

FRONT OFFICE TERMINOLOGY

1ST SEMESTER

COMMON ABBREVIATIONS:

- **AGM** – Assistant General Manager.
- **B& B** – Bed and Breakfast.
- **BOH** – Back of the House.
- **Comp.** – Complimentary.
- **DND** – Do Not Disturb.
- **DNS** – Did Not Stay.
- **FOM**– Front Office Manager.
- **GM**– General Manager.
- **GMK** – Grand Master Key.
- **HWC** – Handle with Care.
- **OOO** – Out of Order.
- **RM** – Resident Manager.

01	Hospitality	The cordial and generous reception and entertainment of guests, either socially or commercially.
02	Hotel	A place where a bona fide traveller can receive food and shelter, provided he/she is in a position to pay for it and is in a fit condition to be received.
03	FRONT OFFICE	It is the department which take care of reservation, reception, registration, and final settlement of guests bill.
04	Tourism	Movement of a people from their normal place of residence to another place (with the intention to return) for a minimum period of 24hours to a maximum of 6 months for the sole purpose of leisure or pleasure.
05	Inbound Tourist	This refers to the tourist entering a particular country.
06	Outbound Tourist	This refers to tourist travelling abroad for business or leisure
07	European Plan (EP)	Plan where room tariff consists of the room rate alone and no meals are included in the room tariff.
08	Continental Plan (CP)	Continental plan consists of room rate and continental breakfast.
09	American Plan (AP)	Also called as <i>EN-PENSION</i> , or <i>FULL PENSION</i> or a <i>FULL BOARD MEAL</i> and <i>BED AND BOARD PLAN</i> . Here the room tariff includes the room charges and full meals i.e. breakfast (English), Lunch and dinner.
10	Modified American Plan (MAP)	Also known as <i>DEMI-PENSION</i> or <i>HALF BOARD</i> . The room tariff consists of room charges, breakfast and one major meal (either lunch or dinner).

11	Bermuda plan or Bed and Breakfast (B&B) plan	Consist of room charges and American breakfast.
12	Itinerary	A plan for journey listing different places in the order in which they are to be visited.
13	Adds	The names of expected arrivals added on the date of arrival. Bookings received for the current date.
14	Affiliated	A hotel which is usually on franchise or referral system of another group or chain.
15	Advance Deposit	Payment made by a Guest (Cash or Credit Card) to secure a Room Reservation.
16	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.
17	Atrium concept	A design in which guest rooms overlook the lobby from the first floor to the roof.
18	Available Rooms	Number of guest rooms ready for occupancy on a daily basis.
19	Average Daily Rate (ADR)	An average of the daily rate paid by guests; the method to calculate the ADR is: Room revenue divided by number of rooms sold.
20	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.
21	Back- to- back	Describes a heavy rate of “Check- out” and “Check- in” on the same day. Guarantees full occupancy at all time.
22	Front of the house (FOH)	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.
23	Bell-Boy/ Bell-Hop/ Bell-man	Staff/ Porter, who assists guests with luggage and conveys messages.
24	Bell Captain	Supervisor of “Bell” personnel.
25	Bell Cart	A luggage trolley used to carry luggage to and from the guest room by the bell boy also called bell hops trolley.
26	Blanket Reservation	A block (set) of rooms hold or reserved, for a specific group
27	Blocking	A room blocked for a guest or group expected to arrive.
28	Black listed guest	List of all those guests, prepared by the management who are not welcome to the hotel.
29	Bounced Reservation	It is also called walking the guest. Guest holding confirmed reservation is refused reservation and adjusted in other hotel due to over booking.

30	CIP	Commercially important guest.
31	Commissionaire	Member of uniformed staff. He stands outside the main entrance door. He welcomes the guest. Helps guest in opening their cars/taxis and also opens the main door of the hotel. He is also called link man and door man.
32	FHRAI	Stands for Federation of Hotel and Restaurant Association of India.
33	Call (telephone) accounting	A computerized system that allows for automatic tracking and posting of <i>outgoing</i> guest room calls.
34	Call Sheet	Form used by Telephone Operators, to record the Room & Time of “Wake-Up” calls.
35	Cash bank	A specific amount of paper money and coins issued to a cashier, to be used for making “change.”
36	Cashier	A person who processes guest check-outs, collects payments (Cash or Credit card) and makes change for guest. Gives daily Cash control Report .
37	Check-In	Logging in /receiving of a Guest, who has registered to stay in a Hotel.
38	Check-Out	Departure of Guest after settlement/ payment of account.
39	Concierge	A person, who provides information on entertainment, amusement, transportation, tours, etc in a particular city or town.
40	Confirmed Reservations	Prospective (<i>expected arrivals</i>) guests who have reservations, for accommodations, that are honored (<i>kept/valid</i>) until a specified time.
41	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 or electronic sign.)
42	Electronic key	A plastic key with electronic codes embedded on a magnetic strip.
43	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.
44	Folio	A document in which Guest account is maintained (A guest’s record of charges and payment)
45	“Graveyard” shift	Night shift, usually beginning at about mid-night.
46	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.
47	Luggage rack	A furniture item provided in guestrooms for placing the guest’s luggage on.

48	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.)
49	No-Show	Guest with confirmed reservation but did not showed up.
50	Off/Low Season	Period when hotel business is slow, with low occupancy.
51	OOO	Out of Order is the status of a guestroom that is not rentable because it is being repaired or redecorated.
52	Paging System	Finding/searching for a Guest through use of a "Paging Board" (or overhead audio system).
53	Paid in advance	Guest who paid cash at check- in.
54	Registration card	A form on which the guest indicates name, home or billing address, phone number, date of departure, method of payment etc.
55	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.
56	Tariff	Published rate of rooms (Cost)
57	Walk in	Hotel industry term for a guest who arrives without any prior reservation and requests for a room is called walk-in.
58	Point of Sale (POS)	The guest can avail various services and facilities at various outlets like restaurants, bar, swimming pool, health club, beauty parlor, etc. these are called point of sale. It is the revenue generation place in the hotel area where retail transaction are carried out.