



FIX • IMPROVE • GROW

## Turning Complexity into Calm with The Hive Method

Within three months of completing our 1-day Hive Method session, a mid-sized hotel chain cut room turnaround times by 25%, reduced check-in queues by 40%, boosted staff engagement and gave the Operations Director back the time to focus on strategy.

### The Challenge They Faced

Scaling operations across 12 hotels had created pressure points everywhere:

- Housekeeping delays left rooms unready, driving guest complaints
- Front desk bottlenecks frustrated both staff and customers at peak times
- Inconsistent processes across sites led to duplication, confusion, and errors
- The Operations Director was stuck firefighting daily issues instead of driving strategy

### Our Solution

The Hive Method provided a structured, practical way to simplify operations and align teams, all in a single training day.

### How The Hive Method Session Supported

At the session, the Operations Director and two senior managers:

- Mapped out the room turnover and check-in processes to expose delays and duplication
- Worked with experts to design simple fixes that required minimal investment
- Practised change management tools to help frontline teams embrace improvements
- Left with clear, time-bound actions instead of vague “to-do later” lists

### Hurdles We Worked Through

- Initial resistance to changing routines that staff were used to
- Concerns about whether new processes would just add extra step
- We equipped the leaders with tools to influence, story tell the impact of delays and show teams how new ways of working would reduce frustrations for both staff and guests

### The Difference It Made

- 25% faster room turnaround times, easing pressure on housekeeping and improving guest satisfaction
- 40% reduction in front desk queues during peak times through a new express check-in
- Staff engagement lifted as teams felt heard and involved in solutions
- The Operations Director gained time to focus on growth initiatives like launching a loyalty programme

### Keeping The Momentum

The Hive Method gave the hotel chain more than fixes - it gave them clarity and confidence. Teams now have the skills to solve issues collaboratively, creating consistency across properties and embedding a culture of continuous improvement.

### Client Details

Mid-sized UK hotel chain, 12 properties, ~£120m annual turnover.