Presentation Notes
The Business of Travel and Tourism
The travel and tourism industry is divided into two parts:

- **Travel** – involves businesses that physically move people from one place to another
- **Tourism** – involves businesses that organize and promote travel and vacations
Travel businesses include:

- **Airlines** - a company that owns and operates many airplanes which are used for carrying passengers and goods to different places.
- **Car rentals** - automobiles that rented for short periods of time, generally ranging from a few hours to a few weeks.
- **Cruise lines** - a passenger ship used for pleasure voyages, where the voyage itself and the ship’s amenities are a part of the experience, as well as the different destinations along the way.
- **Taxi and ferry services**:
  - **Taxi** - a car that carries passengers to a place for an amount of money that is based on the distance traveled.
  - **Ferry** - to carry or move (someone or something) on a vehicle (such as a boat or a car) usually for a short distance between two places.
- **Train and bus services**:
  - **Train** - a connected line of railroad cars with or without a locomotive.
  - **Bus** - a large motor vehicle carrying passengers by road, especially one serving the public on a fixed route and for a fare.
Tourism businesses include:

- Convention and visitors bureau – a nonprofit organization that promotes tourism and provides services to travelers.
- Cruise companies – a company that owns and operates cruise ships for pleasure voyages.
- Meeting and convention planners – coordinate all aspects of professional meetings and events.
- Tour operators - a person whose job duties include organizing tours, whether they be for holidays or historic places.
- Travel agencies - businesses that help to make arrangements for people who want to travel.
- Travel and tourism offices - an office where visitors to a place can get information about what to see and do, especially while on holiday, or an official organization that runs these offices.
Employees from both the travel and tourism industries must interact so people on business or vacation have successful trips.
Each travel business is unique and may perform most of the functions in the departments within a travel and tourism business.

In a small business, one person may perform several of these functions.

In a large business, each function will have a separate department with many people for each function.
Departments and their functions include:

- **Accounting** - keeps track of all the money that flows into and out of the business.
- **Customer service or guest services** - handles all activities involved with complaints, concierge services and customer inquiries.
- **Engineering** - makes sure that all the equipment, plumbing, electricity and building facilities are working properly.
- **Human resources** - manages all employee issues including benefits, firing and hiring, pay and training.
- **Management** – oversees all functions of the business including making sure the business is operating profitably.
- **Marketing and sales** – promotes the business, develops marketing plans and sells the products and services.
- **Purchasing and receiving** – keeps track of purchases and inventory for the business.
- **Reservations and bookings** - handles all activities involved with customers reserving rooms, seats, tours and more.
- **Safety** – secures property for the safety of the guests and employees and oversees emergency procedures.
- **Technology** – maintains computer software and data storage; may also oversee business website.
All of the business departments must work together.

Each of these main departments are necessary for the day-to-day operations for businesses.

Communication between departments is critical.

Many of the departments are linked through industry related software.

Technology departments in today’s business is often the connecting media. The company network and intercompany communication (email, instant messaging) is critical in today’s environment.

These are just a few examples of how departments work together. For businesses to succeed in today’s environment, communication and departmental interaction must work together like well-designed interlocking gears.
Click on the hyperlink to view video:

**Travel Effect: The Movement**

It's a great impact the travel has on our lives, on our organizations and our way on our way of life. Whether it comes as business productivity, family relationships, education, memories, long-term, this is a huge opportunity well beyond just the value of the individual trip.

https://youtu.be/A4BA2L44plk
What does this quote mean to you?
Answers to the questions are found within the slide presentation or may vary with class discussion.
Questions?
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