Terms and Concepts in The World of Tourism

by Regina Valencia

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Abstract . This research aims to identify , analyze , and explain various terms within the tourism industry , as well as to understand their roles and importance in the tourism sectors . Through a literature review approach , this study utilized the literature review research method to gather data. The collected data were evaluated and analyzed to understand the usage and significance of these terms . The findings indicate that terms within the fields of hospitality , destination tourism , and restaurants play a crucial role in shaping specialized language and facilitating communications within the tourism industry . In conclusion , a deep understanding of these terms is not only essential for professionals in the industry but also for tourists and the general public to appreciate and comprehend various aspects of the tourism industry and contribute positively to its development .

Keywords : Tourism Terminology , Hotel Industry, Tourist Destinations , and Restaurants Sectors .

INTRODUCTION

Tourism is a form of phenomenon that involves travel, visiting interesting places and participating in recreational activities in certain destinations. In this case too, tourism involves interactions between visitors and hosts as well as various aspects such as culture, environment, economy and social (Irwan, 2023). Apart from that, tourism does not only talk about holidays and travel for fun, but is also an important part of economic development and cultural maintenance in a country. In general, tourism is all activities involved in facilitating tourists including accommodation, transportation, tourist attractions, restaurants and other services. (Ramdani et al., 2024). This industry is one of the largest economic sectors in the world and makes a good contribution to national income, job creation and economic growth in a country.

The world of tourism includes all destinations, infrastructure and activities related to tourism throughout the world. The aim of tourism is to promote and facilitate travel and recreation and to introduce tourists to different cultures, nature and experiences in various parts of the world (Rasyidah, 2020). In the world of tourism there are various terms, these terms refer to special vocabulary or phrases that are often used in the tourism industry to describe various concepts, processes and activities. Terms that can include

everything from types of accommodation, such as hotels, hostels, to *homestays* and technical terms such as *load factors* in the aviation industry.

Tourism terms are very important because the existence of these terms can provide common understanding and communication between tourism industry professionals and stakeholders. In an environment full of linguistic and cultural diversity, these terms become important and language that can facilitate the exchange of information and cooperation. These terms can also help in standardizing processes and practices in the tourism industry, allowing for easier measurement, analysis and comparison of industry performance and development. Which terms in the world of tourism play a role in educating and preparing prospective tourism professionals , either through formal education or industrial training, so that they can smoothly join the world of work and contribute effectively to this industry.

Previous research conducted by Musdad et al. , (2020)entitled "Use of the Terms 'Nature Tourism' and 'Ecotourism' A Short Study" which shows the results regarding the use of the term "ecotourism" in naming various nature-based tourist destinations in Indonesia which has several important factors, namely planning, development and operational of ecotourism, namely limiting visitors and involving local communities. Various parties, including managers and local governments, need to be given an understanding of the differences between tourism and ecotourism, because not all natural tourism can be considered ecotourism. Apart from that, it's best They also need to be given an understanding of the importance of restrictions and involvement of local communities in ecotourism destinations. Furthermore, previous research conducted by Wijaya (2018)entitled "Analysis of the Use of Terms in the Promotion of Tourism Destinations" shows that the use of certain terms in the promotion of tourist destinations can influence tourists' perceptions and their interest in visiting that destination.

So this research aims to identify, analyze and explain various terms used in the world of tourism and to understand their role and importance in the tourism industry. By understanding these terms in more depth, it is hoped that we can provide better insight into various aspects of the tourism industry. So the researcher wants to study it with the title **" Terms in the World of Tourism."**

ETIS THEORY STUDY

Tourism is travel and visiting activities carried out by individuals or groups for recreation, holiday, business or other purposes. These activities also include traveling to different destinations, staying in accommodation such as hotels or villas and visiting tourist attractions (Yandi et al., 2023). Meanwhile, according to Isamyanti (2010), in research (Tyas et al., 2018) tourism is a phenomenon that arises from interactions between tourists, service providers, tourism or industries that support tourism activities, a series of interactions can form a system that is interrelated with each other.

From these two understandings, it can be concluded that tourism is travel and visiting activities carried out by individuals or groups for recreation, vacation, business or other purposes. This involves interactions between tourists, tourism service providers, and the government in providing facilities and services that support tourism activities. These interactions form a system that is interconnected with each other, which influences the dynamics of the tourism industry and the tourist experience.

According to the Big Indonesian Dictionary (KBBI), a term is a word or combination of words that carefully expresses the meaning of a concept, situation or characteristic that is unique to a particular field. In addition, terms are special words or phrases used to describe certain concepts, processes or objects in a certain field. This term has meaning in forming a special language used by experts or practitioners in a particular field (Zaidi et al., 2023).

RESEARCH METHODS

The research method used is a *literature review* reviews . Data collection was carried out through literature searches from various sources such as books, scientific reports, journals and dictionaries. The collected data will be evaluated and analyzed to understand the use and importance of terms in the world of tourism. The results of the analysis will be compiled in a systematic literature review, and then presented in a research report. By using this method, it is hoped that it can provide an in-depth understanding of terms in the tourism industry.

RESULTS AND DISCUSSION

Hospitality Sector

1. *Room service*

    Room service is a service provided to guests directly in their rooms. This includes food and drink orders, cleaning services, as well as special requests such as equipment rentals. Guests usually order food from a special menu provided by the hotel and can do so via telephone or a special app (Sherman, 2011). *Room* operational hours *Service* varies, with some hotels providing service 24 hours a day. Additional fees such as delivery fees or service fees may apply, and guests may also be given the option to leave tips to the serving staff. Quality of *room* service *Service* can vary depending on the particular hotel's service standards, with luxury hotels tending to offer a wider choice of food and more personalized service (Derianto et al., 2015).

2. *Front Office*

    The front office in the hotel industry is an important part that functions as an information and service center for hotel guests. Encompassing the reception area, *concierge ,* and reservation services, the *front office* is responsible for welcoming guests warmly, providing necessary information, and ensuring the check -in and check-out process runs smoothly. In addition, they also handle reservations, provide travel recommendations, and respond to complaints or problems that may arise during your stay (Ahmad et al., 2014). With good communication skills and sensitivity to guest needs, *front office* staff ensure that every stay at the hotel goes well and is satisfying.

3. *Check -in*

    Check -in is an important process in the hospitality industry where guests arrive at the hotel and register themselves for their stay. Moment *check -in ,* guests will usually be given a form to fill out that includes personal information and reservation details. Additionally, they will provide identification information such as an ID card or passport for verification. *Front office* staff will check room availability and arrange room keys for guests. During this process, guests may also be asked to pay a deposit or pay the cost of the stay in advance (Solichin et al., 2019). Efficient and friendly *check -in from the front office staff* helps create a good first impression for guests and ensures that they feel welcomed at the hotel.

4. *Checkout*

   Check-out is the final stage in the hotel stay experience where guests leave their room and pay their bill before leaving. When *checking out* , guests usually give the room key to the *front office staff* and report any damage or loss of items in the room. *Front office* staff will inspect the room to ensure there is no significant damage before refunding the deposit, if any. After that, guests will be given a final bill that includes the cost of the stay and possibly additional costs such as room service or minibar (Nsobiari F. Awara et al., 2022).

5. *Extras Bed*

   Extras bed is an additional service provided by hotels for guests who need an extra bed in their room. Usually, requests are for *extras bed* must be made at the time of booking or *check -in* , but some hotels can also provide *extras beds* upon request during the stay, subject to availability and hotel policy. Additional fees may apply for installation *extra bed* , and prices may vary depending on the room class and facilities provided. *Extra* installation *sleeping* is usually carried out by hotel staff, and guests will be given instructions on how to use the extra bed. *Extras bed* It is a comfortable choice for guests who stay with family or friends and need additional sleeping space in their room (Wu & Liang, 2009).

Field g Tourist Attractions

1. **Destination**

   Destinations are various aspects related to destinations visited by tourists, ranging from natural wonders to cultural landmarks . These destinations function as centers of tourism activity, offering attractions, facilities and experiences to visitors seeking recreation, adventure or a variety of cultural knowledge. Destinations often feature landmarks Iconic , historic sites, pristine natural landscapes, and rich local culture captivate tourists from all over the world. Tourist destinations play an important role in the tourism industry, attracting visitors, generating income for the local economy, and promoting cultural exchange. This sector encompasses a diverse range of destinations, including beach resorts, heritage sites, ecotourism destinations, urban centers and adventure spots, each offering unique experiences and opportunities for exploration and discovery. Whether it's exploring ancient ruins, enjoying beautiful

natural views, or experiencing local life, tourist destinations accommodate a wide range of interests and preferences, making them an integral part of the global tourism landscape (Wijaya, 2018).

2. Tickets

A ticket is a section that includes information about the travel destination or location the ticket holder will visit. This information is important because it gives ticket holders an idea of the destination they will visit, including the name of the place, address, and additional information such as contact numbers, operating hours, and a brief description of the place (Mukhlis et al., 2024). This can help ticket holders to better organize their travel, including planning transportation and accommodation at their destination.

3 . Tourist

Tourists are those who travel to locations outside their daily environment, usually for vacation, recreation, business, or other purposes. They explore various destinations to explore culture, history, nature, or just relax (R. S. Damardjati, 1973). Tourists often spend time at tourist attractions, trying local foods, shopping, and engaging in interesting activities at their destinations. In the economic aspect, tourism is an important industry that makes a major contribution to economic growth and job creation in many countries.

Restaurant Sector

1. *Breakfast*

Breakfast is a form of breakfast service provided by restaurants, cafes or similar facilities. This involves serving food and drinks in the morning to meet the needs of guests staying at the hotel or customers who want to enjoy breakfast outside the home. The *breakfast* restaurant offers a variety of menu choices, from traditional local dishes to more extensive international menus, such as western breakfast or continental breakfast. The quality and variety of the menu, atmosphere and friendly service are important factors in attracting customers and maintaining the reputation of a *breakfast restaurant* (Desyanita, 2023).

2. *Buffet*

buffet restaurant sector is a type of restaurant that offers food service with a concept *all-you-can-eat ,* where customers can choose and enjoy a variety of dishes from the various options available. The *buffet* restaurant has a large serving area with various types of food, from local to international dishes, appetizers, main dishes, to desserts. Customers usually pay a certain price to enter and can then enjoy as much food as they want. This concept is attractive to many people because it provides flexibility in choosing the type of food and quantity according to their taste. Restaurant *buffets* can be a popular choice for family events, celebrations, or business meetings because they can cater to a variety of tastes and food preferences (Riatni, 2023).

3. *A'La Carte*

Restaurant sector *a'la Carte* is a type of restaurant where food is served according to the customer's individual order, not in a predetermined format or choice as in a *buffet restaurant .* At an *a'la restaurant carte ,* a menu consisting of various dishes available separately, and customers can order food according to their tastes and preferences. Each dish usually has a price listed on the menu, and customers pay based on what they order. *A'la* restaurant *The carte* offers a variety of food choices, from appetizers, main dishes with various proteins and sides, to desserts. This concept gives customers the freedom to choose food according to their tastes and desires, as well as allowing them to adjust their food portions according to their appetite. Restaurant *a'la carte* is often a choice for romantic dinners, business meetings, or other special occasions where a personalized dining experience is valued (Permana, 2023).

CONCLUSION

Terms in the world of tourism have an important role in facilitating uniform communication and understanding among tourism industry professionals and stakeholders. From hospitality to restaurants, these terms help in standardizing practices and processes, as well as facilitating the effective exchange of information in an environment full of linguistic and cultural diversity. In the hospitality sector, terms such as *room service , front office , check -in, check-out ,* and *extra Bed* is part of the guest's

experience of staying at a hotel. They ensure that guests feel welcomed, are provided with outstanding service, and have a comfortable experience during their stay.

Meanwhile, in the field of tourist destinations, terms such as tickets and tourists play a role in facilitating tourists' travel and exploration in various destinations. They provide important information about tourist destinations, allow travelers to better plan their trips, and enhance their experience while on vacation. In the restaurant sector, terms such as *breakfast , buffet* , and *a'la The carte* shows the different types of food services offered to customers. From breakfast to dinner, these restaurants provide a variety of food choices according to customer tastes and preferences. An understanding of terms in the world of tourism is not only important for professionals in this industry, but also for tourists and the general public. By understanding these terms, we can better appreciate and understand various aspects of the tourism industry, and contribute positively to its development.

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