

Report on	Upskilling Tourism & Hospitality
Date of Meeting	7 June 2018
Reporting Officer	Michael Browne
Contact Officer	Mary McGee

Is this report restricted for confidential business? If 'Yes', confirm below the exempt information category relied upon	Yes	
	No	X

1.0	Purpose of Report
1.1	To report and inform Council of a skills initiative developed by Mid Ulster Council Tourism Team, SW College and NR College, targeting the Hospitality & Tourism sector in the region
2.0	Background
2.1	The hospitality and tourism industry continue to face a crisis in terms of staffing and skills as evidenced in the skills cluster work to date and feedback from the industry. In order to try to address issues with staffing, recruitment, retention of staff and skills in the Mid-Ulster area, the council and the two local colleges have invited the industry to outline the challenges they are experiencing on a day-to-day basis – getting the right people with the right skills. This information will guide and inform the Colleges on how best to allocate resources and will seek to put in place a structure that will have a real, lasting, positive and practical impact on local businesses.
3.0	Main Report
3.1	<p>This initiative gives local business an opportunity to have one to one time to think about their own needs and look at measures that can be taken to futureproof local business from the staffing challenges they have identified. Staff from the two college will present to the tourism cluster members on 30th May and have also with tourism staff organised one to one clinics scheduled to take place in the Burnavon Arts and Cultural Centre on Tuesday 12th June. The focus of these clinics will be to try and pin down the issues the industry have, these could be:</p> <p>What needs to be done to improve the customer experience – are all staff customer focused?</p> <p>Do they need help to refine their menu offering – can they accommodate the changing food trends?</p> <p>Do they need to train existing staff in core technical skills – kitchen, food service, reception?</p>

	<p>Are existing staff equipped to mentor new employees and ensure they can integrate into the team quickly and successfully?</p> <p>Do they need advice or support on the best ways to recruit and attract staff or to use social media to enhance business opportunities?</p> <p>Both council and colleges have a range of existing strategies and are really keen to find out if they will work for business and also need to know what is needed to make a real difference to business and the local economy. These clinics are a first step in addressing this.</p>
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial:
	Human: Staff time where applicable.
	Risk Management:
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications:
	Rural Needs Implications:
5.0	Recommendation(s)
	For information.
6.0	Documents Attached&References