Workday for Hospitality

Faced with increasing competition, tighter margins, and changing consumer expectations, hospitality companies need to be able to hire and develop engaged employees who deliver superior customer service. They need to adapt quickly and strategically to change and connect workforce decisions to financial insights. Unfortunately, many companies struggle with costly and inefficient systems that make it difficult to achieve these objectives.

Workday combines HR, payroll, finance, planning, and analytics in a single cloud-based system that is global and mobile-ready. This helps hotels, restaurants, and other hospitality organisations focus resources on driving customer service, growth, and profitability.

Support growth and change

Maybe you're opening new locations, adding new service offerings, or reorganising. Perhaps you're facing challenges with changing employment laws or trying to meet the needs of the millennial workforce. Workday can help you through periods of growth and change with its unparalleled agility and adaptability.

Workday provides a single technology architecture that can adapt to changes in your organisational structures, policies, locations, business units, workforce, and more. And it's all done through configuration, not costly customisations that require long lead times and IT support, or third-party consulting services.

The Workday business process framework can be easily configured to meet a wide range of unique needs and requirements. Apply business processes and rules differently as appropriate for hourly workers (including union and non-union), contractors, managers, and corporate executives.

With Workday, you have full visibility into your talent across the entire organisation – from corporate headquarters to individual locations, and from contractors to employees.

Engage employees to deliver outstanding customer service

Providing a differentiated customer experience is key to your success. Since your front-line employees and managers have the most impact on guest satisfaction, it's essential that you hire the right people, onboard efficiently, address problems quickly, and nurture top performers.

Key benefits

- Grow your business with rich insights into the cost and capabilities of your workforce.
- Attract, engage, and retain the new generation of workers with intuitive mobile self-service.
- Spend less time on administrative tasks and more time providing superior customer service.
- Take fast action with relevant, contextual financial information delivered through dashboards, scorecards, and reports.
- Respond quickly to change with a powerful, configurable suite of applications.

Workday applications

Financial management
- Accounting and Finance
- Audit and Internal Controls
- Reporting and analytics
- Financial Planning
- Expenses
- Procurement
- Inventory
- Projects

Financial Performance Management
- Budgeting, planning and forecasting
- Consolidation and close
- Reporting and analytics

Human Capital Management
- Human Resource Management
- People Analytics
- Audit and Internal Controls
- Workforce Planning
- Recruiting
- Talent Management
- Learning
- Compensation
- Benefits
- Payroll Management
- Time and Absence

Prism Analytics

Workday supports the full hire-to-retire life cycle of your workforce. Recruit, onboard, develop, and retain the best talent with native mobile functionality – from store or property managers and associates, to marketing and IT professionals at the corporate office.

Workforce data and processes from the corporate office and individual locations are handled in one system with Workday. You get a single source of record for identifying skills and strengths, reallocating resources, monitoring morale, giving anytime feedback, assessing retention risk, and more. Workday helps you cultivate a culture of career development and opportunity, reducing turnover and its associated costs.

> "With Workday, we provide the strategic perspective on our people, informed through data insights and strategic conversations, enabling that link with performance."
>
> – Faye Frater, SVP HR Services Planning & Analytics, Six Continents Limited

There's a better way to reach employees than break-room signage, emails to personal accounts, and manager word of mouth. Yet, hospitality companies often rely on these inefficient methods to push procedural, operational, and social communications to specific individuals or groups. With built-in notifications and alerts, Workday makes it easier to reach and engage employees on the device of their choice, eliminating the risk associated with missed communications.

Achieve productivity and cost savings

Hospitality companies are always looking for ways to reduce costs without sacrificing customer satisfaction. Native mobility, built-in business processes, self-service functionality, and a consumer-grade user experience are essential to boosting productivity while containing costs.

Workday uses configurable workflow and automation to eliminate manual processes, which ensures compliance, accuracy, and standardisation. This also frees employees and managers to spend more time serving customers and improving operations.

Workday makes it easier to analyse costs and productivity, and to gain a clear understanding of the costs and capabilities of your workforce across geographies, locations, business units, and job roles. Workday enables you to manage your contract workers in the same system as your full-time employees, providing rich insight for cost-benefit analysis.

Continuously source and track employee candidates, including those you rehire seasonally. When those candidates progress to the offer, hire, or rehire stage, they're automatically transferred to a regular job requisition to complete the remainder of the application process. This ensures a single consistent employee record, minimises the work effort related to rehiring, and makes it easier to staff seasonal, high-volume, and hard-to-fill positions.

> "With Workday, the biggest value we've experienced has been the ability to streamline business processes, allowing us to focus on industry best practices. Our previous system was extremely cumbersome and upgrades were painful. The configurations, pre-built integrations, consistent updates, and business process framework have been transformative to our business."
>
> – Jason Wolf, Director of Human Resources, Best Western International, Inc.

Control processes, minimise risk, and ensure compliance

The physical separation of the corporate office and individual locations, and the different roles assigned within each, increases the chance for errors and inconsistencies in data and processes. This risk is compounded by complex compliance requirements and the high turnover of hourly workers.

Workday is a single system-of-record for information and processes related to compensation, overtime, absence, training, background checks, and more.

Automate hiring, onboarding, payroll, step increases, performance assessment, and termination across the entire organisation – including differences for unionised and works council environments – to eliminate inconsistencies.

With Workday, all business processes are configurable and fully automated to follow an unbreakable approval chain or orchestrated set of activities or steps. And you'll be instantly notified of actions at risk of falling outside the process. You can give security permissions to employees and managers based on their role, and assign and monitor the completion of procedural and compliance training to individuals or groups.

Every transaction in Workday is tracked down to the field level. No other product has this level of security, audit, automation, and reporting in a single system.

> "MGM processes 137,000 pay cheques a month. We have a very complex payroll system and it was the least of our issues. People got paid, correctly and on time. We had very little change management to tackle in this area."
>
> – Michelle DiTondo, SVP/CHRO, MGM Resorts International Operations

Plan, consolidate, and close with confidence

Workday provides the information you need to more effectively support your business. It combines finance, HR, and operational information with key metrics, survey results, benchmarking, and other external data to deliver insights that drive more-informed decisions. The single view of data – delivered through dashboards, scorecards, and reports – helps you analyse retention risk, payroll costs, organisational performance, and other critical business areas.

In addition to supporting core accounting functions like journal entry, accounts payable, and business asset management, Workday delivers real-time consolidation so you can confidently report financial results, fulfil regulatory requirements, and streamline period-end close processes – all from the general ledger.

With Workday, you can collaborate securely on plans, budgets, and forecasts across the organisation using embedded worksheets that are similar in design and navigation to the spreadsheet tools you use today. It is the first planning, budgeting, and forecasting system to be truly unified with finance and HR data. This alleviates issues related to data integration, master data management, staleness, reconciliation, version control, and separate security models.

> "The HCM function of Workday is extremely strong in talent development and succession planning. Linking this with finance data will give us better insight into decision-making that will move us forward, not only as a business, but on the pitch, too."
>
> – Matthew Reynolds, IT Director, Southampton Football Club Limited

Workday is invested in creating and evolving business applications to help hospitality companies run more effectively. With an innovative foundation and a cloud delivery model, Workday grows and adapts with your organisation so you can succeed in the future, regardless of what comes next.

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