

Transforming the Employee Experience in Hospitality: 10 Key Takeaways

The hospitality sector is at a crossroads. One path offers strong indicators that hospitality is gradually recovering from the vast challenges and workplace shifts that have occurred over the last two years. The other road is lined with signs warning that continued growth and success demand a renewed focus on recruitment, employee engagement, and retention.

To help hospitality leaders navigate the road ahead, here are the 10 key takeaways from our in-depth “Working in Hospitality” survey. These insights identify the expectations, attitudes, and satisfaction levels of people working in hospitality today – and how to use those insights to drive the most effective people strategies that you can.

01 Employees are core to success.

Three essential requirements for hospitality customers today:



Friendly staff



Knowledgeable staff



Good service

02 Hiring starts online.

69% searched online to find a new job

41% used social media to find a new job

While traditional recruitment methods can still be effective, they're not going to reach most hospitality job hunters today. Businesses that invest wisely in digital recruitment and social media platforms will find and land the best talent ahead of the rest.

03 Training and onboarding can and should be improved.

37% employees who think their training was too basic or too long

66% shadowed other employees vs. getting online training

Barely a quarter of hospitality employees are “very satisfied” that their training has equipped them for their duties. Finding the balance between the best length for onboarding, initial training, and ongoing education is essential to retaining top people.

04 Flexibility is key.

49% consider scheduling flexibility and work-life balance when deciding to accept a job

51% rate unsociable work hours as their top work challenge

The demand for improved work-life balance in hospitality can't be ignored. Employers must leverage opportunities like giving employees more control over shift patterns and helping them fit their work around other life commitments, all aided by the right technology.

05 Wellbeing is a top priority.

52% say employers aren't doing enough to support staff wellbeing

38% get no help from employers for better work-life balance

Offering core health benefits is no longer enough to attract and keep top hospitality employees. Companies that show genuine care for team members and that provide practical support for emotional, mental, and physical needs will improve recruiting and retention.

06 Hospitality has an image problem.

41% are working in hospitality while studying, saving, or seeking work in another sector

23% have chosen hospitality as their career

The industry still has a negative reputation among many potential employees, which is holding back recruitment industry-wide. Better media relations and support from public agencies and officials would help change this.

07 People want clearer career paths.

36% who have chosen it as a career "fell into it"

53% are satisfied with their current career path opportunities

Overcoming hospitality work's reputation as a stop-gap solution with no long-term career potential is critical to improving hiring and retention. Companies need to create clear opportunities for career progression to attract top candidates and keep top employees.

08 COVID-19 has revolutionized tech in hospitality.

38% think workplace technology has become more important post-COVID-19

45% want to see workplace technology significantly improved

COVID-19 triggered a wave of interest in digital solutions in all industries, while highlighting the significant gaps in their use. Savvy hospitality employers need to invest in digital technology that will make many aspects of the employee experiences safer and more convenient.

09 Teams want more tech.

88% would like to see improved workplace tech

32% say current tech makes their job easier

It's very clear that hospitality employees want more and better technology to make work faster and easier. Companies that will lead the way can get a powerful competitive edge on talent attraction and retention – especially among younger and digitally confident staff.

10 Digital solutions have untapped potential.

25% employees who want to be able to clock in and out digitally

24% employees who want "smart scheduling" (the same number wants digital shift management)

From easy, on-demand digital clocking to online reviews and documentation, digital technology can enhance many aspects of the employee experience – and substantially improve efficiencies and the customer experience.

Harri is the frontline employee experience platform built for companies that have service at the heart of their business. The solution is built on the notion that the customer experience will never exceed the employee experience. The Harri suite of technologies for talent attraction, workforce management, and employee engagement enable organizations to attract, manage, engage, and retain the best talent for their business.



See how Harri's solution can transform your team's employee experience.

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