



## Designing employee spaces for a more productive and engaged hotel workforce

A well-designed command center can help improve hotel efficiency and streamline operations. With the hospitality industry having one of the highest turnover rates, innovative solutions can be essential for attracting and retaining talent.<sup>1</sup> By reimagining back-of-house areas as thoughtfully curated workspaces, hotels can create a more engaging and productive environment, ultimately boosting employee satisfaction and retention.

While much attention is given to the guest experience, the employee experience plays an important role in shaping the quality of that experience.<sup>2</sup> Employees who feel supported in their physical environment are often more engaged, more collaborative and more invested in delivering excellent service.<sup>3</sup> Investing in functional and well-designed employee areas can help bridge gaps in communication, reduce fatigue and support day-to-day operational flow.

From linen rooms to shift planning desks, each zone behind the scenes contributes to overall guest satisfaction. Thoughtful layout decisions, like placing shared resources near high-traffic areas or providing designated zones for downtime, can help streamline work and minimize bottlenecks.

To foster a more effective and enjoyable workplace, hotels can consider incorporating these elements into their workspace design:



### Collaborative spaces:

Effective teamwork requires communication. Having designated areas with modular seating, shared desks and whiteboards can encourage communication and group-problem solving. Open-plan layouts or combined workstations can improve workflow communication, directly impacting guest satisfaction and loyalty.

These spaces can also support onboarding and training, giving managers a dedicated area to connect with team members and reinforce expectations. Collaboration zones don't have to be large, they just need to be functional, adaptable and welcoming. A thoughtfully planned collaborative space can help strengthen team dynamics.



### Quiet focus areas:

Hotels can be a loud environment and providing space for concentrated work is important. Soundproof booths, quiet rooms or focus pods allow employees to handle tasks without distractions. These spaces are especially helpful for administrative tasks, shift planning and moments where privacy or reduced noise is needed.

By offering these areas, hotels can help support a wider range of job functions and responsibilities. Quiet zones can also serve as decompression areas for employees working high-energy shifts. Ultimately, these types of spaces send a clear message that employee focus, mental clarity and individual work styles are all respected and supported.



### Comfortable seating:

Ergonomic chairs with adjustable settings and lumbar support add comfort and promote better posture, while sofas and bean bags in breakrooms offer relaxation. ODP Business Solutions® has an extensive catalog of [modern furniture](#) that is both stylish and functional. Not only can comfortable seating boost morale, it can also contribute to higher employee engagement.



### Refreshment station:

Access to coffee, healthier snacks and beverage stations is an option to demonstrate care for employees' well-being. These amenities may not only boost morale but also promote better health and sustained energy levels.<sup>4</sup> ODP Business Solutions® offers a wide variety of [breakroom services](#) to help employees unwind and relax.

Well-stocked refreshment areas can serve as a central hub for team connection, providing informal spaces to recharge during long or busy shifts. Including a variety of beverage options, light snacks and a clean, inviting design can help encourage regular use. It's also an opportunity to communicate that employee wellness is part of a larger culture of care.



## Design that supports people and performance

A thoughtfully designed employee space does more than support daily tasks—it helps build a more connected, engaged and satisfied team. When employees have the tools, spaces and comfort they need to succeed, they're more likely to contribute positively to the guest experience.

Guests may never see these behind-the-scenes spaces, but they often feel the results—whether in the energy of the staff, the speed of service or the attention to detail in daily operations. As employee well-being improves, so too does the guest experience.

By designing environments that help employees feel supported, hotels can help address staffing challenges while creating a workplace culture that encourages growth and collaboration.

## Partnering for better workspaces

By thoughtfully designing these spaces, hotels can create a workplace that not only enhances productivity but also makes employees feel valued and appreciated. This approach can help improve job satisfaction and retention rates, which can lead to better guest experiences and operational success.

The dedicated team at **ODP Business Solutions Workspace Interiors®** can help hotels design a curated space for maximum productivity and collaboration.

<sup>1</sup> <https://www.hrdive.com/news/industries-with-highest-quit-rates/721216/>

<sup>2</sup> <https://www.gallup.com/workplace/236441/employee-recognition-low-cost-high-impact.aspx>

<sup>3</sup> <https://pmc.ncbi.nlm.nih.gov/articles/PMC9136218/>

<sup>4</sup> <https://www.shrm.org/topics-tools/news/benefits-compensation/employers-see-wellness-link-to-productivity-performance>