Akonto Deposit

A deposit is money that a guest pays beforehand.

Anwendungsfall Use case

In software and systems engineering, a use case (a case in the use of a system) is a list of steps, typically defining interactions between a role and a system, to achieve a goal. The actor can be a human or an external system

Auslastung Occupancy rate

Percentage of booked rooms compared to free rooms.

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

The Main Success Scenario is a description of the primary successful path through the use case.

Bedienungsentgeld Service charge

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

Belegung Occupancy

Describes which guest occupies which room.

Belegungsliste Occupancy list

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

Belegungsnummer Occupancy number

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

Berechtigungsstufe Authorization level

Controls the different access privileges to perform certain actions.

Bericht Report

Database extract in an easily readable form. This document is basically an objective description of a business matter or action.

Buchen von Extraleistungen Booking of extra services

Describes the process when an extra service is booked

Check-In Check-In

The process of allocate a guest to the corresponding room(s).

Check-Out Check-Out

The process when a guest terminates his stay at the hotel.

Direktion Management

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

Doppelbelegung Double occupancy

Occupancy of a room with more guests than there could be in this room.

Occupancy of a room, with more guests than can be in this room

Extraleistung extra service

A product or service which is not included in the regular room prices, such as minibar or hairdresser etc.

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

As a guest, the person is called, who uses our services.

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

A glossary, also known as an idioticon, vocabulary, or clavis, is an alphabetical list of terms in a particular domain of knowledge with the definitions for those terms. Traditionally, a glossary appears at the end of a book and includes terms within that book that are either newly introduced, uncommon, or specialized.

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

Prints master data relevant annual reports.

Journal Journal

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

Kategorie Category

The rooms are divided into categories. A reason for this may be the room facilities. This leads to different room prizes for different categories.

Kontingent Contingent

The available rooms.

Kontrakt Contract

an agreement between two or more persons for doing something specified.

Kreditgrenze Credit limit

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

Kunde Customer

As a customer, the person is called, who pays for the services as guest has use.

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

An option is a specific, to a reservation linked condition, which has to be fulfilled, to confirm the reservation. This may be a simple confirmation or a payment on account.

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

A sequence diagram is a type of unified modeling language used in software engineering to reflect the logical path through the system.

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.