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In today's age the industry of hospitality is constantly changing (utete,r.2023) and adjusting as time goes on. There are more differences to past generations compared to now as gen z currently takes up two thirds of the global labour workforce their expectations are different to times before(molwitz,l.2026) . This is now causing a shift of unprecedented scale in how the hospitality industry is attracting and maintaining its workforce. The industry is always looking for new employees (m,nappa.2022) as the demand is so high. Hospitality is rebound for the fast turnover for staff and in today's age generation z is vastly different in

how they adjust and take on work in this sector. In this essay, it will be overviewing how characteristics to the work life cycle of gen z has been different to past generations work ethics/ preferences. What is the hospitality industry trying to do to adjust to the new sergeance of the workforce with gen z and what solutions there are to this adjustment. This essay will give research on why the hospitality industry and organizations are doing to rethink strategies previously viable to past generations and comparing to the new methods used to draw the millennials of today into its industry.

Looking at the past generations, it is clear to see there is a large difference with the approach of work and work life balance Lareau,J.(2017) from this we can see the difference in how people go about it. Generation z has started to become more vocal about the wellbeing of themselves Hasson, gill and butler, donna(2026) in the work life and struggles that come with it. which is causing a big change in how the workforce goes about things. In previous years a lot of vocal abuse and turmoil seemed to be deemed normal in the industry as this was “the hierarchy” of things this caused many negative preconceptions of the industry and negative habits that came with this. It affected the mental state and health of many of the older generations and cause many issues but due to the standpoint on it, this was normalised. When covid happened according to williams,k.(2022), covid caused many organisations to adapt and take time to think about the wellbeing of their employees as many changed their jobs to something less stressful as they were not under the demand of having to work as lockdown took the industry into absolute shambles. What happened next was a big change people started to become more vocal about the stress and mental fortitude of the sector which caused many businesses to rethink their strategies on the employee lifecycle (Mcadams,b.2025). Generation z takes balance a lot more into consideration and believe that work and outside life should not be night and day they should work in harmony to improve the wellbeing of the staff as wellbeing of staff mean that the quality of the industry will improve as they want to instead of they have too .

Looking at the older generation they seemed to think that pressure and responsibility was a negative thing as they felt if they didn't do it they would be repercussion but a lot of managers in current times are having to adjust as pressure and responsibility do not necessarily mean a negative affect and in today's age (jolliffe,p. And flster, s .2019) these can be things to help keep someone motivated as people rely on them . when looking at people who adopted this philosophy there was one who really opened people's eyes to the stress and solitude that comes with the industry with the past generation and his name was Anthony Bourdain his beliefs of the food industry, cultural appropriation and wellbeing of behind the scenes made Anthony bourdain gain vast amounts of popularity as well as

his footprint on the media brought a lot of insight into older generations work life balance whether that was good connotations or negative ones to jobs like a line cook and so forth .

Older generation managers are having to adjust and adopt new ways to engage the workforce of generation z by adapting there leadership styles this paragraph will explain some of the different understandings and adaptations that are taking place by older generation managers , workplace practices that may have worked in previous generations . It seems in today's society there are starting to focus on creating a supportive and healthy work environment as this values people's emotions and development that comes in the sector. Older generation leaders and managers are starting to understand the importance of Z's appeal to work life balance and are providing more manageable work hours and are becoming more understanding of people's hobbies outside of work. Another way managers are adapting are prioritizing mentorship and learning they are investing in getting employees to develop skills through competitions or providing frequent feedback to help better and improve the individuals following to company demands and needs. The change in how managers are going about their teams is becoming very apparent as they are starting to include fun activities to the team from a reward kortext.com.(2025) scheme to funny certificates at staff meetings to help capitalize the behaviour and habits of the Z's work ethic.

From this change there is now a wider understanding and respect to people in the work place as they are getting the hang of different peoples communications styles (Corporate English Solutions , 2024), and preferences between past generations and gen z which helps in creation a more positive and productive work environment .by adopting this there are now setting a more positive example and reputations to help the industry thrive and blossom .

A big part of this change is due to human resources (Faragher, 2026) and how this improves engagement. Human resources play a vital role in current hospitality industry from finding new recruitment strategies in the sector, diversity in the workplace and targeted training modules to staff this has a positive impact on creating environments where employees thrive and understand the job role at hand. These practices not only boost employee wellbeing, but it also adds innovation and creativity in the business within hospitality's organizations (Health, 2025). Through training that is targeted to each person it causes the level of the employees to grow and when people are motivated for promotion it brings more healthy competition (Rand, 2026) to staff that causes people to strive for greatness. Human resources also handle any issues that people may have when it comes to work (Valcheva, 2025) if there's a falling out between staff or issues in personal life, they are the

backbone of people finding solutions to any issues that may be beckoned to people in the industry.

Characteristics of gen z are very different to generation x and y (Coleman, 2025) from how they are more vocal on diversity and inclusion to workflows this can be pushed down to the fact gen z is pushed towards their style of digital fluidity, ethical workplace, fair compensation and a big characteristic to prioritise work life balance in a strong comparison to generation x who were vastly more independent (Britannica history, 2023) in how they did things, although while also using many different resources and some questionable leadership styles where ego sometimes overtook responsibility they also valued work life balance but most of the time were not able to get a flowing balance due to things being less spoke about or questioned understanding the differences between the two generations is crucial to bettering and engaging the workforce from both generations being able to adjust the leadership skills to manage both results in a far more equal and productive team.

The employee life cycle is a key part of employers and employees there are several stages to it that all employees go through. The first step of it is attraction this covers where people who are potential candidates can become aware of the company and the opportunities (Knight Frank, 2025) they have at hand. The second step is recruitment this is where the organisation selects the candidates. Stage 3 of it is onboarding this involves a company integrating a new employee providing training and resources. Stage 4 is development; this goes in on the growth of the employee and evaluation that comes from opportunities. Stage 5 is about making sure they are satisfied in their role to hopefully resolve and reduce turnover in staff. Stage 6 is separation whether leave voluntary or not this includes exit interviews and reasons for.

There are many ways of practical strategies (LHH, 2025) to involve generation z into the work life. For both generations it seems that today having a positive work life balance is positive for engagement, as there is a big sense of morality and inclusiveness which helps celebrate milestones the company might have and build relations between workers. In hospitality a big proportion of gen z enjoy incentives, if there is a reward that comes with it an addition to pay (Carere, 2025). Some different strategy angles could be offering training programs and career advancement opportunities to enhance their career growth (Hastwell, 2025). This gives them incentive to learn from the way it will boost their future career from new skills they may get. In hospitality now it is easier to encourage and have two-way communication between employer and employee, as an open environment where they can ask the questions or queries adds more comfortability to the employee and boosts

transparency between them which grows trust and relation. This is beneficial for engagement from both generations as it causes less confrontation as its opted to be spoke about in a more beneficial manner. A good strategy model that employers are adding is that businesses are promoting celebrating milestones ,gives incentive for engagement as when employees have something to work for it causes as stated previously friendly competition it makes people strive for more greatness in there job role and push towards promotions which is beneficial to growing the sectors new generation and strengthen the engagement (Sanjay Pendharkar and Sanjay Pendharkar, 2024) of the team

Many businesses in the hospitality industry are adopting practices like more flexible work arrangements (Harri, 2024) and increasing the generations soft skills this shows the preference the newer generation has towards development and its engagement with hospitality it combines digital convenience as more and more places are moving to digital receipts and order points to increase younger peoples capabilities ,this also conveniently adjourns with generations z point of view on sustainability which is also rubbing off on the gen x and y, this leads to more experimental immersion between the generations and the workforce brands like Marriot hotel company is starting to adopt this scheme and seeing many positives from it .

To conclude the research found it is seen that gen z has a very different set of moral and behavioural differences to past generations, especially when it comes to engagement towards work life balance and motivation (CIPD, 2025). for employers adopting a new style of engagement strategies is now more a necessity compared to a preference ,due to the surgency of gen z in the work force which is causing a seismic shift in how businesses are going about this topic we can see that gen x is trying to adopt the new style of the work cycle alongside the gen z with a more sustainable standpoint on the industry (Michaelides, 2024) . through hr there are vast changes getting made to the employment schemes which is causing a beneficial effect on the attraction new employees in the field due to this factor maintaining growth in the skills and knowledge of gen z without affecting the scale of interest as in more establishments than before there is a reward/ something to strive for in the job role compared to just pay the new schemes that are getting absorbed by business will help grow the industry to a even stronger and healthier environment for generations from previous to generation alpha there are new strategies to keep all invested and boost engagement in the field

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