

**HR for Hotels
during the
Covid Crisis**

Continuity

& Recovery



HOST

➤ Aaron Mansworth

Managing Director, Trigon Hotels



SPEAKERS

➤ Sinead O Toole, Group HR Manager, Dalata Hotel Group plc

➤ Orla Murphy, HR Manager, Slieve Russell Hotel

- ❖ Sinead O Toole
Group HR Manager
Dalata Hotel Group plc





Today we will cover

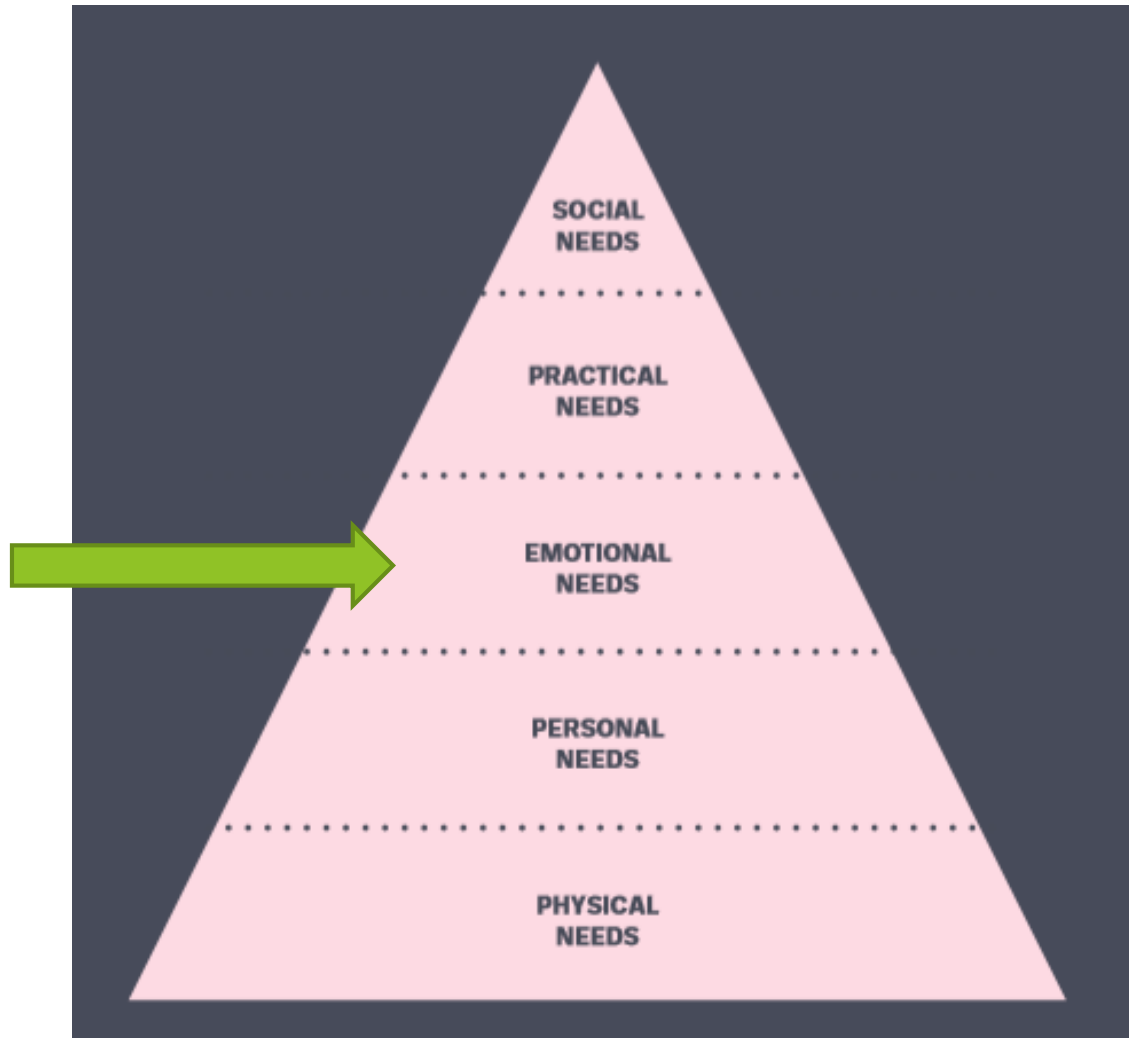
- Why its important to stay connected with your employees during this time
 1. Ways in which you can do this
 2. Communication content, style and frequency.
- Covid-19 Wage Subsidy scheme
 1. Brief overview
 2. Resourcing ideas to best use the scheme to your benefit

Staying connected



- To keep the lines of communication open and encourage employees to communicate with you
- Transparency and comfort for employees
- Connection and camaraderie –Together Apart
- Ready for business

Why is it important to stay connected with your employees during this time



Your managers - the engine room



Keeping connected to your core team – don't underestimate the power of the emotional relationship you have with them.

People remember how you treated them at this time.

- ✓ Person phone call
- ✓ WhatsApp group
- ✓ Personal emails
- ✓ Check in texts
- ✓ Zoom calls – business or just to catch up



Setting up your communication

➤ Who?

- All employees
- Managers

➤ Where?

- Internal platform?
- Facebook group
- WhatsApp group
- Email

➤ Starting point - Contact employees

Send a mail /phone call etc. to all team to tell them about the set up for communication and how its going to be the go to spot for new updates, information on the hotel, their training and development and interaction with their colleagues.

Communication Schedule & Content

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the slide, creating a modern, layered effect. The text is centered on the left side of the slide.

Communication Schedule

- GM Post – weekly or bi-weekly
- Hotel HR post on various topics

What should you include in your GM communication?

Think of your general communication updates in your hotel – what do people need to know to feel involved?

- Hotel update
- General industry update/outlook
- What are you doing during this time
- Training and development opportunities
- Opportunity to answer questions
- Employee wellbeing – what's available to them
- Birthdays/employee events
- A competition to encourage engagement

Sample Communication guide from GM

First Communication

- ▶ Opening - warm and personal
- ▶ What's happening at the Hotel?
- ▶ Who is working at the Hotel?
- ▶ When are we coming back to work?
- ▶ What type of Hotel will I return to?
- ▶ What can I do from home?
- ▶ Contact and questions

Second Communication

- Update on the first communication if any
- Light overview
- Suggestions on free resources available
- People focused
- Well wishes

Tips for the communication

- ✓ Remember the purpose of the GM comm
- ✓ Know your audience – what translates well? Adapt the message for internal.
- ✓ Language and tone are important.
- ✓ Head lines to catch attention and tell you what the post is about – e.g.: is it training/ health/ news update etc., posts formatted in a way that will catch attention
- ✓ Pictures are great to set up a post – just make sure they are relevant & connected to the text.

Popular Communications

- ✓ Personal feel to the posts
- ✓ Interactive posts – ask a question/poll or a quiz! If you need employees to do something make it simple and that they engage with you
- ✓ Anything visual – videos in particular
- ✓ Ask people to get involved with something and post them doing it!
- ✓ Funny posts – not everything has to have a company message – it can be relevant to something all in the hotel will find amusing.
- ✓ Throwback posts – reminder of the spirit of the hotel
- ✓ A mix of hotel update and ‘town hall’ style will work well.
- ✓ Wellbeing supports or Short webinars
- ✓ T&D opportunities locally or online

Guidance



- ✓ Postings from the hotel are the employer – be yourself and as fun as you like just remember that its “the employer posting”. Equality, fairness, etc.
- ✓ Be cautious not to commit to something that’s not confirmed or you’re not 100% on.
– this could be about when the hotels will reopen or it could be about social welfare entitlements or personal circumstances.
- ✓ Any inappropriate content by staff - should be dealt with under normal procedure.

In summary



- ✓ Select your preferred communication method
- ✓ Tell your employees
- ✓ Plan some content & get going
- ✓ Be consistent!

- ❖ Orla Murphy
HR Manager
Slieve Russell Hotel



- Important to stay connected and engaged with employees
- Lead, Guide, Motivate, Reassure and support employees
- Send out regular updates on what is happening
- Health and Wellbeing Initiatives & Tips
- Training, Development & Learning Opportunities
- Engagement Activities – Good news stories, available supports, fun activities



Employee Engagement Assistance

- Employee Assistance Programme
 - Free 24 hour confidential counselling helpline
- HR one to one Telephone Support helpline
- HR email support line
- Wellness calls/Zoom Calls
- Check in phone messages/emails/Phone calls
- Social Media



Employee Engagement & Communication App

- Two way communication - instant feedback through polls, recognize good work and be able to say “thank you” foster ideas with bottom up communication, bring office , remote employees and non-desk employee’s together
- Similar to Facebook – easy to use
- Enhance and Improve staff engagement
- Improve access to training and development opportunities
- Support’s Social & remote communications
- Access on Mobile device



Employee Engagement & Communication App

- Two way communication
- Employees can upload videos/posts
- Comments and likes
- Create group across departments – Group chats
- Recognise employees good work
- Feel part of a bigger team
- Birthday cards/length of service/awards
- Messages from GM



Employee Engagement Activities

- Health and Wellbeing
- National Workplace Wellbeing day May 1st 2020
- ✓ Smoking Cessation Initiatives with HSE
- ✓ Fitness Videos conducted by employee's
- ✓ Mindfulness/meditation/Yoga
- ✓ Head space App
- ✓ Links to wellbeing courses



Employee Engagement Activities

- Healthy & Nutritional Promotions- recipes and cooking demo's - Chefs
- Baking Challenges and best baking disasters
- Home schooling and kids activities tips for parents – Kids Club
- Weekly quiz – keep brain's active for return to work
- Cleaning tips – Accommodation employees
- Gardening & plant maintenance & tips – Gardeners
- Basic skin care routine – Spa
- Inspirational Quotes



Fundraising Challenge in Appreciation for Front Line Workers

- Employee Led
- Team weekly target challenge
- Run/Walk/Steps – 7 day challenge 11th to 17th May
- Linked to GoFundMe Page – Local Front line Workers
- Fundraiser for local hospital and two local nursing homes
- Over 80 employees involved



Upskill with Free Online Training

- ❑ Weekly English Classes
- ❑ QQ1 Level 6 Certificate in Food and Beverage Hospitality
- ❑ QQ1 Level 2, 3 and 4 Computer Classes – Educational Training Boards

- Power Point
- Word Processing
- Excel
- Internet & email training

- ❑ Tutor supported courses funded by Solas <https://www.ecollege.ie/course>



Questions?





WAGE SUBSIDY SCHEME



Wage Subsidy Scheme

- Introduced on 26th March 2020
- Available to all employees who were on payroll as of 29th February 2020
- Maintain Employee Relationship and Retention on payroll
- Assist employers to have teams ready to go for recovery
- **Employer's Eligibility**
 - Demonstrate a decline of 25% in Turnover
 - Inability to pay wages/outgoings
 - Business adversely impacted by Covid-19 Pandemic



Wage Subsidy Scheme



- Employers do not have to top up if they cannot afford to do so
- Simple process to get started – Log onto ROS “My Enquiries”
- Submit Self Declaration button
- To avail of payments under the scheme, set employees to J9 PRSI class
- Calculation’s based on Average Weekly Net pay January/February 2020
- Notification to revenue through normal standard payroll submissions
- Subsidy transferred into employers account within 2 days of submission
- Employees cannot receive both PUP from DEASP and TWSS from Employer



Wage Subsidy Scheme - Phase 2

Changes effective from 4th May 2020

- Aim to bridge the gap between the PUP payable by DEASP & TWSS
- Employee's earning less than €412 per week receive 85% of Average Weekly Net
- Employees earning between €412 and €500 per week, increased subsidy €350
- Employee's earning between €500 and €586 receive 70% up to €410
- Employee's earning over €586 and under €960 , receive max subsidy payment €350
 - Employee's earning over €960 but have reduced pay to €960 per week, can receive subsidy from €205 and up to €350

Wage Subsidy Scheme



- Employee's not taxed on this subsidy at this time, will be liable to income tax and USC on review at end of year, further information to be provided by revenue
- Additional Top up payments are subject to tax and USC in the normal way
- Top up payments must be separately identified on the payslip as normal
- Employers PRSI reduced from 11.05% to 0.5%



Thank you.

Questions?

