# Glossary

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# Akonto: Deposit

The deposit is the money that a guest (possibly voluntarily) pays (do have) or a credit is attributed to him.

# Back-Office

# In the back-office all the operations that are not directly related to the physical guest are carried out. These are broadly the activities to be carried out prior to arrival and after departure of the guest.

# Service charge

This is a percentage of the total room price, which is intended for service personnel.

# **Allocation list**

It shows all occupied rooms of the current day, along with the guest name and his or her departure date.

# Management

The management consists of senior staff such as managers and line managers.

# Forecast

Room occupancy and reservation preview. (write more)

# Front-Office

The front office - area includes all processes that are performed directly at the reception in contact with the guest.

# Breakfast percentage

In the room price contained portion that covers the cost of the breakfast. Compare with above

# GH

Guest of the house more

# Guest of the house

A guest who stays at the hotel free of charge.

# Heating cost surcharge

From the base of the local tax can be "based on the heating of rooms to total energy costs," subtract. Two options exist. Either the actual determined for the heating of rooms needed energy costs (NOTE: Maintenance and capital costs, energy costs for air conditioners, humidifiers, etc. are not tax deductible!) or placing the since 1.1.2000 potential lump sum of 1.50 € per night / person without further proof of. This flat rate does not apply to those businesses that are conducted on the basis of a summer limited the business license (summer plants).

Source: <http://portal.wko.at/wk/format_detail.wk?AngID=1&StID=410137&DstID=767>

# Individuals

# Journal

For the selected employee (by default all) the selected activities (by default all) are output with time and date for the given time period (by default current day).   
See pages 16 - 17 in ProjektHotel2012.pdf

# Credit limit

Credit limit, to be granted to each of the guest credit (default value that can be changed at check in)

# No-show-list

All reservations are issued of a certain period, where guests did not appear to arrival date.

# Option date

Date by which the options (advance payment, confirmation) must be fulfilled.

# Out of order

The status of a room  
This means that the room cannot be rented. There may be several reasons for this.

# Master data

Key data required for the operation of a hotel such as the name of the hotel, number of rooms, etc.

# Status list

A list, which contains the current status of each room, such as ….

# Cancellation deadlines

The amount of the cancellation amount in percent, depending on the cancellation period.

See Cancel Reservation in ProjektHotel2012.pdf on page 4-5

# Interim bill

A list of all consumptionsincurred up to this time and payments on account for a guest.

# Assignment number

If multiple bills are created for a room, each bill must by using the assignment number be assigned to a guest.