Social media, 112 Social networking, 128 Society, 335, 341-342 culture and, 336-338 Soft ecotourist, 355 SOP. See Standardized operating procedures Southwest Airlines, 169, 280, 283-284 Spa, 255, 257 resort, 264-265 staffing, 265t Space ratio, of ships, 267 Space tourism, 381–382 Special-interest tourism (SIT), 59-61, 60t Special needs, 375-376 Specifications, in quality, 71 Spend Kids' Inheritance Now (SKINs), 371 Spoke routes, 167 Sporting activities in golf resorts, 262-264 as live entertainment, 246-247 in snow holiday resorts, 261-262 Sports tourism visitors in SIT, 60-61 types of, 61t Sport tourism, 247 Staffing. See also Employees cruise ships, 267 of spas, 265t Standardized operating procedures (SOP), 190 - 191Standards, in quality, 71 Staterooms, 268 Stations, in kitchen, 207, 210 Steam-powered ships, 154 Stocks, 210 Strategic Business Insights (SBI), 51 Strategic environmental assessments (SEAs), 334 Strategic grouping, for destinations, 257 Subcontracting, 387 Subsegments, 382 SuperDevoluy, 181 SuperShuttle, 164 Superstructure facilities, 315, 332 Supervisors, peak performance and, 79 Supplier. See Tourism supplier Surveillance, 389 Sustainability, 334, 390-391 entrepreneurship in, 364 in foodservice, 356 of host community, 361 in hotels, 359-362, 359t in tourism, 347-348, 352f UNWTO on, 348 in wildlife tourism, 356-357 Table d'hôte, 207 Taco Bell, 80 Taft, William, 13 Taman Negara National Park, 333 Tangibles, in services, 74–75 Tapas, 207, 209 Target markets in segmentation, 53 for travel agencies, 97 Taxes, in tourism, 314-315, 314t, 322, 336-337 Taxis, 163 TCP. See Travel Career Patterns Tea, 221 Teams employees in, 81 management supporting, 82, 210 service, 81-82, 84, 210

in air travel, 385 communication, 377 defining, 118 in F&B, 205-206 geo-based, 123-124 information, 95, 118 in rail service, 155-156 for self-service, 122 in tourism industry, 15, 118f, 131, 133 Teleconferencing, 55 Terrorism, 312-313, 389. See also September 11, 2001 Theater, services as, 71–73, 72t, 111 Theme parks as commercial attractions, 239-240 older visitors and, 375 revenue of, 240 Three-level distribution channels consolidators, travel clubs in, 103 event planners in, 103-106 meeting planners in, 104-106, 105t tour operators in, 100-102, 101t Tickets, airline, 285 Time, of travel, 151-153, 151t, 153t, 157t Timeshares amenities of, 181 hotels and, 182 owners, 182-183, 182t right-to-use, 181 Timing, in foodservice, 210–211 Tipping, 272 Touchable menus, 125 Tour all-inclusive, 93 by Cook, 92 culinary, 204, 214, 221-222 defined, 101 motorcoach for, 162 types of, 102 Tour guides, 122 Tourism. See also Ecotourism; Mass tourism; Segmentation, in tourism activities, 303-304 adventure, 354, 378-379, 379t business, 25-29, 322 career in, 3-4 climate change and, 334, 349-351 cost-benefit analysis of, 313 culture, 23-24, 29, 336-342 dark sky, 333 data, 6 defined, 5-6, 5f environmental degradation of, 29, 330, 333, 354 environment in, 327-329, 332-334, 342 extreme, 380 finance in, 27-29 future of, 370 geography in, 15-16 governments and, 108, 314-316, 320 in Grand Tour Era, 11–12 growth, 29-30 history, 8–14 host community in, 14, 335 infrastructure for, 305, 332, 335 international, 30-31, 302-303, 302t, 303t jobs, 4, 314 as leisure activity, 12, 14, 54, 227, 274, 372-373 local residents and, 351-352 management in, 26-27, 80t marijuana, 382, 412-418

Technology

marketing in, 25-26 medical, 380-381 in Middle Ages, 10-11 milestones in, 9t in Mobility Era, 12 model, 6-8, 7f Modern Era in, 12-14 nature-based, 354 optimal arousal theory of, 42 policy, 315-316, 321t politics and, 313-317 promotion, 316-320 real estate, 381 research, 391-395 services and, 4, 61, 68, 92-94, 254 sex, 340-341 shopping, 245 slow, 377-378 space, 381-382 special-interest, 59-61 sport, 247 sustainability in, 347-348, 352f taxes in, 314-315, 314t, 322, 336-337 travel in, 15 urban, 255, 273-274 vocation, 381 wildlife, 356-357 wine, 206 as worldwide, 4 Tourism boards, 108 Tourism development, stages of, 350f Tourism expenditure EIA of, 309-311 as import, 306 indirect effects of, 308 multiplier concept in, 305-306 tracking, 308-309 of visitors, 6 Tourism industry, 3–6, 6t, 47 airlines in, 164–169 business travel in, 14, 51, 54-55, 55t consolidation in, 385-387 crises and, 312 economics of, 311-313, 322 ecotourism in, 364 entrepreneurship in, 311 as export, 341 GDP and, 282 Internet in, 127, 280 service encounter in, 71 technology in, 15, 118f, 131, 133 Tourism markets adventure, 378-379 emerging, 377-382 marijuana, 382 medical tourism, 380-381 slow tourism in, 377-378 space in, 381-382 Tourism planning, 320-321 SEAs in, 334 for visitors, 331 Tourism promoters, 6-7 Tourism Satellite Accounts (TSA), 309 Tourism supplier, 6-7 data mining by, 123 destination and, 254 in ecotourism, 360 induced information of, 39, 41 intermediaries for, 92-94 meeting planner and, 106 one-level distribution channels in, 94-95 quality of, 72-73 revenue management by, 131