

Employee Handbook

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Foreign Languages and Cultural

Awareness

(BMIH5003)

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Hotel Trinity Turks & Caicos

Employee Handbook

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WELCOME TO HOTEL TRINITY TURKS & CAICOS

We are delighted to have you join our team here at Hotel Trinity Turks and Caicos. We execute great service but most importantly we create heartwarming memories by communicating with each guest in a way that makes them feel at home and comfortable.

We take pride in delivering that WOW experience to our guests and the only way to achieve this is to be knowledgeable of our guests' countries, way of life, beliefs, and day-to-day reactions, what is their cultures, and how to communicate with them competently, we also will point out the common Do's and Don'ts of each country listed.

List of visitors and their Countries

- Turks Islander (Turks and Caicos Islands)
- Hungarian (Hungary)

Cultural Differences, Customs, and Behaviors between each Country

Turks & Caicos

The Turks and Caicos is a small group of islands located in the Caribbean, which is an overseas territory of the United Kingdom, according to Riches, C. Palmowski, J. (2019). Locally they consider themselves Turks Islanders (Open Thought, 2017) there are always proud to show visitors (Lace, 2019, p.249). Each island consists of small communities that live simple lives, everyone knows each other and works daily to support their family. It shows their individualist society, and attributes of the 5th dimension short-term orientation. The islanders have a go-slow mentality and do things at the same pace. Each island has unique Festivities that highlight traditional games and food. For example, the South Caicos Regatta, which is the longest island festival in the country, once hosted royalty. They have donkey and boat racing events as well as beauty pageants. Which relates to cultures that have a high score in uncertainty avoidance. “Hofstede’s value survey concept,” submit that Caribbean Countries with first a language being English tend to have an individualistic culture (Holder, Knight, Punnett, and Charles, 2014, p. 245) Hospitality is one of the sources of income and all traits and attributes of hospitality are reflects in the residents of the island (business world, 2021). Another main source of income is the fish industry, where a lot of locals benefit from the sun shining all year round except for the hurricane

season that causes disasters every few years. Most of the population adopt Christianity as their religion or grew up going to church. Referencing Hofstede's dimension Turks Islanders have a high uncertainty avoidance. They are very friendly and open to laughter. They have Strong norms and mores bided in them from previous generations, good behaviors, and being respectful to those who are older are a constant reminder in any community, a formal greeting is required. According to Hofstede's power distance dimension, Turks and Caicos have a high-power distance culture. The islands are diverse due to their neighboring countries, locals speak Spanish and Creole, creating a cultural distance society (Tung, and Verbeke, 2010). Turks and Caicos Islands Tourist Board hosts monthly events where they celebrate people and encourage locals and visitors to protect and preserve the island's nature (Turks and Caicos Tourism 2021), this indicates that they have a feminine culture.

Hungary

Hungarians have a keen sense of hospitality and have various famous dishes, paprika being one of the main ingredients (Szűcs et al, 2018, p. 147). They are also very formal when eating discussions are for after eating (Cultural Atlas, (2022). The life reform movements at the end of the 19th century in the Austro-Hungarian monarchy consists of the practice of healthy eating, healthy lifestyles, vegetarianism, and spiritual orientation, with a sense of focusing on self-healing and harnessing the benefits of nature (Nemeth, and Pukanszky, 2020). Thus, explains behaviors and customs of people in Hungary today, with the number of churches and mass variety of choices in meals in their culture. They are a proud nation that raises its flag colors high every national holiday (Nagy, 2021, p. 237) with results in them being empowered. Their uniqueness and sense of innovativeness describe its culture as individualism (Pavlukovic, Armenski, and Alcantara-Pilar, 2017). "The homeland of Hungarians has been the region of Europe known as the Carpathian Basin" and some neighboring countries were once part of the kingdom of Hungary. Thus explains their cross-cultural societies. Its diversity is visible in "rural architecture commemorated by Hungary's 400 listed farm houses, saving local customs,

craftsmanship, folk music, and dance” (Bassa, 2017, p. 626-629). They normally greet family and close friends with a hug and a kiss on both cheeks, and elders are greeted differently by younger people, they would say “kezet csókolom which means I kiss your hand” (Cultural Atlas, 2022). Still to this day the Hungarians have pride (AP, 2015) in the land that was lost shortly after the “First World War” in terms of Hofstede dimension they have a high score in uncertainty avoidance (Dreisziger, 2018, p. 3-34). Thus, according to Hofstede’s 5th dimension, they have a long-term orientation value. They display and safeguard their prosperous folk culture (Millei, Lappalainen, 2020, p. 34) in museums and small villages around the country; this is an example of their masculinity culture. Prime examples are the “UNESCO” listed dance house where national dances are taught. This is an attribute of their culture's masculinity society. The Busójárás, where they chase the winter away and celebrate spring by having a masquerade in the street dressed as monsters and carrying various noise makers Rove.me (2021). Hence, they have a high score in uncertainty avoidance. Hungarians were exposed to socializing early with their school system implementing education and socializing apart of children’s upbringing, this highlights its indulging society. Due to this, the people tend to be social and outspoken, which relates to their masculinity culture (Millei, Lappalainen, 2020, p. 35). They have low-power distance communities where they expect to be treated based on the circumstances. The Hungarian government diverts any warning or political morals in their governing that contributes to the population’s attitude. They are very vocal in expressing their concerns and act in terms of seeking justice, four (4) years ago a Eurobarometer corruption report announced that Hungary leads the “EU with 59% percent of the population believing that favors for a public official exchange for services were acceptable” (Takacs Haynes, and Raskovic, 2021, p. 827).

Table of Do's and Don'ts

<u>Do's & Don'ts</u>	<u>Turks & Caicos</u>	<u>Hungary</u>
Do*	Greet everybody with a formal Good Morning, Good Afternoon, or a Good Night.	Greet younger people with a casual hello and elders with a more formal hello especially elder ladies saying (kezet csókolom).
Do not*	Walking into a room without saying a formal greeting to the whole room.	Literally kiss the hand of an elder, it is just to show respect.
Do*	Ask questions about their way of life there always happy to talk about Turks.	Give them compliments about their famous traditional dishes, they are immensely proud of their food.
Do not*	Be rejective or offensive about Christianity, they have strong beliefs.	Feel offended if they do not speak while eating dinner, they are very formal and traditional.
Do*	Feel free to make yourself at home and be friendly, they are very hospitable.	Hungarians are similar, they embrace hospitality and always offer food and drink when guests visit their home.
Do not*	Take spontaneous outbursts seriously, they have an open sense of humor.	Feel offended if they express their opinion bluntly, they tend to speak with emphasis.

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