

TASK 2

Read the following text and fill in the blanks with one of the words in the box below.

biggest - largest - customer - casual - cruise ships - success - entertain
boutique - facilities - bed and breakfast - preparing - tourism - fun
entertainment - golf courts

THE WORLD OF HOSPITALITY

Hospitality is one of the _____ industries in the world. **Customer service is the unifying factor shared by all segments of the industry.**

There are different types of business within the hospitality industry. However, these businesses usually fall under four categories: accommodation, food and beverage, travel and tourism, and entertainment.

Accommodation

A large sector of the hospitality industry is accommodation (lodging) comprising different types of hotels and _____: budget hotel, luxury hotel, spa hotel, hotel resort, _____ hotel, camping and caravan grounds, youth hostels and _____ are some of the most important players in this industry.

Food and beverage

Food and beverage is one of the _____ sectors within the hospitality industry. Services within this sector range from _____ food to presenting it on the _____ table. Fast food, catering, theme restaurants, fine dining, and _____ dining are some of the most popular types of restaurants in this sector.

Travel and tourism

There are different types of business within travel and _____ sector that include but not limited to trains, airlines, _____, and tour operators. This industry is not limited to leisure and travel for _____, it includes formal and informal travelling, such as people travelling across the world for business, education, _____, holidays, and more. Customer focus is crucial for the _____ of this industry.

Entertainment

Entertainment is a significant part of travelling nowadays. No wonder why many top tourism destinations offer museums, theme parks, theatres, _____, casinos, nightclubs, marinas and many more that captivate and _____ tourists. It is important to remember that entertainment plays a significant role in travel these days. A travel experience that lacks fun and entertainment may feel empty.