Employees: Our Most Valuable Resource

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A Staffing Crisis

- At its pre-COVID peak, hospitality and tourism industry employed some 330M people *(IMF, 2022; UNWTO, 2022)*
- During the pandemic, 60M jobs were lost with only 18M of those replaced *(Statista, 2022)*
- In addition to furloughs and terminations, other employees left to work in more crisis-resistant industries, retiring early or simply resigning
- Post-pandemic, there has been a lack of success in re-hiring former employees and recruiting new ones in sufficient numbers to meet demands of increasing number of customers
What Employees Want

- Work-life balance
- Competitive compensation
- Empowerment
- Job security
- Positive work environment
- Career progression
- Good company reputation
- Intellectually stimulating work
- Inclusivity
Industry leaders have indicated they are open to new strategies to address these severe staffing issues.
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Thank You