

B	O	N	U	S
Single Room	"Let me circle back"	"Can you send me the STAR report?"	Crew Business	Rate Loading
Lead	Check Out	Service Charge	Pickup	"What's the ROI?"
RGI Growth	SMERF	FREE	Sports Team	Attrition
Pace Report	Government Per Diem	Check In	Hilton Honors	RevPAR
IHG One Rewards	Prospecting	Room Number	KPI	Extended Stay

B	O	N	U	S
SMERF	Government Per Diem	Double Room	Meeting Space	Hilton Honors
Definite	Bonvoy	Budget	Occupancy	Lead
LNR	Account Production	FREE	Brand.com	Referral
Forecast	Attrition	Group Block	Service Charge	"What's the ROI?"
Sports Team	STAR Report	Pace Report	Rate Loading	Market Share

B	O	N	U	S
Account Production	Group Block	Occupancy	STAR Report	Hilton Honors
Lead	Cold Call	Cvent	Project Business	Suite
Reservation	RGI Growth	FREE	Pickup	Revenue Management
Attrition	Catering Menu	Check Out	RFP	Meeting Space
Negotiated Rate	"Let me circle back"	Forecast	"Can you send me the STAR report?"	LNR