

**STAFF RETENTION – TOURISM & HOSPITALITY INDUSTRY
SURVEY STATISTICAL SUMMARY**

BUSINESS REPRESENTED

Hotels (Inn/Motels).....	37%
Food & Beverage (Café, restaurants, Pubs etc)...	49%
Gaming (Casino)	9%
Others (retail, etc)	5%

EMPLOYEE’S LENGTH OF SERVICE:

1-5 months	12%
6-11 months.....	9%
1-2 yrs.....	32%
3-5 yrs	40%
5+	7%

EMPLOYMENT CLASSIFICATION:

Casual.....	68%
Part time.....	23%
Full Time.....	7%
Permanent	2%

RATING ON EMPLOYMENT FACTORS GIVEN BY RESPONDENTS

	1 low importance	2	3	4	5 high importance
High Wages	0	0	12%	55%	33%
Job Security	2%	0	5%	38%	55%
Friendship At Work	0	0	19%	44%	37%
Caring Supervisor	0	2%	9%	28%	61%
Opportunity for Training & Development	0	0	9%	35%	56%
Prospects for Promotion	0	0	6%	47%	47%
Fairness At Work	0	0	9%	26%	65%
Appreciation for Good Work	0	0	5%	30%	65%

	<u>Very True</u>	<u>Partly true</u>	<u>Somewhat true</u>	<u>Very Untrue</u>
Clear About Manager’s Expectations	58%	26%	16%	0
Feel respected as a person	36%	49%	13%	2%
Feels treated fairly	44%	41%	15%	0
Feel part of a team	63%	24%	8%	5%
Co-workers take pride in their work	25%	51%	19%	5%
Get the resources needed for the job	45%	45%	8%	2%
Good work gets noticed	23%	56%	13%	8%
Have opportunity to learn new skills	37%	29%	32%	2
Considers role as challenging	23%	56%	18%	3%
Gets variety in work	31%	38%	28%	3%
Work is in a safe environment	50%	40%	10%	0
Job offers career path	24%	50%	18%	8%