

MEMBER VIEW

73%

are happy / very happy
to recommend working
in hospitality

4% would be very unhappy to
recommend working in hospitality



*'It's not just about
the salary, it's also
showing you value
and appreciate
your team.'*

to recruit and retain
staff in 2022



74%

feel bonus schemes aid
retention

appreciate a job 'well-done'

90% vs 3%

highly value
development and
education as a benefit

87% expect it, and 90% feel this aids
retention



78% feel salary increases have a positive effect on retention



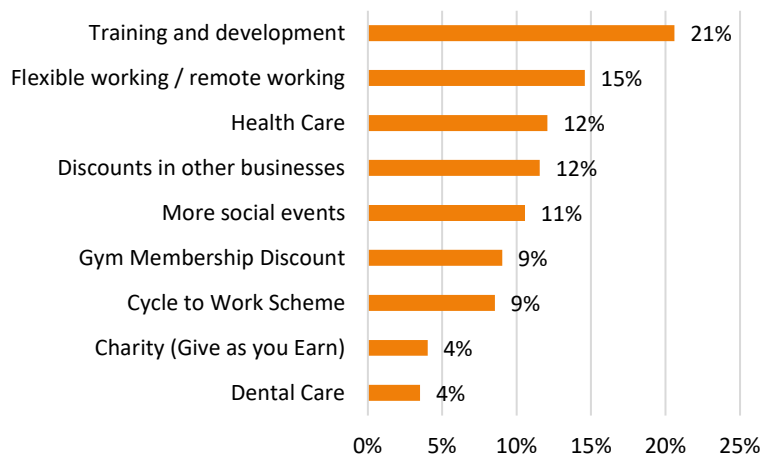
81% feel employee benefits aid recruitment and retention

When asking our members what benefits their employer offered the most common options were:

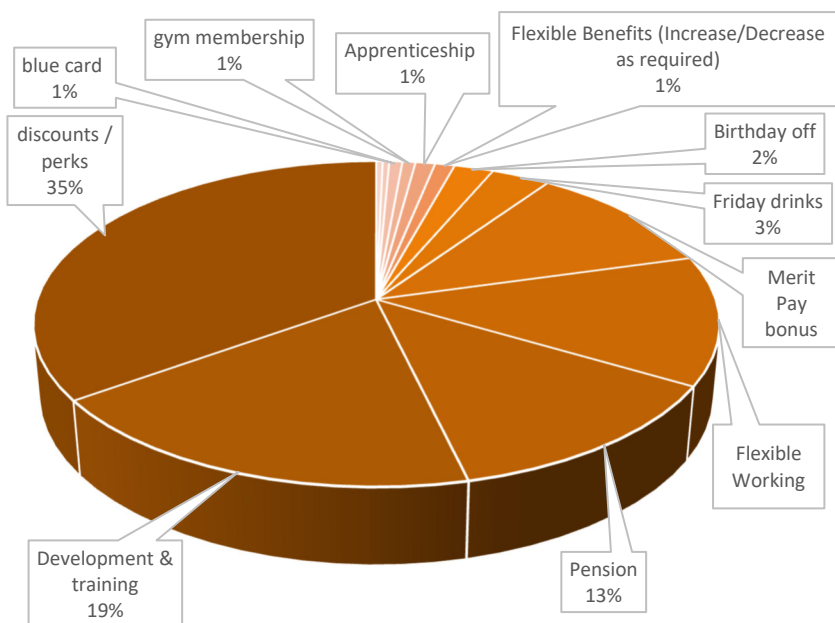
- training and development
- flexible working
- health care
- discounts / perks

“Benefits are one thing but we need a focus on making the hospitality industry an attractive option for school, college and university students to consider as a career”
(South West)

Benefits offered by Employers



Employee favourite benefit



When asked, our members favourite employee benefit is ‘Discounts/Perks’ which is by far the most favoured at 35%, followed by ‘Development and Training’ favoured by 19%.

“Training and personal development should be available at all levels. Although my employer has a scheme, it is focused on entry level apprenticeships and lower level courses and little for those at degree level or higher.”
(North West)

What our members said:

*"Staff meals on duty and uniform are not benefits to staff."
(North West)*

*"Benefits are not a way to underpay which many employers try to do. When things are a legal minimum eg 3% pension contributions we do not want it listing as a benefit"
(East Midlands)*

*"Working conditions, a fair wage, clarity in expectations, and honesty are the key reasons why people stay with an employer. Bonuses and other financial rewards should not be seen as a benefit, they should be seen as loyalty rewards and extras for going the extra mile. Bonuses can also be given as experiences, and not only cash.
(London)*

*"A decent starting salary well above industry standards. A proper induction . Acknowledging achievements. Pension contributions. Retention bonus. Extra holidays"
(Outside of UKI)*

*"Having an empowering work culture is far more important than any benefits"
(Outside of UKI)*

*"No amount of "benefits" will keep your employees. Just pay fair & manage with people in mind not numbers."
(London)*

*"Be humble and treat people with respect are the fundamental attributes. Be passionate and proud about what you do - "walk the job" - demonstrating this to the team - it is infectious and fun!!"
(South West)*

*"I am a great supporter of a Cafeteria style benefit scheme where employees can choose those benefits most important to them - ie extra holiday, healthcare, L&D, etc
(South East)*

Conclusion

Summary of the data and insight from the employee benefits survey (December 2021)

- **Valued & appreciated**
Ensuring employees feel valued and appreciated is key to their recruitment, retention and wellbeing.
- **Benefits should be benefits**
Although benefits are seen as an 'additional bonus' employers need to ensure they are actual 'benefits' not provisions which should already be included as part of the employee role (i.e. statutory pension).
- **Hospitality is still seen as a great sector to work in**
It's great to see that the majority would recommend working in hospitality – it is an amazing industry to work in and we are pleased to be able to support all our members to learn and assist them to gain further career progress in the sector. (73% would be very happy to recommend working in hospitality).
- **Employer benefits suggestion:**
The following are the top rated benefits so to include them in your employee package will assist to recruit and retain:
 - Discounts / Perks
 - Development & training relevant to the individual, their current role and future career
 - Flexible working
 - Pension

Request to members:

Much of the insight we received from this survey was from London and the South of England – it would be great to hear more from our members in other regions of the UKI and across countries. We will be running further surveys and ask that you please complete them, as they just take a minute or two, and the information you provide is invaluable to the hospitality industry for future growth and success.

Thanks to all our members who took part and responded.

The Institute of Hospitality

(in collaboration with Umbrella Insight)