Glossary

The words you will hear, in plain English

Glossary | For: Everyone

A to D

86. Kitchen slang for “we ran out”. The **86 list** shows what is unavailable and what to offer instead. Staff see it on Home, and guests see “not available today” on their QR page.

API. A way for another program to read and write ExpTix data, using a token. ExpTix has a REST API described at `/docs` on every install.

Asset. A piece of equipment you look after, such as “Dryer 1” or a boiler. Each asset keeps its history of jobs, time and parts cost.

Audit log. The record of every sign-in and every change, with who and when. Each line is chained to the one before, so changes cannot be hidden.

BEO (banquet event order). The plan for a meeting, wedding or conference: room, times, head count, menu, setup and AV. In ExpTix, saving one creates a task for each team that needs to help.

Checklist. A list of steps on a job or an inspection. You tick each one. Department managers keep checklist templates.

Credits. How much work a room is to clean. A suite has more credits than a standard room. An attendant does about 14 to 16 credits a shift. **Auto-assign** uses credits to share rooms fairly.

Declined service. The guest said “no cleaning today”. The room shows 🌿 on the board, and the attendant is not marked late for it.

Department. A team that receives work, such as Housekeeping or Engineering. ExpTix has 11 out of the box. You can rename, add or switch them off.

DND (do not disturb). Do not knock or enter. The room shows 🚫 on the board.

E to M

Escalation. What happens when a job runs out of time. Supervisors and managers are told when it breaches. If it stays open past the time set in its SLA policy, it goes up to the GM or the person named there.

Guest request. A job a guest asked for: towels, a crib, a wake-up call. It has a short timer, because guests notice speed.

HACCP. A food safety method (hazard analysis and critical control points). In ExpTix it means temperature points for fridges, freezers and hot holding. A reading out of range opens an urgent job by itself.

Inspection. A supervisor walks through a checklist and taps ✓, ✕ or N/A for each line. Every ✕ becomes a job for the right team. A passed room is marked **Inspected** and turns green.

MCP (Model Context Protocol). A standard way for an AI assistant to use a system. ExpTix has a built-in MCP server, so an assistant can brief a shift or update work with one staff user's permissions.

MFA (multi-factor authentication). Two-step sign-in: your password plus a 6-digit code from an authenticator app on your phone.

O to R

On shift. A switch on **My work** that says "I am here and can take jobs". New jobs and alerts go to people who are on shift.

OOO (out of order). A room that cannot be sold until it is fixed. It shows striped on the board and comes back into service when the job is resolved or the end date passes.

PM (preventive maintenance). Work done on a schedule before something breaks, such as cleaning dryer vents monthly. ExpTix creates these jobs by itself.

PMS (property management system). The hotel's reservations and billing system, for example Opera Cloud. ExpTix is not a PMS. It can run without one, or link to Opera through a beta connector.

Priority levels. How urgent a job is. **Low:** when you can. **Normal:** today. **High:** soon, a guest is waiting. **Urgent:** drop what you are doing. **Critical:** safety or the whole hotel, managers are alerted right away.

Push notification. An alert that makes your phone buzz even when ExpTix is closed. Turn it on in **My account** with **Enable push alerts**.

PWA (progressive web app). A website that installs on your phone like an app, from the browser with **Add to Home Screen**. ExpTix is a PWA, so there is nothing to download from an app store.

QR portal. The guest page behind each room's QR code. Guests scan, tap what they need and track it, with no app and no sign-in.

Resolve time. How long from when a job was reported until it was done. Each SLA sets a "resolve by" target.

Response time. How long from when a job was reported until someone said "got it" (tapped Acknowledge or **Start**).

Role. What a person can see and do. There are 8: Administrator, General manager, Department manager, Supervisor, Front desk / guest services, Staff, Contractor and Auditor (read-only).

Rush. A room the front desk needs now, usually for an early arrival. It shows ⚡ on the board. Clean it first.

S to W

Service recovery. What the hotel gave back to an unhappy guest (a free breakfast, a room move) and what it cost. It is recorded on the complaint so managers can see patterns.

SLA (service level agreement). The timers on a job: how fast someone must respond and how fast it must be done. Each kind of job has its own. At 80% of the time a warning goes out, and past the due time the job is breached.

Ticket, or job. One piece of work in ExpTix, with a number such as DEMO-000123 (the letters are your property's code). Ticket and job mean the same thing.

Webhook. A message ExpTix sends to another system when something happens, such as "ticket created". Outbound webhooks are signed so the other system can check they are genuine.

Work order. A job to fix or maintain something: leaks, lights, heat, doors. Work orders build the repair history for rooms and assets.