

# Dictionary of Travel, Tourism and Hospitality

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*Third edition*

**B**UTTERWORTH  
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### Comments on earlier editions

'An authoritative new resource ... deserving a place on many bookshelves.'

*Travel & Tourism Programme News*

'... this important contribution to the literature of the world's biggest industry.'

*Tourism Management*

'His dictionary will, I predict, be an essential reference book on the shelves of all tourism teaching academics, and for many of their students it will be that invaluable support at critical moments of confusion and uncertainty. Professor Medlik's unique Dictionary is very simply a good buy ...'

*Tourism, The Bulletin of the Tourism Society*

'... it will become a very useful source of reference for the industry for years to come.'

*Hotel, Catering & Institutional Management Association*

'Excellent compendium for all tourism students.'

*Swansea Institute of Higher Education*

'... it will provide a real service for the industry.'

*University of Nevada, Las Vegas*

'This book is recommended to those in the fields of travel, tourism and hospitality throughout the world, including those who perceive dictionaries as dull things. This one is certainly not.'

*Annals of Tourism Research*

'... an exceptional dictionary of current terms used in travel, tourism and hospitality ... besides being an excellent authority on tourism terms today, browsing this dictionary is a treat.'

*Journal of Travel Research*

'Easy to read, well expressed, extensive, accurate.'

*British Hospitality Association*

'It fills a real need ... we will certainly recommend it to students on our business and operational management programmes.'

*Hotel & Catering Training Company*



# Preface

'When I use a word', Humpty Dumpty said in a rather scornful tone, 'it means just what I choose it to mean – neither more nor less.'

'The question is', said Alice, 'whether you can make words mean different things.'

'The question is', said Humpty Dumpty, 'which is to be the master – that's all.'

Lewis Carroll, *Alice in Wonderland*

Of the three broad related fields covered by this volume, *travel* is the most common activity for most people. It includes any journey from one place to another, over short or long distances; to, from and as part of one's work, during leisure and for any purpose; using any mode of transport by air, land or sea. Those who travel are tourists, but also commuters, diplomats, migrants, nomads, refugees, as well as other travellers. All tourism includes some travel but not all travel is tourism.

For most people *tourism* has a connotation of leisure travel and tends to be synonymous with holidays (vacations). This is also reflected in dictionaries, which commonly refer to tourism as travel for pleasure. By contrast, tourist boards and others concerned with the development, marketing and coordination of tourism in their countries tend to take a broader view; for them tourism means travel for most purposes, with such exceptions as travel to work, to migrate and as part of local and neighbourhood activities. Between these ends of the spectrum lies business usage, the language of those who earn their living from serving the tourists; most of them see tourism in terms of the products they sell and the markets they serve. Academics are not a homogenous breed, and between them probably cover the whole spectrum.

Travel for pleasure with an overnight stay appears to be the lowest common denominator of most perceptions of this activity. However, the final test of any definition cannot be its apparent harmony with its usage in everyday speech or, for that matter, that the definition is

confined to what nobody would exclude. Moreover, most accepted definitions go beyond the concept of tourism as a leisure or holiday activity. According to the World Tourism Organization (WTO), tourism comprises 'the activities of persons travelling to and staying in places outside their usual environment ... for leisure, business and other purposes'. The view taken in this Dictionary is that conceptually tourism denotes a temporary short-term movement of people to destinations outside their normal environment and their activities; within this broad concept 'technical' definitions are formulated for particular purposes, to include or exclude particular trips and visits, mainly by reference to purpose, time and distance criteria.

*Hospitality*, too, is used by different people in different ways. Common usage of the term is reflected in dictionaries as, for example, 'the act or practice of being hospitable; the reception and entertainment of guests or strangers with liberality and goodwill' [*The Shorter Oxford English Dictionary*]. In more recent years a particular use of the term has become evident, which denotes hospitality that is the concern of the hospitality industry, also sometimes referred to as 'commercial' or 'professional' hospitality: the provision of accommodation, food and drink for people away from home for reward. This is broadly in line with the concept and practice of travel and tourism in this volume, which indicates the scope of the book in this direction.

This book was conceived in the early 1990s to provide first and foremost clear explanations of the meaning of the commonly used words and phrases in travel, tourism and hospitality for those concerned with these fields in one way or another. This aim seemed to be reinforced by an increasing need for a common language in which, as in other walks of life, the same words mean the same things when the accuracy of expression matters, as well as by the apparent need to promote a greater under-

standing of what travel, tourism and hospitality are about.

This revised and expanded edition includes more than 4000 entries. The major part explains terms, acronyms and abbreviations. Other sections describe some 300 international and national organizations, profile 100 outstanding individuals connected in some way with travel, tourism and hospitality, and give key data for well over 200 countries.

What is included in the Dictionary of Terms was selected from words used in the study of these fields, by those who work in them and by those who take part in them as consumers. The selection process reflects for whom the book is intended. First, it is for academics, who are the main propagators and communicators of definitions, and for students, their principal audiences; as lecturers appear to follow increasingly their own paths rather than particular texts, this volume may also be used by students as a flexible textbook. Second, it is for those employed in a wide range of travel, tourism and hospitality businesses and organizations who may need a ready source of reference in their work. Third, it should also be of interest to a still wider audience – the travellers, tourists and guests – who are the focus and the *raison d'être* of it all – and who may be excused for finding it sometimes difficult to understand some of the language to which they are exposed.

For the most part the Dictionary consists of terms of three main types. First, terms drawn from economics, geography and other disciplines, mainly social sciences. Second, many terms stem from particular industries and occupations, especially passenger transport, hotel and catering services, tour operations and travel agencies. Third, the study and practice of travel, tourism and hospitality comprises planning and development, marketing and organization, each with its own terminology.

The Dictionary includes many business terms, which cover various arrangements between parties, documents and techniques, but generally stops short of basic accounting, computing and statistical terminology, with which users may be expected to be familiar or which they may need to seek elsewhere. Common words in ordinary everyday use are included only if they have a specialized or more specific meaning in travel, tourism and hospitality than elsewhere, or if it was thought that it might be helpful to have them explained

for other reasons. Dictionary entries extend beyond basic definitions to include further explanations, when considered appropriate, and extensive cross-referencing (indicated in bold type).

Where the lexicographer's task is the impartial recording of usage, however illogical it may be, the province of a technical dictionary is the selection and definition of terms with such ends in view as contributing to more effective communication and promoting greater uniformity in terminology. This, especially when combined with explanations beyond basic definitions, also offers an opportunity of enhancing the understanding of the subject area.

Various types of organizations ranging from tourist boards to trade unions are explained in the Dictionary of Terms and international and national organizations are listed with concise descriptions in the separate sections that follow; the latter cover Australia and New Zealand, North America, United Kingdom and Ireland. For other national bodies readers are referred to sources in particular countries. Individuals connected with travel, tourism and hospitality represent a new section in this edition, and the biographies offered are confined to those no longer alive. Country entries show areas, populations, capitals and currencies, as well as country and currency codes and political status.

The bibliography lists sources used and other known dictionaries, which provided ideas on the approach adopted in this volume, and their contribution is gratefully acknowledged. But generally, the definitions, explanations and descriptions are the author's and his contributors'. Hence, when information is reproduced from the only source of that information, the source is given, but not when it is available from a number of sources.

Several approaches are employed throughout to cross-referencing. First, terms represented by separate entries, when referred to elsewhere, are printed in **bold type**, the main exceptions being such frequently used terms as travel, tourism and hospitality. Second, at the end of many entries, the words 'see' and 'see also' indicate clarifying or complementary entries included elsewhere. Third, in order to facilitate locating related terms, certain generic words are used as headings for a list of terms; thus, for example, an entry headed **airport terms** gives cross-references to all entries

concerned with airports. A complete list of these generic terms is given on page 2.

An early idea to produce a book of this kind came from a friend and former colleague at the University of Surrey, John Burkart, after some joint authorship in the 1970s, and this book owes much to that stimulus and association. A particular appreciation is due to a number of people who supplied information, commented on drafts of entries in their fields of expertise, suggested additional entries or contributed definitions of their own. Those who influenced this or earlier editions in one or more ways included:

David Airey, Professor of Tourism Management, University of Surrey; Thomas Bauer, Senior Lecturer, Victoria University of Technology, Melbourne; Lester Borley, lecturer and consultant; Nicola Burrows, Assistant Publisher, OAG Worldwide; the late Terry Coppock, Professor Emeritus, University of Edinburgh; Catherine Doran, Market Research and Planning, Irish Tourist Board; Douglas Frechtling, Professor of Tourism Studies,

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The end product owes again much to Margie Ward, whose word processor produced the final copy and the disk from which the book was typeset.

It is hoped that this volume will serve the needs of its users as well as earlier editions appear to have done. Suggestions for additions and other improvements for future editions are welcome and should be addressed to the author, care of the publishers.

*S. Medlik  
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