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Quantitative & Qualitative Characteristics of Employment in Greek Hotels

The study of employment in Greek hotels has two main pillars. The first section presents the quantitative measurement of employment and reflects the characteristics of the employees and the second section highlights the quality characteristics of the employees in the hotel industry and the issues related to the demand of employees on the part of the hoteliers.

Hotel employment is an issue examined in the annual surveys of the Research Institute for Tourism (RIT). In 2019, additional questions related to the specialties, needs, educational level and other characteristics of employment in the hotel sector, were added to the survey aiming to a more detailed approach.

With regard to the hotel labor demand, the specialties requested and the qualifications and skills that hotel employees must have, RIT in collaboration with MRB GREECE, carried out a qualitative survey among HR managers of large hotel entities. The survey recorded the problems hoteliers face in the search for personnel, the mismatch between tourism studies and the real situation, and suggests indicative proposals to address and adapt to current challenges of the industry.

Some of the main conclusions of the surveys are presented below:

- On average, 1 new job position is created for every 2.5 hotel rooms.
- Labor demand for 2019 in the hotel industry reached 21,821 job vacancies, while the coverage of these positions was around 73%.
- Tourism is not a particularly desirable sector of working.
- The education provided by the Educational Institutions does not always meet the real needs of the market.

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