EMPLOYEE ENGAGEMENT AT TOWN INN SUITES

with ADP Workforce Now® Comprehensive Services

Quick facts

Company:
Town Inn Suites

Headquarters:
Toronto, Ontario, Canada

Industry:
Hospitality

Employees:
51

ADP Products:
ADP Workforce Now®
Comprehensive Services

Daniel Seifer,
General Manager

Business challenges

Town Inn Suites is a family-run business that was looking to evolve and modernize its culture while gaining deeper insights into the employee experience.

- While customer experience was actively measured, no formal system existed to gauge employee engagement levels.
- Despite maintaining an open, trust-based culture, the company lacked a structured approach to capture and act on employee feedback.

The Solution

Town Inn Suites collaborated with their ADP HR Executive Consultant to implement a comprehensive employee engagement program centered on the Voice of the Employee engagement pulse survey tool. This collaborative approach ensured the program's proper setup, meaningful data collection, and effective delivery, resulting in an increase in employee engagement.

Outcomes

- **A clearer understanding of employee needs and preferences** based on data - celebrating individual strengths and identifying areas for improvement.
- **The development of an employee recognition program**, along with a comprehensive plan for its company-wide rollout.

"The insights gained from the Engagement Pulse have been invaluable in helping us identify our strengths and areas of opportunity as seen by our employees. Working alongside our ADP HR Executive Consultant, we actioned the survey results to improve our organization's culture and better drive a culture of recognition." - Daniel Seifer, General Manager

Key Takeaways

With expert guidance from their ADP HR Executive Consultant, Town Inn Suites leveraged the Engagement Pulse survey to create a comprehensive engagement program. The consultant's expertise in change management, communications, and insight activation helped drive meaningful improvements in employee experience and organizational culture.

Want to learn how ADP Workforce Now Comprehensive Services can help you optimize employee engagement? Visit us at adp.ca/HRO

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