**EMPLOYEE ENGAGEMENT**

**Learning Outcome 4: ACTIVITY 6**

**PAIRS ACTIVITY**

**The link between customer service and employee engagement, linked to business performance**

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| Individually, read the following article: Gary Cattermole, Jaime Johnson, Diane Jackson, (2014) "Employee engagement creates a brighter economic future at Jupiter Hotels", Strategic HR Review, Vol. 13 Issue: 2,pp. 81-85. (This article will be available in your online student resources.) Now working in pairs, consider the following:* The article states that it looks at the issues of how to monitor and increase levels of staff engagement over time to deliver business results. Make a note of the key points that it makes to demonstrate this.

Be prepared to discuss your answers in class. |