

Front Office



1. Who is a Skipper?
Ans: A guest who leaves the hotel without settling his bills.
2. What is Transit hotel?
Ans: A hotel catering to short stay guest i.e. a transient guest who stops en route to another destination.
3. What is Room Count?
Ans: The number of occupied rooms.
4. What is Penthouse?
Ans: Luxury suite on the terrace of the hotel.
5. Define No-Show?
Ans: A guest who does not arrive on the scheduled date of arrival after making a confirmed reservation. Also called Did Not Arrive guest (DNA).
6. What is CVGR?
Ans: Corporate /Company Volume Guaranteed Rate.
7. What are the modes of reservation?
Ans: Telephone, Personally, Letter, Telex, Telegram, Fax , E-Mail.
8. Who is a FIT?
Ans: Those guests who are not sponsored by any company or organization and come to the hotel directly for getting their rooms.
9. Who is a Bell Boy?
Ans: He is responsible for transportation of luggage from lobby to guestroom as well as from guestroom to lobby during arrival and departure of the guest. Also responsible for the Lobby.
10. What is key card ?
Ans: A sort of an identification card given to guest by receptionist at the time of check in. Usually contains general information facility, Catering out lets, location of hotel,etc.Should be produced when asked by the hotel staff. Also called as Room Key Card.
11. What is Lanai Room ?
Ans: A room from the balcony of which a waterfall or a water body can be seen.
12. What is inter sell agency?
Ans: A reservation system that handles reservation for many products such as airlines ,car rentals and hotels etc.
13. What is Hollywood bed ?
Ans: When holly wood twin beds are joined together with one common head board to make one bed its called Holly wood bed (the length of one twin bed is 80''-82'' instead of the usual 75''s.
14. What is Floor Limit?
Ans: The credit limit set by the hotel for its guests also known as House Limit or Credit Limit..
15. Define Guest Folio?
Ans: The bill sheet kept up to date by F.O. Cashier reading the details of the charges for each individual guests of all events.
16. What is Garni Hotel?
Ans: A hotel which has no food and beverage service facility.

17. What do you mean by Free Sale?
Ans: Term used when rooms are available for sale.
18. What is FHRAI?
Ans: Federation of Hotel and Restaurant Association of India.
19. What is ISD?
Ans: International Subscribers Dialing.
20. What is HRACC?
Ans: Hotel and Restaurant Approval and Classification Committee.
21. What is FRRO?
Ans: Foreigners Regional Registration office
22. What is Demi-Pension?
Ans: Also called half-pension or Modified American Plan. It means the room tariff includes room rate, Breakfast, and one major meal.
23. Define Bumped Reservation?
Ans: Refusal of accommodation to a guest holding confirmed reservation and subsequently putting him in some other hotel.
24. Define Bounced Reservation?
Ans: Sometime due to some error in planning a guest with reservation may be refused accommodation. This situation is called bounced reservation situation, also called Walking the Guest.
25. What is Back Office?
Ans: Back Office is the place situated in the back side of the Front Office. Generally, all the Executive offices like General Manager, F&B Manager, Banquet Manager, Front Office Manager, Sales & Marketing Offices are situated and all the paper works of the Front Office are being done here.
26. What is APC?
Ans: All Payment Cash.
27. What is Bermuda Plan?
Ans: This is a type of meal plan where the room tariff includes along with room rate the American Break fast rate.
28. What is Brunch?
Ans: A meal served between breakfast and lunch and usually served in place of these two meals.
29. What is CIP?
Ans: Commercially Important person.
30. What is casino Hotel?
Ans: A Hotel with gambling facility.
31. Who is Chambermaid?
Ans: A house keeping staff normally responsible for cleaning of Guest room and making the bed.
32. What is Check in?
Ans: Procedure of receiving , assigning and allocation of room and registering of the Guest in the hotel.
33. What is Check-out?
Ans: The procedure involved at the time departure of the Guest like baggage handling, bill settlement etc.
34. Who is Concierge?
Ans: The staff responsible to provide various guest services like providing the information, travel arrangement, medicine, postal stamps, cinema tickets etc.

35. What is Call Sheet?
Ans: A sheet which records the room numbers and time requiring to be called also called as wake call sheet.
36. What is Card Key?
Ans: An electronic or magnetic small plastic card used in electronic locking system that operates through master control console at front desk.
37. What is cash discount?
Ans: A discount offered to the Guest to encourage prompt payment.
38. What is cash flow?
Ans: It is the time period between the service sold to the guest and to the period actual cash is received.
39. What is cash register?
Ans: A device used to record and maintain cash balances.
40. Who is a chance guest?
Ans: A guest who comes directly to the hotel and request for the room. Also known as Walk in guest.
41. What is charge back?
Ans: Sometime the credit card company refuses the payment of a voucher signed by the guest which is sent by the hotel for payment.
42. What is City Account?
Ans: The account basically other than the registered guest.
43. What is City Ledger?
Ans: A ledger where all the city accounts are entered.
44. What is Close of the day?
Ans: A specific time fixed by the hotel which separates the records of one day to next day.
45. What is closet bed?
Ans: A standard size bed that swings in the wall or cabinet in the form of a closet. Can accommodate one or two persons by simple removal from floor area as they are built into a closed wall.
46. What is the Commercial Hotel?
Ans: A Hotel which is normally occupied by the Business class Guest / Commercial Guest.
47. What is Commercial Rate?
Ans: Special Discount offered to the frequent visiting Guest.
48. Who are known as Commissionaire?
Ans: Member of uniform staff whose place of duty out side of the main entrance of the Hotel. Also called Door Man, Link Man and Carriage Attendant
49. What is conversion ratio?
Ans: This is equation between the no of transient guest booking made and no of call received.
50. What is Complimentary?
Ans: Usually the free accommodation given to the Guest for a business promotional or Good will activity. Also known as "Comp".
51. What is Control Folio?
Ans: The main folio refers to a group. Also known as Master Folio.
52. What is Cot?

Ans: As per American terminology it refers to the Extra Bed and English terminology it refers to the child's Bed some time it is also known as Rollaway beds are also called Cot.

53. What is Credit Authorization?

Ans: This is the maximum credit limit authorize by a credit card company to their card holders beyond the Floor limit of the card.

54. What is Credit Card Volume?

Ans: This is the proportion of the total sale which is on Credit Card.

55. What is Credit Limit?

Ans: This is the limit of amount of money up to which the Guest is allowed Credit facility. After the limit is reached the hotel request the guest to settle their bills either partly or fully. Also known as House Limit or Floor Limit.

56. What is Cut-Off-Date?

Ans: The date is fixed by the Reservation section to the Guest for confirming the Reservation otherwise the block of rooms are to released to the general Guest.

57. What is Cut-Off-Time?

Ans: A time is fixed by the Front Office for the unclaimed Reservation are released and can be sold to the other Guest. i.e., if the Guest who had booked the Room and comes after this hour, the Guest may be refused the accommodation.

58. What is Day Rate?

Ans: Special Room Tariff offered to the Guest who stays only during the day time. Also known as 'Day use Rate'.

59. What is Demi Pension?

Ans: It is the Modified American Plan means Room tariff includes the American Breakfast and one major meal either Lunch or Dinner. Also known as Half Pension.

60. What is Double-Double?

Ans: A Room with two Double Beds i.e. sleeping accommodation for four persons also known as "Quad" or "Twin Double".

61. What is Double-Up?

Ans: When a room is occupied by two unrelated Guest is called Double-up.

62. What is Duplex?

Ans: A costly suite where two rooms are situated on the two successive floors are connected with a internal staircase.

63. What is ECO?

Ans: Express Check-Out. An activity which involves compilation an early morning distribution of Guest folios to all those Guests who are expected to Checkout that morning.

64. What is Efficiency Accommodation?

Ans: Accommodation that includes the kitchen facility.

65. What is ECR?

Ans: Electronic Cash Register. An electronic cash control device.

66. What is EPABX?

Ans: Electronic Private Automatic Branch Exchange. An electronic device used for the telephone system.

67. What is Early Bird?

Ans: A term used in automatic system in Night Auditing and referring to mainly creating and distribution of reports. It is also called as "Flash".

68. What is EP?

Ans: European Plan. Where the Room Tariff includes only the Room Rate.

69. What is FERA?

Ans: Foreign Exchange Regulation Act.

70. What FFIT?

Ans: Foreign Free Independent Travelers.

71. What is FIT?

Ans: Free Independent Travelers. Any individuals who are not in a group or belongs from any company.

72. What is Farm Out?

Ans: Assignment of the Guest with Reservation to other unit of chain or other properties in case of Full House.

73. What is Guest Folio?

Ans: A statement of Guest account , shows the balance of Guest's financial obligations to Hotel. Also known as Guest Bill or Account Card.

74. What is forecast?

Ans: A future projection of estimated business.

75. What is Franking machine?

Ans: A machine used for printing postage stamp value on the envelope.

76. What is GIT?

Ans: Group Inclusive Tour.

75. What do you mean by Graveyard Shift?

Ans: A work shift which beings from mid-night.

76. What is Green Fees?

Ans: An amount to be paid by Guest for using the Golf course.

77. What is Guaranteed Reservation?

Ans: Type of Reservation where the Hotel is sure to get Room rate whether the guest with the confirmed reservation comes or not.

78. What is Handicap Room?

Ans: Room with specially designed features for handicapped Guest.

79. Who is High Balance Guest?

Ans: When the Guest's outstanding bills is near or over the credit limit balance set by the Hotel.

80. What is Hot List?

Ans: A list of los t/ stolen credit cards sent by the credit card company to the Hotel. This is also called "Stop Bulletin" or "Cancellation Bulletin" .

81. What is House Count?

Ans: Total no of Guest staying in the Hotel in a particular time.

82. What is House Phone?

Ans: Telephone usually in the Lobby of the Hotel from where the visitor can contact with the Guest in the Room.

83. What is House Keeper's Report?

Ans: A report prepared by the Ex-House Keeper by checking the physical status of the Guest Room.

84. What is Hubbart Formula?

Ans: A formula developed by Mr Ray Hubbart for determining Room rate keeping in consideration operating expenses, Room sale and pre desired return on investment.

85. What is the full form of IATA?

Ans: International Association of Travel Agents./ International Air Transport Association.

86. What is the full form of IATO?

Ans: Indian Association of Tour Operation.

87. What is IDD?

Ans: International Direct Dialing.

88. What is IH&RA?

Ans: International Hotel & Restaurants Associates.

89. What is the full form of IMF?

Ans: International Monetary Fund.

90. Define the term Lock out.

Ans: This is a kind of situation when a guest is not allowed to access to the room due to the unpaid bill.

91. What is Log Book?

Ans: A Book or Register which is used to record activities and to communicate the next shift. It is also known as Record of Happenings.

92. Define the term Late Hold.

Ans: When a reserved Guest expected to arrive late.

93. What is Lost and Found?

Ans: An area or Section all the found items by the staff are stored and recorded generally in the House keeping.

94. What is Managerial Reports?

Ans: All documents providing feedback on financial status, productivity and overall effectiveness of business operation to the management.

95. What is Market Mix?

Ans: The distributions (Percentage wise) of the Hotel Guests into various categories like conventioneer, businessman, tourists, educationist, excursionists, sportsman etc.

96. What is Master Key?

Ans: A key that unlocks on the rooms on a particular floor. Also known as Floor Master Key.

97. What do you mean by Market Share?

Ans: It is the representation of the share of market in terms of Revenue, No of Guest, or any other index , which is hotel captures from the market.

98. Who is MOD?

Ans: Manager On Duty. The Manager who is performing the other Managers Duty in absence of them generally in the night shift. Also known as Manager On Duty or Duty Manager.

99. What do you mean by Multiple Occupancy?

Ans: When the hotel room is occupied by the more than one guest.

100. What do you mean by Night Audit?

Ans: An activity performed by the Night Auditor in night to check and verify all the days transactions correct or not.

101. What is Par?

Ans: Cash balance is equal to the cash bank.

102. What is Petty Cash?
Ans: Small amount of authorized money issued to staff
103. What do you mean by Occupancy Load?
Ans: It is an occupancy percentage i.e. the ratio of no of rooms occupied/sold to the no of rooms available for sale.
104. What do you mean by Occupancy Mix?
Ans: Percentage of break-up of sold rooms on single, double and the other categories of rooms available and the annual occupancy.
105. What is On the House?
Ans: The term refers to Complimentary means no charge.
106. What is Overbooking?
Ans: This is a situation in which hotel books the more room than available rooms to sale 100% rooms or nearer by that.
107. What is Overstay?
Ans: A situation in which guest does not leave on the day of schedule departure and continues staying in the hotel.
108. What is Over Selling?
Ans: The situation when more rooms than actually available are sold by the Hotel.
109. What is No show?
Ans: The Guest who does not arrive in spite of having confirm Reservation. Also called as DNA (Did Not Arrive).
110. What do you mean by Occupancy?
Ans: Sale of rooms and is occupied by the Guest.
111. What is Airline Contract Rate?
Ans: A special negotiated rate for airline crews
112. What do mean by Diplomatic Rate?
Ans: A negotiated discounted rate to attract diplomatic business
113. What is Option Date?
Ans: This is the Designated date by which a prospective guest is required to confirm his/her Reservation also known as Cut Off Date.
114. What is Room Night?
Ans: A room that is blocked for a night against which room rates are applicable.
115. What is Room Plan?
Ans: A package proposal of rooms and meals.
116. What is Package Tour?
Ans: The term usually refers, when the consolidated rate is charged to a Guest or the Group of people for their Accommodation, Transfer and meals.
117. What is Paid in Advance (PIA)?
Ans: When the guest is requested to pay the room rent in advance at the time of Check-In.
118. What is PSO & MAO?
Ans: Passenger Service Order & Meal and Accommodation Order. This is usually offered by the Airline Company to their Passenger when the flight get delayed for any reason by which passenger can get their Accommodation & meals after showing this coupons on the desired hotel.
119. What is Parlor?

Ans: The leaving room, part of the Studio Room. Also known as sitting room.

120. Define the term Pax?

Ans: No of person.

121. What is POS?

Ans: Point Of Sale. Means from where the revenue are generated by selling the product.

122. What is PRPN?

Ans: Per Room Per Night.

123. What do you mean by Plus Position?

Ans: When the rooms are available after the expected guest arrival.

124. What so Position?

Ans: Status of the No of Rooms available for sale.

125. Define the term Potential average rate.

Ans: The average rate that is to be calculated when all the type of available rooms are sold on the rack rate means without any discount.

126. What is Pre-Arrival?

Ans: This is the phase which is before the arrival and after the reservation has been done. Activities during this period is called Pre Arrival activities.

127. What is Pre-Assignment?

Ans: Assignment the Room even before the Guest Arrival. Also called as Pre-Key. Further when the Room Key is pre-assigned and kept into the envelope is called Key Pack.

128. What is Pre-Registration?

Ans: This is an activity before the arrival of the Guest where the Guest's Registration Card (GRC) is filled-up with all the necessary information available in the Guest History. This activity generally done for the VVIP, VIP, SPATT and regular Guests.

129. What is Quad?

Ans: A room occupied by four persons.

130. What is Queen Bed?

Ans: As per the American term refers to the Double Bed of 60"X80" in size.

131. What is Rack Rate?

Ans: The normal published Room Tariff which is generally mentioned in the Tariff Card. Also known as Top Retail Rate.

132. What is Reservation?

Ans: The process by which a prospective Guest can reserve his/her Room/s prior to his/her arrival.

133. What is Registration?

Ans: This is a process by which a prospective Guest can Register himself/herself by providing their necessary information to the Hotel before he/she is taking the Room Key at Reception.

134. What is Rate Structure?

Ans: Combination of all the Rates offered by a Hotel.

135. What is G.R.C?

Ans: Guest Registration Card. Also known as Registration Card. A document where a Check-In Guest writes details such as name, address, passport details, nationality, date of arrival, date of departure, date of birth/anniversary, purpose of visit etc. some times it is also called as Reg. Card.

136. What is Reservation Activity Fee?

Ans: The amount of money paid as commission to various agencies such as Travel Agents for giving the business to the Hotel.

137. What is Reservation Form?

Ans: A document where all the detailed information about the desired Guest are recorded at the time of reservation process.

138. What is Reservation Horizon?

Ans: The period up to which the booking for future can be accepted. Also known as Booking Lead time.

139. What is Reservation Rack?

Ans: A part of Whitney Rack. Where all the information of the prospective Guest received from Him/Her are recorded. The slips are kept in alphabetical order. The Racks are kept chronologically by arrival date order.

140. Who is the Resident Manager?

Ans: Usually responsible for the Front of the House, and may act as a Hotel Manager in absence of General Manager.

141. What is Room Cost?

Ans: Calculation of fixed cost a Hotel incurs in preparing a Room for sale.

142. Define the term Residential Hotel?

Ans: A Hotel where long term guest on special terms and conditions stays. Guest are generally required a sign a lease bond.

143. What is Resort Hotel?

Ans: A hotel is situated at the resort places such as hills, beaches etc. Generally a centre of recreational activities.

144. What is Retention charge?

Ans: This are the charges which may be collected from the guest/agency for making a confirmed reservation in the Hotel and when the Guest does not come on the schedule date of arrival due to any reason best known to him/her. Though the Guest did not stay in the Hotel but due to loss of revenue the hotel may charge the guest.

145. What is Revenue Centre?

Ans: All those sections of the hotel which generate the revenue.

146. What is Revenue Forecast Report?

Ans: Expected future revenue calculated by multiplying forecasted occupancy by current room rate.

147. What is the term mean by RNA?

Ans: Room Not Assigned. Means due to any reason when a guest did not assign the room by the Hotel.

148. What is Room Assignment?

Ans: Allotting a specific room to a check-in guest.

149. What is Room Availability?

Ans: Rooms which are available for letting/sale.

150. What is Room Count?

Ans: The number of occupied rooms.

151. What is Room discrepancy report?

Ans: A report showing the discrepancy as per House Keeping and Front Desk in occupancy status.

152. What is Room index?

Ans: Room index is a chronological system of dates record of the occupancy of each Bed rooms and Suite.

153. What is Room rate variance report?

Ans: A report listing rooms which have not been sold at rack rate.

154. What is room revenue?

Ans: A sum total of money generated by the sale of rooms for a given period of time. Also called as room sale.

155. What is Rooming a Guest?

Ans: The procedure of escorting the guest and carrying of the luggage to the assigned room by the bell boy.

156. What is Rooming list?

Ans: A list sent by the travel agent to the hotel of the names, nationality, and other details of the group members in advance.

157. What is Rule of Thumb?

Ans: A traditional method of fixing room tariff. Here for each Rs.1000/- investment Re.1/- per day will be the each room tariff.

158. What is STD stands for?

Ans: Subscriber Trunk Dialing. To obtaining the correct area code from the Telephone directory subscriber may dial all most all the places.

159. What do you mean by S.O.P?

Ans: Standard Operating Procedure. It means by maintaining a certain standard for operation.

160. What is safe deposit box?

Ans: Individual lockers like bank vaults allotted to the Resident guest for keeping their valuables and documents by the Front Office.

161. What is Sales Journal?

Ans: A permanent summarized record of a particular day's business.

162. What is Self Check-out?

Ans: Computerized system that allow the to review his folio and settle the account with the help of his/her credit card. Also known as Express Check-out.

163. What is Self Registering Kiosk?

Ans: A freestanding machine capable of Registering a Guest and dispensing a room key.

164. What is Self Registration?

Ans: A system that automatically registers a guest and dispense a key, based on guests reservation and credit card information. Also known as Express Check-In.

165. What is Up-Selling?

Ans: Convincing a prospective guest to take a higher priced room.

166. What is Sales Position?

Ans: Refers to the room availability status.

167. What is Service Charge?

Ans: A certain percentage of bill amount added to the bill of the guest. This amount is distributed to the service staff in place of tips after deducting certain percentage of amount for the breakage and spoilage of the crockery, cutlery and other hotel property.

168. What do you mean by Shoulder period?

Ans: A mid price period between full season and off season.

169. What is Siberia?

Ans: A term normally used for inferior quality of rooms such as near by the Guest and service elevator. Guest must be informed about the situation and condition before selling it.

170. What is six P.M. release?

Ans: Means that the room for a guest with reservation will be held only up to 6 P.M. and released after that time. Usually done in case where there is no guaranteed reservation, (Credit Card, Company or other guarantee) or deposit reservation. Also called as time cancelled reservation.

171. Who is called as Skipper?

Ans: A guest who leaves the hotel without settling his/her bill.

172. What is sleep-out?

Ans: A sold room where the guest did not stay during the night.

173. What do you mean by sleeper?

Ans: Rooms available for sale but not sold out.

Ans: As per American terminology due to the negligence of the Front Desk Staff rooms appears to be occupied but it is vacant and as per English terminology the guest staying in the Hotel.

174. What do you mean by Slippage?

Ans: The term used when analyzing the group room performance. It is the difference between what is contracted and what actually arrives.

175. What is Sold Out?

Ans: Rooms not available for sale.

176. What do you mean by SPATT?

Ans: Special Attention Guest.

177. What do you mean by Split folio?

Ans: Folio in which Guest's charges are separated into two or more folios.

178. What is term refers to Spoilage?

Ans: The term refers to the "Rooms going unoccupied".

179. What do you mean by Stay Over?

Ans: The continuing guest means left out guest (Last night occupied guest minus check-out for the day).

180. Who are the stop over guest?

Ans: This refers to the guest who en route from one destination to another and stops in between on a third place to break the journey or to change the flight. This is generally on airlines expense.

181. What is suite?

Ans: A combination of two or more rooms out of which one room is used as a sitting room and others as bed room.

182. What do you mean by Supper?

Ans: The term referring to a late night meal.

183. What is tariff?

Ans: The published Room Rate list.

184. What is stands for T.A.A.I?

Ans: Travel Agents Association of India.

185. What do you mean by Target Market?

Ans: Market Segment the Hotel wants to penetrate.

186. What do you mean by Target Rate?
Ans: An average rate goal a hotel sets to achieve for a certain day/month/year.
187. What is Time Shared Hotel?
Ans: A relatively new concept where an investor buys a unit which shared by the other users to whom it may be rented out when not in use by the investor. Also called as Condominium.
188. What do you mean by Traffic Sheet?
Ans: A control sheet maintained by the Telephone department usually stating the long distance telephone calls record.
189. What is Transcript?
Ans: A form which is used by the Night Auditor whereby he separates the day's charges by room and department.
190. What is Transient Hotel?
Ans: A hotel catering a short stay guest or transient guest who stops and en route to the another destination.
191. Define the term Travel Agent?
Ans: An entrepreneur who coordinates various contracted services such as Hotel, Food and Beverage, Transportation etc. provided by various contractors to the traveler who needs them at the various stages of their tour For providing these services he/she gets the commission from Hotel and other contractors.
192. What Turn Away?
Ans: Refuse the accommodation to a Walk-In guest because the rooms are not available. Also called as Displacement.
193. What do you mean by Turn In?
Ans: The cash deposited by Departmental Cashier to The General Cashier at the end of the day.
194. What is Twin Bed?
Ans: Generally two single beds (size approximately 37"X81") are to be kept in the double room for the double occupancy instead of a large bed.
195. Who is a Topsy Guest?
Ans: A drunkard guest Who may misbehave with the staff.
196. What is stands for UNESCO?
Ans: United Nations Educational, Scientific and Cultural Organization.
197. What is stands for UNICEF?
Ans: United Nations International children's Emergency Fund.
198. What is stands for UFTAA?
Ans: Universal Federation of Travel Agents Association.
199. What is Under booking?
Ans: Due to error on planning it is wrongly belief that all rooms are sold but practically it is not.
200. What is Under stay?
Ans: A guest who checks out before his schedule departure date.
201. What is Upgrade?
Ans: To move a reservation or staying guest to a better accommodation or class of service.
202. What do you mean by U.S.P.?

Ans: The special features or benefits that differentiate our product from the competitors and becomes the basis of promotions of sales (Unique Sales Proposition/Unique Selling Point). A Special point of competitive differential in product. Also known as Signature Attractions.

203. What is V.P.O.?

Ans: Visitors Paid Outs. If the petty payments made on behalf of the guest by the Front Office Cashier then a V.P.O. voucher is prepared which is signed by the guest and debited to his/her account. Also called as Paid out voucher.

204. What do you mean by variable cost?

Ans: Costs that vary in direct proportion to sale. For e.g. Housekeeping costs with Room Sale and Food and Beverage Sale with Restaurant Sale.

205. What is Voice Mail Box?

Ans: An electronic device used for storing, recording and playing back message through telephone system.

206. What is W.A.T.S.?

Ans: Wide Area Telephone Services.

207. What is stands for W.H.O.?

Ans: World Health Organization.

208. What is stands for W.T.O.?

Ans: World Trade Organization or World Tourism Organization.

209. What is Wait-listed?

Ans : Guest who could not be given confirmed reservation status because of Sold out. Also called as Stand by reservation.

210. What do you mean by Walk-out?

Ans: A guest who leaves the hotel without settling his/her bill. Also called as Skipper.

211. What is Walk Through?

Ans: A through examination/inspection by the hotel executive of the whole property.

212. What is Walk-In?

Ans: A guest who comes to the hotel for room without prior reservation. Also called as Chance Guest or Off-The-Street Guest.

213. What do you mean by Wash Factor?

Ans: Deletions of the unnecessary rooms from the group reservation according to the previous history.

214. What is Who?

Ans: An unidentified guest in a room that is vacant as per Front Desk Record.

215. What is Zeroing Out?

Ans: At the time of departure to bring the account balance to zero debits and credits offsetting one another.

216. What is yield?

Ans: The ratio of actual revenue to potential revenue.

217. What is ARR?

Ans Ratios of rooms income to the no of rooms occupied
=
$$\frac{\text{Total room revenue}}{\text{Total rooms sold}}$$

218. What is on request?

Ans A status when guests are kept waiting for a room booking confirmation

219. What is Displacement?
Ans. When a Hotel decides to accept the group business even if the hotel has to turn away the transit guest.
220. What is C- Form ?
Ans. C-Form is a legal document and is to be completed for foreign guest coming to the hotel except Nepalis and NRIs.
221. What is D-Form?
Ans. A disembarkation card is sent by the Airport authorities to the arriving foreign travelers.
222. What is Blacklisted guest?
Ans. A list which records the name of all persons who are not welcome at the hotel.
223. What is Express Check in?
Ans. The arriving guest can self register himself through self registering machines located in the lobby
224. What is Account Balance?
Ans. Difference between charge and credits transactions
225. What is Account?
Ans. Summary of all cash and credit transactions
226. What is Accounts Receivable?
Ans. Amounts due to the hotel.
227. What is Adjacent Room?
Ans. Two rooms beside each other across the corridor
228. What is Adjoining Room?
Ans. Two rooms beside each other.
229. What is Allowance?
Ans. A benefit given to the guest in cash or credit
230. What is Amendments?
Ans. Changes made of records concerning his stay
231. What is Baggage?
Ans. Guest Luggage
232. What is Bed and Breakfast?
Ans. Charges for room and English Breakfast
233. What is Blocking?
Ans. To reserve a room on the room rack for a guest expected to arrive
234. What is Briefing?
Ans. A two-way communication between management and staff at the beginning of an operation
235. What is Cabana?
Ans. A room with a sofa-cum bed ideally situated beside swimming pools or beaches
236. What is Cancellation?
Ans. A confirmed booking that has been withdrawn by the guest
237. What is Capacity Management?
Ans. A control on the supply of rooms to market segments
238. What is a Cash Bank?

Ans. Cash amount provided by the hotel for daily transactions

239. What is a Cash Voucher?

Ans. Receipt of payment made by cash

240. What is a Check?

Ans. Bill of a revenue outlet

241. What is Connecting Room?

Ans. Two rooms with an interconnecting door, ideal for a family

242. What is Corporate Rate?

Ans. A rate for business houses that guarantee a minimum number of room nights per year

243. What is Credit?

Ans. Facility that enables a guest to use goods and services now but paid later

244. What is Crib Rate?

Ans. A cradle or basinet provided in a room for infants

245. What is Due Bank?

Ans. Cash amount owned to the cashier

246. What is Due Out?

Ans. An occupied room expected to be vacated

247. What is Encashment Certificate?

Ans. Exchange for local currency

248. What is a Layover?

Ans. Airline passenger checked-in by the Airlines who are catching a connecting flight sometime later

249. What is Miscellaneous Voucher?

Ans. Bills for minor services of the hotel

250. What is Non- Guest Account?

Ans. Account of transactions of companies and non- resident individuals given this privilege



07830294949