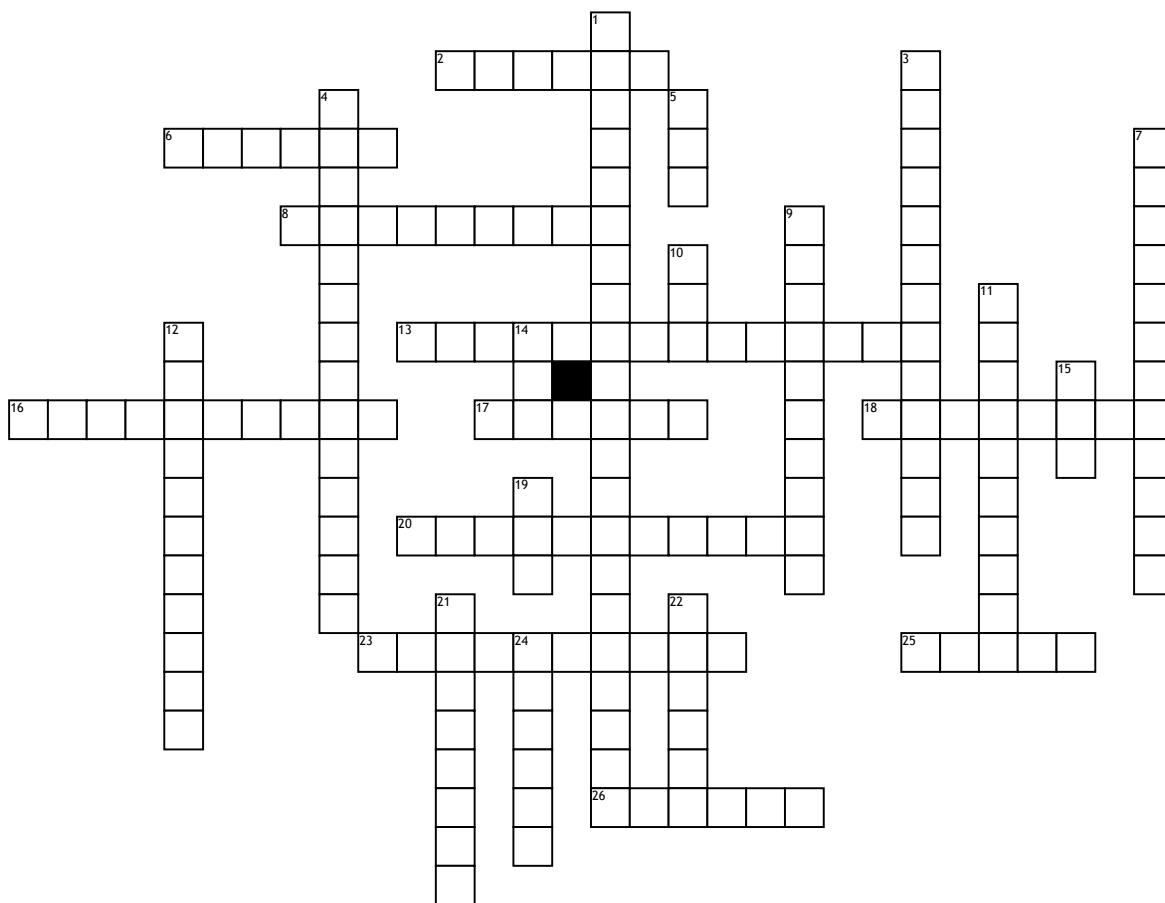


HMS CROSSWORD



Across

2. Revenue per available room
 6. Revenue per occupied rooms
 8. Is a request by the guest not to be disturbed. These are "non-registered" guests who have requested to be anonymous during their stay, no one can indicate the guest is on property while staying in the hotel.
 13. A payment generally in the form of a check or credit card to secure a room guaranteed for arrival
 16. An allowance or credit to a guest ledger revenue department to offset a previous dates posting
 17. Guest registers early in order to claim it later in the day
 18. A future estimate of sold rooms, usually including revenue projections and occupancy percentage.

20. Any additional charges that may be occurred during a stay
 23. two separate reservations with same guest switching room types in the middle of their stay.
 25. The guests bill, account that contains all of the charges
 26. Reservation that did not arrive before the defined time that the business day ends

Down

1. Two separate reservations with the same guests occupying the room for entire stay linked together
 3. A room which is physically next door to another room.
 4. A door that connects 2 rooms together from the inside
 5. Food and Beverage
 7. A value lower than the rack rate

9. Any room types, not specific
 10. Do not disturb
 11. A guest charge transferred to accounts receivable for later collection
 12. A difference in value between two items, for example a room is showing as "occupied" in the housekeeping status but is showing as "vacant" in HMS
 14. Average Daily Rate
 15. Best available rate
 19. Frequent Individual Traveler or Foreign Individual Traveler
 21. An extra bed, mobile and folds
 22. An exit space, an area free of furniture or any other obstruction
 24. A miscellaneous term used to describe a certificate or email offer. Some are discounted and some offer full rate compensation.