

learned from your interview or research containing facts about the industry, the company, and the person's job.

3. Compare the rail system in the United States to the rail system in Europe. What makes the Eurailpass so popular for tourists traveling to Europe? Would a similar concept work in the United States? Why or why not?
4. Browse the Internet for intercity bus transportation information for three different countries. Describe the information that is available on each site.
5. Choose a long-distance city pair (the origin and destination cities for a trip), and interview a travel agent or access information using the Internet to determine the variety of fares and transportation alternatives available between them.
6. Select one of the top ten airports from your search on the Internet and access its website. Make a list of all the services provided along with any cultural venues or activities.

Glossary

Airport code A three-letter designation used to identify specific airports.

Air Transport Association (ATA) A domestic association that provides a format for discussing safety and service issues and promotes the advancement of technology.

Amtrak The marketing name for the National Railroad Passenger Corporation, which is a combination of the passenger rail services of U.S. railroads.

Banks of flights The process of coordinating flight schedules so that aircraft arrive and depart during similar time periods.

Bumping The process of denying boarding to airline passengers with confirmed reservations due to overbooking (overselling) the flight.

CANRAILPASS Allows 12 days of economy class travel within a 30-day period anywhere VIA Rail goes in Canada.

Circle-trip flight A flight plan that includes return to city of origin but via different routing or airline.

Code-share An agreement allowing a regional/commuter airline to share the same two-digit code of a cooperating primary carrier in the computer reservation system.

Concessions Retail outlets offering goods and services to customers in self-contained settings such as airports, museums, stadiums, and zoos.

Connecting flight A flight plan that includes a change of aircraft and flight number.

Direct flight A flight plan that includes one or more intermediate stops but no change of aircraft or flight number.

Economies of scale Savings in time, money, or other resources organizations enjoy as the result of purchasing and/or selling in large quantities, specialization at a particular job or function, and the use of specialized machinery.

Eurailpass Allows unlimited travel for non-European tourists for varying periods of time throughout Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, and Switzerland.

Federal Aviation Administration (FAA) Agency within the DOT charged with ensuring air safety and promoting the growth of aviation.

Fleet utilization Percentage of time transportation vehicles are used for revenue-producing purposes.

Hub-and-spoke system The primary airline route pattern in the United States. By designating primary hubs,

airlines are able to funnel traffic into these centers to feed their trunk point-to-point routes between major market cities.

Intermodal A trip requiring the use of two or more forms of transportation.

International Air Transport Association (IATA) Association for airlines offering international air service that provides a means of resolving problems for mutual benefit.

Involuntarily denied boarding A situation that occurs when airline passengers with confirmed reservations are denied boarding on scheduled flights due to overbooking. Passengers may either voluntarily give up their reserved space or be involuntarily denied boarding in exchange for compensation.

Legacy carrier Established and comprehensive carriers offering varying classes of services with global networks that include alliance partners, which allow passengers to earn and redeem frequent-flier miles across these networks.

Nonstop flight A flight between two cities with no intermediate stops.

One-way flight A flight plan that includes no return to city of origin.

Open-jaw A round-trip that allows the passenger to utilize different points of origin or return.

Overbooking Accepting more reservations than there is capacity to serve those customers making the reservations (e.g., accepting reservations for more passengers than there are available seats on an aircraft or for more rooms than there are in a hotel).

Point-to-point Direct travel between two destinations.

Push The act of pushing an aircraft away from the gate for departure. The term is used to indicate the length of time necessary to unload, fuel, service, and reload an aircraft between time of arrival and departure.

Repositioning cruise The transfer of a ship from one cruising area to another to take advantage of the seasonality of demand.

Rolling hubs Connecting flights are spread over longer periods of time to reduce congestion and facility and equipment demands.

Round-trip flight A flight plan that includes return to city of origin via identical routing.

Spoke routes Air service provided from smaller secondary markets to feed passengers into primary hub markets.