

Interview Transcript: Cybersecurity Practices in Small Hotels(2)

Respondent:

So far, I haven't received any dedicated cybersecurity training, though I think it would be very important for both the employer and employees. We've had some advice and a course about managing various situations in the hotel, but it was very general, not specific to cybersecurity.

I believe it's essential for hotels, especially larger ones, to take more responsibility for **offering mandatory, face-to-face lessons** on cybersecurity. This could make employees feel more comfortable and secure in their roles. Online courses could work, but face-to-face training would be better for engagement and understanding.

Highlighted for thematic analysis: Lack of specific cybersecurity training, desire for in-person, mandatory lessons.

Actually, I don't have extensive knowledge about cybersecurity, but I try to inform myself. The training we had was not **interactive or engaging**, which made it less effective. If we had hands-on practices, it might improve our ability to apply the lessons in real situations. Currently, I'm not following the latest cybersecurity news regularly; I just try to stay informed for my own and my job's sake.

Highlighted for thematic analysis: Lack of engagement, need for hands-on practice, self-directed learning due to limited training.

Since starting here, I haven't received any refresher courses or updates from the hotel on cybersecurity. It's not really my field, as I work in a different role, and this makes it harder to feel motivated about learning more. While I recognize that cybersecurity is important for daily work, it doesn't feel particularly relevant to my specific duties.

Highlighted for thematic analysis: Lack of refresher courses, low motivation due to perceived irrelevance to specific job role.

Luckily, we do have some **guidelines** to help us respond quickly if something does happen, but I believe we need more resources to feel truly safe. Investing in new technologies, such as updated **antivirus software, cameras, and entrance scanners**, would greatly improve security. Such investments would benefit everyone—staff, guests, and the hotel as a whole.

Highlighted for thematic analysis: Existing guidelines, need for resources like updated technology, cameras, and antivirus.