



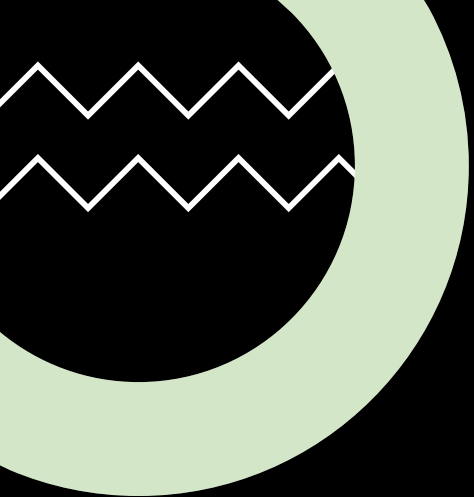
Employee Engagement

Operating Hotel Facilities BMIH4006

Student name: Maria Francesca Scurtu
(2117746)

Tutor: Ffion C.

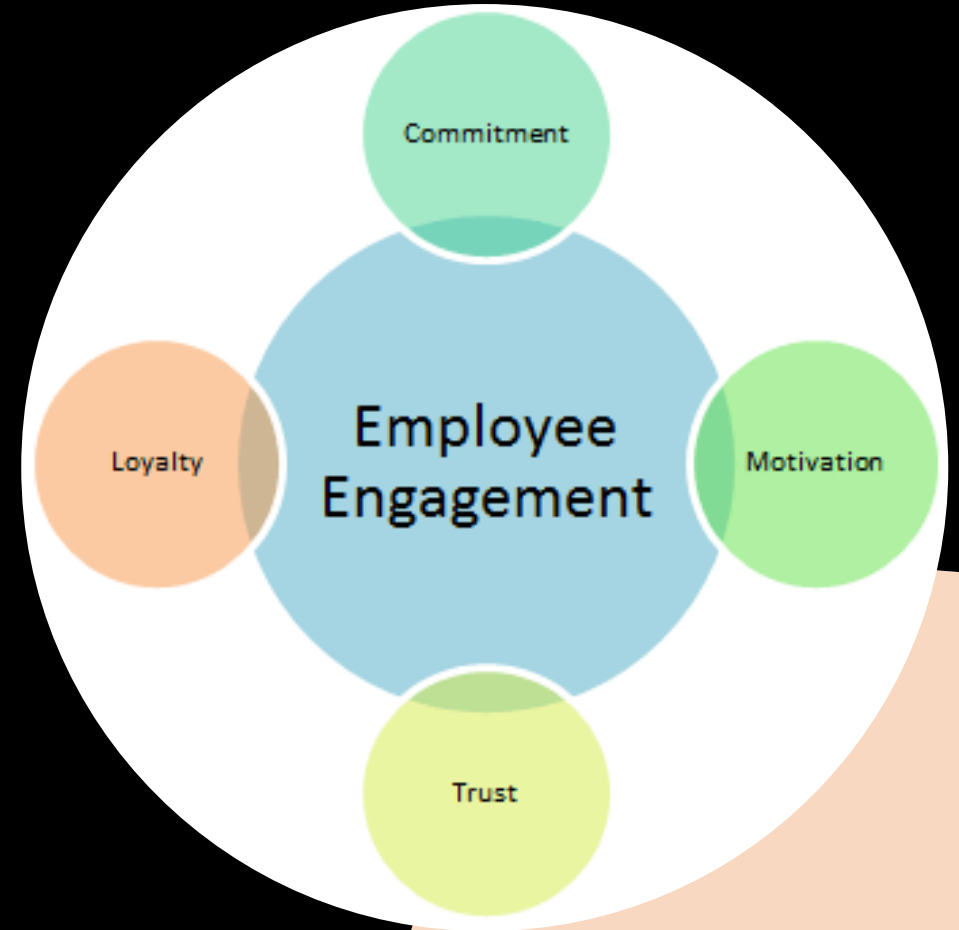




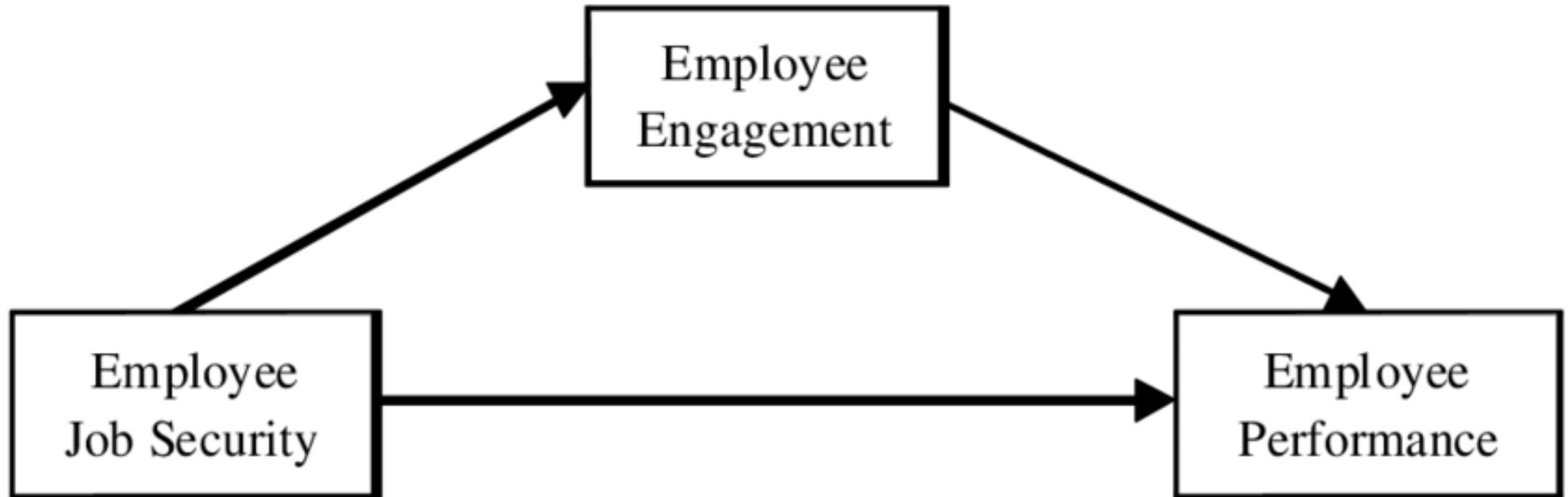
Introduction to Employee Engagement

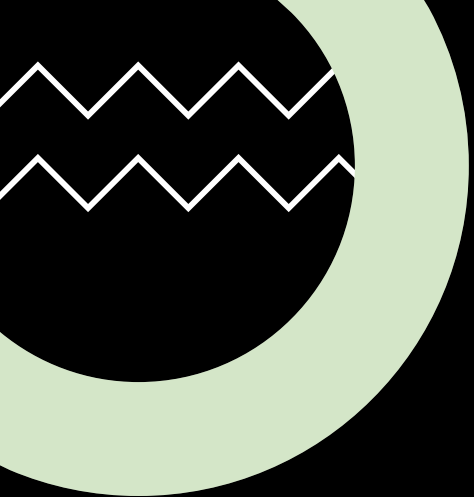
Employee engagement is an employee's emotional attachment to the company and its goals.

**“When people care - when they are committed - they will try their best”
(Forbes)**



Employee Engagement Theoretical Model





The effect of employee engagement in the hospitality industry

- Success of the organization
- Employee productivity
- Employee retention
- Customer loyalty



Best practice for Employee Engagement

Employee best practices are guidelines that companies set to motivate their employees to perform their jobs.

- Involvement and participation of employees
- Internal Communication
- Recognitions and Rewards
- Career Development



Employee Engagement Theoretical Model

The Six 'Cs' Employee Engagement Index

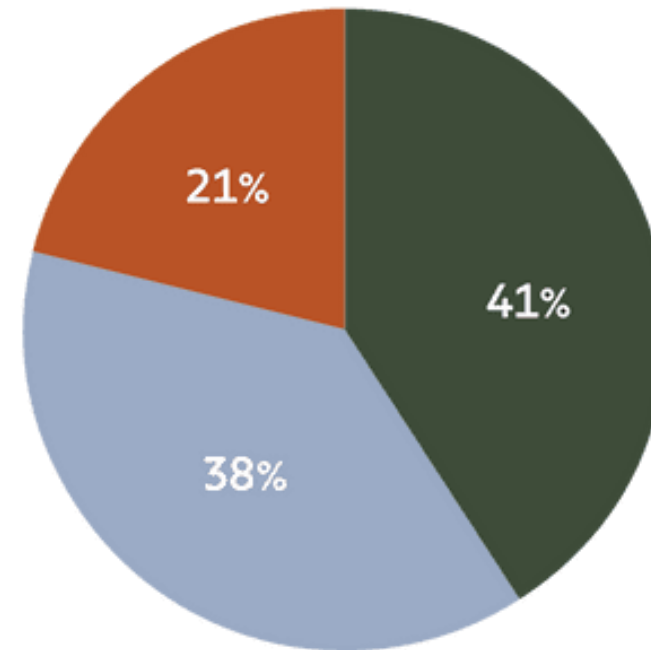


Statistics and data

With such low engagement, we should try to increase employee engagement because when employees feel motivated, they feel meaningful in the organization and actively achieve their goals.

Global Employee Engagement in 2020

■ Engaged ■ Disengaged ■ Actively disengaged



10 Opportunities to Improve Your Employee Engagement



Best practice to increase employee engagement

Examples from hotel industry

Marriott International

- Marriott annually surveys its employees worldwide to guide the well-being of the work environment, culture, and employee engagement. Around 90% of workers worldwide filled out the survey. In 2015, their study of full-service hotels guided by Marriott in the United States showed that the hotels with the highest hourly rates: had +11% higher productivity, +16% fewer guest problems, and +28 % lower income;

Hilton Hotel

- Hilton University: free online training from Skillsoft, Mobile apps for Culture Wizard, World-class hospitality education through eCornell: Hospitality-focused courses (among other topics) available at Cornell University; Hilton aiding group members who graduate college or obtain a Postgraduate Certificate.
- Catch Me at My Best, a recognition program
- Benefits for careers and well-being, including family support.

Conclusion



A hand holding a white marker, drawing a horizontal line under the word 'Conclusion'. The background is white with a large grey curved shape on the right side.

According to Gallup, engaged employees are passionate people who are committed to their work and workplace.

Importance of employee engagement :

- Employee engagement increases productivity in the workplace.
- Employee engagement reduces absenteeism
- Employee engagement improves workplace morale.
- Dedicated employees produce improved customer service.
- Low employee engagement is causing a costly problem.
- Engaged employees are more productive and productive, but most jobs in the world are disengaged, which has a very serious impact on business success.

Reference list

- P. Kulkalyuenyong (2019), *Employee engagement in the hospitality industry*, London.
- K. Kruse (2012), *What Is Employee Engagement*, available on <https://www.forbes.com/sites/kevinkruse/2012/06/22/employee-engagement-what-and-why/?sh=1093e6ab7f37> accessed on 20.11.22
- J. Allen (2021), *Employee engagement research*, available on <https://employeeengagementcompany.com/employee-surveys/employee-engagement-models>, accessed 21.11.22
- Heartbeat by Workday (2022), *What is Employee Engagement?* available on <https://heartbeat.peakon.com/data/employee-engagement/> , accessed on 20.11.22
- Hilton (2022), *Team member engagement*, available on https://cr.hilton.com/wp-content/uploads/2020/04/Hilton-Team-Member-Engagement.pdf?fbclid=IwAR2MJMRwVAJah6nB_zehvQjbvENcGShvNa3qetyNB3AuQg0tJXnHVDfDZkM accessed on 20.11.22
- Bridger (2018), *Employee engagement : a practical introduction* (Second edition.), Kogan Page Limited
- Castellano (2014), *Practices for engaging the 21st-century workforce : challenges of talent management in a changing workplace* (1st edition), Pearson Education Inc., pp.54-64
- Phin (2021) *Performance Management: Employee Engagement*, linkedin.com, accessed on 20.11.22
- Morgan, J. (2017), *The Employee Experience Advantage*, Germany, Wiley, pp 23-29
- Gundling, & Zanchettin, A. (2007), *Global diversity winning customers and engaging employees within world markets*, Nicholas Brealey International pp. 27-35.