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Policy: Reservation Sales Agent knows common reservation terms and abbreviations as applied to Hotel. Abbreviations and jargons will not be used when talking to FIT calls.


政策: 预定销售员必须了解预定常用的术语和缩写。与客人交流过程中不能使用缩写或酒店业术语。

Goals: Better communication and professional service.


目标: 更好的沟通及专业的服务。

Steps:

- **Allotment 配额**
Certain number of rooms allocated to travel agents for free sale purpose.
分配给旅行社的一定数量房间，旅行社可以自由销售。
- **Available Rooms 可出租房间数**
The number of rooms normally available on a day basis
每日可出租的房间数
- **Average Length of Stay 平均入住天数**
Represent the average number of days a guest stay, i.e. no. of guests divided no. of arrivals.
客人平均入住酒店的天数，由住店客人的人数除以入住的次数
- **Average Room Rate(ARR)平均房价**
The total room revenue for a given period, divided by the number of rooms occupied for the same period.
特定时间段内的房间收入除以该时间段内的出租房间数。
- **Bed & Breakfast(BB)床和早餐**
A type of room rate which includes the price of room and breakfast.
包含房费和早餐费用的价格。
- **Central Reservation System(CRS)中央预定系统**
It's a computerized system used within a chain of hotels to process reservations across all sites. For Accor, it's named TARS, Travel Accor Reservation System.
集团酒店用来处理预定的中央系统。雅高的中央预定系统叫“TARS”，是Travel Accor Reservation System的首字母缩写。
- **Check-in(C/I)入住**
Guests arrive and register in.
客人抵店登记。
- **Check-out(C/O)离店**
Guests settle the bill and depart.
客人结账离开。
- **Complimentary Room 免费房**
An occupied guest room for which no price is charged. (Complimentary room does not equal to complimentary for guest)
没有任何收入的出租房间。（客人不需要付费不等于此房免费）
- **Confidential Stay 保密入住**
Guest requesting his/her stay to be “unlisted” or “not registered”.
住店客人不希望其他人查到他/她在店。
- **Cut-off Date 截止日期**
Designated day when meeting planner/travel agency (upon request) must release or add to function room or guest room commitment.
会议组织者或者旅行社给出的承诺，在此日期之前，必须取消或者确认房间或会议室预定。
- **Day Use 日用房**
Use room during the day only but not for overnight.
只在白天使用，不过夜的房间。

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- Do not Disturb(DND)请勿打扰
The guest has requested not to be disturbed. This is usually indicated with a sign left hanging on the room's door knob or electronically by a red light indicator outside the guest room door.
客人要求不被打扰。通常客人会将请勿打扰牌挂在门把手上，或者电子显示。
 - Downgrade降级
Moving a guest to a lower category room and decreasing the rate.
降价后将客人换到低房型的房间。
 - Due In当天入住
Expected check-in today.
根据预定当天会入住。
 - Due Out当天离店
Expected check-out today.
根据预定当天会离店。
 - Early Departure提前离店
Guests check out earlier than the expected departure date.
客人比预定日期提前离店。
 - Estimated Arrival Time (ETA) 预计抵店时间
 - Estimated Departure Time (ETD) 预计离店时间
 - Frequent Independent Traveler(FIT)散客
Guests who arrive on their own as opposed to being a part of an organized group.
没有跟团的客人
 - Full House满房
Indicate a situation when all the guest rooms are occupied, which means 100% occupancy.
所有的房间都被出租了，即100%出租率。
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- Guest Amenities客用品
A range of disposable items provided in guest room, including such items as shampoo, lotion, conditioner, soap, toothpaste, toothbrush, etc...客房的一次性用品的总称，包括，沐浴露，润肤乳，护发素，香皂，牙刷等等。
 - Guest History 客史
A record maintained for each guest who has stayed at the hotel with a separate entry for each visit and details of pertinent preference. This is valuable reference tool for reservations, marketing, and credit departments.
曾经入住过酒店的客人的记录，包括客人资料，每次入住的详细记录等。客史对预定，市场销售和财务部都有作用。
 - High(Peak)Season/Shoulder Season旺季
The period of consecutive months during which optimum revenues, room occupancy and average room rate are generated.
连续一段时间，通常是几个月，这一段时间内不管是收入，出租率和平均房价都相对较高。
 - House Use自用房
Non-revenue producing guestrooms occupied by hotel staff.
酒店内部员工入住，没有收益的房间。
 - Late Check out延迟退房
Check out after the standard check out time which is usually 12:00noon.
标准退房时间中午12:00点之后退房。
 - Logbook交班本
Book used for communication among staff.

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部门员工用来交换信息的本子。

➤ **Lost & Found 失物招领处**

An area under the jurisdiction of housekeeping for the control and storage of lost & found items.
由客房部管理，放置客人遗留品的地方。

➤ **Low(Off-peak) Season淡季**

The consecutive months during which the lowest revenues, room occupancy and average room rate are generated.

连续一段时间，通常是几个月，这一段时间不管是收入，出租率和平均房价都相对较低。

➤ **No show 预定未到**

Guest who does not arrive when accommodation is reserved without noticing Hotel in advance.
房间有预定，但是客人没有入住，而且没有事先通知客人。

➤ **No Smoking (N/S) 无烟房**

➤ **Occupancy 入住率**

The percentage of available rooms occupied for a given period of consecutive time. This figure is calculated by dividing the number of rooms occupied for a period by the number of rooms available for the same period and is expressed as a percentage.

出租房间的比率。计算公式是特定时间内出租的房间数除以该段时间内的可出租房间数。

➤ **Out of Order(OOO)故障房**

Rooms removed from saleable inventory due to major repair works, e.g. renovation or refurbishment.
因为严重问题而不能出租的房间。故障房不能算在可出租房间数内。

➤ **Out of Service(OOS)维修房**

Rooms temporarily blocked off for minor repair works.
因为细小问题需要维修的房间。

➤ **Overbooking 超额预定**

A situation in which more room reservations have been taken by a hotel than what a hotel is able to accommodate.
预定的房间数超出了可出租房间数。

➤ **Package 包价**

An assembly of components under a one-price system.
一种价格包含多种服务，如房间，早餐，等等。

➤ **Property Management System 酒店管理系统**

Fidelio, Opera, etc.

➤ **Rack(Full) Rate 门市价**

The full, undiscounted published room rate.
没有打折的全价。

➤ **Rebate 扣减**

An adjustment made to guest folio(bill). This is always a negative figure and is an adjustment due to unsatisfactory service or posting error.

对客人账单所做的更改。通常是一个负数，因为客人不满意服务或者入账错误而进行的冲减。

➤ **Revenue per Available Room 每间可出租房收入**

It is the key indicator of performance for hotels and can be broken down into two parts reflecting occupancy and rates.


$RevPar = Occupancy * Average Room Rate$

反映酒店表现的真实数据，综合考虑了出租率和平均房价的因素。

每间可出租房收入=出租率*平均房价

➤ **Room Block 锁房**

A predetermined number of rooms reserved in advance.
提前预定的一些房间。

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➤ **Room Discrepancies**房态差异

Rooms reported by Housekeeping when the physical status of the rooms does not tally the PMS status.
客房部检查的房态与PMS里显示的状态不同。

➤ **Rooming List**分房表

A list of guest names provided by a travel agency or group organizer to the hotel to inform names of persons occupying the block booking.

由旅行社和会议组织者提供的一份名单，里面说明了各个房间客人的名字。

➤ **Run of House(ROH)**不限房型安排房间

A term used for contracted rate for the lowest room category and when the category is not available upon guests' arrival, the guest must automatically be upgraded to next available category at no extra cost.

只签订最低房型的合同价格，当最低房型不能满足客人要求时，免费将房间升级至更高房型。

➤ **Same Day Reservation**当天预定

On day booking, refers to reservations made today for today's arrival.
为当天入住所做的预定。

➤ **Sleep out**外宿

The guest registers into the room but does not use the bed.

客人已经办理入住手续，但是没有住在酒店。

➤ **Smoking (SM)**吸烟房

➤ **Trace**跟进留言

A message/instruction left in the PMS for relevant department to follow up.
在PMS里留言让相关部门跟进。

➤ **Upgrade**升级

Situation where a guest is given a higher priced room at a lower rate, usually for business promotions or out of goodwill. This must be approved as per Delegation of Authority.

客人以低房型的价格入住高级别的房型，通常是因为促销或者表达善意。升级需要相关管理层的同意。

➤ **Up sell**销售高房型的房间

Moving a guest into a higher priced room in the hotel with a rate increase.

以更高的价格出售给客人更高的房型。

➤ **Very Important Person (VIP)**重要人物

➤ **Walk in Guest**无预定散客

A guest check-in without an advance reservation.

没有预定，直接到前台办理入住的客人。