

Workforce in the hospitality and restaurants industry

Transcript

00:07:10:21 - 00:07:25:17

ANGELA NALWA:

What type of upskilling do hospitality and restaurant leaders need to consider providing for their workforce to meet the consumer preferences for remote interactions and food delivery that are really driving increased use of technology?

00:07:27:16 - 00:09:01:13

ALEX RHODES:

That's a great question, Angela. I think what we've seen over the last year or so with the pandemic is shifting in customer preferences to a large extent. Especially when you look at, the restaurant industry where you look at the proliferation of food delivery options. Essentially, you can get room service to your front door, whether it's in your condo or apartment or your home. And so that increased use of technology in the ordering process, I think, is going to create some opportunities there in the technology space. When you talk about kind of upskilling and kind of flexibility, one of the things we've talked about in terms of attracting and retaining workers is, the idea of flexibility. And I think that's one thing that we've heard, as we've gone to conferences recently, is that especially in the restaurant side, you're kind of streamlining the back of the house and the kitchen and elsewhere where you're not so dependent on different roles within the kitchen. Where you can make the process more simplified or streamlined, where you can have interchanging roles, in the back of the house if one person isn't able to make a shift, you can quickly and easily interchange that

with someone else who is available. And same thing if reducing the risk of employee turnover. If you have a specific role that turns over in the kitchen, you don't want to be stuck not being able to deliver to your customers. And so making those roles interchangeable so that if somebody isn't able to make a shift or somebody decides to leave, that you're able to quickly fill in and not miss a beat there. We continue to see an increased adoption in technology, in the lodging space as well, where you can even bypass the front desk potentially, getting in right to your hotel room just with the use of an app.

00:09:01:13 - 00:09:29:26

ANGELA NALWA:

That's right. And you know, everything you just said, Alex, plus our own experiences is reflecting really how technology is having a huge impact on how jobs are being performed. So that skill need and the change in skills is going to continue to be a priority. With continuing staff shortages, technology is going to be used through apps and QR codes, etc. to perform the roles that were normally done by staff.

00:09:29:26 - 00:09:44:25

ALEX RHODES:

Thank you, Angela, for joining me here again today to discuss our thoughts on the employment challenges facing the hospitality and restaurant industry today. I hope you all found some of our insights useful and can bring those back and implement those in your respective businesses.

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