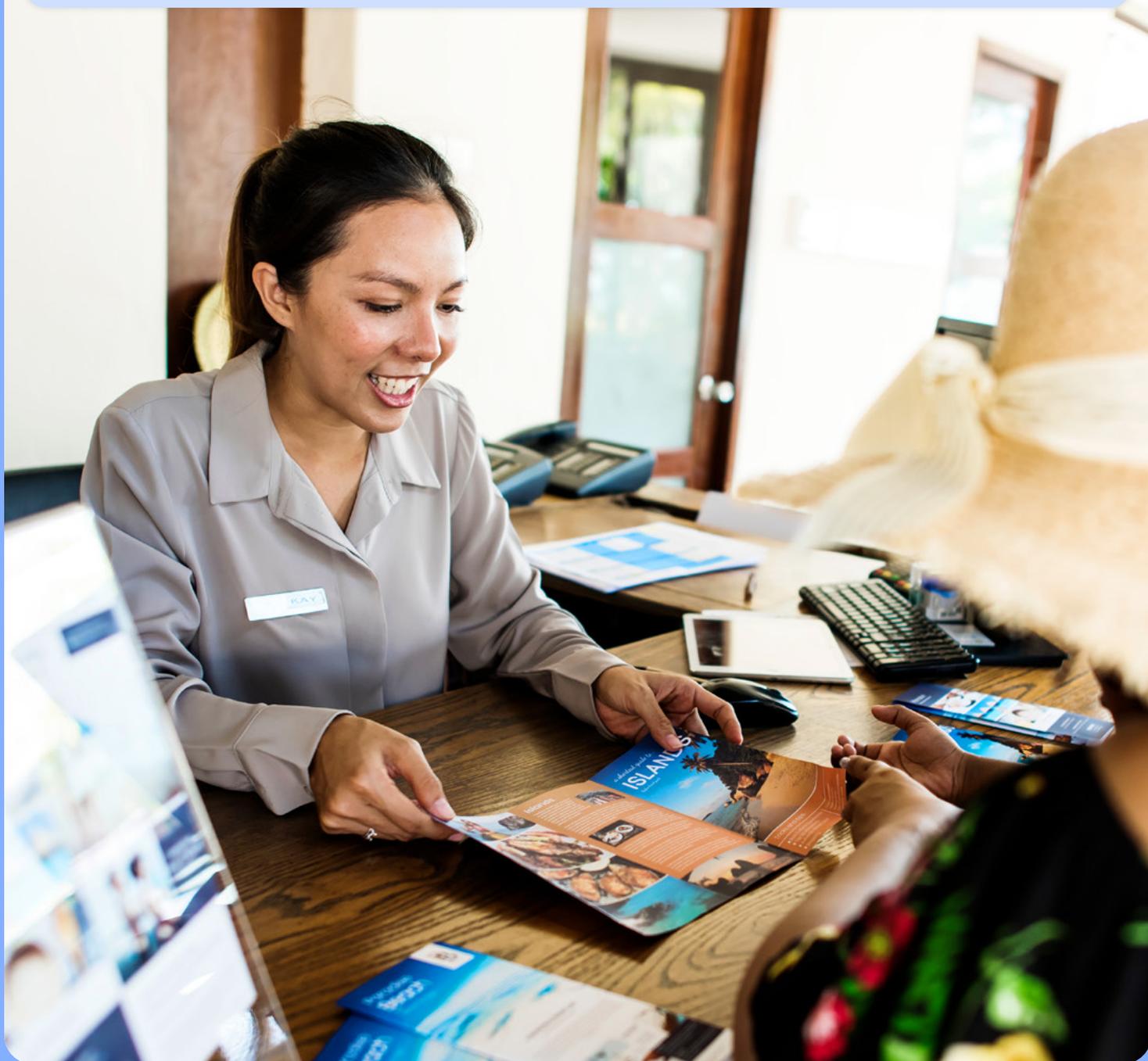


 AUSTRALIA EXCLUSIVE

HR and payroll's role in future-proofing hotel operations



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Introduction

There's no denying that the hospitality industry has undergone a huge transformation in the last decade. Recent global events such as natural disasters, inflation, advancements in technology and changing consumer preferences have seen the industry explode and change quickly.

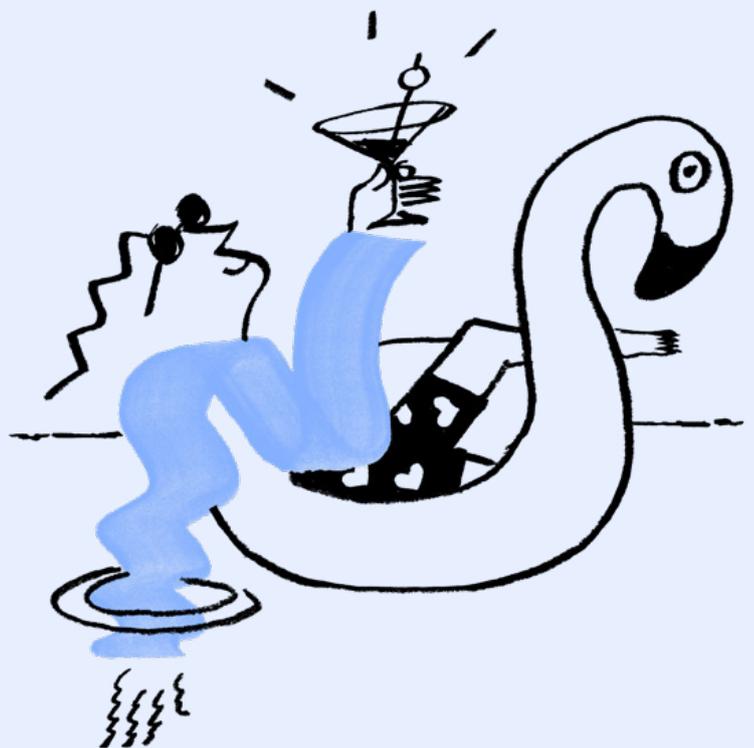
Unexpected disruptions like these can evolve rapidly and harm a hotel or hospitality business's reputation, operations or even financial stability. For your hotel or hospitality business to prevent what could happen, it's important to prepare ahead to pivot quickly when unfortunate events impact your business.

With a strategic plan in place, your business and team will be able to come out stronger on the other side. This might mean moving things around, changing how you do things, or adjusting services to make sure we're meeting the needs of guests and employees as they change. Starting with your employees is the first step and identifying the role HR and payroll plays is a contributing factor to the success of future-proofing your business.

Strengthening each of your business elements such as leadership, learning & development and managing your people can easily help your employees to be equipped and inspired to adapt.

Create an award winning culture and have the right systems in place, and you'll be on your way to creating a 10/10 team. Having the right people, the right tools and the right processes in place is the winning combination for success.

Whether you have a hotel, accommodation, or hospitality business, this guide will provide you with everything you need to navigate challenges, foster growth, and ensure long term success through HR and payroll in your organisation.



The current state of the hospitality industry in Queensland

The hospitality industry is transforming; new technology, different ways of working and a focus on sustainability are leading the change.

If the last few years have taught us anything, it's that flexibility will continue to be at the core of everything. To keep up, hospitality businesses must become agile if they want to stay in the game for many years to come.

Now, let's talk numbers.

As of February 2023, the cafe, restaurant, and takeaway service sectors had the [largest number of employees](#) in the accommodation and food services industry. Amongst these three sectors, 675,000 people were employed, which made up approximately 72.3% of the entire accommodation and food services industry.

If we zoom out and look at the [broader industry](#), there were 111,000 employees in accommodation services, 106,000 in pubs, taverns and bars, and 40,000 in clubs.

According to the [Department of Tourism and Sport](#), tourism contributes \$22B to the state and \$13B into the regional economy.

What's more is that tourism generates approximately \$34.3B in visitor spend per year, which flows into the hospitality industry.

With the industry employing so many people, it's clear that they're the heart and soul of your business. That's why it's never been a more important time to nail your HR and payroll processes – **your future self and business performance will thank you for it.**



Common challenges in the hospitality and hotel industry



While the hospitality industry is exciting, it can also be challenging – which is why future-proofing your business is so important. Here are some of the problems frequently faced by restaurants, bars and hotels in Australia.

Having enough staff

According to [Australian Chamber of Tourism executive chair John Hart](#), the hospitality worker shortage is Australia-wide.

“Whilst we’ve been able to replace people that left during COVID restrictions, we’ve had a 36 per cent growth in the industry turnover, across all businesses in the restaurant, cafe and takeaway food sector”, John said.

Finding – and keeping – staff can be challenging, especially in a time of skills shortages. That’s why employee retention is really important, because being short-staffed can contribute directly to your guests’ experience.

Managing shifts

Making sure there’s enough staff for each shift can be a challenge, particularly when various employees have taken holidays or are off on sick leave. It can become tricky to get accurate timesheets or to fill space at short notice.

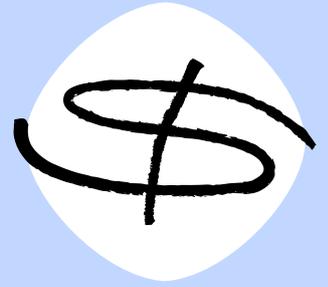
However, there are ways to make shift management and timesheet recording a bit easier. One way is through payroll software like Employment Hero Payroll, which allows employees to ‘bid’ for vacant shifts, request holidays and submit their timesheets electronically. It’s a good way to automate a lot of processes for payroll later on, reduce human error, and ensure that every shift is covered.

Managing compliance

For a small or medium business, navigating the murky waters of compliance around employment standards can be daunting – particularly if you’re hiring casual or contract employees. Making an error in calculating leave, pay or entitlements can lead to costly fines of thousands of dollars, adding additional challenge to an already tough time.



Managing payroll and compliance in hospitality



Australia has one of the most complex payroll systems in the world. Between payroll tax, STP, Modern Awards and other payroll jargon, it can be confusing to know if you're paying your employees correctly – and the penalties for getting it wrong are severe.

One way to future-proof your hotel business is to automate your payroll and invest in software that can help you tackle it all. Here's some things to consider when processing payroll and paying your team.

Things to consider when paying your staff

Ensure pay conditions are outlined in the employment agreement including if there are any outer limits such as agreed hours of work

First things first – before you start processing payroll, you should ensure that all employees have been issued a contract of employment. This is to protect both you and the employee and outline the terms of employment. It will serve as a basis for their entitlements and state the Modern Award they're covered by (if it applies to their role).



Quinn's Hero Tip

Did you know that [Employment Hero](#) can help you manage the entire employee lifecycle right from the application and interviewing process? Digitally onboard your new hires, send contracts and policies to sign virtually, keep audit trails, and pay your team with ease.

Prioritise staying up to date with award changes

The payroll industry is an ever-changing industry. New legislation, new minimum pay rates (announced by the Fair Work Commission around June each year), and new requirements for Modern Awards occur frequently, so it's important you know the changes, especially if you're processing in-house.

You also want to keep your employees in the loop when changes occur, especially if it outlines changes to their pay rates and entitlements. We suggest sending an email to your team when changes to pay, entitlements or penalty rates occur.

If you're looking to stay in the loop with payroll and employment legislation updates, we suggest in the first instance you contact the Queensland Hotels Association (QHA) Employment Relations Team at qha.org.au/contact.

Ensure you're up to date with any tax, superannuation obligations and legislation changes

Similar to the above, it's crucial that people processing payroll are up to date with tax requirements, superannuation obligations and legislation changes. With changes constantly occurring, we suggest attending formal training sessions at least once per year. This can help keep you up to date on changes, as well as informed on payroll best practices.

With new, strict penalties now applying for the individual processing payroll (as well as the employer), there's never been a more important time to get, (and stay), up to date with the industry.

Looking for ways to gain confidence with your payroll processing? We suggest looking at the [Australian Payroll Association](#) who offer specific training on payroll.

Adhere to all record keeping requirements outlined by the FWOs

In today's digital age, there's no reason for inadequate record keeping. With so many software options available to help manage payroll, timesheets and your employees' time and attendance, there's no longer a need to feel pressure around keeping the right records.

To record start, end and break times for your team, a **clock in, clock out system** is an easy option to implement. It's straightforward to set up, easy for your team to get the hang of and all of the information is stored online.

It's also important to be aware that records relating to payroll must be kept in line with the Fair Work Ombudsman record-keeping requirements.

To view the full record keeping requirements, visit [FWO record-keeping](#).



Quinn's Hero Tip

Did you know that [Employment Hero Payroll](#) has over 45 Modern Awards built-in? You can also automate most of the payroll decision-making processes with custom rule sets. This includes overtime rules, conditional pay rules, allowances and penalty rates.

This includes the Hospitality Industry (General) Award [MA000009] which covers all types of tourist/residential accommodation and the the Restaurant Industry Award [MA000119] which covers restaurants, catering by a restaurant, cafes and nightclubs.



Quinn's Hero Tip

Did you know Employment Hero has a Clock Me In feature that employees can access from our mobile app or a central iPad location? Employment Hero Payroll will create their timesheets and carry them automatically across to payroll, eliminating the need to chase missing data and reducing the risk of human error. We've even got a geotagging feature that shows where your employees were on a map when they clocked in and clocked out. Nifty, right?

Implement payroll software that can help keep you up to date

Did you know that payroll software can help you stay on top of changes? Understanding and complying with complex Modern Awards can be one of the biggest challenges facing businesses, but that's where software can help.

Many payroll systems have Modern Awards built-in to help make award interpretation easy. Ensuring you're across Single Touch Payroll (STP) and accurately reporting all relevant information like start, end, and break times has never been easier with the help of payroll software. Many providers also keep up to date with changes to legislation and automatically update when they're introduced.



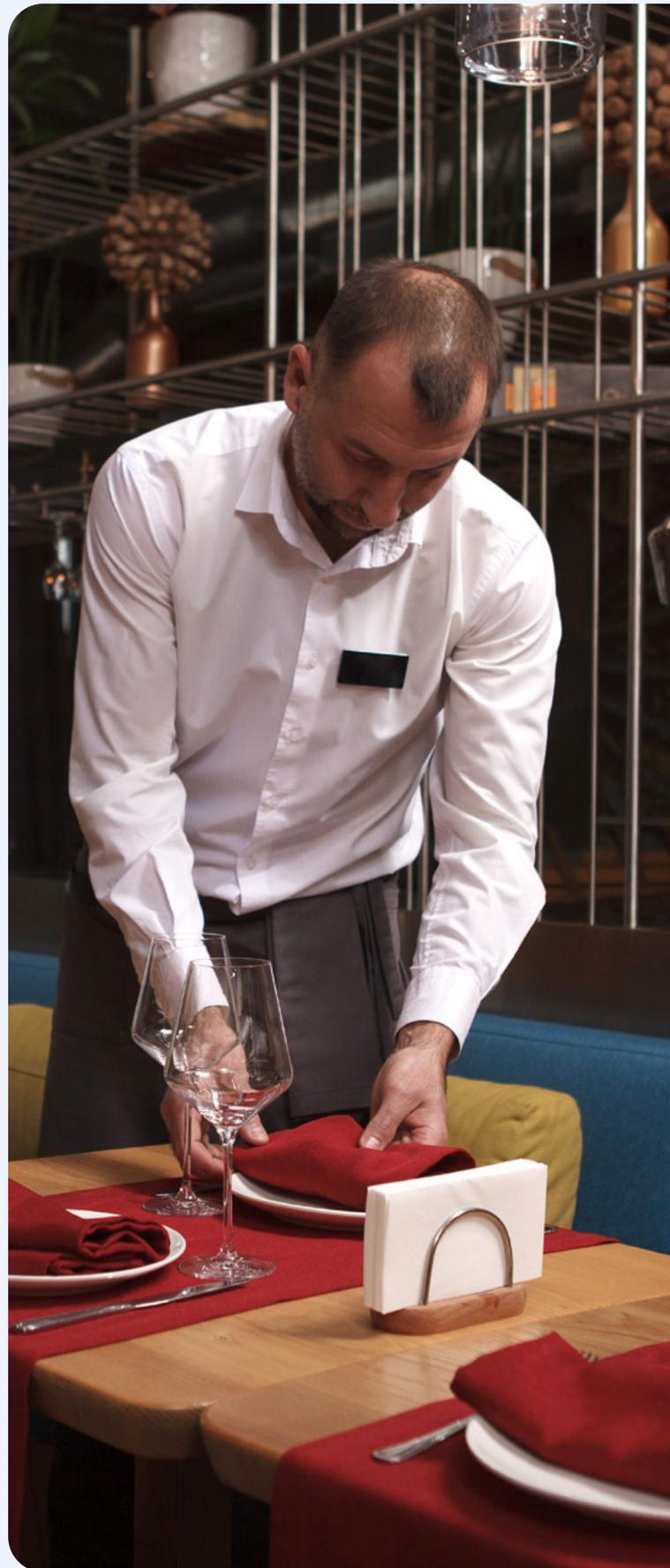
Quinn's Hero Tip

Employment Hero can give you the compliance confidence you need. We're employment law and payroll experts who are obsessed with keeping up to date with the latest legislation.

Regularly review the setup of your payroll system to ensure it is set up correctly

Like we said earlier, one of the most important parts of payroll is ensuring it's set up correctly. Incorrect setup can lead to huge discrepancies (and disasters) later down the line – especially if you're a growing business and have lots of employees on your books.

The initial configuration of your payroll should take everything into account such as record-keeping, Modern Awards, superannuation, penalty rates, allowances, taxes, overtime, and auto-pay increase – and you should be reviewing this often.

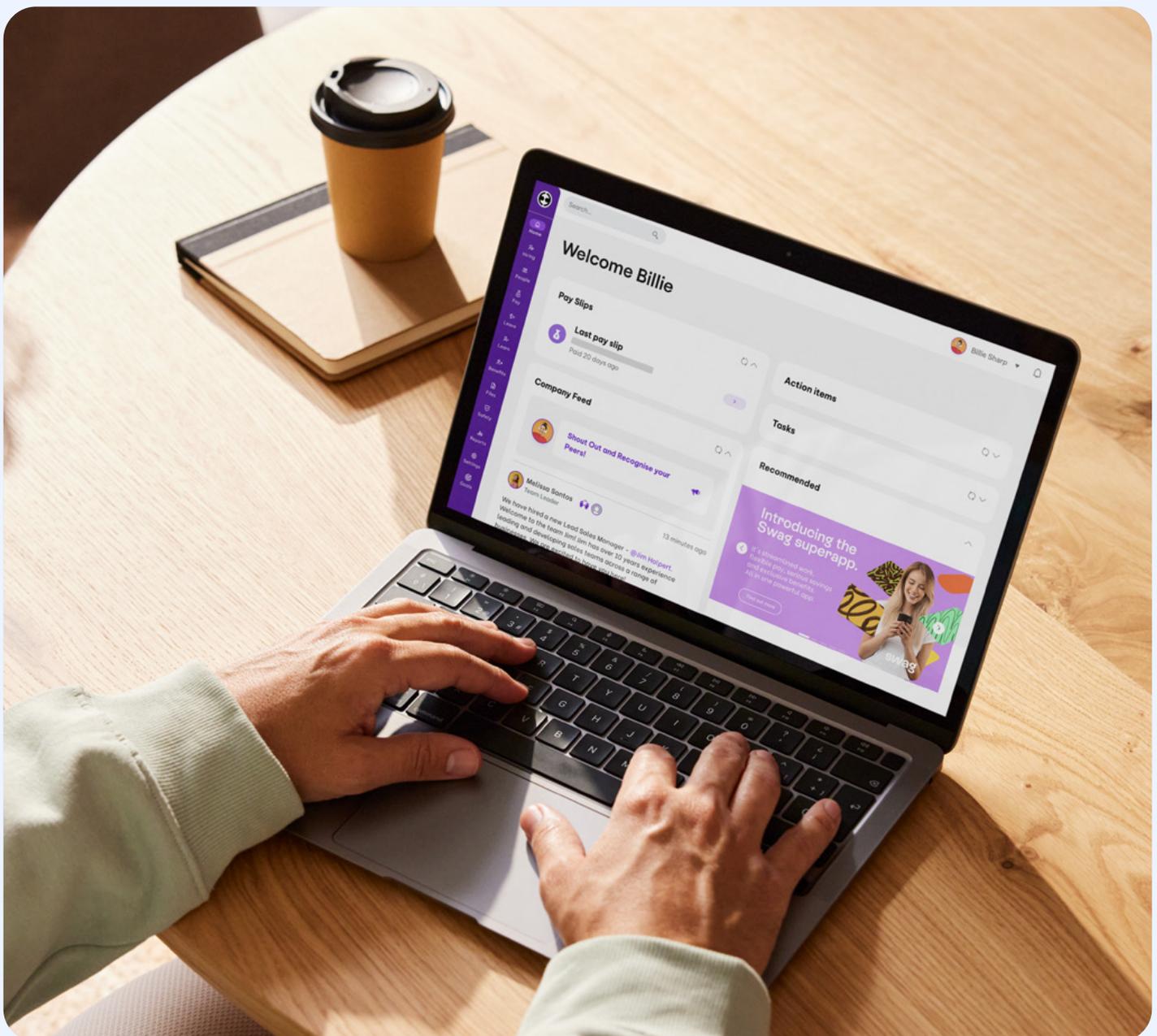


Future-proof your hospitality business by investing in powerful HR & payroll software

The hospitality industry is booming in Australia and its workforce is only getting bigger.

Whether you run a café, pub, bar, provide accommodation or operate a takeaway food outlet, managing your people effectively can be tricky.

That's where HR and payroll software can help. It can unite teams, streamline people management and make work easy in your hospo business. Having all in one platform serves as a central source of truth for everything employment, so you can get back to working on other business priorities.





What do you need to consider when choosing HR and payroll software?

The right HR software will meet the current and forecasted needs of your business. What processes need simplification? How could you better serve your employees? As you create your wish-list, think ahead. Your HR software should be future-facing, allowing your business to grow and develop.

You might buy a car without a sunroof, but you shouldn't buy a car without seatbelts. Similarly, when it comes to HR software, some features are more essential than others. Here's some non-negotiables you should consider.

Employee self-service

Any good HR software should include an employee self-service portal. This feature allows employees to perform routine HR admin tasks, such as updating personal details and applying for leave. Employees are more engaged and the administrative burden is spread across the workforce.

Full integration

The right HR software will integrate and synchronise everything from payroll and timesheeting to accounting. You're looking for one simple system that can handle everything – from clock in, clock out, to Modern Award interpretation and more.

Good service and support

Your software provider should offer service and support, right from the start. A good software provider will ensure BAU during implementation and continue to provide training and trouble-shooting as you move forward. Ideally, you want support to be available when you need it.

Secure and accessible

Security is of the utmost importance. Yet, it's also important that employees can use your HR software wherever & whenever.

This combination is key. Is your software providing security and accessibility?

Simple

You want HR software that is intuitive to use. The last thing you need is confused employees and downtime while people learn the ropes of a complicated system. Simple is best.

Business insights

HR software should contribute to the overall success of your business. Look for software which provides in-depth business insights and metrics, which you can action. Reporting tools should be easy to use and give you the whole picture

Improve HR processes throughout the employee experience

In hospitality, your people are your greatest asset.

If your team is satisfied, happy and highly engaged in their roles, they're more likely to provide exceptional customer service, which flows onto guest and patron satisfaction. In other words, the thing that every hospitality business works towards.

But, what if we turn it around?

If you have a team of unhappy, disengaged employees, they're more likely to provide average customer service, because they are less likely to go above and beyond in their role. The result? A negative experience for guests and patrons, and poor reviews which could impact your bottom line.

Whether you have the first option, the second option or a blend of both – there's always room for improvement. And keeping your team happy and engaged is one of the most effective ways to future-proof your hospitality business.

This comes down to how you manage the **employee experience**. Let's break it down.

What is the employee experience?

The employee experience can be defined as the overall experience an employee has over the tenure of employment at a company. This refers to the entire employee journey throughout the employee lifecycle, right from the initial attraction stage through to the exit.

It's influenced by everything from company culture to management style, team communications & wellbeing programs.

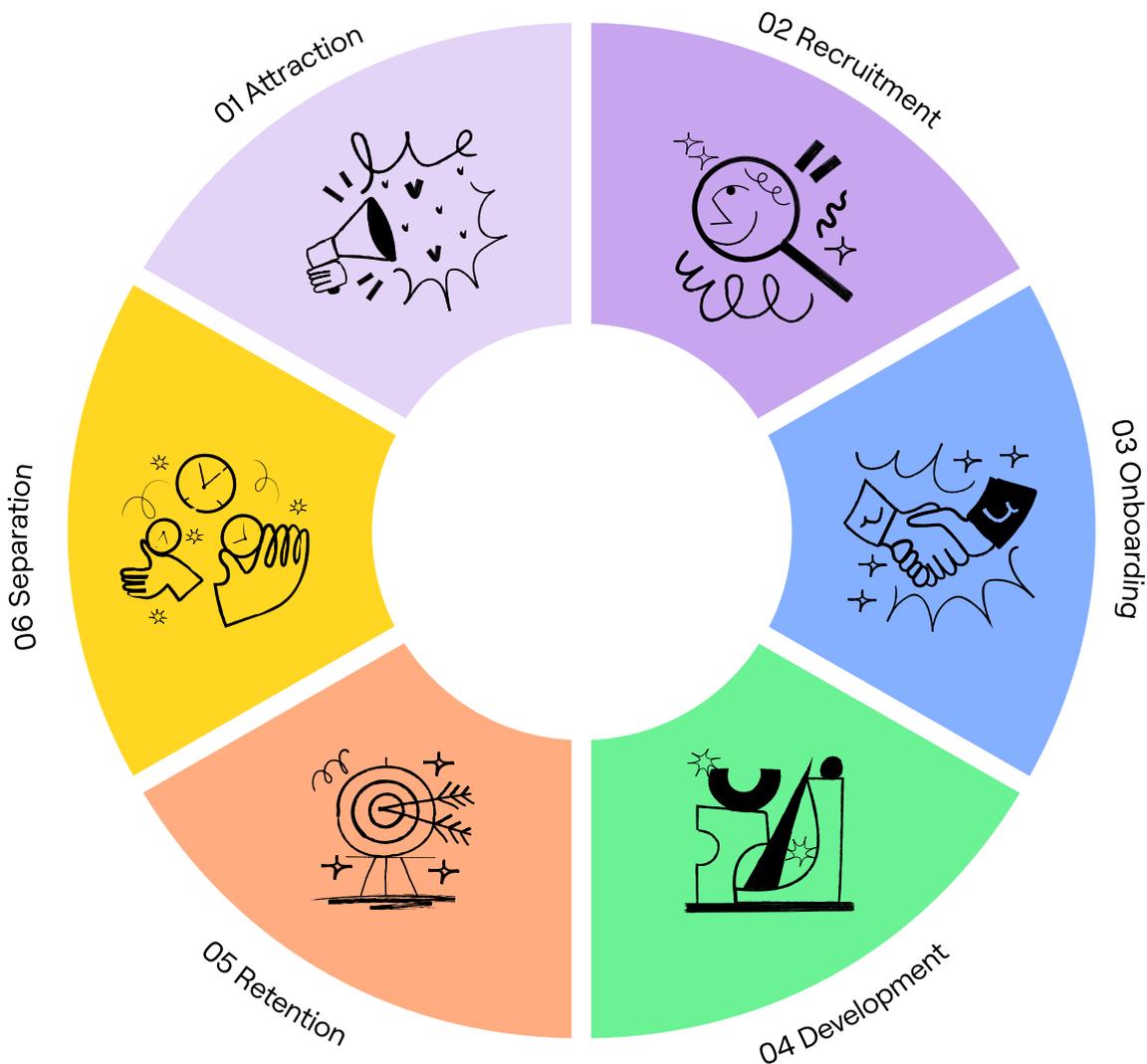
Remember that your employee experience strategy can be the difference between attracting high-quality talent and retaining it. If you've got top talent, but they hate going to work, they're not going to stay around.



Using the employee lifecycle to create a standout employee experience

The employee lifecycle is an easy way to ensure you're ticking off all of the boxes when covering the touchpoints your team experiences at your business.

Let's go back to basics and unpack the employee lifecycle. Once you have a grasp of each stage, you'll be able to better understand how the employee experience can be improved through different touchpoints of an employee's tenure.



01. Attraction

This is the first phase of the employee lifecycle and arguably the most important for bringing on top talent. At this stage, you should consider your employee value proposition (EVP) and employer branding. You want to position your workplace as a great place to work and let your candidates know that you can offer them just as much as they can offer you. Do you provide great career progression opportunities, wellness programs, or bonuses?

If you do, highlight these. Remember, attracting talent is a two-way street, and in today's job market, you need to create an EVP that sells the idea of working in your business (and be able to back it up!)

Breaking down your EVP

Employee Value Proposition (EVP) is the balance of rewards and benefits that a company can offer its employees in return for their amazing performance within the workplace. An EVP includes everything an employer is doing to attract and retain employees, which is hugely beneficial for the success of a business.

In the same way, an EVP is a unique value that a company can offer its employees. An EVP should also shift focus from compensation to other things, such as employee development paths, internal reward and recognition programs and community initiatives.

As employer branding is your external reputation, EVP is your internal offering. It encompasses all the tangible things that attract job candidates and top talent to your business and ensure that your people stay!



It makes you stand out against competitors and shows that you care about your employees.

Put simply, your EVP is what sets you apart from the competition in terms of hiring top talent. It's one way you can attract and retain the best employees possible to help grow your business.

When designing a strong EVP offering, you want to ask your employees what they value and consider offering:

- **Supplementary compensation:** free coffee, health insurance, gym memberships, flexible working (the list is endless, just budget dependent).
- **Values, mission and purpose:** making them feel like their job really matters, keeping them engaged with the company.
- **People & culture:** Great people want to work with great people, so create a culture that makes people feel excited about coming to work every day. If you host regular staff events and activities they can get involved in, or employee incentive schemes, rewards or competitions that might interest them, showcase these from the get-go.

Some other common EVP offerings include:

- Casual drinks and a great social atmosphere
- Continuing education/post-graduate assistance program
- Employee rewards and benefits program
- Personal training, yoga classes and team sports like soccer and basketball
- Weekly fresh fruit and daily breakfast
- Quarterly and yearly team celebrations
- Meal allowances, discounts on food or staff meals

Employment Hero can help boost your EVP

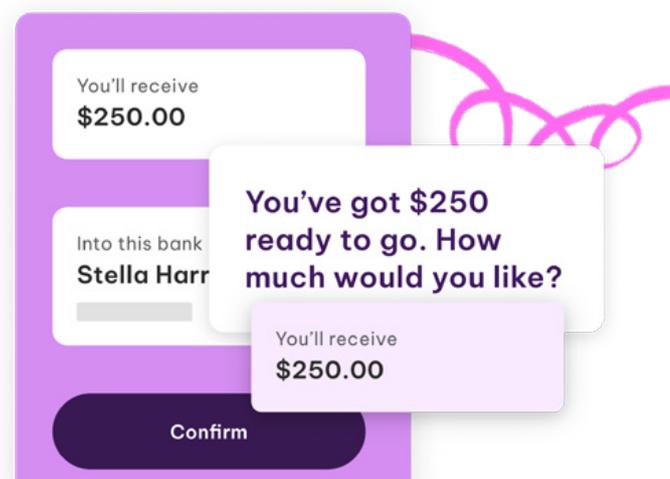
When you sign up to Employment Hero, your team will have the ability to access a range of benefits through Swag. The Swag app rolls work, wages, savings and exclusive benefits into one superapp for your employees.

Keep your team engaged and motivated with **world-class benefits**. We've got discounts on health insurance, gym memberships, groceries, fuel, electronics, homewares, wellbeing, travel and more – all the things your team uses every single day.

Access to our **Employee Assistance Program (EAP)**

Access to **Learning**, our learning and development module with hundreds of online courses available to learn new skills

InstaPay, allowing employees the option to access a portion of their earned wages in real-time without having to wait for the next pay run.



02. Recruitment

We all know that recruitment is one of the most important (and costly) parts of the employee lifecycle. Bringing the right people into your team can take your business to new heights and innovate in ways you never thought possible.

It's likely you'll have a long list of criteria to fill, so this is your opportunity to find out whether they're the right fit for your business. It involves getting to know what drives and motivates them.

To improve the recruitment process for both you and candidates, having robust software in place can help save time and streamline your hotel operations. Not to mention how brand new tools, like our Applicant Tracking System and SmartMatch can help future-proof your business by instantly getting matched with suitable talent for your open roles.



Quinn's Hero Tip

Looking for an ATS to help improve your candidate experience? Employment Hero can help. Our applicant tracking system helps businesses manage every step of the recruitment process – from job creation to hiring and onboarding – without ever leaving your Employment Hero account.

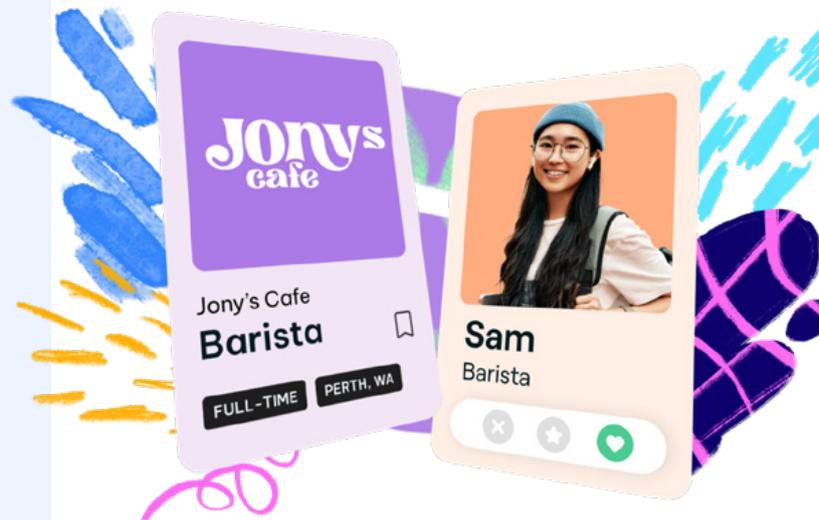
With so many administrative recruiting tasks automated through Employment Hero, you'll need less human hours to fill a position. The visibility and communication tools we can provide will simplify the application process and help improve engagement with candidates. The result? A hiring strategy that's more productive and cost-efficient, and the ability to give your candidate's the red carpet treatment.

SmartMatch®

SmartMatch matches employers and talent instantly without the need for time-consuming, expensive job boards.

Using AI, SmartMatch analyses a candidate's skills, experience, and certifications to find a perfect match. You get a list of work-ready candidates delivered directly to you, which easily builds your talent pipeline.

It's a brand new tech that's the first of its kind and it's revolutionising the way people get employed – and we're excited to include it as part of Employment Hero.



03. Onboarding

This is where the workplace experience begins, whether on-site or remote. On an employee's first day and in their initial weeks, they will gain a sense of the culture and get an overall feel for the company. Nailing this stage of the employee experience will help them feel confident they've made the right decision to join your company.

Onboarding is so much more than paperwork. It's the process of helping new hires adjust to their new jobs quickly and smoothly by managing the early stages of their employment. Remember, the first days and weeks on the job need to be special for new employees.

Usually, hiring new staff comes with a mountain of onboarding paperwork. However, that doesn't mean your new starter's first day should be all about filling in forms, dotting the i's and crossing the t's.

Starting off on the right foot means all of their equipment is ready to go, logins sorted and induction meetings scheduled. If you want to go one step further, you can create a personalised welcome kit for them with a welcome note. You could also include company merchandise, water and snacks. It's the small things that can really make an impact!

Onboarding Checklists

Looking to give your new hires a standout onboarding and induction experience? We've created a checklist to ensure all of the important details and tasks are ready for them on day one.

Before an employee's first day:

Work space

- Prepare your new employee's work area, whether it's an office space, bar area or front desk and equip it with supplies
- Order appropriate access keys/security cards and make sure they work
- Order business cards, if applicable
- Arrange for parking, if required
- Send out any equipment and technology for remote employees via a courier
- Give them details about any working allowances
- Send out onboarding documents and paperwork (Employment Hero can help with this!)

Technology access

- Order technology equipment (computer, iPad, phone) and software
- Set up their system in advance
- Arrange for access to common drives
- Add their name to relevant email lists

General communications

- Share the news about the new starter with everyone in the business. It's a good idea to share something personal about your new hire, such as their love of coffee or their favourite footy team. In this way, other employees have something they can use to break the ice with them when they meet
- Assign a buddy or mentor the new hire can rely on to show them the ropes and answer their questions, even show them the best place to grab lunch

04. Development

Career planning, learning, and professional development are essential components of the employee experience puzzle. When your team feels they're learning and growing in their role, they're more likely to have a positive experience. When learning and career growth are stunted, this is where they can begin to come disengaged – something you want to actively try to avoid.

So, **how can you encourage learning development in your workplace?**

Create a professional development plan

A professional development plan (PDP) is a roadmap containing the skills, strategy, and education your team members need to further themselves in their careers. From here, their professional goals can be worked towards by implementing structured steps.

It can help guide conversations for career growth for things including:

- Helping them move up in your organisation or leadership level
- Bringing their area of responsibility to the next level
- Getting them a promotion
- Helping them level-up technical or interpersonal skills

Create a learning pathway

A learning pathway complements your employee development program by identifying which training and education the employee should pursue. Then, it gives that employee different solutions for accessing those opportunities. This might be a marketer who needs to upskill in Google Analytics or a Finance Assistant who needs to take their CPA exams.

Whatever the case may be, this is your role as an employer to help them get there. Learning pathways should be tailored to each individual and should show:

- Where they currently sit in the business organisational chart
- Exactly what their desired promotional pathway looks like
- Which skills, certifications or knowledge that employee would need to follow for that pathway
- Your employee exactly where to find those skills and certifications, and how to achieve them



05. Retention

Retention is often one of the hardest parts to get right when it comes to the employee experience. If you get it wrong, you run the risk of top talent walking out the door (and potentially into the open arms of a competitor).

At this stage, you need to focus on reward, recognition, career growth and engagement strategies to effectively retain your team of superstars. If you nail the retention stage, you'll create a team of high-performing, loyal contributors that will continue to go above and beyond in their role – AKA, the dream employee!

Employee benefits

While employee benefits can certainly help with staff retention, you can't mask poor workplace culture by offering a few employee benefits in place of creating a positive workplace culture. Benefits only work when employees are motivated and appropriately challenged by the work they do and feel that their work is valued.

When it comes to determining what your employees will value, you should be aware this may look different for each workplace. That's why we suggest surveying your team to find out what they value most. There are no right or wrong answers.

Looking for some inspiration? Consider these:

- Employee share option scheme (ESOP)
- Branded merchandise – mugs, t-shirts, water bottles, notebooks – whatever your employees might need, put a logo on it!
- Flexible and remote working
- Discounts on electricity, gas and water
- Free meals at work
- Supermarket discounts
- Mental wellness initiatives, such as access to an EAP
- Awards for top performers (an overseas trip, anyone?!)
- Subsidised massages, yoga and gym memberships
- Professional learning budgets
- Additional paid parental leave
- Health insurance
- Gift cards and travel vouchers
- Regular social events and conferences

swag
by Employment Hero

Want to give back to your team and provide them with a suite of awesome benefits? Our employee superapp, [Swag](#), gives your team a VIP pass to a world of benefits. Swag unlocks exclusive discounts and cashback offers to put money back in their pocket. Your team can tap into a world of serious savings from leading brands like The Iconic, Uber Eats, JB Hi-Fi and more.

Encourage flexibility

Flexible work is more than remote working and laptops. At its essence, it is the ability to have some control over when, where and how work gets done, and that can manifest in many ways. From reduced working hours, choosing your own start and finish times, right through to where you work from.

In our [Movement and Retention Report](#), 38% of employees stated that their organisation offers flexible working as an additional perk. Companies who do not adjust to this risk being left behind in a job-seekers market. Of course, workers understand that not every role in the hospitality industry can facilitate remote working, but if you can find a way to share that you respect workers' personal lives and time – this will be an asset to you, and one way to improve your employee experience.

Reward and recognition

While reward and recognition isn't a new function of people management, it's one that's often pushed to the wayside – but this shouldn't be the case. The reality is, when reward and recognition isn't championed in the workplace, it could be costing you big time – and we've got the cold hard facts to back this up. [Research](#) shows that organisations who regularly give thanks and recognise their employees **far outperform** those who don't.

This is where the concept of reward and recognition comes into play. You want to retain your high performing team, but how can you do that when you know they're looking for more than their regular 9-5 paycheck? They're looking for additional benefits and thanks when they go above and beyond in their role.

Employees want to feel **recognised**. Employees want to feel **valued**. And employees want to be **rewarded** for the work they're doing.

Confidence in payroll processes

While you might not consider this a big factor in retention, paying your staff accurately and on time can be one of the main reasons an employee stays with you.

It might seem like a non-negotiable, but paying your people on time and correctly is one way to boost staff retention. Late payments or inaccuracies in payroll can cause employee trust to crumble, and if it occurs regularly, just may be the reason they move jobs. Not to mention the negative impact it will cause to your reputation as an employer.

Picture this. If you were constantly paying your employees late and their payslip was riddled with mistakes and inaccuracies, chances are their confidence in you as an employer will be on the floor.

That's why giving your team visibility over their hours worked, payslips and pay rates through employee self service is such a retention-booster. The added trust and security they'll feel when they can see everything clearly laid out and broken down right right from their phone is a great way to boost retention – and you guessed it, Employment Hero can help you handle it all.

How do you create a culture of reward and recognition?

1. Encourage peer to peer recognition

Peer to peer recognition is important in the workplace as it can motivate your team to achieve their best. It involves your team actively recognising their co-workers for great work and can be as simple as saying thank you or showing their appreciation either virtually or face-to-face in a public forum (e.g. a meeting or internal online forum).

2. Recognise and reward based on what's important to your team

Personalised rewards are a great way to motivate and show appreciation to your team when they go above and beyond at work. By offering a non-monetary reward as a form of recognition, your team will feel valued and cared for. Who doesn't love a genuine and thoughtful gesture?

3. Acknowledge achievements, milestones and birthdays in your team

It may seem like celebrating employee achievements and milestones is a small gesture, but it's actions like these that really help shape a culture of recognition. By embracing achievements, milestones and even birthdays, you can encourage your team to keep working towards goals, whilst maintaining a positive work environment.

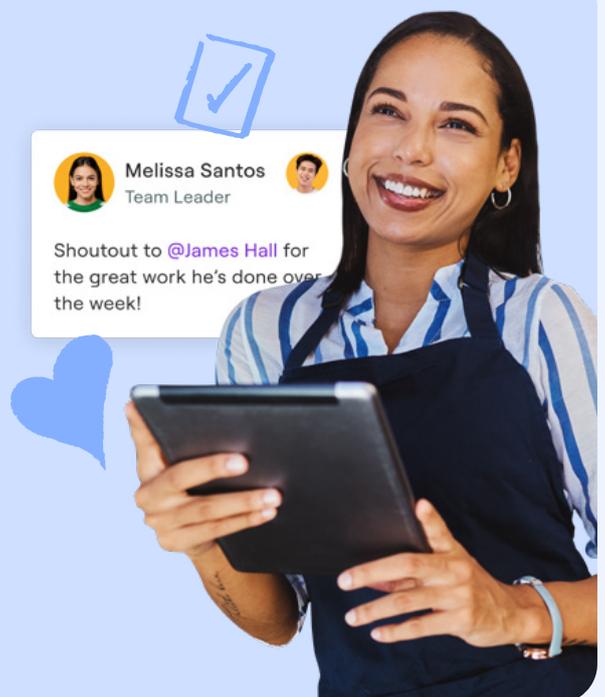
4. Reinforce your company values by attaching them to employee recognition

Most workplaces have company values that form the basis of why they do what they do, but according to [Forbes](#), 52% of employees can't recite their company values. Without every employee embracing your company values, how is it expected that your team will champion them through their work?

When we say, we bring the benefits, we mean it.

With Employment Hero, you can recognise success the easy way. Reward great work with Hero points that can be spent on what matters most in our discount marketplace. Employees can recognise an employee and attach it to a company value when a co-worker goes above and beyond in their role. The best part? You can attach a monetary value to it, such as 100 Hero Points.

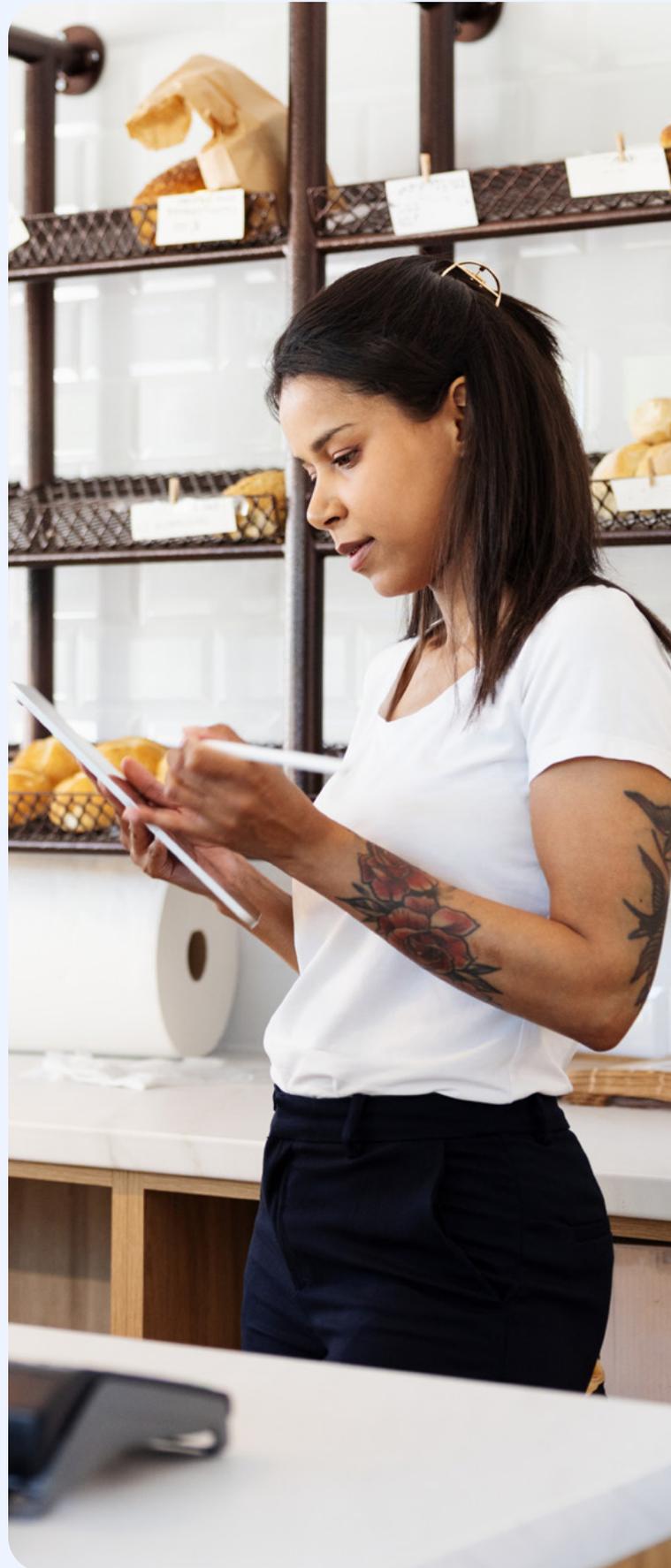
How does digital HR work in the hospo world? It's simple. You just need the right tools. Employment Hero can take care of the entire employee experience – whether you've got onsite or remote employees. From remote onboarding to feedback, paperless policies and digital timesheets, our cloud-based platform makes working in hospitality, not only easy, but rewarding for your team.



06. Separation

When it comes to parting ways with an employee, the employee/employer relationship is often considered done and dusted once that resignation letter gets handed in. But it doesn't (and shouldn't) have to be this way. When it comes to the end of tenure for an employee, it's important you actively listen to their feedback from their exit interview. This can help you improve your employee experience so you can make things better for your current team.

You should also strive to keep your ex-employees in your professional network. Why? They could become a very valuable member of your team again later down the track. More often than not, it's easy to forget about the entire employee experience. With this already back-of-mind, it's no surprise that finding the time and prioritising making improvements most likely isn't on your agenda... until now.



Future-proofing your business starts now

For hospitality businesses to thrive now and well into the future, it's critical to have flexible, yet robust processes in place.

One critical aspect of future-proofing hotel operations is recognising the indispensable role that HR and payroll functions play.

We hope you've learnt a few things you can put into action right now, and shown you the importance of investing in these key areas. With even just a few tips put into action in this guide, you'll be able to stay competitive, navigate uncertainties, and ensure sustained success in the dynamic hospitality landscape.



Manage every part of the employee lifecycle with Employment Hero



Employment Hero can help you with every part of the employee lifecycle, from onboarding to offboarding. It's also purpose-built to support employers and their employees, with centralised and cloud-based contracts, policies and a communication dashboard.

Our advanced tools can help you create better processes, save time and reduce costs. [Book a demo](#) with one of our business specialists to learn more.

Our features include:

- Applicant tracking system
- Feedback
- Performance reviews
- Recognition
- Employee happiness scores
- 1:1s
- Shout Outs (Peer to peer recognition)
- Learning management system (LMS)
- Custom surveys
- Policy templates
- OKRs (Objectives and Key Results)
- Letter templates
- and so much more...

Employment Hero is proud to partner with the Queensland Hotel Association (QHA). To celebrate, we'll be offering QHA members an exclusive offer on our HR and Payroll plans.* To claim your QHA member offer and find out how we can help transform your hotel [fill out the form here and get started](#) today.



Employment Solved

The smarter way to manage people, payroll
and productivity. For SMEs with big ambitions.

\$46,355.79
2022 - 2023 TOTAL PAY COST

\$30,763.38
NET PAY

\$11,438.00

Employee Name	Leave Category	Hours
Melissa Santos	Annual Leave	

9am - 5pm
8hrs 0m