

**Regional Hospitality Workforce Audit Project
Region 2 Compilation Report**

Purpose: As part of our grant project to assess workforce issues, needs, and concerns, we ask you help in filling out this form. We will use the information to help policymakers and others better understand your workforce development and training needs and to identify possible solutions to the workforce training crunch.

1. What percent of your gross income comes from tourism-related customers?
(Check the one that applies)

<u>9</u> Less than 25 %	<u>20</u> 26% to 50%
<u>6</u> 51% to 75%	<u>5</u> 76% or more
<u>1</u> No Idea	

2. How many employees do you have (exclude yourself)?
- | | |
|----------------------|------------------------|
| <u>883</u> Full-Time | <u>207.5</u> Part-Time |
| <u>49</u> Seasonal | |

3. Which of the following strategies do you currently use to recruit new workers?

<u>13</u> Newspaper	<u>18</u> Job Service/Dept of Employment
<u>21</u> Family or Friends	<u>7</u> Networking with Others
<u> </u> Temp/Employment Agencies	<u>3</u> Internet Resources
<u>20</u> Other:	
<u>9</u> Walk-in	<u>1</u> Career Fairs
<u>3</u> Word of Mouth	<u>6</u> Sign in Window

4. Which of the following means or agencies are helpful in finding qualified workers?

<u>10</u> Newspaper	<u>4</u> Job Service/Dept of Employment	
<u>19</u> Family or Friends	<u>3</u> Networking with Others	
<u> </u> Temp/Employment Agencies	<u>1</u> Internet Resources	
<u>12</u> Other:		
<u>2</u> Walk-in	<u>1</u> Hire From Within	<u>1</u> Nothing Works
<u>6</u> Word of Mouth	<u>3</u> Sign in Window	

5. What is your average entry-level wage?

1: \$8.00 per hour	6: \$6.00 per hour	1: \$5.15 per hour + Tips
1: \$7.50 per hour	1: \$5.50 - \$5.75 per hour	8: \$5.15 per hour (ID min)
1: \$7.00 per hour	1: \$5.50 per hour	1: \$4.00 per hour + Tips
8: \$6.90 per hour (WA min)	1: \$5.35 per hour	1: \$3.75 per hour + Tips
2: \$6.90 - \$9.00 per hour	2: \$5.25 per hour + Tips	1: \$3.25 per hour + Tips
3: \$6.25 - \$6.50 per hour	4: \$5.25 per hour	1: \$2.43 per hour + Tips

6. Do you offer benefits?
 Yes: 29 No: 14

If yes, which ones (check all that apply?)

<u>16</u> Uniforms	<u>15</u> Medical
<u>4</u> Dental	<u>5</u> Retirement
<u>1</u> Tuition Reimbursement	<u>20</u> Other

Other benefits:

12: Various Discounts	3: Sick Pay	1: Annual Leave
6: Vacation Pay	1: Workman's Compensation	1: Life Insurance
3: Employee Meals	1: Free Cell Phone	1: Optical Insurance

7. How would you rate your employee turnover per year?
20 Less than 25% 13 26% to 50%
7 51% to 75% 3 76% or more

8. What are the three most common reasons employees leave?

14: Move	5: Family Dynamics	1: Don't Want to Work
12: Better Jobs	4: Not Enough Hours	1: Military
12: School	3: No Benefits	1: Medical Reasons
10: Conflicts w/guests or coworkers	2: Transient Workers	1: Miscommunication
6: Dismissal	2: Work is Too Hard	1: Not What They Like
5: Better Pay	1: Business Slow Down	

9. If you were going to give another employer advice in regard to employee recruitment, what would it be?

12: Check All References	1: Offer Benefits	1: Consider Appearance
6: Interview Well	1: Provide Upward Mobility	1: Take Your Time
4: Unsure	1: Hire Family & Friends	1: Provide Environment
1: Ask Yourself if You Can Trust This Person	1: Hire Senior Citizens	That Focuses on Service, Hospitality, & Fun
3: Hire According to Personality	1: Have a Good Core of Employees That Will Attract Other Like Workers	

10. If you were going to give another employer advice in regard to employee retention, what would it be?

6: Take Care of Your Employees	2: Hire Qualified Workers	1: Be Upfront
6: Flexibility in Scheduling	2: Acknowledge Employee's Work	1: Treat Like Friends
4: Family Environment	1: Listen	1: Golden Rule
3: Fun/Friendly Environment	1: Reward Good Employees	1: Be Flexible
3: Train Well	1: Golden Rule	1: Give Them Autonomy
2: Mutual Respect	1: Work With Employees	1: Be Appreciative & Communicate It
3: Provide Competitive Wages		

17. Given the upcoming LC Bicentennial event, which of the following training would you be most interested in offering your employees? (Check all that apply)

27 Communication

25 Basic Work Ethics

22 Problem Solving

29 Customer Service Training

21 Team Work

31 LC Trail Information Orientation

4 Other: None

4 Local Information

18. Do Federal and State regulations affect your ability to recruit and retain employees? If so, how? Yes: 6 No: 37

Comments: - Washington minimum wage is substantially higher than Idaho minimum wage makes retention difficult.
- One respondent stated that many people want to be paid “under the table”.
- Paying FICA Tax for people under 18 years old seems ludicrous.

19. Do you offer employee internships or scholarships?
Yes: 1 No: 40 Sometimes: 1