**ROOM STATUS TERMINOLOGY**

During the guest’s stay, the housekeeping status of the guestroom changes several times. The various terms defined are typical of the room status terminology of the lodging industry. Not every room status will occur for each guestroom during every stay.

**Occupied**: A guest is currently registered to the room.

**Complimentary**: The room is occupied, but the guest is assessed no charge for its use.

**Stay Over**: The guest is not expected to check out today and will remain at least one more night.

**On-change**: The guest has departed, but the room has not yet been cleaned and readied for re-sale.

**Do Not Disturb**: The guest has requested not to be disturbed.

**Sleep-out**: A guest is registered to the room, but the bed has not been used.

**Skipper**: The guest has left the hotel without making arrangements to settle his or her account.

**Sleeper**: The guest has settled his or her account and left the hotel, but the front office staff has failed to properly update the room’s status.

**Vacant and ready**: The room has been cleaned and inspected and is ready for an arriving guest.

**Out-of-order**: The room cannot be assigned to a guest. A room may be out-of-order for a variety of reasons including the need for maintenance, refurbishing, and extensive cleaning.

**Double Lock**: The guest room door is locked from inside and outside two times so that no one can enter.

**Lockout**: The room has been locked so that the guest cannot re-enter until a hotel official clears him or her.

**DNCO** (Did **N**ot **C**heck **O**ut): The guest made arrangements to settle his or her account (and thus is not a skipper), but has left without informing the front office.

**Due out**: The room is expected to become vacant after the following day’s checkout time.

**Do Not Paid**: The guest is going to check out from  the hotel today.

**Checkout**: The guest has settled his or her account, returned the room keys, and left the hotel.

**Late Check-out**: The guest has requested and is being allowed to check out later than the hotel’s standard check-out time.