The New Zealand Hotel Industry - While Vacancies Increase, Applicant Numbers and Calibre Decline (Brien A, 2004)

What was the research about and why is the research important?
Recruitment and Retention of employees has often been said to be a challenge for hotel, but how serious is the problem? Establishing the actual position and future strategic management if there is important.

When was it conducted?
2002

Where was it conducted?
New Zealand

Who was involved?
Sixty-seven (67) Human Resource Managers in New Zealand 3, 4, and 5-star Hotels

What were the findings?
Hotels have more vacancies than they can fill and the situation is getting worse. Food and Beverage, Housekeeping and Chefs are in the hardest positions to fill. However, only 59% of Human Resource Managers had any strategic plan to address this. Overall, the human resource managers are of the view that the hotel industry has a negative image to the potential labour market.

To read more about this research click HERE