

**Supervisors** Individuals who are responsible for day-to-day operations, other employees' job performance, and provide recommendations to managers on personnel issues.

**Sustainable tourism** Tourism activities and development that do not endanger the economic, social, cultural, or environmental assets of a destination.

## T

**Table d'hôte** French term referring to a menu offering a complete meal at a fixed price (prix fixe).

**Target market (target segment)** A group of people sharing common characteristics that an organization attempts to serve by designing strategies to meet the group's specific needs.

**Technology** The use of new knowledge and tools to improve productivity and systems.

**Teleconferencing** A meeting that allows people to remain in several locations but come together and communicate through a combination of television and telephone connections.

**Terminals** Facilities where passengers embark and disembark transportation services.

**Three-level distribution channels** Distribution channels in which two or more channel members, such as tour operators or wholesalers serve as intermediaries between the supplier and the consumer.

**Timeshare** Either ownership or the right to occupy and use a vacation home for a specific period of time.

**Tour** A product that includes at least two of the following elements: transportation, accommodations, meals, entertainment, attractions, and sightseeing activities. It can vary widely in the number of elements included and in the structure of the itinerary.

**Tour operator** A business entity engaged in the planning, preparing, marketing, making of reservations, and, at times, operating vacation tours.

**Tour package** Two or more travel services put together by a tour operator, such as air transportation, accommodations, meals, ground transportation, and attractions.

**Tourism** The temporary movement of people to destinations outside their normal places of work and residence, the activities undertaken during their stay in those destinations, and the facilities created to cater to their needs.

**Tourism planning** A continual process of research- and development decisions to create and sustain tourism in a region.

**Tourism policy** A master plan formulated by a government (national, state/provincial, local) to aid in guiding the development of sustainable tourism industries within its jurisdiction.

**Tourism Satellite Accounts** Methodological framework that uses common classifications and definitions to measure economic impacts of tourism on a national basis.

**Travel agent** A sales specialist in tourism services.

**Travel clubs** Membership organizations designed to serve the needs of last-minute leisure travelers at bargain prices.

**Triple bottom line** Measuring tourism success in terms of maximizing positive impacts and minimizing negative impacts on the economy, environment, and local residents.

**Trunk routes** Point-to-point air service between primary hub markets.

**Two-level distribution channels** Distribution channels in which an additional channel member, such as a travel agent, serves as an intermediary between the supplier and the consumer.

## U

**U.S. Department of Transportation (DOT)** Organization within the U.S. government charged with establishing the nation's overall transportation policy, including highway planning, development, and construction; urban mass transit; railroads; aviation; and waterways.

**Upgrades** Receiving a better class of service or facility than was paid for, such as moving from coach to first class.

**Urban tourism** Tourism that takes place in large cities, where hotels and other facilities and services have become an integral part of urban activities.

## V

**Venturers** Travelers who seek adventure.

**Venue** The location of an event or attraction.

**VFR** Visits to friends and relatives.

**VIA Rail Canada** The marketing name for Canada's passenger train network, which is a combination of the passenger rail services of Canadian railroads.

**Virtual conferencing** Meetings among geographically dispersed individuals using video, sound, and data transmission technologies so that participants can see and interact with each other.

**Vocation tourism** Trips during which travelers take time to experience possible new careers before actually making career changes.

**Voluntourism** A trip that combines travel activities with charitable work.

## W

**Wildlife tourism** Travel to observe animals, birds, and fish in their native habitats without altering their behaviors.

**World Heritage Sites** Sites identified for preservation because of special cultural or heritage interest by the United Nations Educational, Scientific and Cultural Organization (UNESCO).

## Y

**Yield** The amount or quantity produced or returned after the preparation, processing, or cooking of a product or recipe.