



Staff shortage and labour challenges

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Contemporary Themes in the Hotel and
Hospitality Sector (BMIH6001)

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AGENDA

Literature review

Method and
theme impact
analysis(PESTLE
analysis)

Conclusion

Recomandation

Questions

Literature review

- The literature review will examine studies on internal and external staff shortages, highlighting areas for improvement and strategies for addressing these challenges. Many issues, such as low wages, long shifts, lack of recognition, inadequate training, and limited career advancement, are internal.



Staff shortage internal problems

- A major problem is the mental health of the remaining staff who risk becoming demotivated or exhausted
- Long shifts or extra working days to cover staff shortage
- Small wages based on national minimum wage or 0 hours contracts is a huge problems in staff retention
- Education and development are key in solving the staffing crisis.
- Investing in training programs enhances employee retention by equipping workers with essential skills for effective performance and career advancement.



**CLOSED
DUE TO STAFF
SHORTAGE**



Staff shortage external factors



Health and safety
concerns



Demands in
benefits and
flexibility



Career switching



High turnover rates
in college
graduation



Migrations from
poor countries

Method and theme impact analysis

POLITICAL

Labour laws
Operational costs
Political stability
Taxes
Political tensions

SOCIAL

Long working hours
Pressure on existing staff
for good results
Education

ECONOMICAL

Small wages
Employees with 0 hours
contracts
Training costs

TECHNOLOGICAL

Mobile technology
AI chatbots
Technology adoption

CONCLUSION

- Staff shortages and labour challenges in the hotel and hospitality industry represents a combination of political, social, economic, and technological factors. All these issues involves combined strategies that improve employee satisfaction and influence technological innovations.



RECOMANDATIONS



Employers to offer flexible scheduling programs



Employees to have benefits, like health insurance, paid time off, retirements plans, for their own stability and security



Training and development are essential for business if employees will improve their skill and job performance.

AI STATEMENT



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I confirm that I have not presented any AI generated materials as my own work.



I confirm I have copies of my drafts, notes, and other resources I used, which I may be asked to provide in evidence.