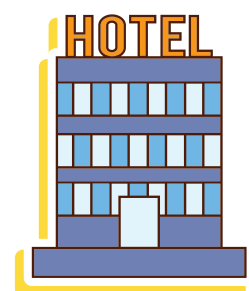




## Intellectual Output 1

Directory with words, expressions, actions that it has to be necessary for a suitable communication with people with hearing impairments in 3 different work environments

### Report of Tourism sector



Erasmus+



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## Index

<b>1. Introduction: From O1-A2 to O1-A3</b> .....	<b>3</b>
<b>2. Description of the Methodology of O1-A3</b> .....	<b>7</b>
<b>3. Interviews in Tourism (O1-A3)</b> .....	<b>8</b>
<b>3.1. Samples and Results in Germany</b> .....	<b>11</b>
3.1.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees .....	11
3.1.2. Review of the Wordlist by Hearing and Hearing Impaired People .....	12
<b>3.2. Samples and Results in Italy</b> .....	<b>16</b>
3.2.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees .....	16
3.2.2. Review of the Wordlist by Hearing and Hearing Impaired People .....	16
<b>3.3 Samples and Results in Spain</b> .....	<b>20</b>
3.3.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees .....	20
3.3.2. Review of the Wordlist by Hearing and Hearing Impaired People .....	21
<b>3.4. Samples and Results in Hungary</b> .....	<b>26</b>
3.4.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees .....	26
3.4.2. Results from the Interviews with Hearing-Impaired People .....	27
<b>3.5. Aggregated Results across All Participating Partner Countries</b> .....	<b>30</b>
3.5.1. Collection of All Additional Words Suggested From Interviewees .....	30
3.5.2. Review of the Wordlist by Hearing and Hearing Impaired People .....	32
3.5.3. Significant Words Related to Statistical Indicators .....	33
<b>4. Mock Conversations in Tourism (O1-A3)</b> .....	<b>42</b>
<b>4.1. Samples and Results in Italy</b> .....	<b>42</b>
<b>4.2. Conclusions</b> .....	<b>43</b>
<b>5. Selection of 150 Words, Expressions and Actions for Tourism (O1-A4)</b> .....	<b>44</b>
<b>Annex 1: Interview Guidelines</b> .....	<b>48</b>

## 1. Introduction: From O1-A2 to O1-A3

In the first project step of IO 1 "Directory with words, expressions, actions that it has to be necessary for a suitable communication with people with hearing impairments in 3 different work environments", the SWING field study was conducted in four countries with a total of 16 observations for the tourism sector in three different tourism environment types:





Country/Type	 Germany	 Italy	 Spain	 Hungary	Total number
Hotel Employers	1	7	1	3	12
Travel Escorts	1	1	1	-	3
Travel Entertainer	-	1	-	-	1
<b>Total number</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>16</b>

Figure 1: Number and distribution of the observations in tourism. Source: "Report about Observations in Tourism (O1-A2)", p. 3

These observations involved the systematic collection of all words that appeared explicitly or implicitly in the tourism environments. A total of 2,859 different words and sentences were observed. After a few analysis steps, the amount of data could be reduced to a list of the 181 most important words in the field of tourism. Compared to the final list of 150 words, this still quite extensive compilation was to be presented to the hearing and hearing-impaired experts for review in the next stage of the project. These were the words in tourism:

### List of Tourism words to be tested in O1-A3 - (alphabetical order)

#	General Term	Additional subordinate terms	or	Word appeared <u>how often?</u>	Word appeared in <u>how many different observations?</u>	Word appeared in <u>how many different countries?</u>
1	Address			5	2	
2	Air-Conditioner			12	6	1
3	Airport			11	5	
4	Amount			4	2	
5	Anything			5	1	
6	Aperitif			2	1	
7	Area			6	2	
8	ATM			6	5	
9	Attraction			5	5	
10	Available			3	2	
11	Back			6	5	
12	Bed-Sheet			9	6	2
13	Baggage			5	2	
14	Bags			14	8	3

15	Balance	3	3	
16	Bathroom	15	6	
17	Bed	14	5	
18	Bill	8	3	
19	Blankets	9	5	
20	Board	4	3	
21	Booking	13	5	
22	Breakfast	26	11	3
23	Bus	11	5	
24	Cafe	6	2	
25	Call	7	4	
26	Can I Help You?	7	3	
27	Cash	16	7	
28	Change	7	6	2
29	Changing	10	4	
30	Changing of Room	5	2	
31	Check	1	1	
32	Check-In	17	10	4
33	Check-Out	39	10	4
34	Cinema	3	2	
35	City	16	6	4
36	Cleaning	15	6	2
37	Clock	3	2	
38	Comfortable	6	3	
39	Conference	3	1	
40	Confirmation	4	3	
41	Consumption	3	1	
42	Coupon	4	2	
43	Credit Card	15	8	3
44	Culture	6	2	
45	Day	17	5	
46	Debit Card	3	1	
47	Debit Card Payment	3	1	
48	Departure	4	2	
49	Deposit	3	3	
50	Did You Feel comfortable?	3	1	
51	Did You Take Something From The Minibar?	3	1	
52	Dinner	9	3	
53	Disco-Club	6	3	
54	Dog	5	2	
55	Double	16	7	
56	Drink	8	4	
57	Duration	10	1	
58	E-Mail	8	6	2
59	Early	4	2	
60	Early Departure	3	1	

61	Elevator	5	3	
62	Extention	5	3	
63	Extra	14	6	3
64	Extra-Blanket	4	2	
65	Feel	3	1	
66	Festival	6	2	
67	Flight	4	2	
68	Floor	7	4	
69	Food	6	1	
70	Free Time	5	2	
71	Game	6	3	
72	Garage	4	3	
73	Give	3	1	
74	Glasses	3	1	
75	Good	6	4	
76	Guest	5	3	
77	Guide	10	3	
78	Handbag	5	1	
79	Have A Nice Day.	13	1	
80	Have You Been Here Before?	3	1	
81	Help	9	4	
82	High Season	7	4	
83	Hotel	13	4	
84	Hour	5	3	
85	Housekeeping	7	3	
86	I Wat To Check Out.	6	1	
87	I.D.	5	3	
88	Icebreaker	2	1	
89	Invoice	17	9	
90	Karaoke	2	1	
91	Key	21	11	4
92	Kitchen	6	6	
93	Later	3	1	
94	Laundry	8	6	
95	Leave	5	3	
96	Left	4	1	
97	Like	12	2	
98	Local Guide	5	1	
99	Look	12	2	
100	Low Season	7	4	
101	Luggage	16	7	
102	Map	15	6	3
103	Meals	6	3	
104	Minibar	4	2	
105	Monuments	7	4	
106	Music	4	2	
107	Name	11	2	

108	Need	7	3	
109	New	7	1	
110	Next	6	2	
111	Night	17	5	
112	Now	6	4	
113	Number	18	6	3
114	Opera	2	1	
115	Organize	3	1	
116	Overnight	3	2	
117	Paid	3	2	
118	Parking	10	3	
119	Party	3	1	
120	Pass	3	2	
121	Pay	10	4	
122	Payment	21	6	3
123	Person	3	3	
124	Platform	5	3	
125	Playing	2	1	
126	Point	5	4	
127	Postcard	8	2	
128	Present	3	2	
129	Price	7	6	3
130	Privacy	3	1	
131	Private	15	5	
132	Programme	6	5	
133	Receipt	4	3	
134	Reservation	17	7	3
135	Restaurant	10	7	4
136	Right	4	1	
137	Room	109	6	
138	Room Card	1	1	
139	Room Number	12	1	4
140	Rules	3	1	
141	Service	7	5	
142	Shared	9	3	
143	Shared Bathroom	6	3	
144	Sheets	8	5	
145	Single	10	7	2
146	Something	6	2	
147	Speaker	3	1	
148	Stay	5	4	
149	Suitcase	7	3	
150	Super	3	1	
151	Surprise	5	1	
152	Table	9	7	4
153	Tax	12	6	
154	Taxi	15	3	

155	Telephone	11	7	2
156	Terrace	8	4	
157	Ticket	18	5	
158	Time	19	11	4
159	Toilet	14	4	
160	Tomorrow	8	3	
161	Tourism	3	2	
162	Tourist	22	7	3
163	Towels	6	5	
164	Transfer	4	4	
165	Travel	6	3	
166	Traveller	4	3	
167	Trip	6	3	
168	Triple	7	4	
169	TV	6	6	2
170	Walk	13	4	
171	Wash	4	4	
172	Water	10	1	
173	Way	5	4	
174	Web-Site	9	5	
175	Welcome	11	7	3
176	What Room Number?	6	1	
177	What's The Name?/What Was The Name?	1	8	
178	Whatsapp	7	4	
179	Wi-Fi	8	7	3
180	Wine	8	2	
181	Work	4	2	

Figure 2: Tourism words to be tested in O1-A3 – sorted alphabetically. Source: “Report about Observations in Tourism (O1-A2)”, p. 13 ff

The methodological embedding of this list in the following project step as well as other types of survey are explained in the next section.

## 2. Description of the Methodology of O1-A3

The work package O1-A3 used the methodology of **interview** and **role-playing** to collect data in order

- to review the significance of the words gained in O1-A2,
- to add new words,
- to obtain explanations,
- to have the most important words represented in sign language and
- to grasp the context in which certain words are commonly used.

### Interviews:

In the Tourism sector, a total of 40 people was to be interviewed, including 20 hearing people and 20 people with hearing impairment. These were to be distributed among the partner countries as shown in Figure 3.



### Role Playing:

The role plays (named “mock conversations” in the application) served to simulate typical conversations between people with and without hearing impairment in the working environment of tourism sector. The aim was to find out the most important words. The plan was to carry out one role play per partner - i.e. 5 role plays in total, with at least one role play in each of the three sectors (culinary, tourism, furniture).





Country/Type	 Germany	 Italy	 Spain	 Hungary	Total number
Interviews with hearing people	4	8	4	4	20
Interviews with hearing-impaired people	5	7	4	4	20
Total number	9	15	8	8	40

Figure 3: Foreseen number and distribution of Interviews in the tourism sector (O1-A3)

### 3. Interviews in Tourism (O1-A3)

The interviews were based on the previously developed **interview guidelines** (Annex 1: Interview Guidelines). The questions for **hearing people** were:

#### A. Introductory Part

1. Welcoming words
2. Self-introduction of the interviewer and their institution
3. Introduction to the SWING project and the aims of the interview
4. Information about data protection and asking permission of keeping records (taking notes, video/audio)

#### B. Some Information about the Interview Participant

5. What is your name?
6. What is your job title?
7. What training did you complete?
8. What is your position in the company?
9. How long have you been with this company?
10. Were you already employed in this profession elsewhere before?
11. What professional experience do you have? (number of years, job areas)?
12. Will you tell us your age?

#### C. Previous knowledge and experience in relation to the target group

13. Have you already had contact with hearing-impaired people?
14. Was this contact private and/or professional?
15. If so, how did you manage to communicate with each other?
16. Do you already know sign language?

#### D. Questions about cooperation (cooking, furniture) or business relations (tourism) with hearing-impaired people

17. Could you imagine working with someone with hearing impairments?
18. What opportunities do you see in this?
19. What challenges do you see?
20. Do you know how to facilitate communication?
21. Do you think it would be helpful for the communication to have a video dictionary available with signs for the most important words in your profession?

22. Could you imagine even learning the most important words in sign language?
23. Could you imagine that it could also be helpful at your workplace to communicate some words in sign language with hearing colleagues (for example, because of high volume or to bridge distances)?

#### **E. Common Reflection of the word list**

24. During our field research, we have listened to you and your colleagues in your workplace activities. We have tried to identify the most important words, including both professional terms and frequently used everyday words.

We have created a list and would like to ask you now to look through this list. Please use a pen

- to mark the words that you feel are particularly important,
- to cross out those that you deem to be less important,
- to add important words to list that we have overlooked.

#### **F. Do you have any other comments?**

Figure 4: Interview questions for hearing people

In contrast to the questions for hearing people, the questions were worded more simply for the **hearing-impaired** people and a bit different in part C and D:

#### **A. Introductory Part**

1. Welcoming words
2. Self-introduction of the interviewer and their institution
3. Introduction to the SWING project and the aims of the interview
4. Information about data protection and asking permission of keeping records (taking notes, video/audio)

#### **B. Some Information about the Interview Participant**

5. What is your name?
6. What is your job title?
7. What training did you complete?
8. What is your position in the company?
9. How long have you been with this company?
10. Were you already employed in this profession elsewhere before?
11. What professional experience do you have? (number of years, job areas)?
12. Will you tell us your age?

#### **C. Previous knowledge and experience with hearing colleagues**

13. Have you already worked with hearing colleagues?
14. If so, how did you manage to communicate with each other?
15. Do your colleagues already speak sign language?
16. Do you read lips?

#### **D. Questions about cooperation (cooking, furniture) or business relations (tourism) with hearing people**

17. What opportunities do you see in working with hearing people?
18. What challenges/problems do you see?
19. How hard is it to get a job as a hearing-impaired person? What are your experiences?
20. Do you know how you can facilitate communication?
21. Do you find it helpful to get a video dictionary? This contains gestures for the 150 most important words in the profession.
22. Do you think your hearing colleagues would also learn these 150 most important words in sign language?
23. What would you wish for? Better integration etc.?

#### **E. Common Reflection of the word list**

---

24. During our field research, we have listened to you and your colleagues in your workplace activities. We have tried to identify the most important words, including both professional terms and frequently used everyday words.

We have created a list and would like to ask you now to look through this list. Please use a pen

- to mark the words that you feel are particularly important,
- to cross out those that you deem to be less important,
- to add important words to list that we have overlooked.

#### F. Do you have any other comments?

Figure 5: Interview questions for hearing-impaired people


The following sections 3.1-3.5....

- 1) describe the answers to the interview questions separately for the hearing and hearing impaired groups for each partner country involved.
- 2) present the quantitative results from the assessments of the word list. The relevance of the words was measured on a 4-level Likert scale. These leads to data at an ordinal scale level. An ordinal scale sorts variables with values between which there is a hierarchy. The data can thus be grouped according to their relevance and sorted by size.

In the country chapters (3.1.-3.4.) and in the cross-country chapter (3.5.) diagrams with the medians and ranges per word and for the group of hearing and hearing impaired people are presented. The charts are arranged according to the height of the median and the range of the relevance assessment. These diagrams are quite small for reasons of space, but allow an optical impression of the distribution. Each graph is briefly explained in a few sentences and supplemented with relevant information.

A more detailed presentation of the results is then given in chapter 3.5. Here, too, the diagrams for the hearing and hearing impaired are presented separately and summarized. In addition, a number of statistical tests with SPSS (Version 23) were carried out for independent samples with data at ordinal scale level (Kruskal-Wallis-Test for the comparison between the four countries, Mann-Whitney-Test for the comparison between the two groups of hearing and hearing impaired). The aim was to answer the question of whether the data of the groups involved are similar or significantly different in order to be able to finally choose words that were assessed as homogeneously as possible across the various groups, with a high median value and a low range. The results of these considerations are presented in chapter 3.5.3.

### 3.1. Samples and Results in Germany

 In Germany, a total of 9 surveys were carried out for the field of tourism, 4 of which were interviews with hearing employees from two different tourist information offices and 5 were written surveys with hearing impaired people who described their experiences from the perspective of travellers.

#### 3.1.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees

##### 1. Results from the Interviews with Hearing People

Among the 4 hearing respondents from the Tourist Information Offices are 3 women and 1 man. They range in age from 20 to 29 years.

Their job titles are: Guest services, businessman for tourism and leisure, assistant for hotel and tourism management, tourism and conference management.

Two of the interviewees states to have completed training in hotel and tourism management, one interviewee was doing a pre-study internship in international tourism management and one interviewee had completed commercial training with a focus on tourism.

The respondents have the following tasks in the company:

- Customer information and telephone (first contact person)
- "Gofer" which includes all matters with apprentices, trainees and student assistants; representatives of staff; support of city tours; reservations (reservix); in the absence of colleague customer service
- Guided city tours (telephone agreements, receipt of bookings)

The interviewees are employed in the company for between 5 months and 4 years and were not previously employed in this occupation. The work experience of the interviewees ranges from none to 5 years. Three of the hearing people had already had contact with hearing impaired people, two contacts were professional and one private. Communication was possible through writing, slow and clear speech, lip-reading and hearing aids. None of the respondents masters sign language. When asked about cooperation with hearing impaired people, all people say they could imagine it. One interviewee could imagine that more communication would take the form of e-mails. Areas in which there is a lot of customer contact (in person or by telephone) are perceived as unsuitable. One interviewee sees the chances of employing hearing impaired people in the fact that all people can be treated equally: "People also want to take part in life, in culture". The number of hearing impaired employees could be increased via the press.

The challenge for the respondents is that not all words can be covered by the video dictionary and this could lead to a disappointment of the deaf and that the hearing person can never know exactly if the hearing impaired person has understood them. The hearing people indicate that communication could be facilitated by writing, reading aloud, speaking slowly and clearly, gestures, and e-mail communication.

Three of the respondents indicated that a video dictionary with the 150 most important gestures would be helpful for communication, with all respondents willing to learn the most important words. However, one of the respondents assumes the need to learn the language, for example if a deaf customer comes by every week or a deaf colleague works for them. In addition to the app, a respondent would like to receive tips from a professional to be safe to use.

None of the respondents can imagine using sign language in the workplace among hearing colleagues. One interviewee could, however, imagine communicating with colleagues in stressful situations in the presence of customers using gestures, so that the customers do not notice the situation.

Further comments of the respondents are that the word list is rather suitable for hotels and the list is very large.

Missing words:

- events
- city tours, museum tours

- opening hours
- restaurants
- cinemas
- programs for the weekend, the stay
- flat rates
- city map
- subway
- leaflet
- budget

## 2. Results from the Interviews with Hearing-Impaired People

Among the 5 hearing-impaired people with travel experiences are 2 women and 2 men. The gender of another hearing-impaired person cannot be assigned, as he or she does not give a first name in the written survey. All respondents range in age from 46 to 57 years.

The number of trips for the interviewees is between one and six times a year.

The hearing impaired people indicate the following booking types: Internet, brochures, catalogue, mobile phone, Deaftravel, travel agency and private.

Only one person states that someone is helping them with the booking. Two of the interviewees state that they travel without hearing family members or friends. 4 of the interviewees know special travel agencies or travel offers for hearing-impaired people, including Deaftravel<sup>1</sup> and Scheifele Reisen<sup>2</sup>. One respondent indicated that travels with interpreter is more expensive than normal travels. Three of the respondents indicated that they regularly stay in hotels. The communication with the hotel staff is mainly based on writing. One respondent stated that sign language with foreigners is hardly manageable. With one exception (hotel staff in America), hotel staff could not speak sign language.

Four of the interviewees do not make use of city tours. They state that city tours must be booked with sign language interpreters. Four of the respondents stated that the city guides could speak sign language. Two of the respondents indicated that they visit tourist information offices. The communication with the local staff is also mainly done by writing down or showing pictures. None of the respondents indicated that the employees of the Tourist Information could speak sign language.

When asked how communication between hearing employees and hearing-impaired customers could be improved, respondents said: "Writing by notes; a flyer with the finger alphabet; the basics of how to deal with deaf people; and writing and pointing on a mobile phone. Three of the respondents indicated that it would be helpful if hearing hotel employees learned the most important words in DGS. In addition, one person indicated that bell systems (flashing lamps) in the hotel room (e.g. as a wake-up service) would be useful.

### 3.1.2. Review of the Wordlist by Hearing and Hearing Impaired People

The word list from the tourism sector with its 181 words was presented to the respondents at the end of the interview. Respondents went through the list word by word and considered its relevance on a 4-point Likert scale. Respondents were allowed to ask questions to the interview leader if anything was unclear. All comments were noted. Finally, the respondents were able to suggest further relevant words to supplement the list. Respondents with hearing impairment were also asked to indicate signs for the most important words. However, this task turned out to be too exhausting and time-consuming for them, so that often only a few gestures were shown and then the survey came to an end. The survey results were analysed separately for hearing and hearing impaired persons and are presented below.

---

<sup>1</sup> *Info Deaf Travel* (<http://deaftravel.de/>): Deaf Travel is a travel agency for the deaf based in Munich. The consultation takes place usually over Videochat and offers deaf among other things group journeys inclusive sign language interpreter. The managing directors Manuel and Julian Facchin (both hearing) are the children of deaf parents.

<sup>2</sup> *Info Peter Scheifele Reise* (<https://www.peter-scheifele-reisen.de/>): Peter Scheifele is the only deaf bus driver in Europe and organizes group tours by bus for deaf people.

**Explanation of the diagrams:**

On the X-axis the words from the tourism sector are listed. For space reasons they had to be displayed very small. However, at this point it is not so much the individual words that are of interest, but the general response behaviour of the group. The values on the Y-axis from 0 to 3 show the extent of relevance of the words with the following categories:

- 0 = It is not present or it is useless;
- 1 = It can be used occasionally;
- 2 = Commonly used - It is useful in the sector;
- 3 = It is used a lot in the sector – Essential.

The blue dots in the diagram mark the Median values. The median of a list of numerical values is the value that stands at the middle position when the values are sorted by size. The vertical lines indicate the range of answers. The results are sorted by median height (as high as possible) and range (as low as possible). Therefore, values with a median of 3 and a range of 0 come first, followed by values with a span width of 1, 2 and 3.

## 1. Results in the group of hearing people:

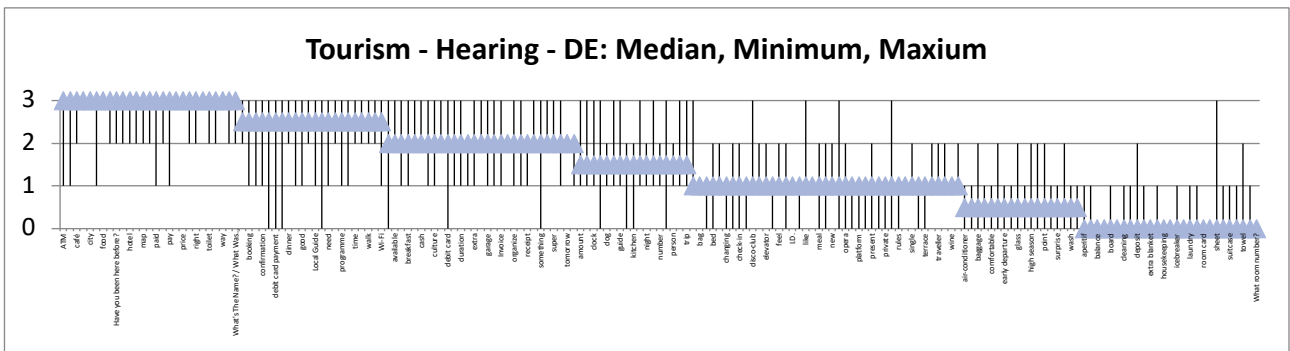


Figure 6: Relevance assessment of the tourism words: Hearing people, Germany

In the group of hearing people in Germany, the median of 24 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- Can I Help You?
- city
- food
- postcard
- price
- ticket
- way
- later
- tomorrow
- bag
- I.D.
- Luggage
- shared
- wine
- balance
- blanket
- changing of room
- extra blanket
- housekeeping
- I want to check out.
- karaoke
- room card
- room number
- What room number?

## 2. Results in the group of hearing-impaired people:

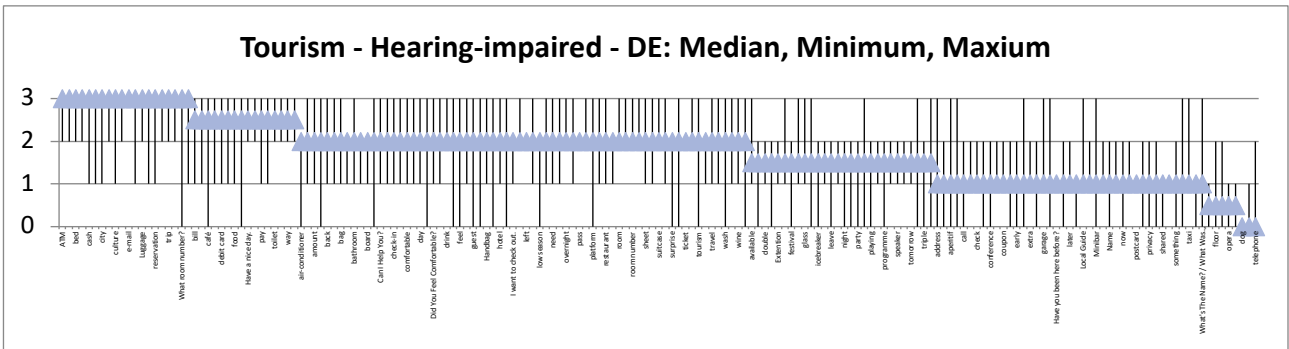


Figure 7: Relevance assessment of the tourism words: Hearing-impaired people, Germany

If the answers of both groups are combined and averaged over the median, 8 words that reach the median 3 with a range of 0. This **most important** words are:

- e-mail
- left
- pass
- ticket
- Have you been here before?
- postcard
- single
- dog

A further 89 words have a median of 3 with a range of 1, 12 words with a median of 2.5 and a range of 1, 37 words with a median of 3 and a range of 2 and 15 words with a median of 2.5 and a range of 2.

## 3. Results for the two groups of hearing and hearing-impaired people combined:

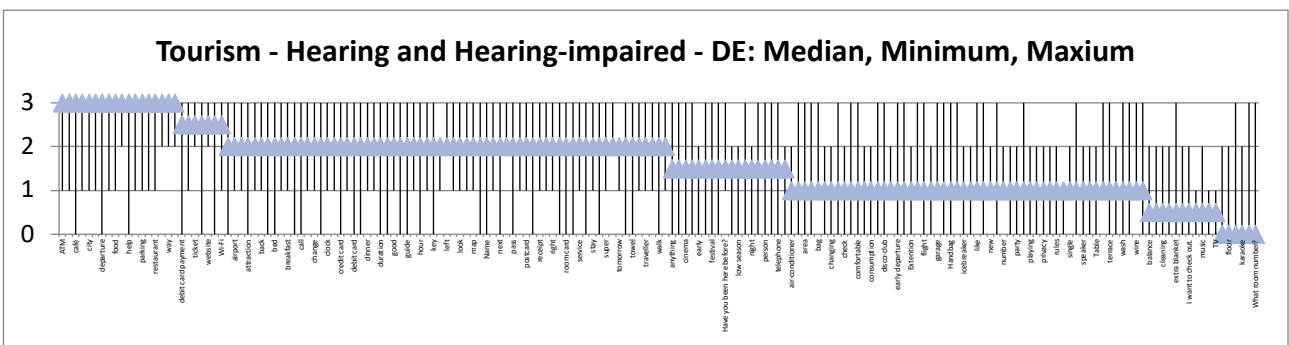


Figure 8: Relevance assessment of the tourism words: Hearing and hearing-impaired people, Germany

19 words have a median of 3 with a range of 1.



## 3.2. Samples and Results in Italy



In Italy, a total of 15 surveys were carried out for the field of tourism, 8 of which were interviews with hearing employees and 7 were written surveys with hearing impaired people.

### 3.2.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees

#### 1. Results from the Interviews with Hearing People

The interviews with hearing people took place in Palermo, Sicily. A total of 8 hearing respondents, 2 hearing men and 6 hearing women, were interviewed in the field of tourism. They range in age from 33 to 48 years. They are businessmen for tourism and leisure, assistants for hotel and tourism management, tourism and conference managers and a school teacher of tourist welcoming.

The work experience of the interviewees ranges from 4 to 20 years. Six of the hearing people had already had professional and private contact with hearing impaired people. Communication was possible through writing, slow and clear speech, lip-reading and hearing aids. None of the respondents masters sign language. When asked about cooperation with hearing impaired people, all people say they could imagine it. But four of them imagine some difficulties of communication. The hearing people indicate that communication could be facilitated by writing, reading aloud, speaking slowly and clearly, gestures, and e-mail communication.

Two of the respondents indicated that a video dictionary with the 150 most important gestures would be helpful for communication, with all respondents willing to learn the most important words.

Six of the respondents can imagine using sign language in the workplace among hearing colleagues. They can imagine learning the most important words in sign language. All of them suggests other useful words like: breakfast, gluten, lactose, surroundings, hiking, ice, mattress, children, matrimonial, double, triple, quadruple, reception, concierge, "Where have you been?", stairs, switch, neighbour, thank you, please, you are welcome.

#### 2. Results from the Interviews with Hearing-Impaired People

The interviews with hearing-impaired people took place in Palermo, Sicily. A total of 7 hearing-impaired respondents, 3 hearing men and 4 hearing women, were interviewed in the field of tourism. They range in age from 22 to 34 years. All hearing-impaired respondents are currently working in the field of tourism. One of them is still a university student, one of them is a high school teacher, another one is artistic vice director and the others work as receptionists in a hotel.

Five of the respondents believe that there are some challenges, that every day is a challenge. Two of the respondents think that should not be difficulties, but only chances to grow. The communication with the colleagues is mainly based on writing and lip-reading. None of the respondents indicated that the employees could speak sign language. But all of the respondents believe that the colleagues would learn the 150 words of the app.

All of them suggests other useful words like: museum, train station, assistance, intervention, rental, transport, house, storage, information, curtain, car, customs, pharmacy, emergency, emergency room, alarm, meeting point, hour, hospital, church, necropolis, customs, castle, column, period, underground, tower, spa, amphitheatre.

### 3.2.2. Review of the Wordlist by Hearing and Hearing Impaired People

The word list from the tourism sector with its 181 words was presented to the respondents at the end of the interview. Respondents went through the list word by word and considered its relevance on a 4-point Likert scale. Respondents were allowed to ask questions to the interview leader if anything was unclear. All comments were noted. Finally, the respondents were able to suggest further relevant words to supplement the list. Respondents with hearing impairment were also asked to indicate signs for the most important

words. The survey results were analysed separately for hearing and hearing impaired persons and are presented below.

### Explanation of the diagrams:

On the X-axis the words from the culinary sector are listed. For space reasons they had to be displayed very small. However, at this point it is not so much the individual words that are of interest, but the general response behaviour of the group. The values on the Y-axis from 0 to 3 show the extent of relevance of the words with the following categories:

- 0 = It is not present or it is useless;
- 1 = It can be used occasionally;
- 2 = Commonly used - It is useful in the sector;
- 3 = It is used a lot in the sector – Essential.

The blue dots in the diagram mark the Median values. The median of a list of numerical values is the value that stands at the middle position when the values are sorted by size. The vertical lines indicate the range of answers. The results are sorted by median height (as high as possible) and range (as low as possible). Therefore, values with a median of 3 and a range of 0 come first, followed by values with a span width of 1, 2 and 3.

### 1. Results in the group of hearing people:

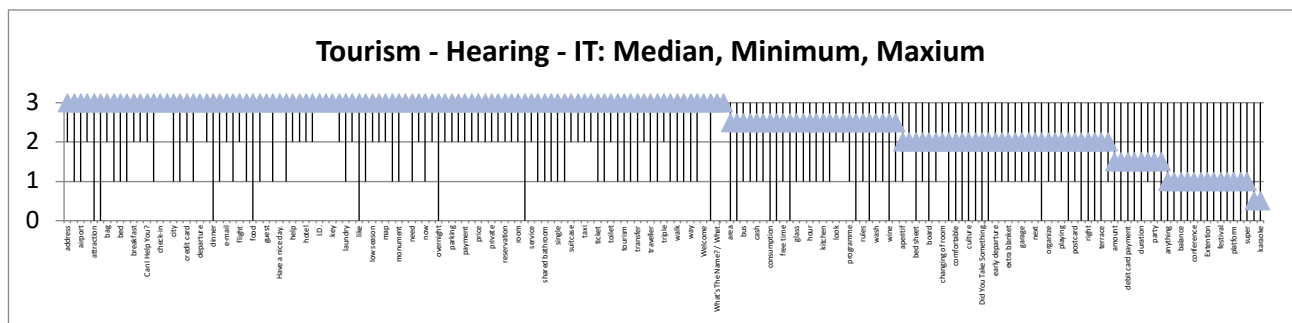


Figure 8: Relevance assessment of the tourism words: Hearing people, Italy

In the group of hearing people in Italy, the median of 12 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- check-in
- check-out
- departure
- guest
- Have a nice day.
- I.D.
- Invoice
- key
- Name
- Welcome
- What's The Name? / What Was The Name?
- Wi-Fi

## 2. Results in the group of hearing-impaired people:

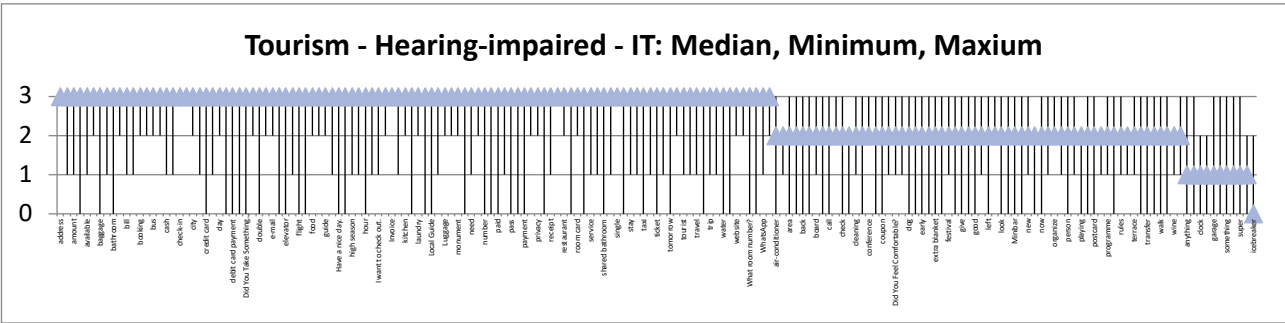


Figure 9: Relevance assessment of the tourism words: Hearing-impaired people, Italy

In the group of hearing-impaired people in Italy, the median of 3 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- check-in
- check-out
- Invoice

## 3. Results for the two groups of hearing and hearing-impaired people combined:

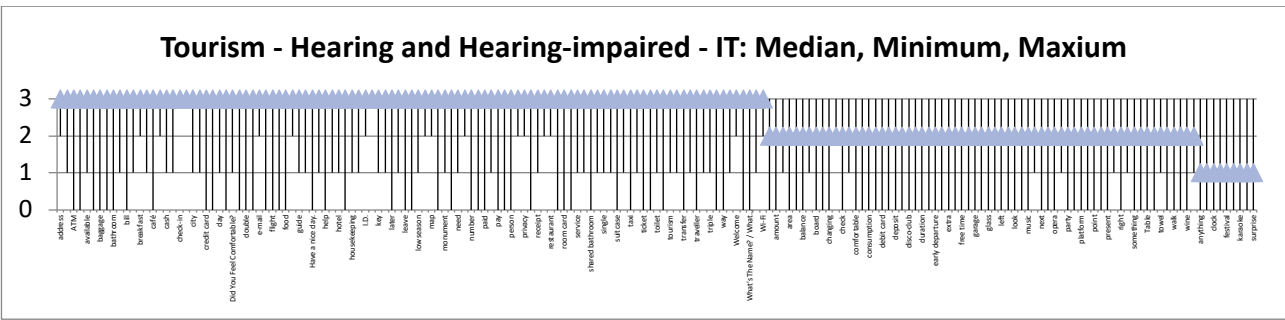


Figure 11: Relevance assessment of the tourism words: Hearing and hearing-impaired people, Italy

Across both groups of hearing and hearing-impaired people in Italy, the median of 3 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- check-in
- check-out
- Invoice

A further 16 words have a median of 3 with a range of 1.

### 3.3 Samples and Results in Spain



In Spain, a total of 8 surveys were carried out for the field of tourism, 4 of which were interviews with hearing people and 4 with hearing impaired people.

#### 3.3.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees

##### 1. Results from the Interviews with Hearing People

A total of 3 hearing women and 1 hearing man were interviewed in the field of tourism. They are between 25 and 44 years old.

Their job positions are: travel agent, travel guide, travel guide and Event planner, and finally tours planner. Some of their job positions are really connected.

3 of the interviewees have studied something directly related with tourism (degree in tourism and VET in guide, information and tourist assistance), but the fourth had no training in tourism field, only secondary school studies but he has worked in the sector without that background. The hearing respondents have been employed between 1 year and a half and 8 years in their current company (including the freelance). 3 of them were already employed in tasks related with tourism before their current employment, 1 of them has worked like Accompanying guide, Tour Manager and Sales in agency. Finally, for the other one this is her first job. Three of the hearing people had already had contact with hearing problems, two contacts were professional and one private. Communication was possible through correct vocalization for facilitating the lip-reading, sign language interpreters, writing, with pictures and with gestures. None of them were able to use sign language by their own.

All hearing respondents can imagine to work with someone who has a hearing impairment. One respondent said that it would be a challenge because she does not feel ready for it. One interviewee said that she thought that they could have few opportunities to work in the sector. Another interviewee believed that it could be a possibility to learn communicative skills with them and this is really good in this sector, not everything is the language and it could be a good idea to explore other ways of expression. Finally, one interviewee believed that it is more like a difficult challenge than an opportunity. Regarding the problems and challenges encountered, one interviewee says that it could be really difficult to prepare a tourist trip for people with hearing problems, but she recognized that with persistence it could be done. Another one said that the communicative issue is the bigger problem. The third believed that the way of express and share ideas could be a big challenge. Finally, it is noted that there would be a major challenge in understand each other. Three of the hearing professionals does not know how to facilitate those communications, one of them said that it is really difficult to explain a lot of things, and sometimes that could not be solved.

Finally, the last one suggested that sign language could be learned, at least in a basic level to communicate simple things. All 4 respondents believe that a video dictionary in sign language would be helpful for communication.

All of them can imagine learning the most important words in sign language. However, not all of them believed that it would be useful to use sign language in the workplace even if they are not people with hearing problems there, one of them thought that in tourism is not necessary to use signs because they have other devices to be heard. Some words were added by the interviewees to the list: plane, train, car, ship, hostel, pension, camping, rural house, apartment, luggage storage, waiter and beer.

##### 2. Results from the Interviews with Hearing-Impaired People

A total of 3 women and 1 man were interviewed in the tourism sector with hearing problems. They are between 45 and 65 years old. As it is said at the beginning, they were experienced travellers, and they were used to finding problems during their tourist trips. It was decided not to interview housekeepers with

hearing problems in hotels because the words that they would choose would not be related with tourism, even though they could be considered tourism sector workers.

In their professional life 3 of them have not worked with colleagues with hearing problems in their sectors but one has worked with co-workers with hearing problems, and that communication was done in sign language. 3 of them did not have workmates who could speak in sign language.

3 of the respondents could make lip-reading, the other one said that it is really difficult for her, even she had even tried to learn but she always found complicated to understand it and she preferred the communication through written texts.

For the hearing-problems respondents, the question of what opportunities they see for people with hearing problems, one of the respondents said that they can attend people with hearing problems, because she has found a lot of problems of communication and a professional with hearing problems could understand them better. Two of them said that they have few opportunities in the sector, because companies do not want to hire deaf people. Finally, another one determined that people with hearing problems have more opportunities than we thought. The interviewees said that it is a challenge because a lot of messages are only auditory, and they are lost in this topic. One of them said that the communication is the most important barrier, another of them said that the challenge is to be treated like an equal, not like a people with disability. Finally, the most important challenge is that the employers hire more people with hearing problems. About how to improve the communication, one of them said that everything should be designed and thought in order that people with hearing problems feel integrated and do not have big problems. Another one said that it is a good idea to spread the use of sign language as much as possible. One of them said that it is necessary more resources. Finally, the last one said that he did not have ideas for improving the communication, it was not his business.

3 of them thought that a video dictionary would be helpful for working with hearing and not hearing people and the rest one said that he did not know it. Moreover, the same 3 believed that their hearing colleagues could learn the most important words in sign language, but the last one did not trust that his co-workers could make that effort. About their wishes, one of them wanted more opportunities, another one said that he wanted that more people with hearing problems would be hired, another one said that she wanted normality in the job position and to be treated like the other ones, finally, another one said that it is needed more preparation by everyone for facing these problems and more resources.

### 3.3.2. Review of the Wordlist by Hearing and Hearing Impaired People

The word list from the culinary sector with its 181 words was presented to the respondents at the end of the interview. Respondents went through the list word by word and considered its relevance on a 4-point Likert scale. Respondents were allowed to ask questions to the interview leader if anything was unclear. All comments were noted. Finally, the respondents were able to suggest further relevant words to supplement the list. Respondents with hearing impairment were also asked to indicate signs for the most important words. The survey results were analysed separately for hearing and hearing impaired persons and are presented below.

#### **Explanation of the diagrams:**

On the X-axis the words from the culinary sector are listed. For space reasons they had to be displayed very small. However, at this point it is not so much the individual words that are of interest, but the general response behaviour of the group. The values on the Y-axis from 0 to 3 show the extent of relevance of the words with the following categories:

- 0 = It is not present or it is useless;
- 1 = It can be used occasionally;
- 2 = Commonly used - It is useful in the sector;
- 3 = It is used a lot in the sector – Essential.

The blue dots in the diagram mark the Median values. The median of a list of numerical values is the value that stands at the middle position when the values are sorted by size. The vertical lines indicate the range of answers. The results are sorted by median height (as high as possible) and range (as low as possible). Therefore, values with a median of 3 and a range of 0 come first, followed by values with a span width of 1, 2 and 3.

### 1. Results in the group of hearing people:

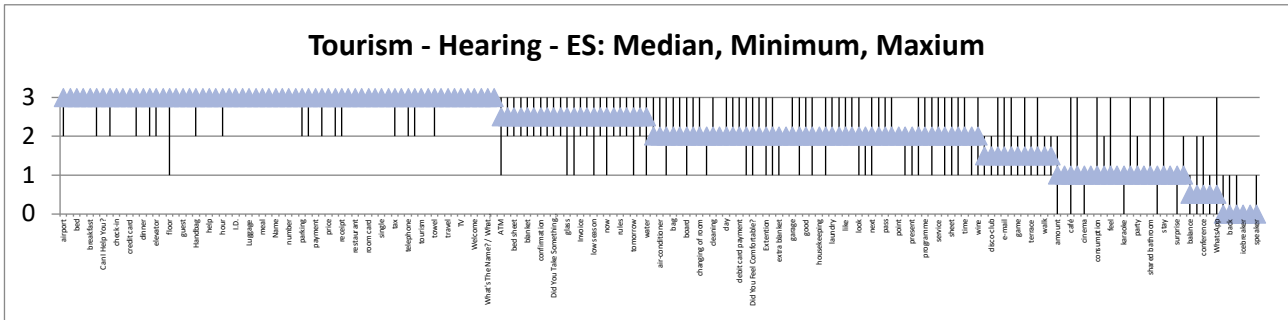


Figure 10: Relevance assessment of the tourism words: Hearing people, Spain

In the group of hearing people in Spain, the median of 48 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- baggage
- bed
- booking
- breakfast
- Can I Help You?
- check-in
- check-out
- credit card
- dinner
- flight
- food
- guest
- guide
- Have a nice day.
- help
- hotel
- I want to check out.
- I.D.
- key
- Luggage
- map
- meal
- monument
- Name
- night
- number
- paid
- payment
- price

- reservation
- restaurant
- room
- room card
- room number
- single
- suitcase
- taxi
- tourism
- tourist
- transfer
- travel
- traveller
- TV
- website
- Welcome
- What room number?
- What's The Name? / What Was The Name?
- Wi-Fi



## 2. Results in the group of hearing-impaired people:

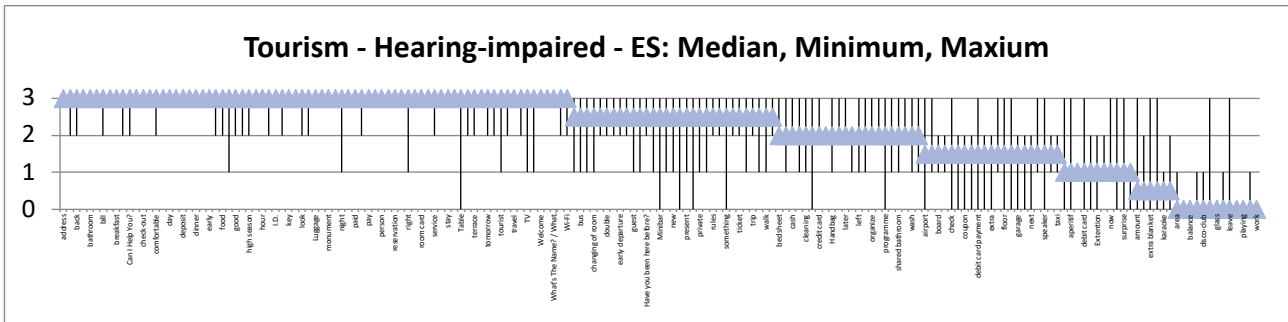


Figure 11: Relevance assessment of the tourism words: Hearing-impaired people, Spain

In the group of hearing-impaired people in Spain, the median of 45 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- address
- baggage
- bathroom
- bed
- booking
- breakfast
- check-in
- check-out
- city
- confirmation
- day
- departure
- deposit
- Did You Take Something From The Minibar?
- dinner
- e-mail
- early
- hotel
- hour
- I.D.
- key
- like
- Luggage
- meal
- monument
- Name
- number
- paid
- pay
- payment
- person
- price
- reservation

- restaurant
- room
- room card
- room number
- sheet
- stay
- suitcase
- toilet
- travel
- Welcome
- What room number?
- What's The Name? / What Was The Name?

### 3. Results for the two groups of hearing and hearing-impaired people combined:

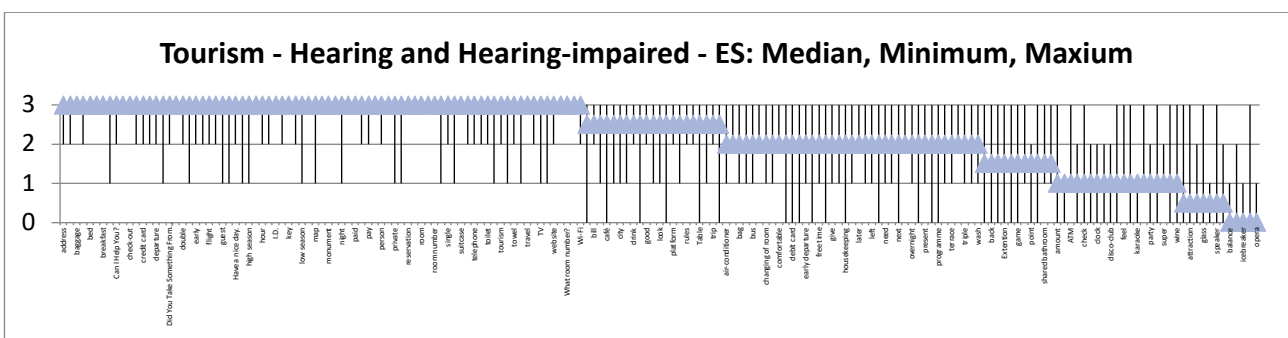



Figure 12: Relevance assessment of the tourism words: Hearing and hearing-impaired people, Spain

In both groups of hearing and hearing-impaired people in Spain, the median of 28 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- bread
- baggage
- bed
- booking
- breakfast
- check-in
- check-out
- dinner
- hotel
- I.D.
- key
- Luggage
- meal
- monument
- Name
- number
- paid
- payment
- price
- reservation
- restaurant

- room
- room card
- room number
- suitcase
- travel
- Welcome
- What room number?
- What's The Name? / What Was The Name?

### 3.4. Samples and Results in Hungary

 In Hungary, a total of 8 surveys were carried out for the field of cooking, 4 of which were interviews with hearing people and 4 with hearing impaired people.

#### 3.4.1. Answers to Interview Questions from Hearing and Hearing Impaired Interviewees

All of our interviewees were hotel employees because the majority of hearing-impaired people usually find a job in hotels. There was just one woman, who worked at a tourism information office. She was 35 years old. Her task was selling different trips for tourists, giving informations at costumer service, giving informations about the different domestic- and abroad travels; furthermore, her task was participation at different events, communication with such partners who sell these travels, communicating with hotels, informing costumers, making phone-calls, so she was primarily a contact person. She has been working in this profession since eight years, and she loves it a lot.

Two of the hearing interviewees have had already contact with hearing-impaired people and all of the two contacts were formal ones, meaning that they were colleagues. Regarding the communication, the tasks were recorded in writing, and they usually spoke to the hearing-impaired colleagues very slowly, using gestures; the hearing-impaired employees used lipreading, and they obviously were helped by hearing aids as well. No-one of the hearing persons knew sign language.

Their opinion about the communication with hearing-impaired people was positive, regarding especially those job positions where loud speaking or talking by phone are not necessary but correct, independent work is needed.

In the case of eventual communication with colleagues, they prefer writing down things, while communicating by phone was almost completely excluded by them. When there are meetings, assignment of tasks, they are helped by a sign language interpreter, or they plan to draw on the help of an audiomentor.

Our hearing interviewees would employ hearing-impaired people without any problem. We didn't experience a kind of big resistance regarding their issues, but this is for Budapest hotels only. In smaller towns, in other parts of the country the number of hotel employees is smaller, in most of the cases there are only two or three employees working in a given hotel. So this thing is less common in the small, provincial hotels.

They welcomed the idea of a video dictionary, because neither hearing-impaired people were unknown for them, nor the issue that those people need to get some help. They were curious about how they could use the dictionary. Obviously it is just a device, as they remarked this.

As we have mentioned, hearing people prefer the written form of the communication, or using slow, clear gestures when speaking, with showing the given tasks. Writing can happen using Wiber, Whatsapp, email, so, depending on the organization of the workplace, communication can be carried out by any means.

All of the four respondents said that the video dictionary containing the most important 150 gestures is useful, but it is just one of their toolbar. They would also learn them as a curiosity so they are open to learning, but at the same time they didn't think that they wouldn't be able to communicate without that.

They consider it as a good tool for showing a few words that are not understood by an employee, what does that given word mean in sign language.

It is not rare in the case of the hotels that their directors or the coworkers get a bit exasperated when they cannot make the tasks understood. So they are very happy when they meet us, or any other professionals who can help them giving advices regarding how to communicate with hearing-impaired people, make the tasks understood. But they don't seek for such professionals.

There is a curiosity and they are interested in sign language, but no-one preferred its use, they didn't think to be important. A bigger importance was referred to the clear, exact wording or visualization of the tasks, so they thought important the learning during carrying out the actions. And to writing down the tasks, and preferably without changing them too often.

The words that were missed by the interviewees:

- mop
- vacuum cleaner
- quilt
- liquid soap
- rectifier
- rubbish bag
- chair, reception
- breakfast, fridge
- downstairs
- plate
- soft-drink
- shower
- pastries

### 3.4.2. Results from the Interviews with Hearing-Impaired People

From the total of 4 hearing-impaired interviewees there were 3 women and one man. They ages were between 28 and 45 years. Their number of travels per year ranged between 0 and 14.

To the question how they get information about the travels, they said that they usually inform each other, so within the community of hard-of-hearing and deaf people and communities that were organised for travels and consist of hearing-impaired people. They rarely travel by a travel agency, but they just get into their cars and go on trips because they are allowed to drive a car in Hungary. And because, within the country travel is almost free of charge, they are quite easy-moving.

They said that they were helped during a booking. Almost all of them travel with friends and family. There is a hearing person amongst them, but it is not the majority of the case. They usually travel in groups or with their family, so they are about to get more people involved, with the intention to enlarge the possibilities of communication.

We don't know whether travels organised with interpreters do exist. We asked this from the involved people, but they did not know about it either. So they usually organise their travels in communities together with their local travel agencies. This way there are one or two persons who are aware in travels, is more fearless and is able to show some programs, find those professionals who can help them during their trip.

All of the interviewees use to lodge in hotels. During registration almost everyone of them can tell what they have to but as it was remarked by all of them, written communication is the key and the stablest way for them.

So far, they have not encountered a hotel where sign language would be spoken.

Usually, they go on sightseeing tours independently. They are very good at orientation, they prepare for a trip using mobile applications, asking advices from their friends, who help them on internet or at the moment of the trip.

Two of them have visited a tourist information office but they were accompanied by a hearing person. This way, the communication was easier because

the hearing person translated between the agency and the hearing-impaired friend.

To the question if the communication between hearing and hearing-impaired could be improved, they answered that hearing people should know more about the communication habits of the hearing-impaired people, for example, how they could recognize a hearing-impaired person; they should have a notebook with them; they should know that they don't offend them if they ask how can help with the communication... With a screening of a film, giving them an offer, writing down where they want to go, how much money they do have with them, what they would like to visit, how many persons would come. All of these can be helped by lip-reading, but if not, then writing at any time is a good tool, and using gestures as well.

No-one of the four interviewees thinks that learning sign language by the hotel employees is important, but they are glad if someone knows a few words. This is like when visiting Italy and learning some typical words before the trip. So as deaf people, they are a kind of minority speaking a foreign language, but in the case of hard-of-hearing people this is not considered this way. In that case it helps if they are well-focussed, they are good at lipreading, and the speaker speaks slowly.

In Hungary, there is not an extra office, or any kind of agency in the field of tourism that would organize trips for hearing-impaired people.

#### 3.4.2. Review of the Wordlist by Hearing and Hearing Impaired People

The word list from the tourism sector with its 181 words was presented to the respondents at the end of the interview. Respondents went through the list word by word and considered its relevance on a 4-point Likert scale. Respondents were allowed to ask questions to the interview leader if anything was unclear. All comments were noted. Finally, the respondents were able to suggest further relevant words to supplement the list. Respondents with hearing impairment were also asked to indicate signs for the most important words. The survey results were analysed separately for hearing and hearing impaired persons and are presented below.

### Explanation of the diagrams:

On the X-axis the words from the tourism sector are listed. For space reasons they had to be displayed very small. However, at this point it is not so much the individual words that are of interest, but the general response behaviour of the group. The values on the Y-axis from 0 to 3 show the extent of relevance of the words with the following categories:

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### 1. Results in the group of hearing people:

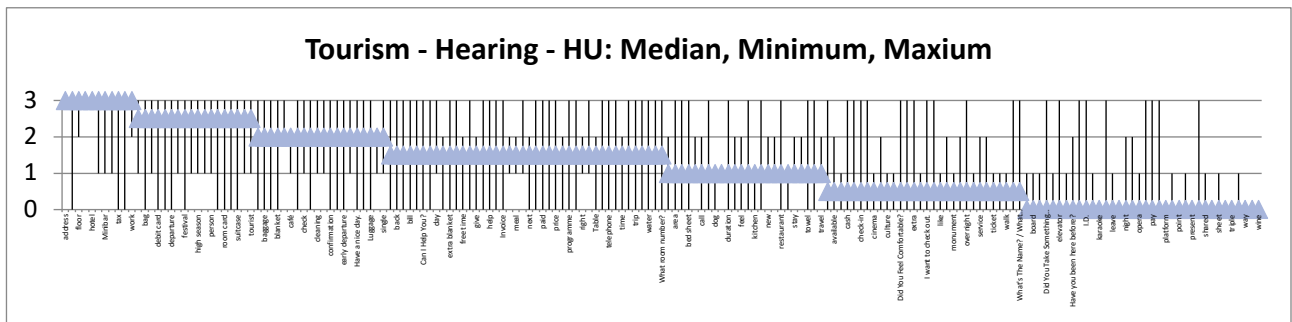


Figure 13: Relevance assessment of the tourism words: Hearing people, Hungary

In the group of hearing people in Hungary, the median of 3 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- address
- guest
- hotel

### 2. Results in the group of hearing-impaired people:

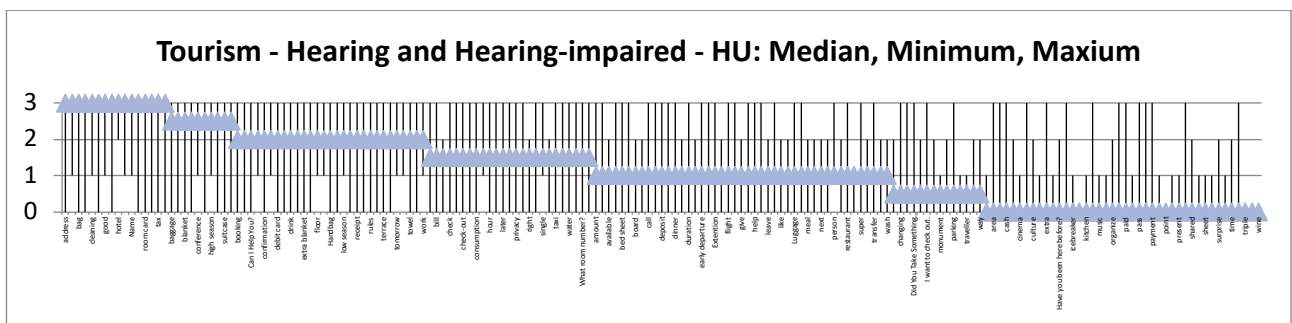


Figure 14: Relevance assessment of the tourism words: Hearing-impaired people, Hungary

In the group of hearing-impaired people in Hungary, the median of only 4 words is at the maximum extent of 3 combined with a range of 0. Those words considered to be **most important** are:

- bed
- glass
- good
- Name

### 3. Results for the two groups of hearing and hearing-impaired people combined:

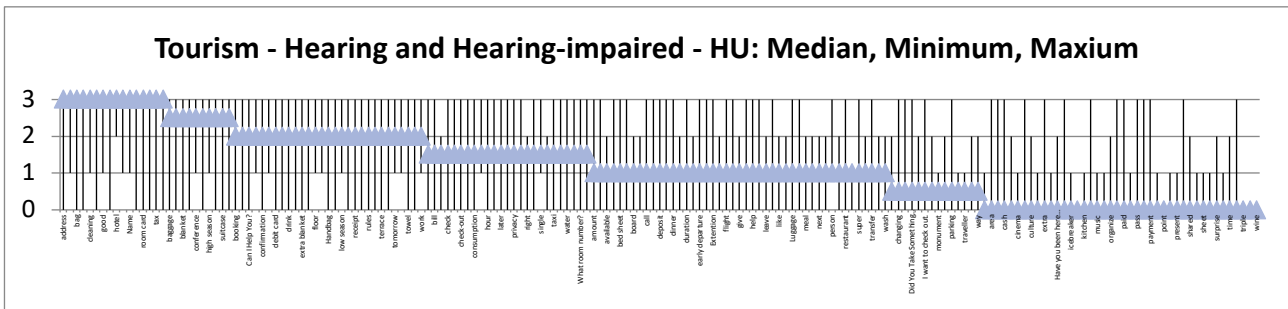


Figure 15: Relevance assessment of the tourism words: Hearing and hearing-impaired people, Hungary

In both groups of hearing and hearing-impaired people in Hungary combined, the median of 5 words have 0 at the maximum extent of 0 combined with a range of 0. Those words are:

- karaoke
- point
- triple
- WhatsApp
- Wine

### 3.5. Aggregated Results across All Participating Partner Countries

#### 3.5.1. Collection of All Additional Words Suggested From Interviewees

All the additional words suggested in the interviews are collected here again (sorted alphabetically):

- events
- city tours, museum tours
- opening hours
- restaurants
- cinemas
- programs for the weekend, the stay
- flat rates
- city map
- subway
- leaflet
- budget
- breakfast
- gluten
- lactose

- surroundings
- hiking
- ice
- mattress
- children
- matrimonial
- double
- triple
- quadruple
- reception
- concierge
- “Where have you been?”
- Stairs
- Switch
- Neighbor
- thank you
- please
- you are welcome

Some words were already part of the list, but may have been overlooked or not remembered.



### 3.5.2. Review of the Wordlist by Hearing and Hearing Impaired People

In the following, the presentation of the results in diagrams for the hearing and hearing impaired people of all countries will be continued. It should be noted that the average relevance of words (expressed as the Median value) might probably decrease and variety in opinions (expressed as a range) might increase due to the much lower and also more diverse ratings in the Hungarian samples. Therefore, in addition to descriptive representations, statistical tests are also carried out to detect significant similarities and differences in the groups.

#### Explanation of the diagrams:

On the X-axis the words from the culinary sector are listed. For space reasons they had to be displayed very small. However, at this point it is not so much the individual words that are of interest, but the general response behaviour of the group. The values on the Y-axis from 0 to 3 show the extent of relevance of the words with the following categories:

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#### 1. Results in the group of hearing people:

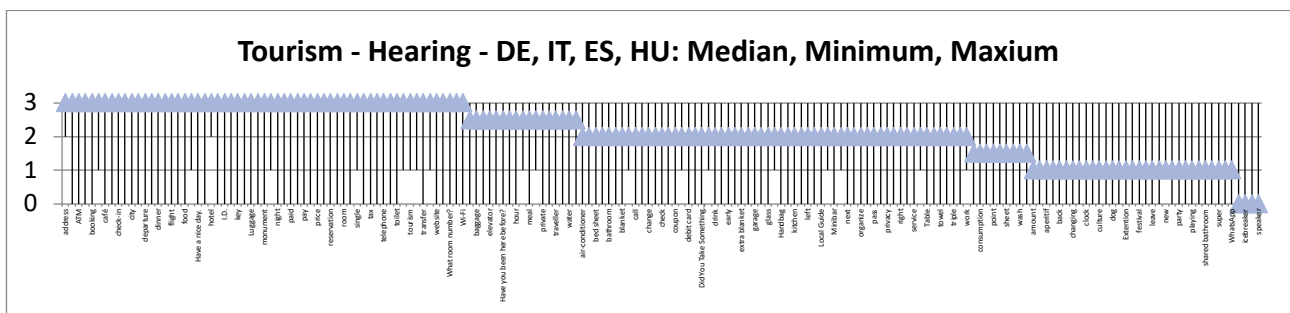


Figure 16: Relevance assessment of the tourism words: Hearing people, all countries

In the group of hearing people in all countries (DE, IT; ES; HU), the median of 2 words is at the maximum extent of 3 combined with a range of 2. Those words considered to be **most important** are:

- address
- hotel

## 2. Results in the group of hearing-impaired people:

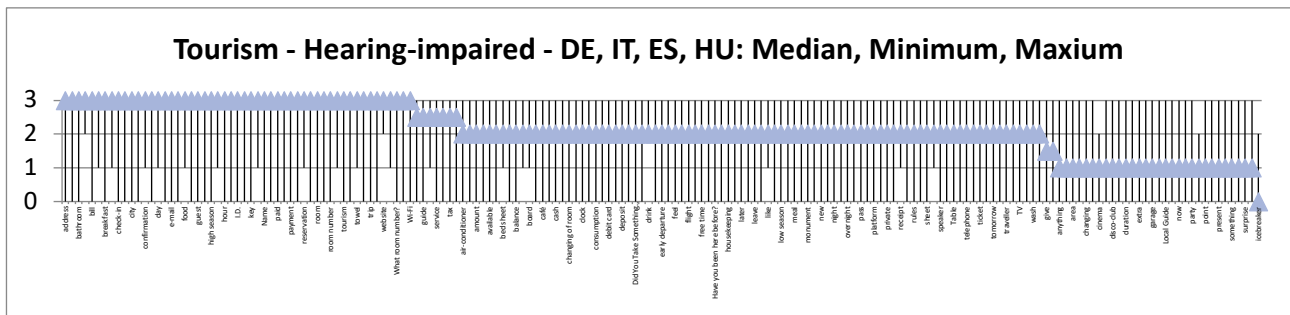


Figure 17: Relevance assessment of the tourism words: Hearing-impaired people, all countries

In the group of hearing-impaired people in all countries (DE, IT; ES, HU), the median of 3 words have a median of 3 but a range of 2. Those words considered to be **most important** are:

- bed
- website
- drink

## 3. Results for the two groups of hearing and hearing-impaired people combined:

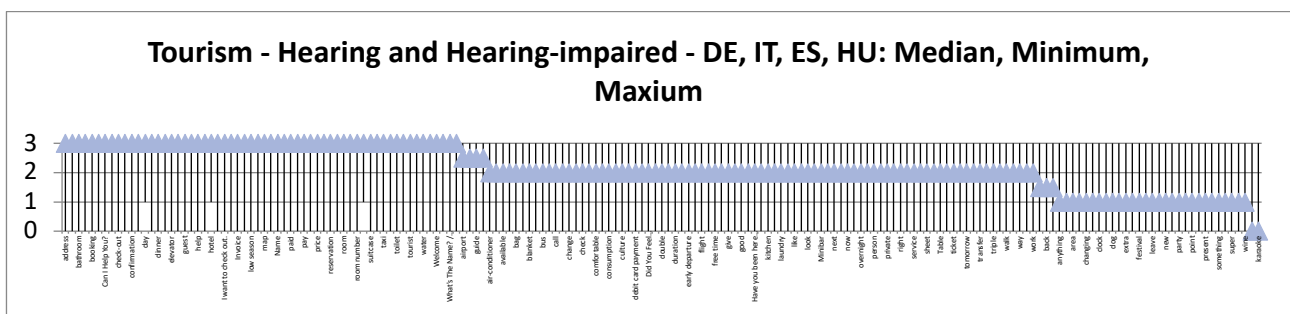


Figure 18: Relevance assessment of the tourism words: Hearing and hearing-impaired people, all countries

The final diagram summarizes the results of all countries (DE, IT, ES; HU) and both groups of hearing and hearing impaired people. Here the median of 3 words is at the maximum extent of 3 combined with a range of 1. Those words considered to be **most important** are:

- day
- hotel
- single

### 3.5.3. Significant Words Related to Statistical Indicators

In the next evaluation step, statistical test procedures were performed for ordinally scaled independent data, namely the Mann-Whitney-U test for comparison between the hearing and hearing impaired groups and the Kruskal-Wallis test between the four country groups (DE, IT, ES, HU). Thus, for each of the 229 words, a statement was available as to whether the assessments of importance differ significantly by country or by hearing ability.

Now in order to reduce the word list from 181 to a maximum of 150 words in a meaningful way, the results tables of the groups of hearing and hearing impaired people in each participating country where used again

and those words were specifically selected from them which had a very high median of 2.5 to 3.0 and an acceptable range of 0 to a maximum of 2. This procedure led to the following list of words:

<b>Words with a median of 2.5-3 and a range of 0-2 across all groups and countries</b>	<b>Frequency</b>
website	7
hotel	7
Can_I_Help_You	6
reservation	6
tourist	6
toilet	6
Name	6
food	6
Have_a_nice_day	5
high_season	5
restaurant	5
low_season	5
breakfast	5
Welcome	5
tourism	5
address	5
receipt	5
parking	5
guest	5
price	5
city	5
bed	5
key	5
I.D	5
What's_The_Name?/_What_Was_The_Name	4
I_want_to_check_out	4
air-conditioner	4
confirmation	4
telephone	4
available	4
check-out	4
departure	4
suitcase	4
tomorrow	4
WhatsApp	4
monument	4
bathroom	4
check-in	4
booking	4
Luggage	4
Minibar	4

Invoice	4
travel	4
number	4
change	4
single	4
dinner	4
ticket	4
night	4
water	4
towel	4
guide	4
Wi-Fi	4
room	4
paid	4
trip	4
cash	4
help	4
hour	4
tax	4
pay	4
map	4
TV	4
Have_you_been_here_before	3
room_card	3
traveller	3
transfer	3
elevator	3
blanket	3
baggage	3
Handbag	3
service	3
airport	3
payment	3
private	3
e-mail	3
triple	3
person	3
flight	3
double	3
sheet	3
drink	3
floor	3
glass	3
rules	3
later	3
stay	3
need	3

good	3
bill	3
meal	3
café	3
call	3
walk	3
bus	3
way	3
day	3
Did_You_Take_Something_From_The_Minibar	2
Did_You_Feel_Comfortable	2
What_room_number	2
changing_of_room	2
housekeeping	2
room_number	2
comfortable	2
credit_card	2
conference	2
bed_sheet	2
Extention	2
free_time	2
cleaning	2
privacy	2
culture	2
laundry	2
kitchen	2
terrace	2
shared	2
right	2
work	2
time	2
look	2
left	2
taxi	2
ATM	2
bag	2
now	2
debit_card_payment	1
early_departure	1
shared_bathroom	1
Local_Guide	1
debit_card	1
overnight	1
programme	1
platform	1
postcard	1
organize	1



almost the entire set of selected words is suitable for meeting the needs of both hearing and hearing impaired people in partner countries.

frequency	word (with a median of 2.5 or 3 and a range between 0-2)	significant differences: <u>country</u> comparison		significant differences: <u>hearing capacity</u> comparison			word (with a median of 2.5 or 3 and a range between 0-2)	frequency
		different median	different distribution	different median	different range	different distribution		
7	hotel		yes		yes		hotel	7
7	website				yes		website	7
6	Can_I_Help_You				yes		Can_I_Help_You	6
6	food		yes		yes		food	6
6	Name		yes		yes		Name	6
6	reservation		yes		yes		reservation	6
6	toilet		yes		yes		toilet	6
6	tourist				yes		tourist	6
5	address				yes		address	5
5	bed				yes	yes	bed	5
5	breakfast		yes		yes		breakfast	5
5	city		yes		yes		city	5
5	guest		yes		yes		guest	5
5	Have_a_nice_day		yes		yes		Have_a_nice_day	5
5	high_season		yes		yes		high_season	5
5	I.D		yes		yes		I.D	5
5	key		yes		yes		key	5
5	low_season		yes				low_season	5
5	parking		yes		yes		parking	5
5	price		yes		yes		price	5
5	receipt						receipt	5
5	restaurant		yes		yes		restaurant	5
5	tourism		yes		yes		tourism	5
5	Welcome		yes		yes		Welcome	5
4	air-conditioner	yes	yes				air-conditioner	4
4	available	yes	yes				available	4
4	bathroom		yes				bathroom	4
4	booking		yes		yes		booking	4
4	cash		yes				cash	4
4	change	yes	yes				change	4
4	check-in		yes		yes		check-in	4

4	check-out		yes			check-out	4
4	confirmation			yes		confirmation	4
4	departure			yes		departure	4
4	dinner		yes	yes		dinner	4
4	guide	yes	yes			guide	4
4	help		yes	yes		help	4
4	hour		yes	yes		hour	4
4	I_want_to_check_out		yes	yes		I_want_to_check_out	4
4	Invoice		yes	yes		Invoice	4
4	Luggage		yes	yes		Luggage	4
4	map		yes	yes	yes	map	4
4	Minibar		yes			Minibar	4
4	monument		yes	yes		monument	4
4	night	yes	yes	yes		night	4
4	number		yes	yes		number	4
4	paid		yes	yes		paid	4
4	pay		yes	yes		pay	4
4	room		yes	yes		room	4
4	single		yes	yes		single	4
4	suitcase		yes	yes		suitcase	4
4	tax		yes	yes		tax	4
4	telephone		yes	yes		telephone	4
4	ticket	yes	yes	yes		ticket	4
4	tomorrow	yes	yes	yes		tomorrow	4
4	towel			yes	yes	towel	4
4	travel	yes	yes	yes		travel	4
4	trip	yes	yes	yes		trip	4
4	TV	yes	yes			TV	4
4	water			yes		water	4
4	What's_The_Name?/_W hat_Was_The_Name		yes	yes		What's_The_Name?/_W hat_Was_The_Name	4
4	WhatsApp		yes	yes		WhatsApp	4
4	Wi-Fi		yes	yes		Wi-Fi	4
3	airport	yes	yes	yes		airport	3
3	baggage		yes	yes		baggage	3
3	bill			yes		bill	3
3	blanket		yes			blanket	3
3	bus	yes	yes	yes		bus	3
3	café	yes	yes	yes		café	3
3	call		yes	yes		call	3
3	day		yes	yes		day	3
3	double	yes	yes	yes		double	3
3	drink					drink	3
3	elevator		yes	yes		elevator	3
3	e-mail		yes	yes		e-mail	3



3	flight	yes	yes				flight	3
3	floor	yes	yes		yes		floor	3
3	glass						glass	3
3	good				yes		good	3
3	Handbag						Handbag	3
3	Have_you_been_here_bef ore		yes				Have_you_been_here_bef ore	3
3	later	yes			yes	yes	later	3
3	meal	yes	yes		yes		meal	3
3	need				yes		need	3
3	payment		yes		yes		payment	3
3	person		yes		yes		person	3
3	private	yes	yes				private	3
3	room_card		yes		yes		room_card	3
3	rules	yes	yes		yes		rules	3
3	service	yes	yes				service	3
3	sheet	yes	yes		yes		sheet	3
3	stay	yes	yes				stay	3
3	transfer				yes		transfer	3
3	traveller		yes		yes		traveller	3
3	triple	yes	yes				triple	3
3	walk		yes				walk	3
3	way	yes	yes		yes		way	3
2	ATM	yes	yes		yes		ATM	2
2	bag				yes		bag	2
2	bed_sheet						bed_sheet	2
2	changing_of_room				yes		changing_of_room	2
2	cleaning		yes				cleaning	2
2	comfortable			yes			comfortable	2
2	conference	yes	yes		yes	yes	conference	2
2	credit_card		yes		yes		credit_card	2
2	culture	yes	yes				culture	2
2	Did_You_Feel_Comfortabl e		yes				Did_You_Feel_Comfortabl e	2
2	Did_You_Take_Something _From_The_Minibar	yes	yes		yes		Did_You_Take_Something _From_The_Minibar	2
2	Extention						Extention	2
2	free_time		yes		yes		free_time	2
2	housekeeping		yes		yes		housekeeping	2
2	kitchen	yes	yes				kitchen	2
2	laundry	yes	yes				laundry	2
2	left						left	2
2	look		yes		yes		look	2
2	now		yes				now	2
2	privacy	yes	yes		yes		privacy	2
2	right				yes		right	2

2	room_number		yes		yes		room_number	2
2	shared	yes	yes				shared	2
2	taxi				yes		taxi	2
2	terrace					yes	terrace	2
2	time		yes		yes		time	2
2	What_room_number		yes				What_room_number	2
2	work		yes		yes		work	2
1	amount						amount	1
1	back			yes		yes	back	1
1	balance		yes	yes	yes	yes	balance	1
1	clock	yes	yes				clock	1
1	coupon				yes		coupon	1
1	debit_card						debit_card	1
1	debit_card_payment						debit_card_payment	1
1	deposit		yes				deposit	1
1	early	yes	yes				early	1
1	early_departure						early_departure	1
1	leave	yes	yes		yes		leave	1
1	like	yes	yes				like	1
1	Local_Guide	yes	yes				Local_Guide	1
1	new	yes	yes		yes		new	1
1	organize		yes				organize	1
1	overnight		yes		yes		overnight	1
1	platform	yes	yes				platform	1
1	postcard	yes	yes				postcard	1
1	present	yes	yes				present	1
1	programme				yes		programme	1
1	shared_bathroom	yes	yes				shared_bathroom	1
1	Table						Table	1
1	wash		yes				wash	1

This means that 148 words after the statistical data evaluation should surely appear in the final selection, and that there is room for 2 more words and expressions from the suggestions of the interviews and mock conversations. This would complete the 150 words.

## 4. Mock Conversations in Tourism (O1-A3)

In the tourism sector, mock interviews were conducted in both Italy (by CEIPES).

### 4.1. Samples and Results in Italy



The mock conversations in the tourism sector took place in Hotel Elite in Palermo. Two typical situations were played and recorded on video. Communication took place in Italian Sign Language (LIS, Lingua Italiana dei Segni). The video scenes were afterwards viewed and transcribed.

#### Situation 1: managing of the tourist group.

Travel Escort (TE): So this is the **hotel** in which we will stay in Palermo. Please let me talk with the receptionist, so I can give your **rooms number** and **cards**.

Tourists (TO): OK

TE: Hello! I **work** for the **travel** company, and I'm leading this group just arrived. We booked 20 **rooms** for two **nights**.

HOTEL EMPLOYEE (HE): **Good** Afternoon Madam, could you please give the passports of your group.

TE: Sure! Here you are.

HE: Thanks.

#### Situation 2: managing of the tourist group.

HE: So, you should ask to your group to sign these documents. Here you have your passports back. The **rooms** are from 100 to 109 and from 120 to 129. Here you got the **cards**.

TE: Thanks a lot, may I ask you the password of the **wifi**?

HE: You are going to find the password in a little **board** on your desk, once you come into the **room**.

TE: perfect! One last question, many of these gentlemen asked me if they can pay by **credit card** and some of them also if they can pay by US dollars.

HE: Of course they can pay by **card**, but we accept only Euro and not other currency.

TE: OK! I'm going to inform them. Thanks for everything.

HE: You are welcome, of every need you will always find someone at the reception for 24 hours.

TE: Great, see you!

HE: Bye bye.

The following words from mock conversations match with words from the culinary wordlist:

#	Word	Synonym
83	hotel	
139	Room number	
138	Room card	
179	wifi	
20	board	
137	room	
43	Credit card	
181	work	
165	travel	
111	night	
75	good	

It turned out that the words used in the mock dialogues were exactly those already noted in the field studies and selected for the word lists.

#### 4.2. Conclusions

The results from mock conversations in Italy show that the words from the word lists are relevant and used in dialogues. There were no additional words used.

## 5. Selection of 150 Words, Expressions and Actions for Tourism (O1-A4)

The 148 words from the word list with a median of 2.5 to 3 and a range of 0-2 and a frequency of 4 or higher are included in the final selection. In addition, suggested words and sentences from the interviews and mock conversations are taken into account. This leads to the following final list of 150 words:

Consecutive number	Word	Origin
1	Address	Word list
2	Air-Conditioner	Word list
3	Airport	Word list
4	Amount	Word list
5	ATM	Word list
6	Attraction	Mock Conver.
7	Available	Word list
8	Back	Word list
9	Bag	Word list
10	Baggage	Word list
11	Balance	Interviews
12	Bathroom	Word list
13	Bed	Word list
14	Bedsheet	Word list
15	Bill	Word list
16	Blanket	Word list
17	Booking	Word list
18	Breakfast	Word list
19	Bus	Word list
20	Café	Word list
21	Call	Word list
22	Can I Help You?	Word list
23	Cash	Word list
24	Change	Word list
25	Changing of room	Word list
26	Check-in	Word list
27	Check-out	Word list
28	City	Word list
29	Cleaning	Word list
30	Clock	Word list
31	Comfortable	Word list
32	Conference	Word list
33	Confirmation	Word list
34	Coupon	Word list
35	Credit_card	Word list
36	Culture	Word list

37	Day	Word list
38	Debit card	Word list
39	Debit card payment	Word list
40	Departure	Word list
41	Deposit	Word list
42	Did You Feel Comfortable?	Word list
43	Did You Take Something From The Minibar?	Word list
44	Dinner	Word list
45	Double	Word list
46	Drink	Word list
47	E-Mail	Word list
48	Early	Word list
49	Early departure	Word list
50	Elevator	Word list
51	Extention	Word list
52	Flight	Word list
53	Floor	Word list
54	Food	Word list
55	Free time	Word list
56	Glass	Word list
57	Good	Word list
58	Guest	Word list
59	Guide	Word list
60	Handbag	Word list
61	Have a nice day	Word list
62	Have you been here before?	Word list
63	Help	Word list
64	High season	Word list
65	Hotel	Word list
66	Hour	Word list
67	Housekeeping	Word list
68	I want to check out	Word list
69	I.D.	Word list
70	Invoice	Word list
71	Key	Word list
72	Kitchen	Word list
73	Later	Word list
74	Laundry	Word list
75	Leave	Word list
76	Left	Word list
77	Like	Word list
78	Local guide	Word list
79	Look	Word list
80	Low season	Word list
81	Luggage	Word list

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82	Map	Word list
83	Meal	Word list
84	Minibar	Word list
85	Monument	Word list
86	Name	Word list
87	Need	Word list
88	New	Word list
89	Night	Word list
90	Now	Word list
91	Number	Word list
92	Organize	Word list
93	Overnight	Word list
94	Paid	Word list
95	Parking	Word list
96	Pay	Word list
97	Payment	Word list
98	Person	Word list
99	Platform	Word list
100	Postcard	Word list
101	Present	Word list
102	Price	Word list
103	Privacy	Word list
104	Private	Word list
105	Programme	Word list
106	Receipt	Word list
107	Reservation	Word list
108	Restaurant	Word list
109	Right	Word list
110	Room	Word list
111	Roomcard	Word list
112	Room number	Word list
113	Rules	Word list
114	Service	Word list
115	Shared	Word list
116	Shared bathroom	Word list
117	Sheet	Word list
118	Single	Word list
119	Stay	Word list
120	Suitcase	Word list
121	Table	Word list
122	Tax	Word list
123	Taxi	Word list
124	Telephone	Word list
125	Terrace	Word list

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<b>126</b>	Ticket	Word list
<b>127</b>	Time	Word list
<b>128</b>	Toilet	Word list
<b>129</b>	Tomorrow	Word list
<b>130</b>	Tourism	Word list
<b>131</b>	Tourist	Word list
<b>132</b>	Towel	Word list
<b>133</b>	Transfer	Word list
<b>134</b>	Travel	Word list
<b>135</b>	Traveller	Word list
<b>136</b>	Trip	Word list
<b>137</b>	Triple	Word list
<b>138</b>	TV	Word list
<b>139</b>	Walk	Word list
<b>140</b>	Water	Word list
<b>141</b>	Way	Word list
<b>142</b>	Website	Word list
<b>143</b>	Welcome	Word list
<b>144</b>	What room number	Word list
<b>145</b>	What's The Name?/What Was The Name?	Word list
<b>146</b>	WhatsApp	Word list
<b>147</b>	Wi-Fi	Word list
<b>148</b>	Work	Word list
<b>149</b>	Yes	Word list
<b>150</b>	Yesterday	Interviews

We hope that this selection will provide the target groups with a suitable dictionary!



## Annex 1: Interview Guidelines

*Created by Evelyn Schlenk and Stefanie Allmendinger, ILI*

### 1. Aim of the Interview Guidelines

In order to promote the success of the SWING project, it is an essential goal of the project team to use the expertise, knowledge and interests of personnel from the areas of cooking, furniture and tourism. Interviews are conducted to ensure that the materials to be developed (i. e. the sign language dictionaries and the learning system surrounding them) are relevant and useful for the target groups of hearing and hearing impaired employees in concrete application practice.

### 2. How Interviews will Operate

The interviews will be conducted in 4 European countries (Italy, Germany, Spain, Hungary) with a total of at least 120 people:

- Target will be **20 persons with hearing impairments in each of the 3 sectors** that equals a minimum of 60 persons with hearing impairment
- Target will be **20 persons without hearing impairments in each of the 3 sectors** that equals a minimum of 60 persons without hearing impairment

The respondents will be invited to take part in live meetings as well as possible virtual meeting using conference call.

The participants will be updated with Newsletters and group emails.

The target groups will be actively involved in all stages of the project in line with their professional and/ or personal interests and will later have a chance to test the dictionaries and learning system developed within the project and provide valuable feedback.

The amount of activity and involvement will be determined by the interviewees and will range from e-mail participation to testing of the materials and tools up to attendance at dissemination events.

### 3. FRAMEWORK of the Interview Situation

#### 3.1. Structure of the Interview

The interviews consist of four parts:

1. insertion part
2. interview
3. evaluation of the word list
4. definition of the most important terms in words (hearing people) or in sign language (hearing impaired people)

#### 3.2. Introductory part

The introduction consists of the following sections:

- Informing respondents about the purpose of the interview as part of the project
- Information about the guarantee of data protection through anonymisation
- Obtaining consent to participate and to record data

#### 3.3 Interview Part

The interview questions are listed in section 4. Interviewers should familiarize themselves with the interview protocol before the interview in order to keep the essentials in mind. Nevertheless, in the concrete interview situation, the interviewers should be able to detach themselves from the given structure of the interview protocol and to conduct a naturally flowing dialogue. During the interview, relevant information will probably be given by the participants in different sequences and depth. Then interviewers should be able to react flexibly and, for example, ask additional questions or, in the event of too much digression, be able to trace the interview back to the core topic. For this purpose, the profile protocol supports the interview as an "interview guide".

### 3.3.1 How to Ask Questions

To the purpose of a targeted dialogue, open and closed questions should be applied.

- Open questions do not restrict the respondents in their answer on present alternatives. Open questions are especially suitable for the survey of experiences, opinions, attitudes, persuasions and values, if it is not likely that one can presume the answer. The respondents get the possibility to make free associations and to elucidate their personal perspective. Interviewers should predominantly ask open questions.
- Closed questions set the possible alternatives of response in advance. These kind of questions are especially suitable, if it is very likely that one alternative is the adequate answer. In addition, closed questions are very supportive to make sure that one has understood the respondent correctly or to focus the dialogue on a distinct aspect.

For the correct wording, the following recommendations are given:

Questions should...

- consist of simple words.
- be short.
- be neutral.
- be free of double negations.

### 3.3.2 Taking a professional attitude towards the respondent

The interviewer should take up a respectful and empathic attitude on the respondents and listen to them with attention and interest.

### 3.3.3 Data Recording

Records of the interviews are strongly recommended. Mainly there are two different ways of keeping records:

Recording on medium:

- Advantage: One can listen attentively and moderate the discussion.
- Disadvantage: Time-consuming post-processing

Taking notes:

- Advantage: Dialogue is more focused, written down information is more reduced, less time-consuming post-processing
- Disadvantage: Requires high level of concentration in dialogue and logging; lost information can only be reconstructed from memory

Recommendation:

- Combination of both methods  
(please ask permission for data recording in advance)

### 3.3.4 Some rules for the communication with hearing impaired people

Translated from the booklet: BBW Nürnberg "Kleiner Ratgeber für die Kommunikation mit gehörlosen Menschen")

Most deaf people are deaf before language development, i. e. they have never heard language. That is why they have difficulties with vocabulary, grammar or word order - rules that hearing children learn "automatically" by imitating their parents and teachers.

Reading from the mouth

Reading from the mouth is also very difficult and can easily lead to mistakes. Every person has a different mouth pattern. To make reading easier for the deaf partner, you should observe the following rules:

- Face him or her fully. S/he cannot see anything from the side.
- Speak slowly, clearly and at normal volume. S/he cannot hear you when you speak very loudly, but your mouth is distorted too much.
- Pay attention to the light, the distance and your head movements. Avoid backlighting. Your face should not be in the dark, do not move your head heavily or turn away when speaking. The most favourable distance during the conversation is one to two meters.

- Since the deaf person has to guess a lot of things when reading, your facial expression should reflect the content of your words. Show him or her your real opinions and feelings: Joy, seriousness, dismay, praise, criticism, etc.
- The deaf person has to concentrate enormously when reading from the lips. Therefore, you should give him or her a break between short sentences, even between the individual words (e. g.: "Tomorrow - let's go - into the forest"), so that s/he can think about it and see the meaning. But don't speak too slowly, because then the form of the sentence will disintegrate.

The vocabulary of early deaf people is naturally smaller than that of normal hearing people. This should be taken into account when choosing words:

- Please do not use foreign words, trendy words or dialect terms. These groups of words are usually incomprehensible to deaf people.
- Deaf people also have difficulty understanding proverbs, jokes and witty phrases.
- Avoid ambiguous words. If you cannot define them, please use the most common meanings.

### Communication in Sign Language

Deaf people communicate with each other in Sign Language. Sign language does not know subordinate clauses and it differs in word order and grammar from spoken language. Therefore, a few rules should be followed when talking to hearing impaired persons:

- Make short sentences. Five words per sentence should be sufficient.
- Two or three short main clauses are better than one long sentence with subordinate clause.
  - Not: "After I'd been to the bank and withdrawn 500 euros, I bought a laptop."
  - Better: "I was on the bank. I have withdrawn 500 €. Then I bought a laptop."
- Avoid filling words (uh, yes, well, etc.) and conjunctions (and, as, though... but etc.). In this way, sentences are only extended unnecessarily.

When talking to a deaf person, you should structure your speech well.

- First name the topic of conversation (e. g. "I'm talking about football now.").
- Organize your content and keep to the logical order. Avoid jumps from one subject to another.
- Limit yourself to the most important aspects so that your partner is not overburdened by the combination and concentration.

## 4. INTERVIEW QUESTIONS FOR HEARING PEOPLE

The note form aims to support an open and flexible way of asking questions.

### A. Introductory Part

25. Welcoming words
26. Self-introduction of the interviewer and their institution
27. Introduction to the SWING project and the aims of the interview
28. Information about data protection and asking permission of keeping records (taking notes, video/audio)

### B. Some Information about the Interview Participant

29. What is your name?
30. What is your job title?
31. What training did you complete?
32. What is your position in the company?
33. How long have you been with this company?
34. Were you already employed in this profession elsewhere before?
35. What professional experience do you have? (number of years, job areas)?
36. Will you tell us your age?

### C. Previous knowledge and experience in relation to the target group

37. Have you already had contact with hearing-impaired people?
38. Was this contact private and/or professional?
39. If so, how did you manage to communicate with each other?
40. Do you already know sign language?

D. Questions about cooperation (cooking, furniture) or business relations (tourism) with hearing-impaired people

41. Could you imagine working with someone with hearing impairments?
42. What opportunities do you see in this?
43. What challenges do you see?
44. Do you know how to facilitate communication?
45. Do you think it would be helpful for the communication to have a video dictionary available with signs for the most important words in your profession?
46. Could you imagine even learning the most important words in sign language?
47. Could you imagine that it could also be helpful at your workplace to communicate some words in sign language with hearing colleagues (for example, because of high volume or to bridge distances)?

E. Common Reflection of the word list

48. During our field research, we have listened to you and your colleagues in your workplace activities. We have tried to identify the most important words, including both professional terms and frequently used everyday words.

We have created a list and would like to ask you now to look through this list. Please use a pen

- to mark the words that you feel are particularly important,
- to cross out those that you deem to be less important,
- to add important words to list that we have overlooked.

F. Do you have any other comments?

5. INTERVIEW QUESTIONS FOR HEARING Impaired People

**In interviews with hearing impaired people, parts A and B are the same; from part C, the questions change.**

A. Introductory Part

49. Welcoming words
50. Self-introduction of the interviewer and their institution
51. Introduction to the SWING project and the aims of the interview
52. Information about data protection and asking permission of keeping records (taking notes, video/audio)

B. Some Information about the Interview Participant

53. What is your name?
54. What is your job title?
55. What training did you complete?
56. What is your position in the company?
57. How long have you been with this company?
58. Were you already employed in this profession elsewhere before?
59. What professional experience do you have? (number of years, job areas)?
60. Will you tell us your age?

C. Previous knowledge and experience with hearing colleagues

61. Have you already worked with hearing colleagues?
62. If so, how did you manage to communicate with each other?

63. Do your colleagues already speak sign language?

64. Do you read lips?

D. Questions about cooperation (cooking, furniture) or business relations (tourism) with hearing people

65. What opportunities do you see in working with hearing people?

66. What challenges/problems do you see?

67. How hard is it to get a job as a hearing-impaired person? What are your experiences?

68. Do you know how you can facilitate communication?

69. Do you find it helpful to get a video dictionary? This contains gestures for the 150 most important words in the profession.

70. Do you think your hearing colleagues would also learn these 150 most important words in sign language?

71. What would you wish for? Better integration etc.?

## 6. Evaluation of the Word List

As a result of the participating observation, a list with about 180-250 frequently observed words from the occupational field was compiled for each sector. The list of words is presented in the form of a questionnaire. Participants should **quickly** mark on a 4-step rating scale whether they consider it to be an essential word for the sector, because it is widely used, whether it is a word that is useful in this sector, because it is commonly used, whether it can be used occasionally, whether it does not occur or is useless for the sector.

Example of a list from the Tourism section:

		It is used a lot in the sector - Essential	It is useful in the sector. Commonly used	It can be used occasionally	It is not present or it is useless
1	Address				
2	Air-Conditioner				
3	Airport				
4	Amount				
5	Anything				
6	Aperitif				

For hearing impaired people, it is advisable to clarify the meaning of individual written words by means of an explanatory picture on request.

## 7. Definition of the most important words

### 7.1 Representations of the most important terms

After the common reflection of the word list, the interviewees should name and explain the most important terms. The hearing interviewees should say a sentence about the respective term, the hearing-impaired interviewees should show the word in sign language and briefly explain it. The terms are words with the highest rating "essential", which is why the number of words to be displayed may vary.

**This part of the interview shall be recorded on video.**

## 8. Analysis of the interview results

The participants create a report, which consists of the following parts:

1. Content of the interview as a summary report in English, based on the structure of the interview questions.
2. Conclusions on the state of research in the area observed and on the needs and expectations of the target group.
3. Recommendations for the development of sign language dictionaries and learning systems.



**Erasmus+**

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