

Editor's note

The coronavirus disease 2019 (COVID-19) pandemic is still heavily impacting the world hospitality and tourism industry. However, the worst time of this pandemic seems to be over. Millions of people have been vaccinated. Domestic travel activities have resumed in many countries. Hotels and restaurants are opening and welcoming guests. We sincerely hope that international travel will soon be allowed. The *International Hospitality Review (IHR)* will publish a special issue on the impact of COVID-19 on the hospitality and tourism industry in the coming issue.

Even during this devastating pandemic, academics continued to work on their research. In this new issue, we include seven peer-reviewed papers. A research study by L. Fang, Z. Lu and L. Dong, examines the impact of service quality perceptions on customer satisfaction using the online and offline contexts of one of the top corporate travel agencies in North America. A study by R. Peterson, and R.B. DiPietro explored the state antecedents and effects of overtourism in sovereign and nonsovereign small-island tourism economies in the Caribbean and identifies the driving factors and impacts of overtourism in the Caribbean. A study by B. Okumus, A.B. Ozturk and A. Bilgihan examines dining out activities of Generation Y in the United States, focusing on dining frequency, restaurant selection, restaurant segments and demographic features of Gen Yers using data collected from 631 Gen Y's living in the United States. A research paper by S. Were, M. Miricho and V. Maranga investigates tipping behavior of restaurant customers and its inspiration on foodservice empathy in two- and three-star hotels in Kisumu County, Kenya, while placing emphasis on the effects of tipping on restaurant food service quality. An article by N.M. Carpio, W. Napod and H.W. Do explores gastronomy as a factor of tourists' overall experience in Jeonju, South Korea, a popular gastronomy destination in South Korea. A research study by M.S. Andrade, D. Miller and J.H. Westover conducts a global comparative analysis of variables associated with job satisfaction among housekeepers in the hotel industry using the impact of work-life balance, intrinsic and extrinsic rewards, and work relations on job satisfaction for hotel housekeepers. The remaining research paper by I. Mensah and E.T Ampofo examines the effects of environment attitudes of hotel managers on waste management of small hotels in a developing country using a survey involving 246 managers of small hotels in the Accra Metropolitan Area.

Enjoy reading the articles in Vol. 35 No. 1 of the *IHR*.

Please stay safe and healthy!

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