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*Pitanje broj 2*

1. The impact of tourism on the host community's culture and historic sites.
2. The impact of tourism on wildlife and coastline.
3. Sustainable solutions for green hotels.
4. Bumping passengers and overbooked flights.
5. Types of room rates and different hotel contracts.
6. Quality service in tourism, handling complaints.
7. How can tourism industry prevent customer defection?
8. How can travel agents retain their customers?
9. Incentive schemes for customer loyalty.
10. Dining, leisure and entertainment facilities.

11. What is the core of any hotel industry?
12. What should a hotel chain take into account when choosing a site to build a new hotel?
13. How to select and develop a new destination.
14. Destination brand image and country branding.
15. Established centre, new development site, and suburban areas as tourist locations.
16. Budget hotels and low-cost airlines.
17. Online agents and e-Travel.
18. Different activities during holiday and places to do them.
19. The role of NTOs and TICs.
20. Built and natural attractions, UNESCO World Heritage Site.
21. Types of visitors, guides and tours in museums.
22. What is the role of museums in tourism today?
23. Describe an artifact.
24. Tourism and film/TV.
25. How are business travellers different from other travellers?
26. What airport facilities cater for business travellers?
27. How easy is it for passengers/guests to get an upgrade?
28. Seven steps for being upgraded from economy to business class.
29. Organizing and holding a business meeting.
30. Event management/coordination.