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Simplifying hospitality HR management for a leading hospitality business

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Gilpin

At a glance

Company	Gilpin Hotel and Lake House
Location	England

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industry

effectively

The overview

Nestled in the picturesque Lake District, [Gilpin Hotel and Lake House](#) is a luxury hotel known for its exceptional hospitality and recent accolade of two prestigious Michelin Keys. While renowned for delivering a world-class guest experience, Gilpin Hotel and Lake House's internal HR processes were struggling to keep up with evolving demands before adopting Employment Hero.

Helen Tappenden, Gilpin Hotel and Lake House's Head of People and Culture, recalls the business' journey. *"When I joined two and a half years ago, HR processes were heavily paper-based. It took 20 minutes just to find employee details, which made it clear we needed an HR platform. This situation highlighted the potential for improvement and the need for a comprehensive HR solution."*

Selecting the right platform

Determined to streamline operations, Helen and her team trialed 20 different HR platforms to find one that suited their unique needs.

"We wanted to really get it right and ensure that the platform we chose was user friendly,"

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g boxes for usability, price

*who really understood our
cess seamless,"*

and

HR functions at Gilpin Hotel
management were cumbersome

and time-consuming. Today, these processes are automated and integrated.

"I know the data is accurate. If a Board member asks for someone's start date or exit interview, it's there in the system – accurate and accessible".

One of the standout benefits has been simplifying [holiday management](#). The integration of holiday requests with the rota system ensures no critical details are overlooked. Staff also appreciate the convenience of the app, which allows easy access to payslips and benefits.

"It's a relief not having to manage holidays on paper like I did 15 years ago. It frees up my team to focus on strategic initiatives."

[Timesheet](#) management has also streamlined attendance tracking. Managers are now empowered to review and approve timesheets from their phones, reducing dependency on Helen's team.

"Managers used to ask me about clock-ins during my days off. Now, they can check for themselves," said Helen.

Improving employee engagement and future plans

Employment Hero's [Earned Wage Access](#) has been another welcome addition. In an industry where employees often transition from weekly to monthly pay, this feature has eased financial strain.

"When new starters hear they'll wait six weeks for their first pay check, you can see their excitement fade," Helen explained. *"And whilst Earned Wage Access isn't offered to our newest recruits, it really bridges that gap for many of our people during the holiday season."*

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...res, such as workflows and

...ent Hero can do," she said.

...l to enhance our people

...reflecting on their journey, Helen acknowledges the learning curve but praises the platform's impact.

"The early months were a period of adjustment, but each challenge we overcame built confidence in the platform," she said. "Now, I recommend Employment Hero wholeheartedly. The platform's reliability and support, particularly from team members like Stacie, have been instrumental. Her practical advice and consistency are outstanding."

Employment Hero has become an integral part of Gilpin Hotel and Lake House's operations, empowering managers, improving accuracy and enhancing the employee experience. With plans to unlock even more features, Gilpin Hotel and Lake House is poised for an exciting year ahead. Helen sums it up best: *"We've laid the foundations. Now, it's time to build."*

Curious about how Employment Hero can help your business?

[Employment Hero is the world's first Employment OS \(operating system\) designed to make employment easier for everyone! Our all in one platform helps businesses with everything from](#) finding and hiring top talent, to onboarding new hires, automating complex payroll and driving employee engagement.

Let Employment Hero can handle the admin, so you can focus on the aspects of your business that matter – your people.

If you'd like to learn more about how Employment Hero can help your business gain an incredible competitive edge – [speak to one of our business specialists today.](#)

[Talk to an employment specialist](#)

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Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

What we do

Employment Hero is an end-to-end HR, payroll and recruitment solution designed for Australian businesses. Our suite of powerful employment tools help streamline your workday, so you can focus on what matters.

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* Work email

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