

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
"Under the auspices of"	With guiding sponsorship by.
"Under the patronage of"	Use of an eminent name by way of endorsement.
à la carte	Menu with price for each item offered as opposed to a fixed price (pris fixe) for an entire meal.
A/V contractor	Supplier of audio visual equipment : projectors, screens, sound systems, video, staging and other technical equipment, as well as technical staff
AACVB	Asian Association of Convention & Visitors Bureaus.
abstract	A statement summarizing the important points of a text. A summary of the conclusions of a conference or meeting, generally between 200-500 words. See also call for papers.
accessibility	availability or approachability for all persons
accommodation	a) bedrooms occupied by attendants, b) travel space as in a train, c) facilities in a conference hall
accompanying person	any individual who accompanies a participant, not necessarily involved with the meeting sessions; same as Significant Other, Spouse.
Ad-hoc Committee	Committee formed to deal with a specific issue and dissolved upon delivering its final report.
adjoining rooms	Rooms with common side walls but no connecting doors. See also: Connecting rooms.
adjourn	1. to suspend (a meeting) for a time: "Meeting adjourned..." 2. to retire to another room
administration	Organization and management
administrator	Person who handles the day-to-day administration of an event.
advance registration	Booking before an event takes place; same as pre-registration.
advertising specialties	Promotional items with a message or logo ranging from very inexpensive to very expensive items.
agenda	Subjects to be discussed at a meeting; sometimes includes a time schedule.
AH&MA	American Hotel and Motel Association
AIIC	Association Internationale des Interpretes de Congres
AIPC	Association Internationale des Palais de Congres
air-walls	Moveable barriers that divide large areas into smaller areas. Often sound resistant - up to 45 decibels (db) - but not sound-proof.
aisle	Space between set of tables, chairs or booths/stands to allow passage of attendees; same as gangway.
amenities	complimentary items in sleeping rooms
American breakfast	Consists of fruits and/or juices, cereals, eggs, meat, bakery goods and hot and cold beverages.
American Plan (AP)	A hotel rate that includes a bed and three meals. Same as: Full American Plan (FAP)/Full Board. See inclusive rate.
announcement	first announcement: invitation to a convention; second announcement: reminder sent to possible participants of a convention.
Apex fare	(Advance Purchase Excursion Fare) A discounted ticket for international travel, must be purchased a predetermined number of days prior to departure with varying penalties for cancellations or changes.
ASAE	American Association of Association Executives
assembly	A general or formal meeting of an organization attended by representatives of its members for the purpose of deciding legislative direction, policy matters, the election of internal committees and approval of balance sheets, budgets etc. Consequently, an assembly usually observes certain rules of procedure for its meetings, mostly prescribed in its Articles and By-Laws.
association	Abbr. assn. assoc. An organized body of people who have an interest, an activity, or a purpose in common; a society.
association meeting	usually includes several types of meeting initiated by and for members of the association. Attendees must pay, and fees may vary depending on activities selected by the attendee.
attendee	any registered individual at the meeting
audio visual (A/V)	Using both sight and sound, e.g. combining radio and television techniques.
audit	n. examination, especially of business accounts, expenses of a meeting; report on such examination; v.t. to conduct such examination.
auditorium set-up	Chairs set in rows facing the stage, head table or speaker. Variations can include semi-circular or V-shape (herringbone). Same as theater set-up.
author's guidelines	Kit of instructions regarding the required format to be used for the written presentation of a speech; same as: presentation of paper.

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back projection	images projected on the back surface of a screen which is placed between the viewer and the projector; see: rear screen projection
back wall booth/stand	Exhibit space located on an outside wall; same as: "Perimeter booth/stand".
back-up facility	substitute meeting space available if needed
badge	printed identification worn by a meeting participant, often also called name tag
bank draft	written authorization for the transfer of money through a bank to a particular account
banner	suspended panel for decor or graphics, may be cloth or rigid material.
banquet	normally a formally seated dinner in the evening; usually with speeches in the presence of or given by a VIP or dignitary of the host city/country
banquet captain	person in charge of banquet service at food functions; for smaller functions also serves as
banquet round	round table used for meal service, depending on the diameter , can comfortably seat 8, 10 or 12 guests.
barrier-free	absence of obstacles which could prevent a person with disability from moving about with ease
bed and breakfast	rate that includes breakfast in addition to room; same as Continental Plan (CP). In the UK small
bell captain	a hotel employee who supervises the work of staff whose primary responsibility is to carry luggage, run errands, etc. at a hotel or club. Not to be confused with Concierge.
bid document	The proposal submitted by a destination or a property inviting a group to meet in their venue.
bid manual	Instruction/outline of an association according to which format and contents an offer of a PCO,
black tie	Required dress: dinner jacket, bow tie and cummerbund for the men and formal evening dress
black tie optional	indicates that formal dress is preferred but not required.
blackboard	Hard, smooth, usually dark surface used for drawing or writing with chalk; same as chalkboard. See also: Marker board.
blocked space	Sleeping rooms, exhibit, meeting or other function space reserved for future use by an organization intending to hold a meeting.
blow-up	Enlargement of floor-plans, photographs or similar material used during meeting.
board meeting	A meeting of the governing body of an organization.
board room set up	Tables set in rectangular or oval shape with chairs on both sides and ends; same as
bonded warehouse	A warehouse authorized by customs authorities for storage of goods on which payment of duties is deferred until the goods are removed.
book of abstracts	Collection of abstracts being presented during a meeting which are made available to meeting participants for use in selecting which sessions to attend.
booth	Usually a temporary construction with a small internal space where products are shown; specially built, assembled and equipped for shows, exhibitions, fairs; same as: stand.
booth/stand contractor	Company which constructs or assembles exhibit booths/stands under contract with the organizing committee
box lunch	light lunch in a (cardboard-) box
break	short interval between sessions at which time coffee, tea, and often other refreshments are served; same as: coffee break.
break-even	the point at which revenues match expenditures (i.e. no financial loss is incurred)
break-out session	small group sessions within a meeting, organized to discuss specific subjects; usually runs concurrently with one or more other sessions; same as: Concurrent session.
brochure	Folder describing and promoting the advantages of a particular meeting, event, destination or venue.
budget	estimated total expenditure ; divided into subject categories and arranged by principal heads of expenditure.
budget chart	Estimated total of revenue and expenditure; divided into subject categories projecting cash needed to meet expenses over a specific time frame; same as "cash-flow chart"
buffet	Assortment of foods offered on a table or tables for self service.
bulk mailing	large quantity of mail sent at one time at a special rate
business attire	Business suits or jackets with shirts and ties for men and day dresses or suits for women,
buzz session	Method to increase audience participation by dividing all participants in discussion groups each of which reports the group's findings and opinions during the following plenary session.

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by the bottle	Liquor served and charged for by the full bottle. Organizers owns any bottle on which the seal
by the drink	Liquor served and charged for by the number of drinks actually served.
by the person	A fixed price covers all consumption within a given time frame; sometimes/usually includes snacks and/or hors d'oeuvres.
by the piece	Food purchased by the piece, usually at a reception. Priced may be quoted individually, by the dozen, or for 50 or 100 pieces.
C.E.O.	Chief Executive Officer = The principal officer responsible for overall administration of an organization.
C.F.O.	Chief Financial Officer = Executive responsible for financial affairs of an organization.
C.O.O.	Chief Operating Officer = Executive responsible for the day-to-day operations of an organization
cabaret table	small round table (38 to 75 cms in diameter); same as "cocktail table".
call brand(s)	Brand of liquor selected by customer according to personal preference; see also house brand(s)
call for papers	Document containing detailed instructions for submission of papers for assessment and selection by a review committee; often also referred to as: "Abstract forms"; see also abstract
cancellation clause	1) Provision in a contract stating the terms on which the contract may be cancelled, including penalties for failure to comply with the terms of the agreement; 2) Entertainment: Provision with artist's contract which allows artist to cancel a with a specified period of time prior to play time.
capacity	Maximum number of people allowed in a function room, established by the fire code or restricted by the type of set up used.
Carousel [®] projector	Eastman Kodak company brand name for 35 mm slide projector, utilizing circular trays for holding the slides.
carrier	Transportation line moving passengers or freight (van line, common carrier, rail car or airplane)
cash bar	Bar setup where guests pay for drinks individually
cash flow chart	Same as: Budget chart or phased budget
casual attire	Sport shirt (possibly with jacket) for men; resort wear for women.
Catering (sales) Manager	Hotel (or catering company) staff person responsible for selling group and local food and beverage functions
ceiling height	Maximum height of ceiling of an exhibition hall or meeting room. Dimensions quoted by halls and hotels often do not take into account any light fixtures (chandeliers) hanging from the ceiling.
certificate of insurance	Serves as evidence of the financial capacity of an indemnitor (supplier) who has executed an agreement in favor of an organization.
chain of command	established line of authority
Chair (person)	A person selected to preside over a session or entire conference
chalk board	Same as blackboard; see also "marker board".
chart of accounts	specified account numbers to which assets, liabilities, revenues and expenditures may be assigned
check-in	Procedure for guest or registrant arrival and registration.
check-in time	Preferred time for guest to arrive at a hotel; all guest rooms should be ready at such time.
check-out	Procedure for guest departure including settlement of account.
check-out time	Time at which guests departing on that date should have completed their check-out.
classroom seating	Tables set in rows, one behind the other, with chairs facing the stage; same as schoolroom setup.
client	a customer; may refer to the person/organization hiring the meeting professional or the services of the travel agency involved in the preparation of the meeting
clinic	workshop type educational experience, in which participants learn by doing
closing ceremony	Final activities at a meeting which occur during the closing session.
closing session	The closing session of a congress or convention in which the subjects which have been
cluster	A group of the same or similar elements gathered or occurring closely together; a bunch; in business a group of companies or enterprises interacting in a similar product- or service line.

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CMM	Conference & Meetings Manager = a European version of CMP offered through MPI by application and examination.
CMP	1) Certified Meeting Professional: Accredited designation offered by the US. Convention Liaison Council. This designation certifies competency in 25 areas of meeting management through application and examination. 2) Complete Meeting Package: An all-inclusive plan offered by conference centers; includes lodging, all meals and support services.
cocktail table	same as cabaret table
coffee break	same as break
colloquium	n. 1. An informal meeting for the exchange of views. 2. An academic seminar on a broad field of study, usually led by a different lecturer at each meeting.
commercial rate	Special room rate, lower than rack rate, for organizations that have made prior arrangements with the facility. These are guaranteed rates, not to be confused with the lowest available rates; same as "Corporate Rate"; see also "Rack Rate".
commitment	An agreement between a buyer and the facility to reserve function space and guest rooms; same as "contract" or "letter of agreement".
Committee	A group of people appointed for a specific purpose.
Committee of Honor	Committee of individuals eminent in the related field whose names are lent to an event by way of endorsement.
communication center	an area in the meeting venue for telephone, fax, telex, teleconferencing or other communication facilities
commuter airline	Airline connecting small communities with larger airports.
comp	complimentary; offered at no charge, resp. no cost.
comp room(s)	Complimentary room(s) which a facility provides without charge, usually determined by the number of rooms picked up and occupied by a group on a per day or cumulative basis.
Concierge	Facility staff which provides special services such as tickets to local events, transportation, tour arrangements, restaurant reservations et al. See also: Bell Captain.
Concierge floor	Private floor of hotel offering special amenities, complimentary lounge, secretarial services (usually at a charge) etc. Such floor is accessible only by using the electronic key card already in the elevator, as the elevator stops only for guests registered on such floor.
concurrent session	Same as: "Break-out session".
conference	formal meeting for consultation, discussion and interchange of views and experience, usually comprised of general sessions and smaller group meetings to plan, fact find and solve problems. A conference is normally smaller in scale than a congress. Although not generally limited in time, conferences are usually of short duration with specific objectives.
conference handbook	A manual which provides information about a conference. Contents would include descriptions of programs, information on participants, agendas, schedules of events and logistical information.
conference lead	a. An indication of potential opportunity; a tip: a good lead for offering the venue; b. Information pointing toward a possible solution; a clue;
Conference Officer/Organizer	Title generally conferred upon the chief administrator of the entire event.
conference pack/kit	Generally a comprehensive collection of conference documentation within a binder or envelope; also called "Information Kit"; same as "Registration Packet".
conference papers	Abstracts of lectures to be presented during a conference compiled in a book of abstracts; see also "Abstract", "Call for Papers".
conference report	An official summary of conference events.
conference résumé	a detailed summary of overall meeting requirements prepared by organizers, for the facilities and/or suppliers
conference style setup	Same as Board Room Setup.
configuration	Arrangements of seats/berths/cabins within an aircraft, rail car, motor coach or ship.
confirmation	Written acknowledgement of a reservation agreement.
congress	the regular coming together on the representational basis of several hundreds or even thousands of individuals belonging to a single profession, cultural, religious or other interest group. Most international or world congresses are usually of the type which last several days, can be held at intervals of two or more years, and have simultaneous sessions, while National Congresses are more frequently held annually.
Congress Travel Agent	Travel agent specializing in handling incoming or outgoing meeting participants and all their future travel arrangements including pre- and post-tours.

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connecting rooms	Two or more rooms with private connecting doors permitting access between rooms. See also "Adjoining rooms".
consecutive interpretation	Oral translation of several phrases or entire speeches from one language to another. Speaker pauses between phrases to allow for interpretation; see also "Interpretation in relay".
consumer show	Exhibition open to the public usually requiring an entrance fee. Same as: "Gate Show", "Public Show"
Continental Breakfast	Light morning meal consisting of juice, pastries and hot breakfast beverage, sometimes also boiled egg(s).
Continental Plan (CP)	Rate that includes breakfast in addition to room; same as "bed and breakfast".
contingency plan	alternative arrangements to be used in the event of change from original plans
Continuing Education Credits (CEC's)	Requirement of many professional groups by which members must certify participation in formal educational programs designed to maintain their level of ability beyond the original certification date.
contributed paper	Written transcript provided after acceptance of the submitted abstract and usually the basis for a speech or presentation. Same as: "Paper Contribution".
convener	Member of committee in charge of convening participants.
convention	large, national or international meetings of business circles, whether for discussions or commercial exhibitions or both. May also refer to a general and formal meeting of a legislative body, social or economic group in order to provide information on a particular situation and in
Convention and Visitors Bureau	A not for profit umbrella organization that represents a city or geographic area in the solicitation and servicing of all types of travelers to that city or area, whether they visit for business,
Convention Liaison Council	Has the following members: ATA, AH&MA, ASEA, ACED-I, ACOM, CESSE, EDPA, ESCA, HCEA, HSMAI, ICPA, IAAM, IACC, IACVB, IAEM, IEA, MPI, NACE, NCBMP, PCMA, RCMA,
Convention Service Manager	Hotel staff person to assist the organization with all aspects of its meeting arrangements with that facility; sometimes referred to as Meetings Manager or MICE Manager.
Coordinating Committee	Committee in charge of coordinating the organization of the event.
Cordless microphone	Portable microphone operating on its own power source to allow speaker freedom of movement; same as: "Wireless microphone".
corporate meeting	Gathering of employees of a commercial organization. Usually attendance is required and travel, room and most meal expenses are paid for by the organization.
corporate rate	Same as: "Commercial rate"; see also "Rack rate".
corporate travel	The market segment comprised of groups or individuals that work for a given company or organization and are traveling for business reasons at the company's or organization's expense.
Cost charge per square meter/Foot	Basic charge for a particular unit of measurement.
cover	Table setting at a food function for one person. Also statistical unit used by hotels and caterers - a cover is usually any meal, for which minimum a fork is required; i.e. coffee and cake is a cover, a five course meal is also a cover; while canapé's served at a cocktail party are NOT counted as a cover.
crisis management	immediate action to control or direct any situations which become problematic and which could have a major impact on the meeting.
critical path	a listing of significant achievements, by date, necessary to complete a defined plan.
cross fading	Changes from one scene or image to another in which visual images are blended together; one image fades out as another fades in; same as: "Dissolve Unit"
crowd control	direction provided to attendees to ensure smooth traffic flow.
cue	A speakers prompt.
culture	the sum total of the attainments and learned behavior patterns of any specific period, race, or people.
customs broker	person or company which provides customs clearing services to shippers of goods to and from a country.
cut-off date	Designated day when the facility will release a block of sleeping rooms, initially reserved for a meeting, however not confirmed by deposit or list of names etc., to the general public

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daily newsletter	Daily information sheet for participants during an event.
dais	A permanent or portable raised platform used by speakers and conductors for their lecterns, or for seats of honor; See also: "Lectern", "Podium" and "Rostrum".
date draft	A draft which matures a specified number of days after the date it is issued , without regard to the date of acceptance.
day-spread	bedcover in deluxe hotels which is removed by the maid during the so-called night or evening service, when the bed is prepared for sleeping
debate	A discussion which takes place within a meeting , a public or private sitting or in one of the many types of assembly or meeting.
definite booking	Space reservations confirmed and contracted in writing.
delegate	voting representative at a meeting. Frequently referred to as a registered participant.
delegate card	Admission card confirming a booking and registration.
delegate profile	a description of the typical delegate which includes such details as age, sex, hometown, companions etc.
Demi-pension	A rate inclusive of breakfast and dinner, in addition to room. In the US and Canada Modified American Plan (MAP); same as "Half Board" or "MAP".
denied boarding compensation	Money, free tickets or other compensation to passengers who are refused boarding privileges, even though they have confirmed reservations.
departure tax	Fee collected from traveler by host country at time of departure.
deposit	An advanced partial payment to secure a product or service.
destination	area, country, city chosen as a meeting site
Destination Management Company (DMC)	Company or professional individualist engaged in organizing meetings of all types and their related activities; same as Professional Congress Organizer (PCO).
digest	n. A collection of previously published material, such as articles, essays, or reports, pertaining to a meeting or conference, usually in edited or condensed form.
dine around	Use of a number of restaurants in a destination with reservations and billing arrangements for one particular client.
direct billing	Accounts receivable mailed to individuals or firms with established credit.
Director of Sales (D.O.S.)	Individual at a meeting facility responsible for overall direction of sales staff and all marketing and sales activities.
discussion form	Paper containing an application to put a question during a conference session to a particular speaker and on a specific subject; usually to be submitted in advance of the session.
discussion group	A group of participants in a separate debate within some types of meetings. Similar to a working group but with no expectation of reports or papers.
discussion leader	Person who presides over a discussion; same as "Moderator".
dismantle	The take-down and removal of exhibits.
dismantling deadline	The day and time by which booths have to be dismantled and removed from an exhibition area.
display material	The material exhibited by the various exhibitors; such material is usually insured or has its value stated in writing for insurance purposes and customs purposes.
dissolve unit	Same as: "Cross fading". Changes from one scene or image to another in which visual images are blended together; one image fades out as another fades in.
divider	Walls or light moveable panels used for dividing areas or concealing some areas; same as: "Moveable wall", "Partition".
DMC	Destination Management Company, a travel agency concentrating, resp. handling exclusively incoming tourists, especially M.I.C.E. Same as: Professional Congress Organizer", see also: "Ground Operator".
domestic beer, wine	Beer or wine produced in the country where it is served.
donation	Sum of money or items of value received as gifts.
double bed	Bed measuring minimum 133 x 186 cm (53 x 75 inches)
double booking	Reserving space for two groups for the same dates, when only one group can be accommodated.
double room	Room suitable for occupancy by two persons. The room may have a king, queen or double bed, or two single beds.
double room for single occupancy	A twin or double room occupied by one person, often at a lower rate than if occupied by two people.

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double-double room	Room with two double beds, suitable for two to four persons.
downgrade	To move to a lesser accommodation or class of service. See also: "upgrade".
drayage	Transfer of exhibits from points of arrival to exhibit site, may also include storage.
dry snack	Snacks such as pretzels, potato or corn chips, popcorn or nuts served at a reception or cocktail party. Chips are sometimes accompanied by dips.
early arrival	1) Guest arrives before confirmed reservation date or time; 2) for groups arrival prior to the main arrival date; 3) arrival in the early hours of the morning.
early bird registration fee	discounted registration fee, applied for early registration; opposite of late registration fee
easel	Three or four legged stand with a rack used to hold a blackboard, corkboard magnetic board, sign, chart, flip chart etc.
educational credit	acknowledgement of participation in continuing education as recognized by an accredited authority.
educational program	The combined educational sessions of a meeting event.
educational visit	Educational tour of a work place or manufacturing plant of interest to a conference; same as: "Study Mission".
EFCT	European Federation of Conference Towns
efficiency unit	Guest-room with kitchen facilities.
egress	exit process (i.e. move-out); opposite of ingress.
E-key	Emergency key - a key used in hotels to open locked doors, or to prevent anyone without a special key from entering a room which was locked with the E.Key.
electric pointer	Electric (battery operated) device which a speaker can use to cast an illuminated spot on the wall, blackboard, screen etc. to draw attention to a specific feature.
emergency policy and procedure (EP&P)	a written procedure to be followed in the event of unforeseen circumstances
endorsement	To get approval or agreement to a certain subject matter or event.
engineering	Relating to groups whose members are professional engineers or administrators and suppliers to the engineering industry. In a hotel the engineering department handles all problems and deficiencies resulting from technical failure.
English Breakfast	Juice(s) hot cereal, egg, meat (often also fish), pastries with jellies and preserves and hot beverages.
entertainment	music, theme events, and/or performers; activities performed for the entertainment of participants.
entree	Generally interpreted as appetizer. In some areas (especially the USA and Canada) this term may be used for the main course.
environmental audit	an inspection completed to assess practices which impact on the environment.
erection	Assembling exhibits and displays on-site.
E-shape set up	Tables set up in the shape of an "E" with chairs on the outside of the closed end and on both sides of each leg.
Eurodollars	US. Dollars placed on deposit in banks outside the USA.
European Plan (EP)	Room rate with no meals included
evaluation	critiquing and rating the overall results of a meeting.
event	(a) portion(s) of a meeting (i.e. food & beverage function, festival, competition et al)
Excess baggage	Baggage which exceeds the free allowance set by the airline.
exclusive contractor	Contractor appointed by show or building management as the sole agent for supplying services.
Executive Committee	Committee to decide policy and strategy for the organization of an event; same as: "management Committee"; see also: "Local Host"
Exhibit Manager	1) Person in charge of an individual exhibit booth. 2) Show management staff person in charge of entire exhibit area.
exhibit/exhibition	event at which products and/or services are displayed.
exhibition catalog	Listing of exhibitors by location and by products or services offered.
exhibition contractor	The organizer or promoter of an exhibition responsible for the letting of space, financial control and management of the exhibition, sometimes an agent acting in this capacity.
exhibitors' manual	An individual or company who participates in a trade show as a vendor.
exhibitors' manual	book of instructions and information for exhibitors, regarding the exhibition venue and services offered by the organizing body.
exposition	Same as: "exhibition".

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extraordinary session	A special session for activities, needs, or situations that are different from those normally and originally scheduled.
facilitator	Expert who guides discussion and/or decision making
fair	n. 1. A gathering held at a specified time and place for the buying and selling of goods; a market. 2. An exhibition, as of farm products or manufactured goods, usually accompanied by various competitions and entertainments: a state fair. 3. An exhibition intended to inform people about a product or business opportunity: a computer fair; a job fair. 4. An event, usually for the benefit of a charity or public institution, including entertainment and the sale of goods; a bazaar: a church fair.
familiarization trip or fam trip	Offered to potential buyers of a meeting site, a program designed to acquaint participants with specific destinations or services and to stimulate the booking of a meeting or event. Often offered in groups, but sometimes also on individual basis; same as: "Inspection trip".
family name	Preferred form for international registration forms/documents in place of "last name".
family plan	A discounted price offered by hotels and resorts to second and successive members of families who travel together.
family style service	Platters and bowls of food are on the table from which guests help themselves. See also: "French service".
fee	The cost of participating in a meeting, paid to the organization conducting the meeting.
feedback	Regeneration of sound from audio speakers back through the microphone causing a dissonant sound. Frequently caused when a microphone gets too close to or in front of a speaker unit.
final program	Document containing the definite conference and social program, circulated immediately prior to the conference or distributed at the commencement of the event.
final report	Conclusive summary of conference events.
financial procedures guide	a guide containing accounting and banking techniques (for the convention or congress)
first aid	Emergency care or treatment given to an ill or injured person before the doctor or ambulance arrives; also such place where such emergency care is provided.
first announcement	Initial notification of an event, generally outlining the basic framework of a meeting; a widely circulated document; same as: "Preliminary announcement".
fixed seating arrangement	Chairs of a meeting room permanently mounted on the floor.
flame proof	Material that is flame resistant.
flat rate	One rate for each room in a guest room block - suites not included; same as: "Run of the house rate".
flip chart	A communication tool consisting of removable sheets of paper, usually hung on a stand.
floor load	maximum weight per square meter which may be placed on an exhibition floor
Floor Manager	Individual representing show management responsible for managing the exhibition area, enforcing rules, responding to requests etc.
floor plan	Scale plan of the floor area of a hotel's or conference halls meeting space.
focus	Proper sharpness of the outline of an image.
follow-up	activities and communications which take place after a meeting; to be distinguished from "evaluation" (see above), which is a measurement of the achievement of defined objectives; which may serve to enhance future attendance etc.
Force majeure clause	Contract clause which limits liability should a performance be prevented due to disruptive circumstances beyond control (of the venue). Usually inclement weather does not apply.
formal dress	Same as "Black tie"; see also: "White tie".
forum	meeting or part of a meeting set aside for open discussion by recognized participants on subjects of public interest.
forward business	Any business which can be expected in the future.
forward contract	A financial instrument guaranteeing a specific rate of exchange in a foreign currency for a future transaction.
fraternal	Groups where membership is based on common personal interests rather than common job or career responsibilities.
free paper	Written transcript given as a result of acceptance of the submitted abstract on a subject chosen by the author.

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Free paper session	Reports on particular topics which, while closely related to the subject of a meeting, do not strictly refer to the matters under discussion. They are usually dealt with at a session of their own.
freight forwarder	A business which handles export shipments for compensation.
French service	Each food item is served by a waiter from platter to individual; see also: "Russian service".
front desk	The center of meeting facility activities, including registration and cashier services.
front projection	Direct projection of an image on a screen. The projector is in front (the audience side) of the screen.
function board	board or video-screen listing the day's events of a meeting or congress
function sheet	detailed instruction relevant to a particular event. Also known as banquet order, event order or résumé sheet.
function space	space in hotels or conference halls in which functions or events can be held
fund raising	Obtaining money from outside sources over and above the projected income.
future bookings	Events or meetings which are secured during a specific time period, but schedules to occur at a future date in a specific venue.
Gala Dinner	Outstanding social event of the conference, usually in the evening with entertainment and/or speeches after a formal meal.
gangway	Same as: "Aisle".
gate show	Same as: "Consumer show", "Public show".
general session	A meeting open to all those in attendance at a convention.
geographic segmentation	The arbitrary division of a market by country, region, state, postal zone, city etc. of origin respectively permanent residence (not nationality) of potential attendee/guest.
given name	Preferred form for international registration documents in place of "first name". See also "Family name".
government meetings	Groups whose constituencies are made up of civil servants, elected officials and service providers to government entities.
grant(s)	Money obtained from bodies or authorities to underwrite an expenditure; same as: "Subsidies".
gratuity	1) an amount paid as a reward for service. 2) Sometimes obligatory in the form of "service charge"; same as: "Tip".
Greenwich Mean Time (GMT)	Time on the line of longitude that passes through Greenwich, England, used as a basis for calculating time throughout the world. Sometimes referred to as "Zulu time"
gross square feet/gross square meters	Total amount of space in an exhibit hall or meeting room.
gross weight	The full weight of a shipment, including goods and packaging.
ground operator	Company that provides transportation in a locale, i.e. motorcoaches, rental cars railroad transportation etc.; see also: Destination Management Company (DMC)
group booking	Reservation for a block of rooms specifically for a group.
guarantee	The number of servings to be paid for, whether or not they are actually consumed, usually required/requested by the caterer 48 hours prior to an event.
guaranteed late arrival	Guest room that is guaranteed by credit card or advance payment if arrival is later than a specified time, usually 18:00 (6:00 pm)
guaranteed reservation	Prepaid reservation held until agreed arrival time, or check-out time the next day, whichever occurs first. Guest is responsible for payment if reservation is not cancelled.
guest	individual invited to attend or participate in a meeting at no charge. May also refer to an accompanying person who may pay a fee.
guest speech	Paper or speech on a specific subject submitted at the request of a meetings organizer; same as: "Invited paper".
guest-/ladies-/youth program	a program for persons who accompany a meeting attendee and who don't necessarily take an active part in the meeting
guide	Person accompanying a tour and giving detailed knowledge of places of interest.
half board	Same as: "Demi Pension", "Modified American Plan" (MAP).
half moon table	A round table which has been cut in half to form a half circle; or a round table of which one half can be folded down, to form a half circle.
hall	A place of public assembly, usually to large rooms.
head count	Actual number of people attending a function.
head table	Seating location for honored guests and/or meeting presenters.
head tax	Fee charged arriving and departing passengers in some countries.

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
headquarter hotel	In case more hotels are used for one event, the hotel where the main administrative and hospitality functions are held, and where most VIP's are lodged.
herringbone setup	Rows of chairs or tables slanted in a V-shape facing a head table, stage or speaker. Sometimes referred to as "chevron", same as: "V-shape setup"
high season	Those periods or seasons when a supplier's traffic or volume is highest; same as: "Peak season".
history	Record of an organization's previous meetings. Usually includes information pertaining to original room block, actual room pickup, meeting space required, and food and beverage revenues and/or covers generated by each meeting.
hold harmless	Clause in a contract ensuring that a group or company will not be responsible in the event of a claim.
hollow square setup	Table set in a square or rectangle with chairs placed around perimeter. The center inside the tables is hollow, may be decorated with flowers etc.
honorarium	Payment made in token of personal involvement in an event.
honorary	Non-paid, generally referring to an appointment with a committee or group and in recognition of expertise or services rendered.
horseshoe setup	Tables in the shape of a "U", with one end open. Usually chairs are set on the outside only, but sometimes on both sides of the tables. This term is nowadays seldom used; same as: "Open-U setup" or "U-shape setup".
hospitality	1. Cordial and generous reception of or disposition toward guests. 2. An instance of cordial and
hospitality-suite	a room, usually a suite of rooms in a hotel, set aside for the welcoming and entertainment of meeting participants, respectively the VIP's of a conference. Hospitality suites may also be offered by sponsoring companies, such as a pharmaceutical company at a medical convention.
host bar	Bar setup at which drinks are paid for by the sponsoring organization ; same as: "Open bar".
host committee	a body of the host country or destination, responding to the needs of a meeting
host organization	the body(ies) who invited the meeting.
hotel accommodation form	Hotel booking form provided for meeting participants. Shows arrival and departure dates and times, type of accommodation and rate; same as reservation form.
hotel classification	The classification of a hotel in terms of amenities, facilities, levels of service and cost. Typical classifications are: First class, Superior, standard, economy and budget, or Five, four, three two and one star ratings. Qualifications and terms vary by country.
house brand	Brand of wine or liquor selected by a hotel or restaurant as their "standard", which is usually more economical than Call Brands or Premium Brands.
house count	1) Number of sleeping rooms actually occupied and paid for (excluding house-use) during a particular night. 2) Number of individuals attending a specific function.
house lights	Lighting of room separate from stage lighting.
house wine	Moderately priced wines offered by a facility.
housing	controlling a number of sleeping rooms with rooms blocks actually occupied during a particular night.
housing bureau	Division of a convention bureau responsible for assisting organizers handling hotel reservations for meeting attendees.
housing plan	various types of accommodation facilities that meet the needs of the meeting or congress.
HR	human resources (paid and volunteer staff); union and non-union employees working for the meeting
HSMAI	Hospitality Sales and Marketing Association International
IAAM	International Association of Auditorium Managers
IACC	International Association of Conference Centers
IACVB	International Association of Conventionj and Visitopr Bureaus
IAEM	International Association for Exposition Management
IAPCO	International Association of Professional Congress Organizers
ICCA	International Congress & Convention Association, international Association of the Meetings Industry, approx. 600-700 members, in the following categories: A - Travel Agents, B - Air-Lines, C - PCO's, D - National and Regional Tourism-Organizations, E - Auxiliary Services, F - Hotels; G - Convention Halls, H - Honorary Members.
ICPA	Insurance Conference Planners Association

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
inauguration ceremony	A ceremony which marks the official beginning of a public event or at which officers of the organization officially assume their responsibilities. Often includes an address of a dignitary and possibly some form of dedication or token event such as cutting a ribbon, passing a gavel, laying a cornerstone or planting a tree.
incentive meeting	meeting designed to recognize and reward. As such incentive meetings are fundamentally motivational in nature, with the main focus being on the individual attendee. The social aspect of such meeting is critical, and quality is typically not compromised for price.
incidentals	Expenses other than room and tax, billed to a guest's account.
inclusive cost	Quoted cost; no extra costs to be added. Usually refers to taxes and gratuity for food and beverage functions.
Inclusive rate	1) The amount charged for a room, usually including breakfast (or other meals), taxes and service charge. See also: Full American Plan (FAP)/Full Board; Modified American Plan (MAP)/Half Board. 2) When applied to food and beverage, includes taxes, gratuities and/or service charge.
inclusive tour	Tour which includes all elements of the itinerary, such as admissions, transfers and most gratuities.
informal dress	Same as: "Business attire".
ingress	entry process (i.e. move-in); opposite of egress
in-kind	contributions of goods and services without monetary exchange.
inspection trip	Same as: "Familiarization (Fam) trip.
installation	set up period for a meeting, trade show or event.
institute	In-depth instructional meeting providing intensive education on a particular subject.
interactive response	A system which enables the audience to respond to prepared questions by means of a multifunction keypad. Responses are fed to a computer which tabulates them and displays the results graphically on a projection screen.
intercom	Audio system permitting two-way communication.
interline connection	An airline connection which involves transferring from a plane of one airline to that of another carrier; same as: "Offline connection".
interpretation	oral translation from one language to another.
interpretation in relay	Oral translation utilizing two interpreters. Because the first interpreter is not master in the second language, another makes the final interpretation to the audience.
invitation program	A provisional program sometimes incorporating a call for papers. The program gives details of venue, participants, agenda, accommodations, etc.
invited paper	Same as: "Guest speech".
Invited speakers	A person who is invited to deliver a speech during the conference. Cost of travel, housing and appropriate appearance fees are usually provided for in the conference budget.
involuntary upgrade	Airline provides passenger with higher priced seating at no additional charge; hotel provides higher priced accommodation (such as a suite) at no additional charge.
itinerary	detailed program of a visit or tour.
janitorial service	Service offered to exhibitors for cleaning booths/stands.
Joint Industry Council	Has the following members: AACVB, AIIC, AIPC, AIVFC, EFCT, IACVB, IAPCO, ICCA, MPI, UIA.
keynote speaker	Speaker invited to make a presentation to set the prevailing tone for the meeting.
king room	Room with king-size bed suitable for one or two persons.
king size bed	Large bed usually measuring 200 x 200 cms, (80 x 80 inches)
kiosk	A small enclosure for ticket sales, information etc. at a conference venue.
krinkle or crinkle	coarse topsheet with many interwoven wrinkles, used in many hotels as topsheet or night-spread
lanai	Room with a patio or balcony overlooking a garden or water.
lapel microphone	Clips to the speaker's shirt, blouse, tie or jacket; see: "Lavalier Microphone".
late registration	A booking that is received after the stated deadline, usually incurring payment of penalty fee.
late registration fee	A registration fee containing a (minimal) surcharge for late registration for a convention
Lavalier microphone	Hangs from a cord around the speaker's neck.
lectern	A stand upon which a speaker may rest notes or books. May be "standing", which rests on the floor, or "table-top". See also: "Dais", "Podium_", "Rostrum".
lecture	discourse given before an audience, especially for instructional purposes, usually without a questions session.

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
legal connection	Prescribed minimum time to leave one flight and board another. Set by airlines to allow time to transfer baggage, will usually vary from country to country or airport to airport.
lessee	Holder of a lease.
lessor	Person or organizers which offers a lease.
letter of agreement	acceptance of a proposal. May be a formal letter from the buyer or an initialing of the proposal by the buyer. If properly executed, it may be legally binding.
letter of credit (L/C)	A document issued by a bank per instructions from a buyer of goods or services, authorizing the seller to draw a specified sum of money under specific terms.
liqueurs	Same as "Cordials".
list of exhibitors	List of exhibiting firms, usually with location of their exhibit. May be arranged alphabetically, by category or both and usually lists personnel who will be in attendance.
list of participants	Register of all delegates and accompanying persons attending an event.
lobby	Public area outside the hall or meeting room.
local committee	A group of people bringing specific expertise of the locality and facilities of a given area.
local event	An event, such as the graduation ceremony, local festival, etc. that draws its audience primarily from the local market.
local host	A group of people who carry out the strategies and policies established for the organization of an event. Same as: "Organizing Committee".
logistics	tasks undertaken to ensure the efficient and effective management of materials, information and people for the implementation of a meeting.
logo	Trademark used exclusively by one company or association.
lost business	A group that was bid on, or was holding tentative dates, which was subsequently booked in another facility or city.
low season	That time of year when travel and hotel rates are at their lowest.
luncheon	Midday meal, sometimes with speeches or presentations.
Mail and Messages	at an event the place where mail and messages are kept or transmitted; same as: "Message Center".
Maitre D' Management	Floor manager at a restaurant or food and beverage function; see also. "Banquet captain". Same as: "Executive Committee"; see also; "Local Host".
Managing Director	A principal executive officer.
marker board	A white surface on which washable color markers are used. See: "Blackboard", "Chalkboard".
market segments	Categorization of organizations or businesses by professional discipline or primary areas of
master account	Form on which authorized charges incurred in a facility by a group or meeting are recorded.
master key	One key that will function all or certain areas of guest-rooms, function rooms or entire facility.
media strategy	the process of media coverage of a meeting.
medical meeting	Groups whose constituencies and interests relate to the health care or medical research industries..
meeting	A general term indicating the coming together of a number of people in one place, to confer or carry out a particular activity. Can be on an adhoc basis or according to a set pattern.
meeting announcement	Leaflet, brochure or internet publication with essentials on a future event.
meeting point	Meeting place in a venue for individual appointments.
meeting specifications	complete description of all meeting needs for which vendor proposals should be prepared and against which they should be checked.
message board	Board on which individual messages are displayed.
message center	Same as: "mail and Messages".
military meeting	Relating to groups where the members are affiliated with one of the armed forces, or are suppliers to the armed forces.
mind mapping	a scientific method applied for groups but also individuals, which is aimed at improving the working-, learning and thinking process.
minimum	Smallest number of covers and/or revenues (of food and beverage) anticipated for a function, surcharge may apply if minimum, which was set by caterer or hotel, is not reached.
minutes	Formal written record of a meeting.
moderator	Same as: "Discussion leader".
Modifies American Plan (MAP)	Same as: "half Board" or "Demi Pension". See also: Inclusive Rate,

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
modular panels	Partition units (walls, doorframes, etc.) in standard sizes, used for building booths/stands in the sizes desired in that context.
moveable wall	Same as: "Divider", "Partition",
move-in	Date(s) set for installation.
move-out	Date(s) set for dismantling.
MPI	Meeting Planners International; US based international Association of professional Meeting planners.
multichannel	With two or more communication bands, (receivers).
multi-image	The projection of two ore more images at one time, may be on one or more screens. See: "Multi-screen".
multimedia	equipment, materials and teaching aids used in sound and visual presentations. Includes what is referred to as audiovisual (AV or av)
Multinational Meeting	International meeting with a minimum of 100 participants from at least four countries. - this is the definition used by ICCA for input in its I.I.S. databank
multivision	Same as: "Multi-screen".
Murphy bed	Retractable bed built into the wall of a guest-room.
NACE	National (USA) Association of Catering Executives
name tag	printed identification worn by a meeting participant, often also called badge
National Meeting	Meeting participation available to organizations or individuals from one nation in that nation/country.
net square meters/feet	Actual amount of salable space available for or used by exhibit booths/stands.
new registration	Generally, a registration received at the conference and sometimes/under certain conditions incurring payment of a penalty fee. Same as: "On-site registration".
no-show	Reservation made, but not consumed. Participant did not attend, nor cancel according to cancellation guidelines.
occupancy rate	in the hotel/motel industry, the percentage of total number of available sleeping rooms actually occupied. Derived by dividing then total number of rooms occupied during a given period (night, week, month, year) by the total number of rooms available for occupancy during the same period.
official banquet	Formally seated evening dinner which is normally included in the registration fee and at which speeches are made.
official language	language to be used for a meeting, e.g. for the publication of printed materials and such proceedings.
off-peak/off season	Facility occupancy rates are at their lowest levels.
offshore meeting	Meeting event not taking place in the country of the originating body.
offstage	Area at sides or rear of stage, not seen by the audience.
on-site	at the site of the meeting/program component.
on-site office	a working office located at the site of the meeting.
on-site registration	Same as: "New registration
open bar	Same as: "Host bar". Bar setup at which drinks are paid for by the sponsoring organization.
open ticket	Plane ticket valid for transportation between certain points, indicating no specific reservation.
open U-Setup	Same as: "Horseshoe" setup, U-shape setup.
opening ceremony	The formal opening of a congress or convention.
opening session	Meeting or meetings of a predetermined period of time , which begin a congress or convention and in which the principal items on the agenda are usually introduced.
operations manual	the step-by-step procedures developed for the use of staff to conduct a meeting. Also known as conference manual., procedural guide, meeting resource guide book.
operations sheet	detailed instructions for a particular event prepared by the facility or the caterer. Also known as banquet order, event order, résum� sheet or function sheet.
option(s)	1) Space which is reserved but not yet contracted for. The right of refusal to confirm a tentative space reservation if there is demand from another group. Same as: "First option", "Tentative hold". 2) Activities other than those included in the formal agenda which are optional and often require the payment of an additional participation fee.
order of preference	A system which ranks dignitaries according to international protocol for purposes of seating, honors or ceremonies.
organization	the corporation/association/client defining the objective(s) of a meeting.
organizing committee	Same as: "Local host",
organizing secretariat	Staff providing secretarial services to the organizer.

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
original language	Initial language in which a document is drafted or a speech is delivered.
Outside exhibit	Booth/stand located outdoors.
overbooking	The practice of confirming (intentionally) reservations beyond capacity in expectation of
overhead projector	A device for projecting images from a horizontal position to a vertical screen.
overset	Number of places set above the guarantee, usually in terms of percentage over the guarantee.
paid out	In house facility form authorizing cash withdrawal to be charged to the master account of the event, or an individual guest.
pallet	Wooden platform used to carry goods; same as: "Skid".
panel discussion	A discussion between a small group of experts on the platform and sometimes including
paper contribution	Same as: "Contributed paper". Written transcript provided after acceptance of the submitted
parlor	Room, usually equipped with couches that make into beds, connected to a suite-bedroom.
participant	a person attending a meeting. May include speakers. (See also attendees, delegates)
partition	Same as: "Divider", "Moveable wall".
pastry cart	Selection of desserts, usually on a moveable cart or trolley.
patronage	Referring to an established customer base.
payment authorization	Signed authority to proceed with the payment of an invoice.
payment order	Written authorization for payment to be made.
PCMA	Professional Convention Management Association
peak night	Referring to the night during a meeting when most rooms are used by those in attendance.
peak season	Same as: "High season". Those periods or seasons when a supplier's traffic or volume is highest.
pending registration	Incomplete registration where the fees, full payment or forms have not been received; same as: "Provisional registration".
peninsula booth/stand	Two or more exhibit spaces back to back with an aisle on three sides.
penthouse suite	Guest rooms and suites located on top floor of a hotel.
perimeter booth/stand	Same as: Back wall booth/stand. Exhibit space located on an outside wall.
phased budget	Same as: "Budget chart" or "Cash flow chart". Estimated total of revenue and expenditure; divided into subject categories projecting cash needed to meet expenses over a specific time frame.
pick-up	Number of guest rooms out of a room block, which are actually occupied.
pipe and drape	Tubing with drapes which separate exhibit booths/stands.
plenary session	general assembly for all persons actively involved in a meeting.
podium	A raised platform used by conductors and speakers for their lecterns. Same as: "Rostrum"
post-conference meeting(s)	the debriefing(s) of meeting professional, facility and/or suppliers following a meeting. May involve a final review of the master account.
poster	Visual presentation of a specific size, presented on a flat sheet of paper or card, with details of a specific topic.
poster presentation	Informal session near poster exhibition to present and discuss contents of posters.
poster session	display of material, usually scientific, accompanied by authors or researchers.
postgraduate refresher course	Continuing education course often provided for professional accreditation purposes, and designed to enhance professional knowledge, or reinforce information originally taught as part of a degree program.
power of attorney	A document which allows one person to act legally on behalf of another person.
practical demonstration	A special sitting for the demonstration of specific methods.
pre and post-program(s)	activities which take place before and after the meeting.
pre-conference meeting	briefing(s) with meeting professional, facility and/or suppliers to review the purpose and details of the meeting.
pre-function space	Area adjacent to the main event location available for registration, receptions etc.
preliminary announcement	Initial notification of an event, generally outlining the basic framework of a meeting; a widely circulated document; same as: "First announcement".
preliminary program	Generally second mailing including information on program structure and key speakers, giving details of ancillary conference activities and normally containing the conference registration forms; same as: "Provisional program".
premium brand	Brands of liquor listed by a hotel or an establishment which are among the more expensive brands at the establishment.
preparation of paper	Same as: "Authors Guideline kit".

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
preparatory session	Meeting of a specific group before the official assembly in order to finalize preparations.
pre-registration	the process of signing up before the day of the event. To be distinguished from "on-site" registration which takes place at the site of the event.
pre-registration list	Computer generated list of names pre-registered with a group or meeting.
presenter	person explaining a given topic in an informational session either verbally or in visual form (e.g. poster)
preset	Placement of food on banquet tables prior to seating of guests.
President	Chief executive officer (CEO) of an organization, if there is a Chairman of the board, the President usually is the Chief Operating Officer.
President of Honor	Senior member of the Committee of Honor.
Press Attaché	Title given to the person handling all press and media activities excluding advertising; same as: "Press Officer".
press clipping/cutting	Article cut from a newspaper or other publication.
press kit	A collection of publicity that includes: 1) Pertinent data on the meeting, such as agenda, historical data, guest speakers, special events, etc. The property, such as photos descriptions of public spaces, local entertainment etc. 2) Should include information relative to a sponsor's products or services.
press office	Agency that collects and distributes information to the news media.
Press Officer	Title given to the person handling all press and media activities excluding advertising; same as: "Press Attaché".
press release	A prepared statement released to the news media, can be "For immediate release", or at a specified time or date.
print broker	a person in charge of managing print arrangements.
proceedings	published volume transcribing the conference sessions in full. May or may not include details of discussions.
professional	Relating to organizations whose membership hold common professional credentials or interests.
professional congress organizer (PCO)	Company or professional individualist engaged in organizing meetings of all types and their related activities; same as: "Destination Management Company" (DMC).
program	list of events, speakers, etc. with plan of procedures and a comprehensive schedule.
program book	Printed schedule of meeting events, location of function rooms, and other pertinent information.
projection screen	Surface on which images are displayed.
promoter	Person or organization whose role is to market an event, maximizing media coverage and income.
promotion	A media campaign, normally consisting of a series of publicity and advertising activities, aimed at insuring maximum attendance by focusing attention on an event.
promotional fare	Airline fare below regular rates.
proscenium	Arch that separates the stage from the auditorium.
prospectus	information package. Prospectus is written for a specific audience (e.g. exhibitor or sponsor) to encourage participation.
protocol	customs and procedures dealing with diplomatic formalities, precedence and etiquette both of a given meeting and the location in which the meeting takes place.
provisional program	Generally second mailing including information on program structure and key speakers, giving details of ancillary conference activities and normally containing the conference registration forms; same as: "Preliminary program".
public address system	Audio and/or visual system to convey messages to participants during the event.
Public Relations	Presentation of an event via the media or other outlets, stressing the benefits and desirability of such event.
public space	Function space in a facility available for public use.
publicity	A media campaign, normally consisting of a series of publicity and advertising activities, aimed at insuring maximum attendance by focusing attention on an event.
quadruple (quad)	Room with two or more beds for four persons.
queen room	Room with one queen size bed, suitable for one or two persons.
queen size bed	Large bed usually measuring minimum 150 x 200m cms (60 x 80 inches)
rack rate	Facility standard, pre-established guest room rates. See also: "Commercial rate", "Corporate rate".
rapporteur	Person appointed to note and record the proceedings of sessions and to write summaries of the papers presented for the final summation session. Same as: "Reporter".

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
rear screen projection	Images projected on the back surface of a screen which is placed between the viewer and the projector; same as "Back projection"
reception	Social function with beverage, usually also with food displayed on tables for self service or passed on trays.
reception desk	The area to which delegates and others report on arrival at a meeting facility.
refreshments	Items of food and drink consumed between main meals, usually taken during breaks between meetings.
refund	Money repaid, can be in the form of cash or credit voucher, or credit issued to credit card account.
refund policy	Policy which determines allowable reasons and time limits under which fees for a meeting or show will be refunded in whole or in part.
regional meeting	A meeting of an organization with multi-national membership that is available to meet in only a given region of one continent.
Regional Security Officer (RSO)	Consular official of some embassies charged with the security of his country's nationals while traveling in his region.
registration	The process of formally applying to attend an event, submit a paper, or request any form of subsidy or grant. Fees and conditions may vary as pre-, late, and on-site registrations.
registration fee	fee for participation in a meeting, conference or convention; does usually not include hotel accommodation
registration packet	Generally a comprehensive collection of conference documentation within a binder or envelope; same as: "Conference pack/kit"
rehearsal	A session for practicing speeches or performances prior to the actual presentations.
religious meetings	Relating to groups who meet to discuss religious subjects.
remote control	Control of apparatus, such as audio visual equipment, from a distance.
rental charges	Cost of hiring a piece of equipment or an exhibit space. In the latter case it may or may not include ancillary services (security, connections to water, electricity, gas etc.)
report	Informal written record of a meeting.
reporter	Person appointed to note and record the proceedings of sessions and to write summaries of the papers presented for the final summation session. Same as: "Rapporteur".
request for proposal (RFP)	Instruction/outline of an association according to which format and contents an offer of a PCO, DMC or travel agency should/must be presented; same as: "Bid Manual/Specifications".
resolution	Motion put forward for a joint decision, usually has the force of a legislative decision.
resume	Detailed instruction relevant to a particular event. Also known as banquet order, event order; same as: "Function sheet".
rider	An additional clause in a contract stipulating special requirements, coverage or conditions.
risers	1) Platform elements used to create a stage, dimensions of width, length and height vary by facility. 2) Rows of steps used by a choral group during a performance.
road show	a promotional tour undertaken by a company or organization seeking publicity for its policies or products or services
roll-a-way	Portable bed that can be provided for extra persons, usually at an extra charge.
Roll-in meal	Light buffet meal on a cart.
room monitor	the person who ensures that the meeting is proceeding according to plan.
room rate	fee charged for sleeping rooms. Types of rate vary: commercial, corporate, day, group, inclusive rack, room, special, European plan, Modified American Plan, or run-of-the house,
room service	Department within a facility which provides food and beverage service to guest rooms.
rooming list	roster of individuals requiring guest room accommodations, including type of accommodation and arrival and departure dates; in some locations also passport numbers required.
rooms block	the number of sleeping rooms reserved for a specific length of time for those who will be attending an event.
rostrum	A raised platform used by conductors and speakers for their lecterns; same as: "Podium".
roundtable	A group of experts who meet on an equal basis to review and discuss specialized , professional matters, either in closed session or, more frequently , before an audience.
roving microphone	A small microphone, with or without wire, which can be moved easily through an audience for questions.
run-of-the-house rate	One rate for each room in a guest room block - suites not included; same as: "Flat rate".
runway	Platform which extends from the stage to the audience.

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
Russian service	Waiter offers food platter to guests who help themselves. See also: "French service".
Sales	Hotel staff person responsible for selling sleeping rooms und function space. Usually reports to the Director of Sales (DOS)
Coordinator/Manager/Representative	
sample room	Room with or without sleeping facilities, rented for displaying merchandise.
satellite meeting	Meeting on a similar or related subject taking place either concurrently or shortly before or after the main event.
scenario	List showing all event details with their specific requirements, hour, date and names of officers involved and responsible per item.
schedule	1. A list of times of departures and arrivals; a timetable: a bus schedule; a schedule of guided tours. 2. A plan for performing work or achieving an objective, specifying the order and allotted time for each part: finished the project on schedule. 3. A printed or written list of items in tabular form: a schedule of postal rates. 4. a. A program of events or appointments expected in a given time
schoolroom	Variation of schoolroom setup in which tables are perpendicular to the stage and chairs are placed on both sides of the tables; same as: "Union seating"
perpendicular setup	
schoolroom setup	Tables set in rows, one behind the other, with chairs facing the stage; same as: "Classroom seating".
scientific committee	A group of people meeting specifically discuss, supervise and coordinate the scientific content of the program and who, where appropriate, would select papers from submitted abstracts.
scientific meeting	Groups whose members are involved in research or applied sciences and suppliers to those groups.
SCMP	Society of Corporate Meeting Professionals
screen	1) Usually meant to relate to a projection screen. 2) Divider, movable wall, partition.
script	Prepared version of a speech.
secretariat	Clerical staff of an organization.
Secretary General	Permanent head of the general organization.
security service	Service providing security arrangements, such as checking delegates' credentials, searching hand luggage, protecting equipment and patrolling congress and exhibit areas.
seminar	meeting or series of meetings of specialists who have sufficient skills with a specific common interest who have come together for training or learning purposes. The work schedule of a seminar is aimed at enriching the skills of the participants.
service charge	Charge specified by the facility's management and included in the bill. May or may not include gratuities. See: Tip
services and facilities	Items provided by or available from the organizer to enable the customer , delegate or committee to get maximum benefits from an event, such as the provision of secretarial services , cleaning, power, transportation, catering etc.
session	Single uninterrupted part of the meeting program.
setup time	The period necessary for the preparation of the conference and exhibition venue before the arrival of delegates and exhibitors.
SGMP	Society of Government Meeting Planners
shell folder	Brochure with preprinted illustrations to which varying texts can be added.
shell scheme	European booth/stand system - usually includes raised floor, back and side walls plus fascia.
shoulder (season)	Intermediate period between high (peak) and low (off) seasons.
show producer	Company or individual who initiates and plans an event, is responsible for renting a site and for Transport facilities for participants, usually by coach, at predetermined hours of departure.
shuttle service	
sight draft	A draft which is payable upon presentation to the drawee.
sightseeing tour	An outing, usually by coach, to point of interest.
signage	a visual means of communicating either direction, information or instruction.
signaling system	A system for communications between the speaker and the projectionist or between the chairman and the speaker.
signing authority	person who has authority to sign documents, thereby authorizing charges, guaranteed payment, contracting space, services and supplies.
simultaneous interpretation	Instant oral translation from one language to another.
single bed	Bed measuring minimum 95 x 190 cm (38 x 75 inches)
SITE	Society of Incentive Travel Executives

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
site	place(s) that are appropriate for a meeting (e.g. a country, city, facility, resort etc.)
site inspection	personal, careful investigation of a property, facility or area.
site selection	the process of choosing a location for a meeting.
skid	Wooden platform used to carry goods; same as: "Pallet".
skirting	Decorative covering around tables and risers.
slide	Photographic transparency on a small plate or film arranged for projection.
social dinner	Non-working evening function at which a meal is served.
social events	Program of organized events, not directly related to the subject of the meeting; same as: "Social Program".
soundproof wall	Barrier that prevents sound from carrying to and from adjacent room.
space rate	Cost per square meter/foot for exhibit space.
speaker	also called presenter. May be a professional, volunteer, keynote, celebrity or technical expert.
speakers guidelines	Instructions regarding the required format to be used for the written presentation of a speech.
speakers room	Lounge for speakers to relax and to prepare their presentations.
special needs	those with disabilities or other needs which require special attention.
special rate	An amount charged for the occupancy of a room, usually at a reduced rate and negotiated as a group rate by the conference organizer.
sponsoring bodies	Organizations or institutions which endorse a meeting. A sponsoring body can, but does not always, provide financial support in underwriting all or a portion of the costs in producing a meeting.
sponsorship	donation of money, goods, services and/or equipment in exchange for recognition. Those allowing their names to be used in endorsement are typically referred to as "patrons".
spotlights	The type of illumination most often used on stages or exhibits to draw attention to particular areas; adjustable lamps with direct or high intensity light.
spouse	Any individual who accompanies a participant, not necessarily involved with the meeting sessions; same as: "Accompanying person".
staff	paid and volunteer personnel.
stage master	Employee of the venue in charge of stage facilities.
staging	design and placement of all elements being used for a meeting or event; the implementation of a meeting or event.
staging guide	Compilation by organizations of all function sheets, resumes, scripts, instructions, room setup diagrams, directory of key personnel, forms and other material relating to the event.
standby	Person attempting to travel on a flight without a confirmed reservation.
statement of account	Statement of income and expenses following the end of an event.
steering committee	Select group which sets policies and makes basic decisions relative to a group or a meeting.
studio room	Room with couches that convert to beds.
study group	A meeting to review a particular situation; nor recommendations or solutions are expected as a result.
study mission	Educational tour of a work place or manufacturing plant of interest to a conference; same as educational visit.
subcommittee	A group of people, frequently including one or more members of the main committee. Meeting outside the main committee, with responsibilities for specific items.
subsidy	Money obtained from bodies or authorities to underwrite an expenditure; same as. "Grant".
suite	Combination of interconnecting rooms generally containing a sitting room and a double/twin bedroom.
summary	Written short version of speech on paper.
summary of discussions	A short report of discussions of a conference that have taken place in the conference hall.
super apex fare	Apex fare at a lower rate with more restrictions.
supplier	A person, company, facility, agency or other entity who sells space, goods or services for meetings.
symposium	Meeting of a number of experts in a particular field at which papers are presented by specialists on particular subjects and discussed with a view to making recommendations concerning the problems under discussion.
Table d'hote	A special full course meal recommended by the hotel or restaurant.
table microphone	A microphone placed on the table.

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
table top presentations	Small exhibit on tables; often used in combination with posters.
tablet chairs	Chairs with attached writing surfaces; same as: "Writing chairs"
tare weight	The weight of a container and/or packing materials deducted from the total weight to determine the weight of the content or load.
teach-in	A session specially instituted for the application of such modifications and additions as are necessary to keep a particular subject up-to-date.
tear down	Dismantle.
technical meeting	Group whose members and suppliers work on scientific, research or applied sciences.
technical rehearsal	Run-through of technical aspects of a show such as lighting, sound, special effects etc., sometimes called technical check.
teleconference	type of meeting which brings together people in two or more locations through communications. May involve audio with or without graphics, or full motion video.
teleprompter	Electronic device which displays script to the speaker, usually on a transparent screen not visible to the audience.
tentative hold	1) Space which is reserved but not yet contracted for. The right of refusal to confirm a tentative space reservation if there is demand from another group. Same as: "First option", "Tentative hold". 2) Activities other than those included in the formal agenda which are optional and often require the payment of an additional participation fee; same as: "Option".
theater setup	Chairs set in rows facing the stage, head table or speaker. Variations can include semi-circular or V-shape (herringbone); same as: "Auditorium setup".
theme event or theme party	an event designed so that food, beverage, decorations and entertainment all relate to one central motif.
three sheet	Bed made with a third sheet (krinkle) on top of the blanket; same as: "Triple sheet".
TIA	Travel Industry Association of America
time draft	A draft which matures either a certain number of days after acceptance or a certain number of days after the date of the draft.
tip	1) an amount paid as a reward for service. 2) Sometimes obligatory in the form of "service charge"; same as: "Gratuity".
track lighting	Lights attached along a track mounted on the ceiling of wall permitting flexible spotlighting and other effects.
trade show	A periodic show or convention where manufacturers in single or closely related industries meet to exhibit their products/services to potential customers, and the meeting format is secondary.
traffic flow	the movement of persons and vehicles inside and outside a meeting; planning takes into account volume and direction(s).
transfer	Process of moving people or equipment from one point to another.
transit	Passenger changing planes without going through security and/or customs.
translation	the changing of written material from one language into another.
transportation coordinator	a person in charge of planning and managing transportation arrangements.
triple sheet	Bed made with a third sheet (crinkle) on top of the blanket; same as: "Three sheet".
T-shape setup	Series of tables set up in the shape of the block letter "T" with chairs placed around the perimeter of the tables.
turn down service	Early evening service in which beds are prepared for sleeping.. Usually includes replacement of bathroom supplies and "good-night chocolate" on pillow.
Turnaround/turnover	the time it takes to break down and reset a room.
Twin room	Guestroom containing two twin beds
UAI	Union des Associations Internationales
Union seating	Same as: "Schoolroom perpendicular setup"
upstage	Part of the stage farthest from the audience or camera, as opposed to downstage.
U-shape table	conference table arrangement consisting of a head table, usually intended for the key speakers, management etc. and two longer table arrangements (which form the U) for the participants
venue	the locale of a gathering or a public event (i.e. meeting site or destination)
verbatim report	A full and exact transcript, in writing of all speeches.

Glossary and thesaurus of ACB M.I.C.E. Terminology

Expression	Explanation
Vice Chairman/person	Person selected to deputize for, or assist, the chairman in controlling and managing either a committee or a conference session.
video conference	teleconference allowing two or more groups of participants, situated in different locations, to converse while seeing each other and showing, if needed, images, graphics and documents.
video projection	Projection of video productions whether by monitor or on large screen.
video tape	Magnetic taper which is used in video equipment.
VIP	"Very important person" Those designated for special treatment. May include speakers, visiting dignitaries, officials, sponsors.
visa	Permit, recorded in a passport, to enter a country for a specific purpose or period of time.
voluntary upgrade	Customer moves to higher priced class or hotel accommodation for additional fare.
voucher	Ticket which travelers exchange for prepaid services such as accommodations, meals and tours.
V-shape setup	Rows of chairs or tables slanted in a V-shape facing a head table, stage or speaker. Sometimes referred to as "chevron", same as "Herringbone setup"
walk	Guest holding confirmed sleeping room reservation sent to another hotel or facility because of overbooking; the act of relocating an overbooked guest.
walk-in	Guest requesting accommodation without a reservation.
wash light	Colored light that softly illuminates an area.
welcome cocktail	A drink served as an introductory gesture of welcome . Can refer to a single drink, or a reception where such drinks are offered.
welcome reception	An opening event where welcome drinks and often food are served.
whispered interpretation	Interpretation in allow voice to the participants, usually sitting next to the interpreter.
white tie	Formal dress requiring white tie and tails for men and formal evening dress for women. See Black tie, Formal dress.
wholesaler, tour	Company which packages various components of tours and travel programs for sale through travel agencies.
wired system interpretation	A system to communicate interpretation by electric cables or wires.
wireless microphone	Same as: "Cordless microphone".
working group	1) A meeting at which participants learn about a specific subject by means of practical "hands-on" application on the subject. 2) A meeting at which the participants discuss a particular subject, usually with the expectation of arriving at a common position within the group for proposing a solution to the problem.
working lunch	Light meal for small discussion groups, without a break from working session.
working program	Timetable of conference content.
working session	Every pre-arranged session of a formal meeting such as a congress or convention
workshop	Seminar emphasizing free discussion, exchange of ideas, demonstration of methods and practical application of skills and principles. Also meeting of several persons for intensive discussion(s). The workshop concept has been developed to compensate for diverging views in a particular discipline or on a particular subject.
World Meeting	Membership or meeting participation available to organizations or individuals from all nations that meet worldwide. The term most commonly applied to this definition is "International".
writing chairs	Same as: "Tablet chairs". Chairs with attached writing surfaces.
Zulu time	Same as: "Greenwich Mean Time"(GMT).