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The Modern Hiring Guide for Hospitality

Recruitment Strategies and Solutions for Today's Hospitality Workforce

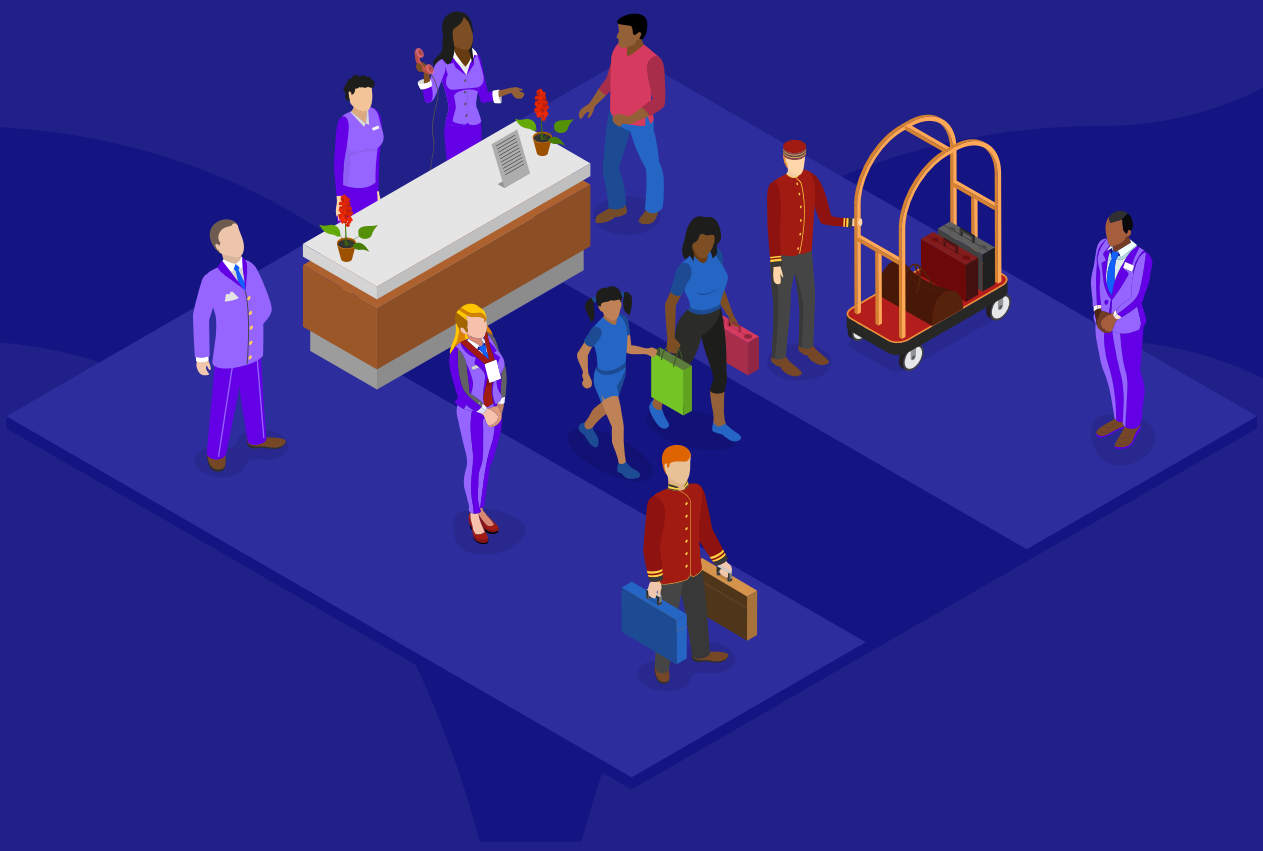


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The state of today's hospitality workforce

By the numbers

1.6 million

Americans who work in the hospitality industry[1]

80%

Percentage of hotels experiencing staffing shortages in the United States[3]

$4.7 trillion

Approximate value of the global hospitality industry in 2023, with projections to reach $5.8 trillion by 2027[2]

73.8%

Average turnover rate in the hospitality sector as of August 2023[4]

The current state of the hospitality industry

The pandemic threw a wrench into the business-as-usual operations of hospitality companies like hotels, resorts, and other recreational organizations, and the industry is still working its way through recovery. But projections show that the hospitality sector is set to rebound quite substantially in the coming years, which, in turn, will cause hiring rates to recalibrate and possibly even increase.

Currently valued at $4.7 trillion, the hospitality industry is expected to grow at a CAGR of 5.5% and reach $5.8 trillion by 2027.[2]

Despite employing 1.6 million Americans[1], hospitality companies are struggling to keep positions filled. Across the United States, nearly 100,000 hospitality jobs are unfilled, and nearly 80% of hotels are experiencing staffing shortages.[3]

Seasonal ebbs and flows and high turnover rates can temporarily (but consistently) hamstring hospitality operations and leave managers wondering how to address these lulls and keep their facilities staffed through the seasons.

What this means for hiring talent

Hospitality turnover is a persistent problem, one that is precipitated by the highs and lows of demand. While the volatility of hospitality work may lend itself to steady turnover, recruitment teams have the opportunity to use the hiring process to attract candidates who are more likely to stay on staff beyond the busy seasons, thus defraying the costs and time expenditures involved with talent acquisition.