

Types of Tourism

► Domestic tourism

This is when people are traveling within their home country

► Inbound Tourism

Visitors from overseas coming into the country. Generally, when we use the term inbound tourism in the Iran we are referring to the people from different countries travelling to Iran.

► Outbound tourism

Travelling to a different country for a visit or a holiday ETC.

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Forms of Tourism

- ▶ **Leisure Travel**

includes travel for holidays, cultural events, recreation sports.

- ▶ **Business Travel** (includes all travel for business)

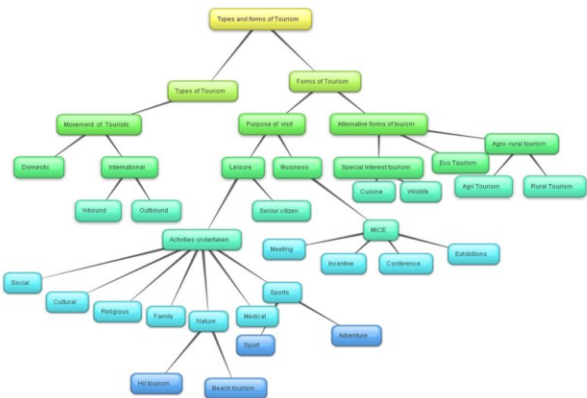
MICE: Meetings, Incentive, Conferences , Exhibition

- ▶ **Visiting Friends and Relatives (VFR)**

includes all travel for the purpose of meeting friends and relatives, either within your own country or abroad.

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Types and Forms of Tourism



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International Organizations

► **UNWTO** (United Nations World Tourism Organization)

Headquarters: Madrid, Spain

Founded: 1975

Website: wto.org

► **ICAO** (International Civil Aviation Organization)

Headquarters: Montreal, Canada

Founded: April 4, 1947

Website: icao.int

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International Organizations

► **IATA** (International Air Transport Association)

Headquarters: Montreal, Canada

Founded: April 19, 1945, Havana, Cuba

Membership: 278 airlines (2017)

Website: iata.org

► **UNESCO** (United Nations Educational, Scientific and Cultural Organization)

Headquarters: Place de Fontenoy, Paris, France

Formation: 16 November 1945

Membership: 195 member states

Website: unesco.org

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International Organizations

► **WTTC** (World Travel and Tourism Council)

Headquarters: London, United Kingdom

Founded: 1990

Website: wttc.org

► **UFTAA** (United Federation of Travel Agents' Associations)

► **PATA** (Pacific Asia Travel Association)

Headquarters: Bangkok, Thailand

Founded: 1951

Website: pata.org

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International Organizations

► **ETC (European Travel Commission)**

Brussels, Belgium

1948 in Norway

Website: etc-corporate.org

► **WFTGA (World Federation of Tourist Guide Associations)**

Vienna, Austria

February 1985

Website: wftga.org

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Special English for Hospitality

- TYPES OF ACCOMMODATION
- HOTEL BEDS AND ROOMS
- ABBREVIATIONS FOR MEALS
- ABBREVIATIONS FOR HOTEL ROOMS
- HOTEL FEATURES
- HOTEL STAFF
- CHECK IN
- CHECK OUT

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Types of Accommodation

- ▶ **ACCOMMODATION** :Refers to an hotel or other places that provides room for rent.
- ▶ **HOSTEL** Known as an inexpensive place to stay while traveling abroad.
- ▶ **Motel**: A hotel for people who are travelling by car, where they can park a car outside their room. *(noun)*
- ▶ **Inn**: A small hotel, usually in the country side. *(noun)*
- ▶ **Resort**: A place where a lot of people go for holidays. *(noun)*
- ▶ **Ski lodge**: A small hotel where skiers may stay on a skiing trip. *(noun)*
- ▶ **Guest House**:a private home which has been converted for the dedicated and exclusive use of guest accommodation.
- ▶ **Vacation rentals**: Many residents of popular tourist destinations lease their houses and apartments to vacationers.

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Motel



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Hostel

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Inn

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THE MAYTON INN

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Resort

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Ski lodge

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16

Guest House



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Vacation Rentals

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Hotel Beds and Rooms

Types of beds:

- ▶ **single bed/twin bed** (around 39 x 74 inches) — A twin bed is the smallest type of bed, where one person can sleep. It's also sometimes called a single bed.
- ▶ **full-size bed** (around 54 x 74 inches) — Nowadays, a full-size bed is usually for one person, but two people could sleep in it (very close together). These are also called double beds.
- ▶ **queen-size bed** (around 60 x 80 inches) — A queen-size bed is bigger than a full bed, and usually shared by two adults.
- ▶ **king-size bed** (around 76 x 80 inches) — A king-size bed is the largest size of standard beds, and can comfortably sleep two people.

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Single Bed



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Double Bed



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Queen Size bed



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King Size Bed



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Hotel Beds and Rooms

Types of Rooms:

- ▶ **single room** — A single room is for one person, and usually has a full-size bed (double bed).
- ▶ **double room** — A double room usually has space for two guests, with a double bed (full-size) or queen-size bed.
- ▶ **twin room** — A twin room usually has space for two guests, but in two separate beds (twin/single beds).
- ▶ **triple room** — A triple room can sleep three guests, either in one double bed and a single bed, or a different combination of three.
- ▶ **suite** — A suite is bigger than your normal hotel room. In fancy hotels, suites could even have multiple rooms. You might also see an executive suite or a family suite.
- ▶ **adjoining/connecting rooms** — This means that two rooms are connected together by a door going from one room directly into the other. Large groups of people or families might ask to be put in adjoining rooms.

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Single Room

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Double Room



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Twin Room



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Triple Room



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Suite

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Adjoining/connecting rooms



A hotel room featuring a large bed with white linens and a dark headboard. A person is visible in the background near the bed. The room has a large window offering a view of a city skyline. The floor is made of dark wood.



A hotel room with two beds, each with white linens and a green blanket. The room has a large window with curtains and a view of a city skyline. There is a desk and a chair in the room.

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Abbreviations for Meals

- ▶ **BB (Bed & Breakfast)** – accommodation in hotels with breakfasts only– American style or continental breakfasts.
- ▶ **HB (Half Board)** – accommodation with meals two times a day. As a rule these are breakfasts and dinners. Drinks are supplied at additional costs.
- ▶ **HB+ (Half Board Plus)** – accommodation in hotel with meals 2 times a day, – breakfast and dinner. Drinks are included; except for breakfast and dinner all drinks are charged additionally.
- ▶ **FB (full board)** – 3 times meals in hotel (breakfast, lunch and dinner). Drinks during lunch and dinner are not included.

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Abbreviations for Meals

► **AI** (All inclusive)

3 times meals + light breakfast, snacks, and light dinner.

Drinks are included . Sometimes these can be only drinks of local production and the rest is to be paid additionally.

► **UALL** (Ultra All Inclusive)

All Inclusive + drinks of local production and foreign production

► **Continental Breakfast** – light breakfast consisting of coffee, tea, juice, bread, cream and jam.

► **English Breakfast** – full breakfast, consisting of juice, tea or coffee, eggs, bacon, toasts, jam.

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Abbreviations for Meals

► **American Breakfast**

continental breakfast + sliced bacon, cheese, bread or toasts, fried or poached eggs, sausages, jam or jelly, cornflakes or other cereal.

► **A-la carte**

list of the menu, where each item has its own price separately. A lot of hotels, offering UALL also include free a-la carte.

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Torta

Tacos

Abbreviations for Hotel Rooms

- ▶ **SGL** – single
- ▶ **DBL** – double
- ▶ **TRPL**– triple
- ▶ **EXB** – extra bed in room
- ▶ **Chld** (child) – price for a child is usually included for accommodation with 2 adults
- ▶ **ROH** (run of house) – type of room, which will be known only upon arriving to the hotel
- ▶ **GV**– garden view room
- ▶ **MV**– Mountain View room
- ▶ **BV**– beach view room
- ▶ **CV** – city view
- ▶ **LV** – land view
- ▶ **OC** –ocean view
- ▶ **PV**– pool view
- ▶ **RV**– river view

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Abbreviations for Hotel Rooms

- ▶ **Standard** – 1 room
- ▶ **1 APT** – 1 bedroom apartments
- ▶ **2 APT** – 2 bedroom apartments
- ▶ **APTS** – similar to modern 2 rooms or more apartments with kitchen
- ▶ **BG** – bungalow, a stand alone building consisting of several rooms, with separate entrances from the street.
- ▶ **DELUXE**– advanced comfort rooms
- ▶ **DPL** – duplex 2 storeroom
- ▶ **Family room**– a room a bit bigger then a standard one, 1 bedroom or more often 2 bedrooms
- ▶ **Honeymoon room** – room for just married

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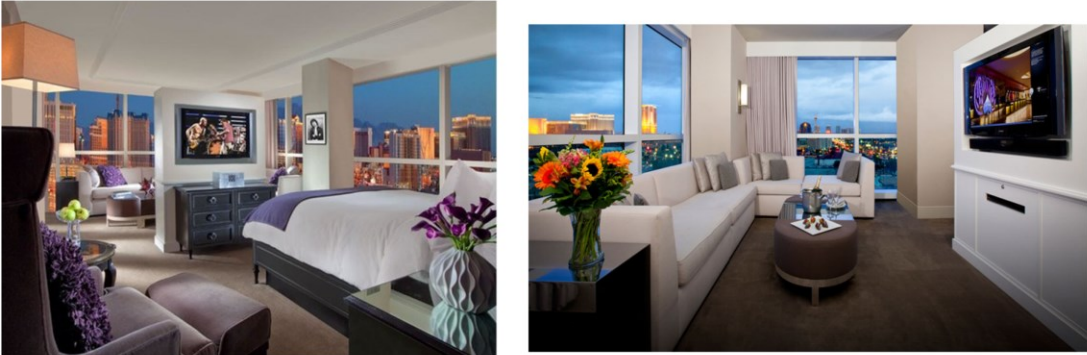
Abbreviations for Hotel Rooms

- ▶ **HV** – holiday villages, a category of bungalow
- ▶ **KSB** – king size bed, more than 180 cm
- ▶ **King suite** – king size sofa in bedroom
- ▶ **Suite** – 1 bedroom of higher quality with a living zone
- ▶ **Executive Suite** – 2 bedrooms suite
- ▶ **Junior Suite** – 1 bedrooms, improved. Place for sleeping can be separated and turned into a living room during a day.
- ▶ **Senior Suite** – hotel room of better comfort, with a bedroom and living room
- ▶ **Connected rooms** – hotel rooms joined with each other, and separated with a door, which can be locked from one side.

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King Suite

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Executive suite

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Junior Suite

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Senior suite

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Hotel Features

- ▶ **amenities** — Amenities is just another way of saying "features"
- ▶ **appointed:** To be filled with furniture and fittings.
- ▶ **AC** — Air conditioning (usually shortened to "AC")
- ▶ **smoke-free** — If rooms are smoke-free, it means that smoking is not allowed. **Smoking** and **non-smoking** are two other terms used to describe if smoking is allowed or not.
- ▶ **bathtub** — A bathtub is in the bathroom, where people can clean themselves by taking a bath.
- ▶ **towel** — People use towels to dry themselves off after taking a shower or a bath. There are also hand towels, which are smaller, and a **bath mat**—a towel you put on the floor to stand on.
- ▶ **robes** — Some hotels provide robes for guests to wear after they shower. They are also called **bathrobes**.

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Hotel Features

- ▶ **Basement:** A space under a building.
- ▶ **Cuisine:** The prepared food that is available.
- ▶ **Fitness centre:** An area with a gym and swimming pool.
- ▶ **Front desk:** The place where the receptionist works (same as reception desk).
- ▶ **Fully booked:** To have no rooms available (same as no vacancies). (*adjective*)
- ▶ **Guest:** A person who is staying in a hotel.
- ▶ **Leisure:** Free time to enjoy yourself.
- ▶ **Location:** The place where something is.
- ▶ **Luggage:** The bags that travellers take with them. (*noun*)

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Hotel Features

- ▶ **Luxurious:** Something very special, comfortable. (*adjective*)
- ▶ **Maid:** The person who cleans the rooms in a hotel.
- ▶ **Mini-bar:** A small fridge in a room with food and drink that has to be paid for. (*noun*)
- ▶ **No vacancies:** To have no rooms available (same as fully booked). (*adjective*)
- ▶ **Non-resident:** Someone who does not live or sleep there. (*noun*)
- ▶ **Occupant:** To take up a space, to live there. (*noun*)
- ▶ **Reception desk:** The place where the receptionist works (same as front desk). (*noun*)
- ▶ **Register:** A written list of items or names. (*noun*) To arrive at a hotel and claim your room. (*verb*)
- ▶ **Resident:** Someone who is staying. (*noun*)

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Hotel Features

- ▶ **Room service:** When a guest orders food or drink to be delivered to their room. *(noun)*
- ▶ **Situate:** To put something in a place. *(verb)*
- ▶ **Supply:** To take to a place, to give, an order. *(verb)*
- ▶ **Timetable:** A list of agreed times for buses and trains to arrive/depart. *(noun)*
- ▶ **Tip:** The extra money that a guest gives to hotel workers. *(noun)* To give extra money to someone that helps you. *(verb)*
- ▶ **Toaster:** A machine to cook bread. *(noun)*
- ▶ **Vacate:** To leave. *(verb)*
- ▶ **Valet:** A person who parks your car for you. *(noun)*
- ▶ **Waiter:** The person who serves food in a restaurant. *(noun)*

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Hotel Features

- ▶ **toiletries** — Toiletries are small personal items you might use in the bathroom, such as shampoo/conditioner (for washing hair), soap, toothbrush and toothpaste (for brushing teeth).
- ▶ **sink** — The sink is where people wash their hands. It has a **faucet**, where the water comes out, and a **drain**, where the water leaves.
- ▶ **hand soap** and **body soap**.
- ▶ **executive desk** — Some rooms might come with a desk to sit and write or work. These are sometimes called executive desks (just a fancier name, often used in business suites).
- ▶ **kitchenette** — This is a mini-kitchen where people can prepare basic food, usually with a **microwave** and **sink**. Most hotel rooms have a **mini-fridge** (small refrigerator) that has some beverages and snacks inside. If guests eat the snacks and beverages, they have to pay for them when they check out.
- ▶ **turndown service** — This is a service that has housekeepers go into the room and remake the beds. They might put a mint or chocolate on the pillow to show the bed has been "turned down."

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Hotel Features

- ▶ **linens** — These are cloths such as **sheets** on the bed, **pillow cases** to cover the pillows, a **blanket** to keep warm or a **comforter** (the thick blanket on top of a bed). Sheets have a **thread count**, which tells their quality/smoothness.
- ▶ **iron and ironing board** — When clothes are wrinkled, guests can get rid of the wrinkles by using an iron with an ironing board.
- ▶ **private jacuzzi** — This is a hot tub somewhere inside or attached to the room. "Private" is the opposite of "public," and means that this jacuzzi is just for the people in that room.
- ▶ **airport shuttle** — Some hotels have "shuttles," or large vans that give guests free rides to and from the nearest airport.
- ▶ **catering** — Some hotels offer catering services, meaning they can be hired to cook and serve food for events.
- ▶ **buffet** — A buffet consists of many different kinds of food, and guests serve themselves. For example, your hotel might offer a **breakfast buffet** or a **dinner buffet**.
- ▶ **vending machine** — These are machines where guests can purchase candy, snacks or beverages with coins.

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Hotel Features

- ▶ **wheelchair accessible** — This means that people in wheelchairs can get around the hotel, usually with **elevators** and **ramps** (inclined/tilted ground instead of stairs).
- ▶ **fitness/workout room** — This might also be called a **gym**, and is a place for guests to exercise. There might be **treadmills** or **free weights** in the room.
- ▶ **swimming pool** — This is a place for guests to swim, and could be **indoor** (inside the hotel building) or **outdoor** (outside).
- ▶ **jacuzzi/whirlpool/hot tub** — This is a small, very hot "pool" of water with bubbles or "jets" that adults sit in to relax.
- ▶ **spa** — A spa for relaxation might offer **massages** or a **sauna** (small room filled with hot steam).
- ▶ **laundry** — Hotels might offer laundry service, meaning they will wash guests' clothes (for a fee). There could also be **coin-operated** laundry machines, where guests can wash their clothes themselves by putting coins into the machines.
- ▶ **pets allowed/pet-friendly** — This means that pets are allowed in the hotel. If pets are not allowed, most hotels will still allow **service animals** (used to help blind people).

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Toiletries

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emery board

nail file

nail clippers

nail scissors

nail brush

toothbrush

toothpaste

electric toothbrush

hairbrush

comb

tweezers

shaver
(also electric razor)

blade
razor

sponge bag (BrE)
toiletry bag (NAme)

loofah

sponge

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Night dress
pajamas
bathrobe

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nightdress (BrE)
nightgown (NAme)



pyjamas
pajamas (especially US)




dressing gown (BrE)
bathrobe (NAme)

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Spa



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Hotel signs and symbols

51

AIRLINE	ARRIVAL SCREEN	BAGGAGE CLAIM	BAGGAGE TROLLEY	BANKING & CURRENCY	BAR
BARBER SHOP	BUSES	CHITRALADA SHOP	COFFEE SHOP	CUSTOMS	DEPARTURE SCREEN
DRINKING WATER	DUTY FREE SHOP	ELEVATOR	ESCALATOR	FIRST AID	GROUND TRANSPORT
HOTEL TELEPHONES	INFORMATION	IMMIGRATION	LEFT BAGGAGE	LOST PROPERTY	MEETING POINT
MUSLIM PRAYING AREA	PARKING	POST OFFICE & TELEGRAPH	PUBLIC TELEPHONE	RESTAURANT	SOUVENIR SHOP
TAXI LIMO	TELEPHONE RENTAL	TOILET	TOUR SERVICES	TRAIN	TRANSIT, TRANSFERS

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Hotel Staff

- ▶ **receptionist** — This person is found at the front desk/reception. They answer the phones and greet the guests.
- ▶ **concierge** — A concierge assists (helps) guests with needs such as arranging travel, booking local tours, calling taxis, etc. In [this well-known scene](#) from the movie "Home Alone 2: Lost in New York," the first line is "This is the concierge!"
- ▶ **bellboy/bellhop/porter** — These are all names for the person who helps guests carry their suitcases/luggage up to the room.
- ▶ **housekeeping/housekeeper** — These are the people who clean the hotel and its rooms.
- ▶ **staff meeting** — When staff meets at a certain time and place to talk about certain work topics, this is a staff meeting.

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concierge

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bellboy

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housekeeper



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Taking Reservations

- ▶ **booking a room** — This is the same thing as reserving a room.
- ▶ **making a reservation** — Guests will ask to make a reservation (book a room) when they'd like to stay in the hotel.
- ▶ **vacancy** — This means space is available. Hotels might have a "No Vacancy" sign when they're full, and a "Vacancy" sign when rooms are still available.
- ▶ **credit card** — Most hotels will ask for the guest's credit card number to reserve the room. They may also need to provide the card's **expiration date** and **security code** (3 digits on back of card).
- ▶ **conference/convention** — Often hotels host conferences or conventions, which are large meetings a day or several days long with people from all over the state, country or even world. Conferences usually include a **banquet**, a formal evening meal with speeches.
- ▶ **Voucher** : A voucher is a kind of receipt that proves your reservation is correct and the money has been paid

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Check in

- ▶ **check-in/check-out** — When guests arrive at the hotel, they check in to get their room key. On their last morning, they check out to pay their bill.
- ▶ **key card** — Most hotels use key cards (that look like credit cards) instead of an actual key to get into the room. Sometimes the magnetic strip on the card gets unactivated, and it won't open the door correctly.
- ▶ **deposit** — This is money that is paid before guests actually stay in the hotel. It's often used to reserve (hold/save) their place, and there are policies (rules) about what happens to the money if they cancel their reservation.
- ▶ **room number** — Guests need to know the number of the room where they're staying.
- ▶ **morning call/wake-up call** — At many hotels, guests can ask that hotel staff call them at a certain time to wake them up, instead of relying on an alarm clock.

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Check Out

- ▶ **invoice** — This is the piece of paper with a guest's total charges (expenses) that they need to pay when they check out.
- ▶ **tax** — One line on the invoice will be for tax, a percent of the total expenses that goes to local/national government. In the USA, state tax is different from state to state.
- ▶ **damage charge** — If guests break or ruin something in the room, they might need to pay a damage charge. If a **deposit** was made, this type of expense might be paid for from the deposit.
- ▶ **late charge** — If guests check out later than the check-out time, they could have to pay a late charge.
- ▶ **customer satisfaction** — If guests had a great stay and were happy with the service, they are **satisfied customers** with high customer satisfaction.

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59

keycard



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Commonly Used Words and Expressions

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- TYPES OF TRAVEL
- AIRPORT AND FLIGHT
- TRANSPORTATION
- OTHER COMMONLY USED WORDS

Types of Traveling

- ▶ **WALKING TOUR :** A specialized tour where a person walks along a street or path with a tour guide in order to get a feel for the area. The patron will not ride a bus or boat in order to enjoy their tour.
- ▶ **Cruise:** An ocean trip taken for pleasure. *(noun)*
- ▶ **Wander:** A short relaxed walk around a place. *(noun)*
- ▶ **Guided tour:** An activity of walking around a town, building, etc. accompanied by a guide. *(noun)*
- ▶ **Journey:** An act of travelling from one place to another, especially over a long distance. *(noun)*
- ▶ **Safari:** A trip to seen or hunt wild animals. *(noun)*
- ▶ **Sightseeing:** The activity of visiting the famous or interesting sights of a place.
- ▶ **Sail:** To travel across an area of water in a boat or ship. *(verb)*

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Types of Traveling

- ▶ **Backpacking:** it's a form of low-cost, independent travel. It includes the use of a backpack that is easily carried for long distances or long periods of time; the use of public transport; inexpensive lodging such as youth hostels.
- ▶ **Camping:** Camping is an outdoor activity involving overnight stays away from home in a shelter, such as a tent
- ▶ **Same day visitors:** Same-day visitor refers to a visitor who does not spend the night in a collective or private accommodation in the place visited.
- ▶ **Pilgrimage:** pilgrimage is a journey or search of moral or spiritual significance. Typically, it is a journey to a shrine or other location of importance to a person's beliefs and faith like Imam Hussain.
- ▶ **Hiking:** Hiking is the preferred term, in Canada and the United States, for a long, vigorous walk, usually on trails (footpaths), in the countryside, while the word walking is used for shorter, particularly urban walks.

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Types of Traveling

- ▶ **Tour:** A tour is an organized trip that people go on to several different places usually by a guide.
- ▶ **Excursion:** a short journey or trip, especially one taken as a leisure activity.
Example: "an excursion to London Zoo"
- ▶ **Expedition:** a journey undertaken by a group of people with a particular purpose, especially that of exploration, research, or war.
Example: "an expedition to the jungles of the Amazon."
- ▶ **Trek:** a long difficult journey made especially on foot as an adventure
- ▶ **Voyage:** A long journey to some distant place in a ship. (*noun*)

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Airport and Flight

- ▶ **PASSENGER MANIFEST** A list of customers that are participating to your tour. ideally printable and mobile friendly.
- ▶ **Airfare:** The money paid to travel by airplane. *(noun)*
- ▶ **Aisle:** A long narrow passage between seating areas in a passenger vehicle. *(noun)*
- ▶ **Arrivals area:** The area of an airport where incoming passengers arrive. *(noun)*
- ▶ **Baggage:** The bags or cases used to carry belongings when traveling. *(noun)*
- ▶ **Baggage claim:** An area in an airport where arriving passengers collect their baggage. *(noun)*
- ▶ **Board:** To get onto trains, buses, ships, etc. *(verb)*

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Airport and Flight

- ▶ **Customs:** The procedure for examining baggage and freight, paying duty, etc.
- ▶ **Boarding pass:** A card that allows you to board a ship or plane. *(noun)*
- ▶ **Departure:** The act of departing. *(noun)*
- ▶ **Departure board:** A board in an airport, bus terminal, or train station which displays the times and destinations of future departures. *(noun)*
- ▶ **Departure lounge:** A lounge in an airport where passengers can wait before the departure of their flight. *(noun)*
- ▶ **Domestic flight:** A flight that begins and ends in the same country. *(noun)*
- ▶ **Duty-free:** Goods that you can bring into a country without paying tax on them. *(noun)*

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Airport and Flight

- ▶ **Gate:** A way out of an airport terminal through which passengers go to get on their plane. (*noun*)
- ▶ **Getaway:** (1) A short holiday or vacation. (*noun*) (2) A place that is suitable for a holiday or vacation. (*noun*)
- ▶ **Embark:** To get onto a ship or airplane. (*verb*)
- ▶ **Excess baggage:** Baggage that weighs more than the maximum amount each passenger is allowed to carry without paying extra fees. (*noun*)
- ▶ **Fare:** The money paid to use public transport, such as bus, plane, taxi, etc. (*noun*)
- ▶ **Flight attendant:** A person whose job is to serve and take care of passengers in a plane. (*noun*)
- ▶ **Jet lag:** The feeling of being tired and slightly confused after flying a very long distance because of a time difference between the places left and arrived. (*noun*)

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Airport and Flight

- ▶ **Immigration officer:** A person who examines the passports, visas, etc. of foreign nationals entering a country at an airport, port, etc. *(noun)*
- ▶ **Hand luggage:** The small bags that passengers can carry into an airplane. *(noun)*
- ▶ **Single:** A ticket for a one-way trip to a place. *(noun)*
- ▶ **Return:** A ticket for a trip to a place and back again. *(noun)*
- ▶ **Shuttle:** A plane, bus, or train that makes regular short journeys between two places. *(noun)*
- ▶ **Take-off:** The time when a plane leaves the ground and begins to fly. *(noun)*
- ▶ **Luggage label:** A piece of paper attached to luggage that gives information about it. *(noun)*
- ▶ **Landing:** The action of bringing an aircraft down to the ground after being in the air. *(noun)*

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Transportation

- ▶ **LIMO** (limousine) A large, typically expensive, car that people use to get to and from a particular destination.
- ▶ **Cab:** A car driven by a person whose job is to take passengers where they want to go in exchange for money (same as taxi) (American English). (*noun*)
- ▶ **Cruise ship:** A passenger ship used commercially for pleasure cruises. (*noun*)
- ▶ **Yacht:** A large sailing boat with a place to sleep on board that is used for pleasure trips. (*noun*)
- ▶ **Ocean liner:** A passenger ship that travels on the ocean. (*noun*)
- ▶ **Port:** A place where ships load and unload goods. (*noun*)

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Transportation

- ▶ **Tram:** A passenger vehicle powered by electricity that runs on rails along the streets. *(noun)*
- ▶ **Transit system:** The public transport which allows people to travel from one place to another. *(noun)*
- ▶ **Taxi rank:** A place where taxis wait for customers. *(noun)*
- ▶ **hop on, hop off bus :** the bus stops at each location and you get off ,see the sights and then pick up the next bus in half an hour with no extra charge.
- ▶ **Caravan:** a vehicle equipped for living in, typically towed by a car and used for vacations.
- ▶ **Ferry:** a boat or ship for conveying passengers especially over a relatively short distance and as a regular service.

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Other Commonly Used Words

- ▶ **ACTIVITY PROVIDER** : A person located in a tourist destination who provides a unique, local activity for a visitor to do while on vacation. Examples of such activities include kayaking, bike riding or arts and crafts, among others.
- ▶ **ADD-ON** : An extra, optional service that travelers can purchase during the bookings process.
- ▶ **AGENT** : A business that is mainly focused on reselling tours and activities in exchange for commission fees.
- ▶ **BLACKOUT DATES** : A day that you are not operating your tours so your visitors can't book online for the day.
- ▶ **BLOGGER** : A blogger is person who write a blog. A blog is a website where people regularly publish information, either personal or professional.
- ▶ **CHARTER** : Chartering a tour, a bus, a boat or other means that a group will make one bookings and do not wish to share this other people.

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Other Commonly Used Words

- ▶ **COMMISSION** A commission is a percentage of your incomes that an agent will charge tour operators to send customers. A common practice in the tour & activity industry is to pay from 10% and up to 30% commission to resellers.
- ▶ **DESTINATION** The place to which someone is going. It's an area, a place visited by tourists.
- ▶ **EVENT ORGANISER** A person who is trained and qualified to organize a particular event for a community, company or hotel property.
- ▶ **FIT** (FREE INDEPENDANT TRAVELLER) A person or a couple that is not travelling with a group.
- ▶ **GDS** (GLOBAL DISTRIBUTION SYSTEM) A global distribution system is a computer reservation system that allows a travel company to manage its reservations while at the same time communicate with its customers. GDS are used by travel agent to access flight, accommodations, car rental, tours and activities.

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Other Commonly Used Words

- ▶ **NETT RATE** The minimum amount that tour suppliers can sell a tourism product for and still make a profit.
- ▶ **ONLINE BOOKING SYSTEM** A reservation software that allows clients to book online directly with your company. For distribution, see channel manager.
- ▶ **ONLINE TRAVEL AGENCY (OTA)** An online travel agency can be utilized by a traveler in order to book everything they need for their trip in one place. This can include making hotel reservations, flight reservations and in-destination reservations like tours, attractions, activities.
- ▶ **ONLINE RESERVATION SYSTEM** A system that allows a customer to make a reservation online and receive an immediate confirmation.
- ▶ **OVERBOOKING** Your tours are overbooked when you have more participants that you can really accept.

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Other Commonly Used Words

- ▶ **QUOTE** The price approximation that a business might provide to a future traveler so they can budget for the services they want when they reach their destination.
- ▶ **REAL-TIME BOOKING** It is particularly useful on the business end because it allows a manager or operator to choose when and where they want to offer reservations.
- ▶ **RESELLER** Someone who markets and resells tours and activities in exchange for commission fee, also known as agent.
- ▶ **SEARCH ENGINE MARKETING** A marketing tactic which uses paid services so that interested clients and customers can reach a business quicker and easier than ever before.

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Other Commonly Used Words

- ▶ **(SEO) SEARCH ENGINE OPTIMIZATION** Search engine optimization, otherwise known as SEO, is a tactic which incorporates highly-targeted keywords into website content to make it more visible in search engine results.
- ▶ **SOCIAL MEDIA** The term used to describe the vast amounts of social networking sites available today. Social media is one of the main ways that people communicate.
- ▶ **THINGS TO DO** Events, activities, and services provided in a particular tourist destination.
- ▶ **TOUR OPERATOR** A person or company who operates a tour for travelers who are visiting.

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Other Commonly Used Words

- ▶ **TOUR WHOLESALER** Tour wholesalers never sell directly to consumers. Instead, they link individual tourism operators with retailers, supplying touring options that include travel, accommodation, and tours.
- ▶ **TRADITIONAL TRAVEL AGENT** A travel agent who works out of a brick-and-mortar location, available in-person to help out people who want to plan a vacation.
- ▶ **TRAVEL GUIDE** A guide that offers insight to the various things to do in a particular location. They often highlight tours, hotels, restaurants, activities and other local areas that should be visited.
- ▶ **CURRENCY** The form of money that a person uses in order to pay.

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Other Commonly Used Words

- ▶ **(VIC) VISITORS INFORMATION CENTRE** A spot in most tourist destinations that provides information to visitors and answers their questions. You can typically find brochures as well as other service information here.
- ▶ **TRAVELOGUE** Blogger specialized in the travel industry.
- ▶ **INBOUND TOUR OPERATOR** An inbound tour operator is specialized in providing tours to overseas travelers visiting a destination, sometimes by operating the tour themselves, or through established partnerships with local suppliers.
- ▶ **LOW SEASON** A less popular time to visit a particular destination, often in the bad-weather months. Rates are often cheaper during the low season.

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Other Commonly Used Words

- ▶ **Keepsake:** A small object or gift that reminds you of a person or an event. *(noun)*
- ▶ **Knapsack:** A bag that you carry on your shoulders. *(noun)*
- ▶ **Leisure time:** When you are not working or studying and can relax or do things you enjoy. *(noun)*
- ▶ **Lodge:** To pay to live in a room in someone's house. *(noun)*
- ▶ **Lodging:** A place to stay. *(noun)*
- ▶ **Foreigner:** A person who comes from a different country or who does not belong in a particular place. *(noun)*
- ▶ **Souvenir:** An object that you buy or keep that reminds you of a special occasion or a place you have visited. *(noun)*
- ▶ **Stopover:** A temporary stop for a day or two during a long trip. *(noun)*

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Other Commonly Used Words

- ▶ **Off-peak:** A time when less people take trips and tickets are usually cheaper. (*adjective*)
- ▶ **Overnight bag:** A bag for holding clothes and other necessities when staying away from home for one night or a short period of time. (*noun*)
- ▶ **Pack:** To put things into bags, cases, etc. in preparation for a trip somewhere. (*verb*)
- ▶ **Passage:** A journey on a ship. (*noun*)
- ▶ **Peak time:** A time when the greatest number of people are travelling. (*noun*)
- ▶ **Platform:** The raised area beside a railway track where you get on and off a train in a station. (*noun*)

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Other Commonly Used Words

- ▶ **Scenery:** The natural features of a beautiful landscape. (*noun*)
- ▶ **Sights:** Anything worth seeing, such as attractions, events, etc. (*noun*)
- ▶ **Holiday:** A period when a break is taken from work or studies for rest, travel, or recreation. (*noun*)
- ▶ **Itinerary:** A plan or list of places to be visited on a journey, including the route. (*noun*)
- ▶ **Unpack:** To remove things from of a suitcase, bag, box, etc. (*verb*)
- ▶ **TIC** Tourist Information Center
- ▶ **VIC** Visitor Information Center
- ▶ **WHS** World Heritage Site

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World's most traded currencies

AUD	Australian Dollar'	MXN	Mexican Peso
CAD	Canadian Dollar'	NOK	Norwegian Krone'
CNY	Chinese Yuan	RUB	Russian Ruble
EUR	Euro	SEK	Swedish Krone'
GBP	United Kingdom Pound'	CHF	Swiss Franc'
HKD	Hong Kong Dollar'	TRY	Turkish Lire
INR	Indian Rupee	USD	United States dollar'
JRY	Japanese Yen'		

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Air Travel

APR

Arrival

ATC

Air traffic control

DEP

Departure

ETA

Estimated time for arrival

ETD

Estimated time for departure

ID

Identification

LCC

Low-cost carrier

OW

One-way

RT

Return

TRSF

transfer

By : Mohsen Shafiee

Months

JAN

January

FEB

February

MAR

Mars

APR

April

MAY

May

JUN

June

JUL

July

AUG

August

SEP or SEPT

September

OCT

October

NOV

November

DEC

December

By : Mohsen Shafiee

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Times and time zones

A.M. from midnight to noon

P.M. after noon

12-hour clock	24-hour clock
12:10 a.m.	0010
03:05 a.m.	0305
07:59 p.m.	1959

GMT Greenwich Mean Time

UTC Coordinated Universal Time

24/7 24 Hours a Day, 7 Days a Week

HRS hours

WKS weeks

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Money and Prices

ATM	Automatic Telling Machine	INCL	Inclusive
EXCL	Exclusive(not everything included)	PIN	Personal identification number
FIT	Fully inclusive tour	POS	Point-of-sales terminal
GST	General Sales Tax	PP	Per Person
IBAN	International Bank Account Number	VAT	Value Added Tax
IT	Inclusive Tour		

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Days

MON

Monday

TUE or TUES

Tuesday

WED

Wednesday

THU or THURS

Thursday

FRI

Friday

SAT

Saturday

SUN

Sunday

M-F

Monday to Friday

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AY

Jobs in Tourism

ASST	assistant	HK	Housekeeper
CEO	Chief Executive Officer	HQ	Headquarters
CFO	Chief Financial Officer	HR	Human Resources
CV	Curriculum Vitae	MOD	Manager on Duty
DOB	Date of birth	PERM	Permanent Position
EHK	Executive Housekeeper	TA	Travel Agent
FOM	Front Office Manager	TEMP	Temporary Position
FT	Full-time	P/H	Per Hour
PT	Part-time	P/W	Per Week
GM	General Manager	P.A.	Per Annum (Annual Salary)

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People

ADL

Adult

CHD

Child

INF

Infant (up to two years)

MR

Mister

MISS

a single woman

MRS

a married woman

MS

don't know married or single or doesn't want to be called married or single

PAX

passengers

VIP

Very important person

CIP

Commercially Important People

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ISO Country Codes List

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Country	ISO Alpha-2	ISO Alpha-3
Argentina	AR	ARG
Australia	AU	AUS
Canada	CA	CAN
China	CN	CHN
France	FR	FRA
Germany	DE	DEU
India	IN	IND
Italy	IT	ITA
Korea, Republic of	KR	KOR
Mexico	MX	MEX
Iran, Islamic Republic of		
Russia	RU	RUS
United Kingdom	GB/UK	GBR
United States	US	USA

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The End!

Wish You all the best

Hope you liked it and enjoyed this presentation.

By : Mohsen Shafiee