

2023 Hospitality Workforce Trends

Australia and New Zealand

Who is looking for new opportunities?

Enduring employees (45%)

Have considered leaving but decided to stay

Top reason for leaving



39%

Better compensation and benefits elsewhere

Top reason for staying



82%

Job security

Decided leavers (26%)

Have considered leaving and decided to leave

Top 3 reasons for leaving



34%

I want to change the industry I am working in



32%

Desired a new challenge that a new role could provide



27%

Limited opportunity for career progression

Unwavering workers (29%)

Have not considered leaving



Gen Z — 18-28 years

22%



Gen Y — 29-43 years

23%



Gen X — 44-58 years

39%



Baby Boomers — 59-77 years

61%

Younger workers are open to changing roles

● % considered leaving their role in the last 12 months

● % who have decided to leave



Gen Z

78%

32%



Gen Y

77%

27%



Gen X

61%

19%



Baby Boomers

39%

13%

Gen Z will have 18 jobs across 6 industries in their lifetime¹



Younger workers are likely to explore alternative income streams to keep up with increasing living expenses

% who agree



Gen Z

81%



Gen Y

85%



Gen X

74%



Baby Boomers

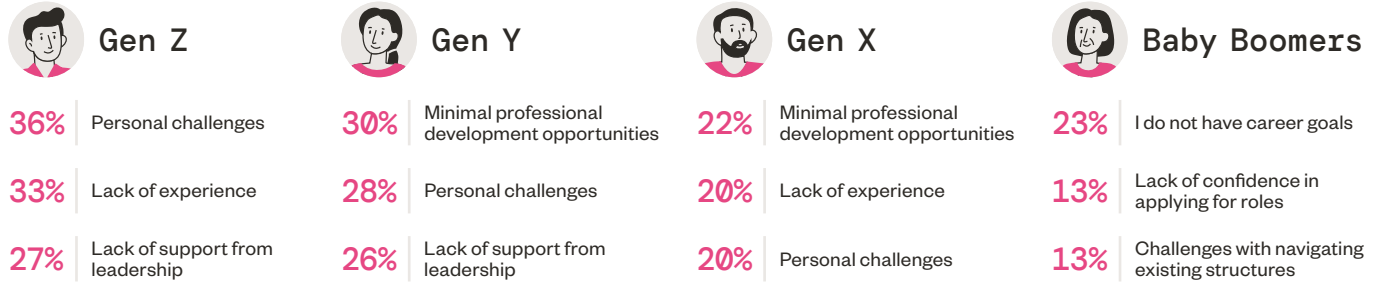
61%

Younger generations lack confidence to achieve career goals

Lack of confidence in applying for roles



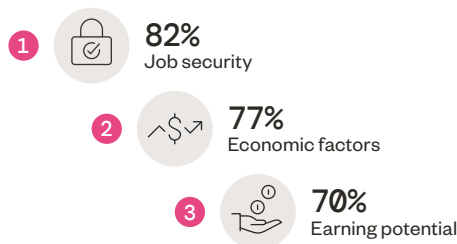
Roadblocks in achieving career goals



Job security is a key driver right now

Job security is critical in retaining quality workers

% who are more likely to stay in their role due to:



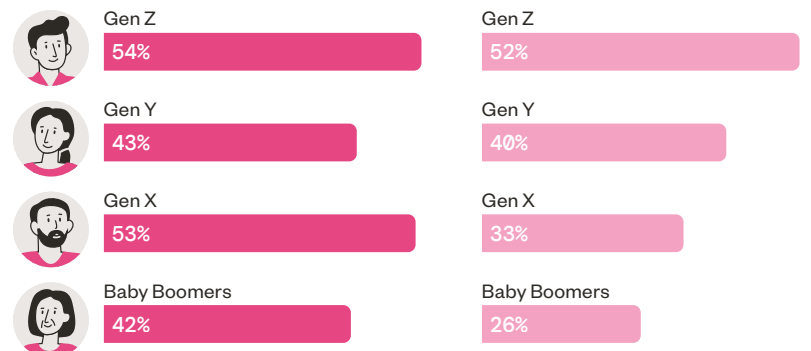
% who say job security contributes to:



Hospitality workers find their role most satisfying when they can develop relationships with colleagues

% who found the following key contributors to job satisfaction:

Relationships with colleagues
Workplace flexibility



Tips for Hiring Managers

Instil confidence

Instil confidence in candidates to help them believe in a better future and provide practical skills to unlock new jobs (e.g. writing CVs, interviewing skills).

Minimise stress

Minimise stress of job application process by addressing generational roadblocks with ideal job opportunities.

Proactively show

Proactively show enduring employees the opportunities available in the market today through recruiters' knowledge of key industries and workplaces and strong networks.

Offer stability

Offer stability to workers via roles in secure companies that have growth opportunities and better financial packages in an uncertain economy.

Methodology

Hospitality workers in the Frontline Recruitment Group network: Online survey in field 23 Jan – 6 February 2023, n=41
 Australian hospitality workers: Online survey in field from 23 Jan – 6 February & 21 Feb – 27 Feb 2023, n=240
 New Zealand hospitality workers: Online survey in field from 23 Jan – 6 February & 21 Feb – 27 Feb 2023, n=99

i. Shining a light on the positive impacts of the career development industry, McCrindle blog

Research and design by

mccrindle



Frontline
Recruitment