



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

**R1/A1: Needs Analysis**

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**NATIONAL REPORT**

# **PART 1: National Socio-Economic Report**

**Name of the Country: LITHUANIA**

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

Lithuania is an industrial agrarian state, its economy is highly dependent on export trends. The largest industries in Lithuania are food, chemical, oil refining, furniture manufacturing, wood and wood products. About 65% of industrial production is exported.

Lithuania's natural resources are not abundant. The most important minerals are peat, dolomite, limestone, sand and gravel, clay, oil; important natural resources are fresh and mineral groundwater, geothermal energy.

The food industry is the largest industry in Lithuania in terms of the number of employees, many companies operate in small towns and villages, closer to the sources of raw materials produced in agriculture. The main industries of the food industry: dairy, meat, fish and seafood products, bread, confectionery, grain processing, sugar, canning, soft and alcoholic beverages, tobacco industry.

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

The size of average salary set by the state in 2021 is 1352.7 Eur. Compared to the average wages of other European Union countries, Lithuania is one of the last. The range of salaries for employees working in Lithuania is from EUR 730.00 to EUR 2,316.00. The work of IT specialists is the best paid, the least unskilled labor force.

In 2022 the number of foreigners living in the country exceeded 100 thousand - their share in the total population of Lithuania is 3.6%. More than 20 thousand third-country nationals come to Lithuania every year for work, mostly from Ukraine, Belarus and Russia. In 2020 26,610 residence permits were issued.

## **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)**

According to the data of the Bank of Lithuania, in 2020 national debt amounted to 24.8 billion or almost 51% gross domestic product (GDP). However, Lithuania's debt does not meet the Maastricht criterion (60% of GDP) and is lower than that of other euro area countries. In 2019, the debt of our country reached 35.9 percent. GDP, which means that it has grown by as much as 15% over the year. Over the next few years, it is expected to grow at a similar rate of which is interpreted as an inevitable consequence of a pandemic.

Inflation in Lithuania is expected to reach 3.3 percent in 2022. Compared to last year, inflation will be 2.2 percent higher due to rising energy and industrial goods prices.

Lithuania's budget deficit remains slightly lower than the average nominal balance of the euro area countries - 3.5 percent of GDP.

**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)**

The potential for social development is shown by the proportion of young educated people. Lithuanians are among the most educated in Europe. Population aged 25-64 with tertiary education in 2020 were 675.7 thousand, they accounted for 44.1 percent of the total population aged 25-64. This share in Lithuania is consistently increasing compared to other EU countries, we are one of the first (EU 27 - 32.8 percent).

Health care results in Lithuania are still among the worst in the EU. In 2017 life expectancy at birth was 75.8 years, i.e. more than five years shorter than the EU average (80.9 years).

Unemployment rate in 2021 was 7 percent. The unemployment rate for men was 8% and for women 5.9%. Youth (15-24 years old) unemployment rate in 2021 accounted for 11.2 percent.

Lithuania ranks 22nd in the EU Gender Equality Index with the score of 56.3 out of 100 points. Its score is 11.6 points lower than the EU average. Since 2010 Lithuania's score increased by only 1.4 points (from 2017 - 0.8 points). Since 2010 in the assessment, the country fell by four places.

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

The most significant change taking place in Lithuania's neighborhood is the political crisis in Belarus. The use of the Belarusian Armed Forces (AR) and force structures to address domestic political issues is a source of tension in Lithuania's neighborhood. The Belarusian Nuclear Power Plant, whose hasty start-up process was launched in 2020, poses a significant risk to Lithuania's security. Lithuania's energy dependence on Russia is still relevant.

Due to the growing globalization of business, Lithuania is also facing new threats: the emerging economic dependence on China, the challenges of controlling dual-use goods, and other factors dangerous to the economy and energy.

The greatest external threat to Lithuania is economic and energy dependence, while internal is posed by unequal social and economic development. Persistent or increasing differences in living standards between different groups in society can lead to mistrust of state institutions and the democratic political system, political extremism, crime, and social unrest.

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

Surveys show that workers in the tourism sector tend to accumulate knowledge about other cultures, religions, customs, and knowledge of other cultures is especially needed by workers in the tourism sector both when developing new tourism products and when interacting with existing and potential partners. Employees in the tourism sector enjoy communicating with people from different cultures, sharing ideas and views, so they have no difficulty negotiating with people from other cultures. Higher education study programs and vocational training programs pay attention to the development of social and civic skills, communication skills in the mother tongue and foreign languages. Hotels are willing to invest in the professional development of their employees by organizing trainings and seminars.

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## PART 2: Analysis of Questionnaires

Name of the Country: **Lithuania**

Name of the institution: **Klaipėdos turizmo mokykla**

Number of participants (hotel staff): **26**

Number of participants (hotel guests): **15**

### Questionnaire of Hotel Staff

#### Q1. Country of Origin/Nationality

Answer	Response
Bulgaria	0 / 26
Cyprus	0 / 26
Greece	0 / 26
Ireland	0 / 26
Italy	0 / 26
Lithuania	26 / 26
Slovenia	0 / 26
Netherlands	0 / 26
Other	0 / 26

#### Q2. Gender (optional)

Answer	Response
Male	2 / 26
Female	12 / 26

#### Q3. Age

Answer	Response
Under 20 years	0 / 26
20 - 26 years	12 / 26
26 - 40 years	7 / 26
40 - 50 years	5 / 26
Over 50 years	2 / 26

**Q4. Religion (optional)**

Answer
Catholic x 4
Christian

**Q5. In which country are you working?**

Answer	Response
Bulgaria	0 / 26
Cyprus	0 / 26
Greece	0 / 26
Ireland	0 / 26
Italy	0 / 26
Lithuania	26 / 26
Slovenia	0 / 26
The Netherlands	0 / 26
Other	0 / 26

**Q6. If "other", please name the country.**

Answer

**Q7. Which service area of the hotel do you work in?**

Answer	Response
Reception	7 / 26
Food and Beverage	12 / 26
Housekeeping	2 / 26
Management	7 / 26
Other:	0 / 26

**8. How often do you communicate with:**

Answer	Not at all	Not very often	Often	Very often	Constantly
A) colleagues with a different cultural background	4 / 26	17 / 26	1 / 26	4 / 26	0 / 26
B) customers with a different cultural background	0 / 26	5 / 26	3 / 26	15 / 26	3 / 26

**How would you rate your competences against the following?**

**9. a) Communication**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Foreign Language Skills	1 / 26	10 / 26	13 / 26	2 / 26
Maintaining Professional Presentation (i.e. uniform)	1 / 26	5 / 26	16 / 26	4 / 26
Problem Solving Skills	0 / 26	8 / 26	13 / 26	5 / 26
Cross-Cultural Communication	0 / 26	9 / 26	15 / 26	2 / 26
Teamwork Skills	0 / 26	3 / 26	14 / 26	9 / 26
Active Listening Skills	0 / 26	4 / 26	12 / 26	10 / 26
Empathy Skills	0 / 26	3 / 26	16 / 26	7 / 26

**Q10. Please indicate the situations in which you encounter communication problems with colleagues and guests of different cultural backgrounds during your day-to-day work. (Please tick any that applies to you)**

Answer	Response
Day to day chats	5 / 26
Communication about daily tasks	4 / 26
When discussing guests' complaints/requirements/requests	12 / 26
When communicating with other departments	5 / 26
Talking about emotions (e.g. anxiety, stress, depression, worries, dissatisfaction...)	2 / 26
Religious differences	8 / 26
Language barriers	21 / 26
Dress codes	5 / 26
Guests refusing/not able to communicate with me due to language/cultural differences	10 / 26
Guests refusing/not able to communicate with my colleagues due to language/cultural differences	5 / 26
Other: There can sometimes be issues with comprehension regarding instructions / hotel policies etc.	0 / 26

**Q11. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.**

Answer

**Q12. If you wish, please describe situations in which you encountered any of the above in more detail.**

Answer

**Q13. b) Emotional Intelligence**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Flexibility in dealing with guests	0 / 26	4 / 26	17 / 26	5 / 26
Flexibility in dealing with colleagues	0 / 26	4 / 26	18 / 26	4 / 26
Coping with negativity in the workplace	0 / 26	8 / 26	16 / 26	2 / 26
Adaptation to new challenges and situations	0 / 26	2 / 26	15 / 26	9 / 26
Flexibility of behaviour (i.e: different cultures/cultural diversity)	0 / 26	7 / 26	14 / 26	5 / 26
Understanding other people's feelings	0 / 26	3 / 26	19 / 26	4 / 26

**Q14. Please indicate the situations in which you encounter Emotional Intelligence related problems with colleagues during your day-to-day work. (Please tick any that applies to you)**

Answer	Response
Difficulties expressing/discussing feelings with colleagues	3 / 26
Difficulties understanding someone's feelings	4 / 26
Difficulties managing stress during conflict with guests	16 / 26
Difficulties managing stress during conflict with colleagues	5 / 26
Difficulties dealing with guests and/or colleagues	8 / 26
Difficulties adapting to unexpected situations	13 / 26
Difficulties in managing discriminative behaviours towards me	4 / 26
Difficulties in managing discriminative behaviours towards my colleagues	0 / 26
Other:	0 / 26

**Q15. In the case one of your answers was "other", you have the opportunity to (optionally) provide more information here.**

Answer
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**Q16. If you wish, please describe situations in which you encountered any of the above in more detail.**

Answer

**Q17. c) Understanding other cultures**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
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Understanding the different cultural backgrounds of colleagues and customers	0 / 26	10 / 26	15 / 26	1 / 26
Co-operating with colleagues of different cultural backgrounds	0 / 26	10 / 26	15 / 26	1 / 26
Providing services to customers from different cultural backgrounds	0 / 26	8 / 26	15 / 26	3 / 26
Openness and acceptance of others	0 / 26	2 / 26	18 / 26	6 / 26
Knowledge of specific needs of different cultures (i.e.: daily religious practices, dietary restrictions, greetings; etc.)	1 / 26	8 / 26	16 / 26	1 / 26

**Q18. Please indicate the situations in which you encounter difficulties understanding other cultures of colleagues during your day-to-day work. (Please tick any that applies to you)**

Answer	Response
Difficulties understanding colleagues' cultural backgrounds	2 / 26
Difficulties understanding guests' cultural backgrounds	3 / 26
Difficulties understanding and meeting guests' requests/expectations	10 / 26
Difficulties responding to cultural differences / cultural diversity	6 / 26
Low motivation to deliver service to customers of different cultural backgrounds	9 / 26
Low motivation to co-operate with colleagues of different cultural backgrounds	4 / 26
Refusal/Low motivation from customers to be served by me due to cultural differences / cultural diversity	4 / 26
Refusal/Low motivation from customers to be served by my colleagues due to cultural differences / cultural diversity	2 / 26
Other:	0 / 26

**Q19. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.**

Answer

**Q20. If you wish, please describe situations in which you encountered any of the above in more detail.**

Answer

**Q21. d) Openness to diversity**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Positive attitude towards guests	0 / 26	1 / 26	18 / 26	7 / 26
Positive attitude towards colleagues	0 / 26	2 / 26	17 / 26	7 / 26
Tolerance of cultural differences/diversity and habits/believes/behaviours/attitudes	0 / 26	2 / 26	18 / 26	6 / 26
Sociability to colleagues from different cultural backgrounds	0 / 26	5 / 26	17 / 26	4 / 26
Sociability to guests from different cultural backgrounds	0 / 26	4 / 26	15 / 26	7 / 26
Providing differentiated service according to diverse cultural and religious backgrounds	0 / 26	7 / 26	17 / 26	2 / 26
Awareness of own cultural background	0 / 26	5 / 26	17 / 26	4 / 26

**Q22. Please indicate the situations in which you encounter challenges/difficulties maintaining a positive attitude, tolerating, or socialising with people from other cultures during your day-to-day work. (Please tick any that applies to you)**

Answer	Response
Difficulties maintaining a professional attitude when dealing with different cultural attitudes/habits/beliefs/attitudes of colleagues or guests	3 / 26
Difficulties when trying to learn more/understand more about a cultural background	5 / 26
Difficulties being social with colleagues/guests from other cultural backgrounds	6 / 26
Difficulties maintaining a positive attitude towards different cultural /practises	12 / 26
Negative attitude towards me due to cultural differences	7 / 26
Negative attitude towards my colleagues to cultural differences	1 / 26
Other: I do not find it difficult	0 / 26

**Q23. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.**

Answer

**Q24. If you wish, please describe situations in which you encountered any of the above in more detail.**

Answer

**Q25. e) Conflict Resolution**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Managing Interactions with colleagues of different cultural backgrounds	0 / 26	8 / 26	17 / 26	1 / 26
Managing Interactions with guests with different cultural backgrounds	0 / 26	8 / 26	16 / 26	2 / 26
Adapting to different cultural backgrounds (for both colleagues and guests)	0 / 26	8 / 26	17 / 26	1 / 26
Coping with stress/anxiety/maintaining professional attitudes in challenging situations	0 / 26	9 / 26	16 / 26	1 / 26

**Q26. Please indicate a situation in which you encounter conflict between yourself and a colleague or a guest/customer and how it was resolved. (Please tick any that applies to you)**

Answer	Response
Arguments/Misunderstandings because of a cultural difference with guests	2 / 26
Arguments/Misunderstandings because of a cultural difference with colleagues	1 / 26
Accidental offence due to lack of cultural knowledge	8 / 26
Discrimination from a colleague due to a different cultural background	3 / 26
Discrimination towards a colleague due to a different cultural background	7 / 26
Discrimination from a guest due to a different cultural background	8 / 26
Discrimination towards a guest due a to different cultural background	5 / 26
Provocative behaviour towards a colleague due to cultural differences	3 / 26
Reacting negatively to a cultural incident / misunderstanding	2 / 26
Other:	0 / 26

**Q27. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.**

Answer

**Q28. If you wish, please describe situations in which you encountered any of the above in more detail.**

Answer

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**Q29. f) Uncertainty Management**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Establishing Interpersonal relations	0 / 26	5 / 26	20 / 26	1 / 26
Self-awareness of other people and their cultures	0 / 26	4 / 26	21 / 26	1 / 26
Commitment to providing the best service	0 / 26	3 / 26	17 / 26	6 / 26
Commitment to maintaining good relations with colleagues of different cultures	0 / 26	5 / 26	14 / 26	7 / 26
Commitment to maintaining good relations with guests of different cultures	0 / 26	6 / 26	14 / 26	6 / 26

**Q30. Please indicate a situation in which you encounter challenges/difficulties developing and maintaining interpersonal relations with customers and colleagues. (Please tick any that apply to you)**

Answer	Response
Uncertainty when engaging with colleagues due to cultural differences	5 / 26
Uncertainty when engaging with guests due to cultural differences	4 / 26
Uncertainty on how to maintain good relations with colleagues from other cultural backgrounds	7 / 26
Uncertainty on how to maintain good relations with guests from other cultural backgrounds	12 / 26
High stress when building good relations with colleagues	7 / 26
High stress when building good relations with guests	10 / 26
Low motivation to commit to provide the best service possible	1 / 26
Low motivation from customers to engage with me	0 / 26
Other:	0 / 26

**Q31. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.**

Answer

**Q32. If you wish, please describe situations in which you encountered any of the above in more detail.**

Answer

**Q33. Does your organisation support the Intercultural Development/Awareness/Sensitivity of the workplace?**

Answer	Response
Yes	11 / 26
No	15 / 26

**Q34. If 'Yes', please elaborate how: (i.e. trainings, coaching, mentoring, team-building activities etc.).**

Answer
Trainings, team-building activities
training, coaching, mentoring, team building
We arrange training for all staff
attendance in the projects, trainings
We talk about it in meetings
trainings,team-building
We talk about that
mentoring
Coaching

**Q35. Have you attended any Training Seminars/Courses/Programmes on Intercultural Development of the Hospitality Industry in your country?**

Answer	Response
Yes	12 / 26
No	14 / 26

**Q36. If 'Yes', how often and if you can, please provide information on the course (Programme Title, Duration)**

Answer
Every three, six months
Study visits
When studied at Tourism school
1-2 times in year
When I was studying only
programme title
Various seminars on various topics
Reception - company face (for reception staff)
Different titles long time ago

Team building tasks
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**Q37. What topics would you like to have included in Training Seminars/Courses/Programmes on Intercultural Development of the Hospitality Industry in your country?**

Answer
Dealing with people from other countries with specific requirements
Training about behavior of foreigners
Managing Interactions with guests with different cultural backgrounds
Mentoring, Application of information technology in the hospitality sector
How to deal with customers
Dealing with people from different cultures
working with foreign guests
customer knowledge, communication skills
I don't know
I don't know
Specific attitudes
about business meetings
Training how to deal with them
Presentation of different cultures
Dealing with stress
How to motivate people to work
How to create a loyal customer?
Management topics
Any training linked to cultural diversities
General trends
Any training in the workplace
Developments in Hospitality industry
How to escape difficult situations
All training is beneficial
Coping with stress/anxiety/maintaining professional attitudes in challenging situations
how to maintain good relations with guests from other cultural backgrounds

**Q38. Have you ever used any Desktop/Mobile applications or accessed digital content aimed at the Intercultural Development of the Hospitality Industry?**

Answer	Response
Yes	1 / 26
No	25 / 26

**Q39. If 'Yes', please provide information on the applications/content, you have used:**

Answer

#### Q40. Do you have any other comments?

Answer

#### Main findings

- ✓ **Profile of the respondents**

The questionnaire was sent to Klaipeda and Vilnius's hotels and hostels as well as several direct visits to hotels were organized.

All of the staff that responded were Lithuanians. Most of the staff who indicated their gender were female. Almost half of the respondents are in the 20-30 age group with several representatives from other age groups except under 20 age group.

The largest percentage (46%) of the respondents work in the Food & Beverage and the remaining are almost equally categorized in the remaining areas (reception, management, etc.). The lowest participation is from the housekeeping area.
- ✓ **Communication Competences**

Most participants indicated that they have good or very good competence in all communication skills presented. The biggest number expressed that their most limited competence is communication in a foreign language.
- ✓ **Emotional Intelligence**

Most participants indicated that their emotional intelligence is good or very good. The skills and behaviors that could be more developed are coping with negativity in the workplace and flexibility in dealing with guests. Managing stress during conflict with guests is the most common answer to naming the most problematic daily situation.
- ✓ **Understanding other cultures**

Most participants are confident about their skills in understanding other cultures although the most limited competences are expressed in understanding the different cultural backgrounds of colleagues and customers as well as co-operating with colleagues of different cultural backgrounds
- ✓ **Openness to diversity**

Participants are very open towards diversity. Almost all have positive attitude towards guests (96%), colleagues (92%) and are very tolerant (92%). The mostly stressed aspect is maintaining a positive attitude towards different cultural /practices.
- ✓ **Conflict Resolution**

More than half of employees think they have sufficient competence in conflict resolution skills. However, 31% expressed they had conflicts linked with accidental offence due to lack of cultural knowledge and discrimination from a guest due to a different cultural background.
- ✓ **Uncertainty Management**

More than half of the respondents are sure they have sufficient competences in uncertainty management.

✓ **Intercultural Training**

42% of respondents state that their organization supports intercultural development. This is done by training, coaching, mentoring and other activities.

❖ 42% of respondents have attended various training activities on intercultural development.

## Questionnaire of hotel guests

Question 1: Country of Origin/Nationality

### Q1. Country of Origin/Nationality

Answer	Response
Bulgaria	0 / 15
Cyprus	0 / 15
Greece	0 / 15
Ireland	0 / 15
Italy	0 / 15
Lithuania	15 / 15
Slovenia	0 / 15
Netherlands	0 / 15
Other	0 / 15

### Q2. Gender (optional)

Answer	Response
Male	2 / 15
Female	10 / 15

### Q3. Age

Answer	Response
Under 20 years	11 / 15
20 - 60 years	3 / 15
60 - 40 years	0 / 15
40 - 50 years	0 / 15
Over 50 years	1 / 15



**Q4. Religion (optional)**

Answer
Christian x7
Catholic x2

**Q5. Which partner country does your experiences as a hotel guest relate to?**

Answer	Response
Bulgaria	0 / 15
Cyprus	0 / 15
Greece	0 / 15
Ireland	1 / 15
Italy	2 / 15
Lithuania	9 / 15
Slovenia	0 / 15
Netherlands	1 / 15
Other	2 / 15

**Q6. If "other", please name the country.**

Answer
Czech Republic, Poland
Turkey

**Q7. How often do you stay at hotels?**

Answer	Response
Not very often	13 / 15
Often	1 / 15
Very Often	1 / 15

**To what extend do you agree with the following statements?****"Q8. a) Front Desk/Reception"**

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	4 / 15	6 / 15	4 / 15	1 / 15
I have encountered unprofessional behaviour at the reception	3 / 15	6 / 15	6 / 15	0 / 15

I have experienced a different treatment because of my nationality	4 / 15	6 / 15	5 / 15	0 / 15
I have experienced a different treatment because of my religion and/or cultural background	6 / 15	6 / 15	3 / 15	0 / 15
I have experienced staff with negative attitude and low motivation to interact with me	2 / 15	8 / 15	5 / 15	0 / 15
I felt accepted and understood	0 / 15	0 / 15	11 / 15	4 / 15
Inflexibility in the service to accommodate my needs in a respectful manner	2 / 15	5 / 15	8 / 15	0 / 15

**Q9. Is there a particular incident (misunderstanding) that you would like to share with us?**

Answer
Everything was perfect
MY WISHES TO GO TO A WARM ISLAND AGAIN

**"Q10. b) Food and Beverage"**

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	2 / 15	6 / 15	7 / 15	0 / 15
I have encountered unprofessional behaviour at the reception	3 / 15	8 / 15	4 / 15	0 / 15
I have experienced a different treatment because of my nationality	5 / 15	7 / 15	3 / 15	0 / 15
I have experienced a different treatment because of my religion and/or cultural background	5 / 15	8 / 15	2 / 15	0 / 15
I have experienced staff with negative attitude and low motivation to interact with me	5 / 15	5 / 15	5 / 15	0 / 15
I felt accepted and understood	0 / 15	1 / 15	10 / 15	4 / 15
Inflexibility in the service to accommodate my needs in a respectful manner	1 / 15	6 / 15	8 / 15	0 / 15

**Q11. Is there a particular incident (misunderstanding) that you would like to share with us?**

Answer
I want to stay somewhere warm

**"Q12. c) Housekeeping "**

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	4 / 15	6 / 15	5 / 15	0 / 15
I have encountered unprofessional behaviour at the reception	4 / 15	6 / 15	5 / 15	0 / 15
I have experienced a different treatment because of my nationality	4 / 15	9 / 15	2 / 15	0 / 15
I have experienced a different treatment because of my religion and/or cultural background	5 / 15	6 / 15	4 / 15	0 / 15
I have experienced staff with negative attitude and low motivation to interact with me	4 / 15	6 / 15	4 / 15	0 / 15
I felt accepted and understood	0 / 15	1 / 15	11 / 15	3 / 15
Inflexibility in the service to accommodate my needs in a respectful manner	3 / 15	2 / 15	9 / 15	1 / 15

**Q13. Is there a particular incident (misunderstanding) that you would like to share with us?**

Answer
Visit an unknown country

**"Q14. d) Management "**

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	5 / 15	4 / 15	6 / 15	0 / 15
I have encountered unprofessional behaviour at the reception	5 / 15	4 / 15	6 / 15	0 / 15
I have experienced a different treatment because of my nationality	5 / 15	8 / 15	2 / 15	0 / 15

I have experienced a different treatment because of my religion and/or cultural background	5 / 15	6 / 15	4 / 15	0 / 15
I have experienced staff with negative attitude and low motivation to interact with me	5 / 15	3 / 15	7 / 15	0 / 15
I felt accepted and understood	0 / 15	1 / 15	10 / 15	4 / 15
Inflexibility in the service to accommodate my needs in a respectful manner	3 / 15	4 / 15	7 / 15	1 / 15

**Q15. Is there a particular incident (misunderstanding) that you would like to share with us?**

<b>Answer</b>
Get to know the culture of another country

**Q16. Do you have any other comments?**

<b>Answer</b>

### Main findings

- ✓ **Profile of the respondents**  
The survey was conducted in different hotels and hostels in Lithuania. Answers were received from different nationalities and majority of the guests were from neighboring places: Latvia, Estonia, Poland, Scandinavian countries.  
Most respondents (66%) are female.
- ✓ **Front Desk / Reception**  
Only less than half of the respondents encountered unprofessional behavior or miscommunication. On the contrary, majority claim they felt accepted and understood.
- ✓ **Food and Beverage**  
47% of guests admit having problems in the Food and Beverage department due to miscommunication in different language.
- ✓ **Housekeeping**  
Guests expressed their satisfaction with housekeeping department with a few exceptions facing unprofessional behavior or negative attitude.
- ✓ **Management**  
Guests expressed their satisfaction with management with a few exceptions facing unprofessional behavior or negative attitude.