

Glossary of terms

B&B	Bed and Breakfast
BAR	Best Available Rate
CIS	Certified Incentive Specialist
CMP	Certified Meeting Professional
CPA	Consumer Protection Act
CPD	Continuing Professional Development
CRM	Customer Relationship Manager
CRS	Central Reservation System
DBB	Dinner, Bed and Breakfast
DMC	Destination Management Company
DOW	Day of the Week
E&OE	Errors and Omissions Excepted
F&B	Food and Beverage
Fam Trip	Familiarisation Trip
FIT	Fully Inclusive Tour
GDS	Global Distribution System
HCP	Health Care Professional
ICCA	International Congress and Convention Association
IP	Intellectual Property
IP Address	Internet Protocol Address
JMP	Joint Marketing Plan
JV	Joint Venture
KAM	Key Account Manager
LOS	Length of Stay
M.I.C.E	Meetings, Incentive, Conferences and Exhibitions
MPI	Meetings Professional Institute
NDA	Non Disclosure Agreements
OTA	Online Travel Agent
PAX	Passengers
PCO	Professional Conference Organiser
Plenary	Main part of a conference
PNR	Passenger Name Record
POPI	Protection of Personal Information
PPPP	Product, Price, Place, Promotion
RevPAR	Revenue per available room
RFP	Request for Proposal
RFQ	Request for Quote
ROE	Rate of Exchange
ROI	Return on Investment
ROO	Return on Objectives
RSVP	Reply to invitation
S.I.T.E	Society of Incentive Travel Excellence
SLA	Service Level Agreement
SMM	Strategic Meeting Management
SOP	Standard Operating Procedure
STO	Standard Tour Operator
T's & C's	Terms and Conditions
TMC	Travel Management Company

YOY

Year on Year