

I will be investigating the motivation practices of Good Food Good Time in our South Island town. It is a family restaurant with the aims of pleasing customers and growing the business.

I went to Good Food Good Time and I will give a questionnaire to three staff members: one manager and two waiting staff. I also collected their monthly newsletter.

My investigation shows that working with customers motivates the staff to feel dedicated to the restaurant as they enjoy interacting with new people. The staff work together to contribute to the aims to grow and please customers by being hardworking, dedicated and happy.

### Working Conditions

GFGT staff members are provided with the tools they need to perform their jobs and good health and safety conditions. This motivates staff to please customers as they have the tools to do so.

1

GFGT also provides a work uniform which each staff member needs to take home to wash. This is handy because they don't have to buy clothes to wear to work. Wearing a GFGT uniform motivates staff to represent the restaurant well to customers as they are wearing their brand.

1

My results show that the work environment is also good for the employees. This makes the employees not dissatisfied with the job because they are working in good environment and not having to spend their own money on their uniform. This helps keep the employees not dissatisfied with their jobs and helps make them do their jobs to an acceptable level. This is good for GFGT because it motivate the staff to do their best at their jobs and give good customer service. This relates to the Herzberg motivation theory because it supports his theory that keeping employees satisfied motivates them to do their job to an acceptable level.

2

### Career Opportunities and Training

The staff have opportunities to give feedback during staff meetings and have opportunities to interact informally with colleagues at all levels through staff meetings and staff social nights.

1

Recognition at staff meetings relate to Herzberg motivation theory which cause positive job satisfaction because staff feel good when they get recognised in front of everybody.

2

My investigation also showed that all employees said that the boss lets them get on with their work. This helps keep the employees satisfied with their job because they can get on with their jobs as the boss gives them responsibility to do it. This relates to Herzberg theory because it supports his motivational theory that employees are motivated to do well if their boss gives them responsibility.

1

2

### Pay

GFGT tries to pay their staff a fair wage by using the NZ minimum wage.

The staff know that they have an opportunity to pay rise or to sort any contract issues when they do their contract renewal and reviews. This makes the staff not dissatisfied because they know they have a chance to sort out any issues they have and means that they will do their work at an acceptable level. This will also prevent them from being dissatisfied with any issues they might have. This relates to the Herzberg theory because it proves that staff work better if they know they are rewarded for their hard work.

My results show that all employees are neutral if their pay is competitive compared to other jobs in the same industry. This means the staff members are not dissatisfied with their job but they won't be motivated to put the extra effort in their job.

Two of the employees said they disagree that their pay reflects the level of work they are required to perform with only one employee saying they agree. The two employees being dissatisfied with their pay means that they could restrict output. This will be bad for GFGT because the staff could end up giving bad customer service to customers and this would give GFGT bad reviews.

GFGT offers Kiwisaver contribution. Kiwisaver is New Zealand's long-term saving scheme which funds is for retirement savings, but younger participants can also use it to save a deposit for their first home. GFGT offering Kiwisaver helps make the staff not dissatisfied with their job as they are getting benefits from working at GFGT.