



**Premier Inn**

# Operating Hotel Facilities

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A BASIC TRAINING PRESENTATION

# Table of content

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- Introduction
- concept and ideas of employee engagement
- brand standards
- Aon Hewitt's Engagement Model
- Health and safety
- Autonomy and empowerment
- Skill development
- Open communication
- Industry Best Practices
- conclusion

# Introduction

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- Training on room cleaning check list for the housekeeping department employees of Premier Inn Whitstable hotel
- Principles and application of employee engagement model (Aon Hewitt's Engagement Model) in the context of Premier Inn Whitstable hotel.
- Examples of best industry practice in room cleaning checklist and employee engagement



# Introduction to the concept and ideas of employee engagement

- The emotional commitment and investment among the employees
- The level of dedication among employees towards the organization (Casado, 2012)
- Higher productivity, innovativeness and dedication



# Employee engagement and brand standards



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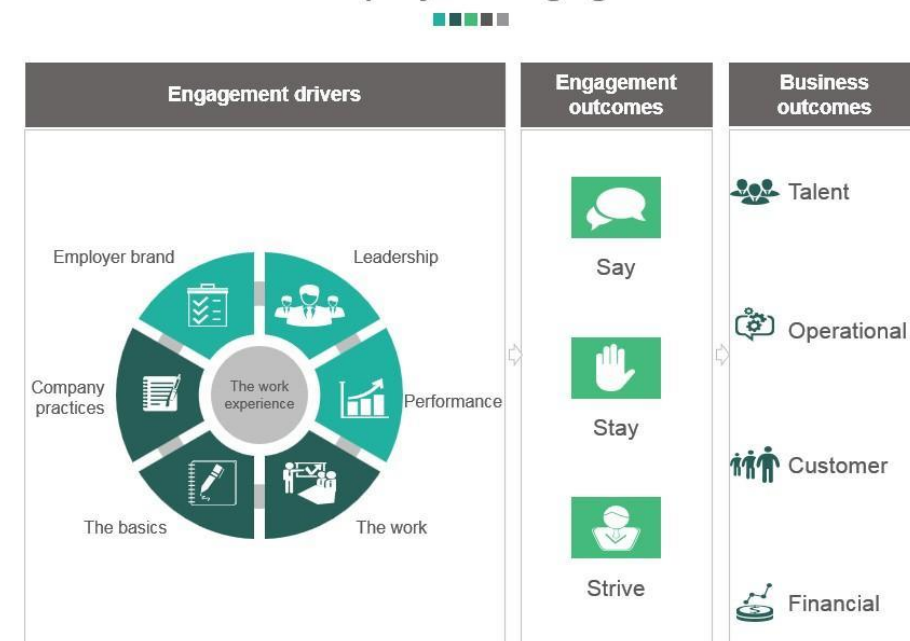
- Significant positive relationship between employee engagement and brand standards
- Employee engagement fosters improvement of service quality (Fallon & Rutherford, 2010)
- Higher employee engagement leads to higher customer satisfaction, brand value and brand image



# Aon Hewitt's Engagement Model

- Comprehensive framework for promoting employee engagement
- 4 elements: say, stay, strive, and stress (Ferdinand & Kitchin, 2017)
- Effective for improving and supporting employee performance

Aon Hewitt Employee Engagement Model



# Health and safety process and practices in the workplace of Premier Inn Whitstable hotel

- Effective training for housekeeping department employees
- Adequate cleaning materials and protective gear supplies to maintain health and safety standards (Johnston, Clark, & Shulver, 2012)
- Regular and effective training to housekeeping team members



**HEALTH & SAFETY  
PROTOCOLS**



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# Autonomy and empowerment of team members of the housekeeping department of Premier Inn Whitstable hotel

- Power of taking instant decisions
- Permission to ask for additional amenities and cleaning supplies (Jones, 2010)
- Ability of customizing tasks and activities according the guest preferences



Employee  
**Empowerment**



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# Skill development and training

- Adequate training opportunities (Rogers, 2008)
- Effective models and strategies for skill development





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# Open communication

- Clear and concise instructions
- Scope of sharing opinions and complains (Sharma, Chaudhary, & Singh, 2019)



# Industry Best Practices and Examples of Success, Recognition and rewards

- The Ritz-Carlton: Regular and effective training (Vallen & Vallen, 2012)
- The Savoy: Performance based rewards (Tesone, 2010)





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# Conclusion

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- Successful application of employee engagement models
- Improved performance of the housekeeping team (Vallen & Vallen, 2012)



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