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### **3.3.5 Training**

There is a relatively low level of training in the hotel sector in the UK (Smith and Carroll, 2003) and also among managers and personnel professionals (Price, 1994). Price notes that there is a particular concern about the lack of management qualifications among proprietors in smaller establishments, which make up a large part of the sector.

Stemming in part from the labour shortages described above (3.2.3), increasing attention is being paid by the industry to training, with national standards and greater emphasis on qualifications being introduced. People 1<sup>st</sup>, the Sector Skills Council for hospitality, leisure, travel and tourism (see 3.5), is responsible for reviewing the national occupational standards and rationalising the number of qualifications in the sector (there are currently around 240 different qualifications from 13 awarding bodies). The British Hospitality Association (see 3.5) has set up "Excellence Through People" to help organisations in the industry attract staff and improve jobs and service. It allows employers to assess their employment practices against good practice.

### **3.4 Trade unions**

The proportion of workers in the hotel and catering sector that are members of trade unions has traditionally been low, and in 2001 union density in the sector was just 5% (compared to 29% among all employees). Among full-time employees the figure is 8% and for part-time employees it is only 3%. Only in the public sector (presumably mainly catering workers) are levels of membership higher (32%), but this is still significantly lower than union density for the public sector as a whole (59%) (Smith and Carroll, 2003).

Wood (1997) classifies the main reasons for the low levels of union density as: the isolation and ethos of hotel and catering work; the structure of the workforce with high levels of part-timers, women, seasonal and casual workers and high staff turnover; management attitudes towards trade unions; and the role of trade unions themselves in the sector, often not seeming to make the sector a priority. Research by Macaulay and Wood (1992) found fairly widespread ignorance by employees of union activity in hotels and catering, as well as employer and management hostility towards unions.

However, there are some unionised employers within the sector. Appendix 3 lists 29 employers in the hotels, restaurant and hospitality sector with union recognition, taken from the TUC database. Some of these are catering companies organised by public services union UNISON. A number of hotels are also included, organised by the GMB and T&G and there have been campaigns by both these unions to organise in the sector, such as the T&G in the Dorchester in London (Wills, 2005) and the GMB London region with a focus on ethnic minority workers recruitment (see Holgate, 2004).

### **3.5 Industry bodies**

The main trade organisation for the sector is the British Hospitality Association, with over 40,000 member organisations in the hotel, restaurant

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