







Home ► All Journals ► The Service Industries Journal ► List of Issues ► Volume 27, Issue 6 ► From Service to Experience: Understandin ....

The Service Industries Journal > Volume 27, 2007 - Issue 6

8,723 200

0

Views CrossRef citations to date Altmetric

Original Articles

# From Service to Experience: Understanding and Defining the Hospitality Business

**Nigel Hemmington** 

Pages 747-755 | Published online: 22 Aug 2007

**66** Cite this article

https://doi.org/10.1080/02642060701453221

Sample our
Economics, Finance,
Business & Industry Journals
>> Sign in here to start your access
to the latest two volumes for 14 days

Full Article

Figures & data

References

**66** Citations

Metrics

Reprints & Permissions

Read this article

# **Abstract**

Failure adequately to define or understand hospitality as a commercial phenomenon

has created a fragmented academic environment and a schizonhrenia in the industry

that has

that, by

that has

framewo

framewo

perfo

lives.

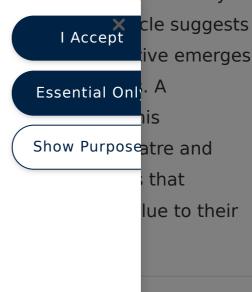
We Care About Your Privacy

We and our 845 partners store and/or access information on a device, such as unique IDs in cookies to process personal data. You may accept or manage your choices by clicking below, including your right to object where legitimate interest is used, or at any time in the privacy policy page. These choices will be signaled to our partners and will not affect browsing data. <a href="Privacy Policy">Privacy Policy</a>

We and our partners process data to provide:

Use precise geolocation data. Actively scan device characteristics for identification. Store and/or access information on a device. Personalised advertising and content, advertising and content measurement, audience research and services development.

List of Partners (vendors)



icle 🔪

## Related Research Data

Gastrosophy and Nouvelle Cuisine: Entrepreneurial Fashion and Fiction

Source: Emerald

Relevant dimensions of tourist experiences in unique, alternative person-to-person accommodation—sharing castles, treehouses, windmills, houseboats or house-buses

Source: Informa UK Limited

Listen to your customer - how to manage your restaurant more effectively

Source: Informa UK Limited

Are travellers satisfied with Malaysian hotels

Source: Emerald

Dramatic script development with employees

Source: Emerald

Hotel Security: The Needs of the Mature Age Market

Source: Emerald

Hosts and guests the bed-and-breakfast phenomenon

Source: Elsevier BV

Dineserv: A Tool for Measuring Service Quality in Restaurants

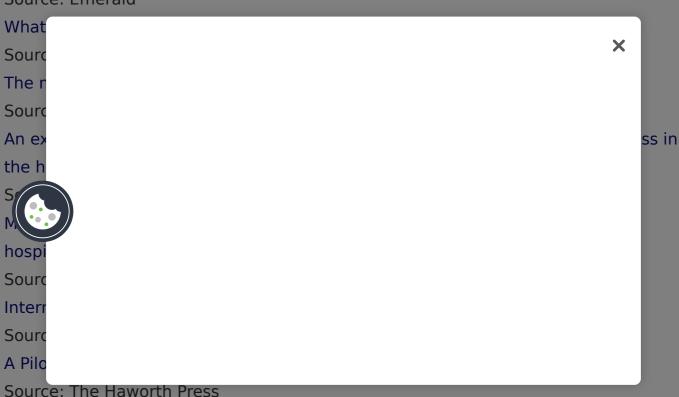
Source: SAGE Publications

Service behaviors that lead to satisfied customers

Source: Emerald

The evolution of services marketing, hospitality marketing and building the constituency model for hospitality marketing

Source: Emerald



Examining the key dimensions of customer experience quality in the hotel industry

Source: Routledge

The concept of hospitality and an evaluation of its applicability to the experience of

hospital patients

Source: Elsevier BV

Hotel Employees' Pro-Environmental Behaviour: Effect of Leadership Behaviour,

Institutional Support and Workplace Spirituality

Source: MDPI AG

Payment: an undervalued part of the meal experience?

Source: Wiley

Role of servant leadership in contemporary hospitality

Source: Emerald

Consumer encounters and affective experiences in hospitality

Source: Wiley

Exploring the customer experience with Airbnb

Source: Emerald

Service Expectation Index: A Discussion of Confirmatory Analysis and Factor Analysis

as Methods of Index Testing and Refinement

Source: SAGE Publications

Towards a new interpretation of "hospitality"

Source: Emerald

The antecedents of satisfaction and revisit intentions for full-service restaurants

Source: Emerald

Consumer research in the restaurant environment. Part 3: analysis, findings and

conclusions



Hospitality in Early Modern England

Source: Oxford University Press

Influence of experiences on memories, satisfaction and behavioral intentions: a study

of creative tourism

Source: Informa UK Limited

Theory in hospitality management

Source: Elsevier BV

An exploratory study of competencies required to co-create memorable customer

experiences in the hospitality industry

Source: Emerald

Patients' experiences of nurses' heartfelt hospitality as caring: A qualitative approach

Source: Wiley

An exploratory study of determinants for restaurant servers' actual tip earnings:

Individual characteristics and work conditions

Source: Informa UK Limited

Finding the hospitality industry - a final response to Slattery?

Source: Elsevier BV

Security management and crime in hotels

Source: Emerald

Turning a commodity into an experience: the "sweetest spot" in the coffee shop

Source: LLC CPC Business Perspectives

HOSPITABLENESS, SERVICESCAPE AND SATISFACTION IN HOTEL INDUSTRY

Source: Wiley

The Nature of the Hospitality Industry: Present and Future Managers' Perspectives

Source: Informa UK Limited

Linking provided by Schole plorer



# Andrew Walls et al. Journal of Hospitality Marketing & Management Published online: 7 Jan 2011 Studying Hospitality: Insights from Social Sciences1 >

# Conrad Lashley Scandinavian Journal of Hospitality and Tourism Published online: 8 May 2008

View more



Information for Open access **Authors** Overview R&D professionals Open journals Editors **Open Select** Librarians **Dove Medical Press** Societies F1000Research Opportunities Help and information Reprints and e-prints Advertising solutions Newsroom Accelerated publication Corporate access solutions Books Keep up to date Register to receive personalised research and resources by email Sign me up Taylor & Francis Group Copyright © 2024 Informa UK Limited Privacy policy Cookies Terms & conditions Accessib X

