

Versatile Hospitality Industry Across The Globe A Case Study on Development and Challenges in Hospitality Industry in United States of America

Kaustubh Sawant¹, Gaurav Salian², Nandini Roy³, Ashish Nevgi⁴

Student, Thakur Institute of Hotel Management, Thakur Shyamnarayan Degree College, Mumbai, India¹

Assistant Professor, Thakur Institute of Hotel Management, Thakur Shyamnarayan Degree College, Mumbai, India^{2,3}

Coordinator, Thakur Institute of Hotel Management, Thakur Shyamnarayan Degree College, Mumbai, India⁴

Abstract: *Have you ever wondered what exactly is hospitality? It is essential to know there are four main segments in hospitality which are Food and Beverage, Lodging, Recreation, and Travel and Tourism. Each service makes an impact on the hospitality field as a whole. In the United States, hospitality has an enormous financial impact. Superior hospitality should give the guest the best possible experience and offer excellent customer service to make the customer want to come back again. The hospitality industry of the USA is huge, diverse and ever-expanding. This article covers a quick overview of the hospitality and leisure industry in the USA. It has been over a decade of the 9/11 attack which led to a recession for the US travel industry. Things have improved ever since and what has followed is a decade long story of expansion and innovation. However, this has again been stalled in 2020 due to the COVID-19 pandemic which has brought the global hospitality and travel market to a standstill. As of the now the most affected nation has been the US due to which the outlook of the travel and hospitality industry of the US looks grim at present.*

Keywords: Product, Industry, Service, Guest

REFERENCES

- [1]. "Hospitality industry". Cambridge Business English Dictionary. Retrieved 19 March 2020.
- [2]. "Global Hospitality Leadership: Industry & Company Information". Georgetown University Library. Retrieved 19 March 2020.
- [3]. Andrews (2007). Introduction To Tourism And Hospitality Industry. McGraw-Hill Education (India). ISBN 9780070660212. Retrieved 19 March 2020.
- [4]. "Abbreviations and Acronyms". Eurostat. Retrieved 28 February 2017.
- [5]. Dmitry V. SHKURKIN.
- [6]. Elena S. LOGVENCHEVA.
- [7]. Marina N. KHRAMOVA.
- [8]. <https://dergipark.org.tr/en/pub/ijefi/issue/31979/352550>
- [9]. <https://www.mordorintelligence.com/industry-reports/hospitality-industry-in-germany>
- [10]. <https://adagetechnologies.com/hospitality-operations-8-areas-that-need-modernization/>
- [11]. <https://www.aurecongroup.com/thinking/thinking-papers/technology-in-the-hospitality-industry>
- [12]. https://en.wikipedia.org/wiki/Modernization_theory