatest danger for most of us is not that our aim is too high and we miss it, but that it is too low and we reach it. - Michelangelo

-The heights by great men reached and kept, were not obtained by sudden flight. But they, while their companions slept, were toiling upward in the night.
-- Henry Wadsworth Longfellow

There are no speed limits on the road to excellence. - David Johnson

What you do today is important because you are exchanging a day of your life for it.
-- Anonymous

When people keep telling you that you can't do a thing, you kind of like to try it.
-- Margaret Chase Smith"

*"It's your aptitude, not just your attitude that determines your ultimate altitude." Zig Ziglar

"High achievement always takes place in a framework of high expectation." Jack Kinder
Destiny is not a matter of chance, it is a matter of choice; it is not a thing to be waited for, it is a thing to be achieved.”

William Jennings Bryan