

# Mental Health within the Front Office Department of a Maltese 5-star Hotel

HND in Rooms Division Management  
2020/2021

Jemimah Olajumoke Ijietemi Jetson

## Declaration of Authenticity



**Name & Surname:** Jemimah Olajumoke Ijietemi Jetson

**Programme:** HND in Rooms Division Management

**Title of Research:**

Mental Health within the Front Office Department of a Maltese 5-star Hotel

---

### Declaration:

I hereby declare that this research study is based on the outcome of self-made research. I, as the authentic author, declare that this research study is my own composition, and has not been previously produced for any other qualification.

The research study was conducted under the supervision of Ms Cristabelle Cristina Tabone

30/08/21  
Date

  
Signature

## **Abstract**

The goal of this research paper is to highlight the common factors within the workplace that may trigger mental health symptoms. These may range from stress, lack of rest, mood swings, lack of personal time, overload of work, all the way to bullying at the workplace. Also, the author will include how the pandemic, Covid-19, may have played a role in increasing the manifestation of stress symptoms within the Front Office department. The results of this research paper would be based on quantitative methodology, that being through a questionnaire where employees within the Front Office department are evaluated to see if symptoms are present. These answers would then be evaluated and shared with a professional in the Health Sector who would then confirm or deny if such symptoms could lead to mental health disorders. Once the general findings are assessed the author will propose measures and ways to safeguard employees in the workplace with exercises or trainings which highlight the importance of mental health.

## **Acknowledgements**

I would like to thank my supervisor for my Long Essay Ms Cristabelle Cristina Tabone for her valued guidance and patience throughout this process. She assisted and guaranteed success through her suggestions and instructions.

Then I would like to thank my work colleagues and certain classmates for assisting with my research and survey. Their participation and suggestions were helpful in various stages and assisted in the completion of my Long Essay.

Jemimah O. I. Jetson

## **Table of Contents**

Introduction .....	page 6
Literature Review.....	page 8
Methodology .....	page 13
Analysis and Discussion of Results .....	page 16
Conclusion and Recommendations .....	page 21
Appendix .....	page 23
References .....	page 29

## **Introduction**

The goal of this research paper is to give an insight about the causative factors for those working within the Front Office department to develop symptoms that may lead to mental health problems. Such symptoms arise from factors such as daily stress or the fear further heightened by the Covid-19 pandemic. However, if stress or fear is not handled correctly or controlled it may impact the physical and mental health of an individual. Mental Health is a topic that is demanding attention from policy makers, organizations and citizens as well. In today's climate one may notice an increase in such a conversation due to the pandemic. Even though it is an acknowledged topic, it is still the elephant in the room especially within the hospitality sector. It is not a hidden fact that quite a few employees no matter the type of job, has experienced or are experiencing some symptoms that may lead to signs of a mental health disorder. Unfortunately, such a fact tends to be overlooked by many and often remains a stigma in the workplace or completely disregarded. There is a stigma that has been attached to mental health disorders which may tarnish the credibility of a person's ability to work and those who may be victims to such a disorder or condition. Even though a mental health disorder could affect the productivity and ability to carry out tasks in the work, there is no limitation to what one can do. That being said such mental health disorders within the workplace may be prevented if employees and managers are aware of the signs and symptoms and work to eradicate it from progressing, safeguarding the mental health within the workplace. Employees may be reluctant to disclose or seek treatment for any symptoms they may be feeling especially in today's current climate where any job is not entirely secure and income within the hospitality industry is low. One may carry the fear of losing one's job due to not being considered adequate or fit to work again. As a result, to all of this, most mental health disorders go untreated which in turn not only ruins an individual's health and potential career but also hinders productivity at the workplace. The most common triggers in the workplace that may lead to effects or signs of a mental disorder include stress which may be divided into three: acute stress, episodic acute stress and chronic stress as stated by the American Psychological Association APA (3 Types of Stress and Health Hazards, January 17, 2018). Other factors include anxiety, high blood pressure, panic attacks and in some rare cases post-traumatic stress disorder which may occur from bullying in the workplace.

It is important that one is not only aware of the health of employees in the workplace but also the correct steps or procedures to take in helping one another. Whether it be through monthly

stress surveys or one on one talks, more initiative should be taken to prevent the deteriorating health of valuable employees. The goal of this research is to highlight the common signs or factors one may see as normal everyday behaviour where in actuality may be the tell-tale signs of a much bigger problem. The researcher seeks to enlighten the reader on ways to identify symptoms that may lead to mental health disorders and propose ways on how to avoid it from happening so often in the workplace. Also, it is important to highlight the lack of studies made with regards to mental health within the hospitality industry. Once that has been highlighted through quantitative methodology a few ideas on how one could look out for such signs will be provided.

# **Literature Review**

## **Introduction**

Mental health within the hospitality industry is a topic one does not hear or read much about. Research has been made on those within the workplace however research on this specific sector is hard to find, especially in regards to the hospitality sector within the Maltese Islands. The field of mental health also addresses the serious issues and symptoms, due to lack of training or awareness, which could be disregarded and ignored causing symptoms to turn into an actual problem. Other than the general mental health of the individual within the workplace, the pandemic has affected quite a few people from the end of 2019 up until now (Giorgi, G. et al 2020). Other than those who fell extremely ill and those who unfortunately passed away many have experienced some symptoms of mental health problems. Nowadays such a topic is discussed even more because of the pandemic on a lot of people. Even though it did take a while before such a discussion will be openly discussed and demand concern almost normalising the discourse prior to the past decades where mental health was seen as a taboo. Such acknowledgment is positive as it gives employment sectors the ability to put procedures into place where symptoms or mannerisms between employees are identified and rectified quickly. However, even though progress is being made, the underlying issue of mental health at the workplace still seems to be stagnant.

## **Effects of Covid-19 within the workplace**

Covid 19 impacted quite a few people if not everyone in a certain way. For some it impacted the physical health while in others it was through their mental health. Changes occurred drastically and time to adapt was not given. Other than the lockdowns and restricted hours, work was reduced and people were encouraged to stay home and stay safe, while the work from home initiatives may have broken down the boundaries between work spaces and homes. Not only was there the pressure of having little income in an instant but the opportunity to stay around those that once gave moral support and an opportunity to speak was restricted. Outside the pandemic however it has been demonstrated through numerous

studies such as an article by (Williams, C 2021) and a statement by (The Royal Society for Public Health (RSPH) 20 May 2019) that *“one in five hospitality workers suffer from work-related severe mental health issues”* In other words the work organization or workplace produce contextual factors that are can induce mental health symptoms and effecting one’s overall well-being. Such factors are long hours, heavy workload, tight deadlines, no time to socialise outside work, increased stress levels and expected multi-tasking. To add to the stress experienced within the front office, Covid 19 brought a fear of the risk of being contagious. A study made by Giorgi, G. et al 2020 has emphasized on the increase of worry or stress one may experience at the workplace due to the lack of personal protective equipment or the physical burden of constantly wearing this equipment, the fear of being infected or posing harm to family members for being around so many people at a given time, especially foreigners from other countries. In response to these different varied factors one may develop symptoms such as headaches, inability to use the restroom as needed, mood swings, lack of sleep, insomnia and much more. These are all small steps which may lead one to showing symptoms of mental health disorder.

An article on the effect of COVID-19 on the Hospitality Industry (Kan, K,I Niazi et al.,2021 The Effect of COVID-19 on the Hospitality Industry: The Implication for Open Innovation, Complex) had carried out a study on employees within the hospitality industry in Pakistan. They aimed to investigate the potential effect of the virus on the employees in regards to one’s fear of this economic crisis and the probability of un-employment. Fear of the unknown is one of the factors they believed effected and started the process leading to symptoms of mental health problems. Constantly living in fear of the unknown could tire and cause one to harm one’s health with overthinking and worry. The sudden changes in the socio-structural circumstances has led to anxiety for quite a few individuals who either where not ready for the sudden change or needed more time to adapt. HSE 2021 reports has shown that this type of anxiety had caused some to make harsh or rash decisions which resulted in self-harm and suicide, *“sadly, those that suffer in silence can eventually reach a breakdown point or worse.”* As much as employees went through the changes of the world and constant daily fears appearing, owners, companies, managers all went through the same process. Team building activities, check-ups, exercises to de-stress for example where not deemed as a priority. The priority was to stay safe and focus on the problem at hand which was the lack of work and income due to tourists not being allowed to travel unless necessary.

## **Stress, a positive and negative factor**

Stress as a response model to the outside factors was initially introduced by Hans Selye in 1956. He describes stress to be a physiological response pattern and explained through his General Adaptation Syndrome model which was also called GAS model. Through this model one can see how Hans Selye describes stress to be a dependent variable which is broken down into three concepts:

- a. Stress as a defensive mechanism,
- b. Stress commencing either through alarm, resistance and exhaustion
- c. Prolonged or severe stress could lead to disease of one's adaptation or death

Later on, in 1983 Selye's research he produced the stress timeline concept which was divided into the past, present and future. This is when he introduced the concept that stress could result in a positive or negative outcome once based on one's cognitive interpretation of stress as a physical symptom. Positive stress is referred to as eustress and negative stress is referred to as distress. The response model was created to help understand the correlation between the alarm and resistance stages to the adaptation and coping of stress. When stress is negative the alarm response stimulates the sympathetic nervous system to eliminate or fight the stressor for example through increase in temperature or heart rate. On the other hand, the resistance stage stimulates the physiological part of one's body. This is what one would know as the fight or flight reactions. In Selye's research he went on to explain in that employees who perceived non-employability became more sensitive, this can apply to the way employees of this time would feel. This effected one's overall behaviour towards daily life, work, colleagues and guests as a whole. According to an article by Hedy Marks and medically reviewed by (Casarella, J 2019) stress leads to symptoms which later on could be identified as factors that are linked to mental health problems. Excessive stress may lead to emotional distress for example not being able to empathize with guests or communicate properly with one's colleagues. It inhibits the individual from being able to relax and quiet the mind. Physical symptoms could appear as low energy such as not being able to get out of bed in the morning to go to work, constant headaches, diarrhoea, nausea, insomnia and much more. As one can see from these few examples, such symptoms are not appropriate for an individual within a workplace especially a front desk agent for example who would be stuck behind a desk for eight or more hours at a time.

## **Mental Health within the Maltese community**

Malta is currently in the process of reforming, and improving its mental health service (Grech, 2016). Malta is known for its public healthcare system being an island which takes importance of its social protection. It is free for all and residents can also benefit from private healthcare systems. Even though it is a small island, one can find mental health hospitals and organisations looking after Malta's mental health. Such as: Victim Support Malta, Richmond Foundation and Foundation for Social Welfare Services.

All these services or support systems may be found online including all their contact services and helplines.

## **Occupational psychology within the workplace**

Occupational psychology within the workplace is particularly important. According to an article by CHRON. (accessed 07 September 2021) organizational psychologists are there to address productivity issues in several ways. It is the job of such people to increase productivity and most importantly reduce burnout, which is something unfortunately quite common within the hospitality industry. Techniques in regard to team building are provided such the services will be used, to initiate ways to learn how to relax and allow employees to feel comfortable to express themselves and get to know their colleagues a little bit more. A benefit of using occupational psychology is that during recruiting for example, candidates that show a strong character and work driven are chosen. They are tested through problem solving questions and results are taken to see how fast one would be on their feet during an analogous situation in real life. Individuals that are good at problem solving and quick to find solutions may be better equipped to work within the front office department where constant pressure is always present. Less problems to solve, less stress on one's mind.

## **Mental Health within the Hospitality Industry**

A recent blog post by iHASCO (Casarella, J 2019) stated that the '*HSE reported that stress, depression or anxiety accounted for 51% of all work-related ill health cases.*' This clarifies why such an industry fall into silence with regards to symptoms one may be facing, as colleagues all around are facing similar things. The Royal Society for Public Health (RSPH)

states that '*One in five hospitality workers suffer from work-related severe mental health issues.*' That is a high rate of employees within the industry inducing possible mental health problems due to the nature of their job.

## **Methodology**

The research was done using quantitative research. This seemed as the right direction or the most suitable approach to take to obtain the necessary research results. The aim was to provide a generalised knowledge in regards to the research. The research is based on the mental health of those within the front office department, so the surveys were handed out to the appointed department through human resources. The questions given were chosen in a way where the researcher, through proper evaluation would be able to identify key factors that may lead to mental health symptoms. This was done with the help of a head nurse within the health industry.

Secondary data was used such as articles, blogs and literature found online. Even though not enough research has been done on such a topic within the hospitality industry, research on mental health is available. The researcher was able to generate an idea from the research made of what one would want the result of the long essay to look like. Primary data was also used, the data generated, and results were collected from the answers from the individuals who participated throughout the questionnaire. Both answers from each questionnaire were considered. This entire research and the way the questions were distributed, once reevaluated, show signs of researcher bias. Unfortunately, due to the nature of the assignment the questions were only handed out to employees within the front office department of Hotel A which is found centrally located in Malta. For the research to be unbiased, one would have had to conduct the research for all front desk agents all over the island. Due to limited word count and constraint in time this was not possible and therefore the research had no other option but to be biased from the point of view of the researcher. Research bias is when a flaw is introduced into the sampling by choosing or encouraging a particular outcome. Originally as the research proposal showed, this research was to be conducted both through qualitative and quantitative research. Unfortunately, the current situation with Covid-19 hindered the possibility of the researcher from meeting one on one with certain individuals and candidates declined the offer to be interviewed due to lack of time or concerns for the previous statement.

Since the topic of discussion is such a sensitive one, ethical considerations were taken.

They were taken prior to the distribution of the questionnaire. Candidates were advised what to expect and to expect triggers due to some specific or to some intrusive questions. As the questions could be triggering to some participants, candidates were advised verbally and in the info box within the questionnaire itself of the risk trigger that may be present just in case one had forgotten. The questionnaire or survey handed out consisted of multiple variations of questions. This included multiple choice, Likert scales, and long answer questions. The original questionnaire that had been sent out lacked depth so as advised by my supervisor for my long essay. The questions were amended and the questionnaire was redistributed once again. The questionnaire was done and distributed within a month and only took about two week and a half to receive the results from all candidates.

A few limitations throughout this research were firstly the inability to access employees who had been working during the pandemic. Most had left, changed department or had moved country to be with family overseas. Interviews as mentioned earlier did not work out as planned. Certain questions would have been more valuable if answered in depth but due to time constraints on the researcher and candidates' part, interviews were eliminated from the research all together. Most questions answered held the same quantity of information one would receive through a survey or questionnaire, so a questionnaire was chosen and given priority for this long essay.

A few strengths and weaknesses between quantitative and qualitative research may be shown through the tables below:

#### Quantitative

Advantages	Disadvantages
Can be expressed in numbers	Less open to argument
Automated	Focus on numbers could lead to misinterpreting information
Same questions for all, usually generating similar answers	Answers may be misleading and direct researcher in a different way

## Qualitative

Advantages	Disadvantages
Descriptive answers	Time consuming
Specific to each individual	Can be easily influenced by researcher bias
Researcher is able to get more in-depth results	Data may be difficult to explain or present to others

The researcher chose to use simple random sampling as their sampling technique of choice. The questionnaire was shared with Human Resource at the appointed hotel of choice and then shared with the Front Desk department as it was. Since the word count is limited, research was made only with one particular hotel. All the departments were divided during the brainstorming stage and the front office department was chosen as the cluster to sample and as the ideal candidates for this research paper. Simple sampling has an advantage of not providing bias to the research. Since the questionnaire was given out at random by the Human Resource department it created a balance which the researcher believed would be beneficial and show potential in the results of this research. Another advantage is its simplicity as its name implies. Candidates were selected at random creating no additional steps to do. One disadvantage however was the imbalance of males to females for the researcher's questionnaire. Since the sampling technique is random, the deliberate choice to choose a specific number of males to females was not carried out.

## Analysis and Discussion of the Results

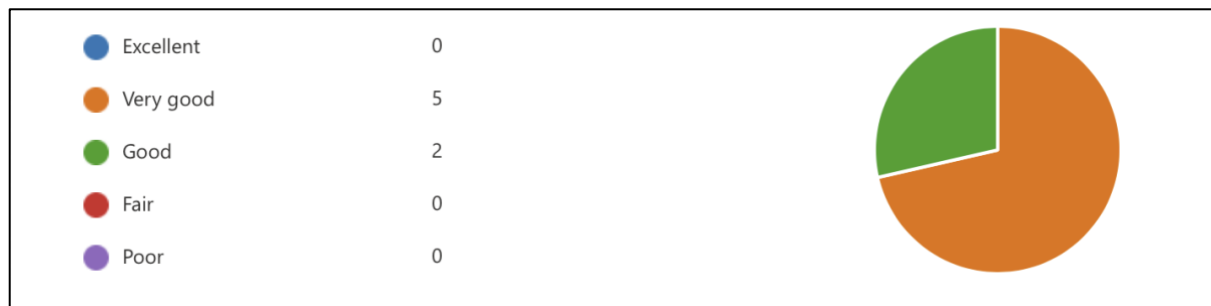
### General overview

The seven candidates that took part in the questionnaire ranged between the ages of forty-three and twenty-three years old. Forty-three being the oldest and twenty-three being the youngest. Five of the candidates were single and two were married, one with children and the other without. They were dispersed between four females and three males. The team was divided between two operators, concierge, front desk supervisor and three front desk agents. Morning, Afternoon and Night shifts, these being the shifts the front office department usually carry out on a day to day basis, were given to the staff in rotation, therefore results were predicted to be consistent with all candidates.

### Results and Discussion

#### Health Classification

As shown in Figure 1 below, the candidates were asked in question 6 “Overall, how would you classify your health?”



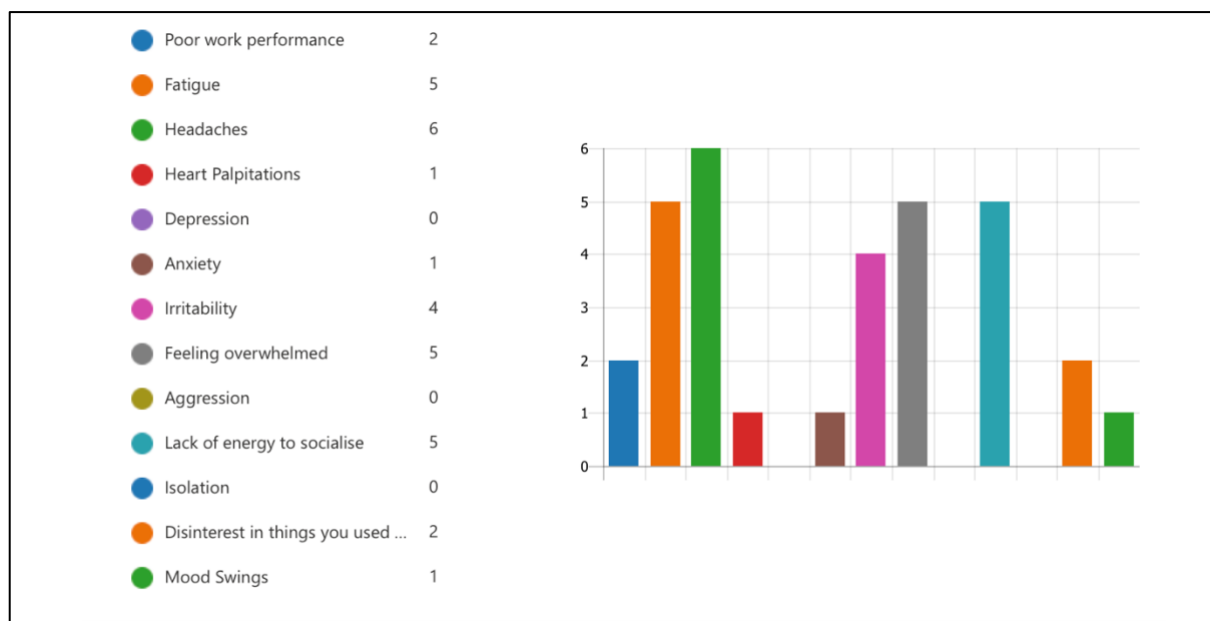
**Figure 1: Results from Question 6 in questionnaire**

Five responded with very good and only one responded with a good. Overall candidates believe they have good health. Moving on to the other candidates, one may notice that the candidates are not as comfortable talking to their colleagues about their mental health. The average was a 3.86 out of a 5, an average created by Microsoft forms itself. Broken down three candidates felt as though they were able to converse with colleagues regarding their mental health whilst the others were not as comfortable disclosing such a topic. *‘Having their feelings dismissed*

*constantly or not having a safe space to share their thoughts and feelings can compel people to stop talking about their concerns at all.* ' (Chatterji, 2020)

Candidates were still able to accomplish most if not all tasks daily, even with the feelings of stress and tiredness experienced during the shift as described in the graph in Figure 2 below. Hours spent working outside of the working hours ranged between one to three hours max. One candidate responded with “*I try to keep work and my personal life separate, its stressful enough*” this showed the researcher that this candidate understood the required balance between personal life and work. It was not the same for all candidates as a few had tasks that had to be completed whether at or outside of work such as the Front Desk supervisor with the requests and rota for example.

### Pandemic related symptoms



**Figure 2: Symptom's candidates claimed to have felt during the pandemic and during the duration of research**

Referring to the graph shown in Figure 2, the researcher was able to identify a common factor between all the candidates. Headaches were experienced by six out of the seven candidates. This is a factor that was mentioned to be one of the factors that may lead to mental health

symptoms. Fatigue, feeling overwhelmed, lack of energy to socialise and irritability where some other factors chosen by more than three candidates. According to a short online article *‘one or two of these symptoms alone can’t predict a mental illness but may indicate a need for further evaluation.’* (Parekh,2018)

Stress as one would understand from the workplace did not seem to affect the team as much as the researcher originally thought it would. Most of the candidates were able to direct the stress in a positive way to assist them during work. Research carried out by Greenwood, K et al., 2019, found that less than half of their respondents felt that mental health was not given priority at their workplace even though more than 86% of the respondents thought that the company should support mental health. However here are a few comments from these candidates that did feel effected from the stress at the workplace:

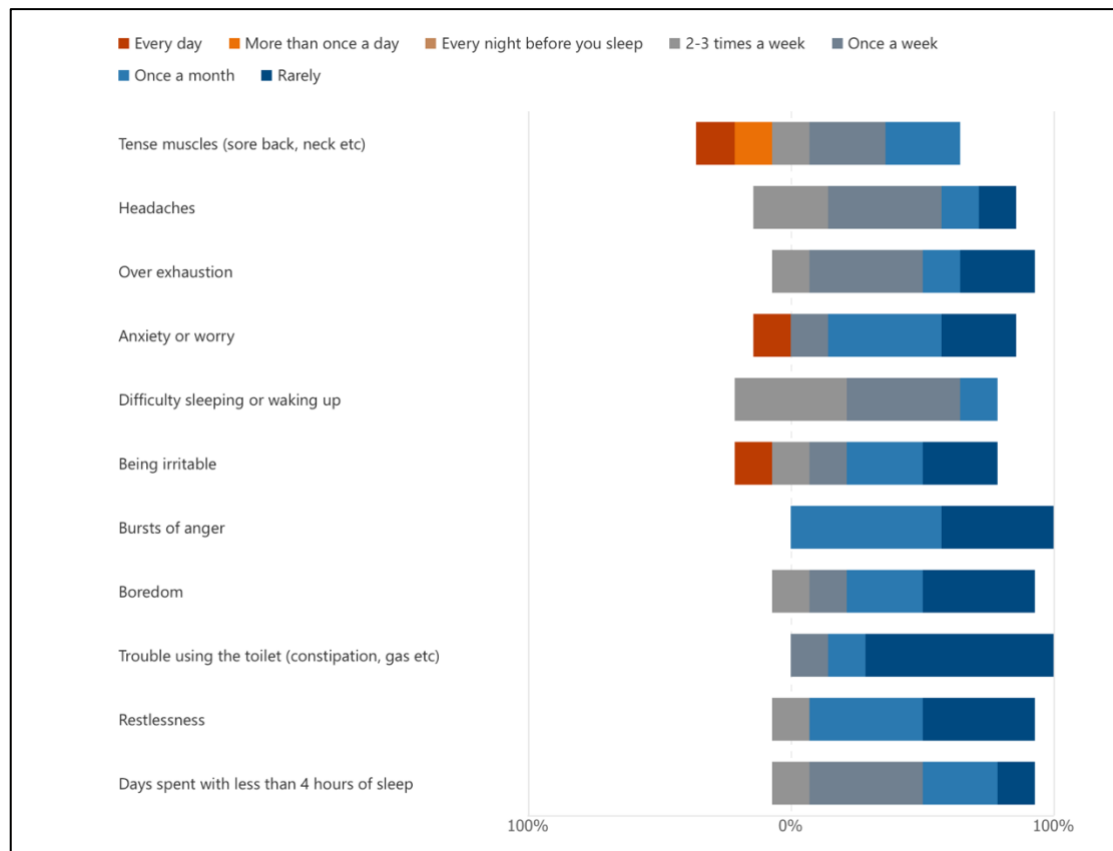
*“Tiredness and unable to communicate or be able to relate emotionally with others”*  
(candidate 1)

*“Not in the mood to go out/ little patience with family members”* (candidate 2)

*"Tiredness, lack of motivation, lack of productivity in personal life and I feel annoyed with my family for little things”* (candidate 3)

The researcher failed to discuss or describe in detail to the candidates what stress could mean once it was broken down. This is another limitation with using quantitative methodology methods rather than qualitative methodology methods. Generally speaking, one would consider stress as feeling overwhelmed with work or personal life which a few did experience. However, throughout this research one can. Understand that stress is a little more complex, symptoms could show up in different forms as shown through the comments of these three candidates in particular.

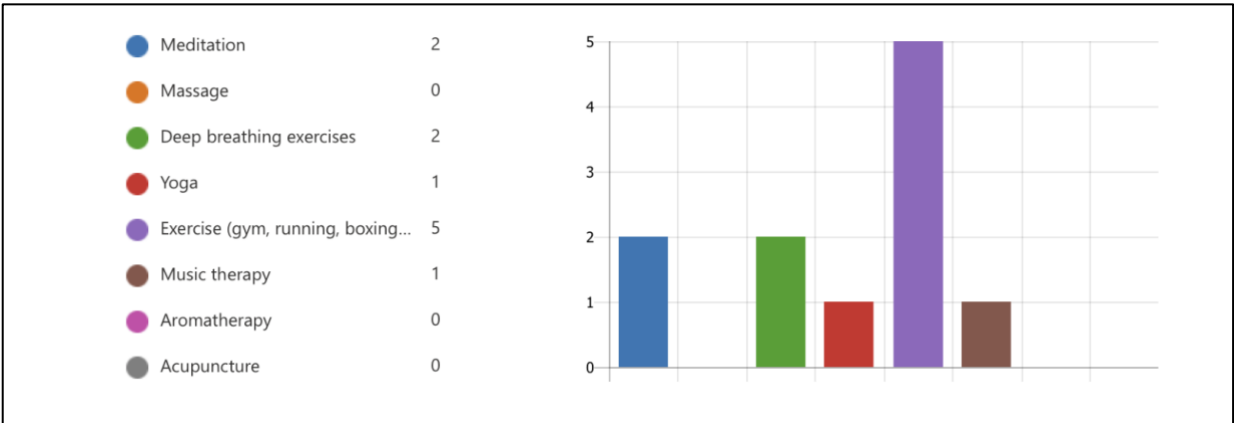
## Frequency of experienced symptoms



**Figure 3: Frequency of symptoms experienced**

In Figure 3, headaches, over exhaustion, anxiety or worry, difficulty sleeping or waking up, burst of anger, restlessness and days spent with less than four hours of sleep were the most common choices picked by the candidates, both male and female alike. This ranged from feelings symptoms one a week or once a month. Through this research, the researcher was not able to find differences between the sexes as hoped. The only candidate that stood out in such a case from the others, was the married female that had feelings of tiredness, lack of motivation, productivity in personal life and got annoyed from trivial things with the family. However, the researcher did not feel as though it was enough evidence to determine which sex would be more prone to feelings of stress or any other symptoms of that matter that could lead to mental health disorders.

**Relaxation Methods**



**Figure 4: Methods of relaxation on a daily basis**

From this graph the researcher was able to identify that the majority of the candidates chose to relax through exercise such as going to the gym, running or yoga. The minority chose meditation as a form of relaxation and others used meditation to accompany their exercise or part of their day to day activities.

The results show that stress, lack of sleep, feeling overwhelmed, lack of personal time etc does affect the everyday Front Office employee. Such feelings however seemed to be directed in a positive manner for the most part and the team seemed to be able to communicate with each other greatly. The only thing that each individual other than one seemed to fully agree on was the lack of trainings or exercises that focus on safeguarding the employee’s mental health.

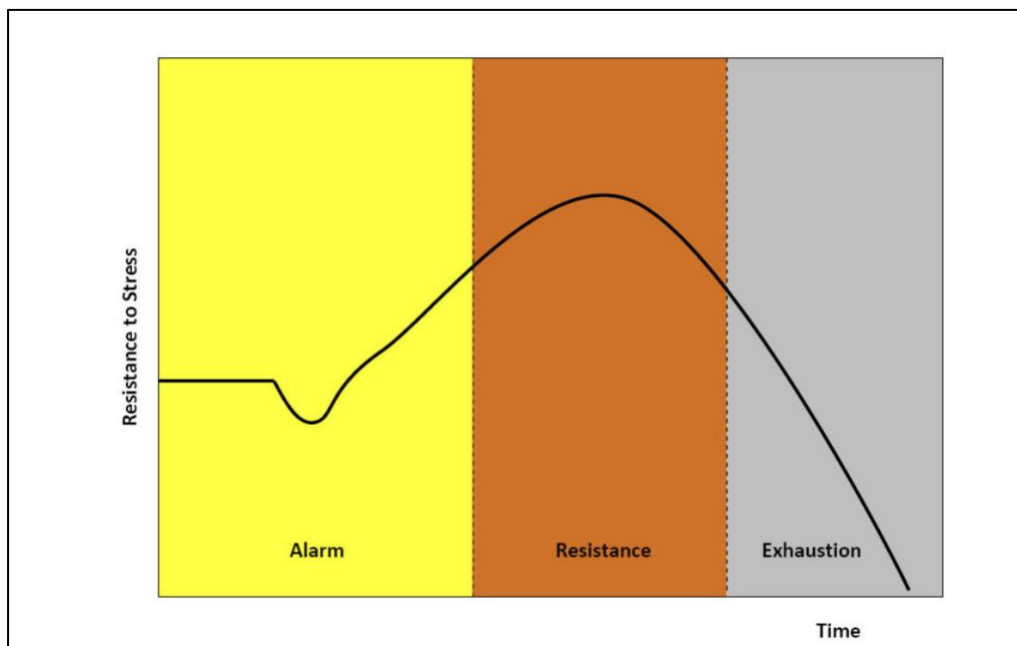
## **Conclusion and Recommendations**

The aim of the researcher and this research paper was to identify frequent workplace conditions that may cause mental health symptoms. Stress, lack of sleep, mood swings, a lack of personal time and workload are just a few examples of factors that may affect one mental health. The pandemic was included in the research and discussion and referred to as one of the main underlying factors that may have contributed to an increase in the manifestation of stress symptoms in the front office department. According to the American Psychological Association (APA), the most prevalent workplace triggers that may lead to prospective symptoms or signs of mental disease include stress, which is categorized into three categories: acute stress, episodic acute stress and chronic stress (3 types of Stress and Health Hazards, January 17,2018). Unfortunately, the two professionals within the Health Sector in Malta were not able to assist in discussing the results due to personal health issues, therefore help from a trustworthy source in the United Kingdom was sought. From a professional conversation on September 27<sup>th</sup> 2021 with Doctor Teniola Adeboye, currently residing in London and working in William Harvey Hospital states that “symptoms mentioned throughout this research paper can most definitely lead to something more serious such as a mental health disorder. If it’s in a specific case, Doctors can have an opinion. Sometimes the symptoms may not be bad enough to diagnosis however and that when we suggest a psychiatrist.” It is vital to note that all findings were kept protected and not personal data was shared. Overall, the researcher feels as though this research paper highlighted the symptoms linked to mental health disorders, even though candidates were not diagnosed with such a disorder the researcher would hope that in the future other researchers would be able to future open and talk on such a subject in detail within the hospitality industry.

Work is an important part of many people’s lives. It is a place where most of us spend the majority of our time and energy, where one may earn a living and where one would often build new relationships. Being able to enjoy a job can be beneficial to one’s mental health and overall, wellbeing. From a personal point of view and from working in the industry, here are a few suggestions the researcher feels would be beneficial to the team and promote good mental health within the workplace. It is important to encourage the team to communicate and talk about one’s feelings. Talking about an individual's feelings might help one maintain positive

mental health and manage difficult moments which would come to great use within the hospitality industry. Secondly, the research would suggest the team to be more active. During the questionnaire quite a few individuals suggested yoga as a team, should this be possible it would be a great way to do something together as a team. Other than personal activities such as going to the gym or working out, the team should be encouraged to take a break and take a short walk around the office or do a short class online during break. A blog post from Buffer by Courtney Seiter (August 21,2014) *“Breaks keep us from getting bored and thus, unfocused.”* Psychology professor Alejandro Lleras from the University of Illinois explains *“From a practical standpoint, our research suggests that, when faced with long tasks, it is best to impose brief breaks on yourself. Brief mental breaks will actually help you stay focused on your task!”* Also including team building activities, such as a five-minute breathing session, a time spent passing around positive comments about each other, or simply spending some time with the team all together during lunch hours. Lastly, asking for help from your colleagues or manager is ok. Individuals are not superhuman and at times certain tasks could be overwhelming. Asking for help or requesting less work should be allowed and understood.

## Appendix



General Adaptation to Stress (GAS) Model by Hans Selye (Stangor & Wallinga, 2014)

### Template of Questionnaire used

## Mental Health Within The Workplace

Hi! My name is Jemimah Ijietemi Jetson and I am doing a research paper to highlight the common factors within the workplace, that may trigger mental health symptoms during this pandemic. These may range from stress, lack of rest all the way to bullying at the workplace. I seek to research this through quantitative methodology where employees within the Front Office Department are evaluated to see if symptoms are present. These answers would then be evaluated and shared with a professional in the Health Sector who would then confirm or deny if such symptoms could lead to mental health disorders.

DISCLAIMER: Questions may be triggering to those with or have been exposed to post trauma in regards to mental health

1. Date of birth \*

Enter your answer

2. How do you self-identify? \*

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer not to say

3. Relationship Status \*

- ☐ Single
- ☐ Married
- ☐ Divorced
- ☐ Parent
- ☐ Single parent
- ☐ Guardian

4. What position do you hold within the Front Office? \*

Enter your answer

5. Which shift are you usually on? \*

- ☐ Morning Shift
- ☐ Afternoon Shift
- ☐ Evening Shift
- ☐ Night Shift
- ☐ Other

6. Overall, how would you classify your health? \*

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

7. I feel comfortable talking about my mental health with my colleagues  
(Please rate from 1-5, 1 being the lowest and 5 being the highest) \*

- 1 2 3 4 5
- ☐ ☐ ☐ ☐ ☐

8. I am usually able to accomplish all my tasks on time  
(Please rate from 1-5, 1 being the lowest and 5 being the highest) \*

- 1 2 3 4 5
- ☐ ☐ ☐ ☐ ☐

9. How many hours outside of work, would you say you spend working on a project or issue in regards to work? \*

Enter your answer

10. How stressed do you feel on average during your shifts?  
(Please rate from 1-5, 1 being the lowest and 5 being the highest) \*

- 1 2 3 4 5
- ☐ ☐ ☐ ☐ ☐

11. Have you experienced any of the stress symptoms listed below in the last few months? \*

- ☐ Poor work performance
- ☐ Fatigue
- ☐ Headaches
- ☐ Heart Palpitations
- ☐ Depression
- ☐ Anxiety
- ☐ Irritability
- ☐ Feeling overwhelmed
- ☐ Aggression
- ☐ Lack of energy to socialise
- ☐ Isolation
- ☐ Disinterest in things you used to enjoy (hobbies)
- ☐ Mood Swings

12. Do feelings of stress from the workplace effect you outside of work in your day to day activities?

\*

- ☐ Yes
- ☐ No

13. How does it effect you? (Please be specific where possible) \*

Enter your answer

14. How often do you experience any of these symptoms? \*

	Every day	More than once a day	Every night before you sleep	2-3 times a week	Once a week	Once a month	Rarely
Tense muscles (sore back, neck etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Headaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over exhaustion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anxiety or worry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty sleeping or waking up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being irritable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bursts of anger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boredom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble using the toilet (constipation, gas etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restlessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Days spent with less than 4 hours of sleep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. What methods do you use to relax yourself on a day to day basis? \*

- ☐ Meditation
- ☐ Massage
- ☐ Deep breathing exercises
- ☐ Yoga
- ☐ Exercise (gym, running, boxing etc)
- ☐ Music therapy
- ☐ Aromatherapy
- ☐ Acupuncture

16. Have you experienced any bullying or harsh jokes from colleagues within the Front Desk?

\*

- ☐ Yes
- ☐ No

17. How did you handle it and what was done to rectify the situation? \*

Enter your answer

18. How would you describe your relationships with your colleagues? \*

Enter your answer

19. Does the work environment create a safe place to express any concerns with mental health?

If Yes, how?

If No, please specify. \*

Enter your answer

20. Are there any exercises or trainings provided for you at work in regards to safeguarding mental health? \*

☐ Yes

☐ No

21. Mention a one or a few exercises or trainings carried out \*

Enter your answer

22. What types of exercises or trainings would you like your workplace to introduce? \*

Enter your answer

## References

- Freshwater, S (2018) 3 Types of Stress and Health Hazards [17 January]. Available at: <https://spacioustherapy.com/3-types-stress-health-hazards/> (Accessed: 19 August 2021)
- Giorgi, G. et al. (2020) 'COVID-19-Related Mental Health Effects in the Workplace: A Narrative Review', Journal of Int J Environ res Public Health 17(21), 7857. Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7663773/> (Accessed: 08 July 2021)
- Greenwood, K et al. (2019) 'Research: People Want Their Employers to Talk About Mental Health.' Article from Health And Behavioral Science. Available at: <https://hbr.org/2019/10/research-people-want-their-employers-to-talk-about-mental-health> (Accessed: 28 September 2021)
- IHASCO (2021) Mental ill-health in hospitality [June]. Available at: <https://www.ihasco.co.uk/blog/entry/2767/mental-ill-health-in-hospitality> (Accessed: 19 August 2021)
- Khan, K et al. (2021) 'The Effect of COVID-19 on the Hospitality Industry: The Implication for Open Innovation.' Article from J. Open Innov. Technol. Mark. Complex 7(1), 30. Available at: <https://www.mdpi.com/2199-8531/7/1/30> (Accessed: 28 August 2021)
- Marks, H et al. (2019) Stress Symptoms [01 August]. Available at: [https://www.webmd.com/balance/stress-management/stress-symptoms-effects\\_of-stress-on-the-body](https://www.webmd.com/balance/stress-management/stress-symptoms-effects_of-stress-on-the-body) (Accessed: 20 August 2021)
- Parekh, R (2018) 'Warning Signs of Mental Illness.' Article from American Psychiatric Association. Available at: <https://www.psychiatry.org/patients-families/warning-signs-of-mental-illness> (Accessed: 29 September 2021)
- Schembri Lia, E (2017) 'A snapshot of psychology in Malta, the smallest country in the EU', Psychology International Newsletter, March. Available at: <https://www.apa.org/international/pi/2017/03/psychology-malta> (Accessed by 30 August 2021)

Walinga, J (0000) 'Stress and Coping' Article from the University of Saskatchewan 12, pp 12.3. Available at: <https://openpress.usask.ca/introductiontopsychology/chapter/stress-and-coping/> (Accessed: 19 August 2021)

Wright, M (2019) The Hidden Challenge of Mental Health in Hospitality [11 September]. Available at: <https://www.whamconsultancy.com/blog/the-hidden-challenge-of-mental-health-in-hospitality> (Accessed: 01 September 2021)