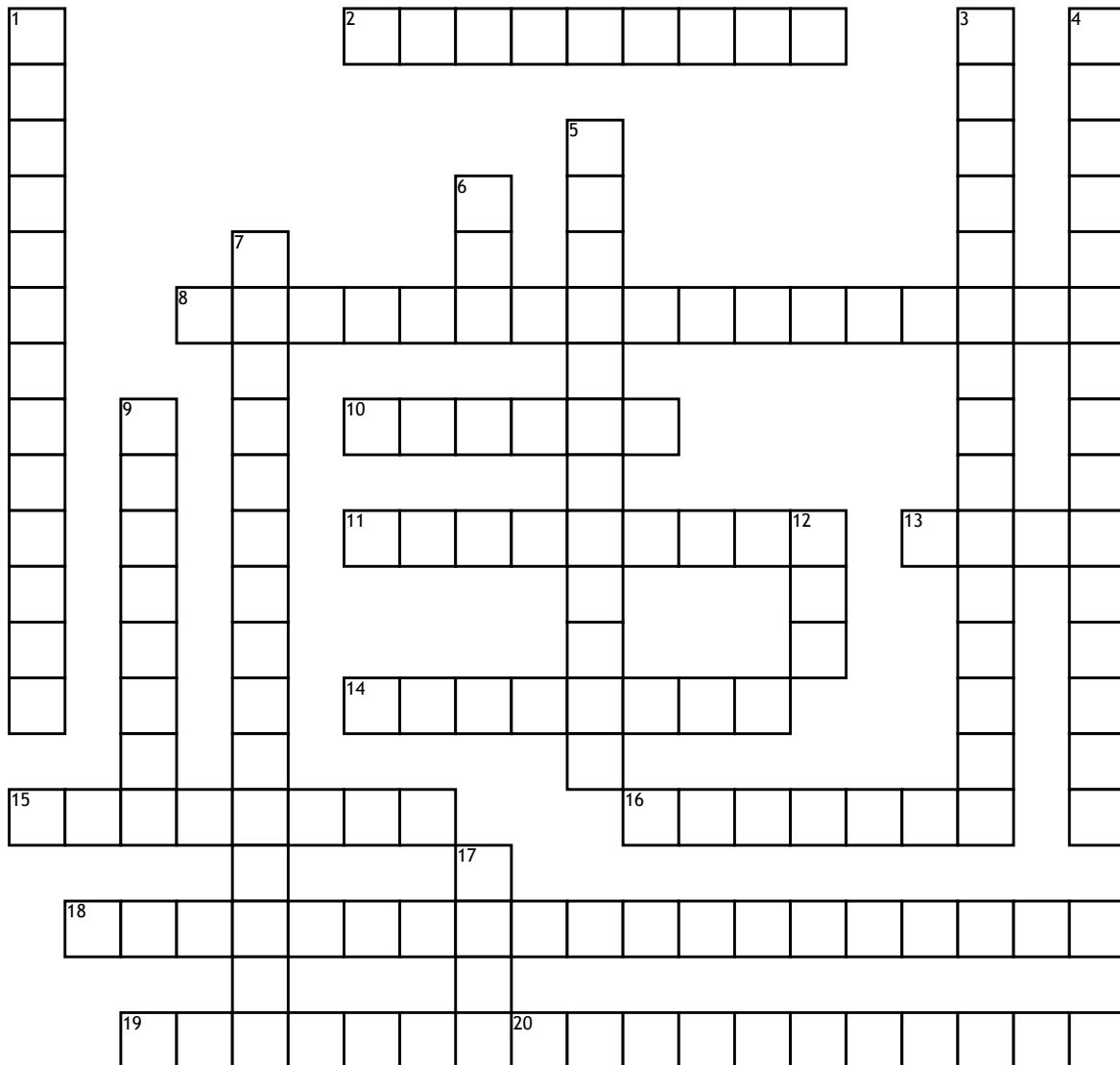


Hospitality Terms



Across

- 2. The number of rooms available for a hotel to sell or distribute across all Channels is called an Inventory.
- 8. The term refers to demand being severely restricted by capacity. When unconstrained demand is above the capacity of the hotel.
- 10. Room Revenue, Per Available Room
- 11. rooms with a common wall between them, but not directly connected
- 13. the rate at which reservations are made for a particular date or date range.
- 14. The length of time between when a booking is made and the actual stay date.
- 15. a standard rate, often Rack , that all other rates are built from.
- 16. Periods of time that have specific levels of demand.
- 18. the quantity of rooms in a hotel that could be sold if there were no constraints, no limits.

- 19. A guest who doesn't show up, despite having a reservation.
- 20. The Master bill for a group or an event. All charges to be paid by the group will be placed on this Master bill.

Down

- 1. Rooms close to each other, perhaps across the hall.
- 3. amenities or features that are above the standard room types: whirl pool tub, pool side, balcony, etc.
- 4. A hotel's booking season that is between high season and low season. Has less crowds, but some of the same advantages of peak seasons, like weather, attractions and amenities.
- 5. the amount of rooms at the hotel open for sales for a specific set of dates and / or types of accommodation.
- 6. Average Room Rate (calculated by dividing revenue generated from income from hotel rooms sold by the total number of rooms sold)
- 7. Rooms with individual entrance doors from the outside and a connecting door between. Guests can move between rooms without going through the hallway.
- 9. the distribution of rooms to various reservation mediums used by a hotel. (MegaLynx, Expedia, Sabre, etc.)
- 12. Network of electronic reservation systems used globally by travel agents booking hotel rooms (and airlines).
- 17. Process of extending the relationship with our guests to enhance repeat business. Commonly automated to include pre and post stay elements, along with loyalty programs etc.