

<b>Report on</b>	Upskilled and Ready for Business Workshops
<b>Date of Meeting</b>	4 July 2018
<b>Reporting Officer</b>	Michael Browne
<b>Contact Officer</b>	Mary Mc Gee

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To inform Council of the recent business engagement initiative titled “Upskilled & Ready for Business” aimed at realising the skills needs of the local tourism and hospitality industry in Mid Ulster. This was a joint initiative with Northern Regional College and South West College.
<b>2.0</b>	<b>Background</b>
2.1	<p>The hospitality and tourism industry continue to face a crisis in terms of staffing and skills. 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 organised a series of clinics on Tuesday 12<sup>th</sup> June to hear directly from the businesses. Businesses got an opportunity to highlight their personal concerns and the challenges they are experiencing on a day-to-day basis – getting the right people with the right skills.</p> <p>This information, it is hoped will guide and inform business on how best to allocate resources and will seek to put in place a structure, which will have a real, lasting, positive and practical impact on your business. This gave the businesses an opportunity to have one to one time to think about their needs and look at measures, which can be taken to futureproof business from the staffing challenges identified.</p> <p>Businesses were asked to consider examples such as:</p> <p>What needs to be done to improve the customer experience – are all staff customer focused?  Do they need help to refine their menu offering – can they accommodate the changing food trends?  Do they need to train existing staff in core technical skills – kitchen, food service, reception?  Are existing staff equipped to mentor new employees and ensure they can integrate into the team quickly and successfully?  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>

<b>3.0</b>	<b>Main Report</b>
3.1	<p>Twelve local hospitality and tourism businesses took the opportunity to avail of the one to one clinics with staff from the two colleges. Issues raised with the colleges included:</p> <p>Staff recruitments for a new start up business  Food service skills training required,  Chef mentoring and upskilling in an already busy kitchen  Exploring marketing training opportunities again for a new start up,  Menu writing and development,  Catering for new markets including the Chinese market.</p> <p>The Colleges and tourism staff are now following up with the businesses and putting actions in place to deliver solutions to these businesses. It is planned that Council will run this clinic format again in mid-August to further facilitate the businesses.</p>
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial:
	Human: staff time as required
	Risk Management:
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications:  na
	Rural Needs Implications:  na
<b>5.0</b>	<b>Recommendation(s)</b>
	Continue to assist this initiative with The Colleges.
<b>6.0</b>	<b>Documents Attached &amp; References</b>

