

## CASE STUDY

### HUMAN RESOURCES

#### OPPORTUNITY:

Maintain and recruit the most qualified, professional, committed, talented employees and support them in a culture of success and profitability. Develop training practices and standard operating procedures for all brands and positions to support the transferability of employees.

#### SOLUTION:

Morrissey Hospitality Companies is committed to being the employer of choice. Our employees are empowered in the workplace; everyone has the freedom to take guest-friendly, business sensitive actions to ensure our guests are 100% satisfied. Our employees have the right and duty to be involved at work and in the community, provide feedback, influence decision-making, and help our brands continuously improve. MHC's culture and proven, tested and continuously growing training practices and standard operating procedures, developed by experienced, professional hospitality veterans allow our guests to experience and know "Authentic Hospitality."

#### THE RESULT:

Since 1995, the brands of Morrissey Hospitality Companies have had an average turnover rate of 15-20%, which is 40-45% less than the hospitality industry average.

