

## Hotel Industry Glossary

a workshop by [www.ThailandHotelier.com](http://www.ThailandHotelier.com)

**ALA CARTE MENU:**

A food and beverage menu in which each item is listed and priced separately.

**ACOUSTICS:**

Sound absorption or sound reflection quality of certain materials, usually in ceilings, walls, or floors.

**ACRYLIC:**

Synthetic material used in making fabric and molded transparent fixtures or surfaces.

**ACTUAL BEVERAGE COST PERCENTAGE:**

Net beverage cost divided by total bar sales.

**ADDITIVE:**

Anything added to a product that is not strictly necessary for making the product, but which facilitates the production or enhances certain qualities considered desirable by the producer. For example, brewers use additives to produce a more stable and softer foam, greater clarity, and other qualities.

**ADJOINING ROOMS:**

Guestrooms located side by side without a connecting door between them.

**ADJUNCTS:**

Natural products--most often grain products such as rice, corn, and wheat flakes--added to malted barley before fermentation. Soybean flakes, potato starch, and even sugar are sometimes used as adjuncts.

**AEROBIC ORGANISM:**

A microorganism that requires free oxygen to reproduce.

**AEROBIC SPOILAGE:**

Spoilage of meat tissue in an oxygen environment. Bacteria are responsible for the greatest amount of aerobic meat spoilage.

**AESTHETIC BALANCE:**

In meal planning, a pleasing combination obtained by making use of the colors, textures, and flavors of foods.

**AFFILIATE RESERVATION SYSTEM:**

A hotel chain's reservation system in which all participating properties are contractually related. Each property is represented in the computer system database and is required to provide room availability data to the reservation center on a timely basis.

**AFFILIATED HOTEL:**

A hotel that is a member of a chain, franchise, or referral system. Membership provides special advantages, particularly a national reservation system.

**AFFIRMATIVE PHILOSOPHY:**

The philosophy that assumes that business has a responsibility to serve society.

**AFLATOXIN:**

A poisonous mycotoxin produced by the mold *Aspergillus flavus*, which is found worldwide and grows on nuts, corn, wheat, and other grains. Aflatoxin may be found in finished products like bread and peanut butter. Ingestion of aflatoxin usually only causes low-grade fever in humans, but it can produce cancer in trout, rats, and ducks and has been linked to some cases of liver cancer in humans.

**AGING:**

A process in the production of alcoholic beverages in which spirits and wines are stored in casks or barrels after fermentation, but before bottling. Its purpose is to improve quality by allowing further chemical reaction to occur with a small amount of air.

**AIDS (Acquired Immune Deficiency Syndrome):**

Incurable disease caused by a retro-virus that can be transmitted through blood or semen.

**AIR CHANGE:**

Ventilation rate in terms of room or building volume. Usually expressed as air changes per hour.

**AIR HANDLING UNIT:**

An all-air HVAC system consisting of coils (through which steam/hot water or chilled water is circulated from central boilers and chillers), filters, fresh air intakes, exhaust air discharges, and sometimes humidification equipment.

**AIRLINE-RELATED GUESTS:**

Airplane crew members and passengers who need emergency accommodations.

**AIRPORT HOTEL:**

A hotel located near a public airport. Although airport hotels vary widely in size and service levels, they are generally full-service and are more likely than other hotels to have in-room movies, computerized property management systems, and call accounting systems.

**ALCOHOLIC BEVERAGE MENU:**

A menu that lists cocktails, wines, and other alcoholic beverages an operation offers to guests. Alcoholic beverages can be listed on a separate menu or included on the regular menu. Restaurants with a large selection of wines may have a separate wine list. Many beverage menus also include no- or low-alcohol drinks.

**ALE:**

A brew that is top-fermented at high temperatures and contains more hops than do most beers, resulting in a characteristic bitter taste.

**ALL-EXPENSE TOUR:**

A tour offering all or most services--transportation, lodging, meals, sight-seeing, and so on--for a pre-established price. The terms "all-expense" and "all-inclusive" are much misused. Virtually no tour rate covers everything. The terms and conditions of a tour contract should specify exactly what is covered.

**ALLOCENTRIC:**

A term used to describe a person who is more adventurous and willing to travel to exotic destinations, and who travels more frequently and by more modern or unusual forms of transportation. Allocentric travelers are apt to spend more money than psychocentric travelers. Compare Psychocentric.

**ALL-SUITE HOTEL:**

A hotel that features suites. A suite is an accommodation larger than the typical hotel room, with a living space separate from the bedroom. A suite can also have a kitchenette or whirlpool.

**ALT:**

A brew much like British ale, named from the German word meaning "old," indicating it is made by the ancient method of top-fermenting.

**ALTERNATE OPERATOR SERVICE (AOS):**

A long-distance telephone operator-service provider that supplies its own operator but leases a network from an other common carrier (OCC), such as MCI or US Sprint.

**ALTERNATIVE TOURISM:**

Smaller scale tourism in terms of the number of tourists and the dimensions of tourism development. Sometimes called responsible or green tourism.

**AMBIANCE:**

- (1) A feeling about or an identity for an establishment created by the combination of decor, lighting, furnishings, and other factors.
- (2) Applied to environments, a feeling or mood associated with a particular place, person, or thing; an atmosphere.

**AMBIENT AIR TEMPERATURE:**

The surrounding inside air temperature, usually considered ideal for human comfort at 65° to 75°F (18° to 24°C).

**AMBIENT LIGHTING:**

Lighting that provides atmosphere and holds together varied elements of the decor.

**AMENITY:**

Service or item offered to guests or placed in guestrooms for the comfort and convenience of guests, and at no extra cost. Examples are various guest services (such as in-room entertainment systems, automatic check-out, free parking, concierge services, and multilingual staff) in addition to an array of personal bathroom items offered by most hotels and motels. Amenities are designed to increase a hotel's appeal, enhance a guest's stay, and encourage guests to return.

**ANTENNA UNIT:**

Part of a system that supports the use of hand-held server terminals. Antenna units relay signals from hand-held terminals to a radio base station.

**APERITIF WINE:**

A wine that is traditionally served before a meal as an appetizer or cocktail. Aperitif wines are often fortified and herb-flavored. Vermouth, for instance, is both fortified and flavored with herbal ingredients.

**APPELLATION CONTRÔLÉE:**

Literally, "name controlled." A wine with this designation on the label belongs to the highest classification of French wines and is strictly regulated by an agency of the French government.

**AQUAVIT (Akvavit):**

Smooth, light, dry, clear liquor with the flavor of caraway; like Kummell, but much drier. National beverage of the Scandinavian countries. A dill-flavored aquavit is also available.

**AQUIFER:**

Water-bearing stratum of permeable rock, sand, or gravel located beneath the earth's surface. See also Groundwater.

**ARMAGNAC:**

A great grape brandy of France, probably second only to Cognac. Armagnac is produced in a legally delineated region in southwest France. It is dry, less delicate, and less ethereal than Cognac, but compensates with a fuller body.

**ARTIFICIAL LIGHT:**

Light other than sunlight.

**ASEPTIC CANNING:**

A process used for food products that are particularly sensitive to heat; it involves the separate sterilization of containers (using hydrogen peroxide) and contents, and uses more heat for substantially shorter periods of time than conventional canning. Once sterilized, the contents are placed into the containers and hermetically sealed in a sterile environment. This process conserves nutrients, color, taste, odor, and texture but is relatively expensive.

**ATRIUM:**

A guestroom floor configuration in which rooms are laid out off a single-loaded corridor encircling a multistory lobby space; also the multistory lobby space, usually with a skylight.

**AUTODIAL/AUTO-ANSWER:**

In electronic communications, a feature of sophisticated modems that enables a user to place a call to a pre-specified phone number at an exact time, or set up the modem in a ready state to receive incoming calls.

**AUTOLYSIS:**

The chemical breakdown of food products caused by substances (primarily enzymes) within the food.

**AUTOMATIC FORM NUMBER READER (AFNR):**

A feature of a guest check printer that facilitates order entry procedures; instead of a server manually inputting a guest check's serial number to access the account, a bar code imprinted on the guest check presents the check's serial number in a machine-readable format.

**AUTOMATIC IDENTIFICATION OF OUTWARD DIALING:**

A feature of a call accounting system that immediately identifies the extension from which an outgoing call is placed.

**AUTOMATIC ROOM/RATE ASSIGNMENT:**

Computerized assignment made through algorithms based on parameters specified by hotel management officials. Rooms may be selected according to predetermined floor zones (similar to the way in which guests are seated in a dining room), or according to an index of room usage and depreciation.

**AUTOMATIC ROUTE SELECTION:**

A feature of a call accounting system that provides the capability of connecting with a variety of common carriers.

**AUTOMATIC SLIP FEED (ASF):**

A feature of a guest check printer that prevents overprinting of items and amounts on guest checks.

**AUTOMATIC/COMPUTERIZED BAR SYSTEM:**

Beverage dispensing system that improves portion control, inventory control, and quality control, as well as the accuracy of guest checks and the adherence to standard recipes.

**AUXILIARY HEAT:**

A secondary supply of heat provided by a standby heating system or fuel supply when the primary heating system or fuel supply cannot supply heat (or adequate heat).

**AVERAGE OCCUPANCY:**

A ratio that shows rooms sold over a fixed period of time as a percentage of total available rooms in a property over the same period of time.

**AVERAGE OCCUPANCY PER ROOM:**

A ratio that shows the average number of paid guests for each room sold. Calculated by dividing number of paid room guests by number of rooms sold. Measures management's ability to use the lodging facilities.

**AVERAGE ROOM RATE:**

A ratio that indicates average room rate, and to what extent rooms are being up-sold or discounted; calculated by dividing rooms revenue by number of rooms sold. Also called average daily rate or ADR.

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### **BACK:**

Any beverage a guest orders that is to be served in a separate glass along with his or her drink. See Water (Soda) Back.

### **BACK OF THE HOUSE:**

The functional areas of a hotel or restaurant in which employees have little or no direct guest contact, such as kitchen areas, engineering and maintenance, and the accounting department.

### **BACKBAR:**

That part of the back wall of a bar that is used for storage--which may include refrigerated storage--and display, which may consist of mirrors, photographs, or memorabilia. Compare Underbar.

### **BACKUP DRINKS:**

Two drinks purchased at one time by or for one guest.

### **BANQUET:**

A meal prepared for a particular group, for which the number of guests and the menu are predetermined. Most properties offering banquet service have special facilities for banquet food production and service.

### **BANQUET CONTRACT:**

See Banquet Event Order (BEO).

### **BANQUET EVENT ORDER (BEO):**

Also called a banquet function sheet or banquet prospectus, the BEO acts as a contract for the client and serves as a work order for the catering department. The form confirms final banquet arrangements--time and place of function, menu, service notes, gratuity, payment, and guarantee clauses.

### **BANQUET MENU:**

A table d'hôte menu--a set meal with few, if any, choices. Banquet meals tend to be elaborate.

### **BAR:**

That area of a beverage operation in which drinks are prepared and from which drinks are sold.

### **BAR AND BEVERAGE OPERATIONS:**

A term that includes all possible combinations of establishments serving alcoholic beverages. Typical examples are bars and lounges.

### **BAR MENU:**

The primary types of beverages that a beverage operation is prepared to serve, including draft and/or bottled beers, wine, mixed drinks, and specialty drinks. The bar menu usually includes the projected drink preferences of the operation's target markets.

### **BAR PAR:**

The amount established for each type of beverage to be stored in the backbar. This amount is generally based on expected consumption. See also Par.

### **BARLEY:**

The seeds (grains) of the barley plant. With few exceptions, barley is the major ingredient of beers, ales, and other malt beverages throughout the world.

**BASIC ENVIRONMENTAL SANITATION:**

An approach to keeping rodents and insects out of a food establishment, requiring all materials that serve as food or shelter for pests to be made pest-resistant or removed from the facility and its immediate vicinity.

**BATH BLANKETS:**

Extra-large bath towels. Also called bath sheets.

**BAY:**

The principal compartment, generally of a suite, that is the space equivalent of a standard guestroom. A suite may have a single-bay or multiple-bay living room.

**BEAUJOLAIS NOUVEAU:**

A Beaujolais wine that is notable for being rushed to market within a few months of harvest; it is a fruity, refreshing wine, popular throughout the world for the few months in which it is sold each year. Also called Beaujolais Primeur.

**BED & BREAKFAST (B&B):**

A small inn or lodge that provides a room and a breakfast. Often a B&B is in a residential home setting and/or a historic building converted to a quaint lodging facility.

**BEER-CLEAN GLASS:**

A clean glass that is completely free of invisible grease and detergent residue, substances that can cause beer to lose its foam too quickly. A glass that looks clean may not be clean enough for beer.

**BILLBOARD:**

A large panel designed to carry outdoor advertising.

**BILLED-TO-ROOM CALL:**

An operator-assisted call that allows guests to have an operator place their calls and then advise the hotel of the charges.

**BILLING CLERK:**

The person responsible for charging to hotel guests all vouchers representing food, beverages, room service, and merchandise purchases.

**BITTERS:**

A type of spirit, bitters are usually made from roots, spices, bark, berries, fruit, or herbs steeped in or distilled with a neutral spirit. They are used primarily as cocktail ingredients and have a highly flavorful, aromatic, bitter taste. Well-known names among bitters are Angostura, Abbot's, Peychaud's, and Orange.

**BLANC DE BLANCS:**

Literally, "white from whites," it means a white wine, usually Champagne, made solely from white grapes--Chardonnay grapes, in particular.

**BLANC DE NOIR:**

Literally, "white from black," it means a white wine, usually Champagne, made from black (or red) grapes which are fermented with the skins removed.

**BLANCHING:**

The process of exposing a food product to either steam or hot water for a short time, setting the color of green vegetables and rendering enzymes inactive. Blanching destroys some microorganisms.

**BLEACH:**

A chemical used in laundry operations to remove stains, kill bacteria, and whiten fabrics. There are two kinds of bleaches: chlorine and oxygen. Chlorine bleach can be used with any washable, natural, colorfast fiber. Oxygen bleach is milder than chlorine bleach and is generally safe for most washable fabrics. Oxygen bleach should never be used with chlorine bleach as the two will neutralize each other.

**BLENDED WHISKEY:**

A light-bodied, soft whiskey, mild in flavor and aroma, made as a mixture or blend of neutral spirits and straight whiskey. By U.S. law, this whiskey must contain a minimum of 20% by volume of 100 proof straight whiskey.

**BLENDING:**

- (1) In wine making, the use of different grape varieties in making one wine or (more commonly) the practice of blending different wines (wines from different years or with different taste characteristics) to create one brand of wine.
- (2) In whiskey production, the process of mixing different batches of new whiskey distillates together to achieve a balanced product that is usually better than any of its parts. Blending sometimes involves mixing different types of whiskeys, and sometimes mixing whiskeys of the same type that differ in age or character.

**BOCK:**

A German beer that is darker, richer, somewhat sweeter than regular 3.2% beer and contains more alcohol.

**BODY:**

- (1) Referring to wines, the degree of consistency, texture, firmness, or viscosity of a wine.
- (2) Referring to spirits, an indication of the amount of aroma and flavor a spirit possesses. Thus, a heavy-bodied whiskey is one having full flavor and aroma while a bodied whiskey has less flavor and aroma.

**BOOKING ENGINE:**

An online system used by hotels that allows prospective hotel guests to check availability and make reservations at the hotel.

**BOURBON:**

A whiskey produced from a grain mixture containing at least 51% corn. Although different bourbons use different grain formulas, the usual ratio is 60% corn, 28% rye, and 12% barley malt.

**BRANDY:**

Any distilled spirit made from fruit or fruit derivatives qualifies as a brandy. However, only a spirit distilled from grapes can be called just "brandy"; if distilled from other fruit, the type of fruit must precede the word "brandy" (as in "pear brandy").

**BREWING:**

A process that consists of putting the wort in huge brew kettles, adding hops, boiling the mixture to sterilize the wort and extract the flavor of the hops, draining off the remaining hops, and cooling the mixture down according to the type of brew desired.

**BUFFET:**

An assortment of foods offered on a table in self-service fashion.

**BUFFET SERVICE:**

Hot and cold foods attractively arranged on platters are placed on large serving tables and guests walk up to help themselves. Sometimes each course is placed on a separate table. Service personnel, such as carvers, may be required to assist guests.

**BUILD METHOD:**

In bartending, a method of preparing drinks in which ingredients are poured into the glass in which the drink will be served. See also Pousse-Café.

**BUSINESS MIX:**

A hotel's desired blend of business from various segments such as business transient, corporate group, leisure, and convention.

**BUSINESS NECESSITY:**

A legal reason for choosing one employee over another, as defined by Title VII of the Civil Rights Act of 1964. Also a limited and narrow defense for charges of discrimination brought under the Civil Rights Act of 1964. To succeed, the employer must show that the discriminatory act is essential to the conduct of its business. To date, most of the acceptable cases have involved job-related safety issues such as special training or experience for airline pilots, bus drivers, and so on. See also Bona Fide Occupational Qualification (BFOQ).

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**CABANA:**

A guestroom adjacent to the pool area, with or without sleeping facilities.

**CAFETERIA:**

A food service operation in which guests pass through serving lines and help themselves to food items or receive food items from service staff.

**CALL ACCOUNTING SYSTEM:**

A system that is part of the telephone equipment that prices telephone calls made by hotel guests and sends the information to the property management system (PMS) for billing.

**CALL BRAND:**

In beverage operations, a specific brand that guests request by name when they place an order. For instance, guests may request a "Beefeater martini" rather than simply "a martini." Compare Well Brand.

**CALL DRINK:**

A drink made from a call brand.

**CALLING CARD:**

A credit card for making telephone calls; issued by either the local phone company or a long-distance company.

**CALLING CARD CALL:**

A call typically billed to a code number on a calling card issued by either the local phone company or a long-distance company, usually with a per-call surcharge.

**CANADIAN WHISKY:**

Distinctive whisky of Canada, characteristically light, mild, and delicate. It is distilled from mashes of corn, rye, and malted barley, much like those used by American distillers, and is usually aged in used or re-charred white-oak barrels. Most Canadian whiskies are blended whiskies, combining heavy- and light-bodied whiskies.

**CANCELLATION:**

A reservation voided by a guest.

**CANCELLATION HOUR:**

A specific time after which a property may release for sale all unclaimed non-guaranteed reservations, according to property policy.

**CANCELLATION NUMBER:**

A number issued to a guest who properly cancels a reservation, proving that a cancellation was received and acted upon.

**CANTEEN:**

A type of business and industrial food service that includes portable or mobile on-street catering.

**CARD KEY:**

A plastic card, resembling a credit card, used in place of a metal key to open a guestroom door. Card keys require electronic locks.

**CART SERVICE:**

A variation of table service used by servers for preparing menu items beside the guest's table in the dining room. Menu items are cooked, and sometimes flambéed, in front of the guest.

**CASH BAR:**

- (1) A beverage setup at a special function (such as a banquet) where each guest pays for each drink as it is ordered.
- (2) A private room bar setup where guests pay for drinks individually; also known as a "C.O.D. bar" or "à la carte bar."

**CASINO HOTEL:**

A hotel that features legal gambling, with the hotel operation subordinate to the gambling operation.

**CATERING MANAGER:**

A hotel manager who promotes and sells a hotel's banquet facilities and uses his or her expertise to plan, organize, and execute hotel banquets.

**CENTER CITY HOTEL:**

Full-service hotel located in a downtown area.

**CENTRAL HEATING SYSTEM:**

A system in which heat is supplied to areas of a building from a central unit through a network of ducts or pipes.

**CENTRAL RESERVATION OFFICE:**

Part of an affiliate reservation network. A central reservation office typically deals directly with the public, advertises a central (usually toll-free) telephone number, provides participating properties with necessary communications equipment, and bills properties for handling their reservations.

**CENTRAL RESERVATION SYSTEM:**

An external reservation network. See also Affiliate Reservation System and Non-Affiliate Reservation System.

**CHAIN OPERATING COMPANY:**

A firm that operates several properties, such as Holiday Inn Worldwide or Hilton Hotels Corporation. Such an operator provides both a trademark and a reservation system as an integral part of the management of its managed properties.

**CHAIN RESTAURANT:**

A restaurant that is part of a multi-unit organization. Chain restaurants often share the same menu, purchase supplies and equipment cooperatively, and follow operating procedures that have been standardized for every restaurant in the chain.

**CHAINING RECIPES:**

Including sub-recipes as ingredients for a particular standard recipe. A particular menu item that includes a number of sub-recipes can thus be maintained as a single record in the food service computer system.

**CHAMPAGNE METHOD:**

The traditional method of making champagne (French *méthode champenoise*) in which the second fermentation takes place in the bottle in which the champagne is sold. It is a laborious and exacting process, which accounts for the high price of the best champagne.

**CHAPTALIZATION:**

Adding sugar to the must before fermentation, a process often necessary when weather conditions prevent grapes from ripening fully and developing enough natural sugar to convert into the amount of alcohol prescribed (often by law) for certain wines.

**CHARBROILER:**

A kitchen appliance with a bed that radiates heat produced by burners just below the bed; a grate above the bed holds the food. It gives food an appearance and a flavor similar to that achieved with a charcoal fire.

**CHARMAT (Bulk) PROCESS:**

A much less expensive process than the traditional method of making champagne and other sparkling wines. The second fermentation takes place in a vat and the wine is later filtered and bottled under pressure.

**CHARTER:**

To hire the exclusive use of any aircraft, vessel, or other vehicle.

**CHECK-IN:**

The procedures for a guest's arrival and registration.

**CHECK-OUT:**

- (1) The procedures for a guest's departure and the settling of his or her account.
- (2) A room status term indicating that the guest has settled his or her account, returned the room keys, and left the property.

**CHEF DE PARTIE:**

The chef in charge of a particular food production area in the kitchen.

**CHEF DU RANG:**

In French service, the employee responsible for taking orders, serving drinks, preparing food at the table, and collecting sales income. If there is no sommelier or wine steward, the chef du rang may serve wine.

**CHILDREN'S MENU:**

A menu for children featuring simple, nutritious food served in small portions. Children's menus are usually designed to entertain the child; they may fold into hats or masks, be shaped like animals, or have word games, stories, or mazes printed on them.

**CHINA, GLASSWARE, SILVER, AND LINEN:**

A property, plant, and equipment asset account unique to hospitality firms.

**CLASS A FIRES:**

The burning of ordinary combustibles such as wood, paper, and cloth; can be extinguished by the cooling action of water-based or general purpose chemicals.

**CLASS B FIRES:**

Fires involving flammable liquids such as grease, gasoline, paints, and other oils; can be extinguished by eliminating the air supply and smothering the fire, not by using water.

**CLASS C FIRES:**

Electrical fires, usually involving motors, switches, and wiring; can be extinguished with chemicals that do not conduct electricity, never with water.

**CLUB MANAGER:**

The hired professional responsible for guiding all of the elements of a private club's operation.

**COFFEE MAKER:**

An automatic or semi-automatic machine that makes coffee and dispenses it into a coffee pot or into individual cups.

**COGNAC:**

Superb brandy of France, with great aroma and the bouquet of grapes. It is produced in a legally delineated 150,000-acre area surrounding the ancient city of Cognac in the departments of Charente and Charente-Maritime in the southwest region of France. Under French law, only brandy distilled from wine made from grapes grown within this district may be called Cognac.

**COMMERCIAL AGENCY:**

A travel agency that specializes in commercial business and usually has little or no walk-in clientele.

**COMMERCIAL FOOD SERVICE OPERATION:**

An operation that sells food and beverages for profit. Independent, chain, and franchise properties are all commercial food service operations.

**COMMERCIAL HOTEL:**

A property, usually located in a downtown or business district, that caters primarily to business clients. Also called a transient hotel.

**COMMERCIAL TRAVEL:**

Travel for business purposes, not for pleasure.

**COMMIS DU RANG:**

In French service, the employee who assists the chef du rang. He or she may take food orders to the kitchen, pick up the food when it is ready, and take it to the cart at tableside for further preparation. A commis du rang may also deliver drink orders and serve food to guests.

**COMMISSARY:**

- (1) A central food production area from which food is transported to individual outlets for final preparation and service.
- (2) A centralized servicing area for mobile food service units.

**COMPLIMENTARY OCCUPANCY PERCENTAGE:**

A ratio that shows the percentage of occupied rooms that are complimentary and generate no revenue; calculated by dividing complimentary rooms for a period by total available rooms for the same period. Sometimes referred to simply as complimentary occupancy.

**COMPLIMENTARY ROOM:**

A complimentary or "comp" room is an occupied room for which the guest is not charged. A hotel may offer comp rooms to a group in ratio to the total number of rooms the group occupies. One comp room may be offered for each fifty rooms occupied, for example.

**CONCIERGE:**

An employee whose basic task is to serve as the guest's liaison with hotel and non-hotel attractions, facilities, services, and activities.

**CONDOMINIUM HOTEL:**

A hotel in which an investor takes title to a specific hotel room, which remains in the pool to be rented to transient guests whenever the investor is not using the room. The investor expects to receive a gain from the increase in value of the hotel over time, as well as receive ongoing income from the rental of his or her room.

**CONDUCTED TOUR:**

- (1) A pre-arranged travel program, usually for a group, that includes escort service.
- (2) A sight-seeing program, such as a city tour, conducted by a guide. Also called an escorted tour.

**CONFERENCE CENTER:**

A specialized hotel, usually accessible to major market areas but in less busy locations, that almost exclusively books conferences, executive meetings, and training seminars. A conference center may provide extensive leisure facilities.

**CONFIRMED RESERVATION:**

An oral or written statement by the supplier (a carrier, hotel, car rental company, etc.) that he or she has received and will honor a reservation. Oral confirmations have virtually no legal worth. Even written or telegraphed confirmations have specified or implied limitations. For example, a hotel is not obligated to honor a confirmed reservation if the guest arrives after 6 p.m., unless late arrival is specified. Confirmed reservations may be either guaranteed or non-guaranteed.

**CONGENER:**

A substance other than alcohol or water (for example, acids, glycerine, phenolics, butyl alcohol, propyl alcohol, fusel oil, aldehydes, and esters) which is found in wine and new spirit distillates. Congeners provide flavor and aroma and may be desirable or undesirable.

**CONNECTING ROOMS:**

Two or more guestrooms with private connecting doors permitting guests access between rooms without their having to go into the corridor.

**CONTINENTAL BREAKFAST:**

A small morning meal that usually includes a beverage, rolls, butter, and jam or marmalade.

**CONTINENTAL PLAN:**

A room rate that includes continental breakfast.

**CORN WHISKEY:**

Like straight corn whiskey, except for age. When the label says only "corn whiskey" without the word "straight," the whiskey may have any age up to two years. Straight corn whiskey will be a minimum of two years old.

**CORPORATE HOTEL CHAIN:**

Hotel organization that has its own brand or brands, which may be managed by the corporate chain or by a conglomerate.

**CREAM ALE:**

A brew which is created by mixing ale with lagered beer, resulting in a smoother, "creamier" taste and texture.

**CROUPIER:**

A casino employee who collects and pays bets and conducts games at gaming tables. Also called a dealer.

**CRS:**

See Central Reservation System or Computer Reservation System (CRS).

**CRUISE SHIPS:**

Passenger ships designed for vacationers. Today's cruise ships feature a variety of activities and entertainment and can be thought of as floating resort hotels.

**CRUISE-ONLY AGENCY:**

A travel agency that sells only cruises.

**CUISINE:**

A particular style or manner of preparing or cooking food.

**CURTAINS:**

Window coverings made from lightweight material that allows light to filter through. Compare Draperies.

**CUVÉE:**

A blend of wines, sometimes from many different vintners or different years, which is then re-fermented to make Champagne.

## D index

### **DAILY MEAN TEMPERATURE:**

The average of the maximum and minimum temperatures of a 24-hour day.

### **DAIS:**

At a banquet, a raised platform on which the head table is placed.

### **DAMPER:**

A device used to vary the volume of air passing through an air outlet, inlet, or duct.

### **DARK BEER:**

Beer that is similar in color to bock but not as sweet; it has a rich, creamy taste. Like bock, dark beer gets its color and pronounced flavor from malt sprouts roasted at high temperatures.

### **DAY RATE:**

A special room rate for less than an overnight stay.

### **DECANTER:**

A glass container into which wine is carefully poured in order to separate the wine from any sediment that may have settled at the bottom of the wine bottle.

### **DECANTING:**

The process of gently and carefully pouring the wine from the bottle into another container (a decanter), leaving the sediment behind in the bottle. The wine is then served from the decanter.

### **DEEP-FAT FRYER:**

An appliance in which foods are cooked by immersing them in heated fat. Often referred to simply as a deep fryer.

### **DEGREE-DAY, COOLING:**

A measure of the need for air conditioning based upon outdoor temperatures. Cooling degree-days are calculated as follows: daily mean temperature - 65°F (18.3°C) = cooling degree-days for that day.

### **DEGREE-DAY, HEATING:**

A measure of the need for heating based upon outdoor temperatures. Heating degree-days are calculated as follows: 65°F (18.3°C) - daily mean temperature = heating degree-days for that day.

### **DESIGN THEME:**

A theme established to ensure overall consistency in the design of interior decor.

### **DESSERT MENU:**

A separate menu designed to remind guests of the dessert items listed on the regular menu. It may also list desserts not shown on the regular menu and include dessert specials as well. Upscale restaurants may include after-dinner wines, cordials, brandies, and liqueurs on the dessert menu.

### **DESSERT WINE:**

A wine that is meant to be served after dinner with a dessert or as a dessert; dessert wines are often fortified. See also Fortified Wine.

### **DEUTSCHER SEKT:**

An effervescent German wine resembling Champagne. By regulation, it must be made from German grapes.

**DEVELOPER CLUB:**

See Corporate Club.

**DEVELOPER-OWNER:**

Owner of a managed hotel who either developed and retained the property or purchased an existing hotel.

**DINNER COST:**

The standard food cost for items combined to form dinners or other meals that are priced and sold as one menu selection.

**DIRECT FLIGHT:**

A journey on which the passenger does not have to change planes. Not necessarily non-stop.

**DIRECT IMPACT:**

The first-round effect of tourist spending.

**DIRECTOR OF SALES (DOS):**

The manager of a hotel sales department.

**DISHWASHING MACHINE:**

An appliance that washes and rinses dishes automatically.

**DISTILLER'S BEER:**

The liquid distilled for spirits. See also Wort.

**DOMESTIC TOURISM:**

Travel within the traveler's country of residence.

**DOORKNOB MENU:**

A type of room service menu that a housekeeper can leave in the guestroom. A doorknob menu lists a limited number of breakfast items and times of the day that the meal can be served. Guests select what they want to eat and the time they want the food delivered, then hang the menu outside the door on the doorknob. The menus are collected and the orders are prepared and sent to the rooms at the indicated times.

**DOOR-TYPE DISHWASHER:**

A dishwashing machine in which a rack or racks of dishes remain stationary while heated wash and rinse water is sprayed from nozzles above and below the dishes. Also called a single-tank or stationary-rack dishwasher.

**DOSAGE, LE:**

In the traditional Champagne method, the final step which adds wine, sugar, and, in some cases, brandy to the Champagne.

**DOUBLE:**

- (1) A guestroom assigned to two people.
- (2) In beverage operations, a drink prepared with twice the standard measure of alcohol in one glass.

**DOUBLE OCCUPANCY PERCENTAGE:**

See Multiple Occupancy Percentage.

**DOUBLE OCCUPANCY RATE:**

A rate used for tour groups that bases the per-person charge on two to a room.

**DOUBLE-LOADED SLAB:**

A guestroom floor configuration in which rooms are laid out on both sides of a central corridor.

**DOUBLE-LOCKED ROOM:**

An occupied room for which the guest has refused housekeeping service by locking the room from the inside with a dead bolt. Double-locked rooms cannot be accessed by a room attendant using a standard passkey.

**DRAPERIES:**

Unlike curtains, draperies are made of heavier material and are designed to keep light out. Draperies are better than curtains in absorbing sound and keeping heat from escaping through windows.

**DRINK INCENTIVE:**

A sales promotion, such as two drinks for the price of one or half-priced drinks, offered during so-called happy hours.

**DRINK RAIL:**

A type of counter, usually placed against a wall, where guests can either sit on high stools or stand while drinking; often found in airport lounges.

**DRINK SIZE:**

The amount of alcohol, in fluid ounces, that is poured into each drink. It is not the size of the completed drink.

**DRY-HOPPED:**

A brewing process in which the hops are soaked in the brew without boiling in order to extract a lighter, less bitter flavor.

## E index

**EARLY ARRIVAL:**

A guest who arrives at the property before the date of his or her reservation.

**EARLY MAKEUP:**

A room status term indicating that the guest has reserved an early check-in time or has requested his or her room to be cleaned as soon as possible.

**ECOTOURISM:**

Low-impact tourism that avoids harming the natural or normal environment. In this relatively new approach to promoting enjoyment, as well as protection, of the environment, tourists seek out environmentally-sensitive travel and/or tours or vacations which, in some way, improve or add to their knowledge of an environment.

**EISWEIN:**

Literally, "ice wine," a rare German wine which can be made only when very ripe grapes are not harvested until late November; the grapes are allowed to freeze on the vine, then quickly harvested, rushed frozen to the presses, and pressed while frozen.

**ESCOFFIER, GEORGES-AUGUSTE (1847-1935):**

Chef who is considered the father of twentieth-century cookery. His two main contributions were (a) the simplification of classical cuisine and the classical menu, and (b) the reorganization of the kitchen.

**ESCORT:**

A person, usually employed by a tour operator, who accompanies a tour from departure to return and serves as guide, trouble-shooter, etc.

**ESCORTED TOUR:**

A group of travelers traveling with a guide who has travel experience and has set up an itinerary for the group.

**ETHNIC MENU:**

Menu featuring the cuisine of a particular nation or ethnic group, such as Chinese, Mexican, or Italian.

**ETHNIC RESTAURANT:**

A restaurant featuring the cuisine of a particular nation or ethnic group, such as Chinese, Mexican, or Italian.

**EUROPEAN PLAN:**

A room rate that does not include any meals.

**EXECUTIVE FLOOR:**

A floor of a hotel that offers exceptional service to business and other travelers. Also called a business floor or the tower concept.

**EXECUTIVE HOUSEKEEPER:**

The person in charge of a housekeeping department in a lodging property. The executive housekeeper is a member of the management team.

**EXPECTED ARRIVAL/DEPARTURE REPORT:**

A daily report showing the number and names of guests expected to arrive with reservations, as well as the number and names of guests expected to depart.

**EXPECTED ARRIVALS LIST:**

A daily report showing the number of guests and the names of guests expected to arrive with reservations.

**EXPECTED DEPARTURES LIST:**

A daily report showing the number of guests expected to depart, the number of stay-overs (the difference between arrivals and departures), and the names of guests associated with each transaction.

**EXPEDITER:**

A staff member who acts as a communication link between kitchen personnel and servers. Servers give their orders to the expeditor, who calls the orders to the appropriate kitchen stations. The expeditor must know cooking times, coordinate them to sequentially deliver cooked foods for pickup, and provide leadership during hectic rush periods.

## F index

**FABRIC BRIGHTENER:**

Type of laundry chemical that keeps fabrics looking new and the fabrics' colors close to their original shade. Fabric brighteners are often pre-mixed with detergents and soaps. Also called an optical brightener.

**FACE:**

- (1) The pile of a carpet.
- (2) The nap of a towel.

**FACE FIBERS:**

Yarn forming the pile of a carpet.

**FAMILIARIZATION (FAM) TOUR:**

A reduced-rate, often complimentary, trip or tour offered to travel agents, wholesalers, incentive travel planners, travel writers, broadcasters, or photographers to promote a hotel or a destination.

**FAMILY LIFE CYCLE:**

A series of stages used to distinguish between types of travelers; variables used to determine family life cycle stages are age, marital status, and presence and ages of children.

**FAMILY RATE:**

A special room rate for parents and children occupying one guestroom.

**FAMILY-STYLE SERVICE:**

A table service style in which food is placed on large platters or in large bowls which are taken to the tables by servers. Guests pass the food around their table and serve themselves.

**FAST-FOOD SERVICE:**

The single largest segment of the food service industry; composed of commercial establishments that offer drive-through and/or counter service to customers.

**FERMENTATION:**

A step, prior to distillation, during which a mash consisting of crushed grain, grapes, sugar cane, or other plant product and water is injected with yeasts. The yeasts convert the product into ethyl alcohol and carbon dioxide gas. The gas drifts off, and the remaining mixture contains a fairly low level of alcohol, which can be extracted and concentrated through distillation. Distilled beverage alcohol can be derived from any plant or plant product containing either fermentable sugars or starch that can be converted to such sugars.

**FERMENTED IN THE BOTTLE:**

The designation appearing on a bottle of champagne or sparkling wine when the transfer process is used; that is, the second fermentation takes place "in the bottle" as the label says, but the sparkling wine is then transferred to a vat under pressure for settling, clarifying, and fining, and then returned under pressure to the original bottles. Compare Fermented in this Bottle.

**FERMENTED IN THIS BOTTLE:**

The designation appearing on a bottle of champagne or sparkling wine when the traditional champagne method is used; that is, the re-fermentation takes place in the bottle in which the champagne or sparkling wine is sold. Compare Fermented in the Bottle.

**FINISH:**

A liquid applied to floors that dries to a protective coating and enhances the appearance of the floor. Finishes come in wax-based or polymer types.

**FINISHED PRODUCT CATERING DELIVERY:**

Home delivery catering services.

**FLIGHT-TYPE DISHWASHER:**

A dishwashing machine in which dishes are placed on a conveyor made of pegs or bars and are moved through several washing and rinsing chambers.

**FLOOR PERSON:**

Casino employee who supervises dealers and is trained to resolve disputes and watch for cheaters.

**FLUSH:**

Step in the laundry wash cycle that dissolves and dilutes water-soluble soils to reduce the soil load for the upcoming suds step. Items are generally flushed at medium temperatures and high water levels.

**FLYCRUISING:**

A travel trend in which tourists fly to a destination to begin a cruise, generally as part of a travel package.

**FLYING FOOD SHOW:**

A procedure for delivering cooked menu items to guests as soon as the food is ready. The first server to arrive at the pickup point delivers the menu items that are ready for service; can only be implemented if order tickets show which guest at which table is to receive each order.

**FOLIO:**

The guest's bill that all hotel and incidental charges are posted to.

**FOOD AND BEVERAGE DIVISION:**

The division in a hospitality organization that is responsible for preparing and serving food and beverages within the organization or property. Also includes catering and room service.

**FOOD AND BEVERAGE MANAGER:**

A person who plans, directs, organizes, and controls all phases of the food and beverage departments of an establishment.

**FOOD DEHYDRATION:**

A dry food preservation method, thought to be the oldest; effective because it reduces the aw of food and thus inhibits microbial activity. Four types are sun drying, mechanical drying, freeze-drying, and drying during smoking.

**FOOD INFECTION:**

A type of foodborne illness caused by bacteria or viruses in food that are consumed with the food and later reproduce inside the body. With food infection, it is the germs themselves--not the toxins they produce--that cause the illness. Compare Food Poisoning.

**FOOD POISONING:**

Illness that occurs when germs get into food and produce toxic waste products. With food poisoning, it is the toxin--not the germs themselves--that produces the illness. Compare Food Infection.

**FOREIGN INDEPENDENT TOUR (FIT):**

A tour created for individuals or families who walk into a travel agency and tell an agent what country or area they would like to visit and what they would like to see and do there.

**FORTIFIED WINE:**

Wine to which alcohol is added, usually during fermentation, resulting in a wine with a minimum of 15% and maximum of 24% alcohol by volume.

**FREE POUR:**

A beverage system in which the bartender simply pours an unmeasured amount into a glass.

**FREEZER:**

A reach-in or walk-in food storage unit that maintains a temperature of 0°F (-18°C) or less.

**FRENCH SERVICE:**

An elegant, complex type of dining service in which entrées are prepared at tableside by service employees. Used only in gourmet, high-check-average dining operations. Also known as tableside or cart service.

**FRONT BAR:**

A place

(a) where guests may sit down and order and consume beverages and

(b) that serves as a work space for the bartender. The front bar is divided into two functional areas: the backbar (the back wall, for storage and display) and the underbar (the bartender's main working area). Compare Service Bar.

**FRONT DESK:**

The focal point of activity within the hotel, usually prominently located in the hotel lobby. Guests are registered, assigned rooms, and checked out at the front desk.

**FRONT DESK AGENT:**

A hotel employee whose responsibilities center on the registration process, but also typically include preregistration activities, room status coordination, and mail, message, and information requests.

**FRONT OF THE HOUSE:**

The functional areas of a hotel or restaurant in which employees have extensive guest contact, such as the front desk (in hotels) and the dining room(s).

**FRONT OFFICE:**

A hotel's command post for processing reservations, registering guests, settling guest accounts, and checking guests in and out.

**FULL BOTTLE:**

A wine bottle that usually contains approximately 25 ounces (750 ml), which could adequately serve three to four persons, but is not too much for two people over the course of a full meal.

**FULL BOTTLE SLIP:**

A control tool used in maintaining bar par. When a full bottle is ordered, management or the point-of-sale system issues a full bottle slip to the bartender to exchange for the full bottle. To requisition these bottles (since there is no empty), the bartender attaches the full bottle slips to the daily bar requisition form.

**FULL-MENU RESTAURANT:**

A restaurant that

- (a) has more than a dozen or so main-course items on the menu, and
- (b) cooks to order.

**FULL-SERVICE AGENCY:**

A travel agency that handles all types of travel for consumers.

**FULL-SERVICE HOTEL:**

A hotel with a full range of services and amenities which may include some or all: onsite restaurant and lounge, meeting facility, pool, fitness center, business center, etc. Compare Economy/Limited-Service Hotel.

## G index

**GARNISH:**

- (1) Decorative edible items used to ornament or enhance the eye appeal of another food item.
- (2) To add such a decorative item to food.

**GENERAL MANAGER:**

The chief operating officer of a hotel or a restaurant.

**GENERIC WINE:**

A blend of wines that resembles a particular wine of an already established region; a California "Burgundy," for instance.

**GIN:**

A compounded spirit (the basic product flavored by juniper berries) usually classified as dry or heavy; dry gins are light in flavor and body, while heavy gins are heavily flavored and full-bodied.

**GINGER-FLAVORED BRANDY:**

Neutral brandy with the true flavor and aroma of ginger root and other aromatics. Light brown in color.

**GIN-HEAD:**

In the distillation of spirits, a device at the top of the still through which the alcohol vapors are passed to pick up flavor.

**GLASS RAIL:**

An area on which a bartender or server can set glasses while pouring drinks.

**GLOBAL DISTRIBUTION SYSTEM (GDS):**

A network of internet reservation systems that provide a central place where travelers and travel agents can check availability and reserve travel related products like hotels, airline, car rentals, cruises, rail. Formed and managed by the airline industry and includes system like Sabre, Apollo, Amedaus, Pegasus.

**GRAIN NEUTRAL SPIRIT:**

A colorless, odorless, and tasteless distilled spirit made from a grain mash; it is produced by continuous distillation until it reaches 190 proof. During distillation a number of harsh congeners are removed.

**GRAND TOUR, THE:**

An extended trip across the European continent that served as part of the education of young British aristocrats. A typical tour began in England and had the major cultural cities of Italy as its destination. In its early years, a tour could last as long as 40 months. By the end of the Grand Tour era, the age of the traveler had increased, and the length of the tour decreased; individuals traveled more for pleasure than for an extended educational tour. The Grand Tour era lasted from about 1500 to 1820.

**GRAPPA:**

Brandy distilled from the pulpy residue--the grape pomace--of the wine press. In France, this brandy is called Marc (Eau de Vie de Marc).

**GRAY WATER:**

Reused or recycled water. It is relatively clean wastewater, such as that produced from certain laundry cycles and effluent from wastewater treatment systems, that can be used to supply needs for landscape water and other non-potable uses.

**GRENADINE:**

Bright red flavoring syrup blending the tastes of pomegranate, strawberry, and raspberry.

**GRIDDLE:**

A cooking appliance with a one-piece polished steel, chrome-plated, or cast-iron plate heated by burners underneath it.

**GRIND PLAYER:**

A gambler who wagers a relatively small amount of money and does not gamble regularly.

**GROUP PICK-UP :**

The guestrooms that are actually rented by a group that are help in a Group Reservation.

**GROUP RESERVATIONS:**

A block of multiple guestrooms that are being held under an individual or business' name at a particular hotel for a specific date or range of dates. Generally used for conventions, conferences, meetings, receptions, weddings, etc.

**GUEST COMMENT CARD:**

Short questionnaires that lodging properties and food service establishments ask their guests to fill out. Guest comments are used by the property to define current markets and to improve the operation.

**GUEST HISTORY CARD:**

A record of the guest's visits including rooms assigned, rates, special needs, and credit rating.

**GUEST HISTORY FILE:**

A file containing guest history cards. It is maintained for marketing purposes and is referred to for return visits.

**GUEST INFORMATION SERVICES:**

Automated information devices in public hotel areas that enable guests to obtain information about in-house events and local activities.

**GUEST LEDGER:**

A type of ledger that consists of individual records (called folios) of the hotel's registered guests. The guest ledger provides current status on guest charges and payments; the front office is responsible for summarizing these transactions during the guest's stay. A guest ledger may also be referred to as a front office ledger, transient ledger, or room ledger.

**GUEST MIX:**

The variety and percentage distribution of hotel guests-- individual, group, business, leisure, and so on--who stay at a hotel or patronize a restaurant.

**GUEST PROFILE:**

A list of the characteristics that a property's guests have in common. The guest profile helps management to identify which market segments the property appeals to and which segments the property wants to attract.

**GUEST RELATIONS:**

The establishment of personal rapport and goodwill with guests through service and attention to individual guest needs. In a narrower sense, the promotion of in-house products and services, the entertainment of VIPs, and the handling of social functions--especially in a resort hotel.

**GUARANTEED RESERVATIONS :**

A reservation that is guaranteed by the guest to be paid even if the guest fails to arrive. Often this guarantee is made by a company or with a credit card.

**GUEST SERVICE MANAGER (GSM):**

Manager of the guest services department.

**GUEST SERVICE REPRESENTATIVE (GSR):**

Employees who provide check-in check-out, mail, key, message, and information services for guests.

**GUEST SURVEY:**

A questionnaire completed by guests and used by managers to define current markets and to improve the operation. Managers may talk with guests through the survey or leave the questionnaires with them to fill out. Questionnaires may be long, and some questions may require detailed answers.

**GUESTROOM CONTROL BOOK:**

A book used to monitor the number of guestrooms committed to groups. It controls guestroom booking activity by providing the sales office with the maximum number of guestrooms it can sell to groups on a given day. The remaining guestrooms (and any unsold guestrooms allotted to groups) are available for individual guests.

**GUESTROOM KEY:**

A key that opens a single guestroom door if it is not double-locked.

**GUESTROOM MAINTENANCE:**

A form of preventive maintenance involving the inspection of a number of items in the guestroom, minor lubrication of doors and other equipment, repair of obvious small problems and, when needed, the initiation of a work order for more substantial problems or needs.

## H index

**HALF BOTTLE:**

A wine bottle that contains approximately 12.5 ounces (375 ml), usually adequate for two guests.

**HAND CADDY:**

A portable container for storing, holding, and transporting cleaning supplies. Typically located on the top shelf of the room attendant's cart.

**HOBIC (Hotel Billing Information Center):**

With a HOBIC system, long-distance calls dialed by guests are intercepted by a local operator who records the guest's room number and completes the call. The cost of the call is then transmitted back to the hotel and recorded via a HOBIC teleprinter, usually located near the front desk. The appropriate charges are posted to the guest's folio, and the guest is billed at check-out.

**HOPPING:**

The addition of hops to the wort during the brewing process.

**HOSPITALITY:**

The cordial and generous reception of guests. Derived from the Latin term hospes, "a guest."

**HOSPITALITY INDUSTRY:**

Lodging and food service businesses that provide short-term or transitional lodging and/or food.

**HOSPITALITY SUITE:**

A room used for entertaining (e.g., a cocktail party); usually a function room or parlor.

**HOTEL:**

A large lodging facility, generally a hotel is full service and a multi-story building with interior entrance guest rooms.

**HOTEL CHAIN:**

A group of affiliated hotels.

**HOTEL GUEST CYCLE:**

The sequence of phases that begins with pre-sale events, continues through point-of-sale activities, and concludes with post-sale transactions. The phases identify the physical contacts and financial exchanges that occur between guests and various revenue centers within a lodging operation.

**HOTEL MANAGEMENT COMPANY:**

A company that is hired to professionally manage a hotel(s) for other owners.

**HOTEL REPRESENTATIVE:**

An individual who offers hotel reservations to wholesalers, travel agents, and the public. A hotel representative or "rep" may be paid by the hotels he or she represents on a fee basis or by commission. Many hotel reps also offer marketing and other services.

**HOUSE BRAND:**

Beverage brand served when the guest does not request a specific brand.

**HOUSE COMMITTEE:**

A private club committee made up of members whose job it is to monitor the maintenance and operation of the clubhouse and its services.

**HOUSE LIMIT:**

A guest credit limit predetermined by management officials.

**HOUSEKEEPING DEPARTMENT:**

A department of the rooms division, responsible for cleaning the hotel's guestrooms and public areas.

## I index

### **ICE BIN:**

A container located in the underbar with readily available ice for making drinks.

### **ICE MACHINE:**

An appliance that makes cubed, crushed, or flaked ice automatically.

### **INCENTIVE TRAVEL:**

Travel financed by a business as an employee incentive.

### **INCIDENTAL CHARGES:**

Guest charges on a folio or bill for items other than room and tax such as; food, beverage, phone, movies, etc.

### **INCLUSIVE TOUR:**

A tour in which specific elements--air fare, hotels, transfers, etc.--are included for a flat rate. An inclusive tour rate does not necessarily cover all costs.

### **INDEPENDENT FOOD SERVICE OPERATION:**

An operation owned by an owner or owners with one or more properties having no chain relationship. Menus, food purchase specifications, operating procedures, etc. may differ among the owned properties.

### **INDEPENDENT HOTEL:**

A hotel with no chain or franchise affiliation. It may be owned by an individual proprietor or a group of investors.

### **INDIRECTLY FIRED WATER HEATER:**

A water heater in which steam enters a coil or heat exchanger that transfers heat from the steam to the water.

### **INFECTON:**

A foodborne disease caused by bacteria or viruses that reproduce inside the body after being ingested.

### **INFRARED OVEN:**

An oven that uses infrared electromagnetic waves to cook food quickly at very high temperatures. Also called a quartz oven.

### **IN-ROOM BEVERAGE SERVICE SYSTEM:**

A computer-based system capable of monitoring sales transactions and determining inventory replenishment quantities. Two popular in-room beverage service systems are non-automated honor bars and microprocessor-based vending machines.

### **IN-ROOM CHECK-OUT:**

A computer-based check-out procedure that provides guests with a way to access and review their folio data and approve and settle their accounts in their rooms. The technology involves interfacing the guestroom telephone, the television, and an in-room computer with the property management system's guest accounting module.

### **IN-ROOM GUEST CONSOLE:**

A multi-feature phone that may include such functions as two-way speakerphone capability; a jack for portable computer use; an alarm clock; radio; remote control of heating, ventilating, and air conditioning, television, and room lights; energy management; and a theft alarm.

### **IN-ROOM MOVIE SYSTEM:**

Guestroom entertainment provided through a dedicated television pay channel. Charges for the use of this in-room entertainment are posted to the appropriate guest folio.

**INN:**

A smaller lodging facility, generally an inn is limited service and one to three stories.

**INTERNATIONAL TOURISM:**

Travel people make outside their country of residence.

**INTOXICATION:**

(1) Although the legal definition varies from state to state, in many states intoxication is defined as a blood-alcohol concentration (BAC) of .10 gram or higher of alcohol per 100 milliliters of blood.

(2) In sanitation management, a foodborne disease that results from the ingestion of poisonous plants or animals or of toxin-contaminated food.

**IRISH WHISKEY:**

Distinctive whiskey of Ireland made principally from barley, both malted and unmalted, together with oats, wheat, and sometimes a small proportion of rye.

**IRONER:**

A machine that uses rollers to iron linens, giving them a crisp, finished look. Some ironers also fold and stack linens.

## J index

**JACQUARD:**

Sculpted terry or velvet fabric.

**JAMAICA RUM:**

Full-bodied rum, with a heavy rum flavor, pungent bouquet, rich golden hue, and dark color; distilled in pot stills.

**JIGGER:**

Double-ended measuring devices typically made of stainless steel. Each end of the jigger holds a different amount (for example, three-fourths of an ounce and either an ounce or an ounce and a half).

## K index

**KAPOK:**

Natural plant fiber used to stuff solid mattresses.

**KCAL (Kilocalorie):**

One thousand calories; a unit of heat measurement, or of the energy-producing value of food when eaten and digested.

**KG (Kilogram):**

One thousand grams; unit of weight measurement.

**KING BED:**

A bed approximately 78 inches by 80 inches.

**KIRSCHWASSER (Kirsch):**

Fruit brandy distilled from cherries; smooth, mellow, with the subtle fragrance of cherries.

**KRAUSENING:**

A method of adding carbon dioxide by putting the brew through a second fermentation in a pressurized tank.

**KROC, RAY (1902-1984):**

Founder of McDonald's. The success of McDonald's is due in large part to Kroc's emphasis on quality, service, cleanliness, and value.

## L index

**LAGER:**

Bottom-fermented brew.

**LAGERING:**

A process of bottom fermentation during which the yeast works slowly at the requisite low temperatures. The slow pace results in fewer congeners and a more mellow product. The term is derived from the German Lagerbier meaning "beer to be stored." After fermentation, the brew is stored at cold temperatures.

**LANAI:**

A guestroom with a balcony or patio, overlooking water or a garden.

**LANDMARK:**

Distinguishing feature that stands out and provides a reference point for orientation. Landmarks also provide travelers with information about direction and distance.

**LATE ARRIVAL:**

A guest holding a reservation who plans to arrive after the property's designated cancellation hour and so notifies the property.

**LATE CHARGE:**

Charged purchase made by a guest that is posted to the guest's folio after the guest has settled his or her account.

**LATE CHECK-OUT:**

A guest who is being allowed to check out later than the property's standard check-out time.

**LATEX MATTRESS:**

Mattress made of whipped synthetic rubber. A foam rubber mattress is a latex mattress.

**LEACHING:**

The loss of cementing constituents from concrete caused by the migration of water through cracks in the slab.

**LIMITED-MENU RESTAURANT:**

A restaurant with a small selection of food and limited services. Limited-menu restaurants emphasize speed of preparation and delivery, making convenience one of the main reasons for their appeal.

**LIMITED SERVICE HOTEL:**

A lodging facility that offers no or very few amenities, services or extra facilities such as restaurants, pools, meeting rooms, etc. Generally an inn or motel is limited service.

**LINEN ROOM:**

Area in a hospitality operation that is often considered the headquarters of the housekeeping department. This is the area where the housekeeping employee typically reports to work, receives room assignments, room status reports, and keys; assembles and organizes cleaning supplies; and checks out at the end of his or her shift.

**LIQUEUR:**

A flavored, usually sweet alcoholic beverage with an alcohol content higher than fortified wine, but lower than most liquors.

**LIQUOR:**

Unsweetened, high-alcohol-content beverages such as gin, vodka, rum, and the various whiskeys, including scotch.

**LONG-TERM STAY/RELOCATION GUESTS:**

Those individuals or families relocating to an area who require lodging until permanent housing can be found.

**LUNCHEON:**

A light noonday meal.

**LODGE:**

A lodging facility that is generally small and often designed in located in a rustic outdoors environment or activities such as; fishing, skiing, boating, eco-tours.

**LODGING FACILITY:**

A business that rents guestrooms to the public on a nightly or shorter term range of dates, i.e. weekly, month to month.

**LODGING INDUSTRY:**

Lodging and food service businesses that provide short-term or transitional lodging.

**LUXURY HOTEL:**

A hotel with high room rates that features exceptional service and amenities.

**LUXURY RESTAURANT:**

A restaurant that

(a) features fine dining--an exciting menu, not necessarily French or haute cuisine; and

(b) employs well-trained, creative chefs and skilled food servers. Luxury restaurants are generally small and independently operated, with more employees per guest than other types of restaurants.

## M index

**MALT:**

Any grain that has been sprouted and then dried to prevent further development; used in brewing and distilling.

**MALT BEVERAGE:**

According to the U.S. government, "a beverage containing 0.5% or more of alcohol, brewed or produced from malt, wholly or in part, or from any substance thereof." Beers, ales, stouts, and porters are part of the malt beverage group.

**MALT LIQUOR:**

A brew made (or that should be made) from straight malt with no adjuncts; it has a more pronounced malt flavor, is slightly darker than regular beer, and usually has a higher alcohol content, ranging from 3.2% to 8% by weight.

**MALT WHISKEY:**

Like straight malt whiskey except for age. When the label says only "malt whiskey," the whiskey may have an age of up to two years. Straight malt whiskey will be a minimum of two years old.

**MALTOSE:**

A fermentable sugar produced by conversion of the starch of sprouting barley grains by malt enzymes, principally diastase.

**MARINADE:**

A seasoned liquid, usually containing vegetable or olive oil and an acid such as wine, vinegar, or fruit juice. Herbs, spices, or vegetables are often added for flavoring.

**MASHING:**

The process of grinding barley malt into a grist along with adjuncts and heated water, cooking the grist, then filtering out any grain residue to produce a clear, warm, sugary fluid called wort.

**MASS TOURISM:**

Wide-scale travel by a large number of people--not just the elite--brought about by the increase in leisure time, discretionary income, and reliable and inexpensive modes of transportation such as the automobile and airplane.

**MASS TOURISTS:**

Travelers participating in wide-scale travel designed for large numbers of people.

**MASTER FOLIO:**

A bill that all charges for the members of a group are posted to.

**MASTER KEY:**

A key that can open all guestroom doors that are not double-locked.

**MATURING:**

- (1) Aging wine in the bottle; it is usually associated with complex, full-bodied reds such as a good red Bordeaux or Burgundy.
- (2) The aging of whiskey in charred oak barrels to develop its characteristic taste, color, and aroma.

**MECHANICAL OVEN:**

An oven having moving mechanical parts that assist in cooking. Typical examples are the revolving oven, traveling-tray oven, and rotary oven.

**MEGA RESTAURANT:**

A large restaurant, usually characterized by elaborate or unusual decor, that enjoys a high level of patronage.

**MENU BOARD:**

A keyboard overlay for an ECR/POS system terminal that identifies the function performed by each key during a specific meal period.

**MICROWAVE OVEN:**

An oven that uses very short electromagnetic waves to cook food.

**MID-PRICE/EXTENDED-STAY HOTELS:**

Hotel that caters mostly to persons who must be in an area for a week or longer. The guestrooms of mid-price/extended-stay hotels have more living space than regular hotel guestrooms, and may also have cooking facilities. Guestrooms in these hotels tend to be less expensive than guestrooms in full-service or all-suite hotels.

**MID-RANGE SERVICE:**

A modest but sufficient level of service that appeals to the largest segment of the traveling public. A mid-range property may offer uniformed service, airport limousine service, and food and beverage room service; a specialty restaurant, coffee shop, and lounge; and special rates for certain guests.

**MILDEW:**

An odorous fungus growth that can occur on bathroom surfaces, especially on tile grout, shower curtains, doors, and walls.

**MINI-BAR:**

A small, under-the-table unit that can be stocked with liquor, beer, and wine, usually located within a hotel room for the convenience of guests.

**MINI-DRINK:**

A drink with the appearance of a regular drink, but about a fourth of the alcohol.

**MISE EN BOUTEILLE A LA PROPRIETE:**

Literally, "bottled by the owner (of the vineyard)." A term sometimes found on the label of French wines. Used by vine growers who bottle their own wines. It also indicates the origin of the grapes used to make the wine.

**MISE EN BOUTEILLE AU DOMAINE:**

Literally, "bottled at the place (or residence)." A term often found on the labels of French wines. Used by vine growers who bottle their own wines. It also indicates the origin of the grapes used to make the wine.

**MIXER:**

An appliance used to knead, whip, emulsify, slice, mix, beat, grind, or chop different types of solid food, solid food and liquid(s), or two or more different liquids. Typically, the motor is above the bowl, with the attachments hanging from the motor. Commonly known as a blender.

**MODIFIED AMERICAN PLAN:**

A room rate that includes one or two meals usually breakfast and dinner.

**MOIST-HEAT COOKING:**

Cooking methods that require water or another liquid.

**MOTEL:**

A smaller lodging facility, generally a motel is limited service and one to two stories with exterior entrance rooms that guest can drive up to. Often referred to as motor hotel.

**MULTIPLE GUEST SPLITS:**

Charges that are to be divided among a group of guests.

**MUSLIN:**

Cotton fabric made of carded cotton.

**MUST:**

The juice and often other parts of the grape produced by crushing and pressing the grapes; the must then undergoes fermentation.

## N index

**NAPERY:**

Table linens.

**NATIONAL TOURISM OFFICE:**

Primary government agency responsible for implementing national goals and public policy with respect to tourism, and for providing information services to international travelers.

**NATURAL WINE:**

Basically the product of grape fermentation without the addition of alcohol, sugar (beyond a small amount allowed for certain wines under specified conditions), or other additives except a small amount of sulfur. Natural fermentation stops when there is no more sugar to convert to alcohol or when the alcohol reaches 14% by volume.

**NEUTRAL SPIRIT:**

An alcoholic spirit purified in the still to a minimum of 95% of absolute alcoholic purity. At that point, the spirit is considered to have no important taste and little body. Although neutral spirits may be distilled from many materials, they are almost always distilled from fermented grain mashes. Neutral spirits are used to make blended whiskey. In original distillation, or redistillation, over juniper berries and other aromatics, neutral spirits become dry gin. Filtered through charcoal, neutral spirits become vodka. Neutral spirits are also the base for many cordials and liqueurs.

**NEW ENGLAND RUM:**

Full-bodied rum produced in the United States from molasses shipped from the West Indies; distilled at less than 160 U.S. proof; also a straight rum.

**NON-PERISHABLE FOOD:**

Food product that resists spoilage unless it is improperly handled and stored; for example, dry grocery items such as sugar, flour, spices, and dry beans.

## O index

**OCCUPANCY REPORT:**

A report prepared each night by a front desk agent that lists rooms occupied that night and also lists those guests expected to check out the following day.

**OCCUPIED:**

A room status term indicating that a guest is currently registered to the room.

**ON THE ROCKS:**

Term that refers to a drink served in a glass with ice in it.

**ONLINE RESERVATION SYSTEM:**

An internet based system used by hotels that allows prospective hotel guests to check availability and make reservations at the hotel.

**OPTICAL BRIGHTENER:**

See Fabric Brightener.

**OUT-OF-ORDER:**

A room status term indicating that a room cannot be assigned to a guest. A room may be out-of-order for maintenance, refurbishing, deep cleaning, or other reasons.

**OUTSIDE AIR:**

Air taken from outside the building envelope and not previously heated or cooled by the building's mechanical systems.

**OVEN:**

An appliance with a heated chamber in which food is cooked. Examples include range, deck, roasting, convection, rotary, microwave, infrared, and recon ovens.

**OVEN/STEAMER:**

A versatile piece of cooking equipment that can be used as a convection oven or a pressureless convection steamer. Food is cooked with hot air that is kept moist with steam.

**OVERBOOKING:**

Accepting reservations that exceed available rooms.

**OVERPOURING:**

Putting in more alcohol than is called for in the standard recipe.

**OVERSTAY:**

A guest who remains at the property after his or her stated departure date.

## P index

**PACKAGE:**

A special offering of products and services created by a hotel to increase sales. There are weekend packages, honeymoon packages, sports packages, and so on. A typical package might, for a special price, include the guestroom, meals, and the use of the property's recreational facilities.

**PACKAGE TOUR:**

A tour put together by a tour packager or operator. Travelers who buy the package make the trips by themselves rather than with a large group. The package offers, at an inclusive price, several travel elements which a traveler would otherwise purchase separately--any combination of lodging; sight-seeing; attractions; meals; entertainment; car rental; and transportation by air, motorcoach, rail, or even private vehicle. A package tour may include more than one destination.

**PACKAGED TERMINAL AIR CONDITIONING UNIT (PTAC):**

An essentially self-contained air conditioning unit, generally through the wall, in which a fuel provides heat and a refrigeration cycle provides cooling.

**PAID OCCUPANCY PERCENTAGE:**

A ratio that indicates management's success in selling its product; calculated by dividing number of rooms sold by the number of available rooms.

**PENINSULA BOOTH:**

A setup in which two exhibit areas are placed back to back with aisles on three sides.

**PERISHABLE FOOD:**

Food product that spoils readily without special processing or preservation techniques. Perishable foods include most products used daily in a food service facility: meats, poultry, fish, shellfish, eggs, dairy products, and most fruits and vegetables.

**PILSNER:**

A light, rich, and mellow lager with a dry, crisp, hoppy flavor and a light color; it is made from hops grown in the area around Pilsen, Czechoslovakia.

**PLATE SERVICE:**

A variation of table service; basic service style in which fully cooked menu items are individually portioned, plated (put on plates) in the kitchen, and carried to each guest directly.

**PLATTER SERVICE:**

A table service style in which servers carry platters of fully cooked food to the dining room, present them to the guest for approval, and then serve the food.

**POINT OF SALE SYSTEM (POS):**

A computerized system that retail outlets such as restaurants, gift shops, etc, enter orders and maintains various accounting information. The POS generally interfaces with the property management system (PMS).

**PORT:**

- (1) In beverage operations, the famous fortified sweet wine from Portugal.
- (2) In computer technology, a plug on a computer hardware device that accommodates a cable coming from another hardware device.
- (3) In housekeeping, an opening into a washing machine through which detergent can be poured. Also called a hopper.

**PORTE COCHERE:**

A canopy designed to protect hotel guests from inclement weather and provide greater visibility to the main entrance.

**PORTER:**

A malt beverage named for the English porters (servers) who first served it; it is dark brown from the heavily roasted malt used to make it.

**PORTION:**

A standard quantity of food or beverage served for one person.

**PORTION COST:**

The standard food cost for an item that is sold as a single menu selection. The portion cost indicates the cost incurred by preparing one portion of the menu item according to its standard recipe.

**POTABILITY:**

Suitability for drinking.

**POTABLE WATER:**

Water that is suitable for drinking.

**POUSSE-CAFE:**

A drink built by very carefully floating one layer of liqueur on top of another.

**PRE-MIX:**

In beverage operations, a commercially prepared mix available for cocktails; a Bloody Mary mix, for instance, with all the tomato juice and various spices mixed proportionally, needing only the addition of vodka.

**PROPERTY MANAGEMENT SYSTEM (PMS):**

A computerized front desk system that manages hotel room inventory, guest billing and interfaces with various other systems such as telephone, call accounting, point of sale (POS), entertainment, etc.

**PROPRIETARY BOOKING ENGINE:**

An internet reservation system that is owned and operated by an individual hotel or group of hotels to allow them to take reservation on their own website without paying a fee to the GDS, third party booking engines or franchise reservation systems.

**PUBLIC BAR:**

A bar where bartenders prepare alcoholic beverages for service to guests by others or by the bartenders themselves.

**PUZZLE:**

In menu management, an unpopular menu item with a high contribution margin.

## Q index

**QUAD:**

A guestroom assigned to four people; may have two or more beds.

**QUALITY GROUP:**

The group of travelers for whom the quality of their vacation is of paramount importance. They want and are willing to pay for first-class accommodations and service.

**QUEEN:**

A bed approximately 60 inches by 80 inches.

## R index

**RACK OVEN:**

A convection oven into which employees can roll special racks filled with trays of food. Also called a roll-in oven.

**RACK RATE:**

The current rate charged for each accommodation as established by the property's management.

**RACKING:**

In wine production, the process of separating wine from the sediment (lees) at the bottom of a cask by pouring it into another container, leaving the lees behind.

**RANGE:**

A food service appliance with a flat cooking surface for frying, grilling, sautéing, etc. Two basic types of ranges are solid-top and open-top.

**RANGE OVEN:**

A small conventional oven located beneath a range, used for roasting and baking or as a food warmer.

**REFRESHMENT BREAK:**

A period between conference or work sessions during which coffee or other refreshments are served.

**REFRIGERATOR:**

A chilled reach-in or walk-in storage unit used to maintain the quality of food.

**REGIONAL GETAWAY GUESTS:**

Guests who check into a hotel close to home in order to enjoy a weekend away from children or other responsibilities.

**RESERVATIONS :**

A guestroom that being held under an individual or business' name at a particular hotel for a specific date or range of dates.

**RESERVATIONS AGENT:**

An employee, either in the front office or in a separate department, who is responsible for all aspects of reservations processing.

**RESERVATIONS DEPARTMENT:**

A department within a hotel's rooms division staffed by skilled telemarketing personnel who take reservations over the phone, answer questions about facilities, quote prices and available dates, and sell to callers who are shopping around.

**RESIDENT MANAGER:**

The manager in charge of the rooms division in a mid-size to large hotel. Sometimes resident managers are also in charge of security.

**RESORT HOTEL:**

A hotel, usually located in a desirable vacation spot, that offers fine dining, exceptional service, activities unavailable at most other properties, and many amenities.

**RETAIL TRAVEL AGENT:**

An individual qualified to arrange and sell transportation and other travel services and products directly to the public.

**RevPAR:**

A statistic used in the hotel industry used to measure revenue per available room. Total hotel room revenue divided by the total rooms available to rent for a day or range of dates.

**ROOM ATTENDANT'S CART:**

A lightweight, wheeled vehicle used by room attendants for transporting cleaning supplies, linen, and equipment needed to fulfill a block of cleaning assignments.

**ROOM BLOCK:**

An agreed-upon number of rooms set aside for members of a group planning to stay at a hotel.

**ROOM DATA CARD:**

A card used to record information concerning the basic characteristics and major elements of an individual guestroom.

**ROOM INSPECTION:**

A detailed process in which guestrooms are systematically checked for cleanliness and maintenance needs.

**ROOM NIGHT:**

One guestroom occupied for one night.

**ROOM OCCUPANCY SENSOR:**

A device that uses infrared light or ultrasonic sound waves to sense the physical occupancy of a room. Sensors have the ability to turn on devices and appliances such as lights, air conditioning, and heating whenever a guest enters a space, and to turn these devices and appliances off when the guest leaves.

**ROOM RACK:**

A card index system that is constantly updated to reflect occupied and vacant rooms. In the evening, the room rack contains forms for only those registered guests remaining for the night who are to be charged for rooms. A daily room report can be prepared from the room rack.

**ROOM RATE:**

The price a hotel charges for overnight accommodation. See also Rack Rate.

**ROOM SERVICE:**

The department within a food and beverage division that is responsible for delivering food or beverages to guests in their guestrooms. May also be responsible for preparing the food and beverages.

**ROOM SERVICE MENU:**

A menu offered by lodging properties that serve food to guests in the guestroom, suite, cabin, etc. Room service menus usually offer a limited number of items because it is difficult to maintain food quality while transporting the food to the guest.

**ROOM STATUS:**

Information about current and future availability of guestrooms in a lodging property. Current availability is determined through housekeeping data. Future availability is determined through reservations data. Information about availability data which extends several days into the future is important because it may affect the length of stay of in-house guests.

**ROOM STATUS DISCREPANCY:**

A situation in which the housekeeping department's description of a room's status differs from the room status information that guides the front desk employee in assigning rooms to guests. Discrepancies can seriously affect a property's ability to satisfy guests and maximize rooms revenue.

**ROOMING LIST:**

A list of the guests who will occupy reserved accommodations. This list is submitted in advance by the buyer.

**ROOMS ACTIVITY FORECAST:**

Information on anticipated arrivals, departures, stay-overs, and vacancies. Managers use this forecast to determine staffing needs at the front desk and in housekeeping areas.

**ROOMS ALLOTMENT REPORT:**

A report that summarizes rooms committed (booked or blocked), by future date.

**ROOMS AVAILABILITY REPORT:**

A report that lists, by room type, the number of available rooms each day (net remaining rooms in each category).

**ROOMS CHECKLIST:**

A list, used for guestroom (preventive) maintenance, of all the items in the guestroom with a brief notation opposite each item of the type of inspection, repair, lubrication, adjustments, or cleaning activity to be performed.

**ROOMS DISCREPANCY REPORT:**

A report that notes any variances between front desk and housekeeping room status updates. It often alerts management to investigate the possibility of sleepers. See Sleeper.

**ROOMS DIVISION:**

The largest, and usually most profitable, division in a hotel. It typically consists of four departments: front office, reservations, housekeeping, and uniformed service.

**ROOMS HISTORY REPORT:**

A computer-based report that depicts the revenue history and use of each room by room type. This report is especially useful to those properties employing an automatic room assignment function.

**ROOMS MANAGEMENT MODULE:**

A front office application of a computer-based property management system. The module (a) maintains up-to-date information on the status of rooms, (b) assists in the assignment of rooms during registration, and (c) helps coordinate various guest services.

**ROOMS PRODUCTIVITY REPORT:**

A report that ranks room types by percentage of occupancy and/or by percentage of total rooms revenue.

**ROOMS STATUS REPORT:**

A report that indicates the current status of rooms according to housekeeping designations, such as: on-makeup, on-change, out-of-order, clean, and ready for inspection.

**ROP COLOR:**

In newspaper advertising, color used in regular sections of the paper and printed on standard newsprint. See also Run-of-Paper (ROP).

**ROTARY OVEN:**

A mechanical oven with circular shelves that move trays of food in a circle around a central axis within the heat chamber.

**ROTISSERIE BROILER:**

A cooking appliance that holds the food being broiled on a spit that rotates, exposing all sides to the broiler's burners.

**RUM:**

A family of liquors distilled from the fermented juice of sugar cane or molasses. Rum is produced in virtually all of the various sugar-producing countries and in New England (from West Indies molasses). Differences in rums are a result of differences in the climate and the soil in which the sugar cane grows, and in the methods used in distillation.

**RYE WHISKEY:**

A whiskey produced from a grain mixture containing at least 51% rye.

**RYOKAN:**

Traditional Japanese lodging facilities featuring tatami mat floors and Japanese landscaped gardens.

## S index

**SAINT JULIAN THE HOSPITALLER:**

The patron saint of innkeepers, travelers, and boaters.

**SAINT NOTBURGA:**

The patron saint of food servers.

**SALES BY BEVERAGE SERVER REPORT:**

A report produced by sophisticated automated beverage systems indicating the total sales of each beverage server during a shift.

**SALES BY MAJOR BEVERAGE CATEGORY REPORT:**

A report produced by sophisticated automated beverage systems indicating the expected beverage income by major beverage category (liquor, beer, wine, etc.).

**SATIN WEAVE:**

Type of weave in which warp threads interlace with filling threads to produce a smooth-faced fabric.

**SCIENCE TOURISM:**

A subgroup of ecotourism in which laypersons travel with scientists and students to help with scientific work at various sites throughout the world. Science tourists often work very hard (even though they are paying for the vacation) and make a contribution to a body of scientific knowledge.

**SCOTCH:**

A distinctive spirit from Scotland with at least 80 proof alcohol content, manufactured in compliance with British laws; it is sold (and must be labeled) as either "blended" or "single malt."

**SEMI-PERISHABLE FOOD:**

Food product that has a longer shelf life than perishable foods, but should be stored under recommended time-temperature combinations; includes nuts, apples, potatoes, and waxed vegetables such as cucumbers.

**SERVICE BAR:**

A relatively small bar where service bartenders prepare alcoholic beverages for servers to present to guests. Guests typically do not order or pick up their own beverages at service bars.

**SERVICE CHARGE:**

A percentage of the bill (usually 10% to 20%) added to the guest charge for distribution to service employees in lieu of direct tipping.

**SERVICE STATION:**

A small work island located in a dining room.

**SERVING:**

The control point in which finished menu items are transferred from the production department to guests.

**SHIFT MANAGER:**

The manager in charge of a casino during a period of time, usually a six- to eight-hour shift.

**SIDE-BY-SIDE SUITE:**

A suite that consists of two small bays, each with windows to the outside.

**SIDESTAND:**

A service stand that holds supplies of tableware, ice, condiments, dairy products, and some beverages for easy access.

**SIDEWORK:**

Setup and cleanup work that must be done before and after dining rooms are opened. Examples include restocking server supply stations, filling salt and pepper shakers, etc.

**SIGNIFICANCE CRITERIA:**

Criteria used to determine which variances are significant. Generally expressed in both dollar and percentage differences.

**SILENCE CLOTH:**

Oilcloth or other padded material placed under the tablecloth to absorb noise.

**SIMPLE SYRUP:**

A syrup made simply from sugar and water; used in cold drinks instead of granulated sugar, which takes too long to dissolve.

**SINGLE BED:**

A bed approximately 36 inches by 75 inches.

**SKIPPER:**

A guest who leaves without paying.

**SLEEPER:**

A vacant room that is believed to be occupied because the room rack slip or registration card was not removed from the rack when the previous guest departed.

**SLICER:**

An appliance that has a spinning disk with a knife-sharp edge for cutting food; the food is placed in a tray which slides back and forth, pushing the food against the disk's spinning edge.

**SLIVOVITZ:**

Fruity brandy, distilled from plums. Soft, pleasant, with mellow plum fragrance.

**SLOE GIN:**

Rich red liqueur with delicate bouquet and tangy fruity flavor resembling wild cherries. Generally made from a blend of sloe berries, from which it derives its primary flavor, and other fruit flavors.

**SOLID MATTRESS:**

A mattress stuffed with hair, cotton, or some other material.

**SOUR MASH:**

Term often used in connection with straight whiskey. Sour mash identifies a production process, distinguished from the "sweet mash" technique of distillation. The name has nothing to do with the taste of the whiskey--sour mash whiskeys are rich and mellow.

**SOUS CHEF:**

An assistant chef or cook.

**SPA:**

A mineral spring, or a locality or resort hotel near such a spring, to which people resorted for cures (from Spa, a watering place in eastern Belgium). Today, the word spa is used more loosely to refer to any fashionable resort locality or hotel.

**SPECIALTY MENU:**

A menu that differs from the typical breakfast, lunch, or dinner menu. Specialty menus are usually designed for holidays and other special events or for specific guest groups. Children's, beverage, dessert, and banquet menus are examples.

**SPECIALTY RESTAURANT:**

A theme restaurant that features certain types of food.

**SPIRIT:**

Any alcoholic beverage containing a significant amount of distilled ethanol; spirits are classified according to either their alcoholic source or their processing method.

**SPLIT:**

A wine bottle that contains about six ounces (187 ml), an amount suitable for serving one person.

**SPLIT SERVICE:**

A food service method in which servers deliver courses separately. Split service helps maintain food quality and safety because each course can be portioned and served when it is ready, eliminating short-term holding in the kitchen.

**SPUMANTE:**

The Italian word for sparkling wine.

**STAYOVER:**

A room status term indicating that the guest is not checking out and will remain at least one more night.

**STEAM BEER:**

A malt beverage brewed predominantly from malt with very little adjunct, originally made in San Francisco; it is top-fermented and receives a second fermentation which produces a creamy foam and high carbon dioxide content.

**STEAM COOKER:**

An appliance, such as a steam-jacketed kettle or compartment steamer, that cooks food by the direct or indirect application of steam, resulting in a minimum of moisture and nutrient loss. Also called steam-cooking equipment.

**STEAM TUNNEL:**

Laundry equipment that moves articles on hangers through a tunnel where the articles are steamed and dewrinkled as they are moved through.

**STEAM-JACKETED KETTLE:**

A steam cooker in which steam does not come into direct contact with food; instead, the steam is jacketed or trapped within the kettles' walls.

**STERILE FILTRATION:**

A process in which the fermentation of wine and beer is stopped and the product is passed through filters fine enough to remove yeasts, bacteria, and other microorganisms. No further fermentation can occur because all organisms that might cause it have been removed.

**STERILIZATION:**

A process that destroys virtually all microorganisms and their spores. Heating for sterilization usually takes place in a large container which is pressurized according to the food product, its ability to withstand heat, and packaging.

**STILL:**

An apparatus in which distillation takes place. There are two basic types of stills: (a) the old-fashioned pot still, which generally yields no more than 140 proof alcohol; and (b) the column or continuous still, which can be used almost continuously day and night and which can easily produce 190 proof alcohol in large volumes.

**STIR METHOD:**

A method of mixing cocktails that consists of stirring with a bar spoon for a proper mixture.

**STOUT:**

Similar to porter but more "stout"--that is, higher in alcohol content than porter; it is top-fermented and has a dark color, acquired from roasted unmalted barley. See Porter.

**STRAIGHT UP:**

Any drink served without ice. See also Neat.

**STRAIGHT WHISKEY:**

An alcoholic distillate of a fermented mash of grain, identified by characteristic taste, body, and aroma, and bottled exactly as it comes from the barrel in which it has matured, except for the addition of pure water to reduce the proof to bottle proof. By U.S. law, straight whiskey is aged a minimum of two years in new charred oak barrels. The distiller may call this product straight whiskey without a grain tag, or may use the grain tag (such as straight bourbon whiskey or straight rye whiskey) when 51% or more of the grain from which the whiskey is fermented consists of that grain. Straight corn whiskey, an exception, is made from a mash containing at least 80% corn.

**STUDIO:**

A guestroom having one or two couches that convert into beds.

**SUBBASE:**

In parking lot construction, a layer of sand, gravel, crushed stone, or other granular material that is sometimes placed between a prepared subgrade and the surface course.

**SUB-RECIPE:**

Recipes that are included as ingredients within a standard recipe record.

**SUBURBAN HOTEL:**

A hotel that is somewhat smaller than a downtown hotel (typically 250 to 500 rooms), is usually part of a chain, and has restaurants, bars, and other amenities found at downtown hotels.

**SUITE:**

- (1) A guestroom with a parlor area in addition to a sleeping room, and perhaps a kitchenette.
- (2) Several pieces of furniture of similar design, usually sold together to outfit a complete room.

**SUITE HOTEL:**

A hotel whose sleeping rooms have separate bedroom and living room or parlor areas, and perhaps kitchenettes.

## T index

### **TABLE D'HOTE:**

A full-course meal with limited choice at a fixed price.

### **TABLE D'HOTE MENU:**

A menu that offers a complete meal for one price. Sometimes two or more complete meals are offered on the menu, each with its own price. Meals on table d'hôte menus are set by the menu planner and guests are given few, if any, choices.

### **TABLE LECTERN:**

A raised reading desk that holds the speaker's papers and that rests on a table. Sometimes mistakenly called a table podium.

### **TABLE SERVICE:**

A type of service in which guests are seated at a table and waited on by food servers. Four basic styles of table service are American, English, French, and Russian.

### **TABLE SKIRT:**

A piece of linen that covers the sides of the table.

### **TABLE TOP DISPLAY:**

A portable display that can be placed on top of a table.

### **THIRD PARTY BOOKING ENGINE:**

An internet site that provides a booking engine where a traveler can search a large number of lodging facilities for availability and reserve a room. The lodging facilities are not affiliated with the site and pays a fee for the business that the third party site generates. Examples of third party sites include; hotels.com, priceline.com.

### **TEQUILA:**

A distinctive Mexican liquor distilled from the fermented juice of the blue variety of the agave plant; its fermentation and distillation process is complex and strictly controlled by the Mexican government.

### **THEME PARTY:**

An event at which food, entertainment, and decorations all relate to a central theme.

### **THEME RESTAURANT:**

A restaurant distinguished by its combination of decor, atmosphere, and menu, all of which relate to a particular theme.

### **TOKAJI ASZU:**

A famous sweet wine from Hungary. It is a blend of wines made from grapes infected by the noble rot.

### **TOUR:**

Any pre-arranged (but not necessarily prepaid) journey to one or more places and back to the point of origin.

### **TOUR BROKER:**

An individual licensed and bonded by the Interstate Commerce Commission to operate motorcoach tours in the United States and, in some cases, Canada, as permitted by the scope of his or her license. Also known as a motorcoach broker or tour operator.

### **TOUR OPERATOR:**

A business that puts together travel tours and sells them directly to individuals or through travel agencies.

**TOURISM DEVELOPMENT:**

The long-term process of preparing for the arrival of tourists; entails planning, building, and managing attractions, transportation, accommodation, services, and facilities that serve the tourist.

**TOURISM ENCLAVE:**

Self-contained resort complex that caters to all the needs of tourists who arrive as part of a tour or other type of package.

**TOURISM PLANNING:**

The process of preparing for tourism development; a tool for addressing the choices associated with tourism development.

**TOWER:**

A guestroom floor configuration in which rooms are grouped around a central vertical core.

**TRANSIENT HOTEL:**

Lodging operation that caters primarily to business people; transient hotels tend to be busiest Monday through Thursday.

**TRAVEL CLUB:**

A type of travel agency that charges an annual fee to its members and in return offers packaged vacations to members at reduced prices.

**TREMONT HOUSE:**

A 170-room Boston hotel that opened in 1829. It was the first hotel to have bellpersons, front desk agents, locks on guestroom doors, and free soap for guests. It is considered the first modern American hotel.

**TWIN:**

A guestroom with two twin beds.

**TWIN BED:**

A bed approximately 39 inches by 75 inches.

**TWIST:**

A strip of lemon peel twisted over a drink to flavor it with lemon oil (often followed by dropping the twisted peel into the drink).

## U index

**UNDERBAR:**

The primary working space for the bartender; it is that area of the bar that is in front of the bartender as he or she faces the guests and, as the name would indicate, mostly (but not entirely) below the level of the bar itself.

**UNDERSTAY:**

A guest who checks out before his or her stated departure date.

**UNINTERRUPTIBLE POWER SUPPLY:**

A device equipped with a battery pack that is placed on the computer's power line so that any fluctuation in the power coming to the computer will trigger the battery pack to compensate for any energy deficiencies and provide the computer with a continuously stable energy source.

**UPGRADE:**

To move to a better accommodation or class of service.

## V index

### **VACANT:**

A room status term indicating that the room has been cleaned and inspected, and is ready for the arriving guest.

### **VARIETAL WINE:**

A wine produced from a single variety of grape.

### **VEGETABLE:**

Any plant grown for an edible part other than the ovary, which is classified as fruit.

### **VEGETABLE FRUIT:**

A vegetable (such as the tomato) technically classified as a fruit because it contains the ovary of the plant.

### **VENTILATION:**

The process of supplying air to or removing air from an interior space.

### **VERTICAL CUTTER/MIXER:**

An appliance that chops, cuts, mixes, blends, stirs, grates, kneads, purees, and emulsifies food. Its blade is attached directly to the inside bottom of the mixing bowl.

### **VILLAGE STAY:**

An alternative form of tourism in which the tourist can experience life in a rural place--fishing village, farm, historic village, etc.--by staying in the home of a resident, in a dormitory, or in some other type of accommodation.

### **VIN MOUSSEUX:**

Literally, "foamy wine," the name used for sparkling wines made in France outside of the Champagne district.

### **VINTAGE YEAR:**

The year in which the grapes for a wine were grown.

### **VITIS LABRUSCA:**

A variety of grape vine, native to North America, that thrives in colder areas and is resistant to phylloxera.

### **VITREOUS CHINA:**

Common material from which toilets are made.

### **VODKA:**

A clear, colorless, flavorless spirit made by passing highly refined neutral spirits through charcoal, by redistillation, or by other government-approved processes.

### **VOICE MAIL:**

A system that is part of the telephone equipment which provides for hotel guests and staff to retrieve a messages left by a caller.

## W index

### **WALK-IN GUEST:**

A guest who arrives at a hotel without a reservation.

### **WALK-IN REFRIGERATOR/FREEZER:**

A large refrigerator or freezer used in high-volume kitchens for storage of perishable items.

**WALKING A GUEST:**

A situation in which a hotel is unable to honor a guest's reservation and helps the guest find accommodation elsewhere.

**WATERPARK HOTEL:**

A hotel that offers a large recreational water elements such large pools, multiple pools, slides or other water related venues.

**WEDGE:**

In food and beverage operations, a section of fruit, usually lime or lemon, used for garnish.

**WELL DRINK:**

A drink made from an inexpensive house brand of liquor, usually kept in a "well" below the bar where customers cannot see the labels.

**WHISKEY (Whisky):**

The generic term for a family of spirits made from grains. Scotch, Irish, American (bourbon), and Canadian whiskey are among the foremost examples. Each type of whiskey will have unique characteristics according to the grain used, fermentation process, distillation, and processing after distillation.

**WINE:**

The fermented juice of fruit, usually grapes.

**WINE STEWARD:**

See Sommelier.

## Y index

**YACHT CLUB:**

A private club located near a large body of water, whose main purpose is to provide facilities such as marinas to boat owners.

**YEAST:**

A type of living organism that converts starches or other sugars into glucose; in the process of metabolizing glucose, yeasts produce carbon dioxide and ethyl alcohol.

**YIELD MANAGEMENT:**

A process or strategy that hotel operators use to maximize their hotel room revenue by achieving the right balance between room rates and occupancy that generates the most revenue.

## Z index

**ZERO COUPON BOND:**

A bond that pays no interest and hence is sold at a discount from its face value.

**0 - CALL (Zero - Call):**

A telephone call placed with an operator's assistance. Examples may include calling- and credit-card calls, collect calls, and third-party calls.

**ZONE LIGHTING:**

Lighting designed to facilitate traffic from one space to another.