



Conference Tips - Industry Terms

I found these Industry terminology definitions along with hundreds of others at the American based Convention Industry Council web site www.conventionindustry.org I have chosen just a few to test your knowledge...

Adjoining Rooms Rooms with common walls, which do not have connecting doors.

A440 Designated international pitch to which pianos are tuned.

Andragogy The art and science of helping adults learn as opposed to pedagogy, which is the science of helping children learn

Amenity Complimentary items in sleeping rooms such as writing supplies, bathrobes, fruit baskets, shower caps, shampoo and shoe shine mitt provided by facility for guests.

Attrition The difference between the actual number of sleeping rooms picked-up (or food-and-beverage covers or revenue projections) and the number or formulas agreed to in the terms of the facility's contract. Usually there is an allowable shortfall before penalties are applied.

Attrition Clause Contract wording that outlines potential penalties or fees that a party may be required to pay in the event that it does not fulfil minimum commitments in the contract.

Back of the House A term used in hotels to refer to areas for staff only, as opposed to the front of the house.

Banquet Event Order - BEO A form most often used by hotels to provide details to personnel concerned with a specific food and beverage function or event room set-up.

Blocked Space Sleeping rooms, exhibit, event, or other function space reserved for future use by an individual or organisation.

Bluetooth The process for the wireless convergence of cell phones, computers, personal digital assistants (PDA), etc.

Cash Bar Private room bar set up where guests pay for drinks individually.

Complimentary Room A sleeping room or function room provided to an individual or organisation at no cost.

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

EFX Special Effects.

F&B Food and Beverage

Fork Food Food at a reception that requires only a fork and not a knife

Group Booking Reservation for a block of sleeping rooms specifically for a group.

Group Rate Confirmed rate extended to attendees booking their sleeping room accommodations as part of a group room block.