

Watermark Hotel & Spa Gold Coast

An insight into onboarding best practises in hospitality



Watermark Hotel
& SPA GOLD COAST

Country: Australia
Verticals: Hospitality
Onboards per year: 100+

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Julie Courtie,
Director of Human
Resources

About Watermark Hotels

With the G:link light rail delivering people right to the door, Watermark Hotel & Spa connects thousands of patrons each year to all the delights that the Gold Coast has to offer.

The Watermark Hotel and Spa's founding principle is simple - to strive to deliver facilities and services that leave guests feeling refreshed and rejuvenated.

The challenge

The hospitality sector faces significant challenges when it comes to attracting, nurturing and retaining the right staff - with the industry in Australia facing a 50% average turnover rate per year.

The HR team at Watermark spent a great deal of time fostering a great culture to aid their efforts to attract the best people - only to find engagement level decreased as new hires were asked to navigate a bureaucracy of forms and enter information already captured. As Julie Courtie, Director of Human Resources put it:

“We would provide new team members with mountains of paperwork and it was a real challenge for them to return everything - they would only return minimum required to receive payment.”

Compounding this challenge, all new starters are required to read and accept the hotels policies, contracts and complete an online fire training course. However, the lack of compliance with new starters not returning forms had the potential for some serious legal implications and lost productivity.

“We had no proof team members had read and accepted policies, contracts or conducted the online fire training. This could have had legal ramifications in the event of a dispute or emergency”

The solution

For Watermark Hotels, their solution needed to create a personalised new hire experience, while increasing the HR teams visibility into the onboarding process.

HROnboard's online offer and acceptance process meant no more paperwork for the new hire. Gone are the days of formulating and printing out paper contracts to be signed and returned. The team at Watermark Hotels have automated the entire offer & acceptance process with a streamlined, new hire friendly process that creates a great first impression.

New starters can review and accept their tax forms, contracts, and workplace policies in a simple online process - ensuring compliance and giving HR clear oversight they could not have achieved in the past.

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HROnboard has assisted in our transition to a paperless environment

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The results



5 minutes

How long it now takes for the Watermark Hotel's HR team to create and distribute an offer.

When it comes to contract generation, using an onboarding solution like HROnboard has dramatically reduced the amount of time HR spends creating contracts, printing, putting together physical offer packs that need to be posted out to the new hire.

An offer of employment, which previously took many hours to put together, now takes less than 5 minutes to produce and distribute using the dynamic contract builder.

The Watermark Hotel have made the successful move to a more simple and streamlined paperless onboarding process - freeing up more time for the team to focus on new initiatives that drive an improved employee experience. The team are now looking forward to launching new Core Values, and Core Value Training and exciting new employee recognition program in the coming months.