

MEETING PLANNER LINGO

Convention Services Manager (CSM)

Hotel or convention center manager who is responsible for all details of your event. They are assigned to your group after the contract is signed.

Room Block

Total number of sleeping rooms reserved for your group in the contract.

Date	Day	Standard	Total Rooms
3/10/2006	Fri	70	70
3/11/2006	Sat	70	70
3/12/2006	Sun	70	70
3/13/2006	Mon	55	55
TOTAL ROOM NIGHTS			265

Executive Room Block

A sub-block of sleeping rooms held out of your total room block by the meeting planner to be used for speakers, officers, VIPs, etc. A written list of how many rooms per night should be given to your CSM before housing opens to the attendees. Before the cut-off date, a specific rooming list is then submitted to the CSM. Rooms on this list may or may not be charged to the group's master account (see the sample Executive Block final rooming list).

Pick-Up

Number of sleeping rooms actually used out of your room block.

Attrition Clause

A paragraph in the contract listing the percentage of the total reserved sleeping rooms that your group must pick up to avoid paying a penalty. Eighty to 85% is reasonable.

Cut-Off Date

Day designated in the contract when the hotel will release any unreserved sleeping rooms in your block to the general public.

Types of Sleeping Rooms

Terms denote how many people and how many beds in the room, not the size of the beds. If the size of the bed(s) is important, ask your sales person before signing the contract.

Single room = 1 person/1 bed

Double room = 2 persons/1 bed

Twin double room = 2 persons/2 beds

Triple room = 3 persons/2 beds

Double Double room = 2-4 persons/2 beds

Quad room = 4 persons/2 or more beds

Suites vary from hotel to hotel. Some are one bedroom with a living/dining area, some have separate parlors which can be connected to the bedroom. Ask your sales rep for exact details and floor plans.

Flat Room Rate

One rate for the whole room block. Does not include suites. The rates shown below do not show a flat rate which would be \$149 for a King or Double/Double room with 1 – 4 occupants.

Type	Single Rate*	Double Rate*	Triple Rate*	Quad Rate*
King	\$149	\$149	\$159	\$169
Dbl/Dbi	\$169	\$169	\$179	\$189
Studio Suite	\$250	\$250	\$260	\$270
Parlor Suite	\$500	\$500	\$510	\$520

*All room rates are quoted exclusive of applicable state and local taxes, currently 14.5%.

Complimentary Room Nights

“Comp rooms”, “comp room nights”, or “earned comps” are those sleeping room(s) which a hotel provides without charge based on the number of rooms picked up and occupied by a group.

The typical ratio is 1/50: 1 free night for each 50 occupied and paid for on a cumulative basis. Complimentary rooms must be used during your meeting dates. It is up to you to tell the hotel which rooms to apply the earned comps to. A room can be partially or fully comped.

Direct Bill or Credit Card Authorization

The facility can agree to direct bill (send you an invoice) after the meeting if credit is established with them beforehand. Your CSM will supply you with the Direct Bill Application if your expected expenses meet their required minimum. Otherwise, you will be asked to complete a credit card authorization and that card will be charged after the meeting.

Incidentals

Expenses other than room and tax, usually billed to a guest’s account. Examples: room service, phone calls, movies, laundry.

Master Account

An account set up with the hotel/convention center by the meeting planner prior to the event. Charges that you authorize are recorded here and an invoice is sent to the planner or the credit card is charged after the meeting. Typical charges include meeting room rental, AV charges, banquet food and beverages, sleeping room rate and tax for VIPs/speakers/officers.

Plus-Plus (+ +)

Addition of gratuities/service charge and taxes to a price when not included. Designated by + +. Gratuities/service charges and tax percentages vary from hotel to hotel. Food, audio visuals and meeting room rental are affected. Example: 1 soda @ \$2.50++ translates to \$2.50 + 21% service charge + 7.25% tax = \$3.22 per can.