

Name: _____

Hotel Terms

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| 1. A guest who is being allowed to check out later than the property's standard check-out time | A. Stayover |
| 2. The room has been locked so that the guest cannot re-enter until a hotel official clears the guest | B. Overbooking |
| 3. Servicing of the room while a guest is registered in the room | C. Vacant and ready |
| 4. A key which opens all guest room doors which are not double locked | D. Occupancy |
| 5. Process which the financial activity of guests accounts is maintained and balanced daily | E. Late Checkout |
| 6. Measure of fill by dividing the total number of rooms occupied by the number of rooms available | F. Sleep-out |
| 7. Guest is currently registered to the room | G. Room revenue |
| 8. Guest has departed but the room has not yet been cleaned and readied for re-sale | H. Lockout |
| 9. Room cant be assigned to a guest. Room may be out of order for a variety of reasons | I. Master Key |
| 10. Accepting reservations for more rooms than are available by forecasting the number of no-show reservations, stayovers, etc. with goal of attaining 100% occupancy | J. Room Status discrepancy |
| 11. A multiple of the standard quantity of an inventory item that must be on hand to support daily routine housekeeping ops | K. Occupied |
| 12. Reserving rooms for guests who are holding reservations | L. Par Number |
| 13. A detailed process which guest rooms are systematically checked for cleanliness and maintenance needs | M. Suite |
| 14. The amount of room sales recieved | N. Night Audit |
| 15. A situation in which the housekeeping dept.'s description of a room status is different from room status info at the front desk | O. On-Change |
| 16. A guest is registered to the room, but bed has not been used | P. Out-of-order |
| 17. The guest is not expected to check out today and will remain at least one or more nights | Q. Make Up |

18. Hotel room with more than one room, some hotels, it can be a single room that's much larger than the standard

R. Room blocking

19. Special service provided by the HK department which a room attendant enters guest room in early evening to restock supplies, tidy and refresh the bed covers, vip requests

S. Room Inspection

20. The room has been cleaned, inspected and is ready for an arriving guest

T. Turndown Service