

Researching the Skills and Competencies of Employees in The Horeca Sector

Dr. Zuhal Gök Demir

Akdeniz University, Turkey

Abstract

There is a need of constantly following of the changes and adjustment the offer to the labour market needs in HoReCa sector, especially in terms of staff competences. Lack of practical skills and experience in the profession does not allow to become a potential job candidate, frequently having insufficient preparation to perform practical professional tasks. The European Economic Recovery Plan proposed by the Commission in November 2008 underlined the importance of implementing active and integrated flexicurity policies, focused on activation measures, re-training and skills upgrading so to promote further employability of workers (EC, 2008). The increasing gap between labour demand growth and labour supply, as well as significant changes in labour force composition is putting pressure on employers to improve HoReCa industry attractiveness and the retention of workers. That's why, it is important to research the gap in the skills and competencies in the HoReCa sector. In this line the qualitative research was carried out and the participants were employees in hotels, restaurants and cafeterias to define the gap in the skills and competencies in the HoReCa sector. 15 people were interviewed in the research. Findings indicates that it is quite difficult to find qualified and competent candidates for all qualifications in Mediterranean region in Türkiye. Foreign language skills, vocational skills, communication skills and soft skills are missing skills that most of the participants pointed out. Furthermore, most of participants suggested the importance of VET degree in the sector.

Keywords: hotel, labour market, qualification, tourism, VET