

Chapter 1

The Hospitality Industry and You

WHAT IS HOSPITALITY?

- Many peoples' definition of hospitality extends only to restaurants and hotels
- In reality, it goes far beyond this and includes any organization that provides food, shelter and other services to people away from home
- When viewed in this light, the hospitality industry can be quite large and far reaching
- Also, the numerous career opportunities become readily apparent

WHAT IS HOSPITALITY?

- Students considering entering the field of hospitality should take into consideration all of the types of businesses that hospitality encompasses but also, the various career streams in functional areas across segments (such as accounting, finance, marketing, human resources, etc.)
- One of the common threads that binds all segments together is the service orientation that exists – one must possess this in order to be successful