

<b>Hotel 1 Employees Demographic Statistics - Frequencies</b>		
<b>Code</b>	<b>Frequency</b>	<b>Valid Percent</b>
<b>A.1. Gender</b>		
Male	32	39.5
Female	48	59.3
Total	<b>80</b>	<b>100</b>
<b>A.2. Age</b>		
20-30	37	46.3
31-40	21	26.3
41-50	17	9.4
Over 50	5	6.3
Total	<b>80</b>	<b>100.0</b>
<b>A.3. Marital Status</b>		
Yes	37	50.0
No	32	43.2
Divorced	4	5.4
Widowed	1	1.4
Total	<b>74</b>	<b>100.0</b>
<b>A.4. Number of children</b>		
One	10	27.0
Two	22	59.5
Three	3	8.1
Four	1	2.7
Other	1	2.7
Total	<b>37</b>	<b>100.0</b>
<b>A.5. Educational Background</b>		
High School	27	35.5
University Degree	40	52.6
Masters Degree	8	10.5
Doctorate Degree		1.3
Other	1	1.3
Total	<b>76</b>	<b>100</b>
<b>A.6. Hospitality Occupational Experience</b>		
Less than 2 years	9	11.5
2-5 years	17	21.8
5-10 years	29	37.2
10-15 years	10	12.8
15 years and over	13	16.7
Total	<b>78</b>	<b>100.0</b>
<b>A.7. Hospitality Occupational Experience Abroad</b>		
Yes	32	43.8
No	41	56.2
Total	<b>73</b>	<b>100.0</b>
<b>A.8. Other than Hospitality Occupational Experience</b>		
No experience	13	21.0
Less than 2 years	15	24.2
2-5 years	18	29.0
5-10 years	9	14.5
10-15 years	6	9.7
15-20 years	1	1.6
Over 20 years		
Total	<b>62</b>	<b>100</b>

<b>A.9. Years in this Hotel</b>		
Less than 2 years	14	17.9
2-5 years	30	38.5
5-10 years	19	24.4
10-15 years	10	12.8
15-20 years	3	3.8
Over 20 years	2	2.6
Total	<b>78</b>	<b>100.0</b>
<b>A.10. Working Experience</b>		
3 star hotels	2	2.3
4 star hotels	11	12.8
5 star hotels	73	84.9
Other (please specify): _____		
Total	<b>86</b>	<b>100</b>
<b>A.11. How do you come to work?</b>		
On foot	3	3.9
Car	63	81.8
Bus	11	14.3
Total	<b>77</b>	<b>100.0</b>
<b>A.12. Current Position</b>		
Head Concierge		
Concierge		
Head Porter		
Doorman		
Porter		
Guest Relations		
Other		
Total		
<b>A.13 Years in current position</b>		
1 year	11	14.3
2 years	13	16.9
3 years	11	14.3
4 years	10	13.0
5 years	10	13.0
Over 5 years	18	23.4
Other (please specify): _____	4	5.2
Total	<b>77</b>	<b>100.0</b>
<b>A.14. Experience in other hotel position</b>		
Restaurant	23	43.4
Bar	19	35.8
Kitchen	8	15.1
H/K	3	5.7
Maintenance		
Health Club, SPA		
Other (please specify): _____		
Total	<b>53</b>	<b>100</b>
<b>A.15. Experience in other hotel position, how many years?</b>		
1 year	15	40.5
2 years	7	18.9
3 years	5	13.5
Over 3 years	10	27.0
Total	<b>37</b>	<b>100.0</b>
<b>A.16. Contract Agreement</b>		

Collective agreement	30	40.0
Fixed, monthly salary	28	37.3
Annual contract	10	13.3
Seasonal contract	3	4.0
Casual	2	2.7
Other (please specify): _____	2	2.7
Total	<b>75</b>	<b>100.0</b>
<b>A.17. Hours of work per week</b>		
Less than 38 hours	12	15.6
38 hours	26	33.8
Over 38 hours	36	46.8
Other (please specify): _____	3	3.9
Total	<b>77</b>	<b>100</b>
<b>A.18. Pay raise every:</b>		
Year	7	13.0
Two years	13	24.1
Over two years	34	63.0
Total	<b>54</b>	<b>100.0</b>
<b>A.19. Health Benefits</b>		
Medical	41	82.0
Dental	1	2.0
Life Insurance	8	16.0
Total	<b>50</b>	<b>100.0</b>
<b>A.20. Other benefits</b>		
Vocational	33	13.8
Sick	32	13.3
Army	8	3.3
13th salary	58	24.2
14th salary	33	13.8
Bonus	9	3.8
Commission	7	2.9
Food offered during working hours	56	23.3
Accommodation offered	3	1.3
Other (please specify): _____	1	0.4
Total	<b>240</b>	<b>100</b>
<b>A.21. Have you been voted as "Employee of the month?"</b>		
Yes	36	48.6
No	38	51.4
Total	<b>74</b>	<b>100.0</b>

<b>Hotel 2 Employees Demographic Statistics - Frequencies</b>		
<b>Code</b>	<b>Frequency</b>	<b>Valid Percent</b>
<b>A.1. Gender</b>		
Male	21	28.4
Female	53	71.6
Total	<b>74</b>	<b>100</b>
<b>A.2. Age</b>		
20-30	7	9.6
31-40	37	50.7
41-50	19	26.0
Over 50	10	13.7
Total	<b>73</b>	<b>100</b>
<b>A.3. Marital Status</b>		
Yes	40	55.6
No	23	31.9
Divorced	8	11.1
Widowed	1	1.4
Total	<b>72</b>	<b>100</b>
<b>A.4. Number of children</b>		
One	12	28.6
Two	19	45.2
Three	4	9.5
Four	5	11.9
Other	2	4.8
Total	<b>42</b>	<b>100</b>
<b>A.5. Educational Background</b>		
High School	24	34.3
University Degree	35	50.0
Masters Degree	4	5.7
Doctorate Degree	1	1.4
Other	6	8.6
Total	<b>70</b>	<b>100</b>
<b>A.6. Hospitality Occupational Experience</b>		
Less than 2 years	2	2.8
2-5 years	9	12.5
5-10 years	29	40.3
10-15 years	12	16.7
15 years and over	20	27.7
Total	<b>72</b>	<b>100</b>
<b>A.7. Hospitality Occupational Experience Abroad</b>		
Yes	25	36.8
No	43	63.2
Total	<b>68</b>	<b>100</b>
<b>A.8. Other than Hospitality Occupational Experience</b>		
No experience	11	19.3
Less than 2 years	17	29.8
2-5 years	11	19.3
5-10 years	11	19.3
10-15 years	1	1.8
15-20 years	5	8.8
Over 20 years	1	1.8
Total	<b>57</b>	<b>100</b>

<b>A.9. Years in this Hotel</b>		
Less than 2 years	6	8.8
2-5 years	18	26.5
5-10 years	26	38.2
10-15 years	7	10.3
15-20 years	8	11.8
Over 20 years	3	4.4
Total	<b>68</b>	<b>100</b>
<b>A.10. Working Experience</b>		
3 star hotels	11	12.1
4 star hotels	16	17.6
5 star hotels	64	70.3
Total	<b>91</b>	<b>100</b>
<b>A.11. How do you come to work?</b>		
On foot	8	11.0
Car	55	75.3
Bus	10	13.7
Total	<b>73</b>	<b>100</b>
<b>A.12. Current Position</b>		
Total	<b>0</b>	<b>0</b>
<b>A.13 Years in current position</b>		
1 year	2	2.9
2 years	8	11.4
3 years	15	21.4
4 years	10	14.3
5 years	6	8.6
Over 5 years	27	38.6
Other (please specify): _____	2	2.9
Total	<b>70</b>	<b>100</b>
<b>A.14. Experience in other hotel position</b>		
Restaurant	9	26.5
Bar	5	14.7
Kitchen	3	8.8
H/K	6	17.6
Maintenance	1	2.9
Health Club, SPA	4	11.8
Other (please specify): _____	6	17.6
Total	34	100.0
<b>A.15. Experience in other hotel position, how many years?</b>		
1 year	5	19.2
2 years	11	42.3
3 years	2	7.7
Over 3 years	8	30.8
Total	<b>26</b>	<b>100</b>
<b>A.16. Contract Agreement</b>		
Collective agreement	47	65.3

Fixed, monthly salary	13	18.1
Annual contract	6	8.3
Seasonal contract	1	1.4
Casual	3	4.2
Other (please specify): _____	2	2.8
Total	<b>72</b>	<b>100</b>
<b>A.17. Hours of work per week</b>		
Less than 38 hours	5	7.0
38 hours	40	56.3
Over 38 hours	26	36.6
Other (please specify): _____	0	0
Total	<b>71</b>	<b>100</b>
<b>A.18. Pay raise every:</b>		
Year	20	34.5
Two years	7	12.1
Over two years	31	53.4
Total	<b>58</b>	<b>100</b>
<b>A.19. Health Benefits</b>		
Medical	37	90.2
Dental	1	2.4
Life Insurance	3	7.3
Total	<b>41</b>	<b>100</b>
<b>A.20. Other benefits</b>		
Vocational	40	15.2
Sick	42	15.9
Army	6	2.3
13th salary	58	22.0
14th salary	49	18.6
Bonus	9	3.4
Commission	8	3.0
Food offered during working hours	49	18.6
Accommodation offered	2	0.8
Other (please specify): _____	1	0.4
Total	<b>264</b>	<b>100</b>
<b>A.21. Have you been voted as "Employee of the month?"</b>		
Yes	18	28.6
No	45	71.4
Total	<b>63</b>	<b>100</b>

<b>Hotel 1 Customers Demographic Statistics - Frequencies</b>		
<b>Code</b>	<b>Frequency</b>	<b>Valid Percent</b>
<b>A.1. Gender</b>		
Male	28	42.4
Female	38	57.6
Total	<b>66</b>	<b>100</b>
<b>A.2. Age</b>		
18-30	10	15.2
31-40	18	27.3
41-50	18	27.3
51-64	13	19.7
Over 65	7	10.6
Total	<b>66</b>	<b>100</b>
<b>A.3. Marital Status</b>		
YES	44	67.7
NO	11	16.9
DIVORCED	7	10.8
WIDOWED	3	4.6
Total	<b>65</b>	<b>100</b>
<b>A.4. Number of children</b>		
One	26	50.0
Two	18	34.6
Three	5	9.6
Four		
Other (please specify): _____	3	5.8
Children's ages: _____		
Total	<b>52</b>	<b>100</b>
<b>A.5. Educational Background</b>		
No School Education		
Elementary School	1	1.5
High School	10	15.2
Bachelor's Degree	17	25.8
Master's Degree	28	42.4
Doctorate Degree	8	12.1
Other (please specify): _____	2	3.0
Total	<b>66</b>	<b>100</b>
<b>A.6. Occupation</b>		
Unemployed		
Self-employed	29.0	30.8
Company Director	21.7	23.1
Executive/Manager	13.0	13.8
Educator	5.8	6.2
Government Employee	7.2	7.7
Blue Collar		
Housewife	7.2	7.7
Other (please specify): _____	10.1	10.8
Total	<b>94</b>	<b>100</b>
<b>A.7. Purpose of this trip</b>		
Business	23	35.9
Leisure and Vocation	12	18.8
Leisure	24	37.5
Conference	1	1.6

Family, friends visit	4	6.3
Total	<b>64</b>	<b>100</b>
<b>A.8. Your frequency of stay at hotels</b>		
Once a year	14	23.0
Twice a year	14	23.0
Three times a year	10	16.4
Four times a year	10	16.4
Five times or more a year	13	21.3
Total	<b>61</b>	<b>100</b>
<b>A.9. Your frequency of stay in Cyprus</b>		
Once a year	30	73.2
Twice a year	6	14.6
Three times a year	3	7.3
Four times a year	2	4.9
Five times or more a year		
Total	<b>41</b>	<b>100</b>
<b>A.10. Your frequency of stay in this hotel</b>		
Once a year	19	70.4
Twice a year	5	18.5
Three times a year	2	7.4
Four times a year	1	3.7
Five times or more a year		
Total	<b>27</b>	<b>100</b>
<b>A.11. Annual Income</b>		
Under €50,000	14	36.8
€50,001 - €80,000	7	18.4
€80,001 - €100,000	6	15.8
€100,001 - €150,000	6	15.8
€150,001 - €200,000	2	5.3
€200,001 and over	3	7.9
Total	<b>38</b>	<b>100</b>



<b>Hotel 2 Customers Demographic Statistics - Frequencies</b>		
<b>Code</b>	<b>Frequency</b>	<b>Valid Percent</b>
<b>A.1. Gender</b>		
Male	50	46.3
Female	58	53.7
Total	<b>108</b>	<b>100</b>
<b>A.2. Age</b>		
18-30	23	21.1
31-40	34	31.2
41-50	32	29.4
51-64	11	10.1
Over 65	9	8.3
Total	<b>109</b>	<b>100</b>
<b>A.3. Marital Status</b>		
YES	50	48.5
NO	29	28.2
DIVORCED	19	18.4
WIDOWED	5	4.9
Total	<b>103</b>	<b>100</b>
<b>A.4. Number of children</b>		
One	50	48.5
Two	29	28.2
Three	19	18.4
Four	5	4.9
Other (please specify): _____		
Children's ages: _____		
Total	<b>103</b>	<b>100</b>
<b>A.5. Educational Background</b>		
No School Education		
Elementary School	2	1.9
High School	27	25.7
Bachelor's Degree	47	44.8
Master's Degree	17	16.2
Doctorate Degree	9	8.6
Other (please specify): _____	3	2.9
Total	<b>105</b>	<b>100</b>
<b>A.6. Occupation</b>		
Unemployed	10	9.5
Self-employed	17	16.2
Company Director	18	17.1
Executive/Manager	12	11.4
Educator	11	10.5
Government Employee	11	10.5
Blue Collar	1	1.0
Housewife	8	7.6
Other (please specify): _____	17	16.2
Total	<b>105</b>	<b>100</b>
<b>A.7. Purpose of this trip</b>		
Business	23	21.3
Leisure and Vocation	13	12.0
Leisure	38	35.2
Conference	17	15.7

Family, friends visit	17	15.7
Total	<b>108</b>	<b>100</b>
<b>A.8. Your frequency of stay at hotels</b>		
Once a year	20	18.5
Twice a year	31	28.7
Three times a year	20	18.5
Four times a year	13	12.0
Five times or more a year	24	22.2
Total	<b>108</b>	<b>100</b>
<b>A.9. Your frequency of stay in Cyprus</b>		
Once a year	40	41.2
Twice a year	31	32.0
Three times a year	13	13.4
Four times a year	4	4.1
Five times or more a year	9	9.3
Total	<b>97</b>	<b>100</b>
<b>A.10. Your frequency of stay in this hotel</b>		
Once a year	65	61.9
Twice a year	23	21.9
Three times a year	7	6.7
Four times a year	3	2.9
Five times or more a year	7	6.7
Total	<b>105</b>	<b>100</b>
<b>A.11. Annual Income</b>		
Under €50,000	27	27.3
€50,001 - €80,000	31	31.3
€80,001 - €100,000	16	16.2
€100,001 - €150,000	12	12.1
€150,001 - €200,000	12	12.1
€200,001 and over	1	1.0
Total	<b>99</b>	<b>100</b>