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

As a guest of the house, a guest is called, 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(Hotel) Contingent(hotel)

The available rooms.

Kontingent(Reisebüro) Contingent(travel agency)

A contingent is a pre-order of rooms by a travel agency who can assign the rooms on their own. This has to be confirmed by a certain date to let the hotel know how many rooms are really needed.

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

The monthly closure prints all reports which are linked to it. However, the daily closing for the actual day needs to be finished.

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

A offer with better than normal conditions

Radio Frequency Idendifycation Radio Frequency Idendifycation

A technology that uses electronic tags placed on objects to relay identifying information to an electronic reader by means of radio waves

Rechnung Bill

a statement of money owed for goods or services supplied

Rechnung erstellen create bill

During this process all services a guest has used are listed. Then all the prices are summed and taxes are added.

Rechnung legen to render account

Prints the bill and confirms payment.

Rechnungsposition Bill line item

A consumed good or service.

Rechnungsteilung split bill

you separate a bill if you create more bills with the service utilization of one bill

Reservierung Reservation

an arrangement to secure accommodations at a restaurant or hotel

Reservierungsbestätigung Reservation confirmation

Reservation confirmation is a notification which describes a reservation

Rezeptionist Receptionist

a person employed to receive and assist callers, clients, etc., as in an office.

RFID RFID

See radio frequency identification

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

a person or group that has an investment, share, or interest in something

Stammdaten Core 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

a cancellation charge is a fee you have to pay if you cancel an reservation

Tagesabschluss Daily closure

Automatically books all room rates and any additional services to the respective room bill. Additionally all reports are printed which are linked to the daily closure and the status of rented rooms are set to “OCCUPIED – UNCLEANED”

Überbuchungsgrenze Overbooking limit

Maximal permitted amount of too many bookings

Vertragspartner Contracting Party

A traveling agency or company which has special prices and/or a room contingent as a result of a privity of contract.

Walk In Gast Walk in guest

A walk in guest is a guest who wants to use our service but has no previous reservation.

Zahlungsart Payment type

All the possible methods to payment (credit card, cash, etc.).

Zimmerstatus room status

Rooms Status is used to describe the cleaness and occupancy of a bedchamber

Zimmerzuteilung Room assignment

Allocate the guests to the rooms.

Zwischenrechnung Interim bill

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