

Front Office

AAUI	-Automobile Association of Upper India
ADP	-Automatic Data Processing
AHLA	-American Hotels & Lodging Association
AHMA	-American Hotel & Motel Association
AIDA	-Attention, Interest, Desire & Action
All	-Air India International
AM	-Antemeridian
APC	-All Payments Cash
ASTA	-American Society of Travel Agents
BA	-British Airways
BASIC	-Beginners All Purpose Symbolic Instruction Code
BTA	-British Tourist Authority
CCTV	-Closed Circuit TV
CIP	-Commercially Important Person
COBOL	-Common Business Oriented Language
CP	-Continental Plan
CPS	-Characters Per Second
CRT	-Cathode Ray Tube
CRS	-Central Reservation System
DDP	-Distributed Data Processing
DGCA	-Director General of Civil Aviation
DNA	-Did Not Arrive
DNS	-Did Not Stay
DOT	-Department Of Tourism
DP	-Data Processing
DSS	-Decision Support System
ECO	-Express Check Out
EDP	-Electronic Data Processing
EP	-European Plan
EPABX	-Electronic Private Automatic Branch Exchange
FERA	-Foreign Exchange Regulation Act
FF&E	-Furniture, Fixture & Equipment
FFIT	-Foreign Free Independent Traveller
FHRAI	-Federation of Hotel & Restaurant Association of India
FIT	-Free Independent Traveler
GDS	-Global Distribution System
GIT	-Group Inclusive Tour
GOI	-Government Of India
GRA	-Guest Room Attendant
GRE	-Guest Relation Executive
H&RA	-Hotel & Restaurant Association
HAI	-Hotel Association of India
HOTEL	-Home Office Tourism Entertainment Lastday
HOTERMAI	-Hotel & Restaurant Equipment Manufacturers Association of India
HRAWI	-Hotel & Restaurant Association of Western India
HSMA	-Hotel Sales Management Association
IAAI	-International Airports Authority of India
IAC	-Indian Airlines Corporation
IATA	-International Air Transport Association / International Association of Tour Operation
IATO	-International Association of Tour Operation
ICAO	-International Civil Aviation Organization

IDD	-International Direct Dialing
IDP	-Integrated Data Processing
IH&RA	-International Hotel & Restaurant Association
IHA	-International Hotel Association
ILO	-International Labour Organization
IMF	-International Monetary Fund
IR	-Instant Reservation
ISD	-International Subscriber Dialing
IUOTO	-International Union of Official Travel Organization
IYHF	-International Youth Hostel Federation
JAL	-Japan Air Lines
JTP	-Joint Tourism Promotion
KLM	-Koninklijke Luchtvaart Maatschappij nv
(Royal Dutch Airlines)	
LPM	-Lines Per Minute
MAP	-Modified American Plan
MAS	-Malayasian Airlines System
MCO	-Miscellaneous Charge Order
MICE	-Meeting, Incentives, Convention/Conference & Exhibitions
MIS	-Manager of Information System
MIS	-Management Information System
MLS	-Minimum Length of Stay
MOCI	-Ministry Of Commerce & industries
MOD	-Manager On Duty
NAA	-National Airport Authorities
NCR	-National Cash Register
NTA	-Not To be Allotted
OOO	-Out Of Order
PABX	-Private Automatic Branch/Box Exchange
PATA	-Pacific Asia Travel Association
PAX	-Number of Persons
PBX	-Private Branch/Box Exchange
PIA	-Paid In Advance
PIA	-Pakistan International Airlines
PMBX	-Private Manual Branch/Box Exchange
POS	-Point Of Sales
PPPN	-Per Person Per Nigh
tPRPN	-Per Room Per Night
PSO	-Passengers Service Order
RNA	-Room Not Assigned
RNAC	-Royal Nepal Airlines Corporation
ROI	-Return On Investment
RSPV	-Respondez Sil Vons Plait
(Reply if you please)	
SAS	-Scandinavian Airlines System
SATC	-South Asia Travel Commission
SITS	-Special Interest Tours
SOP	-Standard Operating Procedures
SPATT	-Special Attention Guest
STB	-State Tourism Board
STD	-Standard Trunk Dialing
SWOT	-Strength Weakness Opportunities & Threats
TAAI	-Travel Agents Association of India
TIPS	-To Ensure Prompt Service


TQM	-Total Quality Management
TWA	-Trans World Airlines
UFTAA	-Universal Federation of Travel Agent Association
UNESCO Organization	-United Nations Educational, Scientific & Cultural
UNICEF	-United Nations International Childrens' Emergency Fund
USP	-Unique Sales Proposition
VDU	-Visual Display Unit
VIP	-Very Important Person
VPO	-Visitors Paid Out
VPP	-Value Payable Post
WATA	-World Association of Travel Agents
WATS	-Wide Area Telephone Services
WHO	-World Health Organization
WIFMC	-What Is In It For Me
WTO	-World Tourism Organization
WTTC	-World Travel & Tourism Council
YHAI	-Youth Hostel Association of India
YMCA	-Youth Men's Christian Association

Front Office Equipments:-

- 1) Room slots
- 2) Mail, message and key racks
- 3) Reservation racks
- 4) Information racks
- 5) Folio types
- 6) Account posting machine
- 7) Voucher racks
- 8) Cash register
- 9) Support devices
- 10) A/C in permits
- 11) Magnetic strip recorder
- 12) Time stamp devices
- 13) CC TV
- 14) Telephone

FORMATS

Departure - Errand Card		
 www.setupmyhotel.com		
Hotel Name	Guest Name	
Room No	Group / Company / TA	
Date		
<u>BAGGAGE DETAILS</u>		
Suitcase	Strolley	Travel Bag
Suitcase	Suitcase	Suitcase
Notes:-.....	Baggage Screening Done - YES / NO	
.....		
.....		
Bell Desk	Duty Manager	Cashier

Arrival - Errand Card		
 www.setupmyhotel.com		
Hotel Name	Guest Name	
Room No	Group / Company / TA	
Date		
<u>BAGGAGE DETAILS</u>		
Suitcase	Strolley	Travel Bag
Suitcase	Suitcase	Suitcase
Notes:-.....	Baggage Screening Done - YES / NO	
.....		
.....		
Bell Desk	Duty Manager	Cashier

Paid Out



Guest Name

Voucher No. :

Room No. :

Date :

Amount:

Amount In Words :

Remarks :

Guest Signature: _____

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..... Cashier

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Authorized By

