



ELMA

GIVING FEEDBACK

As a line manager, part of your role is to give feedback to your team members to help them improve and develop in the future. ELMA is an ideal opportunity to share feedback and the best way to do this is by using real life examples.

Practice makes perfect when it comes to giving feedback, we have included a couple of useful phrases and examples to help you give feedback.

WHAT I APPRECIATE MOST ABOUT YOU IS...

- How you demonstrate the principle 'innovation'. It was great to see you doing some research on the seasonal trends for the drinks/ food menu and providing suggestions as to how we can improve.
- How you serve each and every one of our guests with a smile, particularly the family we had in last week who were a little challenging.
- Your attention to detail, particularly when organising bookings and making sure our guests are well looked after.
- How you come to work with such drive and energy for what you do! I notice that every day you come in and take time to understand what's going on and prioritise your work.

I BELIEVE YOU COULD BE EVEN MORE EFFECTIVE IF...

- You took more time to talk to our guests and perhaps try to offer them more drinks, for example the gentleman in the bar sat for 40 minutes last week without being offered a drink.
- You completed a more thorough shift handover, including what tasks have been complete, what is left to do and a summary of any upcoming bookings to help the next supervisor on shift.
- You took more time to plan project prior to starting them, for example the sell more bedroom's project could have been co-ordinated with other properties if it was planned at the beginning
- You were more mindful of how you bring our purpose to life in the 'friendly faces' section, over the past few weeks I have noticed you don't always smile at customers when you serve them. It would be great to see you smile more at work, to your colleagues and guests to make sure they have a great experience with us.