Bible of Hospitality: Considering the Hotel Business through the Prism of the Evangelical Approach

Authors : Rimma Kiseleva

Abstract : The hotel business has a long history. The basis of the service of hospitality industry enterprises is the service, attitude, and consciousness of employees as hospitable "hosts of the house". It is generally accepted that the founder and main expert of quality service is Caesar Ritz, "the king of hoteliers and the hotelier of kings." However when deeply immersed in the history of the universe, it turns out that the very first book about hospitality, standardization of guest reception processes and the basics of better service is nothing more than the Bible. A unique study on the topic of considering the Church as a hotel, as well as the hotel business itself as the most gracious work of Jesus Christ Himself, which is confirmed by verses from the Gospel, includes the following approaches: analytical, comparative, empirical. The study shows that it was Jesus Christ who became the founder of the rules of the most sacrificial service, real service to people, filled with brotherly love, humility, love for strangers, those qualities that are the foundation, the "three pillars" of the hospitality industry. And also that the hotel is the most charitable cause, which is still relevant today.

Keywords : Augustine Aurelius, Bible, Gospel, guest house, hospitality, hotel, humility, inn, Jesus Christ, Joseph Fletcher, New Testament, Paul Tillich, service, strangeness

Conference Title : ICHLM 2024 : International Conference on Hospitality and Leisure Management

Conference Location : Sydney, Australia

Conference Dates : March 25-26, 2024