



**NEW ZEALAND POLICY
RESEARCH INSTITUTE**

Employee Wellbeing and Performance in the New Zealand Hospitality and Tourism Sector

4 November 2026

Employee wellbeing has long been an important issue in the hospitality and tourism sector and has received even greater attention since the onset of COVID-19 in 2020. What has changed since then? And what can organisations in this sector do to improve staff wellbeing?

This seminar is aimed at practitioners (in any industry), academics and post-graduate students.

Programme

2.00pm	Introduction	Roy Smollan, AUT
2.05pm	AUT research study 1 Employment conditions and wellbeing in hospitality and tourism in New Zealand	David Williamson , School of Hospitality and Tourism Candice Harris , Department of Management, Technology and Organisation
2.30pm	AUT research study 2 Organisational culture and its impact on employee wellbeing and performance in hospitality and tourism in New Zealand	Roy Smollan , Department of Management, Technology and Organisation Shelagh Mooney , School of Hospitality and Tourism
2.55pm	Case study 1 Orbit World Travel	Brendan Drury Managing Director/Owner Operator
3.20pm	Afternoon tea	
3.40pm	Case study 2 Cordis Hotel, Langham Hospitality Group	Gareth Cameron Director of People and Culture
4.05pm	Embedding wellbeing in organisational culture Habit Health	Scott Jacobs Chief Customer Officer
4.30pm	General discussion Improving wellbeing in hospitality and tourism	
4.50pm	Close	

This event is co-hosted by the New Zealand Policy Research Institute, the Department of Management, Technology and Organisation, School of Business, and the School of Hospitality and Tourism.