2018 Victorian Employers Skills Survey

Accommodation and Food Services



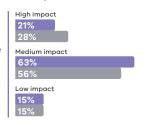
Of the 13,600 employers that responded to Victorian Employer Skills Survey in 2018, over 540 were from the Accommodation and Food Services industry. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right 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.

Skills are important to productivity



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



Impact of insufficient workforce skills

Businesses lacking skills mainly reported the following workplace issues:



Increased workload for other staff



61% 46% VIC

Increased operating costs

Paddictivity

Victoria

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

SKILLS IMPACT

PRODUCTIVITY



Finding job ready candidates

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

Recruitment challenges

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



acked relevant experience 67% Few applicants Lacked technical / job specific skills 48% Accommodation and Food Services

Employers' access to training



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



Skills needed now and for the future



Businesses lack the skills they

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

28%

Businesses believe they have the skills needed for today

Training contribution and quality

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



Positive return



Positive impact on productivity



Training is a priority for the workplace



Quality of provider training was high

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 chnical / job specific skills Management / leadership skills



Accommodation and

■ Victoria

Food Services



■ Victoria



