

МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РФ  
НАЦИОНАЛЬНЫЙ ИССЛЕДОВАТЕЛЬСКИЙ ТОМСКИЙ  
ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ  
ФАКУЛЬТЕТ ИНОСТРАННЫХ ЯЗЫКОВ  
КАФЕДРА АНГЛИЙСКОГО ЯЗЫКА ЕСТЕСТВЕННОНАУЧНЫХ И  
ФИЗИКО-МАТЕМАТИЧЕСКИХ ФАКУЛЬТЕТОВ

# **BASIC CONCEPTS IN THE TOURISM INDUSTRY. ANNEXES.**

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РАССМОТРЕНО И УТВЕРЖДЕНО методической комиссией кафедры английского языка естественнонаучных и физико-математических факультетов факультета иностранных языков  
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Настоящее издание является приложением к учебному пособию ‘Basic Concepts in the Tourism Industry’, однако может быть использовано самостоятельно в качестве справочника и тренинга.

Приложение содержит полный перечень государств с указанием флагов, столиц, государственного языка, населения и вероисповедания в данной стране, названия географических реалий с транскрипцией и ударением в русском и английском языках, глоссарий географических и туристских терминов с пояснениями, список акронимов, распространенных в сфере туризма, а также включает методические указания по написанию делового письма/резюме с примерами и составлению презентаций на английском языке.










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## Annex 1











### Nations - Flags - Capitals - Languages - Peoples - Religions

	FLAG	COUNTRY/ STATE	CAPITAL	LANGUAGE	THE PEOPLE	RELIGION
#	EUROPE					Majority
1		Austria, the Republic of Austria (AUT) [ˈɔːstriə]	Vienna [vi ˈenə]	German	the Austrians	Roman Catholic [ˈkæθˈlik]
2		Albania, the Republic of Albania (ALB) [æl ˈbeɪnjə]	Tirana [ti ˈraːnə]	Albanian	the Albanians	Muslim [ˈmuzlim] or [ˈmʌzlim]
3		Andorra, Principality of Andorra (AND) [æn ˈdɔrə]	Andorra la Vella [æn ˈdɔrələvelə]	Catalan (official), French, Spanish	the Andorrans	Roman Catholic
4		Belarus or Belorussia, the Republic of Belarus (BLR) [ˌbelə ˈrus,-rʌs] [ˌbeləʊ ˈrʌʃə]	Minsk [min(t)sk]	Belarussian, Russian	the Byelorussians	Christian Orthodox [ˈɔːθəˌdɒks]
5		Belgium, the Kingdom of Belgium (BEL) [ˈbelɟəm]	Brussels [ˈbrʌslz]	French, Flemish (Dutch), German	the Belgians	Roman Catholic
6		Bosnia and Herzegovina, the Rep. of Bosnia and Herzegovina (BIH) [ˈbɔznɪəˌændheɪtsə ˈɡɔvɪnə]	Sarajevo [ˌsærə ˈjeivəu]	Serbian, Croatian and Bosnian	the Bosnians	Muslim, Serbian Orthodox, Roman Catholic
7		Bulgaria, the Republic of Bulgaria (BGR) [bʌl ˈɡeəriə]	Sofia [ˈsəʊfiə]	Bulgarian	the Bulgarians	Christian Orthodox
8		Croatia, the Republic of Croatia (HRV) [krəʊ ˈeɪʃɪə]	Zagreb [ˈzaːɡreb]	Croatian	the Croats, the Croatian	Roman Catholic
9		Czechia, the Czech Republic (CZE) [ˈtʃekɪə]	Prague [praːɡ]	Czech	the Czechs	Christian












10		Denmark, the Kingdom of Denmark (DNK) [ˈdenmaːˈk]	Copenhagen [ˌkəʊpːn ˈheɪɡːn]	Danish [ˈdeɪniʃ]	the Danes, the Danish	Christian, Lutheran [ˈluːθːrːn]
11		Estonia, the Republic of Estonia [es ˈtəʊniə]	Tallinn [ˈtælin]	Estonian	the Estonians	Christian
12		Finland, the Republic of Finland [ˈfɪnlənd]	Helsinki [hel ˈsɪŋki] or [ˈhelsɪŋki]	Finnish, Swedish	the Finns	Christian, Lutheran
13		France, French Republic (FRA) [fraːn(t)s]	Paris [ˈpæris]	French	the French	Roman Catholic
14		Germany, Federal Republic of Germany (DEU) [ˈdʒəːməni]	Berlin [bəː ˈlɪn]	German	the Germans	Christianity, Protestant [ˈprɒtɪstːnt]
15		Great Britain, the United Kingdom of Great Britain and Northern Ireland (GBR)	London	English (Gaelic [ˈgeɪlɪk], Welsh, Irish)	the British (the English, the Welsh, the Scots, the Irish)	Christian
16		Greece, Hellenic Republic (GRC) [ɡriːs]	Athens [ˈæθːnz] [ˈæθɪnz]	Greek	the Greeks	Eastern (Greek) Orthodox
17		Hungary, the Republic of Hungary (HUN) [ˈhʌŋɡəri]	Budapest [ˌbjʊːdəˈpest]	Hungarian	the Hungarians	Christian
18		Iceland, the Republic of Iceland (ISL) [ˈaɪslənd]	Reykjavik [ˈreɪkjəˌviːk]	Icelandic	the Icelanders	Evangelical Lutheran [ˌiːvænˈdʒeɪlɪkːl]
19		Ireland, the Republic of Ireland, Irish Republic, Southern Ireland (IRL) [ˈaɪələnd]	Dublin [ˈdʌblɪn]	Irish (Gaelic) and English	the Irish	Christian Catholic and Protestant
20		Italy [ˈɪtːli]	Rome [rəʊm]	Italian	the Italians	Roman Catholic
21		Latvia, the Republic of Latvia (LVA) [ˈlætviə]	Riga [ˈriːɡə]	Latvian	the Latvians	Christian












22		Liechtenstein, the Principality of Liechtenstein (LIE) [ˈliktʰnstain]	Vaduz [vaːˈduːts]	German	the Austrians, the Germans, the Swiss	Roman Catholic
23		Lithuania, the Republic of Lithuania (LTU) [ˌliθjuː ˈeiniə]	Vilnius [ˈvilniəs]	Lithuanian	the Lithuanians	Roman Catholic
24		Luxembourg (Luxemburg), the Grand Duchy of Luxembourg [ˈlʌksʰmbəːg]	Luxembourg [ˈlʌksʰmbəːg]	French, German, and Luxemburgish	the Luxemburgers: the French, the Germans	Roman Catholic
25		Macedonia (MKD), the Former Yugoslav Republic of Macedonia (FYROM) [ˌmæsi ˈdəuniə]	Skopje [ˈskɔːpjɛ] or [ˈskɔːpljei]	Macedonian	the Macedonians	Christian, Muslim, and Jewish minorities [ˈdʒuːiʃ]
26		Malta, the Republic of Malta (MLT) [ˈmɔːltə]	Valletta [və ˈletə]	Maltese, English	the Maltese	Roman Catholic
27		Moldavia, the Republic of Moldova (MDA) [mɔl ˈdeiviə]	Kishinev [ˈkiʃinɒf]	Moldavian, Romanian	the Moldavians	Christian
28		Monaco, the Principality of Monaco (MCO) [ˈmɒnəkəu] or [mə ˈnaːkəu]	Monaco [ˈmɒnəkəu] or [mə ˈnaːkəu]	French	the Monegasque [ˌmɒnə ˈgæsk]	Roman Catholic
29		Montenegro, the Republic of Montenegro [ˌmɒnti ˈniːgrəu]	Podgorica [ˈpɒdgəˌritsə]	Montenegrin [ˌmɒnti ˈniːgrin]	the Montenegrins, the Serbs, the Bosnians, the Albanians	Orthodox Christian
30		the Netherlands, the Kingdom of the Netherlands (NLD) = Holland [ˈneðələndz]; [ˈhɒlənd]	Amsterdam [ˈæmstədˈæm]	Dutch	the Dutch	Christian: Protestant and Roman Catholic
31		Norway, the Kingdom of Norway (NOR) [ˈnɔːˈwei]	Oslo [ˈɔzləu]	Norwegian [nɔ ˈwiɰʒˈn]	the Norwegians	Evangelical Lutheran
32		Poland, the Republic of Poland (POL) [ˈpəulənd]	Warsaw [ˈwɔːˈsɔː]	Polish	the Poles	Roman Catholic











33		Portugal, Portuguese Republic (PRT) [ˈpɔːtʃʊɡəl]; [ˌpɔːtʃə ˈgiːz] or [ˌpɔːtʃuː ˈgiːz]	Lisbon [ˈlɪzbən]	Portuguese	the Portuguese	Roman Catholic
34		Ru(o)mania, the Republic of Romania (ROM) [rəuː ˈmeɪniə] or [ruː ˈmeɪniə]	Bucharest [ˌbʊkəˈrest]	Romanian	the Romanians	Romanian Orthodox Christian
35		Russia, Russian Federation (RUS)	Moscow	Russian	the Russians	Russian Orthodox Christian
36		San Marino, the Republic of San Marino (SMR) [ˌsænmə ˈrɪnəu]	San Marino [ˌsænmə ˈrɪnəu]	Italian	the San Marinese or the Sammarinese	Roman Catholic
37		Slovakia, the Slovak Republic (SVK) [sləʊ ˈvækɪə]	Bratislava [ˌbrætɪs ˈlɑːvə]	Slovak [ˈsləʊvæk]	the Slovaks	Roman Catholic
38		Serbia, the Constituent Republic of Serbia [ˈsɜːbiə]	Belgrade [bel ˈgreɪd] or [ˈbelgreɪd]	Serbian	the Serbs, the Serbians	Serbian Orthodox Christian
39		Slovenia, the Republic of Slovenia (SVN) [slə ˈviːniə]	Ljubljana [ljuːb ˈljaːnə]	Slovene	the Slovenes	Roman Catholic
40		Spain, the Kingdom of Spain (ESP) [speɪn]	Madrid [mə ˈdɪd]	Castilian Spanish, Catalan, Galician, and Basque	the Spanish or the Spaniards (Catalans, Galicians, Basques )	Roman Catholic
41		Sweden, the Kingdom of Sweden (SWE) [ˈswɪːdn]	Stockholm [ˈstɒkhəʊm]	Swedish	the Swedes	Church of Sweden (Lutheran)
42		Switzerland, the Federal Republic of Switzerland [ˈswɪtsʰlənd]	Bern(e) [ˈbɜːn]	German, French, Italian; Romansch [rəʊ ˈmænʃ]	the Swiss	Protestant and Roman Catholic
43		Ukraine (UKR) [juː ˈkreɪn]	Kiev [ˈkiːf] or [ˈkiːv]	Ukrainian, Russian	the Ukrainians	Christian






ASIA						
1		Afghanistan, Islamic State of Afghanistan [æf 'gænistæn] [iz 'læmik]	Kabul [ˈka:bl]	Pashto and Dari (Persian), Tajik [ˈpuʃtəu]	the Afghans, the Afghani(s)	Muslim
2		Armenia, the Republic of Armenia (ARM) [aːrˈmi:niə]	Yerevan [jɛrə 'va:n]	Armenian	the Armenians	Christian Armenian Apostolic
3		Azerbaijan, the Azerbaijani Republic (AZE) [æzəbai 'dʒa:n]	Baku [bʌ 'ku:]	Azerbaijani or Azeri	the Azerbaijani(s) or the Azeris	Shiite Muslim or Shia(h) [ˈʃi:ait] or [ˈʃiə]
4		Bahrain, the Kingdom of Bahrain (BHR) [bə 'rein] = [ba: 'rein]	Manama [mə 'na:mə]	Arabic	the Bahraini(s) or the Bahreini(s)	Muslim
5		Bangladesh, the People's Republic of Bangladesh (BGD) [ˌbæŋlə 'deʃ]	Dhaka [ˈdækə]	Bengali [beŋ 'gəli]	the Bangladeshi(s)	Muslim
6		Bhutan, the Kingdom of Bhutan (BTN) [bu 'ta:n]	Thimphu or Thimbu [ˈθimfu:] or [ˈθimbu:]	Dzongka, Nepali [ˈzɒŋkə], [ni 'pɔ:li]	the Bhutanese	Mahayana Buddhist [ˌma:hə 'ja:nə 'budist]
7		Brunei, Negara Brunei Darussalam (BRN) [ˈbru:nai]	Bandar Seri Begawan [ˌbændə ˌsɛribə 'ga:wən]	Malay, English	the Bruneians	Muslim
8		Cambodia, the Kingdom of Cambodia (KHM) [ˌkæm 'bɔ:diə]	Phnom Penh [ˌnɒm 'pɛn]	Khmer; French [kmə] or [kmə:]	the Cambodians	Buddhist [ˈbudist]
9		China, the People's Republic of China (CHN) [ˈtʃaɪnə]	Beijing [ˌbei 'dʒiŋ]	Chinese(Mandarin; various dialects)	the Chinese	Buddhist and Taoist minorities [ˈtaʊist]
10		Cyprus, the Republic of Cyprus (CYP) [ˈsaɪprəs]	Nicosia [nikəu 'siə]	Greek and Turkish	the Cypriot(e)s: the Greeks, the Turks [ˈsɪpriəʊt]	Greek Orthodox and Muslim








11		East Timor, (Timor-Leste), the Democratic Republic of Timor-Leste (TLS) [i:st 'ti:mɔ:], [ti:mɔ: 'lestə]	Dili ['dili]	Portuguese, Tetun (a lingua franca), and Bahasa Indonesia [ba:'ha:səindəu'ni:ʒə]	the East Timorese	Roman Catholic
12		Georgia, the Republic of Georgia (GEO) ['dʒɔ:dʒ <sup>1</sup> ə]	Tbilisi [tə: 'bli:si]	Georgian	the Georgians	Christian or Muslim
13		India, the Republic of India (IND) ['indiə]	New Delhi [nju: 'deli]	Hindi and English; ['hindi] each state has its own language	the Indians	Hindu majority, Muslim minority ['hindu:]
14		Indonesia, the Republic of Indonesia (IDN) [indəu'ni:ziə], [~'ni:ʒə]	Jakarta or Djakarta [dʒə 'ka:tə]	Bahasa Indonesia [ba:'ha:səindəu'ni:ʒə]	the Indonesians	Muslim
15		Iran, the Islamic Republic of Iran (IRN) [i 'ra:n] [iz 'læmik]	Theh(e)ran [təə'ra:n]	Farsi (Persian)	the Iranians	Muslim
16		Iraq, the Republic of Iraq (IRQ) [i 'ra:k]	Baghdad [bæg 'dæd]	Arabic, Kurdish ['kə:ɪ'diʃ]	the Iraqi(s)	Muslim
17		Israel, the State of Israel (ISR) ['izreil]	Tel Aviv (Jerusalem) [telə 'vi:v] [dʒə 'ru:sələm]	Hebrew and Arabic ['hi:bru:]	the Israelis	Jewish; Muslim and Christian minorities ['dʒu:ɪʃ]
18		Japan, (JPN) [dʒə 'pæn]	Tokyo ['təukiəu]	Japanese	the Japanese	Shintoist, Buddhist minority
19		Jordan, the Hashemite Kingdom of Jordan (JOR) ['dʒɔ:dn], ['hæʃi, mait]	Amman [ə 'ma:n]	Arabic	the Jordanians	Sunni Muslim ['suni, 'sʌni]
20		Kazakhstan, the Republic of Kazakhstan (KAZ) [kæzæk 'sta:n]	Astana [æstæ 'na:]	Kazakh	the Kazakhs	Muslim and Christian
21		Kyrgyzstan or Kirg(h)izia, [kəgi 'sta:n], [kə 'giziə]	Bishkek [biʃ 'kek]	Kyrgyz and Russian	the Kirghiz or the Kirghizes (Kyrgyz = Kirgiz)	Muslim












22		Korea (North Korea), the Democratic People's Republic of Korea (PRK) [kə 'riə]	Pyongyang ['pjɔ:ŋ 'jæŋ]	Korean	the Koreans	Buddhist, Confucianist, Shamanist, and Chondokyo
23		Korea (South Korea), the Republic of Korea (KOR)	Seoul [səʊl]			
24		Kuwait, the State of Kuwait (KWT) [ku 'wait]	Kuwait [ku 'wait]	Arabic	the Kuwaitis or the Koweitis	Muslim
25		Laos, Lao People's Democratic Republic (LAO) [leɪɔs]	Vientiane [,vjen 'tjan]	Laotian [lei 'əʊʃn]	the Laotians	Buddhist, tribal religions
26		Lebanon, the Republic of Lebanon (LBN) ['lebənən]	Beirut [bei 'ru:t] or ['beiru:t]	Arabic, French and English	the Lebanese	Muslim and Christian
27		Malaysia, the Federation of Malaysia (MYS) [mə 'leiʒə] or [mə 'leiziə]	Kuala Lumpur [,kwa:lə 'lumpuə]	Malay, English and various Chinese and Indian	the Malaysians	Muslim
28		the Maldives, the Republic of Maldives (MDV) ['mɔldivz]	Malé [meil], ['ma:li:], ['ma:lei]	Divehi ['divɛi]	the Maldivians or the Maldivans	Sunni Muslim
29		Mongolia, Mongolian Republic (MNG) [mɔŋ 'gəʊljə]	Ulan Bator [u:ˌla:n 'ba:tɔ:]	Khalkha (the dialect of Mongolian)	the Mongols or the Mongolians	nonreligious; Lamaist, Tibetan Buddhist ['la:məɪst]
30		Myanmar, the Union of Myanmar (MMR) ['miənma:ɾ]	Yangon ['jæŋ 'gɔun]	Burmese (belonging to the Sino-Tibetan family) [bə: 'mi:z]	the Burmese	Buddhist
31		Nepal, the Kingdom of Nepal (NPL) [ni 'pɔ:l]	Katmandu [,kætma:n 'du:]	Nepali [ni 'pɔ:li]	the Nepalese [,nəp⁹ 'li:z]	Hinduism, Mahayana Buddhist [,ma:hə 'ja:nə]
32		Oman, the Sultanate of Oman (OMN) [ə 'ma:n], ['sʌltənət]	Muscat ['mʌskæt]	Arabic	the Omani(s)	Muslim










33		Pakistan, the Islamic Republic of Pakistan (PAK) [ˌpaːki ˈstaːn]	Islamabad [izˌlaːməbəəd]	Urdu [ˈuəduː]	the Pakistani(s)	Muslim
34		the Philippines, the Republic of the Philippines (PHL) [ˈfɪlɪpiːnz]	Manila [mə ˈniːlə]	Filipino, based on Tagalog, and English	the Tagalogs or the Filipinos or Pilipinos	Roman Catholic
35		Qatar or Katar, the State of Qatar (QAT) [ˈkʌtɑː] or [kə ˈtɑː]	Doha [ˈdəuhaː]	Arabic	the Qatari(s)	Sunni Muslim
36		Saudi Arabia, the Kingdom of Saudi Arabia (SAU) [saː ˈudiə ˈreɪbiə]	Riyadh [ˈriːæd] or [ri ˈjaːd]	Arabic	the Saudi Arabians	Sunni Muslim
37		Singapore, the Republic of Singapore (SGP) [ˌsɪŋˈə ˈpɔː]	Singapore [ˌsɪŋˈə ˈpɔː]	Chinese, Malay, English, and Tamil	the Syngaporeans	Buddhist, Taoist, traditional beliefs, and Muslim
38		Sri Lanka, the Democratic Socialist Republic of Sri Lanka (LKA) [sri ˈlæŋkə]	Sri Jayewardenepura-Kotte, Colombo (adm) [kə ˈlʌmbəu]	Sinhalese and Tamil; English [ˌsɪnhə ˈliːz] [ˈtæmɪl]	the Sinhalese or Singhalese; or the Cingalese	Hinayana Buddhist
39		Syria, the Syrian Arab Republic (SYR) [ˈsɪriə]	Damascus [də ˈmæskəs]	Arabic	the Syrians	Muslim
40		Tadzhikistan or Tadjikistan, the Republic of Ta(d)jikistan (TJK) [taː ˌdʒɪki ˈstaːn]	Dushanbe [du ˈʃænbə] or [du ˈʃaːnbɪ]	Tajik or Tajiki	the Tajik(s)	Muslim
41		Thailand, the Kingdom of Thailand (THA) [ˈtaɪlənd]	Bangkok [bæŋ ˈkɒk]	Thai	the Thailanders	Hinayana Buddhist
42		Turkey, the Republic of Turkey (TUR) [ˈtʊːki]	Ankara [ˈæŋkəˈrə]	Turkish, Kurdish and Arabic	the Turks	Muslim






43		Turkmenistan, the Republic of Turkmenistan (TKM) [tə:k, meni 'sta:n]	Ashkhabad ['a:jkəbæt]	Turkmen	the Turkmen(s)	Muslim
44		United Arab Emirates – the UAE, (ARE) [ju:'naitid'ærəbe 'miərits]	Abu Dhabi [,æbu 'da:bi]	Arabic	the Arabs	Muslim
45		Uzbekistan, the Republic of Uzbekistan (UZB) [uz, beki 'sta:n]	Tashkent [tæʃ 'kent]	Uzbek	the Uzbek(s)	Muslim
46		Vietnam, or Viet Nam, the Socialist Republic of Vietnam (VNM) [,vi:et 'næm]	Hanoi [hæ 'noi]	Vietnamese	the Vietnamese	Buddhist
47		Yemen, the Republic of Yemen (YEM) ['jemən]	San'a [sa: 'na:]	Arabic	the Yemeni or the Yemenites ['jeməni] or ['jemənaits]	Muslim










#### AFRICA

1		Algeria, the Democratic and Popular Republic of Algeria (DZA) [æl 'dʒiəriə]	Algiers [æl 'dʒiəz]	Arabic and Berber; French	the Algerians	Muslim
2		Angola, the Republic of Angola (AGO) [æŋ 'gəulə]	Luanda [lu: 'ændə]	Portuguese	the Angolans, the Congolese ['kɒŋgəli:z]	Christian
3		Benin, the Republic of Benin (BEN) [bə 'ni:n] or ['beni:n]	Porto Novo ['pɔ:'təu 'nəuvəu]	French	the Beninese or the Beninois	Animist
4		Botswana, the Republic of Botswana (BWA) [bots 'wa:nə]	Gaborone ['gæbəron]	English and Tswana ['tswa:nə]	the Botswanans	Animist
5		Burkina Faso, the Republic of Burkina Faso (BFA) [bə: , kinə 'fæsəu]	Ouagadougou [, wa:gə 'du:gu:]	French	the Burkina's (inhabitants of Burkina Faso)	Muslim, Christian, Heathen ['hi:ðən]











6		Burundi, the Republic of Burundi (BDI) [bu 'rundi]	Bujumbura [bu: dʒəm 'buərə]	Kirundi and French [ki 'rundi]	the Burundians	Christian
7		Cape Verde, the Republic of Cape Verde (CPV) [keip və:ˈd]	Praia ['praïə]	Portuguese	the Cape Verde's (inhabitants of Cape Verde)	Christian (Roman Catholic), Animist
8		Cameroon or Cameroun, the Republic of Cameroon (CMR) [kæmə 'ru:n]	Yaoundé [ja: 'undei]	French and English	the Cameroonians	Christian, Muslim, and Animist
9		Central African Republic or the CAR, (CAF)	Bangui [ba:ŋ 'gi:]	French, Sango ['sa:ŋgəu]	the Baya, the Banda and many others (80)	Christian and Animist
10		Chad, the Republic of Chad (TCD) [tʃæd]	N'djamena or N'djamena [ˈndʒa: 'meinə]	Arabic, French	the Chadians	Muslim, Christian, and Animist
11		the Comoros, also the Union of Comoros, the Federal Islamic Republic of the Comoros (COM) ['kɒməɾəʊz]	Moroni [mə 'rəʊni]	Comorian, French, and Arabic; Swahili [swa: 'hi:li]	the Comorians [kə 'məʊriəns]	Muslim
12		the Congo, the Democratic Republic of the Congo (DRC) ['kɒŋgəʊ]	Kinshasa [kin 'ʃa:sə]	French, native dialect belonging to the Bantu group ['bæntu:]	the Congolese or the Kongo(s) ['kɒŋgəli:z]	Christian and Animist
13		the Congo, the Republic of the Congo (COG)	Brazzaville ['bræzəvil]			
14		Côte d'Ivoire, the Republic of Côte d'Ivoire (CIV) [kot divwar]	Yamoussoukro [ja:mu: 'su:krə]	French	the Ivorians [ai 'vɔriəns]	Muslim, Animist, and Roman Catholic
15		Djibouti or Jibouti, the Republic of Djibouti (DJI) [dʒi 'bu:ti]	Djibouti [dʒi 'bu:ti]	Arabic and French	The Djibouti(s)	Muslim
16		Egypt, the Arab Republic of Egypt (EGY) ['i: dʒipt]	Cairo ['kaɪərəʊ]	Arabic	the Egyptians [i 'dʒɪpʃns]	Sunni Muslim

17		Equatorial Guinea, the Republic of Equatorial Guinea (-) [ˌɛkwəˈtɔəriəl ˈɡini]	Malabo [məˈlaːbəu]	Spanish and French; native Fang, Bubi (Bantu)	the (Equatorial) Guineans (the Fangs or Fang, the Bubi(s)) [ˈɡiniəns]	Roman Catholic
18		Eritrea, the State of Eritrea (ERI) [ˌeriˈtreiə]	Asmara [æzˈmaːrə] or [æsˈmaːrə]	Tigrinya, Arabic, English, Afar [tiˈɡriːnjə]	the Eritreans	Muslim and Christian
19		Ethiopia (Abyssinia), the Federal Republic of Ethiopia (ETH) [iːθiˈoupiə]	Addis Ababa [ˈædisˈæbəbə]	Amharic [æmˈhærik]	the Ethiopians	Christian
20		Gabon or Gaboon, the Gabonese Republic (GAB) [ɡaːˈbɔːn]	Libreville [ˈliːbrəvil]	French	the Gabonese	Christian and Animist
21		the Gambia, the Republic of The Gambia (GMB) [ˈɡæmbiə]	Banjul [ˌbænˈdʒuːl]	English	the Gambians	Muslim
22		Ghana, the Republic of Ghana (GHA) [ˈɡaːnə]	Accra [əˈkraː]	English	The Ghanaians or the Ghanians	Christian, Muslim, and Animist
23		Guinea, the Republic of Guinea (GIN)	Conakry	French	the Guineans	Muslim and Animist
24		Guinea-Bissau, the Republic of Guinea-Bissau (GNB) [ˌɡiniːbiˈsau]	Bissau [biˈsau]	Portuguese and Cape Verde creole [ˈkriːəul]	the Guinea-Bissau's (inhabitants of Guinea-Bissau)	Animist and Muslim
25		Kenya, the Republic of Kenya (KEN) [ˈkiːnjə] or [ˈkenjə]	Nairobi [naiˈrəubi]	Swahili (Bantu) and English [swaːˈhiːli]	the Kenyans (the Swahili)	Christian and Animist
26		Lesotho, the Kingdom of Lesotho (LSO) [ləˈsuːtuː] or [ləˈsəutəu]	Maseru [məˈsiəruː]	Sesotho and English [siˈsuːtuː]	the Basotho(s) [bəˈsuːtuː]	Christian
27		Liberia, the Republic of Liberia (LBR) [laiˈbiəriə]	Monrovia [mənˈrəuviə]	English	the Liberians	Christian and Animist










28		Libya, Socialist People's Libyan Arab Jamahiriya (LBY) [ˈlibiə]	Tripoli [ˈtripːli]	Arabic	the Libyans	Sunni Muslim
29		Madagascar, the Republic of Madagascar (MDG) [ˌmædə ˈgæskə]	Antananarivo [ˈæntə ˌnænə ˈri:vəu]	Malagasy and French [ˌmælə ˈgæsi]	the Malagasy or the Malagasies	Animist and Christian
30		Malawi, the Republic of Malawi (MWI) [mə ˈla:wi]	Lilongwe [li ˈlɒŋwei]	Chichewa, English and various other Bantu languages	the Malawians	Christian, Muslim, and Animist
31		Mali, the Republic of Mali (MLI) [ˈma:li]	Bamako [ˌbæmə ˈkəu]	French	the Malians	Muslim
32		Mauritania, the Islamic Republic of Mauritania (MRT) [ˌmɔ:ri ˈteinia]	Nouakchott [ˌnu:æk ˈʃɒt]	Arabic, Fulani, Soninke, Wolof, and French	the Mauritians	Muslim
33		Mauritius, the Republic of Mauritius (MUS) [mə ˈriʃəs]	Port Louis [- ˈlu:iʰ]	English, French creole	the Mauritians	Hindu, Christian
34		Morocco, the Kingdom of Morocco (MAR) [mə ˈrɒkəu]	Rabat [rə ˈba:t]	Arabic, Berber and French [ˈbæ: bæ]	the Moroccans	Sunni Muslim
35		Mozambique, the Republic of Mozambique (MOZ) [ˌməuzæm ˈbi:k]	Maputo [mə ˈpu:təu]	Portuguese	the Mozambiqueans	Animist
36		Namibia, the Republic of Namibia (NAM) [nə ˈmibiə]	Windhoek [ˈwindhuk]	English, Afrikaans and German [ˌæfri ˈka:nʰs]	the Namibians	Animist, Christian
37		Niger, the Republic of Niger (NER) [ˈnaɪdʒə]	Niamey [ni ˈa:meɪ]	French	the Nigeriens	Muslim
38		Nigeria, the Federal Republic of Nigeria (NGA) [nai ˈdʒiəriə]	Abuja or Abudja [ə ˈbu:dʒə]	English, Hausa, Ibo, and Yoruba	the Nigerians (the Hausa, the Ibos, the Yorubas [ˈjɒrubes])	Animist, Muslim, and Christian

39		the RSA, the Republic of South Africa	Pretoria [pri 'tɔ:riə]	Afrikaans, English, Ndebele, Pedi, South Sotho, Swazi, Tsonga, Tswana, Venda, Xhosa, Zulu	the South Africans (the Africaners, the Ndebele, the Swazi, the Tsonga (s), the Tswana(s), the Zulus)	Christian
40		Rwanda or Ruanda, the Federal Republic of Rwanda (RWA) [ru 'ændə]	Kigali [ki 'ga:li]	Rwanda (Bantu), French, and English	the Rwandans or the Kinyarwandans	Roman Catholic, African Protestant, Muslim, and Animist
41		São Tomé and Príncipe, the Democratic Republic of São Tomé and Príncipe (STP) [sauntə 'mei ~ 'prinsəpə]	São Tomé [sauntə 'mei]	Portuguese	descendants from the Portuguese, Chinese, Angolans etc.	Catholic
42		Senegal, the Republic of Senegal (SEN) [.seni 'gɔ:l]	Dakar ['dæka:], ['dækə]	French	the Senegalese	Muslim
43		Somalia, the Somali Democratic Republic (SOM) [sə 'ma:liə]	Mogadishu [.mɔgə 'difu:]	Arabic and Somali	the Somali or Somalis	Sunni Muslim
44		the Seychelles, the Republic of Seychelles (SYC) [sei 'felz]	Victoria	Creole, English, and French ['kri:əul]	the Seychellois [sei 'feləuiz]	Roman Catholic
45		Sierra Leone, the Republic of Sierra Leone (SLE) [si 'erəli 'əun]	Freetown	English	the Sierra Leonean	Muslim and Animist
46		Sudan, the Republic of Sudan (SDN) [su: 'da:n]	Khartoum [ka:ˈtu:m]	Arabic	the Sudanese	Muslim, Christian, and Animist
47		Swaziland, the Kingdom of Swaziland (SWZ) ['swa:zi ,lənd]	Mbabane [ˈmba: 'ba:nei]	Swazi (Bantu) and English	the Swazi	Christian, traditional beliefs








48		Tanzania, the United Republic of Tanzania (TZA) [tænzə 'ni:ə] or [tæn'zeiniə]	Dodoma ['dəudəmə]	Swahili (Bantu) and English [swa: 'hili]	the Tanzanians (the Swahili)	Christian, Muslim, and Animist
49		Togo, the Republic of Togo (TGO) ['təugəu]	Lomé ['ləumei]	French	the Togolese	Animist
50		Tunisia, the Republic of Tunisia (TUN) [tju: 'niziə]	Tunis ['tju:nis]	Arabic and French	the Tunisians	Muslim
51		Uganda, the Republic of Uganda (UGA) [ju: 'gændə]	Kampala [kæm 'pa:lə]	English, Swahili, Luganda (Bantu)	the Ugandans	Christian
52		Western Sahara occupied by Morocco since 1979	El Aaiun [el a'yun]	Arabic, Berber	The Berbers ['bə: bə]	Muslim
53		Zambia, the Republic of Zambia (ZMB)	Lusaka	English	the Zambians	Christian and Animist
54		Zimbabwe, the Republic of Zimbabwe (ZWE) [zim 'ba:bwi]	Harare [hə 'ra:ri]	English	the Zimbabweans	Christian
<b>NORTH AMERICA</b>						
1		Antigua and Barbuda (ATG) (monarchy) [æn 'ti:gə, ənba: 'bu:də]	St. John's	English	the Antiguan (Blacks 95%) [æn 'ti:gəns]	Christian
2		the Bahamas, the Commonwealth of the Bahamas (BHS) (monarchy) [bə 'ha:məz]	Nassau ['næsə:]	English	the Bahamians or Afro-Bahamians	Christian
3		Barbados (BRB) (monarchy) [ba: 'beidəz] or [ba: 'beidəs]	Bridgetown	English	the Barbadians	Christian
4		Belize (BLZ) (monarchy) [bə 'li:z] or [bi 'li:z]	Belmopan [, belməu 'pæn]	English, Carib and Spanish ['kærib]	the Belizeans (Blacks, Indians) [bə 'li:zən]	Christian

5		Canada, (CAN) (monarchy)	Ottawa [ˈɒtəwə]	English and French	the Canadians	Christian
6		Costa Rica, the Republic of Costa Rica (CRI) [ˌkɒstə ˈrɪkə]	San José [ˌsænhə ˈzeɪ]	Spanish	the Costa Ricans	Roman Catholic
7		Cuba, the Republic of Cuba (CUB) [ˈkjuːbə]	Havana [hə ˈvænə]	Spanish	the Cubans	Roman Catholic
8		Dominica, the Commonwealth of Dominica (DMA) [ˌdɒmi ˈniːkə]	Roseau [rəu ˈzəu]	English	the Dominicans	Roman Catholic
9		Dominican Republic (DOM)	Santo Domingo [ˌsæntəʊdə ˈmɪŋɡəʊ]	Spanish	the Dominicans	Roman Catholic
10		Grenada, (GRD) [ɡri ˈneɪdə]	St George's	English	the Grenadians	Christian
11		Guatemala, the Republic of Guatemala (GTM) [ˌɡwætə ˈmaːlə]	Guatemala [ˌɡwætə ˈmaːlə]	Spanish	the Guatemalans	Roman Catholic
12		Haiti, the Republic of Haiti (HTI) [ˈheɪti]	Port-au-Prince [pɔːˈtəʊ ˈprɪnˈs]	French and Haitian Creole	the Haitians or Haytians [ˈheɪfˈns]	Roman Catholic and voodoo
13		Honduras, the Republic of Honduras (HND) [hɒn ˈdʒuərəs]	Tegucigalpa [təˌɡuːsi ˈɡælpə]	Spanish, English	the Hondurans	Roman Catholic
14		Jamaica, (JAM) (monarchy) [dʒə ˈmeɪkə]	Kingston [ˈkɪŋstən]	English	the Jamaican	Protestant (Christian)
15		Mexico, the United Mexican States (MEX) [ˈmeksɪkəʊ]	Mexico City [ˈmeksɪkəʊ -]	Spanish	the Mexicans	Roman Catholic
16		Nicaragua, the Republic of Nicaragua (NIC) [ˌnɪkə ˈræŋɡwə]	Managua [mə ˈnæɡwə]	Spanish	the Nicaraguans	Roman Catholic

17		Panama, the Republic of Panama (PAN) [pænə 'ma:]	Panama City [pænə 'ma: -]	Spanish, English	the Panamanians [,pænə 'meinɪən]	Roman Catholic
18		Saint Kitts and Nevis, the Federation of Saint Kitts and Nevis (KNA) also known as Saint Christopher-Nevis (monarchy) [s'nt 'kits~'ni:vis]	Basseterre [bæs 'tæ]	English	the Saint Kitts and Nevis' (African descendants)	Protestant (Christian)
19		Saint Lucia, (LCA) (monarchy) [,seint 'lu:ʃə]	Castries [kæ 'stri:z]	English	the Saint Lucia's (African and mixed African-European descendants)	Roman Catholic
20		St. Vincent and the Grenadines, (VCT) (monarchy) [s'nt'vɪns'nt~grenəd'i:nz]	Kingstown	English, French, Spanish, Vincentian Creole	the Vincentians	Christian (Anglican 47%, Methodist 28%), Hindu 13%
21		Salvador, the Republic of El Salvador (SLV) ['sælvədɔ:']	San Salvador [,sæn 'sælvədɔ:']	Spanish	the Salvadorans or the Salvadoreans	Roman Catholic
22		Trinidad and Tobago, the Republic of Trinidad and Tobago (TTO) ['trɪnɪdæd ~ tə 'beɪgəu]	Port of Spain	English	the Trinidadians [,trɪni 'dædiəns]	Christian, Hindu
23		the United States of America (USA) (federal republic)	Washington D.C.	American English	the Americans	Christian
<b>SOUTH AMERICA</b>						
1		Argentina or the Argentine, the Argentine Republic (ARG) [,a:dʒən 'ti:nə] or [,a:dʒən 'tain]	Buenos Aires ['bwenəz 'aɪ'rɪz]	Spanish	the Argentines or the Argentinians [,a:dʒən 'tains]	Roman Catholic
2		Bolivia, the Republic of Bolivia (BOL) [bə 'lɪviə]	Sucre ['su: kreɪ]	Spanish, Quechua, and Aymara ['ketʃuə, 'ketʃwə], [aɪmə 'ra:]	the Bolivians	Roman Catholic

3		Brazil, the Federative Republic of Brazil (BRA) [brə 'zil]	Brasília [brə 'ziliə]	Portuguese	the Brazilians	Roman Catholic
4		Chile, the Republic of Chile (CHL) ['tʃili]	Santiago [, sænti 'a:gəu]	Spanish	the Chileans ['tʃiliəns]	Roman Catholic
5		Colombia, the Republic of Colombia (COL)	Bogotá	Spanish	the Colombians	Roman Catholic
6		Ecuador, the Republic of Ecuador (ECU) [, ekwə 'dɔ:]	Quito ['ki:təu]	Spanish, Quechua ['ketʃuə, 'ketʃwə]	the Ecuadorians	Roman Catholic
7		Guyana, the Cooperative Republic of Guyana (GUY) [gai 'a:nə]	Georgetown ['dʒɔ:dʒtaun]	English	the Guyanese	Christian and Hindu
8		Paraguay, the Republic of Paraguay (PRY) ['pærəgwai]	Asunción [asun 'sjon]	Spanish and Guarani [, gwarə 'ni:]	the Paraguayans	Roman Catholic
9		Peru, the Republic of Peru (PER) [pə 'ru:]	Lima ['li:mə]	Spanish, Quechua, and Aymara	the Peruvians [pə 'ru:viən]	Roman Catholic
10		Surinam or Suriname, the Republic of Suriname (SUR) [, suəri 'næm]	Paramaribo [, pærə 'mæribəu]	Dutch, English	the Surinamese	Hindu, Christian, and Muslim
11		Uruguay, the Eastern Republic of Uruguay (URY) ['juərəgwai], ['urugwai]	Montevideo [, mɒntivi 'deiəu]	Spanish	the Uruguayans [, juərə 'gwaɪən]	Roman Catholic
12		Venezuela, the Bolivarian Republic of Venezuela (VEN) [, veni 'zweɪlə]	Caracas [kə 'rækəs]	Spanish	the Venezuelans	Roman Catholic

AUSTRALIA AND OCEANIA						
1		Australia, the Commonwealth of Australia (AUS) [ɔ:s 'treiljə]	Canberra ['kænbʳə]	Australian English	the Australians	Christian
2		the Federated States of Micronesia, the FSM (FSM) [ˌmaikrə 'ni:ziə] or [ˌmaikrə 'ni:ʒiə]	Palikir [ˌpæli 'kiə]	English	the Micronesians	Christian (Roman Catholic, Protestant)
3		Fiji, the Republic of the Fiji Islands (FJI) ['fi:dʒi:]	Suva ['su:və]	English	the Fijians (mixed Melanesians and Polynesians) [ˌpɒli 'ni:ziəns] or [ˌpɒli 'ni:ʒiəns]	Christian and Hindu
4		Kiribati, the Republic of Kiribati (KIR) [ˌkiri 'ba:ti]	(South) Tarawa [tə'ra:wə]	English, I-Kiribati (Gilbertese)	the I-Kiribati (Micronesians)	Christian
5		the Marshall Islands, the Republic of the Marshall Islands (MHL) ['ma:ʳl ~]	Majuro [mə 'dʒu:rəu]	Marshalese and English	the Marshalese (Micronesians)	Roman Catholic, Protestant (Christian)
6		Nauru, the Republic of Nauru (NRU) administered by Australia, New Zealand, and Britain [nə 'ru:], [na: 'u:ru:], [nau 'ru:]	Yaren ['ja:rən]	Nauruan (a Malayo-Polynesian language) and English	the Nauruans (Polynesians)	Christian
7		New Zealand, (NZL) (monarchy) [nju: 'zi:lənd]	Wellington ['welɪŋtən]	English and Māori ['mauri]	the New Zealanders	Christian and Māori
8		Palau, the Republic of Palau (PLW) [pa: 'lau]	Ngerulmud [ndʒə'ru:lməd]	Palauan and English	the Palauans	Christian (Roman Catholic, Protestant)
9		Papua New Guinea, the Independent State of Papua New Guinea (PNG) (monarchy) [ˌpæp'uənju: 'gini]	Port Moresby [~ 'mɔ:ʳzbi]	English, Tok Pisin (English Creole) and Motu ['tɒkpisin] and ['məutu:]	the Papua New Guineans (Polynesians)	Christian

10		Samoa, the Independent State of Samoa (WSM) (monarchy) [sə 'məʊə]	Apia [a: 'piə]	English	the Samoans (Polynesians)	Christian
11		the Solomon Islands, (SLB) (monarchy) ['sɒləmən ~]	Honiara [, həʊni 'a:rə]	English	the Solomon Islanders	Christian
12		Tonga, the Kingdom of Tonga (TON) ['tɒŋgə]	Nuku'alofa [, nu:ku:ə 'lɒfə]	Tongan and English	the Tonga(s) (Polynesians)	Christian
13		Tuvalu, (TUV) (monarchy) [tu: 'vɑ:lʊ:]	Funafuti [, fu:nə 'fu:ti]	English and Tuvaluan	the Tuvaluans (Polynesians)	Christian
14		Vanuatu, the Republic of Vanuatu (VUT) [, vænu 'ɑ:tʊ]	Port Vila [~ 'vi:lə]	Bislama, French, and English	the Ni-Vanuatu (NiVan) (Melanesians)	Christian

## Annex 2

### Geographical Names

Abu Dhabi	[,æbu 'da:bi]	г. <b>Абу-Даби</b>
Abudja	[ə 'bu:dʒə]	г. <b>Абуджа</b>
Accra	[ə 'kra:]	г. <b>Аккра</b>
Aden	[eidn]	г. <b>Аден</b>
Addis Ababa	['ædis 'æbəbə]	г. <b>Аддис-Абеба</b>
Adriatic Sea	[eidri 'ætik ~]	<b>Адриатическое море</b>
Aegean Sea	[i: 'dʒi: ən ~]	<b>Эгейское море</b>
Albania	[æl 'beinjə]	<b>Албания</b>
Aleutian Islands	[ə 'lu:ʃiən 'ailəndz]	<b>Алеутские острова</b>
Algeria	[æl 'dʒiəriə]	<b>Алжир</b>
Algiers	[æl 'dʒiəz]	г. <b>Алжир</b>
the Alps	[ælpz]	<b>Альпы</b>
Altay (i), the Altai Republic = = Gorno-Altai Republic	[a;l 'tai] = ['æɫ, tai] [, go:'nou'æl, tai]	<b>Алтай, Республика Алтай = = Алтайская республика</b>
1) Altai Mountains		<b>Алтайские горы</b>
2) Altai Territory, Altai Kray = Krai	~ [krai]	<b>Алтайский край</b>
Amazon	['æməʒ'n]	р. <b>Амазонка</b>
Amsterdam	['æmstəd'æm]	г. <b>Амстердам</b>
Amur	[ə 'muə]	р. <b>Амур</b>
Andes	['ændi:z]	<b>Анды</b>
Angola	[æŋ 'goulə]	<b>Ангола</b>
Antalya	[an 'ta:lja]	г. и порт <b>Анталия, Турция</b>
Antananarivo	['æntə ,nænə 'ri:vəu]	г. <b>Антананариву</b>
the Antilles	[æn 'tili:z]	<b>Антильские острова</b>
Antwerp(en)	['æntwə:'p(n)]	г. <b>Антверпен</b>
the Apennines	['æpi ,nainz]	<b>Апеннины (горы)</b>
the Appalachians	[,æpə 'leitʃiənz]	г. <b>Аппалачи Сев. Америка</b>
Apia	[a: 'piə], [æ 'piə], ['æpiə]	г. <b>Апиа</b>
Arctic Ocean	['a:'ktik 'əʊʃn]	<b>Северный Ледовитый океан</b>
Argentina	[,a:dʒən 'ti:nə]	<b>Аргентина</b>
Arkansas	['a:kənsɔ:] <sup>1</sup> [a: 'kænsəs] <sup>2</sup>	<b>Арканзас</b> – <sup>1</sup> штат, <sup>2</sup> город
Asmara	[æz 'ma:rə], [æs 'ma:rə]	г. <b>Асмара = Асмэра</b>
Aswan = Assouan	[æs 'wæn] = [a: 'swæn] = [a: 'swa:n]	г. <b>Асуан, Египет</b>
Athens	['æθ'nz] = ['æθinz]	г. <b>Афины</b>
Auckland	['ɔ:klənd]	г. <b>Окленд, Н. Зеландия</b>
Australia	[ɔ:s 'treiljə]	<b>Австралия</b>
Austria	['ɔ:striə]	<b>Австрия</b>
Ayutthaya	[a: 'ju:təjə] = [a: 'ju:θiə]	г. <b>Аютхая, Тайланд</b>
Azerbaijan	[,æzəbai 'dʒa:n]	<b>Азербайджан</b>
Azores	[ə 'z ɔ:'rɪz]	<b>Азорские о-ва</b>
Azov, Sea of Azov	['a:zɒv], ['eizɒv], ['æzɒv]	г. <b>Азов, Азовское море</b>
Bag(h)dad	[bæg 'dæd], ['bægdæd]	г. <b>Багдад</b>
the Bahamas = Bahama Islands	[bə 'ha:məz]	<b>Багамы, Багамские о-ва</b>

Bahrain = Bahrein (Islands)	[bə 'rein] = [ba: 'rein]	Бахрейн, Бахрейнские о-ва
Balearic Islands	[, bæli 'ærik]	Балеарские о-ва, <i>Испания</i>
Bali	['ba:li]	о. <b>Бали</b> , <i>Индонезия</i>
Balkans	['bɔ:lkənz]	Балканы
Baltic Sea	['bɔ:ltik ~]	Балтийское море
Bamako	[, bæmə 'kəu]	г. <b>Бамако</b>
Bandar Seri Begawan	[, bændə səribə 'ga:wən]	г. Бандар-Сери-Бегаван
Bandung	['ba:nduŋ] = ['bænduŋ]	г. Бандунг, <i>Индонезия</i>
Bangladesh	[, bæŋlə 'deʃ]	Бангладеш
Bangkok	[bæŋ 'kɔk]	г. Бангкок
Bangui	[, ba:ŋ 'gi:]	г. Банги
Banjul = Banjoul	[, bæŋ 'dʒu:l]	г. Бан(д)жул
Barbados	[ba: 'beidɔz] [ba: 'beidɔs]	Барбадос
Barcelona	[ba:si 'ləunə]	г. Барселона, <i>ст. Каталонии</i>
Barents Sea	['ba:rents] = ['bær <sup>ə</sup> n'ts]	Баренцево море
Bay of Bengal	[bei ~ , ben 'gɔ:l]	Бенгальский залив
Beaufort Sea	['bəʊfə't ~]	м. Бофорта <i>С-Ледовитый о.</i>
Beirut = Beyrouth	[bei 'ru:t] = ['beiru:t]	Бейрут
Belgium	['beldʒəm]	Бельгия
Belgrade	[bel 'greid] = ['belgreid]	г. Белград
Belize	[bə 'li:z], [bi 'li:z]	Белиз
Benin	[bə 'ni:n], ['beni:n]	Бенин
Bering Sea, Strait	['berɪŋ]	Берингово море, <i>тж.</i> пролив
Berlin	[bə: 'lin]	г. Берлин
Bermuda Islands = the Bermudas	[bə 'mju:də ~] [ -dəz]	Бермудские о-ва, Бермуды
Bern(e)	['bɜ:n]	г. Берн
Bhutan	[bu 'ta:n]	Королевство Бутан
Birmingham	['bɜ:miŋəm]	г. Бирмингем
Bodrum	['bɔdrəm]	г. Бодрум, <i>Турция</i>
Bolu	[bɔ 'lu]	г. Болу, <i>Турция</i>
Borneo = Kalimantan	['bɔ:niəu], [kæli'mæntən]	о. Калимантан
Bosnia and Herzegovina	['bɔsniə~heətsə 'gɔvinə]	Босния и Герцеговина (БиГ)
Bosporus = Bosphorus Strait	['bɔsp'rəs]	пролив Босфор
Bothnia (Gulf of ~)	['bɔθniə]	Ботнический залив
Botswana	[bɔts 'wa:nə]	Ботсвана
Brahmaputra	[, bra:mə 'putrə]	р. Брахмапутра
Brazil	[brə 'zil]	Бразилия
Brazilia	[brə 'ziljə]	г. Бразилиа
Brazzaville	['bræzəvil]	г. Браззавиль
Bristol	[brisl]	г. Бристоль
Brunei	['bru:nai]	Бруней
Brussels	[brʌslz]	г. Брюссель
Bucharest	[, bjukə'rest]	г. Бухарест
Budapest	[, bju:də'pest]	г. Будапешт
Buenos Aires	['bwenəz 'ai'riz]	г. Буэнос-Айрес
Bujumbura	[, bu: dʒəm 'buərə]	г. Бужумбура
Bulgaria	[bl 'gɛəriə]	Болгария
Burkina Faso	[bə: 'kinə 'fæsəu]	Буркина-Фасо
Burmah	['bɜ:mə]	Бирма (Мьянма)
Bursa	['bɜ:sə] or [bu' 'sa:]	г. Бурса, <i>Турция</i>
Burundi	[bu 'rundi]	Бурунди



Byelorussia = Belarus	[ˌbjeləu 'rʌʃə], [ˌbelə 'rus]	Белоруссия
Cairo	['kaɪərəu]	г. Каир
Calais	['kæleɪ]	г. Кале, <i>Франция</i>
Calcutta	[kæl 'kʌtə]	г. Калькутта
Cameroon	[ˌkæmə 'ru:n]	Камерун
Canberra	['kænbə'ɾə]	г. Канберра
Cape Verde	[keɪp və:'d]	Кабо-Верде ( <i>о-ва Зел. Мыса</i> )
Caribbean Sea	<i>Br.</i> [ˌkæri 'biən], <i>US</i> [kæ 'rɪbiən]	Карибское море
Carpathians	[kə:'peɪθiənz]	Карпаты, Карпатские горы
Castries	[kæ 'stri:z]	г. Кастри
Catalonia	[ˌkætə 'ləʊniə]	Каталония, <i>ав.обл. Испания</i>
the Caucasus	['kɔ:kəsəs]	Кавказ, Кавказские горы
Celebes (Sulawesi [ˌsu:lə'weisi])	[sə 'li:bɪz] = ['seləbɪz]	о. Целебес (о. Сулавеси)
Çeşme	['tʃeʃmə]	г. Чешме, <i>Турция</i>
Ceylon (Sri Lanka [sri 'læŋkə])	[si 'lon]	о. Цейлон (о. Шри-Ланка)
Chad	[tʃæd]	Чад, <i>тж. озеро ~</i>
Channel Islands	['tʃænəl]	Нормандские о-ва
Chao Phraya	['tʃaʊprə 'ja:]	р. Чаупхрая, <i>Тайланд</i>
Cherbourg	['ʃə:buəg]	г. Шербур
Chicago	[ʃi 'ka:gəu]	г. Чикаго
Chile (the Republic of ~)	['tʃɪli]	Чили
Colombo	[kə 'lɒmbəu]	г. Коломбо
Colorado	[ˌkɒlɔ'ra:dəu]	р. Колорадо, <i>тж. штат</i>
Columbia (District of ~)	[kə 'lɒmbiə]	фед. округ Колумбия
the Comoros	['kɒmə'rəʊz]	Коморы, Коморские о-ва
the Union of Comoros	[~ 'kɒmə'rəʊz]	Союз Коморских Островов
Conakry	[kəʊnə 'kri:]	г. Конакри
Congo	['kɒŋgəu]	Конго, <i>тж. р. Конго</i>
Copenhagen	[ˌkəʊpə'n 'heɪgən]	г. Копенгаген
the Cordilleras	[kə:'di 'ljɛərəs]	Кордильеры
Cordoba	['kɔ:dəbə]	г. Кордова, <i>Исп., Арг., Мекс.</i>
Costa Rica	[ˌkɒstə 'rɪkə]	Коста-Рика
Crete	[kri:t]	о. Крит
the Crimea	[kraɪ 'miə]	Крым, Крымский п-ов
Croatia	[krəʊ 'eɪʃə]	Хорватия
Cumae	['kju:mi:]	<i>древний г. Кумы, Италия</i>
Cyprus	['saɪprəs]	о. Кипр
Cyrenaica = Cirenaica	[ˌsaɪrə 'neɪɪkə]	Киренаика
Czechia, the Czech Republic	['tʃɛkiə], [tʃɛk ~]	Чехия, Чешская республика
Dacca	['dækə]	г. Дакка
Dakar	['dækə:] = ['dækə]	г. Дакар
Danube	['dænjʊ:b]	р. Дунай
the Dardanelles	[da:'dɔ 'nelz]	пр. Дарданеллы
Dar es Salaam	[ˌda:ressə 'la:m]	г. Дар-эс-Салам, <i>Танзания</i>
Delhi	['deli]	г. Дели
Denmark	['denma:'k]	Дания
Djakarta = Jakarta	[dʒə 'ka:'tə]	г. Джакарта
Djibouti	[dʒɪ 'bu:ti]	Джибути, <i>тж. г. Джибути</i>
Dnieper	['dni:pə]	р. Днепр
Dodoma	['dɒdəmə]	г. Додома

Dover, Strait of ~	[ˈdouvə]	г. Дувр, пр. Па-де-Кале
Dubai	[du: ˈbaɪ]	г. Дубай, <i>тж. эмират</i>
Dushanbe	[du ˈʃænbə] = [du ˈʃa:nbi]	г. Душанбе
Ecuador	[ˌekwə ˈdɔ:]	Эквадор
Edinburgh	[ˈedinbʳə]	г. Эдинбург
Egypt	[ˈi: dʒɪpt]	Египет
English Channel		пр. Ла-Манш
Erciyes	[ˈa: dʒɪəs]	<i>гора Эрджияс, Турция</i>
Erie	[ˈiəri]	оз. Эри
Eritrea	[ˌeri ˈtreɪə]	Эритрея
Erzurum	[ˌeəzə ˈru:m]	г. Эрзурум, <i>Турция</i>
Ethiopia ( <i>неоф. назв. Abyssinia</i> )	[i:θi ˈɒpjə]	Эфиопия
Eton	[ˈi:tn]	г. Итон, <i>Англия</i>
Everest	[ˈevərɪst]	Эверест
Fiji, Republic of the ~Islands	[ˈfi:dʒi:]	Фиджи
Florence	[ˈflɔ:rɪnˈs]	г. Флоренция, <i>Италия</i>
Florida	[ˈflɒrɪdə]	Флорида, <i>штат США</i>
Galapagos Islands	[gə ˈlæpəgəs ~]	Галапагосские о-ва
the Gambia	[ˈgæmbiə]	Гамбия
Ganges	[ˈgændʒi:z]	р. Ганг
Geneva	[dʒi ˈni:və]	г. Женева
Genoa, Gulf of ~	[ˈdʒenəʊə]	г. Генуя, Генуэзский залив
Gibraltar, Strait(s) of ~	[dʒɪ ˈbrɔ:ltə]	г. Гибралтар, <i>тж. ~ пролив</i>
Glasgow	[ˈglɑ:zgəʊ]	г. Глазго, <i>Шотландия</i>
Greenwich	[ˈgrɪnɪdʒ]	г. Гринвич
Guiana	[gi ˈa:nə] = [gai ˈænə]	Гвиана
Guinea	[ˈgɪni]	Гвинея
the Hague	[ˈheɪg]	г. Гаага
Haiti	[ˈheɪti]	о. Гаити
Hanoi	[hæ ˈnoi]	г. Ханой
Harare	[hə ˈra:ri]	Хараре
Havana	[hə ˈvænə]	г. Гавана
Hawaii	[hə ˈwaii:] = [ha: ˈwaii:]	о. Гавайи, <i>тж. штат США</i>
the Hebrides	[ˈhebrɪdi:z]	Гебридские о-ва
Helsinki	[hel ˈsɪŋki]	г. Хельсинки
the Himalaya(s)	[hɪmə ˈleɪə(z)]	Гималаи, Гималайские горы
Honduras	[hɒn ˈdʒuərəs]	Гондурас
Hudson	[hʌdsn]	р. Гудзон
Hudson Bay	[ˈhʌdsn ˌbeɪ]	Гудзонов залив
Hungary	[ˈhʌŋgəri]	Венгрия
Huron, Lake ~	[ˈhjuərən]	оз. Гурон
Iceland	[ˈaɪslənd]	Исландия
Indonesia	[ɪndəʊˈni:ziə], [ˌni:ʒə]	Индонезия
Indus	[ˈɪndəs]	р. Инд
Ionian Sea	[aɪ ˈəʊniən ~]	Ионическое море
Iraq	[i: ˈra:k]	Ирак
Ireland	[ˈaɪələnd]	Ирландия
Istanbul	[ˌɪstæn ˈbul]	г. Стамбул, <i>Турция</i>
the Ivory Coast ( <i>Fr. Côte d'Ivoire</i> )	[ˈaɪvəri~] [kɒt ˈdivwɑ:]	Берег Слоновой Кости
Jakarta = Djakarta	[dʒə ˈka:tə]	г. Джакарта
Yamoussoukro	[ˌja:mu: ˈsu:krə]	г. Ямуссукуро

Japan	[dʒə 'pæn]	Япония
Java	['dʒa:və]	о. <b>Ява</b>
Jerusalem	[dʒə 'ru:sələm]	г. Иерусалим
Jordan	['dʒɔ:dn]	Иордания, р. Иордан
Kabul	['ka:bl]	г. Кабул
Kampala	[kæm 'pa:lə]	г. Кампала
Kara Sea	['ka:rə ~]	Карское море
Kayseri	['keisəri]	г. Кайсери, <i>Турция</i>
Kenya	['ki:njə] = ['kenjə]	Кения
Khart(ou)m	[ka:ˈtu:m]	г. Хартум
Klondike, the Klondike	['klɒndaik]	р. Клондайк, <i>тж. район~</i>
Korea	[kə 'riə]	Корея
Kuala Lumpur	[ˌkwa:lə 'lumpuə]	г. Куала-Лумпур
Kuşadasi	['kuʃadasə]	г.-курорт Кушадаси, <i>Турция</i>
Kuril Islands	[ku: 'ril ~]	Курильские о-ва
Kuwait	[ku 'wait]	Кувейт
Lancashire ( <i>Lancs</i> )	['læŋkəʃɪə]	графство Ланкашир
La Pérouse Strait	[la pei 'ru:z]	пролив Лаперуза
Lebanon	['lebənən]	Ливан
Leghorn	['leg 'ho:ˈn]	г. Ливорно
Leicester	['lestə]	г. Лестер в Англии
Lesotho, the Kingdom of ~	[lə 'su:tu:], [lə 'səutəu]	Лесото, Королевство ~
Lewisville	['luisvil]	г. <b>Льюисвилл</b> , <i>США, Техас</i>
Liberia	[lai 'biəriə]	Либерия
Libia = Libya	['libiə]	Ливия
Liechtenstein, the Principality of ~	['liktənstain]	Лихтенштейн, Княжество ~
Lilongwe	[li 'lɒŋwei]	г. Лилонгве
Lisbon	['lɪzbən]	г. Лиссабон
Lithuania	[ˌliθju: 'einiə]	Литва
Liverpool	['livəpu:l]	г. Ливерпуль, <i>Англия</i>
Ljubljana	[lju:b 'lja:nə]	г. Любляна
Lomé	['ləumei]	г. Ломе
Loughborough	['lʌfbərə, -brə]	г. Лафборо, <i>Англия</i>
Luxemburg	['lʌksəmbə:g]	Люксембург
Macedonia	[ˌmæsi 'dəuniə]	Македония
Madagascar	[ˌmædə 'gæskə]	о-в Мадагаскар, <i>тж. гос-во</i>
Madrid	[mæ 'drid]	г. Мадрид, <i>ст. Испании</i>
Malawi	[mæ 'la:wi]	<b>Малави</b>
Malaysia	[mæ 'leiʒə], [mæ 'leiziə]	Малайзия
Male	[meil], ['ma:li:], ['ma:lei]	г. Мале, <i>столица Мальдив</i>
Maldives	['mɒldivz]	Мальдивы, Мальд-ские о-ва
Mali	['ma:li]	<b>Мали</b>
Manchester	['mæntʃɪstə]	г. Манчестер, <i>Англия</i>
Manhattan	[mæn 'hætən]	о. Манхэттен, <i>тж. р-н США</i>
Marmaris	['ma:ˈmaris]	г. Мармарис, <i>Турция</i>
Marmora, Marmara Sea	['ma:ˈmərə]	Мраморное море
Marquesas Islands	[ma: 'keizəs]	Маркизские о-ва
Marseille(s)	[ma: 'sei]	г. Марсель
Maseru	[mæ 'siəru:]	г. Масеру
Maui	['maui]	о. Мауи, <i>Гавайский архипел.</i>
Mauritania(rep),Mauretania(region)	[ˌmɔ:ri 'teiniə]	Мавритания, <i>респ., область</i>

Mauritius	[mə 'ri:fəs]	о-в Маврикий, <i>тж.</i> ~20с-60
Mbabane	[ˈmba: 'ba:nei]	г. Мбабана
Mediterranean Sea	[, meditə: 'reinjən~]	Средиземное море
Melbourne	[ˈmelbən]	г. Мельбурн, <i>Австралия</i>
Mendoza	[men 'dəuzə]	г. Мендоса, <i>Аргентина</i>
Mexico, Mexico City	[ˈmeksikəu~]	Мексика, г. Мехико
Michigan, Lake ~	[ˈmiʃigən]	шт-т, Мичиган, оз. Мичиган
Missouri	[mi 'zuəri]	шт-т Миссури, р. Миссури
Mogadishu	[, mɒgə 'difu:]	г. Могадишо
Monaco	[ˈmɒnəkəu]	г. Монако, ст. Монако
Mongolia	[mɒŋ 'gəʊljə]	Монголия
Montevideo	[, mɒntivi 'deɪəu]	г. Монтевидео
Montreal	[, mɒntri 'ɔ:l]	г. Монреаль
Morocco ( <i>Fr. Maroc</i> ), Kingdom of~	[mə 'rɒkəu]	Марокко
Mozambique	[, məʊzəm 'bi:k]	Мозамбик
Munich	[ˈmju:nik]	г. Мюнхен
Myanmar	[ˈmiənma:ˈ]	Мьянма
Nairobi	[nai 'rəʊbi]	г. Найроби
Naples	[ˈneɪplz]	г. Неаполь
Nassau	[ˈnæsə:]	г. Нассау = Нассо
N'Djamena	[ˈndʒa: 'meinə]	г. Нджамена
Nepal	[ni 'pɔ:l]	Непал
the Netherlands = Holland	[ˈneðələndz] [ˈhɒlənd]	Нидерланды = Голландия
New Orleans	[nju: 'ɔ:lɪənz]	г. Новый Орлеан, <i>США</i>
New Zealand	[nju: 'zi:lənd]	Новая Зеландия
Niamey	[ni 'a:meɪ]	г. Ниамей
Nice	[ni:s]	г. Ницца, <i>Франция</i>
Nicosia	[nikəu 'siə]	Никосия
Niemen	[ˈni:mən]	р. Неман
Niger	[ˈnaɪdʒə]	Нигер, <i>тж.</i> р. Нигер
Nigeria	[nai 'dʒiəriə]	Нигерия
Nile	[ˈnaɪl]	р. Нил
Normandy	[ˈnɔ:ˈmændi]	Нормандия
Norway	[ˈnɔ:ˈwei]	Норвегия
Nouakchott	[, nu:æk 'ʃɒt]	г. Нуакшот
Oahu	[əu 'a:hu:]	о. Оаху, <i>Гавайи, США</i>
Ontario	[ɒn 'tɛəriəu]	оз. Онтарио, <i>тж.</i> г. США
Orlando	[ɔ 'lændəu]	г. Орландо, <i>США, Флорида</i>
Oslo	[ˈɔzləu]	г. Осло
Ottawa	[ˈɒtəwə]	г. Оттава
Ouagadougou	[, wa:gə 'du:gu:]	г. Уагадугу
Pacific Rim	[prə 'sɪfɪk rɪm]	страны Тихоокеанского бассейна
Palestine	[ˈpælistain]	Палестина
the Pamirs	[prə 'miəz]	Памир
Pemba	[ˈpembə]	о. Пемба, <i>Танзания</i>
Panama	[prænə 'ma:]	Панама, <i>тж.</i> г. Панама
Persian Gulf; the Gulf	[ˈpɜ:ʃən~], [ˈpɜ:ʒən~]	Персидский залив
Peru	[prə 'ru:]	Перу
Philippines	[ˈfɪlɪpi:nz]	Филиппины
P(h)nom Penh	[pnɒm 'pen], [nɒm 'pen]	г. Пномпень
Polynesia	[pɒli 'ni:ziə], [pɒli 'ni:ʒə]	Полинезия

Portugal	[ˈpɔ:ˈtʃʊɡəl]	Португалия
Prague	[ˈpra:g]	г. Прага
Punjab	[ˌpʌn ˈdʒɑ:b]	Пенджаб ( <i>штат в Индии</i> )
Pyongyang	[ˈpjɔ:ŋ ˈjæŋ]	г. Пхеньян
Pyrenees	[ˌpiərə ˈni:z]	Пиренеи
Quebec	[kwɪ ˈbɛk]	Квебек
Quito	[ˈki:təʊ]	г. Кито
Red Sea		Красное море
Reykjavik	[ˈreɪkjəˌvi:k]	г. Рейкьявик
Rhine	[ˈrain]	р. Рейн
Rio de Janeiro	[ˌriəʊdədʒə ˈniərəʊ]	г. Рио-де-Жанейро
Rio Grande	[ˌriəʊ ˈgrændi]	р. Рио-Гранде <i>США и Мекс.</i>
the Rockies (Rocky Mountains)	[ˈrɒkɪz], [ˈrɒki~]	Скалистые горы
Rosario	[rəʊ ˈsa:riəʊ]	г. Росарио, <i>Аргентина</i>
Roumania = Romania = Rumania	[ru: ˈmeiniə]	Румыния
Rwanda = Ruanda	[ru ˈændə]	Руанда
Sahara	[sə ˈhɑ:rə]	Сахара
Saint Kitts and Nevis	[sˈnt ˈkits~ˈni:vis]	Сент-Китс и Невис
Saint Louis	[seint ˈlu:is]	г. Сент-Луис ( <i>США</i> )
Saint-Louis	[sæŋ ˈlwi:]	г. Сен-Луи, <i>Африка</i>
Saint Lucia	[ˌseint ˈlu:ʃə]	Сент-Люсия
Sakhalin	[sækə ˈli:n], [ˈsækəli:n]	о. Сахалин
Salt Lake City	[ˈsɔ:ltleɪk ˈsiti]	г. Солт-Лейк-Сити, <i>США</i>
San Francisco	[ˌsænfrən ˈsɪskəʊ]	г. Сан-Франциско
San Jose	[ˌsænhə ˈzeɪ]	г. Сан-Хосе
São Tome and Principe	[sauntə ˈmeɪ ~ ˈprɪnsəpə]	Сан-Томе и Принсипи
Saragossa	[ˌsærə ˈgɒsə]	г. Сарагоса, <i>Испания</i>
Saudi Arabia	[sa: ˈudiə ˈreɪbiə]	Саудовская Аравия
Seineu	[sein]	р. Сена
Senegal	[ˌseni ˈgɔ:l]	Сенегал
Seoul	[səʊl]	г. Сеул
the Seychelles	[sei ˈfelz]	Сейшелы, Сейшельские о-ва
Shanghai	[ʃæŋ ˈhai]	г. Шанхай
Sicily	[ˈsɪsɪli]	о. Сицилия
Singapore	[ˌsɪŋgə ˈpɔ:]	Сингапур, <i>тж. город; о-в;</i>
Skopje = Skoplje	[ˈskɔ:pje] = [ˈskɔ:pljeɪ]	г. Скопье
Sofia	[ˈsəʊfiə]	г. София
Somali	[sə ˈma:li]	Сомали
Spey	[ˈspeɪ]	р. Спэй, <i>Шотландия</i>
Stockholm	[ˈstɒkħəʊm]	г. Стокгольм
St. Vincent and the Grenadines	[sˈnt ˈvɪnsənt~ɡrenəd ˈi:nz]	Сент-Винсент и Гренадины
Sudan	[su: ˈda:n]	Судан
Suez, ~ Canal	[ˈsu:ɪz], [ˈsu:ɪz kə ˈnæl]	г. Суэц, Суэцкий канал
Sulawesi	[ˌsu:ləˈweɪsi]	о. Сулавеси
Superior Lake ( <i>Great Lakes</i> )	[su ˈpiəriə ~]	оз. Верхнее ( <i>Великие озёра</i> )
Swaziland, Kingdom of ~	[ˈswa:zi ˌlənd]	Свазиленд
Sweden	[ˈswi:dn]	Швеция
Switzerland	[ˈswɪts(ə)lənd]	Швейцария
Sydney	[ˈsɪdni]	г. Сидней
Ta(d)jikistan = Tadzjikistan	[ta: ˌdʒɪ:ki ˈsta:n]	Таджикистан
Tahiti	[ta: ˈhi:ti] [tə ˈhi:ti]	о. Таити

Taiwan	[ˈtai ˈwa:n]	о. Тайвань
Tanzania	[tænzə ˈni:ə], [tænˈzeiniə]	Танзания
Tasmania	[tæz ˈmeiniə]	о. Тасмания, <i>тжс. штат</i>
Tegucigalpa	[təˌgu:si ˈgælpə]	г. Тегусигальпа
Tel Aviv	[telə ˈvi:v]	г. Тель-Авив
The(e)ran	[teə ˈra:n]	г. Тегеран
Thailand	[ˈtailænd]	Таиланд
Thames	[temz]	р. Темза
Thibet = Tibet	[ti ˈbet]	Тибет
Thimphu = Thimbu	[ˈθimfu:], [ˈθimbu:]	г. Тхимпху
Tiber	[ˈtaibə]	р. Тибр
Tien Shan = Tian Shan	[ti ˈen ˈʃa:n], [ˈtjen ˈʃa:n]	Тянь-Шань
Trinidad and Tobago	[ˈtrinidæd ~ tə ˈbeigəu]	Тринидад и Тобаго
Tsushima	[ˈtsu:ʃimə]	о. Цусима
Tunis	[ˈtju:nis]	г. Тунис
Tunisia	[tju: ˈniziə]	Тунис
Turkey	[ˈtə:ki]	Турция
Tyrrhenian Sea	[ti ˈri:niən~]	Тирренское море
Uganda	[ju: ˈgændə]	Уганда
(the) Ukraine	[ju: ˈkrein]	Украина
Uludağ	[u ˈluda:]	<i>гора</i> Улудаг, <i>Турция</i>
United Arab Emirates = UAE	[ju:ˈnaitidˈærəbe ˈmiərɪts]	Об-ные Араб. Эмираты, ОАЭ
Ural	[ˈjuərəl]	Урал
Uruguay	[ˈjuərəgwai], [ˈurugwai]	Уругвай
Vaduz	[va: ˈdu:ts]	г. Вадуц
Valletta	[və ˈletə]	г. Валлетта
Vanuatu	[ˌvænu ˈa:tu]	Вануату
Vatican	[ˈvætɪkən]	Ватикан
Venezuela	[ˌvenɪ ˈzweɪlə]	Венесуэла
Venice	[ˈvenɪs]	г. Венеция
Versailles	[veə ˈsai]	г. Версаль
Vienna	[vi ˈenə]	г. Вена
Vientiane	[ˌvjen ˈtʃan]	г. Вьентьян
Vilnius = Vilnyus	[ˈvilniəs]	г. Вильнюс
Vistula	[ˈvistjulə]	р. Висла
Warsaw	[ˈwɔ:ˈsɔ:]	г. Варшава
White Sea		Белое море
Windhoek	[ˈwindhuk]	г. Виндхук
Yangtze = Chang	[ˈjæŋtsɪ], [tʃæŋ]	р. Янцзы, <i>др. название</i> Ченг
Ya(o)undé	[ja: ˈundeɪ]	г. Яунде
Yellow Sea		Желтое море
Yemen	[ˈjemən]	Йемен
Yerevan = Erevan	[jerə ˈva:n]	Ереван
Yokohama	[jəukə ˈha:mə]	г. Йокогама
Zanzibar	[ˈzænzɪba:]; [ˌzænzɪ ˈba:]	о. Занзибар, <i>Танзания</i>
Zimbabwe	[zim ˈba:bwi]	Зимбабве
Zurich	[ˈzjuərɪk], [ˈzuərɪk]	г. Цюрих
Zuyder Zee	[ˈzaɪdə ˈzi:], [ˈzaɪdə ˈzeɪ]	залив Зейдер-Зе, Зюйдерзее

## Annex 3

### How to design a presentation

At some time or other, most of us will have to give a presentation. The idea of speaking in public can be frightening enough if you're a native English speaker, but it's even more so if English is your second language.

These tips will help you make a perfect presentation.

#### **Be familiar with your audience**

To give an effective presentation, you need to know something about your audience. How good is their English? How much do they know about the subject of your talk? Why will they be interested in listening to you? It's a good idea to find out who is attending your presentation so that you can make the information relevant and interesting to them. For example, a presentation on your company's financial results to financial analysts will focus on results, reasons and analysis. A presentation on new auditing software will focus on the benefits and features of the software.

Also ask yourself what you want to achieve from your presentation. Sales presentations are different from information-giving presentations, for example. It's always a good idea to work out what you want your audience to think or do at the end of your talk, as this will help you focus on the language and content of your presentation.

#### **You should interest your audience**

The first minute of your presentation is crucial. In this time you should interest your audience and give them a reason to listen to you. What you say in the first minute depends on your audience and their interests, but it must mean something important to them. Perhaps it is a problem that you know how to solve it, or a fact or statistic that they need to know.

#### **Take into account the human factor**

You'll need to make sure the room is big enough for the number of people attending, and that you have all the equipment you need. Find out when you are giving your presentation – your audience may be less attentive if it is right before lunch or at the end of the week and you'll need to make especially sure that the presentation is interesting if it is at a difficult time.

#### **Opening statement**

After you give your opening statement, you should give a brief overview of your presentation. This includes what your presentation is about, how long you will take and how you are going to handle questions.

#### **Overview**

"Today I am going to talk to you about how our company copes with some problems. My presentation will be in three parts. Firstly I am going to look at the market and the background. Then I am going to talk to you about our new products and how they fit in. Finally, I'm going to

examine some selling strategies that will help us increase our sales by 20%. The presentation will probably take around 20 minutes. There will be time for questions at the end of my talk."

### **Useful language for overviews**

"My presentation is in three parts."

"My presentation is divided into three main sections."

"Firstly, secondly, thirdly, finally..."

"I'm going to..."

take a look at...

talk about...

examine...

tell you something about the background...

give you some facts and figures...

fill you in on the history of...

concentrate on...

limit myself to the question of...

"Please feel free to interrupt me if you have questions."

"There will be time for questions at the end of the presentation."

"I'd be grateful if you could ask your questions after the presentation."

### **The main body of the presentation**

During your presentation, it's a good idea to remind your audience occasionally of the benefit of what you are saying.

"As I said at the beginning..."

"This, of course, will help you (to achieve the 20% increase)."

"As you remember, we are concerned with..."

"This ties in with my original statement..."

"This relates directly to the question I put to you before..."

### **Keep your audience with you**

Remember that what you are saying is new to your audience. You are clear about the structure of your talk, but let your audience know when you are moving on to a new point. You can do this by saying something like "right", or "OK". You can also use some of the following expressions:

"I'd now like to move on to..."

"I'd like to turn to..."

"That's all I have to say about..."

"Now I'd like to look at..."

"This leads me to my next point..."

If you are using index cards, putting the link on the cards will help you remember to keep the audience with you. In addition, by glancing at your index cards you will be pausing – this will also help your audience to realise that you are moving on to something new.



## **Language for using visuals**

It's important to introduce your visual to the audience. You can use the following phrases:

"This scene (diagram, scheme, graph) shows you..."

"Take a look at this..."

"If you look at this, you will see..."

"I'd like you to look at this..."

"This chart illustrates the figures..."

"This graph gives you a break down of..."

Give your audience enough time to absorb the information on the visual. Pause to allow them to look at the information and then explain why the visual is important:

"As you can see..."

"This clearly shows ..."

"From this, we can understand how / why..."

"This area of the chart is interesting..."

## **Summarizing**

At the end of your presentation, you should summarize your talk and remind the audience of what you have told them:

"That brings me to the end of my presentation. I've talked about..."

"Well, that's about it for now. We've covered..."

"So, that was our marketing strategy. In brief, we..."

"To summarize, I..."

## **Relate the end of your presentation to your opening statement:**

"So I hope that you're a little clearer on how we can achieve sales growth of 20%."

"To return to the original question, we can achieve..."

"So just to round the talk off, I want to go back to the beginning when I asked you..."

"I hope that my presentation today will help you with what I said at the beginning..."

## **Handling questions**

Thank the audience for their attention and invite questions.

"Thank you for listening – and now if there are any questions, I would be pleased to answer them."

"That brings me to the end of my presentation. Thank you for your attention. I'd be glad to answer any questions you might have."

It's useful to re-word the question, as you can check that you have understood the question and you can give yourself some time to think of an answer. By asking the question again you also make sure that other people in the audience understand the question.

"Thank you. So you would like further clarification on our strategy?"  
"That's an interesting question. How are we going to get voluntary redundancy?"  
"Thank you for asking. What is our plan for next year?"

After you have answered your question, check that the person who asked you is happy with the answer.

"Does this answer your question?"  
"Do you follow what I am saying?"  
"I hope this explains the situation for you."  
"I hope this was what you wanted to hear!"

If you don't know the answer to a question, say you don't know. It's better to admit to not knowing something than to guess and maybe get it wrong. You can say something like:

"That's an interesting question. I don't actually know off the top of my head, but I'll try to get back to you later with an answer."  
"I'm afraid I'm unable to answer that at the moment. Perhaps I can get back to you later."  
"Good question. I really don't know! What do you think?"  
"That's a very good question. However, we don't have any figures on that, so I can't give you an accurate answer."  
"Unfortunately, I'm not the best person to answer that."

### **What you should say if things go wrong**

You think you've lost your audience? Rephrase what you have said:

"Let me just say that in another way."  
"Perhaps I can rephrase that."  
"Put another way, this means..."  
"What I mean to say is..."

Can't remember the word?

If it's a difficult word for you – one that you often forget, or one that you have difficulty pronouncing – you should write it on your index card. Pause briefly, look down at your index card and say the word.

### **Play up your voice**

Don't speak in a flat monotone – this will bore your audience. By varying your speed and tone, you will be able to keep your audience's attention. Practice emphasizing key words and pause in the right places – usually in between ideas in a sentence. For example "The first strategy involves getting to know our market (pause) and finding out what they want. (pause) Customer surveys (pause) as well as staff training (pause) will help us do this."

Don't forget – if you speak too fast you will lose your audience!

## Annex 4

### How to write a Resume (CV)

When you are going to apply for a job, Yes, you need to write a **Resume** (*Am and overall*) or **Curriculum Vitae** (CV – *Br.*). The literal meaning of curriculum vitae is ‘course of life’. At your 18-20, you really haven’t had much course of life yet. A resumes is a very important document because it is the first impression you give.

#### What Should You Put on Your Resume (CV)?

Write a list of important headings. These should include your name, date of birth, your address (and your e-mail address, if you have one), phone number (home and mobile), your records (at university, practice work) and so on.

Start with your most recent job and work backwards. Don’t leave out any vital information. If you spend a year or two traveling, say this. Years that are unaccounted for will seem suspicious. Don’t include any negative information, such as exam failures or lost jobs. Be positive about yourself, but don’t lie or you will undermine yourself from the start. Don’t ask for your resume to be returned; many companies keep resumes on file for future reference.

#### There are a number of golden rules:

- Try to research the name (spelt correctly!) of a specific person to write to.
- Put yourself in the employer’s shoes. Think of what you have to offer.
- Try to keep your resume brief – one page is enough; perfect prose isn’t expected – note form is acceptable.
- Gear your resume to the job and organization. No two resumes should be exactly alike.
- If you’ve been working, explain your duties and how your work has evolved. Demonstrate on paper that you are a potential asset.
- List your outside interests and skills. Don’t forget your language abilities. Participation in sports can show your capacity for team work.

Let’s be clear, employers are not going to expect a long history of jobs from a 18-year-old. What they will be looking for is some indication that they are going to get someone who is keen, sensible, likely to carry out the tasks they're set, and not cause more trouble than they’re worth! A resume is a chance to promote yourself as a person someone else would like to employ. Many teenagers and young people are a little reluctant when it comes to promoting themselves, but that’s what you have to do.

Have a think about these points:

- **What do you enjoy doing at university?** No, not anything! If you don’t have a favorite subject, then it’s usually easiest to enjoy what you are good at. So what’s your best subject? Geography or Computer science? No problem. “I’m interested in computer programming”; “I enjoy taking part in sport”.
- **What clubs are you a member of?** The answer to this may indeed be none. However, have you ever been in a club at school? Have you ever been on a committee (e.g. the Prom committee)? Have you been a prefect, or a monitor of some sort?
- **What trips have you been on?** Cities you visited, the local museum, the nearest villa? Get them written down.
- **What do you enjoy doing in free time? Do you have a hobby?** How about: playing football, playing computer games, watching TV serials, socializing with your mates. Some

of these are a good start point. Translate into: member of the local football team; interested in computers; enjoy TV drama; member of local youth club. Only ever tell the truth however; if you're not a member of a club, don't say you are.

- **Where have you been with your family?** Have you been on holiday abroad? If so, what did you find interesting (apart from the sun and the pool!)? You've probably been on days out with your family. Where did you go? What did you enjoy?

### **Transferable Skills to Add on Your Resume**

Think of the general skills you have. Everyone has got them. What do people compliment you on? What do they say you're good at? Are you good with numbers? Can you draw? Are you a good listener? Are you a quick learner? Can you solve problems well? Can you communicate well – either written or verbally? Do you work better on your own or in a team?

### **Ambitions, Goals and Future Dreams**

What are your ambitions, your aspirations? What do you dream of doing or becoming? What do you hope to achieve? Will the job you're going for help you reach your goals?

### **Resume Layout and Sections**

The layout and accuracy of your resume is important. If you have a foreign friend, give him (her) to read it, and make sure it's error-free. There's nothing more off-putting than a resume filled with incorrect spellings and bad English.

Try these sections headers:

- Personal Details
- Education (to date, and your next step)
- Skills and Achievements
- Hobbies and Interests
- Objectives and Ambitions
- References (people who know you and can vouch for you)

### **Example of a good CV**

**Stephanie Smith  
19 Station Road  
Hunslet  
Leeds  
LS3 3SL**

Tel No: 0113 3110 1103

Mobile: 0777 0007

Email: S.Smith@uni.ac.uk

A friendly, caring and hardworking undergraduate with a range of related experience, looking for employment opportunities working with children in a social supportive environment.

#### **Key Skills**

- **Creative:** Able to provide creative solutions to problems. When working as a support assistant one child in my care refused to enter the classroom. I introduced a game of "fairy steps, giant steps" in which he gradually approached the room. After several lessons this child with profound behavioral difficulties walked straight in.

- **Interpersonal:** Whilst on placement with the Portage department at Kirklees Council I visited parents in their homes to advise and support. I built rapport rapidly with both parents and

children with techniques such as commenting positively and making small talk. A good relationship is essential to ensure an appropriate program is in place to support each child.

- **Communication:** Seminars are an integral part of my course. When preparing a presentation for a seminar I ensure I understand the information, think about the key points I want to present and ensure I have any materials to back up what I am saying. I feel communication is as much about listening so I ensure I built in time for people to question and raise issues.

- **Organization:** Combining part time work, voluntary activities and my degree requires excellent organizational skills. I manage this by working out detailed 'to do' lists with dates and times on. I combine this with a detailed study/ work diary which details key events such as assignment hand in dates.

## **Education**

### **Currently studying:**

**BA (Hons) Childhood Studies**

**Leeds Metropolitan University**

Studying child growth and development in the context of different social, psychological, and cultural perspectives and policies. I have participated in two work placements working in the Portage Department at Kirklees Metropolitan Council where I was attached to a Portage Home Visitor and working as a Non Teaching Assistant with the Additional Student Support team at a Middle School in Bradford. My final year dissertation is based on early intervention strategies for pre-school children and their families.

### **Already gained:**

**Sheffield City College:**

2014-2016

**Myersbridge School:**

**GNVQ Advanced Health and Social Care**

Merit

**7 GCSEs inc. Social Studies (B), Art (B), Maths (D), Double Science (D,D) English Literature (C),**

### **Work Experience: Working with Children**

Supported a pupil with moderate learning difficulties through key stage 1. Worked closely with class teacher and school education psychologist. Helped pupil improve reading, writing and numeracy by adapting classroom activities and focusing on learning through play and creativity.

**Mrs C Brough**

**Childminder/Babysitter**

**2017-present**

Care for two primary school children three evenings a week. Responsible for collecting them from school, ensuring a safe, supportive environment until parents returned from work. Encourage them to spend their time constructively, painting, playing and reading.

**Hunslet Methodist**

**Church Sunday School Leader**

**2016**

Organize children's activities every Sunday morning. The group size varies from 3 - 8 and age ranges are from 2 - 12. Activities are related to the church calendar and involve drama, arts and crafts and reading.

### **Work Experience: Customer Service / Hospitality**

**2015**

Working part-time and full-time over holidays. Serving customers with meals and drinks. Using the till, handling cash, working as a member of a team, providing friendly and helpful service.

**Green Flag**

**Customer Service Adviser**

**2014**

Dealing with membership enquiries over the telephone. Entering new client membership details on to database. Distributing mail shots.

## Hobbies and Interests

I enjoy traveling and have visited Europe extensively. I use my practical and creative skills to make soft furnishings for friends and family and am a keen artist. I enjoy reading, horse riding and socializing in addition to being an active member of my local church.

## Referees

Mrs S Welch  
Course Leader: BA (Hons) Childhood Studies  
Leeds Metropolitan University  
Carnegie Hall  
Headingley Campus  
Leeds  
LS6 3QS

Mrs J McFarlane  
Headteacher  
Myersbridge Primary School  
Myersbridge  
Sheffield  
S30 3QA

## Annex 5

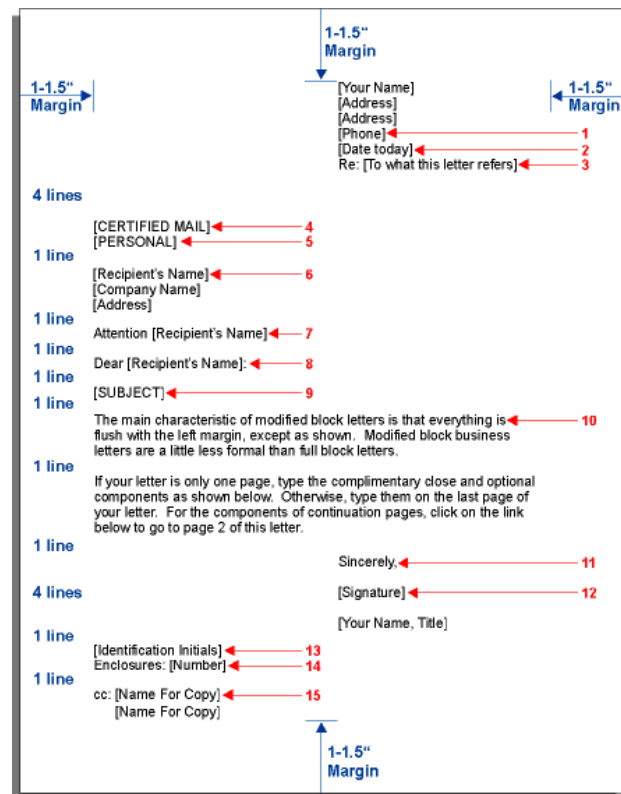
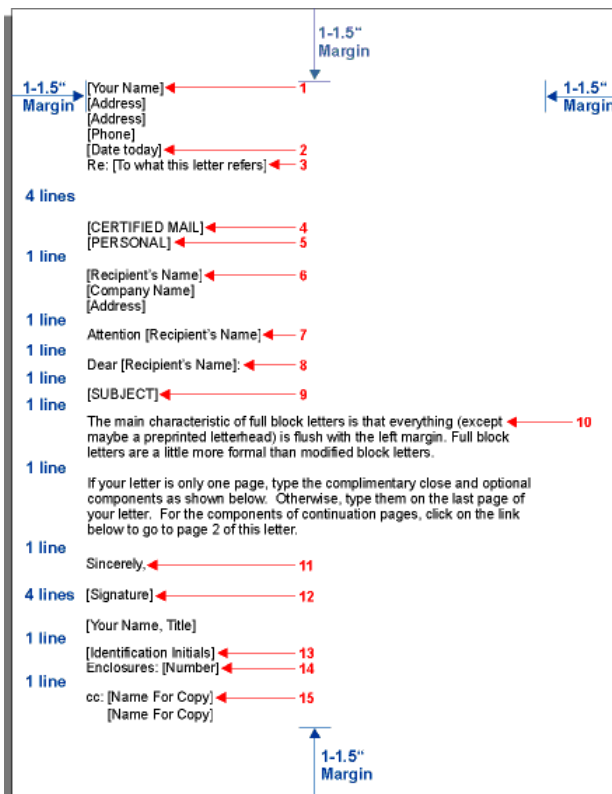
### How to write a Business Letter

There are two main formats (layouts) of business letters:

1. Full block format: align all elements on the left margin.
2. Modified block format: all text is aligned to the left margin, except for the author's address, date, and closing; and paragraphs are not indented. The author's address, date, and closing begin at the center point.

‘Full block’ format [layout] example:

‘Modified block’ format [layout]



- Americans prefer the full block layout;
- the British usually place the heading in the top right corner of the letter (sometimes centered).

Whatever the content of your letter, note that business letters are composed in common fonts such as Arial or Times New Roman. Most employ block paragraphing - i.e., to start a new paragraph, hit "return" twice and don't use an indent.

There are **no contractions** in the formal letter: I'm; You're; Won't; can't; I've done etc.

**One must be printed with the capital letter:**

Nation, *E.g. British, Russian, American;*

Name of Firm, *E.g. American Geographical Union;*

Work status, *E.g. Private Secretary;*

Name of Country, State, Republic, City, Street [St/Str.], Road [Rd.], Square, Avenue [Ave.], Hotel, Room;

Apartment, etc. *E.g. Carlton Road, Haughty House Hotel, Room 757;*

Name of Day of Week [DOW], Month *E.g. Sat., or Saturday; Oct., or October;*

Name of Trade Mark, Product and Document *E.g. Oil, Gas, Letter of Guarantee*

### Structure of Business Letter

[1] Your Name

[1 or 4] Current date:

*Am. style:* month-day-year: *June 24, 2012*

*Br. style:* day-month-year: *24 June 2012*

1. Return address [address of your company];
2. E-mail address;
3. Phone (fax) number;
4. On-arrival notation; *E.g. Confidential, Personal etc.;*
5. Inside address or [address of the recipient];
6. Salutation\*, *see Notes*;
7. Subject line; *E.g. Subject: Job Inquiry;*
8. Body of the letter;
9. Complimentary close\*, *see Notes*;
10. Signature\* *see Notes*;
11. Identification initials;
12. Enclosures; if you have enclosed additional documents, note this a few lines beneath your contact info by noting the number and type of documents; *E.g. Enclosures [2]: photo, resume.*

**\*Notes**

**Some special points for separate parts of the business letter:**

**Salutation:**

It must be strict, polite and never followed by the exclamation point (!)

Americans use after the salutation the colon ‘:’

British use the comma ‘,’

*E.g. American:* Dear Mr./Mrs. Smith:  
Or: Dear Sir / Madam: /Gentlemen:  
Dear colleagues: (*universal*)  
*British:* Dear Mr/Mrs Smith,  
Or: Dear Sir / Madam,  
Dear Sirs,

**Take note:** in British English salutations ‘Mr/Mrs’ are used without punctuation, in American – on the contrary Mr./Mrs.

It is becoming more frequent to address the woman as Ms., whether you know she is married or not.

Academic degrees must be pointed:

*E.g.* Dear Dr. Smith; Dear Prof. Smith; Dear Mr. President; Dear Mrs. Secretary.

**The complimentary close** must be conformed with the salutation:

*E.g. American:* Ladies/Gentlemen: – (Very) Truly Yours, (*polite, neutral, never used in Britain*)

Dear Mrs. Smith: – Sincerely yours,

Sincerely, (*less formal*)

Cordially yours (*friendly, informal*)

*British:* Sir/Madam, – Yours respectfully, (*rarely, too formal*)

Dear Sir/Madam, – Yours faithfully, (*normal*);

Dear Mr Smith, – Your sincerely, (*less formal*);

Yours, (*informal*).

**Signature** is always done in the handwriting clearly in blue or black ink without any punctuation and strictly underneath. The first and last names are always printed under the signature. It should be consisted of 3 lines:

- 1) trade mark or firm name;
- 2) the first and last names of the addresser;
- 3) work status/title/degree; work status, titles or degrees are printed after the last name or more often under it and separated by the comma: *E.g. Mr. C.R. Goodwill, PhD* (Doctor of Philosophy (in Geography));

### **Body of the letter**

The body must be rubricated and divided into paragraphs:

#### **1) Preface:**

- it is required to make a reference to the previous letter  
*E.g. In response to your letter of ...; As your letter of [date] stated; With the reference to your letter of ...; Following your letter of ...;*
- express gratitude  
*E.g. Many thanks for your kind letter that we received;*  
*Thank you for your letter of [date] concerning...;*
- apology for answering delay  
*E.g. I am sorry for the delay in answering your letter; I do apologize for the lateness in replying to your letter of;*

#### **2) Main Body:**

*It depends on the type of the business letter. There are various types of business letters:*



1. Letter of Inquiry
2. Follow-up letter (Thank-you letter)
3. Letter of Order
4. Letter of Acknowledgment
5. Letter of Complaint
6. Letter of Claim
7. Letter of Adjustment
8. Letter of Sales
9. Letter of Application
10. Letter of Refusal
11. Letter of Recommendation
12. Other Letters

### 3) Ending

*E.g. We (I) look forward to hearing from you soon.*

*We are (I am) looking ... (informal).*

*I hope to hear from you soon (more informal).*

*We (I) would greatly **appreciate** your answer.*

*We would greatly **appreciate** your prompt reply.*



Take special attention to the words in **green color** in order to fulfill successfully the tasks in the tutorial.

## TYPES OF BUSINESS LETTERS

**1. Letter of inquiry** asks questions the recipient. This type of letter is brief and lists exactly the information you need.

*Example:*

July 28, 2013

Crystal Company  
Santa Monica Boulevard  
City

Madam:

A newcomer to the hobby of gem making, I was attracted to your advertisement, in the current issue of the Magazine of Jewelry Making, of a trim saw, especially in view of the reasonable price given. Specifically, I would like to know.

1. How thick a rock will the saw cut?
2. How long can one expect a diamond blade to last?
3. What kinds of coolants do you recommend?

I would be most appreciative if you could find the time to answer my questions. I expect that I shall be sending you an order soon.

Sincerely yours,  
Helena Sabiany

**2. Follow-up letters** are usually sent after some type of initial communication like an interview or resume or a job application you have submitted. This could be a sales department thanking a customer for an order, a businessman reviewing the outcome of a meeting. In many cases, these letters are a combination thank-you note and sales letter.

*Example:*

Dear Mr./Ms. ....:

It was very enjoyable to speak with you today about the assistant account executive **position** at the Smith Agency. The job seems to be an **excellent** match for my skills and interests. The creative approach to account management that you described confirmed my desire to work with you.

**In addition to** my enthusiasm, I will bring to the **position** strong writing skills, assertiveness, and the ability to encourage others to work cooperatively with the department.

I **appreciate** the time you took to interview me. I am very interested in working for you and look forward to hearing from you **concerning** this **position**.

Sincerely Yours,

Your Name

Email Address

**3. Order letters** are those which provide the seller with detailed instructions to fulfill any order. It also serves as a legal proof of the transaction and, thus, should be written carefully.

*Example:*

August 6, 2001

Mr. Joey Yasuke  
#415 Greenhills Street  
San Fernando, Pampanga

Dear Mr. Yasuke:

Will you kindly send me two of the portable lunch boxes – order number 2b36 – as advertised in Daily Inquirer of yesterday, August 5. Please charge this purchase to my account.

I shall especially **appreciate** your usual prompt delivery, as I plan to give one of the lunch boxes to my daughter, who is leaving on a vacation within three days. One is to be delivered to me at my address, above, and the other to 124 Meadow Street, San Juan, Pampanga.

Very truly yours,

Abelina dela Cruz

**4. An acknowledgment letter** is similar to a thank-you note. If there is a difference, a thank-you note typically focuses on one short-term action, such as a birthday present you have received. An acknowledgment letter prevents the sender from wondering whether or not someone received an item. A letter of acknowledgment expresses appreciation and is cordial in tone.

*Example:*

[Date]

[Name of recipient]

[Position]

Dear [name of recipient]

We would like to acknowledge that we have received [document]. We are currently examining it and if there are no issues to be addressed, the signed [document] will be returned to you within five business days. If there are any further concerns regarding the [document], we will contact you by [date].

**Thank you** for your continued trust in our company and we look forward to doing business with you in the future.

Respectfully yours,

[Name of sender]

**Position** in company, [company name]

**5. Letter of Complaint.** Sometimes you need a letter to express that you have not received satisfactory services or products. At times you **require** a letter to make an official complaint to representatives of a company or organization. A letter of complaint will almost certainly result in an official response if you approach it from a businesslike perspective. Make the complaint brief, to the point and polite. Politeness pays off regardless of the extent of anger you are actually feeling while composing this type of business letter.

*Example:*

[Your name]

[Your address]

[Email and/or phone]

Dear Manager:

Re: COMPLAINT ABOUT [INSERT NAME OF PRODUCT OR SERVICE] PURCHASED AT  
[INSERT BUSINESS NAME] ON [INSERT DATE]

State that you have a problem with goods or services bought from the business at a particular location and date and that you want the problem fixed.

Explain the key details of the problem including when you discovered it and any other steps you have already taken to get it fixed, such as a telephone call or a visit to the store. Note who you spoke to and any results of your efforts.

State that you have enclosed copies of relevant documents, such as a receipt of bank statement for proof of purchase.

State the steps you want the business to take to fix the problem.

State that you expect to hear from the business with a solution by [insert date or within 10 days]. Describe what you intend to do if the business fails to fix the problem – such as making a formal complaint to the ACCC or the consumer protection agency in your state or territory.

List your business and after hours contact details.

Yours sincerely,

[Your name]

Enclosed: Copy of the receipt for [insert name of product or service]

**6. A letter of claim** is a letter that is written to notify someone of incomplete or unsatisfactory work on a specific project. For example, if you hired someone to decorate your office, but they never finished the job or did not complete it to your specifications, you would write them a letter of claim stating your grievances and possible reparations.

*Example:*

John T. Tirado

1439 Agriculture Lane  
Homestead, FL 33030

Dear John,

It has come to our attention that you have not completed the interior design job that you were hired for on November 4<sup>th</sup>, 2009 to the agreed upon specifications. You failed to install the shelving system correctly, and you did not even start installing the carpet.

We are deeply disappointed that you could not hold up your end of the contract we signed.

We hope that you can either a) return and finish the job to the specifications laid out in our contract or b) pay out the damages for non completion included in section 7 of the contract we signed.

Please respond as soon as possible with the action you are going to take to remedy this situation.

Sincerely,

David Gretta

**7. An adjustment letter** is normally sent in response to a claim or complaint. If the adjustment is in the customer's favor, begin the letter with that news. If not, keep your tone factual and let the customer know that you understand the complaint.

*Example:*

Noe S. Johnson

606 Stratford Drive  
Lihue, HI 96766

Dear Noe,

I once again want to apologize for the mistake we made in shipping you the wrong bicycle. We take order fulfillment very seriously, and are investigating the cause of this incident.

In the mean time, we wish to send you the bicycle you ordered, along with a prepaid voucher to send back the incorrect bike. As a token of our appreciation, we also want to include a \$100 gift voucher that can be used at any product in our store.

Again, we hope you accept our apologies and the corrections to the above mistake!

Thanks,

Bills Bikes  
Director Manager

**8. Typical sales letters** start off with a very strong statement to capture the interest of the reader. Since the purpose is to get the reader to do something, these letters include strong calls to action, detail the benefit to the reader of taking the action and include information to help the reader to act, such as including a telephone number or website link.

*Example:*

July 25, 2008

Engr Rommel Milby  
143 Del Rosario St.  
Pilar, Bataan

Dear Engr Milby:

If you go either to the North or the South for your summer vacation, you will want to get the full benefit of the change. You will want to leave your worries behind. Our tourist agency will assure you a worry-free travel.

If you will ever lose a suitcase or bag, you will **appreciate** knowing that it is possible to secure the protection of our Tourist Baggage Policy.

In the Tourist Baggage Policy you have a bellboy who works for you every hour of the day for less than you would think of giving in a single tip. Protection starts the minute you leave your doorstep.

The enclosed folder, "Protection Going and Coming", tells the whole story. Read it carefully. Then fill up and mail the attached card. Take advantage of our summer special offer now.

Sincerely yours,

Jennelyn Santos

Sales Manager

**9.** In a way, **an application letter** is a type of sales letter. It sells you and markets your abilities, knowledge, skills and work habits. It states your qualifications for a desired job, **position**, grant or scholarship. Remember that in business communications, your writing represents you – it is "you" on paper. Make certain it reflects what you consider yourself to be.

*Example:*

May 28, 2010

THE HUMAN RESOURCES & ADMINISTRATION HEAD

Inara Lightings, Ltd.  
Abu Dhabi  
United Arab Emirates  
Dear Sir or Madam:

I am writing to explore the possibility of employment as Document Controller in your reputable firm. I am a Computer Science graduate of the University of the Philippines, Diliman, Quezon City. I bring with me several years of experience as information systems analyst of leading companies that include Nissan Motor Philippines, Inc.

My strong computer skills, knowledge of modern word processing software, and project management tools are but some of the things that make me an asset to your company.

Attached is my resume for your perusal. Should you **require** any further information, I can be reached at 632-555-1234 (during regular business hours), or at 632-555-6789 (during regular business hours).

Sincerely,

ANGELA TANAMA

10. A polite form of communication, a **refusal letter** lets you review your perceptions, state any concerns, end a proposal or offer on a pleasant note.

*Example:*

[Date]

[Title] [Firstname] [Lastname]

[Street Address]

[Region] [Postal Code]

Dear [Title] [Lastname],

This is in regard to your application to the (degree) program in (department/specialization). Because your application was incomplete as of the deadline date, we could not consider you for admission this year (or other reasons).

We were impressed by the portion of your application that you did submit and we hope that you will apply again next year. Competition for the few available spaces is very keen, so we recommend that if you decide to apply to the program again next year, you apply as early as possible. We wish you all the best in your future studies and look forward to hearing from you again next year.

Yours truly,

[Firstname] [Lastname], PhD

Graduate Advisor

**11. Recommendation letters** are almost always employment-related or college program scholarship related, so it can help you get a job or get admitted to college. Whether you are writing

a recommendation letter or requesting a recommendation letter, you should know what to include. Fortunately, all letters of recommendation involve common elements that you can master easily.

*Example:*

November 15, 2001

First Vision Enterprise  
Subic, Zambales

To Whom It May Concern:

Mr. Edgardo Darren is a good friend and associate. During the five years that he has carried out his **responsibilities** under my supervision at San Miguel Corporation, Philippines, he has always exhibited resourcefulness and dynamism expected of a marketing man. Mr. Darren is a very effective salesman who not only handled old accounts well but also succeeded in bringing in more than his share of new customers.

Mr. Darren is an honest, hard-working employee who has gained the respect and friendship of all those who worked with him. I am glad that your company has offered him the **position** of Marketing Supervisor. I **am positive** he will be most effective in this **position**.

Sincerely yours,

Rhey Santiago

#### **Sample Academic Recommendation for a Student**

Dear Ms. Jones:

I am writing this recommendation letter at the request of Katie Kingston who is applying for the Summer Communications Program at XYZ University.

I have known Katie for two years in my capacity as a teacher at Smithtown Middle School. Katie took English and Spanish from me and earned superior grades in those classes. Based on Katie's grades, attendance and class participation, I would rate Katie's academic performance in my class as superior.

In conclusion, I would highly recommend Katie Kingston for this academic program. If her performance in my class is any indication of how she will succeed, Katie will be a positive addition to the program. If you should need any additional information you can feel free to contact me at 555-5555 or by email at email@email.com anytime.

Sincerely,

Susan Samuels

Teacher, Smithtown Middle School

#### **Other Useful Expressions:**

##### **Asking someone to do something:**

*Could you please ...? (Not Please could you...)*

*I would be (most) grateful if you could ...*

*Please let us know whether you are willing to accept these conditions;*

*Please let us know if that will be convenient for you;*

**Introducing your company (product):**

*I would like not to **neglect** this opportunity to introduce our company (myself) ...;  
As you may know, we are an affiliated company of one of the largest enterprises producing;  
... it is very interesting for us to learn more about your company;  
We would be interested to learn your views on the possibility of...;  
If you are interested in co-producing we will certainly **require** agreeing the specification of the work, the time scales, and the contractual arrangements;  
Our terms are as follows...;  
... we would **thoroughly** pleased to personally show you the full of our samples;*

**Miscellanies:**

*Regretablely we have to decline interest in it;  
**Thank you** for letting us know your positive decision **concerning** ...;  
The payment would have to be in USD (EUR);  
I anticipate that I **thoroughly** know the **requirements**...  
We have not still received a signed copy of the agreement for ...  
May I suggest that we meet at 15.00 hours on the opening day, Monday 22 December, at our stand #\_\_\_\_\_.  
I hope a conversation with your representatives would be possible;  
I have pleasure in sending you a complete listing of samples;  
I am **convinced** that my background and skills will be very useful to the company.*

**Saying you have included another document:**

*Please find enclosed a check (**Br.** cheque) for ...  
I (we) enclose a stamped addressed envelope.*

**Ending the letter:**

*Waiting for your kind reply (and **thank you** in advance).  
With best wishes and kind regards (**slightly informal**).*

## **BUSINESS LETTER EXAMPLES**

### **Generic Letter of Recommendation**

*Prospective Employer:*

*I am the Partner-In-Charge of Zephyr Industries, and am writing to recommend Tracy Graduate. I have known Tracy Graduate through her work experience with our firm during the past summer, when she served as an Auditor Intern in our New York office.*

*Tracy became immediately involved in the annual audit of Zephyr Industries, conducting much of the historical accounting research **required** for the audit. **In addition to** gathering the financial information, Tracy was instrumental in the development of the final certification report. Tracy also participated in several other smaller audits, including her instrumental role in the quarterly audit of ABC Bank, where she developed several Excel macros to audit the inputs at the PC level. She later further developed these macros for use in future audits, which we have integrated into our Auditors Toolkit.*



Tracy has shown the kind of initiative that is necessary to be successful over the long term in the public accounting field. She has **excellent** forensic skills, yet remains focused on the overall needs of the client. I believe she will be a strong Auditor and has an **excellent** future in the public accounting field. She is a conscientious worker and has an **excellent** work ethic. We would gladly have hired Tracy upon graduation if she were open to the New York City area.

I recommend Tracy to you without reservation. If you have any further questions with regard to her background or qualifications, please do not hesitate to call me.

Sincerely,

Terry Thompson  
Partner-in-Charge

### **An Invitation Letter (with translation)**

*Third International Conference on  
Sustainable Development of Tourism  
Atlanta, Georgia, USA  
May 5, 2017*

*Dr. A.I. Ivanov  
Research Institute  
P.O. Box 25  
634050 Tomsk  
Russia*

*Dear Dr. Ivanov:*

*It is a pleasure for the organizers to invite you to participate in the International Conference on Sustainable Development of Tourism which will be held in Atlanta, Georgia, May 5-12, 2017. Approximately 250 participants from the U.S. and abroad are expected to attend. Your letter of October 2 indicated that you plan to present several papers.*

*We will need abstracts for any papers or posters that you plan to present before they can be considered for the conference. Titles of talks are not sufficient. Abstracts for contributed papers are due to January 10, 2017. The Final Announcement for the conference [enclosed] contains the directions for the preparation of abstracts, the conference registration form. The registration fee is 200 \$ [U.S.] if we receive your check before April 5, 2017.*

*Our invitation to participate does not include a waiver of the registration fee or a commitment of partial travel support. We have gone to great lengths to keep the costs (and registration fee) for the meeting as low as possible. We hope that you will be able to participate.*

Sincerely,

*F.N.White*  
Третья международная конференция по  
Развитию Туризма  
Атланта, Джорджия, США  
Май 5, 2017

Доктору Иванову А.И.  
Научно-исследовательский институт  
а/я 25  
634050, Томск  
Россия

Уважаемый доктор Иванов!

Мы с удовольствием приглашаем Вас принять участие в международной конференции по Развитию Туризма, которая состоится в Атланте, Джорджия, с 5 по 12 мая 2017 г. Ожидается приезд около 250 участников из США и других стран. Из Вашего письма от 2 октября следует, что Вы собираетесь представить несколько выступлений.

Необходимо выслать тезисы на все доклады, в том числе стендовые, которые Вы собираетесь представить заранее, до начала конференции. Одних названий докладов недостаточно. Тезисы на заявленные стендовые доклады должны быть представлены к 10 января 2017 г. Последнее объявление о конференции, вложенное в конверт, содержит указания по подготовке тезисов, форму регистрации на конференции и форму бронирования гостиницы. Регистрационный взнос составляет 200 долларов США в случае получения нами чека до 5 апреля 2017 г.

Наше приглашение не означает, что Вы освобождаетесь от регистрационного взноса или получите частичное возмещение транспортных расходов. Мы сделаем все возможное, чтобы снизить сумму (и регистрационный взнос) до минимальных размеров. Мы надеемся, что Вы сможете принять участие.

С уважением,  
Ф.Н. Уайт

#### **Acceptance Letter:**

*Dear Mike:*

*Thanks for your call the other night.*

*To get right to the point, I am thrilled to be offered the advertising manager **position** and am delighted to accept.*

*To sum up our discussion:*

*I will be responsible for managing Kresge Engineering's marketing communications program, including trade advertising and the content on the Web site.*

*My salary will be \$47,000 a year plus a performance bonus to be determined after my 6-month review.*

*My immediate supervisor will be you.*

*Kresge Engineering will pay all my moving expenses from Baltimore to Wichita.*

*I will have a private office equipped with a PC and fast Internet connection.*

*Mike, I am excited about this opportunity and looking forward to working with you, beginning on May 1. Thanks again for your confidence in me. I, too, am confident that together we can achieve a significant increase in Kresge's return on its advertising investments.*

*Sincerely,  
Wayne Roberts*

## **Letter of claim**

*17 June 2016*

*Mr. David McKenna*

*Human Resources and Development Manager*

*Norfolk International, Inc.*

*555 Anton Blvd., Suite 900*

*Costa Mesa, CA*

*Dear Mr. McKenna:*

*As per Norfolk International, Inc.'s policies, please consider this letter a formal complaint against Mr. Santi Picornell for Verbal Harassment.*

*On several occasions that included January 15, 2016 and May 20, 2016, scenes at the Executive Boardroom included Mr. Picornell repeatedly telling everyone present sexually-oriented jokes and using degrading words while referring to parts of the female anatomy. In both of these occasions, he would direct his comments at me. These instances of using of sexually explicit language to ridicule me were made within hearing distance of others.*

*Throughout this event, Mr. Picornell also repeatedly told everyone within earshot that he would have his way with me in no time at all. Mr. Thomas Albrecht and Ms. Mae Torres also witnessed this incident. The aforementioned incident has brought me mental anxiety.*

*It is my opinion that such behavior does not conform to Norfolk International, Inc.'s policies of appropriate workplace behavior as set out in Chapter Five of the Employee Handbook. I feel violated by Mr. Picornell's behavior and believe that I have been harassed. I am aware that lodging a complaint against Mr. Santi Picornell will **require** a formal investigation and I am prepared to participate as needed.*

*Sincerely,*

*Lesley Seymour*

## **Sales Letter**

*December 05, 2015*

*Dear Reader:*

*Did you know that FRH Magazine was also involved in music? This might surprise you, but your favorite magazine actually has CARE FOR YOU, a music especially made for you.*

*We call the album CARE FOR YOU because whenever you need music to calm you, to lift your spirits, or just to enjoy, here's where it will be. Here's music that offers hours and hours of pure listening pleasures... music to unwind with at the end of a busy day Here's music for those quieter times when you're with someone special, in a reflective mood, sipping cocktails at twilight, having intimate dinner or entertaining a small group of friends Here are 25 exquisitely melodic songs from the sentimental to the soothing including: Because of You, It Might be You, Save the Last Dance for me, Hello it's Me, Stand by Me, I've Been Loving You Too Long, When I Need You.... all superb performances and arrangements that are smoother than you've ever heard before.*

*FRH Magazine recordings are products of precise craftsmanship and the finest materials available. The latest advance in high fidelity sound production has been used in their manufacture. And FRH*

*Magazine offers you this guarantee if, in spite of strict quality – control inspections, a defective record or cassette slips through, you only have to return it within a month of receipt and you get an immediate replacement.*

*Think about it: CARE FOR YOU offers you popular music in a romantic vein on 5 stereo records or cassettes – 25 bestselling songs, freshly performed by top orchestras and vocal groups! The price is even a bigger, pleasanter surprise: Only \$150!*

*This offer, however, cannot last long enough for all FRH Magazine subscribers to avail themselves of because the expiry date is June 15, 2016. Our advice, therefore, is easier followed than forgotten. ACT NOW by filling out the enclosed order card.*

*Sincerely yours,*

*Sara May Santos*

*Sales Manager*

### **Letter of Payment Request**

*Sampson's Stationary  
30 Silverstone Ave  
Kamloops, BC  
V2A 8B1*

*Tel: 250-429-0002  
February 21st, 2013*

*Mr. Ken Davis  
Hanson's Montessori School  
15 Main St.  
Kamloops, BC  
V2A 7B5*

*Our ref: #223*

*Dear Mr. Davis:*

#### *Outstanding Invoice*

*Our records show that you have an outstanding balance dating back to January, 200-. Your January invoice was for \$445.00 and we have yet to receive this payment. Please find a copy of the invoice enclosed.*

*If this amount has already been paid, please disregard this notice. Otherwise, please forward us the amount owed in full by March 1st, 20--. As our contract indicates, we begin charging 5% interest for any outstanding balances after 30 days.*

*Thank you in advance for your cooperation. We hope to continue doing business with you in the future.*

*Sincerely,*

*Maria McPhee  
Accountant  
Enclosure: Invoice #223*

## **Letter of Affiliation**

*Anthony Sales Associates*

*707 Maloy Court*

*Hays, KS 67601*

*Dear Anthony Sales Associates,*

*We at Diamond Marketing are pleased that your company has decided to form a strategic affiliation with us to grow our global sales force.*

*By working together, we will be able to corner the photocopier market and maximize both companies profit while minimizing overhead costs.*

*As per our previous agreement, Diamond Marketing will be responsible for recruiting and training new sales people, while Anthony Sales Associated will be responsible for setting up sales appointments and closing sales. Both companies will jointly be responsible for order fulfillment and customer service.*

*We truly hope that the relationship we have formed will be long lasting and prosperous for both parties. We truly believe that this is the beginning of something special.*

*Kindest Regards,*

*Diamond Marketing*

## **Request Letter**

*Ms. Helen Cornell, CAE, CMP*

*Executive Director*

*CFCE Education Foundation*

*Senior Vice President, Education*

*CFCE*

*1300 East Eight Mile, Suite 110*

*Pontiac, MI 43320*

*Dear Helen:*

*I am the author of Last Minute Meetings, a book I hope you will consider for possible inclusion in your catalog and offerings. Last Minute Meetings provides numerous up-to-date resources and ideas to help plan a meeting — quickly, if need be, and on budget.*

*This book would be an **excellent** fit with your current offerings. For people new to the industry, it explains in simple language the details involved in planning a successful event — giving lots of real-life examples and forms. Industry veterans can use the book as a resource guide to find vendors as well as definitive “best sources”.*

*I have enclosed a review copy. Last Minute Meetings is published by Career Press (Franklin Lakes, NJ; December 20--) and retails for \$11.99. I have included a few recent book reviews as well as a brief bio.*

*I look forward to the possibility of working together to bring this book into your offering.*

*Regards,*

*Fern Dickey, CMP*

## SHORTENING AND ACRONYMS

Monday	Mon	January	Jan
Tuesday	Tue[s]	February	Feb
Wednesday	Wed	March	Mar
Thursday	Thur[s]	April	Apr
Friday	Fri	August	Aug
Saturday	Sat	September	Sept
Sunday	Sun	October	Oct
		November	Nov
		December	Dec

## STATES OF THE USA

English Name	Russian Name	Shortening	Official Mail Abbreviation
Alabama	Алабама	Ala	AL
Alaska	Аляска	Al	AK
Arizona	Аризона	Ariz	AZ
Arkansas	Арканзас	Ark	AR
California	Калифорния	Calif	CA
Colorado	Колорадо	Colo	CO
Connecticut	Коннектикут	Conn	CT
Delaware	Делавэр	Del	DE
District of Columbia	Округ Колумбия	D.C.	DC
Florida	Флорида	Fla	FL
Georgia	Джорджия	Ga	GA
*Guam	Гуам		GU
Hawaii	Гавайи	Haw	HI
*Idaho	Айдахо		ID
Illinois	Иллинойс	Ill	IL
Indiana	Индиана	Ind	IN
Iowa	Айова	Ja	IA
Kansas	Канзас	Kans	KS
Kentucky	Кентукки	Ky	KY
Lousiana	Луизиана	La	LA
Maine	Мэн	Me	ME
Maryland	Мэрилэнд	Md	MD
Massachusetts	Массачусетс	Mass	MA
Michigan	Мичиган	Mich	MI
Minnesota	Миннесота	Minn	MN
Mississippi	Миссисипи	Miss	MS
Missouri	Миссури	Mo	MO
Montana	Монтана	Mont	MT
Nebraska	Небраска	Nebr.	NE
Nevada	Невада	Nev	NV
New Hampshire	Нью-Гемпшир	N.H.	NH

New Jersey	Нью-Джерси	N.J.	NJ
New Mexico	Нью-Мексико	N.Mex.	NM
New York	Нью-Йорк	NY.	NY
North Carolina	Северная Каролина	N.C.	NC
North Dakota	Северная Дакота	N.D.	ND
*Ohio	Огайо		OH
Oklahoma	Оклахома	Okla	OK
Oregon	Орегон	On	OR
Pennsylvania	Пенсильвания	Pa	HF
*Puerto Rico	Пуэрто Рико		PR
Rhode Island	Род-Айленд	R.I.	RI
South Carolina	Южная Каролина	S.C.	SC
South Dakota	Южная Дакота	S.D.	SD
Tennessee	Теннесси	Тенн	TN
Texas	Техас	Tex	TX
Utah	Юта	U	UT
Vermont	Вермонт	Vt	VT
Virginia	Вирджиния	Va	VA
Washington	Вашингтон	Wash	WA
Wisconsin	Висконсин	Wis	WI
Wyoming	Вайоминг	Wyo	WY

\*There are no short names of these states

#### COUNTIES OF GREAT BRITAIN

Argyllshire	Аргилшир	Argyl.
Berfordshire	Бердфордшир	Beds.
Berkshire	Беркшир	Berks.
Buckinghamshire	' Бекингемшир	Bucks.
Cambridgeshire	Кембриджшир	Cambs.
Carmarthenshire	Кармартеншир	Carm.
Carnarvonshire	Карнарвоншир	Carn.
Cheshire	Чешир	Ches.
Cornwall	Корнуэлл	Corn.
Cumberland	Камберленд	Cumb.
Denbighshire	Денбишир	Den.
Derbyshire	Дербишир	Derbs.
Devonshire	Девоншир	Devon.
Flintshire	Флинтшир	Flints.
Glamorganshire	Гламорганшир	Glam.
Gloucestershire	Глостершир	Glos.
Hampshire	Гемпшир	Hamps.
Hertsfordshire	Хартфордшир	Herts.
Huntingdonshire	Хантингдоншир	Hunts.
Lancashire	Ланкашир	Lanes,
Leicestershire	Лестершир	Leics.
Lincolnshire	Линкольншир	Li [Lines.]
Middlesex	Мидлсекс	Mdds.
Monmouthshire	Монмутшир	Mon.
Norfolk	Норфолк	Norf.

Northamphonshire	Нортгемптоншир	Northants. [Northn.]
Northumberland	Нортамберленд	Northmb.
Nottinghamshire	Ноттингемшир	Notts.
Okfordshire	Оксфордшир	Oxon.
Pembrokeshire	Пембрукшир	Pemb.
Somersetshire	Сомерсетшир	Soms.
Staffordshire	Стаффордшир	Staffs.
Warwicsshire	Уорикшир	- Warf.
Wiltshire	Уилтшир	Wilts.
Worcestershire	Вустершир	Wo.
Yorkshire	Йоркшир	Yks.



## Annex 6

### Glossary

- Accommodation capacity:** the measure of accommodation stock at a defined destination. It may be given by various measures: E.g. number of establishments; number of main units within an establishment E.g. rooms, caravan stances; capacity in terms of residents E.g. bedspaces.
- Accounting period:** normally one year, the period for which accounts are drawn up.
- Accreditation:** a procedure to establish if a tourism business meets certain standards of management and operation.
- Add-on:** any component of a package tour that is not included in the package price
- Advanced ecotourism:** a level of accreditation consisting of all core criteria as well as some of the advanced certification criteria.
- Adventure tour:** a tour designed around an adventurous activity such as rafting or hiking
- Adventure tourism:** a form of tourism in natural areas that incorporates an element of risk, higher levels of physical exertion, and the need for specialized skills.
- Affinity group:** a group sharing a common interest, usually from an organization. See also pre-formed group.
- After-departure charge:** expenses such as telephone charges that do not appear on a guest's account at check out.
- Agent:** one who acts or has the power to act as the representative of another. Most frequently in travel anyone other than a principal, such as a retail travel agent, receiving agent, ticket agent, local operator or wholesaler (usage uncommon in US)
- Air sea:** a cruise/travel program which includes both air/sea arrangements; often combined with local hotel arrangements for pre/post stays.
- Airline classes of service:** variety of terms used to express a particular type of aircraft cabin service. Classes vary with types of compartments, seating comfort, and amenities, with variation between domestic and international flights, and denoted by a fare code on the ticket.
- Airline fare:** price charged for an airline ticket. Some of the categories are as follows: advance purchase excursion (APEX): heavily discounted excursion fare available on many international routes. Reservations and payment will be required well in advance of departure, with varying penalties for cancellation; excursion: individual fares that require a round-trip within time limits, discounted from coach fare, limited availability; group: discounts from regular fares for groups; and regular or normal: any unrestricted fare.
- Airline reporting conference (ARC):** a consortium of airline companies, who by agreement provide a method of approving authorized agency locations for the sale of transportation and cost-effective procedures for processing records and funds to carriers. Not all airlines are ARC companies.
- All-inclusive:** a form of package holiday where the majority of services offered at the destination are included in the price paid prior to departure; E.g. refreshments, excursions, amenities, gratuities, etc.
- Allocentric:** of a minority of tourists: adventurous, outgoing, self-confident, independent, needing little tourist infrastructure. It enjoys high contact with locals.
- Alternative tourism:** in essence, tourism activities or development that are viewed as non-traditional. It is often defined in opposition to large-scale mass tourism to represent small-scale sustainable tourism developments. AT is also presented as an 'ideal type', that is, an improved model of tourism development that redresses the ills of traditional, mass tourism.
- American plan:** type of rate that includes the price of the hotel room, breakfast, lunch and dinner. AP is the common abbreviation. See also room rates.

**Antifoul:** applied to shipTs hull to prevent encrusting of barnacles, seaweed, and other marine organisms.

**Artefact:** an object; an item of material culture.

**Assets:** something of value that will provide future benefit or utility; it can be used to generate revenue and usually owned, so simply described as 'things we own'.

**Association executive:** a full-time professional administrator who is employed by an association and is responsible for planning and promoting annual conventions and association meetings.

**Attraction (1):** a place, event, building or area which tourists want to visit.

**Attraction (2):** a natural or man-made facility, location, or activity which offers items of specific interest to tourists.

**Auditing:** a process to measure and verify the practices of a business.

**Average room rate:** the total guest room revenue for a given period divided by the number of rooms occupied for the same period. Since it can be related to investment, this statistic is frequently used as a measure of economic feasibility.

**Back to back:** term used to describe tours operating on a consistent, continuing basis, usually without time between.

**Backpacker:** a visitor, for the purpose of a holiday or special event, who stays in a backpackers lodge/hostel.

**Bed and breakfast:** (B&B) overnight accommodations usually in a private home or boarding house, with a full American-style or continental breakfast included in the rate, often without private bath facilities.

**Benchmarking:** measuring performance against that of best in class companies, determining how the best-in-class achieve those performance levels and using this information as a basis for one's own company's targets, strategies and implementation (Pryor, 1989).

**Benchmarking:** process of comparing performance and activities among similar organizations either against an agreed standard or against those that are recognized as being among the best.

**Benchmarks:** points of reference or comparison, which may include standards, critical success factors, indicators, metrics.

**Best Practice:** operational standards considered the most effective and efficient means of achieving desired outcomes.

**Bias:** preferential display on a reservations computer of a host carrier flight schedule.

**Biodiversity:** a variety of wildlife in an area

**Biological diversity (biodiversity):** the variety of life forms and genes they contain, and the ecosystems they form. Biodiversity is usually considered at four levels; genetic diversity, species diversity, community diversity, and ecosystem diversity.

**Block:** a number of rooms, seats, or space reserved in advance, usually by wholesalers, tour operators, or receptive operators who intend to sell them as components of tour packages.

**Bonding:** the guarantee of protection for a supplier or consumer. In the travel industry, certain bonding programs are mandatory. The ARC insists that travel agents be bonded to protect the airlines against defaults. Professional operators and agents buy bonds voluntarily to protect their clients.

**Booking form:** a document which tour purchasers must complete which gives the operator full particulars about who is buying the tour. It states exactly what is being purchased, (including options) and must be signed as acknowledgment that the liability clause has been read and understood.

**Bulk fare:** fare available only to tour organizers or operators who purchase a specified block of seats from a carrier at a low, non-commissionable price and then have the responsibility of selling the seats, including a commission in their marked-up price.

**Bureaucracy:** an organization typified by formal processes, standardization, hierarchic procedures, and written communication.

**Business plan:** an action plan that entrepreneurs draw up for the purpose of starting a business; a guide to running one's business.

**Business Travel or Business Events:** travel for commercial rather than leisure purposes. Business travel is sometimes used as a cover-all to include what are sometimes referred to the markets, meetings, incentives, conferences and exhibitions.

**Business travel (1):** travel for a purpose and to a destination determined by a business, and where all costs are met by that business.

**Business Travel (2):** travel of 1: 365 days duration for the purpose of attending a convention or training, conducting official/government or private business.

**Cafeteria:** a food-service operation of a limited menu, in which customers carry their own trays to seating.

**Capacity management:** a process that seeks to ensure that their organizations operate at optimum capacity whilst maintaining customer satisfaction levels.

**Capital expenditure:** the cost of long-term assets; such as computer equipment, vehicles and premises. Importantly these are bought to use over several years and not to resell.

**Carrier:** transportation company such as an airline, coach, cruise line, or railroad which carries passengers and/or cargo carrying capacity.

**Carrying capacity:** the amount of visitor activity that a site or destination can sustain.

**Carrying-capacity analysis:** originally a term applied in ecology referring to the maximum number of animals of a given species that a particular habitat could support. In the context of tourism, it refers to the maximum number of tourists a destination can support.

**Cash flow:** money available to meet the company's daily operating expenses, as opposed to equity, accounts receivable, or other credits not immediately accessible.

**Certified Tour Professional:** CTP: a designation conferred upon tour professionals who have completed a prescribed course of academic study, professional service, tour employment and evaluation requirements. It is administered by the National Tour Association.

**Certified Travel Counselor:** CTC: a designation attesting to professional competence as a travel agent. It is conferred upon travel professional with five or more years of industry experience who complete a two year, graduate-level travel management program administered by the Institute of Certified Travel Agents.

**Chain of distribution:** the means by which products (package holidays in this instance) are distributed from producers (principals) to consumers (tourists), often via wholesalers and retailers (tour operators and travel agents).

**Charter operations:** 1) term referring the transportation of pre-formed groups which have the exclusive use of the vehicle.  
2) An operator authorized to arrange transportation, however, is not limited to dealing with pre-formed groups, but can itself form the tour group.

**Charter:** a legal contract between an owner and an organization for the hire of a means of transport for a particular purpose. An individual traveler will use an intermediary to arrange to be carried on the transport; often applied to a flight which is the result of a charter.

**Charter:** to hire the exclusive use of any aircraft, motorcoach, or other vehicle.

**Circle trip:** a journey with stopovers that returns to the point of departure.

**City guide:** a person who has a speciality of guiding in the city only.

**Closeout:** finalization of a tour, cruise, or similar group travel project after which time no further clients are accepted. Any unsold air or hotel space is released, and final payments are sent to all suppliers.

**Coach Tour:** a guided bus tour for a group of holiday makers that follows a scheduled itinerary. Visitors purchase all arrangements from the Inbound Tour Operator prior to arrival in NZ.

**Code of conduct:** guidelines advising a tourism stakeholder, including tourists, on how to behave in an environmentally responsible manner.

**Code of Ethics / Conduct / Practice:** recommended practices based on a system of self regulation intended to promote environmentally and/or socio-culturally sustainable behavior.

**Commercial rate:** a special rate agreed upon by a company and a hotel. Usually the hotel agrees to supply rooms of a specified quality or better at a flat rate to corporate clients.

**Commercial recreation system:** recreational products, services, and facilities created and operated by privately owned businesses or corporations as opposed to public facilities.

**Commission:** the percentage of a selling price paid to a retailer by a supplier. In the travel industry, travel agents receive commissions for selling tour packages or other services.

**Common carrier:** a privately owned carrier which offers transportation for a fee.

**Complimentary room:** a guest room for which no charge is made. Complimentary rooms with a tour group are usually occupied by the tour manager or driver.

**Computer reservation systems (CRS):** Computerized Reservation Systems used for inventory management by airlines, hotels and other facilities. CRSs can allow direct access through terminals for intermediaries to check availability, make reservations and print tickets.

**Concessionaire:** a firm which, under contract rights, operates for another party (in many cases, a government agency) food and beverage services, lodging facilities, and other services on-site at an attraction.

**Concierge:** a hotel employee who handles restaurant and tour reservations, travel arrangements, and other details for hotel guests.

**Conditions:** the section or clause of a transportation/tour contract which specifies what is not included and which may spell out the circumstances under which the contract may be invalidated.

**Conductor, and (in Europe) courier:** tour manager/guide - both terms have roughly the same meaning and are used interchangeably. A person with this title is usually at a professional, well trained level.

**Confidential tariff:** a schedule of wholesale rates distributed in confidence to travel wholesalers and agents; better known as a net rate.

**Configuration:** the interior arrangement of a vehicle, particularly an airplane. The same airplane, for example, may be configured for 190 coach-class passengers, or it may hold 12 first-class passengers and 170 coach passengers, Configuration is also used in conjunction with how the plane is arranged such as three seats on each side or in larger planes two seats on each side with four middle seats.

**Confirmed reservation:** an oral or written agreement by a supplier that he has received and will honor a reservation. Oral confirmations have no legal weight. Even written or telegraphed confirmations have specified or implied limitations. E. g.: a hotel not honoring a reservation after 6 pm., unless late arrival has been guaranteed in some manner.

**Conservation (1):** can be broadly interpreted as action taken to protect and preserve the natural world from harmful features of tourism, including pollution and overexploitation of resources.

**Conservation (2):** the protection and maintenance of nature while allowing for its ecologically sustainable use.

**Consolidation:** cancellation by a charter tour operator of one or more tours/flights associated with a specific charter departure or departure period, with the transfer of passengers to another charter tour/flight to depart on or near the same day.

**Consolidator:** a person or company which forms groups to travel on air charters or at group rates on scheduled flights to increase sales, earn override commissions or reduce the possibility of tour cancellations.

**Consortium:** a loosely knit group of independently owned and managed companies such as travel agencies, tour operators, hotels, or other suppliers, with a joint marketing distribution process.

**Continental breakfast:** at a minimum, a beverage (coffee, tea or milk) and rolls or toast. Fruit juice is often added.

**Continental plan:** a hotel rate which includes a continental breakfast with the overnight room stay.

**Contract:** a legally enforceable agreement between two or more parties.

**Contractor:** an operator who provides services to wholesalers, tour operators and travel agents.

**Convention and visitors bureau (CVB):** a non-profit local organization supported by transient room taxes, government budget allocations, private memberships, or a combination of any of these funding mechanisms. A CVB typically encourages groups to hold meetings, conventions, and trade shows in its area.

**Convention or Conference Bureau:** usually a publicly funded organization charged with the promotion of a town or region for conferences, meetings and exhibitions.

**Co-op tour:** a tour which is sold through a number of wholesalers, cooperatives, or other outlets in order to increase sales and reduce the possibility of tour cancellations.

**Cost-benefit analysis:** full analysis of public and private costs and benefits of project.

**Costing:** the process of itemizing and calculating all costs the tour operator will pay on a given tour. Costing is usually the function of the operations manager.

**Cost-plus pricing:** a method of pricing where an amount, to cover profit, is added to costs to establish the selling price; this is an internally orientated pricing method.

**Coupon tour:** a voucher that can be exchanged for a travel product.

**Courier:** a European definition for tour manager/guide.

**Cover charge:** a fee, usually a flat amount per person, charged to patrons to cover the cost of music and entertainment.

**Critical incident point (CIP):** a critical incident point or 'moment of truth' is any event which occurs when the customer has (or even perceives that he has) contact with a service organization.

**Cultural Authenticity:** Ensuring the appropriate dreaming stories, spiritual beliefs, history, ceremony and art is attributed to the relevant area.

**Cultural tourism:** Travel for the purpose of learning about cultures or aspects of cultures.

**Culture:** people's customs, clothing, food, houses, language, dancing, music, drama, literature and religion.

**Culture:** a set of shared norms and values which establish a sense of identity for those who share them; typically applied at the level of nation and/or race.

**Culture:** the sum total of ways of living by a group of human beings that is transmitted from one generation to another.

**Customer:** "An organization or a person that receives a product" (ISO, 2000a: 10).

**Customized tour:** a tour designed to fit the specific needs of a particular target market.

**Customs:** the common term for a government agency charged with collecting duty on specified items imported into that country. The agency also restricts the entry of persons and forbidden items without legal travel documents.

**Cut-off date:** designated day when the buyer must release or add commitments to their event or tour.

**Day rate:** a reduced rate granted for the use of a guest room during the daytime, not overnight occupancy. Often used when someone needs a display room, office, or is in-transit due to odd airline schedules.

**Day visitors:** Visitors who arrive and leave the same day, irrespective of why they are traveling.

**Decision-making unit (DMU):** The combination of inputs to a purchasing decision.

**Degradation:** Any decline in the quality of natural or cultural resources, or the viability of ecosystems, that is caused directly or indirectly by humans.

**Deluxe tour:** in travel usage, presumably of the highest standard.

**Demographic Profile:** characteristics used in research such as age, gender, occupation, income, marital status, place of residence, etc.

**Departure tax:** fee collected from the traveler by the host country at the time of departure.

**Dependency theory:** This theory maintains that developing countries are kept in a position of dependency and underdevelopment due to existing economic and institutional power

structures sustained by leading Western nations. Dependency theorists argue that the policies and activities of multinational corporations, national bilateral and multinational aid agencies such as the World Bank and the International Monetary Fund (IMF) tend to widen the gap between rich and poor countries and perpetuate the dependency of developing nations.

**Deposit policy:** a specified amount or a percentage of the total bill due on a specified date prior to arrival.

**Deposit:** an advance payment required to obtain confirmed space.

**Deregulation:** the act of removing regulations from the travel industry. The Airline Deregulation Act of 1978, which amended the Federal Aviation Act of 1958, provided for the end of the Civil Aeronautics Board's regulating authority over domestic airlines on January 1, 1985, for removing travel agent exclusivity, thus paving the way for carriers to appoint and pay commissions to non-travel agents, and for the removal of antitrust immunity for travel agents. The motorcoach industry was deregulated in 1982.

**Designation:** The act of conferring a legal status on a building which requires compliance with specific legislation on conservation and preservation.

**Destination (1):** the end point of a journey.

**Destination (2):** the place to which a traveler is going. In the travel industry, any city, area, or country which can be marketed as a single entity for tourists.

**Destination Management Company (DMC):** a company working in a specific destination to handle all bookings and arrangements for tours or conferences, including hotel accommodation, transfers, sightseeing, meetings and special events. Tour operators or conference planners are likely to use the services of a DMC because of their specialist local knowledge.

**Destination Management Company:** (DMC) a company that provides on-the-scene meetings assistance for corporations and associations.

**Destination Marketing Organization:** (DMO) a category of membership of the National Tour Association which includes state or provincial tourism offices, convention and visitors bureaus, and chambers of commerce which promote a city, region, or state as a travel destination.

**Dine-around plan:** a plan that permits tourists to dine at a variety of restaurants using vouchers and coupons on a tour.

**Direct spending:** money that goes directly from a tourist into the economy of the destination.

(tour) **Director:** a person, usually employed or subcontracted by the tour operator, who accompanies a tour from departure to return, acting as a guide and troubleshooter and performing all functions to make the tour operate. Also see tour manager or escort.

**Discretionary income:** money received from employment or other sources which can be freely spent on leisure pursuits (such as travel and tourism) after general living costs, taxation etc. are taken into consideration.

**Discrimination:** unequal treatment of persons on grounds which are not justifiable in law, E.g. in the UK, discrimination on the grounds of sex or race.

**Distribution:** the process employed to provide customers access to the product. For travel products distribution focuses largely on the ways in which the customer can reserve or purchase the product.

**Disturbance:** accelerated change caused by human activity or extreme natural events.

**Diversification:** the process of developing new products for new markets, in order to achieve business growth.

**Diversity:** variety; multiplicity; range; assortment.

**Domestic escorted tour:** a packaged, pre-planned itinerary, including the services of a tour manager (escort) within a traveler's own country.

**Domestic Independent Tour:** DIT: a custom-made tour of a part of the USA planned exclusively for a client by a travel agent.

**Domestic supply of tourism commodities:** domestic supply of tourism commodities is defined as the total production in Canada of the tourism commodities which are mainly produced by tourism industries. Not all of domestic supply is purchased by visitors, so that supply exceeds tourism demand for the national tourism indicators (NTI). For example, visitors purchase only a small proportion of food and beverage services, with most going to local consumption. Also, supply does not include imports. For example the sale of a ticket on a non-Canadian airline is excluded from supply.

**Domestic tourism:** travel within the country of residence.

**Dominant scenic alteration:** an alteration in the scenic landscape that is visually obtrusive.

**Double-occupancy rate:** the price per person for a room to be shared with another person; abbreviated ppdo and most often quoted in the industry.

**Double-room rate:** the full price of a room for two people (twice the double-occupancy rate).

**Downgrade:** to move to a lesser level of accommodations or a lower class of service.

**Due diligence:** taking what is considered in law to be reasonable care.

**Dwell time:** length of time a visitor spends at an attraction or destination. Dwell time is often taken into consideration when setting admission fees as a way of ensuring perceived value for money.

**Earth Check indicators:** proprietary system belonging to Green Globe 21, which uses carefully selected indicators to measure and benchmark key environmental and social impacts, as well as operational efficiency.

**Ecologically sustainable:** using, conserving and enhancing the community's resources so that ecological development is maintained, and the total quality of life can be sustained now and in the future.

**E-commerce:** Internet facilitated commerce, using electronic means for promoting, selling, distributing, and servicing products.

**Economy fares or services:** in U.S. domestic airline operations, passenger carriage at a level below coach service; in international operations, carriage at a level below first class.

**Ecosystem (1):** an area where living and non-living things interact.

**Ecosystem (2):** a dynamic system of plant, animal, fungal and micro-organism communities, and the associated non-living physical and chemical factors.

**Ecotour:** a tour designed to focus on preserving the environment of environmentally sensitive areas.

**Eco-tourism (1):** a combination of tourism and the environment (E.g. planning before development; sustainability of resources; economic viability of a tourism product; no negative impact on either the environment or local communities; responsibility for the environment from developers, the tourism industry and tourists; environmentally-friendly practices by all parties concerned and economic benefits flowing to local communities).

**Ecotourism (2):** defined by The International Ecotourism Society as Responsible travel to natural areas that conserves the environment and sustains the well-being of local people.

**Ecotourism (3):** ecologically sustainable tourism with a primary focus on experiencing natural areas that foster environmental and cultural understanding, appreciation and conservation.

**Educational tour:** tour designed around an educational activity, such as studying art.

**Endangered species:** in severe danger of becoming extinct in the near future unless immediate steps are taken to protect the species.

**Energy conservation:** positive initiatives to reduce the consumption of energy to the minimum level required.

**Environment:** the diverse community activities and cultures of a country's inhabitants, as well as its scarce and sensitive natural resources.

**Environmental auditing:** inspection of a tourism organization to assess the environmental impact of its activities.

**Environmental education:** formal and informal learning processes that are designed to raise awareness and teach new values, knowledge and skills, in order to encourage more sustainable behavior.

**Environmental impact assessment:** a study undertaken to assess the effect of an action upon a specific environment or the social or cultural integrity of a community.

**Environmental impact:** the effects that a community has on the environment as a consequence of its activities.

**Environmental impact statement:** the report resulting from an environmental impact assessment.

**Environmental management systems:** systems established by tourism organizations with the aim of mitigating negative environmental impacts.

**Environmental scanning:** the process of collecting information to carry out a systematic analysis of the forces effecting the organization and identifying potential threats and opportunities with view to generating future strategies.

**Errors and omissions insurance:** insurance coverage equivalent to malpractice insurance, protecting an agent s or operator s staff if an act of negligence, an error, or an omission occurs which causes a client great hardship or expense.

**Escort:** a person usually employed or subcontracted by the tour operator who accompanies a tour from departure to return, acting as a troubleshooter. This term is often incorrectly interchanged with courier, conductor, host, manager, director, or leader, since each term designates different duties although they do perform the escort function.

**Escorted tour:** a pre-arranged travel program, usually for a group, escorted by a tour manager or leader; in a fully conducted tour, the escort will also provide guide service throughout.

**Escrow accounts:** funds placed in the custody of licensed financial institutions for safekeeping. Many contracts in travel require that agents and tour operators maintain customers' deposits and prepayments in escrow accounts until the time of service.

**Ethnic tour:** tour designed for people usually of the same heritage traveling to their native origin, or to a destination with ethnic relevance.

**European plan:** a type of rate that consists of the price of the room only, no included meals.

**Evolutionary theories:** theories of tourism which see destinations evolving, in the sense that the types of tourists change, or evolve, over time.

**Excursion:** journey where the traveler returns to the original point of departure.

**Executive coach:** a luxury coach with seating of 25 or fewer with upscale amenities.

**Exotic plants:** plants whose genetic stock comes from beyond the area in which they are found.

**Extensions:** an arranged sub-tour offered optionally before or after a tour or cruise at an extra charge.

**Externalities:** those costs or benefits arising from production or consumption of goods and services which are not reflected in market prices.

**FAM tour:** an abbreviation for familiarization tour which is often a complimentary or reduced-rate travel program for travel agents, tour operators, travel writers or others to acquaint them with a specific destination or attraction, thereby helping to stimulate sales.

**Fauna:** all the animals of a particular area.

**Fixed expense:** an expense related to the tour as a whole, which does not vary with the number of passengers such as a meal or a per person entrance to an attraction.

**Flag carrier:** a transportation carrier designated by a country to serve international routes.

**Flora:** all the plants of a particular area.

**Folio:** an itemized record of a guest's charges and credits, maintained in the front office till departure, and can be referred to as guest bill or guest statement.

**Food cover:** a unit of food service provided to a customer. The term is not synonymous with meal because a food cover may comprise only a cup of coffee or bowl of soup.

**Force majeure:** this is an unforeseeable or uncontrollable situation or train of events that would excuse a breach of contract.



**Foreign flag:** any carrier not registered in the USA (applies to air and sea transportation).

**Franchise:** the right to market a product or service, often exclusively for a specified area by a manufacturer, developer, or distributor in return for a fee.

**Frequent Independent Traveler:** FIT: custom designed, pre-paid tour with many individualized arrangements; also used as foreign independent traveler.

**Front office:** office situated in the lobby of a hotel, the main functions of which are (1) control/sale of guest rooms, (2) providing keys, mail, and information, (3) keeping guest accounts, rendering bills/payments, and (4) providing information to other departments.

**Full house:** a hotel with all guest rooms occupied.

**Full-service restaurant:** a food-service establishment with several menu selections and table service.

**Function:** a pre-arranged, catered group activity, usually held in private room/area.

**Function room:** room used for functions, also called banquet room.

**Gateway (1):** the point of access to a country or region, usually an airport or seaport, although certain frontier points and railway stations can be given the designation.

**Gateway (2):** city, airport, or area from which a flight or tour departs.

**Gateway city:** city with an international airport.

**Globalization:** generally defined as the network of connections of organizations and peoples across national, geographic and cultural borders and boundaries. These global networks are creating a shrinking world where local differences and national boundaries are being subsumed into global identities. Within the field of tourism, globalization is also viewed in terms of the revolutions in telecommunications, finance and transport that are key factors currently influencing the nature and pace of growth of tourism in developing nations.

**Green Globe/Green Globe 21:** GREEN GLOBE 21 is the worldwide benchmarking and certification program which facilitates sustainable travel and tourism for consumers, companies and communities. It is based on Agenda 21 and principles for Sustainable Development endorsed by 182 governments at the United Nations Rio de Janeiro Earth Summit in 1992. [www.greenglobe21.com](http://www.greenglobe21.com)

**Greenhouse effect:** the trapping of the sun's thermal radiation by gases and water vapor, keeping the surface of the earth warmer than it would be otherwise.

**Greenhouse gases:** gases that contribute to the greenhouse effect. These include carbon dioxide, methane and water vapor. One source of greenhouse gases is the burning of fossil fuels, such as oil, gas and coal.

**Ground operator:** a company or individual providing such services as hotel, sightseeing, transfers, and all other related services for groups.

**Ground package:** often expressed as a percentage (E.g. 100% or 110%) of the lowest regular fare for the air travel scheduled.

**Group leader:** an individual, acting as liaison to a tour operator, acts as escort.

**Group tour:** a pre-arranged, pre-paid travel program for a group usually including all components; also see packaged tour.

**Guaranteed tour:** a tour guaranteed to operate.

**Guest account:** an itemized record of a guest's charges and credits.

**Guide:** 1) a person qualified to conduct tours of specific localities or attractions (many reliable guides are licensed);  
2) an airline, bus, railroad, or ship manual of schedules and fares, usually printed seasonally.

**Guided tour:** a local sightseeing trip conducted by a guide.

**Head tax:** fee charged for arriving and departing passengers in some foreign countries.

**Heritage:** a very broad expression that describes anything that has a link with some past event or person (E.g. cultural heritage refers to past customs and traditions with the unspoken implication that these are worthwhile or creditable).

**Heritage (1):** things of value that are inherited which people want to keep. Heritage can be natural, cultural, tangible, intangible, personal or collective. Natural heritage is often conserved in places such as reserves and national parks. Cultural heritage practices are often conserved through ongoing traditions and practices.

**Heritage (2):** today's perception of a pattern of events in the past.

**Heritage site:** a place that capitalizes on its connection with heritage.

**High conservation value:** recognition of the great significance of a natural or cultural site.

**High season:** the period of the year when occupancy/usage of a hotel or attraction is normally the highest. High usage invariably means higher prices for rooms or admission; also referred to as on-season or peak season.

**History:** a pattern of events in the past.

**Host:** 1) a representative of the group (organizer) that may arrange optional excursions and answer questions but does not have escort authority;  
2) liaison to the tour operator or tour manager, or  
3) a representative who provides only information or greeting services or who assists at the destination with ground arrangements without actually accompanying the tour.

**HRM:** Human Resource Management, concerned with the strategic management of human resources to achieve a competitive advantage.

**Hub and spoke tours:** tours which utilize a central destination with side trips of varying length to nearby destinations.

**Human-made attraction:** an attraction created by people.

**Immigration:** the process by which a government official verifies a person's passport, visa or origin of citizenship.

**Impacts:** effects, which may be either positive or negative, felt as a result of tourism-associated activity. Tourists have at least three kinds of impacts on a destination: economic, socio-cultural and environmental. Tourism also has effects on tourists, in terms of possible attitude and behavior changes.

**Impromptu Travel:** no arrangements booked in country of destination prior to travel; another name for FIT travel.

**Inbound tour operator:** company specializing in domestic tours for foreign visitors in the strictest sense; can also be used interchangeably with receptive operator.

**Inbound tour:** group of travelers whose trip originated in another city or country.

**Incentive or incentive commission:** see override.

**Incentive tour:** 1) a trip offered as a prize, particularly to stimulate the productivity of employees or sales agents, or  
2) the business of operating such travel programs.

**Incidentals:** charges incurred by participants of a tour, but are not included in the tour price.

**Inclusive tour:** tour in which all specific elements i.e. transportation, airfare, hotels, transfers, and other costs i.e. are offered for a flat rate. An inclusive tour does not necessarily cover all costs such as personal items and telephone.

**Independent contractor:** a person contractually retained by another to perform certain specific tasks. The other person has no control over the independent contractor other than as provided in the contract. In the context of group travel, a tour manager is often retained by the tour operator, or tour brochure designer/writer might be hired in this capacity.

**Independent tour:** an unescorted tour sold through agents to individuals. For one price, the client guaranteed air travel, hotel room, attraction admissions and typically a car rental.

**Indigenous people:** indigenous peoples are those who are originating or occurring naturally (in a country, region, etc.); native population.

**Indigenous species:** species that occurs at a place within its historically known natural range, and forms part of the natural biological diversity of a place.

**Indirect air carrier:** generally synonymous with charter tour operator. A tour operator, travel agent, or other promoter who (under federal regulations) contracts for charter space from a carrier for resale to the public. In theory, indirect air carriers act as independent, risk-taking entrepreneurs, promoting their own product.

**Info-mediaries:** organizations which provide websites/electronic guides as an information resource, sharing other resources such as web links to organizations that sell tourism/travel. The infomediary may be an organization or company in its own right, or may form part of an individual company's or organization's customer service.

**Information systems:** systems that use information technology to capture, transmit, store, retrieve, manipulate, or display information.

**Infrastructure:** construction needed to support economic development.

**Innovative best practice:** A practice that is considered to be of the highest quality, excellence, or standing a leader in the field.

**Intangibility:** the characteristic of not being touchable: a good is tangible whereas a service is intangible.

**Intermediary:** an organization within the chain of distribution whose function is to facilitate the supply of a given product from producers to consumers. In the travel industry examples are travel agencies and tourism information offices.

**intermediate carrier:** a carrier that transports a passenger or piece of baggage as part of an inter-line movement, but on which neither the point of origin or destination is located.

**Intermodal tour:** tour using several forms of transportation such as airplanes, motorcoaches, cruise ships, and trains to create a diversified and efficient tour package.

**Interpretation:** an educational process that is intended to stimulate and facilitate people's understanding of place, so that empathy towards, conservation, heritage, culture and landscape is developed.

**Interpretation:** revealing the significance and meanings of natural and cultural phenomena to visitors, usually with the intent of providing a satisfying learning experience and encouraging more sustainable behavior.

**Introduced species:** a translocated or alien species found at a place outside its historically known natural range, as a result of the intentional or accidental dispersal by human activities. Includes genetically modified organisms.

**IT Number:** a registration number that is assigned to a tour package.

**Itinerary:** the travel schedule provided by a travel agent or tour operator for the client. A proposed or preliminary itinerary may be rather vague or very specific. A final itinerary spells out all details, including flight numbers, departure times, and similar data, as well as describing planned activities.

**Land operator:** a company that provides local services, see also ground/receptive operator.

**Lead time:** advance time between initiating a tour and its departure date.

**Leadership:** influencing and directing the performance of group members towards the achievement of organizational goals.

**Leg:** portion on a journey between two scheduled stops.

**Leisure travel:** travel undertaken for pleasure and unrelated to paid work time.

**Length of stay:** no of nights spent in one destination. Most tourist boards seek to find ways of increasing visitors' length of stay.

**Letter of agreement:** a letter from the buyer to the supplier accepting the terms of the proposal. This may also be the supplier's initial proposal that has been initialed by the buyer.

**Lifecycle:** the particular pattern through which a destination evolves.

**Limits of acceptable change:** environmental indicators that can monitor changes over time as a consequence of tourism.

**Load factor:** average number of seats occupied, E.g. motorcoach or air.

**Local:** belonging to a particular place or region.

**Low season:** that time of the year at any given destination when tourist traffic, and often rates, are at their lowest; also referred to as off-peak or off-season.

**Macro business:** a large, formal business that employs many people.

**Manifest:** final official listing of all passengers and/or cargo aboard a transportation vehicle or vessel.

**Market orientated pricing:** a method of pricing that benchmarks prices against competitors when deciding on price.

**Market segment:** the concept of dividing a market in parts.

**Market segmentation:** market segmentation is a marketing approach that encompasses the identification of different groups of customers with different needs or responses to marketing activity. The market segmentation process also considers which of these segments to target.

**Markup:** 1) difference between the cost and the selling price of a given product;  
2) difference between the net rate charged by a tour operator, hotel, or other supplier and the retail selling price of the service.

**Mass tourism:** traditional, large scale tourism commonly, but loosely used to refer to popular forms of leisure tourism pioneered in southern Europe, the Caribbean, and North America in the 1960s and 1970s.

**Master account:** the guest account for a particular group or function that will be paid by the sponsoring organization.

**Master bill:** all items contracted by the operator and supplier that will be paid by the operator.

**MAVERICS:** characterization of tourists of the future as multi-holidaying, autonomous, variegated, energized, restless, irresponsible, constrained and segmented.

**Mediation:** an attempt to settle a dispute using a neutral third party.

**Meet and greet:** pre-purchased service for meeting and greeting a client/group upon arrival in a city, usually at the airport, pier, or rail station. Service may include assisting the client/group with entrance formalities, collecting baggage, and obtaining transportation to the hotel.

**Micro business:** a small, often informal, business that employs very few people.

**Minimal impact practices:** deliberate human behavior that reduces the negative impact of people or objects on the environment to a minimum.

**Minimum charge:** the amount that each customer must pay no matter what is consumed. For example: a two-drink minimum in a club.

**Minimum land package:** the minimum tour expressed in terms of cost and ingredients that must be purchased to qualify for an airline inclusive tour, or contract bulk inclusive tour fare. Such packages usually include a certain number of nights lodging, other specified ingredients such as sightseeing tours and/or entertainment and/or car rental.

**Mode of travel:** the type of transport used to make a journey between an origin and a destination, and can include walking and cycling as well as all forms of mechanical transport.

**Monitoring:** the ongoing review and assessment of the natural or cultural integrity of a place in order to detect changes in its condition with reference to a baseline condition.

**Motivation:** internal and external forces and influences that drive an individual to achieving certain goals.

**(Motor)coach tour operator:** a company that creates tours in which group members are transported via motorcoach on a planned itinerary of stops.

**(Motor)coach:** a large, comfortable, well-powered bus that can transport groups and their luggage over long distances.

**Mystery tour:** a tour to an unpublished destination -- passengers get a surprise!

**Nationwide tour:** sold to people throughout the nation.

**Natural area:** areas that exist in or are formed by nature which are not artificial, and can include cultural aspects.

**Natural attraction:** a tourist attraction that has not been made or created by people.

**Natural disaster:** a destructive force (E.g. earthquake, flood, volcanic eruption etc.).

**Nature Tourism (Nature-based tourism):** ecologically sustainable tourism with a primary focus on experiencing natural areas.

**Negligence:** failing to exercise what is legally considered to be reasonable care.

**Net wholesale rate:** a rate usually slightly lower than the wholesale rate, applicable to groups when components are specifically mentioned in a tour brochure. The rate is marked up by wholesale sellers to cover tour costs.

**No show:** guest with confirmed reservations who does not arrive and has not canceled.

**No-frills:** a low-cost scheduled travel package based on minimizing operator service and costs, which are passed to the consumer as a low price.

**Non-profit:** non-profit organizations are those which are driven by non-financial organizational objectives, i.e. other than for profit or shareholder return.

**Occupancy:** the percentage of available rooms occupied for a given period. It is computed by dividing the number of rooms occupied for a period by the number of rooms available for the same period.

**Off-peak:** a period in which a hotel or attraction is not in its busiest season.

**Off-site management:** Provision of pre-visit (or otherwise off-site) educational and interpretive materials to raise awareness of management issues and encourage minimal impact behavior.

**On-demand public transportation:** transportation services, such as taxicabs that do not have regular schedules.

**On-site assessment:** a site-visit by a quality systems member to verify material submitted during the accreditation application.

**On-site management:** management of visitor impacts and behavior on-site through the use of signs, formed tracks or board-walks, barriers and the physical presence of management staff.

**Open jaw:** an arrangement, route, or fare, authorized in a tariff, granting the traveling public the privilege of purchasing round-trip transportation from the point of origin to one destination, at which another form of transportation is used to reach a second destination, where a passenger resumes the initial form of transportation to return to the point of origin. Used for airline travel mainly.

**Operations:** performing the practical work of operating a tour or travel program. Operations usually involve the in-house control and handling of all phases of the tour, with both suppliers and clients.

**Operations management:** "The ongoing activities of designing, reviewing and using the operating system, to achieve service outputs as determined by the organization for customers" (Wright, 1999).

**Option:** tour feature extension or side trip offered at extra cost.

**Option date:** the date agreed upon when a tentative agreement is to become a definite commitment by the buyer.

**Organization:** a deliberate arrangement of people to achieve a particular purpose.

**Outbound operator:** a company which takes groups from a given city or country to another city or county.

**Outbound tour:** any tour that takes groups outside a given city or country, opposite of inbound.

**Outfitter:** a business that provides services or equipment at a recreational facility.

**Overbook:** accepting reservations for more space than is available.

**Override:** a commission over and above the normal base commission percentage.

**Pacing:** the scheduling of activities within an itinerary to make for a realistic operation and give a certain balance of travel time, sightseeing, events and free time.

**Package tour:** a combination of several travel components provided by different suppliers, which are sold to the consumer as a single product at a single price.

**Package:** 1) pre-arranged combination of elements such as air, hotel, sightseeing, and social events put together and sold at an all-inclusive package price;  
2) to package, meaning to combine elements as above into an all-inclusive package product.

**Packager:** an individual or organization that coordinates and promotes the package tours and establishes operating guidelines for the tour.

**Passport:** government document permitting a citizen to leave and re-enter the country

**pax:** industry abbreviation for passengers.

**Peak fare, rate, or season:** highest level of charges assessed during a year.

**Perishability:** the characteristic of being perishable. In tourism the term is used to describe, for example, a particular hotel room on a specific night or a particular seat on a specific flight: they cannot be 'stored' and sold later, so they are perishable.

**Personal disposable income:** the amount an individual has left over for personal expenditure on goods and services, after payment of personal direct taxes, national insurance and pension contributions.

**Person-trip:** a Person-trip for non-residents begins each time a non-resident traveler enters Canada. The person-trip concludes when the traveler leaves Canada. For residents, each time a person departs from Canada a person-trip begins. It ends when the traveler returns to Canada.

**Physical evidence:** the tangible evidence of a service, including everything which can be seen, touched, smelt and heard.

**Pollution:** harmful effects on the environment as a by-product of tourism activity. Types include: air; noise; water; and aesthetic.

**Port of entry:** point at which persons enter a country where customs and immigration services exist.

**Positioning:** the process of ensuring potential customers have a desired perception of a product or service, relative to the competition.

**Pre- and post-trip tours:** optional extension packages before or after a meeting, tour or convention.

**Pre-formed group:** a tour group in existence prior to the tour, the members of which share a common destination and purpose.

**Price elasticity of demand (1):** a measure of the variability that can be expected in sales when prices are changed. Unity elasticity would see equal increase in sales to in reaction to a decrease in price. Inelastic demand would not change when prices went down or up.

**Price elasticity of demand (2):** a relationship between the changes in prices charged for a good or service (here taken as hotel rooms) and the change in the amount demanded.

**Pricing:** decision-making process of ascertaining what price to charge for a given tour, once total costs are known. Pricing involves determining the markup, studying the competition, and evaluating the tour value for the price to be charged; function performed by the operations manager.

**Primary market:** a country in which the US Travel & Tourism Admin (USTTA) maintains an office.

**Process control:** a systematic use of tools to identify significant variations in operational performance and output quality, determine root causes, make corrections and verify results (Evans and Lindsay, 1999:345).

**Process design:** Involves specifying all practices needed, flowcharting, rationalization and error prevention (Rao et. al., 1996:540-541).

**Process improvement:** a proactive task of management aimed at continual monitoring of a process and its outcome and developing ways to enhance its future performance (James, 1996:359).

**Process management:** planning and administering the activities necessary to achieve a high level of performance in a process and identifying opportunities for improving quality, operational performance and ultimately customer satisfaction. It involves design, control and improvement of key business processes (Evans and Lindsay, 1999:340).

**Process:** "A set of interrelated or interacting activities which transforms inputs into outputs" (ISO, 2000a:7).

**Product:** "The result of a process" (i.e. output), which may be either a service, or a good (hardware or processed materials) or software (E.g. information) or their combination (ISO, 2000a:7).

**Profit:** the excess of revenue over expenses, if expenses exceed revenues in a given period the organization will make a loss.

**Proof of citizenship:** a document, necessary for obtaining a passport, that establishes one's nationality.

**Protected:** guarantee by a supplier or wholesaler to pay commissions, plus all refunds to clients, on pre-paid, confirmed bookings regardless of subsequent cancellation of a tour or cruise.

**Protected area:** any area of land and/or sea dedicated to the conservation, protection and maintenance of biodiversity and natural and cultural resources, which is managed through legal or other means.

**Public policy:** is whatever governments choose to do or not to do (Thomas Dye 1992: 2). Such a definition covers government action, inaction, decisions and non-decisions as it implies a very deliberate choice between alternatives (see Hall and Jenkins 1995).

**Quality:** The degree to which a set of inherent characteristics of a product fulfils customer requirements (ISO, 2000a).

**Qualmark:** classification and grading system for the New Zealand tourism industry, using five-star system.

**Rack rate:** regular published rate of a hotel or other travel service.

**Rack Rate:** retail price of accommodation, airfares, activities/attractions.

**Regulation:** control through formalized processes.

**Release:** 1) signed form giving the tour operator permission to use a person's name, picture or statement in an advertisement;  
2) to give up space, as in returning unsold airline reservations.

**Renewable energy:** energy sources that are practically inexhaustible. For example solar, hydro and wind energy.

**Requirements:** stated, generally implied (as a custom or common practice for the organization, its customers and other interested parties) or obligatory needs (ISO, 2000a).

**Resort:** a hotel, motel or condominium complex located in an area associated with recreation and leisure, such as the mountains or the seashore. Normally offer facilities for sports and recreational activities.

**Responsibility clause:** that section of a brochure that spells out the conditions under which a tour is sold. The clause should name the party responsible for the tour financially.

**Responsible tourism:** type of tourism which is practiced by tourists who make responsible choices when choosing their holidays. These choices reflect responsible attitudes to the limiting of the extent of the sociological and environmental impacts their holiday may cause.

**Restoration:** returning existing habitats to a known past state, or to an approximation of the natural condition, through repairing degradation, removing introduced species, and revegetating using native locally occurring species.

**Retailer:** 1) a travel agent (-cy); or  
2) someone who sells directly to the consumer.

**Revenue expenditure:** the cost of resources consumed or used up in the process of generating revenue, generally referred to as expenses.

**Revenue management:** revenue management is a management approach to optimising revenue, often based on managing revenues around capacity and timing (yield management), for different market segments or from different sources of funding.

**Risk monies:** are funds that an agency would not recoup should a tour not take place, such as nonrefundable deposits, promotional expenses, and printing costs.

**Room rates:** day rate: usually one-half the regular rate for a room during the day up to 5 pm; flat rate: a specific room rate for a group agreed upon by the hotel/group in advance; group rate: rate based on an agreed upon minimum number of rooms used, also called flat rate; net group

rate: a wholesale rate for group business (usually a minimum of 10 and 15 people) to which an operator may add a markup if desired; net wholesale rate: a rate usually lower than the group rate, applicable to groups or individuals when a hotel is specifically mentioned in a tour folder; published rate: a full rate available to or advertised to the public, The rate can change, depending upon the season; also known as rack rate.

**Room service:** food or beverages served in a guest's room.

**Rooming list:** the list of names or passengers on a tour or other group travel program, submitted to a hotel/motel. The names are not alphabetized as on a flight manifest, but rather room by room indicating who is rooming with whom. Twin-bedded rooms, singles and triples are usually listed in separate categories.

**Run-of-the-house rate:** flat rate for which a hotel or motel agrees to offer any of its available rooms to a group. Final assignment of the rooms is the discretion of the hotel.

**Sales:** revenue from ordinary activities: not necessarily cash.

**Seasonality:** a phenomenon created by either tourism supply or demand (or both) changing according to the time of the year.

**Sector:** a part or branch of the whole industry that provides particular goods and/or services.

**Series operator:** a travel agent, wholesaler, tour operator, or broker who blocks space in advance for a series of movements over a given period of time, not necessarily on a back-to-back basis.

**Service (1):** work done for the benefit of another.

**Service (2):** non-physical, intangible attributes that management controls, including friendliness, efficiency, attitude, professionalism, and responsiveness.

**Service charge:** 1) a specified percentage of a hotel daily rate (usually 10% or 15 %) charged to the guest, who in return is relieved of the responsibility for tipping;

2) a fee charged to a client by a travel agent in addition to the commissions paid to him or her by the principals.

**Service delivery:** the manner in which customer needs are met.

**Service encounter:** the moments of interface between customer and supplier.

**Service marketing mix:** the addition of People, Physical Evidence and Process to the four areas of activity more usually associated with marketing products,,: Price, Place, Promotion and Product.

**Service provider:** a person or company that supplies a particular service.

**Service-escape (servicescape):** the location in which the service encounter takes place.

**Shore excursion:** a land tour, usually available at ports of call and sold by cruise lines or tour operators to cruise passengers.

**Short haul:** 1-3 hour flight.

**Shoulder season:** a period when there is neither a high nor low demand for a destination, usually falling in the spring or fall months for most areas.

**Single supplement:** an extra charge assessed to a tour purchased for single accommodations.

**Site destination selection company:** company that investigates and suggests potential meeting sites to suit corporate or association needs.

**Skills gaps:** employers perceive existing employees have lower skill levels than needed to achieve business objectives, or where new, apparently trained and qualified for specific occupations, entrants still lack requisite skills.

**Skills shortages:** lack of adequately skilled individuals in the labor market due to low unemployment, sufficiently skilled people in the labor market but not easily geographically accessible or insufficient appropriately-skilled individuals.

**Small business:** a small business is one which has a small number of employees, profit and/or revenue. Often these are owner-managed, with few specialist managers. Some definitions of small businesses distinguish between businesses with under 10 employees, which are micro-businesses, and those with 10-49 employees, which are classified as small businesses.



**SME(s):** Small and Medium Enterprises.

**Social:** relating to human society and interaction between its members.

**Souvenir:** a product purchased by a tourist as a reminder of a holiday.

**Special event tour:** a tour designed around a particular event, e.g. Mardi Gras.

**Special interest tour:** a tour designed to appeal to clients with a curiosity or concern about a specific subject. Most special interest tours provide an expert tour leader and usually visit places and/or events only relevant to that interest.

**Special market:** a foreign country with high potential for US inbounds travel which does not have an office of the US Travel and Tourism Administration (USTTA).

**Stakeholder:** Any person, group or organization with an interest in, or who may be affected by, the activities of another organization.

**State travel office:** an official government agency or privately run, non-profit organization responsible for travel development and promotion of a state or province.

**State:** 'The state' is a set of officials with their own preferences and capacities to effect public policy, or in more structural terms a relatively permanent set of political institutions operating in relation to civil society' (Nordlinger 1981, in Hall and Jenkins 1995). The state includes elected politicians, interest or pressure groups, law enforcement agencies, the bureaucracy, and a plethora of rules, regulations, laws, conventions and policies.

**Statute:** the law as made by parliament, E.g. in the UK, the Disability Discrimination Act (1995). A statute is made up of many parts called 'sections' or 'provisions'.

**Statutory instrument:** the vast majority of delegated legislation in the UK is in the form of statutory instruments governed by the Statutory Instruments Act 1946.

**Step-on guide:** an independent guide who comes aboard a motorcoach to give an informed overview of the city or attraction to be toured.

**Strategic information systems:** systems designed to support the strategic management decision processes and implementation.

**Strategy pyramid:** a visual way of representing the different levels of the strategy conceptualization and implementation process. The most general assumptions are shown at the apex and the practical, implementation actions are at the base.

**Subcontractor:** a local operator who provides services for a wholesaler.

**Supplier:** the actual producer of a unit of travel merchandise or service such as a hotel or restaurant.

**Suppliers:** individuals, companies or other organizations which provide goods or services to a recognizable customer or consumer.

**Surety bond:** insurance to guarantee that an insure will carry out the specific work he or she was hired to do.

**Sustainable:** something which can be kept in the same or a better condition for the future.

**Sustainable development:** development carried out in such a way as to meet the needs of the present without compromising the ability of future generations to meet their needs.

**Sustainable tourism (1):** according to the World Tourism Organization, this is "envisaged as leading to management of all resources in such a way that economic, social and aesthetic needs can be fulfilled with maintaining cultural integrity, essential ecological processes, biological diversity, and life support systems."

**Sustainable tourism (2):** tourism that can be sustained over the long term because it results in a net benefit for the social, economic, natural and cultural environments of the area in which it takes place.

**Sustainable tourism (3):** tourism that is economically, socio-culturally and environmentally sustainable. With sustainable tourism, socio-cultural and environmental impacts are neither permanent nor irreversible.

**Tariff:** 1) fare or rate from a supplier;  
2) class or type of a fare or rate;

- 3) published list of fares or rates from a supplier;
- 4) official publication compiling rates or fares and conditions of service.

**Themed tour:** a tour designed around a specific theme such as fall foliage, also a special interest tour.

**Tour:** any pre-arranged journey to one or more destinations.

**Tour basing fare:** a reduced-rate excursion fare available only to those who buy pre-paid tours or packages. Tour basing fares include inclusive tours, group inclusive tours, incentive tours, contract bulk inclusive tours, and group round-trip inclusive tours.

**Tour broker:** a person or company which organizes and markets tours.

**Tour catalog:** a publication by tour wholesalers listing their tour offerings.

**Tour conductor:** see tour manager/director.

**Tour consultant:** individual within an agency selling and advising clients regarding a tour. The consultant is sometimes a salesperson with particular expertise in escorted tour sales.

**Tour departure:** the date of the start by any individual or group of a tour program; also used in referral to the entire operation of that single tour.

**Tour escort:** the tour company staff member or independent contractor who conducts the tour. It is often called the tour manager or tour director. It is technically a person that only escorts the group and does not have charge of the commentary portion.

**Tour leader:** usually a group leader, also see escort.

**Tour manager:** a person employed as the escort for a group of tourists, usually for the duration of the entire trip, perhaps supplemented by local guides. The terms tour director, leader, escort etc.

**Tour manual:** 1) a summary of facts about a company's rules, regulations, and official procedures; 2) a compendium of facts about a destination, including its attractions, accommodations, geography, and special events, used by destination marketing organizations to attract tour operators and visitors and their area.

**Tour menu:** a menu that limits group clients to two or three choices at a special price.

**Tour operator:** a person or company which creates and/or markets inclusive tours and subcontracts with suppliers to create a package. Most tour operators sell through travel agents and/or directly to clients.

**Tour option:** any component of a package tour that is not included in the package price, but may be purchased as an added feature to extend the length of the package or enhance the trip.

**Tour order:** a coupon given to the purchaser of a tour package, identifying the tour, the seller, and the fact that the tour is pre-paid. It is used as a form of proof of payment and receives vouchers for meals, portage, transfers, entrance fees, and other expenses; also see tour vouchers.

**Tour organizer:** a person who locates and creates groups for preformed tours. The tour organizer is often compensated only with a free trip.

**Tour vouchers:** documents issued by tour operators to be exchanged for tour components, also called coupons.

**Tourism (1):** the all-embracing term for the movement of people to destinations away from their place of residence for any reason other than following an occupation, remunerated from within the country visited, for a period of 24 hours or more.

**Tourism (2):** the business of providing and marketing services and facilities for leisure travelers. Thus, the concept of tourism is of direct concern to governments, carriers, and the lodging, restaurant, and entertainment industries, and of indirect concern to virtually every industry and business in the world.

**Tourism (3):** the definition of tourism used in the national tourism indicators (NTI) is that adopted by the World Tourism Organization and the United Nations Statistical Commission: The activities of persons traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes.

**Tourism Commodity:** Tourism Commodity is one for which a significant part of its total demand in Canada comes from visitors.

**Tourism Demand:** Tourism Demand is defined as the spending of Canadian and non-resident visitors on domestically produced commodities. It is the sum of tourism domestic demand and tourism exports.

**Tourism Domestic Demand:** Tourism Domestic Demand is the spending in Canada by Canadian visitors on domestically produced commodities.

**Tourism Employment:** Tourism Employment is a measure of employment in tourism and non-tourism industries. It is based on an estimate of jobs rather than Yhours of workΦ. Thus, someone who works 10 hours a week counts for as much, by this measure, as someone who works 50 hours a week.

**Tourism Exports:** Tourism Exports is spending by foreign visitors on Canadian-produced goods and services. It includes spending that may take place outside of Canada, for instance, the purchase of an airline ticket from a Canadian international carrier, to travel to Canada.

**Tourism flows:** the major movements of tourists from specific home areas to destinations.

**Tourism geography:** the knowledge of countries, regions, major cities, gateways, famous icons, monuments, building structures, and geographical features such as rivers, seas, mountains, deserts and time zones.

**Tourism income multiplier (TIM):** exaggerated effect of a change in tourism expenditure on an area's income.

**Tourism industry:** a group of businesses that provide services and facilities for consumption by tourists.

**Tourism Industry:** Tourism Industry is an industry that would cease to exist or would continue to exist only at significantly reduced levels of activity in the absence of tourism.

**Tourism infrastructure:** roads, railway lines, harbors, airport runways, water, electricity, other power supplies, sewerage disposal systems and other utilities to serve not only the local residents but also the tourist influx (suitable accommodation, restaurants and passenger transport terminals form the superstructure of the region).

**Tourism product:** different things to the various members of the tourism industry. To the hotel it is 'guest- nights'. To the airline it is the 'seats flown' and the 'passenger miles'. To the museum, art gallery or archaeological site, the product is measured in terms of the number of visitors. For the tourist the product is the complete experience resulting from the package tour or travel facility purchased, from the time they leave home until their return.

**Tourism satellite account:** system of accounting at national or regional level which reveals the total direct impact of tourism on the economy.

**Tourism System:** a framework that identifies tourism as being made up of a number of components, often taken to include the tourist, the tourist generating region, the transit route region, the tourist destination and the tourism industry (Leiper, 1990).

**Tourist (1):** a person who travels for a period of 24 hours or more in a place other than that in which he or she usually resides, whose purpose could be classified as leisure (whether for recreation, health, sport, holiday, study or religion), business, family, mission or meeting.

**Tourist (2):** anyone who spends at least one night away from home, no matter what the purpose.

**Tourist attractions:** tourist attractions are defined as being destinations for visitors' excursions which are routinely accessible to visitors during opening hours. Visitors can include local residents, day-trippers or people who are traveling for business or leisure purposes. Formal definitions exclude shops, sports stadia, theatres and cinemas, as these meet a wider purpose, although in practice tourists may consider the excluded categories to be tourist attractions.

**Tourist card:** a kind of visa issued to tourists prior to entering a country (required in addition to a passport or other proof of citizenship).

**Tourist facility:** a feature created for utilization by tourists.

**Tourist route:** a route developed to attract tourists to an area to view or experience something unique to that area (E.g. wine route, whale route, heritage route, battlefield route etc.).

**Tourist trend:** a general tendency to visit a country, region or destination or to pursue a specific tourist activity.

**TOWS matrix:** uses a SWOT analysis to develop strategies by matching strengths with opportunities, using opportunities to reduce weaknesses, using strengths to overcome threats, and reducing weaknesses and avoiding threats.

**Tracking Research:** ongoing research conducted at regular intervals to track changes in specific factors. E.g. potential customers' intention to travel to NZ.

**Tracking:** a cause of action or method of monitoring, such as tracking the number of tours that come into a specific destination.

**Transfer:** local transportation, sometimes including portage, as from one carrier terminal to another, from terminal to a hotel, or from a hotel to an attraction.

**Transit:** process of changing planes without going through security and/or customs.

**Transit visa:** visa allowing the holder to stop over in a country to make a travel connection or brief visit.

**Travel agent/agency:** a person or firm qualified to arrange for all travel components.

**Trip director:** an escort for an incentive company. Larger companies reserve this title for the person who directs all personnel and activities for a trip.

**Upgrade:** to move to a better accommodation or class of service.

**Value season:** a time of year when prices are lower than peak, also called low or off-season.

**Variability:** because the production and the consumption of a tourism experience are inseparable and because differing circumstances and people will affect each experience, those experiences are prone to variance and create a challenge for tourism managers to achieve consistency of standards.

**Variable cost:** a cost that changes according to how many people take a tour, such as motorcoach expenses.

**VAT/TVA/MWS/GST:** acronyms for value-added tax, a tax system which adds a fixed percentage of taxation on products and services at each step of production or service delivery; common in Europe and Canada.

**Virtual organization:** organization in which major processes are outsourced to partners.

**Visa:** stamp of approval recorded in a passport to enter a country for a specific purpose.

**Visa waiver:** a program to eliminate the visa requirement for selected countries.

**Visitors (1):** visitors are persons who undertake tourism as defined above. They are referred to as either tourists (those who stay overnight or longer in the place visited), or same-day visitors.

**Visitors (2):** a broader category than 'tourists' includes tourists and same-day visitors.

**Volume incentive:** see override.

**Waitlist:** a list of clients awaiting transportation or accommodations at times when they are not available, confirmed as a result of subsequent cancellations.

**Wholesaler:** a company that usually creates and markets inclusive tours and FITs for sale through travel agents. Although the term is used often as a synonym for tour operator there are several distinctions:

- 1) presumably sells nothing at retail while a tour operator often does both;
- 2) does not always create his/her own products, while a tour operator always does;
- 3) is less inclined than a tour operator to perform local services.

**Working Capital:** operational assets and liabilities needed for everyday operation, E.g. cash or bank overdraft, stock and trade creditors, known as net current assets/liabilities.

**World Heritage Area:** land of cultural and/or natural significance inscribed on the World Heritage List.

**World heritage site:** a site designated by UNESCO as being of special historical, cultural or natural importance.

**Yield Management:** "A revenue maximization technique which aims to increase net yield through the predicted allocation of available E capacity to predetermined market segments at optimal price" (Donaghy et al., 1997a).

**Zoning:** different eco-systems may be zoned in terms of their robustness to pressures from tourism in an attempt to mitigate environmental damage.

## Annex 7

### Tour Acronyms

Catering Types	
RO, AO	(room only, accommodation only) - только проживание, без питания
BB	(bed & breakfast) - только завтрак (шведский стол), бесплатные напитки: чай, кофе, вода
HB	(half board) - полупансион - завтрак и ужин (шведский стол), бесплатные напитки: чай, кофе, вода на завтрак. Напитки за ужином - платно
FB	(full board) - полный пансион - завтрак, обед и ужин (шведский стол). Напитки в обед и за ужином - платно
ALL	(all inclusive) - все включено: питание (завтрак, обед, закуски в течение дня, ужин), напитки (алкогольные и безалкогольные напитки местного производства) и дополнительные услуги по усмотрению администрации отеля
Mini ALL	(mini all inclusive) – все включено: питание (завтрак, обед, ужин), напитки (алкогольные и безалкогольные напитки местного производства во время еды) и дополнительные услуги по усмотрению администрации отеля
UALL	(ultra all inclusive) – ультра все включено – all inclusive плюс импортные спиртные напитки
HCALL, VIPALL, Maximum ALL, Super ALL, Excellent ALL, Elegance ALL и т.п.	Разновидности UALL по усмотрению администрации отеля
Accommodation	
DBL	(double) - двухместный номер
SGL	(single) - одноместный номер
TWIN	двухместный номер с двумя отдельными кроватями
EXBED	(extra bed) - дополнительная кровать
DBL+EXB	двухместный номер с дополнительной кроватью для взрослого
TRPL	(triple)- трехместный номер

CHD	(child) – ребенок (возраст, до которого турист считается ребенком, как правило, указывается в прайсах дополнительно)
ADL	(adult) - взрослый
INF	(infant) - ребенок возраста менее 2-х лет.
SNGL + CHD, 1взр+1реб	стоимость стандартного двухместного номера для размещения 1 взрослого и 1 ребенка
SNGL + 2CHD, 1взр+2реб	стоимость стандартного двухместного номера для размещения 1 взрослого и 2 детей (один из детей размещается на дополнительной кровати)
DBL + CHD, 2взр+1реб	стоимость стандартного двухместного номера для размещения 2 взрослых и 1 ребенка (ребенок размещается на дополнительной кровати)
DBL + 2CHD, 2взр+2реб	стоимость стандартного двухместного номера для размещения 2 взрослых и 2 детей (дети размещаются на дополнительной кровати)
SV	(Sea View) – вид на море
SSV	(Side Sea View) – боковой вид на море
MV	(Mountain View) – вид на горы
GV	(Garden View) – вид на сад
Pool View	Вид на бассейн
Land View	Вид на окрестности
Golf View	Вид на гольф-поле
City View	Вид на город
Dune View	Вид на песок
Ocean View	Вид на океан
ROH	(run of house) - отелем при поселении будет предоставлен первый свободный номер, готовый к размещению туристов. В связи с этим отель не может гарантировать определенный тип номера, вид на море и тому подобные условия.
Main Building	Основное здание
Annex	Дополнительный корпус
BGW	(bungalow) – бунгало (как правило, 1-2-х этажное здание, вход в номер с улицы)
Villa	Бунгало повышенной комфортности
Chalet	шале - отель или дом в сельском стиле.
APR	(apartment) – 1. номер квартирного типа. 2. роскошный номер, состоящий из нескольких комнат.
1 BDRM	Апартаменты с одной спальней
2 BDRM	Апартаменты с двумя спальнями
Standard	стандартный однокомнатный номер
Connected Room	два стандартных номера, соединенных между собой дверью
Superior	номер повышенной комфортности

Studio	большой однокомнатный номер, оборудованный кухней
Family Room	Семейный номер (большой однокомнатный номер, как правило, предусмотрены кровати для детей)
Suite	люкс (двухкомнатный номер с гостиной и спальней комнатами)
Junior Suite	большой однокомнатный номер с совмещенной гостиной и спальней
Executive, Deluxe	люкс (двухкомнатный номер с гостиной и спальней комнатами) повышенной комфортности
Corner	Угловой номер
Duplex	Двухуровневый номер
<b>Hotels classification</b>	
Hotel	гостиница. Классификация гостиниц подразумевает наличие от 1* до 5 ***** «Звезды» отражают наличие всевозможных дополнительных удобств, вроде ресторана, бассейна или кондиционера в номере и т.д., но не всегда истинное качество обслуживания. Цены на отели сильно варьируются в зависимости от сезона, звездности и месторасположения
HV	туристический комплекс. HV1 примерно соответствует 4 или 5 звёздам. HV2 соответствует примерно уровню 3-4 звезды. Отличается от отеля прежде всего бунгальным размещением и большой территорией
Aparthotel	гостиница, номера в которой состоят из апартаментов. Чаще всего бывают трехзвездочные и отличаются от отелей отсутствием ресторана и наличием индивидуальной кухни в номерах
Hostel	недорогая гостиница для молодежи
Motel	Short for 'motor' + 'hotel - 'отель для автомобилистов, расположенный на автострате, как правило, оборудованный гаражом, станцией технического обслуживания, автозаправочной станцией и другими службами, необходимыми автотуристам
Pansion	небольшая частная гостиница (на 5-10 номеров), в которой обслуживание гостей обеспечивается владельцем или семьей, которые обычно проживают в этом же здании.

