

Insert title of case study:

Employee engagement in restaurant industry



Getting Fit for Work

Organisation:

SME.12

“The main challenge is to engage each employee to perform and be a team player, also during overtime work”

SME.12, Owner

Summary

Apply the 10 Cs of employee engagement aiming at exceeding individual and team planned levels of performance.

Challenges

Reduce the high turnover rates of restaurant industry. And often, in restaurants, the negative employees cloud the vision of employees who love their work.



The F4BG Assessment

SME's F4BG assessment highlighted the need to improve in one main area: Employee Engagement. The F4BG assessment highlighted a second area as well for improvement: Coaching.

The Solution

Team leaders will implement a set of actions related with the Ten Cs of employee engagement and make employee engagement one of their top priorities

Results and Future Plans

We expect to reduce the staff turnover rate, retain the positive employees and boost their performance. Also we expect to increase customer satisfaction by this and reduce the number of complaints.

"I love the company; I think our management team are great. And I think of the people I work with almost as a family, and the management team gives positive feedback"

SME.12, Employee



Fit4BusinessGrowth
Leading By Example



Erasmus+

Fit4BusinessGrowth is a project funded by the Erasmus+ programme.

The project aims to help small and medium enterprises to improve performance and productivity using High Performance Work Practices, Wellness Practices and Business Growth Coaching.



Source: <http://workforcesolutions.stlcc.edu/2010/improve-company-performance-employee-engagement/>

For further information visit:

www.fit4businessgrowth.eu

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