

Hotel 1 Employees Demographic Statistics - Frequencies		
Code	Frequency	Valid Percent
A.1. Gender		
Male	32	39.5
Female	48	59.3
Total	80	100
A.2. Age		
20-30	37	46.3
31-40	21	26.3
41-50	17	9.4
Over 50	5	6.3
Total	80	100.0
A.3. Marital Status		
Yes	37	50.0
No	32	43.2
Divorced	4	5.4
Widowed	1	1.4
Total	74	100.0
A.4. Number of children		
One	10	27.0
Two	22	59.5
Three	3	8.1
Four	1	2.7
Other	1	2.7
Total	37	100.0
A.5. Educational Background		
High School	27	35.5
University Degree	40	52.6
Masters Degree	8	10.5
Doctorate Degree		1.3
Other	1	1.3
Total	76	100
A.6. Hospitality Occupational Experience		
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	78	100.0
A.7. Hospitality Occupational Experience Abroad		
Yes	32	43.8
No	41	56.2
Total	73	100.0
A.8. Other than Hospitality Occupational Experience		
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	62	100

A.9. Years in this Hotel		
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	78	100.0
A.10. Working Experience		
3 star hotels	2	2.3
4 star hotels	11	12.8
5 star hotels	73	84.9
Other (please specify): _____		
Total	86	100
A.11. How do you come to work?		
On foot	3	3.9
Car	63	81.8
Bus	11	14.3
Total	77	100.0
A.12. Current Position		
Head Concierge		
Concierge		
Head Porter		
Doorman		
Porter		
Guest Relations		
Other		
Total		
A.13 Years in current position		
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	77	100.0
A.14. Experience in other hotel position		
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	53	100
A.15. Experience in other hotel position, how many years?		
1 year	15	40.5
2 years	7	18.9
3 years	5	13.5
Over 3 years	10	27.0
Total	37	100.0
A.16. Contract Agreement		

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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	75	100.0
A.17. Hours of work per week		
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	77	100
A.18. Pay raise every:		
Year	7	13.0
Two years	13	24.1
Over two years	34	63.0
Total	54	100.0
A.19. Health Benefits		
Medical	41	82.0
Dental	1	2.0
Life Insurance	8	16.0
Total	50	100.0
A.20. Other benefits		
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	240	100
A.21. Have you been voted as "Employee of the month?"		
Yes	36	48.6
No	38	51.4
Total	74	100.0

Hotel 2 Employees Demographic Statistics - Frequencies		
Code	Frequency	Valid Percent
A.1. Gender		
Male	21	28.4
Female	53	71.6
Total	74	100
A.2. Age		
20-30	7	9.6
31-40	37	50.7
41-50	19	26.0
Over 50	10	13.7
Total	73	100
A.3. Marital Status		
Yes	40	55.6
No	23	31.9
Divorced	8	11.1
Widowed	1	1.4
Total	72	100
A.4. Number of children		
One	12	28.6
Two	19	45.2
Three	4	9.5
Four	5	11.9
Other	2	4.8
Total	42	100
A.5. Educational Background		
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	70	100
A.6. Hospitality Occupational Experience		
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	72	100
A.7. Hospitality Occupational Experience Abroad		
Yes	25	36.8
No	43	63.2
Total	68	100
A.8. Other than Hospitality Occupational Experience		
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	57	100

A.9. Years in this Hotel		
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	68	100
A.10. Working Experience		
3 star hotels	11	12.1
4 star hotels	16	17.6
5 star hotels	64	70.3
Total	91	100
A.11. How do you come to work?		
On foot	8	11.0
Car	55	75.3
Bus	10	13.7
Total	73	100
A.12. Current Position		
Total	0	0
A.13 Years in current position		
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	70	100
A.14. Experience in other hotel position		
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
A.15. Experience in other hotel position, how many years?		
1 year	5	19.2
2 years	11	42.3
3 years	2	7.7
Over 3 years	8	30.8
Total	26	100
A.16. Contract Agreement		
Collective agreement	47	65.3

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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	72	100
A.17. Hours of work per week		
Less than 38 hours	5	7.0
38 hours	40	56.3
Over 38 hours	26	36.6
Other (please specify): _____	0	0
Total	71	100
A.18. Pay raise every:		
Year	20	34.5
Two years	7	12.1
Over two years	31	53.4
Total	58	100
A.19. Health Benefits		
Medical	37	90.2
Dental	1	2.4
Life Insurance	3	7.3
Total	41	100
A.20. Other benefits		
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	264	100
A.21. Have you been voted as "Employee of the month?"		
Yes	18	28.6
No	45	71.4
Total	63	100

Hotel 1 Customers Demographic Statistics - Frequencies		
Code	Frequency	Valid Percent
A.1. Gender		
Male	28	42.4
Female	38	57.6
Total	66	100
A.2. Age		
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	66	100
A.3. Marital Status		
YES	44	67.7
NO	11	16.9
DIVORSED	7	10.8
WIDOWED	3	4.6
Total	65	100
A.4. Number of children		
One	26	50.0
Two	18	34.6
Three	5	9.6
Four		
Other (please specify): _____	3	5.8
Children's ages: _____		
Total	52	100
A.5. Educational Background		
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	66	100
A.6. Occupation		
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	94	100
A.7. Purpose of this trip		
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	64	100
A.8. Your frequency of stay at hotels		
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	61	100
A.9. Your frequency of stay in Cyprus		
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	41	100
A.10. Your frequency of stay in this hotel		
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	27	100
A.11. Annual Income		
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	38	100

Hotel 2 Customers Demographic Statistics - Frequencies		
Code	Frequency	Valid Percent
A.1. Gender		
Male	50	46.3
Female	58	53.7
Total	108	100
A.2. Age		
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	109	100
A.3. Marital Status		
YES	50	48.5
NO	29	28.2
DIVORSED	19	18.4
WIDOWED	5	4.9
Total	103	100
A.4. Number of children		
One	50	48.5
Two	29	28.2
Three	19	18.4
Four	5	4.9
Other (please specify): _____		
Children's ages: _____		
Total	103	100
A.5. Educational Background		
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	105	100
A.6. Occupation		
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	105	100
A.7. Purpose of this trip		
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	108	100
A.8. Your frequency of stay at hotels		
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	108	100
A.9. Your frequency of stay in Cyprus		
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	97	100
A.10. Your frequency of stay in this hotel		
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	105	100
A.11. Annual Income		
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	99	100