



THINKUP
Enterprises

Revenue Management – The Podcast

Culture and Wellness During COVID-19

“I think the one thing that this pandemic has taught most of us is the culture doesn't change, it just gets more crystallized.”

Welcome to Hospitality Highlights! In this 20th episode of the ThinkUp Podcast, host Lily Mockerman talks with Priya Chandnani, who oversees the entire Revenue Management discipline at Benchmark Resorts and Hotels.

Priya and Lily discuss how to focus on maintaining a healthy culture in the midst of the many stress factors and financial uncertainty resulting from COVID-19.

Highlights from This Episode

Lily Mockerman:

How has Benchmark been able to support staff during times of personal stress?

Priya Chandnani:

One of the things we did was we reached out to the spa director at one of our hotels to request a session for the revenue team. We had a virtual session for the team where not only did she guide us through some breathing exercises, but also quick tricks and tips on how to manage quality of sleep and stress relief.

Lily and Priya go on to discuss:

- How Benchmark handled communicating with the team regarding furloughs and callbacks
- How the tone of the culture affects weekends or family time
- How to leverage this unprecedented moment to improve our workplace culture

For questions or more information:

[Benchmark Resorts and Hotels](#)

LinkedIn: [Priya Chandnani](#)

Read more articles on Hospitality Revenue Management on our [ThinkUp Thought Leadership page](#).

Join us live on the *This Week in Hospitality Live Show*, which you can register for at hospitalitydigitalmarketing.com/live.

For questions on this episode or any other revenue management related topics, you can send them to us at info@thinkupenterprises.com.