Victorian Employer Skills Survey 2018

Accommodation and Food Services

Of the 13,600 employers responded to the *Victorian Employer Skills Survey* in 2018, over 540 were from the Accommodation and Food Services industry. 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 industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses with a lack of skills found it had a medium impact on workplace productivity.

**High impact**

Accommodation and Food Services: 21%

Victoria: 28%

**Medium impact**

Accommodation and Food Services: 63%

Victoria: 56%

**Low impact**

Accommodation and Food Services: 15%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Accommodation and Food Services: 80%

Victoria: 66%

**Increased operating costs**

Accommodation and Food Services: 61%

Victoria: 46%

**Poorer quality of service/products**

Accommodation and Food Services: 55%

Victoria: 40%

**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.

**Finding people with the right skills**

Accommodation and Food Services: 65%

Victoria: 59%

**Finding job ready candidates**

Accommodation and Food Services: 44%

Victoria: 35%

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

**Faced challenges training staff to keep skills up to date**

Accommodation and Food Services: 32%

Victoria: 27%

**Recruitment challenges**

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.

**Agreed roles were difficult to fill**

Accommodation and Food Services: 56%

Victoria: 59%

**Lacked relevant experience**

Accommodation and Food Services: 67%

Victoria: 56%

**Few applicants**

Accommodation and Food Services: 54%

Victoria: 52%

**Lacked technical / job specific skills**

Accommodation and Food Services: 48%

Victoria: 52%

**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: 28%

Victoria: 26%

**Businesses lack the skills they need today**

Accommodation and Food Services: 13%

Victoria: 12%

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

Accommodation and Food Services: 59%

Victoria: 62%

**Type of skills lacking today and in the next 12 months**

Employers who lack the skills today, or expect to over the next year, identified various skills needs.

**Customer service skills**

Accommodation and Food Services: 56%

Victoria: 32%

**Technical / job specific skills**

Accommodation and Food Services: 53%

Victoria: 68%

**Management / leadership skills**

Accommodation and Food Services: 45%

Victoria: 39%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Accommodation and Food Services: 62%

Victoria: 64%

Employers who supported training either utilised external trainers or made provisions for training within the organisation by other staff.

**Internal training**

Accommodation and Food Services: 74%

Victoria: 57%

**External training**

Accommodation and Food Services: 56%

Victoria: 82%

**Training contribution and quality**

Employers who supported training agreed it had a positive contribution to productivity and business success.

**Positive return on investment**

Accommodation and Food Services: 85%

Victoria: 90%

**Positive impact on productivity**

Accommodation and Food Services: 86%

Victoria: 90%

**Training is a priority for the workplace**

Accommodation and Food Services: 94%

Victoria: 94%

**Quality of provider training was high**

Accommodation and Food Services: 84%

Victoria: 88%