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INDUSTRY WEEKLY DIGEST

School of Hospitality & Tourism Management

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EMPLOYEE WELLBEING IN HOSPITALITY

Hospitality is a people-centric industry. As current restrictions begin to ease in the UK prompting a surge in hotel and restaurant bookings, it has become apparent that COVID-19 and each lockdown we have endured since March 2020 has taken a toll on people's emotional wellbeing.

In this digest, **Dr Emma Reardon** explores the challenges of employee wellbeing to stimulate further conversation with industry partners as people return to work in hospitality.

Have a great weekend!

REASSESSING THE IMPORTANCE OF WORKPLACE WELLBEING IN HOSPITALITY POST-LOCKDOWN

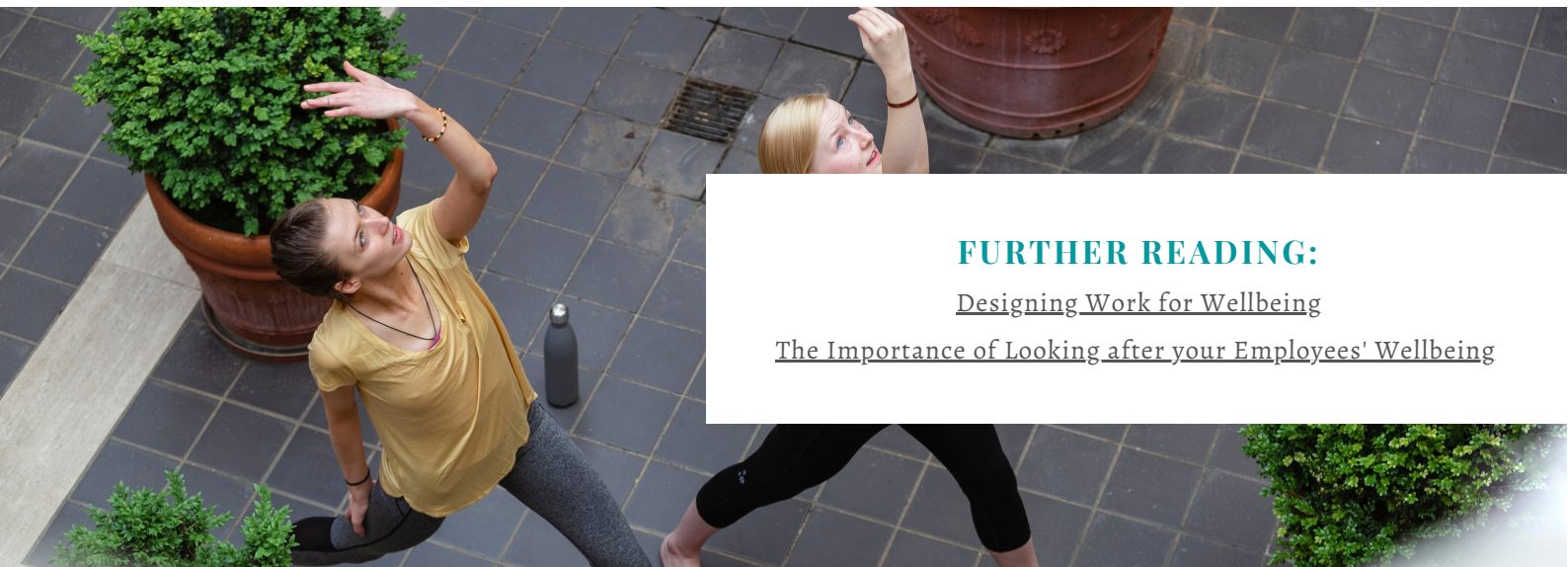
DR EMMA REARDON

In a recent guest speaker session with our Level 4 **International Hospitality Management** students, on our **Speciality Operations in Hospitality Module**, **Adriana Barlafa Kruhonja** spoke about the ease in which we interchangeably use the terms wellbeing and wellness in hospitality.

As a leading Spa & Wellness Consultant, Adriana was keen to highlight to our students the difference between both concepts. Here we explore these terms and assess the importance of workplace wellbeing in hospitality in the week that we have witnessed the re-opening of some of the sector.

In short, workplace wellness tends to focus on an employee's physical health by offering guidance on conditions such as high blood pressure or how to quit smoking. Wellbeing takes a more holistic approach to an individual's welfare, encompassing our physical, mental and emotional health.

As individuals, we are responsible for our own wellbeing. However, in light of the labour intensity of hospitality operations and the linkages between all employees who directly or indirectly shape the guest experience, how do we reassess the importance of workplace wellbeing?



FURTHER READING:

[Designing Work for Wellbeing](#)

[The Importance of Looking after your Employees' Wellbeing](#)

Jen Fisher, Deloitte US chief wellbeing officer, has found that organisations are tailoring how they **design work for wellbeing** based on various worker segments' needs as opposed to a company-wide uniformed approach. Notably, the same report also spotlights the rise of digital wellness and productivity initiatives that focus on designing new technologies and virtual workspaces for wellbeing. Considering the physical workplace in which hospitality businesses operate, **The Caterer** has highlighted several ways to care for employees' mental and emotional wellbeing.

Overall, the future of workplace wellbeing appears to lie in the adaptability of hospitality businesses, in particular, their people, to respond to their teams collective and individual physical, mental and emotional health. Jen Fisher, of Deloitte US, concludes that COVID-19 has reshuffled the work/life balance harmony. To shift the focus away from this perceived perfect symmetry, there appears to be a growing consensus that we need to explore ways in which we can better integrate our work, with life, and vice versa, in creating a more sustainable wellbeing culture within the workplace. Ultimately, this is recognised as the best course of action in supporting human potential in hospitality.