

KEY TERMS RELATED TO THE FRONT OFFICE DEPARTMENT:

1. _____: The central area of the hotel where guests are received, checked in, and checked out. It is typically staffed by front desk agents or receptionists.
2. _____: Booking made by a guest to secure room or other services for a specific period.
3. _____: A software system used by hotels to manage various operations, including reservations, guest information, billing, and room assignments.
4. _____: The process in which a guest arrives at the hotel and completes the necessary paperwork and formalities to receive their room assignment and access to hotel services.
5. _____: The process by which a guest completes their stay, settles any outstanding bills, and returns their room key or access card.
6. _____: The cost or price charged to a guest for occupying a room in the hotel. It can vary based on room type, seasonality, and any additional services or amenities included.
7. _____: A reservation that was confirmed but the guest does not arrive and does not cancel the reservation.
8. _____: Guest who arrives at the hotel without a prior reservation and requests a room.
9. _____: The process of reconciling and reviewing financial transactions that occurred during the day, typically performed during the night shift.
10. _____: The total number of rooms available in the hotel for a specific period.
11. _____: Accepting more reservations than the available rooms, anticipating cancellations or no-shows. It is managed by the hotel to minimize the impact on guests.
12. _____: Reservations made for a group of people, such as a conference, wedding party, or tour group.
13. _____: A staff member responsible for providing personalized assistance and recommendations to guests, such as arranging transportation, booking restaurant reservations, or providing information on local attractions.
14. _____: A plastic card with an electronic chip or magnetic stripe used to access guest rooms and other hotel facilities.
15. _____: An itemized statement or bill provided to guests, outlining charges for accommodation, services, and incidentals during their stay.