

# **Housekeepers in Kootenays Hotels: Summary of Results of Survey of Region Hotels**

## **Situation, Objective and Research Approach**

Concern has been raised among some hotels in the Kootenays region that they are having difficulty recruiting appropriate housekeepers. To determine whether this issue is widespread and severe, go2 and the BC & Yukon Hotels Association have conducted an exploratory survey among association members.

The BCYHA has 50 members in its Kootenays region. An email/fax was sent to all requesting their participation in the survey. Between November 7<sup>th</sup> and 14<sup>th</sup>, interviews were completed with 33 of these 50 properties. In most cases the interview was conducted by telephone; four were completed by fax and one by email.

Interviews were completed with the General Manager, Owner or appropriate senior manager at each property.

Results are presented overleaf as percentages of the total sample of 33 responding properties. Two questions were not included on the fax version of the questionnaire – results have been percentaged excluding those respondents.

Results on two questions with small sub-sample sizes are marked with a '#' – this indicates the responses are actual numbers, not percentages.

Given the small sample size, quoting statistical confidence limits on results is not appropriate.

November 15, 2005

## Summary of Results

		Total 33 %
How many housekeepers do you employ?	Peak season - Median # Off season – Median #	8 5
Hourly rate currently pay housekeepers	Ave \$	\$10.25
Are your Housekeepers unionized?	Yes No	6 94
Over the last 12 months, were there periods when you had to operate without a full complement of Housekeepers?	Yes No	58 42
IF YES In how many of the last 12 months did you not have a full complement of housekeepers?	Among "Yes" Ave. #	3.7
What was the highest number of housekeepers you were short of at any time in the last 12 months?	None 1-2 3-4 5+ Not know	42 24 18 9 6
IF YES: Were you able to fill all your housekeeping positions at any time last year?	Yes No	76 24
IF DIFFICULTY OR ANY TIME NOT FULL COMPLEMENT What impact on your business did your business experience due to the difficulty or inability to recruit sufficient housekeepers when needed?	Total comments Any difficulty  Labour costs (overtime) Training costs Others had to clean Quality suffered Rushed, not time HK stress, burn-out None	20 #  11 2 4 8 7 4 1

## Recruitment

		Total
		33
		%
Have you needed to recruit housekeepers in the past 12 months?	Yes	86
	No	14
<i>(Note: % excluding fax surveys)</i>		

## Recruitment Issues: Among those Recruiting

		Total
		29
		%
To what extent have you experienced difficulty in hiring Housekeepers over the last 12 months?	A lot of difficulty	36
	Some difficulty	48
	No difficulty	16
<i>(Note: % excluding fax surveys)</i>		
How long did it take last year, on average, to fill a housekeeper vacancy?	Less than 1 mo.	55
	1 – 2 mo.	17
	2+ mo.	28
Which of the following best describes the housekeepers you hired last season, on average, when you hired them?	Fully qualified	7
	Partially qualified	69
	Not qualified	24

## Recruitment Methods: Among those Recruiting

		Total 29 %
What methods did you use last year to recruit Housekeepers	Newspaper Ads	79
	Job Boards	41
	Outreach programs	24
	Employment Centre	41
	Job Fairs	10
	Employee referrals	76
	Ads in coll./schools	21
	Other	24
Newspaper Ads	Total	79
	Community	79
	Provincial (Sun, Prov.)	3
	Out of Province	7
Job Boards Used	Total	41
	HRDC	10
	Job Seekers	10
	Various local	31
	Other	7
Outreach programs to underemployed groups:	Total	24
	Welfare recipients (Destinations)	21
	First Nations	3
<i>Volunteered 'others' include own web-site and other employment web-sites.</i>		

## Recruitment Results: Among those Recruiting

Last year	% Using at All	Average Times Used by Users	Ave # Applications	Ave # Hires
Newspaper Ads	79	7.8	18.5	5.2
Job Boards	41	4.3	15.6	3.5
Outreach programs	24	1.8	3.1	0.9
Employment Centre	41	2.4	4.3	1.3
Job Fairs	10	2.0	12.7	2.0
Employee referrals	76	3.3	3.6	2.4
Ads in coll./schools	21	4.0	7.6	3.6
Other	24	6.3	6.7	0.6

## Recruitment Strategies: Among those Recruiting

		Total 29 %
What other actions have you taken in the past 12 months to try to attract housekeepers?	Increased wages (25c - \$2.50)	28
	Enhanced, perks, benefits (e.g., medical, dental , meals)	14
	Other (e.g., web, internet)	14
	None	62
IF ANY ACTION	Total	11 #
What effect did these actions have?	Got applications, resumes	4
	Made new hires	3
	Decreased turnover	1
	Improved morale, existing staff happy	4
	Productivity, quality of work	1
	No effect, no hires	5
What was the total cost of your recruitment efforts last year?		Total 29 %
	Nothing	21
	Up to \$500	24
	\$600-999	10
	\$1000 - 1999	14
	\$2000 or more	14
	Refused	17