

Editor's note

In the past nine months, the world has experienced the most difficult pandemic in modern history. This has resulted in a tragic blow for the hospitality and tourism industry. Country borders have been closed, and international flights have all but ceased to exist. Hotels and restaurants have been closed. Entertainment venues, sport games, meetings, conventions and trade shows have been canceled or postponed, and unemployment in our industry has skyrocketed. We proudly announce that the *International Hospitality Review* (IHR) will publish a special issue on the impact of coronavirus disease 2019 (COVID-19) on the hospitality and tourism industry in the next issue in 2021.

Despite these difficult times, researchers are still working diligently. In this issue, we offer seven peer-reviewed papers. In their viewpoint paper, M.J. Cetron, O. Davies, F. DeMicco and M. Song present updated energy, environmental, labor force and work trends and analyze how these trends shape the future of the hospitality and travel industry. In a research study, M. Soligo and B. Abarbanel analyze the concept of experiential economy and promotion of authenticity by exploring the tangible and intangible heritage design and marketing strategies at The Venetian Hotel and Casino in Las Vegas. In their explorative research paper, A. Kleefstra, M. Altan and J. Stoffers examine the relation between workplace learning and organizational performance in the Dutch hospitality industry. An article by Y.L. Chen, J. Chen, W.Y. Liu and T. Sharma examines the benefits hotel guests gained by communicating with other guests, servers and residents and how these benefits contribute to the total hotel experience. A research paper by A. Preko, T.F. Gyepi-Garbrah, H. Arkorful, A.A. Akolaa and F. Quansah investigates the relationship between visitors' satisfaction, loyalty and their willingness to pay more for a museum destination. A research paper by C. Marshall examines how employees' participation of wellness programs affect their extrinsic and intrinsic job satisfaction levels. An article by R.B. Dipietro, K. Harris and D. Jin investigate restaurant employees' likelihood of intervention when they witness food safety threats.

We sincerely hope that you enjoy reading the articles in Vol. 34 No. 2 of the *IHR*.

Please stay safe!

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