

The Importance of employee engagement on developing a talented

Claudiu Dobre

Personnel Resourcing and management

Emily Williams

Employee interaction techniques have been shown to decrease workforce turnover, boost morale and performance, attract consumers at a higher pace, and increase earnings. Over everything, either at individual and organisational levels lives. Once you're engaged, anything you do seems more purposeful, energetic, and enthusiastic.

Employee commitment is rapidly gaining traction as one of the most critical metrics of employee performance. Employees are searching for more than a 9-to-5 career. They want to be interested in their career, passionate about the company they are working with, and dedicated to their coworkers.

Employee participation was ranked among the most significant factors in overall business performance by 71 percent of executives in a survey of firms of over 500 employees. Regardless of the fact that employee involvement is perceived favorably in the business, the majority of workers are disengaged at work. Just 33% of workers said they were motivated to work, as per Gallup statistics. Low employee motivation can be triggered by a number of causes, including a lack of appreciation from management, inadequate group communication, and a lack of alignment with the organisation's goals. A lack of respect from managers, insufficient group contact, and a lack of commitment with the organization's priorities are all examples of low employee morale.

One of the main causes why HR leaders are committed to improving employee morale at their organizations is retention. Disengaged workers are a significant contributor to high workforce turnover, and companies with high commitment minimize all turnover and recruiting costs. Employee engagement is vital for attracting desirable talent as well as being a critical element of employee satisfaction; employee turnover is much more likely to leave the organisation. Employees who are interested in their jobs are often more likely to be inspired and stay loyal to their company, as per Forbes. As a result, further corporate objectives are met, as the company progresses.

Good employee engagement does come with a lot of benefits such as:

- Enthusiasm for the business. Employee attrition could be decreased by up to 59 percent of committed companies, according to Gallup. Employees who are engaged spend longer at their jobs, adding their combined experience and skills to both the companies they care for.
- Job in high quality. Employees that are more engaged simply bring in even more time at work. Employees champion group objectives and drive ideas to become the best they can still be, resulting in optimum performance and favorable market results.
- Contribution to the company's objectives. The basis for every organization's growth, whether profit or project, is engaged workers doing excellent service.

Marriotts Employee Engagement

Marriott is one of the hotels who really does value their employee engagement and it's something that Marriott as a brand really likes to focus on, Marriott conducts a global survey of its employees every year to assess the health of their job climate, community, and employee participation. The survey is completed by more than 90% of employees globally.

In a 2015 survey of Marriott-managed full-service hotels in the United States, they discovered that properties with actively engaged hourly associates show the following characteristics:

+11 percent increased productivity +16 percent decreased guest issues +28 percent Reduced sales

Trying to take care of employees and promoting staff involvement has been a top priority for the organization since its founding in 1927 for these and other factors. Marriott had taken the following steps to effectively promote employee participation through its multinational organisation.

Marriott's employee engagement culture is ingrained in the company's heritage. "If you take care of your workers, they will take care of the customers," J. Willard and Alice S. Marriott proclaimed as they founded that first store in Washington, D.C. in 1927. An employee states "Our employer value proposition is simple—wellbeing and happiness. Everyone wants to feel proud of where they work and feel good about themselves,

“Taking care of people will make them happier, which will keep the visitors happy, and contribute to a flourishing business,” according to Marriott. This is expressed in Marriott's guiding ideology, the "Guarantee of Fair Treatment," which respects the freedom to express employment grievances and get them addressed. The 'TakeCare Wellness Scheme,' as it is called, is a program that allows people to take care of

TakeCare is more than just services and initiatives; it's an attempt to create a corporate atmosphere that encourages any worker, from either a hotel front desk clerk to the CEO of Marriott offices, to pursue satisfaction and wellness. The term 'wellbeing' refers to a person's physical, mental, and financial well-being, as well as how they interact with their coworkers and the part they perform in the group.

The 'Action' can be championed by a CEO, but this is brought to life by Marriott associates all around the world. Employees are granted the ability to identify what health means to them, often in the sense of the cultures and families, and to prepare attempts to make a difference.

Employees in the Bangkok office, for example, agreed to collect funds to purchase helmets for children who travel dangerous and congested mopeds through congested city streets. Employees took things a little farther and asked the kids to color their new helmets in the office. Such campaigns led by employees include campaigning for nutritious alternatives in hotel cafes and coordinating 5k runs.

Marriott's leadership supports the TakeCare Campaign across social media promotions on Marriott Careers' social media sites (Facebook, Instagram, and Twitter), as well as rigorously defined messages that highlight associate well-being. "Share Your Happy," a social media initiative, was one of the most effective in terms of employee involvement.

Employees were invited to share their special moments of joy and motivation with his colleagues in 2016. His team collected over 27,000 photographs from 600+ assets around the world, far beyond estimates. The campaign's aim was to see associates living up to the company's wellness value. How well Marriott associates accept TakeCare and genuinely live the community is reflected in their level of commitment and excitement.

the link between authentic culture and talent acquisition performance “We know our workers are the biggest reason the world's best talent prefers Marriott because we ask colleagues to share what they enjoy about Marriott and are inundated with selfies, mobile posts, and even poetry from all around the world.”

Institutions all around the world have realized the importance of having people who can assist them in meeting their clients' needs. This also applies to hotels as well as other hospitality-related businesses. Since hotels are in the service sector, they rely heavily on the impact they make on their clients in order to remain in operation.

As a result, several large hotels, such as Marriott, have made significant investments in executive training programmes. Employee preparation in these hotels uses a range of strategies which focuses on improving employee ability, not only in terms of customer care and public relations, but also in terms of gaining employee versatility to attend to guest needs.

Hotel training encompasses not just service employees, but also management and administration employees. Some hotels have in-house trainers to emphasize the importance of ongoing preparation for employees. As a result, there has been a decrease in the rate of job turnover. As a result, executive preparation becomes critical to the company's sustainability.

For a variety of causes, hotels must educate their staff. Hotels such as Marriott prepare their workforce in order to provide knowledgeable workers who can assist in the execution of the company's corporate plan. This type of preparation entails informing staff about the hotel's ideals as well as how to carry out its purpose on a regular basis.

The majority of hotels also introduce educational programmes aimed at increasing staff satisfaction and lowering employee morale. As a result, this becomes a means of improving staff recruiting and retention. The majority of workers are looking for the most up-to-date career skills and competencies, which are not learned in traditional hotel training classes.

Numerous hospitality employee training plans are designed to provide employees with the expertise they need to effectively satisfy customer demands. As a result, the employee is not only capable of providing excellent service, but also of making critical decisions without the need to contact immediate superiors.

To do just that, employees must be educated in the skills they would use to consider consumer demands and desires. As a result, the employee can develop the requisite communication and body language skills to provide adequate service to any customer. Additionally, workers are taught communication skills such as how to communicate with individuals from other backgrounds.

In addition to the above problem, hotels will implement a variety of training solutions. In the world of human resources, the word "talent management" is becoming extremely prevalent.

Hotel staff are trained not only to offer world-class customer support, but also to preserve continuity such that clients want to visit, as well as how to handle employees' moods and feelings so that they do not influence the results of their jobs.

Training analysis for front office:

The front office, which includes the advertising, distribution, and support departments, is the component of an organization that interacts with customers. The front office in the hotel industry invites visitors to the accommodation section by meeting and welcoming them, taking and arranging reservations, assigning check in or out of rooms, and so forth.

Any business must have a front office, which is the same as the front desk of a hotel. Customers sign in at the front desk here as they arrive at the hotel for the first time. Staff members in the front office can also provide consumers with any questions or concerns they may have. For front-line employees to be successful in their employment, they must have a high degree of central, generic, and practical competencies.

The checklist of qualifications for FO personnel is based on the ASEAN Common Proficiency Standards Framework, which depicts an optimal FO personnel from a global perspective. If they operate in a 5 stars or 3-star hotel, the need to obtain a high degree of these skill sets is considered critical.

The evaluation of FO personnel's success in terms of their job engagement, behavior regarding work, how they interact with visitors and clients, and how they conduct their roles and responsibilities, and also their overall performance. The evaluation of their qualifications will be a valuable source of information about their training requirements.

Training analysis for a hotel manager

Aspirations, demands, and grievances from guests are anticipated, prepared for, and managed by hotel managers. The job necessitates careful attention to detail, astute corporate strategy strategies, and exceptional good communication skills. Many hotel managers do not have a formal education in the field and instead advance their lives working at the front desk. That sort of day-to-day operations experience could lead to a hospitality management career.

Hotel management graduates with a bachelor's or master's degree would have more opportunities for promotion. Prior to jobs, some hotel chain franchises expect hotel managers to retain at least an equivalent or bachelor's degree, as well as many years of experience.

Conclusion

Company offices cannot operate without a professional staff. Both workers in the front office of any organisation, whether it's a hotel, hospital, or modern office, contribute to the growth of the company. Employee efficiency will increase as a result of the completed professional training curriculum, as will good interactions with other divisions of the business.

Hotel staff training is becoming an increasingly important aspect of the hotel industry, as well as a recent approach for other businesses. This is necessary due to the fact that the hospitality industry is in the service market, and demand is constantly evolving. As a result, hotels must keep up with industry best practices in order to succeed. Employees will now assist the hotel in implementing its corporate plan thanks to the expanded space. To improve personnel capacity, hotels must cultivate their workers through training. This improves customer experience, resulting in a stable client base. Employees must be trained with leadership skills and also intelligent systems to do this.

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