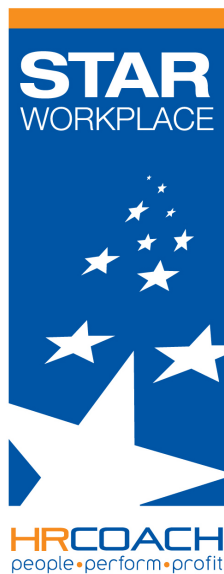


CASE STUDY



“Our mission statement is based on the exceptional service & friendly attitude of our team. Keeping our team focused and happy allows *wok on* to continue to provide outstanding service to our clients.

The STAR Workplace program provided objective feedback that attraction and retention strategies were working effectively.

The STAR Workplace process was rigorous but simple to go through and the information was extremely practical for us to implement for the next 12 months.”

Chris Edwards
Managing Director
wok on oriental catering

AT A GLANCE

Organisation

wok on oriental catering
<http://www.wokon.com.au>

Industry

Hospitality

Key Challenges

- Retention of Key Employees
- Workplace Improvement
- HR Planning

Solution

STAR Workplace Program

Key Benefits

- Clarity in employer and employee satisfaction
- Establishment of a joint goal for the next 6 months
- Proactive Action Plan for the next 12 months
- Development plan for the HR Administration
- Clear, simple business improvement plan
- Benchmark and monitoring system ongoing for the organisation

Client Profile

wok on oriental catering is a unique “on show” mobile function and event catering company that provides your event with a distinctive touch and an infusion of Asian flavour and flair.

wok on oriental catering’s mission statement is “to provide exceptional meals and service with a fresh and friendly attitude that compliments your function.”

Happy and positive employees are key to ensuring *wok on* oriental catering can deliver exception service.

Challenge

wok on oriental catering was facing increasing demand in the market for their services. Chris decided to undertake the Star Workplace Program as a means of improving attraction and retention of staff and to ensure that he was aware of any areas for improvement. Chris was carefully measuring client satisfaction but did not have a proactive way of measuring and managing staff satisfaction and linking their behaviour to his business strategy.

Chris stated “We had just finished an involved strategic planning process so we looking for the next logical step of benchmarking the teams satisfaction and performance in line with these strategic changes. The STAR Workplace Program provided the business with the confidence that the team were extremely happy and focused on the business objectives.”

Chris has just appointed an Operations Manager who will use the practical action plan from the STAR Workplace Plan to work through key priorities for the next 12 months.

Solution

- STAR Workplace was chosen as it was research based, practical and relevant to the business.
- Simple to administer surveys, with key questions about the workplace.
- Comprehensive report with priorities for risk, management and growth.
- Industry benchmark system to monitor our progress.
- Action plan for the business to follow.

Result

- A proactive HR Plan which is a blueprint with goals to achieve in the next 6 months.
- Employer branding strategy to support business growth.

Call us for more information on the
STAR Workplace Program or
joining the HR Coach Network

Ph: 1300 550 674
star@hrcoach.com.au

www.hrcoach.com.au

HRCOACH
people•perform•profit