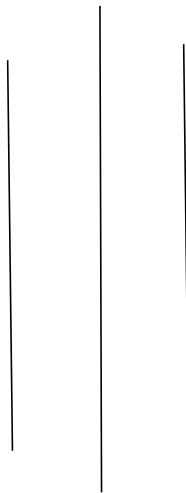


**A PROJECT REPORT ON
UNCOVERING EMPLOYEE EXPERIENCES AND CULTURAL
HOSPITALITY PRACTICES IN THE NEPALI HOTEL
INDUSTRY**



BY

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Project work Report Summited to Pokhara University in Partial Fulfilment
Of the Requirements for the Degree of
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At The
Nepal Tourism and Hotel Management College

Pokhara-14, Chhinedadanda

July 2026

DECLARATION

I hereby declare that this project work report entitled “**Uncovering Employee Experiences and Cultural Hospitality Practices in the Nepali Hotel Industry**”

Submit for the BHM is my original work and the Project Work Report has now formed basis for the award of any degree, diploma, or other similar titles.

Sanjali Giri

July, 2026

CERTIFICATE

This is to certify that the project work titled “**Uncovering Employee Experiences and Cultural Hospitality Practices in the Nepali Hotel Industry**” submitted by Sanjali Giri E. Roll No (23150261) for the partial fulfilment of the requirement of the BHM embodies the Bonafide work done by him/her under my supervision.

.....

Suresh Raj Adhikari

Supervisor, PW

July 2026

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Sanjali Giri

BHM 6TH SEMESTER

NTHMC

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CHAPTER I

INTRODUCTION

1.1 Background of the Study

The hospitality industry is one of the fastest growing and most important service sectors in Nepal, playing a significant role in tourism development, employment generation, and the national economy. Hotels, restaurants, resorts, travel agencies, and other hospitality organizations contribute greatly to the country's economic growth by creating job opportunities and attracting both domestic and international tourists. Nepal is globally recognized for its natural beauty, cultural diversity, religious heritage, and warm hospitality practices. Traditional Nepalese values such as respect, politeness, and welcoming behavior toward guests have strongly influenced hospitality services in the country (Kunwar & Sharma, 2004). With the continuous growth of tourism and modernization of hospitality businesses, the demand for skilled and service-oriented employees has also increased. Employees are now considered one of the most valuable assets in hospitality organizations because they directly influence customer satisfaction and organizational success (Nepal, 2016).

In the hospitality industry, employees are responsible for maintaining direct interaction with guests and ensuring quality service delivery. Employee experience refers to the overall perceptions, feelings, and satisfaction employees have regarding their workplace environment, communication, leadership, workload, career growth opportunities, and organizational support. A positive employee experience helps improve employee motivation, productivity, commitment, and service quality. Since hospitality is a service-based industry, the attitudes and behaviors of employees greatly affect guest experiences and organizational reputation. Employees working in hotels and restaurants are expected to possess strong communication skills, teamwork abilities, adaptability, problem-solving capacity, and professional behavior while dealing with guests from different cultural backgrounds (Gautam & Basnet, 2017). Therefore, creating a supportive and motivating work environment has become essential for hospitality organizations. Employee satisfaction and positive workplace experiences also help organizations reduce staff turnover and improve employee retention in the long term. In addition, workplace environment, leadership style,

organizational culture, and human resource management practices also significantly affect employee satisfaction and retention in the hospitality sector (Hakuduwal, 2021).

Hospitality practices in Nepal are deeply connected with cultural beliefs, social norms, traditions, and values. The traditional Nepalese concept of “Atithi Devo Bhava,” which means “Guest is God,” continues to strongly influence hospitality behavior in hotels, restaurants, and tourism-related organizations. Guests are generally treated with warmth, kindness, respect, and politeness as part of Nepalese cultural hospitality practices (Poudel & Nyaupane, 2013). Employees working in the hospitality industry are expected to maintain respectful communication, welcoming attitudes, and culturally appropriate behavior while serving both local and international tourists. As Nepal receives visitors from different countries and cultural backgrounds, cultural understanding and adaptability have become increasingly important for hospitality employees. Cultural diversity within organizations also influences teamwork, communication, service quality, and guest satisfaction. Therefore, hospitality organizations must encourage cultural awareness and professionalism among employees to maintain high-quality service standards (Kunwar et al., 2024). Furthermore, organization culture and human resource practices shape how employees apply hospitality values in their daily work and contribute to maintaining consistent service standard (Bhattarai & Conway, 2010).

In recent years, modernization and technological advancement have also transformed the hospitality industry in Nepal. The use of online booking systems, digital payment methods, customer review platforms, and social media marketing has changed how hospitality organizations operate and interact with guests. As a result, employees are now required to develop not only interpersonal and cultural skills but also technological knowledge and service innovation abilities. Hospitality organizations increasingly focus on employee training and development programs to improve service quality and maintain competitiveness in the global tourism market. Employees who can effectively combine traditional hospitality values with modern service practices are more likely to contribute positively to organizational success and customer satisfaction (Nepal, 2016).

Employee experience has gained considerable attention in recent years because organizations increasingly recognize that satisfied employees contribute to better customer experience and stronger organizational performance. Creating a

positive work environment through employee recognition, learning opportunities, supportive leadership, and career development enhances employee engagement and commitment. According to Morgan (2017), organizations that invest in improving employee experience are more likely to increase employee productivity, strengthen organizational culture, and deliver higher levels of customer satisfaction. This highlights the importance of employee-centered management practices in achieving sustainable success within the hospitality industry. Similarly, cultural hospitality practices have become increasingly important as Nepal welcomes visitors from different countries and cultural backgrounds. Employees who possess cultural awareness, intercultural communication skills, and respect for cultural diversity are better able to meet guests' expectations and provide memorable hospitality experiences. Reisinger (2009) emphasized that understanding cultural differences enables hospitality employees to communicate effectively, reduce misunderstandings, and improve service quality in multicultural environments. In tourism destinations such as Pokhara, where international and domestic visitors frequently interact with local communities, preserving Nepalese hospitality values while adapting to global service expectations has become increasingly important.

Many previous studies have focused separately on employee satisfaction, human resource management, work-life balance, or cultural diversity in the hospitality industry. However, fewer studies have examined employee experience and cultural hospitality practices together, particularly within the context of the Nepalese hospitality industry. Therefore, exploring the relationship between employee experience and cultural hospitality practices is important for gaining a deeper understanding of workplace behavior, service quality, and organizational performance. This study aims to uncover how employee experiences influence cultural hospitality practices in the Nepali hospitality industry, with a particular focus on hospitality organizations in Pokhara.

1.2 Statement of Problem

The hospitality industry in Nepal has expanded rapidly with the growth of tourism and service-related businesses, where employees play an important role in delivering quality service and maintaining guest satisfaction. However, hospitality employees often face challenges such as long working hours, workload pressure, workplace stress, and interaction with guests from different cultural backgrounds, which can affect their motivation, job satisfaction, and service performance. At the

same time, hospitality services in Nepal are strongly influenced by cultural values and traditional practices, requiring employees to balance professional service standards with cultural expectations in their daily work. Although previous studies have focused separately on employee satisfaction, human resource management, work-life balance, and cultural diversity in the hospitality industry, limited research has explored employees' experiences and cultural hospitality practices together in the context of Nepalese hospitality organizations. Therefore, this study aims to explore employees' experiences and cultural hospitality practices in the Nepali hospitality industry.

1.3 Research Questions

1. How do employees experience their working environment in the Nepali hospitality industry?
2. How are cultural hospitality practices applied in hospitality organizations in Nepal?
3. How do employee experiences and cultural hospitality practices influence serviced delivered in hospitality industry?

1.4 Objectives of the Study

- To explore employees' experiences in the Nepali hospitality industry.
- To examine cultural hospitality practices in hospitality organizations in Nepal.
- To understand the influence of employee experiences and cultural hospitality Practices on service delivery.

1.5 Significance of the Study

This study is significant because it provides a deeper understanding of employees' experiences and cultural hospitality practices in the Nepali hospitality industry, particularly in Pokhara. It explores how employees experience their working environment, apply cultural hospitality practices, and how these factors influence service delivery. The findings offer valuable insights into workplace culture, employee behavior, and service quality, which can help hospitality organizations improve guest satisfaction and overall organizational performance. Furthermore, this study contributes to the existing literature on hospitality management by providing qualitative evidence based on employees lived experiences. The findings may assist hotel managers in developing effective strategies for employee training, workplace improvement, and service enhancement. In addition, the study can serve as a useful reference for researchers, students, and policymakers interested in employee

experience, cultural hospitality practices, and service delivery in the hospitality industry, while also providing a foundation for future research in this area.

1.6 Literature Review

The hospitality industry relies heavily on employees to deliver high-quality services and create positive guest experiences. Employee experience, cultural hospitality practices, and service delivery have therefore become important areas of research in hospitality management. Previous studies have shown that factors such as emotional labor, workplace environment, organizational support, and cultural diversity significantly influence employee performance and service quality. Similarly, researchers have reported that positive employee experiences contribute to greater customer satisfaction and organizational success. However, many of these studies focus on measurable outcomes, such as employee satisfaction, service quality, and organizational performance, rather than exploring the personal meanings and everyday experiences of hospitality employees. In the context of the hospitality industry in Pokhara, there is limited qualitative research that examines how employees experience workplace culture and hospitality practices in their daily work. This gap supports the use of a phenomenological approach to explore the lived experiences of hospitality employees in depth.

1.6.1 Employee Experience in the hospitality Industry

Hochschild (1983), in her study on emotional labor, found that service employees are expected to regulate their emotions while interacting with customers. She asserted that employees often suppress their genuine feelings to display positive emotions that meet organizational expectations. Although this enhances customer satisfaction, continuously managing emotions may lead to stress, emotional exhaustion, and reduced job satisfaction among hospitality employees. The study also emphasized that emotional labor becomes an essential part of service work because employees represent the organization's image. Similarly, Grandey (2000), in her study on emotion regulation in the workplace, concluded that emotional labor consists of surface acting and deep acting. She related that employees who frequently engage in surface acting are more likely to experience burnout and emotional exhaustion, whereas deep acting helps employees provide more authentic customer service despite requiring considerable emotional effort. The study further suggested that organizations should develop supportive work environments and training programs to help employees cope with emotional demands. Lam and Chen (2012), in their study

of hotel employees, found that workplace events and organizational support significantly influence emotional labor and employee performance. They highlighted that supportive supervisors and a positive work environment help employees manage emotional demands more effectively, resulting in improved service quality and stronger commitment to the organization. The researchers also noted that employees who feel respected and valued are more motivated to maintain positive relationships with guests. However, Karatepe and Uludag (2008), in their study of frontline hotel employees, reported that role stress and burnout negatively affect job performance and organizational commitment. They explored that excessive workload and workplace pressure reduce employee motivation and increase turnover intention, making supportive management practices essential for improving employee experiences. The study also found that reducing role conflict and providing adequate resources can enhance employees' psychological well-being. Furthermore, Xu, Cao, and Huo (2020), in their meta-analysis of hospitality and tourism studies, found that emotional labor has both positive and negative outcomes depending on workplace conditions. They asserted that organizational support, proper training, and effective management can reduce emotional exhaustion and improve employee well-being, service performance, and customer satisfaction. The researchers emphasized that investing in employee development and emotional support benefits both employees and hospitality organizations in the long term.

1.6.2 Cultural hospitality practices in hospitality Industry

Hofstede (2001), in his cultural dimensions' theory, found that cultural values influence workplace behavior and communication patterns. He asserted that differences in power distance, individualism, and uncertainty avoidance affect employee interactions and organizational practices. These cultural dimensions shape how employees respond to authority, teamwork, conflict, and decision-making in the workplace, thereby influencing the overall service environment. Similarly, Reisinger and Turner (2003) concluded that cultural differences between employees and guests significantly influence service expectations and customer satisfaction. They related that cultural misunderstandings may negatively affect service quality and guest experiences. Their work suggests that hospitality organizations must pay close attention to cultural differences in order to reduce miscommunication and improve the quality of guest relations. Baum (2015), in his study on hospitality labor, noted that the hospitality industry increasingly relies on multicultural workforces. He explored

that cultural diversity can improve creativity, problem-solving, and service delivery while also presenting challenges related to communication and teamwork. In multicultural workplaces, employees may bring different perspectives, work habits, and approaches to customer service, which can enrich organizational performance when managed effectively. However, without proper cultural understanding, these differences may also create misunderstandings or tension among staff members.

Furthermore, Pizam and Sussmann (1995), in their study on the influence of nationality on tourist behavior, found that cultural background significantly affects guests' expectations, communication styles, and perceptions of hospitality services. They highlighted that customers from different cultures have different preferences and behaviors, which hospitality employees need to understand to provide effective and personalized services. The study further emphasized that cultural awareness enables employees to respond appropriately to diverse guest needs, thereby improving customer satisfaction and strengthening the overall hospitality experience. Similarly, Mattila (1999), in her study on the role of culture in service evaluation, found that customers from different cultural backgrounds evaluate hospitality services differently based on their cultural values and expectations. She highlighted that employees who understand cultural differences are better able to adapt their communication and service approach to meet guests' needs. The study further emphasized that cultural awareness enables hospitality organizations to provide more personalized services, strengthen guest relationships, and improve overall customer satisfaction.

1.6.3 Hospitality Service Delivery

Parasuraman et al. (1988), in their SERVQUAL model, found that service quality is determined by the gap between customer expectations and actual service performance. They asserted that reliability, responsiveness, assurance, empathy, and tangibility are critical dimensions of service quality. These dimensions provide a useful framework for understanding how customers evaluate hospitality services and why some service encounters lead to satisfaction while others result in dissatisfaction.

Similarly, Bitner (1990) concluded that employee-customer interactions significantly influence customer perceptions of service quality. She related that positive service encounters enhance customer satisfaction and loyalty. Her findings show that the behavior of frontline employees plays a central role in shaping the overall image of the organization and the likelihood of repeat business. Lovelock and Wirtz (2011) noted that effective service delivery depends on employee competence,

communication skills, and organizational support. They explored that hospitality organizations must continuously train employees to maintain service standards and meet customer expectations. Training helps employees develop the technical and interpersonal skills needed to handle guest requests, solve problems, and maintain professionalism under pressure. In addition, Kandampully (2007) found that service quality is strongly associated with customer retention and organizational reputation. The study highlighted that consistent and high-quality service delivery contributes to long-term business success. This suggests that service delivery should be viewed as a strategic priority rather than a routine operational function, since it directly affects customer loyalty and the competitive position of the organization.

Furthermore, Zeithaml et al. (2018) reported that customer perceptions of service quality are influenced by both tangible and intangible aspects of service delivery. They asserted that employee behavior, responsiveness, and professionalism remain central to achieving customer satisfaction in hospitality organizations. In addition to physical facilities and service procedures, customers also evaluate the emotional tone of the interaction, the speed of response, and the willingness of employees to assist them.

1.6.4 Challenges Influencing Employee Experience and Cultural Hospitality Practices

Kusluvan et al. (2010), in their review of human resource issues in the tourism and hospitality industry, found that poor working conditions, limited career development opportunities, and high employee turnover are major challenges affecting hospitality employees. They asserted that these issues reduce employee commitment and motivation, ultimately influencing service quality. The study also emphasized that improving human resource practices is essential for enhancing employee experience and organizational performance. Similarly, Tsaur and Tang (2013), in their study on emotional labor among hospitality employees, concluded that emotional labor and job stress significantly contribute to emotional exhaustion and burnout. They related that employees who frequently suppress their emotions while interacting with guests are more likely to experience lower job satisfaction and reduced work performance. The researchers recommended providing emotional support and stress management programs to improve employee well-being. Kim and Jogaratnam (2010), in their study of hotel employees, found that excessive workload, role conflict, and lack of organizational support negatively affect employee attitudes

and performance. They highlighted that employees working in stressful environments often experience lower motivation and commitment. The study further suggested that supportive leadership and effective communication can reduce workplace stress and improve service quality.

However, Pizam and Thornburg (2000), in their study on employee behavior in the hospitality industry, reported that communication problems, cultural differences, and workplace conflicts create challenges for both employees and managers. They explored that organizations that fail to address these issues may experience lower employee morale and inconsistent service delivery. The researchers emphasized that cultural awareness and teamwork are important for maintaining positive workplace relationships. Furthermore, Chand (2010), in his study on employee management in the hotel industry, found that employee training, recognition, and supportive organizational culture positively influence employee satisfaction and performance. He asserted that a lack of training opportunities and ineffective management practices create barriers to delivering high-quality hospitality services. The study highlighted that continuous employee development helps organizations overcome workplace challenges and improve service delivery.

1.6.5 Relationship Between Employee Experience and Hospitality Service Delivery

Hartline and Ferrell (1996), in their study of hotel employees, found that employee empowerment and managerial support positively influence service behaviors and customer satisfaction. They asserted that employees who are trusted to make decisions during service encounters are more confident in handling guest needs. The study also emphasized that empowerment improves both employee performance and the quality of hospitality services. Similarly, Bowen and Schneider (1988), in their study on service marketing and management, concluded that organizations that value and support employees create stronger customer-oriented cultures. They related that satisfied employees are more willing to provide personalized and consistent services, leading to better guest experiences. The researchers highlighted that employee satisfaction is a key driver of service excellence. George (1991), in his research on internal marketing, found that organizations should treat employees as internal customers by providing motivation, recognition, and professional development opportunities. He highlighted that employees who feel appreciated demonstrate greater commitment to their work and deliver higher-quality services.

The study also suggested that internal marketing strengthens both employee engagement and customer satisfaction. Furthermore, Babakus et al. (2003), in their study of frontline hotel employees, reported that organizational support and job resources positively affect employees' commitment and service performance. They explored that employees who receive sufficient support from management are more capable of meeting customer expectations and maintaining service quality. The findings indicate that a supportive work environment benefits both employees and guests.

In addition, Liao and Chuang (2004), in their study on service climate and employee performance, found that positive workplace environments significantly improve employees' service behaviors and customer satisfaction. They asserted that organizations with strong service-oriented cultures encourage employees to perform beyond their assigned responsibilities. The study emphasized that service climate is an important factor linking employee experience with successful hospitality service delivery.

1.6.6 Research Gap

Previous studies have extensively examined employee experience, cultural hospitality practices, hospitality service delivery, and the relationship between employee experience and service quality. Researchers have highlighted that factors such as emotional labour, organizational support, workplace culture, and cultural diversity significantly influence employee performance and customer satisfaction. Most of these studies have been conducted using quantitative methods, focusing on measurable outcomes such as employee satisfaction, service quality, and organizational performance.

However, limited research has explored the lived experiences of hospitality employees and how they personally perceive and experience workplace culture and hospitality practices in their daily work. Moreover, there is a lack of phenomenological studies conducted in the Pokhara hospitality industry, despite Pokhara being one of Nepal's major tourism destinations with a culturally diverse hospitality workforce. Therefore, this study aims to address this gap by adopting a phenomenological approach to explore the lived experiences of hospitality employees regarding employee experience and cultural hospitality practices, and how these experiences influence hospitality service delivery.

1.6.7 Summary

This chapter reviewed the literature on employee experience, cultural hospitality practices, hospitality service delivery, the challenges influencing employee experience and cultural hospitality practices, and the relationship between employee experience and hospitality service delivery. The reviewed studies suggest that employee well-being, workplace culture, organizational support, and cultural awareness play significant roles in improving service quality and customer satisfaction. However, there is limited qualitative evidence on the lived experiences of hospitality employees in the context of Pokhara. Therefore, this study seeks to fill this gap by using a phenomenological approach to gain a deeper understanding of employees' experiences and contribute to the existing body of knowledge in the hospitality industry.

1.7 Research Methodology

This chapter outlines the methodology adopted for the study entitled “Uncovering Employees’ Experience and Cultural Hospitality Practices in the Nepali Hospitality Industry.” It describes the research design, population and participants, sampling technique, data collection method, data analysis procedure, ethical considerations, and delimitations and limitations. The selected methodology aims to gain an in-depth understanding of employees’ experiences and cultural hospitality practices within the Nepali hospitality industry.

1.7.1 Research Design

This study employs a qualitative research approach using phenomenological research design. A qualitative approach is appropriate because the study seeks to explore employees’ personal experiences, perceptions, and understanding of cultural hospitality practices rather than collecting numerical data. It enables participants to describe their thoughts and experiences in their own words, providing rich and meaningful information.

The phenomenological research design is chosen because it focuses on the lived experiences of individuals who have directly experienced the phenomenon under investigation. In this study, the phenomenon is the employees’ experience of working in the hospitality industry and how cultural hospitality practices influence their daily work, interactions with guests, workplace relationships, and service delivery. This design allows the researcher to understand the meanings employees attach to their experiences and how these experiences shape hospitality practices.

1.7.2 Population and Participants

The population of this study consists of employees working in selected star-rated hotels in Pokhara, Nepal. Since hotel employees are directly involved in providing hospitality services, they are considered the most appropriate participants for understanding employee experiences and cultural hospitality practices.

Participants are selected from different operational departments, including Front Office, Food and Beverage Service, Housekeeping, Kitchen, and Guest Relations, to obtain diverse perspectives. To participate in the study, employees must have at least one year of work experience in the hospitality industry, be directly involved in guest service, and be willing to participate voluntarily. A total of 10 hotel employee is included in the study.

1.7.3 Sampling Technique

This study uses purposive sampling; a non-probability sampling technique commonly applied in qualitative research. Purposive sampling enables the researcher to select participants who possess relevant knowledge and practical experience related to employee experience and cultural hospitality practices. Participants are chosen because they have direct involvement in hotel operations and regularly interact with guests from different cultural backgrounds. Their experiences provide valuable information that helps answer the research questions. A sample of ten participants is considered appropriate for obtaining detailed and meaningful insights within a phenomenological study.

1.7.4 Data Analysis Procedure

The collected data are analyzed using thematic analysis, which is appropriate for qualitative phenomenological research. The analysis begins by transcribing the recorded interviews into written form. The researcher carefully reads the transcripts several times to gain familiarity with the data. Important statements and ideas related to employees' experiences and cultural hospitality practices are identified and assigned codes. Similar codes are grouped into categories, which are then organized into broader themes and sub-themes. The identified themes are interpreted and discussed in relation to the research objectives and existing literature. Participants' responses are presented using pseudonyms to maintain confidentiality. their hotel names are also anonymized.

1.7.5 Ethical Considerations

Ethical principles are maintained throughout the research process. Before conducting the interviews, participants are informed about the purpose and objectives of the study. Participation is entirely voluntary, and informed consent is obtained from each participant. Participants are assured that their identities and personal information will remain confidential. No real names of participants or hotels are disclosed in the research report. The collected information is used solely for academic purposes, and interview recordings and transcripts are stored securely. Participants are also informed that they may withdraw from the study at any time without any negative consequences.

1.7.6 Delimitations and Limitations

Delimitations

This study is limited to hotel employees working in selected star-rated hotels in Pokhara, Nepal. It focuses specifically on employees' experiences and cultural hospitality practices within hotel operations. The study does not include hotel guests, hotel owners, or employees from other tourism-related sectors. Data are collected only through semi-structured interviews.

Limitations

The study is limited by its relatively small sample size of ten participants, which may not represent the experiences of all hospitality employees in Nepal. The findings are based on participants' personal experiences and perceptions, which may differ from one individual to another. Time constraints and limited access to participants may also affect the scope and depth of the research.

CHAPTER II

FINDING

This chapter presents the findings of the study based on interviews conducted with employees working in the hospitality industry in Pokhara. The data were analyzed using thematic analysis, and three major themes emerged: Employee Experience, Cultural Hospitality Practices, and Organizational Factors Influencing Employee Experience and Cultural Hospitality Practices on service delivery. Each theme is presented with supporting quotations from participants and an interpretation of their experiences. To preserve confidentiality, participants are identified with pseudonyms and their hotel names are also anonymized.

2.1 Employee Experience in the Hospitality Industry

The first theme that emerged from the interviews was employees' experiences in the hospitality industry. Participants from different departments shared their experiences regarding their daily responsibilities, workplace environment, challenges, teamwork, and professional development. Although their roles varied, they consistently described hospitality as a demanding yet rewarding profession that requires cooperation, effective communication, and commitment to guest satisfaction.

2.1.1 Daily Work Experience and Responsibilities

Participants explained that their daily responsibilities differed according to their departments but shared a common goal of providing quality service to guests. Ramesh, a Front Office Associate at Hotel Barahi shared "My day starts by checking the handover report from the previous shift. I welcome guests, handle check-ins and check-outs, answer phone calls, respond to guest requests, and coordinate with departments like housekeeping and food and beverage." Similarly, Suman, a Food and Beverage Service Associate at Hotel Middle Path & Spa stated "My day begins by preparing the restaurant before guests arrive. During service hours, I welcome guests, take orders, serve food and beverages, and ensure guests are satisfied."

Likewise, Maya, a Housekeeping Supervisor at Mount Kailash Resort explained "Every morning I assign rooms to housekeeping staff inspect cleaned rooms, check public areas, and coordinate with the front office regarding room availability."

The respondents and my observation show that employees have different responsibilities based on their departments but work together to provide quality service. Good coordination and communication among departments help ensure smooth hotel operations.

2.1.2 Workplace Challenges and Teamwork

Participants described the hospitality industry as physically and mentally demanding particularly during peak tourist seasons. They emphasized that teamwork and support from colleagues were essential in overcoming workplace challenges. Anisha Chef de Partie at Fish Tail Lodge stated “During busy meal periods, we receive many orders at the same time. We must prepare every dish quickly while maintaining consistency and quality. Similarly, Sunita Housekeeping Attendant at Waterfront Resort by KGH Group shared During the tourist season, we have many rooms to prepare within a short period. Sometimes we have limited time because new guests arrive soon after others check out.”

Likewise, Rohan Waiter at The Pavilions Himalayas explained “The busiest time is during lunch and dinner when many guests arrive together. We need to serve everyone quickly while maintaining service quality.”

Respondents indicated that participants commonly faced heavy workloads, time pressure, and busy tourist seasons. However, teamwork and support from colleagues helped them manage these challenges and maintain service quality.

2.1.3 Professional Growth Through Hospitality Experience

Participants believed that working in the hospitality industry had contributed significantly to their personal and professional development. Ramesh, a Front Office Associate at Hotel Barahi explained “Working in hospitality has improved my confidence, patience, communication skills, and problem-solving ability.” Similarly, Maya, a Housekeeping Supervisor at Mount Kailash Resort stated “Hospitality has made me more patient, responsible, and organized. I have also developed leadership skills because I supervise and guide other employees every day.” Bikash, a Guest Relations Officer at Temple Tree Resort & Spa shared “Hospitality has improved my communication, leadership, and problem-solving skills. It has also made me more patient and confident when dealing with different personalities.”

So, the respondents revealed that hospitality work helps employees develop communication, confidence, patience, and problem-solving skills. Practical experience also supports their personal and professional growth.

Conclusion

Overall, participants from different hotels in Pokhara described their work experiences as both challenging and rewarding. Despite differences in their job roles, they shared similar views regarding demanding workloads, teamwork, guest service, and professional growth. The findings indicate that positive workplace experiences, supportive colleagues, and continuous learning contribute to employee development and enhance the quality of hospitality service delivery.

2.2 Cultural Hospitality Practices

The second theme that emerged from the interviews was cultural hospitality practices in the Nepali hospitality industry. Participants shared their understanding of Nepali hospitality and explained how they apply cultural values while serving guests. Although participants worked in different hotel departments, they consistently described Nepali hospitality as treating guests with warmth, respect, sincerity, and genuine care. They also highlighted that promoting local culture and providing personalized service contribute to memorable guest experiences.

2.2.1 Understanding and Practicing Nepali Hospitality

Participants described Nepali hospitality as welcoming guests with kindness, respect, and sincerity. They believe that hospitality goes beyond providing services and involves making guests feel comfortable and valued throughout their stay. Ramesh, a Front Office Associate at Hotel Barahi shared “For me, Nepali hospitality means welcoming every guest warmly, showing genuine respect, and treating them as if they were visiting our own home. It is about making guests feel comfortable, valued, and cared for throughout their stay.” Similarly, Suman, a Food and Beverage Service Associate at Hotel Middle Path & Spa explained “To me, Nepali hospitality means welcoming every guest warmly, speaking politely, and treating them with respect. It is about making guests feel comfortable throughout their visit.” Rohan, a Waiter at The Pavilions Himalayas also mentioned “Nepali hospitality means welcoming guests warmly, respecting everyone equally, and making them feel comfortable throughout their visit.”

The participants shared a similar understanding of Nepali hospitality, emphasizing warmth, respect, and sincere care for guests. The findings suggest that employees view hospitality as creating a welcoming and comfortable experience rather than simply providing services.

2.2.2 Applying Cultural Hospitality Practices in Daily Service

Participants explained that they apply Nepali cultural hospitality practices through respectful greetings, personalized service, and promoting local traditions and cuisine. Bikash, a Guest Relations Officer at Temple Tree Resort & Spa shared “I always greet guests politely, listen carefully to their needs, and provide personalized assistance. I also introduce guests to local attractions and recommend authentic Nepali experiences whenever possible.” Similarly, Anisha, a Chef de Partie at Fish Tail Lodge, stated “I ensure that traditional Nepali dishes are prepared with authentic flavors and good presentation. I believe serving quality local food is an important part of Nepali hospitality.”

Likewise, Maya, a Housekeeping Supervisor at Mount Kailash Resort explained “Whenever I meet guests, I greet them politely, smile, and ask if they need any assistance. I also make sure their rooms are clean and comfortable because I believe caring for guests is an important part of our culture.” Kiran, a Commis Chef at Bar Peepal Resort also mentioned “When cooking traditional Nepali dishes, I make sure they have authentic flavors and are presented well so guests can enjoy our local cuisine.”

The respondents indicate that employees apply Nepali hospitality through respectful greetings, personalized service, and promoting local culture and cuisine. These practices help create positive guest experiences and reflect the cultural values of the hospitality industry.

2.2.3 Cultural Hospitality Practices and Guest Experience

Participants shared several experiences demonstrating how Nepali hospitality positively influenced guest satisfaction. Ramesh, a Front Office Associate at Hotel Barahi stated “Once an international guest arrived after a long journey and looked very tired. I welcomed them with ‘Namaste,’ offered them drinking water, and explained the hotel facilities calmly. Before they checked out, they told me they appreciated how warmly they had been welcomed and said it made them feel at home.” Similarly, Suman, a Food and Beverage Service Associate at Hotel Middle Path & Spa shared “Once a family visiting from another country wanted to try local food but did not know what to order. I recommended a traditional Nepali set meal and explained the dishes. They enjoyed the food and thanked me for helping them experience Nepali culture.” Kiran, a Commis Chef at Bar Peepal Resort also shared “A group of international guests wanted to experience authentic Nepali cuisine. Our

kitchen prepared a traditional Nepali thali using fresh local ingredients. Later the restaurant staff told us that the guests were very impressed with the taste and appreciated learning more about Nepali food.”

My observation shows that Participants believed that practicing Nepali hospitality positively influences guest satisfaction. Warm interactions, cultural recommendations, and genuine care help guests feel welcomed, encourage positive experiences, and support repeat visits.

Conclusion

Overall, participants from different hotels in Pokhara consistently emphasized that Nepali cultural hospitality is reflected through warmth, respect, sincerity, personalized service, and the promotion of local traditions. Regardless of their department, they believe that applying these cultural values strengthens relationships with guests and enhances the overall hospitality experience. The findings indicate that preserving Nepali cultural hospitality practices contributes significantly to guest satisfaction and supports high-quality hospitality service delivery.

2.3 Influence of Employee Experiences and Cultural Hospitality Practices on Service Delivery

The third theme that emerged from the interviews was the influence of employee experience and cultural hospitality practices on service delivery. Participants believed that their work experience, organizational support, and the application of Nepali hospitality values significantly affect the quality of services provided to guests. They also identified several challenges that influence service delivery and suggested ways to improve both employee experiences and guest satisfaction.

2.3.1 Employee Experience and Quality Service Delivery

Participants explained that their work experience has improved their ability to understand guests’ needs, solve problems effectively, and provide quality service. Ramesh, a Front Office Associate at Hotel Barahi stated “Experience has helped me understand guest’s expectations better. Because I have handled many different situations, I can solve problems more quickly and provide better service than when I first started.” Similarly, Maya, a Housekeeping Supervisor at Mount Kailash Resort shared “Experience helps me organize work more efficiently and solve problems quickly. It also helps me train junior staff so we can maintain good service standards.” Likewise, Anisha, Chef de Partie at Fish Tail Lodge explained “Experience has

helped me prepare food more efficiently without compromising quality.” She further added “It also allows me to guide junior chefs and maintain consistency during busy service.” Rohan, a Waiter at The Pavilions Himalayas also mentioned “My experience helps me understand guest expectations and communicate more effectively. I can solve problems quickly and provide smoother service during busy hours.”

On the basis of my observation indicates that employees’ work experience improves their confidence, communication, and problem-solving abilities. As employees gain more experience, they become more efficient in handling guest needs and maintaining high standards of service

2.3.2 Cultural Hospitality Practices and Guest Satisfaction

Participants emphasized that practicing Nepali hospitality values positively influences guest satisfaction by making guests feel respected, welcomed, and comfortable. Suman, a Food and Beverage Service Associate at Hotel Middle Path & Spa stated “Guests appreciate sincere hospitality. When we recommend traditional Nepali food and treat them with respect, they enjoy their experience and remember our service.” Similarly, a Guest Relations Officer at Temple Tree Resort & Spa shared “Guests appreciate sincere hospitality. When they feel respected and personally cared for, they are more likely to enjoy their stay and recommend the hotel to others.” Likewise, Sunita, a Housekeeping Attendant at Waterfront Resort by KGH Group explained “Guests appreciate employees who are respectful and helpful. Even small acts of kindness can make them feel comfortable and leave a positive impression.” Kiran, a Commis Chef at Bar Peepal Resort also mentioned “Many guests come to Nepal to experience local culture, and food is an important part of that experience. Preparing authentic dishes with care allows guests to enjoy our culture and creates lasting memories.”

Thus, the respondents show that practicing Nepali cultural hospitality has a positive impact on guest satisfaction. Respectful behavior, personalized service, and promoting local culture make guests feel welcomed and create memorable experiences.

2.3.3 Factors Influencing Service Delivery and Suggestions for Improvement

Participants identified several factors that influence service delivery, including teamwork, management support, employee training, staffing levels, and communication among departments. They also provided suggestions for improving both employee experiences and service quality. Priya, a Front Office Receptionist at

Sarangkot Mountain Lodge stated a “Regular staff training, supportive supervisors, and effective communication between departments help employees provide better service to guests.”

Similarly, Arjun, a Bartender at Pokhara Grande Hotel shared, “Providing enough staff during busy periods, recognizing employees’ hard work, and offering opportunities for skill development would improve both employee motivation and guest service.” Kiran, a Commis Chef at Bar Peepal Resort also stated “Hotels should organize more practical culinary training, provide enough staff during busy seasons, and recognize employees who perform well. These improvements would strengthen teamwork and help provide better service.”

My observation also indicates that Participants identified training, teamwork, management support, communication, and adequate staffing as important factors affecting service quality. They also suggested that continuous training and employee recognition would improve both employee performance and guest satisfaction.

Conclusion

Overall, participants from different hotels in Pokhara agreed that employee experiences and cultural hospitality practices have a direct influence on service delivery. They explained that work experience improves confidence, communication, and problem-solving skills, while Nepali hospitality values such as respect, sincerity, and personalized care enhance guest satisfaction. Participants also emphasized that supportive management, continuous training, effective teamwork, and sufficient staffing are essential for improving employee experiences and maintaining high standards of hospitality service. These findings demonstrate that positive employee experiences and strong cultural hospitality practices contribute significantly to effective service delivery in the hospitality industry.

CHAPTER III

Conclusion and Recommendations

3.1 Conclusion

This study explored employees' experiences and cultural hospitality practices in the hospitality industry in Pokhara and examined how these influenced service delivery. Based on the findings from ten participants working in different hotel departments, three major themes emerged: Employees' Working Experiences, Cultural Hospitality Practices, and Influence of Employee Experience and Cultural Hospitality Practices on Service Delivery.

The findings revealed that employees generally had positive experiences working in the hospitality industry despite facing several challenges such as heavy workloads, staff shortages, long working hours, and work pressure during peak tourist seasons. Participants highlighted that supportive supervisor, teamwork, opportunities for learning, and practical work experience contributed significantly to their personal and professional growth. These experiences helped employees improve their communication skills, confidence, problem-solving abilities, and overall job performance. The study also found that cultural hospitality practices remain an important part of hospitality service in Pokhara. Employees demonstrated Nepali hospitality through warm greetings, respectful communication, genuine care, personalized service, and by introducing guests to local traditions and culture. Participants believed that respecting cultural diversity while maintaining Nepali hospitality values created positive experiences for both domestic and international guests.

Furthermore, the findings showed that employee experience and cultural hospitality practices directly influence hospitality service delivery. Experienced and motivated employees were better able to understand guests' expectations, respond to their needs efficiently, and handle difficult situations professionally. Likewise, cultural hospitality practices enhanced guest satisfaction, strengthened guest relationships, and encouraged repeat visits. However, participants also indicated that service quality could be affected by staff shortages, insufficient training, and excessive workloads. Overall, the study concludes that improving employee experiences while preserving cultural hospitality practices can significantly strengthen service quality and guest satisfaction in the hospitality industry in Pokhara.

3.2 Recommendations

Based on the findings of this study, the following recommendations are suggested:

- Hotels should provide regular training on customer service, communication skills, and cultural hospitality practices to improve employees' knowledge and service performance.
- Hotel management should ensure adequate staffing, especially during peak tourist seasons, to reduce employee workload and maintain consistent service quality.
- A supportive work environment should be promoted by strengthening teamwork, communication, and cooperation among employees and supervisors.
- Employee recognition and motivation programs should be implemented through rewards, appreciation, and career development opportunities to increase job satisfaction and retention.
- Hotels should continue promoting Nepali cultural hospitality by encouraging employees to provide warm, respectful, and personalized services while respecting guests from different cultural backgrounds.
- Regular feedback from both employees and guests should be collected and used to identify areas for improvement and enhance overall service delivery.
- Future Implementation and Further Suggestions: The findings of this study can help hotel managers in Pokhara improve employee experiences and strengthen cultural hospitality practices to enhance service quality. Future researchers are encouraged to conduct similar studies with a larger sample size, include different regions of Nepal, and compare different types of hospitality organizations, such as hotels, resorts, and restaurants. Future studies may also examine factors such as employee motivation, leadership, organizational culture, and guest satisfaction to gain a broader understanding of hospitality service delivery.

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APPENDIX

INTERVIEW QUESTION

Section A: Background Information

1. Please introduce yourself.
2. What is your current position in the hotel?
3. Which hotel do you work for in Pokhara?
4. How many years of experience do you have in the hospitality industry?

Section B: Employees' Experiences in the Hospitality Industry

1. Can you describe your daily roles and responsibilities in your current position?
2. How would you describe your overall experience working in the hospitality industry?
3. What are the major challenges you face in your workplace?
4. How do your colleagues and supervisors support you in your work?
5. How has working in the hospitality industry contributed to your personal and professional development?

Section C: Cultural Hospitality Practices

1. What does Nepali hospitality mean to you?
2. How do you apply Nepali cultural hospitality practices in your daily work?
3. Can you share an experience where Nepali hospitality created a positive experience for a guest?
4. How do you provide hospitality services to guests from different cultural backgrounds?

Section D: Influence of Employee Experiences and Cultural Hospitality Practices on Hospitality Service Delivery

1. How has your work experience influenced the quality of service you provide to guests?
2. In your opinion, how do cultural hospitality practices influence guest satisfaction and hospitality service delivery?
3. What factors help or hinder the delivery of quality hospitality services in your hotel?
4. What suggestions would you give to improve employees' experiences, cultural hospitality practices, and hospitality service delivery in the Nepali hospitality industry?

