

The Great Resignation: Fake News

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How to develop a high-performance culture
with improved productivity and retention





Hospitality in a post Covid World

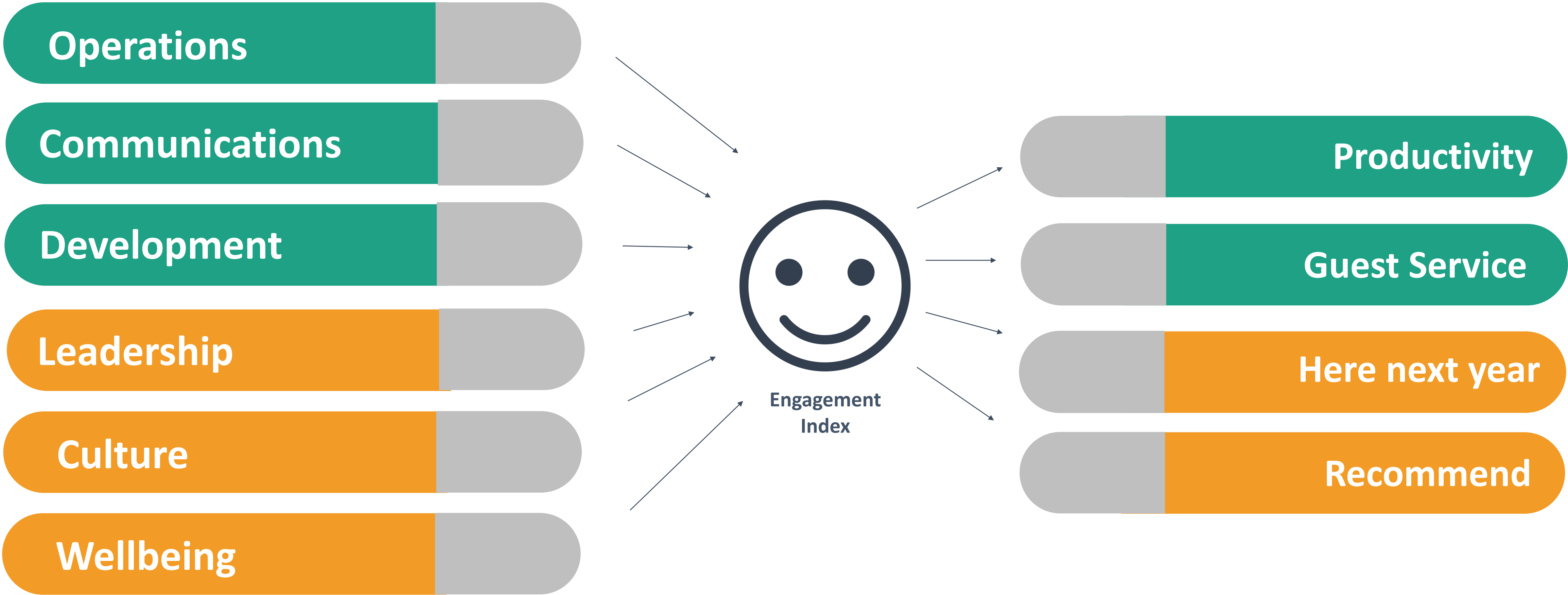
- Most hoteliers lost 70% of their workforce during Covid
 - Poor on-boarding processes have become the greatest cause of employee turnover in the hospitality sector
- Recruiting the right people
 - The pool has got smaller - recruiting younger employees
 - For most it's not a career, so how can you inspire, motivate and engage?
- Retention
 - 50% of new employees leave hospitality within the first 12 months
 - Cost of recruitment
- Skills gap with line managers -
 - Leading is a learned skill
 - SM Managers need their line managers. Don't be let down
- Challenges with getting standards back to a pre Covid world

Impact to the business

- Guest experience
- Cost to the business
- Employee productivity and Retention



Cause and Effect





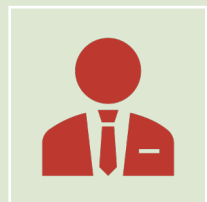
Operations

- Tools to do the job



Communications

- Information cascading to the front line
- Team briefings



Training & Development

- On-Boarding
- Continues on the job training
- Career Progression



Leadership

- Managers leadership skills



Culture

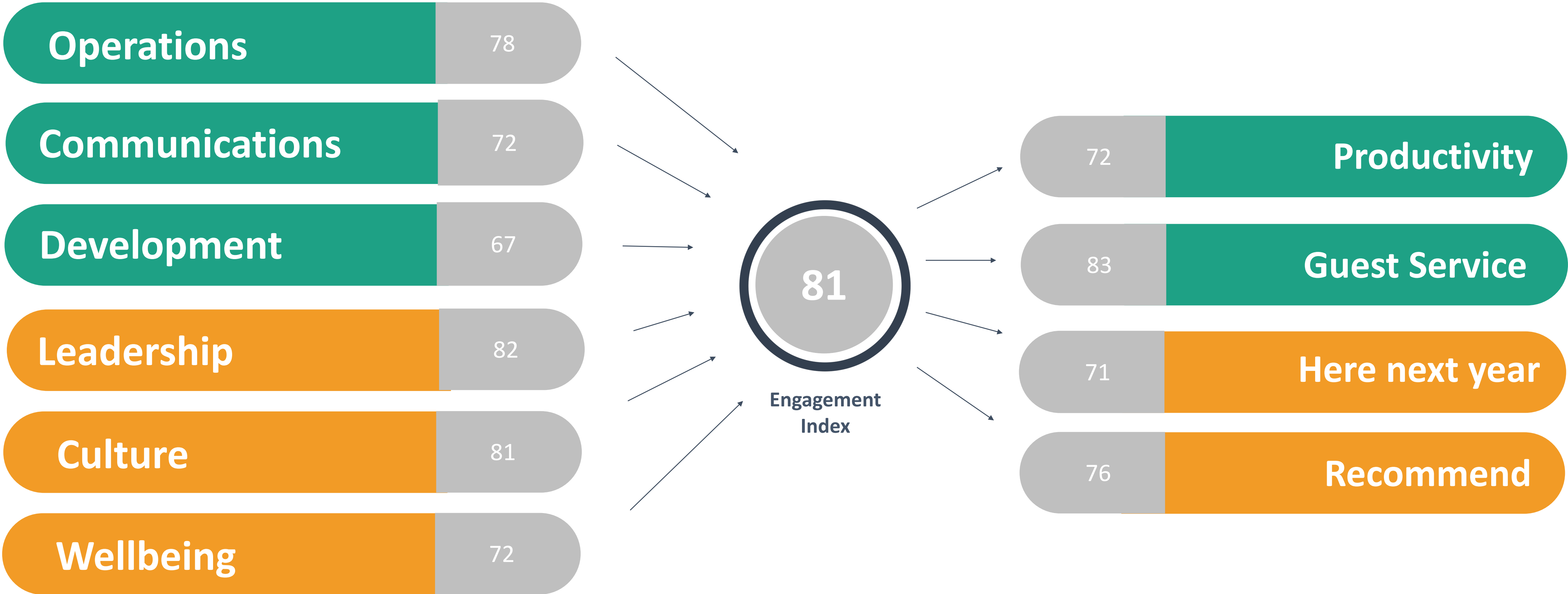
- Cross department cohesion – Working as one team
- Recognition / appreciation



Wellbeing

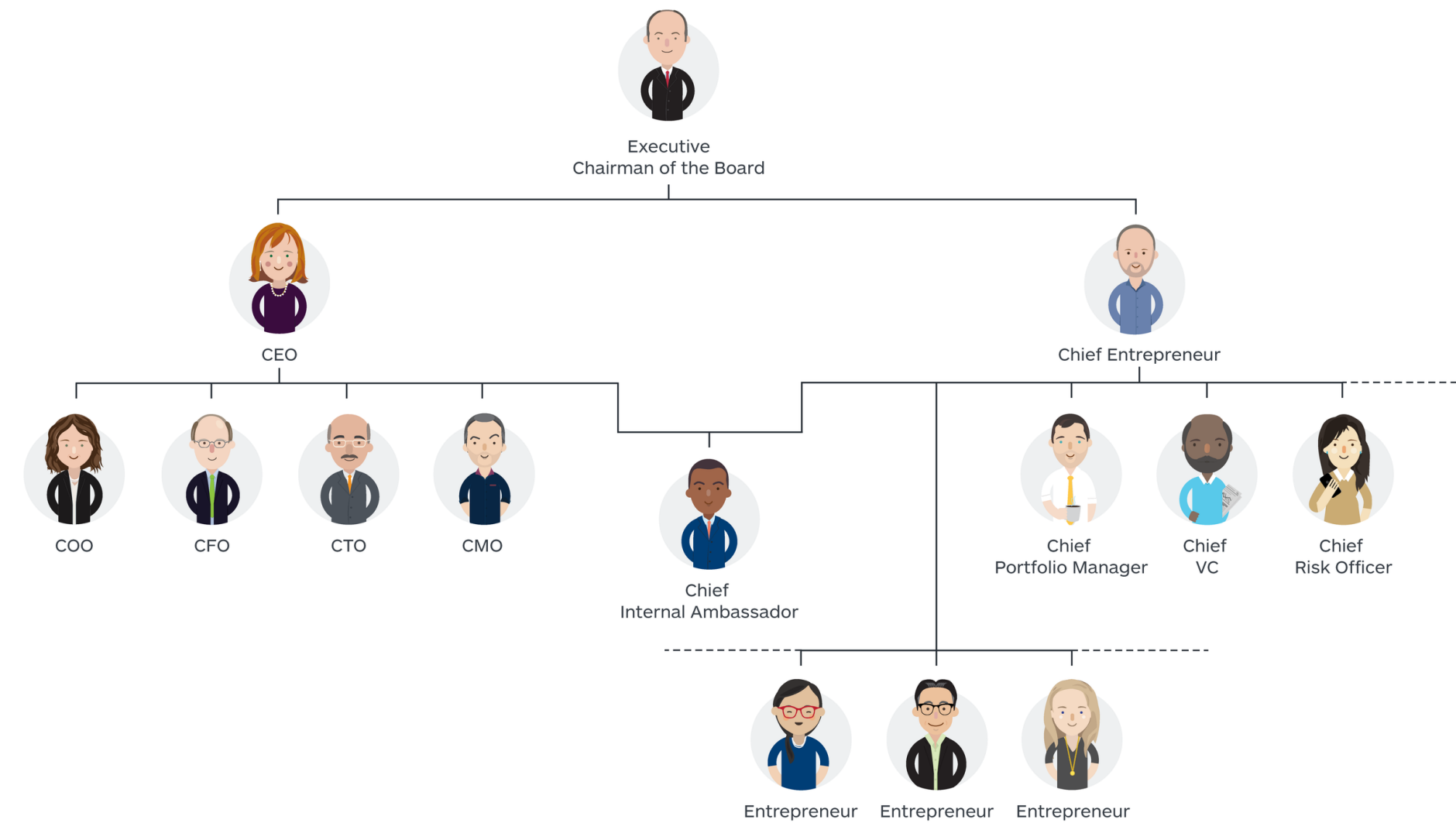
- Breaks / food
- Rosters on time
- LTIPs

Cause and Effect





Engagement (sample)



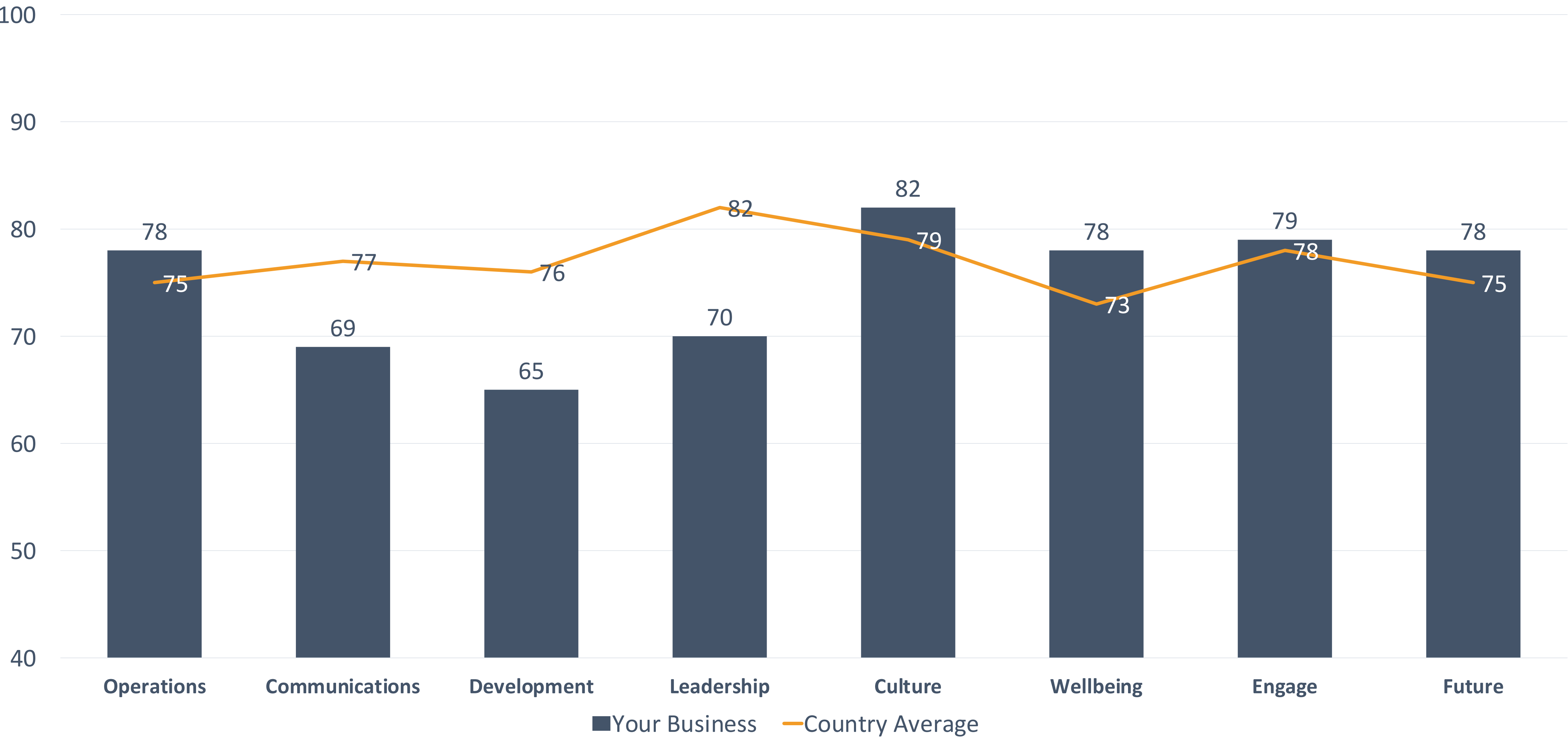
Engagement is not just a HR initiative!

Line managers are the most important people in the business and deliver on Engagement day in – day out.

	Dept 1	Dept 2	Dept 3	Dept 4	Overall
Operations	80	59	86	72	78
Communications	83	59	82	67	78
Development	74	61	88	61	74
Leadership	77	60	85	70	77
Culture	76	62	90	68	78
Wellbeing	74	59	80	82	77
Engagement	75	66	88	73	79
Future Engage	75	65	89	66	76

Action Plan						
		Action	Dept	By Who	By When	Progress
Operations	1					
	2					
	3					
	4					
	5					
Communications	1					
	2					
	3					
	4					
	5					
Training & Development	1					
	2					
	3					
	4					
	5					
Leadership	1					
	2					
	3					
	4					
	5					
Culture	1					
	2					
	3					
	4					
	5					
Wellbeing	1					
	2					
	3					
	4					
	5					

Benchmarks



How to improve engagement?



Become a recognised Workbly *Best Employer*

Workbly’s prestigious **BE MARK** award recognises the best employers that we work with.

When you reach our minimum standard with your Employee Engagement Programme you will receive a **Workbly Best Employer** award.

This programme gives you a mark of approval so that you will attract and retain the very best talent available.





Culture

Culture Sound-bites...



- Collaborative
- Customer first
- Family, Fun
- Innovative
- People first, coaching
- Fast / slow
- Bureaucratic



- Autocratic
- Blame
- Silos
- Toxic
- Back-biting
- Cut-throat, aggressive
- Competitive

How to develop a Culture?





3 Key take away tips that will have an immediate impact

1. Improve the on-boarding process and on the job training
2. Develop your Line managers
3. Define your Culture

Values



Customer-focused

Respect

Accountability

Agility

Collaboration

Innovation

Simplicity

Commerciality

Integrity

Diversity

Quality