

Impact of covid 19 and rebuilding the workforce in hotel Trinity

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Module: BMIH5005

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This essay is written to discuss, the recent impact of the covid 19 pandemic on the employees of hotel Trinity, moreover the government imposed, a nationwide lockdown in March 2020, thereby the firm's assigned human resource management practices are the highest cost for the organisation, and people's first prospective, their main objectives are to employ retain talent, problem-solving, therefore the goal of the organisation is to use HR practices, effective efficiently to deal with the impact of COVID 19 and reduce organisational vulnerability and create ways in generating revenue (Baum *et al.*, 2020).

Das, (2020) elaborates, that hotels normally operate continuously, forced to cease trade, resulting in an economic slowdown and the loss of significant revenue, people were asked to stay or work from home, moreover, a growing concern arouse amongst people, being refrained from employment and, particularly anxious regarding their loss of earnings, a large number of employees either made redundantly or furlough.

D'onise, *et, al.* (2021) notes that travel was disrupted because the government introduced hotel quarantine for new arrivals since people were impacted by the long duration of quarantine, they experienced mental health problems, moreover, argue that travellers have to endure is psychologically distressing, coping with behaviours moods, thereby such problem include performance adjustments and employee wellbeing, accommodate different age groups and adapting to cultural norms, values and needs

Bell, (2021) according to hotel Trinity, reopened, the spread of covid 19 lasted more than a year and rebuilding the workforce, however, moreover HR has introduced flexible working arrangements that prevent burnouts, Radisson hotel chain, argues workers have more control over work-life balance, they can choose to work flexibly, in some cases remote, because of social distancing orders in different countries

Smart, *et, al.* (2021) have suggested, that the hospitality sector was among the sectors that suffered the most during Covid 19, because of the service-intensive nature of the work, close contact between guests and workers, the increased risk of infections and employee turnovers, resulting in one-third of the hospitality workers being unemployed and optimism, moreover senior managers would find this unappealing to apply for work in the organisation and sick work else were.

Filimonau *et, al.* (2020) mentions, the importance of the migrant worker in the hospitality industry, Covid has pressured migrant workers that work in intensive service sectors, thereby assorted, especially that migrant worker groups could be at risk of termination of employment insecure at work the thought of contracting covid and pressures from social economic and political inequality.

Rouse, (2019) suggests that there are different stages in the employee life cycle starting from the moment an employer promotes their job post, however, the employee life cycle begins when a person accepts a position within the organisation, moreover, the recruitment process for the right person employed, for the right position, and the employee life cycle ends when the employee no longer works for the organisation, planning identification of duties and responsibilities to the specification of skills and knowledge, employee engagement ensuring the right person is attracted and retained within the organisation.

Berry, C; Barley, D; Jones, Katy. (2020) suggest that innovation is needed for post covid recovery and an active labour market, the government furlough scheme was the most radical economic policy, moreover, for businesses to retain their employees the government introduced a long-term furlough scheme for workers and bailout self-employed and small firms, although the UK economic recovery is difficult to predict the downturn, the accurate forecast of the impact of covid, thereby unemployment at the highest level, and the hospitality industry is left with shortages of talented skilled workers.

Raphael, (2020) suggests, that covid 19 did not leave much time for individuals, the government, and suddenly the impact on health infrastructure or trade-in various sectors, therefore digital methods of cash transaction or cashless payment were used to prevent the spread covid 19, moreover, social distancing forced people to get weary in exchange of any including handling cash, thereby the digital technology payment, as a result, the supply change management was badly hit, for the demand for essential products and services increased.

Barkor; Rosbi. (2020) elaborates, that the reopening of hotels after the pandemic, faced many challenges for hoteliers as the government, had travel restrictions in place, and hotels had to adapt, to new working practices hand sanitation hygiene, face mask, two-metre social distances, nonetheless many products and services had to close, the hospitality sector was imposed with further restricted big gatherings food menus spare treatments swimming pool gyms and discontinued as a resulted in a large preposition of the workforce, those returning from long term furlough were made redundant, therefore the hotels were operating with a small team, the reduced workforce encountered considerable workload and some employees experienced a burnout phase.

Sharma *et al.* (2016) have stated that employee retention although there is a strong link between moreover is common among management performance-related rewards, employees disapprove of the notion, although the performance is linked to the reward argues the natural culture impact on performance management, however, there is less important in others cultures which place high-value, face and teamwork, furthermore explains that formal performance management has a better result, in generating financial outcome, result in respect of customer satisfaction intern the higher education link to a positive outcome.

Douglas; Coles. (2021) notes reopening the economy after covid saw a rise in labour shortages track drivers, supermarket other retail workers moreover supply chain disruption nonetheless experienced, manufacturing struggled to acquire components slow down of production shortages of raw materials and increase in high energy prices,

Candia; Pirlone. (2022) has elaborated, that the impact of the environment on sustainable tourism and the overcrowding of tourist destinations impact the risk of contagion, moreover, this shows sustainability is a very real issue, thereby the crises in the tourism sector due to covid affects sustainability services to meet demands of increasing awareness of alternative travellers, nevertheless tourism employee a large preposition of the workforce collapse of tourism during the covid 19 has shown a light on innovation is therefore aimed in promoting sustainable tourism, considering the environment, social and economic factors.

Nickson *et al.* (2008) have suggested that employees that are committed to their organisation, however, display behavioural, moreover, these employees are citizens of the organisation, nevertheless willing to go the extra mile, however, employee engagement is one of the main factors in driving customer satisfaction, productivity, safety outcomes, employee turnover, loyalty and raising standards, therefore, improves the organisation image and a healthy return of revenue.

The hospitality sector can be challenging an employee can work over their hours shift duties and demanding service interactions, however, the increased psychological stress can lead to low employee commitment and eventually work withdrawal the impact of emotional labour, on work-life balance, employees display a friendly customer approach, therefore, resulting in positive customer satisfaction, solely impact in job satisfaction nonetheless have less of turnover in older employees that are committed to the organisation although the balance perception of the employee emotions could be negative emotion employers need to address (Chen, *et al.* 2012).

Friedman and Afitska. (2009) have suggested that CPD is beneficial to the organisation, whereas to manage the professional growth of the individual, moreover, organisations responsibility to personal, and links learning to action theory and practice, such as SMART, promotes a positive outlook for organisations and employee development motivation and morals, and giving a positive image to the organisation, however, the world is rapidly changing technology, there is one way to maintain standards, moreover to have competent, professional in the field of expertise.

Halvorsen *et al.* (2015) the organisation need to think again when they acquire a one-size-fits-all, however, the perception is unfavourable to migrant that is highly qualified and skilled in the HRM approach to promoting employee well-being at work and retention, and job satisfaction, since HR practices are important in the workforce, although job security and skills are essential and lead to job satisfaction, in shaping and promoting skill and recognising migrants positive evaluation, nonetheless migrants is increased in value for the labour markets around the world,

Sojka, (2014); Naude, *et al.* (2015) suggest an employee's life with dynamism in a work environment defines social roles and elements of self-awareness forcing, an on-task work environment, social relationships, and employee relations, therefore elaborating that with the humanistic approach to management, the organisation would progress with productive and accomplish targets, moreover this theory introduce HR, in the organisation, ensures employees quality work-life balance.

The hotel Trinity has adopted a new normal with a major shift, to hygiene and cleanliness moreover, there are new operations. Therefore, measures are implemented for safety and hygiene, however with our commitment to clean initiative and ensuring that the associate and guests follow the hygiene standards. Guest behaviour adapted to the new normal furthermore gradually the confidence is coming back. With the trust in our organisation of the regular dinners have started to come. (Athena, 2020).

Post pandemic brought financial problems to the hospitality sector, therefore a large number of SME businesses have seen closers because of financial problems. Moreover, they could not have retained their employees for extended periods, as the pandemic impacted health, culture, and society's economic slowdown. There is a study conducted with the employees to measure their involvement within the organisation. (Cinazzi, *et al.*,).

The idea of unpinning sustainability is not new there are SMEs, increasingly developing the idea of the green gender the future generation will benefit. Moreover, the defecation of sustainability is meeting the need of the present without comprising, the future ability of the generation to meet their own needs. Embrace social-economic needs, the environmental goals it looks to embrace, and equity in meeting human needs. General themes of the environment (Prairie, 2012).

This essay has concluded that the employee of Hotel Trinity faces a financial burden on account of the lockdown and the restrictions of a pandemic that disrupted the economic slowdown. Employees were forced into made redundant, and some were forced to retire at an earlier age, hospitality has lost a lot of its talented workforce. Have moved on to better-paying jobs with sociable working hours.

Therefore, the hotel Trinity needs a shortage of the workforce and employees on basic wages people on long-term furlough need to come back to work on full-time hours and on reduced hours, therefore, hotel trinity needs to rebuild its team. Moreover, the organisation needs to recruit talent therefore recruiting is costly and starts to gain revenue from room bookings as there is more restoration in place. Therefore, disrupting travel in the UK lock down the infected areas. Hospitality and tourism saw lengthy-long downs in restaurants hotels places of worship theatres cinemas hotel trinity need to retain its workforce the hotel needs to have a positive them that will add value to their organisation in return good return of revenue.

1822 words.

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