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An Influence of Employee Wellness in Hotels

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ABSTRACT

Employee wellness has a significant influence on the performance, productivity, and service quality in the hotel industry. Hotels operate in a fast-paced and demanding environment where staff face long hours, shift work, and constant interaction with guests, which can lead to physical fatigue, stress, and burnout. Implementing employee wellness initiatives, such as health check-ups, fitness programs, stress management workshops, mental health counseling, and work-life balance measures, helps maintain the overall well-being of employees. When employees feel healthy, supported, and valued, they are more motivated, engaged, and committed to their work. This positive mindset translates into better customer service, improved guest satisfaction, and enhanced operational efficiency. Moreover, wellness programs reduce absenteeism, lower employee turnover, and foster a positive organizational culture, making hotels more attractive to skilled talent. Research shows that hotels that prioritize employee wellness gain a competitive advantage through increased productivity, teamwork, and loyalty. In essence, employee wellness not only benefits individual staff members by promoting physical and mental health but also has a direct impact on organizational success, guest experiences, and long-term sustainability in the highly competitive hospitality sector.