



# OPERATING HOTEL FACILITIES PRESENTATION EMPLOYEE ENGAGEMENT

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# INTRODUCTION

Employees are the most valuable resources in the business organization. The success and growth of the business depends on the ability and competitiveness of the employee's that helps them to make the optimum utilization of the resources and achieve the objectives.



# EMPLOYEE ENGAGEMENT

Employee engagement is the ability and capability with the employees contributes their efforts towards the organization which helps the business to attain growth and success. Engaged employees are beneficial for the company and help them to flourish in the future.



# IMPORTANCE OF EMPLOYEE ENGAGEMENT

The importance of engagement employees in hospitality industry are discussed as below:

- Trained employees help the hotels to properly interact with their guests providing them with the desired services that help in gaining the satisfaction of the customers.
- Training, retaining and hiring the talents will add a value to the business. For a new staff member it is going to take some time that will reduce the productivity of the hotel.



# ENGAGEMENT THEORETICAL MODEL

## The Zinger model

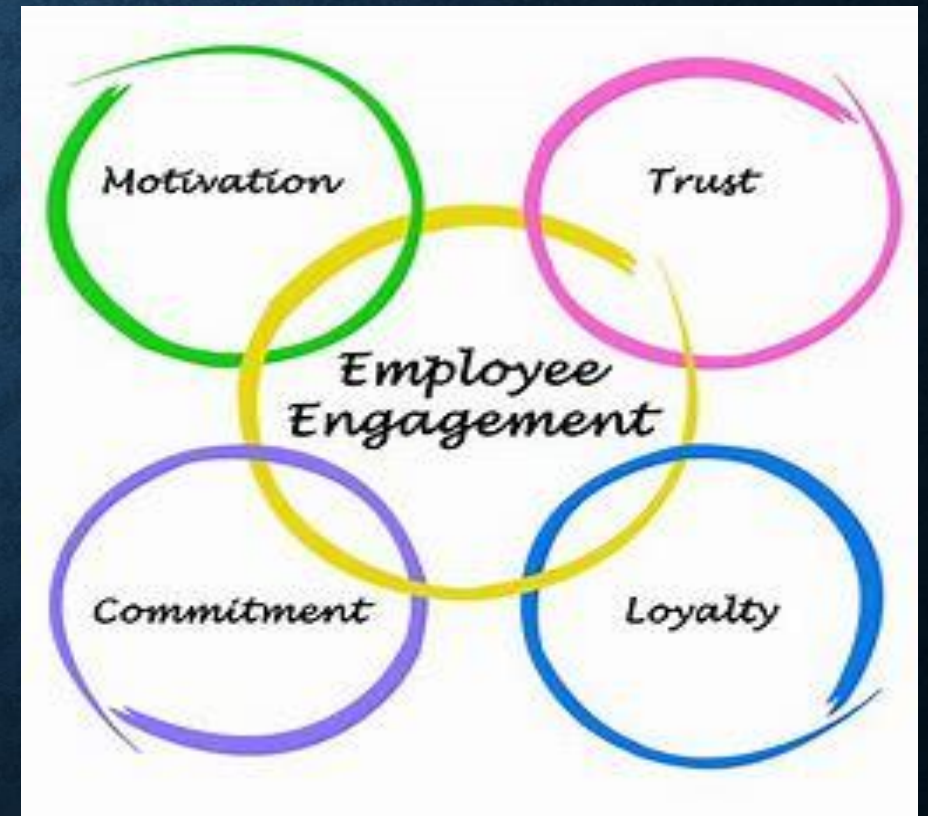
It determines the ten important and essential aspects which the managers should look after in order to engage the employees.

- Bottom row: the necessities
- Second row: Uniting the company
- Third row: boosting performance
- Top of the pyramid: Achieving results



# CONCLUSION

From the above discussion it is being concluded that employee engagement is very important for the success and growth in the hospitality industry. In hotels the employees are responsible to make the guests comfortable which include reservation, cleaning the rooms, planning parties and more which help in satisfying the employees.



# REFERENCES

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*Thank You*

