In an intensely competitive world, pressure, expectation of need to accomplish more in less time is likely the main priority of most hotels customers. Customer waiting time for service typically represents the first direct interaction between customers and most service delivery processes in hotel operations.

Institutional foodservice can be defined as a provision of catering and foodservice for an institution. Owing to this definition, university foodservice is perceived to provide related products of food and services to university students. It must not be forgotten that food is vital for human beings including students. Food is an important substance to prolong life, supply energy and endorse growth.
This study analyzed the relationship between home stay attributes towards international tourist satisfaction and dissemination information in Kampung Banghuris Homestay, Selangor. Tourist perception of the home stay attribute, satisfaction with their experience caused the dissemination information and these items are vital for successful destination management. Moreover destination attributes affect the perceived quality of tourist offerings, which positively relates to satisfaction as well as visitors loyalty and dissemination information. Nevertheless, there are other factor which are also significant such as type of building, feature of equipment, host family’s empathy and responsiveness and moreover feel of safety and security at the destination.

It is important that hotel managers and operators must obtain and sustain good hotel attributes in order to enhance guest satisfaction which can lead to profitability. Few studies have been conducted on Middle East tourists’ purchase behaviours and preferences though the highest growth rate of tourist arrivals in Malaysia in 2009 was reported to have come from the Middle East region. The purpose of this study is to identify Middle East tourists’ hotel selection attributes in Kuala Lumpur. Hotel selection dimensions identified from previous research were used to help develop the framework of this descriptive study.

Image has been shown to be an important influence in the selection of vacation destinations. A model that represents the important determinants of destination image formation is developed based on previous studies. Directing promotional efforts to differed types of destinations within specific information usage in tourist destination selection remains a serious challenge for Destination Marketing Organization (DMO).

Modernization is a global phenomenon and closely associates with globalization and industrialization. It has influenced and altered every facets of human life not only the routines, traditions, rituals, norms but also the daily activities and specific occasion including matrimony or weddings practices.
Corpus of past literatures affirmed that revenue management may give a hotel a competitive edge. Howbeit, the issue of unfairness or inequality in pricing is critical within the hotel industry. Concentrating too much on profit while neglecting the customers feeling would caused organization malfunction. Hotel businesses are getting further aggressive with plethora of hotels available which honour the customer more options to choose and possess a high buying power decision.

The term multiracial can no longer portray the belief of majoring races include Malay, Chinese, and Indian as quite numbers of ‘additional-colors’ flooding here in Malaysia and the impact had nevertheless to cover certain scopes from industries, services or other ‘inverbal’ benefits. Due to this notion, Malaysian industries depend heavily on foreign workers and in results, Malaysia has imported a large number of foreign workers which resulted in workforce diversity in the service industry like the hospitality industry.

This paper explores the relationship between Organizational Culture Types, Job Satisfaction and Turnover Intentions among employees in four and five star Kota Kinabalu hotels. The dimensions of cultures used in this study are developed by Cameron and Freeman (1991); Clan, Adhocracy, Hierarchy and Market.

Malaysia is one of the popular destinations of tourism in the worlds which it has been identified as ecological and cultural destinations. Because of that, the number of tourists had been increased and the tourism activities will relatively affect to environmental. This study focused on hospitality student’s awareness because they are the possibility as decision and policy maker in the future. The objective of the study is to examine the level of knowledge of green issues and factors influencing the green awareness.
This study takes a quantitative case study approach exploring the factor influence the level of traditional food knowledge. Traditional food knowledge (TFK) refers to a cultural tradition of sharing food, recipes and cooking skills and techniques and passing down that collective wisdom through generations. Through from this knowledge it is finding that there has several factor influencing the level of traditional food knowledge such as formal learning, informal learning and social life style. The paper aims to investigate the relationship between factors influencing the level of the traditional food knowledge.