

The International Labour Office
Toolkit on Poverty Reduction through Tourism
Training Package Teaching Notes

WRAP-UP

Wrap-Up Teaching Notes

Estimated time to complete Module 1:

- Lecture and discussion: Total 11 slides. 9 content slides approximately 18 minutes
- No exercises
- No Breaks
- Total: 20 minutes (1/3 hours)

Slide 1 – Wrap Up

Slide 2 – Labor and Tourism

This slide was already covered in the Introduction to show how tourism can impact labor.

Slide 3 – The Circle

However, without proper attention and management, working conditions in tourism can result in a cycle of high turnover, high business expenses, lower productivity, lack of social dialogue and worsening working conditions. These situations are very costly for employers, labour and for society.

As an example, turnover costs in the US were about USD 5.700 for low-complexity jobs up to USD 10.000 for high-complexity jobs.

Marriott Corporation reported that 1 % increase in employee turnover would cost the company between USD 5 and 15 million p.a.

Slide 4 – Challenges and Opportunities

All these problems such as:

- **Erosion of productivity and competitiveness**
- **Lack of skills and lowering of quality**
- **High turnover and costs**
- **Worsening work conditions and bad image**
- **Weak social dialogue**
- **Economic leakages**

...can be turned into opportunities with the right management and approach by having

- **holistic tripartite strategies on sustainable tourism.**
- **Ensuring tripartite skills policies, especially for the young newcomers and women.**
- **improving working conditions particularly through collective bargaining on workplace related issues (working time, wages, social dialogue, OSH etc.).**
- **capacity building of the tripartite constituents on social dialogue mechanisms and instruments.**
- **and creating Linkages**

Slide 5 – State of the Hotels, Catering and Tourism Sector

Despite structural changes due to new technologies, **the industry remains a large source of employment, particularly in developing countries and has an increasingly high potential for poverty alleviation in emerging economies.** (See toolkit on Poverty reduction through tourism in rural areas)

Medical and wellness tourism, sustainable tourism and increased cross-border mobility of workers impact on jobs, social dialogue, HRD and skills.

The growing number of tourists in emerging markets, ageing populations and workforce, greater diversity of gender require **long-term national growth strategies to improve skills development, working conditions and stable labour relations.**

The large proportion of women employed (60 – 70 %) **can contribute to the realization of equal opportunity policies and to the achievement of MDG targets on gender.**

Effective social dialogue can enhance the potential for employment growth, address changing demographics, promote sustainable tourism, skills development and decent work.

Slide 6 - Addressing labour needs in tourism

The proposed path to **addressing labour needs in tourism** is to:

- **Develop and improve a sustainable labour market environment**
- **By Ratifying / Implementing ILO Convention 172 on Working Conditions in Hotels and Restaurants (Rec. 179, 1991)**
- **Conducting training and development of workers skills with job career perspective**
- **Ensuring social dialogue at all levels to meet the challenges and the prospects of tourism industry**
- **Resulting in poverty reduction through local empowerment and job creation**

Slide 7 - The Working Conditions (Hotels and Restaurants) Convention (No.172) and Recommendation (No. 179), 1991

Again, **the Convention and its accompanying Recommendation cover:**

- **hours of work and overtime;**
- **the progressive elimination of split shifts;**
- **the number and length of meal breaks;**
- **uninterrupted weekly rest of not less than 36 hours;**
- **average daily rest of 10 consecutive hours;**
- **taking steps to move towards annual paid leave of 4 weeks;**
- **and recommends that governments promote training for skills development and career enhancement.**

Slide 8 - Future Activities

Go through the points on the slide

Slide 9 – ILO Tools

This slide is to inform and remind participants that there are a lot of free resources available for their use to reduce poverty through tourism.

Slide 10 - Sustainable Tourism

Emphasize to the participants that this is the objective and that they all have a part to play to achieve sustainable tourism.

Slide 11 – For More Information

And finally for more information and exploration of labor issues, please consult the sectoral webpage at the address given on the slide.

Thank you very much for your attention.