

HOUSEKEEPING TERMINOLOGY

HK		Abbreviation for Housekeeping Department
ADJOINING ROOMS		Two or more rooms grouped side by side and sharing a common entrance door
CONNECTING DOOR		Two adjoining rooms accessible to one another by a connecting door between them.
KING BED		A guest room bed at PH room that can accommodate two persons and larger than queen bed.
TWIN BED		A guest room bed at master room suites that can accommodate maximum of two persons. Indicates two (2) single beds.
QUEEN BED		A guest room bed at master room suites that can accommodate one (1) persons and larger than single bed.
SINGLE		A guest room bed intended for only one person. Indicates a (1) bed.
DOUBLE BED		A type of bed that bigger than a single but smaller than a king bed.
EXTRA BED		A type of bed that can be easily transport to the guest room for guest .Intended for only one person.
COT/ CRIB		A baby bed.

FORECAST		Daily, weekly, monthly forecast of number of room to be occupied or how many Guests we are expecting to have at a given date. Forecasts come from reservations office.
BOOKED TO CAPACITY		Refers to a situation when the hotel has accepted the maximum number of reservations.

MANIFEST	List of guest names in details.
C.I.P.	Abbreviation for Commercially Important Person who has been designated by Management for receiving special service. This has commercial significance to our hotel business.
V.I.P.	Abbreviation for Very Important Person who has been designated by Management for receiving special service.
NO-SHOW GUEST	A guest who does not arrive when accommodation is reserved.
BLOCKED	A room that is being held for a certain guest on a certain date.
COMP	Refers to a room that is complimentary.
ROOM CHANGE	When a guest moves from one room to another room.
ROOM STATUS REPORT	Report completed to indicate the status of each room, whether vacant, occupied or out of order.
UPDATING	To transmit the most accurate status of rooms to the Front Office and Housekeeping terminals.
CHECK - OUT TIME	Time designated by the hotel for guest to vacate the rooms at the end of stay.
DUE OUT	The day when a room is expected to be vacated.
STAY OVER	An occupied room that will not check out at the end of stay.
FRONT OF THE HOUSE	Entire public area.
BACK OF THE HOUSE	All areas not accessible to guests.
SPOTTING	Word used to describe the removal of stains from a limited surface.
GENERAL CLEANING	Indicates thorough cleaning of guest room and bath, done on a periodic basis.

GUEST REQUEST	A service or item requested by guest.
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OCCUPIED TONNAGE	Indicates the number of guest room occupied in the hotel.
HOUSE-USE	Guest room allocated and used by Management or company personnel.
KEY CONTROL	A security system requiring each staff to account for all keys during working hours.
LINEN ROOM	Central area of the Housekeeping Department from which uniform supplies and linen is issued.
ONE-FOR- ONE EXCHANGE	A system whereby a dirty uniform is exchanged for a clean one-on one basis.
SHELTER CABINET	Located on each floor and contains linen necessary to service the room.
LOGBOOK	A record, being kept and maintained by each Floor Supervisor which all calls, requests, and other important information recorded.

II. ROOM STATUS TERMINOLOGY

OCC (Occupied)	A guest room in which a guest or the guest's belongings are present.
VAC (Vacant)	A guest room that is ready to be sold to a new guest.
O.O.O. (Out of Order)	A guest room that is not saleable.
M./U (Make-up Room)	An occupied guest room which needs to be cleaned, including beds made.
T.D.S. (Turn Down Service)	An evening service performed by a Room boy.

D.N.D. (Do Not Disturb)	Abbreviation indicating that the guest does not want his room to be entered does he/she want to be disturbed.
D.L. (Double-locked)	The door of the room is bolted from the inside. Before knocking on a room door, Room Attendant must check if the door is double-locked.
R.S. (Refused Service)	Indicates that the guest refuse service.
S.O. (Sleep-Occupied)	Refers to a guest room that is occupied but not slept in.
C/O (Check-out)	A guest room where guest has departed and room is for cleaning.

Housekeeping Glossary

absenteeism Employee absence from work. A high rate of absenteeism is considered to be a reliable indicator of low employee morale. acid rain Rain or fog that contains sulfur dioxide and nitrous oxides that are damaging to plants, lakes, streams, and even buildings. Most of it is the result of burning fossil fuels (e.g., coal and oil) in electricity generation facilities. acrylics A group of clear, tough plastic resins produced from acrylic acids. actual expenditures Actual spending for labor and supplies to support the generation of revenue, as opposed to budgeted (planned) costs or forecast (expected) costs. administration A management task. Attending to the details of executive affairs. administrative theory First introduced by Henri Fayol, it was an attempt to apply scientific principles to a business organization. A subcomponent of the classical school.

aerobic Indicates a bacterium that must be exposed to, and requires, air (oxygen) to survive and grow. all-purpose cleaner A multipurpose agent designed for several different cleaning tasks, depending on the dilution ratio applied. amenity Anything that makes a guest's stay easier and more pleasant. Often pertains to items that are viewed as luxurious. An amenity is not normally categorized as a guest essential. amortize To periodically and gradually decrease a cost or expenditure to zero over a stated period of time; for example, the preopening cost of a hotel or hospital. a.m. room check A visual look at guestrooms that are supposed to be ready to receive guests for the purpose of verifying status. Check is made at about 8:00 a.m. Those rooms not in a ready status are called a.m. discrepancies and must be investigated. Some hotels conduct a.m. room checks on every room to determine each room's status. Sometimes

the housekeeping department schedules workers according to the results of the a.m. room check. anaerobic Indicates a bacterium that can live without exposure to air (oxygen). analyze problems Gather facts, ascertain causes, and develop alternative solutions. annual linen reorder plan System of ordering linen that provides long lead times for various items of linens; allows a hotel or hospital to deal directly with a linen mill; allows for the mill to weave linen at a time most beneficial to the mill. antichlor A substance used to remove excess chlorine from fabric after bleaching. antineoplastic agents Chemotherapy drugs used to treat cancers. They are either man-made or made from plants. antiseptics A process by which chemicals are used on the skin for bacteriostatic and germicidal purposes. area responsibility plan A document that geographically defines physical areas of a facility and assigns responsibility for cleaning among the various departments of a hotel or hospital organization; usually developed from the division of work document. asepsis To be free from germs and infection. asepsis (medical) A method used to prevent the spread of a communicable disease. Hand washing and isolation are examples. asepsis (surgical) A method using sterile equipment, supplies, and procedures when entering the "sterile" interior of the body. assets Items of value. Notations on a company balance sheet in the books of account, which represents the book value of assets. See also capital assets; current assets; fixed assets. atom The smallest combination of nucleus (core of protons and neutrons) and surrounding electrons that is associated with a given "named element." autoclave An ovenlike machine, using steam under pressure, in which supplies are subjected to intense heat for a specific period of time. Also called a sterilizer. autocratic change A dictatorially mandated change. Change that is ordered by one person or group and that person or group has absolute power. bacillus A bacterium that is rod-shaped. bacteria Used to refer to microorganisms in general; also, the same as germs and/or microbes.

bacterial Soils or compounds containing active (live) bacteria. bacteriostat An agent that arrests the growth of bacteria. badge system Method of identifying employees by their identification badges. A badge usually indicates where an employee works and identification number and may contain the employee's photograph. balance sheet a statement of financial position at a point in time; includes assets, liabilities, and owners' equity. bed and bath linens Items such as sheets, pillowcases, hand towels, bath towels, washcloths, and cloth bath mats. bedding All bed linens, such as sheets and pillowcases, and all blankets, shams, dust ruffles, pillows, quilts, comforters, coverlets, mattress pads, and bedspreads. behavioral school An approach to management that seeks to apply knowledge gained from the disciplines of human psychology and sociology to the management of employees. Proponents assert that organizational productivity can be enhanced by meeting the psychological needs of the employee. bio-recovery service A contract cleaning company that specializes in cleaning up human remains and bodily fluids. bomb

threats Malicious announcements of forthcoming explosions or bombings. books of account Collection of all accounting ledgers, journals, and files associated with the financial accounting system established for the particular housekeeping operation. "Botulism" Found in feces, sewers, milk improperly sterilized, or sealed foods. Also found in untreated wounds (gaseous gangrene). budgeting Act of creating a management system used for the allocation of resources over a given period of time. buffing The act of polishing the surface of a floor with a low-speed (175–350 rpm) floor machine. burnishing The act of polishing the surface of a floor with a high-speed (350+rpm) floor machine to achieve an extremely high-gloss (wet-look) surface. cakes A tunnel washer does not have a centrifuge to spin linen dry, so the linen is pressed to extract excess water. The result is a round cakelike object. capital assets Long-term tangible or intangible assets such as land and buildings. See also current assets; fixed assets. capital expenditure budget Financial statement of estimated capital expenditures over a given period of time. capitalize Convert an expenditure into a capital item or charge the cost of an item to a capital expenditure account. See also expense to; capital expenditure budget; fixed assets. carcinogen A substance that causes cancer. card entry system Technically superior system for gaining regular entry into a hotel guestroom. Most systems use plastic devices (cards) with changeable electronic signatures that activate door locks, eliminating the need for a metal key. carnauba wax A high-quality wax obtained from the leaves of the carnauba plant. case goods Furniture in a guestroom that is made of wood and used for storage, such as an armoire or desk. cationic Describes an ion that is positively charged. central processing unit (CPU) This processing chip is the brains of the computer. The CPU is where most calculations take place. chambermaid See section housekeeper . checkout (C/O) Designation assigned to a guestroom in which the guest has permanently left the hotel and the room is waiting to be serviced, or in the process of being readied for the arrival of a new guest. Synonymous with on-change. chemical agent A chemical added to a solution in the correct dosage that will kill bacteria, or at least stop their growth. chief steward Supervisor of a department that specializes in cleaning and maintaining kitchens. chlorofluorocarbons Man-made chemicals used chiefly in refrigeration, but now banned because they contribute to global warming by destroying the ozone layer. civil disturbance In hotels or hospitals, a disturbance caused by one or more people refusing to obey the requests, commands, or demands of those in authority. classical school The first great theoretical school of management. Characterized by a systematic approach to the management of the assets and the employees in a corporation. Henri Fayol and Frederick W. Taylor are considered by many to be the founders of this management school. classification of accounts Arrangement of various types of revenues, expenses, and costs into meaningful groupings for accounting purposes. cleaning and guest supply inventory A major segment of operational inventory under the direct control and responsibility of the executive housekeeper . cleaning and maintenance circuits (rounds) Planned sequences for attending to the cleaning of various public areas. Clostridium perfringens (clos-TRID-ee-um per-FRINGins) No gram stain. An anaerobic spore. coach-pupil method A one-on-one training system of assigning one trainee to one instructor. coccus A bacterium that is round-shaped. communicate To pass or receive knowledge, instructions, or data and to ensure understanding. communication symbols A series of written symbols used to

communicate the status of guestrooms; for example, R, C/O, OCC, DND, RFV, OOO, MR, and T.

deficiency of task execution (DE) The failure of workers to perform a task properly after training.

defoamer Chemical added to a fabric cleaner that reduces the amount of suds produced by the detergent in the cleaner. Defoamers are often used in water-extraction carpet cleaning chemicals so that the pickup tanks are not inundated with suds.

delegating Creating responsibilities for or assigning tasks to subordinates, passing to them the required authority to act, then exacting accountability for results.

directing An activity of directing . delineating relationships Defining liaison lines within formal organizations that will facilitate relationships. An activity of organizing . demonstrationmethod Training technique in which you show someone how to do something.

denier A unit of weight of silk, nylon, or rayon that is an indicator of fineness. One denier is equal to 5/100 of a gram in a 450-meter length of thread. The smaller the number, the smaller the circumference of the thread. (Fifteen-denier nylon lingerie is more transparent than 25-denier nylon lingerie.)

departmental meetings A technique of communicating with all members of a department at the same time. Housekeeping departmental meetings should be scheduled at least once each month and when unique situations warrant them. Meetings should be interesting, informative, and always under the control of management. Employees should always be allowed time to ask questions, which should receive timely replies.

department staffing guide Document that specifies positions within the organization and the number of people required to fill these positions. Used as a hiring guide.

depreciate Systematically reduce the book value of a fixed asset over its estimated useful life.

detergent A chemical that acts like a soap and is used for cleaning numerous surfaces. Detergents can be used effectively in hard water where ordinary soap will not produce suds and will leave a residue.

developing employees Improving the attitudes, knowledge, and skills of employees with a view toward assigning greater responsibilities or effecting promotions. An activity of staffing.

developing policies Making decisions that will govern when, where, and how procedures will be implemented; usually of long-standing nature. An activity of planning.

developing strategies Deciding how and when to achieve certain goals. An activity of planning.

development of subordinates Responsibility of management to ensure the professional growth of those placed under the manager.

dilution control Controlling the mixing of certain all-purpose cleaners with water in prescribed amounts that will enable the performance of various types of cleaning operations. See also dilution ratio.

dilution ratio Comparison of the amount of water that is, or must be, added to a specific cleaning agent that is recommended for a specific cleaning task. For example, a 20:1 dilution ratio means 20 parts water to 1 part cleaning agent to perform a specific task. See also dilution control; all-purpose cleaner .

Diplococcus pneumonia (dip-lo-COCK-us new-MOANee- a) Gram positive. Lobar (lung) pneumonia. Also walking pneumonia. Treatable with antibiotics.

directing Performing certain activities that bring about purposeful action toward desired objectives. See also management sequential functions.

discrepancy A situation occurring when the reported status of a guestroom by the front desk is different from the status actually observed by the housekeeping department during a.m. or p.m. room checks. For example, front desk believes a room to be occupied and housekeeping reports the room as a ready room or a checkout room.

Discrepancies must be resolved by the front desk, or the room must be rechecked by housekeeping. disinfectants A substance or means used to destroy pathogenic microorganisms. disinfection A condition existing when infectious material or infection(s) are removed. disinfection (concurrent) Process used while disease is still in progress. disinfection (terminal) Process used when disease is ended. dissatisfiers Items peripheral to a job, such as pay, working conditions, company policies, and quality of supervision, that if not properly attended to will demotivate employees. The positive effects on motivation caused by properly attending to dissatisfiers are usually short-lived. See also satisfiers. division of work document A report prepared by the executive housekeeper as a result of inspection and investigation of a new facility before opening. The report indicates areas that will require cleaning and contains recommendations as to who should be responsible for cleaning each area. Forms the basis for development and promulgation of the area responsibility plan. documented Recorded event, happening, or inspection result. do not disturb (DND) A verbal or written notation by a guest that he or she is not to be bothered. Refers to the guest, not the guestroom. Guest usually makes the request by hanging a small sign, which says, "Do not disturb," on the hall side of a guestroom door.

double double (DD) Guestroom having two double beds. double occupancy Guestroom occupied by two guests. See also single occupancy; multiple occupancy. double rooming Front desk accidentally rooms two separate guests or guest parties in the same room; usually occurs as a result of an unresolved discrepancy. drying capacity Optimum weight of linen that should be placed in an automatic commercial dryer; for example, 50-pound, 100-pound, 200-pound, 300-pound dryers. Used in sizing laundries. See also washing capacity; handling capacity. duvet Also known as coverlet. Covers the bed down to the dust ruffle. Some duvets have a pocket in which a comforter can be inserted to keep it clean. dwell time Period of time a disinfectant has to remain on a surface to be effective. 18-room workload Size of the room-cleaning workload assigned daily to section housekeepers in the model hotel in this text. A typical workload that would be assigned to well-equipped section housekeepers in a corporate transient hotel. electronic data processing (EDP) Processing of data by computer when input and output hardware are connected on-line to a computer's central processing unit (CPU). electrowriter Electromechanical device used for transmitting facsimile handwritten messages, usually between housekeeping, front desk, and engineering. elements of management See management elements. emergencies Unpredictable combination of circumstances or resulting states that call for immediate enlightened action; can often be anticipated but seldom foreseen. employee absenteeism See absenteeism. employee appearance Aspect of employee behavior or training having to do with personal and uniformed appearance. A concern of management and supervision. employee claims of unfairness Statements by workers that indicate less than harmonious relations with management; related to the manner in which employees are being treated. A major cause of worker attempts and desire to unionize. employee contamination Corruption of relatively inexperienced or impressionable employees through the observance of the dishonest acts of others. employee costs Costs occurring as a result of having employees; exclusive of per-hour wage costs; include costs of health and welfare, sick leave, meals, and other benefits. See also controllable costs; wage costs. employee handbook Collection of facts, rules, regulations, and guidelines

about a hotel, a hospital, or a specific department; usually given to an employee at the time of hiring to assist in employee orientation. employee hygiene Personal cleanliness habits of employees that may be of concern to other employees or guests. employee problems Problems that cause employees to have difficulties on the job; employees who cause interruptions or inefficiencies in work. employee profile Concise biographical sketch of an employee, indicating certain traits, characteristics, and personality. employee requisition Document initiated by a department and forwarded to the personnel office requesting that hiring procedures be started to fill a vacancy or a newly created position. employee theft prevention Positive program or plan that anticipates the possibility of employees stealing. employee turnover See turnover . employment checklist Document used during the acquisition phase of hiring new employees; used to guarantee that no steps are omitted or overlooked in the hiring process. employment history Written record of prior employment status; usually a part of an employment application indicating chronologically where the applicant has worked in the past, inclusive dates of employment, name of employee's supervisor, and reason for leaving the employment. entomological Relating to insects, especially those that can cause or carry diseases. environmental services A hospital's housekeeping department. epoxy A synthetic, seamless flooring material. Very long lasting and extremely durable. Escherichia coli (ee-shear-EEK-ee-ah COAL-i) Gram- negative. Can grow in soap. Never use bar soap in a public washroom. Bacteria can be contracted from the droppings of animals. establishing organizational structure Developing the formal organization plan for the accomplishment of tasks within a company. An activity of organizing . establishing position qualifications Defining qualifications and preparing specifications for people who will fill positions in an organization. An activity of organizing . establishing procedures Deciding and specifying how a task is to be done. An activity of planning. executive committee Usually the highest level of operations management for a hotel property. Includes, but is not necessarily limited to, the general manager, resident manager, director of food and beverage, controller, and director of sales and marketing. Ex officio members may include the director of personnel, chief engineer, and security director. The top policymaking body of the property. executive housekeeper Person in charge of management and administration of a housekeeping department or operation within a hotel. Synonymous titles include director of services, director of internal services, and director of environmental services (in hospitals).

exit interviews Management's attempt to gain information regarding working conditions and reasons for voluntary separations from former employees of the organization. expense to To write off as an expense or expenditure or to charge to an expense account as cost of doing business on an operating statement over a given period of time. See also capitalize. face weight The number of ounces of yarn per square yard in a carpet. filling The threads of yarn that run the width of the fabric (also known as the weft). financial statement Summary of accounts, showing a balance as of the beginning of business on a given date, the credits and the debits made, and the balance remaining at the end of the accounting period. See also operating statement; balance sheet. finish Final coat(s) of either wax or a synthetic

product that is intended to protect a floor from abrasion, provide a seamless and smooth top layer for the floor, and when polished, will provide a glossy and reflective surface. finished sheet A sheet size that includes the top and bottom hems. fire Chemical decomposition of a fuel element through combustion or burning. For fire to occur and sustain itself, there must be four elements—fuel, oxygen, heat, and a chemical reaction. fire by-products The side effects or results of fire. They include heat, smoke, toxic gas, and fumes. first-line supervisor One who supervises one or more first-line workers. first-line worker A trained worker who performs hands-on work at the lowest level of the organization; works for a first-line supervisor. fixed assets Tangible assets of a long-term nature such as land, buildings, machinery, and equipment. See also assets; capital assets; current assets. fixed positions Positions that are fixed in terms of work and man-hour requirements; positions not subject to being reduced in hours because of fluctuations in occupancy. flash point The temperature at which the vapor from a flammable substance will ignite momentarily in the air, in the presence of a small flame. flatwork A laundry term that is used for sheets, pillowcases, and table linens. floor plan layout Engineering or architectural drawing of the layout of machinery, furniture, fixtures, and equipment. forecasting Establishing where present courses of action will lead. An activity of planning. forecasting man-hour requirements A short-run statement of need for the utilization of man-hours to accomplish a specific task. foundation The primary coat(s) of sealer applied to a floor. A foundation's intended purpose is to prevent spilled liquids that may cause staining and other damage from penetrating into the floor. 14-point theft prevention program Fourteen guidelines for managerial and supervisory action that may reduce employee theft and dishonesty. fresh look Inspection conducted by people not regularly associated with an area; allows for observing and reporting deficiencies not noticed by someone regularly in contact with the area. front office manager Person in charge of front office operations in a hotel. One of several principal assistants to a resident manager, who is on the same level as the executive housekeeper. Person in charge of the front desk, bell services, transportation, and other related activities in a hotel. full-time employment Incumbent has attained full-time status, usually after successfully completing training and a probationary period of employment. In union-free environments, implies that the employee is committing to work and the company is committing to schedule the employee 30 or more regular hours of work each week. function room sheet Form on which special instructions are given for setting up, arranging, or rearranging a guestroom for a special function. See also parlor; hospitality suite. functions Management duties and activities. Can be divided into sequential and continuous functions. fungus Simple plant lacking chlorophyll. Bread mold is an example. furniture, fixtures, and equipment (FFE) Classification of fixed assets of a hotel or hospital that have specified depreciable lives, usually ranging from three to seven years. general clean See deep clean. global warming An alarming planetary trend precipitated by the release of chlorofluorocarbons into the atmosphere and the burning of fossil fuels. GRA Guestroom attendant See section housekeeper. gray goods Unfinished fabric directly from the loom. gram positive/negative Refers to the color staining of test samples of certain bacteria. Gram "positive" is a "blue" test result when certain bacteria are treated with testing reagents. Gram "negative" is a "red" test indication. greenhouse gases Primarily carbon dioxide and methane, but also nitrous oxides, hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulfur

hexafluoride (SF₆). These gases absorb heat in the atmosphere. This phenomenon leads to global warming. ground warp Yarn threads that run lengthwise in a towel. They are used as the backing for the pile warp threads. The ground warp is usually a poly-cotton blend.

group market Market segment of hotel business, usually defined by the sale of 10 or more room nights in one group. guest essentials Guest supplies that are essential in guestrooms but that the guest would not normally be expected to use up or remove upon departure. Examples include water glasses, ice buckets, and clothes hangers. See also guest expendables; guest loan items. guest expendables Guest supplies that guests would normally be expected to use up or take away upon departure. Examples include stationery, toilet issue, and soap. See also guest essentials; guest loan items. guest loan items Guest supplies not normally found in a guestroom but available upon request. Examples include hair dryers, razors, ironing boards, and irons. Guests sign a receipt and specify a time that the item may be picked up by the housekeeping department. See also guest expendables; guest essentials. guest receipt log book Log book in which guests sign for the use of guest loan items. guest request Any special request not normally included in the regular servicing of a guestroom, such as for extra towels, hair dryer, razor, roll-away bed, or baby crib. guestroom Numbered room in a hotel provided specifically for occupancy by one or more regular or transient guests; is most often rented but can be complimented to special guests; is located in a major subsection of a hotel known as the guestroom portion of the hotel. guestroom attendant (GRA) See section housekeeper. guestroom portion of the hotel Specific area of a hotel in which guestrooms are located; also includes guest corridors, elevators, stairwells, vending areas, and some service areas. Not included are public areas, restaurants, lounge areas, recreation areas, or major service areas. guestroom types A differentiation among the varieties of guestroom based on types of sleeping accommodations or equipment; usually identified by specific symbols as follows: T, room with one twin bed; TT, room with two twin beds; D, room with one double bed; DD, room with two double beds; ST, studio, room with a day bed or convertible sofa; Q, room with one queen bed; K, room with one king bed; P, parlor sitting room usually having hidden sleep equipment, may be set for a small meeting or hospitality function; S, suite, two or more rooms that connect internally and are sold as one unit; CON, rooms that are adjacent and connect internally; BS, bilevel suite, a suite on two levels having an internal stairway between levels; ES, executive suite, a high-quality suite, usually having two or more rooms but only one with access to the hotel corridor. guest supplies Supplies specifically needed because guests are staying in a hotel. See also guest expendables; guest essentials; guest loan items. handling capacity Measure of the design of a laundry facility that relates to the amount and ease of handling of linen within the facility. See also washing capacity; drying capacity. hardware (computer) Physical components of a computer system; includes input and output devices, processor, printing devices, and video monitors (CRTs). HazComm Hazardous Communication Standard for chemicals and toxic wastes established by the Occupational Safety and Health Administration. holes in the ozone layer This phenomenon is caused by the release of chlorofluorocarbons (CFCs). Since the banning of the production of this chemical, the situation has started to stabilize. homogeneous Uniform throughout. Everything is made up of the same elements.

hospitality suite Guestroom that has been temporarily set up to accommodate a small party; may require the movement of some furniture; more appropriately set in a suite or parlor. house breakout plan Document specifying the division of the guestroom portion of a hotel into meaningful work units for cleaning and servicing. The plan is usually a line drawing of the floor plans of the rooms section, appropriately divided into room sections and house divisions to delineate supervisory responsibilities. house division Group of four to six room sections with associated and/or specified corridors, elevators, stairwells, and service and storage areas; may be assigned a color or letter designation and be placed under the control of a senior housekeeper (supervisor). housekeeper's report A report made daily to the front desk by the housekeeping department and signed by a manager, indicating the correct status of all guestrooms in a hotel as visually noted at about 3:00 p.m. each day. Compilation of results obtained from p.m. room checks conducted of the entire guestroom portion of the hotel. Specifies which rooms are ready for occupancy, occupied by a guest or contain luggage, and/or on-change (being serviced for newly arriving guests). housekeeping central Synonymous with main linen room. Central physical point of administrative and operational activity for a housekeeping department. Usually contains or is adjacent to the offices of the executive housekeeper and principal assistants. Under the supervisory control of the linen room supervisor and/or night housekeeping supervisor. Central point of control for all communications emanating from and received by the housekeeping department. A point of issue for selected and special items of supply. See also satellite linen room.

8# housekeeping day That period of a 24-hour day when the housekeeping department is open and operating; usually from about 6:30 a.m. until midnight. housekeeping manager Manager who is the principal assistant to the executive housekeeper; person who is directly responsible for guestroom cleaning. May also be the person in charge of the housekeeping department in a small property. housekeeping standing rotational scheduling form Form used to create and display a system of standing rotational scheduling, specifying regular days off for housekeeping teams and other individuals within the department. See standing rotational scheduling system. housekeeping team (regular or swing) Group of housekeeping employees consisting of one senior housekeeper (supervisor), several section housekeepers or GRAs, and a section housekeeping aide, who work together as a regular team or designated swing team within an assigned house division. The team is usually identified by a color or number similar to that of the house division where it is assigned to work. hypochlorite A salt or ester of hypochlorous acid. Hypochlorous acid is an unstable, weak acid that is used as a bleach and disinfectant. idophors A variety of disinfectants. individual development (ID) program Development program for managers being groomed for greater responsibilities and/or promotion by the Marriott Hotel Corporation. indoor air quality (IAQ) Good indoor air quality is present when 80 percent of the occupants are satisfied and there are no harmful pollutants present as determined by cognizant authorities—according to the American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE). There is a growing concern about the pollution found in the air inside buildings. Air inside is generally considered to be

much worse on average than the outside air. input (computer) Data entered into a computer for processing. inspection day One particular day of the workweek when regular inspections of guestrooms and other sections of the hotel are performed. See also zone inspection program. inspection program Regular inspection of specified areas of a hotel or hospital. Usually formalized and specified through a standard operating procedure. See also property inspection program; zone inspection program. inspector Person who does nothing but inspect guestrooms in a hotel or hospital to ensure that standards of cleanliness are being maintained. integrated waste management A strategy that incorporates many different methods to solve the problem of solid waste. Solutions include source reduction, reuse, recycling, waste transformation, and landfilling. intermediate host A transmitter of disease that is not affected by it. Also known as an "immune carrier." An example is the Anopheles mosquito; it can bite a person infected with malaria, then bite another victim, thus transmitting the disease. inventory Quantity on hand of an item of value; recorded in the books of account as current assets. inventory (verb) To count and record the quantity of items of value. inventory control Management function of classifying, ordering, receiving, storing, issuing, and accounting for items of value. inventory record book Record of amounts of specific items on hand; also contains pricing information and valuation of total inventory. ironers Commercial pieces of machinery used for ironing linens in a commercial or on-premises laundry. JCAHO Joint Commission of Accreditation of Health Care Organizations. job descriptions Documents describing the work to be done in each of several unique jobs within a department. Specify working hours, special qualifications of the worker, if any, responsibilities and duties of incumbents to the positions to which they refer. Usually prepared for workers who do hands-on work and first-line supervising. See also position descriptions. jute A strong, smooth fiber that comes from plants in Asia; used to make rope, canvas, and carpet backing. key control program Plan or control for the prevention of loss of keys used by employees in the daily performance of their work functions. key pouch Leather container for storing keys. Pouch usually contains an identifying mark or number to facilitate easy reference to a specific area of the facility and ease in subcustody reference and key control inventory. labor costs See wage costs. laundry consultant Expert in the development of laundry facilities and operations. laundry supervisor Working supervisory position in a hotel or hospital on-premises laundry; reports to a laundry manager. leadership Management task of influencing people to accomplish desired goals. leadership style The observed behavior of the leader in an organization. Commonly observed styles have been categorized and given labels by management theorists. Examples include MacGregor's "Theory X" manager who has a high concern for production but little concern for the welfare of subordinates in the organization, and the "Theory Y" manager who has both a high concern for production and a high concern for people in the organization.

leave of absence (LOA) Authorized period of time away from work without pay; granted by management to an employee, during which time seniority is protected. leveling technique Enlightened style of conducting a performance appraisal when poor, questionable, or unsatisfactory performance is the subject of the appraisal. level loop A type of carpet in which the pile loops are of uniform height. linen broker Person who deals in linens; may represent several linen mills; has knowledge and

access to sources of immediate linen supplies. linen count sheet Form used to record the results of counting items of linen. See also count sheet. linen in use Specific amount of linen in circulation or being used by a housekeeping department to service guestrooms at the time a linen inventory is taken. See also linen, new, on hand; linen on hand. linen mills Places where linens are woven. Linen mills usually sell to hotels and hospitals through linen brokers, but large or well-managed hotel organizations deal directly with mills. linen, new, on hand Specific amount of new and unused linen that is stored in cases on the property and is available when needed; as a part of total linen on hand. linen on hand Total amount of linen as reflected by inventory of all linen. Includes new linen on hand and linen in use. linen poundage requirements Specified amount of linen by weight, generated from linen demands of a specific hotel or hospital based on the size of the facility (number and type of beds). Used to determine washing capacity and drying capacity and in sizing laundries. linen room supervisor Working supervisor in charge of main linen room activities; assistant to the executive housekeeper . Person is in charge of the central or main linen room, linen room operations, and communications with the housekeeping department, the front desk, engineering, and the guests. linens Traditionally, the cloth made from flax fiber; the term is now used to indicate sheets, pillowcases, washcloths, cloth bath mats, towels, tablecloths, and napkins. linen valuation Monetary value of the linen inventory, including both new and in-use linens. Calculation is determined by multiplying specific linen counts of each item of linen by the last known purchase price of the item. A value of the asset linen inventories as a part of total inventory. line organization The organizational structure parallels the duties and activities involved in the production of a good or service. Follows the principle of span of control and unity of command (every employee answers to just one supervisor). lobby housekeeper See public area (PA) housekeeper . lobby housekeeping aide See public area (PA) housekeeper lock cylinder That portion of a door-locking mechanism that contains the keyway; houses the pins that match the indentation of a particular key being used to open a door. Cylinders are removable and thus interchangeable. loss-prevention program A plan or procedure whereby action may be taken to eliminate or minimize the loss of life or property. MacGregor, Douglas Educator, author, management psychologist; noted for the development of the Theory X and Theory Y models for managers. maid See section housekeeper . main linen room See housekeeping central. maintenance checklist Document used as a guide in the performance of a maintenance inspection. maintenance inspection Inspection conducted for the sole purpose of uncovering repair needs, as opposed to cleaning needs; also conducted to ensure that preventive maintenance is being regularly performed on machinery and equipment. maintenance work request form A three-part document used for recording the need for repairs; is transmitted to the engineering department. Form allows for the control and progressing of work and the recording of man-hours and materials involved in the repairs performed. make ready (MR) The act of servicing a guestroom for occupancy. Making a room ready prepares the room for a change of status from checkout (C/O) or tidy (T) to a ready (R) room. making decisions Arriving at conclusions and judgments. management continuous functions Analyzing problems, making decisions, and communicating. management elements Those things that a manager has to work with: ideas, material resources, money, and people. management science The modern-day derivation of scientific management.

Management science attempts to apply mathematical models to aid in making management decisions. management sequential functions Group of related actions (planning, organizing, staffing, directing, and controlling) that a manager may be seen to do in a given sequence. This sequence is most appropriate when managing a project. management tasks Continuous objectives imposed on a person who manages, such as conceptual thinking, administration, and leadership. management triangle Relationship of three aspects of managerial activity: concern for the accomplishment of work, concern for the people who perform the work, and application of scientific techniques to the field of management.

manager (as a leader) Person assigned to manage or supervise a group of employees; must have leadership skills. managerial grid Graphical presentation of five classical styles of behavior exhibited by managers when thinking through decisions in a group setting. managerial style See leadership style. managing change Stimulating creativity and innovation among subordinates that will foster cooperation when changes in policies and procedures are necessary. An activity of directing . managing differences Encouraging independent thought among workers, and resolving conflict; commonly thought of as problem solving . An activity of directing . man-hour justification Statement explaining the need for and how man-hours will be used in support of revenue-generating operations. material Broad classification of items, including furniture, fixtures, equipment, and supplies used in or under the control of a housekeeping or other department within a hotel, hospital, or health-care institution. material safety data sheets (MSDSs) Informational sheets available from manufacturers of chemicals that describe the toxic effects of these chemicals and the proper procedures to use when handling them. The HazComm Standard demands that these sheets be made available to all employees who may be exposed to a potentially hazardous chemical. measuring results Ascertaining whether there have been, and the extent of, deviations from goals and standards. An activity of controlling . mercerizing A fabric-finishing process that treats cotton with sodium hydroxide (a caustic soda) to strengthen the cotton and enable dyes to better penetrate the fabric. Patented by John Mercer (1791–1866), an English fabric printer. metal cross-linked polymer finishes Floor finishes that contain heavy metals, such as zinc. These finishes have fallen into disfavor because of their potential harm to the environment. microbiology A natural science that began with the discovery of the microscope. It had been suggested since the thirteenth century that “invisible” organisms were responsible for decay and disease. In the latter quarter of the nineteenth century, the term “microbe” was coined to describe these organisms, all of which were thought to be related. Bacteriology, protozoology, and virology are three subdisciplines. micron A unit of measure—10⁻⁶ meter, or 1/25,000 of 1 inch. (Bacteria are usually in the range of 1 to 300 microns.) microorganisms Bacteria, rickettsiae, small fungi (such as yeasts and molds), algae, and protozoans, as well as problematical forms of life such as viruses. mineral A solid homogeneous crystalline chemical element or compound that results from the inorganic processes of nature having a specific chemical composition. miscellaneous charge Nonstandard charge (as opposed to a charge for room rent, food, or beverage) of a hotel guest for services rendered or product purchased. molecule A compound created by the combination of a certain group of atoms. morning activities Group of activities occurring from about 6:30 a.m. until about 1:00 p.m. during the

housekeeping day. They include opening the house, commencing the assigned work, conducting an a.m. room check, receiving information about checkout rooms, making up guestrooms, and providing ready rooms to the front desk throughout the day for reassignment to new guests. motivating employees Creating an atmosphere whereby employees are persuaded or inspired to take a desired action. An activity of directing . multiple occupancy Guestroom is occupied by more than two guests. See also single occupancy; double occupancy. Mycobacterium diphtheria (my-co-back-TEER-ee-um dif-THEE-ree-ah) Gram positive. Transmitted in milk. Not too prevalent due to vaccination now available against disease. Mycobacterium tuberculosis (my-co-back-TEER-ee-um too-BER-cue-LOW-sis) Gram negative, acid-fast (cannot be killed with acid). napery Tablecloths, napkins, and doilies. natural disaster Event capable of causing loss of life, great material damage, destruction, and distress. May be caused by fire, flood, earthquake, hurricane, or tornado. needles Refers to hypodermic needles. new linen on hand See linen, new, on hand. night clerk's report to housekeeping Report prepared at the front desk by the night clerk for the housekeeping department at the end of the night's activity; indicates guestrooms that will require service during the upcoming workday. night housekeeping supervisor Supervisor in charge of evening housekeeping operations; an assistant to the executive housekeeper . night supervisor's report of evening activities Report maintained by the night supervisor in charge of the second work shift, indicating the volume and type of activity performed by the evening shift. Includes a record of checkouts and tidies made ready, rechecks made and the results thereof, and a summary of special requests made by guests. no-iron linens Specific type of linens manufactured with a certain percentage of polyester fiber. Also identified as blend linens; for example, 50-50 blend has 50 percent cotton content and 50 percent polyester fiber. If properly handled in laundering, it will appear wrinkle-free.

Antique – Antique furniture belongs to the period before 1840, though nowadays any pieces of furniture that is more than 100 years old is considered an antique. Amenity – A service or item offered to guests or placed in guestrooms for convenience and comfort, at no extra cost. Area inventory list – A list of all items and surfaces within a particular area that require the attention of the housekeeping personnel. Back of the house – The functional areas of the hotel in which employees have little or no guest contact, such as the engineering and maintenance department, laundry room and so on. Back to back – Describes a heavy rate of check outs and check ins on the same day, so that as soon as room is made up, a new guest checks into it. Banquet – A term used to describe catering for specific numbers of people at specific times, in a variety of dining layouts. Bath linen – Include bath towels, hand towels, face towels, washcloths and fabric bath mats. Machine. Budget – A budget is a plan that projects both the revenue that the hotel anticipates during the period covered by the budget and the expenses required to generate the anticipated revenues. Buff – To smooth the floor with a low speed floor polishing. Burnishing – Polishing the floor with a high speed floor machine to achieve an extremely high gloss. Breakfast knob cards – Card hung by guests on the knobs of guest room doors to pre order breakfast at night so that the order reaches the staff on time and the guest is not disturbed for placing the order early in the morning. Bonsai – Literally meaning “a plant in a tray” this refers to a tree or a plant whose typical growth in nature has been copied exactly in a miniature style within

the confines of a container. Capital budgets – These allocate the use of capital assets that have a life span considerably in excess of one year, these are assets that are not normally used up in day to day operations. Cabana – A room adjacent to the pool area, with or without sleeping facilities, but with provision for relaxing on a sofa. It is mainly used for changing. Coverlet – A bedspread that just covers the top of the dust ruffle but does not reach down to the floor. Cleaning supplies – Cleaning agents and small cleaning equipment used in the cleaning of guestrooms and public areas in the hotel. Condominiums – hotels similar to timeshare hotels. The difference between the two lies in the type of ownership. Units in condominium hotels have only one owner instead of multiple owners, each for a limited amount of time each year. Convention – A formal assembly of representatives sharing a common field of interest, come together to air their views. Crib – Cot for babies, provided to guests on request.

Occupancy The percentage of available rooms occupied for a given period of consecutive time. The occupancy figure (expressed as a percentage) is calculated by dividing the number of rooms occupied for a period by the number of rooms available for the same period. **Occupancy Report** A report prepared each night by a front desk agent that lists rooms occupied that night. The occupancy report also lists those guests expected to check out the following day. **Occupied Room** The use and/or booking of a room by a guest for the purpose of accommodation, conference or any other use that means that the hotel staff may not allocate the room to another guest. **Out of Order** A room status term that indicates that a room cannot be assigned to a guest. A room may be out-of-order for refurbishing, maintenance, deep cleaning, or other reasons. **Outside Air** Air taken from outside the building and not previously cooled or heated by the building's mechanical systems.

Overstay A guest who remains at the property after their stated departure date. **Package** A special offering of services and products created by a hotel to increase sales. In addition to the guestroom, packages may include meals, the use of the property's recreational facilities, entertainment, champagne and chocolates - all in one special price. Examples include honeymoon packages, weekend packages, or New Years packages. **Package Tour** A tour put together by a tour operator, offering several travel elements that a traveller would otherwise purchase separately. These may include any combination of flights, airport transfers, car hire, accommodation, meals, sight-seeing, attractions or entertainment - all for an inclusive price. Travellers who buy the package make the trips by themselves rather than with a large group. A package tour may include more than one destination.

Point of Sale System (POS) A computerised system that retail outlets such as gift shops and restaurants enter orders and maintain various accounting information. The POS generally interfaces with the property management system (PMS). **Porcelain** A hard ceramic substance used in the hospitality industry for tableware and kitchen items. Quality hotel porcelain is normally dishwasher friendly and microwave/grill resistant. **Porter** A person employed to carry travellers' baggage at a hotel. **Private Branch Exchange (PBX)** A private telephone network used by hotels to manage a certain number of external lines. The system enables guests to use their room telephone to make calls to external numbers, without the hotel having to go to the

expense of installing individual lines in each room. Property Management System (PMS) A computerised front desk system that deals with online reservations, guest bookings, point of sale, telephone and other amenities. Some property management systems also include payroll, back office and guest billing. Property Types Hotel classifications driven primarily by building structure and secondarily by service level. Property types include: All-Suite Properties that offer only suite room accommodations. Suite rooms will be the only type of room offered at properties that fall in this category. Conference Lodging properties that place major focus on conference operations. Convention Lodging properties that place major focus on convention operations. These properties offer or are located near convention facilities. Gaming Lodging properties that place major focus on casino operations. Hotel/Motel A standard hotel or motel operation.

TermDefinition

margin. Quad Room A guestroom assigned to four people; this will have two or more beds. Quality Group A group of travellers for whom the quality of their holiday is of principal importance. They want and are willing to pay for first-class service and accommodations. Queen Bed In the US, a bed that measures 152 x 203 cm (60 x 80 in); this is approximately equivalent to a King Size bed in the UK. (although it is actually a little longer). The term 'Queen Size' is not used in the UK or continental Europe. Radio Frequency Identification (RFID) An system used as an alternative to bar coding, in which specialised equipment is used to transmit data to an RFID receiver. Reception Also known as Front Desk. A designated area in the hotel lobby with a counter where guests are received. This is the first point of call for any visitor or guest. Here, guests are registered, assigned rooms, given keys (entry cards) and checked out. The receptionists are responsible for dealing with customer queries, requests and complaints.

Resident Manager The manager in charge of the rooms division in a mid-size to large hotel. In some cases, the resident manager may also be in charge of security.

TermDefinition

Resort Hotel A hotel, usually located in a desirable holiday spot, which offers exceptional service, fine dining, recreational activities unavailable at most other properties, in a more aesthetically pleasing setting, than other hotels. These hotels are located in natural and attractive tourism destinations and their attractions vary depending on the region; some might offer tennis, golf, scuba diving and, depending on the natural surroundings, may also arrange other recreational activities. Revenue per Available Guest (RevPAG) The revenue per available guest. Hotels should consider not only the revenue generated by each room (RevPAR), but also the revenue generated by each guest, from booking to check out. This may include additional revenue generated by dining, recreation (golf, spa services, excursions

and so on) and meeting facilities. RevPAG is often considered by a hotel when conducting their revenue management. Revenue per Available Room (RevPAR) A statistic used in the hotel industry used to measure revenue per available room. RevPAR is the key indicator of performance for hotels and can be broken down into two parts reflecting occupancy and rates: $\text{RevPAR} = \text{occupancy (percentage of available rooms occupied)} \times \text{average room rate per night}$. The figure can be used to compare companies but only if they have broadly similar hotels - i.e. similarly priced in similar locations. Room Attendant's Cart A lightweight, wheeled vehicle used by room attendants for transporting linen, cleaning supplies, and equipment needed to fulfil a block of cleaning assignments. Room Block A predetermined number of rooms reserved in advance for members of a group (for example, tour or conference). Room Data Card A card used to record information concerning the major elements and basic characteristics of an individual guestroom. Room Inspection A detailed process in which guestrooms are systematically checked for maintenance needs and cleanliness. Room Night One guestroom occupied for one night. Room Occupancy Sensor A device that uses ultrasonic sound waves or infrared light to sense the physical occupancy of a room. Sensors have the ability to turn on appliances and devices such as air conditioning, heating and lights whenever a guest enters a room, and to turn these appliances and devices off when the guest leaves. Room Rack A card index system that is continually updated to reflect vacant and occupied rooms. In the evening, the room rack will only contain forms for registered guests remaining for the night who are to be charged for rooms. A daily room report can be prepared from the room rack. Room Rate The price a hotel charges for overnight accommodation. Room Revenue Total room revenue generated from the rental of rooms. Room Service The department within a food and beverage (F&B) division that is responsible for delivering food or drinks to guests in their rooms. The department may also be responsible for preparing the food and drinks. Room Service Menu A menu offered by hotels and other lodging properties that serve food to guests in the room. As it is difficult to maintain food quality while transporting the food to the guest, room service menus usually offer a limited number of items.

TermDefinition

Room Status Information about current and future availability of rooms in a hotel. Information about availability data which extends several days into the future is important because it may affect the length of stay of in-house guests. Current availability is determined through housekeeping data, whilst future availability is determined through reservations data. Room Status Discrepancy A situation in which the room status information that guides the front desk employee in assigning rooms to guests differs from the housekeeping department's description of a room's status. Discrepancies can seriously affect a property's ability to satisfy guests and maximise room revenue. Rooming List A list of the guests who will occupy reserved accommodations. Rooms Activity Forecast Information on anticipated arrivals, stay-overs, departures and vacancies. Managers use this forecast to determine staffing needs in housekeeping areas and at the front desk. Rooms Allotment Report A report that summarises rooms committed (blocked or booked), by future date. Rooms Availability Report A report that lists, by room type, the number of available rooms each day (net remaining rooms in each category). Rooms Checklist A list of all

the items in the guestroom with a brief notation opposite each item of the type of inspection, repair, adjustments, lubrication, or cleaning activity to be performed.

Rooms Discrepancy Report A report that notes any variances between housekeeping and front desk room status updates. It often alerts management to investigate the possibility of sleepers.

Rooms Division The largest, and usually most profitable, division in a hotel. The rooms division typically consists of four departments: * reservations * front office * housekeeping * uniformed service

Rooms History Report A computer-based report that depicts the use and revenue history of each room by room type. This report is particularly useful to those properties that use an automatic room assignment function.

Rooms Management Module A front office application of a computer-based property management system. The module: * assists in the assignment of rooms during registration * maintains up-to-date information on the status of rooms * helps coordinate various guest services

Rooms Productivity Report A report that ranks room types by percentage of occupancy and/or by percentage of total rooms revenue.

Rooms Sold The number of rooms sold (excludes complimentary rooms).

Rooms Status Report A report that indicates the current status of rooms according to housekeeping designations, such as: * out-of-order * on-change * on-makeup * clean and ready for inspection

TermDefinition

Ryokan Traditional Japanese lodging facilities (similar to a bed and breakfast) featuring landscaped gardens, communal baths, and tatami mat floors.

Safety Deposit Boxes Individual boxes located either in a central, secure, and supervised location or in individual guest rooms, provided for the safekeeping of guest valuables.

Service Bar A relatively small bar where bartenders prepare beverages for servers to present to guests. Guests typically do not order or pick up their own beverages.

Service Charge A percentage of the bill (usually 10-20%) added to the guest charge for distribution to service employees in lieu of direct tipping.

Service Station A small work island located in a hotel's dining room.

Serving The control point in which finished menu items are transferred from the production department to guests.

Shift Manager The manager in charge of a hotel during a period of time, usually a 6-8-hour shift.

Shoulder Season The period between high (peak) and low (off-peak) season.

Side-By-Side Suite A suite that consists of two small bays, each with windows to the outside.

Sidestand A service stand that holds supplies of condiments, tableware, ice, dairy products, and some beverages for easy access.

Sidework Setup and cleanup work that must be done before and after dining rooms are opened. Examples include filling salt and pepper shakers, and restocking server supply stations.

Silence Cloth Oilcloth or other padded material placed under a tablecloth in a restaurant to absorb noise.

Single Bed Also known as King Single in the US. A bed approximately 91 x 191 cm (36 x 75 in).

Skipper A hotel guest who leaves without paying.

Sleeper A vacant room that is believed to be occupied because the registration card or room rack slip was not removed from the rack when the previous guest departed.

TermDefinition

Solid Mattress A mattress stuffed with cotton, hair, or some other material. **Spa Hotel** A hotel that provides professionally administered spa services, fitness and wellness components and spa cuisine menu choices. **Specialty Menu** A menu that differs from the typical breakfast, lunch, or dinner menu. Specialty menus are usually designed for specific guest groups or for special events. Examples include banquet menus, children's menus and dessert menus. **Specialty Restaurant** A theme restaurant that features certain types of food. **Split Service** A food service method in which servers deliver courses separately. This form of service helps to maintain food safety and quality as each course can be portioned and served when it is ready, eliminating short-term holding in the kitchen. **Star Ratings** The star classification system is a common one for rating hotels. Higher star ratings indicate more luxury. **No Category Hotels** These hotels include motels, cottages, bungalows and others with limited services. **One Star Hotel** Low budget hotels; inexpensive; may not have maid service or room service. **Two Star Hotel** Budget hotels; slightly more expensive; usually has daily maid service. **Three Star Hotel** Middle class hotels; moderately priced; has daily maid service, room service, and may have dry-cleaning, Internet access, and a swimming pool. **Four Star Hotel** First class hotels; expensive (by middle-class standards); has all of the previously mentioned services; has many 'luxury' services (for example: massages or a health spa). **Five Star Hotel** Luxury hotels; most expensive hotels/resorts; numerous extras to enhance the quality of the client's stay (for example: private golf courses and even a small private airport). **Stayover** A room status term indicating that the guest is not checking out and will remain at least another night. **Steam Tunnel Laundry** equipment that moves clothes on hangers through a tunnel where they are steamed and de-wrinkled as they are moved through. **Studio** A guestroom having one or two sofas that convert into beds. **Suburban Hotel** A hotel that is somewhat smaller than a city centre hotel (typically 250-500 rooms), is usually part of a chain, and has bars, restaurants, and other amenities found at city centre hotels. **Suite** A guestroom with a parlour area in addition to a sleeping room, and perhaps a small kitchen. **Suite Hotel** A hotel whose rooms have separate bedroom and living room or parlour areas, and perhaps a small kitchen. **Third Party Booking Engine** An Internet site that provides a booking engine where a traveller can search a large number of hotels for availability and reserve a room. The hotels are not affiliated with the site and typically pay a fee for the business that the site generates. **Tour** Any pre-arranged (but not necessarily prepaid) journey to one or more places and back to the point of origin. **Traditional Lodging** A type of accommodation where guests pay nightly rates for suites single or rooms and have full access to the hotels' range of services and amenities. Rates begin at 'rack,' but vary widely, based on time of season and week and nearby attractions and events. **Transfer** The transportation of visitors between their point of arrival and selected hotel, and back again on departure. **Travel Club** A type of travel agency that charges an annual fee to its members in return for providing packaged holidays at reduced prices.

TermDefinition

Turkish Bath Consists of one or a series of hot, dry rooms, where hotel guests can bathe and perspire freely. The rooms are controlled at different temperatures allowing the guests to move through increasing in temperature possibly followed by

a plunge pool, wash and massage and in some cases, a cooling and relaxation room. Twin Room - a guestroom with two single beds. Twin Bed A bed size used in the US, approximately 75 x 190 cm (30 x 75 in). Underbar The primary working space for the bartender. The underbar is the area of the bar that is in front of the bartender as they face the guests and mostly (but not entirely) below the level of the bar itself. Understay A guest who checks out before their stated departure date. Upgrade To move to a better class of service or accommodation. Vacant A room status term that indicates that the room has been cleaned and inspected, and is ready for the arriving guest. Ventilation The process of removing air from or supplying air to an interior space. Virtual Private Network (VPN) A system used in the hospitality industry to allow users to send, receive and share private information or encrypted data over a public infrastructure. Voice Mail A system that is part of the telephone equipment, which provides for hotel guests to retrieve a messages left by a caller. Voice over Internet Protocol (VoIP) The technology used to transmit voice conversations over a data network using the Internet Protocol. VoIP is also known as Internet telephony, Broadband Phone and Voice over Broadband. Wake Up Call A telephone call made by front office to a guest room to waken the guest at a time requested by them. Walk-In Refrigerator/Freezer A large fridge or freezer used in high-volume kitchens for storage of perishable items. Walked Guest When a guest room is not available for a confirmed guest (i.e. the hotel is overbooked), then the hotel helps the guest find alternative accommodation elsewhere. This is known as 'walking the guest' to another hotel. Each hotel has its own walk compensation policy that the manager will follow during this process. This usually includes paying for transportation to the hotel and covering any difference in the room rate at the hotel the guest was 'walked' to. Waterpark Hotel A hotel that offers a large recreational water elements such large pools, slides, multiple pools, or other water related amenities.

TermDefinition

Yield Management A strategy or process that hotel operators use to maximise their hotel room revenue by achieving the right balance between occupancy and room rates that generates the most revenue. Zero Call A telephone call placed with an operator's assistance. Examples may include credit-card and calling-card, collect calls, and third-party calls.

Zone Lighting Lighting designed to facilitate traffic from one space to another.