

Hospitality Insights

For a sustainable industry

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Hospitality Insights

Vision: To communicate hospitality research to practitioners in the hospitality industry in order to inform their thinking, processes and practices.

Editors-in-chief

Professor [Alison McIntosh](#): AUT, New Zealand. alison.mcintosh@aut.ac.nz

Associate Professor [Shelagh Mooney](#): AUT, New Zealand. shelagh.mooney@aut.ac.nz

Dr [David Williamson](#): AUT, New Zealand. david.williamson@aut.ac.nz

Editorial Review Team

Professor Paul Barron: Edinburgh Napier University, UK.

Professor Tom Baum: Strathclyde University, UK.

Associate Professor Tracy Berno: AUT, New Zealand.

Marisa Bidois: CEO, Restaurant Association of New Zealand.

Dr Ralf Burbach: Dublin Institute of Technology, Ireland.

David Comery: Chief Executive, Second Nature Charitable Trust, New Zealand.

Dr Steven Cox: AUT, New Zealand.

Dr Warren Goodsir: AUT, New Zealand.

Dr Tracy Harkison: AUT, New Zealand.

Professor Candice Harris: AUT, New Zealand.

Stephanie Jameson: Leeds Beckett University, UK.

Sarah Keenan: Regional Learning & Development Manager, AccorHotels Academie, New Zealand.

John Kelly: AUT, New Zealand.

Associate Professor Peter Kim: AUT, New Zealand.

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Colin McLean: General Manager, New Zealand Hotel Operations.

Dr Lindsay Neill: AUT, New Zealand.

Dr Ben Nemeschansky: AUT, New Zealand.

Associate Professor Richard Robinson: University of Queensland, Australia.

Dr Pola Wang: AUT, New Zealand.

Yvonne Wood: AUT, New Zealand.

Hospitality Insights contains concise and accessible summaries of AUT's hospitality research. Our publication is aimed at a practitioner/industry audience, with a focus on relevant issues to help build a more sustainable hospitality industry for the future.

This journal will operate as a tangible vehicle for meaningful outreach with local and international hospitality communities. Our objective is to stimulate dialogue between academic researchers and industry practitioners, as well as with other interested members of the hospitality community. We believe such a discourse can improve business practice, sustainability and workers' wellbeing, and lead to the creation of more healthy societies, whilst also engendering impact and uptake of academic research.

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Editorial

Alison McIntosh, Shelagh Mooney and David Williamson

To our valued hospitality community, welcome to this thought-provoking second issue of 2020. It has been a challenging, tumultuous and difficult year, especially for hospitality artisans, business owners and employees. At times, it seemed that offering hospitality to tourists, local guests and even close family members became instantaneously inaccessible, rather than being a fundamental right. Yet, with creativity and resilience, throughout 2020, hospitality professionals surmounted the challenges and adapted to new times with new ways.

This issue takes a hopeful view of a post-pandemic future beginning with an inspiring opinion piece, 2021 dreams of a hospitable society, from Paul Lynch (AUT Adjunct Professor) writing from Scotland. It is followed by an industry interview with a hotel General Manager in Auckland on what makes New Zealand hospitality unique. Other contemporary topics include an original philosophical reflection that views COVID-19 as an “intruder”, the importance of communicating effectively online about accessibility in hotel restaurants, how to extend hospitality to customers with epilepsy, and finally, the far reaching effects of the Covid-19 crisis on women working in the hospitality industry.

The journal provides free, open access to the key implications of hospitality research for a wider readership along with opinion pieces of topical interest. We thus welcome your contributions to future editions of *Hospitality Insights* on the impact of COVID-19, as well as other issues currently testing the sustainable future of the hospitality industry and communities.

He waka eke noa. We are all in this together.