



Innovative Practice of Physical and Mental Health Management for Starred Hotels Staff in Hainan Province

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DOI: 10.32629/memf.v5i5.2905

Abstract: With the deepening of the construction of Hainan Free Trade Port and the accelerated development of international tourism and consumption destination, Hainan's tourism industry has ushered in unprecedented development opportunities. As an important component of the tourism industry, starred hotels undertake the important mission of providing high-quality services and showcasing local cultural characteristics. However, under the rapidly growing business demands and high-intensity work pressure, the physical and mental health issues of hotel staff have become increasingly prominent, becoming a key factor restricting the sustainable development of hotels. To this end, hotels should promote innovation in physical and mental health management for hotel staff, by strengthening organizational support, building a diversified physical and mental health service system, and enhancing staff's awareness and ability of self-health management, the common development of hotels and staff can be promoted.

Keywords: Hainan Province; starred hotels; hotel staff; physical and mental health management

1. Introduction

Staff is the most valuable resource of a hotel, their physical and mental health directly affects service quality, customer satisfaction, and the overall competitiveness of the enterprise. Therefore, strengthening physical and mental health management for hotel staff is not only a care and responsibility for them, but also an inevitable choice for hotels to enhance core competitiveness. There are unique advantages of starred hotels in Hainan Province in innovative practices of physical and mental health management for hotel staff, thanks to their natural environment and tourism resources. This article aims to explore the innovative practices of Hainan starred hotels in this field, providing useful reference and inspiration for other enterprises in the industry, and jointly promoting the healthy and sustainable development of the tourism industry.

2. The Necessity of Innovative Practice in Physical and Mental Health Management for Starred Hotels Staff in Hainan Province

Nowadays, hotel competition is becoming increasingly fierce, so it is particularly important for Hainan starred hotels to innovate physical and mental health management for staff in the current environment. This not only concerns the personal well-being of staff, but also directly relates to the overall operational efficiency and sustainable development of the hotel. Firstly, in starred hotels, staff is the key group that directly faces customers and delivers service value. Their physical and mental health directly affects work efficiency and service quality. By introducing regular mental health assessments and providing personalized health guidance, it can effectively alleviate staff's work pressure, enhance their work enthusiasm and creativity, and significantly improve work efficiency. This not only enhances customer satisfaction and loyalty, but also earns the hotel a good reputation and market competitiveness. Secondly, physical and mental health issues of staff are often important reasons for turnover. However, through innovative practices, establishing comprehensive staff health records, providing health insurance and psychological support, etc., can effectively prevent and solve staff's health problems, enhance staff's sense of belonging and loyalty, thereby reducing unnecessary turnover and stabilizing the workforce.[1] Finally, focusing on the physical and mental health management of hotel staff can also achieve sustainable development of hotels. In the context of limited resources and increasing environmental pressure, the hotel industry must seek a more green, low-carbon, and efficient development model. The innovative practice of physical and mental health management for hotel staff is an important part of this transformation process. By paying attention to the physical and mental health of staff, it can stimulate their innovative spirit and environmental awareness, promote continuous innovation and optimization in management, services, products, and other aspects of hotels, and achieve a win-win situation of economic and social benefits.

3. Factors Influencing the Physical and Mental Health Management for Starred Hotels Staff in Hainan Province

The influencing factors of the physical and mental health management for starred hotels staff in Hainan Province are multifaceted and intertwined, jointly affecting staff's physical and mental health status, thereby affecting the overall operation and service quality of the hotel.

Firstly, the working environment. As a high-end service industry, starred hotels often require high standards and strict requirements for their working environment. Long hours of high-intensity work, irregular work-rest schedules, and possible physical factors such as noise and air pollution can all have a negative impact on staff's physical and mental health.

Secondly, the work pressure. In the fiercely competitive hotel industry, staff face pressure from various aspects such as performance evaluation, customer expectations, and career development. Long hours of high-intensity work pressure can easily lead to psychological problems such as anxiety and depression, which in turn affect work efficiency and service quality.[2]

In addition, there are personal factors that can affect staff's physical and mental health, as their physical condition, psychological resilience, and lifestyle habits vary. Bad habits such as staying up late and irregular eating habits may lead to a decline in physical function; Psychological problems such as lack of self-awareness and inadequate emotional management abilities may exacerbate the negative effects of work stress.

Finally, the corporate culture and management systems. Generally speaking, a positive and caring corporate culture can stimulate staff's work enthusiasm and sense of belonging, and promote their physical and mental health. A scientific management system can ensure the protection of staff' rights and reduce physical and mental health problems caused by improper management.[2]

4. Strategies and Suggestions for Innovative Practices in Physical and Mental Health Management for Starred Hotels Staff in Hainan Province

4.1 Strengthening organizational support and enhancing staff' sense of belonging

As an internationally renowned tourist destination, the competition in the star rated hotel industry in Hainan Province is particularly fierce. Therefore, paying attention to the staff's physical and mental health status and enhancing their sense of belonging is of great significance for the long-term development of hotels. Firstly, starred hotels in Hainan Province should optimize its salary and welfare system to ensure that the hotel's salary and welfare level is competitive, able to attract and retain outstanding talents, such as designing diversified welfare plans, providing all staff with health insurance, paid leave, holiday benefits, etc., and giving staff care and respect for their quality of life.[3] Secondly, it is still possible to improve the career development path. Hotels should plan clear career promotion paths for staff, provide abundant training resources and promotion opportunities, help staff clarify their career development direction, and realize their personal value. Through regular vocational skills training, leadership development programs, etc., staff's professional competence and comprehensive abilities are enhanced, and their sense of professional identity and belonging is strengthened. Finally, hotels should promote a positive corporate culture, create a harmonious working atmosphere, encourage communication and cooperation among staff, actively carry out team building activities, enhance trust and understanding among staff, and form a strong team synergy.

4.2 Building a diversified system of physical and mental health services

Building a diversified system of physical and mental health services aims to comprehensively focus on the physical and mental health of staff and provide them with comprehensive support and protection. Firstly, starred hotels in Hainan Province should actively seek cooperation with professional mental health service agencies to provide hotel staff with professional psychological counseling services. These agencies need experienced psychological counselors who can provide personalized solutions to staff's different psychological problems. Regular psychological screening and counseling should be conducted in the hotel to help staff relieve work pressure, solve psychological problems, and enhance their psychological resilience and happiness. Secondly, it is necessary to establish detailed health records for each staff, recording their physical health condition, physical examination results, disease history, and mental health status, etc., to help hotel management timely understand the health status of hotel staff and provide a basis for developing personalized health management plans. Most importantly, health records can provide important references for hotel staff when they need medical treatment or leave, ensuring that they receive timely and effective medical care. Finally, starred hotels in Hainan Province can regularly invite medical experts, nutritionists, fitness coaches and other professionals to hold health lectures and activities at the

hotel, teaching hotel staff about nutrition, disease prevention, mental health, exercise and fitness, and other aspects, aiming to enhance their health awareness and self-care ability. Staff can be organized to participate in health activities such as yoga classes, fitness exercises, hiking trips, etc., and also be encouraged to actively participate in physical exercise, thus enhancing physical fitness and immunity.

4.3 Enhancing staff's awareness and ability of self health management

In Hainan Province, starred hotels serve as important platforms to showcase the quality of Hainan's tourism services, and the staff's physical and mental health directly affects customer experience and hotel brand image. Therefore, strengthening staff's awareness and ability of self-health management has become an indispensable part of hotel management innovation practice. Firstly, starred hotels in Hainan Province should strengthen the promotion of staff's mental health management, implement the staff's psychological health and safety in every aspect of their work, and ensure that staff can invisibly enhance their awareness of mental health management. At the same time, by combining theoretical explanations with practical exercises, hotel staff can master scientific health knowledge, understand the harm of unhealthy habits, and actively choose healthy behaviors in their daily work and life.[4] Secondly, it is necessary to promote a healthy lifestyle. Hotels can start with the work environment and create green and ecological office and accommodation spaces, staff can be encouraged to use stairs more and participate in aerobic exercise such as morning runs. Hotels can establish a healthy eating area, providing nutritionally balanced buffet options, reducing the supply of greasy and high sugar foods, thereby guiding staff to form good eating habits; In addition, a "smoke-free workspace" event can be held to create a fresh working environment and protect staff from the hazards of secondhand smoke. Finally, hotels can encourage staff to participate in health activities, stimulating their enthusiasm and enhancing team cohesion. Relying on its unique natural resources, starred hotels in Hainan Province can organize a variety of health activities such as beach volleyball, yoga classes, outdoor hiking, etc., allowing staff to relax and deepen their communication and understanding with each other.

5. Conclusion

To sum up, the innovative practice of physical and mental health management for starred hotels staff in Hainan Province is a systematic project that requires high attention from hotel management and active participation from all staff. By implementing a series of targeted and effective management measures, not only can the physical and mental health level of staff be significantly improved, their sense of belonging and happiness enhanced, but it can also bring better service quality, higher customer satisfaction, and stronger market competitiveness to the hotel.

Acknowledgments

This paper was supported by the following project: Research on Health Management of Hainan Star Hotel Employees from the Perspective of Management Ethics (hnkyzc2023-23).

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