

OSKA study of accommodation, catering and tourism occupations

Key findings

By the year 2025, the number of jobs in the field of accommodation, catering and tourism will increase by 2%

- The number of jobs will slightly increase in the following occupations: division managers in accommodation sector, front desk clerks, housekeepers, chefs, tourist guides, activity instructors.
- The demand for entry level employees, such as dishwashers and kitchen assistants, will drop.

Even though the number of people trained for the occupations is sufficient, they are not employed in the companies of accommodation, catering and tourism or work there for a short amount of time

- According to the companies, there is a shortage of chefs, waiters/waitresses, front desk clerks and entry-level employees.
 - Due to the low unemployment rate, it is more difficult to find employees to jobs with lower wages.
 - Successful employers value, motivate, and keep their employees by providing them good working conditions, training and career opportunities and by recognising employees who have obtained professional training for those occupations.
- There is no catering administration and management study programme available at the Estonian applied higher education institutions, although companies believe it is important to have it to ensure the development of the field.
- To raise the quality of service, employees should be offered more flexible short-term study courses to gain occupational knowledge and skills or another speciality.

The employees of accommodation, catering and tourism are expected to create memorable customer experience and provide good customer service

- In addition to open-mindedness and good communication skills, the employees in customer service are expected to create memorable customer experience.
- To remain competitive, managers and tourism service providers find the ability to design product and service more important.
- The increase in the number of foreign visitors and employees requires employees to have good language skills and knowledge of different cultures.
- Due to the popularity of smart devices, the employees are expected to have ICT competences.

Background

- Approximately 28,000 people are employed in the occupations of accommodation, catering and tourism.
 - In several occupations, the demand for employees increases during the high season.
 - Short-term employment contracts, including gigs and part-time work, are common.
- Professional training in these fields can be obtained from:

- five institutions of applied higher education offering nine curricula, most of them in the University of Tartu Pärnu College; and
 - 17 vocational educational institutions offering 80 curricula, most of them in Tartu Vocational Education Centre.
- The OSKA study of accommodation, catering and tourism occupations analysed the need for labour and skills until 2025 and made proposals on how to meet it.
- The OSKA forecasting system produces projections of the need for labour force and skills in all fields of the Estonian economy by 2020 and compares these to the education and training offered by higher education institutions, VET institutions and continuing education courses.
- OSKA studies are conducted by the Estonian Qualifications Authority (Kutsekoda) and funded by the European Social Fund.