



Hospitality Association of New Zealand

REMOTE CONTROL

TELEWORKING

AN EMPLOYEES PERSPECTIVE

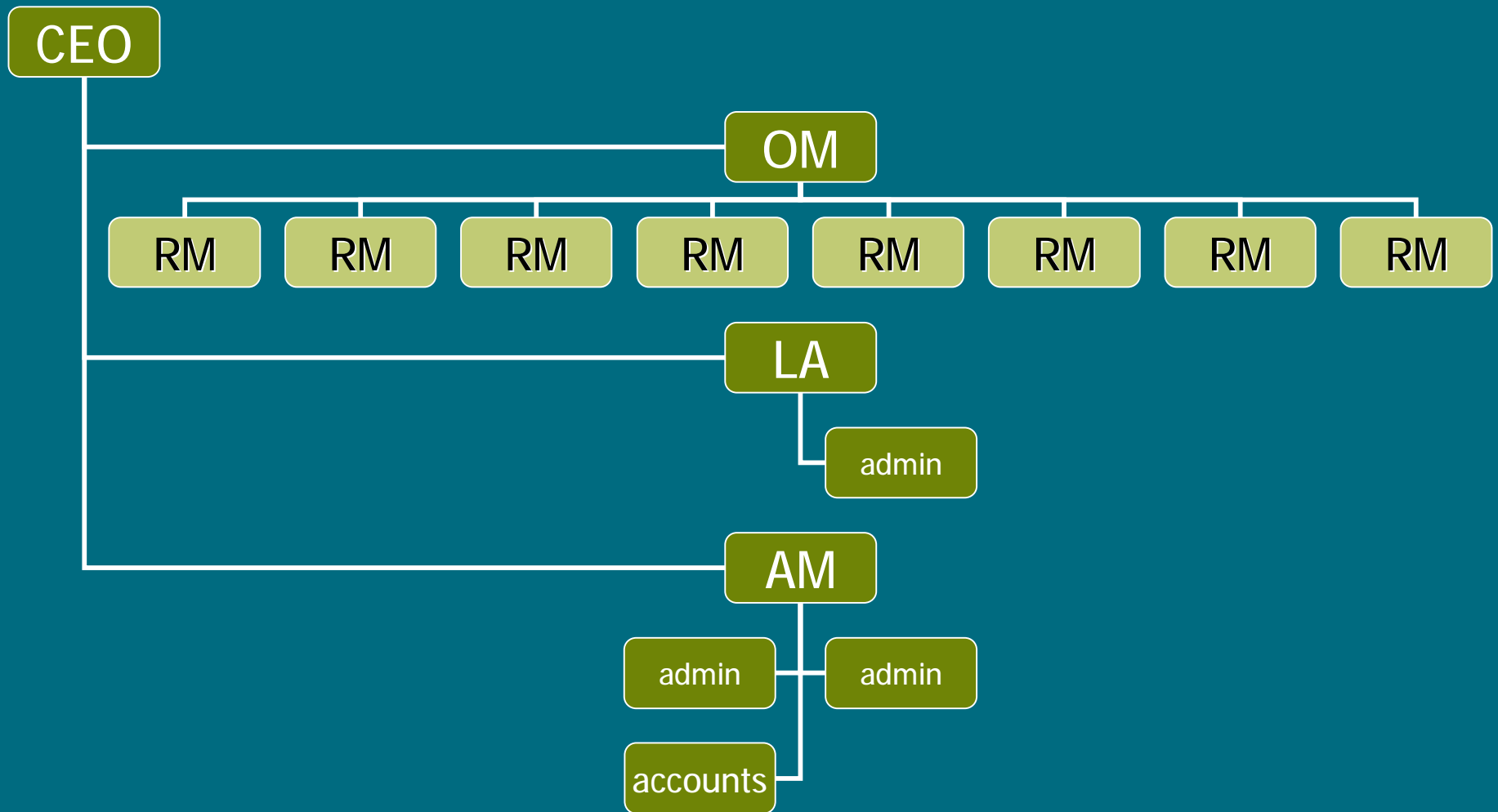
Sara Tucker Hospitality Association of NZ Regional Manager

HANZ



- Trade Association est. 1902
- Advocacy and Advisory Service
- Wellington Head Office - 8 staff
- Teleworking - 8 Regional Managers
- Teleworking since 1996
- 2500 clients/members

Organisational Structure



Regional Manager's Role



- Region – Northland and Central Auckland
- Advisory – employment, operational, liquor
- Advocacy
- Membership growth
- General enquiry and assistance
- Regional activity – educational and social
- 50/50 home and away

Teleworking since 1996



Success?

- Growth 700 ➡ 2400 members
- Market expansion
- Staff Retention
- Identifiable team spirit and company culture
- Cost reductions
- Excellent customer satisfaction survey results

Success Contributors

.....how HANZ makes teleworking work



- **Leadership**

- Trust over control

- Empowerment and responsibility

- **Communication**

- RM team kept well informed

- Conference calls fortnightly

- Database

- 0800 number

- Quarterly meetings – social aspect v important

- MBO performance management system

- KPIs **results** not activity oriented

Success Contributors Cont...



- **Support**
 - Administrative
 - Consultation. Management accessibility
 - RM Team prioritised
- **50 %** Working week at home
- **Vision** and priorities well communicated
- Common **purpose** – a cause to believe in
- Informal company team traditions - culture
- **Recruitment – self sufficiency, motivated**

Advantages for the Employee



- Less stress, improved work-life balance and health
- Autonomy
- Flexibility
- Lack of interruptions – productivity
- Lack of office politics
- Total control over working day
- No traveling in rush hour
- Able to getting non-work activities done
- More time for family

Issues for the Employee



- Isolation
- Workaholic tendencies
- Lines blurred; too much 'home' & no sense of ever being away from work
- Not as much brainstorming of issues
- No office camaraderie, drinks after work
- Having to self motivate and stay motivated
- Distractions from home life/chores
- Family and friends interrupting

Where would YOU rather be at 8am?



Or here?



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