

Respondent A

Check In

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised	+	1	
raciai Expression	Angry			1
	Empathy	1		
	Thinking	1		_
	Interested	1		
Body Gesture	Skepticism	1	1	
	Boredom		1	
	Suspicious			1
Eye Contact	Interested	1		233
	Angry or Unhappy			J
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verba	I Communication	Often	Seldom	Never
	Нарру	1		
Fraint Francisco	Surprised			1
Facial Expression	Angry			1
	Empathy	V		
	Thinking	1		
	Interested	1		
Body Gesture	Skepticism			1
	Boredom			1
	Suspicious	á		V
Eye Contact	Interested	1		
	Angry or Unhappy	-		1
	Bored			1

Kinds of Verbal Communication	Often	Seldem	Never
Oral Communication	V	7	
Written Communication		1	1

Kinds of Non-Verbal C	ommunication	Often	Seldom	Never
Facial Expression	Happy	1		
	Surprised	1	15	
	Angry			1
	Empathy	1	Ø 555	
Body Gesture	Thinking	V		
	Interested	1		
	Skepticism	1	1	1
	Boredom		S	1
	Suspicious			1
Eye Contact	Interested	1		
	Angry or			30
	Unhappy			1
	Bored			1
	(A)	10		1.0

Explaining Hotel Facilities

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			V

Kinds of Non-Verbal Communication		Often	Seldem	Never
	Happy	1		-
Regial Expression	Surprised			V
Facial Expression	Angry			1
	Empathy	1	-	1
	Thinking	√		
	Interested	1		
Body Gesture	Skepticism		1	1
	Boredom			1
	Suspicious			V
Eye Contact	Interested	1		
	Angry or Unhappy			1
	Bored			1
	and the second second			

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

I Communication	Often	Seldom.	Never
Нарру	1		
Surprised	1		
Angry			1
Empsthy	1		-
Thinking	V		
Interested	1		
Skepticism			1
Boredom	1		1
Suspicious	7		1
Interested			1
Angry or Unhappy			1
Bored	1		1
	Happy Surprised Angry Empathy Thinking Interested Skepticism Boredom Suspicious Interested Angry or Unhappy	Happy Surprised Angry Empathy Thinking Interested Skepticism Boredom Suspicious Interested Angry or Unhappy	Happy Surprised Angry Empathy Thinking Interested Skepticism Boredom Suspicious Interested Angry or Unhappy

Respondent B

Check In

Kinds of Verbal Communication	Often	Seldom.	Never
Ornl Communication	- /	-	
Written Communication			V

Kinds of Non-Verba	I Communication	Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised	+	1	
Tessat Expression	Angry		10	1
	Empathy	1		
	Thinking	1		
	Interested	1		
Body Gesture	Skepticism			1
	Boredom			1
	Suspicious		1	
	Interested	1		
Eye Contact	Angry or Unhappy			V
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1	72	
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Pacial Expression	Surprised		1	
s seem Englesseed	Angry			J
	Empathy	1		
	Thinking.	1		
	Interested	V		
Body Gesture	Skepticism			1
	Boredom			1
	Suspicious	1	1	
Eye Contact	Interested	7		
	Angry or Unhappy			V
	Bored	+	1 8	1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication		/	
Written Communication	1000		1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	V		
Facial Expression	Surprised		1	
	Angry	1	- 60	1
	Empathy	1		
	Thinking	1		
	Interested		1	
Body Gesture	Skepticism			~
	Boredom			1
	Suspicious		1	
	Interested	1		
Eye Contact	Angry or			
	Unhappy			1
	Bered			1

Explaining Hotel Facilities

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			V

Kinds of Non-Verbal (Kinds of Non-Verbal Communication		Seldom	Never
	Нарру	1		
Facial Expression	Surprised		1	
	Angry			1
	Empathy	1		
	Thinking	1		
	Interested	1		
Body Gesture	Skepticism			1
	Boredom			V
	Suspicions		1	
	Interested	1		
Eye Contact	Angry or Unhappy			1
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	V		
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру	1		0
Facial Expression	Surprised		V	
Puenta Expression	Angry			1
	Empathy	V		
	Thinking	1		
	Interested	1		
Body Gesture	Skepticism			J
	Boredom			J
	Suspicious		1	
Eye Contact	Interested	1		
	Angry or Unhappy			1
	Bored			1

Respondent C

Check In

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication		1	
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom-	Never
	Нарру	1		
Facial Expression	Surprised	1		
s went copression	Angry			1
	Empathy	1		
	Thinking	1		
	Interested	1		1
Body Gesture	Skepticism			1
	Boredom			7
	Suspicious		1	
	Interested	-	1	
Eye Contact	Angry or Unhappy			1
	Borod			1

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Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication		1	
Written Communication	_		1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised	1		
races and recognit	Angry			1
	Empathy	1		- 601
	Thinking	1		
	Interested	1		
Body Gesture	Skepticism		1	1
	Baredom			1
	Suspicious		1	225
Eye Contact	Interested		1	
	Angry or Unhappy	1		1
	Bored	1		V

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	_	1	-33
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
Facial Expression	Нарру			1
	Surprised		1	
	Angry			1
	Empathy	1	- 1	
	Thinking	V		-
	Interested	1		- 152
Body Gesture	Skepticism			~
	Boredom			V
	Suspicious		1	
	Interested		V	
Dua Contrat	Angry or			N.194
Eye Contact	Unhappy			1
	Bored		= 7	1

Explaining Hotel Facilities

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1	311	
Pacial Expression	Surprised		1	
r neim tropienami.	Angry			1
	Empethy		1	
	Thinking		1	
	Interested	1		
Body Gesture	Skepticism			V
	Borodom			1
	Suspicious	-	V	86
	Interested	1		
Eye Contact	Angry or Unhappy			1
	Bored			7

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			~

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		1 18
e 110 c	Surprised		1	
Facial Expression	Angry			1
	Empathy		~	7.1.10
	Thinking		V	
	Interested.	1		
Body Gesture	Skepticism			1
	Boredom			1
	Suspicious		1	
Eye Contact	Interested			1
	Angry or Unhappy			V
	Bored			1

Respondent D

Check In

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised	1		
	Angry			1
	Empethy		1	
	Thinking		1	
	Interested	1		
Body Gesture	Skepticism			1
	Boredom			1
	Suspicious		1	
Eye Contact	Interested	1		
	Angry or Unhappy		1	1
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication		1	
Written Communication			1

Kinds of Non-Verbal Communication		Often	Scidom	Never
	Нарру		1	
Facial Expression	Surprised		1	
Facul Expression	Angry			1
	Empathy		1	
	Thinking		1	
	Interested	1		
Body Gesture	Skepticism			1
	Boredom	18		1
	Suspicious			1
	Interested	1		
Eye Connet	Angry or Unhappy			1
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	V		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
Facial Expression	Нарру	1		~
	Surprised		1	
	Angry			1
	Empathy	1		- 12
	Thinking	1		
	Interested	1		
Body Gesture	Skepticism			~
	Boredom			~
	Suspicious			1
-	Interested	1		
Eye Contact	Angry or			G
	Unhappy			V
	Bered			1

Explaining Hotel Facilities

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
-	Нарру	1		i
Facial Expression	Surprised		1	
Paciai Expression	Angry			1
	Empathy		1	
10	Thinking.		V	
	Interested	/		
Body Gesture	Skepticism			1
	Boredom			1
	Suspicious			1
	Interested	/	1	
Eye Contact	Angry or Unhappy		-	1
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	V		
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру		1	
Facial Expression	Surprised	1		
r dom: Lispisooniii	Angry			V
	Empathy	1	1	
Body Gesture	Thinking		V	
	Interested	1	V	
	Skepticism			1
	Boredom	-		V
	Suspicious		1 59	1
Eye Contact	Interested	1		
	Angry or Unhappy			1
	Bored			1

Respondent E

Check In

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Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Pacial Expression	Surprised		V	
raciai Expression	Angry			1
	Empathy		1	
Body Gesture	Thinking		1	
	Interested	1		
	Skepticism	-77	V	
	Boredom		1	
	Suspicious	1		
Eye Contact	Interested	1		
	Angry or Unhappy			1
	Bored		1	

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	17		
Conial Dunescolou	Surprised	- 48	V .	
Facial Expression	Angry			1
	Empathy		1	
Body Gesture	Thinking		1	
	Interested	/		
	Skepticism		1	
	Boredom		V	
	Suspicious			1
Eye Contact	Interested	17		1002
	Angry or Unhappy			1
	Bored		1	

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication		1	-
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldem	Never
Facial Expression	Нарру			J
	Surprised	1		
	Angry			1
	Empathy			1
Body Gesture	Thinking.			1
	Interested		1	
	Skepticism		1	1
	Boredom	1	23	1
	Suspicious			1
	Interested		1	
Eye Contact	Angry or Unhappy			1
	Bored	b	1	-

Explaining Hotel Pacilities

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	√		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	V		
	Surprised		V	
Facial Expression	Angry	-		1
	Empathy		1	
	Thinking		1	
	Interested	1		
Body Gesture	Skepticism			1
	Boredom			1
	Suspicious	V		
Eye Contact	Interested	1		
	Angry or Unhappy			1
	Bored			1

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Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	V		
Written Communication			J

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру		1	
Pacial Expression	Surprised		1	
raciai Expression	Angry		1	
	Empathy			1
Body Gesture	Thinking	-		1
	Interested	1		
	Skepticism		1	
	Boredom		1	
	Suspicious		1	
Eye Contact	Interested	1		
	Angry or Unhappy			1
	Bored		V	-

Respondent F

Check In

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	V	1	
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
2-12-	Нарру	1		
Postal Formation	Surprised		1	
Facial Expression	Angry			1
	Empathy		1	
	Thinking		V	
	Interested	1	V .	
Body Gesture	Skepticism		1	
	Boredom		1	
	Suspicious		1	
Eye Contact	Interested		1	
	Angry or Unhappy		V	
	Bored		750,075	1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

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Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Cooled Commercian	Surprised			1
Facial Expression	Angry			1
	Empathy		-	1
	Thinking			1
	Interested		1	
Body Gesture	Skepticism		1	
	Boevdom			1
	Suspicious		1	
Eye Contact	Interested		100	V
	Angry or Unhappy			V
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
Facial Expression	Нарру	1		
	Surprised			1
	Angry		1	
	Empathy		1	
	Thinking		/	7
	Interested		V	
Body Gesture	Skepticism		1	1
	Boredom		1	
	Suspicious			1
	Interested		1	10000
Eye Contact	Angry or Unhappy			1
	Bored		-	V

Explaining Hotel Facilities

Kinds of Verbal Communication	Often	Seldom.	Never
Oral Communication	1		
Written Communication	-		1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised		V	
racon to present	Angry			1
	Empathy		1	-
	Thinking		1	
	Interested		1	
Body Gesture	Skepticism	9		1
	Boredom			1
	Suspicious		1	
	Interested		1	
Eye Contact	Angry or Unhappy		1	
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру	1	1	
Facial Expression	Surprised			1
raciai expression	Angry			J
	Empathy			J
Body Gesture	Thinking			J
	Interested		1	
	Skepticism		1	
	Boredom		1	
	Suspicions		1	
Eye Contact	Interested		1	
	Angry or Unhappy		1	
	Borod		122.3	1

Respondent G

Check In

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	✓		
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised	1	1	
raciai expression	Angry	1	1	
	Empathy		1	
Body Gesture	Thinking	1	1	
	Interested	1		
	Skepticism	10.	1	
	Boredom	1	1	
	Suspicious		1	
Eye Contact	Interested	1	385	
	Angry or Unhappy		1	
	Bored		1	
			500.1	

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised		1	
Tuesda expression	Angry		1	
	Empathy		1	
	Thinking		1	
	Interested	1		
Body Gesture	Skepticism		7	
	Boredom		1	
	Suspicious		1	
	Interested	1		
Eye Contact	Angry or Unhappy		1	
	Bored			1

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal C	ommunication	Often	Seldom	Never
	Нарру	17		
	Surprised		1	
Facial Expression	Angry	1	1	
	Empathy	1	1	
	Thinking		1	
	Interested	1		
Body Gesture	Skepticism			1
	Boredom		1	
	Suspicious		1	
	Interested	1		
Eye Contact	Angry or Unhappy		1	
	Bored		-	

Explaining Hotel Facilities

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1	-	
Written Communication			1

Kinds of Non-Verbal (Communication	Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised		1	
racial Expression	Angry			1
	Empathy	1		
	Thinking	1		
	Interested	1		
Body Gesture	Skepticism			1
	Boredom		1	- 40
	Suspicious	1		
	Interested	1		
Eye Contact	Angry or Unhappy		1	
	Bored		1	

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verba	l Communication	Often	Seldom	Never
	Нарру		1	
E CIE	Surprised		1	
Facial Expression	Angry		1	
	Empsthy	1		
	Thinking	1		
	Interested	1		- 40
Body Gesture	Skepticism		1	
	Boredom		1	
	Suspicious		1	
Eye Contact	Interested			1
	Angry or Unhappy		1	
	Bored		1	
			-01-01-	

Respondent H

Check In

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

l Communication	Often	Seldom	Never
Нарру	1		
Surprised		1	
Angry		1	
Empethy	1	1	
Thinking	1	/	
Interested	1	1	
Skepticism		1	
Boredom		1	
Suspicious		1	
Interested	i panisa	1	
Angry or Unhappy			1
Bored			1
	Happy Surprised Angry Empathy Thinking Interested Skepticism Boredom Suspicious Interested Angry or Unhappy	Happy Surprised Angry Empathy Thinking Interested Skepticism Boredom Suspicious Interested Angry or Unhappy	Happy Surprised Angry Empathy Thinking Interested Skepticism Suspicious Interested Angry or Unhappy

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication			HEW
Written Communication			1

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Kinds of Non-Verba	l Communication	Often	Seldem	Never
	Нарру	V		
Facial Expression	Surprised		1	
racial expression	Angry		V	
	Empathy		1	
Body Gesture	Thinking		1	
	Interested		1	
	Skepticism		1	
	Boredom		1	
	Suspicious		1	
Eye Contact	Interested		V	
	Angry or Unhappy			1
	Bored			1

Kinds of Verbal Communication	Often	Seldem	Never
Oral Communication	1		
Written Communication		1	

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised		1	
owar Expression	Angry		1	
	Empathy		1	
Body Gesture	Thicking		1	
	Interested		~	
	Skepticism	1 -	1	
	Boredom		1	
	Suspicious		1	
Eye Contact	Interested	-	1	
	Angry or			- 7
	Unhappy			/
	Bored			1

Explaining Hotel Facilities

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Parist Presentian	Surprised		1	
Facial Expression	Angry			1
	Empathy			1
Body Gesture	Thinking			1
	Interested		1	-
	Skepticism		1	
	Boredom		1	
	Suspicious		1	
	Interested		/	
Eye Contact	Angry or Unhappy			1
	Bored			/

Kinds of Verbal Communication	Often	Seldom	Never
Oral Communication	1		
Written Communication			1

Kinds of Non-Verbal Communication		Often	Seldom	Never
	Нарру	1		
Facial Expression	Surprised		1	
tress tropiconin	Angry			1
	Empathy		1	1
Body Gesture	Thinking			1
	Interested		1	
	Skepticism		1	
	Borodom		1	
	Suspicious		1	
Eye Contact	Interested		1	
	Angry or Unhappy			1
	Bored		100	1