Investigate the Problem of Employee Theft in Hotels

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Date

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Executive Summary

Employee theft in hotel is one of the major managerial concern that requires necessary attention. It is important to explore all the different dimensions associated with the issue of employee theft. Assessment of various concerns make it easy to propose better solutions to this particular issue. The issue of employee theft become major when management of the organisation fails to address it at its early stages. Failure of the assessment of the issue of employee theft leads to adverse business implications in the future. Consideration of valid facts and accepted theories related to the issue of employee theft is essential to minimise the magnitude of different forms of losses.

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Report

Introduction

Employee theft in hotels is a common phenomenon because there are enormous opportunities for staff members. The aspects of motivation are immensely high in case of employees working in hotels to steal different and precious items. Undoubtedly, employee theft is one traditional problem that causes different forms of business hazards when it comes to the idea of revenue generation for this industry. The role of workers can never be ignored concerning the issue of internal theft in hotels. Here the focus is to critically discuss different dimensions associated with the issue of employee theft in case of hotels.

Discussion

Employee theft recognised as the major risk for the hotel industry as it adversely impacts the prestige of the hotels. It is worthy of mentioning that stealing from the hotel is one acceptable action in any form because its consequences are worse for the overall prospect of the hotel business (Poulston, 2008). Employee theft is not allowed in any form whether it is appeared as taking money from guest’s bedroom or adopt the option of defrauding. All these inappropriate actions categorised as theft which requires immediate rectification.

The Problem of Employee Theft in the Hotel Industry

Undoubtedly, the issue of employee theft considered as one of the most misjudged business problems that cause adverse influence on the reputation of the entire hotel industry. It is one concern for the hotel management to propose better practical measures to eradicate the option of employee theft in their working spectrum. The negative implication of employee theft can observe in different and chronic forms of financial instability and a diminishing level of profit for the businesses (Wong & Li, 2015). It is important to keenly assess different causes of employee theft to offer better solutions to this particular problem. It is important to consider that the root causes of employee theft in hotels are wide-ranging that makes this issue complex. Biased working conditions established as the main reason that incline workers to adopt the option of theft. There is strong association exists between the issue of employee theft and inequity in the working environment.

The problem of employee theft in hotels is growing every day that causes a business loss in many different forms. It is important to explore that there are different misconceptions linked with the growing problem of employee theft in the hotel industry. The issue of employee theft become major when management of the organisation fails to address it at its early stages. Failure of the detection of the issue of employee theft leads to a drastic business loss in the future. Consideration of valid facts and accepted theories related to the issue of employee theft is essential to minimise the magnitude of different forms of losses. A proper exploration of different theories relevant to this particular issue is mandatory to make better inferences about the issue.

The broad theoretical idea linked with the problem of employee theft is an opportunity one of the main reasons that cause the issue of employee theft. Another theoretical aspect refers to the issue is the most of the cases of employee theft are remain unnoticed by the management of the organisation (Guler & Yukselen, 2010). It is also essential to consider that every business organisation has some degree of a threat when it comes to the issue of employee theft. Another major aspect is relevant to the issue of employee theft that most workers have a clear idea about the suspect employee but fail to report due to any fear or favouritism.

The problem of Employee Theft Across Different Departments

It is important to understand that the issue of employee theft affects the functioning of hotel organisations at different departmental levels. When it comes to the issue of stealing in the hotel than it eventually involves operations of other departments as well. The criminal trend of employee theft causes the performance level of the entire organisation. The department of guest services is immensely affected by any action of employee theft. All the different departments have many opportunities for the issue of employee theft (Goh & Kong, 2018). The department of human resource is directly linked with any incident of employee theft. It is one major task for the department to investigate the entire event of stealing in the hotel to offer some better practical measures in the future.

Underlying Motivations behind Employee Theft in Hotels

Numerous factors motivate workers to adopt the option of theft in the hotel. A timely exploration of these aspects is essential to make better inference about the problem of an employee stealing in hotels. Prevalence of different opportunities in the working environment is the major cause of the issue of employee theft as compared to the element of need (Barbosa-McCoy, 2016). The problem of employee theft can only properly solve if root causes are specifically defined. It is essential to figure out what motivates workers to adopt the option of stealing in hotels.

There are many research evidence that indicates workers are motivated to steal in hotels because mostly management of the organisations makes it easy for them. They have many opportunities to steal different items or adopt the option of defrauding at any working level. The overall working environment is massively tempting for employees to consider the option of stealing (Gill & Goldstraw-White, 2010). Observation of the involvement of other employees in the defrauding activities ultimately encourages workers to consider the option of stealing. Low wages or discriminatory working conditions are another major feature of motivations for the workers to adopt the option of stealing.

Different Types of Employee Theft in Hotels

The issue of employee theft in hotels can observe by explaining its different types. Complete knowledge about different types of employee theft helps management to identify the actual problem and offer better practical measures to deal with the problem. Theoretical framework assists to determine about various types of the issue of employee theft prevails in hotel industry. Intentional and unintentional stealing are the two paradigms of the problem of employee theft. It is observed that sometimes workers are prone to adopt the option of stealing because they are habitual to do this form of action. This type of stealing is identified as the unintentional act of theft attempted by the workers. On the other hand, sometimes workers plan to implement the idea of stealing to gain any sort of benefit.

The issue of employee theft can observe for both the cases of tangible and intangible domains. Both these prospects are opposite to each other and equally exist in case of employee theft in hotels. The issue of tangible stealing is recognised as the stealing of tangible products such as cash money, expensive items, and other touchable objects. On the other hand, the issue of intangible theft appeared when workers attempt to adopt illegitimate working practices.

Best Practices Adopted by International Hotels

Employees are often involved in unethical activities such as theft which is problematic for businesses. There are some potential activities that help managers to minimise employees' theft in the hostel (Hollinger & Davis, 2006). First of all, managers need to know their employees by looking at key indicators of potential theft such as drugs and alcohol abuse, strong objections to procedural changes, lifestyles well above their salary levels, apparent devotion to work, and evidence of compulsive gambling (Karatepe & Agbaim, 2012). Managers need to supervise their employees closely to reduce theft and fraud rates. It is effective for managers to have a person looking out for the hotel’s money. Informal audits are efficient for managers to keep a close eye over the accounts of the hotel. Hotel Managers needs to introduce job rotations in order to reduce the potential threat of theft. Computer monitoring and video surveillance are beneficial to catch employees breaking the rules and stealing in the hotel. It is evident that a visible camera is an excellent tool to discourage theft (Sauser, 2007). Managers need to adopt screening process before hiring to prevent these unethical behaviours.

Proper pre-employment screening is the first line of defence for managers as it allows them to perform a background and credit check which is worth doing due diligence. Hotel managers need to keep track of their hotel checks. It is highly recommended to use pre-numbered checks along with payees typed (Alstete, 2006). High tech software such as QuickBooks produces all financial checks and helps in keeping its track. Hotel managers also need to secure their blank checks and a signature machine to reduce the chances of employees’ theft. It is notable to mention that hotel managers must verify suspicions by investigations to discourage theft (Harris & Ogbonna, 2012). Strict legal actions should be adopted by hotel managers if they can identify the responsible employee.

Practical Recommendations

It is important for the management of the hotel organisations to critically consider their overall policy to effectively manage the growing problem of employee theft. Proper and detailed assessment of all the operations is critical to timely observe the issue of employee theft (Poulston, 2008). Appropriate identification of the issue of employee theft helps management of the hotel organisations to formulate and implement better practical measures to deal with the concern of employee theft.



It is mandatory for the management of the organisation to have necessary knowledge about employees. Hotel management needs to have proper record of each worker to establish proper judgement about any history of criminal activities (Collins, 2013). Another recommended line of action is to supervise all workers in a close and appropriate manner. Strict supervision makes it difficult for the employees to attempt any form of stealing in organisational setting. Regular consideration of both formal and informal audit is critical to ensure the smooth functioning of all the tasks in hotels.

Appropriate utilisation of different technological advancements is another effective practical measure to handle the issue of employee theft in case of hotel organisations. The management of the organisation should adopt different advance security systems to guarantee all form of security for guests and overall operations of hotels (Lee & Ok, 2014). Appropriate management of the inventory helps to avoid different cases of employee theft as it come up with the better form of security management in the organisation (Langner, 2010). Employee theft in hotels can also effectively prevent by assuring proper training of all the workers. It is recommended for the management of hotel organisations to conduct different training programs for the workers to align their working domains with organisational goals and objectives.

Conclusion

To conclude the discussion about the issue of employee theft in hotels, it is important to indicate that organisations need to offer some solid practical measures to handle this particular problem. There is need of the proper management system in hotels to handle the situation of employee stealing. Consideration of effective processes of recruiting, training, and assessment of workers helps to overcome the problem of employee theft. It is also essential for the management of hotels to offer equal working environment for all the workers to avoid the risk of employee theft.

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