

	English	Czech	Danish	Dutch	Finnish	French	German	Italian	Japanese	Spanish	Swedish
<b>A</b>	Accessibility	poistupnost	tilgængelighed	toegankelijkheid	sisäänpääsy	accessibilité	erreichbarkeit, zutritts-möglichkeit	accessibilità	ribensei	accesibilidad	tillträde
	ADA	americký zákon proti diskriminaci postizených	forbud mod diskriminering af handicappede	Amerikaanse Invaliditeitswet	Amerikan vammaisasetus	lois anti discrimination	amerikanische regularien für die gleichbehandlung behinde	decreto Americano per i diritti dei disabil	Amerika shougaisa hou	ley norteamericana de derechos de los discapacitados	n/a
	Admission	vstupné	entré	toegang	sisäänpääsy	accès à, admission	zutritt, eintritt	ammissione	nyuujou, kyoka	precio de entrada	inträde
	Advance sales	poedprodej	forsalg	voorverkoop	ennakkomyynti	préventes	vorverkauf	prevendita	maeuri	ventas anticipadas	förköp
	Amphitheatre	amfiteatr	amfiteater	amfiteater	amfiteateri	amphithéâtre	amfiteater	amfiteatro	enkei gekijou, tougijou	anfiteatro	amfiteater
	Answering machine	automaticky tel operátor.	telefonsvarer	antwoordapparaat	puhelinvastaaja	répondeur téléphonique	automatischer telefonbeantworter	risponditore elettronico	rusuban denwa	contestador automático	telefonsvarare
	Application Program Interface (API)	API	API	API	sovellusliittymä	interface de programme d'application	API, anwendungs-schnittstelle		API	aplicación de programa de interface	Application Program Interface (API)
	Application Service Provider (ASP)	ASP	ASP	ASP	palvelukeskus	service d'application	anwendungsprovider		ASP	proveedor de servicio de aplicaciones	Application Service Provider (ASP)
	Arena	aréna	Arena	arena	areena, kenttä	arène	arena	arena	gaikan	estadio, pabellón o recinto	arena
	Asap (as soon as possible)	co nejdoive	hurtigst muligt	zo spoedig mogelijk	mahdollisimman pian	au plus tôt	so schnell wie möglich	al più presto possibile	arina	lo antes posible	eng forkortning av så fort som möjligt
	Attendee	účastník	tilskuer	bezoeker, deelnemer	osallistuja	participant	teilnehmer	partecipante	dekirudake hayaku	participante (en un congreso)	deltagare
	Audience	publikum, diváci	publikum	publiek	yleisö	spectateurs, public	besucher, zuschauer	spettatori	syussekisya	público	publik
	Audit	audit (revize účtů)	revision	controle van de boeken	tilintarkastus	vérification des comptes	kassenprüfung	esame dalla contabilità	kankyaku	auditoría	revision
Audit trail	revizní zpráva	revisionsspor	financiële stukken	tilintarkastus	rapport financier	kassenprüfungsunterlagen	traccia di controllo	kaikei kensa, kessan	control económico-financiero	n/a	
Auditorium	hledistě	tilskuerrum	(gehoor)zaal	auditorio, luentosali	salle, auditorium	zuschauerraum	auditorio	kaikei kensa rireki	auditorio	salong	
Auditorium lights	světla v hledisti	rumbelysning	zaallicht	auditorion valot	éclairage de salle	beleuchtung des zuschauerraums	luci dell' auditorio	kankyakuseki, kudou	luces del auditorio	salongbelysning	
Authorization	autorizace, ověoení	bemyndigelse	machtiging	valtuutus	autorisation	autorisierung	autorizzazione	kounin, syounin	autorización	tillåtelse, attest	
Automation	automatizace, komputerizace dat	automatisering	automatisering	automaattivaihde	automatisation	automation	automazione	jidou	informatización de datos	automatisering	
Award	cena	pris	prijs, onderscheiding	palkinto, apuraha	récompense, prix	auszeichnung	premio	syou	premio, galardón	pris	
<b>B</b>	Backstage	zákulisí	bagscene	achter de schermen	näyttämön takana	coulisses	hinter den kulissen	dietro le quinte	gakuya	entre bastidores	bakom scen
	Balancing	porovnáni zisků a ztrát, bilance	afstemning	saldo opmaken	tasapainoitus	solde des comptes	saldierung, ausgleichung	pareggio	tinshaku taisyou, seisan	cuadrar cuentas	balans, bokslut
	Balcony	balkón	balkon	balkon	parveke	balcon	balkon	galleria	barukonii	palco	balkong
	Bar code	čárkový kód	stregkode	streepjescode	bar-koodi	codes barres	balken-code	codice a barre	baakoodo	código de barras	streckkod
	Best seat available	nejlepší volná místa	bedst mulige plads	beste beschikbare plaats	paras jäljellä oleva paikka	meilleure place disponible	bestplatz	miglior posto disponibile	yoiseki	mejor asiento disponible	bästa tillgängliga plats
	Bluetooth	bluetooth	bluetooth	bluetooth	bluetooth	bluetooth	bluetooth-protokoll	bluetooth	bluetooth	bluetooth	bluetooth (Blåtand)
	Board	rada, vybor	bestyrelse	bestuur	hallitus	direction, administration	ausschuss	comitato	iinkai	consejo	styrelse, ledningsgrupp
	Board of directors	správní rada	bestyrelse	raad van beheer	johtokunta	conseil d'administration	aufsichtsrat, vorstand	comitato d'amministrazione	rjikai	consejo de administración	styrelse
	Booking fee	poedplatné	bestillingsgebyr	reserveringskosten	varausmaksu	tarif de réservation	buchungsgebühr	maggiorazione	yoyaku tesuuryou	comisión por gestión de reserva	bokningsavgift
	Box office	divadelní pokladna	billetkontor	kassa	lippuomisto	bureau de location	kartenverkaufsbüro	prevendita	bokkusu ofisu	taquilla	biljettkassa
	Box office counter	poepázka, pult	billetskrankte	kassabalie	lipunmyyntitiski	guichet du bureau de location	kartenverkaufsschalter	biglietteriaacassa di biglietteria	bokkusu ofisu kauntaa	mostrador de taquilla	biljettdisk
	Box office manager	manazer (vedoucí) pokladny	leder af billetkontor	hoofd kassa	lippuomiston päällikkö	responsable du bureau de location	manager des kartenverkaufsbüros	responsabile biglietteria	bokkusu ofisu maneejaa	encargado de taquilla	kassaansvarig
	Box office window	okénko, pult	billetluge	kassaloket	lippuomiston ikkuna	guichet	kartenverkaufsschalter	sportello biglietteria	bokkusu ofisu madoguti	ventanilla	biljettlucka
Box Seat	sedadlo v lózi	logeplads	logeplatts	aitio	loge (baignorie)	loge	posto in un palco	bokkusu seki	asiento de palco	logeplats	
Broadcast e-mail		broadcast e-mail	broadcast e-mail		multidiffusion de mels	e-mail-rundschreiben		burohdokyasuto fax	difusión de email	massutskick av email (elektronisk post)	
Broadcast fax		broadcast fax	broadcast fax	multifax	multidiffusion de fax	fax-rundschreiben		burohdokyasuto e meiru	difusión de fax	massutskick av fax	
Brochure	leták, reklamní brozura	brochure	brochure	esite	plaqueette	katalog, publikation, programmvorschau	opuscolo	panfuretto	guía de espectáculos	broschyr	
Browser	prohlizec	browser	browser	selain	navigateur	browser	browser	burauza	navegador	browser	
Business to business	obchod po internetu	business to business	business to business	business to business	business to business	business to business	b2b	bijinesu chu bijinesu	business to business	business-to-business	

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C	Cabo = (collect at box office) Call distributor	rezervace, zamluvené vstupenky v pokladně	afhentning på billetkontor automatisk omstilling	aan kassa af te halen elektronische verdeler van inkomende telefoong	lipun lunastus lip putoimistosta vaihde	prise des billets au guichet distributeur d' appels	abholung im kartenverkaufsbüro anrufverteiler	ritiro presso la biglietteria distributore di chiamate	tiketto no torioki	recoger en taquilla distribuidor de llamadas	uthämtning telefonväxel	
	Call sequencer		telefonkoe	elektronische wachtrij van inkomende telefoong	sarjapuheluohjaus	séquenceur d' appels	anrufverwaiter	ordinatore di chiamate in sequenza (sequenz)		secuenciador de llamadas	n/a	
	Cancellation Capacity Cash CD-ROM Chamber Charge Chart	storno objednávky kapacita hotové peníze CD ROM komora cena graf, diagram, tabulka	aflysning kapacitet kontant CD ROM kammer pris grafisk fremstilling	annulering capaciteit contanten, kasgeld CD-ROM kamer tarief, kosten tabel, lijst	peruutus kapasiteetti kateinen CD ROM kamari maksu taulukko		annulation capacité caisse CD-ROM chambre (musique de..) frais, prix diagramme	annullierung kapazität bar cd rom kammer gebühr schaubild	cancellazione capienza contanti CD ROM camera prezzo quadro informativo	chushi, torikeshi syuuyouninzuu genkin CD ROM shitsunaigaku ryoukin chaato, zasekihyou	cancelación aforo cd-rom precio, tarifa cuadro o diagrama informativo	återbud kapacitet kontanter CD-ROM kammare avgift tabell, tablå
	Client/Server	klient/server	client/server		asiakas/palvelin sovellus	client-serveur	client/server	client/server	kuraianto sabaa	cliente/servidor	client/server	
	Commission fee	provize	bestillingsgebyr	commissie, provisie	palkkio	montant des commissions concurrent	provisionsgebühr	commissione	tesuuryou tiketto madoguchi tomeoki raibaru, kyougou	comisión	provision	
	Competitor		konkurrent	concurrent, rival	kilpailija		konkurrent, wettbewerber freikarte			competidor	medtävlande, konkurrent fribiljett	
	Complimentary ticket	volná vstupenka	fribillet	vrijkaart	kutsuvieraslippu	billet de faveur		biglietto omaggio	syoutaiken, yuutaiken	invitación o entrada gratuita		
	Contribution	finanční příspěvek, dar	bidrag	bijdrage	avustus	don	beitrag, spende, unterstützung kredit-karte kontingentierung	contributo carta di credito vendita su commissione	kifu	contribución	avtal om försäljning av alotments konsult	
	Consignment	komisní prodej	forhandlraftale	consignatie		dépôt de billets		consulente konsarutanto kurejitto kaado kurejitto kaado hanbai	itaku	entradas en puntos de venta consulor tarjeta de crédito ventas con tarjeta de crédito		
	Consultant Credit card Credit card sales	poradce kreditní karta prodané vstupenky hrazené kreditními kartami	konsulent kreditkort salg via kreditkort	adviseur, expert credit card verkoop per credit card	konsultti luottokortti luottokorttimyynti	consultant carte de crédit ventes par carte de crédit	berater verkäufe mit kreditkarte	consulente vendite con carta di credito	konsarutanto kurejitto kaado kurejitto kaado hanbai	consulor tarjeta de crédito ventas con tarjeta de crédito	bidrag kreditkort kreditkortsförsäljning	
	Customer Customer relationship management (CRM) Customer service	zákazník CRM sluzba zákazníkům	kunde CRM kundeservice	klant customer relationship management klantenservice	asiakas CRM asiakaspalvelu	client CRM service au client	kunde pflege der kundenbeziehungen kunden-service	cliente servizio clienti	kokyaku kokyaku saabisu	cliente gestión de relación con el cliente servicio de atención al cliente	kund CRM kundtjänst	
	D	Data Database Data Encryption Debit card	dat databáze, databanka debetní karta	data database kryptering kobekort	data database data encryption betaalpas	data, tieto tietokanta datan salaus pankkikortti	données base de données chiffrement de données carte a paiement immédiat	daten datenbank datenverschlüsselung bank-karte	raccolta dati carta di debito	dehta detabesu dehta angouka debitto kaado	datos base de datos codificación de datos tarjeta de débito	data, fakta databas datakryptering konkort med direktdebitering
		Delegate Demographic	delegát, zástupce demograficky	delegeret demografisk	afgevaardigde demografisch	edustaja, osallistuja demografinen	délégué données démographiques signature électronique	delegierter demografische erhebung elektronische unterschrift elektronische geldbörse	delegato demografica	hakendan, daihyouiin bunrui zokusei	delegado demográfico	delegat, deltagare demografi
		Digital Signature	digitální podpis	digital signatur	digitale handtekening	digitaalinen allekirjoitus				dejitaru shomei	firma digital	digital signatur
		Digital Wallet	digitální peněženka	digital tegnebog	digital wallet	digitaalinen lompakko	porte-monnaie électronique	körperbehinderung rabatt, nachlass tele-schulung	disabilità sconto apprendimento a distanza	denshi saifu, denshi woretto syougai waribiki zaitaku gakushuu	monedero digital	handikapp rabatt studera på distans (coloquial: tele-enseñanza)
		Disability Discount Distance learning	invalidita sleva, rabat vyuka na dálku	handicap rabat fjernundervisning	handicap korting tele - onderwijs	vammaisuus alennus etäopiskelu	distribution nom de domaine vente à porte	verteilung domänen name abendkasse	distribuzione nome del dominio vendita al teatro	bunpai domein nemu tujituken hanbai	discapacidad descuento enseñanza no presencial (coloquial: tele-enseñanza)	distribution domän namn dörrförsäljning
		Distribution Domain name Door sales	distribuce zaregistrovana domena prodej vstupenek těsně poed začátkem poedstavení	distribution domæne navn dorsalg	verspreiding domeinnaam verkoop aan de zaal	jakelu domain-nimi ovimyynti	double réservation	doppelte buchung	prenotazione doppia	nijuu uri	doble reserva	dubbelboking
		Double booking	dvojí rezervace	dobbelt booking	dubbelboeking	kaksinkertainen varaus						

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<b>D</b>	Downloading	poenos dat z počítače na počítač	overfore	laden van computer-programma	tiedon siirto keskuskoneelta	transfert premier balcon, herunterladen erster rang	caricamento	daunroodosuru	Transferencia de datos		nerladdning
	Dress circle Dressing the house	první balkón naplnění divadla držitelé čestných vstupenek	1. balkon klaede salen paa	eerste balkon zaal vullen door het weggeven van vrijkaarten	tayttomyynti	corbeille répartir le public dans la salle	einteilung in einteilung in preiskategorien	galleria arredare la casa	nikai syoumenseki kankyaku haichi no bunsan	piso principal distribución del público en la sala	första balkong n/a
	Dumping the ticket	prodát vstupenku pod cenou	billetprisnedsættelse	uitverkoop' van kaarten	myydä lippu alennuksella	brader les places	ausverkauf' von karten	scaricare il biglietto	tiketno no danpingu	venta de entradas a precio reducido	prisdumpning
	Duplicate ticket	zdvojená vstupenka	dobbeltbillet	duplikaatkaartje	lipun kaksoiskappale	doublon	doppelte karte	duplicare il biglietto	chiketto no saihaikou	entrada duplicada	kopierad biljett
<b>E</b>	E-commerce	elektronicky prodej (prostoednictvím internetu)	elektronisk handel	E-commerce	sahkoinen kaupankäynti	commerce électronique	e-commerce	commercio elettronico	denshi shoutorihiki	comercio electrónico	e-handel
	EFT	elektronicky systém poevodu finančních prostoedků	Automatisk penge overforsel	elektronisch bankieren	elektroninen suoritusensiirto	transfert electronique de fonds	elektronische zahlungsabwicklung	trasferimento elettronico di fondi	denshin furikomi	transferencia electrónica de fondos	EFT
	Electronic data interchange (EDI)	elektronická výměna dat	EDI	EDI	organisaatioiden välinen tiedonsiirto	échange de données informatisées	EDI format		EDI	intercambio de datos electrónicos	EDI
	Electronic Mail (e-mail)	elektronická posta	E Mail	electronic mail (e-mail)	sahkoposti	messenger électronique	aufzug	posta elettronica	denshi meru erebeetaa	correo electrónico	e-post
	Elevator	vytah, zdvizec	elevator	lift	hissi	ascenseur	unterschlagung	ascensore	ouryou, tukaikomi	ascensor	förskingring
	Embezzlement	zpronevěra, defraudace	forfalskning	verduistering	kavallus	détournement de fonds		sottrazione		malversación de fondos, desfalco	
	Emergency door Equipment	nouzovy vychod vybavení	nodudgang udstyr	nooduitgang uitrusting	varauuskäynti laitteet	issue de secours équipement	notausgang ausrüstung mit geräten	uscita di sicurezza attrezzatura	hijou doa setubi	salida de emergencia equipo, maquinaria, herramientas	nödutgång utrustning
	Ergonomics	ergonomika	ergonomi	ergonomie	ergonomia	ergonomie	ergonomie	ergonomia	shokuba kankyou sekkei	ergonomía	ergonomi
	Event	událost	begivenhed	evenement	tapautuma	événement	veranstaltung	manifestazione	kougyou	actuación, acontecimiento	evenemang
	Exchange Exhibition Exhibitor Exit Extensible markup language (XML)	výměna vystava vystavovatel vychod	veksling udstilling udstiller udgang XML	ruil tentoonstelling exposant uitgang XML	vaihto näyttely näyttellepanija varauuskäyttävä merkkauskieli	échange exposition, salon exposant sortie XML	austausch ausstellung aussteller ausgang XML-format	scambiare esibizione esibitore uscita	koukan tenjikai, tenrankai syuppinsya deguchi XML	cambio exposición expositor salida lenguaje extenso del margen de beneficio	utbyte utställning utstäre utgång XML
<b>F</b>	Facility	zařízení	facilitet	gebouw, voorziening	laitos, tila	équipements	einrichtung, facilität	provvedimento installazione	setubi, shisetsu	instalaciones, suministro de servicios y/o equipo	lokal, hjälpmedel
	Fax sales	prodej prostoednictvím faxu	salg via telefax	verkoop per fax	fax-myynti	ventes par fax	buchung per fax	vendite via fax	fakkusu hanbai	ventas por fax	försäljning via fax
	Fee	poplatek	gebyr	provisie	palkkio	tarif	gebühr	tariffa	ryoukin, tesuuryou	tarifa, comisión	avgift
	Fire alarm	pozární hlásič	brandalarm	brandalarm	palohälytys	alarme incendies	feualarm	alarme anti-incendio	kasai keihou	alarma de incendios	brandlarm
	Fire code	pozární poedpisy	brandbestemmelse	brandweervoorschrift	paloturvalaki	consignes de sécurité incendie	sicherheitsvorschriften, brandschutzverordnung extincteur	ordinanza antincendio	shoubou hou	ordenanza anti incendios	brandföreskrifter
	Fire extinguisher	hasiči poistroj	brandslukker	brandblusser	palosammutin	extincteur	feuerlöscher	estintore	syoukaki	extintor de incendios	brandsläckare
	Fireman	pozárník, hasič	brandmand	brandweerman	palomies	pompier	feuerwehrmann	pompieri	syouboushi	bombero	brandman
	Flex pass	flexibilní poedplatné	abonnement med stor fleksibilitet	pas voor keuze-abonnement	valinnaislippu	abonnement variable	flexibles abonnement	abbonamento a scelta	tooshi ken	abono flexible	n/a
	Floor plan	zasedací poóádek	gulvplan	stoelenplan	katsomokartta	plan de salle	sitzplan	pianta del teatro	furoa puran	plano de la sala	ritning, arenaplan
	Floppy (disk)	disketa	floppy disk	floppy (disk)	levyke	disquette	diskette	floppy (dischetto)	furoppii desuku	diskette	disk
Flyer	leták, informační bulletin	flyveblad	strooibiljet	lehtinen	prospectus	flugblatt	volantino	tirashi	panfleto informativo	flygblad	
Forgery	padělek, falzifikát	dokumentfalsk	vervalsing	väärennös	contrefaçon	fälschung	falsificazione	gizoubutsu	falsificación	förfalskning	
Fraud	podvod	bedrageri	fraude, bedrog	rikos	fraude	betrug	frode	sagi(koui)	fraude	bedrägeri	
Full house	vyprodáno	udsolgt	uitverkochte zaal	täynnä	salle comble	ausverkauft	tutto esaurito	ooiri manin	entradas agotadas	utsält	
Funding	akumulovat finance ve fondu	stoette	financiering	rahoitus	mécenat;subventions	einen fond einrichten, gelder sammeln	finanziamento	(shikin) enjo	financiación	insamling, fond	

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<b>G</b>	Gallery	galerie	galleri	schellinkje	galleria (esiintyjien) odotushuo	dermier balcon, poulailler loge des comptage des coupons	galerie	loggione	bijutukan	gallinero	galleriplats, billigaste platsen I salongen publiksiffra
	Gate	počet platicích diváků	optælling af billetsnipper som kontrol	ingang; telling controlestroken	portti		anzahl teilnehmer	frequenza	nyuujousha sousuu	recuento de entradas vendidas	
	Green room	společenská místnost herců v zákulisí	skuespillerfoyer	artiestenfoyer	o dostustila	loge des artistes	künstler-garderobe	camerino	gakuya, hikaeshitsu	sala común de descanso para los artistas	green room
	Group discount	sleva pro skupiny	grupperabat	groepskorting	ryhmäalennus	ventes collectives, Gruppen-Rabatt groupées	sconto per gruppi	dantai waribiki	Descuento por reserva de grupo		grupprabatt
	Group sales Groupware	prodej pro skupiny	gruppesalg groupware	groepsverkoop groupware	ryhmämyynti työryhmäohjelmisto	logiciel de groupe de travail	gruppen-verkauf groupware-lösungen	vendite a gruppi	dantai hanbai Guruhpu wear	venta a grupos groupware	grupp försäljning groupware
<b>H</b>	Hall	síň, sál	sal	zaal	halli	salle	saal	sala	koukaidou	sala	sal
	Handicapped	tělesně postizení, invalidé	handicappet	gehandicapt(en)	vammainen	handicapé	körperlich oder geistig behinderter	disabile	shougaisha	discapacitado	handikapped
	Handling charge	správní poplatek	håndteringsgebyr	administratiekosten	käsittelymaksu	frais de manutention	bearbeitungsgebühr	costi amministrativi	toriatsukai tesuuryou	coste administrativo	hanteringsavgift
	Hard tickets	tistěné vstupenky	fortrykte billetter	voorgedrukte kaarten	käsiliiput	ticket fait à la main	konventionelle eintritts- karten	biglietti di dotazione manuale	haado tiketto	entradas convencionales	tryckta biljetter
	Hardware	hardware	edb	hardware, apparatuur	tietokonelaitteet	matériel	hardware	hardware	haadowea	hardware	hårdvara
	Head set	sluchátko s mikrofonem	hovedtelefoner	hoofdtelefoonset	kuuloke	écouteurs	kopfhörer	cuffia auricolare	heddo hon	auriculares	hörapparat
	Hearing aid	sluchadlo	horeapparat	gehoorapparaat	kuuloke	appareil auditif	hörhilfe	apparecchio acustico	hochouki	aparato para sordos	headset
	Hits	hits	hits	hits	osuma	hits	treffér	richieste	hitsu	hits	träffar
	House lights	světla v hledísti	rumlys	zaallicht	esityspaikan valot	éclairage de salle	beleuchtung des besu- cherraumes	luci del teatro	gekijou syoumei	luces de la sala	salongsbelysning
	House manager	manazer budovy	inspektoer	bedrijfsleider	paavahtimestari	chef de salle	manager des houses	amministratore interno	shihainin	jefe de sala	platschef
House seat	sluzební sedadlo	houseseat	directieplaatsen	esityspaikan istuin	places réservées à la direction	dienstplatz	posto del teatro	gekijou zaseki	asientos reservados para personal e invitados	spärrade plaster för direktionen	
Hypertext	hypertextove odkazy	hypertext	hypertext	hyperteksti	hypertexte	hypertext	ipertesto	haipaatekisuto	hipertexto	hypertext	
Hypertext Markup Language (HTML)	HTML	HTML	HTML	HTML	HTML	html	HTML	HTML	HTML	lenguaje de programación utilizado para generar hipertexto	HTML
<b>I</b>	Implementation	realizace, uskutečnění	indforelse	gegevensinvoer	toteutus	exécution, mise en oeuvre	implementierung	implementazione	jisshi	puesta en práctica	genomförande
	Incentive	stimul	ansporende IT	aansporing, bonus IT	aloite	incitations, bonus technologies de i'information	anreiz	incentivo	housyou, sigeki IT	incentivo	incitament, sporre
	Information technology (IT)				tietotekniikka	systeme infrarouge	informationstechnologie infrarotsystem für hör- behinderte	informati	sekigaisen sisutemu (choukaku shougaisha you onkyou s syantai sisutemu)	tecnología de información	informations teknik
	Infrared system	infračervený systém	infraroedt system	infraroodsysteem (voor gehoorgestoorden)	infrapunajarjestelma			sistema infiarosso	sistema de infrarojos	infrarött system	
	Inhouse system	interní počítačový systém	intern system	intern computer systeem	talokohtainen järjestelmä	systeme intégré à l'établissement	installation in der ver- anstaltungsstätte	sistema interno	ISDN	sistema informático interno	lokalit nätverk
	Integrated services digital network	ISDN	ISDN	integrated services digital network (ISDN)	ISDN	RNIS	rete digital di servizi integrati	red digital de servicios integrados	ISDN	red digital de servicios integrados	ISDN
	Interactive voice response (IVR)	telekomunikační systém s poedem nahranou zprávou pro pojjemce	interactive voice resp	interactive voice response (IVR)	IVR	réponse vocale interactive	interaktive spracher- kenn	risposta vocale interattiva	onsei jidou outou	servicios interactivos mediante voz	knappval
	Interface	rozhraní, propojovací mezičlánek	kontaktflade	interface	liittymä	interface	schnittstelle	interfaccia	intaafeisu	interfaz	interface
	Intermission	poestávka	pause	pauze	väliaika	entracte	pause	pausa	kyuukei	intermedio	paus
	International Organization for Standardization (ISO)		ISO	ISO	organisaatio joka määrittelee kansainvälisiä standardeja	ISO	ISO		ISO	organización internacional para la estandarización	
Internet	internet	Internet	internet	Internet	internet	internet	internet (rete di comunicazione elet)	intanetto	internet	internet	
Internet service provider	společnost zprostoedkující poístup na internet či pozentaci na internetu	Internet service provi	internet service provider	Internet-palvelun tarjoaja	fournisseur d'accès Internet	internet service provide	fornitore di servizio Internet	intanetto sabisu purob	provedor de servicios internet	Internet Service Provider	

	English	Czech	Danish	Dutch	Finnish	French	German	Italian	Japanese	Spanish	Swedish
<b>I</b>	Interpreter Interval Intranet Involvement	vykladač, tlumočník poestávka  zapojení se, angazovanost	dovetolk interval intranet engagement	(doven)tolk pauze intranet betrokkenheid	tulkki väliaika intranet yhteydet, osallisuus	interprète entracte intranet engagement	 intervall intranet beteiligung	interprete intervallo  coinvolgimento	tsuuyaku aima, makuma intoranetto kakawariai	intérprete entreacto intranet intervención	tolk paus intranet engagered
<b>J</b>	Joint photographic experts group (JPEG)		JPEG	JPEG	kuvatiivistyksen standardi	groupe d'experts photographique de joint	jpg-grafikformat		JPEG	común fotográfico grupo de expertos	JPEG
<b>K</b>	Keyboard Keynote speech  Kiosk	klávesnice programové prohlášení, projev na klíčové téma stánek	keyboard hovedtale  billetautomat	toetsenbord toespraak over het hoofdthema kiosk	näppäimistö juhlapuhe  kioski	clavier discours-programme  kiosque	tastatur vortrag zum schlüssel- thema kiosk, kleiner schalter	tastiera discorso programmatico  chiosco	kiiboодо kichou enzetsu  kiosuku tanmatsu, baiten	teclado discurso central  expendedor automático	tagentbord huvudämne  kiosk
<b>L</b>	Lapsed  Line Listserv  Lobby Loge Loop system  Lottery Lottery, Ticket	abonent, který vynechal poslední sezónu oada, fronta diskusní fórum na e-mailu vestibul, hala, foyer lóže smyčka  losování lístky pro loterii	en abonent, som sprang sidste sæson over række listserv lobby lodge loop system  spil billetsalg hvor man faar adgang til at kobe via et lotteri	abonnee die jaar overslaat  queue, rij nieuwsgroep foyer onderdak inductielussysteem gehoorgestoorden  loterij kaartverkoop volgens loterij-systeem	entinen tilaaja  linja, jono keskustelv (ryhmä)  aula aito, lokero kierto systeemi  arvonta ranneke	expiré  file d'attente groupe de discussion foyer du public lodge loop system  loterie	abonnet, der die letzte spielzeit ausgesetzt hat  schlange e-mail-diskussionsfo- rum foyer, eingangshalle pfortner loge endlosschleife verlo- sung  lotteria	scaduto  fila gruppi di discussione via e.mail ridotio portineria sistema a circuito chiuso  lotteria	taikai (kaiin), shikkou  rain risutosabu  robii sajiki seki ruupu sisutemu, (choukaku shougaisha you onkyou sisut takarakuji, fukubiki	antiguo abonado  cola grupos de discusión  vestíbulo palco sistema de lazo  lotería billete de loteria	f.d. kund  kö listserv  lobby loge hörslinga  lotteri n/a
<b>M</b>	Mailing list  Mail sales  Mailing  Manual Marketeer  Marketing Mezzanine  Middleware  Modem Moderator Modern Monitor	soupis e-mailovych adres prodej prostoednictvím e-mailu posílání informací prostoednictvím e-mailu pořučka, manuál pracovník marketingu marketing mezanin, zvyšené poizemí  modem moderátor moderní monitor	adressesliste postsalg forsendelse manual marketingmedarbejder marketing mezzanin middleware modem ordstyrer moderne lærred	adressenbestand verkoop per post verzending handleiding marketing-specialist marketing middenbalkon middleware modem gespreksleider hedendaags beeldscherm	postituslista postimyyniti postitus käsintehty markkinoija markkinointi väli-(kerros) väliohjelmisto nodeemi puheenjohtaja nykyaikainen, moderni näyttöruutu	liste d'adresses  ventes par correspondance publipostage  manuel merchandiseur marketing mezzanine, corbeille  logiciel standard personnalisé modem président de séance moderne (danse) moniteur	adressliste schriftliche buchungen versandaktion handbuch marketing-spezialist marketing mezzanin middleware modem moderator modern bildschirm	indirizzario vendite per posta spedizione manuale responsabile marketing marketing mezzanino middleware modem moderatore moderno monitore	hassousaki meibo tuushin hanbai yuusou manyuaru maakettaa maaketeingu chuunikai midoru wea modemu chouteisya monitaa	listado de mailing venta por correo mailing manual de instrucciones especialista en márketing márketing primer piso middleware módem moderador moderno monitor, pantalla	circulationlista postorder utstick manual marknadsförare marknadsföring mellanväning middleware modem ordförande nutida, modern bildskärm
<b>N</b>	Network Networking  Newsletter  Nodes Non profit  Not-for-profit “= non profit”	sí? vystavba sítí a jejich vyuzití informační bulletin  prístroj na pripojeni nevydělečný, neziskovy	netværk skabe kontakter nyhedsbrev nodes ikke kommerciel	netwerk kontakten onderhouden nieuwsbrief nodes zonder winstoogmerk	verkosto verkotus tiedote noodi hyväntekeväisyys	réseau mise en réseau bulletin noeud sans profit, sans but	netzwerk gegenseitig kommuni- zieren newsletter knoten ohne gewinn	rete networking bolletino d'informazione nodi non a scopo di lucro	nettowaaku nettowaakingu nyuusuretaa noodo hieiri	red informática desarrollar redes de comunicación boletín informativo nodos sin afán de lucro	nätverk “nätkerka” nyhetsbrev nknutpunkt, värd ingen ekonomisk vining

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<b>O</b>	Obstructed view	omezeny vyhled	begrænset udsyn	belemmerd zicht	näköeste	vision gênée	eingeschränkte sicht	vista ostacolata	mikiri-seki (mienikui seki)	localidad con visión obstaculizada	skymd sikt
	One dimensional bar code		en dimensional stregkode	eendimensionale streepjescode	yksiulotteinen viivakoodi	code barre à une dimension	eindimensionaler bar-code		ichijigen bahkohdo	código de barras unidimensional	streckkod
	On-line	on-line	online	on-line	yhdistetty/on-line	connecté	on-line	in linea	onrain	on line	online
	Online marketplace	prístup online (primy pristup)	online markedsplads	elektronisch marktplein	verkkokauppa	marché en ligne	online marktplatz	mercato on line	onrain maketopureisu	tienda virtual	on-line handelsplats
<b>P</b>	Orchestra	orchestr	orkester	orkest	orkesteri	orchestre	orchester	orchestra	ookesutora	orquesta	orkester
	Orchestra pit	orchestoistě	orkestergrav	orkestbak	orkesterisyvennys	fosse d'orchestre	orchestraum	fossa dell'orchestra	ookesutora pitto	foso de la orquesta	orkesterdike
	Outlet	poedprodejní místo	decentraalt billetkontor	verkooppunt	luovutusposte	sortie	vorverkaufsstelle	punto di vendita	autoretto	punto de venta	försäljningsställe
		souhrmny lístek za více sluzeb									
<b>P</b>	Packaging (tickets)	naplnit divadlo návštěvníky s volnými vstupenkami	pakkelosning	arrangement	pakkaaminen	conditionnement du produit	bündelung des angebotest	imballaggio	pakkeijingu	empaquetado de entradas	paketera (biljetter)
	Papering the house	stály zákazník, pravidelny návštěvník	'klæden salen på'	weggeven van vrij-kaarten	tapetoida, täyttää talo	distribution massive debillets de fa client	füllkarten	riempire la piantacon omaggi	douin wo kakeru	distribución masiva de invitaciones	n/a
	Patron	způsob platby	kunde	klant	asiakas	type de paiement	kunde	cliente	patoron	cliente asiduo	stamgäst
	Payment type	poedstavení	betalingsform	betaalmiddel	maksutavat	format de document	zahlart	tipo di pagamento	siharaino syurui	forma de pago	betalningssätt
	Portable document format (PDF)	poenosny formát dokumentu	PDF	PDF	dokumentin näköismuotoinen esitystapa	portative	PDF-Format			formato transportable de un documento	föreställning
	Performance	divadlo	forestilling	voorstelling	esitys	représentation	vorstellung	spettacolo	kouen	actuación	konstnärligt center
	Performing arts center	osobní počítač (PC)	kunstnercenter	cultureel centrum	esittävän taiteen keskus	centre culturel	schauspielhaus	centro servizi e spettacoli	geijutsu sentaa	centro de teatro, música y danza	persondator
	Personal computer	valné shromáždění, valná hromada	PC	personal computer	mikropaate	ordinateur personnel		personal computer	pasokon	ordenador personal	sammanträde
	Plenary session	prodejna	plenarmode	plenaire bijeenkomst	yleisistunto	session plénière	vollversammlung	sessione plenaria	zentai kaigi	sesión plenaria	betalningsställe, disk
	Point of sale	taktika, plán, politika	salgssted	verkooppunt	myyntipiste	point de vente	verkaufsstelle	punto di vendita	pointo obu seeru	punto de venta	policy
	Policy	odložené poedstavení	politik	beleid	menettely	politique	verhalten, richtlinie	politica	porishii	politica	PDF file
	Portal	portal	portal	portal	porttaali	reporté (représentation)	verschoben, verlegt	portail	portaru	portale	portal
	Postponed	úvodní, poedbězny	udsat	uitgesteld	siirretty	préliminaire	vorläufig	posticipato	enki	aplazado	bordläggga, vänta
	Preliminary	cenové kategorie	forberedende	inleidend	ennakko			preliminario	yobino	preliminar	förberedande, preliminär
	Price category	oceňování vstupenek	priskategori	prijsklasse	hintaluokka	catégorie de prix	preis-kategorie	categoria prezzo	kakaku no kategorii	clasificación de localidades por pre	pris kategori
	Pricing	tiskárna	sætte en pris	prijsbeleid	hinnoittelu	politique de prix	preiseinteilung	fissare i prezzi	puraishingu	clificación de localidades por pre	prissätta
Printer	soukromy sektor	printer	printer	tulostin	imprimante	drucker	stampante	puraintaa	fijar precios	skrivare, printer	
Privacy		fortrolighed	privacy	yksityisyys	vie privée	schutz der persönlichen daten		puraibashi	intimidación	avskildhet, I enrum	
Private sector	procedura, protokol, privat sektor	particuliere sector	yksityissektori	secteur privé	privatwirtschaft	settore privato	minkan soshiki	sector privado	privata sektom		
Procedure	pracovní postup	procedure	werkwijze	menettely	procédure	vorgehensweise	procedura	tejun	procedimiento	förfarande	
Proceedings	soudní oízení, akta, zprávy	referat	notulen	asiakirja	minutes d'une conférence	dokumentation, protokoll, mitschrift	atti una conferenza	tetsuduki	proceso	tllvägagångssätt	
Profit	zisk, vydělek	profit	winst	voitto	bénéfice, profit	gewinn	profitto	rieki, eiri	beneficios	vinst	
Profit centre	centrum zisku	profit centre	'winstmaker'	tulosyksikkö	centre de profits	profit center	centro di profitto	rieki sentaa	centro de beneficios	profit center	
Programmer	programátor	programmeur	potentiele klant	ohjelmoija	programmeur	programmierer	prospettiva	purogurama	programador	programmerare	
Prospect	průzkum, vyhlídka	potentiele klant	potentiele klant	ennuste, nakyma	prospect	kunde, kandidat			prospecto, perspectiva, prospección	eventuell framtida kandidat/kund	
Public sector	veoejny sektor	offentlige sektor	publieke sector	julkinen sektori	secteur public	Öffentliche hand	settore publico	koukyou soshiki	sector público	offentling sector	
<b>Q</b>	Questionnaire	dotazník	sporgeskema	vragenlijst	kysely	questionnaire	fragebogen	questionario	ankeito	cuestionario	enkät
	Queue	fronta, oada	ko	queue, rij	jono	file d'attente	schlange	fila	retu	cola	kö
<b>R</b>	Real time	skutečný čas, doba	realtime	real time	reaaliaika	temps réel	real-time	tempo reale	riaru taimu	tiempo real	faktisk tid, real tid
	Recruiting	nábor	rekruttering	werving	rekryointi	recrutement	personalgewinnung	reclutamento	rikuruutyngu	contratación de personal	rekrytera anställa
Refund	vrátit peníze	refundere	terugbetaling	korvaus	remboursement	rückerstattung	rimborso	haraimodoshi	reembolso	återbetalning	
Releasing tickets	uvolnění vstupenek do prodeje	frigive billetter	vrijgeven van entree-bewijzen	vapauttaa liput	libération des places	freigabe von karten	emissione biglietti	toujitsuken mawashi	poner entradas a la venta	biljettsläpp	



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<b>R</b>	Renewal	opakování	genteging	verlenging	uusinta	reprise	erneuerung, rinnovo wiederaufnahme	koushin	Renovación		
	Reservation	rezervace	reservation	reservering	varaus	réservation	reservierung	prenotazione	yoyaku	reserva	reservation, bokning
	Rest rooms	záchod, umyvárna	toiletter	publieke toiletten (met wastafels e.d.)	naistenhuone (for women) miestenhuone(for men)	toilettes	toilettenanlagen, toiletten	toilette	toire, otearai	lavabos	toaletter
	Revenue Revenue Management	pojem	indtægt revenue management	inkomsten prijstdifferentiatie(beleid)	tulot tulojen hallinta	revenu gestion du chiffre d'affaires	einnahmen erlösmangement	incasso	syuueki shuueki kanri	reventa gestión de ingresos	intäkt intäktsoptimering
Round table	kulaty stůl	rundbordssamtale	rondetafelgesprek	keskustelukokous	table ronde	runder tisch	tavola rotonda	entaku(kaigi)	pantalla	“rundabords konferens”	
<b>S</b>	Scalping	černý obchod	sælge forfalskede billetter	zwarte markt	mustanpörssin myynti	trafic de billets (marché noir)	schwarzhandel	bagarinaggio	dafukoui	reventa	svarta börs försäljning
	Screen	obrazovka	lærred	scherm	näyttämö	écran	bildschirm	schermo	sukuriin	pantalla	skärm
	Season	období	sæson	seizoen	kausi	saison	saison	stagione	siizun	temporada	såsong
	Season ticket	sezónní lístek	sæsonkort	abonnement	kausikortti	abonnement	dauerkarte	abbonamento	nenkan tiketto	abono	såsongsbiljett
	Seat allocation	rozdělení vstupenek	stoelindeling	stoelindeling	paikkakiintiö	allocation de places	platz-zuordnung	assegnazione posto	zaseki wariate	asignación de localidades	Platstilldelning
	Seating	zasedací poóádek	siddeplads	zitplaatsen	istumapaikat	places assises	sitzplätze	posti a sedere	zaseki sentaku	plano de localidades	Salongsöversikt, platsplan
	Seat selection	vyběr místa	udvælgelse af sæder	stoelkeuze	paikkavalikoima	choix des places	platz-auswahl	selezione posto	zaseki no sentaku	elección de localidad	val av biljetter
	Server	server	server	server	palvelin	serveur	server	server	sabaa	servidor	server
	Service	sluzba	service	dienstverlening	palvelu	service	dienstleistung	servizio	saabisu	atención al cliente	service
	Service charge	poplatek za služby	servicegebyr	provisie, commissie	palvelumaksu	prix du service	service-gebühr	supplemento	saabisu tesuuryou		serviceavgift
	Settlement	dohoda, smír	afgorelse	vereffening van de rekening	sovittaminen, sopimus	règlement, paiement	begleichung	pagamento	kessai	pago, liquidación	avgörande, beslut
	Short message service (SMS)	krátká textová zpráva	SMS	SMS	tekstiviesti	service de message court	SMS		SMS	servicio de mensaje corto	Short Message Service (SMS)
	Sight line	vyhled na pódiium	synslinje	zichtlijn	näkölinja	ligne de vue	sichtlinie	traiettoria visiva	butai no miekata	espectro de visión en función de la localidad	n/a
	Simple mail transfer protocol (SMTP)	jednoduchý protokol postovního poenosu	SMTP	SMTP	sähköpostin siirtokäytäntö	SMTP	SMTP	SMTP-protokoll		protocolo de transferencia de mensajería	Simple Mail Transfer Protocol (SMTP)
	Single ticket	vstupenka na jedno poedstavení	lossalg	losse kaart (i.t.t. abonnement)	yksittäinen lippu	billet à l'unité	einzelkarte für eine vorstellung	biglietto singolo	ikkai ken	entrada para una sola actuación	lös biljett, singelbiljett
	Skill	dovednost, schopnost	færdighed	vaardigheid	äly, taito	savoir faire	geschick	abilità	sukiru	habilidad	färdighet, talang
	Smart card	karta	kobekort	chip-card	älykortti	carte à mémoire	chip-karte	carta svelto	IC kaado	tarjeta inteligente	smart kort
	Soft ticket	vstupenka z počítače	EDB billetter	entreebewijs uit computer	tietokonelippu	ticket issu d'une machine	eintrittskarte per computer	biglietti emessi dal computer	sofuto tiketto	entrada informatizada	n/a
	Software	software	programmell	computer-programmatuur	ohjelmisto	logiciel	software, programme	software	sofutowea	software	mjukvara
	Software update		program opdatering	vernieuwing van programmatuur	päivittää ohjelmisto	mise à jour de logiciel	software-ergänzung	aggiornamento software	sofutowea koushin	actualización de software	mjukvara updatering
	Sold out	vyprodáno	udsolgt	uitverkocht	loppuunmyyty	complet	ausverkauft	terminato or esaurito	kanbai	localidades agotadas	utsålt
	Sponsor	sponsor	sponsor	sponsor	tukija	commanditaire, mécène	geldgeber	sponsor	suponsaa	espónsor	sponsor
	Stadium	stadion	stadion	stadion	stadion	stade	stadion	stadion	sutajiamu	estadio	stadio,arena
Staff	zaměstnanci	personale	personeel	henkilöstö	le personnel	mitarbeiter	dipendenti	sutaffu	personal	personal	
Stalls	místa v parketu	parket	stalles	aitiot	fauteuils d'orchestre	parkett	platea	baiten	platea	parkett	
Standard	norma	standard	standaard, norm	standardi	fauteuils d'orchestre	standard, norme	standard	hyoujun	norma	standard	
Standard generalized markup language (SGML)		SGML	SGML	yleinen merkkausekieli	SGML	SGML	SGML		lenguaje generalizado	SGML	
Standardization	standardizace	standardisering	standaardisatie	standardointi	standardisation	standardisierung	standardizzazione	hyoujunka	estandarización	standardisera	
Statement	vykaz, balance	opgorelse	lijst, staat	lausunto	état, relevé	liste, Übersicht	estratto conto	chouhyou	extracto bancario	uttalande	
steward	uvaděč(ka)	steward	zaalchef	tarjoilija	régisseur, placeur	ordner	assistente	styuaado	acomodador	vård, värdinna	
Subscribe	poedplatit si, abonovat	abonnere	abonnement(en) kopen	lippupaketin tilaus	abonner	abonnieren, dauerkarte	abbonamento	teiki koudoku, siizun siito no kounyuu	compra de un abono	abonnera	
subscriber	abonent	abonnet	abonementhouder	kausikortin ostaja	abonné	abonnent	abbonato	teikikoudokusya	abonado	abonnet	
Subscription	poedplatiné	abonnement	abonnement	kausikortin osto	abonnement	abonement	abbonamento	teikikoudouku,kaihi	abono	abonmentmang	
Supertitles	titulky	overtekster	boventiteling	tekstityslaitte	surtrirage	simultanübersetzung	sottotitoli	jimaku	sobretítulos	textmaskin	
Suplier	dodavatel	leverandor	leverancier	toimittaja	fournisseur	lieferant	fornitore	sapuraiyaa	proveedor	leverantör	
Surcharge	poirázka	gebyrer	toeslag	lisämaksut	supplément, surtaxe	gebühren-aufschläge	tariffe aggiuntive	tuika ryoukin	recargo	extraavgift	
Survey	průzkum	oversigt	onderzoek	katsaus	sondage, enquête	untersuchung	indagine	saabei	encuesta	undersökning	
Switchboard	telefonní centrála	omstillingsbord	telefooncentrale	puhelinvaihde	standard téléphonique	telefon-zentrale	centralino	suicchiboodo	centralita	växel	

	English	Czech	Danish	Dutch	Finnish	French	German	Italian	Japanese	Spanish	Swedish
<b>T</b>	Target	cíl, plán	målsætning	doelstelling	kohteet	cible, objectif	ziel	obiettivo	taagetto	objetivo, meta	mål
	Target group	cílová skupina	målgruppe	doelgroep	kohteryhmä	groupe, population	zielgruppe	gruppo in cui si	taagetto guruupu	público destinatario de un producto	målgrupp
	TDD	komunikační zaoizení pro nedoslychavé	doevetelefon	telecommunicatie-apparaat voor doven	telekommunikointiväline kuuroill		kommunikationseinrichtung für gehörlose	telecomunicazione per non udenti	choukaku shougaiasha muke hitsudan denwaki	dispositivo telefónico para sordos	TDD
	Teambuilding	vytvooení pracovního týmu	opbygge et hold	opbouwen van een team	ryhmämuodostus	formation d'équipe	teambildung	sviluppo lavoro squadra	chiimuzukuri	creación de equipo	gruppsammansättning
	Technology	technologie	teknologi	technologie	teknologia	technologie	technologie	tecnologia	gijitsu	tecnología	teknik
	Telecommute	práce z domova s napojením na počítač	distancearbejde	telehuiswerken, digitaal forenzen	olla paateyhteydessä teleyhteyd	télétravail	heimarbeit	telelavoro	zaitaku kinmu	teletrabajo	telekommunikation
	Telephone room	místnost s prodejci po telefonu	telefonrum	telefoonfaciliteit van de kassa	puhelinhuone	standard	telefonraum	stanza dei telefoni	terefon ruumu	sala de teléfonos	telefoncentral
	Telemarketing	telemarketing	telemarketing	verkoop per telefoon	puhelinmarkkinointi	télémarketing	outbound aktivitäten im call-center	televendita	teremaaketying	telemárketing	telemarketing
	Telephone sales	prodej po telefonu	telefonsalg	telefonische verkoop	puhelinmyynti	ventes par téléphone	verkauf per telefon	vendite telefoniche	denwa hanbai	venta por teléfono	telefonförsäljning
	Terminal	koncovka, konečná stanice	terminal	eindstation	paate	terminal	terminal	Terminal	tanmatsu	terminal	terminal
	Ticket	vstupenka	billet	entreebewijs, kaartje	lippu	billet, ticket	eintrittskarte	biglietto	tiketto	entrada, billete	biljet
	Ticket agency	poedprodej vstupenek	billetbureau	kaartverkoopbureau	lippuostimo	agence de spectacles	ticket-agentur	agenzia di vendita biglietti	tiketto dairiten	agencia de venta de entradas	biljettagentur
	Ticketing	prodávání vstupenek	billetsalg	(het vak) kaartverkoop	lipunmyynti	(activités de la) vente de billets	die gesamte kunst des kartenverkaufs	biglietti ticketing	tikettyngu	venta de entradas	biljettförsäljning
	Ticket stub	kontrolní ústoizek	billetsnip	reçu, controlestrook	lipun kanta	partie du billet gardee, par le spectateur	kartenabriss, abschnitt	matrice del biglietto	hanken	matriz de entrada	biljettkvitto, avrivningsdel
Ticket taker	uvaděč	kontroller	kaartkoper	lipun tarkastaja	controleur	ingangskontrolleur	la persona che incassa I biglietti	mogiri	persona a quien se entrega la entrada	biljettiave	
Tier	oada	række	rang	porras	gradin	rang	fila borsanerista	dan, retsu	pisos, plantas, niveles	rad, bänkrad	
Tout	ten, kdo nakupuje vstupenky ve velkém množství a prodává je za nepoiměoeně vysokou cenu	forfalske	zwarthandelaar	tyrkyttää	revendeur de billets (marché noir)	schwarzhändler		kyakuhiki	persona que se dedica a la reventa	“svaratabörshaj”	
Trade show	prodejní vystava	udstilling	beurs	näyttely, messu	salon	verkaufsausstellung	fiera	toreidoshou	feria	mässa	
Traffic	pocitadlo pristupu	trafik	traffic	liikenne	trafic	traffic	traffico	torafuikku	tráfico	trafik	
Training	kursy, skolení	uddannelse	opleiding	harjoittelu	formation	schulung	addestramento	toreiningu	formación	öva, träna	
Two dimensional bar code		to dimensional stregkode	tweedimensionale streepjescode	kaksiulotteinen viivakoodi	code barre à deux dimensions	zweidimensionaler bar code		nijigen bahkohdo	código de barras bidimensional		
<b>U</b>	Universal mobile telephone system (UMTS)	universální mobilní telefonní systém	UMTS	UMTS	laajakaistainen matkaviestintäjärjestelmä	système mobilophone universel	UMTS		UMTS	Sistema universal de telefonía móvil	UMTS
	URL	URL	URL	URL	URL	URL	url	URL	URL	dirección en internet de un ordenador o página web	uppdatera
	Update	update, aktualizace	ajourfore	update	päivittää	mise à jour	update, ergänzung	aggiornare	koushin	actualizar	övre raden, övre balkong
	Upper circle	2. balkon	forste etage	tweede balkon	2. parvi	deuxième balcon	zweiter rang	galleria loggione	nikai sajiki	segundo piso	URL
User group	uzivatelská skupina	brugergruppe	gebruikers van een systeem	käyttäjryhmä	groupe d'utilisateurs	benutzergruppe	gruppo utente	yuuzaa guruupu	grupo de usuarios	användargrupp	
Usher	uvaděč(ka)	kontrollor	suppoost	paikannäyttjä	placeur, membre du service d'ordre	platanzeiger	usciera	annaigakari	acomodador	vård, värdinna	
<b>V</b>	VAT	DPH	moms	BTW	arvonlisävero	TVA	mehrwertsteuer	IVA	fukakachizei	i.v.a.	moms
	Vending machine	prodejní automat	salgsautomat	verkoopautomaat	automaatti	distributeur automatique de billets	verkaufsautomat	distributore automatico	jidouhanbai	máquina expendedora	automat
	Vendor	prodavač, maloobchodník	salgsagent	verkoper	myyjä	vendeur, revendeur	verkäufer, systemlieferant	venditore	bendaa	vendedor	säljare
	Venue	místo konání	spillested	accommodatie	esityspaikka	lieu de spectacle	spielstätte	luogo	kaijou	lugar en el que se celebra el acontecimiento	mötesplats, arena
	Video	video	video	video	video	video	video	video	bideo	video	video
Virtual reality	virtuální realita	virtual reality	virtual reality	virtuaalidollisuus	réalité virtuelle	virtuelle realität	realta' virtuale	kasou genjitsu	realidad virtual	virtual reality	
Virtual server/host	virtuální server	virtuel server/host	virtual server/host	näennäispaivelin	serveur virtuel	virtuelle server/host	server/host virtuale	ba-charu saaba/hosuto	servidor virtual/host	host	



	English	Czech	Danish	Dutch	Finnish	French	German	Italian	Japanese	Spanish	Swedish
<b>V</b>	Voice mail	elektronicky systém pro nahrávání vzkazů	voice mail	voice mail	puheposti	messagerie vocale	sprachnachricht	casella vocale	boisu meru	buzón de voz	röstbrevlåda, talsvar
	Voice response	automaticky telefonní operátor	voice response	telefoon-doorkies-systeem	automaattinenpuhelinpalvelijärje	réponse vocale	risposta voce	onsei outou	Respuesta de voz		talsvar, knappval
	Volunteer	dobrovolník	frivillig	vrijwilliger	vapaaehtoinen	volontaire	freiwilliger	volontario	borantya	voluntario	frivilligarbetare, volontär
<b>W</b>	Watermark	vodotisk	vandmærke	watermerk	vesileima	filigrane	wasserzeichen	filigrana	sukashi moyou	filigrana	vattenstämpel
	Website	webová stránka	web site	website	verkkosivu/web-sivu	site WEB	web site	sito internet	webu saito	página web	websida
	Wheelchair seating	speciální místo pro postizené na vozíčku	koerestolsplads	zaalruimte voor rolstoelen	pyörätuolipaikat	espace handicapés	rollstuhlplätze	area per sedie a rotelle	kurumaisu seki	localidad habitada para silla de ruedas	nullstolsplats
	Will call “= cabo, cobo”								NdT : WILL CALL (“llamará”) (no se ofrece explicación, ni está traducida madoguchi WAP)		
	Window	okénko, pult	luge	loket	ikkuna	guichet	schalter	sportello		ventanilla	fönster
	Wireless application protocol (WAP)		WAP	WAP	matkaviestinnän Internet-yhteyskäyttö	WAP	WAP			protocolo de aplicación sin cables	Wireless Application Protocol (WAP)
	Workshop	workshop, pracovní semináo	workshop	werkgroep, workshop	tyopaja, workshop	atelier	workshop, arbeidskreis	seminario	kenkyuu kai	taller de formación	seminarium, arbetsgrupp
	World Wide Web	www	w.w.w.	world wide web	www/maailman laajuinen verkko	world wide web	www	rete internet mondiale	www	www (zona de navegación en internet)	World Wide Web (www)
	Wristband	náramek s poiděleným číslem pro losování	ambaand	polsbandjes	arvontaranneke	bracelets	numerierte, nicht übertragbare armbänder	sistema, combinazione		brazalete (entrada válida para participar en sorteo)	armband, handledsband

# Explanations

## A

**Accessibility** – ease of entrance into the venue or auditorium

**ADA** – American Disabilities Act enacted by congress as a prohibition of discrimination on the basis of disability

**Admission** – the price of entrance

**Advance sales** – sales before the day of performance

**Amphitheatre** – a round or oval theatre with seats rising in curved rows around the stage

**Answering Machine** – A device for answering one’s telephone and recording callers’ messages

**Application Program Interface (API)** – a language and message format used by an application program to communicate with the operating system or some other control program such as a database management system (DBMS) or communications protocol

**Application Service Provider (ASP)** – an organization that hosts software applications on its own servers within its own facilities

**Arena** – an area surrounded by seats, for public shows, sports events, etc

**Asap** – abbreviation: as soon as possible

**Attendee** – participant (in a conference)

**Audience** – a group of people watching/attending a performance

**Audit** – official inspection of an organization’s accounts by an accountant

**Audit trail** – paperwork, computer evidence of accounting for financial situation i.e. sales figures against banking figures etc

**Auditorium** – the part of a theatre, hall etc, where the audience sits

**Auditorium lights** – the lights in the part of a cinema, theatre etc. where people sit

**Authorization** – legal or official approval

**Automation** – computerization of data handling, eg in the box office

**Award** – prize

## B

**Backstage** – behind a theatre stage; not seen by the public

**Balancing** – to strike the balance; to compute the difference between the debits and credits of an account

**Balcony** – upper tier in a theatre

**Bar code** – a machine-readable code consisting of parallel stripes of a varying thickness

**Best seat available** – best seat sold to patrons at time of booking

**Bluetooth** – a system that uses radio waves to connect a number of different elements of hardware and software, which can then swap information automatically

**Board** – an official group of people controlling or managing an organization

**Board of directors** – board of senior managers

**Booking fee** – fee paid by patrons for the reservation of seats

**Box office** – an office which sells tickets for a theatre, concert hall, etc.

**Box office counter** – ledge or shelf at box office; the point of sale at the box office

**Box office manager** – the person in charge of the box office operations and staff

**Box office window** – the actual place at which to purchase the ticket

**Box seat** – A seat in a box at a public place of entertainment, such as a theater or stadium

**Broadcast E-mail** – The ability to send an e-mail to multiple recipients, which is very worthwhile when you need to disseminate e-mails to several colleagues at once.

**Broadcast Fax** – The ability to send a fax to multiple recipients, which is very worthwhile when you need to disseminate faxes to several colleagues at once.

**Brochure** – A pamphlet of information often used as a marketing tool for arts organizations

**Browser** – a program which allows a person to read hypertext; gives some means of viewing the contents of nodes and of navigating from one node to another

**Business-to-Business** – monetary transactions conducted over the Internet specifically between business partners

## C

**Cabo (collect at box office)** – abbreviation: collect at box office; reserved tickets to be collected at the box office window

**Call distributor** – a product that automatically routes incoming calls to the next available or longest idle agent or attendant in a line hunt group

**Call sequencer** – A device which answers incoming calls after a pre-programmed ring delay or when your staff is busy

**Cancellation** – a ticket returned for sale at the box office

**Capacity** – the amount of seats of a theatre, concert hall, etc.

**Cash** – money in the form of currency

**CD-ROM** – a compact disc containing data that can be read by a computer

**Chamber** – music and especially instrumental ensemble music intended for performance in a private room or small auditorium and usually having one performer for each part

**Charge** – price, fee, cost

**Chart** – sheet of information, presented as a table, graph or diagram

**Client/Server** – clients are programs that reside on your PC. (eg Netscape, Explorer, Eudora, etc.); they interact with the servers to pass information back and forth to each other. This relationship is referred to as a client/server relationship

**Commission fee** – charge made by vendor for services provided

**Competitor** – one who competes, as in sports or business; rival

**Complimentary ticket** – free ticket

**Consignment** – an agreement with a secondary party to sell a given number of tickets

**Consultant** – one who gives professional advice or services

**Contribution** – a payment exacted for a special purpose or an article or other work submitted for publication

**Credit card** – card authorizing one to purchase goods or services on credit

**Credit card sales** – the accounting of sales made by credit card

**Customer** – person who purchases goods or services (tickets!), patron

**Customer Relationship Management (CRM)** – An integrated information system that is used to plan, schedule and control the presales and postsales activities in an organization

**Customer service** – Assistance and advice given to customers

## D

**Data** – any form of information whether in paper or electronic form. The terms data and information are used synonymously.

**Database** – a usually large collection of data organized especially for rapid search and retrieval (as by a computer)

**Data Encryption** – A method of hiding data by scrambling a message so that it is meaningless data unless “unlocked” or deciphered with a “key”. The management of the key or keys is critical to the overall security of the message.

**Debit card** – a card which is used as a credit card but which deducts direct from a bank account

**Delegate** – a representative to a conference or meeting

**Demographic** – statistic relating to age, income, sex, occupation, education, and family belief of a select group of people, usually pertaining to an audience and used for direct marketing

**Digital Wallet** – credit stored on a digital device (such as a PDA), which can be used to purchase items such as tickets via the Internet

**Digital Signature** – A digital or electronic process meant to achieve evidence and approval of a document. The digital signature is a secure collection of hidden or encrypted data that has a relationship to the data or document it is protecting much like an ink signature validates and protects a paper document

**Disability** – the state of having a physical or mental handicap

**Discount** – a reduction made from a regular or list price

**Distance learning** – learning that takes place via electronic medial linking instructors and students who are not together in a classroom

**Distribution** – allocation of tickets to various agents

**Domain name** – strings of letters used to name organizations and computers and addresses on the Internet

**Door sales** – tickets sales made immediately prior to a performance

**Double booking** – scheduling two shows with overlapping dates and not canceling one beforehand

**Downloading** – the act of transferring data from one computer to another

**Dress circle** – a balcony in a theatre, especially the first above the ground floor

**Dressing the house** – selling the tickets in a way to make the house look full when it is not a large sale

**Dumping the ticket** – selling tickets at a very low, reduced price

**Duplicate ticket** – a ticket that has been reproduced

## E

**e-commerce** – the conducting of business communication and transactions over networks, through computers and the Internet; the buying and selling of goods and services, and the transfer of funds, through digital communications

**Electronic Data Interchange (EDI)** – The electronic communication of business transactions, such as orders, confirmations and invoices, between organizations. Third parties provide EDI services that enable organizations with different equipment to connect. Although interactive access may be a part of it, EDI implies direct computer to computer transactions into vendors’ databases and ordering systems.

**Electronic Fund Transfer (EFT)** – i.e. automatic debit plan

**Electronic mail (E-mail)** – messages sent and received electronically (as between terminals linked by telephone lines or microwave relays)

**Elevator** – lift in a building

**Embezzlement** – taking dishonestly money

**Emergency door** – doors, exits to be used in case of emergency (eg fire)

**Equipment** – machines, tools, instruments, etc necessary for a particular kind of work or activity

**Ergonomics** – an applied science concerned with designing and arranging things people use so that the people and things interact most efficiently and safely, also called also human engineering

**Event** – something that happens: a concert, a performance, a sports contest

**Exchange** – the giving and taking of one thing for another

**Exhibition** – a display of works of art, objects of manufacture, etc.

**Exhibitor** – a person or firm exhibiting works of art, objects of manufacture, etc.

**Exit** – a way out of a building

**Extensible Markup Language (XML)** – Universal data interchange language. An open standard for describing data from the W3C. It is used for defining data elements on a Web page and business-to-business documents.

## F

**Facility** – a building, service or piece of equipment for a particular activity

**Fax sales** – ticket sales offer or sales using the fax machine

**Fee** – charge made for a professional service, membership

**Fire alarm** – a bell or other device activated to warn people of fire

**Fire Code** – safety ordinance administered from local fire departments adopted into the state for the general public safety. Prescribed regulations for safeguarding to the life and property from the hazard of fire and explosion in the use of occupancy of buildings or premises

**Fire extinguisher** – a portable device for spraying on to a fire in order to put it out

**Fireman** – a male member of a fire brigade

**Flex Pass** – a subscription allowing for great variety of options

**Floor plan** – a scale drawing of the layout of rooms, halls, seating, entrances, exits, etc. on one floor of a venue

**Floppy (disk)** – a portable flexible disk with a magnetic coating on which data for a computer can be stored –

**Flyer** – an advertising leaflet

**Forgery** – a copy (eg of a ticket) made for a fraudulent purpose

**Fraud** – an act of deliberate deception; cheating

**Full house** – all seats sold (or at least occupied...)

**Funding** – to provide funds for

## G

**Gallery** – the upper floor in a theatre, usually containing the cheapest seats

**Gate** – the count of ticket stubs taken at an event to verify actual total attendance

**Green room** – a room in a theater or concert hall where performers can relax before or after appearances

**Group discount** – discount given where tickets are sold to a group of patrons

**Group sales** – selling tickets to groups, companies, organizations – usually at a certain discount

**Groupware** – Software that supports multiple users working on related tasks. Groupware provides a mechanism that helps users coordinate and keep track of on-going projects together

## H

**Hall** – a building or large room, used for concerts, public meetings, etc.

**Handicapped** – physical or mental disability

**Handling charge** – fee charged for the handling of ticket sales

**Hard tickets** – pre–printed tickets, not sold on a computer system

**Hardware** – the electronic, electrical, magnetic, and mechanical components of a computer system, as opposed to the programs that form the software

**Hearing aid** – a device, worn in or behind the ear, to aid the hearing of a person who is totally or partially deaf

**Head Set** – a telephone device allowing for hands–free communication

**Hits** – requests for information by the browser from the server; such as graphics, documents, video clips, etc.

**House lights** – the lights in the part of a cinema, theatre etc. where people sit

**House manager** – person in charge of front of house; ie, ushers/usherettes, the bars, box office, cash, etc.

**House seat** – seats usually complimentary available for the management and its guests

**HTML** – a markup language is used to create hypertext and hypermedia documents on the World Wide Web incorporating text, graphics, sound, video, and hyperlinks

**Hypertext** – a collection of nodes containing links which, with the aid of an interactive browser program, allow the reader to move easily from one document to another

## I

**Implementation** – the act of giving practical effect to by positive action

**Incentive** – something that motivates or encourages an action, work, etc, such as extra money paid to workers to increase output, or a discount given to stimulate ticket sales, etc.

**Information Technology (IT)** – Processing information by computer

**Infrared system** – systems for both people who have a hearing disability to help them hear what is happening on the stage

**Inhouse system** – a computer system operating within a theatre, etc.

**Integrated services digital network (ISDN)** – a set of communications standards allowing a single wire or optical fibre to carry voice, digital network services and video. ISDN is intended to eventually replace the plain old telephone system

**Interactive Voice Response (IVR)** – a telecommunications system that uses a prerecorded database of voice messages to present options to a user, typically over telephone lines

**Interface** – a device consisting of hardware together with software programs to drive it, that links a computer to a peripheral device such as a printer

**Intermission** – pause between two parts of a film, play, concert, etc.

**International Organization for Standardization, The (ISO)** – An organization that sets international standards, founded in 1946

**Internet** – an electronic communications network that connects computer networks and organizational computer facilities around the world

**Internet service provider** – a company which provides other companies or individuals with access to, or presence on, the Internet. Most ISPs are also Internet Access Providers; extra services include help with design, creation and administration of World Wide Web sites, training and administration or intranets

**Interpreter** – a person who explains the action of a performance through the use of sign language

**Interval** – intermission

**Intranet** – An in-house Web site that serves the employees of the enterprise. Although intranet pages may link to the Internet, an intranet is not a site accessed by the general public.

**Involvement** – taking part in a process, an organization, a team

## J

**Joint Photographic Experts Group (JPEG)** – Pronounced “jay-peg.” An ISO/ITU standard for compressing still images that is becoming very popular due to its high compression capability

## K

**Keyboard** – the set of keys on a piano, etc or the bank of keys for operating a typewriter or computer

**Keynote speech** – speech on the central theme of a conference

**Kiosk** – a small structure with open sides often used for brochures. Ticket kiosks are used for the electronic purchase of tickets

## L

**Lapsed** – a subscriber who did not subscribe last year, but had subscribed in previous years

**Line** – a queue of people standing in front of the box office window

**Listserv** – group E-mail discussion which provides the ability for people with a common interest to communicate with each other

**Lobby** – a corridor or hall connected with a larger room or series of rooms and used as a passageway or waiting room

**Loge** – a separate forward section of a theater mezzanine or balcony

**Loop system** – systems for both people who have a hearing disability to help them hear what is happening on the stage

**Lottery** – a system of raising money by selling tickets and giving prizes for those tickets drawn at random

**Lottery, Ticket** – system of ticket purchases for large scale, popular events, often involving the use of a numbered system such as wristbands

## M

**Mailing list** – a list of people to whom an organization regularly sends information; a charge may be made

**Mail sales** – sales by post

**Mailing** – writing to patrons with information about events

**Manual** – a book of instructions, eg for handling a computer system

**Marketeer** – someone who works in the marketing department (often disliked by box office staff)

**Marketing** – the business techniques or methods by which anything may be sold

**Mezzanine** – a small floor built balcony–like between two other floors in a building, usually the ground and first floors; the lowest balcony in a theatre or its first rows

**Middleware** – Software that functions as a conversion or translation layer. It is also a consolidator and integrator. Custom-programmed middleware solutions have been developed for decades to enable one application to communicate with another that either runs on a different platform or comes from a different vendor or both.

**Modem** – a device that converts signals produced by one type of device (as a computer) to a form compatible with another (as a telephone)

**Moderator** – a person presiding a meeting, dispute, or discussion group

**Modern** – involving recent techniques, methods, or ideas

**Monitor** – a television or computer screen used for display, to present information to the user

## N

**Network** – a system of two or more computer terminals that are linked to each other, enabling users to share facilities such as printers, and to communicate and exchange data with other network users

**Networking** – to communicate within a group of people working in the same or related business; a main activity of INTIX Conference delegates

**Newsletter** – a sheet containing news issued to members of an organization

**Nodes** – an addressable device attached to a computer network. More often called a “host”

**Non profit (not-for-profit)** – not conducted or maintained for the purpose of profit

## O

**Obstructed view** – view cut of from sight by an obstacle (wall, column)

**One Dimensional Bar Code** – Visually, a series of vertical lines, marks or black spots are arranged in series horizontally whose transition between thick and thin lines represent numbers or characters.

**On-line** – connected to, served by, or available through a system and especially a computer

**Online marketplace** – place on a portal where buyers and sellers meet to conduct monetary transactions over the Internet

**Orchestra** – group of musicians, led by a conductor; first row of seats directly in front of the stage

**Orchestra pit** – part of a theatre or opera–house where the orchestra sits in front of or under the stage

**Outlet** – a ticket shop or bureau in a department store that sells tickets on behalf of a venue or promoter

## P

**Packaging (tickets)** – adding extra value to ticket sales e.g. car park tickets, restaurant meals, program vouchers, other tickets etc. – possibly providing a package price

**Papering the house** – to give away a large quantity of free tickets so an auditorium will seem to be filled

**Patron** – a regular attendee at a theatre, concert hall, etc.

**Payment type** – way of paying (eg cash or by credit card, etc.)

**Performance** – the act of performing a job, task, etc; a dramatic or artistic presentation or entertainment

**Performing arts center** – facility for the forms of arts that require performance to be appreciated, especially music, drama and dance

**Personal computer (PC)** – a general-purpose single-user microcomputer designed to be operated by one person at a time

**Plenary session** – meeting attended by all members, delegates etc.

**Point of sale** – the place where goods are paid for; a pay desk or checkout

**Policy** – a plan of action, usually based on certain principles, decided on by a body or individual; a principle or set of principles on which to base decisions; a course of conduct for following

**Portable Document Format (PDF)** – A PDF file is an electronic facsimile of a printed document.

**Portal** – a congregation of services and resources on a subject; a gateway to online products and services

**Postponed** – A delay in an event until a later date which may or may not be determined at the current time

**Preliminary** – occurring at the beginning; introductory or preparatory; something done or said by way of introduction or preparation

**Price category** – the parts of an auditorium determined by the pricing

**Pricing** – the act of fixing ticket prices

**Printer** – a computer output device that produces printed copies of text or graphics

**Privacy** – The authorized distribution of information

**Private sector** – the part of a country’s economy consisting of privately owned and operated business, etc.

**Procedure** – the method and order followed in doing something; an established routine for conducting business or in a law case; a course of action; a step or measure taken



**Proceedings** – Events and happenings

**Profit** – an excess of income over expenses; advantage or benefit

**Profit centre** – profit making activity

**Programmer** – a person who prepares and tests programs for devices (as computers)

**Prospect** – a potential buyer or customer

**Public sector** – that part of a country's economy consisting of nationalized industries and of institutions and services run by the state or local authorities

## Q

**Questionnaire** – a set of questions

**Queue** – a line of people in front of the box office window; a list of items

## R

**Real time** – the actual time during which something takes place

**Recruiting** – to enlist new members or personnel

**Refund** – the paying back of money

**Releasing tickets** – making tickets available for sale

**Renewal** – something (such as membership) renewed, made to begin again

**Reservation** – a booking; something (eg tickets, a hotel room) which has been reserved

**Restrooms** – rooms equipped with toilets, sinks, and baby changing areas for public use consisting of separate rooms for men and women

**Revenue** – the income produced by a given source

**Revenue Management** – Segmenting prices for different audiences and changing market conditions. Managing revenue to optimize ticket prices.

**Round table** – a meeting of a group of persons for discussion

## S

**Scalping** – the act of buying up tickets for resale at greatly increased prices

**Screen** – the part of a monitor on which the images are formed and displayed

**Season** – a period of the year during which a particular activity (eg sports, performing arts) is carried out

**Season ticket** – a ticket giving the right to a specific or unlimited number of visits or journeys during a fixed period

**Seat allocation** – the distribution of tickets in accordance with the wishes of the promoter or box office

**Seating (plan)** – the number or arrangement of seats in an auditorium; a map of the seats available in a venue

**Seat selection** – choosing the required ticket for the occasion

**Server** – the computers that you connect to for Web pages, file transfers (using FTP) and e-mail.

**Service** – assistance given to customers

**Service charge** – a fee for service added to the nominal ticket price

**Settlement** – an agreement, especially ending an official dispute

**Short Message Service (SMS)** – the system that enables text messaging to mobile telephones

**Sight line** – the view of the stage from the seats

**Simple Mail Transfer Protocol (SMTP)** – Internet standard protocol for transferring electronic mail messages from one computer to another. SMTP specifies how two mail systems interact and the format of control messages they exchange to transfer mail

**Single ticket** – the purchase of one event

**Skill** – a talent or accomplishment, naturally acquired or developed through training

**Smart card** – a plastic card like a bank card, fitted with a microprocessor (including a memory) instead of a magnetic strip, used in commercial transactions, telecommunications, etc.

**Soft ticket** – ticket produced by way of a computer system

**Software** – the programs that are used in a computer system and the magnetic disks, tapes, etc, on which they are recorded, as opposed to the computer's electrical, electric, magnetic, and mechanical components, which form the hardware

**Software update** – to renew or bring up to date a computer's software

**Sold-out** – having all available tickets or accommodations sold completely and especially in advance

**Sponsor** – a person or organization that finances an event or broadcast in return for advertising

**Stadium** – a large sports arena with spectator's seats on different tiers

**Staff** – the total number of employees who work in an establishment or organization; the employees working for or assisting a manager

**Stalls** – the seats on the ground floor of an auditorium

**Standard** – an established or accepted model; a principle of behavior or morality adhered to

**Standard Generalized Markup Language (SGML)** – An ISO standard for defining the format in a text document. An SGML document uses a separate Document Type Definition (DTD) file that defines the format codes, or tags, embedded within it.

**Standardization** – the act of making uniform in kind, size, shape

**Statement** – a record of finances, especially one sent by a bank to an account-holder, detailing the holder's transactions within a particular period

**Stewards** – the theatre staff who show the clients to their proper seats, sell programs, etc.

**Subscribe** – the purchase of multiple events offered as a package

**Subscriber** – a person who subscribes, eg to a series of concerts

**Subscription** – an advance order, eg of a series of concerts

**Supertitles** – English translations projected above the stage, most often used for an opera sung in a different language

**Supplier** – a person or organization that supplies a particular commodity

**Surcharge** – an extra charge

**Survey** – a detailed examination or investigation, eg to find out public opinion or customer preference

**Switchboard** – a board on which incoming telephone calls are connected manually or electronically; a board from which various pieces of electrical equipment are controlled

## T

**Target** – a result aimed at; a goal

**Target group** – a specific group of prospects advertising actions being aimed at

**TDD** – Telecommunications Device for the Deaf which is a device resembling a typewriter that allows a deaf person to communicate through the telephone network

**Teambuilding** – the act of creating a group of people working together

**Technology** – use of advanced or sophisticated devices especially in the fields of electronics and computers

**Telecommute** – to work at home by the use of an electronic linkup with a central office

**Telemarketing** – marketing sales technique of outbound phone calls

**Telephone room** – an area of the box office where incoming calls are answered by telesales personnel

**Telephone sales** – selling tickets by the way of telephone

**Terminal** – a combination of a keyboard and output device (as a video display unit) by which data can be entered into or output from a computer or electronic communications system

**Ticket** – a printed piece of paper or card which shows that the holder has paid for admission

**Ticket agency** – agency that sells tickets for sporting events, concerts, etc.

**Ticketing** – the act of selling tickets

**Ticket stub** – a portion of a ticket maintained by the ticket taker often accounted for attendance purposes

**Ticket taker** – the person who takes the ticket as the customer enters the hall

**Tier** – any series of levels placed one above the other, eg of seats in a theatre

**Tout** – a person who buys up large numbers of tickets and sells them at inflated prices

**Trade show** – exhibition of commodities, eg computer systems

**Traffic** – how many people see your Web page

**Training** – the act or process of being prepared for something, of being taught or learning a particular skill and practicing it until the required standard is reached

**Two Dimensional Bar Code** – Similar in appearance with a 1D code but has marks or black spots arranged both horizontally and vertically

## U

**Universal Mobile Telephone System (UMTS)** – Internet links to mobile telephones

**Update** – to make or bring up to date, eg of software

**Upper circle** – the upper balcony in a theatre, concert hall

**URL** – the address of a computer or a document on the Internet that consists of a communications protocol followed by a colon and two slashes (as http://), the identifier of a computer (as [www.intix.org](http://www.intix.org)) and usually a path through a directory to a file – also called uniform resource locator

**User group** – group of people using the same ticketing system

**Usher** – a person who shows people to their seats, eg in a cinema or theatre

## V

**VAT** – abbreviation: value-added tax

**Vending machine** – a machine for vending merchandise, eg tickets, drinks, chocolate

**Vendor** – a person who provides sales and services

**Venue** – location for a sports event or entertainment

**Video** – involving images on a television screen or computer display

**Virtual reality** – an artificial environment which is experienced through sensory stimuli (as sights and sounds) provided by a computer and in which one's actions partially determine what happens in the environment

**Virtual server/Host** – machines with several different Web servers running on them

**Voice mail** – an electronic communication system in which spoken messages are recorded or digitized for later playback to the intended recipient

**Voice response** – a telephone system that directs the flow/pattern of calls by recorded spoken instructions

**Volunteer** – a person carrying out voluntary work

## W

**Watermark** – a manufacturer's distinctive mark in paper, visible when the paper is held up to the light

**Web site** – any computer on the Internet running a World Wide Web server process. A particular web site is identified by the hostname part of a URL

**Wheelchair Seating** – a designated seating area in a venue for wheelchair bound patrons and their companions

**Will call** – cabo

**Window** – a (glass-covered) opening eg at a railway, theatre, etc, at which to purchase one's ticket

**Wireless Application Protocol (WAP)** – selected messaging to mobile telephones

**Workshop** – an educational meeting of a small group usually involving interaction

**World Wide Web** – a part of the Internet designed to allow easier navigation of the network through the use of graphical user interfaces and hypertext links between different addresses

**Wristbands** – a number system given to ticket buyers for use in a ticket lottery

# The INTIX Dictionary



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## A glossary of ticketing terms

The INTIX Dictionary has been a work in progress for several years. While the official language of our conferences is English, we are very aware that it is not the first language of many of our members. Although the first version was published as an accommodation for these members, it soon became apparent that its usefulness was much better. As an example, many of our members find it valuable when traveling. It was first published in 1994 for the *Europe Talks Tickets Conference & Exhibition* in Amsterdam. Mathieu Heinrichs, Assistant Director, Music Centre Vredenburg, spearheaded the effort. The European Conference Committee made out lists of ticketing terms that were subsequently translated into Danish, Dutch, Finnish, French, German, and Italian. Later, Japanese, Spanish, and Czech were added. This year there is a Swedish translation in time for Europe Talks Tickets 2002 in Gothenburg.

We depend on members to update and supply terms, translations and definitions. We ask your participation in the continuing work on the Dictionary and welcome your additions and suggestions.



