

Wall street journal hospitality trend- impact report



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Wall Street Journal Hospitality Trend Hotel and Hospitality are economic activities that contribute greatly to economic development and prosperity. Hotels range from one star to five stars depending on services and goods offered. The sole aim of business is to accrue high profit margins however, the managers and employees must be knowledgeable and skilled to ensure work is done according to laid down Operation Management and objectives. E-business is process of selling and buying goods and services and ticketing through the internet. Business managers and shareholders must have high cultural intelligence and reliable network to enable them make concrete decisions within the shortest time possible that can aid in solving problems arising at work place and websites. E-business not only increases customer base but also makes the products and services available to global customers in different parts of the world.

In the article, Landmark Buildings Make Hotel Comebacks by Lana Bortolot, hotels within New York City transformed from one star to five stars. AKA building was an abandoned building and was renovated by Larry Korman to accommodate high number of visitors touring New York City. Hospitality is groomed in socio-economic and political facets of New York City where skills were injected into individuals to make them appreciate the roles played by tourism in economic stability.

Impacts promoting hospitality industry

Customer Benefit Package is AKA Times culture that is geared towards achievement of consumer satisfaction. Consumer behaviour is given priority and considered in decision making in order to attract new and retain potential customers. In AKA Times, the restaurant and check-in services are maintained by well trained staff who give customer first priority. Customer

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Benefit Package can therefore, be measured by customer response after the stay. Complaints and compliments help in improvement of nature of service delivery because it aids in identifying weak and sturdy areas.

The landmark building in AKA Times Square depicts the modern building that promotes tourism in the society. The building has many businesses within one premise that make accessibility and efficiency easy for instance, Artisanal coffee shop, five star restaurants and a boutique. Hospitality and tourism need modern buildings that can accommodate visitors who stay for long. The building was made city landmark in 2007 and this gives it advantage over other hotels for instance the nearby Texas hotel company FelCor Lodging Trust Inc. which is undergoing renovation.

On the other hand, technology and information gadgets are installed in the rooms making it easy to serve customers and get feedback within shortest time possible. Visitors can browse and enjoy internet services in the comfort of their rooms. Employees are well trained on ethics and quality service provision, which distinguishes the company with other hospitality firms. The renovation of AKA building has boosted greatly tourism in New York City because it increases economic development through selling of goods and services. Life expectancy of American citizens was improved through employment, training, and availing goods and services near to the people. Positive trends in hospitality industry has helped in improving the returns gained through selling of goods and services, sell of hotel rooms, and revenue gained from watching beautiful sceneries around New York City.

Works Consulted

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