

The Importance of Employee Engagement on Developing a Talented Workforce

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Introduction

Employee engagement is a key notion in attempting to comprehend and quantify the nature of an organization's connection with its employees. An "engaged employee" is someone who is completely involved in and passionate about their job, and as a result, takes good steps to advance the company's reputation and objectives.

The importance of employee engagement in building a skilled staff inside a chosen hotel will be explored in this study. Marriott Hotel Cardiff has been chosen as the location.

Staff engagement will be described in the study, and the advantages will be explored in order to assess the value that employee engagement may provide to a hotel. A training needs study of Marriott Cardiff's cleaning and reception departments will be performed. The report will go into further detail into how engagement affects TNA

What is Employee engagement?

Employee engagement refers to how enthusiastic workers are about their employment, how dedicated they are to the business, and how much discretionary effort they put into their jobs.

dedicated to their organization's aims and values, driven to contribute to its success, and feeling better about themselves. "This is about how we create situations in which workers can contribute more of their talent and potential," says David MacLeod.

Employee engagement is built on an organization's members' trust, honesty, two-way commitment, and communication. It's a strategy that enhances the likelihood of a company's success. Contributing to organizational and individual productivity, well-being, and performance. It is quantifiable. It ranges from bad to excellent. It may be cultivated and greatly grown, or it can be squandered and discarded.

What are the benefits of employee engagement?

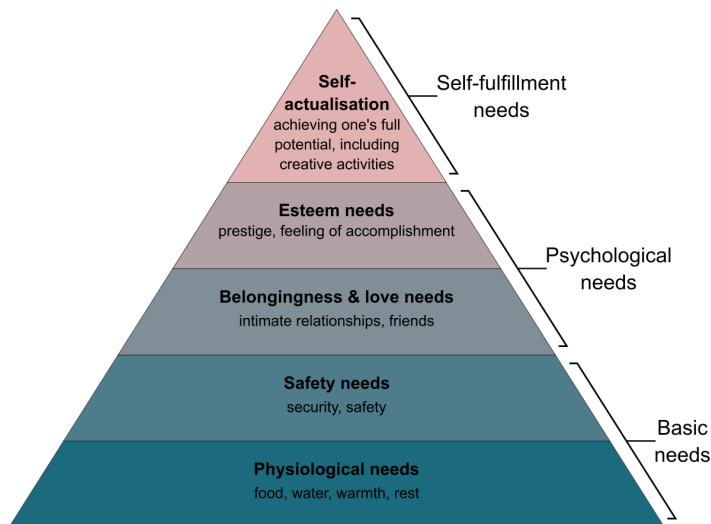
Workers clearly benefit from feeling engaged. Employees who are healthier, happier, more contented, or more driven are described as engaged in most interpretations. Measures of involvement have been linked to greater performance in organizations, according to studies. Other research has found that there are favorable correlations between measures of employee engagement and other business indicators. Customer happiness, productivity, innovation, employee retention, efficiency, and health and safety performance are all factors to consider.

However, there are flaws in this study. The vast majority of research demonstrates that there is a relationship but not a causal relationship. Work engagement, on the other hand, has been shown to predict task performance as well as contextual performance, or contributing to the organization outside one's primary job, in certain studies. Unfortunately, these connections are weak: performance differences are too tiny to notice in daily activities and would need to be tested to be noticed.

- Increased staff productivity.
- Improved team performance.
- Employee retention is higher, while turnover is lower.
- Getting the job done as a team.
- Employee absenteeism is reduced.
- There is less stress in the job.
- Burnout is less likely.

How to satisfy employee engagement?

Maslow's Needs Hierarchy illustrates a hierarchy of human needs. This includes anything from the most fundamental tasks like eating to more satisfying responsibilities like self-improvement. Maslow stated that fundamental and psychological needs must be met in order for people to attain their fullest potential. Psychological requirements are at the top of the hierarchy. This level is deemed essential because human life is jeopardized if these demands are not met. Because stress is high, performance is low, and absences are more common, this may have a major influence on an employee's engagement. When an employee is in this condition, their engagement is significantly lower. Their bad attitude is reflected in the company through client interactions and the quality of their job. Employers should attempt to fix this by providing enough remuneration to employees in order to keep themselves and access fundamental necessities such as warmth and relaxation. Employees will be more engaged if they believe their needs are being recognized and respected at work. Once this degree of safety is met, personnel will seek the next level of safety. When employees feel safe and secure in their jobs, they are more likely to engage. created. Employees are more productive and motivated since the firm will establish a stronger emotional relationship. After fundamental requirements are met, psychological needs are prioritized. Employees want to have a feeling of belonging to the company since it motivates and engages them as they develop a solid relationship with the organization and develop loyalty. Which, in turn, will improve employee commitment and save the company money on increased turnover expenses. Employees who experience a feeling of belonging to workers are more likely to remain and thrive there. Employees learn to recognize their esteem requirements after a successful work culture has been established inside an organization. They have a sense of stability both inside themselves and within their employment. They recognize their importance in the business therefore, as a consequence, build a better relationship with the firm. As a result, they become extremely productive, driven, and feel appreciated inside the organization. Self-fulfillment requirements are the final step of the hierarchy. Employees are really engaged at this time. They have a strong sense of belonging to a firm that cares about their well-being and views, and they have a strong sense of commitment and safety in their employment. This would be the point at when staff begin to realize their full potential. Staff will be going above and above at this stage, helping not just themselves but also the company. Employees that are engaged will favorably impact others on their team while also functioning as the key advocate for the company. Maslow's hierarchy of requirements highlights the need of meeting the needs of employees in order to generate focused personnel. Employees are fundamentally at the heart of every organization, and their views are immediately reflected in the business.



Analysing the engagement of employees within Marriott Hotel Cardiff

Marriott leads to a growth that by involving employees in the communication process, they will become more motivated, passionate regarding their jobs, satisfied at work, and more productive. In the beginning, the company's founder, J. Willard Marriott knew the majority of his workers by their first names. Marriott's senior executives and management continue to interact with one another through property visits, memos, and frequently planned meetings.

As the company grew, the practice of top management acknowledging all employees became more challenging. Employees, on either hand, require a sense of importance and care. Leaders that find the opportunity to demonstrate a genuine interest in their employees are making an investment that will pay off handsomely in order to reach an agreement and productivity.

Listening and monitoring others are often the first steps in effective communication. The more your employees believe you grasp the problem, the further appreciated your reaction will be, whether it's buying equipment, educating and counseling, or disciplining or applauding. Employees come to trust and rely on management to provide them with continual information about what they're doing, how the company seems to be doing and how it is headed, and also how their division and job ties into the broader picture.

Understanding the requirements of employees: Job satisfaction, pride, teamwork, and morale all start with fundamental necessities like clean clothes and equipment necessary: Whenever an employee's personal requirements aren't being fulfilled, you can't expect him or her to deliver a decent product or service to consumers. Compassion for all workers, hands-on management, as well as an unwavering dedication to satisfying client demands via quality and great service, and hospitality are all part of these principles. Marriott Management Philosophy encapsulates the fundamental ideas which have propelled Marriott International to success. All of Marriott's rules, processes, and other

management systems are based on this concept. Concern for People "Treat your employees the way you want to be treated, and give them every opportunity to succeed."

Gain their trust and respect. Have them enjoy and also be enthusiastic about their work. Marriott International thinks that management's responsibility is to constantly listen to workers and to try to maintain and resolve any issues that may have. By being active and recognizing customers with the mentality and style of "you are important," leadership plays a crucial role in recognizing and avoiding issues in the workplace. On a daily basis, Marriott International, Inc's management should communicate honestly with workers, satisfy business objectives, and grow and appreciate employees.

Marriott acknowledges the importance of good influence and the potential to help colleagues improve personal and professional. On a social level, according to Marriott's Sustainability Report, a comprehensive view of the hospitality profession has a direct influence on community livelihood. Through employment generation and a large network of suppliers, hotels provide jobs and revenue to communities. According to the United States Tourist Board, group travel supports 1 million employment in the United States, giving a significant stimulus to growth in the economy. Marriott is a worldwide employer and a leader in the hospitality industry.

recognizes that the most important asset is the global workforce who creates the experiences that keep guests coming back.

Marriott's attitude is to look after its employees so that they can look after their customers. Marriott pays special emphasis to hiring, developing, and keeping the appropriate employees since this idea is a fundamental principle for the company. Marriott additionally provides a work environment that fosters personal development, and colleagues are compensated for and have access to services that promote their well-being, allowing them to create the basis of ecological and sustainability connections.

Internal quality of service, described as employee happiness with the service provided by internal providers, has demonstrated that, while an organization's internal job satisfaction may not immediately lead to customer satisfaction, businesses seldom have customer satisfaction without happy workers. Marriott organizational contexts with employees to assess and improve management efficiency by providing training that is both task and attitude improving and allowing employees to submit feedback in administrative appraisals. Marriott accommodates the accommodation requirements of millions of visitors, and the company has dedicated to providing excellent service that will keep them coming back as they do business all over the world and discover new locations and cultures. A current Marriott hotel Cardiff employee characterized the hotel as having a "family feel" as well as being an "enjoyable workplace" with lots of advantages and possibilities. (Marriott International, Inc. Employee Reviews)

Training needs analysis

FOCUS AREA	Current State	Desired State	Corrective Action	Priority	Owner	Due Date	
<i>what are you focusing on?</i>	<i>Where are you now?</i>	<i>Where would you like to be</i>	<i>what action can be taken?</i>	<i>high/medium/low</i>	<i>who owns this task?</i>	<i>when is it due?</i>	
New cocktail menu	staff not currently trained on new menu	full understanding of cocktail menu by all bar staff	cocktail making training by Revolution bar	medium	Assistant F&B Manager	30/04/2021	<i>example</i>
Allergy Awareness	limited knowledge of ingredients	confidence in menu items to inform guests of potential allergies	Training with Executive Chef on all menu items	high	F&B Manager/Exec Chef	31/03/2021	<i>example</i>
Health and Safety	There is a lack of health and safety training.	All employees will be educated about health and safety issues.	All employees will get regular health and safety training.	high	head or house keeping or manager	09/05/2021	
Covid-19 Training	Covid-19 has caused for hotels to focus into health and safety even more than usual and some of the newer	All employees will be aware of the new covid-19 rules for the cleaning and hygiene of the entire hotel and all eating	Training on the covid-19 guidelines will be provided.	high	manager	03/04/2021	
Fire health and safety	members of staff may have not been given out all the fire health and	All employees will have been given all the training needed in order to understand these protocols	And this training will be refreshed to staff monthly b	high	head of housekeeping or manager	20/05/2021	
Housekeeping chemicals risk assessment	little understanding of the dangers of household chemicals	All housekeeping personnel will be taught and informed on the dangers of substances and how they should be	Every year, all housekeeping personnel will be trained and evaluated on cleaning	high	head of housekeeping	03/06/2021	#NAME?

Conclusion

In summary, job satisfaction is an essential factor that contributes to an organization's overall success and efficiency. Furthermore, because employees are content with their existing jobs, the employee turnover rate may drop substantially. The company can also avoid wasting money on new employee hiring and selection. determined that when workers are empowered, they exhibit the same corporate citizenship behavior as once they have supporting leadership. They will participate in organizational citizenship behavior; in fact, empowerment and support are the two most important elements influencing employee loyalty. The major challenge is determining the best mix of dispositional and situational elements that will result in the most effective execution of corporate citizenship behavior.

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