



Hotel

Your Opinion Counts Employee Survey overview



Hotel Your Opinion Counts

Employee Survey overview

The employee survey had 23 statements about working at the hotel to which respondents scored their level of agreement as follows:

- strongly agree (scored 5)
- agree (scored 4)
- not sure (scored 3)
- disagree (scored 2)
- strongly disagree (scored 1)

Hotel

Your Opinion Counts

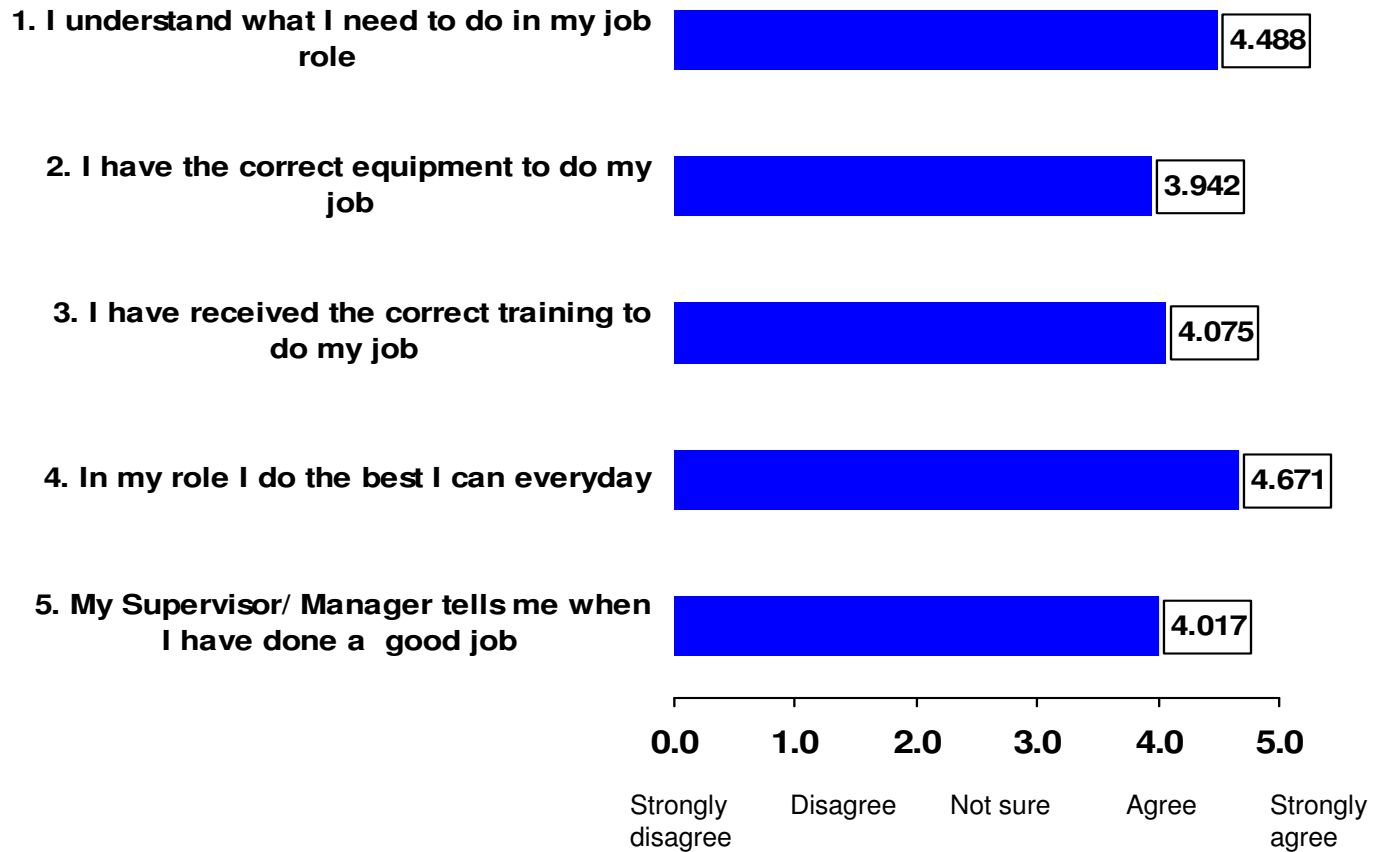
Questionnaire





Hotel Your Opinion Counts Employee Survey overview

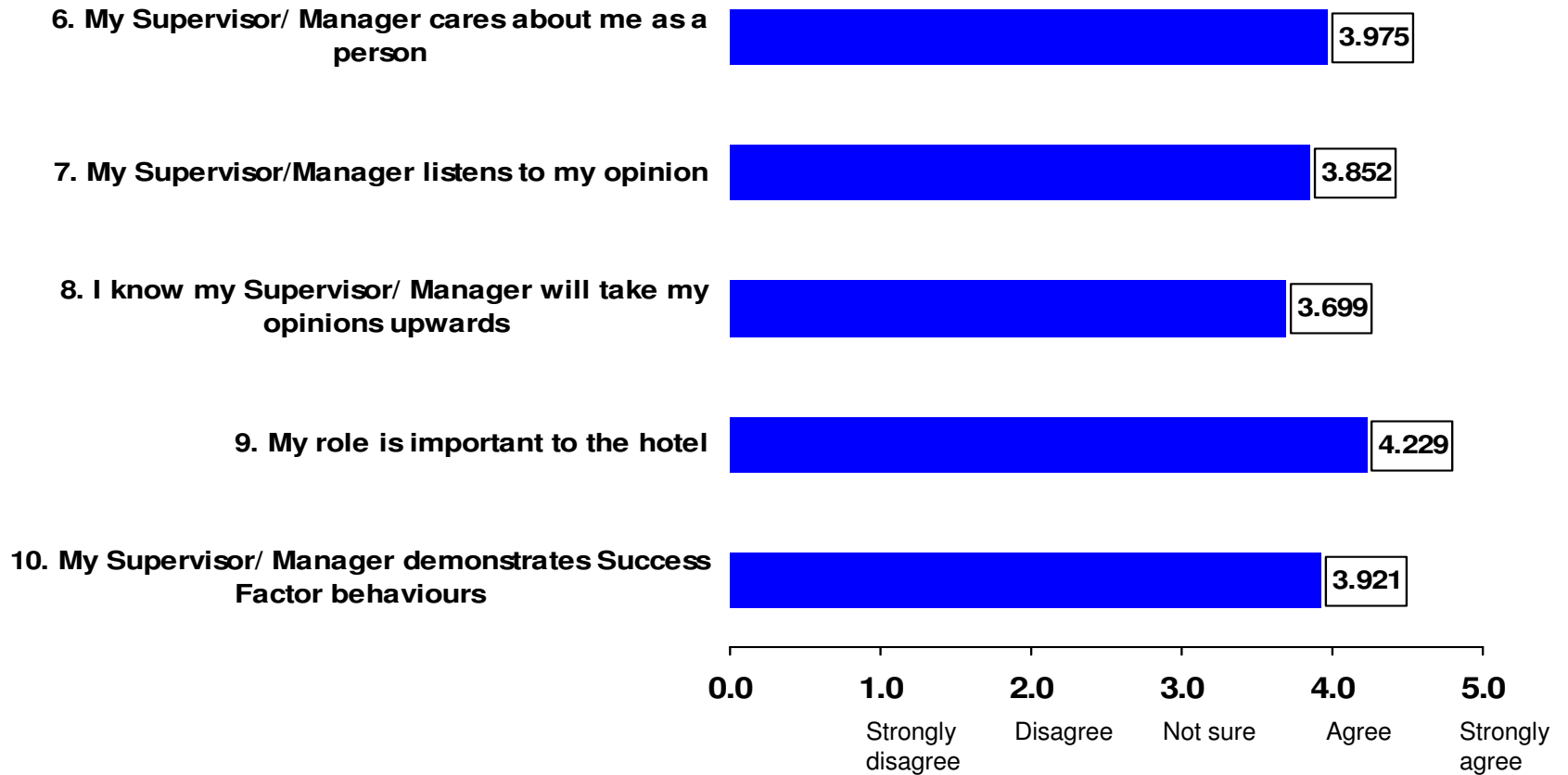
Results for each statement (all responses combined)





Hotel Your Opinion Counts Employee Survey overview

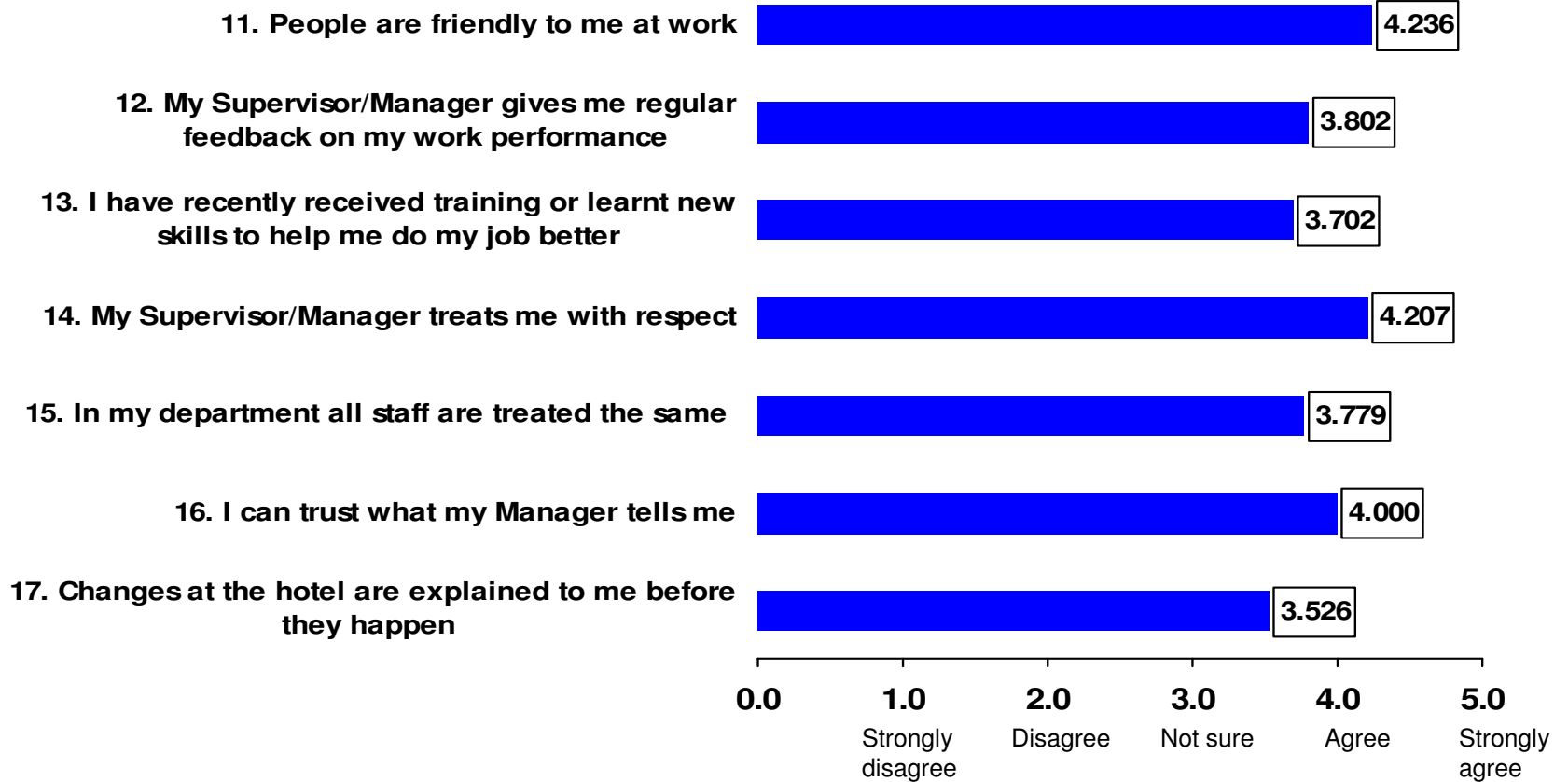
Results for each statement (all responses combined)





Hotel Your Opinion Counts Employee Survey overview

Results for each statement (all responses combined)





Hotel Your Opinion Counts Employee Survey overview

Results for each statement (all responses combined)





Hotel Your Opinion Counts Employee Survey overview

Taking a mean score of above 4.00, which means either agreement or strong agreement with the 23 statements, **areas of strength** at the hotel are

- Understanding what needs to be done in their job role (Q1)
- Having received the correct training to do their job (Q3)
- Doing the best they can in their role every day (Q4)
- Supervisor/manager telling them when a good job has been done (Q5)
- Believing their role is important to the hotel (Q9)
- Where people are friendly to them at work (Q11)
- Supervisor/Manager treating them with respect (Q14)
- Trusting what their manager tells them (Q16)
- Being proud to work at Hotel (Q22)



Hotel Your Opinion Counts Employee Survey overview

Taking a mean score of below 4.00, which means either not being sure, disagreeing or strongly disagreeing with the 23 statements, **areas for development scoring between 3.50 and 4.00 are**

- Having the correct equipment to do the job (Q2)
- Supervisor/Manager caring about them as a person (Q6)
- Supervisor/Manager listening to their opinion (Q7)
- Supervisor/Manager taking their opinions upwards (Q8)
- Supervisor/Manager demonstrating Success Factor behaviours (Q10)
- Supervisor/Manager giving regular feedback on work performance (Q12)
- Having recently received training or learnt a new skill to help do their job better (Q13)
- All staff being treated the same in their department (Q15)
- Changes at the hotel being explained before they happen (Q17)
- Being supported at work (Q18)
- Being praised for doing a great job (Q19)
- Supervisor/Manager discussing their development with them (Q20)
- Effectiveness of communication within the hotel (Q21)
- Recommending Hotel as a great place to work (Q23)



Hotel Your Opinion Counts Employee Survey overview



Universal actions to be taken by all at the hotel

- reinforce and communicate these messages throughout the hotel
- continue to direct, advise, support, praise and treat each other with respect



Specific actions to be taken by staff at the hotel tasked with staff performance and development

- get the results of the survey out to all staff ASAP via newsletter/intranet/team meetings/management meetings/board meetings
- set a target (say 12 weeks) to respond with an action plan to the views expressed in the survey and then communicate the action plan to all
- carry out a staff survey during autumn using the May results as the benchmark measure