

# Victorian Employer Satisfaction and Skills Survey 2017

## Accommodation and Food Services

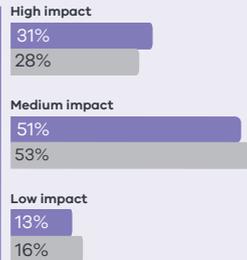
Over 12,100 employers responded to the training and skills component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 618 were from the Accommodation and Food Services industries. Employers report that skills are important to productivity, but many are facing challenges filling 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.

### Skills are important to productivity



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



### 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.



### Managing the skills of the workforce

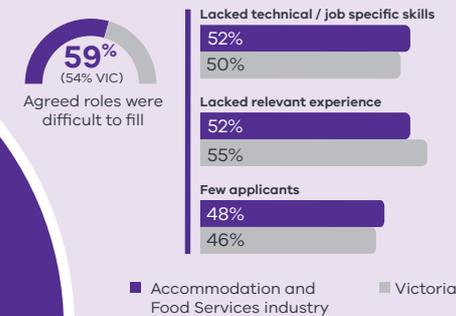
Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.

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



### Recruitment challenges

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

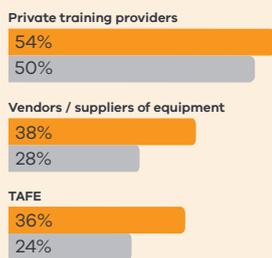


### Employers' access to training



Employers supported staff training in 2016

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



### Training contribution and quality

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



### Skills needed now and for the future



Skills



### 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.

