



HR SOLUTIONS INTERNATIONAL, INC.

Success Story: The Power of the Mop





Turning Feedback into Action

Sometimes it is the little things that end up making all the difference. To the Environmental Services staff at an Indiana casino, the company mops were a little thing that was creating a big mess.

HR Solutions was contacted to survey all casino employees and found an unusually high level of dissatisfaction in the Environmental Services Department. Staff members had become dissatisfied with the tools and supplies they were given to clean the casino. They thought the well-used mops no longer did an adequate job of cleaning the floors and needed to be replaced. Employees also thought the liquid cleaner was substandard and lacked a fresh and clean aroma. They wanted a pleasant scent to linger in the air so co-workers and casino guests could appreciate their efforts. In essence, due to the poor quality of tools, employees felt they were not able to perform their job to the best of their abilities and could not take pride in their work. Sadly, the staff members had requested new cleaning materials on several occasions and their requests were denied each time by the department manager, Pat.

Since employees had repeatedly requested new tools and were turned down, they naturally felt quite unappreciated by their department manager. As a whole, the staff had become Disengaged because their feedback had been ignored.

Our expert feedback facilitator considered this information a “Quick Win” for the casino. The issues reducing Employee Engagement could be handled immediately with minimal trouble or cost. Buying new supplies would eliminate the dissatisfaction with department resources, and strengthen employee faith in supervisory staff. When presenting this information to the Environmental Services Department Manager, she did not see the situation in the same light. She vehemently told employees on many occasions that they would not be receiving new supplies, and that she was not going to change her mind. Remarkably, she also retorted that there was not a single cleaning fluid on the market that did a good job of cleaning and also smelled good.

Sometimes management is reluctant to make changes after receiving employee feedback. Preconceived notions about why survey scores were low on particular areas can make it difficult for managers to objectively analyze survey results. Oftentimes, simple changes that would make a big impact on Engagement can be misconstrued as unimportant to the bigger picture. In this case, the “Quick Win” was ordering new cleaning supplies. HR Solutions coached the department manager on why implementing this change was critical, but unfortunately, she refused to comply.

To respond to the staff, casino executives agreed to not only purchase top-of-the-line mops, but also to have each mop handle branded with the message “From the Employee Survey - Thanks for the Feedback!” Now when employees are cleaning, they merely have to look at their mops to be reminded of both the power of their feedback, and that senior management took the time to listen to them. Much to the staff’s excitement, executives were also able to find a cleaning fluid that sanitized while leaving a fresh lemon scent. Employees were satisfied that the proof of a job well done would now be in the air. This organization found out first-hand how positive change can be initiated when the lines of communication are opened.



