

## **Facilities and correspondence of hotel**

When you stay at a hotel in a foreign country, you may be surprised at how different it is from hotels in your own country. In Japan, hotels are seen as places of hospitality, and employees are polite to everyone as members of the organization. In contrast, in Europe and the U.S., individuality is respected even in customer service, and the relationship between staff and customers is one of equality and business. In Japan, hotels often continue to treat even customers who demand excessive service with care. This, however, creates a vicious cycle that reduces the motivation of the staff, which in turn reduces the quality of service. To solve this problem, companies are required to adopt foreign values and select their customers.

In general, Japanese and Westerners have different attitudes toward compensation for services. Japanese people tend to perceive it as normal to receive free hospitality, while foreigners often have a deep-rooted habit of tipping for good service. From this point of view, it can be said that Japanese hotels sell themselves as being "polite" by, for example, providing a full range of amenities or adding a letter when cleaning is completed. However, excessive service will destroy the relationship built on trust and concessions with the customer, and may lead to unreasonable complaints. In addition, it takes too much time to respond to such complaints, resulting in a shortage of manpower. It is important to remember that customers are expected to have the morals not to demand services beyond what they have paid for, but companies also need to be willing to reject customers who bring disadvantages to them. However, in order to compete in Japan, it is necessary to improve the quality of service. Therefore, customers should have knowledge of the value of service, and companies should refer to foreign hotels.

Comparing hotels in Europe and the United States with those in Japan, on average, hotels in Europe and the United States operate with about 70% of the staff compared to hotels in Japan, although this varies depending on various factors. In countries where profit is the goal, hotels are forced to

operate with a minimum number of staff. Even so, the reason why they are able to operate without any shortage of staff is because they have strengthened their manuals and systemization. In addition, there is a strong sense that all people are equal, and this is true no matter who the guest is. Since there are more staff members in Japanese hotels, the quality of service can be maintained by setting a limit to the number of responses and by using a certain amount of manuals. The difference in service is created by the culture of each country. The customer should not expect too much from the service, but should be aware of the excellent aspects of the service, which will make the trip more enjoyable.