

## **Appendices**

### **Appendix 1 - Hotel Star Rating**

First Class \*\*\*\* (4 Stars)

Minimum size 75% of rooms: Single 11.4 m<sup>2</sup>, double 13.3 m<sup>2</sup>.

Room facilities: Bed, wardrobe, rubbish bin, 1 sofa bed, 1 desk, desk / top, trunk table, spare blanket, room lighting, bedside lamp, reading lamp, locker / drawer or safe, full-length mirror.

Hygienic comfort: 100% of rooms equipped with bathroom with sink, shower / bath and toilet.

Bathroom and toilet equipment: 1 terry towel and 1 terry towel per guest, mirror above the sink (min. 0.4 m<sup>2</sup>), lighting above the sink, storage space / shelf, rug in front of the sink or in front of the shower / bath, covered wastebasket, 1 cup per person.

Free small items: Hygienic bag, shampoo, 1 guest soap, sewing, correspondence boards, stationery, hotel documentation, paper handkerchiefs.

Additional item: Shoehorn, clothes brush, shoe brush / cloth, 1 drinking glass per guest, bottle opener.

Radio and TV reception: 100% of the rooms have radio and TV.

Telephone: 100% of the rooms have a direct dial telephone, including instructions for its use, 24-hour telephone connection.

Fax, On-line, Internet: Fax in the guest reception area.

Storage, safe deposit box: Safe at the reception.

Reception: Occupied 24 hours a day, currency exchange.

Cashless payment: At all centers.

Meeting rooms for hotel guests: 1 common room, 1 reception hall with seating and drinks service.

Laundry and ironing of the guest's laundry: When handed in by 9.00 am, handing over the washed or ironed laundry of the guest within 24 hours.

Breakfast service: Breakfast buffet and room service.

Food service: Lunch 3 hours, dinner 4 hours, small floor ticket from 11.30 to 14.00 and from 18.00 to 22.00, small ticket between breakfast and lunch and between lunch and dinner.

Beverage service: During the operation of sales centers, 100% of the rooms have a minibar.

Hotel day bar: 1.

Restaurant: 1.

Optional features: boarding house 80 points, other 120 points.

Source: Cestovni-ruch.cz. Uniform classification of hotels, garni hotels, motels and boarding houses [online]. Available at: <https://www.cestovni-ruch.cz/kategorizace/jednotna.php> [Accessed 28 October 2021].

## Appendix 2 - Questionnaire

Dear employees, I ask you to take a survey to identify and evaluate the personnel motivation system in the organization. Please, answer the questions offered in this questionnaire.

Carefully read the question and all the answer options that are given for it.

Thank you for your cooperation!

1. Your division in the organization \_\_\_\_\_

2. Your position \_\_\_\_\_

3. Your age \_\_\_\_\_

4. Your gender

- Male
- Female

5. How long have you been working in this organization?

- less than 3 months
- 3–6 months
- 6 months-1 year
- over 1 year
- more than 3 years
- over 10 years

6. Are you generally satisfied with your current job?

- Quite satisfied
- More satisfied than not
- Can't answer satisfied or not
- Rather dissatisfied

- Dissatisfied

7. Are you satisfied with the organization of work in the hotel?

- Quite satisfied
- More satisfied than not
- Can't answer satisfied or not
- Rather dissatisfied
- Dissatisfied

8. Has there been a need for overtime work at your enterprise (hotel) over the past six months?

- Yes, quite often
- Happened but rarely
- No, it didn't occur

9. Are you personally satisfied with the amount of your earnings at the hotel?

- Salary fully satisfied
- More satisfied than not
- There is no clear answer
- Rather dissatisfied
- Totally dissatisfied

10. Do you have any additional income? (other than hotel income)

- Yes, I have
- Sometimes
- No, I do not have
- I prefer not to answer this question

11. Do you think that the existing salary level encourages the hotel staff to work effectively?

- Yes
- Rather yes than no
- More likely no than yes
- Not
- Difficult to answer

12. Did you receive any additional payments during your last year with the company?

- Working for less than a year
- Yes, I received it more than once
- Yes, got it once.
- Did not receive

13. Have you had any cases of salary delays in the hotel during the last six months?

- Yes, there have been many times
- Yes, there was one such case.
- There was no salary delay.

14. What factors currently determine your work in the company?

- Choose up to 3 options
- Factors that determine work in a hotel
- Prestige and authority of the company
- Stability and confidence in the future
- High income
- Striving to develop professionally
- Inability to find a higher paying job
- The need to earn somewhere
- Friendly team
- Other

15. In your opinion, are you sufficiently motivated by your organization?

- Yes
- Rather yes than no
- Difficult to answer
- More likely no than yes
- Not

16. Do you think that motivation helps to increase the efficiency of your work personally?

- Yes
- Rather yes than no
- Difficult to answer
- More likely no than yes
- Not

17. How would you rate the motivational policy of the company? Choose an option from 1 to 5

5 - Weak. I don't feel it at all.

1 - Strong. The company motivates its employees

18. Which type of motivation will interest you? Please select the 5 most important job characteristics for you from the ones listed below.

- Cash prizes and bonuses
- Additional payments for work experience in the hotel
- Surcharges for working conditions (night shift, ...)
- Training, courses
- extended social package
- corporate holidays and events
- Discounts on services and products of the company
- Opportunity to attend cultural events

- o Discovery GI
- o Other (please indicate what additionally you might be interested in) \_\_\_\_\_

19. Have you participated in any of the proposed motivational programs of the company?

Please select from the programs listed below the ones in which you have participated.

- o Training, courses
- o corporate holidays and events
- o Discounts on services and products of the company
- o Opportunity to attend cultural events
- o Discovery GI

20. What are your plans for the next 1-2 years?

- o Move up your career to the next position
- o Remain in current position
- o Difficult to answer
- o Move to another organization with a position change
- o Move to another organization without a position change
- o Other\_\_\_\_\_

