

EMPLOYEE CROSS TABULATIONS

HOTEL 1

A.13. YEARS IN CURRENT POSITION		C.12. FAIRNESS OF THE ANNUAL PERFORMANCE APPRAISAL						
		LOW	C.12.EXISTANCE				HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00		
6.00	Count	4	3	3	3	4	17	
24%, over 5 years in current position	% within A13	23.5%	17.6%	17.6%	17.6%	23.5%	100%	
	% within C12EXISTANCE	44.4%	15.8%	27.6%	30.0%	23.5%	23.6%	
	% of Total	5.6%	4.2%	4.2%	4.2%	5.6%	23.5%	

A.13. YEARS IN CURRENT POSITION		D.11. GOOD LISTENING & OPENESS TO NEW IDEAS FROM SUPERVISORS TO EMPLOYEES						
		LOW	D.11.EXISTANCE				HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00		
6.00	Count	2	0	5	4	7	18	
24%, over 5 years in current position	% within A13	11.1%	0.0%	27.8%	22.2%	38.9%	100%	
	% within D11EXISTANCE	33.3%	0.0%	20.8%	23.5%	41.2%	23.8%	
	% of Total	2.6%	0.0%	6.6%	5.3%	9.2%	23.7%	

A.13. YEARS IN CURRENT POSITION		E.18. EFFECTIVE QUALITY OFFERED IN YOUR DEPARTMENT						
		LOW	E.18.EXISTANCE				HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00		
3.00	Count	1	0	4	6	4	15	
24%, over 5 years in current position	% within A13	6.7%	0.0%	26.7%	40.0%	26.7%	100%	
	% within E18EXISTANCE	50.0%	0.0%	19.0%	24.0%	22.2%	22.1%	
	Residual	0.6	-0.4	-0.6	0.5	0.0		
	Std. Residual	0.8	-0.7	-0.3	0.2	0.0		

A.13. YEARS IN CURRENT POSITION		E.21. ALL EMPLOYEES HAVE GOOD KNOWLEDGE OF THEIR JOB						
		LOW	E.21.EXISTANCE				HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00		
6.00	Count	2	1	5	5	2	15	
24%, over 5 years in current position	% within A13	13.3%	6.7%	33.3%	33.3%	13.3%	100%	
	% within E21EXISTANCE	66.7%	7.1%	25.0%	27.8%	14.3%	22.7%	
	% of Total	2.9	1.4	7.2	7.2	2.9	21.7%	

A.18. PAY RAISE		C.12. FAIRNESS OF THE ANNUAL PERFORMANCE APPRAISAL PROCESS						
		LOW	C.12.EXISTANCE				HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00		
3.00	Count	4	9	7	5	8	33	
63%, over 2 years	% within A18	12.1%	27.3%	21.2%	15.2%	24.2%	100%	
	% within C12EXISTANCE	66.7%	60.0%	58.3%	71.4%	66.7%	63.5%	
	% of Total	7.7	17.3	13.5	9.6	1.4	63.5%	

A.18. PAY RAISE		D.11. GOOD LISTENING & OPENESS TO NEW IDEAS FROM SUPERVISORS TO EMPLOYEES						
		LOW	D.11.EXISTANCE				HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00		
3.00	Count	2	7	11	6	7	33	
63%, over 2 years	% within A18	6.1%	21.1%	33.3%	18.2%	21.2%	100%	
	% within D11EXISTANCE	50.0%	63.6%	61.1%	60.0%	70.0%	62.3%	
	Residual	-0.5	0.2	0.2	-0.2	0.8		
% of Total	-0.3	0.1	-0.1	-0.1	0.3			

A.18. PAY RAISE		E.21. ALL EMPLOYEES HAVE GOOD KNOWLEDGE OF THEIR JOB						
		LOW	E.21.EXISTANCE				HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00		
3.00	Count	2	8	9	7	6	32	
63%, over 2 years	% within A18	6.3%	25.0%	28.1%	21.9%	18.8%	100%	
	% within E21EXISTANCE	100.0%	66.7%	52.9%	63.6%	85.7%	65.3%	
	Residual	0.7	0.2	-2.1	-0.2	1.4		
% of Total	0.6	0.1	-0.6	-0.1	0.7			

EMPLOYEE CROSS TABULATIONS

HOTEL 2

A.13. YEARS IN CURRENT POSITION		C.12. FAIRNESS OF THE ANNUAL PERFORMANCE APPRAISAL					
		LOW	C.12.EXISTANCE			HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00	
6.00	Count	7	2	3	1	9	22
39%, over 5 years in current position	% within A13	31.8%	9.1%	13.6%	4.5%	40.9%	100%
	% within C12EXISTANCE	77.8%	50.0%	15.0%	10.0%	47.4%	35.5%
	% of Total	11.3%	3.2%	4.8%	1.6%	14.5%	35.5%

A.13. YEARS IN CURRENT POSITION		D.11. GOOD LISTENING & OPENESS TO NEW IDEAS FROM SUPERVISORS TO EMPLOYEES					
		LOW	D.11.EXISTANCE			HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00	
6.00	Count	2	4	5	3	12	26
39%, over 5 years in current position	% within A13	7.7%	15.4%	19.2%	11.5%	46.2%	100%
	% within D11EXISTANCE	50.0%	33.3%	22.7%	50.0%	55.2%	38.8%
	% of Total	3.0%	6.0%	7.5%	4.5%	17.9%	38.8%

A.13. YEARS IN CURRENT POSITION		E.21. ALL EMPLOYEES HAVE GOOD KNOWLEDGE OF THEIR JOB					
		LOW	E.21.EXISTANCE			HIGH	TOTAL
			2.00	3.00	4.00	5.00	
6.00	Count		2	8	5	12	27
39%, over 5 years in current position	% within A13		7.4%	29.6%	18.5%	44.4%	100%
	% within E21EXISTANCE		28.6%	32.0%	35.7%	54.5%	39.7%
	% of Total		2.9	11.8	7.4	17.6	39.7%

A.18. PAY RAISE		C.12. FAIRNESS OF THE ANNUAL PERFORMANCE APPRAISAL PROCESS					
		LOW	C.12.EXISTANCE			HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00	
3.00	Count	5	1	12	6	6	30
63%, over 2 years	% within A18	16.7%	3.3%	40.0%	20.0%	20.0%	100%
	% within C12EXISTANCE	62.5%	50.0%	70.6%	75.0%	37.5%	58.8%
	% of Total	9.8	2.0	23.5	11.8	11.8	55.8%

A.18. PAY RAISE		D.11. GOOD LISTENING & OPENESS TO NEW IDEAS FROM SUPERVISORS TO EMPLOYEES					
		LOW	D.11.EXISTANCE			HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00	
3.00	Count	3	7	13	2	6	31
63%, over 2 years	% within A18	9.7%	22.6%	41.9%	6.5%	19.4%	100%
	% within D11EXISTANCE	60.0%	77.8%	81.3%	40.0%	30.0%	56.4%
	% of Total	5.5	12.7	23.6	3.6	10.9	56.4%

A.18. PAY RAISE		E.21. ALL EMPLOYEES HAVE GOOD KNOWLEDGE OF THEIR JOB					
		LOW	E.21.EXISTANCE			HIGH	TOTAL
		1.00	2.00	3.00	4.00	5.00	
3.00	Count	1	4	13	7	5	30
63%, over 2 years	% within A18	3.3%	13.3%	43.3%	23.3%	16.7%	100%
	% within E21EXISTANCE	100.0%	66.7%	72.2%	58.3%	25.0%	52.6%
	% of Total	1.8	7.0	22.8	12.3	8.8	52.6%

CUSTOMER CROSS TABULATIONS

HOTEL 1

A.10. YOUR FREQUENCY OF STAY IN THIS HOTEL		F.8. SERVICE QUALITY IS DECLINING FROM THIS HOTEL						
		STRONGLY DISAGREE	F.8.				STRONGLY AGREE	TOTAL
		1.00	2.00	3.00	4.00	5.00		
2.00	Count	2	3	8	1	4	18	
23% Once a year	% within A10	11.1%	16.7%	44.4%	5.6%	22.2%	100%	
	% within F8	66.7%	50.0%	100.0%	50.0%	80.0%	75.0%	
	% of Total	8.3%	12.5%	33.3%	4.2%	16.7%	75.0%	

A.10. YOUR FREQUENCY OF STAY IN THIS HOTEL		F.13. THERE IS AN INCREASED POSITIVE "WORD OF MOUTH" IN THIS HOTEL						
		STRONGLY DISAGREE	F.13.				STRONGLY AGREE	TOTAL
		1.00	2.00	3.00	4.00	5.00		
1.00	Count	1	1	6	5	5	18	
23% Once a year	% within A10	5.6%	5.6%	33.3%	27.8%	27.8%	100%	
	% within F13	100.0%	50.0%	85.7%	62.5%	83.3%	75.0%	
	% of Total	4.2%	4.2%	25.0%	20.8%	20.8%	75.0%	

A.11. ANNUAL INCOME		F.8. SERVICE QUALITY IS DECLINING FROM THIS HOTEL						
		STRONGLY DISAGREE	F.8.				STRONGLY AGREE	TOTAL
		1.00	2.00	3.00	4.00	5.00		
1.00	Count	2	2	3	0	4	11	
23% Once a year	% within A11	18.2%	18.2%	27.3%	0.0%	36.4%	100%	
	% within F8	50.0%	25.0%	27.3%	0.0%	57.1%	33.3%	
	% of Total	6.1%	6.1%	9.1%	0.0%	12.1%	33.3%	

A.11. ANNUAL INCOME		F.13. THERE IS AN INCREASED POSITIVE "WORD OF MOUTH" IN THIS HOTEL						
		STRONGLY DISAGREE	F.13.				STRONGLY AGREE	TOTAL
		1.00	2.00	3.00	4.00	5.00		
1.00	Count	0	1	3	1	1	6	
23% Twice a year	% within A11	0.0%	16.7%	50.0%	16.7%	16.7%	100%	
	% within F13	0.0%	50.0%	23.1%	10.0%	12.5%	17.6%	
	% of Total	0.0%	2.9%	8.8%	2.9%	2.9%	17.6%	

CUSTOMER CROSS TABULATIONS

HOTEL 2

A.10. YOUR FREQUENCY OF STAY IN THIS HOTEL		F.8. SERVICE QUALITY IS DECLINING FROM THIS HOTEL						
		STRONGLY DISAGREE	F.8.				STRONGLY AGREE	TOTAL
		1.00	2.00	3.00	4.00	5.00		
1.00	Count	19	22	13	5	2	61	
18% Once a year	% within F8	30.6%	35.5%	21.0%	10.1%	3.2%	100%	
	% within C12EXISTANCE	57.6%	75.9%	61.9%	55.6%	100.0%	62.6%	
	% of Total	19.2%	22.2%	13.1%	5.1%	1.0%	62.6%	

A.10. YOUR FREQUENCY OF STAY IN THIS HOTEL		F.13. THERE IS AN INCREASED POSITIVE "WORD OF MOUTH" IN THIS HOTEL						
		STRONGLY DISAGREE	F.13.				STRONGLY AGREE	TOTAL
			2.00	3.00	4.00	5.00		
1.00	Count		1	5	25	28	59	
18% Once a year	% within A10		1.7%	8.5%	42.4%	47.5%	100%	
	% within F13		100.0%	55.6%	64.1%	68.3%	65.6%	
	% of Total		1.1%	5.6%	27.8%	31.1%	65.6%	

A.11. ANNUAL INCOME		F.8. SERVICE QUALITY IS DECLINING FROM THIS HOTEL						
		STRONGLY DISAGREE	F.8.				STRONGLY AGREE	TOTAL
			1.00	2.00	3.00	4.00		
1.00	Count	9	7	6	3	0	25	
Under 50,000 euros per year	% within A11	36.0%	28.0%	24.0%	12.0%	0.0%	100%	
	% within F8	25.7%	39.3%	25.0%	50.0%	20.0%	31.2%	
	% of Total	9.7%	11.8%	4.3%	4.3%	1.1%	31.2%	

A.11. ANNUAL INCOME		F.13. THERE IS AN INCREASED POSITIVE "WORD OF MOUTH" IN THIS HOTEL						
		STRONGLY DISAGREE	F.13.				STRONGLY AGREE	TOTAL
			2.00	3.00	4.00	5.00		
2.00	Count		0	3	6	11	20	
50,000 - 80,000 euros per year	% within A11		3.8%	19.2%	46.2%	30.8%	100%	
	% within F13		100.0%	50.0%	33.3%	20.5%	30.2%	
	% of Total		1.2%	5.8%	14.0%	9.3%	30.2%	