

# Niagara Integrated Local Labour Market Planning

Niagara Hospitality Human Resources Professionals Association Meeting

Niagara Falls, Ontario - October 15, 2008

## **Question #1: What are the top major human resources issues facing your sector?**

### Major Themes of Comments

1. Recruitment Challenges
  - Seasonal employment
  - Industry wages viewed as lower than other sectors
  - Hospitality and tourism not seen as 'career' jobs
  - Difficult to attract skilled trades e.g. culinary, plumbers, electricians, lifeguards
  - Difficult to attract mature workers e.g. retail and attractions
  - Difficult to attract entry-level employees e.g. room attendants
  - Labour pool is too small and organizations are 'cycling' employees who move back and forth
2. Retention Challenges
  - High turnover rates industry wide
  - Industry is 24/7 and challenging for work/life balance
  - Younger workers (Generation "Y") have unrealistic expectations of advancement
3. Transportation for industry workforce

## **Question #2: What supports/systems do you see as necessary to address these issues?**

### Major Themes of Comments

1. Inter-regional public transportation
2. Centralized job postings database
3. More wage subsidies and government support programs e.g. assistance with hiring apprentices and foreign workers
4. Increased training focused on supervisory and management skills

## **Question #3: What Labour Market Information/tools can help you plan for your workforce?**

### Major Themes of Comments

1. Population statistics: growth projections & demographics
2. Enrolment in university and college programs related to the sector
3. Employment statistics e.g. where does the workforce live, who is unemployed, for how long, and what are the factors contributing to their unemployment?

## **Question #4: How do you see yourself contributing?**

### Major Themes of Comments

1. Conduct seminars and presentation to schools to educate on careers in hospitality
2. Share information e.g. participate in surveys, share best practices, provide employment related information such as wages and turnover
3. Participate in committees specifically related to the sector e.g. addressing recruitment and retention issues in hospitality & tourism
4. Make use of existing support systems e.g. subsidy programs