



## Industry Of The Month: Air Travel

### Become An Insider

In today's business world, cooperation and collaboration are one of the keys to success. Gone are the days when an accounting clerk simply sat at a desk looking at a financial ledger or a balance sheet for eight hours, oblivious to what everyone else in the company is doing. These days, most of us have contact with a wide range of functional areas, both internal and external. And it pays to know the jargon, especially in English.

Our monthly feature "Become An insider" focuses on the lingo for a specific industry, business sector or area of a company. Our aim is to help you become familiar with some of the standard vocabulary in various areas and put you on the path to expanding your business English.

This month our focus is on air travel - and corporate travel departments. For many people, business travel is part of their job. According to Statista, in 2015 business travel contributed more than \$1 trillion to the global economy. Corporate travel departments play a key role in making life on the road for employees easier and more cost effective. So it pays to be able to communicate with them.

### What is....?

#### IATA

**The International Air Transport Association (IATA) is the trade association for the world's airlines, representing some 275 airlines or 83% of total air traffic. It supports many areas of aviation activity and helps formulate industry policy on critical aviation issues.**

**"IATA Calls On European Commission To Regulate Airport Monopolies."  
(Aviation Week)**

## Travel department basics

Below are some of the basic terms used in the air travel industry. See if you can match the English term with the German word.

1) itinerary	nicht erstattungsfähig
2) travel expense report	Flugpreis
3) rebooking	Zahlungsmittel
4) cancellation deadline	Buchung
5) airfare	Umbuchung
6) non-refundable	Reisekostenabrechnung
7) method of payment	Stornierungsfrist
8) reservation	Reiseplan

The solutions are on page 41.

## The travel lingo challenge

Below are a couple of typical notices that you might receive from the travel department for a flight booking. See if you can come up with the German translation for the highlighted terms on your own:

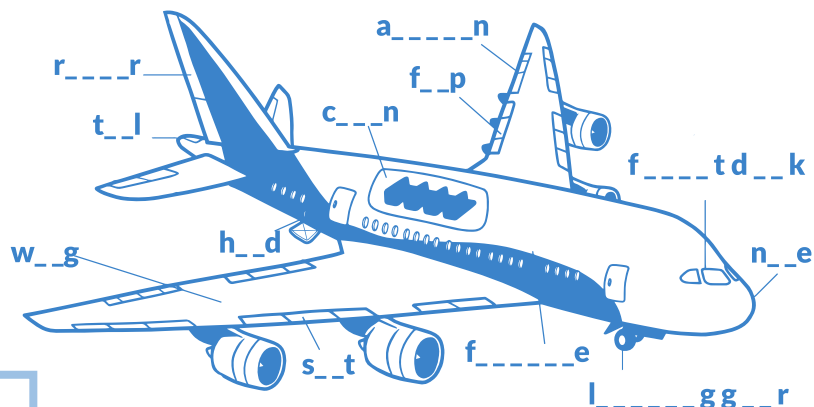
1. Please cancel your trip prior to the **SCHEDULED DEPARTURE TIME**. Unless otherwise noted, your ticket may be **NON-REFUNDABLE** and the **CARRIER** may assess additional **FEES** in case of a **NO-SHOW**.
2. **REBOOKINGS** are generally permitted only for the same **AIRLINE**, **BOOKING CLASS** and **ROUTE**.

## What do they call that thing?

How familiar are you with airplane terminology - in English? Test your knowledge below and fill-in the missing letters to complete the term.

### Parts of an aircraft

Aeroplane (UK)  
Airplane (US)



The solutions are on page 41.

10th unit, 21 May 2026

**Aircraft parts**

r\_\_\_\_r      rudder

t\_\_l      tail

w\_\_g      wing

h\_\_d      hold

s\_\_t      slat

f\_\_\_\_\_e      fuselage

l\_\_\_\_g g\_\_r      landing gear

n\_\_e      nose

f\_\_\_\_\_t d\_\_k      flight deck

a\_\_\_\_\_n      aileron

f\_\_p      flap

c\_\_\_\_n      cabin

**Travel department basics**

1. itinerary

2. travel expense report

3. rebooking

4. cancellation deadline

5. airfare

6. non-refundable

7. method of payment

8. reservation

# Become An Insider

## Travel department basics

- 1) Reiseplan
- 2) Reisekostenabrechnung
- 3) Umbuchungen
- 4) Stornierungsfrist
- 5) Flugpreis
- 6) nicht erstattungsfähig
- 7) Zahlungsmittel
- 8) Reservierung/Buchung