

Bermuda Hospitality Industry

Needs Assessment



Key findings

- By 2021 the supply for hospitality workers in Bermuda is estimated to decrease by 268 positions, while demand for hospitality workers in Bermuda is estimated to grow by as much as 462.
- The current supply of hospitality workers is estimated at 2,752 and the current demand, mainly based on vacancies is 2,836; leaving a gap of 84.
- The estimated future supply of hospitality workers at 2,484 is 10% lower than current supply.
- The estimated future demand of hospitality workers ranges from 3,039 to 3,298, depending on the best and worst case scenario, an increase of 7% to 16% compared to current demand.
- The roles that see the largest gap in supply and demand of hospitality workers are housekeeping and food & beverage roles, representing 63% of the overall gap.
- The key factor impacting supply of hospitality workers is the 28% turnover rate for customer facing hospitality workers, including housekeeping and food & beverage roles.
- Based on our sampled population, 25% of hospitality workers are over the age of 60, affecting the future supply of workers.
- A key driver of the demand of hospitality workers is the 335 new hotel rooms which are due to be available by 2021.
- Reflecting the seasonal nature of the hospitality industry we found, 27% more workers are employed during peak season compared to non-peak season.

Background

PwC was engaged by the Bermuda Tourism Authority (“BTA”) to perform an analysis on the hospitality workforce in Bermuda with the aim of quantifying the gap between the current supply in 2018 and future demand of hospitality workers in 2021 (the “Services”).

Approach

PwC used workforce data from a sample of hotel properties in Bermuda as well as publicly available demographic and economic information to develop a projection of the supply of hospitality workers in 2021. The demand figures were projected using a similar methodology, where key drivers of demand were identified and quantified, paying attention to new developments which are scheduled to open by 2021.

Throughout the process key executives from 14 existing properties and new developments were engaged and provided workforce data which was applied in this study.



555 to 814

The gap between future talent supply and demand for hospitality workers in Bermuda by 2021.

Challenges and opportunities

- Gaps in the available supply of domestic hospitality workers and demand may continue to grow as the tourism industry continues to undergo a revival.
- Training and development of local workforce may decrease the gap that hotel operators will face.
- Improving how individuals are recruited and subsequently retained in the hospitality industry will aid the industry and support the workforce.

Important notice

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