

## CASE STUDY

# Mandarin Oriental Hotel Group

**Grokker client scales quickly to support employees worldwide during disruption**



Grokker

Mandarin Oriental Hotel Group (MOHG) is the award-winning owner and operator of some of the world's most luxurious hotels, resorts, and residences. With an international workforce of over 12,000 people across 33 hotels and seven residences in 23 countries and territories, MOHG has always championed colleague and guest wellbeing. "The wellness offering in our hotel company compared to other hotel groups," explains Will Mayor, Head of Learning and Development at MOHG, "is really at the forefront as far as the guest experience and the colleague experience." When the pandemic struck, however, prioritizing health and wellness was elevated to a new and more urgent level.

**“ Wellness is not just our spa, a place with four walls in the hotels. It penetrates into the guest experience, and on my side of things, the colleague experience. And it's really helped us over this COVID period.”**

**Will Mayor**

Head of Learning and Development, MOHG

## Problem

While initiatives centered on workforce wellbeing have always been an integral part of this hospitality giant's mantra, the emergence of COVID-19 set in motion an entirely new set of challenges that Mayor had to hit head-on. "I joined this company with grand plans for strategy and long-term projects, and then COVID happened," says Mayor. "For me, it went from long term strategy to shorter term tactics." Mayor needed to respond — quickly — with a plan to provide employees with robust support that was both timely and meaningful.

## Wellbeing Beyond the Pandemic

“What's happening right now needs more than that bandaid on top of it. Our colleagues need the tools to deal with the future. We are trying to build our colleagues to be strong.”

— Will Mayor,

Head of Learning and Development, MOHG



## Solution

MOHG's relationship with Grokker began in mid 2019, so having a platform-based wellbeing solution in place early that could quickly scale with the emerging needs of his colleagues was auspicious. Mayor needed to deliver wellness content companywide at the pace that individual needs were evolving. Careful to point out that it's not about throwing a lot of content out there just to see what sticks with employees, Mayor says, "Now it's about basic things: their safety, their security, their psychological needs, their wellness. It's all about blend now," he adds, "and giving people learning — and indeed wellness is part of that — at the point of need."

Mayor admits that employee engagement amidst a backdrop of such uncertainty can be challenging, but that's why his team prioritized communicating early and often with employees. Each site contacted employees personally, every week, just to ask how they were doing, what they were cooking for dinner, how the family was, etc. Capturing these pain points meant that the right wellbeing support could be delivered at the right time to every MOHG colleague — assuring them that they were valued and listened to. What's more, local wellness committees were put in place to launch Grokker's targeted, holistic wellbeing content via videoconferencing, their branded social platform, and other digital channels.

In September 2020, MOHG's Spa and Wellness Team launched a "Colleague Wellness Week" initiative that included a wellness challenge, daily group classes, and other activities powered by Grokker. The hotels delivered over 60 live events to colleagues to maximize global coverage while still giving each site the freedom to choose what activities suited the specific needs of their colleagues. Mayor asserts that flexibility in programming is key — a one-size-fits-all approach to company wellness is the exact opposite of what he knows his colleagues need right now. "It's about launching good initiatives for the hotels and letting them run with it," he says.

To support employees moving forward, MOHG is leveraging a comprehensive wellbeing calendar developed with Grokker, complete with monthly themes, activities to increase engagement, monthly challenges, and ideas to involve leadership. Themes include a self-care campaign titled "Inner and Outer Strength" — that is led by the Spa and Wellness team and Mayor champions wholeheartedly amidst continued colleague concerns for health, safety, and general wellbeing.

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## Delivering Wellbeing During Disruption (and Beyond!): MOHG's Secrets to Success

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- Start with an enterprise wide commitment to whole-person health and wellbeing
- Provide resources people can access on-demand, at the point of need
- Communicate early and often, checking in personally with individuals on a regular basis
- Leverage local wellness committees (or team "champions") to promote the right resources at the right time
- Think flexible, not "one-size-fits-all"
- Follow an annual calendar to keep a variety of wellbeing topics and activities within reach of employees

### About Grokker

Grokker is the award-winning wellbeing engagement solution that empowers employees to take control of their physical and emotional health with personalized programs and a caring community of experts to encourage them all along the way. Grokker's proprietary whole-person approach integrates and inspires with its proven method of connecting employees to colleagues and content. No matter where they are, Grokker supports the entire workforce so they can maintain physical fitness, eat better, sleep more soundly, address their emotional health and calm financial stress.

Trusted by industry leaders, including Pinterest, Delta Air Lines, Pfizer, eBay, Mandarin Oriental Hotel Group and Domino's, Grokker's modern, affordable solution builds happier, healthier and more resilient workforces. Learn more at [www.grokker.com](http://www.grokker.com).

