

A Step-by-Step Guide to Wellbeing in Hospitality.

In conjunction with
Walk for Wellbeing



Introduction.

Hospitality is a fast-paced and exciting industry made up of talented people who make a real difference and memorable impact on the guests they look after.

The work is fulfilling, fun and ... full-on. Long, irregular hours and a high-pressure environment can create stress and make it difficult to maintain a healthy work-life balance.

Dealing with the unexpected, whilst striving to deliver top class service, often over physically demanding shifts, can have the potential to take its toll on teams.

Our people are everything. Putting their wellbeing front and centre is vital. Without happy people, the industry is nothing. The good news is that we all have an opportunity to create small steps that can make a difference to people's mental health and wellbeing.

In this step-by-step guide, released in conjunction with Walk for Wellbeing, Hospitality Action's mental health expert, Emma Keeble, offers her top tips to ensure your team's wellbeing is at the heart of all you do.



Emma Keeble

Emma is an accredited trainer with MHFA England and founder of Anchor People, which provides Hospitality Action and its members Mental Health First Aid Training, awareness sessions and wellbeing support.

She has worked in the hospitality sector for over 20 years and has lived experience of mental illness whilst working in the industry. She is passionate to break down the barriers that can create stigma within hospitality.

Steps to Wellbeing.

Two-thirds of hospitality employees have felt their mental health at work worsen in recent years*.

Step 1: Educate yourself and your management team.

- Understand the common challenges faced by your employees and develop empathy towards them.
- Appreciate everybody's capacity to deal with stress is different.
- Support your management and HR teams – they're human too!
- Learn the signs and symptoms of common mental health conditions such as depression, anxiety and burnout.
- Undertake Mental Health First Aid Training and develop a wellbeing action plan that empowers all to contribute ideas. **Find out more here.**
- Deliver the plan as you would with any other sales, revenue or engagement strategy.



* The Employee Mental Health and Remote Working Report (Wildgoose).

Steps to Wellbeing.

Step 2: Foster an open and supportive culture.

- Create a culture where mental health is openly discussed, valued and respected.
- Regularly check in with your staff and provide a safe space for them to express their concerns.
- Include sincere questions on wellbeing in staff surveys.
- Introduce and promote the use of Hospitality Action's **Employee Assistance Programme** (EAP) which provides a counselling service and 24-hour helpline.
- Create wellbeing checks and activities in team meetings; ensure no one leaves work in a negative headspace.
- Provide mental health resources and information which includes contact details for mental health helplines - Hospitality Action's **website** is a trusted source of information.
- Organise events or initiatives to increase awareness and reduce the stigma associated with mental health. **Sign up to Walk for Wellbeing!**

One in five employees in hospitality are concerned that their mental health problems could impact their position within the company*.



* The Employee Mental Health and Remote Working Report (Wildgoose).

Steps to Wellbeing.

70% of people said that their manager has more impact on their mental health than their therapist or doctor and it's equal to the impact of their partner**.

Step 3: Encourage self-care.

- Insist your employees take breaks and use their holiday days.
- Discourage excessive overtime and emailing out of hours.
- Offer true individualised flexibility and don't make staff feel indebted to you because of it.
- Lead by example and demonstrate a healthy work-life balance yourself.

Step 4: Cultivate a positive work environment.

- Promote teamwork, appreciation and recognition.
- Celebrate achievements and provide constructive feedback when needed.
- Encourage collaboration and create opportunities for all team members to bond and build supportive relationships.
- Be approachable, understanding and ready to listen.
- Be interested in your teams and what they like doing outside of work.

** Everymind at Work.



Steps to Wellbeing.

40% of hospitality workers have considered leaving the industry due to the impact of poor mental health.***

Step 5: Offer training and development.

- Invest in training programmes that focus on stress management, resilience and self-care.
- Provide resources or workshops on topics like mindfulness, mental health awareness, time management and coping strategies.
- Encourage walking meetings/time outside of the workplace.

Step 6: Constantly evaluate and adjust.

- Regularly evaluate the effectiveness of your mental health initiatives and make adjustments as needed.
- Seek feedback from your employees through surveys or focus groups to gauge their experiences and identify areas for improvement.



*** Hospitality Action

What is Walk for Wellbeing?

Powered by UK hospitality talent partner **mum** in partnership with **Caterer.com** and **Peoplebank**, Walk for Wellbeing is a fun, flexible annual event all about taking simple steps towards raising vital funds to support individuals and their families in the hospitality sector who are facing challenging times.

To find out more and sign up to walk the walk with us, visit www.walkforwellbeing.org.

Hospitality Action

Since its inception, Walk for Wellbeing has raised vital funds for industry charity Hospitality Action, which plays a crucial role in supporting and advocating for the wellbeing of hospitality staff in the UK. It offers a range of practical services including financial aid and a confidential 24-hour helpline.



Hospitality Action has answered over 26,000 helpline calls and delivered 6,753 counselling sessions since the start of 2020.

More than half of those contacting Hospitality Action for support directly reference mental health issues such as extreme stress, anxiety and depression.

A large majority seeking support from Hospitality Action are struggling with household debts, with many facing the threat of court action or eviction.

Thank you for your support.



Scan QR code to sign up
for Walk for Wellbeing

Registered Charity No: 1101083.



To discuss Walk for Wellbeing partner and supporter opportunities,
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**Hospitality
Action**

Hospitality Action Helpline

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Open 24/7

walkforwellbeing.org