

DISABILITY-INCLUSIVE COMMUNICATIONS POLICY

As a team, at Tasigo hotels we need to ensure that our hotel is fully accessible to our disabled guests. One of the most important aspects of achieving this is by effectively communicating with them. Here are some tips that were discussed in our training on how to communicate with our disabled guests:

1. Be patient and attentive: Sometimes, it may take longer for a disabled guest to communicate their needs or wants. It is important to give them time and be fully attentive and patient.

2. Use clear and simple language: Avoid using technical terms or jargon that the guest might not understand. Instead use clear and simple language.

3. Respect their preferred mode of communication: Different disabilities require different modes of communication. Some guests might prefer sign language, while others might prefer using assistive technologies like hearing aids.

4. Focus on the person not the disability: Talk to the guest directly, not to their companion or caregiver. Avoid using language that defines them solely by their disability.

5. Be proactive: Anticipate the needs of your guests and take steps to meet them before they have to ask. This could be by providing wheelchair ramps, larger doorways, or accessible bathrooms.

6. Ask for feedback: Ask the guest for feedback on how we can improve their experience. We can learn a lot from their experiences and use this knowledge to improve our future service.

7. Be respectful of personal space and privacy. Do not touch or move a guest's assistive devices without their permission.



8. Be willing to learn. If you are not sure how to interact with a guest with a specific disability, do not be afraid to ask for guidance from colleagues or the guest themselves.

9. Adapt to the guest's needs. Be flexible and willing to make adjustments to accommodate the guest's needs. For example, if a guest is deaf, consider using a written communication method to ensure effective communication.

10. Treat all guests with dignity and respect. Remember that all guests, regardless of their abilities, deserve to be treated with respect and given equal access to hotel services and amenities.

It is important to remember that every guest is unique and may require different forms of communication. By following these tips and being proactive, we can ensure that all our guests receive the highest level of customer service possible.