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The services sustainability: Considerations on the materiality of accommodation services from the concept of a product life cycle

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Abstract

While tourism is recognized as a catalyst for a wide range of service activities that are potentially damaging to the environment, which motivates several research and actions that aim to promote the sector's sustainability, immateriality remains a widely accepted characteristic in the understanding of the nature of services in general. In this sense, the research aims to clarify the materiality of accommodation services, in light of theories of the service economy and using the concept of a product life cycle. For this purpose, bibliographic research is used to compile inputs and outputs associated with the environmental aspects of the product provided by accommodation businesses that are generated in the production and consumption stages of these services. Inputs (electricity, water, food/beverage, personal care products, cleaning products and pest control chemicals) and outputs (effluent discharges, atmospheric emissions, noise emission and waste generation) represent flows of energy and matter that can be interpreted based on the discussion of the materiality inherent in the service activities.

Keywords: *materiality of services, accommodation businesses, environmental requirements, tourism*
