Societal and cultural trends are changing the face of workplaces around the world. Diversity is integral to success. Intergenerational workforces are influencing culture and driving new engagement approaches, and millennials are entering work with vastly different career expectations from their predecessors. Hyatt has always considered itself a company in the “people business,” and this backdrop brings even more focus to caring for people so they can be their best.

OUR FOCUS

Our colleagues are the heart of Hyatt. They deliver the care, warmth, and the hospitality for which Hyatt brands are recognized around the world. That’s why we call ourselves the Hyatt family. Our focus is on listening and cultivating an environment where our colleagues can be their true selves, where their career development is actively supported, where uniqueness is celebrated, where feedback is heard, and where collaboration and innovation are encouraged.

“The Hyatt culture is built around exceptional people, and there’s nothing more rewarding than hearing that our colleagues feel deeply connected to the Hyatt family on an emotional level. We take pride in nurturing our people with the same level of passion and attentiveness that we bring to caring for our guests.”

Frank Lavey, Senior Vice President, Global Operations
CAREING FOR OUR COLLEAGUES

OUR ACTIONS

CREATING A GREAT PLACE TO BE

Caring for our colleagues requires understanding them as individuals and designing experiences rooted in empathy. This approach is apparent in the way we solve problems and converse with our guests and one another. Below are some of the actions we’ve taken to create conditions that enable our colleagues to be themselves.

- We believe in providing our colleagues with a compass, rather than a map. Our industry has relied on scripts that were created to ensure consistency during periods of rapid growth, but at Hyatt we tore them up. Instead, Brand Experience Guides provide the direction and outline the experience we want our guests to enjoy, and we trust our colleagues to use their best judgment about how to bring that experience to life.

- At the front desk, our colleagues want to get to know our guests. But that engagement has been hampered by multiple systems and several check-in steps. So we built a customized, integrated system that reduces the keystrokes needed during the check-in process and gives our colleagues more time to connect with our guests.

- We launched a new Time & Attendance program at our hotels, replacing the old system that focused primarily on the efficiency of scheduling. The new system enables housekeepers to take more control over managing their schedule in a way that allows them to be their best both at home and at work.

- We overhauled our employee orientation experience focused on policies and procedures with one that enables individuals to feel connected to the Hyatt family. This helps us to set the tone from the outset that we want our colleagues to be their authentic selves, rather than fit into a mold.

Furthermore, our diversity and inclusion practices promote a culture where individual uniqueness is celebrated. To learn more, please see our Diversity and Inclusion Issue Report.

Our Values

Our core values define our culture. They are: respect, integrity, humility, empathy, creativity, and fun. We instill these values throughout our organization, and we use them to guide our business practices and how we conduct ourselves in our day-to-day jobs. As we continue to grow, we are placing even greater emphasis on our colleague recruitment practices – ensuring that the people we hire reflect our culture, values, and purpose.

A WORKPLACE FOR WELL-BEING

Beyond creating conditions for our colleagues to be themselves, we strive to make our hotels and offices places that support our colleagues’ health and well-being. For instance, we have been updating heart of house areas to be places where colleagues can rest and relax, giving employee cafeterias more of a restaurant feel, and providing exercise and entertainment options where possible. Within our employee cafeterias, we focus on serving healthy breakfasts, lunches, and dinners at little or no cost.
A WORKPLACE FOR GROWTH

Our commitment to learning and development runs across the whole organization, with programs and opportunities open to everyone.

To strengthen this commitment, we launched a new learning platform in 2015, My Learning, which replaces the traditional classroom approach with an interactive, social platform that uses videos, eLearning, and mobile communications. This platform is particularly critical for supporting flexible learning for colleagues who are not desk-based, and provides a more engaging learning experience.

By moving to an online system, our learning team can now monitor data and analytics around colleague training, which supports future decision-making around methods and approaches. The data also shows a 62 percent increase in colleague satisfaction compared to previous tools.

Creating Opportunities for Growth

Performance reviews are critical for supporting professional development. To better address our colleagues’ needs, we have moved away from traditional, structured sessions and a rating system. Instead, we introduced a “coaching approach” and a culture of more timely, regular, and purposeful feedback to support our colleagues’ desires to grow both personally and professionally.

Alongside job training, we also provide colleagues with a wide range of development opportunities, such as rotational programs and mentorships, while also reimbursing colleagues for relevant training outside of Hyatt. For our leaders, we support executive education programs at universities, including Stanford, Harvard, Northwestern, and the London Business School.

Colleague Benefits and Perks

We provide safe and healthy workplaces, and we offer employees competitive wages, health care, retirement savings, and performance-based incentives. We also offer a number of industry-leading perks to eligible colleagues, including complimentary stays at our hotels, provided in part so they can experience our hotels as guests.

Benefits to support our colleagues’ health vary from country to country. In the U.S., our largest market, some of the benefits we offer include free flu shots, personal coaches to support them giving up tobacco, and many customized weight-loss programs. We also offer our colleagues and their families quick, convenient, and low-cost access to a doctor via the phone or the web, free exercise classes, and a variety of counseling programs.

Winning Awards

Our efforts to be the most preferred hospitality company for our colleagues are paying off, demonstrated by the awards we earn.

- World’s Best Multinational Workplaces – Great Place to Work®
- FORTUNE “100 Best Companies to Work For®”
- Human Rights Campaign Best Place to Work for LGBT Equality
- Gallup Great Workplace Award