

In partnership, Purple Cubed and The Caterer introduced these awards in 2014 with a view to helping drive employee engagement, share great practice and improve hospitality's reputation as a great place to work. And it's working! From 2019 to 2020, we saw a slight increase in engagement score by 1%, with the average score being 82%. Please note that the summarised outcomes below apply to the year up to March 2020 and therefore don't take into account the effects of Covid-19. Very well done to everyone who made the list - keep up the good work!

2019 RESULTS IN (BRACKETS)

HAPPINESS



45% of people are **HAPPY ALL THE TIME AT WORK**
↑ 3% (42%)



59% of people would recommend their company as a **BEST PLACE TO WORK** ↑ 6% (53%)



55% of employees feel their **EMPLOYER TREATS THEM WELL ALL THE TIME.** ↑ 6% (49%)

67% OF PEOPLE ARE PROUD TO WORK AT THEIR BUSINESS ALL THE TIME YET 7% NEVER ARE

Overall, it's encouraging to see that all positive metrics across this section are showing increases although there's a significant negative increase in the people who are 'never happy at work' and this should be addressed. Whilst happiness at work isn't the only contributor towards employee engagement, it is a good indicator of general team mood. Happiness and wellbeing are, of course, closely connected and, with recent events, every organisation within hospitality needs to be actively safeguarding the health and happiness of its people as far as possible as the 'new normal' begins.



For the fifth year running 'team respect' tops the chart emphasising the importance of respect, trust and collaboration. The top six categories are consistent with last year and again reflect the significance of a positive culture and team dynamic.

KEY POINTS: It's interesting to note that being 'paid on time' still features in the top six which would indicate that it doesn't always happen. Being paid on time is a human right and employers should ensure they are meeting their obligations in this area so it becomes a 'given' rather than an aspiration.



Diversity is a greatly improved area, and employers should continue to place a high emphasis on this. An encouraging new entry, 'trust for my manager', indicates that there are improvements when it comes to leadership and equipping managers to support teams. Value alignment has dropped from this list, strengthening and reinforcing culture may need to become more of a priority.

KEY POINTS: Being 'paid on time' should be 'a given' though is the top strength, if this is the best thing about our industry, we still have a long way to go. Perhaps it's time for all businesses to review payroll accuracy and timing to ensure we reach a point where it's no longer worth a mention.



Transparency in decisions and clarity around roles have improved. A new entry 'People's skills are used' suggests that businesses need to ensure that they are using everyone's strengths where possible. For the first time, communication is not in the top six, indicating improvements here, perhaps as a result of the excellent software options now being used across the industry.

KEY POINTS: If people's strengths are not being fully used, this may be a leadership issue suggesting that, in a fast-paced world, leaders and managers need to transition from 'command and control' to more open, empowering leadership styles. Recent events have reemphasised the need to recalibrate leadership skills to include: accessible and visible, open and transparent, confident and reassuring, clear communicators, empathetic, flexible, resilient and kind.

Both 'fair pay' and 'great benefits package' feature in the top six. Ensure that information on benefits are easily available, understood and relevant. It may be time to review your benefits package as what's offered is not always what is valued by team members.

RETENTION



9% of hospitality employees are **ready to leave their employer now**, which is consistent with last year (**9%**). The majority of those looking to leave right now have been employed 2-5 years (**11%**)



Those who have been with their employer the longest remain the most loyal - with those who have been employed **over five years** stating they are ready to **stay for another five years**

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