

Love e-mail

Business



Dear Stefan, I am sending you some photos from our wedding. I am glad to say that we all looked perfect and the weather was brilliant that day. Thanks for coming.

By the way, do you remember me asking a favor last time regarding the interview I need to do about your job and hotel? My assignment is to find a company with three or more nationals working together. The focus of my assignment is to find out the cross-cultural communication issues in a company and how the problems are being resolved.

Now isn't it that you work in Dusit Thani hotel in Phuket, Thailand? We all love this hotel, and from outside view of a customer or guest your hotel provides best service around the island. As you have worked in the hotel business for over 30 years already, your experience will be valuable to my school and me.

I created some questions for you. Please take time until the end of this week to answer them. I will really appreciate your concern.

1. Are there many people working in Dusit Thani Hotel? If so, do they come from different countries and cultures?
2. What cultures do the people belong to?
3. Do any cultural differences among employees affect hotel work and services?
4. Have you ever encountered communication issues because of cross-cultural diversity among employees?
5. If yes, how did you/the management solve the issues?

Please, if some questions look controversial or unethical to you, don't answer them because I wrote with feelings to you as a friend and maybe I asked

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questions in the wrong direction. Do understand that I just want to find out some cross-cultural issue you have had in the past and how you solved them. Thank you so much.