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Word	Definition
1. ergonomics	
2. quantitative studies	
3. qualitative studies	
4. hospitality experiences	
5. systems theory	
6. hospitableness	
7. sustainable hospitality	

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Answers

Word	Definition
1. ergonomics	e. the study of working conditions, e.g., how people sit and the design of equipment
2. quantitative studies	g. research into what can be measured (e.g., how often, how much)
3. qualitative studies	a. research that looks into what something is like or how good it is
4. hospitality experiences	f. a focus on interactions people have when they enjoy hospitality
5. systems theory	b. a belief that everything in hospitality is linked
6. hospitableness	d. the willingness to be hospitable for its own sake
7. sustainable hospitality	c. a focus on practices such as reducing waste and fair employment