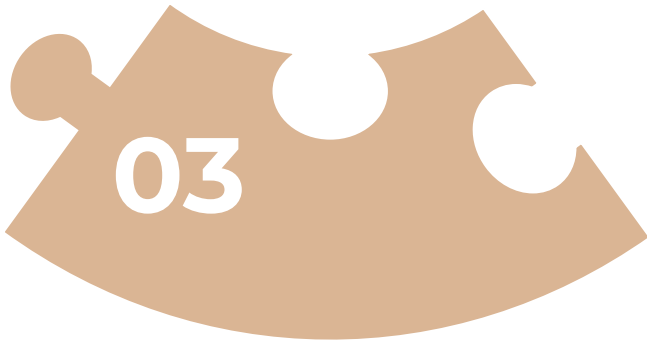




SOCIAL WELLBEING

For Hospitality Workers



WHY SOCIAL WELLBEING MATTERS

Humans need connection. Strong social relationships are essential for our health and happiness.

People with good social connections:

- Live longer, healthier lives
- Handle stress better
- Have stronger mental health
- Feel more satisfied with life
- Perform better at work
- Recover faster from illness

BUILDING WORKPLACE CONNECTIONS

Create positive relationships at work.

Simple ways to connect:

- Learn and use people's names
- Ask "How are you?" and actually listen
- Show interest in colleagues as people
- Help out when someone's busy
- Say thank you and give recognition
- Share a laugh together
- Check in on colleagues who seem down
- Include new staff members
- Celebrate wins (even small ones)

Be a good team player:

- Communicate clearly
- Pull your weight
- Be reliable
- Support others during busy times
- Share knowledge and skills
- Stay positive (or at least professional)
- Respect different personalities

Benefits of workplace connections:

- Shifts are more enjoyable
- Better teamwork
- Support during tough times
- Learning from each other
- Reduced stress
- Sense of belonging

In hospitality, good relationships at work make shifts more enjoyable and create a supportive team. And remember, connections outside work matter too.



HANDLING WORKPLACE RELATIONSHIPS

Not everyone will be your best mate.

And that's okay. You don't need to be friends with everyone, but you do need to work together professionally and respectfully.

Navigate different personalities:

- Accept that people are different
- Focus on work, not personal preferences
- Be professional even if you don't click
- Find common ground
- Keep communication work-focused if needed

MANAGING CONFLICT

Conflict is normal. How you handle it matters.

When issues arise:

1. Address problems early (don't let them fester)
2. Talk to the person directly, not about them
3. Focus on behaviour, not the person
4. Use "I" statements ("I feel..." not "You always...")
5. Listen to their perspective
6. Find solutions together
7. Involve a manager if you can't resolve it

Dealing with difficult people

- Stay professional
- Don't take it personally
- Set boundaries
- Document serious issues
- Seek support from management
- Focus on what you can control (your response)

STAYING CONNECTED OUTSIDE WORK

The shift work challenge.

Hospitality hours make social life tricky:

- You work when others socialise
- You miss events, birthdays, and gatherings
- Friends work 9-5, you work nights and weekends
- You're tired on days off

But connection is still possible.

Strategies that work:

- **Schedule ahead:** Book catch-ups in advance
- **Quality over quantity:** One meaningful conversation beats five shallow ones
- **Use technology:** Video calls, messages, voice notes
- **Be flexible:** Meet for breakfast or coffee instead of dinners
- **Find hospitality friends:** They understand the lifestyle
- **Don't cancel:** Make people a priority, not an afterthought
- **Communicate:** Help friends understand your schedule

Make time for family even with crazy rosters, stay connected:

- Regular phone or video calls
- Short visits when possible
- Include them in your life
- Be present when you're together
- Plan ahead for important events



COMBATING LONELINESS

Loneliness can be a challenge in the hospitality industry. You can be surrounded by people all shift and still feel lonely.

Why hospitality workers may feel isolated:

- Irregular hours limit social life
- Always “on” for customers
- Hard to make plans
- Lack of time and energy
- Disconnection from non-hospitality friends
- Moving cities for work

Signs you’re struggling:

- Feeling isolated despite being around people
- Withdrawing from social situations
- Feeling like no one understands your life
- Lacking energy for relationships
- Feeling disconnected even in crowds

What helps:

- Reach out, even when you don’t feel like it
- Join groups (sport, hobbies, volunteering)
- Connect with other hospitality workers
- Be honest about how you’re feeling
- Seek professional support if needed

Remember: reaching out is not being needy.

COMMUNICATION SKILLS

Active listening:

- Give full attention
- Don’t interrupt
- Ask questions
- Reflect back what you heard
- Show empathy

Having difficult conversations:

- Choose the right time and place
- Be direct but kind
- Use “I” statements
- Listen to their response
- Focus on solutions
- Follow up later

Setting boundaries – it’s okay to:

- Say no when you need to
- Protect your time off
- Choose who you spend time with
- Limit contact with draining people
- Take space when needed

BUILDING YOUR SOCIAL NETWORK

Expand your connections

At work:

- Chat with colleagues from different shifts
- Attend work social events
- Join workplace committees or groups
- Support new staff

Outside work:

- Join a sports team or fitness class
- Take up a hobby or interest group
- Volunteer in the community
- Attend industry events
- Join online hospitality communities
- Reconnect with old friends

Be the friend you want to have:

- Initiate plans
- Check in on people
- Be reliable
- Listen without judgment
- Show up when it matters
- Celebrate others’ wins

SOCIAL WELLBEING ACTION PLAN

This week I will:

- Have a real conversation with a colleague
- Reach out to a friend I haven't spoken to lately
- Give genuine recognition to someone at work
- Help a colleague during a busy period
- Say yes to one social invitation

This month I will:

- Schedule a catch-up with a friend or family member
- Join one group or activity
- Have lunch or coffee with a colleague outside work
- Make plans for an upcoming event or celebration
- Practice active listening in conversations

This year I will:

- Build stronger relationships with colleagues
- Maintain friendships outside hospitality
- Join a regular social activity or group
- Attend work social events
- Be more present in conversations
- Reach out when I'm struggling



CONVERSATION STARTERS

At work:

- "How was your day off?"
- "Any plans for your next break?"
- "What got you into hospitality?"
- "What's the best thing that happened today?"
- "How are you really going?"

With friends:

- "What's been the highlight of your week?"
- "What are you looking forward to?"
- "What's been on your mind lately?"
- "Tell me about..." (something they're interested in)
- "How can I support you right now?"

Invest in relationships. They're what make life worth living.

REMEMBER:

- **Connection is essential for wellbeing**
- **Quality matters more than quantity**
 - **It's okay to struggle with relationships sometimes**
 - **Reaching out is strength, not weakness**
 - **Small gestures make a big difference**
 - **You're not alone in this**



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