

Short Questions

- 1 **Guest:** A bonafide traveler.
- 2 **FIT:** Free Independent Traveler.
Free Individual Traveler .
- 3 **FFIT:** Foreign Free Individual Traveler.
- 4 **DFIT:** Domestic Free Individual Traveler.
- 5 **GIT:** Group inclusive Traveler.
- 6 **Group:** 10 or more people Travelling Together.
- 7 **Sarai:** Ancient form of hotels in India.
- 8 **Inns/Taverns:** Ancient form of hotels in U . K. and Europe.

Short Questions

9 Inns and Coffee Houses : Ancient form of hotels in U S A.

10 Rayokans: Ancient forms of hotels in Japan.

11 Cabarets/Hostelries: Ancient form hotels in France.

12 Relay Houses: Ancient form of hotels in China.

13 Dormitory : A Large hall with many beds.

14 AAA : American Automobile Association.

15 Diamond Classification: Classification of hotels in USA by AAA.

Short Questions

16 AA : Automobile Association.

17 Rosette Classification : Classification of hotels in U K and Europe by AA.

18 Recreation. Entertainment. It is of two kinds

1- Indoor. 2 – Out door.

19 HRACC: Hotel Restaurant Approval Classification Committee .

20 Star Classification: Classification of hotels in India by HRACC.

Short Questions

- 21 Categories of hotel Classification in India: Star and Heritage.
- 22 FHRAI : Federation of Hotel and Restaurant Association of India.
- 23 Motels: Hotels on High Way.
- 24 Casino : Hotels made for gambling. Started in U S A.
- 25 sandhya Niwas : Old age home.
- 26 Itinerary : Plan for a Journey , listing different places in the order in which they are to be visited.
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Short Questions

27 **Duty Rota** : Schedule of work.

28 **Boatels** : Hotels on boats. House boats

29 **Floatels** : Hotels on ships. Cruise Liners

30 **Roatels** : Hotels on wheels.

31 **Green Hotels**: Environment friendly hotels.

32 **CRS** : Central Reservation System.

Usually found in chain hotels.

Short Questions

33 Reservation: Defined as blocking a particular type of guest room, for a definite duration of time, for a particular guest.

34 GDS: Global Distribution System.

35 FIT reservation: Reservation made for a free Individual Traveler.

36 Group Reservation: Reservation made for 10 or more persons coming together with a common itinerary.

Short Questions

37 Guest Cycle: Five stages of guest interaction with the hotel such as Pre-arrival, arrival, during stay , departure and after departure.

38 Tentative Reservation: A reservation made without advance or guarantee.

39 Guaranteed Reservation: A reservation for which a advance or guarantee received.

40 No show : A Guaranteed reservation guest did not arrive the scheduled date of reservation

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41 Cancellation Hour: Generally 6 pm , a tentative or non guaranteed reservation is cancelled by the hotel.

42 S O P : Standard Operating Procedure.

43 Front Office : The department in the hotel takes care of Reservation, Reception, Registration , settlement of guest's bills and departure.

43 Walk in Guest: A guest arrive the hotel with out prior reservation.

44 E T A : Expected Time of Arrival

Short Questions

45 **E T D** : Expected Time of Departure.

Check In: Process of admitting a guest in to the Hotel.

46 **Check Out** : Process of discharging a guest from the hotel.

47. **Garni hotel** : provides only accomodation

48. **Lotel**: hotel having helipad facility

49. **Metal** : mechanised hotel

50. **Fodor guides**: hotel dictionary

51. **IATO**: Indian Association of Tour Operation

52. **IATA**: Indian Association of Travel Agent

Short Questions

- 59. First travel agent : Thomas Cook
- 58. souvenir : something is brought or kept as reminder of a place or occasion
- 59. cut of date : last possible date a hotel can hold a contract room for group without guarantee
- 60. block : set of room blocked for a day/guest
- 61 . **EPABX : electronic private automatic branch exchange**
- 62. **CAS : call accounting software/system**
- 63 . **ACD : automatic call distribution**

Short Questions

64.SOP : standard operating system

65. B&B hotel : hotels provide bed & breakfast

66. Demi pension : MAP plan

67. En Pension : AP plan

68. GREEN hotel : eco friendly hotel

69. WTO : world tourism organisation

70. WTO sheet : WHAT TO OBSERVE