

Hospitality Front and Centre

October 2021

Table of Contents

INTRODUCTION

Scope

Key findings

Introduction to the report

Re-mapping Passport Travel and Consumer Foodservice to analyse hospitality

Elevating customer engagement throughout the whole customer journey

A big opportunity now to build long-term loyalty

A new market after the pandemic

A global reset on hospitality spending

Mass tourism models giving way to more sustainable hospitality options

Re-discovering "bleisure" travel

The rise of a new way of urban mobility

Evolving business models part of the hospitality makeover

Hospitality industry after COVID-19

With more time to research, consumers are going bigger on their next trip

Customer safety: paramount throughout the whole customer journey

Sustainability is top of mind for consumers: in travel and in all things

Loyalty programmes: unlocking value in time of uncertainty

Hospitality players transforming to meet the needs of consumers

Account-based payments to the fore: Emirates Airlines

Hydrogen, the new transportation fuel: Hynova

Private travel clubs rising from the ashes: Allcall

Curated hotel listing to build loyalty through trust: Safara

Dining concepts to reflect place and attract visitors and locals alike: the LINE Hotel

Unique travel experiences with sustainable practices: Hidden Iceland

Hospitality is moving towards a higher quality, value-driven future

Key findings

About Euromonitor International

Euromonitor International is an independent market intelligence provider. Data, insight and analysis stem from in-the-field research spanning 210 national markets.

Content ranges from the in-depth and country-specific, to key strategic themes with a global range and significance. Products cover a comprehensive range of insights and market data, but can be broadly categorised as:

- Strategy Briefings: Global or regional in scope, and focusing on the most important themes shaping consumer demand, the key markets, competitive environment and future outlook across a range of industries.
- Company Profiles: Analysis dedicated to the world's most significant companies, with detailed insight into their activities, focus of operations, their competitors, their geographic presence and performance.
- Country Reports: For an in-depth understanding of specific countries, whether by industry, economic metrics or consumer trends and lifestyles. These reports cover current trends, consumer demand, market potential and future prospects, with country-specific local insight and comprehensive data, unavailable elsewhere.

For more information on this report, further enquiries can be directed via this link www.euromonitor.com/hospitality-front-and-centre/report.