



## Report Summary - 9th December 2014

Survey: 2014 AB Hotels Employee Survey

Status: **Launched**

Created Time/Date: 14:19 6th Feb 2014

Modified Time/Date: 13:15 10th Sep 2014

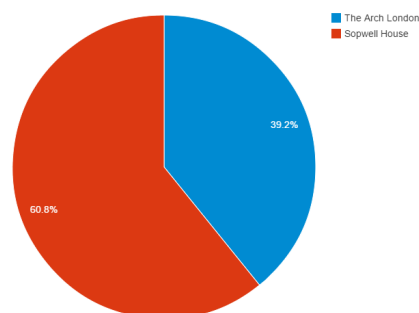
Total Responses: 341

Filtered Responses: 0

Responses Excluded: 0

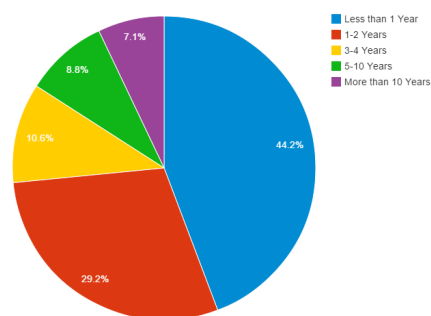
### Question 1: Which hotel do you work for?

Answers:	Responses:
The Arch London	132 / 39.2%
Sopwell House	205 / 60.8%
<b>TOTAL CLICKS</b>	337
<b>TOTAL RESPONSES</b>	337



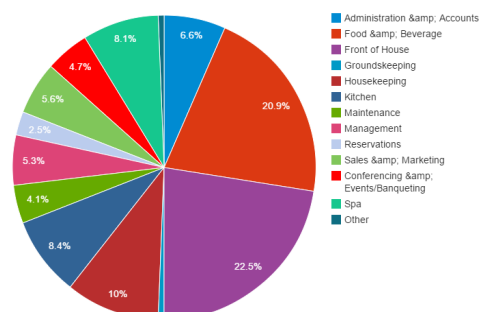
### Question 2: How long have you worked for your hotel?

Answers:	Responses:
Less than 1 Year	150 / 44.2%
1-2 Years	99 / 29.2%
3-4 Years	36 / 10.6%
5-10 Years	30 / 8.8%
More than 10 Years	24 / 7.1%
<b>TOTAL CLICKS</b>	339
<b>TOTAL RESPONSES</b>	339



### Question 3: Which of these categories best describes your role?

Answers:	Responses:
Administration & Accounts	21 / 6.6%
Food & Beverage	67 / 20.9%
Front Office	0 / 0%
Golf	0 / 0%
Front of House	72 / 22.5%
Groundskeeping	2 / 0.6%
Housekeeping	32 / 10%
Kitchen	27 / 8.4%

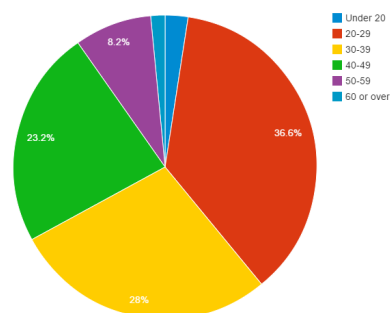


Maintenance	13 / 4.1%
Management	17 / 5.3%
Reservations	8 / 2.5%
Sales & Marketing	18 / 5.6%
Conferencing & Events/Banqueting	15 / 4.7%
Spa	26 / 8.1%
Other	2 / 0.6%
<b>TOTAL CLICKS</b>	320
<b>TOTAL RESPONSES</b>	320

#### Question 4: What is your age?

Answers: Responses:

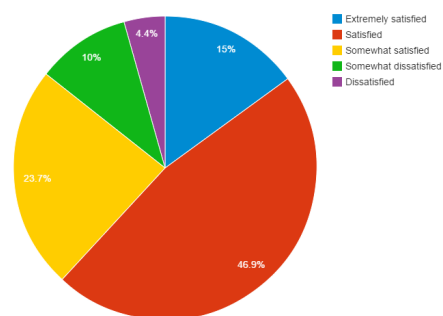
Under 20	8 / 2.4%
20-29	120 / 36.6%
30-39	92 / 28%
40-49	76 / 23.2%
50-59	27 / 8.2%
60 or over	5 / 1.5%
<b>TOTAL CLICKS</b>	328
<b>TOTAL RESPONSES</b>	328



#### Question 5: Overall, how do you rate your satisfaction with your hotel as a place to work, compared to other places you've worked previously?

Answers: Responses:

Extremely satisfied	24 / 15%
Satisfied	75 / 46.9%
Somewhat satisfied	38 / 23.8%
Somewhat dissatisfied	16 / 10%
Dissatisfied	7 / 4.4%
Extremely dissatisfied	0 / 0%
<b>TOTAL CLICKS</b>	160
<b>TOTAL RESPONSES</b>	160



#### Question 6: Why are you "Dissatisfied" or "Extremely Dissatisfied" with your hotel as a place to work, compared to other places you've worked previously?

**TOTAL RESPONSES**

17

#### Question 7: Communication Questions:

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
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At my hotel, there is open and honest two-way communication	46 / 14%	135 / 42%	77 / 24%	56 / 17%	9 / 3%	323	0
There are sufficient opportunities for me to express my views and thoughts to senior management	53 / 16%	158 / 49%	65 / 20%	40 / 12%	7 / 2%	323	0
My ideas and opinions count	41 / 13%	139 / 43%	85 / 26%	52 / 16%	7 / 2%	324	0
My hotel is committed to encouraging a wide-range of thoughts and ideas	42 / 13%	137 / 43%	91 / 28%	39 / 12%	12 / 4%	321	0
I receive the information and communication I need to do my job effectively	52 / 16%	146 / 45%	80 / 25%	35 / 11%	9 / 3%	322	0
If I have a problem I can talk to my manager	110 / 34%	154 / 48%	32 / 10%	18 / 6%	9 / 3%	323	0
I am kept informed about the important activities of my hotel	65 / 20%	153 / 48%	70 / 22%	25 / 8%	5 / 2%	318	0
The leadership of my hotel communicates well with the rest of the company	42 / 13%	133 / 42%	104 / 33%	29 / 9%	10 / 3%	318	0

**Question 8:** Do you have any other comments regarding Communication at your hotel?

**TOTAL RESPONSES**

96

**Question 9:** Rewards & Recognition Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
My hotel values my contribution	46 / 15%	138 / 44%	80 / 25%	43 / 14%	9 / 3%	316	0
My hotel recognises productive people	47 / 15%	132 / 42%	65 / 21%	56 / 18%	15 / 5%	315	0
I regularly receive praise or recognition when I do good work from my manager	58 / 18%	131 / 42%	74 / 24%	37 / 12%	14 / 4%	314	0
In the last 14 days, I received constructive feedback on my work	49 / 16%	120 / 38%	67 / 21%	53 / 17%	25 / 8%	314	0
I understand my employee benefits	45 / 14%	146 / 46%	84 / 27%	34 / 11%	7 / 2%	316	0
I am satisfied with my employee benefits	29 / 9%	92 / 29%	92 / 29%	74 / 23%	29 / 9%	316	0
I am paid competitively	29 / 9%	98 / 31%	73 / 23%	60 / 19%	57 / 18%	317	0
I can have a rewarding long term career with my hotel	42 / 13%	100 / 32%	106 / 34%	45 / 14%	21 / 7%	314	0

**Question 10:** Do you have any other comments regarding Rewards & Recognition at your hotel?

**TOTAL RESPONSES**

94

**Question 11:** Growth & Development Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
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My hotel provides me with opportunities to develop	37 / 12%	116 / 38%	105 / 34%	42 / 14%	8 / 3%	308	0
My job makes good use of my talents and abilities	40 / 13%	157 / 50%	67 / 22%	34 / 11%	13 / 4%	311	0
I receive the training I need to do my job effectively	48 / 16%	116 / 38%	91 / 30%	37 / 12%	15 / 5%	307	0
My manager has focused on my personal training needs	45 / 15%	111 / 36%	88 / 29%	42 / 14%	19 / 6%	305	0
My manager provides me with timely and helpful feedback	53 / 17%	132 / 43%	71 / 23%	36 / 12%	16 / 5%	308	0
I have had a meaningful discussion with my manager about my career development	39 / 13%	101 / 33%	88 / 29%	58 / 19%	20 / 7%	306	0
In the last year, I have had opportunities at work to learn and develop further my expertise	44 / 15%	110 / 36%	97 / 32%	37 / 12%	15 / 5%	303	0
There are sufficient opportunities for me to work in different departments in my hotel	25 / 8%	85 / 28%	118 / 39%	58 / 19%	20 / 7%	306	0
My hotel's training helps create better managers and leaders	25 / 8%	100 / 33%	114 / 38%	46 / 15%	19 / 6%	304	0
I have a clear understanding of what it takes for me to advance at my hotel	36 / 12%	111 / 37%	101 / 33%	36 / 12%	18 / 6%	302	0

**Question 12:** Do you have any other comments regarding Growth & Development at your hotel?

**TOTAL RESPONSES**

71

**Question 13:** Appraisal Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
My hotel has a good system for appraising my individual performance	25 / 8%	121 / 40%	89 / 29%	49 / 16%	21 / 7%	305	0
My hotel takes seriously the appraisal process	34 / 11%	111 / 36%	108 / 35%	36 / 12%	16 / 5%	305	0
My manager takes seriously the appraisal process	44 / 15%	126 / 42%	86 / 28%	30 / 10%	16 / 5%	302	0
My hotel has a good system in place to follow up the appraisal process	33 / 11%	90 / 30%	120 / 40%	44 / 15%	16 / 5%	303	0
During the appraisal process, I was able to express myself honestly	46 / 15%	127 / 42%	91 / 30%	23 / 8%	15 / 5%	302	0

**Question 14:** Do you have any other comments regarding Appraisals at your hotel?

**TOTAL RESPONSES**

75

**Question 15:** Involvement & Belonging Questions:

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
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I know what is expected of me at work	86 / 28%	191 / 62%	21 / 7%	8 / 3%	1 / 0%	307	0
At work, I have the opportunity to do what I do best	74 / 24%	170 / 56%	41 / 13%	13 / 4%	8 / 3%	306	0
I feel that I am part of my team	92 / 30%	156 / 51%	38 / 12%	14 / 5%	4 / 1%	304	0
I am involved in decisions that affect my work	54 / 18%	146 / 48%	79 / 26%	20 / 7%	4 / 1%	303	0
My manager treats me with respect as an individual	112 / 37%	135 / 45%	35 / 12%	13 / 4%	8 / 3%	303	0
I am proud to work for my hotel	106 / 35%	131 / 43%	58 / 19%	5 / 2%	6 / 2%	306	0
If I left my hotel I would miss it	83 / 27%	120 / 39%	75 / 25%	20 / 7%	7 / 2%	305	0

#### Question 16: Do you have any other comments regarding Involvement & Belonging at your hotel?

##### TOTAL RESPONSES

51

#### Question 17: Future & Leadership Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
I understand my hotel's mission statement	65 / 22%	186 / 62%	33 / 11%	14 / 5%	3 / 1%	301	0
I believe my hotel has an outstanding future	87 / 29%	164 / 54%	40 / 13%	8 / 3%	3 / 1%	302	0
I understand my hotel's strategic goals	62 / 21%	171 / 57%	44 / 15%	19 / 6%	4 / 1%	300	0
I understand my hotel's values	69 / 23%	177 / 59%	40 / 13%	12 / 4%	2 / 1%	300	0
I can see a clear link between my work and the strategic goals of my hotel	59 / 20%	149 / 50%	69 / 23%	18 / 6%	3 / 1%	298	0
I feel my role at my hotel is valued	53 / 18%	145 / 49%	51 / 17%	38 / 13%	10 / 3%	297	0
My manager effectively communicates our departments objectives	60 / 20%	155 / 52%	60 / 20%	16 / 5%	8 / 3%	299	0
My manager has set clear objectives on which he/she expects me to achieve	63 / 21%	141 / 47%	67 / 22%	21 / 7%	6 / 2%	298	0
I trust the leadership of my hotel	53 / 18%	130 / 43%	75 / 25%	34 / 11%	8 / 3%	300	0
My manager keeps his/her commitments	70 / 24%	141 / 47%	57 / 19%	21 / 7%	8 / 3%	297	0

#### Question 18: Do you have any other comments regarding Future & Leadership at your hotel?

##### TOTAL RESPONSES

47

#### Question 19: Quality & Image Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
My hotel has high performance standards	87 / 30%	146 / 50%	50 / 17%	8 / 3%	3 / 1%	294	0

As a guest of my hotel, I would be extremely satisfied with the quality of the services I receive	69 / 24%	144 / 49%	64 / 22%	16 / 5%	0 / 0%	293	0
My hotel has the structures and processes necessary to provide excellent service quality	71 / 24%	146 / 50%	43 / 15%	27 / 9%	4 / 1%	291	0
My colleagues are committed to providing high quality service	69 / 24%	158 / 54%	48 / 16%	15 / 5%	3 / 1%	293	0
I believe my hotel offers superior service versus our key competitors	59 / 20%	138 / 47%	68 / 23%	23 / 8%	4 / 1%	292	0
My hotel is communicating the right message about our hotel to the outside world	63 / 22%	160 / 55%	57 / 19%	11 / 4%	2 / 1%	293	0
My hotel is doing a good job managing its public perception and reputation	69 / 24%	149 / 51%	62 / 21%	11 / 4%	2 / 1%	293	0
My hotel, during the last 12 months, has significantly improved its market presence	74 / 26%	135 / 47%	70 / 24%	6 / 2%	3 / 1%	288	0

#### Question 20: Do you have any other comments regarding Quality & Image at your hotel?

##### TOTAL RESPONSES

49

#### Question 21: Compliance Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Policies and standards of conduct are applied fairly and consistently at my hotel	46 / 16%	149 / 51%	63 / 22%	28 / 10%	7 / 2%	293	0
I would feel comfortable reporting a violation of my hotel's policies or standards of conduct if I were to observe one	64 / 22%	156 / 54%	35 / 12%	25 / 9%	8 / 3%	288	0
The business policies and standards of conduct of my hotel are taken seriously throughout the organisation	55 / 19%	155 / 54%	57 / 20%	17 / 6%	5 / 2%	289	0
My hotel is committed to ethical business practices and conduct	58 / 20%	162 / 56%	51 / 18%	13 / 5%	4 / 1%	288	0
I am aware of or know how to access my hotel's policies and procedures	68 / 23%	159 / 55%	40 / 14%	15 / 5%	8 / 3%	290	0

#### Question 22: Do you have any other comments regarding Compliance at my hotel?

##### TOTAL RESPONSES

36

#### Question 23: Technology Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
I have the appropriate IT systems and tools I need to do my job effectively	50 / 17%	167 / 57%	45 / 15%	26 / 9%	4 / 1%	292	0

When it comes to IT, adequate resources are in place to address problems that I encounter	45 / 16%	170 / 59%	52 / 18%	17 / 6%	4 / 1%	288	0
If/when I have an IT issue, they are resolved to my satisfaction	49 / 17%	152 / 53%	66 / 23%	18 / 6%	3 / 1%	288	0
My hotel has effectively utilised IT systems and tools to be more successful	51 / 18%	146 / 50%	72 / 25%	19 / 7%	3 / 1%	291	0

**Question 24:** Do you have any other comments regarding Technology at my hotel?

**TOTAL RESPONSES**

44

**Question 25:** Work-Life Questions:

	Strong Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
My manager recognises my need to balance personal responsibilities and work responsibilities	74 / 26%	132 / 46%	36 / 13%	28 / 10%	15 / 5%	285	0
I am able to manage my work responsibilities in a way that allows me to maintain an appropriate balance between home and work	65 / 23%	129 / 45%	34 / 12%	38 / 13%	18 / 6%	284	0
I believe my hotel has a strong commitment to establishing greater flexibility in the work place	49 / 17%	123 / 43%	59 / 21%	35 / 12%	20 / 7%	286	0
Overall, my workload is fair and reasonable	51 / 18%	125 / 44%	61 / 21%	33 / 11%	17 / 6%	287	0

**Question 26:** Do you have any other comments regarding Work-Life at my hotel?

**TOTAL RESPONSES**

53

**Question 27:** Innovation Questions:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
I am encouraged to develop new and better ways of doing things	53 / 18%	148 / 51%	63 / 22%	19 / 7%	7 / 2%	290	0
My team constantly strives to improve the way we do things	73 / 25%	155 / 54%	45 / 16%	14 / 5%	2 / 1%	289	0
My team is challenged by our manager to find ways to improve our service	66 / 23%	156 / 55%	40 / 14%	14 / 5%	6 / 2%	282	0

**Question 28:** Do you have any other comments regarding Innovation at my hotel?

**TOTAL RESPONSES**

30

**Question 29: Teamwork Questions:**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
My team actively supports and encourages each other	86 / 30%	147 / 51%	40 / 14%	14 / 5%	0 / 0%	287	0
Departments at my hotel communicate and interact with each other effectively	35 / 12%	121 / 42%	61 / 21%	51 / 18%	18 / 6%	286	0
There is a good working relationship across the different departments in my hotel	46 / 16%	126 / 44%	66 / 23%	34 / 12%	14 / 5%	286	0
I laugh a lot with the people in my team	89 / 31%	148 / 52%	32 / 11%	14 / 5%	3 / 1%	286	0

**Question 30: Do you have any other comments regarding Teamwork at my hotel?****TOTAL RESPONSES**

51

**Question 31: Other Questions:**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
My hotel is committed to providing equal opportunities for all employees	51 / 18%	138 / 48%	65 / 23%	24 / 8%	9 / 3%	287	0
I believe my hotel is committed to protecting the environment	45 / 16%	142 / 50%	64 / 22%	27 / 9%	7 / 2%	285	0
My hotel takes Health & Safety seriously	71 / 25%	146 / 51%	47 / 16%	19 / 7%	4 / 1%	287	0
My hotel is a safe environment to work	73 / 26%	157 / 55%	38 / 13%	16 / 6%	1 / 0%	285	0
My hotel is an enjoyable place to work	68 / 24%	132 / 46%	56 / 20%	22 / 8%	6 / 2%	284	0
I have attended my hotel's new employee induction	90 / 32%	150 / 53%	20 / 7%	15 / 5%	8 / 3%	283	0
I believe my hotel will take the appropriate action on the results of this survey	65 / 23%	116 / 40%	63 / 22%	34 / 12%	9 / 3%	287	0

**Question 32: Do you have any other comments regarding Other at your hotel?****TOTAL RESPONSES**

43

**Question 33: What one thing would you have your hotel do to make it more successful?****TOTAL RESPONSES**

164

**Question 34: What do you think are your hotel's strengths versus their key competitors and/or generally?****TOTAL RESPONSES**



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**Question 35:** What do you think are your hotel's weaknesses versus their key competitors and/or generally?

**TOTAL RESPONSES**

145

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**Question 36:** What changes would you make to improve the overall working environment?

**TOTAL RESPONSES**

144

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**Question 37:** Based on your general attitude, would you recommend working for your hotel to others?

Answers: Responses:

Highly Recommended 66 / 23.7%

Yes 122 / 43.7%

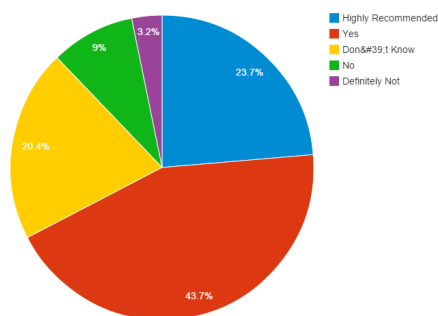
Don't Know 57 / 20.4%

No 25 / 9%

Definitely Not 9 / 3.2%

**TOTAL CLICKS** 279

**TOTAL RESPONSES** 279



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**Question 38:** Do you have any other general comments, suggestions and/or improvements you would like to make?

**TOTAL RESPONSES**

74

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