



## **HOSPITALITY MARKETING STRATEGY AND PRACTICE DURING COVID19 SITUATION**

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### **Abstract:**

Hospitality industry carrying out new strategies to set themselves up for sped up recuperation, yet it isn't 'business as typical'. They cut their business and advertising plans around the theme, directly from the lockout to the Unlock-stage, to communicate new advances and activities. Lodgings guarantee that they hit the correct harmony with the group, from wandering into the food appropriation territory to giving work and stay bundles and uncovering concessional arrangements to getting sorted out recreated exercises, among others. Hence, there was part of extension for the examination on different advertising procedures that the five-star Hotels of India are planning to draw in the travel industry during COVID-19. An examination was led with advertising overseers of hotel lodgings to uncover the inn recuperation technique and returning promoting plan. This examination features the different showcasing procedures and inventive methods embraced during the Pandemic.

**Keywords:** Covid19, hospitality, marketing strategies, practice, hotel industry,

### **Introduction:**

A COVID-19 worldwide pandemic has stopped the financial design of the nations by grabbing hold of the entire world and has additionally made adverse results for the travel industry. By the actions taken inside the extent of the COVID-19 pandemic, the travel industry related uses have been on top the very pinnacle of diminished uses of the people because of the effect of social distance limitations [1]. Alongside movement limitations, flights, lodging reservations, occasions, and celebrations have been dropped, and this has essentially influenced worldwide the travel industry. The pandemic has asked people and undertakings to turn out to be more cognizant and delicate in numerous issues. Inn ventures, which have started to open entryways again along with the actions they have taken after COVID-19, have likewise adjusted their advertising exercises so they stress the actions they have taken, researched the momentum and future impacts of the novel corona virus pandemic on this hospitality industry area while inspected a progressions

in a choices and practices of sightseers along with the progressions in the travel industry area after COVID-19. Worked on the monetary impacts of COVID-19 pandemic on the travel industry area; communicated that every one of the partners of the area ought to coordinate in the battle against COVID-19 pandemic; and expressed that another period would start in the travel industry area after COVID-19 and contactless advanced exchanges, social distance visits and detached occasions would be at the bleeding edge. Chang,) underscored the significance of turning towards elective the travel industry in their investigation on economical the travel industry after COVID-19. In their investigation on the pandemic, the travel industry and worldwide change that the pandemic has devastatingly affected air travel and neighbourliness industry everywhere on the world expressed that lodgings would have a tremendous loss of pay in Malaysia after COVID-19[2].

The motivation behind this investigation was to know the promoting techniques of the 5-star inns working in Kuşadası during the COVID-19 pandemic interaction. Because of the writing audit, it was uncovered that there were no examinations led tending to the promoting systems applied by the lodgings in Turkey all in all or in Kuşadası explicitly during COVID-19 pandemic interaction, which uncovers the significance of the subject[3].

By the motivation behind the examination, the responses for the accompanying inquiries were looked for, determining the actions taken by the 5-star lodging endeavours working in Kuşadası for COVID-19 pandemic, finding out the showcasing systems, publicizing and advancement exercises, of the 5-star lodging undertakings working in Kuşadası during COVID-19 pandemic interaction, determining the opposition procedures of the inns as indicated by the changing purchaser inclinations during COVID-19 pandemic cycle[4].

The COVID-19 pandemic massively affects the travel industry around the world. Travel limitations, isolates, and terminations of transportations has prompted a 22% decay of worldwide traveller appearances in Q1 2020 contrasted with 2019 and conceivably with 60–80% over the whole year 2020. As of now, in this universal hospitality along with the tourism business is within the combat intended for fortitude by way of an likely fifty million of universal place of position during hazard for the reason that of the novel corona virus. UNWTO Secretary General ZurabPololikashvili expressed that, "The world is confronting a remarkable wellbeing and financial emergency, travel industry has been hit hard, with a large number of occupations in danger in perhaps the most work concentrated areas of the economy" [UNWTO 2020, p. 1]. While of in the month of Sept. 2020, within the USA unaccompanied, a agency of employment data exhaustive so as to four point eight million cordiality along with relaxation occupations have been misplaced as Feb. 2020[6].

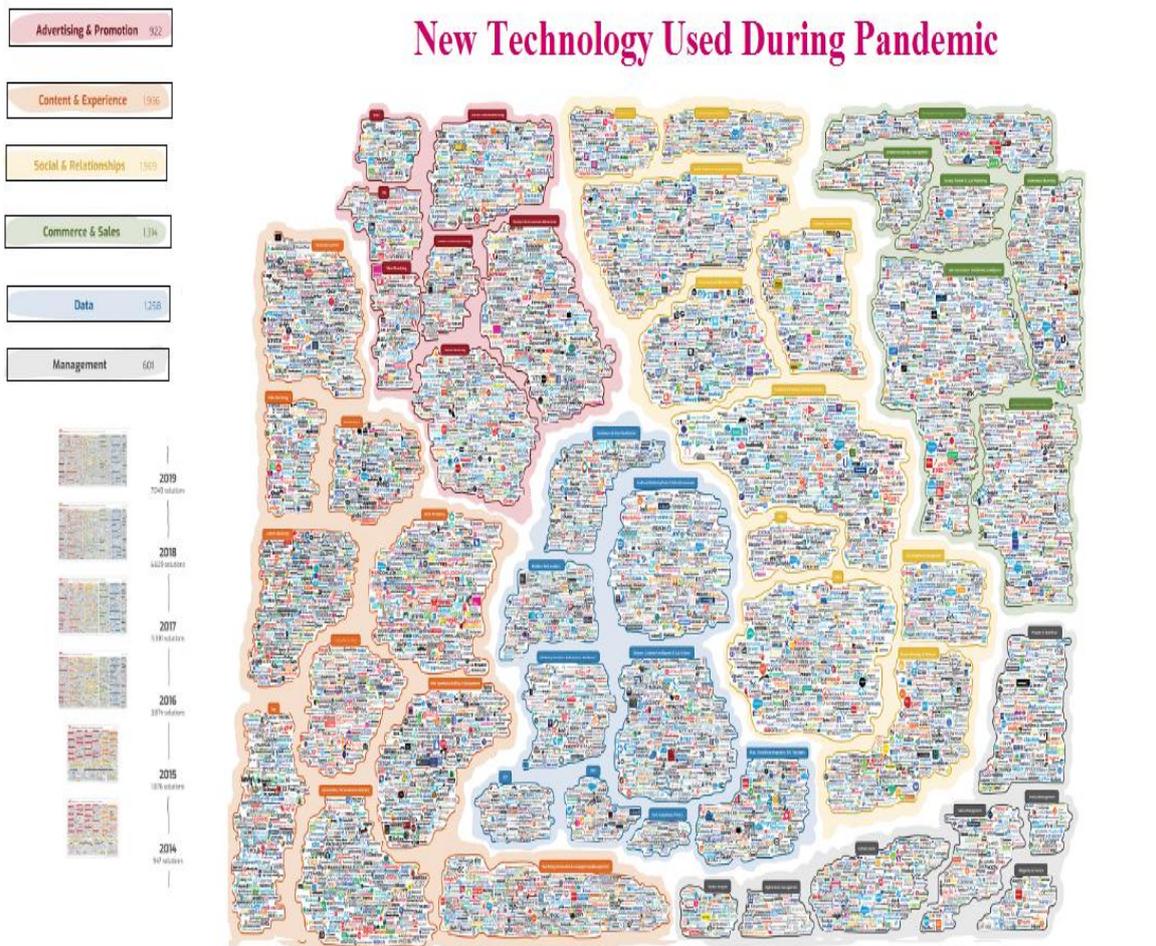


Figure 1 explanation on technology used during pandemic

**New technology used during pandemic:**

The Figure No 1 is explained about the key part of data and correspondence advancements is to work with deals and imparting significant data to leaders. The De Lone in addition to Mc Lean's Data Arrangement [DA], accomplishment replica is the generally functional structure designed for novel data innovation reception in view of the fact that its distribution during the year 1992[7]. The model recognizes and portrays the connections among six basic elements of IS achievement: information superiority, structure excellence, management eminence, outline use an opportunity, shopper completion, in addition to web frame profit. The accompanying area will examine about the new advances utilized in the pandemic dependent on this system. Data quality catches the nature of substance that the framework presents. As indicated by De Lone and Mc Lean (2003), the substance of a data framework ought to be customized, finished, applicable, and straightforward. At present, many talked with inns are utilizing live advancement in different live-streaming stages to assist their expected clients with getting total, nifty gritty, opportune, precise, dependable, and particular data [8].

**Minimize the physical contact using AI technique:**

In the Figure No. 2 explained improvement of the AI technique on the Proprietors of inns are beginning to pay Closer openness to the potential benefits of and employments of, man-made reasoning (AI), of lodging

tasks exercises, including robots A developing sum of Research has focused on the lodging related impacts of AI and mechanical technology on people and Level of association. Besides, gave the situation of social removing as a productive procedure of counteraction against COVID-19, the selection of inn AI and advanced mechanics, particularly in high-contact situations, may assist in ensuring guests and cutting edge support staff. We concentrate, consequently on AI and Robotics as a post-COVID-19 pattern in lodging the executives and advertising[9].

The changing lodging administration world gives hoteliers a capacity to best address and joy clients through AI and advanced mechanics innovatively (Huang and Rust, 2018). A new help model and a developing

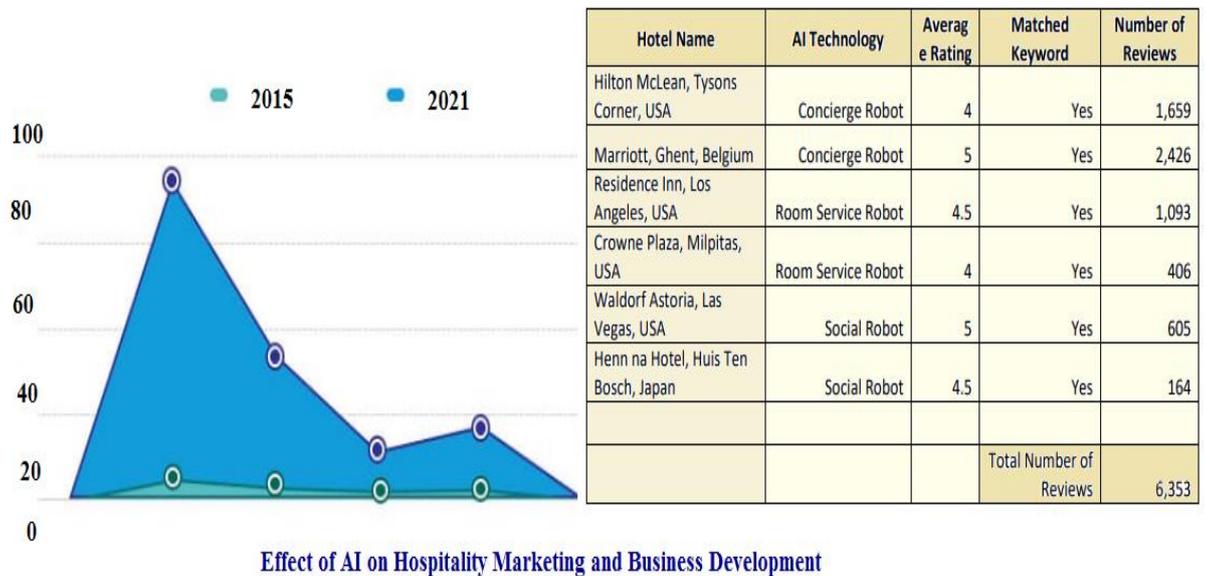


Figure 2 explained about increasing the use of AI Technique

Examination territory mirrors the use of AI and mechanical technology in inns. Studies have investigated AI and advanced mechanics use from assorted perspectives in lodgings. for example, recommended that assistance innovativeness utilizing mechanical technology would help the manageable profitability of inns. They likewise characterized six factors that could influence the formation of lodging administration robots: government financing, business improvement and progression of the advanced mechanics industry, just as the limit of inns to improve advances, raise capital and create ability[10]. The new lodging standard in 2020, drawing on the past remark with respect to printing signs, implies diminishing whatever number actual contact focuses as could reasonably be expected. This goes past spaces, as well. At their bars, bistros, and different outlets, lodgings should consider all the various client contact focuses. An accommodating returning aide for reference is the article by Savvy Hotelier on re-opening your café after lockdown. Positively, with signage, these moving purchaser propensities can in any case be talked about. Yet, as revealed by the Wall Street Journal, more inns are moving to mechanization to improve the visitor experience in a post-COVID setting. Voice-enacted advanced partners that can be designed, like Alexa or Amazon's Google Assistant, to screen lighting and run TVs. Mobile applications with highlights, for example, computerized room keys and secure instalment taking care of. Courier chat bots will arrange new

towels or feasting offices in the room effectively, just as answer habitually posed inquiries like registration time or working hours of the café.



Figure 3 A function of digital advertising during hospitality marketing

**Function of Digital advertising:**

Figure 3 explained over the most recent few months of the lockdown time, individuals have expanded the time spent on their cell phones trying to get to intuitive substance. Exploration examining the vital changes in the example of web-based media use during the COVID-19 lockout measure was as of late delivered by Datareportable. Co-activity at home brought about a stupendous development of the web and advanced exercises, according to the examination. GlobalWebIndex investigation has prompted a comparable pattern. Individuals utilize brilliant devices to contribute considerably more time than they did in the initial two months of 2020[11].

Clients commit a normal of two hours and 24 minutes out of every day via web-based media, multi-organizing over a normal of eight informal communities and informing applications. Every day web traffic this year has expanded by as much as 30%, as per a gauge by the tech arrangement supplier Akalmia. The previously mentioned gauges are adequate to prove the outcomes that a wide number of crowds are attracted to mixed media, social and organization content[12].



Figure 4 explain the live streaming and promotion of hospitality marketing strategies

### Live streaming and promotion:

Throughout the novel pandemic situation, Chinese customs of existence include been right away accustomed to an additional greater than before occurrence, as well as online-learning, web and internet business, web-amusement, live-stream conferencing, furthermore faraway inedible functioning. In view of the fact that lockdowns as well as isolates comprises during realness, substantial organizations similar to cafés, accommodation, trade outlets, along with hospitality industry have been happening a down elevation. However, novel industry inauguration has equally arisen in the present market. A small number of luck five hundred industries in Guangzhou, China accept hospitality and accommodation in the direction of lead live-stream in its place of awake shut as well as individual meetings from the time when hospitality industry have 5G industry, apparatus, along with knowledge. The implicit meetings are relied ahead to fundamentally have an effect on the industry where the hospitality industry prearranged their extraordinary compensation in favour of both crowd coordinators as well as participants. Intended for coordinators, artificial meetings be able to locate away novel and rewarding open doors regarding expanded substance conveyance choices, more strong systems direction, as well as widen support choices [13]. Intended used for participants, reimbursement include diminished comfort probability, journey period, in addition to costs. A small number of links as well as industry have successfully determined to clutch their programme essentially.), forty percent of business product marketed along with thirty one percent of appearance marketing process hold virtual process to advertise about their industry; seventy one percent of respondents make use of smart work station generated realism in the direction of obligate topographically lane employment services as well as customers.

### Trending marketing & sales strategy:

Organizations progressively do their advertising efforts happening live-streaming stages. Intended in favour of instance, Douyin is a small-video content application through way of amazing altering abilities. Clients be able to put in melody as well as impacts in the direction of their recordings in the direction of expand their fascination as well as inventiveness. The most popular recordings happening in Douyin small video

application be able to acquire thirty to two hundred million perspectives during a single date. Live streaming be able to likewise exist gotten to through a symbol scheduled the upper absent. Presently, brands are utilizing exist gushing to marketplace in addition to put up for sale items [14]. These novel deals as well as advertising component represent a test to the neighbourliness business. The inn needs to comprehend: Who are their watchers? How does Douyin live streaming employment, how might lodging brands make use of Douyin on behalf of show casing, while could the lodging change traffic over in the direction of income? Moreover, different stages on the lookout, like we chat, Dominos, Zomato, Siwiggi, and Xiaohongshu, be able to be utilized intended for deals as well as showcasing. This novel system requires colossal endeavours to comprehend in addition to make use of for novel trade patterns. In the event that lodging administrators are anticipating making another advertising channel on live-streaming stages, at that point they ought not fail to remember that it requires a huge interest as far as both cash and time. Moreover, inn directors ought not fail to remember the trouble in educating and preparing their workers to make significant and engaging article content for live streaming.



Figure 5 explained the improvement of the trending & smart marketing and sales strategy.

To alleviate the pandemic and precisely distinguish individuals with the infection, nations across the globe are following cell phone information and utilizing AI for face acknowledgment and filtering internal heat level. To support the security techniques against the pandemic and to ensure the wellbeing of visitors, lodgings additionally utilize new observation apparatuses to screen guest temperatures, utilize facial-acknowledgment cameras, and collaborate by way of as well as statement to specialists a wellbeing position of their visitors, since mentioned through neighbourhood guideline. A seriousness of the novel corona virus deadly disease no uncertainty requests these actions. In any case, guaranteeing protection is additionally fundamental. Bringing client information on the web and interfacing them to nearby specialists present colossal efficiencies and applications[15]. Notwithstanding, it additionally presents dangers like digital assaults and security penetrates, instructions to adjust visitor protection and public security turns into another

test for the friendliness business.

### **Conclusion:**

Albeit this pandemic will at last reach a conclusion, the friendliness business won't ever get back to the "old ordinary". Generally, numerous lavish lodgings underscore individual to-individual get in touch with at each direct during a visitor venture. Notwithstanding, subsequent to novel corona virus, these strategies in addition to techniques might need in the direction of modify. Inn visitors anticipate a lot better expectations of cleanliness; show an essentially more prominent appreciation for contactless administrations as well as spotlight supplementary on advanced advertising. throughout such a time of vulnerability, hoteliers encompass an uncommon chance in the direction of put resources into innovation and interaction upgrades to acquire an upper hand over the long haul. All interviewees in this investigation concurred that it is trying to deal with an inn property during the COVID-19 pandemic. Nonetheless, the greater part of them likewise treat it as an uncommon open door. Since unquestionably the fittest lodgings would endure, these inns intend to accept an assortment of new innovations and new plans of action that can upgrade cleanliness, advance social removing, and give visitors a helpful and customized insight.

To improve framework quality, the majority of the talked with inns intend to venture advance and build up a brand of 5G shrewd inn through acquainting an abandon closing stages 5G organization by way of coordinated terminals as well as obscure applications. Later on, these lodgings be able to offer additional groundbreaking types of assistance, for example, coordinating its faithfulness program by means of AI countenance acknowledgment in the direction of distinguish a visitor ahead appearance, topic electronic opportunity keys in the direction of his/her cell receiver, in addition to utilize 5G-controlled help robots in the direction of direct the visitor in the direction of his/her accommodation. 5G technology organizations likewise impressively get better the lodging live-stream gathering limits. On the way to get better data excellence, these lodgings would constantly do exist advancements on different online-streaming technology stages. Inventive online-streaming substance, like pleasurable as well as peculiar recordings, is utilized to meet watcher inclinations and pull in more possible shoppers. To improve administration quality, these lodgings intend to additional upgrade their food and refreshment conveyance administrations, giving to singular visitors as well as to mass buy purchasers. Tasks are on the way to be reconsidered on the road to adjust a conveyance administrations, with close thoughtfulness regarding be rewarded to whether a conveyance adjusts on the way to the inn brand picture and to be mindful on the way to neighbourhood guidelines. Novel advancements in addition to gear determination be presented for high cleanliness norms and cleaner indoor conditions. To wrap things up, contactless administrations are single of following typical measures intended for these lodgings. Self-serving applications, stands, as well as robots are in the direction of be conveyed towards pull during clients later on. As of the inn business' perspective, it is determined that the business will bob reverse on the way to the year 2019 stage through year 2023. The novel corona virus appears in the direction of be the impetus that powers the lodging business towards exist additional tech-forward. At a point when the tempest passes, it is extraordinary to have experts and scientists summarize these experience and exercises to assist lodgings with getting readied for the following "dark swan"

occasion.

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