

Hospitality (Hotels, Tourism, Events) (20 Acronyms)

Acronym	Meaning	Typical use / example
ADR	Average Daily Rate	Tracking the average room rate per occupied room.
RevPAR	Revenue Per Available Room	Measuring revenue per available room, not just occupied ones.
GOPPAR	Gross Operating Profit Per Available Room	Evaluating profitability per available room.
BOH	Back of House	Referring to non-guest areas like kitchen or offices.
FOH	Front of House	Referring to guest-facing areas like lobby or restaurant.
F&B	Food & Beverage	Talking about restaurant, bar and catering operations.
OTA	Online Travel Agency	Referring to platforms like Booking.com or Expedia.
PMS	Property Management System	The hotel system for reservations, check-in and billing.
MICE	Meetings, Incentives, Conferences, Exhibitions	Talking about corporate events and group business.
FIT	Free Independent Traveller	Describing individual travellers not in a group or package.
LOS	Length of Stay	Measuring the average number of nights guests stay.
CMP	Complete Meeting Package	All-inclusive pricing for corporate meetings.
HB	Half Board	Room rate including breakfast and one main meal.
AI	All Inclusive	Stay including room, meals and drinks.
DND	Do Not Disturb	Guest status when they don't want staff to enter the room.
ETA	Estimated Time of Arrival	Planned arrival time of a guest or group.
ETD	Estimated Time of Departure	Planned departure time of a guest or group.
NS	No Show	Guest who does not arrive for a confirmed reservation.
PAX	Passengers / Guests	Counting people in groups, tours or events.
POS	Point of Sale	Payment systems used in bars, restaurants or outlets.