# Akonto Deposit

A deposit is money that a guest pays beforehand.

# Anwendungsfall Use case

# Auslastung Occupancy rate

# Back-Office Back-Office

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

# Basisablauf Main Success scenario

# Bedienungsentgeld Service charge

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

# Belegung Occupation

# Belegungsliste Occupancy list

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

# Belegungsnummer Occupation number

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

# Berechtigungsstufe Authorization level

# Bericht Report

# Buchen von Extraleistungen Booking extra services

# Check-In Check-In

# Check-Out Check-Out

# Direktion Management

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

# Doppelbelegung Double occupancy

# Extraleistung extra service

# Forecast Forecast

Room occupancy and reservation preview. In the forecast the room reservations can be seen.

# Front-Office Front-Office

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

# Frühstücksanteil Breakfast percentage

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

# Gast Guest

# Gast des Hauses Guest of the house

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

# GDH GotH

See Guest of the house

# Glossar Glossary

# Heizkostenzuschlag Heating cost surcharge

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

# Individuals Individuals

Guests are described as Individuals if they book directly at the hotel instead of booking with a travel agency or a company.

# Jahresabschluss Annual closure

# Journal Journal

The journal shows the activities of employees during a specified period.

# Kategorie Category

# Kontingent Contingent

# Kontrakt Contract

# Kreditgrenze Credit limit

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

# Kunde Customer

# Monatsabschluss Monthly closure

# No-Show-Liste No-Show-list

Shows all the guests from a particular period who did not arrive at the supposed day.

# Optionen Options

# Optionsdatum Option date

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

# out of order out of order

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

Ex: burst water pipe

# Package Package

# Radio Frequency Idendifycation Radio Frequency Idendifycation

# Rechnung Bill

# Rechnung erstellen create bill

# Rechnung legen to render account

# Rechnungsposition Bill line item

# Rechnungsteilung split bill

# Reservierung Reservation

# Reservierungsbestätigung Reservation confirmation

# Rezeptionist Receptionist

# RFID RFID

# Sequenzdiagramm Sequence diagram

The seqencediagram

# Stakeholder Stakholder

# Stammdaten Master data

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

# Statusliste Statuslist

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

# Stornofristen Cancellation deadlines

The cancellation deadlines determine the height of the cancellation charge, 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 person who issued the reservation is required to pay 30% of the amount.
* Within 15 days before arrival the first night will be fully charged.

# Stornogebühr Cancellation charge

# Überbuchungsgrenze Overbooking limit

# Vertragspartner Contracting Party

# Walk In Gast Walk in guest

# Zahlungsart Payment type

# Zimmerstatus room status

# Zimmerzuteilung Room assignment

# Zwischenrechnung Interim bill

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