

Example of essay on different expectations in tourism

[Business](#), [Customers](#)



Consumers have different reactions in their experiences in the hotels and resorts they visit for vacations or just going for lunches and dinners.

Problems of language barrier tend to be a disadvantage in many countries, especially if there is a problem of language barrier in which the hotel employees do not speak the same language as the consumers. Attending to their needs becomes very hard as they fail to understand one another and this really impacts on consumers hence making their experiences less pleasant. This makes consumers to feel uncomfortable. Consumers have also experienced incidences where interaction between them and the host is very smooth in that they can understand each other very well even through the use of body language like smiling to them and being polite to them.

The consumers have also reported to have experienced ethnicity in which most of them belong to specific ethnic groups which influence their way of life, and their behavior due to their different cultures and races. This may create conflict as they differ in most areas as such as the nationality of certain consumers which influence the perceptions of other people their beliefs and culture this leads to differences to exist between the host and the visitors of the different nationality. Most consumers may experience poor service delivery in which they get poor services from the employees. Poor customer service may be due to cultural differences, for example, a female employee to serve male customers and a male employee who is also not allowed to serve a female customer hence leading to conflict of interest and the consumers end up getting poor service.

They also realized especially consumers who went on holidays with their children that the employees treated their kids very well and were ready to answer most of their questions hence they became more knowledgeable and were armed with a lot of educative information on the people of that area. This warm reception created a better impression as they felt appreciated by the host. Consumers found out that the hotels were really specific in explaining their rules and regulations and how to cope with in those places to them and this made their stay very comfortable and happy as they were at ease since they knew they were safe and this reduced their worries and anxiety while they stayed there.

Different cultures in tourism provide a better feeling of the countries origin and the aspects of a country. Through this resorts and hotels are able to take advantage and provide a highly enriched hotel for their visitors. Many hotels and resorts are now embracing culture as a way of attracting more customers this helps to improve and boost their sales. With the growing insecurities hotels and resorts come up with packages that are family friendly. Culture and religions go hand in hand and in this resorts and hotels are more expressive even with the rules and regulations in their hotels.