

GLOSSARY

A

à la carte A menu in which each item is priced and prepared separately.

Accommodations Loosely defined as establishments engaged primarily in providing lodging space to the general public.

Accounting A service activity of business designed to accumulate, measure, and communicate financial information to various decision makers.

Adventure tourism Tourism that involves activities with an above-average element of physical risk.

Age cohort A generation affected by common experiences.

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

Airlines Reporting Corporation (ARC) The clearinghouse for receiving commission payments for airline ticket sales.

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

All-inclusive Single price for all or nearly all major services provided in a tour, resort, or cruise package.

Allocentric See Venturers.

Amenities Goods and services provided with accommodations that contribute to guest comfort.

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

Appropriations Funding provided through governmental entities.

Aquaculture The farming and cultivation of water plants, fish, and crustaceans, such as kelp, salmon, catfish, oysters, and shrimp, in large quantities for human consumption.

Attractions Natural locations, objects, or constructed facilities that have a special appeal to both tourists and local visitors.

Authenticity An item or activity that is original and genuine to the origins of culture.

Available seat miles (ASMs) The distance traveled multiplied by the number of seats available.

B

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

Banquet A food and beverage function designed, priced, and produced for a client usually for a single event or occasion.

Banquet event order (BEO) A contract for a meeting or other special occasion that details the date, the sequence of events, special needs, foods and beverages, prices, and guaranteed quantities.

Benchmarks Performance measures that are used by similar types of businesses to monitor key operations.

Berths Beds on a ship.

Best available rate (BAR) A guaranteed price that the guest is quoted the lowest available rate for a night's stay.

Biometrics Technologies for identifying and verifying an individual's physiological characteristics such as fingerprints, handprints, facial features, and irises.

Blogs Online journals composed of links and postings in reverse chronological order.

Booking A reservation.

Botanical gardens Gardens dedicated to the preservation, display, and study of growing plants.

Break-even The level at which total sales equals total costs.

Brigade A team of foodservice employees, for example, the service brigade (all service personnel) or the kitchen brigade (all kitchen personnel), in which each member is assigned a set of specific tasks.

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

Business An organization operated with the objective of making a profit from the sale of goods and services.

Business travel Travel-related activities associated with commerce and industry.

C

Call centers Centralized locations designed and managed to handle large volumes of incoming telephone inquiries, in many cases on a 24/7 basis.

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

Carrying capacity A key concept in environmental impact analysis that relates to the amount of use an environment is capable of sustaining under certain circumstances.

Cartography The science or art of making maps and interpreting mapped patterns of physical and human geography.