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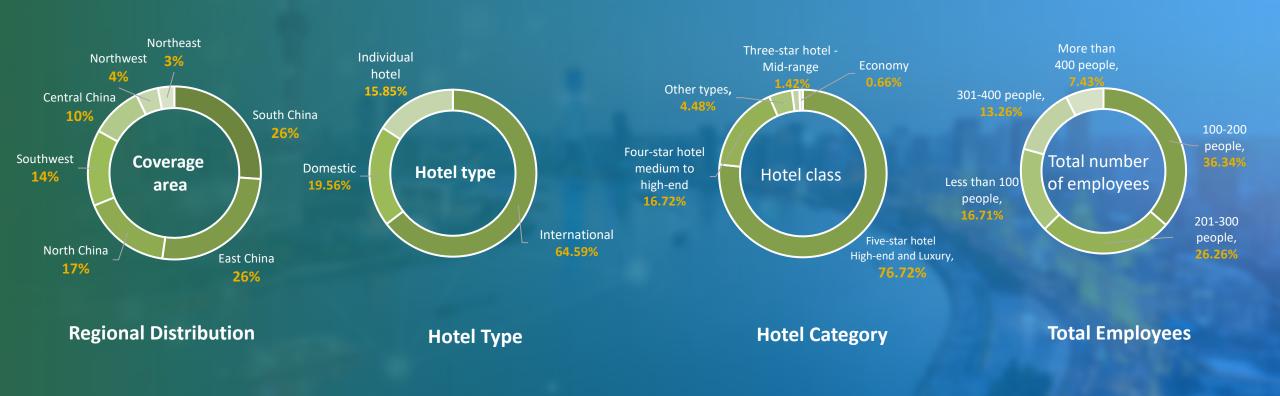


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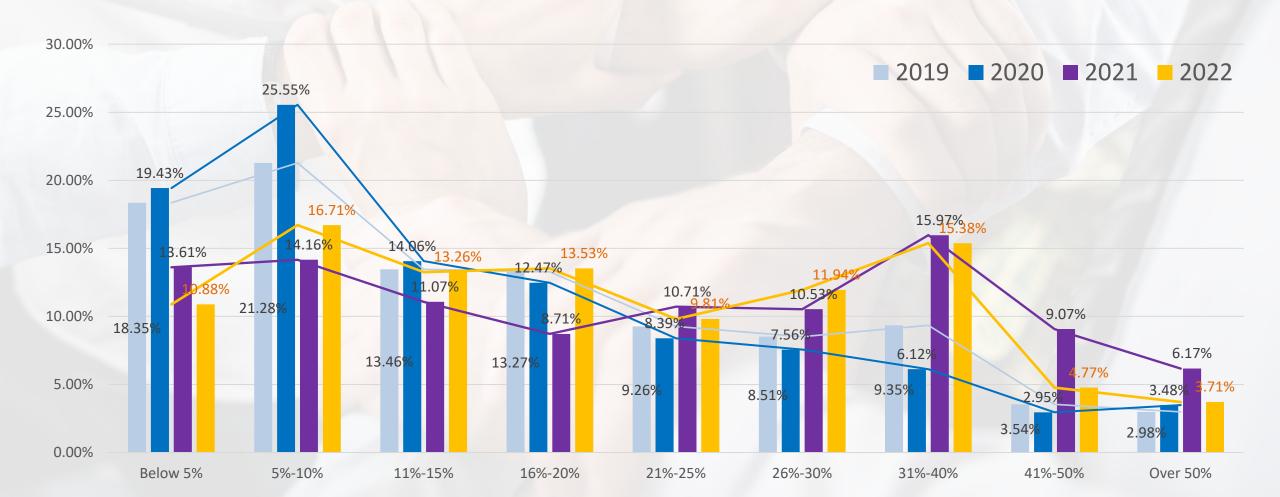




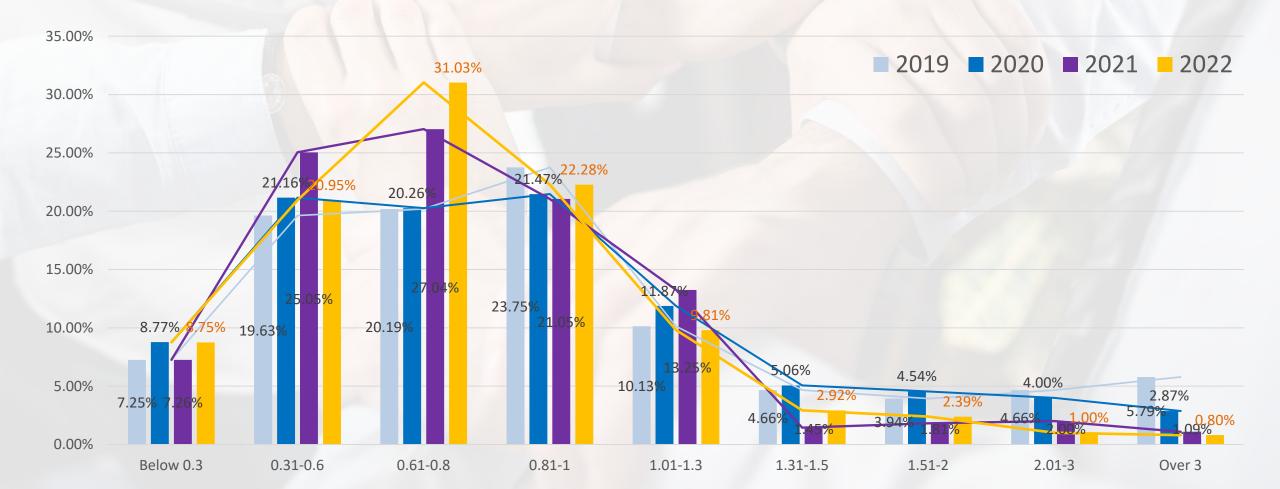
#### No. of **1,020** Questionnaires



#### **Staff Turnover Ratio**



#### **Staff Room Ratio**



#### **Total Labor Cost vs Revenue**

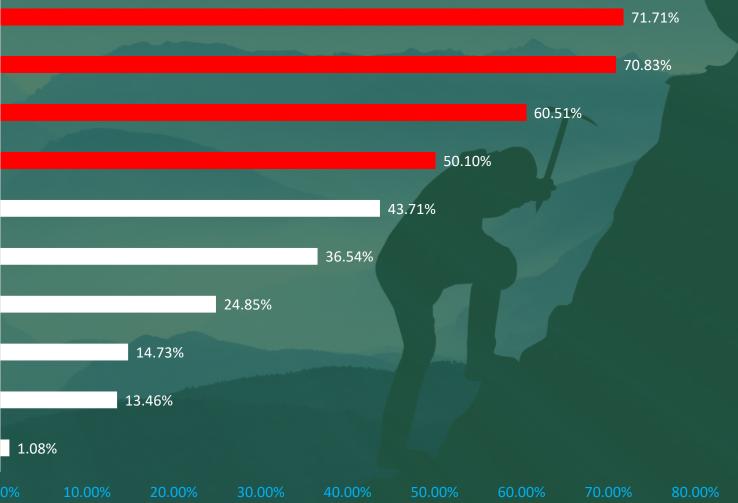


#### Challenges facing the human resources of the hotel industry

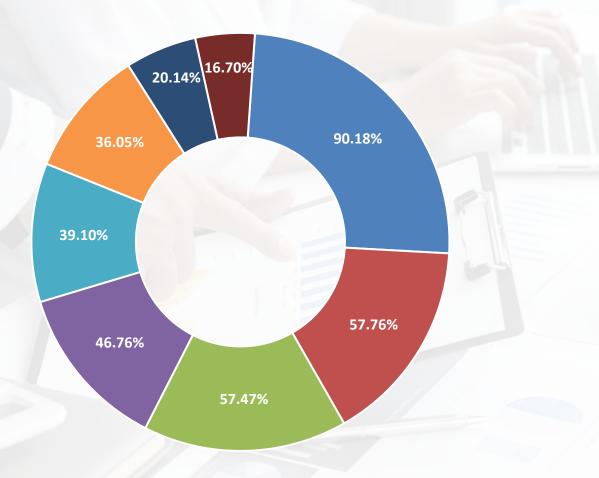


#### **Challenges facing the development of China's hotel industry**

Labour shortage Intense competition in the industry **Economic environment** The positioning of hotel products is similar **Decreased service quality** Uneven regional development in the hotel industry Changes in the source of customers Uncertainty brought by technological changes Lack of scientific guidance in pricing policy Others

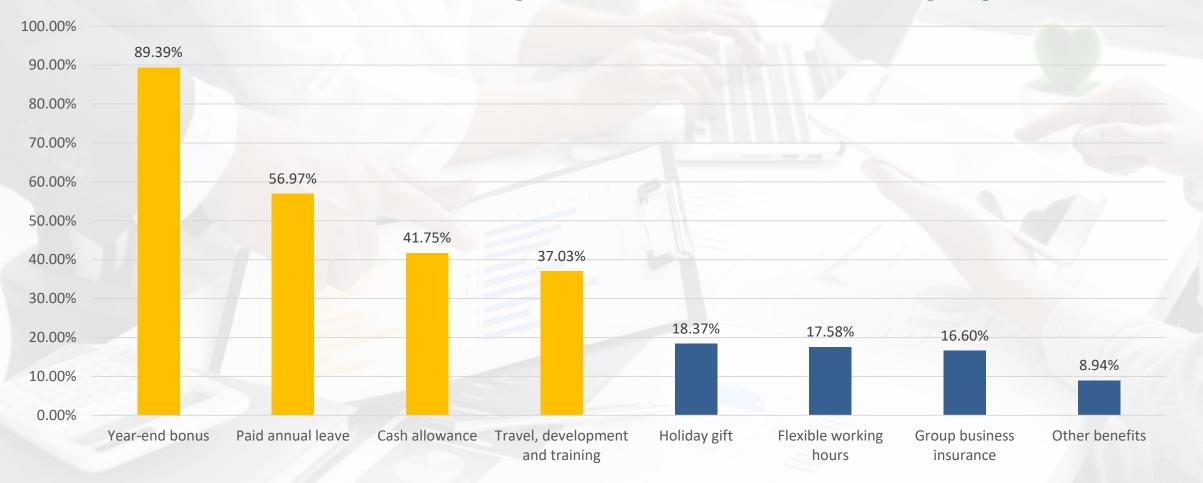


#### **Reasons for talent shortage**

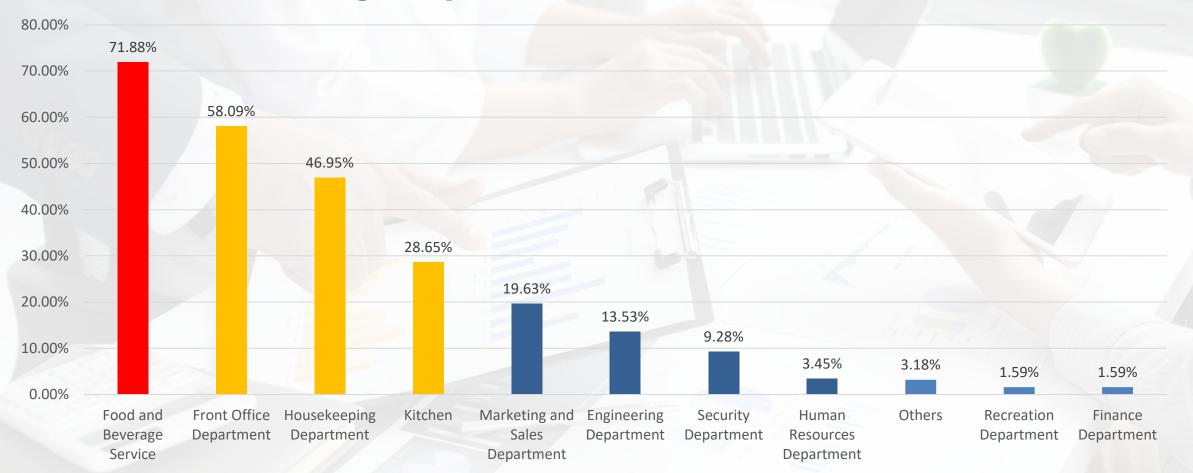


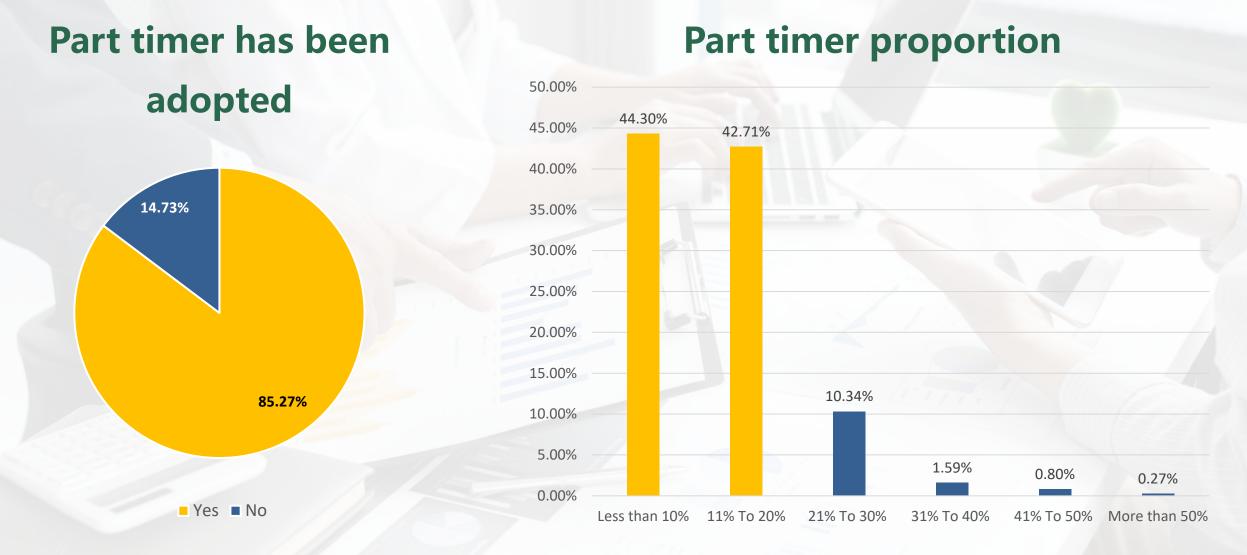
- Lack of attractive salary
- Work-life imbalance
- Limited development space
- High work pressure
- Low social recognition
- Poor work atmosphere or relationship
- Insufficient business volume, significant reduction in income
- To switch careers

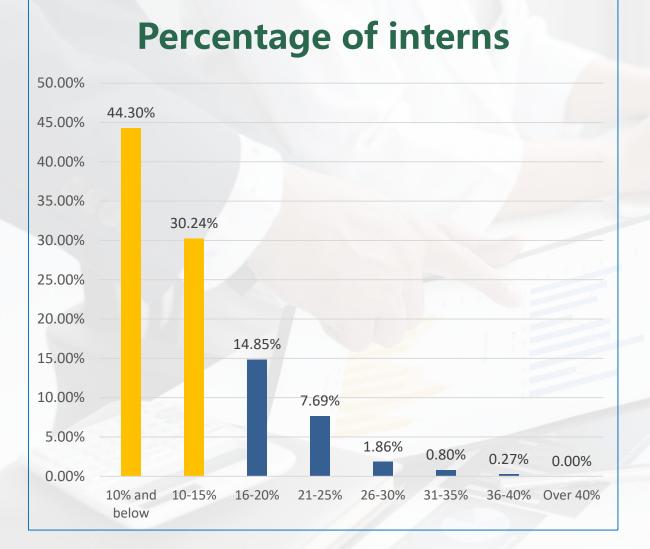
#### What are the most important benefits for employees



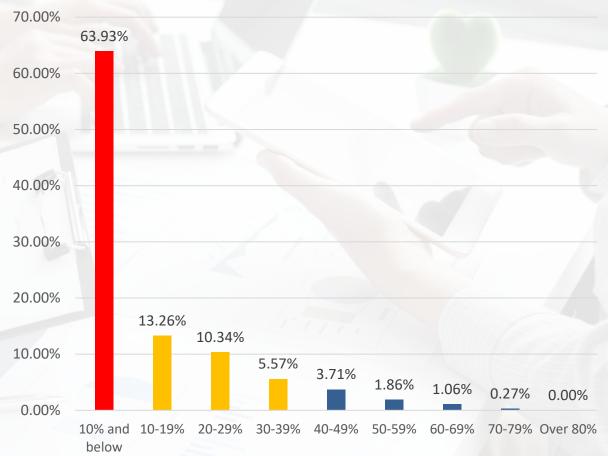
#### **Urgent positions for recruitment**





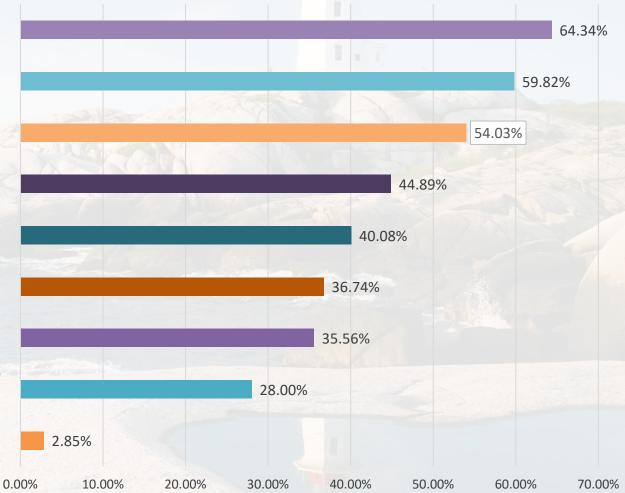


#### **Intern retention rate**



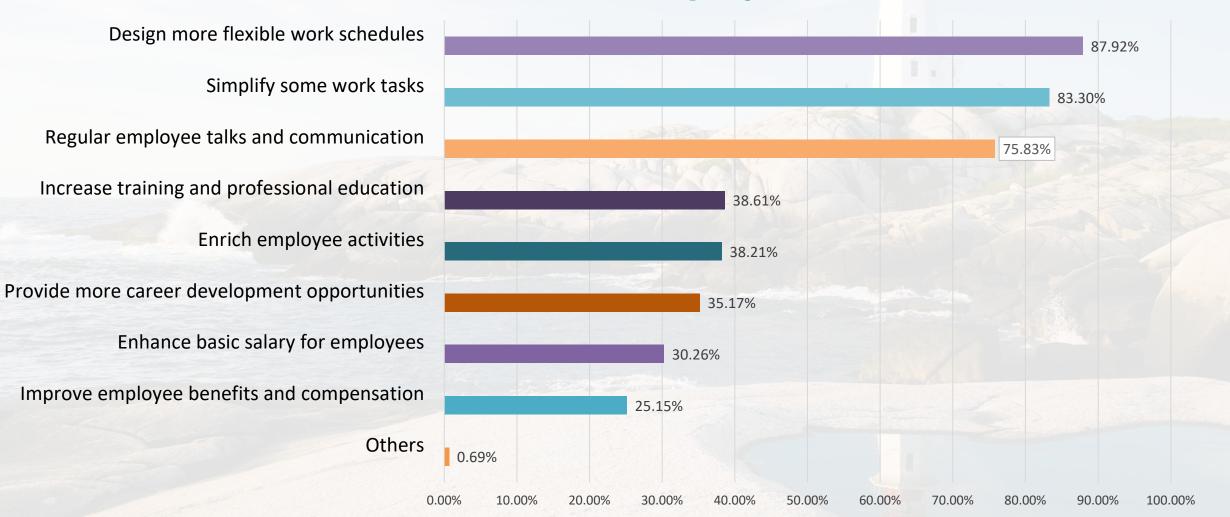
#### How to conquer recruitment difficulties

Others



Deepen the reform of compensation system Emphasize management and cultivation of new talents Change recruitment model and expand more channels Improve working environment Innovate talent selection models Provide recruitment incentives Improve training systems Use digitization and intelligence to improve recruitment efficiency

#### How to retain employees



#### **Recognition culture**

Leaders know the recognition preferences of individuals

Recognition experiences are crafted around the individual

Frequently recognize An everyday part of the culture employees 综合认办 RATION NOILIN **Recognition is consistently** Peer-to-peer seen throughout the recognition is common organization and frequent

Recognition programs and technology continually improve

Recognize both large and small efforts

Source: O.C.Tanner, Global Culture Report 2022





## Hotel operational internship

**Guest services** 

**Front Office** 

7K

### **火菌儿校企** Basic management workshop

亲爱的 Nungyt 恶好! 我我表得塑小分队,褒心邀请愿参加 我们于 2013年2月小日在希州 M Social 海庭 举办的交引生高管对的访说法词。我们必 解邀请利德参加感到无比荣幸,并再次 扇應表达最诚挚的感潮! 解婴小分队 MSQLAL

20 33年8月14日



# **Talent is ageless**





#### Hospitality IS OUR PASSION

YOU ARE SOMEONE UNIQUE. YOU SHARE OUR PASSION. BE IMAGINATIVE. GIVE THE BEST OF YOURSELF. DARE TO GO FURTHER. ENRICH OUR DIVERSITY. MAKE YOUR EXPERTISE GROW. WELCOME PEOPLE WITH YOUR HEART. ENJOY YOURSELF. DREAM BIG FOR YOUR FUTURE. FEEL WELCOME, FEEL VALUED.