





Background

- Since 1878 Caterer and Hotelkeeper has been reaching hospitality professionals on a weekly basis. In 2009 and for the fourth successive year, Caterer and Hotelkeeper ran the 'Best Places to Work in IT Awards'.
- Research was required in order to identify the hospitality companies with the highest levels of employee satisfaction in 2009. It was also required to identify benefits offered to employees. Winners were announced at an awards ceremony in September 2009.
- Two questionnaires were mailed to companies registering for the awards. One was completed on behalf of the company, detailing employee breakdown and company values. The second was completed by employees online, rating their company as an employer. A minimum number of entries were required based on company size. The results were returned and analysed by an independent research company, Reed Business Insight.



EMPLOYER DATA



Company Name
40 replies
TOTAL SCORE 65
(82 Average score)



	Company Name	Average across all companies
Total UK Annual Turnover in last financial year	£5m-£49.99m	£78.2m
Number of sites/outlets in organisation	11	15
Number of permanent staff employed in the UK	201-500	325
% of workforce left the company in the last year	1-5%	11.4%
% of staff worked for company longer than 5 years	11-20%	21%
Average annual training investment per employee in £s	£101-£250	£973
Average annual training investment per employee in days	2-3 days	4.7 days
New recruits who are graduates	1-5%	15.2%
Accredited by Investors In People	No	55% Yes



	Company Name	Average across all companies
Percentage of staff who are female	11-19%	17.3%
Breakdown of workforce by ethnic minority	96-100% white	91.2% white
Percentage of staff under 30 years of age	11-20%	27.3%
Percentage of staff over 50 years of age	1-10%	14.7%
Average number of days absent per employee over last year	1-2 days	3.3 days
Number of annual days leave	21-23 days	24.1 days
Maternity / paternity benefits	Statutory	68% Statutory
Sick pay	Enhanced	31% Statutory



Benefits offered	Offered	% of staff indicating benefit offered	% offered across all companies
A contributory pension scheme	Y	93%	81%
A share ownership scheme	N	3%	12%
A medical insurance scheme	N	15%	61%
Free or subsidised gym membership	N	8%	12%
Free or subsidised meals	N	0%	8%
Personal performance related bonus scheme	N	8%	31%
Company performance related bonus scheme	Y	70%	53%
Internal rewards to recognise individual / team performance	N	10%	27%
Higher degree sponsorship (MBA, Master, etc)	Y	28%	45%
Childcare allowance / vouchers	Y	13%	28%
Company crèche	N	0%	1%
Discounted products / services	Y	15%	21%
Company car / car allowance	N	65%	65%
Flexible working hours	Y	18%	26%
Sabbaticals	N	0%	10%
Time off for charity activities	N	28%	17%
Occupational health advisors	Y	30%	25%



Work life balance in working environment

In general we have a good working environment. Most employees have worked here for more than 5 years.

We have an annual Christmas party and summer day out. We have one off bonuses available for those who make an outstanding contribution.

We are both relaxed and professional. We have a casual dress code, allow drinks at desks and break out areas are available. We offer flexible working hours.

We understand the impact of productivity of job satisfaction and aim to provide a highly positive working environment for our employees.



Statement of values

The Mission statement is:

Setting the Standard...

We strive to be not only a player in the market but at the cutting edge. With continuing investment in new technology the department will continue to lead rather than follow.



Any other comments

Despite its growth over the years the company has an enviable reputation of maintaining a friendly disposition at all levels of employment. All managers operate an open door policy, which means just that, and we have approx. 6% of our workforce who have been here over 8 years.



EMPLOYEE DATA



	Company Name	Average across all companies
Male	80%	75%
Female	20%	24%
Average age	42 years	39 years
Job Status		
Senior manager	15%	19%
Manager/supervisor	35%	34%
Team member	48%	47%
Hours worked		
Full-time	88%	93%
Part-time	13%	5%
Average salary	£21,974	£24,792
Average number of hours worked per week	39.8 hours	43.7 hours
Plan to change jobs in next 12 months		
Definitely	0%	3%
Possibly	23%	17%
No	78%	80%
Average length of time with organisation	9.34 years	6.17 years



Region	Company Name	Average across all companies
North East	8%	4%
East Midlands	0%	6%
Greater London	0%	16%
North West	0%	11%
East Anglia	0%	4%
Wales	0%	4%
Yorkshire and Humberside	0%	13%
South West	0%	6%
Scotland	93%	6%
West Midlands	0%	11%
South East	0%	24%
Northern Ireland	0%	2%
Overall score	15/20	16/20



	Agree %	Disagree %	Average agree across all %	Average disagree across all %
My organisation's values have been made clear to me	83%	18%	96%	4%
My workload often gets on top of me	33%	68%	48%	50%
I receive recognition from my boss when I do a good job	63%	35%	84%	15%
I feel that my organisation does not offer career development opportunities	38%	63%	21%	77%
I feel that I am contributing to the success of my organisation	90%	8%	95%	4%
I am exhausted after work and lack energy for other activities	35%	65%	37%	62%
My manger helps me identify and undertake new training opportunities	60%	40%	77%	22%
Work deadlines cause me unreasonable levels of stress	28%	70%	28%	70%
My job is stimulating	70%	30%	86%	13%
I feel as if my job is not secure	5%	95%	17%	81%
I have confidence in my organisation's senior management	78%	23%	88%	11%
I dread going to work on a Monday morning	18%	83%	14%	85%
I am able to have a good work / life balance	100%	0%	82%	17%
I wish I worked for a different organisation	20%	80%	9%	90%
I can see my career path clearly	55%	45%	72%	26%



	Agree %	Disagree %	Average agree across all %	Average disagree across all %
My manager is a poor role model	25%	75%	13%	86%
My manager wants to see me succeed	70%	30%	89%	10%
My job impacts negatively on my health	18%	83%	17%	81%
My organisation makes a positive contribution to the community	78%	23%	85%	13%
I don't like my colleagues	8%	93%	5%	94%
I understand what my organisation is trying to achieve through its strategy	80%	20%	89%	10%
The deadlines set for me are unrealistic	28%	73%	20%	78%
I am proud to work for my organisation	80%	20%	92%	6%
I need better resources to do my job well	38%	60%	34%	64%
I work in a pleasant and comfortable environment	75%	25%	86%	13%
I think I do not receive sufficient training to do my job well.	30%	70%	17%	81%
I feel my organisation is committed to equal opportunities	73%	25%	91%	8%
I have equal access to opportunities for learning and developing within the workplace	70%	30%	88%	11%
My manager does not review my performance at regular intervals	63%	35%	21%	77%
My job makes good use of my talents	75%	25%	86%	13%



EMPLOYEE OPEN RESPONSES



In your opinion what makes your organisation a good place to work?

- A friendly place to work with a good atmosphere
- Approachable boss, friendly colleagues, company well run.
- A great family atmosphere where everyone is keen to help one another out. Whilst work is always undertaken in a highly professional manner, humour is never far away.
- A well run, strong company that promotes professionalism and quality.
- Colleagues are fantastic.
- I work with people who know a huge amount and I can learn a lot from them.
- Everybody is part of a happy team.
- The managers are always available to talk to and assist with problems
- Everyone is really friendly
- Friendly atmosphere and a workforce who have been with the company for many years. Everybody is on first name terms with each other.
- Friendly atmosphere. Very approachable senior staff.
- If there is a problem I feel it is something I can take to someone more senior without getting the blame for something.



In your opinion what makes your organisation a good place to work? (ctd)

- Getting on with the other staff.
- Good atmosphere with excellent team spirit and co-operation.
- It is a good place to work, very employee orientated.
- There is a general lack of worth felt by the employees
- We are just not given enough time to do the tasks needed.
- We are given unrealistic deadlines and targets.
- Directors do not speak to employees from one year to the next!
- There is no formal appraisal procedure where I could get feedback and have my say. I don't know whether or not I am doing a good job.
- Better promotion of internal communication would create a better atmosphere. The company is good at promoting employee nights out etc.
- Near to home, good colleagues, challenging work.
- I don't like working here. I am looking for a new job and can not wait to leave.
- This is not a good place to work as the PC estate is so old it can not cope. It feels like a battle that can never be won.



In your opinion what could be done to make your organisation a better place to work?

- More integration of all levels of the workforce
- More in-house training.
- More training, more support.
- A little bit more team building would not go amiss.
- Improved communication between management & staff
- More communication and better pay
- Better understanding of what is involved in doing the job and how long it takes
- A structured training, development and appraisal system is required if the company wishes to attract and retain staff.
- Communicate with the work force
- Introduce a robust appraisal system to allow staff to be informed formally by their manager how they perform and discuss their development needs.
- More support staff desperately needed.