



<u>Issued date:</u> May 2018 <u>Revised:</u>	POLICIES & PROCEDURES SPA & RECREATION	<u>Index N°:</u> SPA-SOP-04
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Subject: Team Communication	2 pages
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OBJECTIVE:

To ensure employees have the relevant information to be able to answer guest queries and to fulfill job requirements.

POLICY

All Spa & Recreation employees are to be kept informed of Company, Hotel and Departmental activities at all times.

PROCEDURE:

Daily (recommend no more than 15 minutes)

- Shift briefings to be conducted by the supervisor responsible for the shift.
- Communication should include - VIPs, groups, functions, promotions, special activities, any follow-up required, guest feedback and forecast.
- Reinforcement of the key message from briefings to be visual on notice board/white board/digital in outlet's back of house area.

Weekly / Fortnightly (recommend no more than one hour)

- Operation review by manager with supervisors – some topics may be discussed at alternate meetings (e.g. every second meeting) to reduce length of meeting.
- Bi-monthly/quarterly whole team meetings are also recommended if feasible and would cover similar topics.
- Communication to include;
 - Rosters are updated and notified to employees
 - Accor updates on company, brands, loyalty programs,
 - Incentives, targets and month to date results against budget/forecast.
 - Issues – maintenance, health and safety,
 - Staff - performance observations, training needs, recognition



– Stock control





- Updates – product changes, projects, learning and development, vacancies/movement, upcoming promotions, competitor info,
- Ideas and suggestions – sustainability, promotions
- Guest feedback, including reviewing 'Guest Book' comments and GSS (Guest Satisfaction Survey), Revision Results.

Additional Notes

- Minutes of fortnightly (Supervisor) and Whole of Team meetings should be taken and distributed to the attendees.
- If employees are requested to come in on their own time to attend meetings, local Industrial Relations legislation regarding minimum time and wages for onsite for meetings must be considered. If a minimum time is required, it is recommended that a Learning and Development opportunity is provided after the meeting.

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Issued by:
Spa Manager

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Approved by
General Manager