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workforce in Hotel Trinity**

Contents

INTRODUCTION	3
WHAT IS COVID-19?	4
IMPACT OF COVID-19 ON THE TOURISM ECONOMY	4
IMPLICATION TO REBUILD THE WORKFORCE FOR TRAVEL INDUSTRY	8
CONCLUSION	10
REFERENCES	11

INTRODUCTION

The novel coronavirus is a form of severe acute respiratory syndrome and characterized by fever, coughing and shortness of breath. The COVID-19 has made incredible tragedy. Many people are suffering from severe illness, death also. The COVID-19 also made tragic impact on economy, health, poverty and unemployment. From the beginning of 2020, all over the world is facing the same problem due to coronavirus. This COVID-19 has altered way of people's life dramatically. All kind of social interaction, way of dealing everything has been changed. The Travel and Tourism sector is also facing different problem due to COVID-19. All over the world, people couldn't travel while the pandemic situation was in extreme situation. The rules & regulation for travel became hard. Different country gave national lockdown for the extreme situation of coronavirus. In overnight, hundreds of countries suspended international flights. Many businesses were closed permanently because of COVID-19 also some businesses remained open but with a limited activity. The Travel & Tourism sector suffer sizeable losses due to COVID-19. According to Oliver Wayman, 2020, 90% of global population became used to with the travel restrictions also other stayed home due to the fear of coronavirus. The recent scenario of COVID-19 impacts slightly changing. As different countries scientist discovered COVID-19 vaccine and these vaccines are also working against coronavirus, all over the world trying to recover. Now all the affected sector trying to get their position again. All school, college trying to open their campuses for student around across the world.

WHAT IS COVID-19?

According to WHO, “Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus.” The infected people will experience mild to moderate respiratory sickness, and it can be recovered without special treatment. Sometimes this scenario may be different for older people and those who are under medical conditions such as CVD, diabetes, CRDs or cancer. Anyone can get infected with COVID-19 and become serious sickness or death at any stage.

The COVID-19 virus can spread from one infected person's mouth or nose through any small particles when they cough, sneeze, talk even while breathing.

The main way to stop or slow down the infection rate is by informing about this disease, how it spread. Self-isolation, using face covering, maintaining social distance, washing hand with sanitizer and most important is getting vaccinated can be the important steps to prevent transmission of coronavirus.

IMPACT OF COVID-19 ON THE TOURISM ECONOMY

According to (Office for National Statistics,2020) the travel and tourism sector's contribution in United Kingdom was 6.7% of all gross value in 2018. After that the COVID-19 pandemic has impacted travel & tourism industry heavily in 2020 and into 2021 because of govt restrictions for both domestic and international tourism for a long period of time. In the United Kingdom, a nationwide lockdown was announced on 23 March and before that all unnecessary travel was discouraged by government on 16 March. Then the restrictions were gradually relaxed by implementation of quarantine free travel corridors in July which made easier for travel and tourism industries. But again, the travel and tourism industries impacted by second and third lockdown in November 2020 and January 2021 where travel corridors were suspended on 18 January 2021.

During the COVID-19 pandemic the visits decreased. According to a writer (David Roberts, 2021) of Office for National Statistics, from April to June of 2020, 96% overseas residents didn't visit which is 97% less than in Quarter 2 2019.

Also in February 2020, the passenger traffic for both domestic and international air passenger was more than 2% compared to April 2020.



Figure 1: Passenger Traffic for 2019 & 2020

Source: Civil Aviation Authority

Data from the Home Office, derived from the Advanced Passenger Information provided by airlines, enables us to identify arrivals on their own and differentiate between all arrivals and British citizen arrivals. International passenger arrivals plummeted from 6.8 million in February 2020 to 112,300 in April, with British nationals accounting for 56.5 percent of the total.

In February, the share increased by 5.6 percentage points. British nationals make up a small share of all visitors to the country. In the United Kingdom, unemployment fell to 33.6 percent in June before soaring to 57.0 percent in August as national limitations were relaxed.

GetLink, the operator of EuroTunnel, has provided data showing how traffic through the tunnel has changed this year. Only 19,862 passenger vehicles travelled in April 2020, compared to 227,393 in the same month in 2019, a 91.3 percent drop. Cars, motorcycles, trailers, caravans, camper vans, and coaches are all included.

Following the partial relaxation of restrictions in both the United Kingdom and France, passenger traffic reached a high of 267,942 in August, a 28.2 percent increase over the same month in 2019. In comparison to air passenger traffic, there is a substantially higher recovery, most likely due to cars accounting for a large amount of traffic in EuroTunnel operations, allowing for easier social separation amongst passengers by remaining in their vehicles.

VisitEngland conducts a monthly occupancy study of hotel companies. At the onset of the pandemic, occupancy in every English region fell substantially, with room occupancy in the West Midlands falling to just 17 percent of available rooms in open accommodation firms in April 2020, down from 71 percent the previous year.

Various regions have recovered at various rates. Greater London experienced the slowest recovery in hotel room occupancy of any English area in the summer of 2020, with only 20% of rooms booked in July 2020, relative to 90% the previous year. In contrast, Greater London had the highest occupancy rate in every month except August in 2019.

According to data from the Monthly Business Survey, the coronavirus (COVID- 19) has had varying effects across industries. Turnover in the travel and tourism industry fell to its lowest level in 2020 in May, accounting for only 26.0 percent of February levels, compared to 73.6 percent in all other industries. During the first nationwide lockdown, the accommodation and travel agency industries suffered the greatest drop in turnover, falling to 9.3 percent of their February levels in May.

Except for exhibits and conferences, there was a reaction to loosening restrictions in the summer, with turnover in the food and beverage serving businesses peaking at 90.0 percent of February levels in August.

Recently reported on the influence of the Eat Out to Help Out initiative on customer behaviour in this business.

In prior years' statistics, exhibitions and conferences showed a distinct pattern of seasonality, with the largest turnover occurring in the fall and spring. This sub-industry did experience some rebound in the autumn, rising to 35.7 percent of February levels in November, up from 18.1 percent in August, and was the only

sub-industry not to see a drop in turnover in reaction to the November nationwide lockdown.

Data from the Labour Force Survey may be used to evaluate the impact of the coronavirus (COVID-19) pandemic on employment in the travel and tourist industry (LFS). LFS answers are weighted based on official population estimates and predictions that do not yet account for the effect of the coronavirus epidemic. This analysis relies on changes in employment levels and should be taken with caution. For additional information on how the coronavirus (COVID-19) pandemic has affected labour market data sources, see the article published on 6 May 2020, which describes some of the problems we have experienced in creating estimates at this time.

IMPLICATIONS TO REBUILD THE WORKFORCE FOR TRAVEL INDUSTRY

Tough COVID-19 has affected all the aspect of life, but we can take different initiative to make our life same as before. As the sector moves through the stages of recovery, it will be vital to examine and adopt a variety of measures to help it. Policies ranging from international coordination of border openings to the development of uniform standards and the support of employees to the considerable increase of testing availability will be significant in the early phase. As the sector adjusts to the new normal, regulations incentivizing travel, allowing seamless coordination, and increasing upskilling while rethinking the workplace, among other things, should be considered. As the industry strengthens its resilience, governments may improve environmental safeguards, interact more closely with local communities, and collaborate with the private sector to create and execute a new workforce vision. Finally, improved cooperation within and between governments, as well as alignment between the public and private sectors, will be critical to achieving recovery.

There are some initiatives written bellow which may help to recover the impact in Travel and Tourism Industry.

1. Implementation of Virtual Payment, avoiding the cash payment is the one of the best practices.
2. Screening visitors and team members, physical separation, enforcing facial coverings, installing hand-washing stations, extending food service hours, and reducing venue capacity are all options.
3. Certain firms may also need to reconsider their pricing structures in order to deal with lower demand in the short term and potential capacity constraints in the future. While dynamic pricing has been utilised in the business for many years, physical distancing techniques may increase this impact.

4. Communication, particularly marketing and positioning, will be important as businesses strive to convince travellers that they have done everything necessary to provide high quality service and safety.
5. Flexible working is another best practice. For example, remote working, flexible shift and timing etc.
6. In favor of private initiatives, government assistance for the travel and tourism industry and its employees will be vital in maintaining a faster recovery.
7. Travellers' knowledge of appropriate health and hygiene practices has grown and will continue to rise, impacting their travel expectations.
8. Businesses must equip their employees with the necessary tools and training, since every employee has a role in reducing risk, both for the company and its consumers. Trainings should attempt to teach new standards of excellence while also providing a refresher on basic health and safety procedures. Businesses may go a step further by monitoring and rewarding employee performance in this area.

CONCLUSION

The novel coronavirus has made a serious impact in our life. Social, Education, Business, Travel Industry etc. everywhere COVID-19 has made scratch. Many people lost their family member by this coronavirus. Now the spread rate is less than before, and people are aware about the coronavirus. Government is also taking the initiatives to prevent the spread. Now there are so many COVID-19 vaccine available which works good as a COVID-19 antibiotics. All sectors are alert about the spread and the precaution. To support the travel and tourism industry government and different organization are working. Now government made easy the restriction regarding international travelling and makes corridor for different country to stop the spread of COVID-19. Again the travel and tourism industry is showing the upward trend regarding their business.

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