

Changing Trends of Hospitality Industry: Emergence of Millennials and Gen Z as Future Customers

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Abstract: *The hospitality industry is facing major changes in today's world. We can observe these changes in using advanced technology, going green, and following sustainable practices. The hospitality industry is witnessing these changes and needs to accept and change as the changes arise in the industry. One of the changes is forecasting the needs of the New Generation Travellers. The future is Gen Z and Millennials. The hospitality industry should be aware of the requirements of the New Generation so that they can efficiently handle as guests of the hotel. The purpose of this article is to find out the trends and needs pertaining to the Millennials and Gen Z as they cover the major portion of the hotel industry as future customers.*

Keywords: Gen Z, Millennials, Sustainability, Advanced Technology, Hospitality Industry.

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