



Future Skills  
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Workforce Planning Board of Grand Erie  
Commission de planification de la main-d'œuvre de Grand Erie

# Accommodation and Food Services: Quality of Work in Grand Erie 2023



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# Accommodations and Food Services

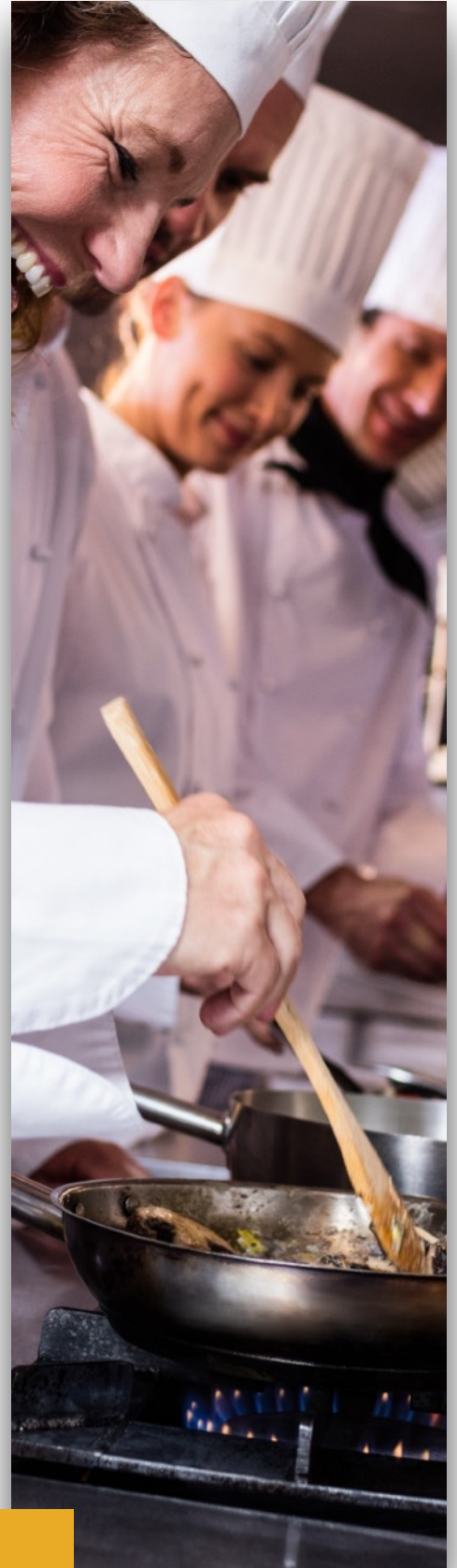
According to WPBGE's 2022 workforce survey, 11% of job seekers in Grand Erie indicated they were looking for work in the accommodations and food services sector.

In 2023, the Workforce Planning Board of Grand Erie conducted a study to assess quality of work in local workplaces.

28 accommodations and food service businesses were surveyed. The results showed:

## Top benefits offered by accommodation and food services:

1. **Meals at work – 79%**
2. **Skill development/training opportunities** during working hours – **79%**
3. **Annual (or more frequent) pay raises** based on inflation – **75%**
4. **Flexible job design** (i.e. employees have some input in what work they take on/are encouraged to take on additional projects to develop their personal skill set) – **68%**
5. **Fixed working hours – 64%**
6. **4-day work week – 61%**
7. **Recognition** for outstanding work and/or length of service – **61%**
8. **Protocol/policies for employee grievances** – 57%
9. **Mentorship/career pathways** coaching/guidance – **57%**
10. Annual (or more frequent) **pay raises based on performance/merit - 57%**



## Accommodations and Food Services



### Top benefits being considered by employers:

1. Skill development/training opportunities outside working hours
2. Annual (or more frequent) pay raises based on performance/merit
3. Annual (or more frequent) pay raises based on inflation/cost of living
4. Skill development/training opportunities during working hours
5. Financial support for skill development/training/education (e.g. paying for courses)



## Accommodations and Food Services

When businesses were asked about barriers to better supporting quality of work:

- 71%** said they had financial constraints
- 50%** said they had too many competing priorities
- 39%** said they were unable to free up the time to offer additional training/coaching
- 36%** said they were unable to hire more staff to distribute workload
- 25%** said they lacked support of/direction from Head Office to make any policy changes

**10%** of accommodation and food service businesses indicated they cannot consider offering any more benefits/quality of work supports.

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## Best Practices:

“We have an open-door policy. I'm open to suggestions. **I'll interview anybody, even if I'm not hiring,** and keep a file of past candidates to refer to if a better suited opportunity comes up in the future.”

## Accommodations and Food Services

### Best Practices:

“When it comes to career prospects and skill development, **I try to meet my staff where they are.** If there's youth who I hire that is going to move on to different things afterwards, I'm often a mentor and kind of guidance counsellor for them. **If somebody needs a bit of extra training to help them do their job better, we work with them.**”

## Accommodations and Food Services

### Best Practices:

“Paying for staff to get additional certifications really excites them; **they see that they are of value to us because we're investing in them.** And sometimes, if you can get them to believe in themselves that inspires greater confidence, work ethic and commitment.”



## Accommodations and Food Services

### Best Practices:

“People working in the hospitality industry expect their schedule to shift week to week. **I really work hard to make sure that it's basically the same schedule**, with some exceptions, of course, **so everybody knows when they're working, so they can plan around it.**”

# Accommodations and Food Services



## Resources:

Hamilton Halton Brant Regional Tourism Association: [www.hamiltonhaltonbrant.com](http://www.hamiltonhaltonbrant.com)

Tourism Skillnet Ontario: [www.tourismskillsnet.ca](http://www.tourismskillsnet.ca)

Tourism Industry Association of Ontario: [www.tiaontario.ca](http://www.tiaontario.ca)

Ontario Tourism Education Corporation: [www.otec.org](http://www.otec.org)

Ontario Restaurant Hotel and Motel Association: [www.orhma.com](http://www.orhma.com)

Restaurants Canada: [www.restaurantscanada.org](http://www.restaurantscanada.org)

Canadian College and University Food Service Association: [www.ccufsa.com](http://www.ccufsa.com)

Canadian Hospitality Foundation: [www.thechef.ca](http://www.thechef.ca)

Human Resources Professionals Association: [www.hrpa.ca](http://www.hrpa.ca)

Hospitality Workers Training Centre: [www.hwtc.ca](http://www.hwtc.ca)