

# Overcoming the Employee Engagement Crisis In the Hospitality Sector

The Hospitality industry has one of the highest numbers of disengaged employees. High staff turnover, frequent absenteeism, and a shortage of skilled candidates are only part of the problem.

For organizations with a large proportion of deskless employees, it is vital that communications tools are capable of reaching the entire workforce.



78% are still relying on limited reach communication tools such as email to communicate with employees.

Emergence Capital

## What Are the Main Causes of Employee Disengagement?



- ✓ Poor communication to deskless workers
- ✓ Disconnection from company mission
- ✓ Lack of inclusion
- ✓ Employees feel out of the loop and undervalued

## Engaging the Entire Workforce - with Help from Mobile-First Technology



StaffConnect, the mobile-first employee engagement app enables real time two-way communication and feedback and facilitates employee engagement across your entire workforce.

Employees are able to access company updates, news and important documents 24/7, regardless of their role or location.



To be successful and drive engagement, hospitality organizations must embrace new mobile-first technology.

## Employee Engagement Technology Should:

Reach the entire hospitality workforce including deskless workers, not just employees in the office.



Help create better engagement by opening up new two-way channels of communication between hospitality employees and managers.

Enable HR and senior management to stay in touch with hospitality staff no matter when or where they work, or what their role is.



Accurately measure and analyze hospitality workforce.

## Employee Experience = Customer Experience

The employee experience (EX) directly relates to the customer experience (CX) and has a direct impact on a hospitality company's brand as well as ratings.



*"Take good care of your employees, and they'll take good care of your customers, and the customers will come back."*

J. Willard Marriott, founder of the Marriott Corporation

Learn more about how employee engagement solutions can help the hospitality sector overcome the global employee engagement crisis.

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