

Czesław Witkowski

An article for the scientific conference 'Health Promoting Services in Hospitality Industry Nałęczów 2008'

**the subject of the article: ' Conditions for creating a range of recreational-relaxation and health services in modern hospitality industry as well as adaptation of the objects to the needs of disabled clients'**

**Summary:**

In order to be successful a hotel manager has to take up multi-directional activities in the range of, among others,

- suitability of the offered services to the demand of the market
- constant care for the natural environment
- keeping his service at an unchangeably high level
- flexibility of the price policy

In the Polish hospitality industry the tendency to widen a range of services including the broadly understood health promoting ones has been observed since the beginning of the 1990-ies. The article deals with the following aspects:

- significance of hospitality industry in tourism economy
- a modern customer's expectations from a hotel
- appreciation of the 'hotel manager' profession
- basic comforts during a stay in a hotel
- the place of the recreational-relaxation and health services complex in the structure of a modern hotel
- selected directions of development in the international and Polish hospitality industry
- the basic aspects (social, legal, technological and economic) of an object's adaptation to providing services for the disabled clients