



# Hotel

Your Opinion Counts    Employee Survey overview



## Hotel Your Opinion Counts

## Employee Survey overview

The employee survey had 23 statements about working at The Royal Lancaster 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

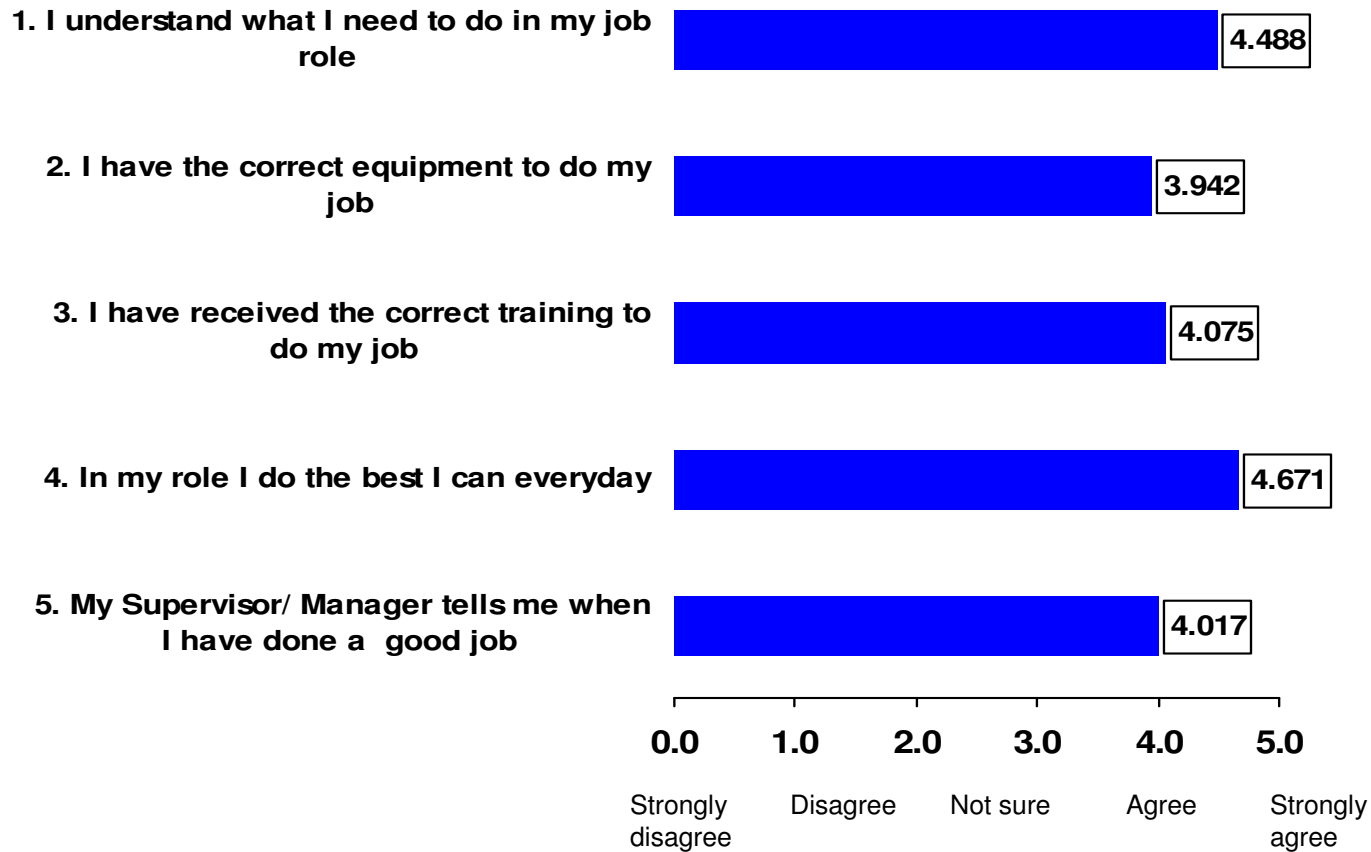
### Questionnaire





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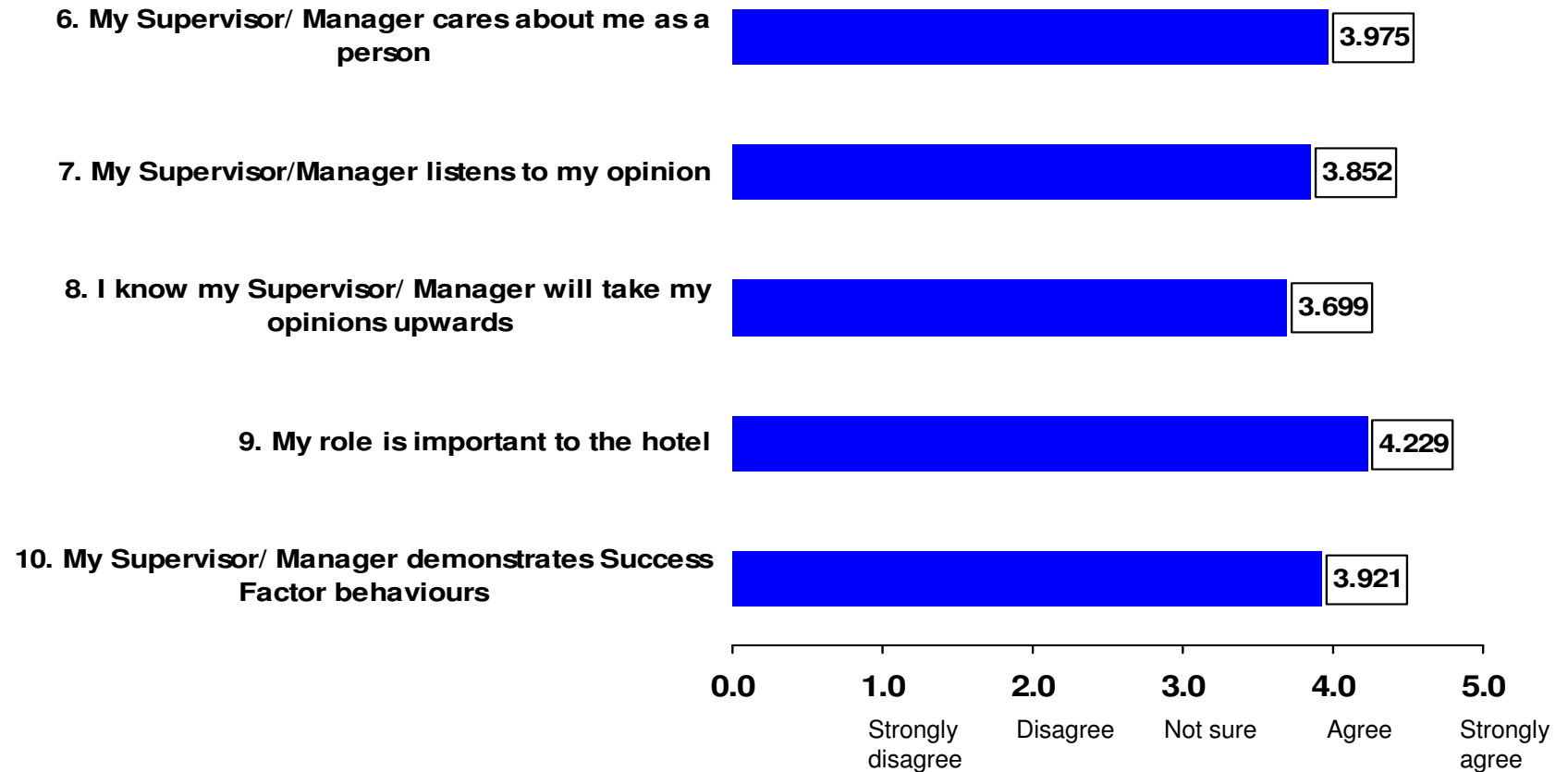
## Results for each statement (all responses combined)





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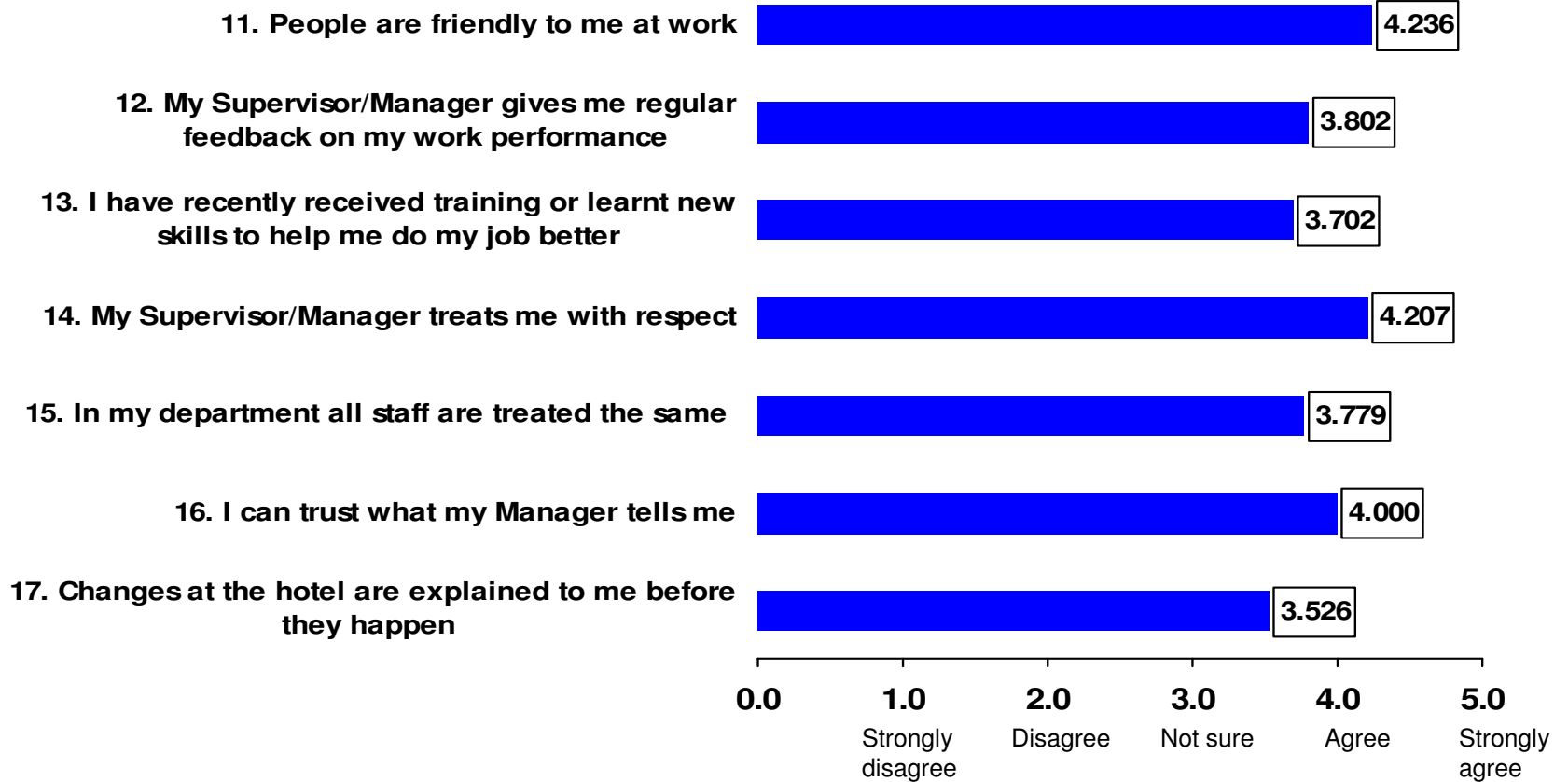
### Results for each statement (all responses combined)





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## Results for each statement (all responses combined)





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## Results for each statement (all responses combined)





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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)



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**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 Hiotel as a great place to work (Q23)



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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 2010 using the May 2010 results as the benchmark measure