

■ Staff Motivation Cheat Sheet – 5★ Hotel (Easy English, A2 Level)

1. What Staff Want

A. Respect

- Speak politely and listen to ideas.
- Don't shout or blame.
- Share work and shifts fairly.
- All jobs are important.

B. Job Security

- Clear contracts and full pay on time.
- Pay overtime fairly.
- Make good workers feel safe to stay.

C. Belonging

- Make hotel feel like family.
- Invite everyone to meetings or parties.
- Keep a friendly atmosphere.

2. Money and Benefits

A. Salary and Rewards

- Fair salary for each position.
- Share tips and service charge fairly.
- Bonus for good work or low sick days.
- "Employee of the Month" gets small gift.

B. Benefits

- Good food in canteen.
- Free or low-cost transport or room.
- Health insurance and sick leave.
- Hotel and restaurant discounts for staff and family.

3. Learning and Growth

A. Training

- Easy and clear training, not only theory.
- Show how to do jobs, not only tell.
- Offer English lessons.
- Explain hotel standards and guest service.

B. Career

- Show steps to promotion.
- Promotion for good work and attitude.
- Let staff apply for new positions.
- Support learning and career dreams.

4. Recognition and Thanks

A. Verbal Recognition

- Say "thank you" after busy days.
- Mention good workers in meetings.
- Praise small actions every day.

B. Written Recognition

- Certificate or thank-you card.
- Photo on board or message in newsletter.

5. Work Environment

A. Physical Conditions

- Clean staff rooms and uniforms.
- Working tools and safe area.

B. Team Atmosphere

- Friendly teamwork and good communication.
- Managers help during rush hours.
- Solve problems fast and fair.

6. Emotional Motivation

A. Good Leaders

- Show good example and stay calm.
- Talk kindly about mistakes.
- Say thank you often.

B. Personal Connection

- Remember birthdays and special days.
- Ask how staff feel.
- Make small fun events together.

7. Daily Motivation Ideas

- Short morning talk with smile and good words.
- “Star of the Shift” at day end.
- Manager helps team during busy times.
- Surprise treats like fruit or ice cream.
- Suggestion box for ideas.
- Feedback after shift (one good thing, one advice).
- Monthly thank-you meeting.
- Birthday greetings with small cake.
- Reward best team of the month.

8. What Staff Don't Like

- No respect or shouting.
- No thanks after hard work.
- Unfair schedule or favoritism.
- Late payment or broken promises.
- Dirty canteen or locker room.
- No chance to learn or grow.
- Changing rules too often.

9. Good Manager Habits

- Greet staff by name every day.
- Thank them after work.
- Be fair and honest with all staff.
- Give feedback in private, not public.
- Celebrate guest compliments and success.
- Keep a positive and calm attitude.
- Care about days off and breaks.
- Listen to problems and try to help.
- Explain hotel goals clearly.

10. Motivation by Department

Front Office – Praise, promotion, guest compliments.

Housekeeping – Respect, fair work, clean area.

F&B; Service – Tips, teamwork, clear talk.

Kitchen – Respect, clean space, good tools.

Engineering – Trust, safe equipment, thank-you.

Spa/Wellness – Calm area, training, respect.

Security – Trust, clear information, recognition.