

Widespread staffing shortages are being experienced across the hospitality and tourism sector. There is intense competition for talent and we need to find ways to secure our talent pipeline and foster a sustainable workforce.

To help encourage change, we asked employees working in Northern Ireland's hospitality & tourism businesses what's important to them, and we also asked leading employers to share some of the approaches they're taking to offer a better-quality job experience.

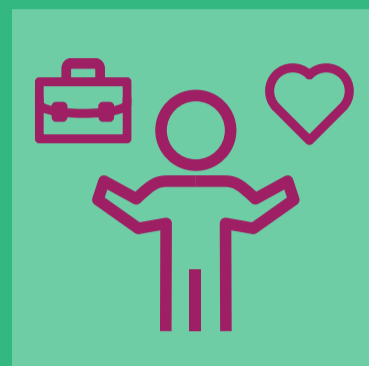
Top 5 most important criteria to make employees stay in their job

1



Pay

2.



Work-life balance/flexibility

3.



Supportive manager

4.



Career progression

5.



Good working practices

What some employers are doing to offer a better-quality job experience



Better perks and incentives

- Offering an attractive salary package and regularly reviewing rates of pay
- Generous holiday allowance
- Pension & health scheme
- Employee Assistance Programme
- Complimentary/discounted accommodation /dining/leisure stays/experiences
- Membership to discount & reward platform (e.g. Perkbox)
- Free staff car-parking in secure carpark
- Free/subsidised meal when on duty
- Access to training and funding for personal development



Reward & recognise staff recognition

- Employee of the month with financial reward
- Monetary rewards for positive guest reviews
- Staff ideas for improvements rewarded
- Financial reward for Weekly Top Performers
- Complimentary overnight stay presented at breakfast with senior management after passing probationary period
- Staff recognition awards
- Shout-outs and acknowledgement and recognitions for achievements and promotions



Improved communication

- Regular communications featuring company updates and personal news of staff
- "Open door" policy by managers
- Staff notice boards
- Daily internal communication detailing occupancy and events bookings
- Internal comms platform to publish daily operations brief, job openings, business & industry updates and staff recognition
- Daily stand-up meetings
- Engagement & well-being surveys
- Team charters
- Regular 1:1s and team meetings



Clear progression & development opportunities

- Promotions offered internally first
- In-house apprenticeship scheme
- Management training offered to those progressing into supervisory roles
- Regular appraisals and job chats
- Associated pay scales against each role
- Promotion of apprenticeships to all staff
- Continuous support & supervision for new staff
- Training plans

Join the HATS Network

www.hatsnetwork.co.uk

Join the HATS Network and sign up to the Hospitality & Tourism Commitment - a voluntary code of working practices developed in partnership with leading employers which covers critical areas such as working hours and learning and development and attempts to demonstrate that the industry is changing for the better.