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Comprehensive Course Glossary: Tourism & Hospitality Management

Unit 1 – Restaurants and Catering Services

- **À la carte:** A menu offering individual dishes priced separately, allowing customers to build their own meal combinations.
- **Allergen management:** Operational protocols designed to prevent cross-contamination and ensure clear labeling of common food allergens (e.g., nuts, gluten, dairy) for guest safety.
- **Banqueting:** A formal, large-scale dining event prepared for a specific group, often operating on a fixed multi-course menu.
- **Buffet service:** A dining setup where food is displayed in central stations and guests serve themselves or are served by staff behind the line.
- **Cross-contamination:** The transfer of harmful bacteria or allergens from one food item or surface to another, usually via unwashed utensils or hands.
- **Covers:** The number of individual diners or meals served in a restaurant during a specific operational period or shift.
- **Dietary requirements:** Specific food preferences or restrictions based on health, religious beliefs, or personal choices (e.g., vegan, halal, kosher, low-sodium).
- **Fine dining:** A high-end restaurant experience characterized by gourmet cuisine, formal table settings, highly trained service staff, and sophisticated ambiance.

- **Food and Beverage (F&B):** The department within a hospitality business responsible for planning, preparing, and serving food and drinks to guests.
- **HACCP (Hazard Analysis Critical Control Point):** An internationally recognized systematic preventative approach to food safety from biological, chemical, and physical hazards.
- **Mise en place:** A culinary term meaning "everything in its place"—referring to the preparation and organization of ingredients and utensils before service begins.
- **POS System (Point of Sale):** A digital network used by restaurant staff to input order items, send orders directly to the kitchen, and process customer payments.
- **Table d'hôte:** A fixed-price menu offering a limited selection of pre-designed courses.
- **Upselling:** A sales technique where staff suggest higher-value items, premium beverages, or additional side dishes to increase total spend.
- **Yield management (F&B):** Strategies focused on optimizing menu pricing, controlling food cost percentages, and maximizing table turnover rates.

Unit 2 – Airports and Air Travel

- **Boarding pass:** An official document—digital or physical—provided by an airline during check-in, granting a passenger permission to enter the aircraft.
- **Baggage allowance:** The weight or piece limit for luggage that a passenger is permitted to carry without paying additional fees.
- **Cabin crew:** Flight attendants and operational personnel responsible for passenger safety, comfort, and service on board an aircraft.
- **Connecting flight:** A flight itinerary requiring passengers to change aircraft at an intermediate airport hub to reach their final destination.
- **Customs:** The government authority responsible for monitoring the flow of goods, animals, and personal items into and out of a country, collecting duty fees when applicable.
- **Excess baggage:** Luggage that exceeds an airline's free weight or size limit, subject to extra charges at check-in.
- **Gate:** The designated area inside an airport terminal where passengers wait before boarding their specific aircraft.

- **IATA (International Air Transport Association):** The global trade organization that sets international safety, security, efficiency, and billing standards for airlines.
- **Jet lag:** Physical fatigue and disruption of sleep patterns caused by traveling rapidly across multiple time zones.
- **Layover:** A scheduled stopover between flights, ranging from a few hours to a day, spent inside an airport hub or nearby town.
- **No-show:** A passenger who holds a confirmed flight reservation but fails to arrive for check-in or boarding without canceling.
- **Overbooking:** The operational practice of selling more tickets than available seats on a flight to compensate for expected no-shows.
- **Passport control / Immigration:** The border security checkpoint where officials verify travelers' identity documents, visas, and entry rights.
- **Runway:** A designated rectangular strip of land on an airfield prepared for the landing and takeoff of aircraft.
- **Security screening:** The process of scanning passengers and their carry-on bags using X-ray machines and detectors to prevent unauthorized items on board.

Unit 3 – Cruises and Cruise Tourism

- **Aft:** The rear or back portion of a ship or ocean vessel.
- **Berth:** A bed or sleeping space built into a passenger cabin; also refers to the designated mooring location where a vessel docks at a pier.
- **Bridge:** The primary command center of a cruise ship, where the captain and officers control navigation, speed, and safety systems.
- **Cabin / Stateroom:** A private bedroom or living compartment provided for passengers on a cruise ship.
- **Disembarkation:** The organized process of passengers leaving a ship at the end of a cruise voyage or during a port call.
- **Embarkation:** The formal boarding process of passengers onto a cruise ship at the start of a voyage.
- **Excursion / Shore excursion:** Guided tours, recreational activities, or sightseeing trips organized for cruise passengers while docked at a port of call.

- **Galley:** The specialized kitchen area on a ship where food is prepared for guests and crew members.
- **Knot:** A unit of speed equal to one nautical mile per hour (approximately 1.15 mph or 1.85 km/h), used to measure ship velocity.
- **Muster drill:** A mandatory safety exercise where passengers learn emergency procedures, lifeboat locations, and how to don life jackets.
- **Port of call:** An intermediate destination or harbor where a cruise ship stops to allow passengers to visit the local area.
- **Porthole:** A small, circular glass window on the exterior hull of a ship.
- **Purser:** The ship officer responsible for administrative affairs, customer financial accounts, and guest service desk operations.
- **Starboard:** The right-hand side of a ship when facing forward toward the bow.
- **Tender boat:** A small vessel used to transport passengers between a cruise ship and the shore when the main ship is anchored in deep water.

Unit 4 – Transport in the City

- **Commuter:** A person who travels regularly between their residence and place of work or study using urban transit infrastructure.
- **Fare capping:** A modern ticketing policy that limits the maximum amount a rider pays within a specific timeframe regardless of total trips made.
- **Feeder network:** Secondary transit routes (such as local buses) designed to collect passengers and deliver them to major transit hubs or rail lines.
- **High-speed rail (HSR):** A public passenger rail system operating at significantly higher speeds than traditional trains, connecting major metropolitan regions.
- **Integrated ticketing:** A system allowing passengers to use a single ticket, smart card, or contactless payment across multiple transit modes (e.g., metro, bus, tram).
- **Intermodal transit:** A travel journey that utilizes two or more distinct transport modes (e.g., cycling to a train station and taking a metro).
- **Last-mile connectivity:** Solutions that address the final leg of a passenger's journey from a major transit hub to their precise final destination (e.g., e-scooters, walking paths).

- **Mass Rapid Transit (MRT):** High-capacity urban public transport systems—such as subways or elevated light rail—operating on dedicated tracks.
- **Peak hours / Rush hour:** Specific times of the day when traffic congestion and public transit passenger volumes reach their highest levels.
- **Ride-hailing:** On-demand transportation services booked via smartphone apps that connect passengers with private vehicle drivers (e.g., Uber, Bolt).
- **Shuttle service:** A bus or van operating fixed, frequent trips back and forth between two specific points, such as a hotel and a downtown center.
- **Smart mobility:** The integration of digital technologies, real-time data, and sustainable transportation options to optimize urban movement.
- **Ticket barrier / Turnstile:** An automated gate that allows passengers with valid tickets or smart cards to enter or exit a transit station.
- **Transit hub:** A central station or interchange facility where multiple public transport lines and modes intersect.
- **Wayfinding:** Signage, maps, color-coded lines, and digital displays that help travelers navigate complex public transit environments.

Unit 5 – Car Rental

- **Airport surcharge:** An additional location fee levied by rental agencies for picking up a vehicle at an airport terminal branch.
- **Capped mileage:** A contractual limit on the number of kilometers/miles a renter can drive per day without paying extra fees per additional distance.
- **Collision Damage Waiver (CDW):** Supplemental coverage that reduces a driver's financial liability for bodywork damage to the rental vehicle.
- **Drop-off fee / One-way surcharge:** A fee charged when a customer returns a rental vehicle to a different branch location than where it was collected.
- **Excess / Deductible:** The maximum out-of-pocket amount a renter must pay toward repairs or loss before insurance coverage applies.
- **Fleet management:** The operational process of acquiring, maintaining, servicing, and replacing a fleet of rental vehicles to maximize usage and profit.
- **Full-to-Full policy:** A fuel agreement where the customer receives the vehicle with a full fuel tank and must return it fully refueled to avoid penalties.

- **Full-to-Empty policy:** A fuel agreement where the customer prepays for a full tank upon pickup and can return the vehicle with an empty tank.
- **International Driving Permit (IDP):** An official document translating a domestic driver's license into multiple languages for legal driving overseas.
- **Pre-rental inspection:** A joint walkaround assessment by the customer and agent to record pre-existing scratches, dents, and mileage before vehicle pickup.
- **Rental agreement:** The legally binding contract signed by both parties outlining rental rates, insurance choices, responsibilities, and terms.
- **Security deposit:** A temporary authorization hold placed on the primary driver's credit card to cover potential damage, unpaid tolls, or fines.
- **Third-Party Liability:** Basic insurance covering injury or property damage caused by the rental vehicle to other people or vehicles.
- **Unlimited mileage:** A contractual option allowing the renter to drive any distance without paying extra distance-based charges.
- **Zero-Excess Insurance:** Premium coverage that eliminates the customer's out-of-pocket financial deductible completely in the event of accidental damage or theft.