## Get Free Marketing For Hospitality And Tourism 5th Edition Read Pdf Free

Marketing for Hospitality and Tourism Marketing for Hospitality and Tourism, 5/e Service Management Principles for Hospitality and Tourism Spanish for Hospitality and Foodservice Strategic Management for Hospitality & Tourism Sector Business Accounting for Hospitality and Tourism Introduction to Hospitality Management Hospitality and Restaurant Management MARKETING FOR HOSPITALITY AND TOURISM Hospitality and Restaurant Marketing Strategic Management for Hospitality and Tourism Strategic Management for Hospitality and Tourism Marketing for Hospitality and Tourism Handbook of Marketing Research Methodologies for Hospitality and Tourism Marketing Research for the Tourism, Hospitality and Events Industries The Theory of Hospitality and Catering China Ready! The Practice of Graduate Research in Hospitality and Tourism Planning Research in Hospitality and Tourism The Analytic Hospitality Executive Segmentation Strategies for Hospitality Managers Contemporary Hospitality and Tourism Management Issues in China and India Customer Service for Hospitality and Tourism The Vo-Tech Track to Success in Hospitality and Tourism Employment Relations in the Hospitality and Tourism Industries In Search of Hospitality Benchmarks in Hospitality and Tourism Hospitality Marketing for Hospitality and Tourism Hospitality and Tourism The Cornell School of Hotel Administration on Hospitality Revenue Management for Hospitality Marketing for Hospitality and Tourism Hospitality and Tourism Management Maths & English for Hospitality and Catering Revel for Marketing for Hospitality and Tourism - Access Card Knowledge Management in Hospitality and Tourism

"ManageFirst Program, National Restaurant Association." Strategic Management for Hospitality and Tourism is a vital text for all those studying cutting edge theories and views on strategic management. Unlike others textbooks in this area, it goes further than merely contextualizing strategic management for hospitality and tourism, and avoids using a prescriptive, or descriptive approach. It looks instead, at the latest in strategic thinking and theories, and provides critical and analytical discussion as to how and if these models and theories can be applied to the industry, within specific contexts such as culture, profit and non-profit organizations" In Search of Hospitality' is a unique contribution to the study of hospitality, exploring the practice of hospitality across disciplines, and adopting an international perspective where appropriate. In Search of Hospitality': \*brings together an extraordinary collection of leading researches and writers in hospitality, sociology, philosophy and social history, providing a truly global perspective on hospitality \* focuses the study of hospitality across the range of human, social and economic settings \* provides a reference point for the future development of hospitality as an academic discipline. This text is ideal for students

and academics in both the applied fields of hospitality and tourism studies, and general academic fields in business studies and behavioral sciences. For practitioners in hospitality, leisure and tourism businesses the text provides a provocative and informative guide to understanding and providing hospitality in commercial contexts. Improve your hospitality and tourism research abilities with this impressive collection of research methods! The Practice of Graduate Research in Hospitality and Tourism assists you in gaining insight into different facets of research design, conceptual development, research methods, and conclusions drawn from research in hospitality and tourism. As a professional, researcher, or graduate student in the hospitality and tourism field, you will benefit from this collection of chapters that represent examples of research trials conducted by graduate students in hospitality and tourism and are selected on the basis of the originality of the students' concepts, research methods, and interest of the work to graduate students. This informative volume will provide you and your students with up-to-date and effective ideas for researching topics within the field of hospitality. The Practice of Graduate Research in Hospitality and Tourism is an excellent supplemental textbook for research methods classes in graduate hospitality and tourism programs. The wide variety of chapters will stimulate discussions on research in hospitality and tourism from conceptual, secondary data, and primary data approaches. Some of the research articles you will explore in The Practice of Graduate Research in Hospitality and Tourism are based on different statistical techniques, research designs, and trends of subjects. Topics include: selecting service-oriented employees based on person-organization fit measuring the effectiveness of advertising on the Internet examining factors that affect food expenditures of U.S. tourists when they are away from home explaining the competitive structure of Japanese travelers' overseas destination plans determining the motivational needs of managers in the on-site foodservice segment providing adequate education on HIV and AIDS in the workplace for hospitality managers identifying influential variables of employee turnover in the food and beverage industry The Practice of Graduate Research in Hospitality and Tourism serves as an important forum for initiating research and new ideas internationally. The carefully selected chapters of this essential text will provide you and your students with suggestions that will improve research competency as well as hospitality services to patrons. This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. For courses in Hospitality Marketing, Tourism Marketing, Restaurant Marketing, or Hotel Marketing. Marketing for Hospitality and Tourism, 7/e is the definitive source for hospitality marketing. Taking an integrative approach, this highly visual, four-color book discusses hospitality marketing from a team perspective, examining each hospitality department and its role in the marketing mechanism. These best-selling authors are known as leading marketing educators and their book, a global phenomenon, is the leading resource on hospitality and tourism marketing. The Seventh Edition of this popular book includes new and updated coverage of social media, destination tourism and other current industry trends, authentic industry cases, and hands-on application activities. The final section explains market analysis planning and communications, including preparing a research-based business review and the effective presentation of research findings. The hospitality industry's rapid evolution provides career-seekers with tremendous opportunity-and unique challenges. Changes in the global economy, rising interest in ecotourism, the influence of internet commerce, and a myriad of other trends contribute to the dynamic nature of this exciting field. Introduction to Hospitality Management presents a thorough overview of historical perspectives, current trends, and real-world practices. Coverage of bar and restaurant management, hotel and lodging operations, travel and tourism, and much more gives students a comprehensive analysis of this rewarding field. Focusing on practicality, this text presents real-world examples of traditional methods alongside insightful discussions surrounding changes in consumer demands and key issues

affecting the industry. The industry's multifaceted nature lends itself to broad exploration, and this text provides: Clear guidance through topics related to foodservice operations, convention management, meeting planning, casino and gaming management, leadership and staffing, financial and business models, and promotion and marketing Emphasis on career planning and job placement strategies, giving students a head start in charting their future in hospitality A combination of Drs. Revnolds and Barrows' two leading textbooks, Introduction to Management in the Hospitality Industry and Introduction to the Hospitality Industry, into one cohesive, comprehensive edition Substantial coverage of internet commerce and marketing Case studies, including actual interviews with industry professionals, to reinforce primary learning objectives and build critical thinking skills An emphasize on real-world skills and practical methods employed by management professionals Methods to prepare students for job placement in multiple areas of the hospitality and tourism industry Introduction to Hospitality Management is an essential text for students learning about, or with an interest in, the hospitality industry. Written in a clear and accessible style, this important book leaves readers with a strong grasp of the topics and trends most important to a career in the hospitality industry Includes ManageFirst core credential topics with paper and pencil answer sheet. Service Management Principles for Hospitality and Tourism gives an introduction to hospitality and tourism and talks about the role of communication in this sector. It brings the focus of the readers to food service management and the aspect of marketing in the hospitality industry. Also discussed in the book is the quality management in the hospitality industry, the role f customer satisfaction in this sector, the management of corporate travel and tourists, the management in technological and networking sense, the challenges that lie in the hospitality and tourism sector and the future that the sector may undergo. The readers are provided with the basic knowledge on all the possible aspects of the management of hospitality and tourism sector. China Ready! prepares students and independent learners to work in the hospitality and tourism industry for high-value tourism business coming from China to English-speaking countries. The book focuses on listening and speaking skills - essential skills for learners. This book's features include the following: • Important cultural and social awareness factors for interacting with clients from China • Vocabulary • Real-life scenarios • Situational role playing and interactive listening • Experiential exercises to encourage learning outside the classroom The book is aimed at students who have attained the Common European Framework Reference (CEFR) A2 level and will bring them up to the CEFR B2/C1 level or ???? ?? (HSK) 4/5. Handbook of Hospitality Operations and IT provides an authoritative resource for critical reviews of research into both operations and IT management. Internationally renowned scholars provide indepth essays and explanations of case studies, to illustrate how practices and concepts can be applied to the hospitality industry. Topics include: Theories of operations management, involving the processing of materials, customers and information, The responsibilities of the operations manager: quality, productivity, and innovation, The role of the customer in operations management, Major aspects of operations and information management in hospitality. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners. A fully updated new edition of this bestselling text that explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice. With 10 new international cases focusing on how some in the hospitality sector have adapted - and thrived - during the COVID-19 pandemic. This book represents a comprehensive and authoritative analysis of key sectors in the hospitality and tourism industries in China & India, and addresses the market's growing need for information on tourism in China and India. This basic practical volume provides readers with the tools to become more confident, effective and service oriented employees. The training program is designed to empower readers with the communication and cross-cultural leadership

skills—using industry specific vocabulary, key cultural differences, and team building tips—necessary to be successful working in an organization with a diverse staff so they can provide their guests with excellent service. The author provides a complete examination of the front office, employees and guests, the family and work personnel, rapport building phases, housekeeping, laundry, catering/banquet and engineering departments, the restaurant, the kitchen, entrees and produce and the bar, beverages and service station. For individuals in the hospitality and food/beverage service industry. How much money is your business wasting? How good is the service you deliver? This pioneering book will familiarize you with benchmarking techniques that can be used to gauge and improve the performance of hospitality and tourism businesses anywhere! With compelling case studies drawn from hotel management, environmental systems, and destination practices, it examines important aspects of benchmarking, including satisfaction barometers, indicator development, and finding/networking with benchmarking partners. After an overview of benchmarking concepts and processes, this essential book explores; benchmarking's strengths and weaknesses ways to apply benchmarking to tourist facilities and destinations the role of customer satisfaction and loyalty in benchmarking-- and a way to efficiently measure it a procedure for identifying benchmarking partners the Tyrolean Tourism Barometer--its value, its usefulness, and ways to improve it the changing functions of hotel front office operations and procedures and benchmarks that can help empower front office employees benchmarks in quality management benchmarks in accreditation for hospitality and tourism businesses a case study of environmental management systems for Caribbean resorts and hotels--how they have saved money on water, electricity, diesel fuel, and liquefied petroleum gas while improving environmental performance Think a welcoming smile and an outgoing personality are all one needs to succeed in hospitality and tourism? Guess again. Hard work, preparation, and training are necessary as well. What isn't required is a four-year college degree. Learning and hands-on training for hospitality and tourism careers can start in high school, and continue after graduation through vocational education and certification. This book prepares readers for work as chefs, hotel desk clerks, adventure tour guides, and so much more. Helps learners to improve their Maths and English skills and prepare for Level 1 and Level 2 Functional Skills exams. In this title, the format enables learners to practice and improve their maths and English skills and the real-life questions, exercises and scenarios are written with a Catering and Hospitality context. The Emerald Handbook of Luxury Management for Hospitality and Tourism brings together global philosophies, principles and practices in luxury tourism management, exploring the changing paradigms of the upcoming post-pandemic global luxury travel market. Planning Research in Hospitality and Tourism provides an accessible, concise and practical guide to planning, conducting and analysing research in tourism and hospitality. The authors skilfully introduce the basic principles and techniques of research in the international hospitality and tourism sectors, and provide detailed guidance on both quantitative and qualitative methods of research. It includes a variety of features throughout to aid students' understanding and offers practical tips to help students overcome any potential research issues. Building on the success of the first edition, the volume has been fully revised and updated, and contains new chapters on mixed methods and how to make best use of recent technology in research practices. The second edition also benefits from: • increased coverage of research design strategies including sampling, ethnography and experimental design • inclusion of computer-mediated data collection techniques, such as online interviews, online focus groups and online observation (netnographic research) • new and updated international case studies and extracts, with a more even spread of tourism and hospitality examples of research • online student and lecturer resources, including PowerPoint slides and a test bank of multiple choice and true/false questions for each chapter. Written by three leading scholars with experience of both the industry and university courses globally, this insightful text is an essential resource

for all tourism and hospitality research students and early career research professionals around the world. Targeted analytics to address the unique opportunities in hospitality and gaming The Analytic Hospitality Executive helps decision makers understand big data and how it can drive value in the industry. Written by a leading business analytics expert who specializes in hospitality and travel, this book draws a direct link between big data and hospitality, and shows you how to incorporate analytics into your strategic management initiative. You'll learn which data types are critical, how to identify productive data sources, and how to integrate analytics into multiple business processes to create an overall analytic culture that turns information into insight. The discussion includes the tools and tips that help make it happen, and points you toward the specific places in your business that could benefit from advanced analytics. The hospitality and gaming industry has unique needs and opportunities, and this book's targeted guidance provides a roadmap to big data benefits. Like most industries, the hospitality and gaming industry is experiencing a rapid increase in data volume, variety, and velocity. This book shows you how to corral this growing current, and channel it into productive avenues that drive better business. Understand big data and analytics Incorporate analytics into existing business processes Identify the most valuable data sources Create a strategic analytic culture that drives value Although the industry is just beginning to recognize the value of big data, it's important to get up to speed quickly or risk losing out on benefits that could drive business to greater heights. The Analytic Hospitality Executive provides a targeted game plan from an expert on the inside, so you can start making your data work for you. "This is a user-friendly textbook that covers qualitative, quantitative and social media methods, providing tourism, hospitality and events students and course leaders with an accessible guide for learning and teaching marketing research. The book contains essential information on how to conduct research on visitor trends, experiences, preferences and lifestyles, shedding light on customer preferences, product changes, promotional efforts and pricing differences to ensure the destination is successful. It offers guidance on how to write, conduct and analyze the results of surveys, or use qualitative methods such as focus groups, interviews, projective techniques and observation. It also illustrates how social media can be used as a new means to determine visitor preferences by analyzing online data and conversations. Other content includes suggestions and examples on turning research data into actionable recommendations as well as advice on writing and presenting the final report. Integrated with a wide range of case studies per chapter, this short and accessible textbook is essential reading for all students wishing to gain knowledge as to what visitors want from the travel, hospitality and/or event experience."--Provided by publisher. Strategic Management for Hospitality and Tourism is an essential text for both intermediate and advanced learners aspiring to build their knowledge related to the theories and perspectives on the topic. The book provides critical and analytical insights on contemporary theoretical models and management practices while enhancing the learning process through worked examples and cases applied to the hospitality and tourism setting. This new edition highlights the rapidly changing socioeconomic and political global landscape and addresses the cultural and socio-economic complexities of hospitality and tourism organizations in the new era. It has been fully updated to include: A new chapter on finance, business ethics, corporate social responsibility, and leadership as well as new content on globalisation, experience economy, crisis management, consumer power, developing service quality, innovation and implementation of principles. New features to aid understanding of the application of theory, and spur critical thinking and decision making. New international case studies with reflective questions throughout the book from both SME's and large-scale businesses. Updated online resources including PowerPoint presentations, additional case studies and exercises, and web links to aid both teaching and learning. Highly illustrated and in full colour design, this book is essential reading for all future hospitality and tourism managers. Success in today's rapidly changing hospitality

industry depends on understanding the desires of guests of all ages, from seniors and boomers to the newly dominant millennial generation of travelers. Help has arrived with a compulsively-readable new standard, The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets by Micah Solomon, with a foreword by The Ritz-Carlton Hotel Company's president and COO Herve Humler. This up-to-the-minute resource delivers the closely guarded customer experience secrets and on-trend customer service insights of today's top hoteliers, restaurateurs, and masters of hospitality management including: Four Seasons Chairman Isadore Sharp: How to build an unsinkable company culture Union Square Hospitality Group CEO Danny Meyer: His secrets of hiring, onboarding, training, and more Tom Colicchio (Craft Restaurants, Top Chef): How to create a customer-centric customer experience in a chef-centric restaurant Virgin Hotels CEO Raul Leal: How Virgin Hotels created its innovative, future-friendly hospitality approach Ritz-Carlton President and COO Herve Humler: How to engage today's new breed of luxury travelers Double-five-star chef and hotelier Patrick O'Connell (The Inn at Little Washington) shares the secrets of creating hospitality connections Designer David Rockwell on the secrets of building millennial-friendly restaurants and hotel spaces (W. Nobu, Andaz) that resonate with today's travelers Restaurateur Traci Des Jardins on building a "narcissism-free" hospitality culture Legendary chef Eric Ripert's principles of creating a great guest experiences, simultaneously within a single dining room. The Heart of Hospitality is a hospitality management resource like no other, put together by leading customer service expert Micah Solomon. Filled with exclusive, first-hand stories and wisdom from the top professionals in the industry, The Heart of Hospitality is an essential hospitality industry resource. As Ritz-Carlton President and COO Herve Humler says in his foreword to the book, "If you want to create and sustain a level of service so memorable that it becomes an unbeatable competitive advantage, you'll find the secrets here." Marketing is an essential aspect of every business in the modern times. It helps in creating brand awareness and brand loyalty amongst customers. The tourism and hospitality industry also employs strategies in order to promote any destination, hotels, spas, etc. Some of the commonly used marketing methods include public relations, advertising and social media marketing. This book will provide the readers with a detailed knowledge about these methods and how to use them to promote any business in the tourism and hospitality sector. It will prove immensely beneficial to professionals and students engaged in this industry at various levels. Written by leading academic and industry experts actively engaged in revenue management, research and teaching this is a new and original treatment of the whole field for students and professionals. The first part of the book provides academically rigorous challenging and contemporary material to get to the core of the subject and to make the theory and practice lively, relevant and engaging. Throughout this, and the second section, numerous references to past and present good practice are used-giving insight into best practice in cutting-edge companies leading the revenue management agenda in markets all over the world. The second part of the book is authored by a range of academics and practitioners all currently engaged in revenue management practice, balancing the theory with the best overview possible of best real world practice. Drawn from the widest possible range of sectors including hospitality, car rental, airlines, tour operators, restaurants and advertising it gives an unrivalled industry perspective. The book is designed for students at many levels in universities, business schools, schools of tourism and hospitality studying marketing, pricing, distribution, selling and commercial issues in the service industry. It will also be ideal for practitioners (consulting experts, revenue managers, pricing managers) studying part-time or on CPD programmes requiring a strong theoretical and practical orientation. It will be essential for those working in revenue management, reservations, operations and logistics and generic marketing. For courses in Hospitality Marketing, Tourism Marketing, Restaurant Marketing, or Hotel Marketing. Marketing for Hospitality and Tourism, 7/e is the definitive source for

hospitality marketing. Taking an integrative approach, this highly visual, four-color book discusses hospitality marketing from a team perspective, examining each hospitality department and its role in the marketing mechanism. These best-selling authors are known as leading marketing educators and their book, a global phenomenon, is the leading resource on hospitality and tourism marketing. The Seventh Edition of this popular book includes new and updated coverage of social media, destination tourism and other current industry trends, authentic industry cases, and hands-on application activities. Get the competitive edge in a fierce market! Effective market segmentation approaches can show a company which customer group is most profitable and how to best serve their needs. Segmentation Strategies for Hospitality Managers: Target Marketing for Competitive Advantage is a marketing primer whose time has come, teaching segmentation approaches that can make a difference where it really counts—the bottom line. Introductory to intermediate level hospitality managers and students are provided with easy-to-follow explanations and effective learning exercises that will help them grasp segmentation concepts and strategies quickly. Unlike other hospitality marketing textbooks out there, this book persistently focuses specifically on segmentation and positioning strategies. Segmentation Strategies for Hospitality Managers effectively tells how to best use the integrated resources of a hospitality firm to gain and maintain the competitive edge. Examples are taken from the hotel, restaurant, and airline industries to give a well-rounded view of the industry's practical and productive use of segmentation strategies. The text explains advantages and limitations of various segmentation strategies such as relationship or niche marketing to help assist managers in their own future decision-making process. Detailed chapter summaries and challenging end-of-chapter exercises further reinforce each chapter's concepts and approaches. Extensive references, several illustrative figures and tables, and specific case examples from various hospitality sectors are included. Topics in Segmentation Strategies for Hospitality Managers include: positioning strategy niche marketing relationship marketing marketing trends technology's impact on the hospitality industry special issues in segmentation strategy (including integration of segmentation strategy with branding, yield management, and IT strategy) and more! Segmentation Strategies for Hospitality Managers is a resource certain to be used again and again and is perfect for hospitality managers, marketing and hospitality educators, hospitality and travel and tourism students, and business school students world wide. Completely revised and updated to include more information on Internet marketing, tourism marketing, marketing technology, and international business, Hospitality Marketing Management, Fifth Edition is a comprehensive, core marketing text. This popular textbook explores marketing and themes unique to hospitality and tourism, with a focus on the practical applications of marketing rather than marketing theory. It provides readers with the tools they need to successfully execute marketing campaigns for a hospitality business, no matter what their specialty. Competition in the hospitality industry is nonstop, and brands are looking for associates who can handle themselves flawlessly both on and off the job. Modern hospitality professionals are correctly concerned about representing their organizations, and themselves, with polish, politeness, confidence, and authority. Hospitality Management leads the way by showcasing the soft skills that you can use to amaze your guests with your outstanding attention to customer care--Publisher. This timely book is one of the first of its kind to consider contemporary issues such as skills shortages, labour turnover and training, as well as changes in employment protection law in different areas of the hospitality industry. This cutting edge and comprehensive book—with contributions from the star faculty of Cornell University's School of Hotel Administration—offers the latest thinking on the best practices and strategies for hospitality management. A must for students and professionals seeking to enter or expand their reach in the hospitality industry, The Cornell School of Hotel Administration on Hospitality delivers the authoritative advice you need to: Develop and manage a multinational career and become a leader in

the hospitality industry Maximize profits from franchise agreements, management contracts, and leases Understand and predict customer choices, and motivate your staff to provide outstanding service Manage hospitality businesses and the real estate underlying the businesses Control costs, coordinate branding strategy, and manage operations across multiple locations When knowledge is properly managed, it's in the hands of those who need it BEFORE they need it. This greatly improves the speed of business operations by eliminating time-consuming information searching! This book will show you how to make any hospitality or tourism related business more efficient and competitive by using knowledge management concepts and techniques. It provides an essential introduction to the concept of knowledge management plus fascinating case studies, strategic advice, and structural recommendations for its implementation. You'll learn to use knowledge management to avoid the duplication of research, reducing the cost of product research and development and increasing the effectiveness of your overall operation. Helpful charts and figures make the information easy to access and understand. From the editors: "Although tourism and hospitality, with their geographically dispersed units, can profit from enhanced knowledge management, only a small number of firms have implemented knowledge management techniques. A recent study shows that although managers in many hotels consider knowledge management and information transfer to be 'relevant concepts,' they report being confronted with too many—and unclear—knowledge management strategies, activities, and implementation techniques. As a result, they are not sufficiently familiar with knowledge management and reject implementing it. This book will increase understanding of these concepts and help to speed the implementation of knowledge management in the hospitality and tourism industries." This book will show you how to make any hospitality or tourism related business more competitive by using knowledge management concepts and techniques. It provides an essential introduction to the concept of knowledge management, with fascinating case studies as well strategic advice and structural recommendations for its implementation. In addition, you'll find: analyses of various aspects of knowledge management in hotels an examination of an Internet-based knowledge management system and its sources, repositories, taxonomy, services, applications, and user interfaces the advent of the "knowledge café" and what it means to the travel and tourism industries the knowledge supply chain matrix, which combines strategic and operative aspects of knowledge management—with a practical example drawn from the airline industry new developments in software applications for cross-border destination management, with an example drawn from the new "AlpNet" project that demonstrates the importance of cooperation and of member-specific requirements insightful thoughts about mental models as they relate to tourism—what they are and how understanding them can lead to lower degrees of mistrust and more efficient operation of tourism-based businesses essential information about database marketing, data mining, and knowledge discovery, with introductions to decision tree classifiers, regression analysis, induction programming logic, and probabilistic rules Trust this leading textbook to guide you through your requirements as you train at a supervisory level in the hospitality industry. The Theory of Catering has been an essential textbook for hospitality and catering students worldwide since 1964. This latest edition is revised to reflect recent changes in the industry and provides a complete overview, from commodity and science through delivery from the supplier, storage, preparation, production and final service. It is ideal for anyone training at supervisory level in the hospitality industry. - Understand challenging concepts such as budgeting and cost and operational control with our invaluable chapter on commodities - Learn the latest regulations on hygiene, food legislation and health and safety - Follow the clear mapping and alignment of content to courses in Hospitality Supervision, Professional Cookery and Foundation Degrees in Culinary Arts Covers financial and managerial accounting, specifically for students of tourism and hospitality management. Strategic Management for Hospitality & Tourism

Sector discusses the basic concept of strategic management for the sector of hospitality and sector. It includes the idea of competitiveness in the hospitality industry. This book also discusses the medical tourism and wellness strategy along with the notion of corporate travel management. It provides the reader with insights of implementing different strategies in the field of hospitality and tourism so as to understand the challenges, current trends and future aspects of hospitality and tourism industry.

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