

## **SUMMARY**

This report details a four-phase investigation into a variety of aspects about the training needs of the hospitality and tourism industry. Each phase has a particular set of objectives, which are detailed below.

### **Objectives of Study**

To provide:

- a state of the industry report consisting of an analysis of the training needs of the hospitality and tourism industry, and the provision of training and education services to meet those needs
- an extensive literature review on the opportunities and issues related to the employment of employees in the hospitality industry
- an analysis of the performance of the Working Holiday Maker Visa Scheme
- a comprehensive analysis of the skills, characteristics and attributes needed to succeed in the hospitality and tourism industry.

### **Methodology**

The study employed four key methodologies:

- an extensive review of the literature on the hospitality industry's need for hospitality graduates, the skills of hospitality graduates and the skills needed to succeed in the hospitality industry
- a series of focus groups conducted with leading managers in the hospitality industry
- a desk based survey of various labour provisioning programs, especially the Working Holiday Visa Program, and programs to encourage older workers into the industry
- the compilation of a database of training providers.

### **Key Findings**

- Whilst there is enduring demand for front line service staff in hospitality, and this demand is met by a raft of training providers, there is a considerable disjuncture between educational institutions and industry on the skills required of managers in a dynamic economy.
- This disjuncture is exacerbated by the diverging focus of educational institutions on the development of higher order conceptual skills amongst university students.
- The industry may well find itself challenged to provide meaningful careers for well-educated ambitious university graduates.

### **Future Action**

The research suggests that both the industry and educational institutions need to engage in more dialogue to gain a greater appreciation of the benefits of recruiting well-educated ambitious university graduates.