

**NAPOMENA: Provera „Obaveznih reči“ predstavlja samo jedan segment usmenog dela ispita.
Opis celokupnog ispita pogledati u dokumentu ENGLSKI JEZIK A3 –
ISPITNA PITANJA.**

THE LIST OF TECH WORD, ENGLISH LANGUAGE IN TOURISM – EJA3

| <u>ENVIRONMENTAL ISSUES</u> | <u>LAW&CUSTOMER RELATIONS</u> | <u>CULTURAL HERITAGE&ARTS</u> |
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| sustainable tourism low-impact tourism green energy energy waste natural resources indigineous community cultural diversity biodiversity conservation project wildlife habitat reclaimed land overconsumption recycling | terms&conditions null&void (contract) provision of the contract a breach of contract validity period legislation in force customer loyalty customer defection customer retention customer satisfaction red-carpet treatment preferential treatment upgrade tangible&tangible features (tourist product&services) | architectural style period furniture to commemorate anniversary reconstruction reminiscence art historian/curator legacy exhibition collection artefact exhibit to depict coronet mosaic fresco mural marble copper bronze carving etching frieze gable gilt watercolour oil on canvas still life pillar arch spire spear |
| <u>TRANSPORTATION</u> frequent flyer programme runway open-jaw ticket code-sharing agreement hub airport full fare paying passenger to allocate seats short-hop flight stand-by passenger jet lag stopover harbor/quay/dock naval shipyard liner gangway muster station maitre d’hotel | <u>BUSINESS/AGENCY&HOTEL OPERATIONS</u> MICE incentive loan holidaymakers inbound passengers conference delegates overseas subsidiary to subtract a company rack tariff (rate) cancellation charges catering firm retail agency wholesale operator to swamp a market to generate income | |

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| <p>guard roundabout toll station wagon coach puncture shuttle rolling stock platform starboard shipyard crossing congestion commuters subway purser to set off to pick sb. up to drop sb. off to get around to hang around to get on/get off</p> <p><u>IT SECTOR</u></p> <p>e-commerce e-travel virtual tours to go viral create a blog post a message app store browse Internet tech savvy</p> | <p>commission market saturation commodity prices labour costs maintenance costs tourist receipts occupancy rates bid cold calling/telesales to generate income to bounce (cheque) to sort out (itinerary) to draw up (contract) to make out (tickets) to carry out (project) to put sb. up to cut down on</p> <p><u>HOTEL FACILITIES&THINGS</u></p> <p><u>TO DO</u></p> <p>amenities chalet accommodation business venue business facilities (examples) state of the art equipment banqueting facilities floodlit tennis court volleyball court karaoke lounge golf course bowling alley rock climbing jungle trekking scuba diving snorkeling ice-skating rink ski run well-appointed room self-contained accommodation well-furnished suite room allocation</p> | <p>sword shield portico facade column chariot cart carriage helmet armour artisans handicraft sculpture statue nude landscape portrait bust necklace bracelet cloak replica memorabilia hands-on (museum)</p> |
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