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# Editor

- **Elisa Moncarz**

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# Biography

- Elisa Moncarz is a Emeritus Professor in the School of Hospitality and Tourism Management of Florida International University.
- A recipient of awards for excellence in teaching and research, Professor Moncarz co-authored seven books and book chapters and published numerous articles in leading academic journals, including:
  - the Cornell Hospitality Quarterly
  - the International Journal of Hospitality Management
  - the International Journal of Contemporary Hospitality Management and
  - the Hospitality Review.

- She ranked among the most prolific researchers in the hospitality field based on studies published in the Hospitality Research Journal and the Journal of Hospitality and Tourism Education.
- She was the 2009 CHRIE recipient of the “Article of the Year Award” for a manuscript published in the Journal of Hospitality and Tourism Education.
- A CPA in New York and Florida, she has extensive financial management and SEC experience with international firms in New York and Florida.

# Research Interest

- Her area of interest focusses on:
- Restructuring and financial failure in the hospitality industry

# Hospitality

- **Hospitality** is the relationship between guest and host, or the act or practice of being hospitable. Specifically, this includes the reception and entertainment of guests, visitors, or strangers, resorts, membership clubs, conventions, attractions, special events, and other services for travellers and tourists.
- "Hospitality" can also mean generously providing care and kindness to whoever is in need.

# Objectives of Hospitality

- Understand the hospitality industry
- Understand the national and international employment opportunities available in the hospitality industry





- In the UK alone there are 182,343 hospitality and leisure establishments
- The industry employs 2 million people
- The restaurant industry is the largest in terms of jobs, employing half a million people
- The industry employs a young workforce – just over a third of the staff are under 25

# Types in hospitality industry

- NATIONAL –All the outlets look the same, with the same style of furnishing, menus and pricing.
- LOCAL – One can find a wide variety of specialised and interesting menus, accommodation and prices.

# Overview of Hospitality Industry

## Characteristics of Hospitality Industry

1. Inseparability
2. Perishability
3. Labor-intensive
4. Repetitive
5. Intangibility



# Components of Hospitality Industry

## 1. Lodging Operations

-such as hotels, resorts, motels etc.

## 2. Transportation Services

-such as taxi, train, cruise ships, etc.

## 3. Food and Beverage Operations

-such as restaurants, bars, etc.

## 4. Retail Stores

-such as souvenir shops, etc.

## 5. Activities

-such as recreations, festivals, etc.

# According to Levels of Service

a. World-Class Service



b. Medium-Range Service

c. Economy / Limited Service



- The hospitality industry consists of broad category of fields within the service industry that includes lodging, restaurants, event planning, theme parks, transportation, cruise line, and additional fields within the tourism industry.
- The hospitality industry is a several billion dollar industry that mostly depends on the availability of leisure time and disposable income.
- A hospitality unit such as a restaurant, hotel, or even an amusement park consists of multiple groups such as facility maintenance, direct operations (servers, housekeepers, porters, kitchen workers, bartenders, etc.), management, marketing, and human resources.

# Sectors in hospitality industry

## COMMERCIAL SECTOR

- It includes any businesses where the sale of food and drink or accommodation is the main source of income.
- The commercial sector includes hotels, restaurants, pubs and clubs

## CATERING SERVICES SECTOR

- It includes situations where food and drink services are provided within other organisations whose main focus is not hospitality.

# Front-of-the-house vs. Back-of-the-house

- **Front-of-the-house** : areas that involves guest and employee interaction (front office, restaurants, and lounges).
- **Back-of-the-house** : areas where interaction between guests and employees is less common (housekeeping, engineering and maintenance, accounting, and human resources).



*Thank You..!*



## Related Journals

- [Arabian Journal Business and Management Review](#)
- [Journal of Hotel & Business Management](#)





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# Journal of Tourism & Hospitality

Open Access



- 3rd International Conference on Business, Economics & Management
- 2nd International Conference on Business Economics and Management



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