

ILO

Poverty Reduction through Tourism Training Program



Wrap Up



Labour and Tourism



Tourism is one of the largest and most dynamic industries in the global economy.

Tourism is a labour-intensive interface between workers and customers and a quality driven service profession.

Tourism provides employment to workers with little or no formal training.

Tourism has a huge potential on job creation for young, migrant and female workers and can contribute inter-sectorally to poverty reduction.

The Circle

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Difficult working conditions contribute to high staff turnover

Result: impact on productivity, competitiveness, service quality, and a lack of social dialogue

High staff turnover has consequences on the businesses' expenses



Challenges and Opportunities

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Problems

- Productivity & competitiveness
- Skills & service quality
- High turnover & costs
- Poor working conditions & bad image
- Weak social dialogue
- Leakages

Solutions

- Holistic tripartite strategies on **sustainable tourism**.
- **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.
- Linkages

State of the Hotels, Catering and Tourism Sector

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- The industry remains a large source of employment, particularly in developing countries and has an increasingly high potential for poverty alleviation in emerging economies.
- Medical and wellness tourism, sustainable tourism and increased cross-border mobility of workers impact jobs, social dialogue, HRD and skills.
- Long-term national growth strategies are required to improve skills development, working conditions and stable labour relations.
- This can contribute to the realization of equal opportunity policies and to the achievement of MDG targets on gender.
- Effective social dialogue can enhance employment growth, address changing demographics, promote sustainable tourism, skills development and decent work.

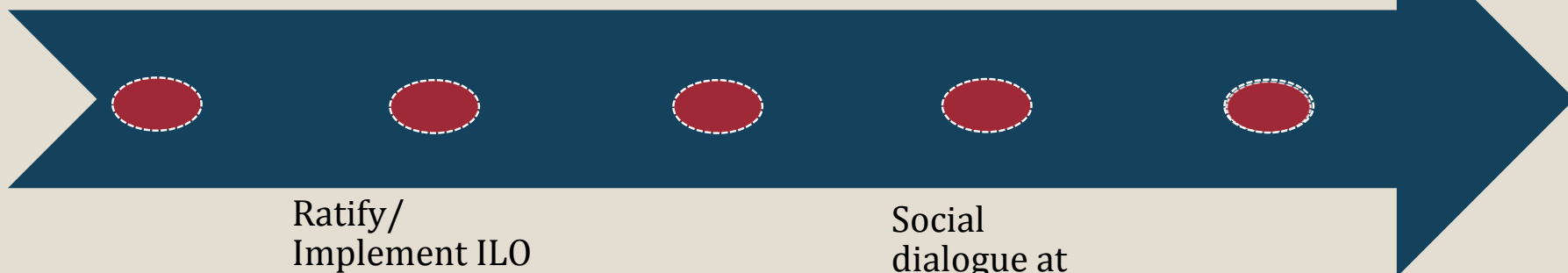
Addressing Labour Needs in Tourism



Develop and improve a sustainable labour market environment through:

Training and development of workers skills with job career perspective

Poverty reduction through local empowerment and job creation



Ratify/
Implement ILO
Convention 172
on Working
Conditions in
Hotels and
Restaurants (Rec.
179, 1991)

Social
dialogue at
all levels to
meet the
challenges
and the
prospects
of tourism
industry

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

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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.

Future Activities

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- Activities to strengthen training and to ensure that it is closely aligned to the needs of the industry and its workforce.
- Support the improvement of labour management relations at all levels.
- Organize national or regional workshops on decent work and sustainable tourism through social dialogue in the sector.
- Research on relevant issues (gender, migrant, youth, SME etc.) in different countries and regions, including collection of data on best practices, monitoring and analyse of trends in employment.
- Promote the ratification and implementation of the Working Conditions (Hotels and Restaurants) Convention, 1991 (No.172).
- Provide technical support, including capacity building, to promote poverty alleviation through tourism and development of sustainable tourism.

ILO Tools

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- Poverty reduction through Tourism (Fact Sheet), 2011, ILO Geneva
- New developments and challenges in the hospitality and tourism sector, Issues paper for the Global Dialogue Forum , 23 – 24 November 2010, ILO Geneva
- Guide for Social Dialogue in the Tourism industry
- Reducing Poverty through Tourism, 2008, ILO Geneva
- Study review of socially responsible HR and labour relations practice in international hotel chains, 2008, ILO Geneva
- Training programme on OSH in tourism: <http://shstandards.com/english/Home.asp>
- ILO Convention 172 and Recommendation 179 on working conditions

Other useful tool:

- Fair Trade in Tourism South Africa: www.fairtourismsa.org.za

Sustainable Tourism

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For More Information



<http://www.ilo.org/public/english/dialogue/sector/sectors/tourism.htm>

or

www.ilo.org/sector



Thank you !!

