

Control Tool

This questionnaire helps you to assess the level of service hotel and catering staff provide and how to provide a better service to customers with disabilities.

Indicate only one answer for each question. If you do not know the reply, please indicate the response - I don't know. Please note that there may be more than one right answer for each question. Also some of the questions are incorrect, so make your choice carefully.

1. A visually impaired guest arrives at the hotel reception with a guide /assistant wishing to book a room. It requires filling-in the check-in form which the visually impaired guest is not able to do independently. What should be done?

- A) You should offer to complete the form for the visually impaired guest and pass to them to sign it.
- B) The form should be given to the guide/ assistant to complete and sign.
- C) I don't know.

2. At a restaurant table there are two visually impaired customers who want to order a meal. What should the waiter do?

- A) The waiter should suggest something from the menu and wait for the customers agreement.
- B) The waiter should read the whole menu, offer the menu in alternative formats and give a choice to the customer.
- C) I don't know.

3. Someone who is hearing impaired may be accompanied by a sign language interpreter. What should be done when a hearing impaired guest arrives at a hotel?

- A) You should address the interpreter because you can communicate directly with them verbally (i.e. using voice).
- B) You should address the hearing impaired guest because that is the person you communicate with.
- C) I don't know.

4. People with hearing impairment often support their communication with lip reading. How can you assist them?

- A) You should speak very slowly and loud.
- B) You should speak a bit louder but at normal speed.
- C) I don't know.

5. People who have a speech impairment may have problems completing their sentences. When such a person gets stuck completing their sentences what should you do?

- A) You should let them finish their sentence independently to avoid any doubts or misunderstanding.
- B) You should interrupt and give proposals of possible words to complete the sentence which could be confirmed by the customer by a head nod.
- C) I don't know.

6. A person who is not able to speak wants to order a drink in the bar. What way of communicating can be the most effective?

- A) Using gestures e.g. by pointing various bottles and proportion with fingers use.
- B) Indication of the drink on the menu.
- C) I don't know.

7. People in a wheelchair often have their head at a lower level than other people. What should a receptionist do when handing some documents to person in a wheelchair?

- A) The receptionist should discretely bend over the counter and hand over the documents.
- B) The receptionist should step out from behind the counter and bring the documents to person.
- C) I don't know.

8. Sometimes people with a learning disability have difficulty understanding numbers including large amounts of money. What should be done when such a customer orders the most expensive limousine instead of regular taxi?

- A) You should explain to them that the cost of the limousine is much more expensive than the cost of a taxi, but not influence their decision.
- B) You should dissuade them from ordering the limousine because they won't be able to afford it.
- C) I don't know.

9. A person with a learning disability might have difficulty understanding simple statements. What should be done when such a person arrives with friend and you have quite complicated information to pass to them?

- A) The information should be passed to the friend who can communicate with disabled customer much better.
- B) You should make the statement simpler and try to pass it directly to the customer.
- C) I don't know.

10. A person with a learning disability orders a bottle of alcohol and is alone at the table. How should the waiter behave?

- A) The waiter should refuse to bring the alcohol to keep the customer out of the trouble.
- B) The waiter should behave the same way as they would with any other customers.
- C) I don't know.

11. There is a visually impaired guest in one of the hotel rooms. The remote control for the TV set in the room is always given to guests at the reception. What should you do in case of blind client?

- A) You should not hurt their feelings by informing them about the TV set in the room since they wouldn't benefit from it anyway.
- B) You should inform them about the TV set as you do with all guests and you should give instructions about the use of the remote control.
- C) I don't know.

12. Public places like hotels and restaurants should be prepared to serve customers with a disability by including clear marking. What kind of graphic marking is better recognised by someone who is hearing impaired?

- A) Commonly used graphic symbols.
- B) Clear inscription in at least two languages.
- C) I don't know.

13. What kind of solutions can best facilitate a customer with a speech impairment in a hotel or restaurant?

- A) Various and clear visual markings - inscriptions, symbols and plans.
- B) Competent and polite staff.
- C) I don't know.

14. A hotel or restaurant should be prepared to offer services and a special place to a person in a wheelchair. Which of two solutions is correct?

- A) The special place for customers in a wheelchair should be clearly marked with a graphic symbol which can be seen from distance and reserved only for them.
- B) The customer should be able to make a choice of any place even it is not fully accessible.
- C) I don't know.

15. A guest with a learning disability might sometimes have difficulty in orientation and independently finding their way to their room. What can be done to assist them?

- A) You should assist the guest to the room each time they become disorientated.
- B) You should give each guest a plan with clearly marked locations of their room and facilities that is in simple words.
- C) I don't know.

16. A visually impaired guest needs to get to their room in the hotel and needs help from you as a guide. How should it be done?

- A) The visually impaired guest walks behind the guide and takes hold of their arm/shoulder to assist them.
- B) The guide lets the visually impaired guest walk in front of them and holds their arm from behind directing their movement.
- C) I don't know.

17. In a restaurant, the visually impaired customer asks for the toilet which they couldn't find independently. What should the staff do in such a situation?

- A) The member of staff should point out the direction and estimate the distance. Then make sure that the customer finds the place by themselves.
- B) The member of staff should accompany the customer to the door of the toilet and then offer to wait and guide them back to the table.
- C) I don't know.

18. What is the best way of preparing the hotel or restaurant to serve the hearing impaired customers?

- A) All members of staff should be trained in sign language so they are able to use it fluently.
- B) Some of the staff members should be trained in basic sign language and other forms of non-verbal communication.
- C) I don't know.

19. A person with a hearing impairment needs to obtain important information by the phone. How can you assist in that?

- A) The best and comfortable conditions should be arranged such as silence, loud telephone, etc.
- B) You should help and pass the information you get by the telephone in writing to the hearing impaired customer.
- C) I don't know.

20. A customer who can't speak wants to get a taxi. How you can help them?

- A) You should order the taxi by the phone for the customer after checking with them the destination.
- B) You should give the phone to the customer so they can order the taxi.
- C) I don't know.

21. A person using crutches has a problem serving themselves at a buffet because both of their hands are busy. What should members of staff do to assist them in this situation?

- A) The member of staff should ask the customer if they want to come to the buffet, then accompany them and help to put the chosen dishes on a plate. Then bring the plate to the table for the customer.
- B) The member of staff comes to the table of the customer and after asks them if they need help, presents the available menu and then goes to the buffet and brings back the ordered dishes.
- C) I don't know.

22. In some cases when physical accessibility is not provided, members of staff should help a person in a wheelchair. What should be done to help the guest overcome the barrier of three steps between a hotel reception and the restaurant?

- A) Two staff members should lift the wheelchair with the customer and climb the steps.
- B) One person should lean the wheel chair back and pull it up the stairs; the other person should secure it from the other side.
- C) I don't know.

23. A customer with weakness in their hands sits at a table in a restaurant and wants to order dinner. What should the waiter do?

- A) The waiter should propose helping the customer to cut their meat and pour drinks.
- B) The waiter should suggest the customer brings with them a friend who is more competent to assist them during the meal.
- C) I don't know.

24. The hotel room of a guest with a learning disability is equipped with a safe with a digital lock. The instruction for its use is quite complicated and the guest may not be able to use it on their own. How should the member of staff assist them?

- A) The member of staff should block the possibility of the guest using the safe even if the safe has option of emergency opening.
- B) The member of staff should explain to the guest how the safe works in a simple way and also warn them that handling the safe is complicated.
- C) I don't know.

25. A customer with a disability arrives at a hotel or restaurant. The member of staff already knows how to provide services in the case of such customers. How should the member of staff behave?

- A) The member of staff should approach the customer and ask whether help is needed and if yes, what kind of help.
- B) The member of staff should approach the customer and help them without asking unnecessary questions.
- C) I don't know.

26. A visually impaired guest may not be able to read the emergency procedures which are often available in the hotel room. For the safety of guest, it would be important that they know the procedure. What is the best way to do it?

- A) Read aloud the content of the emergency procedure to the guest and ensure that it was understood.
- B) Prepare a Braille/ large print version of the procedure and put it on the table in the guests room.
- C) I don't know.

27. A hearing impaired guest will not always be able to hear the sound of an emergency signal. What alternative solutions can be used to effectively pass that information?

- A) By using a sound-visual alarm system (light) and vibration system.
- B) Direct information given by member of staff to the guest.
- C) I don't know.

28. A person with a speech impairment who has had an accident may find it difficult to describe their condition. How should you cope with the situation?

- A) You should propose a piece of paper and a pen so the person can write down the information.
- B) If the person is in a good enough condition they should try to describe verbally the situation with support of gestures.
- C) I don't know.

29. In an emergency situation, for example fire, the lifts are inactive. How do you support those customers with mobility impairment (e.g. use crutches)?

- A) You should ask if the customer wants your help to move to another place.
- B) You should get the person out of the place by all means.
- C) I don't know.

30. A customer with a learning disability was informed about the emergency (the fire) but they may not know what to do. What should be done in such a situation?

- A) You should clearly and calmly explain the emergency procedure and show the emergency exit.
- B) You should get the person out of the building without explanation.
- C) I don't know.

Thank you for completing this questionnaire.

Control Tool - Key

Question no	Answers		
	a	b	c
1	1	-1	0
2	0	1	0
3	-1	1	0
4	-1	1	0
5	1	-1	0
6	0	1	0
7	0	1	0
8	1	-1	0
9	0	1	0
10	-1	1	0
11	-1	1	0
12	1	0	0
13	1	0,5	0

14	0,5	1	0
15	1	0	0
16	1	-1	0
17	0,5	1	0
18	0	1	0
19	0	1	0
20	1	-1	0
21	1	1	0
22	-1	1	0
23	1	-1	0
24	-1	1	0
25	1	-1	0
26	1	0	0
27	0,5	1	0
28	1	0	0
29	-1	1	0
30	-1	1	0

Total maximum rate: 30 points

Results:

28-30points – Very high level of competence

25-27 points – satisfactory level of competence, some training

MIGHT be useful

22-24 points – NOT QUITE SATISFACTORY LEVEL OF COMPETENCE, TRAINING NEEDED

15-21 points – LOW LEVEL OF COMPETENCE, TRAINING REQUIRED

Under 14 points – VERY LOW LEVEL OF COMPETENCE, INTENSIVE TRAINING ABSOLUTELY NECESSARY!