

Hospitality (20 Acronyms)

Acronym	Meaning	Typical use / example
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ADR	Average Daily Rate	Tracking average room rate per occupied room (e.g. "Our ADR increased after the renovation.").
RevPAR	Revenue Per Available Room	Measuring revenue per available room (e.g. "RevPAR is the key metric for our hotel performance.").
GOPPAR	Gross Operating Profit Per Available Room	Evaluating profitability per available room (e.g. "GOPPAR improved despite lower occupancy.").
BOH	Back of House	Non-guest areas like kitchen or offices (e.g. "BOH needs better storage organisation.").
FOH	Front of House	Guest-facing areas like lobby or restaurant (e.g. "FOH staff need extra training this season.").
F&B	Food & Beverage	Restaurant, bar and catering operations (e.g. "F&B revenue grew 10% this quarter.").
OTA	Online Travel Agency	Platforms like Booking.com or Expedia (e.g. "Most of our bookings come through OTAs.").
PMS	Property Management System	Core hotel system for reservations and billing (e.g. "We're migrating to a new PMS next month.").
MICE	Meetings, Incentives, Conferences, Exhibitions	Corporate events segment (e.g. "MICE business is recovering strongly.").
FIT	Free Independent Traveller	Individual, non-group travellers (e.g. "Weekdays are mostly FIT, weekends are groups.").
LOS	Length of Stay	Average number of nights guests stay (e.g. "Our LOS dropped from 3.2 to 2.8 nights.").
CMP	Complete Meeting Package	All-inclusive pricing for corporate meetings (e.g. "We offer a CMP for groups over 20 people.").
HB	Half Board	Rate including breakfast and one main meal (e.g. "Most families book HB in high season.").
AI	All Inclusive	Room, meals and drinks included (e.g. "AI packages are popular with long-stay guests.").
DND	Do Not Disturb	Guest status to avoid interruptions (e.g. "The room was on DND all morning.").
ETA	Estimated Time of Arrival	Expected arrival time of guest or group (e.g. "The group's ETA is 6:30 pm.").
ETD	Estimated Time of Departure	Expected departure time (e.g. "Their ETD is early, around 5 am.").
NS	No Show	Guest who doesn't arrive for a confirmed booking (e.g. "We had three NS last night.").
PAX	Passengers / Guests	Counting people in groups or events (e.g. "The banquet is for 120 PAX.").
POS	Point of Sale	Payment systems in bars or outlets (e.g. "We're updating the POS in the rooftop bar.").
Talking about training models on historical data.	AI	Teams
In data warehouse and analytics pipeline discussions.	IT	Devs
Explaining how to speed up global content delivery.	Hosting/servers/Locations	Applications
Referring to teams and practices that combine dev and ops.	IT	Process