

**MAKING SURE EVERYONE
IS WELCOME IS EASIER
SAID THAN DONE.**

DISABILITY OR NOT

**WE CREATE GREAT HOTEL
EXPERIENCES FOR EVERYONE**



“I TREAT
ALL GUESTS
ALIKE”

WORKSHOP

HOW DO WE TREAT OUR GUESTS WITH DISABILITIES?

DISABILITIES COME IN ALL SHAPES AND SIZES

- Physical disability, e.g. wheelchair-bound, persons with walking stick, crutches, rollator
- Blind/visually impaired
- Deaf/impaired hearing
- Allergy (strong allergies)
- Mental disability

TAKE 15 MINUTES

HOW DO WE PROVIDE THE BEST SERVICE FOR:

A guest with visual impairment?

A guest with hearing impairment?

A guest with a broken leg, using crutches?

A guest with strong allergy?

DISABLED PERSON WITH AN ASSISTANT

**The disabled person – Guest
Assistant – Guest’s helper**

DISABLED PERSON WITH A GUIDE DOG

**Dog is allowed in the restaurant.
Avoid contact with the dog.**

THE GUEST HAS AN INTERPRETER

Maintain eye contact with the guest

THERE ARE AROUND 2.5 MILLION PEOPLE WITH HEARING IMPAIRMENT IN THE NORDICS

Maintain eye contact with the guest

**ACCESSIBILITY
STANDARD/INFORMATION**

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