Galle Face Hotel Management Group

Galle Face Hotel is an award winning heritage hotel located at the heart of Colombo, Sri Lanka, which is steeped in the unique history of Sri Lanka amidst tradition and family values. It is probably the only Hotel in the world which has a setting of a sea front city Hotel combined with the features of a beachside resort together with grandeur and elegance of the bygone era of Sri Lanka.

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The challenge

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The Deluxe Heritage Hotels Collection - The Galle face hotel in Colombo & Hotel Suisse & Queens Hotel in Kandy.

The Resorts Collection - 4 hotels routed in some of Sri Lankas' most special areas offer a modern facility with outstanding vista and access to experience this great country. The Lake Hotel Polonnaruwa, The Surf Hotel Bentota, The Safari Hotel Tissamaharama and The Lake House Polonnaruwa Each of these recently refurbished hotels offers traditional Sri Lankan hospitality to visitors.

The Heritage Rest House Collection - The quaint surroundings steeped with the enchantment of Sri Lanka's colonial heritage are the key elements of the Heritage Rest Houses that comprise of 12 properties around the island. Ambepussa, Pussellawa, Kitulgala, Belihuloya, Ella, Hanwella, Dambulla, Sigiriya, Habarana, Mihintale, Medawachchiya, and Weligama. Intimate traditional accommodation, in colonial bungalows, all with outstanding local cuisine is ideally based from which to travel and explore Sri Lanka.

leisure interest of Galle Face Hotel, Kandy Hotels PLC and Ceylon Hotels Corporation PLC. Under this banner are 3 distinct portfolios of businesses.
teams. Most importantly they lacked centralised processes to manage their employees, distributed in 19 locations, across the island.

Galle Face Hotel on the other hand, had a very basic HR system to capture leave applications and attendance of employees. However, this system was not adequate enough to capture more intricate details such as the employee rosters, which lead to constant errors in monitoring the attendance of employees.

Both entities were not satisfied with the procedures and control they had over their employees. In addition, managing an organisation with a diverse property distribution, requirements involved time consuming and costly practices, which would require more resources, and that was a big challenge. It was extremely vital for the Galle Face Hotel Management Group to deploy an appropriate HR system across both the hotel and the Ceylon Hotel Corporation Group.

**Why HRMenterprise?**

Galle Face Hotel Management Group primarily chose hSenid HRMenterprise due to the reputation the system has in the HR industry and also due to past experiences the HR managers have had with the system. The system also supported accuracy, efficiency and end-to-end platforms that connect people, which the group was focusing on. This along with the 17 years of industry experience which hSenid brought along contributed to them choosing the solution.

On evaluating HRMenterprise, they identified that the system surpassed their requirements with the technical architecture which is integrated in the system that would allow the organisation to very effectively manage the dispersed workforce of all its hotels. It also provides easy accessibility for users, enabling them to access the system from anywhere, anytime, with the use of any device with internet.

HRMenterprise also offered the organisation flexibility by accommodating all of the company’s requirements into the system through configurations. The system practices a configuration over customisation principle, which makes it considerably easy to tailor the system as per the customer's needs.

Subsequent to an in-depth evaluation process of a few similar HR systems, Galle Face Hotel Management Group opted to choose hSenid HRMenterprise due to the above mentioned key features and factors.

**The implementation process**

hSenid HRMenterprise was implemented at The Galle Face Hotel Management Group in two phases. The first phase of the implementation process consisted of the core HR modules. Employee Information Manager, Organisational Structure and Employee Life-Cycle Management were included in the first stage of the implementation. The second phase of the implementation process was to implement vital operational and reporting modules such as; Time and Attendance, Absence Management and Report Navigator.

Once the modules were implemented, the necessary business rules were configured in order to fulfil all requirements of Galle Face Hotel Management Group. The implementation process was not a very smooth process at the start; however the implementation team of hSenid managed to complete it successfully, ensuring an effortless transition phase. The implementation staff of hSenid ensured that the entire implementation process ran without any barriers, and in the event an obstacle was faced, were always available to troubleshoot.

**The impact HRMenterprise had**

One of the key benefits that Galle Face Hotel Management Group has acquired through the deployment of hSenid HRMenterprise is that the rosters of all employees can be monitored and scheduled in an accurate and appropriate manner. The hotels have several rosters to which the employees must adhere on a shift basis. Nevertheless, most often there have been misunderstandings and vague communication to the employees, which have led to employees not showing up for the allocated shift, causing another employee to work longer hours. However, with HRMenterprise, the hotel is able to allocate the shifts accordingly and communicate them to the relevant employees. This has greatly enabled the hotel to increase their staff efficiency as well as to improve employee satisfaction.

Accurate time and attendance data of all employees can now be captured through the system using fingerprint devices. This allows the hotel to eliminate any violations of the in and out timings that were taking place previously. It also has the ability to capture any overtime worked by an employee, which will enable the company to remunerate them accordingly with less manual intervention.
Overall, the employee satisfaction and moral within the group has greatly improved after the system was put in place. Initially, there was reluctance among some of the employees in using this system. Nevertheless, once they got the hang of using the system, they were very pleased with it. The employees claim to have more control over their HR related tasks, it has also facilitated communication throughout the whole group and added transparency. These factors have boosted the confidence the employees place in the organisation and improved employee satisfaction, which has uplifted the efficiency levels.

In addition, the system was able to give HR the precise headcount of employees every day.

The leave application process is now streamlined and very systematic. The employees do not have to send emails through their supervisors or have to personally go to the HR department to submit their leave applications. They are now able to apply for leave through the system, with a few simple clicks. In a few departments the employees are using the system and applying leave on their own. However, in other departments the supervisors are able to do this for their subordinates with very little effort. This has significantly reduced the workload of the HR executives, as they are able to save time with leave approval of employees. This has thus far contributed towards building employee confidence. The hotel is planning on introducing KIOSK devices to further streamline this process, so all employees can go up to a machine and apply for leave.

As most of these operational HR activities are now automated within the group, the HR teams are able to spend less time on them, and focus more on vital strategic HR functions and employee development. They will now have time to conduct appropriate performance management, talent management, succession planning etc., which will enable the organisation to grow further in terms of productivity and effectiveness.

Galle Face Hotel Management Group is also now able to generate reports using the Report Navigator module, which will assist in critical decision making processes. The metrics that are encompassed in this module will pave the way for the management to analyse and forecast important information, situations or growth. The module also facilitates the generation of on-demand reports.

There are many employees working on contractual basis, hence these contracts must be either processed or renewed on time, prior to the date they end. With HRMenterprise in place, the HR staff at the hotels receive alerts well in advance of the date the contract ends. This facilitates systematic handling of employee contracts.

HRMenterprise has also been able to contribute towards the corporate objectives in terms of building employee relationships with the management by creating an environment that is appealing to work in.
About HRMenterprise

HRMenterprise is a comprehensive Human Resources Management and Information system that caters to a wider spectrum of HR functions to improve the HR business processes of organisations. The system has been deployed to over 700 clients in 18 varying business sectors across 30+ countries including diverse private and public sector entities; ranging from small & medium businesses to very large enterprises.

The system encompasses a structured approach from talent acquisition, nurturing, managing tenure life-cycle, compensation & benefits and smoother employee disengagement. It consists of over 30 functional modules that are seamlessly integrated to enhance visibility, empower decision support and enrich employee engagement. HRMenterprise is encapsulated by world class best-of-breed processes and practices consolidated throughout many years of client associations.

The product has been modeled for effective employee engagement from operational staff though powerful self-service capabilities and mobile accessibility for corporate level staff and functional staff as well as enabling the accessibility for lower levels of staff though kiosk based devices.

Powerful scalable options stretch the abilities of the product to be deployed over multifaceted enterprises, including varying localisations and fulfilling statutory reporting needs. It also ensures that employee data are securely managed and end employee HR functions are under their control improving higher productivity and employee engagement with necessary accessibility options. Successful deployment of the product gives you the surety of continuous returns on the investment whilst enabling the elevation of employees to fulfill the business needs of the organisation with optimum functional and enterprise level collaborations.

Our Global Coverage

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