

Migrants in the hospitality industry

% of workforce:



Migrant workers **26%**



Born in the UK **74%**



from **23%** in 2009



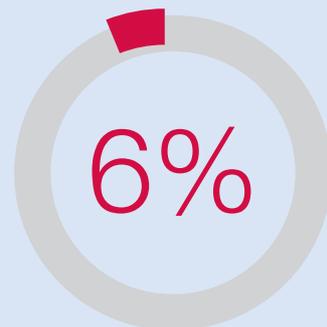
Accommodation and food and beverage services will need almost **524,000 staff by 2020**

Source – Working Futures 2010-2020



Concentrations of migrant workers in hospitality

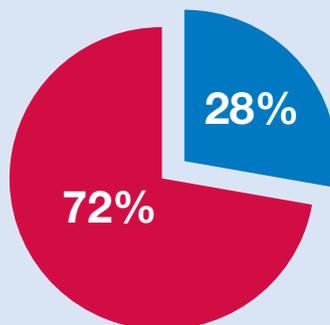
- Greater Manchester 25%
- West Midlands 28%
- London 69%



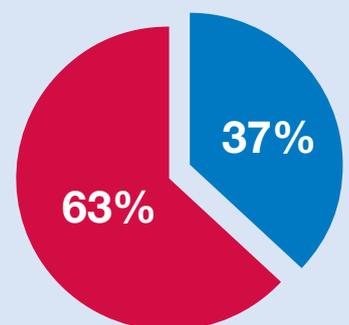
of all migrants go into the hospitality industry

% of workforce:

- Migrants
- UK born



Managers



Skilled roles

What would we do without migrant workers?

The simple answer is that without migrant workers, employers would be faced with significantly higher numbers of hard-to-fill vacancies. As the sector is unable to attract sufficient numbers of skilled workers, a number of employers hire international workers. In fact, 6% of all migrants in the UK working in hospitality roles, which makes it the fourth largest industry for migrants to work in behind health and social care (15%), wholesale and retail trade (12%) and education (8%). In total, a quarter of the hospitality workforce was born outside the UK, with almost 28% of all migrants originating in Europe. The most common roles migrants undertake are kitchen and catering assistants, chefs and waiting staff.¹

While migrants feature heavily within the hospitality industry, they tend to settle in urban areas, which means there are specific areas in the UK where businesses are benefitting from their skills; London is the prime location, with 69% of the workforce born outside of the UK. The West Midlands (28%) and Greater Manchester (25%) offer further evidence that migrants have a strong presence in hospitality in urban areas, and only 10% of businesses in urban areas report hard-to-fill vacancies. This differs from rural and coastal areas, which find it slightly harder to recruit skilled staff members, with 12% of all vacancies considered hard-to-fill in these areas.²

With the unemployment rate falling, it is harder for businesses to recruit from among the unemployed, especially as a large proportion of these people have been out of work for a while. This, coupled with the fact that the labour market is recovering and becoming increasingly competitive, means that the sector is likely to experience difficulties recruiting skilled staff and employers may turn to migrant workers. With accommodation and food and beverage services requiring almost 524,000 more staff by 2020,³ the ongoing struggle to attract UK workers will increase the need for migrants to take hard-to-fill vacancies.

6% of all migrants in the UK work in hospitality roles

¹ Labour Force Survey 2013

² People 1st Employer Skills Survey 2012-13

³ Working Futures 2010-2020

What roles do migrant workers typically undertake?

The perception is that most migrant workers are in entry level roles in hospitality, which many domestic applicants do not consider attractive. However, the latest figures show that migrants undertake 37% of all skilled roles (such as chefs) and 28% of all managerial positions. To offer a practical demonstration of the extent to which migrant workers occupy key managerial roles in the industry, there are currently almost 44,000 restaurant and catering managers born outside of the UK and over 91,000 chefs. The numbers of migrant workers in more senior positions has also increased to 28% since 2009, when only 20% of all managerial positions were held by people born outside of the UK.⁴

What's the impact of hiring migrant workers

A large proportion of migrant workers can also be found in low-skilled entry level roles in the industry. The recent Migratory Advisory Committee's (MAC) study into migrants in low-skilled work shows the benefits of employing migrants.⁵ The report highlighted in particular that migrant workers:

- Are more flexible than British workers and are more likely to be happy with shift work at unsociable hours, which employers find useful due to the seasonality of demand in the industry.
- Generally tend to possess better soft skills than UK workers, which are vital in a number of roles in the industry.
- Are more willing to accept a job with potentially poor pay, poor working conditions and that may be lower than their skill level due to their willingness to work.

While there are clearly many benefits to hiring migrant workers, the MAC study also highlighted that migrant workers:

- Can depress wages within industries by up to 15%
- May not have the cultural and linguistic skills required to work in their role, which can have a negative impact on customer service.



⁴ Labour Force Survey 2009

⁵ Migrants in low-skilled work, The growth of EU and non-EU labour in low-skilled jobs and its impact on the UK, Migratory Advisory Committee (July 2014)

Is there an alternative to employing migrant workers?

The most common reason reported for hard-to-fill vacancies in the industry was a low number of applicants with the required skills. Employment academies offer one solution to this issue, as they provide training to jobseekers and link employers with providers so that they can find suitable candidates for their vacancies. The Employment 1st training programme prepares people looking for their first job in hospitality and gives them the basic knowledge they will need. It can be delivered through employers as part of their induction training or with a training provider that already offers the programme.

Accredited colleges can also provide employers with a steady stream of skilled employees. At the same time accredited colleges can use their formally recognised good practice and excellence in training and qualifications to attract future learners, while ensuring employers see them as a source of highly-skilled potential employees.

People 1st

People 1st is the skills and workforce development charity for employers in the hospitality, tourism, leisure, travel, passenger transport and retail industries focusing on transforming skills in the sector through the development of effective recruitment, training and talent management solutions.

E : info@people1st.co.uk

W : www.people1st.co.uk

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