

Hotel Service Supervisor	Australia
ASCO Code: 6321-11	January 2008
Labour market rating	Shortage
Comment:	

Occupational demand

This occupation covers a range of specialisations within hotel and motels, such as head housekeeper, head porter and hotel concierge. While these specialisations are all related to the service of hotel guests, movement between them does not generally occur and therefore they are not a single labour market. While each specialisation may be a separate labour market, activity in the hotel industry is an indicator of demand for all hotel service supervisors as 85 per cent are employed in the Accommodation, Cafés and Restaurant industry. Some indicators of activity in the hotel industry are the number of hotels, takings and room occupancy rates. The ABS Tourist Accommodation Survey indicates that all of these indicators have increased since 2005 suggesting strong demand for hotel service supervisors. The number of establishments has increased by two per cent, while room occupancy rates increased by 2.3 percentage points. Hotel takings have also increased, by 21 per cent, over the last two years. Over the last five years employment in this occupation has grown by almost one third. These figures suggest there is strong activity in the hotel industry and therefore strong demand for hotel service supervisors, which is supported by employer comments.

Occupational supply

Entry to this occupation varies, with many employers commenting that while formal qualifications in management are desirable they recruit workers who have extensive experience in the Accommodation, Cafés and Restaurant industry. ABS Education and Work data indicate that around 60 per cent of hotel service supervisors do not hold post-school qualifications. Overseas departures and arrivals information from the Department of Immigration and Citizenship shows the net inflow from overseas migration of hotel service supervisors is minimal.

Employer and industry comments/current labour market

A survey of employers who had recently advertised for hotel service supervisors was undertaken for this report. Due to the small number of identifiable vacancies in some locations, additional employers were canvassed for their opinions. Some employers who had not advertised indicated they do not advertise as it is costly and ineffective, rather they recruit by word of mouth. Discussions with employers who had recently advertised found that approximately 60 per cent of vacancies were filled within four weeks of advertising. On average, there were around 13 applicants for each vacancy, with an average of about one applicant per vacancy considered by employers to be suitable.

A small number of employers were looking for applicants who had formal qualifications. However, the majority of employers did not require completion of formal training but stated that experience in a similar role was essential. A number of employers who were recruiting for positions in large hotels recruited internally and offered staff development opportunities as part of identified career paths. These employers also commented that they had a high retention rate with staff staying with their organisations from 5 to 15 years. The main reason offered by employers for vacancies remaining unfilled was a lack of applicants who had adequate industry experience, although some employers stated that remote locations posed particular difficulties for employers in those areas.

Labour market outlook

The labour market for this occupation is unlikely to change in the short term.