## 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.

- 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>5</u> 76% or more
  - <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
Temp/Employment Agencies	<u><u>3</u> Internet Resources</u>
<u>20</u> Other:	
9_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	_4_Job Service/De	ept of Employment
<u>19</u> Family or Friends	<u>_3</u> Networking with Others	
Temp/Employment Agencies	<u>1</u> Internet Resources	
<u>12</u> Other:		
2_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?

	6	
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: <u>29</u> No: <u>14</u>

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

\_16 Uniforms \_15 Medical \_\_4 Dental \_\_5 Retirement <u>1</u> Tuition Reimbursement \_20 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 your rate your employee turnover per year?	
	<u>20</u> Less than 25%	<u>13</u> 26% to 50%
	<u>7</u> 51% to 75%	<u>3</u> 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	1: Hire Senior Citizens	That Focuses on Service,
This Person		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	1: Treat Like Friends
4: Family Environment	Work	1: Golden Rule
3: Fun/Friendly Environment	1: Listen	1: Be Flexible
3: Train Well	1: Reward Good Employees	1: Give Them Autonomy
2: Mutual Respect	1: Golden Rule	1: Be Appreciative &
3: Provide Competitive Wages	1: Work With Employees	Communicate It

11. What three types of skills should your employees have, but don't? 20: Basic Work Ethics 3: Self Motivation/Ambition 1: Sales Training 16: Customer Service 2: They're All Great 1:Community Mindedness 1: No Creativity 1: How to Dress Appropriately 6: Communication Skills 6: Problem Solving Skills 1: Patience 1: How to be a Self-Starter 5: Common Sense 1: Product Knowledge 1: Not Trained in Other Areas 4: Team-Work 1: Sense of Urgency 1: Never Ask Them to do 3: Better Technical Skills 1: Cleanliness Something You Wouldn't Do 1: Politeness 3: People Skills 12. In what ways does your business offer opportunities for employees to advance in your organization or to gain new skills? 12: Cross-Train 3: Advance in Industry 1: Train to be a Barista 10: Promote From Within 3: Send to Workshops 1: Gain Computer Experience **5:** Nothing Except Pay Increases 2: Too Small 1: Acquire Knowledge For 1: Regional Recreational 5: None 1: Upward Mobility Activities 13. What are your greatest on-the-job training needs? 8: Customer Service Training 2: Problem-solving 1: None 3: People Skills 2: Better Technical Skills 1: Better Equipment 3: Cash-Register Training 2: Basic Work Ethic 1: Consistency 1: Communication Skills 3: Don't Have Time To Train 1: General Hospitality Training 2: Better Orientation 1: Follow-Through Training 1: No Budget For 2: How to Make a Better Product 1: Efficiency-Skills Training Training 14. Please estimate the economic impact by not having enough trained workers available to do your required work. 8: None 1: 25%-30% of Total Business 1: \$30-\$40 Per Day 1: About \$2,000 Per Year 8: Minimal 1: 10 % of Total Business 6: Substantial 1: 5% of Total Business 1: About \$1,200 Per Year 3: Unsure 1: About \$7,000 Per Month 1: About \$1,000 per Year 1: Major: Locals Don't Forget 1: About \$12,000 Per Year 15. How do you envision your workforce changing in the next 5 years? <u>21</u>\_Increase 3 Decrease 15 Remain the Same 16. Do you envision the LC Bicentennial impacting your need for employees? Why or why not? Yes: 20 No: 19 Maybe/Hope So 4 Comments: 1: Will Increase Hours 3: May Be Overstated 1: Already Maximum Staffed For Part-Time Staff 2: Traffic Will Increase 1: No Impact 2: Already Have Seen Increase

- 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)
  - <u>27</u> Communication 22\_ Problem Solving
- 25\_Basic Work Ethics
- 29\_Customer Service Training
  - 31\_LC Trail Information Orientation
- <u>21</u> Team Work <u>4</u> Other: None
- <u>4</u> Local Information
- Do Federal and State regulations affect your ability to recruit and retain employees? If so, how? Yes: <u>6</u> No: <u>37</u>

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