



Department
for Work &
Pensions



HOSPITALITY BRIEFING PACK

PLAN FOR
JOBS

“ It’s been a challenging time for the hospitality sector but now the sector we love is back, and there is a huge range of rewarding roles on offer as employers become increasingly confident to hire.

“Our brilliant Work Coaches are helping the sector recruit local talent and I’d encourage any employer to get in contact with a nearby Jobcentre to unlock the talent they are looking for.”

Mims Davies MP, Minister for Employment

“ We’re delighted to be working with the Government to restore confidence in a sector which is a stable employer for millions of skilled and unskilled workers across a wide range of diverse roles, and which can play a constructive role in tackling unemployment in communities right across the nation. Staff at all levels play a crucial role delivering wonderful hospitality at the very heart of their local communities and employers large and small offer high-class training schemes, apprenticeships and career development pathways.”

Kate Nicholls, CEO of UKHospitality

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INTRODUCTION

The UK hospitality sector is really thriving once again as we open up in line with the Government's roadmap to freedom. The sector we know and love is back and looking for people to fill vacancies across a broad range of available roles.

A recent UKHospitality survey of hundreds of businesses found thousands of vacancies at all levels in the sector. The vast majority reported front-of-house roles, such as waiting and bar staff and chefs. The survey suggested a current vacancy rate across the sector of 9% - which suggests around 188,000 opportunities in the sector.

There are a number of reasons for this huge demand, including needing more members of staff to comply with Covid-safe regulations.

The reputation of the hospitality sector is on the rise. Employers are committed to making their businesses welcome to everyone and it provides fantastic opportunities for career progression and high-quality training that sets people up for a great career.

There are a broad range of roles, from entry-level roles for those starting their career, changing sector or returning to work to highly-skilled managerial and creative roles, such as chefs.

This pack has been designed to help you speak to your networks to:

1. send a clear message to hospitality employers that Jobcentre Plus is here to help find the right candidates for any role
2. encourage job seekers to apply to the sector now.

The industry and government are united in this cause, with the Department for Work and Pensions and UKHospitality recently committing to working together even more closely on this issue.

SCRIPT FOR EMPLOYERS

LOOKING TO HIRE?

It's been a challenging time for the hospitality sector but now the sector we love is back, and there is a huge range of rewarding roles on offer as employers become increasingly confident to hire. And Jobcentre Plus is geared up to match eager job seekers with roles in the industry.

If you're a boss in the hospitality sector, contact your local jobcentre where our brilliant work coaches can help you recruit local talent.

We have expert work coaches who work closely with jobseekers who can help you match them into your role.

Speak to your local Jobcentre Plus about opportunities to drive interest in your vacancies - such as our Sector-based Work Academies which prepare job seekers to help meet your needs. Visit [gov.uk](https://www.gov.uk) to find out more about how your local Jobcentre Plus can help you recruit.

SCRIPT FOR JOBSEEKERS

LOOKING FOR A JOB?

There are a huge number of vacancies within the hospitality sector available in all regions of the UK right now.

The sector is working closely with DWP to ensure Jobcentre Work Coaches near you know about the companies who are hiring and the fantastic roles available.

Reasons to work in hospitality

A job in hospitality offers something for everyone, from entry-level roles whether you're just starting in your career, changing sector or returning to work to highly-skilled managerial and creative roles, such as chefs. Hospitality offers flexible working hours and the opportunity to learn strong budgeting, team building and customer service skills as well as building confidence and good communication skills. It can also be a great platform for a career in other sectors.

A safe environment

The hospitality industry has taken every step to ensure a safe environment for customers and the people who work there - through their Covid-safe risk assessments. Indeed, many businesses have extra vacancies at the moment too because of the need to be Covid-safe, for example, with extra staff required for table service and hosting roles.

What you need to know

And you don't need any previous experience, or formal qualifications, to work in the hospitality sector. The main things that employers look for in candidates are a positive attitude, a polite and friendly approach, and someone who is passionate about delivering a great service for customers.

What you will learn


The hospitality sector also has a solid training offer, and many employers offer apprenticeship and management training schemes. There are also plenty of opportunities to progress, in fact, the majority of senior managers within hospitality come from entry level roles. For further information, please visit the [CareerScope](#) website - a specific hub for people seeking jobs in the sector.

Apply now

With Jobcentres linked into the sector across the country, speak to your work coach about finding the right role.

Visit [JobHelp.gov.uk](https://www.jobhelp.gov.uk) to explore opportunities and get tips to get into the sector.

Find out about the [latest jobs in the hospitality sector](#).



“ Working in hospitality is fantastic. It provides opportunities for progression while learning valuable life skills. I get to engage with people, deliver great customer service and coordinate a dynamic business at the heart of our local community.”

Simeon Webb, Assistant Manager
The Starting Gate in Alexandra Palace, London