

Versatile Hospitality Industry Across the Globe A Case Study on Development and Challenges in Hospitality Industry in New Zealand

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Abstract: *The hospitality industry is generally recognized as a section of the wider service industry, with a focus on leisure, rather than more basic needs. It is a broad category of fields within the service industry that includes lodging, food and drink service, event planning, theme parks, travel and tourism. It includes hotels, tourism agencies, restaurants and bars. The goal of the hospitality industry is to provide customers with an enjoyable experience. Whether that enjoyment comes from eating a good meal, relaxing in a luxurious spa, or getting a good night's rest away from home, making sure each individual guest is taken care of is paramount. Good service is the key to success in any hospitality business. So, what is 'Versatility' and what does it have to do with the Hospitality Industry? According to the Cambridge Dictionary, Versatility is 'the ability to adapt or be adapted to many different functions or activities.' The hospitality industry needs to be flexible, determined, and ready for any challenge thrown at it. The world is comprised of different cultures, different backgrounds, different expectations and different attitudes.*

Keywords: Hotel, Food, Service, Guest, Beverage

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