

Role and scope of hospitality in aviation (Improvised Nagpur)

■ SUNITA MOTIANI, JYOTSNA PATIL AND SUNITA BORKAR

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ABSTRACT

Both hospitality and aviation are the part of travel and tourism. Being the two branches of the same tree, both of these are widely interconnected. Every department of aviation that deals with customers needs hospitality. Hospitality is the blood of aviation. Aviation industry cannot survive without hospitality. The research was carried out to find out the role and scope of hospitality in aviation. The data were from the various aviation institutes of Nagpur. Students, faculties of these institutes, airline personnel, ex-personnel and various other related sources were used to collect the data required for the research. Based on the feedback received, the summary and conclusion were formulated showing that hospitality is the most important base of any service industry that includes aviation industry. The results discussed, that majority of aviation personnel were of the opinion that hospitality is very important and the most required criteria of aviation industry, especially commercial aviation.

KEY WORDS : Hospitality, Aviation, Travel, Tourism

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The hotel industry is perhaps one of the oldest enterprises in the world with establishment of money as a medium of exchange. Sometimes in the 6th century BC, came first real impetus for people of trade to travel. The earliest Inns were ventures by the husbands and wives who used to provide modest wholesome food, quench thirst (mainly wine) and a large hall to stay for travelers against money. Initially Inns were called Public Houses or Pubs and the guests were called Paying Guests.

During the era of 1750 to 1820, the English Inns gained the reputation of being the first in the world and were generally located in and around London. In early England public houses were normally called Inns or Taverns. Normally the name Inn was a finer establishment catering to the nobles while Taverns

was awarded to the houses frequented by common man. In France the establishments were known as “Hotelleries” and less pretentious houses were called Cabarets. the name hotel is believed to be derived from the hotelleries around 1760. The real growth of hotels took place in the USA beginning with the opening of “CITY HOTEL” in 1794 in New York. This period saw the beginning of chain operations under the guidance of Mr. E.M. Statlers.

Aviation history in India begins in 1929 with Mr. Nevil Vintcent, a former RAF pilot coming to India to scour for new air routes. Here he came in contact with Mr. J.R.D. Tata, of Tata Sons and together they put forward many proposals to the Government of India (then British), for an air service from Karachi to Bombay. In 1930 Mr. J.R.D. Tata flew solo from England to India, which gava lot of promotion to the civil aviation sector.

Chawla (2003) says that aviation is an upcoming industry. It is very old but still very new. It can be said old because it started long back and new because awareness about it has come only five years back in India and especially in Nagpur. The Tatas previously owned the hospitality industry which they later sold to Indian Government.

Affordability has increased with the increase in economy

MEMBERS OF THE RESEARCH FORUM

Correspondence to:

SUNITA BORKAR, Department of Family Resource Management, L.A.D. College for Women, NAGPUR (M.S.) INDIA

Authors' affiliations:

SUNITA MOTIANI AND JYOTSNA PATIL, Department of Hotel Management and Catering Technology, L.A.D. College for Women, NAGPUR (M.S.) INDIA