



Operating Hotel Facilities

BMIH4006
LEVEL 4
WEEK

Health &
Wellbeing

Module feedback

Take 10 minutes to complete the module feedback questionnaire on Moodle.

BMIH4006
Operating Hotel Facilities
Institute of Management & Health

The screenshot displays the Moodle course interface for BMIH4006. The main content area features a grid of activity blocks:

- Module Information** (highlighted with a yellow border and a 'New Activity' banner)
- Assessments**
- Resits / Reworks**
- Week 1**
- Week 2**
- Week 3**
- Week 4**
- Week 5**
- Week 6**
- Week 7 - Reading Week**
- Week 8**
- Week 9**

The right sidebar contains a 'Quickmail' section with the following options:

- Compose Course Message
- View Drafts
- View Scheduled
- View Sent Messages
- My Signatures
- Alternate Emails
- Configuration

A large blue arrow points from the 'Module Information' block to the 'Quickmail' section.

Outcomes of the Session



- Understanding health and wellbeing
- Demonstrate the importance of health and wellbeing
- Apply health and wellbeing to industry examples
- Demonstrate and application of health and wellbeing for an employee
- Application of health and wellbeing hotel by design

A state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

(World Health Organization, 2020)



Health is not about being disease free.
Health is when every cell in your body is
bouncing for joy

(Health and Wellbeing, 2021)



Group Activity:



- What does Health and Wellbeing mean to you?
- What is it that you do?

Any Questions?



What does Health and Wellbeing mean to you? What do you do?

- Run
- Eat healthily
- Holistic treatments
- Daily steps
- Sleep
- Rest
- Gym
- Green smoothies



(Bing images, 2022)

Health and Wellness in Hospitality

Wellness is one of the fastest growing sectors in the hospitality industry

When it comes to booking a hotel, cost and location are always top things to consider. But for a growing number of health-conscious travellers, there's another determining factor that's helping them decide where to lay their heads while they're away from home – **leisure and health facilities available**.

It's hard to maintain healthy habits while travelling—but not impossible. And it's become exponentially easier in recent years as hotels (both mainstream and boutique) have started offering **more wellness amenities to their rosters**. For example, Westin enables travellers to hit the town running (literally) with one of its running concierges.



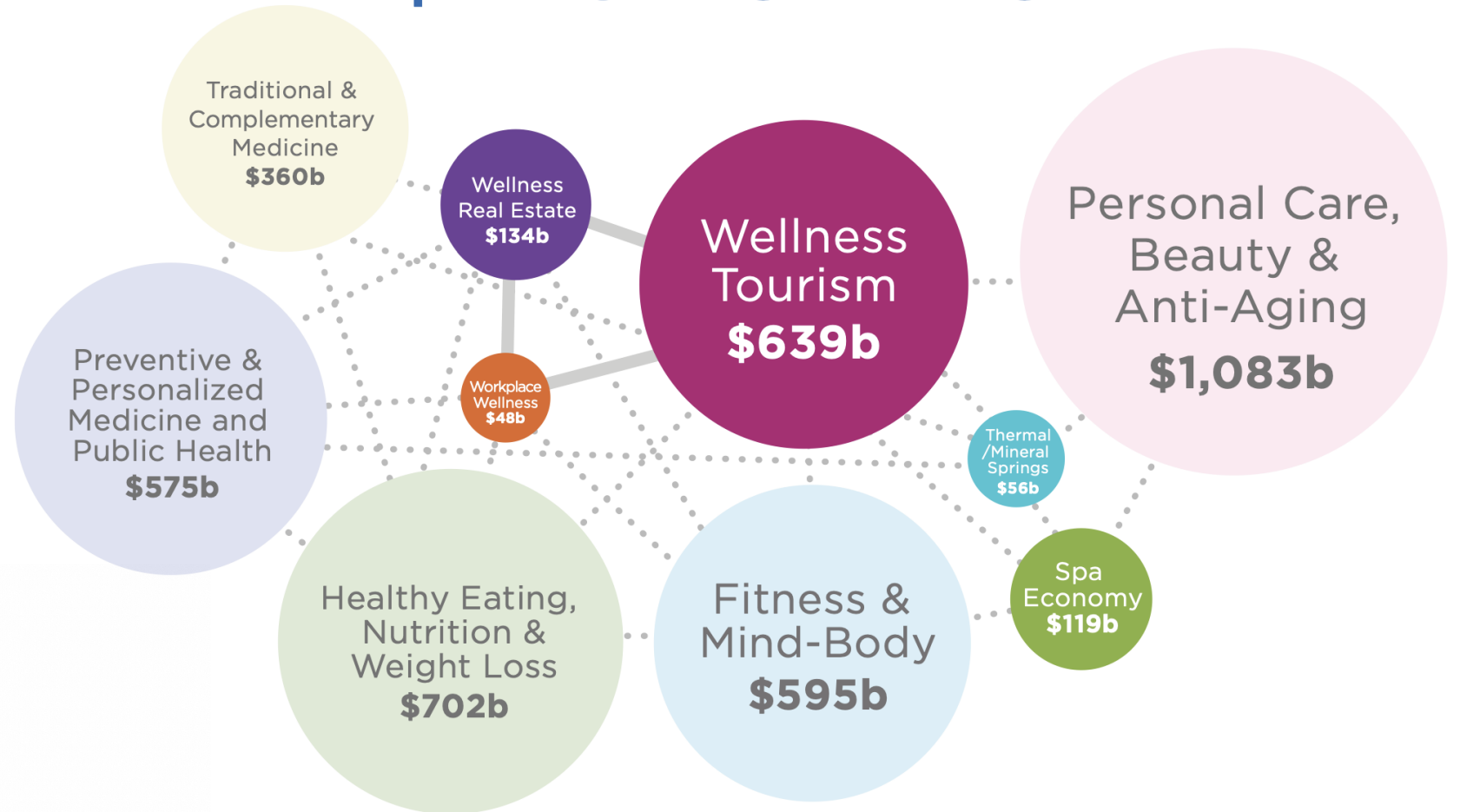
[WESTIN](#)
[Running](#)
[Concierge](#)

Health & Wellbeing

Wellness:

the active pursuit of activities, choices, and lifestyles that lead to a state of holistic health

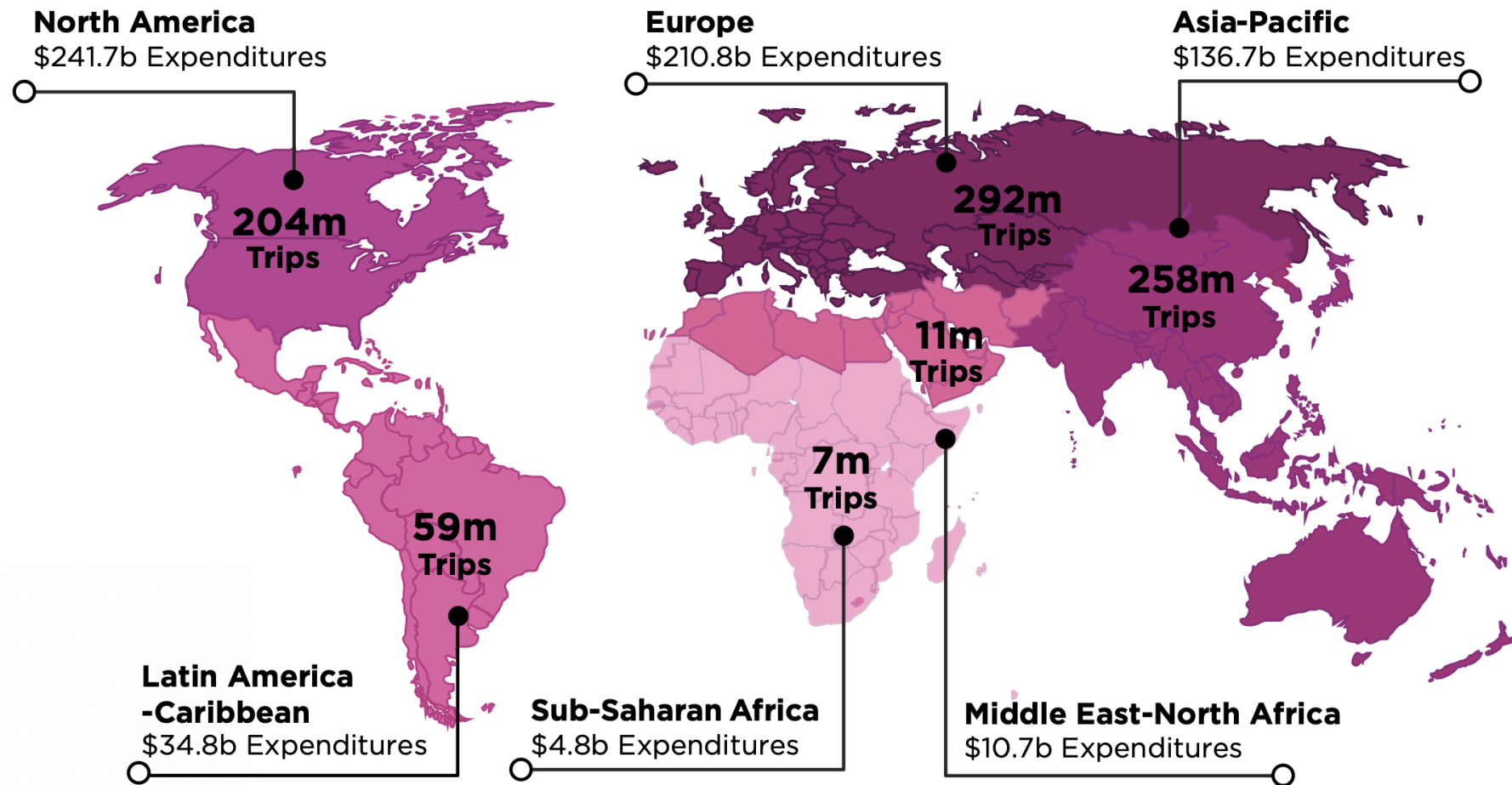
GLOBAL WELLNESS ECONOMY: \$4.2 trillion in 2017



(Global Wellness Institute, 2018)

Health & Wellbeing

Number of wellness tourism trips and expenditures (inbound and domestic)



Primary Wellness
travellers (11%)

+

Secondary Wellness
travellers (89%)

Source: Global Wellness Institute.

(Global Wellness Institute, 2022)

Group Activity:



Why is Health
and
Wellbeing so
important to
the industry?

Any Questions?



WELLNESS TOURISM

Primary Wellness Tourism

- Retreats
- Skiing
- Trekking holidays
- Spa resort packages
- Fitness
- Life coaching
- Seminars

Secondary Wellness Tourism

- Massage
- Yoga class
- Hair and beauty therapies
- Gastronomy
- Fitness
- Spa days
- Hot springs

traveling for health and well-being reasons

Health & Wellbeing

'HARD' WELLNESS



- Treatment rooms
- Beauty clinic / salon
- Gym
- Spa Facilities (swimming pool, hydrotherapy pool, jacuzzi, hot tub, sauna, steam room, experience showers, hammam)

Hotel brands that are known for their best in class spa assets include:

- Six Senses
- Aman
- Banyan Tree

'SOFT' WELLNESS



- Wellness experiences (yoga classes, running groups)
- Product choices (in spas and bedrooms)
- Environmental considerations (attitude to recycling/ re-using, water consumption)
- Physical environment (air quality and temperature, natural light)
- Ambience and architectural design (impact of buildings on mental health)
- Health and diet considerations in food and beverage provision throughout (restaurant, bar, in-spa, within bedrooms)
- Self-care (provision of apps for mental health / relaxation, yoga mats with on-line tutorials)
- Social engagement (opportunities to engage with other guests or local residents in shared healthy or creative activities)

Hotels that have adopted an asset-light approach to wellness include:

- Even Hotels by IHG (in-room fitness equipment and workout videos, health food restaurants)
- Locke by SACO (curated local activities and free yoga classes)

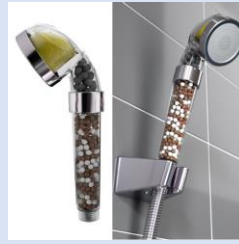
Health & Wellbeing

Wellness Sector Growth Projections, 2017-2022

	Projected Market Size (US\$ billions)		Projected Average Annual Growth Rate
	2017	2022	2017-2022
Wellness Real Estate	\$134.3	\$197.4	8.0%
Workplace Wellness	\$47.5	\$65.6	6.7%
Wellness Tourism	\$639.4	\$919.4	7.5%
Spa Facilities	\$93.6	\$127.6	6.4%
Thermal/Mineral Springs	\$56.2	\$77.1	6.5%

Source: Global Wellness Institute estimates, based upon economic and industry sector projections from the IMF, ILO, Euromonitor, and GWI's data and projection model

(Global Wellness Institute, 2018)



Health & Wellbeing Trends

- (Lo, 2019).

<https://www.mckinsey.com/Videos/video?vid=6263845830001&plyrid=HkOJqCPWdb&aid=30A7D578-FE69-4F44-932B-E8A056C786A8>

Group Activity:



Identify some wellness trends

How do hotels apply health and wellbeing?

The 20 most popular wellness trends for you to try

- Touchless Spas
- Virtual Fitness
- Immune Health
- Breathwork
- Mindful eating
- Sleep hygiene
- Upcycling food
- Functional foods
- Mental fitness
- Mediation Apps
- Virtual Hangouts
- Outdoor activities
- Tracking stress
- Digital healthcare
- Adaptogens
- Cooking
- Gentler workouts
- Decluttering and decorating
- Travel
- Financial wellness



(Bing Images, 2022)



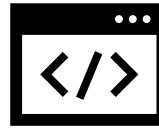
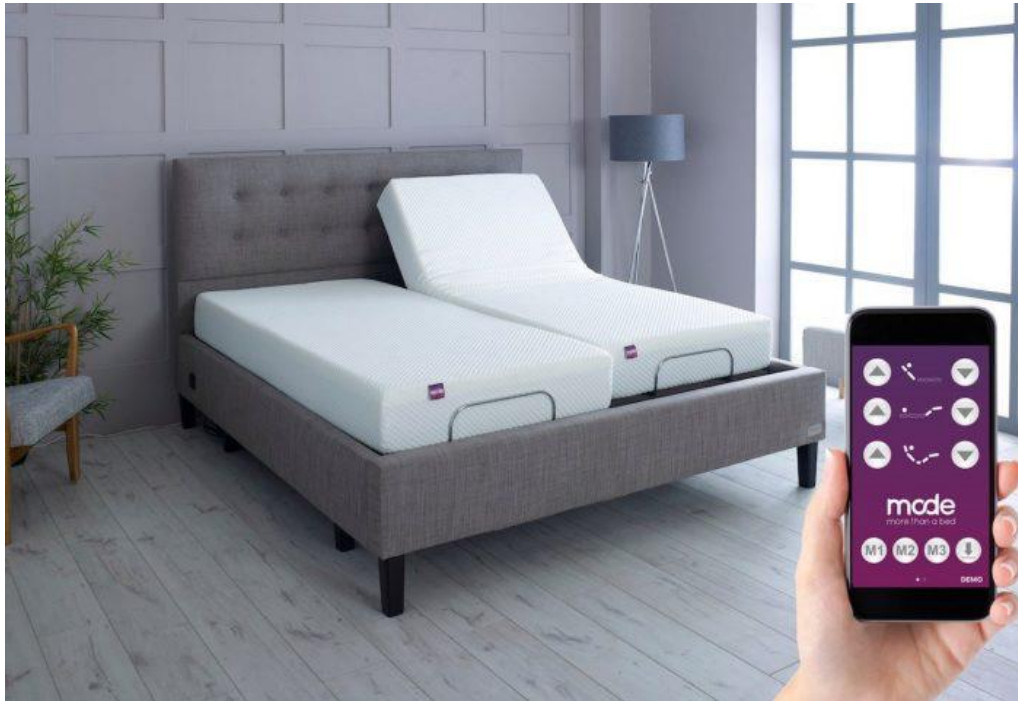
Hilton

HOTELS & RESORTS

Five feet to fitness @ the Hilton

Hilton Hotels are moving in another direction — incorporating equipment for fitness into their rooms and offerings.

Health & Wellbeing – The Science of Sleep



[A London hotel has designed a 'womb room' to help you sleep like a baby](#)



[Lithuanian spa to focus on sleep wellness](#)

Health & Wellbeing – Gyms and Spas



[Equinox Hotels](#)



[Is this the fittest hotel in the world? Equinox to open first of its kind New York hotel](#)

Health & Wellbeing – Wellness at Accor



Group Activity:



What would you include in the hotel considering health and wellbeing by design and facilities?

Describe the design features from the selected hotel?

Health and Wellbeing By Design:

Communal Spaces
Lighting for Wellness
Living well
Enhance Bathrooms
Biophilic design



Any Questions?







(Blog spot images, 2021)

Activity #1: Arrange some health & wellness activities for your hotel employees. Provide some examples of what you could do...

Activity #2: The power of sleep. Find some facts that promote how important sleep is.

Steps to enhance your health and wellbeing

1. Connect with other people
2. Be physically active
3. Learn new skills
4. Give to others
5. Pay attention to the present moment (mindfulness)

(NHS, 2022)



Key Statistics:

- 62% of hospitality staff have recently thought about quitting
- The joint biggest reasons for considering leaving were stress and low pay (44%)
- 32% have no control whatsoever over their schedule
- 40% say that feedback they share with management isn't acknowledged
- 32% feel that asking for a shift change would be perceived negatively by their employer



Group Activity:



Investigate how different hotel brands enhance and apply employee health and wellbeing:

- Marriott Hotels
- Hilton Hotels
- IHG

Investors in People Award scheme and Framework



Measure the impact of your people strategy and initiatives and how they benefit your people.

Attract better talent. Good people want to work for good companies.

Stand out from other employers. Our accreditation is a recognition of you putting your people first.





The Landmark London

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

The Seren Collection



THE **seren** COLLECTION[★]



Outcomes of the Session



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- Application of health and wellbeing hotel by design

Thank you for Today

I look forward to seeing you again. If you have any questions in the meantime, please send an email kathryn.flynn@uwtsd.ac.uk.

Bibliography

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- The Insider (2020) *New normal, new opportunities for the global wellness industry* [online] Available at: <https://www.glion.edu/magazine/new-normal-new-opportunities-for-the-global-wellness-industry/>
- Wellness Tourism Association (2021) *WTA's 2021 survey reveals key consumer preferences for future wellness tourism and travel*

Further Reading / Viewing

- https://www.youtube.com/watch?v=658O3YiA_40
- <https://www.youtube.com/watch?v=RhZleawE6NY>



[How to shape the perfect fitness experience in any hotel setting](#)