

Bums in Beds Incentive!!

In short:

For every night we fill all 110 rooms with bums in beds (not including no shows) each team member of the revenue office, front desk (inc nights) working will receive 1 coin per person

In detail:

Running from now until further notice. Will then be reviewed and amended / continued if it's working.

For every day we fill all 110 rooms with bums in beds every team member from the revenue office and every team member (including HOD's) from front desk (early and late) and nights, working that day will receive 1 coin per person as an incentive payment in their wages. That is all 110 rooms, not 108 or 109 – all 110 rooms.

As with other incentives it is the responsibility of the HOD's (Stacey & Laura) to ensure this is given to accounts so that payments can be made. The incentives will be one month in arrears. So, for example if this is achieved in 5 times in September, proof of that needs to be with accounts by the 15th of October allowing those 5 coins to be issued and added to the tracker!

Why are we doing this:

At present we have been very busy and despite this we are still not filling the hotel entirely. We are acting with caution (often needed) and not driving additional sales. If a guest books a room and does not turn up (as you will all know which often happens) then we charge a no show, if we can sell that room again to another paying guest then we can in essence get double for it.

There is always a fine line between what we can realistically deliver and not wanting to be significantly overbooked. But if we can work on the side of pushing this and ensuring all the checks are done then we can benefit from it. The process of overbooking is a normal one, though perhaps the process of incentivising team members for it is not, its one I want to take to give each and every one of you the chance to earn more if the hotel is benefiting from it.

The focus is on maximising our revenues, the more we can deliver the better for all of us.

Happy selling!!!