

## I ndustry Snapshots

- Accommodation and food services makes up about 8.1 percent of all employment. (U.S. Bureau of Labor Statistics)
- Employment in the accommodation and food services industries is predicted to grow 18% between 2002 and 2012, adding more than 1.6 million new jobs. (U.S. Bureau of Labor Statistics)
- Of the 8,740,000 total workers employed in the accommodation and food services industry in 2003, 5,343,000 work full-time (61%), while 3,397,000 work part-time (39%). (Annual average for 2003, according to the Current Population Survey, a joint project of the U.S. Bureau of Labor Statistics and Census Bureau)

# High Growth INDUSTRY PROFILE

## W orkforce Issues

### Image and Outreach

- Countering the negative stereotypes
- Promoting the range of job opportunities available and career ladders and lattices

### Recruitment and Retention

- Expanding the youth labor pool
- Targeting untapped labor pools (older workers, transitioning military and their spouses, veterans, individuals with disabilities, ex-offenders, dislocated workers transitioning from other industries)
- Reducing turnover

### Training and Skill Needs

- Developing consistent training models and skill certifications
- Addressing language skills in the workplace
- Improving “soft skills” of entry-level workers

## S kill Sets

(Sources: U.S. Bureau of Labor Statistics, 2004-05 Career Guide to Industries and 2004-05 Occupational Outlook Handbook)

- The diverse range of activities offered by this industry provides excellent job opportunities for people with varied skills and educational backgrounds. Jobs will be

plentiful for first-time job seekers, senior citizens, and those seeking part-time or alternative work schedules.

- Training for food service managers is available through industry-sponsored seminars; short-term, subject-specific certificate programs; or Associate and Bachelor’s degree programs in management.
- A certification in hospitality management can be obtained through an 18-month training course or a 4-year specialized Bachelor’s degree.

## E TA in Action

DOL has listened to employers, industry association representatives, and others associated with the hospitality industry regarding some of their efforts to identify challenges and implement effective workforce strategies.

DOL has supported one solution and will partner with employers, education providers, and workforce professionals to develop and model other skills training solutions nationally that can be replicated and sustained throughout the state and local public workforce system. These approaches will help ensure that workers have the right skills for the right jobs at the right time.

## **I** nvestments

**Total Industry Investment is \$1,765,000**

**Total Leveraged Resources are \$5,900,000**

### **National Restaurant Association Educational Foundation (national)**

*Hospitality Business Alliance/ProStart School-to-Career*

Hospitality Business Alliance (HBA)/ProStart's primary objective is to increase overall restaurant industry participation in the project while enhancing the quality of the work experiences offered to targeted worker populations, increasing workers' productive careers in restaurants, and creating an economically stronger and more competitive industry. Through this project, NRAEF is helping the restaurant industry attract, support, guide, train, and teach current and future workers. The HBA/ProStart project cultivates new sources of talent for the industry through the creation of a national system of state hospitality partnerships, which are dedicated to the establishment of high school hospitality School-to-Career programs and industry mentoring programs that lead to an industry-recognized national certificate.

## **R** esources

For additional background information about the industry and details on the grants, information about employment and training opportunities, and workforce development tools for employers, educators, and workforce professionals please refer to the following: [www.doleta.gov/BRG](http://www.doleta.gov/BRG), [www.careervoyages.gov](http://www.careervoyages.gov), [www.careeronestop.org](http://www.careeronestop.org), and [www.workforce3one.org](http://www.workforce3one.org).