

Accommodations

Generated on: 8 Sep 2020 at 22:40:48

Interviews:13

97-00-10-71

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 3

Name of Interviewer:

Carol Brown

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

Country #1:

[NO ANSWER RECORDED]

Country #2:

[NO ANSWER RECORDED]

Country #3:

[NO ANSWER RECORDED]

1.13. For the past year, what was the average number of nights your guests stayed?

[NO ANSWER RECORDED]

1.15 For persons who are travelling for leisure or vacation what do you think are the main

reasons for visiting this facility?

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

3.14. What device do you use to access the internet?

3.16 What is the main purpose of the website?

SECTION 4 - TRANSPORTATION

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ Yes

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.17. Is there a disaster management plan for any of the following disasters at this facility?

5.18. What are the main hazards that affect your businesses?

5.20. Did you experience during the past 12 months any of the following

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

✓ 1. Flushed to public piped sewer system

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

✓ Don't Know

6.04. Is the sewage treated in an environmentally safe manner?

✓ Yes

6.05. How does this facility mainly dispose of solid waste (garbage)?

✓ 1. Regular Public Collection System

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

27-40-29-75

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 20

Name of Interviewer:

Sonia Ross

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

GENERAL CHARACTERISTICS

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

3.14. What device do you use to access the internet?

3.16 What is the main purpose of the website?

SECTION 4 - TRANSPORTATION

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.17. Is there a disaster management plan for any of the following disasters at this facility?

5.18. What are the main hazards that affect your businesses?

5.20. Did you experience during the past 12 months any of the following

SECTION 6 - WASTE MANAGEMENT

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 02.Partially completed interview

29-45-53-03

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 17

Name of Interviewer:

Seteria Banhan

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 2. Partnership

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. *In another Parish*

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. *St. James*

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. *Foreign Tourists*

Country #1:

United States of America

Country #2:

Canada

Country #3:

Germany

1.08. Does the facility cater for children?

✓ 2. *Yes, all ages*

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. *Restaurant*

1.10. What is the main meal plan provided by this facility?

✓ 1. *All-Inclusive*

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3 Nights

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ *Yes*

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. *Culture*

- ✓ 2. *Historic Attractions*
- ✓ 3. *Adventure Travel*
- ✓ 5. *Business*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

90

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

Chief Chef

3.04b. Occupation #2

Entertainment Manager

3.04c. Occupation #3

Maintainance Manager

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ *1. Applicants didn't have the right skills*

3.05a. To what extent?

✓ *To a great extent*

3.06. Did the business have any difficulty retaining employees in 2019?

✓ *Yes*

A. Employee not a good match for the job

✓ *3. To a minimal extent*

B. Unhappy with employment conditions (e.g hours)

✓ *2. To a moderate extent*

C. Unhappy with wages

✓ *1. To a great extent*

D. Employee had poor commitment to roles/was unreliable

✓ *4. Not at all*

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

F. Competitive job offers received from other businesses in the industry

✓ *1. To a great extent*

G. Other external factors such as accommodation and cost of living

✓ *3. To a minimal extent*

H. Employee see role as short-term option

✓ *2. To a moderate extent*

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

J. Employee received job offers from businesses in other industries

✓ *3. To a minimal extent*

K. Employee visa conditions prevented them from staying

✓ *4. Not at all*

3.08. In which season do you have the least visitors to this facility?

✓ *1. Winter (December - February)*

3.09. Were more employees hired during this period?

✓ *Yes*

3.10. In which season do you have the least visitor to this facility?

✓ *2. Summer (June - August)*

3.11. Were employees laid-off during this period?

✓ *Yes*

3.12. How do you mostly advertise this facility?

✓ *5. Tour Operator/Booking agents*

3.13. Do you using the internet for the operation of the business?

✓ *Yes*

3.14. What device do you use to access the internet?

✓ *1. Smartphone*

✓ *2. Desktop computer*

✓ *3. Laptop*

3.15. Does this facility has a website for the business?

✓ *Yes*

3.16 What is the main purpose of the website?

✓ *2.To provide bookings and reservations*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ *2. Good*

3.18. Do you have an email account for this business?

✓ *1. Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ *2. Good*

3.20. What is your experience of the quality of the mobile service offered?

✓ *2. Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ *2. Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ *5. Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 2. *Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 4. *Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 2. *Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 2. *Satisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *Yes*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ *Miles*

5.10. Is there an ambulance service available in this area?

✓ *Yes*

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ *Miles*

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ *Miles*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ *Miles*

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

- ✓ *Hurricane*
- ✓ *Earthquake*
- ✓ *Pandemics*

5.18. What are the main hazards that affect your businesses?

- ✓ *1. Hurricane*
- ✓ *3. Flooding due to excessive rainfall*
- ✓ *4. Flooding due to storm surges*
- ✓ *6. Long period of drought*

5.19. How often is you business affected by these hazards

- ✓ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

- ✓ *3. Flooding due to excessive rainfall*
- ✓ *4. Flooding due to storm surges*
- ✓ *6. Long period of drought*
- ✓ *10. Death of a family member*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

- ✓ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

- ✓ *No*

6.04. Is the sewage treated in an environmentally safe manner?

- ✓ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

- ✓ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

- ✓ *Male*

7.02. How old were you on your last birthday?

7.03. What is your marital status?

✓ 3. *Single*

7.04. What is the highest level of education that you have attained?

✓ 6. *No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ Yes

7.06. What training have you received?

Hotel Management

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 01. *Completed interview*

34-13-72-04

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 26

Name of Interviewer:

Jordan Gooden

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. In another Parish

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. St. James

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. Foreign Tourists

Country #1:

usa

Country #2:

canada

Country #3:

uk

1.08. Does the facility cater for children?

✓ 2. Yes, all ages

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. Restaurant

1.10. What is the main meal plan provided by this facility?

✓ 1. All-Inclusive

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ Yes

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. Culture

✓ 3. *Adventure Travel*

✓ 5. *Business*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

80

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

26

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

chef chief

3.04b. Occupation #2

entertainment manager

3.04c. Occupation #3

maintaince manager

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ *1. Applicants didn't have the right skills*

3.05a. To what extent?

✓ *To a minimal extent*

3.06. Did the business have any difficulty retaining employees in 2019?

✓ *Yes*

A. Employee not a good match for the job

✓ *3. To a minimal extent*

B. Unhappy with employment conditions (e.g hours)

✓ *2. To a moderate extent*

C. Unhappy with wages

✓ *1. To a great extent*

D. Employee had poor commitment to roles/was unreliable

✓ *4. Not at all*

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

F. Competitive job offers received from other businesses in the industry

✓ *1. To a great extent*

G. Other external factors such as accommodation and cost of living

✓ *3. To a minimal extent*

H. Employee see role as short-term option

✓ *1. To a great extent*

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

J. Employee received job offers from businesses in other industries

✓ *1. To a great extent*

K. Employee visa conditions prevented them from staying

✓ *4. Not at all*

3.08. In which season do you have the least visitors to this facility?

✓ *1. Winter (December - February)*

3.09. Were more employees hired during this period?

✓ *Yes*

3.10. In which season do you have the least visitor to this facility?

✓ *4. Autumn (September - November)*

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 5. *Tour Operator/Booking agents*

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

☑ 1. *Smartphone*

☑ 2. *Desktop computer*

☑ 3. *Laptop*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

☑ 2. *To provide bookings and reservations*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 3. *Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 3. *Okay (not good or bad)*

3.20. What is your experience of the quality of the mobile service offered?

✓ 2. *Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 5. *Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 2. *Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 4. *Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 2. *Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 2. *Satisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *Yes*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ *Miles*

5.10. Is there an ambulance service available in this area?

✓ *Yes*

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ *Kilometers*

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ *Kilometers*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ *Kilometers*

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

☑ *Hurricane*

☒ *Earthquake*

☒ *Pandemics*

5.18. What are the main hazards that affect your businesses?

☒ *1. Hurricane*

☒ *2. Earthquake*

☒ *3. Flooding due to excessive rainfall*

☒ *4. Flooding due to storm surges*

☒ *6. Long period of drought*

5.19. How often is you business affected by these hazards

☒ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

☒ *3. Flooding due to excessive rainfall*

☒ *4. Flooding due to storm surges*

☒ *6. Long period of drought*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

☒ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

☒ *No*

6.04. Is the sewage treated in an environmentally safe manner?

☒ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

☒ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

☒ *Male*

7.02. How old were you on your last birthday?

54

7.03. What is your marital status?

☒ *3. Single*

7.04. What is the highest level of education that you have attained?

✓ 6. *No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ Yes

7.06. What training have you received?

hotel management

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 01. *Completed interview*

57-15-63-29

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 19

Name of Interviewer:

Sherona Prendergast

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. In another Parish

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. St. James

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. Foreign Tourists

Country #1:

United States

Country #2:

Canada

Country #3:

Germany

1.08. Does the facility cater for children?

✓ 2. Yes, all ages

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. Restaurant

1.10. What is the main meal plan provided by this facility?

✓ 1. All-Inclusive

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ Yes

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. Culture

- ✓ 2. *Historic Attractions*
- ✓ 3. *Adventure Travel*
- ✓ 4. *Nature/Wildlife*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

90

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

chief chef

3.04b. Occupation #2

entertainment manager

3.04c. Occupation #3

maintenance manager

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ *1. Applicants didn't have the right skills*

3.05a. To what extent?

✓ *To a great extent*

3.06. Did the business have any difficulty retaining employees in 2019?

✓ *Yes*

A. Employee not a good match for the job

✓ *3. To a minimal extent*

B. Unhappy with employment conditions (e.g hours)

✓ *2. To a moderate extent*

C. Unhappy with wages

✓ *1. To a great extent*

D. Employee had poor commitment to roles/was unreliable

✓ *4. Not at all*

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

F. Competitive job offers received from other businesses in the industry

✓ *1. To a great extent*

G. Other external factors such as accommodation and cost of living

✓ *3. To a minimal extent*

H. Employee see role as short-term option

✓ *2. To a moderate extent*

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

J. Employee received job offers from businesses in other industries

✓ *3. To a minimal extent*

K. Employee visa conditions prevented them from staying

✓ *4. Not at all*

3.08. In which season do you have the least visitors to this facility?

✓ *1. Winter (December - February)*

3.09. Were more employees hired during this period?

✓ *Yes*

3.10. In which season do you have the least visitor to this facility?

✓ 1. *Winter (December - February)*

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 5. *Tour Operator/Booking agents*

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

☑ 1. *Smartphone*

☑ 2. *Desktop computer*

☑ 3. *Laptop*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

☑ 2. *To provide bookings and reservations*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 3. *Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 3. *Okay (not good or bad)*

3.20. What is your experience of the quality of the mobile service offered?

✓ 2. *Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 5. *Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 2. *Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 4. *Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 2. *Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 3. *Neither satisfied nor dissatisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *Yes*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ *Miles*

5.10. Is there an ambulance service available in this area?

✓ *Yes*

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ *Miles*

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ *Miles*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ *Miles*

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

- ☒ *Hurricane*
- ☒ *Earthquake*
- ☒ *Pandemics*

5.18. What are the main hazards that affect your businesses?

- ☒ *1. Hurricane*
- ☒ *3. Flooding due to excessive rainfall*
- ☒ *4. Flooding due to storm surges*
- ☒ *6. Long period of drought*

5.19. How often is you business affected by these hazards

- ☒ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

- ☒ *1. Hurricane*
- ☒ *2. Earthquake*
- ☒ *3. Flooding due to excessive rainfall*
- ☒ *4. Flooding due to storm surges*
- ☒ *8. Robbery/theft*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

- ☒ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

- ☒ *No*

6.04. Is the sewage treated in an environmentally safe manner?

- ☒ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

- ☒ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

- ☒ *Male*

7.02. How old were you on your last birthday?

7.03. What is your marital status?

✓ 3. *Single*

7.04. What is the highest level of education that you have attained?

✓ 6. *No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ *Yes*

7.06. What training have you received?

hotel managent

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 01. *Completed interview*

45-47-86-23

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 22

Name of Interviewer:

Vonessa Duhaney

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 1. Owner

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. In another Parish

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. St. James

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. Foreign Tourists

Country #1:

u.s.a

Country #2:

canada

Country #3:

germany

1.08. Does the facility cater for children?

✓ 2. Yes, all ages

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. Restaurant

1.10. What is the main meal plan provided by this facility?

✓ 1. All-Inclusive

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3 nights

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ Yes

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. Culture

- ✓ 2. *Historic Attractions*
- ✓ 3. *Adventure Travel*
- ✓ 5. *Business*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

90

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

head chef

3.04b. Occupation #2

entertainment

3.04c. Occupation #3

mentainance

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ *1. Applicants didn't have the right skills*

3.05a. To what extent?

✓ *To a minimal extent*

3.06. Did the business have any difficulty retaining employees in 2019?

✓ *Yes*

A. Employee not a good match for the job

✓ *3. To a minimal extent*

B. Unhappy with employment conditions (e.g hours)

✓ *2. To a moderate extent*

C. Unhappy with wages

✓ *1. To a great extent*

D. Employee had poor commitment to roles/was unreliable

✓ *4. Not at all*

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

F. Competitive job offers received from other businesses in the industry

✓ *1. To a great extent*

G. Other external factors such as accommodation and cost of living

✓ *3. To a minimal extent*

H. Employee see role as short-term option

✓ *2. To a moderate extent*

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

J. Employee received job offers from businesses in other industries

✓ *3. To a minimal extent*

K. Employee visa conditions prevented them from staying

✓ *4. Not at all*

3.08. In which season do you have the least visitors to this facility?

✓ *1. Winter (December - February)*

3.09. Were more employees hired during this period?

✓ *Yes*

3.10. In which season do you have the least visitor to this facility?

✓ 2. *Summer (June - August)*

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 5. *Tour Operator/Booking agents*

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

☑ 1. *Smartphone*

☑ 2. *Desktop computer*

☑ 3. *Laptop*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

☑ 2. *To provide bookings and reservations*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 3. *Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 3. *Okay (not good or bad)*

3.20. What is your experience of the quality of the mobile service offered?

✓ 2. *Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 5. *Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 2. *Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 4. *Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 2. *Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 4. *Dissatisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *Yes*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ *Miles*

5.10. Is there an ambulance service available in this area?

✓ *Yes*

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ *Miles*

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ *Miles*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ *Miles*

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

- ✓ *Hurricane*
- ✓ *Earthquake*
- ✓ *Pandemics*

5.18. What are the main hazards that affect your businesses?

- ✓ *1. Hurricane*
- ✓ *3. Flooding due to excessive rainfall*
- ✓ *6. Long period of drought*

5.19. How often is you business affected by these hazards

- ✓ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

- ✓ *4. Flooding due to storm surges*
- ✓ *6. Long period of drought*
- ✓ *8. Robbery/theft*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

- ✓ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

- ✓ *No*

6.04. Is the sewage treated in an environmentally safe manner?

- ✓ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

- ✓ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

- ✓ *Male*

7.02. How old were you on your last birthday?

54

7.03. What is your marital status?

- ✓ *3. Single*

7.04. What is the highest level of education that you have attained?

✓ *6. No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ *Yes*

7.06. What training have you received?

hotel management

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ *01.Completed interview*

50-13-16-13

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 12

Name of Interviewer:

Judene Johnson

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. In another Parish

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. St. James

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. Foreign Tourists

Country #1:

usa

Country #2:

canada

Country #3:

germany

1.08. Does the facility cater for children?

✓ 2. Yes, all ages

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. Restaurant

1.10. What is the main meal plan provided by this facility?

✓ 1. All-Inclusive

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ Yes

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. Culture

✓ 2. *Historic Attractions*

✓ 5. *Business*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

90

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

chief chef

3.04b. Occupation #2

entertainment manager

3.04c. Occupation #3

maintenence

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ 3. *Applicants did not have the right work experience*

3.05a. To what extent?

✓ *To a minimal extent*

3.06. Did the business have any difficulty retaining employees in 2019?

✓ *Yes*

A. Employee not a good match for the job

✓ *3. To a minimal extent*

B. Unhappy with employment conditions (e.g hours)

✓ *2. To a moderate extent*

C. Unhappy with wages

✓ *1. To a great extent*

D. Employee had poor commitment to roles/was unreliable

✓ *4. Not at all*

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

F. Competitive job offers received from other businesses in the industry

✓ *1. To a great extent*

G. Other external factors such as accommodation and cost of living

✓ *3. To a minimal extent*

H. Employee see role as short-term option

✓ *2. To a moderate extent*

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

J. Employee received job offers from businesses in other industries

✓ *3. To a minimal extent*

K. Employee visa conditions prevented them from staying

✓ *3. To a minimal extent*

3.08. In which season do you have the least visitors to this facility?

✓ *1. Winter (December - February)*

3.09. Were more employees hired during this period?

✓ *Yes*

3.10. In which season do you have the least visitor to this facility?

✓ *2. Summer (June - August)*

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 2 *Radio/Television*

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

☑ 1. *Smartphone*

☑ 2. *Desktop computer*

☑ 3. *Laptop*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

☑ 2. *To provide bookings and reservations*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 3. *Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 3. *Okay (not good or bad)*

3.20. What is your experience of the quality of the mobile service offered?

✓ 2. *Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 5. *Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 2. *Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 4. *Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 2. *Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 3. *Neither satisfied nor dissatisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *Yes*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ *Miles*

5.10. Is there an ambulance service available in this area?

✓ *Yes*

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ *Miles*

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ *Miles*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ *Miles*

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

☑ *Hurricane*

☒ *Earthquake*

☒ *Pandemics*

5.18. What are the main hazards that affect your businesses?

☒ *1. Hurricane*

☒ *2. Earthquake*

5.19. How often is you business affected by these hazards

☒ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

☒ *2. Earthquake*

☒ *3. Flooding due to excessive rainfall*

☒ *6. Long period of drought*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

☒ *2. Flushed to private septic tank*

6.02. Is there a public sewage treatment in this area?

☒ *Yes*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

☒ *Yes*

6.04. Is the sewage treated in an environmentally safe manner?

☒ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

☒ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

☒ *Male*

7.02. How old were you on your last birthday?

45

7.03. What is your marital status?

☒ *3. Single*

7.04. What is the highest level of education that you have attained?

✓ 6. *No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ Yes

7.06. What training have you received?

hotel mangement

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 01. *Completed interview*

00-04-82-43

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommodation 10

Name of Interviewer:

Elaine Bloomfield

VISIT INFORMATION

Times Visited:

1

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 1. Owner

1.02a. What is the ownership structure of the business?

✓ 3. Limited liability Company

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ No

1.05. How long has this facility been in operation from this location?

✓ 10 years and over

1.06. Who is your main customer at this location?

✓ 4. Other (specify)

1.06S. Please specify other.

both local n tourist

Country #1:

usa

Country #2:

canada

Country #3:

uk

1.08. Does the facility cater for children?

✓ 2. Yes, all ages

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. Restaurant

1.10. What is the main meal plan provided by this facility?

✓ 2. Breakfast Service

1.11. How many rooms does this facility operate?

34

1.12. What is the average price of a room per night? (US\$)

176

1.13. For the past year, what was the average number of nights your guests stayed?

7

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ No

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 5. Business

☑ 6. Visit Relatives

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

22

Part time employee(s):

0

Casual employee(s):

2

a. People living in Negril (did not relocate for the job)

24

b. People living in the Parish

12

c. People living in Jamaica

24

d. Overseas workers

0

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ No

3.06. Did the business have any difficulty retaining employees in 2019?

✓ No

3.08. In which season do you have the least visitors to this facility?

✓ 4. Autumn (September - November)

3.09. Were more employees hired during this period?

✓ No

3.10. In which season do you have the least visitor to this facility?

✓ 4. Autumn (September - November)

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 5. Tour Operator/Booking agents

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

- ✓ 1. *Smartphone*
- ✓ 2. *Desktop computer*
- ✓ 3. *Laptop*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

- ✓ 1. *To market the services of the business*
- ✓ 2. *To provide bookings and reservations*
- ✓ 3. *To provide information on the business*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 3. *Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 1. *Very good*

3.20. What is your experience of the quality of the mobile service offered?

✓ 5. *Very bad*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 3. *Neither satisfied nor dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 5. *Very dissatisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 5. *Very dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 1. *Very Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ *1. Very Satisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *Yes*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ *1. Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *No*

5.03. Does this facility suffers from a water shortage?

✓ *1. Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ *1. Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *No*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

5

5.9a. Distance unit of measurement

✓ Miles

5.10. Is there an ambulance service available in this area?

✓ Yes

5.11. How far away is the nearest ambulance service?

5

5.11a. Distance unit of measurement

✓ Miles

5.12. How far away is the nearest fire station?

5

5.12a. Distance unit of measurement

✓ Miles

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ Yes

5.14. Is there a Police Station in this area?

✓ Yes

5.15. How far away is the nearest Police Station?

5

5.15a. Distance unit of measurement

✓ Miles

5.16. Does the Police patrol this area regularly?

✓ Yes

5.17. Is there a disaster management plan for any of the following disasters at this facility?

☒ Hurricane

☒ Flood

☒ Earthquake

☒ Pandemics

5.18. What are the main hazards that affect your businesses?

- ✓ 2. *Earthquake*
- ✓ 3. *Flooding due to excessive rainfall*
- ✓ 7. *Fire*

5.19. How often is your business affected by these hazards

- ✓ 4. *No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

- ✓ 2. *Earthquake*
- ✓ 3. *Flooding due to excessive rainfall*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

- ✓ 1. *Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

- ✓ *No*

6.04. Is the sewage treated in an environmentally safe manner?

- ✓ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

- ✓ 3. *Private Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

- ✓ *Female*

7.02. How old were you on your last birthday?

67

7.03. What is your marital status?

- ✓ 4. *Divorce/Separated*

7.04. What is the highest level of education that you have attained?

- ✓ 4. *University*

7.05. Besides formal education have you received training in any trade or skill?

- ✓ *No*

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 01.Completed interview

56-43-56-39

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommodation 14

Name of Interviewer:

Neisha Graham

VISIT INFORMATION

Times Visited:

1

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. In another Parish

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. St. James

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. Foreign Tourists

Country #1:

usa

Country #2:

can

Country #3:

ger

1.08. Does the facility cater for children?

✓ 2. Yes, all ages

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. Restaurant

1.10. What is the main meal plan provided by this facility?

✓ 1. All-Inclusive

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ Yes

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. Culture

- ✓ 2. *Historic Attractions*
- ✓ 3. *Adventure Travel*
- ✓ 5. *Business*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

90

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

executive chef

3.04b. Occupation #2

entertainment

3.04c. Occupation #3

maintenance

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ *1. Applicants didn't have the right skills*

3.05a. To what extent?

✓ *To a moderate extent*

3.06. Did the business have any difficulty retaining employees in 2019?

✓ *Yes*

A. Employee not a good match for the job

✓ *3. To a minimal extent*

B. Unhappy with employment conditions (e.g hours)

✓ *2. To a moderate extent*

C. Unhappy with wages

✓ *1. To a great extent*

D. Employee had poor commitment to roles/was unreliable

✓ *4. Not at all*

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

F. Competitive job offers received from other businesses in the industry

✓ *1. To a great extent*

G. Other external factors such as accommodation and cost of living

✓ *3. To a minimal extent*

H. Employee see role as short-term option

✓ *2. To a moderate extent*

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

J. Employee received job offers from businesses in other industries

✓ *3. To a minimal extent*

K. Employee visa conditions prevented them from staying

✓ *4. Not at all*

3.08. In which season do you have the least visitors to this facility?

✓ *1. Winter (December - February)*

3.09. Were more employees hired during this period?

✓ *Yes*

3.10. In which season do you have the least visitor to this facility?

✓ 2. *Summer (June - August)*

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 5. *Tour Operator/Booking agents*

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

✓ 1. *Smartphone*

✓ 2. *Desktop computer*

✓ 3. *Laptop*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

✓ 2. *To provide bookings and reservations*

✓ 3. *To provide information on the business*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 3. *Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 3. *Okay (not good or bad)*

3.20. What is your experience of the quality of the mobile service offered?

✓ 1. *Very good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 5. *Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ *2. Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ *4. Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ *2. Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ *3. Neither satisfied nor dissatisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ *1. Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ *1. Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. Yes

5.06. Are there sufficient street lights in the area?

✓ No

5.07. Is there an emergency health centre at this facility?

✓ Yes

5.08. Is there an emergency health centre in this area?

✓ No

5.9. How far away is the nearest health centre from this facility?

1

5.9a. Distance unit of measurement

✓ Miles

5.10. Is there an ambulance service available in this area?

✓ Yes

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ Miles

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ Miles

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ Yes

5.14. Is there a Police Station in this area?

✓ Yes

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ Miles

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

✓ *Hurricane*

✓ *Earthquake*

✓ *Pandemics*

5.18. What are the main hazards that affect your businesses?

✓ *1. Hurricane*

✓ *3. Flooding due to excessive rainfall*

✓ *4. Flooding due to storm surges*

✓ *6. Long period of drought*

5.19. How often is you business affected by these hazards

✓ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

✓ *3. Flooding due to excessive rainfall*

✓ *6. Long period of drought*

✓ *8. Robbery/theft*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

✓ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

✓ *No*

6.04. Is the sewage treated in an environmentally safe manner?

✓ *No*

6.05. How does this facility mainly dispose of solid waste (garbage)?

✓ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

✓ *Male*

7.02. How old were you on your last birthday?

7.03. What is your marital status?

✓ 3. *Single*

7.04. What is the highest level of education that you have attained?

✓ 6. *No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ Yes

7.06. What training have you received?

hotel management

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 01. *Completed interview*

24-23-08-16

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 18

Name of Interviewer:

Shadae Miller

VISIT INFORMATION

Times Visited:

1

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. *In another Parish*

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. *St. James*

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. *Foreign Tourists*

Country #1:

USA

Country #2:

Canada

Country #3:

England

1.08. Does the facility cater for children?

✓ 2. *Yes, all ages*

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 10. *Daily Housekeeping*

1.10. What is the main meal plan provided by this facility?

✓ 1. *All-Inclusive*

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3 nights

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ *Yes*

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. *Culture*

- ✓ 2. *Historic Attractions*
- ✓ 3. *Adventure Travel*
- ✓ 4. *Nature/Wildlife*
- ✓ 5. *Business*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

90

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

chief chef

3.04b. Occupation #2

entertainment manger

3.04c. Occupation #3

maintainace

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ 2. Applicants did not have the required qualification/education

3.05a. To what extent?

✓ To a moderate extent

3.06. Did the business have any difficulty retaining employees in 2019?

✓ Yes

A. Employee not a good match for the job

✓ 3. To a minimal extent

B. Unhappy with employment conditions (e.g hours)

✓ 2. To a moderate extent

C. Unhappy with wages

✓ 1. To a great extent

D. Employee had poor commitment to roles/was unreliable

✓ 4. Not at all

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ 1. To a great extent

F. Competitive job offers received from other businesses in the industry

✓ 3. To a minimal extent

G. Other external factors such as accommodation and cost of living

✓ 3. To a minimal extent

H. Employee see role as short-term option

✓ 1. To a great extent

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ 1. To a great extent

J. Employee received job offers from businesses in other industries

✓ 3. To a minimal extent

K. Employee visa conditions prevented them from staying

✓ 4. Not at all

3.08. In which season do you have the least visitors to this facility?

✓ 1. Winter (December - February)

3.09. Were more employees hired during this period?

✓ Yes

3.10. In which season do you have the least visitor to this facility?

✓ 2. *Summer (June - August)*

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 5. *Tour Operator/Booking agents*

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

✓ 1. *Smartphone*

✓ 2. *Desktop computer*

✓ 3. *Laptop*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

✓ 2. *To provide bookings and reservations*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 3. *Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ 1. Yes

3.19. What is your experience of the quality of the telephone service offered?

✓ 3. *Okay (not good or bad)*

3.20. What is your experience of the quality of the mobile service offered?

✓ 2. *Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 5. *Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 2. *Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 4. *Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 2. *Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 3. *Neither satisfied nor dissatisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ Yes

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ No

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ Yes

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ No

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ Yes

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *Yes*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ *Miles*

5.10. Is there an ambulance service available in this area?

✓ *Yes*

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ *Miles*

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ *Miles*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ *Miles*

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

- ✓ *Hurricane*
- ✓ *Earthquake*
- ✓ *Pandemics*

5.18. What are the main hazards that affect your businesses?

- ✓ *1. Hurricane*
- ✓ *3. Flooding due to excessive rainfall*
- ✓ *4. Flooding due to storm surges*
- ✓ *6. Long period of drought*

5.19. How often is you business affected by these hazards

- ✓ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

- ✓ *3. Flooding due to excessive rainfall*
- ✓ *4. Flooding due to storm surges*
- ✓ *6. Long period of drought*
- ✓ *8. Robbery/theft*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

- ✓ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

- ✓ *Yes*

6.04. Is the sewage treated in an environmentally safe manner?

- ✓ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

- ✓ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

- ✓ *Male*

7.02. How old were you on your last birthday?

45

7.03. What is your marital status?

✓ 3. *Single*

7.04. What is the highest level of education that you have attained?

✓ 6. *No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ Yes

7.06. What training have you received?

hotel manager

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ 01. *Completed interview*

60-57-46-74

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 11

Name of Interviewer:

Jason Bowlin

VISIT INFORMATION

Times Visited:

3

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. In another Parish

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. St. James

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. Foreign Tourists

Country #1:

usa

Country #2:

canada

Country #3:

germany

1.08. Does the facility cater for children?

✓ 2. Yes, all ages

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. Restaurant

1.10. What is the main meal plan provided by this facility?

✓ 1. All-Inclusive

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ Yes

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. Culture

- ✓ 2. *Historic Attractions*
- ✓ 3. *Adventure Travel*
- ✓ 4. *Nature/Wildlife*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

60

b. People living in the Parish

80

c. People living in Jamaica

90

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

sue chef

3.04b. Occupation #2

entertainment manager

3.04c. Occupation #3

maintenance manager

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ *1. Applicants didn't have the right skills*

3.05a. To what extent?

✓ *To a great extent*

3.06. Did the business have any difficulty retaining employees in 2019?

✓ *Yes*

A. Employee not a good match for the job

✓ *1. To a great extent*

B. Unhappy with employment conditions (e.g hours)

✓ *2. To a moderate extent*

C. Unhappy with wages

✓ *1. To a great extent*

D. Employee had poor commitment to roles/was unreliable

✓ *1. To a great extent*

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

F. Competitive job offers received from other businesses in the industry

✓ *1. To a great extent*

G. Other external factors such as accommodation and cost of living

✓ *2. To a moderate extent*

H. Employee see role as short-term option

✓ *2. To a moderate extent*

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ *1. To a great extent*

J. Employee received job offers from businesses in other industries

✓ *3. To a minimal extent*

K. Employee visa conditions prevented them from staying

✓ *2. To a moderate extent*

3.08. In which season do you have the least visitors to this facility?

✓ *1. Winter (December - February)*

3.09. Were more employees hired during this period?

✓ *Yes*

3.10. In which season do you have the least visitor to this facility?

✓ 2. *Summer (June - August)*

3.11. Were employees laid-off during this period?

✓ Yes

3.12. How do you mostly advertise this facility?

✓ 1. *Word of mouth*

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

☑ 1. *Smartphone*

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

☑ 1. *To market the services of the business*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 2. *Good*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 2. *Good*

3.20. What is your experience of the quality of the mobile service offered?

✓ 2. *Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 2. *Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 5. *Very dissatisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 1. *Very Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 1. *Very Satisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 1. *Very Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 1. *Very Satisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *Yes*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *Yes*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ Yes

5.08. Is there an emergency health centre in this area?

✓ No

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ Miles

5.10. Is there an ambulance service available in this area?

✓ Yes

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ Miles

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ Miles

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ Yes

5.14. Is there a Police Station in this area?

✓ Yes

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ Miles

5.16. Does the Police patrol this area regularly?

✓ No

5.17. Is there a disaster management plan for any of the following disasters at this facility?

☑ Hurricane

☒ *Earthquake*

☒ *Pandemics*

5.18. What are the main hazards that affect your businesses?

☒ *1. Hurricane*

☒ *3. Flooding due to excessive rainfall*

☒ *4. Flooding due to storm surges*

☒ *6. Long period of drought*

5.19. How often is you business affected by these hazards

☒ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

☒ *1. Hurricane*

☒ *3. Flooding due to excessive rainfall*

☒ *4. Flooding due to storm surges*

☒ *6. Long period of drought*

☒ *8. Robbery/theft*

☒ *9. Death of the Head of the Household*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

☒ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

☒ *No*

6.04. Is the sewage treated in an environmentally safe manner?

☒ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

☒ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

☒ *Male*

7.02. How old were you on your last birthday?

54

7.03. What is your marital status?

✓ *3. Single*

7.04. What is the highest level of education that you have attained?

✓ *6. No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ *Yes*

7.06. What training have you received?

hotel managment

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ *01.Completed interview*

56-28-31-21

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 15

Name of Interviewer:

Rockcliff Jones

VISIT INFORMATION

Times Visited:

1

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 1. Owner

1.02a. What is the ownership structure of the business?

✓ 3. Limited liability Company

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ No

1.05. How long has this facility been in operation from this location?

✓ 4 to 6 years

1.06. Who is your main customer at this location?

✓ 2. *Foreign Tourists*

Country #1:

USA

Country #2:

Canada

Country #3:

Englnd

1.08. Does the facility cater for children?

✓ 1. *No*

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. *Restaurant*

1.10. What is the main meal plan provided by this facility?

✓ 3. *Other (Specify)*

1.10S. Please specify other.

EP

1.11. How many rooms does this facility operate?

33

1.12. What is the average price of a room per night? (US\$)

350

1.13. For the past year, what was the average number of nights your guests stayed?

5

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ *Yes*

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. *Culture*

☑ 2. *Historic Attractions*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

65

Part time employee(s):

0

Casual employee(s):

0

a. People living in Negril (did not relocate for the job)

10

b. People living in the Parish

30

c. People living in Jamaica

65

d. Overseas workers

0

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ No

3.06. Did the business have any difficulty retaining employees in 2019?

✓ No

3.08. In which season do you have the least visitors to this facility?

✓ 4. Autumn (September - November)

3.09. Were more employees hired during this period?

✓ No

3.10. In which season do you have the least visitor to this facility?

✓ 4. Autumn (September - November)

3.11. Were employees laid-off during this period?

✓ No

3.12. How do you mostly advertise this facility?

✓ 5. Tour Operator/Booking agents

3.13. Do you using the internet for the operation of the business?

✓ Yes

3.14. What device do you use to access the internet?

- ✓ 1. *Smartphone*
- ✓ 2. *Desktop computer*
- ✓ 3. *Laptop*
- ✓ 4. *Notebook, Tablet etc*
- ✓ 5. *Other (Specify)*

3.14S. Please specify other

none

3.15. Does this facility has a website for the business?

✓ Yes

3.16 What is the main purpose of the website?

- ✓ 1. *To market the services of the business*
- ✓ 2. *To provide bookings and reservations*
- ✓ 3. *To provide information on the business*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ 1. *Very good*

3.18. Do you have an email account for this business?

✓ 1. *Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ 2. *Good*

3.20. What is your experience of the quality of the mobile service offered?

✓ 5. *Very bad*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ 3. *Inbound Tour Operators*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ 2. *Satisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 5. *Very dissatisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 4. *Dissatisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 1. *Very Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 1. *Very Satisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 2. *Yes, frequently*

5.05. Is the source of electricity reliable?

✓ 2. *No*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *No*

5.08. Is there an emergency health centre in this area?

✓ *Yes*

5.9. How far away is the nearest health centre from this facility?

8

5.9a. Distance unit of measurement

✓ *Kilometers*

5.10. Is there an ambulance service available in this area?

✓ *Yes*

5.11. How far away is the nearest ambulance service?

8

5.11a. Distance unit of measurement

✓ *Kilometers*

5.12. How far away is the nearest fire station?

8

5.12a. Distance unit of measurement

✓ *Kilometers*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

8

5.15a. Distance unit of measurement

✓ *Kilometers*

5.16. Does the Police patrol this area regularly?

✓ *Yes*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

☑ *Hurricane*

- ✓ Flood
- ✓ Earthquake
- ✓ Pandemics

5.18. What are the main hazards that affect your businesses?

- ✓ 1. Hurricane
- ✓ 2. Earthquake
- ✓ 4. Flooding due to storm surges
- ✓ 7. Fire

5.19. How often is you business affected by these hazards

- ✓ 5. Other time period

5.20. Did you experience during the past 12 months any of the following

- ✓ 8. Robbery/theft

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

- ✓ 2. Flushed to private septic tank

6.02. Is there a public sewage treatment in this area?

- ✓ No

6.05. How does this facility mainly dispose of solid waste (garbage)?

- ✓ 3. Private Collection System

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

- ✓ Male

7.02. How old were you on your last birthday?

53

7.03. What is your marital status?

- ✓ 3. Single

7.04. What is the highest level of education that you have attained?

- ✓ 4. University

7.05. Besides formal education have you received training in any trade or skill?

- ✓ Yes

7.06. What training have you received?

Hotel Mangement

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ *01.Completed interview*

66-46-70-39

Cover

ESTABLISHMENT No.

27641

ESTABLISHMENT NAME

Negril accommadation 9

Name of Interviewer:

Dorotiy Frazer

VISIT INFORMATION

Times Visited:

1

%visitTitle% - VISIT

MAY I START NOW?

✓ Permission is given (Start Interview)

GENERAL CHARACTERISTICS

BT1. What is the main business activity of this facility? (the activity with the greatest number of employees)

✓ 1. Hotels and Resorts

1.01. Which of the following best describes your lodging facilities?

✓ Hotels & Resorts

1.02. What is your position in this business?

✓ 2. Manager/operator

1.02a. What is the ownership structure of the business?

✓ 4. Corporations

1.03. Do you operate or own a similar facility in another location in Jamaica?

✓ Yes

1.04. Where is this other facility located in Jamaica?

✓ 3. *In another Parish*

1.04a. If the other facility is located in another parish, what parish is this?

✓ 8. *St. James*

1.05. How long has this facility been in operation from this location?

✓ 1 to 3 years

1.06. Who is your main customer at this location?

✓ 2. *Foreign Tourists*

Country #1:

United State

Country #2:

Canada

Country #3:

Germany

1.08. Does the facility cater for children?

✓ 2. *Yes, all ages*

1.09. Please tell me all the amenities/services that are provided by this facility?

✓ 1. *Restaurant*

1.10. What is the main meal plan provided by this facility?

✓ 1. *All-Inclusive*

1.11. How many rooms does this facility operate?

150

1.12. What is the average price of a room per night? (US\$)

150

1.13. For the past year, what was the average number of nights your guests stayed?

3

1.14. Does this facility have one or more rooms for persons with reduced mobility including wheelchair users?

✓ *Yes*

1.15 For persons who are travelling for leisure or vacation what do you think are the main reasons for visiting this facility?

☑ 1. *Culture*

- ✓ 2. *Historic Attractions*
- ✓ 3. *Adventure Travel*
- ✓ 5. *Business*
- ✓ 7. *Church/Outreach activities*

2.12. What amenities/services are available at this facility

SECTION 3 - BUSINESS CHARACTERISTICS

Full time employee(s):

200

Part time employee(s):

50

Casual employee(s):

10

a. People living in Negril (did not relocate for the job)

50

b. People living in the Parish

70

c. People living in Jamaica

20

d. Overseas workers

10

3.03. Did the business have any difficulties recruiting people for any position in 2019

✓ *Yes*

3.04a. Occupation #1

sous chef

3.04b. Occupation #2

entertainment

3.04c. Occupation #3

maintenance

3.05. Which of the following reasons contributed to the difficulty in recruiting people for positions in the business?

✓ 2. Applicants did not have the required qualification/education

3.05a. To what extent?

✓ To a minimal extent

3.06. Did the business have any difficulty retaining employees in 2019?

✓ Yes

A. Employee not a good match for the job

✓ 3. To a minimal extent

B. Unhappy with employment conditions (e.g hours)

✓ 2. To a moderate extent

C. Unhappy with wages

✓ 1. To a great extent

D. Employee had poor commitment to roles/was unreliable

✓ 4. Not at all

E. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ 1. To a great extent

F. Competitive job offers received from other businesses in the industry

✓ 1. To a great extent

G. Other external factors such as accommodation and cost of living

✓ 3. To a minimal extent

H. Employee see role as short-term option

✓ 2. To a moderate extent

I. Employees leave for personal reasons (retirement, family, illness, study, migrate etc.

✓ 1. To a great extent

J. Employee received job offers from businesses in other industries

✓ 3. To a minimal extent

K. Employee visa conditions prevented them from staying

✓ 4. Not at all

3.08. In which season do you have the least visitors to this facility?

✓ 1. Winter (December - February)

3.09. Were more employees hired during this period?

✓ Yes

3.10. In which season do you have the least visitor to this facility?

✓ *2. Summer (June - August)*

3.11. Were employees laid-off during this period?

✓ *Yes*

3.12. How do you mostly advertise this facility?

✓ *5. Tour Operator/Booking agents*

3.13. Do you using the internet for the operation of the business?

✓ *Yes*

3.14. What device do you use to access the internet?

✓ *1. Smartphone*

✓ *2. Desktop computer*

✓ *3. Laptop*

3.15. Does this facility has a website for the business?

✓ *Yes*

3.16 What is the main purpose of the website?

✓ *2. To provide bookings and reservations*

3.17. What is your experience of the quality of the internet service available to the facility?

✓ *3. Okay (not good or bad)*

3.18. Do you have an email account for this business?

✓ *1. Yes*

3.19. What is your experience of the quality of the telephone service offered?

✓ *3. Okay (not good or bad)*

3.20. What is your experience of the quality of the mobile service offered?

✓ *2. Good*

SECTION 4 - TRANSPORTATION

4.01. What mode of transportation is used most frequently by your guests?

✓ *2. Bus services*

4.02. Are you satisfied with the road signs that direct vistors to this facility/property?

✓ *1. Very Satisfied*

4.03. Are you satisfied with the condition of the roads leading in this property?

✓ 1. *Very Satisfied*

4.04. Are you satisfied with the cleanliness of the streets within this environment?

✓ 2. *Satisfied*

4.05. Are you satisfied with the general safety of the transport services associated with this facility?

✓ 2. *Satisfied*

4.06. Are you satisfied with the general efficiency of the transport system associated with this facility?

✓ 2. *Satisfied*

4.07. Do you think the conditions of the roads influence the time taken for visitors to reach their destination?

✓ *Yes*

4.08. Do you think the conditions of the roads affects the number of visitors/guests you receive on an annual basis?

✓ *No*

4.09. Can guests connect with other modes of transportation (Taxis, charters) or information (visitor's Centre, Tour Guides) easily from this facility?

✓ *Yes*

4.10. In your opinion can the highways and roads handle more traffic to your facility?

✓ *No*

SECTION 5 - UTILITIES AND EMERGENCY SERVICES

5.01. What is the main source of water used by this facility?

✓ 1. *Water piped into facility (NWC)*

5.02. Is the quality of the local supply of water (taste, colour and smell) acceptable for drinking and cooking?

✓ *Yes*

5.03. Does this facility suffers from a water shortage?

✓ 1. *Yes, occasionally*

5.05. Is the source of electricity reliable?

✓ 1. *Yes*

5.06. Are there sufficient street lights in the area?

✓ *No*

5.07. Is there an emergency health centre at this facility?

✓ *Yes*

5.08. Is there an emergency health centre in this area?

✓ *No*

5.9. How far away is the nearest health centre from this facility?

2

5.9a. Distance unit of measurement

✓ *Miles*

5.10. Is there an ambulance service available in this area?

✓ *No*

5.11. How far away is the nearest ambulance service?

2

5.11a. Distance unit of measurement

✓ *Miles*

5.12. How far away is the nearest fire station?

2

5.12a. Distance unit of measurement

✓ *Miles*

5.13. Do you have security personnel protecting the guests and property of this facility 24 hours a day?

✓ *Yes*

5.14. Is there a Police Station in this area?

✓ *Yes*

5.15. How far away is the nearest Police Station?

2

5.15a. Distance unit of measurement

✓ *Miles*

5.16. Does the Police patrol this area regularly?

✓ *No*

5.17. Is there a disaster management plan for any of the following disasters at this facility?

- ☒ *Hurricane*
- ☒ *Earthquake*
- ☒ *Pandemics*

5.18. What are the main hazards that affect your businesses?

- ☒ *1. Hurricane*
- ☒ *3. Flooding due to excessive rainfall*
- ☒ *4. Flooding due to storm surges*
- ☒ *6. Long period of drought*

5.19. How often is you business affected by these hazards

- ☒ *4. No specific time period (randomly)*

5.20. Did you experience during the past 12 months any of the following

- ☒ *4. Flooding due to storm surges*
- ☒ *6. Long period of drought*
- ☒ *8. Robbery/theft*

SECTION 6 - WASTE MANAGEMENT

6.01. What type of toilet facilities are available to your guest at this facility?

- ☒ *1. Flushed to public piped sewer system*

6.03. Can this public treatment system handle the demand from additional tourist facilities in Negril?

- ☒ *Yes*

6.04. Is the sewage treated in an environmentally safe manner?

- ☒ *Yes*

6.05. How does this facility mainly dispose of solid waste (garbage)?

- ☒ *2. Irregular Public Collection System*

SECTION 7- DEMOGRAPHIC CHARACTERISTICS

7.01. Respondent sex?

- ☒ *Male*

7.02. How old were you on your last birthday?

54

7.03. What is your marital status?

✓ 3. *Single*

7.04. What is the highest level of education that you have attained?

✓ 6. *No formal education/schooling*

7.05. Besides formal education have you received training in any trade or skill?

✓ *Yes*

7.06. What training have you received?

Hotel management

SECTION RESULTS

%visit_endTitle% VISIT RESULT #

Final Result Code

✓ *01.Completed interview* test