

Accommodation and Food Services

2020 EmployerOne Industry Insights



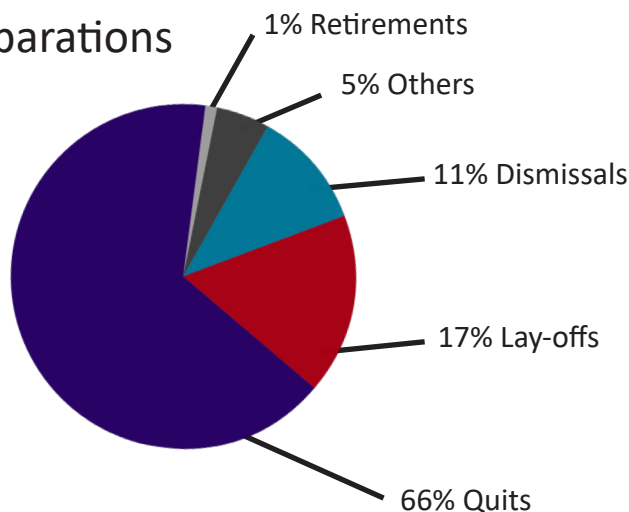
A total of 20 Accommodation and Food Services businesses in Waterloo Wellington Dufferin completed the 2020 EmployerOne Survey. These businesses represented 5% of all survey respondents

Hired in 2019



100% of the Accommodation and Food Services businesses surveyed hired in 2019. That represented a total of 680 hires. 329 of those were permanent part time, 176 were permanent full time and 175 were contract/seasonal/casual

Separations



The Accommodation and Food Services businesses surveyed reported 550 separations in 2019. 66% were quits, 17% were lay-offs, 11% were dismissals, 1% were retirements and 5% were in the other category.

Hard to fill positions

55%

Reported they had positions that were hard to fill in the last 12 months

Top positions reported as hard to fill

- Cook/Chef
- Kitchen Manager
- Server/Banquet Porter

Top reasons positions were hard to fill

- Not enough applicants
- Lack of qualifications (education level/credentials)
- Lack of work experience

Recruitment

Top recruiting methods

Online job boards/postings
Word of mouth/personal contacts/referrals/informal networks
Social media

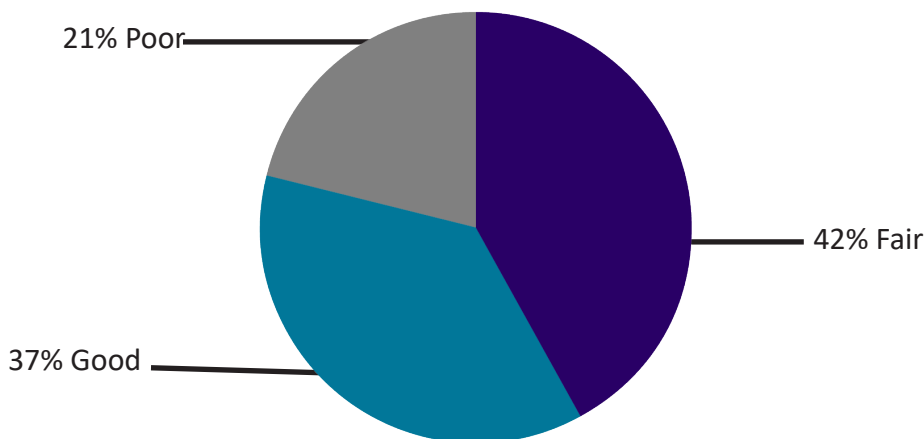
Top competencies they were looking for

Dependability
Work ethic
Customer Service

Technical Skills in Demand

The top credentials in demand by Accommodation and Food Service related businesses were a culinary designation and food handling certificate and the top essential skills were reading and writing.

Respondents rating of availability of qualified workers



Retention

58%

Reported retention was an issue

Top Retention Strategies

Employee “perks” (i.e., discounts on merchandise, staff celebrations, etc.)
Training opportunities
Clear promotional paths or advancement opportunities
Regular increases in salary

Plans to hire

100%

of those surveyed in Accommodation and Food Services plan to hire in the next 12 months

Top planned occupations to hire

Chef/Cook
Server

COVID-19 Update

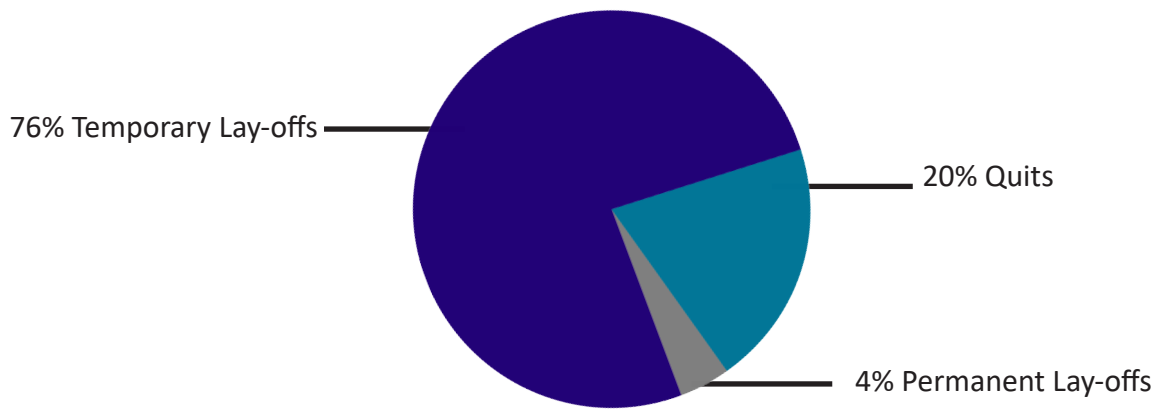
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The EmployerOne Survey is conducted annually from January 2 to 31 and the first 2 pages are reflective of the answers in that period. With the on-set of the COVID-19 pandemic, we decided to collect further data from businesses in this industry to determine how COVID-19 had changed their workforces and their expectations for 2020 hiring since January 31, 2020. 10 employers in this sector gave us an update.

Separations Since January 31 (270 total separations)

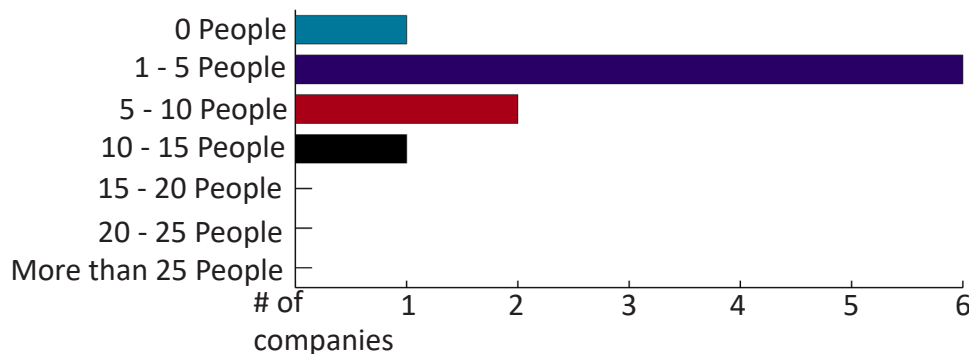


Hiring

The 10 Accommodation and Food Services businesses that responded to our updated survey have hired a total of 77 employees since January 31st.

Hiring in the next 6 months

Of the 10 companies responding to the updated survey 6 companies reported they intend to hire 1 to 5 people in the next 6 months



Top planned occupations to hire

- Cooks
- Host/Food and Beverage Server
- Supervisor

60%

Reported retention is a concern during the COVID - 19 pandemic