# Glossary

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# Deposit (Payment on account)

The deposit is the money that a guest pays beforehand.

# 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. In the forecast the room reservations can be seen.

# Front-Office

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

# Breakfast percentage

This is a percentage of the total room price that covers the cost of the breakfast

# GH

See [Guest of the house](#_Guest_of_the)

# Guest of the house

A guest, who stays at the hotel free of charge.

# Heating cost surcharge

This is a percentage of the total room price that covers the cost of the heating.

# Individuals

# Journal

The journal shows the activities with time and date which an employee has done in a particular period.

# Credit limit

Credit limit, to be granted to a guest (default value that can be changed at check in)

# No-show-list

All reservations from a particular period are listed, where guests had not appeared 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

The status list is a list, which contains the current status of each room.

Possible states are:

* OCCUPIED– CLEANED
* OCCUPIED– UNCLEANED
* FREE – CLEANED
* FREE – UNCLEANED
* OUT OF ORDER

# Cancellation deadlines

The cancellation deadlines shall determine the height of the cancellation amount, depending on the cancellation period.

The current statutory provisions are:

* Up to 4 weeks before arrival there will be no billing.
* Between 28 and 15 days before the arrival, the reserver is required to pay 30% of the amount.
* Within 15 days before arrival the first night will be fully charged.

# 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.