



TEACHING AND ASSESSMENT OF THE AIRLINE INDUSTRY

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FREE STATE PROVINCE



tourism
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Tourism
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Airport and Aircraft Terminology & Seating configuration

The **basic terms** and **concepts** used in air transport.



Airport terminology

Gateway

A gateway is an **entry/exit point** into or out of a country.

Example: O.R. Tambo International Airport in Johannesburg - the main gateway into and out of South Africa. Most international tourists travelling by air enter South Africa through this airport.

Many different gateways into a country (depending on the mode of transport)

By road: border posts like Beit Bridge between Zimbabwe and South Africa;

By air it: airports where aircraft land

By rail: the last train station before leaving the country, or the first train station after entering the country (for example at Mafikeng before going into Miga in Botswana)

By water: the harbours or ports where a ship docks.

Airport terminology

Inbound:

Coming INTO a country. Can refer to a flight or a tourist.



Outbound:

Going OUT of a country. Can refer to a flight or a tourist.



Domestic:

Within the borders of a country/local. Can refer to a flight or a tourist.

Regional:

Flights within a particular region, for example a flight from South Africa to Botswana (or any other country within the SADC region) or *vice versa*.

International flights:

Flights that cross the border of another country, for example a flight from South Africa to Germany is referred to as an international flight.

Intercontinental flights:

Intercontinental flights are flights between two continents, for example a flight from a country in Africa (African Continent) to a country in Europe

Airport terminology

Transcontinental flights:

Flights across a continent, for example a flight from Namibia (African continent) to Egypt (African continent).

Transatlantic flights: Flights across the Atlantic ocean from South America to Africa or Africa to South America, for example a flight from South Africa to Brazil.

Connecting flights: the second or third flights to reach the final destination. It may include an overnight stopover in between flights.

Legs of a flight: the different sections of a journey to reach the final destination

Transit: a restricted state /area where a passenger is not allowed to leave the transit area without a transit visa. Transit passengers do not leave the airport, they have left one flight, and are waiting to board the next flight on their journey.

Airport terminology

Long-haul flights:

Flights over long distances, for example a flight from South Africa to Australia. (6 hours and longer - wider bodied aircraft)

Medium-haul flights:

Flights between 3 and 6 hours

Short-haul flights:

Flights under 3 hours

Chartered flights:

These are flights on aircraft that are hired by private companies or individuals, and customers' needs determine the size of the aircraft, the point of departure, destination and time of departure. Unscheduled flights.

Renting an entire aircraft as opposed to individual aircraft seats (i.e. purchasing a ticket through a traditional airline).

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Airport terminology

Terminal:

The airport building that allows passengers to go through the process of **boarding** and **disembarking** their flights. O.R. Tambo International has six terminals which have been divided into **international**, **domestic** and **transit** terminals. These are further divided into **arrival** and **departure** terminals.



Airport terminology

Landside: The landside part of the airport is the part that is open to passengers and other visitors. If you visited an airport to have a look at the facilities or to say goodbye to a friend who is leaving by plane, you will only be able to access the landside part of the airport.

Airside: The airside part of the airport is the part that passengers can access after they have gone through check-in, security and other control points. Visitors are not allowed to go into the airside part of the airport.



Airport terminology

Gate:

This is the physical area of the airport through which passengers enter to board or disembark from their flights. The number of gates at an airport will depend on the size of the airport. Passengers are told through which gate they will board and this information is also on their **boarding pass**.



Airport terminology

Check-in counter

The first place a passenger goes to after arriving at the airport. The passenger's documents such as identity documents, passports and bookings on a flight are confirmed or verified. Baggage is weighed and labelled before being sent to the cargo hold. Passengers can make any special requests such as preferred seats or meal requirements at this point and they are issued with a **boarding pass**.



Airport terminology

Speed check-in kiosks

Passengers without checked baggage can use the speed **check-in kiosks** to check in for their flights. These kiosks are usually self-service and as long as a passenger does not have any luggage or special requests, they can use them to check in for their flights quickly and efficiently.



The kiosks are located within the airport terminal and have touch screens where you are able to access your flight with your booking reference number. A passenger is able to select a seat and print the boarding pass. This must be done 90 minutes before departure.

Boarding pass

A document that proves the passenger has permission to board a particular flight. It contains the passenger's name, the name of the flight, the departure time, and the gate at which the passenger boards the flight and the seat number. Most boarding passes have an electronic barcode that allows the gate agent at the boarding gate to check the passenger's flight on board a particular aircraft.

Gate agent – airline staff member who checks passengers going through the departure gate

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ENGELBRECHT/E MRS
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GATES CLOSE 15 MIN PRIOR TO DOMESTIC AND 20 MIN PRIOR TO INTERNATIONAL DEPARTURES

ETKT 0834747518251-1

Not valid without flight coupon or e-ticket number

ECONOMY Boarding Pass

KIM JNB

18 FEBR

SA 1102

05 C

032 032 Y

Boarding Pass | SOUTH AFRICAN AIRWAYS

Name: **ENGELBRECHT/E MRS**
FQTV SA – 32771307/BLUE

From: **KIMBERLEY**
To: **JOHANNESBURG**

Flight	Class	Date	Time
SA 1102	Y	18 FEB	0755

Gate	Boarding Time	Seat	No Smoking
	0735	05C	XX

Pc: Wt: www.flysaa.com

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Airport terminology

Security control points

Airport security checkpoints ensure that items that are prohibited do not enter the plane. Body scanners, x-ray machines and other security devices are used to search passengers' bodies and their baggage.



Airport terminology

Boarding:

The action of getting onto an aircraft. Passengers enter through a gate that leads to the plane. At the gate attendants cross check the flight information on their boarding passes and confirm whether they should be on that particular flight, then they proceed to the plane. To get to the plane they use a skywalk*, walk or get onto an airport shuttle bus. Once at the plane, flight attendants direct passengers to their seats. Boarding times are shown on boarding pass and alert passengers where and when to start boarding procedures.



Airport terminology

Carousel

A carousel is usually a conveyor belt that carries checked luggage to the baggage claim area where passengers can then pick up their baggage.



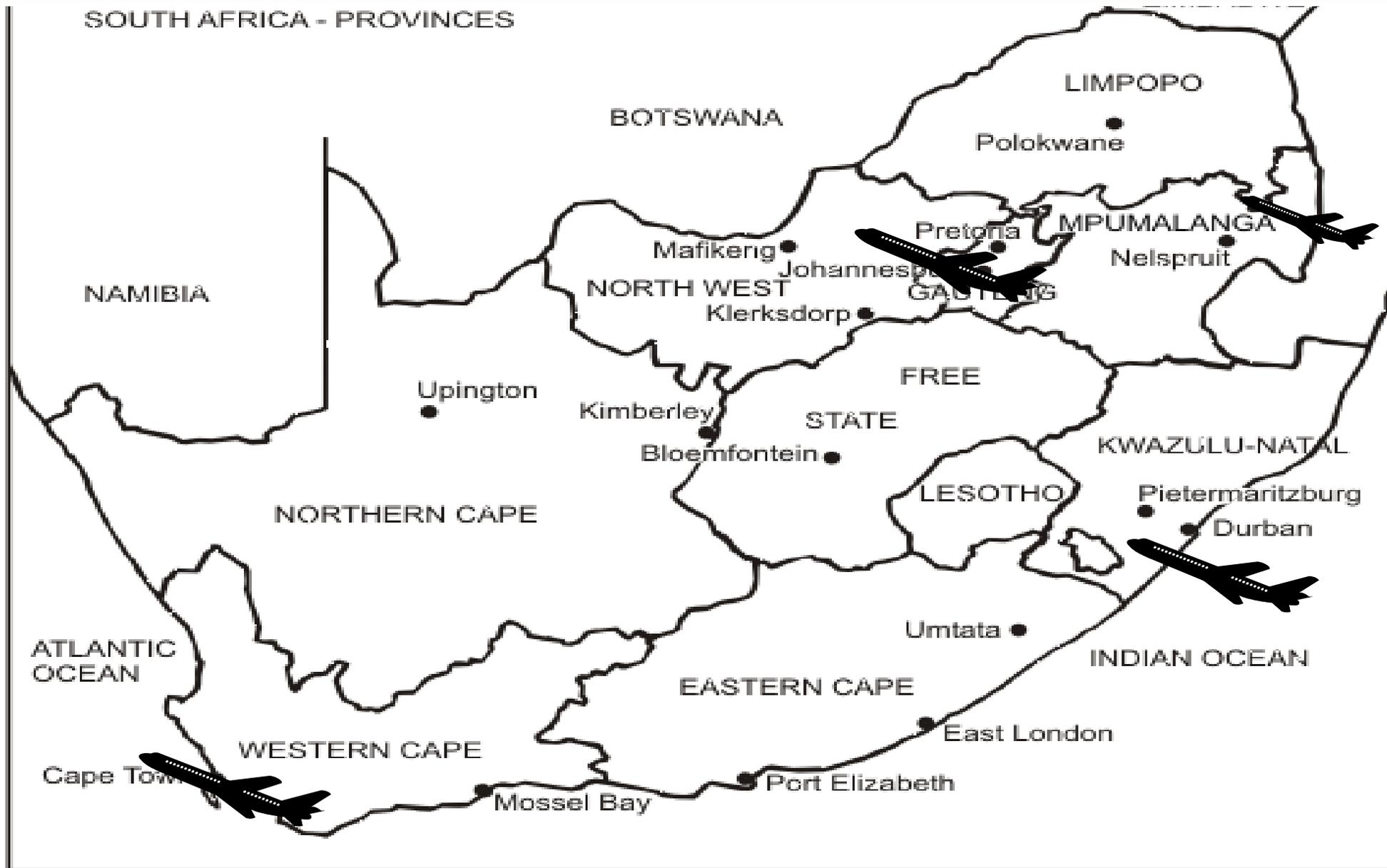
Airport terminology

Baggage claim area

This is the point at the end of a flight passengers can pick up the baggage they checked into the luggage hold at the end of a flight. To help passengers find the carousel where they can fetch their luggage, display boards in the baggage claim area indicate the flight number and where the flight came from.



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SA AIRLINK



COMAIR



BRITISH AIRWAYS



INCOMING INTERNATIONAL FLIGHTS (INbound)



OUTGOING INTERNATIONAL FLIGHTS (OUTbound)



OR TAMBO INTERNATIONAL AIRPORT



MAIN GATEWAY INTO SOUTH AFRICA



THANK YOU

THE END