

BA International Hotel Management

Operating Hotel Facilities

BMIH4006

Week

*Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales*

www.uwtsd.ac.uk



Outcomes of the session



- Describe and apply employee engagement models and examples
- Align mission and vision statements with businesses and organisations
- Presentations skills

Let's recap last week:

- Who remembers what employee engagement is?



● Dan Price

AMERICAS



Now Playing

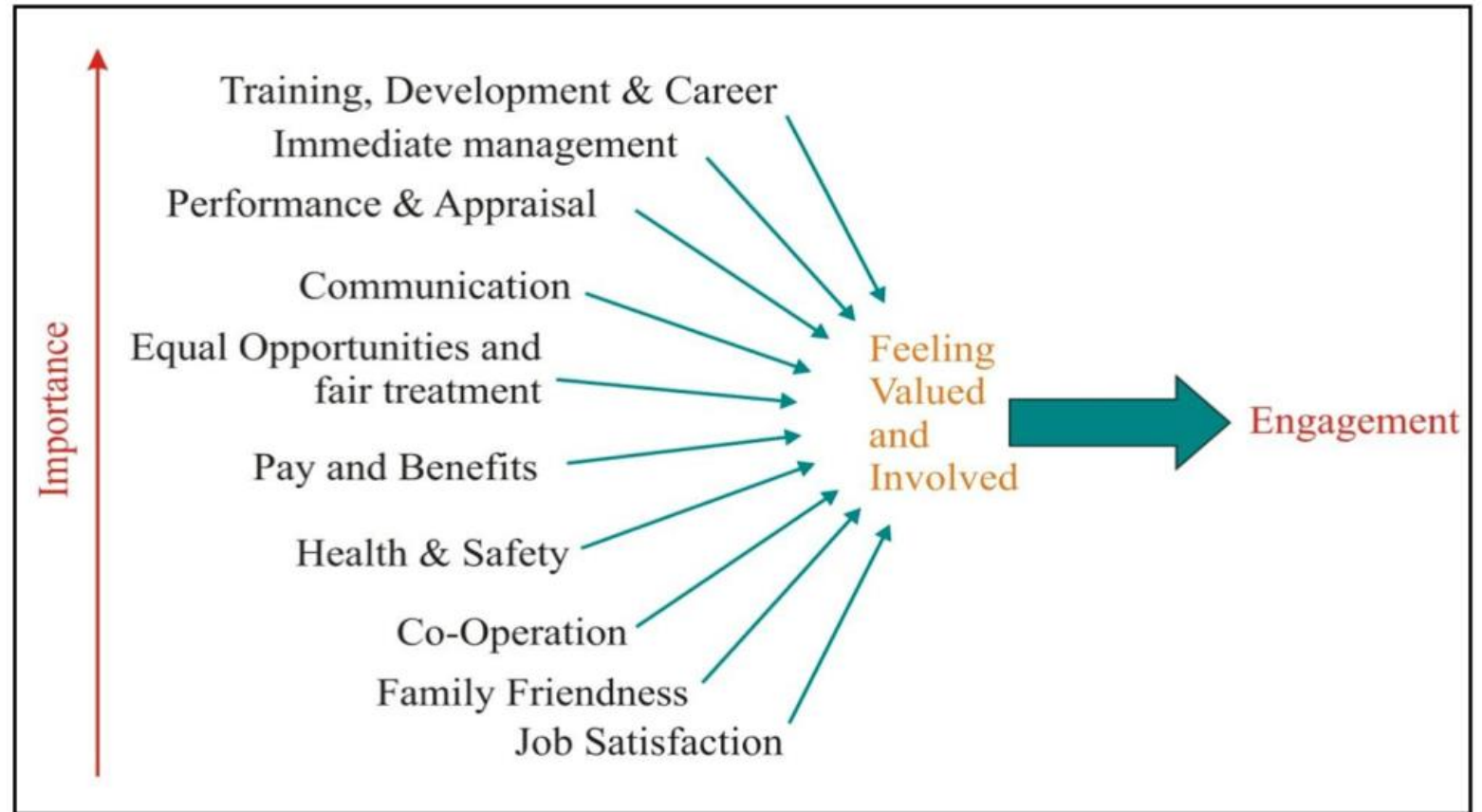


Any Questions?

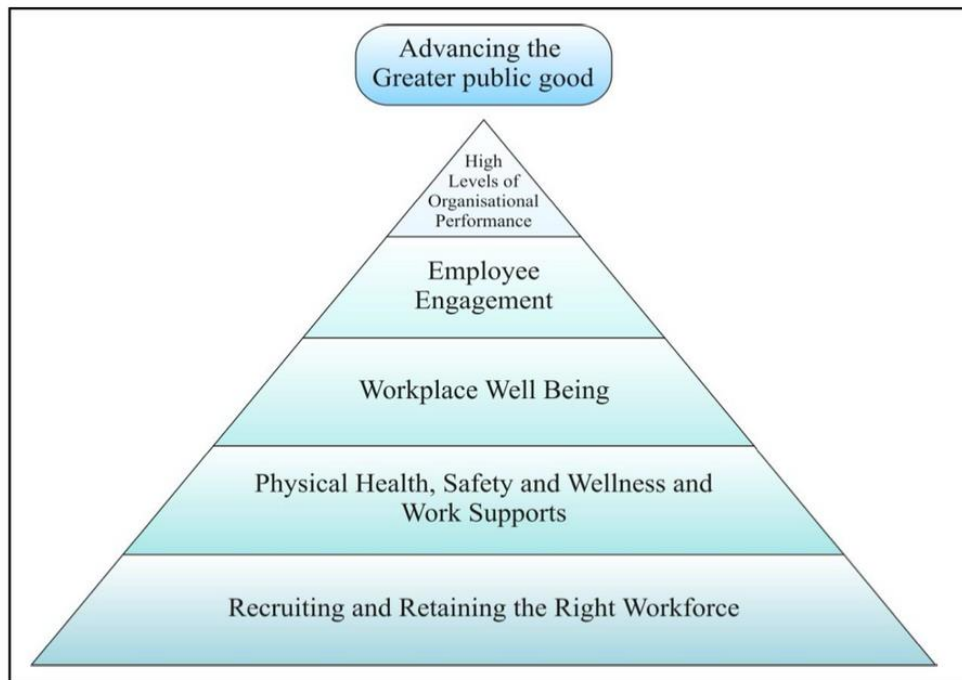


Employee Engagement Models

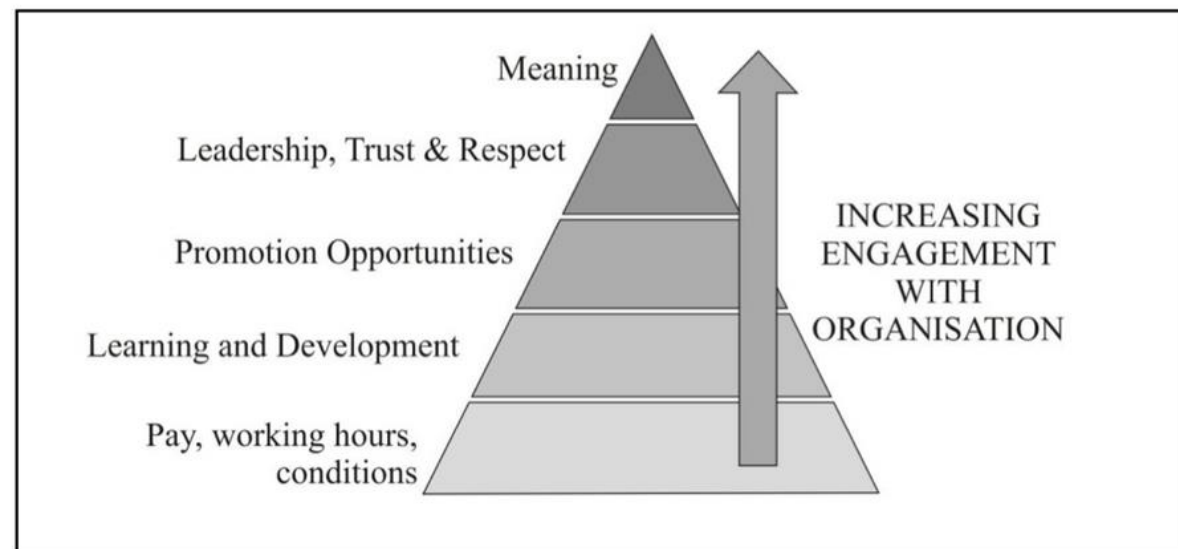
IES model of Engagement



Schmidt model of employee engagement



Penna's model of employee engagement



Zinger model of employee engagement

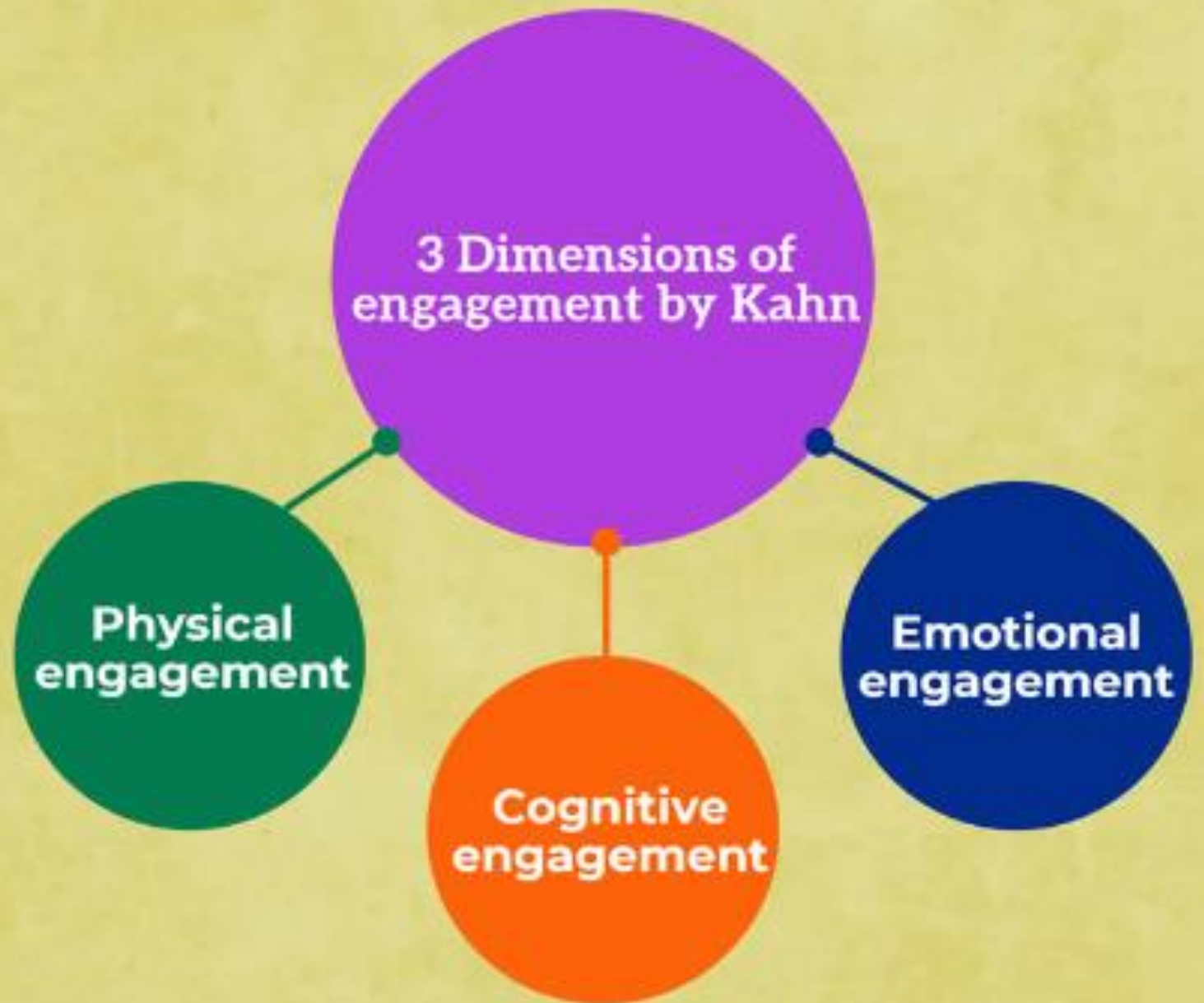


1. Organisational
2. Individual
3. Leadership

Maslow's Hierarchy of Needs



The Kahn Model



Group Discussion:



- What is the purpose of employee engagement models?
- Why are employee engagement models important?

Premier Inn employee engagement

Premier Inn



- A healthy and safe working environment
- Industry-leading training and development programmes
- Market-leading reward and retention structures
- A business that considers team member wellbeing (physical, mental and financial)
- Career development opportunities › Open, honest and transparent management processes (Whitbread, 2021)

Any Questions?



10 BENEFITS OF EMPLOYEE ENGAGEMENT SURVEYS



HOW TO ENGAGE?

- Mission / Values
- Team bonding
- Employee milestones
- Gamify performance
- Mentorship
- Professional development
- Communication
- Recognition

Employee engagement is the passion that employees have for their work that compels them to put discretionary effort into what they do. Engagement increases productivity, grows your revenue, and reduces turnover. When you go the extra mile and invest in your employees by making them feel connected and acknowledged, they'll invest in your venue through their work ethic and loyalty.

Mission and vision statements



(OpenGrowth, 2022)

Breakout Room Activity:



- Research vision and mission statements from a selected hotel brand:
- Marriott
- Hilton
- Premier Inn



- We put people first
- We pursue excellence
- We embrace change
- We act with integrity
- We serve our world



Marriott's TakeCare Culture



Trinity Resort and Hotel

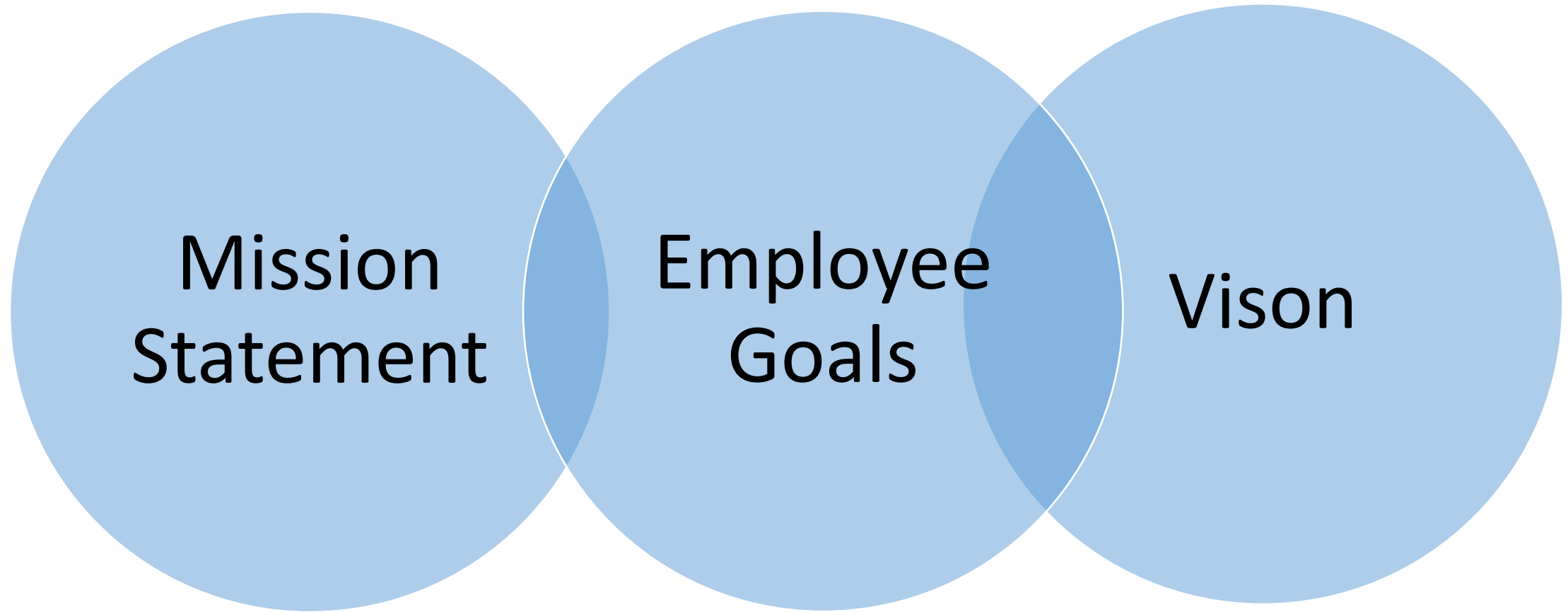
Create a new
mission and
vision
statement for
Trinity Resort
and Hotel



Any Questions?



Align your employees



REINFORCE
YOUR HOTEL'S
MISSION,
VISION, AND
VALUES

Summary

- The Mission Statement concentrates on the present.
- The Vision Statement focuses on the future.
- Mission is a Purpose or reason for the organization's existence.
- Vision is description of something in the future.

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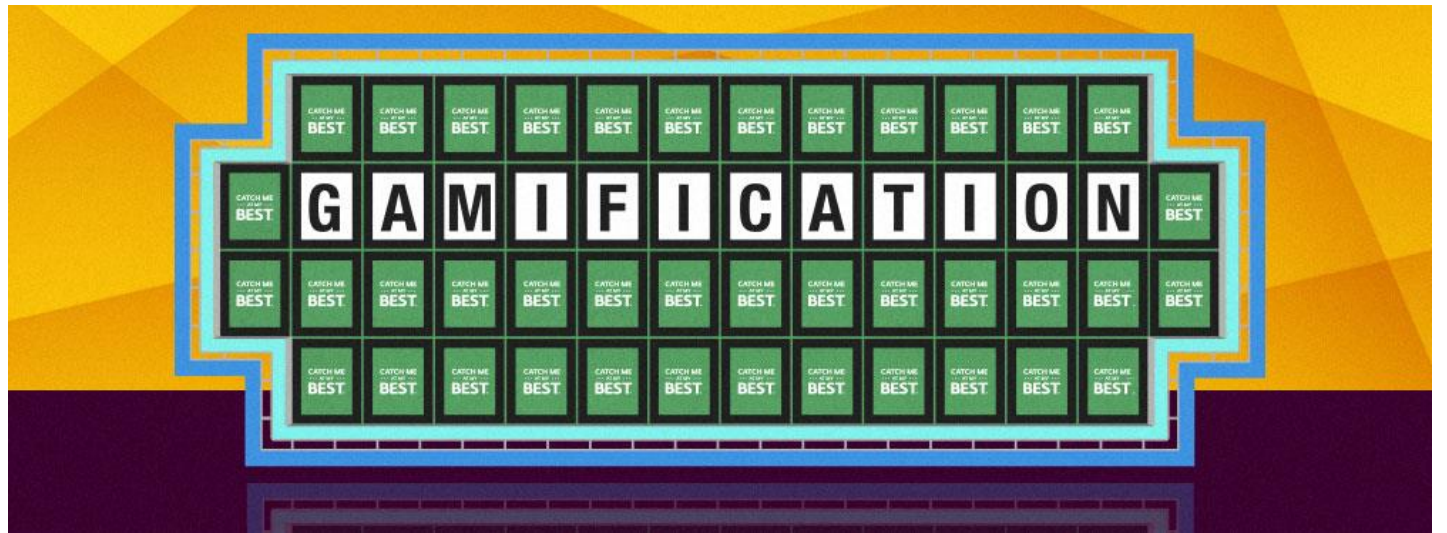
CREATE TEAM BONDING ACTIVITIES



CELEBRATE
EMPLOYEE
MILESTONES
AND PERSONAL
DATES



Gamify Performance



(Bing, 2022)

Create
mentorship
program



PROVIDE
PROFESSIONAL
DEVELOPMENT
OPPORTUNITIES



(Diocesofbrentwood, 2020)

MAKE IT EASY
FOR TEAM
MEMBERS TO
STAY IN TOUCH



(Teachertoolkit, 2019)

Recognition



(Terryberry, 2019)

10 Data Driven Ways to Improve Employee Engagement

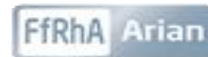


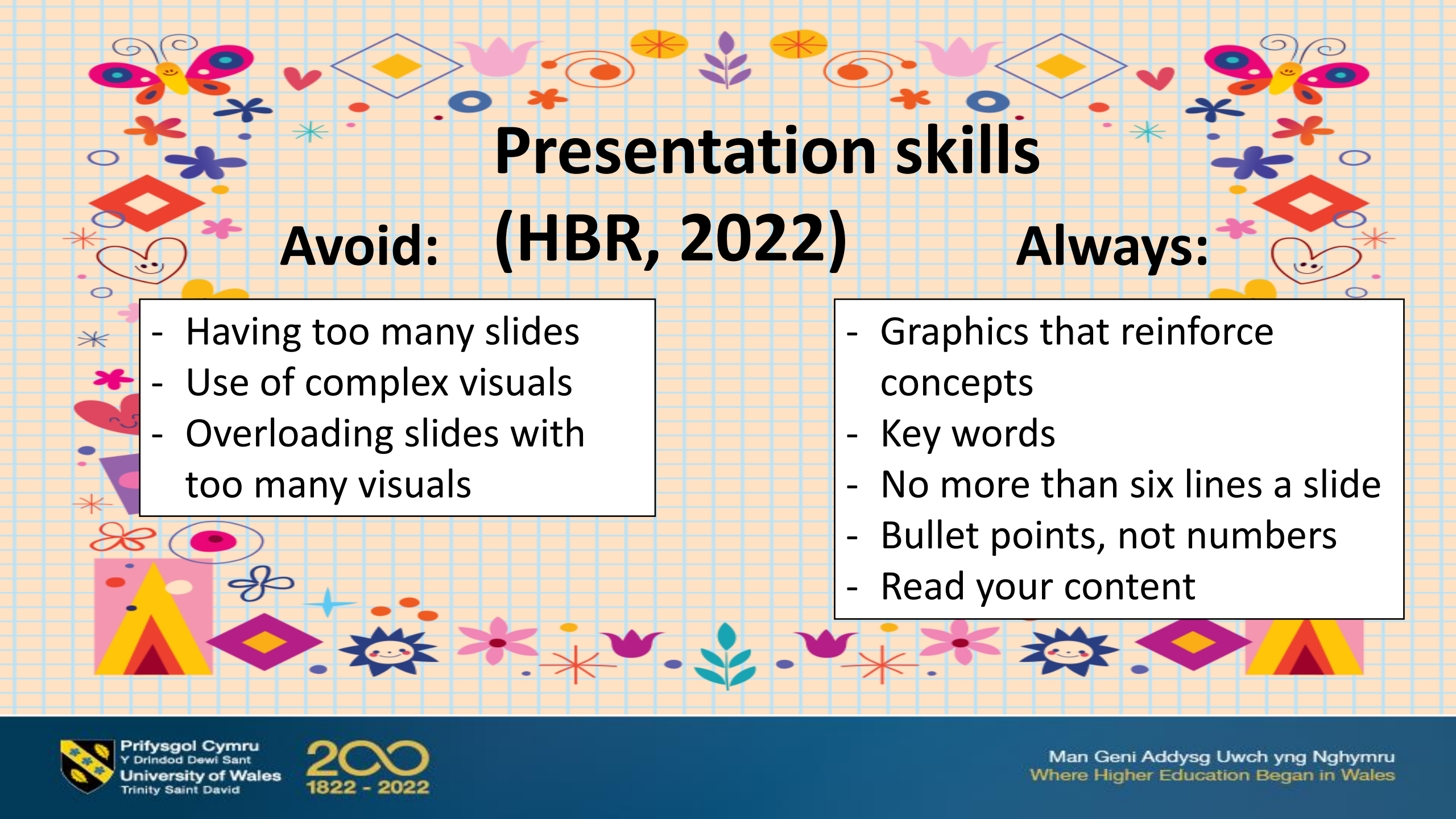
Any
Questions?



Presentation (Slide) Guidance.

- Assignment - Component 3





Presentation skills

Avoid: (HBR, 2022)

- Having too many slides
- Use of complex visuals
- Overloading slides with too many visuals

Always:

- Graphics that reinforce concepts
- Key words
- No more than six lines a slide
- Bullet points, not numbers
- Read your content

Outcomes of the session



- Describe and apply employee engagement models and examples
- Align mission and vision statements with businesses and organisations
- Presentations skills

Thank you for Today

I look forward to seeing you next week for industry week. If you have any questions in the meantime, please send an email kathryn.flynn@uwtsd.ac.uk.

LIST OF INSPIRATIONAL VIDEOS TO WATCH :

- How to give the perfect pitch - with TedX speech coach David Beckett <https://youtu.be/Njh3rKoGKBo>
- Science Of Persuasion <https://youtu.be/cFdCzN7RYb>
- How To Eliminate Stress And Anxiety FOREVER - Srikumar Rao <https://youtu.be/uLDz7emCnZI>
- How To Improve Self Esteem - Marisa Peer Motivational Video <https://youtu.be/2i0E12PbGCg>
- Start with why - how great leaders inspire action - Simon Sinek | TEDxPugetSound https://youtu.be/u4ZoJKF_VuA
- How to speak so that people want to listen - Julian Treasure <https://youtu.be/elho2S0ZahI>
- Your Body Language May Shape Who You Are - Amy Cuddy <https://youtu.be/Ks-Mh1QhMc>
- The Business Model Canvas - 9 Steps to Creating a Successful Business Model <https://youtu.be/IP0cUBWTgpY>
- Steve Jobs' 2005 Stanford Commencement Address <https://youtu.be/UF8uR6Z6KLc>
- Steve Jobs - iPhone Introduction in 2007 <https://youtu.be/9hUlxyE2Ns8>
- Think Fast. Talk Smart - Matt Abrahams - TEDxMontaVistaHighSchool https://youtu.be/o3K_HbpWNpg
- The art of innovation - Guy Kawasaki - TEDxBerkeley <https://youtu.be/Mtjatz9r-Vc>
- The 110 techniques of communication and public speaking - David JP Phillips <https://youtu.be/K0pxo-dS9Hc>
- Nancy Duarte uncovers common structure of greatest communicators <https://youtu.be/1nYFpuc2Umk>
- The magical science of storytelling - David JP Phillips - TEDxStockholm <https://youtu.be/Nj-hdQMa3uA>
- Know You Can Have It All - Marisa Peer <https://youtu.be/lKeaAbM2kJg>



For further study

- [Employee Engagement Best Practices for 2022 – YouTube](#)
- [Employees first, customers second | Vineet Nayar | TEDxAix – YouTube](#)
- [3 ways to create a work culture that brings out the best in employees | Chris White | TEDxAtlanta - YouTube](#)



References

- Bridger, E. (2018) *Employee engagement: a practical introduction*. 2nd ed. HR Fundamentals. London: CIPD and Kogan Page.
- Leiter, M. P. and Bakker, A. B. (2010) *Work Engagement : A Handbook of Essential Theory and Research*. Hove [England]: Psychology Press.
- TED (2015)*Missing the obvious in employee recognition*. Available at: <https://youtu.be/JWlzc6x5u10> (Accessed: 25 January 2022).
- Marriott (2018) *Marriott's TakeCare Culture / Living Our Core Values*. Available at: <https://youtu.be/Vtx7hPWlbjc> (Accessed: 15 February 2022)
- Kruse, K (2015) *What Is The Definition of Employee Engagement?* Available at: <https://youtu.be/Uu7EG6EZeAM> (Accessed: 18 January 2022).
- Harvard Business Review (2022) *Presentations*. Harvard Business review. Boston: Harvard.

