

# Study Guide for HFT 1000 - Fall 2013

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There are 6 Modules for this test; therefore, you should be familiar with the five bulleted items for each module in preparation for exam 2. The final exam consists of 50 questions, multiple choice or true/false.

## Module 7

- What are the Types of RVs (classifications) (you will see photos of Class A, etc.)
  - 2 Categories
    - Motor Homes
      - Type A- largest
      - Type B- smallest
      - Type C- middle
    - Towable
      - Folding camping trailers
      - Truck campers
      - Conventional/sport utility travel trailers
      - Fifth-wheel travel trailers
- Understand Why Do People Choose RVs? (Reasons 1-7, several slides)
  - Flexibility and convenience
    - Hassle free way to see America
    - Go wherever/whenever
  - Comfort
    - Kitchens and baths
    - Rooms slide
    - Air and heat
    - Tv and amenities
  - Family appeal
    - Pleasant way to travel as family
    - Improve family communications
    - Strengthens family relationships
  - Affordability
    - More affordable than other traveling
    - Save up to 74%
  - Lure of the outdoors
    - Many sites to see
    - Comfort of home
    - Able to haul: atv, etc
  - Versatility

- Year-round for wide variety of purposes in addition to traveling (shopping, sporting events, horse shows)
  - Rentals available
    - Try one before you buy one
    - Grew 34% in 2004
- On the slide Higher Gas Prices, how many miles per gallon does the average RV get?
  - RV's usually get 6-7 mpg
- Which age group is listed on the slide, 'The Recession' as RV enthusiasts despite 'difficult purchasing conditions'?
  - Baby Boomers
- What is the predicted future of the RV Market (no need to click on the link, just know the slide bullets)
  - That the purchases will increase
  - Ownership for ages in 35-54 seems to be the largest
  - Green technologies/ fuel efficient / lighter and smaller ones will be made
  - Smaller number of manufacturers
  - Major brands will emerge under new management
  - RV lemon law
  - Government will impose more rules and laws on RV industry
  - More RV parks and camping facilities
  - More people will rent RV to test

## Module 8

- What is the percentage of person-trips made by auto (slide 8)
  - 80% of person-trips are made by auto in the U.S
- Understand the trend depicted on the slide #of Rental Cars in the US (slide 19)\
  - It goes down and up for about 4 years at a time and in 2010 we are on a decline
- Who is the leader in the Rental Car Industry (slide 32)
  - Enterprise is by far the number 1 leader in revenue at \$7.4 billion
- What are the two major markets in the Rental Car Industry (slide 40)
  - Corporate- Cars distributed to airports and hotels
  - Leisure- Cars distributed to agency owned facilities that are conveniently located within most major roads and metropolitan areas
- What are the complaints of the current Rental Car Industry on the slide The Recession (slide 49)
  - Dirty cars
  - Less service
  - Longer lines
  - Fewer choices of models/makes of cars
- Who was Joe Saunders first customer at Rent a Car in 1906. Who did the customer have with him?

- His first customer was a traveling salesman who had a date with a local girl

## Module 9

- Why do people choose the Rail System (slide 6)
  - The primary goal of any passenger transportation system is to provide mobility enabling people to move from place to place
  - Other goals
    - Safety
    - Reliable
    - Speed
    - Convenience
    - Comfort
- When did the first steam locomotive open for service (day, date, and city), slide/video 9
  - Christmas day of 1830 in Charleston
- What company is the primary provider of Rail Service in the US (slide 19)?
  - Amtrak
- What has the US National Park Service considered installing within Yosemite National Park (slide 30)?
  - Installing a solar powered train in effort to eliminate automobile traffic and pollution
- Know the bullets on International Rail Service (slide 36)
  - Passenger rail service is more important outside of North America
  - Rail service industry is still very important in Europe and Asia countries
    - Faster and cheaper than air
    - High speed trains carry passengers from large population centers
    - Channel (1994) allows travelers to travel between Europe and UK by train
- Who built the railroad from St. Augustine to Miami? What college is named after him?
  - Henry Flagler and Flagler University is named after him

## Module 10

- **Know the bullets on The Cruise Industry**
  - It is the fastest **growing** segment of travel in US