

# Hospitality Industry Consumer Behaviour



# Consumer Behaviour In The Hospitality Industry

# Consumer Behaviour In The Hospitality Industry

**Maria Palazzo, Pantea Foroudi**



## **Consumer Behaviour In The Hospitality Industry Consumer Behaviour In The Hospitality Industry:**

**Consumer Behaviour in Hospitality and Tourism** Saurabh Kumar Dixit, Kuan-Huei Lee, Poh Theng Loo, 2021-09-15  
Consumer behaviour includes individual decision making IDM IDM has implications in customer satisfaction loyalty and other behavioural intentions toward the organisations products and services Consumer Behaviour in Hospitality and Tourism targets to study consumers and tourists in different leisure and touristic places such as hotels convention centres amusement parks national parks and the transportation sector The aim of this book is to provide a broad view of novel topics and presents the current scenario in the hospitality and business arena This edited volume has seven chapters and each chapter addresses varied themes relating to consumer behaviour ranging from sustainable tourism environmental issues and green tourism to the impact of hotel online reviews using social media It will be of great interest to researchers and scholars interested in Consumer Behaviour Hospitality and Tourism The chapters in this book were originally published as a special issue of the Journal of Global Scholars of Marketing Science

**Consumer behaviour in the hospitality industry** Manuel Handlechner, 2008-04-01 Essay from the year 2007 in the subject Hotel Industry Catering grade B University of Derby 24 entries in the bibliography language English abstract This article reviews the literature relating to consumer behaviour in foodservice and investigates the decision making process of hospitality customers The study generally offers an increased understanding of the complexity of customer s decisions and how much hedonism behind these decisions is This paper considers the connection between consumer behaviour decision making and marketing It also demonstrates how marketers appeal to hedonistic characteristics of individuals to sell their goods and services The paper shows that people make decisions not only to satisfy a need the decisions are more and more influenced by lifestyle identity and status Keywords like Hedonism and Irrationality need to be considered because they appear more and more in sense of consumer behaviour

**Understanding the Hospitality Consumer** Alistair Williams, 2002 Introduces and explores the role of consumer behaviour theory in the hospitality sector outlining social cultural economic and psychological principles that underpin contemporary consumer responses

*Consumer Behaviour in Hospitality and Tourism* Salomeh Tabari, Wei Chen, Nazan Colmekcioglu, 2024-10-30 This insightful and expert led volume presents a holistic view of the latest cutting edge global research on trends and changes in consumer behaviour in hospitality and tourism with focus on the effects of the COVID 19 pandemic and its impacts on purchase patterns within the industries The COVID 19 pandemic has affected every aspect of consumer behaviour including expenses ways of shopping eating lifestyle use of technology and individual decision making processes This volume presents a carefully selected and logically structured collection of chapters which aim to identify the factors that influence these new purchase patterns and evaluate how managers retailers and marketers can develop appropriate strategies that respond to these changes in the market going forward This book explores the effects of multiple socio economic factors on individual consumption behaviours and features an array of international case studies This book is

of pivotal interest for students scholars and researchers interested in consumer behaviour within the tourism and hospitality industries as well as providing a useful tool for professionals to develop appropriate strategies that meet the evolving needs of consumers in the market

**Emerging Trends in Consumer Behaviour in the Service Sector** Saloomeh Tabari, Nazan Colmekcioglu, Wei Chen, 2024-07-31 Offers a fresh and comprehensive perspective on current and innovative topics related to consumer preferences attitudes perceptions and reactions in service industries and delves into the impact of contemporary trends and emerging technology by providing a holistic view on the future of the trends and behaviour within the service sector

**The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism** Saurabh Kumar Dixit, 2017-04-07 Consumer behaviour is one of the most explored topics in tourism and hospitality marketing interchangeably denoted by the terms traveller behaviour tourist behaviour or guest behaviour Consumer behaviour acts as an origin for every tourism and hospitality marketing activity It offers an understanding of why people tend to choose certain products or services and what sort of factors influence them in making their decision The decision process of buying tourism products or services takes time because they are mostly intangible in nature due to which there are many risks involved in their buying process The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism aims to explore and critically examine current debates critical reflections of contemporary ideas controversies and pertinent queries relating to the rapidly expanding discipline of consumer behaviour in hospitality and tourism The Handbook offers a platform for dialogue across disciplinary and national boundaries and areas of study through its diverse coverage It is divided into six parts Part I offers an overview of consumer behaviour Part II focuses on the service quality perspectives of consumer behaviour Part III deliberates on customer satisfaction and consumer behaviour linkages Part IV explores the re patronage behaviour of consumers Part V addresses the vital issues concerning online consumer behaviour and Part VI elaborates upon other emerging paradigms of consumer behaviour Although there is no dearth of empirical studies on different viewpoints of consumer behaviour there is a scarcity of literature providing conceptual information The present Handbook is organised to offer a comprehensive theoretical body of knowledge narrating consumer behaviour especially for hospitality and tourism businesses and operations It attempts to fill this research gap by offering a globalised volume comprising chapters organised using both practical and academic approaches This Handbook is essential reading for students researchers and academics of Hospitality as well as those of Tourism Marketing International Business and Consumer Behaviour

*Hospitality Marketing and Consumer Behavior* Vinnie Jauhari, 2017-06-26 Creating memories and joyous experiences for consumers is a key dimension affecting the profitability and growth of a hospitality firm Drawing on global experiences this new book looks at the diverse factors that create these positive experiences and provides insight into marketing and consumer behavior in the context of hospitality and tourism The dynamics of emerging economies has been captured and some lessons have been drawn from best practices across the globe

*Consumer Behavior in Tourism and Hospitality Research* Arch G.

Woodside,Alain Decrop,2017-08-09 The chapters in this volume provide tools and evidence useful for deep understanding of tourists buying consumption and being through examinations of consumers self descriptions of personal markers of their trip configurations

**Consumer Behaviour in Tourism** John Swarbrooke,Susan Horner,2007-03-14 Consumer Behaviour in Tourism takes a broad view of tourism and looks at consumer behaviour in a number of sectors including tour operation tourist destinations hospitality visitor attractions retail travel transport Now fully revised and updated the second edition of this bestselling text looks provides an international perspective on consumer behaviour in tourism through the use of numerous examples and case studies drawn from a range of different regions of the world an exploration of national differences in consumer culture the dissemination of research findings and concepts from a number of different regions of the world This second edition includes new chapters on ecotourists destination image and choice terrorism and the tourism market the internet and tourist behaviour and the rise of the no frills markets It also includes new material on health concerns and government travel advice events and festivals business travel national and cultural differences and more Each chapter features conclusions discussion points and essay questions and exercises at the end to help tutors direct student centred learning and to allow the reader to check their understanding of what they have read Cases include Las Vegas Nevada USA Currency exchange rates as a determinant of tourist behaviour The adventure tourism market in the USA and New Zealand The Chinese tourism market The Islamic tourism market The impact of terrorism on tourist behaviour The health tourism market including cosmetic surgery tourism The UK outbound market The international conference market Travellers experience websites The international theme park market The festivals and events market around the world Dark tourism

**Consumer Psychology of Tourism, Hospitality, and Leisure** Arch G. Woodside,Geoffrey I. Crouch,J. R. Brent Ritchie,2001 This book is based on papers given at the 2nd Symposium on Consumer Psychology of Tourism Hospitality and Leisure CPTHL in Vienna in July 2000 The Symposium comprised papers reflecting the progress in consumer psychology theory and research The Vienna Symposium put special emphasis on consumer decision making for evaluating choice alternatives in tourism leisure and hospitality operations The reports have been arranged into five major compartments

*Contemporary Marketing and Consumer Behaviour in Sustainable Tourism* Maria Palazzo,Pantea Foroudi,2024-03-11 This book delves into contemporary trends in consumer behaviour and marketing strategies in the field of sustainable tourism It explores effective promotion methods for sustainable tourism development emphasizing the involvement of various stakeholders such as communities local residents visitors organizations and governments With an international perspective this interdisciplinary book specifically examines the human aspects of environmental change covering topics like smart growth heritage place identity place image and reputation technology and innovation life cycle thinking and circular economy waste management ecosystems and global change transitions to low carbon economy etc The book raises several original research questions about the essential nature of sustainable tourism in the post pandemic era aiming to fill knowledge gaps

and drive transformative change Offering a blend of theoretical insights and practical case studies this book is valuable for students researchers and academics in business management marketing communication and tourism as well as for managers and decision makers      *Measuring Consumer Behavior in Hospitality for Enhanced Decision Making* Célia M. Q.

Ramos,Nelson M. S: Matos,Carlos M. R. Sousa,2023 To improve the hospitality and tourism services provided to customers it is necessary for managers to acquire knowledge about their customers and prospects journeys in order to give back to customers in the form of new offerings such as adequate products services and user design experiences according to the characteristics of potential consumers Only in this way will it be possible to innovate consumer experience in the hospitality sector *Measuring Consumer Behavior in Hospitality for Enhanced Decision Making* studies online consumer behavior along with other complementary marketing hospitality and tourism disciplines thus gaining a holistic view of the current consumption during the COVID 19 context which led to structural changes during the digital customer journey touchpoints Covering topics such as e commerce websites price setting strategies and intellectual capital this premier reference source is ideal for entrepreneurs executives managers business leaders government officials marketers students and educators of higher education librarians researchers and academicians      **Corporate Cybersecurity in the Aviation, Tourism, and Hospitality Sector**

Thealla, Pavan,Nadda, Vipin,Dadwal, Sumesh,Oztosun, Latif,Cantafio, Giuseppe,2024-08-05 The rapid advancement of Industry 4 0 technologies is revolutionizing the travel tourism and hospitality industries offering unparalleled opportunities for innovation and growth However with these advancements comes a significant challenge cybersecurity As organizations in these sectors increasingly rely on digital technologies to enhance customer experiences and streamline operations they become more vulnerable to cyber threats The need for clarity on how to effectively manage cybersecurity risks in the context of Industry 4 0 poses a severe threat to the integrity and security of these industries *Corporate Cybersecurity in the Aviation Tourism and Hospitality Sector* presents a solution to this pressing problem by comprehensively exploring cybersecurity and corporate digital responsibility in the global travel tourism and hospitality sectors It brings together cutting edge theoretical and empirical research to investigate the impact of emerging Industry 4 0 technologies on these industries It provides insights into how organizations can build cybersecurity capabilities and develop effective cybersecurity strategies By addressing key topics such as cyber risk management policies security standards and procedures and data breach prevention this book equips industry professionals and scholars with the knowledge and tools needed to navigate the complex cybersecurity landscape of the Fourth Industrial Revolution      *Understanding the Hospitality Consumer*

Alastair Williams,2012-05-16 *Understanding the Hospitality Consumer* presents a unique perspective on consumer behaviour in the hospitality sector It seeks to focus on the role of consumption in hospitality and to investigate our understanding of its place in the contemporary industry Taking the view that successful marketing demands focusing on the customer this text concentrates on understanding and determining customer needs relevant factors in consumer buying

behaviour and the effectiveness of today's marketing techniques Using industry based case studies and examples  
Understanding the Hospitality Consumer Introduces and explores the role of consumer behaviour theory in the context of hospitality management Discusses the principles and research of consumer behaviour and illustrates how they are used in the hospitality industry today Examines the value of consumer behaviour research as applied to the contemporary hospitality industry Explores the challenges to traditional approaches to consumption posed by the postmodern hospitality consumer  
The book's targeted focus and practical application ensures that it is well suited for both students and practising managers in the hospitality field

**Consumer Psychology of Tourism, Hospitality and Leisure** R. R. Perdue, H. J. P. Immermans, M. Uysal, 2004  
Annotation Knowledge of consumer psychology and consumer behaviour in relation to tourism is valuable in determining the success of tourism and hospitality ventures The book is an edited collection of papers from the 3rd Symposium on Consumer Psychology of Tourism Hospitality and Leisure held in Melbourne Australia in January 2003 Themes covered by the papers include attitudes emotions and information processing motivation and learning consumption systems decision and choice experience and satisfaction market segmentation attraction and loyalty and image and interpretation

*Culinary Taste* Donald Sloan, Prue Leith, 2012-05-04  
Culinary Taste Consumer Behaviour in the International Restaurant Sector looks at the factors that influence our culinary tastes and dining behaviour illustrating how they can translate into successful business in industry With a foreword from Prue Leith restaurateur author teacher and prolific cookery writer and novelist and a list of well known and respected international contributors from the UK France Australia and Hong Kong this text discusses the issues involved from a multitude of angles

**The Routledge Handbook of Hospitality Management**  
Ioannis S Pantelidis, 2014-03-26  
Hospitality is an industry characterised by its complex nature and numerous sectors including hotels hostels B Bs restaurants pubs nightclubs and contract catering However despite its segmentation there are key issues that are pertinent to all subsectors The Routledge Handbook of Hospitality Management adopts a strategic approach and explores and critically evaluates current debates issues and controversies to enable the reader to learn from the industry's past mistakes as well as future opportunities Especially relevant at a time when many sectors of the industry have to re evaluate and reinvent themselves in response to the economic downturn the Handbook brings together specialists from both industry and academia and from a range of geographical regions to provide state of the art theoretical reflection and empirical research Each of the five inter related sections explores and evaluates issues that are of extreme importance to hospitality organisations many of which have not been adequately explored before external and internal customers debates surrounding finance uncertainty risk and conflict sustainability and e Hospitality and Technology This book is an invaluable resource for all those with an interest in hospitality encouraging dialogue across disciplinary boundaries and areas of study It is essential reading for students researchers academics and managers of Hospitality as well as those of Tourism Events Marketing and Business Management

*Sustainability in the Hospitality Industry* Willy Legrand, Philip Sloan, Joseph S.

Chen,2016-11-03 Sustainability in the Hospitality Industry Third Edition is the only book available to introduce students to economic environmental and socially sustainable issues specifically facing the industry as well as exploring ideas solutions and strategies of how to manage operations in a sustainable way Since the second edition of this book there have been many important developments in this field and this latest edition has been updated in the following ways Updated content including sustainable food systems hotel energy solutions impacts of technology water and food waste management green hotel design certification and ecolabelling systems and the evolving nature of corporate social responsibility strategies New chapters exploring environmental accounting and the internalization of externalities as well as the management of accessibility in hospitality Updated and new international case studies with reflective questions throughout to explore key issues and show real life operational responses to sustainability within the hospitality industry This accessible and comprehensive account of Sustainability in the Hospitality Industry is essential reading for all students and future managers in the hospitality industry

**Key Concepts in Hospitality Management** Roy C Wood,2013-02-01 Accessibly written and thoughtfully edited making it essential reading for those studying hospitality and embarking on a career in the industry Peter Lugosi Oxford School of Hospitality Management This text is a fascinating read Roy Wood has spent 25 years teaching researching and writing on the hospitality industry much of that learning is here in this book Erwin Losekoot Auckland University of Technology All different aspects of the hospitality industry are elaborated on All in all a wonderful course book for for our students Claudia Rothwangl ITM College This book covers the major concepts students are likely to encounter throughout their study within the hospitality management giving a comprehensive and up to date overview as well as providing engaging everyday examples from around the world A leading figure in the field Roy Wood has successfully gathered international contributors with direct experience of hospitality management and the hospitality industry as a whole ensuring the academic geographical and practical integrity of the book Key Concepts in Hospitality Management is written for undergraduate students and those studying short postgraduate or executive education courses in hospitality management events management tourism management and leisure management

**Sustainability in the Hospitality Industry** Philip Sloan,Willy Legrand,Joseph S. Chen,2013 Revealing and refreshing ideas for the neglected area of sustainability in hospitality management this title presents viable strategies for saving energy and promoting a positive image for hotel managers restaurant managers and other hospitality providers



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