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Press release: Hotel, Catering Manpower Survey

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PRESS RELEASE FROM THE PREMIER, MR. DUNSTAN.

HOTEL, CATERING MANPOWER SURVEY.

7.8.73

Work in the hotel and catering industry was exacting, highly skilled and professional and must be recognised as such if South Australia was to get maximum benefit from tourism, the Premier, Mr. Dunstan, said today.

He was commenting on the release in Adelaide today of the Manpower & Training Needs Survey of the Hotel, Catering and Accommodation Industry.

"Good service is the key component to success in tourism.

"This has long been recognised in countries such as Switzerland, Italy and France, which are heavily reliant on the tourist industry.

"If Australia in general, and South Australia in particular, is to achieve the same order of success we must foster equally high standards and give to the people in the industry the recognition that is their due.

"Unfortunately, in the past, development in this area has been hampered by casual and even downright bad service.

"Proper training facilities have been lacking and people have, quite wrongly, regarded jobs in this most important and rapidly expanding industry as somehow second rate.

"Both attitudes must change and this report is most welcome in pointing the way to what can be done.

"The Government accepts that it has a role to play in this and looks forward to working closely with the various industries in fostering higher standards of service and professional recognition", the Premier said.

The survey is the first combined action by the hotel, catering and accommodation industry in manpower and training.

The Australian Hotels Association has been prominent in initiating the undertaking. Three years ago the A.H.A. National Executive committed itself to a national survey of training needs and sought the assistance of the Commonwealth Department of Labour. Later, it was decided to widen the study to include other sectors of the industry.

It was assisted by the Commonwealth Department of Labour and the Australian Tourist Commission.

The Report summarises the main characteristics of the Industry's labour force.

A high rate of labour turnover, a high proportion of female workers and a lower proportion of young employees and full-time workers than in the general work force are significant features.

The Report discusses current training practices and training priorities and lists a series of conclusions and recommendations.

Competent staff in the hotel, catering and accommodation industry would consolidate South Australia's image as highly progressive in tourism promotion, Mr. Dunstan said.

As the industry expanded to meet anticipated growth the need for trained staff would intensify.

The survey was most timely.

"The A.H.A. is to be commended on its initiative in promoting the survey and it is most pleasing to see the combining of the various segments of the catering industry towards this common objective.

"I hope that further study of the findings will continue to be a combined private enterprise - Government venture", the Premier said.