

Media release – 14 April 2011

### **Shortage of trained hospitality staff**

The hospitality industry is crying out for trained staff with figures showing 70 per cent of people working in the industry have only a school qualification or less.

A report by the Hospitality Standards Institute has found the hospitality workforce tends to be lower qualified, younger and more ethnically diverse than the average workforce.

The news comes at a time when there is a shortage of trained supervisors in the industry says Roderick Turner, Head of Department Services at Tai Poutini Polytechnic.

“So often hospitality is seen as a fill-in job, when in reality tourism, of which hospitality is a huge part, is the biggest industry on the West Coast,” he says.

“New Zealanders and international visitors have increased expectations of the level of service they receive when dining out. Cafes, restaurants and hotels are always on the look out for well-qualified supervisory level staff to oversee the delivery of this service.”

Hospitality Standards Institute Chief Executive Steve Hanrahan says the report established staff training makes a significant difference to the bottom line of hospitality outlets.

“The report shows training staff results in less staff turnover, more repeat business and more efficient operations,” he says.

“While service is generally good, it can be a bit of a lottery in New Zealand. It’s the exception rather than the rule to get outstanding service”.

Last year Anne Paterson completed a Hospitality Supervision certificate at Tai Poutini Polytechnic. She studied while working at the Recreation Hotel.

“I got promoted to restaurant supervisor at Buccleugh’s On High Restaurant after doing the course which was great,” she says.

“I learnt a lot about the management side of hospitality and its always good on the CV.”

Linda Connors, owner of the Recreation Hotel says Anne brought a lot of new skills to the restaurant during her time at the Polytech.

“The restaurant has got a really good reputation for service and much of that is because of staff who have done hospitality courses,” she says.

It is particularly hard to get trained staff at the moment. I am always going to employ someone who has done a course over someone who hasn’t”.

The Certificate in Hospitality Supervision is aimed at hospitality workers wishing to up-skill and move into management positions.

“The overriding principle in the programme is to promote professionalism and quality customer service skills to all students,” says Mr Turner.

The Hospitality and Tourism programme – designed for Food and Beverage and Tourism service professionals starts Monday May 2.

Hospitality Supervision starts Wednesday May 18

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**About Tai Poutini Polytechnic:**

Tai Poutini Polytechnic (TPP) offers a range of exciting programmes, has had course completion rates above the sector average for the last three years, has low student to tutor ratios and great relationships with business and industry.

Student fees at TPP remain amongst the lowest in the sector and when the cost of living and the brilliant lifestyle opportunities on the West Coast are taken into account there simply isn’t anywhere else to consider.

TPP has campuses in Auckland, Hamilton, Palmerston North, Christchurch, Wanaka, Invercargill, Westport, Greymouth and Reefton.