



Rooms Division Management

Qlion

Terminology

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Food & Beverage

B&B

Bed & Breakfast

HB

Half Board

FB

Full board

The package
includes the price
of the room and
breakfast

The package
includes the price
of the room with
breakfast and lunch
or dinner

The package
includes the price
of the room with
breakfast, lunch
and dinner

Food & Beverage

All Inclusive

The package includes the price of the room with breakfast, lunch, dinner and drinks

American Plan

A billing arrangement where the room rate includes the guest room and meal plan (one price)

European Plan

A billing arrangement that separates the room rate from the meal plan

Front Office & Reservations

Walk-in

No-show

Walking out

Upgrade

Down grade

A guest requiring a room without prior reservation

A reservation where the guest does not arrive at the property on the scheduled date of check-in and fails to cancel the booking within the hotel's specified cancellation policy timeframe

Informing a guest with a confirmed reservation that there are no rooms available and that a room has been booked for them at another hotel

Provide a guest with a higher room category than the one booked. (at no extra charges)

Provide a guest with a lower room category than the one booked.

Front Office & Reservations

Rate Code

Rack Rate

BAR

Upselling

Cross selling

Codes used in the hotel PMS to define the different rates and packages for each room type over a given period (season)

The highest published rate for each type of room in the hotel

Best Available Rate

A sales technique whereby a guest is offered to pay more and stay in a higher room category than the room originally booked

When guests are offered services from other departments (e.g., SPA, restaurant, parking, etc.)

Front Office & Reservations

Book

Confirmed
booking

Tentative
booking

Overbooking

Wash Down

To sell or reserve a
room in advance

A reservation
guaranteed by
credit card,
deposit,
prepayment,
company, TA.

A booking
temporarily held
until confirmation
or payment.

Accepting more
reservations than
the number of
rooms available.

Block less rooms
than the number
requested by a
group (based on
previous group
history).

Front Office & Reservations

Back-to-Back

Confirmation
number

Waiting list

Block

Cut of date

The hotel is fully booked. The number of C/O & C/I is the same for the day

A code that is a unique reference to a reservation, providing assurance to the guest of the existence of the reservation.

Reservation kept on hold waiting for availability due to hotel fully booked

An agreed number of rooms that have been reserved for a group that is planning to stay at the hotel.

The date after which all unreserved rooms will be released, as agreed between the hotel and the group

Front Office & Reservations

House Limit

A credit limit set by the hotel on guest or corporate accounts

Guest Folio

Guest invoice showing all the stay expenses in details (nights, restaurants, city-taxes, ...).

Late Charge

A service/product charged to the guest after the departure

No Post

Special function in PMS that can be activated if the guest does not provide a guarantee for the extra's services or articles.

Registration card

A form of contract signed by the guest during the check-in process. It contains all the personal and booking information

Front Office & Reservations

GDS

Meta Search

TA

OTA

PMS

Global Distribution
System.

A distribution
channel specialized
for travel agencies.

Web-based service
that aggregates
data from several
search engines. It
compares prices
(Trivago).

Travel Agency
A person or company
that arranges tickets,
hotel rooms, flights
etc.

Online Travel
Agency
(Expedia, Booking,
eBookers...)

Property
Management
System (Opera,
Fidelio, SAP...)

Front Office & Reservations

POS

Logbook

SOP

HOD

Guest Cycle

Point Of Sale
(Room service,
Restaurant, Bar...)

The logbook is an
essential
communication tool
for passing on
relevant information,
among shifts or team
members.

Standard of
Performance
Or
Standard Operating
Procedure

Head of
department

The steps, from
pre-arrival to
departure, that the
guest goes through
during their stay at
the hotel



Option

Any Questions?



Thank you

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