



**Intercultural Professional Development in Hospitality  
AGREEMENT NUMBER – 2021-1-IE01-KA220-VET-000033351**

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**NATIONAL SOCIO-ECONOMIC REPORT**

Name of the Country: The Netherlands

**Please reply to the following questions with no more than 100 words:**

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

*The Netherlands is a prosperous country with an open economy that relies heavily on foreign trade. The economy is characterized by stable relationships, relatively low inflation, a sound financial policy and an important role as a European transport artery. Food processing, chemicals, oil refining and the manufacture of electrical appliances are the main industrial activities. Although only 4% of the Dutch working population works in intensive, mechanized agriculture and horticulture, the sector produces enormous amounts of food for the food processing industry and export. After the United States, the Netherlands is the second exporting country for agricultural and horticultural products. The Dutch economy is approximately the fifteenth to twentieth economy in the world, depending on how it is measured.*

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

*After a cautious recovery in the 1st quarter of the year, the labour market picked up further in the 2nd quarter of 2021. A further fall in the number of job seekers and an increase in the number of vacancies caused tensions to rise sharply from April to June. The average hourly wage of an employee in 2020 was 24 euros. If we look at averages of 5-year age groups, young people up to the age of 25 earned 14 euros or less per hour. Employees between the ages of 25 and 40 earned an hourly wage between 19 and 25 euros. Employees between the ages of 40 and 65 earned an hourly wage of 27 euros or more. Of all 15- to 75-year-olds in the working population with a Dutch background, 2.7 percent were unemployed in the second quarter of 2021. This is less than among those with a Western migration background. However, with an unemployment rate of 4.0, unemployment among the latter is even lower than among people of non-Western background (6.0 percent).*

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).

*In the first half of 2021, the Dutch government spent more than 12 billion euros more than it received. The deficit is therefore more than 1 billion euros larger than in the first half of 2020. At the end of the first half of the year, government debt stood at 447.1 billion euros.*

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 2010, approximately 27% of the population aged 25-64 had a lower level of education, in 2019 this is less than 21%. That includes a larger proportion of the working population with a basic qualification. The proportion with an education level has been completed in the past 10 years. In 2010, more than 20% of the population aged 25-64 had a HBO diploma and almost 12% had a university degree (more than 32%). The percentage of higher educated has successfully increased by almost 8 percentage points: in 2019, more than 24% and more than 15% had a university diploma (together more than 40%). According to the Global Gender Gap Report, which is published every year by the World Economic Forum, in 2019 the Netherlands fell from place 27 to 38 (out of 153)*

*in the ranking of equality between men and women. Among other things, it is noted that there is gender inequality in the labour market; the share of women in managerial positions in the Netherlands, for example, is much smaller than in other prosperous countries.*

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

*The Dutch economy is recovering well from the corona crisis. The Central Statistical Office calculated that the Dutch economy grew by more than 3 percent in the second quarter, compared to the beginning of this year. Still, the worries aren't over. For example, the lack of sea containers and lack of staff can throw a spanner in the works.*

*The AIVD intelligence and security service expects an unpredictable year, partly due to the corona pandemic. Former AIVD head Rob Bertholee sees discussions in the Netherlands hardening, polarization increasing and "violence seems to be increasingly becoming one of the means". Bertholee worries about social unrest. "It's so polarizing. Discussion doesn't just harden, discussion disappears because people no longer listen to each other." The AIVD focuses in annual reports on Jihadism and left- and right-wing extremist groups, but it also sees a new threat from corona. For example, there is a possibility that two camps will arise between people who do or do not want to be vaccinated. This could possibly lead to confrontations and the Dutch should be aware of that, he thinks.*

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

*Not just the number guests with different languages and cultures that the hospitality industry receives is growing. Also the diversity among employees is increasing. Working in the same team with different generations, different cultures and different languages an important challenge for both employee as manager. Ankie Hoefnagels, who obtained her PhD at Radboud University in Nijmegen, is very enthusiastic about the principle of 'A global mind'. Hoefnagels: "Having a global mind actually means that a hotelier has intercultural competences. I expected that in my research I would already find many 'global minds' in the hotel industry. This also turned out to be true. Especially hotel managers, who have often been abroad for several years, look at the Netherlands in a different way and have qualities that belong to 'global citizenship', such as being empathetic and flexible." Characteristics of a hotelier*

*with a 'global mind': Emphatic; Cultural openness (being open to everything that is different); Adaptability; Cognitive flexibility (for example, the ability to think differently about time); Behavioural flexibility (being able to switch behaviour. For example at the front desk where guests from different cultures pass by); Emotional stability ; Social initiative (proactive, asking open questions to guests).*

## PART 2: Analysis of Questionnaires

Name of the Country: The Netherlands

Name of the institution: Business Development Friesland

Number of participants (hotel staff): 15

Number of participants (hotel guests): 26

### Questionnaire of Hotel Staff

#### Q1. Country of Origin/Nationality

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

#### Q2. Gender (optional)

Answer	Response
Male	9 / 15
Female	5 / 15

#### Q3. Age

Answer	Response
Under 20 years	0 / 15
20 - 15 years	3 / 15
15 - 40 years	7 / 15
40 - 50 years	5 / 15
Over 50 years	0 / 15

**Q4. Religion (optional)**

Answer
Friesland

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

Answer	Response
Bulgaria	0 / 15
Cyprus	0 / 15
Greece	0 / 15
Ireland	1 / 15
Italy	0 / 15
Lithuania	0 / 15
Slovenia	0 / 15
The Netherlands	14 / 15
Other:	0 / 15

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

Answer

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

Answer	Response
Reception	4 / 15
Food and Beverage	3 / 15
Housekeeping	2 / 15
Management	5 / 15
Other: Technician	1 / 15

**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	1 / 15	5 / 15	5 / 15	3 / 15	1 / 15
B) customers with a different cultural background	0 / 15	3 / 15	3 / 15	8 / 15	1 / 15

**How would you rate your competences against the following?****9. a) Communication**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Foreign Language Skills	0 / 15	1 / 15	12 / 15	2 / 15
Maintaining Professional Presentation (i.e. uniform)	0 / 15	1 / 15	12 / 15	2 / 15
Problem Solving Skills	0 / 15	2 / 15	11 / 15	2 / 15
Cross-Cultural Communication	0 / 15	3 / 15	10 / 15	2 / 15
Teamwork Skills	0 / 15	0 / 15	10 / 15	5 / 15
Active Listening Skills	0 / 15	6 / 15	6 / 15	3 / 15
Empathy Skills	0 / 15	2 / 15	12 / 15	1 / 15

**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	4 / 15
Communication about daily tasks	2 / 15
When discussing guests' complaints/requirements/requests	3 / 15
When communicating with other departments	4 / 15
Talking about emotions (e.g. anxiety, stress, depression, worries, dissatisfaction...)	1 / 15
Religious differences	1 / 15
Language barriers	6 / 15
Dress codes	2 / 15
Guests refusing/not able to communicate with me due to language/cultural differences	3 / 15
Guests refusing/not able to communicate with my colleagues due to language/cultural differences	1 / 15
Other: No communication problems whatsoever Cultural differences in working attitude, what's necessary, what's first, taking initiative	2 / 15

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

Answer
No communication problems whatsoever
Cultural differences in working attitude, what's necessary, what's first, taking initiative

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

Answer
Working in the kitchen orders are orders and need to be followed up NOW. My Brazilian colleagues hardly understood English and were not fast enough to follow up orders due to that. I also worked with a Romanian chef when working in Austria. We did not have that problem there. Although German was neither his nor my native language, it worked out fine even in busy times.
I could make a great deal in buying big crab. So I asked them to bring me a sample of the catch. I went by the history of the company I worked for. They only bought crab from local fishermen, for decades, through which they could guarantee their high standard quality. They appreciated my involvement but asked me politely not to undertake anymore of those actions.
We work with interns and students. Sometimes these students are from a foreign country and can't speak the Dutch language. This sometimes leads to miscommunication when emotions are playing a key role. Normally, during the normal day-to-day work, there are no language barriers. We select our interns on their level of English (and Dutch obviously).
In day to day chats, the difference between cultural backgrounds is most noticeable. Mainly because then more private/family-related topics are discussed.

**Q13. b) Emotional Intelligence**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Flexibility in dealing with guests	0 / 15	1 / 15	10 / 15	4 / 15
Flexibility in dealing with colleagues	0 / 15	1 / 15	11 / 15	3 / 15
Coping with negativity in the workplace	0 / 15	6 / 15	9 / 15	0 / 15
Adaptation to new challenges and situations	0 / 15	1 / 15	11 / 15	3 / 15
Flexibility of behaviour (i.e: different cultures/cultural diversity)	0 / 15	2 / 15	9 / 15	4 / 15
Understanding other people's feelings	0 / 15	3 / 15	10 / 15	2 / 15

**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	0 / 15



Difficulties understanding someone's feelings	2 / 15
Difficulties managing stress during conflict with guests	5 / 15
Difficulties managing stress during conflict with colleagues	3 / 15
Difficulties dealing with guests and/or colleagues	2 / 15
Difficulties adapting to unexpected situations	4 / 15
Difficulties in managing discriminative behaviours towards me	3 / 15
Difficulties in managing discriminative behaviours towards my colleagues	3 / 15
Other: no problems encountered	1 / 15

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

Answer

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

Answer
I manage pretty good, make friends easily but if you are alone in a foreign country, living and working, you are looked upon like a foreigner and it takes at least a year before you feel settled. After that it is soo much easier. Alas sometimes your shere presence is a threat to colleagues who are local but not capable enough. That is where discrimination sets in.

**Q17. c) Understanding other cultures**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Understanding the different cultural backgrounds of colleagues and customers	0 / 15	1 / 15	11 / 15	3 / 15
Co-operating with colleagues of different cultural backgrounds	0 / 15	1 / 15	11 / 15	3 / 15
Providing services to customers from different cultural backgrounds	0 / 15	2 / 15	10 / 15	3 / 15
Openness and acceptance of others	0 / 15	2 / 15	8 / 15	5 / 15
Knowledge of specific needs of different cultures (i.e.: daily religious practices, dietary restrictions, greetings; etc.)	0 / 15	4 / 15	10 / 15	1 / 15

**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 / 15
Difficulties understanding guests' cultural backgrounds	0 / 15
Difficulties understanding and meeting guests' requests/expectations	2 / 15
Difficulties responding to cultural differences / cultural diversity	3 / 15
Low motivation to deliver service to customers of different cultural backgrounds	4 / 15
Low motivation to co-operate with colleagues of different cultural backgrounds	2 / 15
Refusal/Low motivation from customers to be served by me due to cultural differences / cultural diversity	3 / 15
Refusal/Low motivation from customers to be served by my colleagues due to cultural differences / cultural diversity	1 / 15
Other: Nothing which can be qualified as 'difficulties' no difficulties or i did not face the situation.	2 / 15

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

Answer
the questionnaire should be more intelligent. If I answer that i do not have co-workers/employees with a cultural background, than I can also not encounter difficulties there.

**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 / 15	1 / 15	9 / 15	5 / 15
Positive attitude towards colleagues	0 / 15	0 / 15	11 / 15	4 / 15
Tolerance of cultural differences/diversity and habits/believes/behaviours/attitudes	0 / 15	1 / 15	10 / 15	4 / 15
Sociability to colleagues from different cultural backgrounds	0 / 15	1 / 15	11 / 15	3 / 15
Sociability to guests from different cultural backgrounds	0 / 15	1 / 15	12 / 15	2 / 15
Providing differentiated service according to diverse cultural and religious backgrounds	0 / 15	3 / 15	11 / 15	1 / 15

Awareness of own cultural background	0 / 15	0 / 15	13 / 15	2 / 15
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**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	0 / 15
Difficulties when trying to learn more/understand more about a cultural background	4 / 15
Difficulties being social with colleagues/guests from other cultural backgrounds	2 / 15
Difficulties maintaining a positive attitude towards different cultural /practises	2 / 15
Negative attitude towards me due to cultural differences	6 / 15
Negative attitude towards my colleagues to cultural differences	2 / 15
Other: Nothing which can be qualified as 'difficulties or negative attitude'	1 / 15

**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
I want to explore different cultures. I want to learn but because I am open to differences I find it difficult to learn that not everybody is open. Neither towards me nor towards other cultures or believes.

**Q25. e) Conflict Resolution**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Managing Interactions with colleagues of different cultural backgrounds	0 / 15	0 / 15	13 / 15	2 / 15
Managing Interactions with guests with different cultural backgrounds	0 / 15	1 / 15	12 / 15	2 / 15

Adapting to different cultural backgrounds (for both colleagues and guests)	0 / 15	1 / 15	10 / 15	4 / 15
Coping with stress/anxiety/maintaining professional attitudes in challenging situations	0 / 15	1 / 15	13 / 15	1 / 15

**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 / 15
Arguments/Misunderstandings because of a cultural difference with colleagues	5 / 15
Accidental offence due to lack of cultural knowledge	4 / 15
Discrimination from a colleague due to a different cultural background	2 / 15
Discrimination towards a colleague due to a different cultural background	1 / 15
Discrimination from a guest due to a different cultural background	1 / 15
Discrimination towards a guest due to a different cultural background	1 / 15
Provocative behaviour towards a colleague due to cultural differences	1 / 15
Reacting negatively to a cultural incident / misunderstanding	1 / 15
Other:	0 / 15

**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

**Q29. f) Uncertainty Management**

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Establishing Interpersonal relations	0 / 15	0 / 15	12 / 15	3 / 15
Self-awareness of other people and their cultures	0 / 15	1 / 15	12 / 15	2 / 15

Commitment to providing the best service	0 / 15	1 / 15	6 / 15	8 / 15
Commitment to maintaining good relations with colleagues of different cultures	0 / 15	1 / 15	11 / 15	3 / 15
Commitment to maintaining good relations with guests of different cultures	0 / 15	1 / 15	11 / 15	3 / 15

**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	3 / 15
Uncertainty when engaging with guests due to cultural differences	0 / 15
Uncertainty on how to maintain good relations with colleagues from other cultural backgrounds	5 / 15
Uncertainty on how to maintain good relations with guests from other cultural backgrounds	2 / 15
High stress when building good relations with colleagues	2 / 15
High stress when building good relations with guests	2 / 15
Low motivation to commit to provide the best service possible	3 / 15
Low motivation from customers to engage with me	3 / 15
Other:	0 / 15

**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
I think, sometimes it is difficult to foresee for other colleagues how to approach new interns from a different cultural background. How to start a good work relation with this colleague and what are their values. It never leads to difficulties, but you can see that some colleagues feel a bit insecure.

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

Answer	Response
Yes	5 / 15
No	10 / 15

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

Answer
team building
We support it, but we are very small and do not have employees from other cultures.
We just work together. The owners work with us so it is a close team. By having a drink every now and then and organising a team day we are pretty close.
Good guidance and coaching. Also, often there are team-building activities to maintain and improve relations between colleagues. Once in every 6 months, there is a 'general' training which also includes dealing with guests from different backgrounds.
Mentoring

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

Answer	Response
Yes	1 / 15
No	14 / 15

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

Answer
Once every 6 months

**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
Recognising different cultures without making assumptions
It would be helpful to have a seminar that gets you an allround introduction to the variety of cultures.
Spanish/German/English courses
More information about what to expect
The topics adressed here are sufficient. But we will not go to a training.
Foodhistory
How to exceed expectations, body language, empathy
How to politely say somebody is being rude or discriminative without starting a fight or awkward situation with a guest. After all, they are guests.

Aspects to consider and keep in mind regarding the different cultures.
General information about what culture is and how differences in cultures can be handled. That would very much help
Any, I have no experience with it.
More common knowledge in cultural differences would be valuable
How to find common ground with not-western cultures
How to learn more about dealing with different cultures in the hospitality industry.
How to deal wit guests that have problems and are from a different culture.
Recognising different cultures without making assumptions
It would be helpful to have a seminar that gets you an allround introduction to the variety of cultures.
Spanish/German/English courses
More information about what to expect
The topics adressed here are sufficient. But we will not go to a training.
Foodhistory
How to exceed expectations, body language, empathy
How to politely say somebody is being rude or discriminaive without starting a fight or awkward situation with a guest. After all, they are guests.
Aspects to consider and keep in mind regarding the different cultures.
General information about what culture is and how differences in cultures can be handled. That would very much help
Any, I have no experience with it.
More common knowledge in cultural differences would be valuable
How to find common ground with not-western cultures
How to learn more about dealing with different cultures in the hospitality industry.
How to deal wit guests that have problems and are from a different culture.

**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	0 / 15
No	15 / 15

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

Answer

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

Answer
This questionnaire is rather negatively stated. There are no options to tick a box which mentions that we do not experience problems or issues. Based on the unprofessionality of the organization

sending this questionnaire it's rather difficult to believe that something worthy will come out of the conclusions.



## Main findings

**Profile of the respondents:** The number of the respondents that represent hotel staff in The Netherlands is 15, 9 of which are male and 5 female. Most of the respondents are between 15 and 40 years old. Most work in Reception and Management hotels service areas.

**Communication Competences:** The Dutch hotel staff communicates with **colleagues** that have a different cultural background differently when it comes to the frequency. 5 of 15 says to do it often, 5 to do it not very often, 3 very often, 1 not at all and 1 constantly. When this comes to communication with **customers** that have a different cultural background, most of the respondents say that they do it very often.

**Specific Observations:** Communication problems with colleagues and guests of different cultural backgrounds are mainly language barriers, day to day chats and communication with other departments. One respondent commented with: "Cultural differences in working attitude, what's necessary, what's first, taking initiative". One of the participants has also mentioned that the misunderstandings come when emotions get involved.

**Emotional Intelligence:** Most of the participants believe sufficient competence was demonstrated when it comes to all aspects presented in the questionnaire, related to this question.

**Understanding other Cultures:** Most of the participants understand other cultures sufficiently, when it comes to all aspects presented in the questionnaire, related to this question.

**Openness to Diversity:** Most of the participants find themselves open to diversity sufficiently, when it comes to all aspects presented in the questionnaire, related to this question.

**Conflict Resolution:** Most of the participants have rated themselves to resolve conflicts sufficiently, when it comes to all aspects presented in the questionnaire, related to this question.

**Uncertainty Management:** Most of the Dutch hotel staff that has participated in the questionnaire, has indicated to have sufficient competence when it comes to:

- Establishing Interpersonal relations
- Self-awareness of other people and their cultures
- Commitment to maintaining good relations with colleagues of different cultures
- Commitment to maintaining good relations with guests of different cultures

However, when it comes to *Commitment to providing the best service*, most of the Dutch hotel staff participants have indicated to have total competence.

**Intercultural Training:** Only 1 out of 15 respondents has attend the training on Intercultural Development of the Hospitality Industry. The topics that the Dutch hotel staff respondents would like to see included in Training Seminars/Courses/Programmes on Intercultural Development of the Hospitality Industry vary from the all-round introduction to the variety of cultures to how to find common ground with not-western cultures.

## Questionnaire of hotel guests

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

### Q2. Gender (optional)

Answer	Response
Male	9 / 26
Female	13 / 26

### Q3. Age

Answer	Response
Under 20 years	1 / 26
20 - 60 years	5 / 26
60 - 40 years	9 / 26
40 - 50 years	6 / 26
Over 50 years	5 / 26

### Q4. Religion (optional)

Answer
Christian x2
Catholic

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

Answer	Response
Bulgaria	0 / 26
Cyprus	1 / 26
Greece	1 / 26
Ireland	4 / 26
Italy	5 / 26
Lithuania	1 / 26

Slovenia	1 / 26
Netherlands	9 / 26
Other	4 / 26

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

Answer
Spain
France
Slovakia

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

Answer	Response
Not very often	13 / 26
Often	10 / 26
Very Often	3 / 26

**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	15 / 26	7 / 26	3 / 26	1 / 26
I have encountered unprofessional behaviour at the reception	12 / 26	12 / 26	2 / 26	0 / 26
I have experienced a different treatment because of my nationality	12 / 26	14 / 26	0 / 26	0 / 26
I have experienced a different treatment because of my religion and/or cultural background	15 / 26	11 / 26	0 / 26	0 / 26
I have experienced staff with negative attitude and low motivation to interact with me	13 / 26	9 / 26	4 / 26	0 / 26
I felt accepted and understood	3 / 26	2 / 26	13 / 26	8 / 26
Inflexibility in the service to accommodate my needs in a respectful manner	10 / 26	13 / 26	3 / 26	0 / 26

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

Answer
I gave the notion in advance that I would arrive late. However, the doors were closed. After a few phone calls, I could check-in. Very unpleasant after a long journey.
Once, I was assigned a room in a hotel, where clearly was smoked by guests. Therefore, I went down again to talk with the reception in order to change rooms, however, they didn't understand my point. I think there was a misunderstanding due to language, but also, they weren't very motivated to understand my point.
No, my experiences in hotels are very good!
During check in some troubles understanding each other, but this didn't lead to any dissatisfaction from my side
My stay in Galway was really pleasant. no problems whatsoever.
They were not very motivated to help me check in and answer my questions. this could be better.
No, my stay was perfect. The people from the hotel helped me and the service was really good! They even gave me an upgrade to a different (more luxury) room.
I was not seen by the front office employee while I was waiting to get my key. Somehow, other guests were helped first even I was there first. This was very unpleasant.
The reception staff being not helpful at all when my husband's leg was hurt so bad he had to go to the hospital. They did not have any regular painkillers or even an aid kit.

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

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	16 / 26	7 / 26	3 / 26	0 / 26
I have encountered unprofessional behaviour at the reception	12 / 26	12 / 26	2 / 26	0 / 26
I have experienced a different treatment because of my nationality	14 / 26	11 / 26	1 / 26	0 / 26
I have experienced a different treatment because of my religion and/or cultural background	16 / 26	9 / 26	1 / 26	0 / 26
I have experienced staff with negative attitude and low motivation to interact with me	10 / 26	12 / 26	4 / 26	0 / 26
I felt accepted and understood	4 / 26	4 / 26	13 / 26	5 / 26
Inflexibility in the service to accommodate my needs in a respectful manner	9 / 26	17 / 26	0 / 26	0 / 26

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

Answer
Same as the answer before, I experienced misunderstanding due to language. The person working in the restaurant was trying his best to understand me, which was a relief in comparison with the personnel behind the front desk.
No, just that people weren't motivated to work there (looked like it) and serve the guests. Just like the reception.
I was having breakfast, but no one was there to help me with any questions or coffee
Didn't use any F&B in this hotel
No, my experiences in hotels are very good!

**"Q12. c) Housekeeping "**

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	14 / 26	10 / 26	2 / 26	0 / 26
I have encountered unprofessional behaviour at the reception	16 / 26	9 / 26	1 / 26	0 / 26
I have experienced a different treatment because of my nationality	19 / 26	6 / 26	1 / 26	0 / 26
I have experienced a different treatment because of my religion and/or cultural background	20 / 26	5 / 26	1 / 26	0 / 26
I have experienced staff with negative attitude and low motivation to interact with me	15 / 26	9 / 26	2 / 26	0 / 26
I felt accepted and understood	5 / 26	9 / 26	9 / 26	8 / 26
Inflexibility in the service to accommodate my needs in a respectful manner	12 / 26	12 / 26	2 / 26	0 / 26

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

Answer
In this hotel, I didn't see any personnel in housekeeping, so no comment.
Never saw housekeeping during my stay
Didn't see housekeeping during my stay
I have not met the housekeeping during my visit
I didn't see anyone from housekeeping during stay
I saw housekeeping when I left my room in the morning and they were friendly and said 'hi'. Didn't face any problems with them
My furniture in my rooms was moved and the beds were small

**"Q14. d) Management "**

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	16 / 26	8 / 26	2 / 26	0 / 26
I have encountered unprofessional behaviour at the reception	14 / 26	10 / 26	2 / 26	0 / 26
I have experienced a different treatment because of my nationality	18 / 26	6 / 26	2 / 26	0 / 26
I have experienced a different treatment because of my religion and/or cultural background	17 / 26	8 / 26	1 / 26	0 / 26
I have experienced staff with negative attitude and low motivation to interact with me	12 / 26	12 / 26	2 / 26	0 / 26
I felt accepted and understood	3 / 26	4 / 26	11 / 26	8 / 26
Inflexibility in the service to accommodate my needs in a respectful manner	13 / 26	11 / 26	2 / 26	0 / 26

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

Answer
I hardly meet the management in a hotel. The answers i gave to this question should not have been there, since the hotel night I remember, I did not encounter management.
I never saw anyone from management in the hotel, so no comment.
Didn't speak or see anyone from management (I think)
I have not met the management during my stay
The woman at the reception was also manager. She was very friendly.
No direction to the facilities given or a welcome when arriving
Not really. I have always felt very welcome during my holidays.

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

Answer
They need to update their furniture

## Main findings

**Profile of the respondents:** From the 26 Dutch hotel guest participants that have completed the questionnaire, 9 of them are male and 13 are female. From all the respondents, 2 are Christian and 1 is Catholic. Most of the respondents do not stay at the hotels very often.

**Front Desk / Reception:** Most of the respondents have indicated to strongly disagree with the statement *I have encountered miscommunication at the reception due to different language*. When it comes to the statement *I have encountered unprofessional behaviour at the reception*, 12 of the respondents have indicated to strongly disagree here as well, but also 12 to just disagree. Most of the respondents have not experienced a different treatment because of their nationality (14 respondents indicated to disagree). This is the same with the statement about having experienced a different treatment because of own religion and/or cultural background (15 respondents indicated to strongly disagree). Most of the Dutch guest respondents also strongly disagree with the statement *I have experienced staff with negative attitude and low motivation to interact with me*. Most of the questionnaire respondents feel accepted and understood (13 respondents agree and 8 strongly agree). Most of the guests participating in the questionnaire disagree that there is inflexibility in the service to accommodate their needs in a respectful manner.

**Food and Beverage:** Most of the respondents have not encountered miscommunication at the reception due to different language (16 strongly disagree and 7 agree). Most of the Dutch hotel guests participating in the questionnaire strongly disagree with the statement *I have experienced a different treatment because of my nationality* (14 out of 26). This is also the case with the statement *I have experienced a different treatment because of my religion and/or cultural background* (16 strongly disagree, 9 disagree and 1 agrees).

**Housekeeping:** Most of the respondents in The Netherlands have not experienced staff with negative attitude and low motivation to interact with them (15 strongly disagree, 9 disagree and 2 agree). The responses vary quite a lot when it comes to feeling accepted and understood during their previous hotel experiences: 5 respondents strongly disagree to have a feeling of acceptance and understanding, while 9 disagree, 9 agree and nobody strongly agrees. However, almost no one has experienced inflexibility in the service to accommodate their needs in a respectful manner (only 2 respondents agreed, while 12 agreed and another 12 strongly disagreed). Also when asked whether the guests have encountered miscommunication at the reception due to different language, only 2 of all respondents agreed, 14 strongly disagreed and 10 disagreed. This is also the case when it comes to unprofessional behaviour at the reception. Only 1 participant has encountered this, while 9 disagreed with this statement and 16 strongly disagreed.

**Management:** Most of the Dutch participants that have answered the questionnaire, have not experienced a different treatment because of their nationality (18 strongly disagreed with the statement concerned, 6 disagreed and 2 agreed). The same applies to the statement *I have experienced a different treatment because of my religion and/or cultural background*. Only 1 person agreed with this statement, while 8 disagreed and 17 strongly disagreed. The situation is

somewhat different when it comes to the statement about the staff with negative attitude and low motivation to interact. Only 2 persons agreed with this statement, 12 disagreed and 12 strongly disagreed.

**Overall Comments:** The highlights of the questionnaire are the comments made by the participating guests about:

- The reception staff being not helpful or responsive. Also communication was uneasy due to language problems.
- The same as with the reception, some restaurant staff was not responsive, helpful or in one case, even there to help.
- One respondent indicated that his/her furniture was moved, which could be seen as remarkable.

Overall, the comments and the satisfaction rate of the Dutch respondents is quite good.