

MODULE NAME: OPERATING HOTEL FACILITIES (BMIH4006)

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WHAT IS EMPLOYEE ENGAGEMENT

- ◉ Mental and emotional investment in one's work and the success of one's organisation is what we call "employee engagement."
- ◉ In order to contribute to the success of the company, an engaged worker is willing to give their all to their duties.
- ◉ They are committed to the organization's success because they have faith in it.

IMPORTANCE OF EMPLOYEE ENGAGEMENT

- ◉ Motivated workers are more invested in their work, which leads to lower turnover, more output, and more money in the bank. The success of a hotel depends on happy, involved workers (Shour, 2020).
- ◉ Looking at factors

EMPLOYEE ENGAGEMENT REDUCES TURNOVER

- ◉ The yearly turnover rate in the hospitality industry is a whopping 73.8%. Involved workers are less inclined to look elsewhere for work since they are more satisfied there.
- ◉ According to the Cornell Institute for Hotel Research, the hospitality business loses £4,545 for every employee who leaves (Tracey and Hinkin, 2016).
- ◉ Imagine the impact on the hotel if it were able to engage and retain only one, five, or ten staff for a whole year.

EMPLOYEE ENGAGEMENT MORE PRODUCTIVE

- ◉ Hotels lose thousands of pounds every time they have to hire and educate new staff members, and that has a negative impact on their bottom line.
- ◉ Employees who aren't invested in their job are less productive and more likely to call in sick, and that's before they actually leave (Bureau of Labor Statistics, 2020).
- ◉ Ten times fewer sick days are taken by engaged workers compared to those who are disengaged.

EMPLOYEE ENGAGEMENT MORE REVENUE

- ◉ Did you know that businesses get a 147% increase in earnings from highly engaged workers compared to those with lower levels of employee enthusiasm?
- ◉ Motivated front-of-house workers are more likely to make upselling and serving consumers a genuine priority.
- ◉ Engaged workers are more productive, increase client satisfaction, and boost hotel income.

HOW TO ENGAGE

- ◉ Mission / Values
- ◉ Team bonding
- ◉ Employee milestones
- ◉ Gamify performance
- ◉ Mentorship
- ◉ Professional development
- ◉ Communication

HOW TO ENGAGE

- ◉ When workers are passionate about their jobs, they are more likely to go above and beyond the call of duty.
- ◉ Employees that are invested in their work are more productive, generate more income, and stay with the company longer.
- ◉ If you put in the additional effort to make your staff members feel valued and appreciated, they will return the favour by dedicating their time and effort to your facility.

HOW TO ENGAGE 1

- ◉ Establish and emphasise your hotel's core values, vision, and mission.
- ◉ During the hiring process, it's important to explain the hotel's guiding principles.
- ◉ If workers feel they are contributing to something bigger, they will be more invested in their jobs.
- ◉ Reward and acknowledge team members that exemplify your values via employee of the month awards, bonuses, and other incentives.

HOW TO ENGAGE 2

- ◉ Second, design group-building exercises.
- ◉ According to a recent survey of those who work in the hospitality sector conducted by 7shifts (2019), the people they work with are the best aspect of the job.
- ◉ When workers have a sense of belonging to the company, they are more invested in their jobs and look forward to coming to the office each day.
- ◉ Employee happiness is increased by half if they have buddies at work.
- ◉ Create a bond amongst coworkers by setting up regular team lunches, inviting staff to attend social activities outside of work, or throwing themed parties.

HOW TO ENGAGE 3

- ◉ Thirdly, recognise employee achievements and special dates.
- ◉ Send a message of appreciation to your staff by celebrating milestones like work anniversaries, birthdays, and other special days.
- ◉ Sharing a team member's accomplishments on social media, singing "happy birthday" during a team meeting, or recognising a coworker's child's birthday via the team's internal messaging app are all thoughtful gestures that will be much appreciated. In order to increase workers' motivation, it's important to demonstrate that you care about them outside of the workplace.

HOW TO ENGAGE 4

- ◉ GAMIFY PERFORMANCE
- ◉ creating a healthy dose of healthy competition can do wonders for sales, morale, and staff involvement.
- ◉ Motivate your staff to achieve targets by offering rewards for things like upselling, reducing ticket times, and moving a certain menu item.
- ◉ Try to think of unique gifts that will really get people excited about participating.
- ◉ The winner might get concert tickets or a paid day off from work. There are many innovative approaches to boosting employee motivation, and one of them is to turn performance evaluations into games.

HOW TO ENGAGE 5

- ◉ DEVELOP A MENTORING PROGRAM
- ◉ Connect new hires with seasoned workers who can guide them during their tenure.
- ◉ Staff should see their mentors as a third party between their boss and their friends; someone they can confide in for guidance in navigating the unique challenges of the workplace, as well as someone to share in their successes.
- ◉ Mentoring program for new hires are an excellent way to demonstrate to them that you and the venue's management team are invested in their growth and success.

HOW TO ENGAGE 6

- ◉ Make available opportunities for professional growth If you put money into your workers' futures, they'll feel more responsible for the venue's success.
- ◉ Reserve funds to send your staff on educational excursions. Managers might use their own money or a pooled fund allotted for training and development.
- ◉ The online video courses are an easy and inexpensive approach to train and educate staff members in the hospitality sector.

HOW TO ENGAGE 7

- ◉ Help your team communicate easily with one another.
- ◉ By developing a sense of camaraderie via open lines of communication, you can improve your team's productivity.
- ◉ With a competent employee scheduling application, workers can coordinate their schedules and interact with one another from the convenience of their mobile devices.
- ◉ Workers are more invested in their jobs when they have opportunities to talk to their coworkers both during and outside of work hours.

EMPLOYEE ENGAGEMENT MODEL

- ◉ When it comes to human resource management, Aon Hewitt is among the best consulting firms in the world.
- ◉ That's why their research and ideas on employee engagement will have an effect on every business that cares about its workers' happiness and satisfaction.

EMPLOYEE ENGAGEMENT MODEL

- ◉ Employee involvement according to Aon Hewitt's methodology is summed up as follows:
- ◉ These are the "activity areas," over which management has the most influence.
- ◉ According to Aon Hewitt's research, there are six main factors that contribute to an employee's satisfaction at work:
- ◉ the tasks they perform, the colleagues they interact with, the possibilities they are given, the total rewards they receive, the policies and procedures of the company, and their personal lives outside of work.
- ◉ Aon Hewitt identifies six key engagement factors that affect the engagement process.

EMPLOYEE ENGAGEMENT MODEL

- Work
- People are happier and more successful when their work fulfill them and contributes to their vision.
- For this reason, it incorporates features such as:
 - Autonomy and independence for workers.
 - Pride in One's Success
 - Activities for the workplace

EMPLOYEE ENGAGEMENT MODEL

- People
- In the course of their workday, workers interact with many different types of individuals.
- Possibilities are:
 - Partnerships between employers and workers
 - Supervision \Collaboration
 - Standard of Living
 - Indicators of work-life balance include:
 - Securing One's Position in the Workforce

EMPLOYEE ENGAGEMENT MODEL

- ◉ Safety
- ◉ Finding a happy medium between work and personal life
- ◉ Policies and Procedures of the Company The company policies and procedures have a substantial impact on employee participation (Nikolskaya et al., 2018).
- ◉ Support and promoting diversity and acceptance
- ◉ Communication \Innovation
- ◉ Competence and personnel
- ◉ Leadership based on performance

EMPLOYEE ENGAGEMENT MODEL

- ◉ Rewards in Full
- ◉ A person's sense of self-worth and identity may be greatly influenced by feeling appreciated by their employer.
- ◉ As a result, we need to focus on the following:
- ◉ Recognition Rewards \Pay \Compensation Benefits \Opportunities
- ◉ One of the most important factors in keeping people invested is the possibility of personal and professional development (Industry, 2020).

EMPLOYEE ENGAGEMENT MODEL

- ◉ Possibilities for Education and Growth
- ◉ job openings
- ◉ Training \Promotions
- ◉ Greater employee engagement, as predicted by Aon Hewitt, will show itself as the following.
- ◉ Employees that are invested in their work and the success of the firm are more likely to promote it to their friends, colleagues, and customers (Zengeni et al., 2013).
- ◉ Employees who are invested in their job and the company's success are less likely to consider abandoning their positions.
- ◉ Exert extra effort: workers who feel that they are part of the company's success will do so.

STATISTICS

- ◉ Company with happy employee outperform the competition by 20%
- ◉ 67% of full time employee to access the free food.
- ◉ Happy salespeople produced 37% Greater sales.
- ◉ Only 42% employees happy with their company rewards and bonuses (Prasad et al., 2014).

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