

## Section B: Questionnaire for accommodation facilities

This study, commissioned by BITS and EFFAT, relates to employment in social tourism accommodation facilities.

Data will be handled anonymously, as part of a general statistical overview.

### General information

**B1. Name:**

**B2. Address:**

**Street and number:**

**Postcode and town:**

**B3. Country:**

**B4. Website:**

**B5. Contact:**

**Name:**

**e-mail address:**

**B6. National organisation of which you are a member:**

**B7. Type of location**

1. Town (over 10,000 inhabitants)		2. Countryside		3. Mountains	
4. Sea		5. Lake		6. Other (please give details):	

**B8. Type of accommodation**

1. Hotel		2. Accommodation for young people		3. Family holiday centres and villages	
4. Holiday centres for children and teenagers		5. Campsite		6. Furnished rooms/ apartments/chalets	
7. Other (please give details):					

**B9. What legal status does the operator hold?**

1. Mutual company		2. Trade union		3. Non-profit association	
4. Cooperative		5. Joint management		6. Other (please give details):	

**B10. What is the facility's total capacity in number of beds (or number of pitches, if a campsite)?**

Beds/ Pitches	
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**B11. What is the average capacity of one accommodation unit (room, apartment, chalet, etc)?**

Beds	
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**Direct employment**

**B12. How many people does the facility employ (excluding sub-contractors)?**

**B13. How many full-time equivalent (FTE) employees are there (excluding sub-contractors)?**

**B14. Please give details of direct jobs**

	TOTAL
Less than half-time	
Less than full-time	
Full-time	

**B15. What proportion of this is seasonal employment?**

	Number of people	Number of FTEs
Permanent employment		
Seasonal employment – less than 3 months		
Seasonal employment – 3 to 6 months		
Seasonal employment – more than 6 months		

**B16. How many people work on each type of direct employment contract?**

1. Permanent employment contract .....people
2. Temporary employment contract .....people
3. Volunteers (unpaid) .....people
4. Student contracts (paid)..... people
5. Other (please give details).....people

**B17. What percentage of direct paid jobs are subsidised (employment programmes for unemployed people, disabled people, etc)?**

.....% subsidised jobs

**B18. How many direct jobs are there in each of the following areas?**

1. Accommodation: .....(FTE)
2. Management: .....( FTE)
3. Reception: .....( FTE)
4. Catering: .....( FTE)
5. Entertainment: ..... (FTE)
6. Multi-function: .....( FTE)
7. Other: .....( FTE)

Give details:

**B19. What level of qualification do FTE employees at your facility have?**

(FTE)	No qualifications	Secondary education	Further education	University education
Accommodation				
Management				
Reception				
Catering				
Entertainment				
Multi-function				
Other (give details):				

**B20. What percentage of your facility’s employees are from the local area?  
....%**

**Management**

**B21. Who organises the activities in or from your accommodation facility?  
(Put a cross in the appropriate column)**

Activity	Organised by your association	Subcontracted
Sporting activities		
Professional activities (seminars)		
Entertainment		
Services for the local community		
Others:		

**B22. Do you subcontract?**

1. Cleaning		2. Maintenance of outdoor areas	
3. Catering		4. Entertainment	
5. Other (please give details):			

**B23. How many jobs are there in activities you do not manage directly (i.e. subcontracted activities)? (full-time equivalent): .....**

## Clients and seasonality

### **B24. Indicate when your facility is open (with a cross)**

Spring	Summer	Autumn	Winter	School holidays only

### **B25. What is the overall occupation rate (in %): .....%**

### **B26. What is the occupation rate each season (in %):**

1. Spring: .....%
2. Summer: .....%
3. Autumn: .....%
4. Winter: .....%

### **B27. What proportion of your clients are:**

1. Members:       %
2. General public:       %

### **B28. What benefits do you offer your members?**

1. Lower prices		2. Priority access		3. Other (please give details):	
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### **B29. What proportion of your clients are:**

1. Groups:       %
2. Individuals:       %
3. Companies:       %

### **B30. Please give details on the proportion of the groups**

Groups	% of groups	I don't know
Children (under 15)		
Young people		
Adults		
OAPs		
Disabled/ill people		

### **B31. Please give details on the proportion of the individuals**

Individuals	% of individuals	I don't know
Solo travellers		
Couples		
Families with children		
Disabled/ill people		

### **B32. What proportion of your clients come from your country (compared to international clients)?**

... % domestic clients

### **B33. Please provide any comments or additional information that you believe would be useful for defining and understanding your activities.**

Many thanks for your vital contribution to our study.