

## Celebrating a Job Well Done

Banquet services tend to be busy departments staffed by a combination of fulltime, part-time, and casual staff. Servers, especially, often are students looking for an income but planning to head into different career paths. This mix of staff and interests might make for a challenge when it comes to celebrating successes, but the Victoria Inn in Winnipeg has met and surpassed the challenge.

“We have a strong family sense in the department,” says Tyler Mauws, Banquet Manager at the Victoria Inn. “The hotel provides excellent wage incentives so a formal incentive plan has not been necessary.”

Although there is no policy manual on how to celebrate his staff and departmental successes, Mauws makes sure everyone in the department knows when a staff person has been commended. If a client phones or writes in with a thank you or message of appreciation, Mauws posts it for everyone to see. He believes it’s important not just to tell the individual in person but to make sure everyone else acknowledges it.

A number of initiatives and attitudes have helped create the family atmosphere, including having meals together, having management pitch in for different tasks, being approachable, and being flexible. Mauws makes an effort, for example, to accommodate the schedules of his staff who are at school. By going out of the way for all his staff, Mauws sees them responding in kind, making it an ‘easy’ department to manage.

“We also try to make efforts to help anyone who wants to move up in the company,” Mauws adds.

The department may be ‘easy’ to manage because of the attitude of staff, but the hours can be long and everyone can be pushed to the limit. Thanks to the attitude and the family atmosphere, Mauws finds most staff are happy to be there and they enjoy their work.

If anyone is uncomfortable with their job, Mauws tries to help them by making sure they have the training they need and the support to give them confidence. More formal training, including MTEC programs, is offered as well.

“The number one thing to celebrate and achieve success,” Mauws emphasizes, “is to maintain a positive attitude. From the time we walk in the door, my assistants and I must have a positive attitude to help set the mood for everyone. The staff will, in turn, feed from that positive vibe promising a much more enjoyable workplace.”