



**Intercultural Professional Development in Hospitality
AGREEMENT NUMBER – 2021-1-IE01-KA220-VET-0033351**

R1/A1: Needs Analysis

NATIONAL REPORT

Cyprus

PART 1: National Socio-Economic Report

Name of the Country:

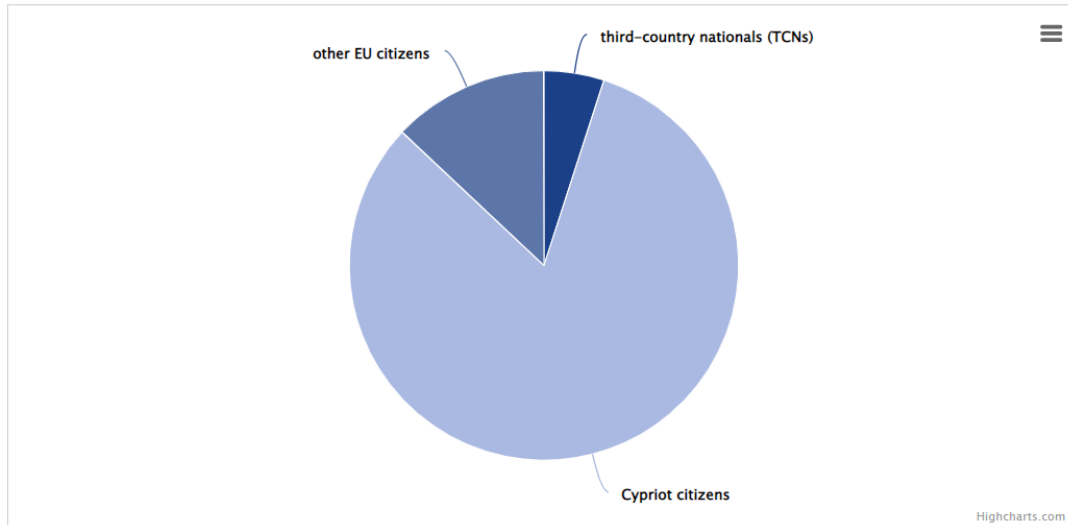
Cyprus¹

1. What are the basic pillars of the national economy (References to agriculture, industry, construction, domestic market etc.)?

- ✓ Cyprus is an open, free-market economy, mainly based on services and tourism.
- ✓ After being severely hit by the global financial crisis and the exposure of the national banking system in 2012, the country's economy had recovered in recent years, thanks to domestic demand and tourism.
- ✓ But the outbreak of the COVID-19 pandemic and the restrictive measures that followed prompted a drastic reduction of GDP in 2020 (-5.1%).
- ✓ Underpinned by both private and public consumption, the economy rebounded in 2021, marking a 4.8% growth (IMF). The tourism sector also recorded a relatively good performance (tourism revenues more than doubled in January-July 2021 compared to the same period of 2020, but remained at around 35% of the pre-pandemic levels)
- ✓ Over the forecast horizon, government spending is expected to decelerate, whereas internal demand should continue expanding, contributing to forecast growth of 3.6% this year and 3.2% in 2023 according to the IMF.
- ✓ Cyprus is highly dependent on international tourism. The sector accounts for more than 25% of total employment. Tourism is a vital economic sector of Cyprus. In the pre-COVID era, approximately 2 million tourists visited Cyprus providing economic growth and employment for the country. In 2014, for instance, tourism revenue amounted to 2.44 billion Euros contributing approximately 14% to Cyprus' GDP (8). [1]
- ✓ According to 2021 data, the main markets of Cypriot tourism are the UK (28.8%), followed by Russia (26.2%), Poland (6.07%), Greece (5.88%), Ukraine (4.35%), and Germany (3.71%). This dependency on the markets of Russia and Ukraine shows that Cypriot tourism will be tested once again due to the Russia – Ukraine conflict. [2]

2. What is the situation of the labour market (employment rates, wages and salaries, employment of third-country nationals, employment of European migrants etc.)?

¹ The data drawn in this report is from IMF, Eurostat and World Bank sources



- ✓ The statistics in the chart above are based on Eurostat's Share of non-nationals in the resident population, on 1st January 2020. According to the Cyprus Civil Registry and Migration Department, there were 161,000 foreign nationals, both EU and third-country nationals (TCNs), residing in Cyprus on 31 December 2019. Of them, 42,200 were TCNs, representing 5% of the total population while 109,720 (13%) were EU nationals. [7]
- ✓ Salaries in Cyprus range from €550 per month (minimum monthly salary) to €9,660 per month (maximum average salary). The median salary is €2,030 per month. 25% of the population are earning less than €1,160 while 75% of them are earning more than €1,160. 75% of the population are earning less than €5,500 EUR while 25% are earning more than €5,500. [4]
- ✓ The Republic of Cyprus has recently seen a huge increase in the number of first-time asylum applicants. Cyprus had the highest number of registered first-time asylum applicants in Europe relative to population in the second quarter of 2019. Most people currently seeking asylum in Cyprus come from Syria. [5]
- ✓ 5% of migrants are employed in Hotels and 12% in Restaurants [6]
- ✓ As far as asylum seekers' employment in Hospitality, these seek employment as Kitchen assistants, cleaners or food distributors. [5]

3. What is the country's level in terms of economic and financial indicators such as stock exchange, financial results, national debt, and business service? (Where possible, please provide percentages from European or World Bank reports)

- ✓ The growth rate of the economy in the fourth quarter of 2021 is estimated at 6.4% compared to the corresponding quarter of 2020. After the correction of GDP in terms of seasonal fluctuations and working days, the growth rate is estimated to be at 5.9%. [8]

- ✓ The positive GDP growth rate is mainly due to the sectors: "Hotels and Restaurants", "Processing", "Transportation, Storage and Communications", "Wholesale and Retail Trade, Motor Vehicle Repair", "Arts, Entertainment and Recreation", "Other Service Activities " [8]
- ✓ GDP for 2021 was estimated at €23,352.8 million at current prices compared to €21,617.9 million in 2020. The growth rate in real terms is estimated at 5.5% in 2021, compared to -5.0% in 2020. [8]

Main Economic Indicators for Cyprus, 2017-2024*

	2017	2018	2019	2020	2021 Proj.	2022 Proj.	2023 Proj.	2024 Proj.
GDP at constant market prices 2010 (% change)	5.2	5.2	3.1	-5.1	5.5	4.0	3.4	3.0
Unemployment Rate LFS (%)	11.1	8.4	7.1	7.6	7.5	6.7	6.0	5.5
Harmonized Index of Consumer Prices (% change)	0.7	0.8	0.5	-1.1	2.0	1.5	2.0	2.0
Budget Balance (% of GDP)	1.9	-3.5	1.5	-5.7	-5.0	-1.1	-0.5	0.8
Public Debt (% of GDP)	93.5	99.2	94.0	119.1	107.7	100.9	96.9	90.2

(October 2021)

- ✓ As seen in the above table, the projections of the Cyprus Ministry of Finance indicate the Cyprus economy is entering a growth period. These indicators should be adjusted after the Ukraine-Russia war as major pillars of the economy have been affected (energy, tourism, grains). [9]

4. **What is the country's level in terms of social indicators such as education, health, employment and unemployment rates, participation, safety, and gender equality?** (Where possible, please provide percentages from Eurydice or other European or World Bank reports)

- ✓ In January 2022, the unemployment rate was 6.1%. There is a 15.3% (Dec. 2020) unemployment among young people. 81% of men are employed, whereas 69% of women have a job. [3]
- ✓ Public education (primary, secondary and HE) is state funded. Primary and secondary is free for Cypriot and EU citizens. The largest proportion of funding for public HEIs comes from the government. The government funding (government grants and tuition fees for undergraduate studies) stood, in 2011, at 69% of the total budget of the University of Cyprus, 92.7% of the Cyprus University of Technology and 84.7% of the Open University of Cyprus.[10]
- ✓ With 56.9 out of 100 points, Cyprus ranks 21st in the EU on the Gender Equality Index. Its score is 11 points lower than the EU's score. Since 2010, Cyprus's score has increased by 7.9 points (+ 0.6 points since 2017). Making slightly faster progress towards gender equality than other Member States, Cyprus has improved its position by six places. [11]

- ✓ Health care in Cyprus accounted for 7% of its GDP in 2014. Between 2010 and 2014, health care spending increased from \$1,705 per capita to \$2,062 per capita.[12]
- ✓ A universal national health system, known as GESY, was implemented in Cyprus in June 2019. The new system aims to provide affordable and effective medical care to all people residing permanently in Cyprus. [12]

5. Are there any socio-economic threats to the country and its citizens?

- ✓ Cyprus is geographically situated at the eastern Mediterranean Sea, a very geopolitically sensitive area. Since 1974, the political differences with Turkey have gone through various stages but all have had a negative impact on the economic growth of the island.
- ✓ There has been an escalating confrontation with Turkey and the regime in its northern occupied areas over maritime claims with potential gas deposits. Since 2018, Turkey has repeatedly sent exploration vessels escorted by military ships into contested waters. [13]
- ✓ Emergency support measures deployed in 2020 and extended in 2021 succeeded in insulating the economy from permanent damage during the pandemic. As a result, activity has recovered to its pre-pandemic levels and is set to pursue a rapid expansion in 2022. [13]
- ✓ Cyprus is highly dependent on Russia and the UK as export markets and sources of financing. Brexit and the Ukraine-Russia war have had negative impact on the economic recovery of the island from the economic and pandemic crisis.[13]

6. What is the level of training of staff working in the tourism industry in terms of intercultural skills?

Cyprus has the Human Resources Development Authority (HRDA), a semi-governmental organisation that subsidises company training.

All companies in Cyprus are obliged to contribute a fixed share of their payroll costs (0.5%) to a training fund and in return may receive contributions to their training costs. This scheme represents a specific funding scheme within this fund. Associations of enterprises receive a grant to cover part of their costs for VET programmes as well as for specific thematic funding programmes.

HRDA has put a great emphasis on training the hospitality manpower, regardless of ethnic origin.

Some facts about the HRDA:

- ✓ Training programmes are run by Centres of Vocational Training (KEK). KEKs must be accredited by HRDA, as well as the infrastructure and trainers used. KEKs are the ones to receive the funding after each programme is completed;

- ✓ The amount of subsidy paid to KEK for each programme is calculated using the effective right to participate or fees (excluding VAT) charged to each company / organisation to participate.
- ✓ For employees participating in a mulcompany training programmes – standard programmes, the plan provides for aid intensity of 80% for all companies/organisations. The aid intensity is the amount of support expressed as a percentage of eligible expenditure.

References

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6. Employment and working conditions of migrant workers — Cyprus. <https://www.eurofound.europa.eu/publications/report/2007/employment-and-working-conditions-of-migrant-workers-cyprus>
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11. Gender Equality Index 2020: Cyprus

<https://eige.europa.eu/publications/gender-equality-index-2020-cyprus>

12. World Health Organisation, <https://www.euro.who.int/en/countries/cyprus>

13. Coface for Trade <https://www.coface.com/Economic-Studies-and-Country-Risks/Cyprus>

PART 2: Analysis of Questionnaires

Name of the Country: **Cyprus**

Name of the institution: **DEKAPLUS / University of Nicosia**

Number of participants (hotel staff): **39**

Number of participants (hotel guests): **16**

Questionnaire of Hotel Staff

Question 1: Country of Origin/Nationality

Q1 – Answer	No	Comment
Cyprus	32	
Greece	7	
Total	39	

Question 2: Gender (optional)

Q2 – Answer	No	Comment
Male	18	
Female	19	
Blank	2	
Total	39	

Question 3: Age

Q3 – Answer	No	Comment
Under 20 years	0	
20-30 years	7	
30-40 years	9	
40-50 years	9	

Over 50 years	14	
Total	39	

Question 4: Religion (optional)

Q4 – Answer	No	Comment
Christian (not specified)	18	
Muslim		
Orthodox	4	
Not religious	2	
Blank	15	
Total	39	

Question 5: Country of employment

Bulgaria

Question 6:

In addition to Bulgaria, one respondent also mentions China

Question 7: Service area

	Q7 – Answer	No	Comment
1	Reception	8	
2	Food and Beverage	14	
3	Housekeeping	5	
4	Management	14	
5	Other	1	Guest relations
	Total	42	One respondent marked Reception, Food & Beverage and Housekeeping. One more chose Management and Reception

Question 8: Frequency of communication

	Not at all	Not very often	Often	Very often	Constantly	Total

1	With colleagues with a different cultural background	0	1	3	11	14	39
2	With customers with a different cultural background	0	3	3	8	15	39

Self Assessment

Question 9: Competences

		No competence	Limited competence	Sufficient competence	Total competence	Total answers
1	Foreign Language Skills	0	7	19	13	39
2	Maintaining Professional Presentation (i.e. uniform)	0	2	18	19	39
3	Problem Solving Skills	0	5	18	16	39
4	Cross-Cultural Communication	0	10	15	14	39
5	Team Work Skills	0	8	15	16	39
6	Active Listening Skills	0	5	17	17	39
7	Empathy Skills	0	8	13	18	39

Question 10: Situations where respondents encountered communication problems

	Situation	No	Comment
1	Day to day chats	7	
2	Communication about daily tasks	14	
3	When discussing guests' complaints/requirements/requests	11	

4	When communicating with other departments	20	Highest chosen by 51% of the participants
5	Talking about emotions (e.g. anxiety, stress, depression, worries, dissatisfaction...)	9	
6	Religious differences	0	
7	Language barriers	12	
8	Dress codes	4	
9	Guest refusing/not able to communicate with me due to language/cultural differences	9	
10	Guest refusing/not able to communicate with my colleagues due to language/cultural differences	10	
11	Other		
	Total answers		

Question 11: n/a

Question 12: Situations with communication problems described in more detail

Nationality	Experience	Comments
Greek	It is often the case when some guest does not speak English or Greek and gets annoyed. Also, in some cases the guest can say "good morning! in Green kai a non-Greek speaking colleague to answer in English.	
Greek	RUSSIAN GUESTS EVEN THOUGH THEY KNEW HOW TO COMMUNICATE IN ENGLISH, PREFER TO COMMUNICATE ONLY WITH THE RUSSIAN SPEAKERS COLLEAGUES.	
Greek	Russians speak only in their language and makes it difficult to communicate with	

	the staff. They become angry when you cannot understand their language.	
Greek	Colleagues with poor or inadequate communication skills sometimes find themselves difficult to understand customer's needs, thus a management employee intervenes to make sure the hotel delivers his needs. Food allergies, special requests and etc	
Greek	Some employees due to their religion beliefs, I encounter problems with dress code (uniforms). With some of them there was communication problems, which were leading to misunderstandings.	

Question 13: Emotional intelligence

		No competence	Limited competence	Sufficient competence	Total competence	Total answers
1	Flexibility in dealing with guests			19	20	39
2	Flexibility in dealing with colleagues		5	15	19	39
3	Coping with negativity in the workplace		8	24	7	39
4	Adaptation to new challenges and situations		4	21	14	39

5	Flexibility of behaviour (i.e: different cultures/cultural diversity)		2	23	14	39
6	Understanding other people's feelings		3	19	17	39

Question 14: Situations with emotional intelligence problems while dealing with guests or colleagues

	Situation	No	Comment
1	Difficulties expressing/discussing feelings with colleagues	15	
2	Difficulties understanding someone's feelings	8	
3	Difficulties managing stress during conflict with guests	7	
4	Difficulties managing stress during conflict with colleagues	14	
5	Difficulties dealing with guests and/or colleagues	3	
6	Difficulties adapting to unexpected situations	9	
7	Difficulties in managing discriminative behaviours towards me	3	
8	Difficulties in managing discriminative behaviours towards my colleagues	6	
9	Other	-	
	Total answers		This question requires more than one answer per respondent

Question 15: n/a

Question 16: Situations with emotional intelligence problems described in more detail

Nationality	Experience	Comments
Greek	It is difficult to express empathy when you don't know how the other person's culture will consider a hug or a word of support.	

Question 17: Understanding other cultures

	No competence	Limited competence	Sufficient competence	Total competence	Total answers
Understanding the different cultural backgrounds of colleagues and customers	0	6	20	13	39
Cooperating with colleagues of different cultural backgrounds	0	3	23	13	39
Providing services to customers from different cultural backgrounds	0	6	20	13	39
Openness and acceptance of others	0	3	21	15	39
Knowledge of specific needs of different cultures (i.e: daily religious practices, dietary	0	11	19	9	39

restrictions, greetings; etc.)					
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Question 18: Situations presenting difficulties in understanding other cultures

	Situation	No	Comment
1	Difficulties understanding colleagues' cultural backgrounds	8	
2	Difficulties understanding guests' cultural backgrounds	7	
3	Difficulties understanding and meeting guests' requests/expectations	9	
4	Difficulties responding to cultural differences / cultural diversity	9	
5	Low motivation to deliver service to customer of different cultural backgrounds	5	
6	Low motivation to cooperate with colleague of different cultural backgrounds	4	
7	Refusal/Low motivation from customers to be served by me due to cultural differences / cultural diversity	2	
8	Refusal/Low motivation from customers to be served by my colleagues due to cultural differences / cultural diversity	6	
9	Other		
	Total answers	50	This question requires more than one answer per respondent

Question 19: n/a

Question 20: Situations presenting difficulties in understanding other cultures described in more detail

Nationality	Experience	Comments
Greek	A colleague from an arab country lost his father and i want to express my condolences but doing more than just saying it but did not know whether a hug would be misunderstood	

Question 21: Openness to diversity

		No competence	Limited competence	Sufficient competence	Total competence	Total answers
1	Positive attitude towards guests	0	0	18	21	39
2	Positive attitude towards colleagues	0	3	22	14	39
3	Tolerance of cultural differences/diversity and habits/beliefs/behaviours/attitudes	0	5	21	13	39
4	Sociability to colleagues from different cultural backgrounds	0	5	20	14	39
5	Sociability to guests from different cultural backgrounds	0	6	18	15	39
6	Providing differentiated service	0	6	21	12	39

	according to diverse cultural and religious backgrounds					
7	Awareness of own cultural background	0	5	20	14	39

Question 22: Maintaining a positive attitude, tolerating or socialising with people from other cultures

	Situation	No	Comment
1	Difficulties maintaining a professional attitude when dealing with different cultural attitudes/habits/beliefs/attitudes of colleagues or guests	11	
2	Difficulties when trying to learn more/understand more about a cultural background	12	
3	Difficulties being social with colleagues/guests from other cultural backgrounds	16	
4	Difficulties maintaining a positive attitude towards different cultural /practises	4	
5	Negative attitude towards me due to cultural differences	4	
6	Negative attitude towards my colleagues to cultural differences	8	
7	Other	0	
	Total answers	55	This question requires more than one answer per respondent

Question 23: More information about Other
During communication with locals and hotel staff

Question 24: Situations connected with Maintaining a positive attitude, tolerating or socialising with people from other cultures – explained with more detail

Nationality	Experience	Comments
Greek	i tried to socialise with colleagues from other countries and i found it difficult since socialising does not involve talking but also doing things together ... so muslim colleagues do not drink which makes it difficult going to a club together	

Question 25: Conflict resolution

		No competence	Limited competence	Sufficient competence	Total competence	Total answers
1	Managing Interactions with colleagues of different cultural backgrounds	0	3	26	10	39
2	Managing Interactions with guests with different cultural backgrounds	0	5	26	8	39
3	Adapting to different cultural backgrounds (for both colleagues and guests)	-	6	25	8	39
4	Coping with stress/anxiety/ Maintaining professional attitudes in challenging situations	-	6	24	9	39

Question 26: Situations connected with conflict resolution

	Situation	No	Comment
1	Arguments/Misunderstandings because of a cultural difference with guests	9	
2	Arguments/Misunderstandings because of a cultural difference with colleagues	11	
3	Accidental offence due to lack of cultural knowledge	13	
4	Discrimination from a colleague due to a different cultural background	5	
5	Discrimination towards a colleague due to a different cultural background	6	
6	Discrimination from a guest due to a different cultural background	4	
7	Discrimination towards a guest due a to different cultural background	1	
8	Provocative behaviour towards a colleague due to cultural differences	6	
9	Reacting negatively to a cultural incident / misunderstanding	5	
10	Other	-	
	Total answers	60	This question requires more than one answer per respondent

Question 27: More information about Other

n/a

Question 28: Situations connected with conflict resolution in more detail

Nationality	Experience	Comments
Greek	I don't like the way my muslim colleagues treat women	

Question 29: Uncertainty Management

		No competence	Limited competence	Sufficient competence	Total competence	Total answers
1	Establishing Interpersonal relations	-	3	26	10	39
2	Self-awareness of other people and their cultures	-	10	18	11	39
3	Commitment to providing the best service	-	5	10	15	39
4	Commitment to maintaining good relations with colleagues of different cultures	-	1	26	12	39
5	Commitment to maintaining good relations with guests of different cultures	-	0	25	14	39

Question 30: Situations with uncertainty management

	Situation	No	Comment
1	Uncertainty when engaging with colleagues due to cultural differences	9	
2	Uncertainty when engaging with guests due to cultural differences	6	
3	Uncertainty on how to maintain good relations with colleagues from other cultural backgrounds	15	
4	Uncertainty on how to maintain good relations with guests from other cultural backgrounds	14	
5	High stress when building good relations with colleagues	7	
6	High stress when building good relations with guests	5	
7	Low motivation to commit to provide the best service possible	6	
8	Low motivation from customers to engage with me	1	
10	Other	-	
	Total answers	63	This question requires more than one answer per respondent

Question 31: More information about Other

n/a

Question 32: Situations with uncertainty management in more detail

n/a

Question 33: Does your organisation support the Intercultural Development/Awareness/Sensitivity of the workplace

Yes	19
No	20
Total	39

Question 34: Forms of IC training the employer supports

Team building	2
Trainings	11
Coaching	4
Workshops	

Question 35: Participation of respondents in IC training courses

Yes	9	
No	30	
Total	39	

Question 36: Frequency of participation of respondents in IC training courses

Frequency	No	Comment
Once	1	
Once a year	3	
Through 4 year degree in "Hotel & Catering Studies"	1	

Question 37: Topics that respondents show interest to during potential training Seminars/Courses/Programmes on Intercultural Development of the Hospitality Industry

Topics	No	Comment
Health and Safety, child protection, time management, how we serve the customers.	1	

Coping with stress (in challenging situations; when building good relationships with guests)	1	
Foreign language skills	4	
Best practices in approaching guests/ understanding colleagues from different cultural background (do's and don'ts); providing best service to customers from different cultural backgrounds	11	
Soft skills related to IC (Communication, Empathy, problem solving, team building with colleagues from other cultures)	5	
Diversity and inclusion	5	

Question 38: Experience of the respondents with any Desktop/Mobile applications or digital content aimed at the Intercultural Development of the Hospitality Industry

Yes	1	
No	38	
Total	39	

Question 39: Applications used

	No	Comment
Staff Bravo	1	

Question 40: Any other comments

n/a

Main findings

Write 300-500 words with the main findings of the data analysis. You can present the main findings in bullet items.

- **Profile of the respondents.** The request to participate in the survey was sent through the Cyprus Hotel Managers Association. The hospitality industry in Cyprus is very seasonal. Hotel that remain open during the winter employ practically local staff. Therefore, the participants of the survey were, in the vast majority, Cypriots (82%). The remaining responders come from Greece.
- **Gender** of respondents: There is a balance between male and female responders, 48% male and 52% female.
- **Age** of respondents: 2 biggest groups (almost equal):
 - ✓ 20-30 years – 18%
 - ✓ 30-40 years – 23%
 - ✓ 40-50 years – 23%
 - ✓ over 50 years – 36%
- **Religion:** The vast majority of responder were Christian/Orthodox 42% of the respondents are Christians 56%. 15 responders (38.5%) did not disclose their religion.
- **Service area:** Most responders came from Food and Beverage and Management (36% each), while 20% from Reception and 13% from Housekeeping.
- **Frequency:** Communication with colleagues from different cultural backgrounds does not seem to be a problem. 90% are communicating either very often or constantly.
- Self-assessment
 - ✓ **Competences:** Most of the responders assess their competences as sufficient. It seems Cross Cultural Communication (26%), Team Work (20%), Empathy (20%) and Foreign Languages (18%) require further improvement. Less attention should be given to Active Listening (13%), Problem Solving (13%) and Maintaining Professional Presentation (5%).
 - ✓ **Situations where respondents encountered communication problems:** The responders face the most intercultural problems when communicating with other departments (51%) and about daily tasks (36%). In addition, other situations that bring to surface intercultural problems are language barriers (31%), handling guests' complaints/requirements/requests (28%) and interacting with colleagues (26%).
 - ✓ **Emotional intelligence.** Over 20% (the highest score in this index) rate **Coping with negativity in the workplace as limited competence.**

- ✓ Over 38% of respondents marked **Difficulties expressing/discussing feelings with colleagues**, while almost 36% has **Difficulties managing stress during conflict with colleagues**.
- ✓ **Understanding other cultures**. More than 28% of respondents (the highest score in this index) rated **Knowledge of specific needs of different cultures** as **limited competence**. Then **Understanding the different cultural backgrounds of colleagues and customers** and **Providing services to customers from different cultural backgrounds (15.3% each)** were also rates as limited competence.
- ✓ **Situations presenting difficulties in understanding other cultures**: The most difficult situations with 23% were **Difficulties understanding and meeting guests' requests/expectations** and **Difficulties responding to cultural differences / cultural diversity**.
- ✓ **Openness to diversity**. There is sufficient openness to diversity. Only almost 15.3% had limited competence to be sociable to guests from different cultural backgrounds and to provide differentiated service according to diverse cultural and religious backgrounds.
- ✓ **Uncertainty management**. Over 39% mark it in a situation when **engaging with guests due to cultural differences**.
- ✓ Over 77% or respondents report **no participation in IC courses**. This is a niche that our planned product can help filling in. Leaders in topics suggested were; **approaching guests/ understanding colleagues from different cultural background, foreign languages, soft skills related to IC**.

Questionnaire of hotel guests

Question 1: Country of Origin/Nationality

Q1 – Answer	No	Comment
Netherlands	1	
Slovenia	1	
Ukraine	1	
Cyprus	13	Over 81%
Total	16	

Question 2: Gender (optional)

Q2 – Answer	No	Comment
Male	8	57%
Female	6	43%
Blank	2	
Total	16	

Question 3: Age

Q3 – Answer	No	Comment
Under 20 years	1	6%
20-30 years	6	37.5%
30-40 years	4	25%
40-50 years	1	6%
Over 50 years	4	25%
Total	16	

Question 4: Religion (optional)

Q4 – Answer	No	Comment
Christian (not specified)	5	
Christian Orthodox	1	
Blanks	10	
Total	61	

Question 5: Country the experiences of the hotel guest is related to
Cyprus**Question 6:**

n/a

Question 7: Frequency of staying in hotels

Q7 – Answer	No	Comment
Not very often	3	Nearly 19%
Often	12	75%
Very often	1	
Total	16	

Degree of agreement with suggested statements**Question 8: Front Desk / Reception**

		Strongly disagree	Disagree	Agree	Strongly Agree	Total
1	I have encountered miscommunication at the	9	6	1		16

	reception due to different language					
2	I have encountered unprofessional behaviour at the reception	8	5	3	0	16
3	I have experienced a different treatment because of my nationality	8	7	1	0	16
4	I have experienced a different treatment because of my religion and/or cultural background	9	6	1	0	16
5	I have experienced staff with negative attitude and low motivation to interact with me	8	5	3	0	16
6	I felt accepted and understood	2	0	10	4	16
7	Inflexibility in the service to accommodate my needs in a respectful manner	7	5	4	0	16

Question 9: Shared experiences – Reception

Nationality	Experience	Comments
Cyprus	Refusal of Receptionist to call a taxi for us, and when we asked for directions he very impolitely handed us a map and returned to his work.	

Question 10: Food and Beverage

		Strongly disagree	Disagree	Agree	Strongly Agree	Total
1	I have encountered miscommunication at the food and beverage service areas due to different language	11	3	2	0	16

2	I have encountered unprofessional behaviour at the food and beverage service areas	9	4	3	0	16
3	I have experienced a different treatment because of my nationality	10	4	2	0	16
4	I have experienced a different treatment because of my religion and/or cultural background	11	3	2	0	16
5	I have experienced staff with negative attitude and low motivation to interact with me	10	2	4	0	16
6	I felt accepted and understood	1	2	7	6	16
7	Inflexibility in the service to accommodate my needs in a respectful manner	7	3	6	0	16

Question 11: Shared experiences – Food and Beverage

Nationality	Experience	Comments
Cyprus	Sometimes you can just tell that the waiters are overloaded and have low motivation to interact with customers	

Question 12: Housekeeping

		Strongly disagree	Disagree	Agree	Strongly Agree	Total
1	I have encountered miscommunication during housekeeping due to different language	8	6	2	0	16

2	I have encountered unprofessional behaviour during housekeeping	9	3	4	0	16
3	I have experienced a different treatment because of my nationality	8	6	2	0	16
4	I have experienced a different treatment because of my religion and/or cultural background	9	5	2	0	16
5	I have experienced staff with negative attitude and low motivation to interact with me	8	4	4	0	16
6	I felt accepted and understood	2	3	5	6	16
7	Inflexibility in the service to accommodate my needs in a respectful manner	7	5	4	0	16

Question 13: Shared experiences – Housekeeping

Nationality	Experience	Comments
Cyprus	I have encountered housekeepers rushing in the room without knocking or checking if someone is inside, housekeepers who do not do the laundry as requested, housekeepers demanding to receive a tip.	

Question 14: Management

		Strongly disagree	Disagree	Agree	Strongly Agree	Total
1	I have encountered miscommunication	10	4	2	0	16

2	I have encountered unprofessional behaviour	10	4	2	0	16
3	I have experienced a different treatment because of my nationality	9	5	2	0	16
4	I have experienced a different treatment because of my religion and/or cultural background	11	4	1	0	16
5	I have experienced staff with negative attitude and low motivation to interact with me	10	4	2	0	16
6	I felt accepted and understood	9	5	2	0	16
7	Inflexibility in the service to accommodate my needs in a respectful manner	7	4	5	0	16

Question 14: Shared experiences – Management

Nationality	Experience	Comments
Cyprus	I saw hotel management treating foreign staff unfairly, giving them the hardest errands to run.	

Question 16: Any other comments

n/a

Main findings

Write 300-500 words with the main findings of the data analysis. You can present the main findings in bullet items.

- **Profile of the respondents.** The seasonality of the hospitality sector, coupled with the pandemic travel restrictions have influenced the Cypriot results from hotel guests. The Cyprus Hotel Managers Association also facilitated the interviewing of hotel guests.
- We received answers from people from 4 countries/nationalities. 81% of the responses were from Cypriot hotel guests.
- **Gender** of respondents: 43% female and 57% male.
- **Age** of respondents: 2 biggest groups are
 - ✓ Under 20 years – 6%
 - ✓ 20-30 years – 37.5%
 - ✓ 30-40 years – 25%
 - ✓ 40-50 years – 6%
 - ✓ Over 50 years – 25%
- **Religion:** The majority did not disclose its religion (62.5%). All the others declared that were Christians.
- **Frequency of staying in hotels:** More than 81% of the respondents travel often or very often, while 19% not very often.
- None of the aspects specified in the 4 chosen fields showed serious problems. Most answers disagree with the statements that outline problems.