Victorian Employer Skills and Training Survey 2017

Accommodation and Food Services

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 618 were from the Accommodation and Food Services industries. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers in the Accommodation and Food Services industries compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses found that a lack of skills had a medium to high impact on workplace productivity.

**High impact**

Accommodation and Food Services: 31%

Victoria: 28%

**Medium impact**

Accommodation and Food Services: 51%

Victoria: 53%

**Low impact**

Accommodation and Food Services: 13%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can result in poorer quality of service/products, as well as affect operating costs and increase the workload for other staff.

**Poorer quality of service/products**

Accommodation and Food Services: 62%

Victoria: 38%

**Increased operating costs**

Accommodation and Food Services: 55%

Victoria: 44%

**Increased workload for other staff**

Accommodation and Food Services: 53%

Victoria: 61%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.

Nearly a third of employers saw the need to improve the skills of existing staff.

Finding people with the right skills

Accommodation and Food Services: 62%

Victoria: 53%

Finding job ready candidates

Accommodation and Food Services: 44%

Victoria: 33%

Training staff to keep skills up to date

Accommodation and Food Services: 31%

Victoria: 27%

**Recruitment challenges**

Employers faced recruitment challenges because potential candidates did not have the required job specific and technical skills.

Agreed roles were difficult to fill

Accommodation and Food Services: 59%

Victoria: 54%

**Lacked technical / job specific skills**

Accommodation and Food Services: 52%

Victoria: 50%

**Lacked relevant experience**

Accommodation and Food Services: 52%

Victoria: 55%

**Few applicants**

Accommodation and Food Services: 48%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

Businesses are concerned they may not have the skills they need for the future

Accommodation and Food Services: 31%

Victoria: 24%

Businesses lack the skills they need today

Accommodation and Food Services: 11%

Victoria: 9%

Businesses believe they have the skills needed for today and for the next 12 months

Accommodation and Food Services: 53%

Victoria: 61%

**Main skills lacking today and in the next 12 months**

Nearly two thirds of employers identified technical and job specific skills are lacking today or will be lacking in the next 12 months.

**Technical / job specific skills**

Accommodation and Food Services: 61%

Victoria: 69%

**Customer service skills**

Accommodation and Food Services: 58%

Victoria: 33%

**Management / leadership skills**

Accommodation and Food Services: 47%

Victoria: 40%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Accommodation and Food Services: 58%

Victoria: 63%

Employers mainly used private training providers, vendors of equipment and TAFEs to deliver their training in 2016.

**Private training providers**

Accommodation and Food Services: 54%

Victoria: 50%

**Vendors / suppliers of equipment**

Accommodation and Food Services: 38%

Victoria: 28%

**TAFE**

Accommodation and Food Services: 36%

Victoria: 24%

**Training contribution and quality**

Employers find that training has a positive contribution to productivity and business success.

Positive Return on Investment

Accommodation and Food Services: 75%

Victoria: 75%

Positive impact on productivity

Accommodation and Food Services: 75%

Victoria: 72%

Trained staff are more valuable to the workplace  
Accommodation and Food Services: 83%  
Victoria: 86%

Quality of provider training was high  
Accommodation and Food Services: 76%  
Victoria: 79%