

9 Trends of Hospitality Hiring in 2023

And how to get ahead →

The hiring landscape evolves fast. We make it easier to keep up with this quick glance at hospitality hiring trends to focus on this year. Get ready to craft a talent acquisition strategy to attract, engage, and retain a passionate frontline team, deliver excellent guest experiences, and unleash new operations potential.



9 in 10



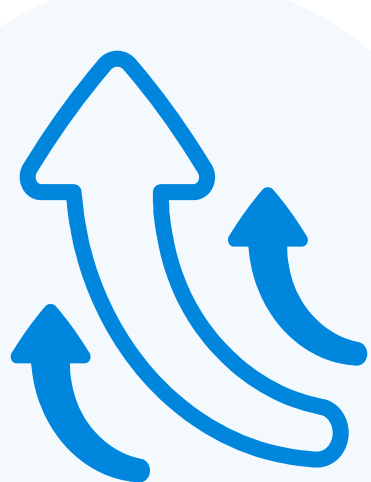
JOBS ARE WITHIN THE SERVICE INDUSTRY

Stand Out Among the Rise of Service-Oriented Jobs

More positions that require a human touch are available, which gives candidates more choices and employers more opportunities to stand apart.

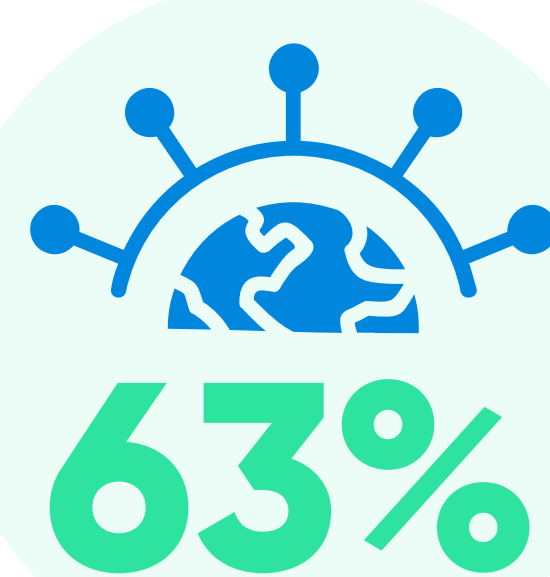
84.9%

AVERAGE TURNOVER IN HOSPITALITY FAR SURPASSED THE NATIONAL RATE OF 47.2%



Meet a Heightened Focus on Career Growth

Candidates are seeking out opportunities to grow, and employers who meet them with those benefits are one step ahead in their retention strategies.



63%

OF FRONTLINE WORKERS ARE EXCITED ABOUT TECH

Offer Frontline Workers More Connectivity

A key factor in the frontline experience will be employee engagement tech that delivers consistency, simplicity, and engagement.

Nearly Half

OF HOSPITALITY EMPLOYEES THINK THE INDUSTRY IS LESS APPEALING THAN BEFORE THE PANDEMIC

Mimic Customer Marketing to Attract Talent With Employer Brands

Hiring requires a strong message rooted in culture and values to address the pressure associated with jobs in the sector.



58%

OF FRONTLINE WORKERS FEEL STRESS WILL REMAIN OR WORSEN IN THE COMING YEAR

1 in 3



EMPLOYEES DON'T TRUST THEIR EMPLOYERS

Build Trust and Transparency at Every Level of the Process

Job losses across the workforce call for more transparency and authenticity at every hiring touchpoint to guide candidate decisions.

Expand Benefits to Support Modern Wellbeing

Attractive benefits expand into mental health to recognize the stress caused by frontline workloads, low wages, and shift demands.



60%

OF WORKERS RECEIVE UNDER 2 WEEKS' NOTICE OF SCHEDULES

Promote Flexible Scheduling

Simple and flexible scheduling that offers economic stability for workers is essential to highlight to win over talent.

91%

OF EMPLOYEES THINK LEADERS LACK COMMUNICATION SKILLS



Get Precise About Analytics

Real-time insights into team performance and employee preferences will support personalized engagement and reduced turnover.

Millions



IN FEES HIT FRANCHISES OVER LABOR VIOLATIONS

Stay Agile With New Compliance Regulations

An increase in regulations and laws that promote fairness for workers calls on employers to stay informed and equipped to comply.

Make 2023 the Year of Hiring Strength

One thing is clear when we look at the nuanced trends that impact hospitality; the frontline workforce needs a hiring experience custom-built with their challenges and preferences top of mind. This is one of the main drivers behind Harri's continuous innovation of our hyper-verticalized employee experience platform.

Visit us at harri.com

Address the complexity of hospitality hiring with the ease of:

- A single view of point solutions written for or by hospitality operators
- Metrics and insights that matter most to frontline workforce management
- Full compliance at federal, state, and local levels
- Competitive digital transformation at every stage of the employee journey
- Work automation that places employee time back into guest experience
- Conversational engagement that brings people and data to life
- Performance management and performance tracking to reduce bias
- Simple scheduling that helps you put any candidate at ease

Sources

1. We are Becoming a Power Skills Economy, 2022, Josh Bersin
2. Job Openings and Labor Turnovers, U.S. Bureau of Labor Statistics, 2022
- 3., 6. Technology Can Help Unlock a New Future for Frontline Workers, Microsoft, 2022
4. Transforming the Employee Experience in Hospitality, Harri, 2022
5. Edelman Trust Barometer, Edelman, 2016
7. Workforce Management Technology: 2022 Market Guide, Aspect 43, 2022
8. Interact/Harris Poll, 2022