

RECENT RESEARCH FINDINGS

Employee training and development

In the hospitality industry



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Employee training and development in the hospitality industry

The hospitality industry is known for its high employee churn, with **an annual turnover rate of 73.8%** in the UK and over 6% of staff leaving posts every month. However, focusing on employee training, development, and engagement could be the antidote.

Approximately **52.78%** of HR and L&D managers in the hospitality industry rank leadership training as their top training priority, highlighting a growing focus on developing strong, capable teams in a fast-paced, high-turnover industry. This is just one finding from our recent survey of 48 professionals, offering key insights into employee training and service quality in the hospitality industry across hotels, restaurants, and other sectors.

As the hospitality industry evolves, the importance of staff training has never been more evident. From boosting staff engagement to reducing employee turnover, training has become essential to ensure long-term business success. Keep reading to learn more about our survey results and the importance of employee training in the hospitality industry.

74%

The annual employee turnover rate in the UK's hospitality industry

53%

Of HR and L&D managers in hospitality rank leadership training as their top priority

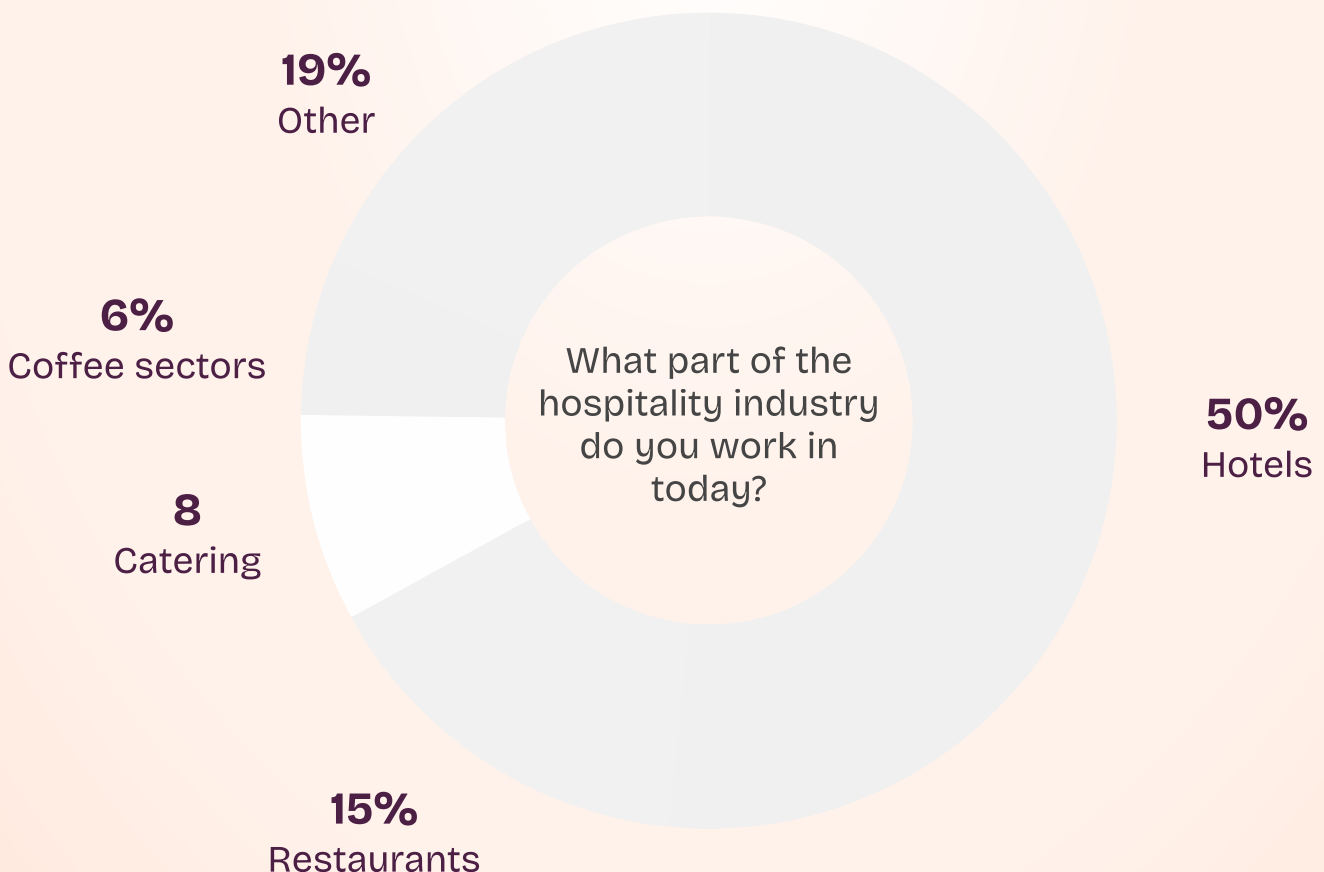




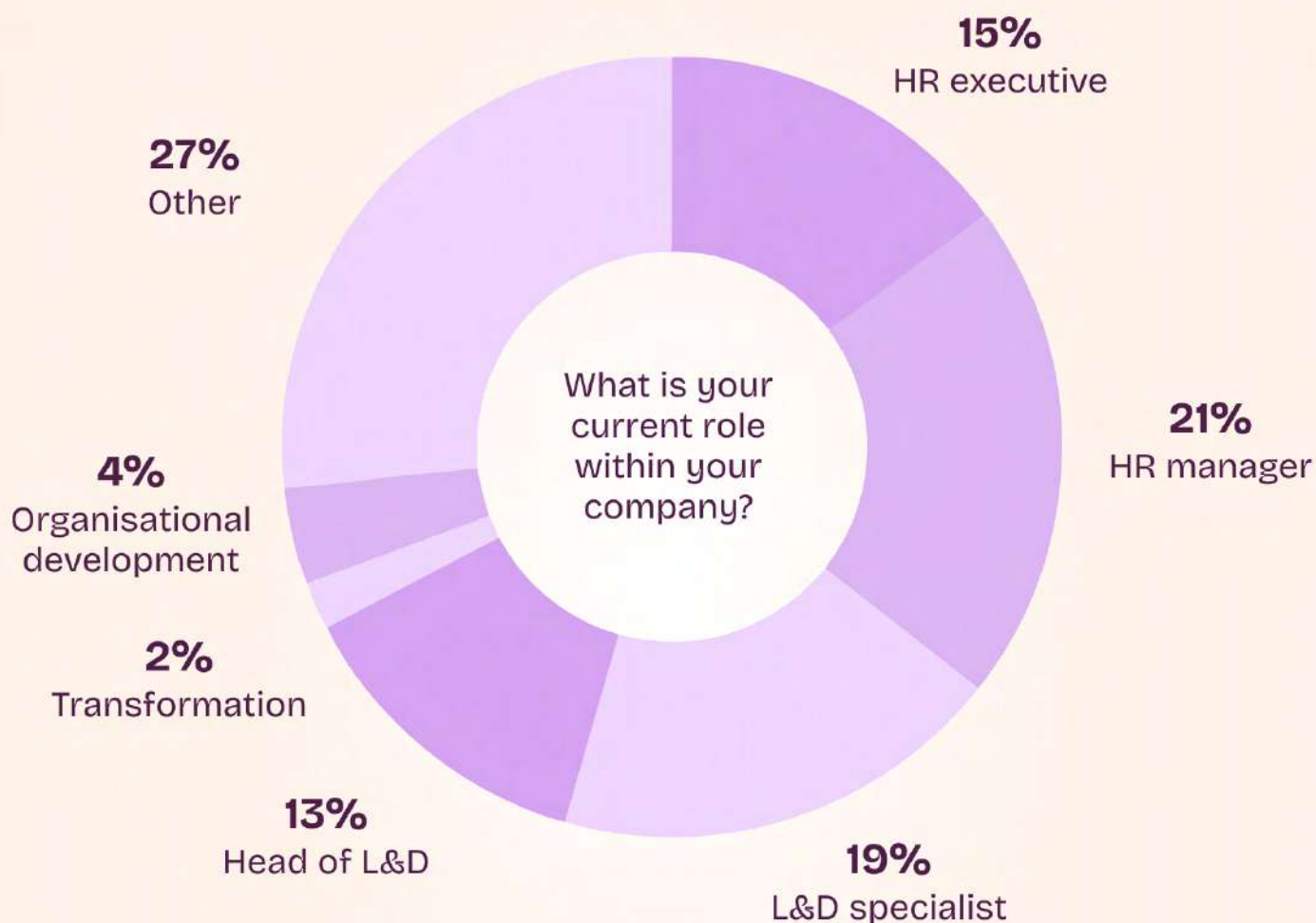
Our hospitality industry respondents

First, let's learn a bit more about our survey respondents. Our respondents are human resources (HR) and learning and development (L&D) managers in the hospitality sector from a range of sectors within the industry. **50%** represent the hotel industry, followed by **14.58%** from restaurants, **8.33%** from catering and small-to-mid-sized restaurant companies, and **6.25%** in the coffee and chain sectors. **18.75%** identified as "Other". The results clearly show that employee training in hotels is a critical focus. With a diverse range of hotel staff roles and high guest interaction, these establishments require comprehensive employee training programs to maintain service standards and operational efficiency. The ability to train hotel staff effectively is essential to ensure smooth operations, provide exceptional customer service, and improve the overall performance of the establishment.

As seen in our survey, HR in hospitality is deeply involved in staff development, with **35.41%** of respondents working in HR executive or management roles. These professionals are typically responsible for identifying training program needs, boosting employee engagement, and implementing leadership programs.



HR plays a pivotal role in shaping the workforce within the hospitality industry. From directing recruitment to implementing training programs, the role of HR in hospitality is much more than managing staff members. It's also about creating a welcoming environment and a thriving, engaged team that can deliver outstanding customer service. As seen in our survey, HR in hospitality is deeply involved in staff development, with **35.41%** of respondents working in HR executive or management roles. These professionals are typically responsible for identifying training program needs, boosting employee engagement, and implementing leadership programs. Ultimately, HR in the hospitality industry is essential in driving growth, reducing staff turnover, and growing an inclusive and supportive work environment.



Top staff training priorities in the hospitality industry

In our survey, 100% of respondents have some responsibility for **hospitality staff training** in their organisation. A large portion (43.75%) works actively in staff training, while others have decision-making power (31.25%) or budget responsibilities (10.42%). This shows that employee training in the hospitality industry is recognised as a critical factor for success, whether it's driving staff engagement, reducing turnover, or ensuring compliance.

Our survey revealed several key training priorities for hospitality professionals in 2024:

53% Prioritise leadership training

Leadership training was important to **52.78%** of respondents. In an industry where effective leadership can significantly impact employee morale and performance, it's no surprise that this ranks as the top focus. Developing strong leaders is essential for driving change, improving customer satisfaction, and creating a positive work culture.

48% Prioritise boosting employee engagement

Closely following is the focus on boosting employee engagement, which **47.22%** of respondents identified as a top priority. Engaged employees are more productive and more likely to remain with a company, addressing the high turnover rates many hospitality businesses face. By creating meaningful engagement opportunities, businesses can build stronger connections between staff and the company, leading to improved job satisfaction and loyalty.

44% Prioritise career development employee training programs

Career development employee training programs were also a significant focus, with **44.44%** of respondents prioritising this. Providing clear professional growth and development paths helps employees see their future within the company, motivating them to stay and perform at their best. These training programs are particularly important in the hospitality industry, where many entry-level employees aspire to advance into leadership roles.

42% Prioritise reducing staff turnover

41.67% of respondents prioritised reducing staff turnover. High turnover has long been a challenge in the hospitality industry. Focusing on training programs that support employee retention—such as leadership and engagement initiatives—can help businesses retain their top talent and avoid the costs associated with frequent rehiring.

Other notable priorities include:

28% Prioritise Diversity, Equity, and Inclusion

Diversity, Equity, and Inclusion (DEI), with 27.78% of respondents emphasising the importance of fostering inclusive work environments. As the industry becomes more diverse, DEI training programs help ensure all employees feel valued and respected.

22% Prioritise improving onboarding

Improving onboarding (22.22%), which is crucial for setting new employees up for success. Well-structured onboarding training programs can significantly impact employee retention and performance in the long run.

17% Prioritise health and mental wellbeing

Employee health and mental wellbeing (16.67%) was also recognised as an important area of focus. Ensuring employees are not only physically healthy but also mentally resilient is essential in such a high-pressure industry.

17% Prioritise customer service training

Customer service training (16.67%) remains a cornerstone of the hospitality industry. With guest satisfaction being paramount, ensuring hospitality staff are trained to provide exceptional customer service is a key component of the overall success of business operations.

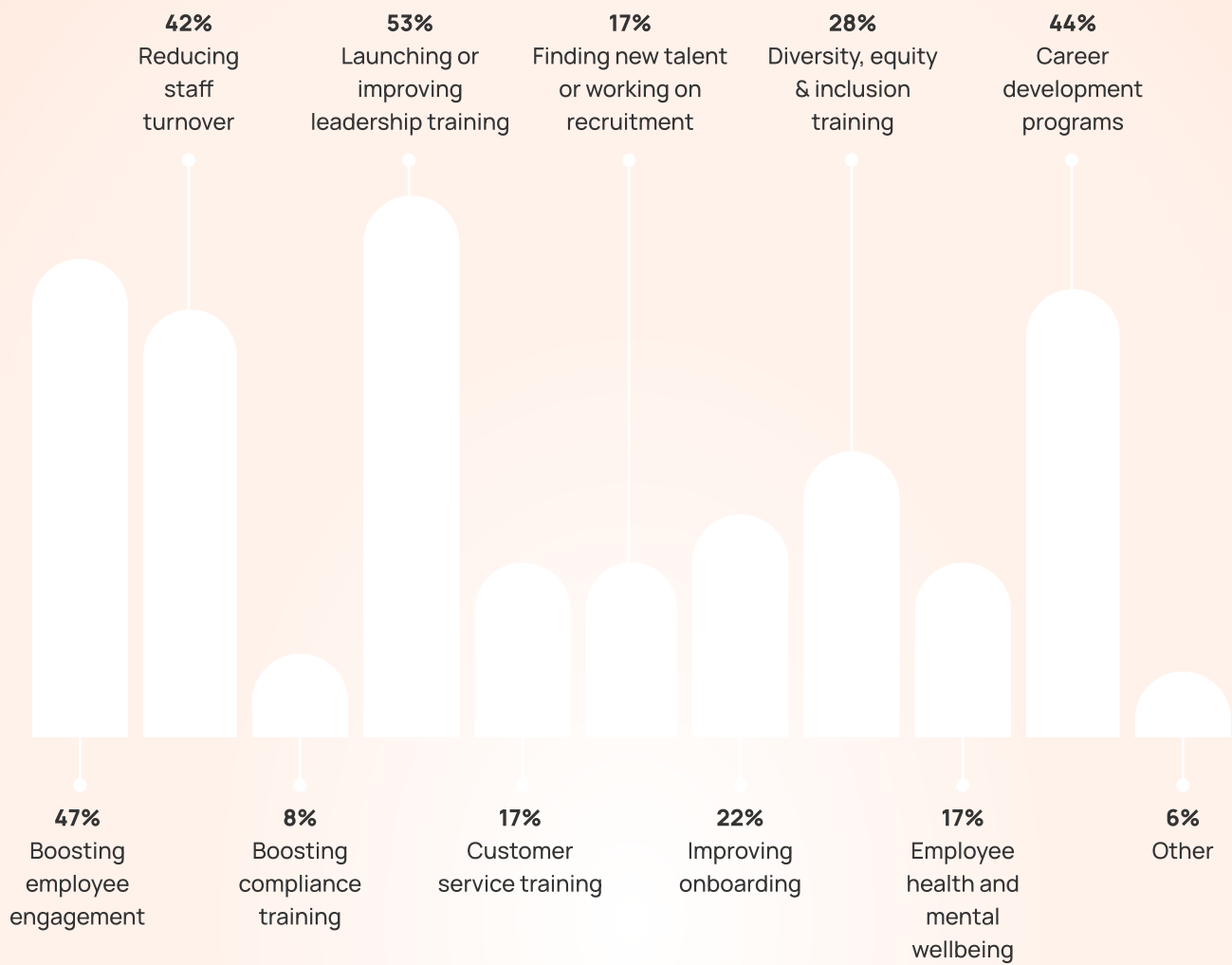
17% Prioritise finding new talent and recruitment

Finding new talent and recruitment (16.67%) is another area of focus as the industry continues to recover from staffing challenges brought on by the pandemic. Ensuring that businesses attract skilled employees through strategic recruitment efforts will be critical in maintaining operational stability.

8% Prioritise compliance training

Though compliance training ranked lower on the list at 8.33%, it remains an essential part of the mix. A comprehensive training program surrounding compliance ensures that all employees meet the necessary legal and industry standards.

These priorities reflect a holistic approach to employee development in the hospitality industry. Together, these priorities focus on growth, engagement, and wellbeing to create a more sustainable and thriving workforce for the future.



Compliance and practical training needs

Compliance remains essential across the hospitality industry, with **66.67%** of respondents choosing to train staff with ready-made online compliance training programs and courses. While a significant portion also creates internal training programs and courses, both online and in-person, it's clear that there's a growing reliance on digital solutions to do the heavy lifting. This trend highlights the importance of providing flexible, comprehensive compliance training programs that can be easily deployed.

When asked about the **top hospitality courses** they'd like to see from providers, the responses indicated a mix of practical and forward-thinking needs. Courses on food safety and hygiene (**20%**) and preventing food waste (**23.33%**) ranked highly, while diversity, equity, and inclusion (DEI) training (**36.67%**) and people skills training for managers (**43.33%**) highlight a focus on creating inclusive, supportive, and welcoming work environments. These priorities emphasise the essential **skills in the hospitality industry** needed to meet regulatory standards and develop stronger leadership, better team dynamics, and improved customer satisfaction delivery.

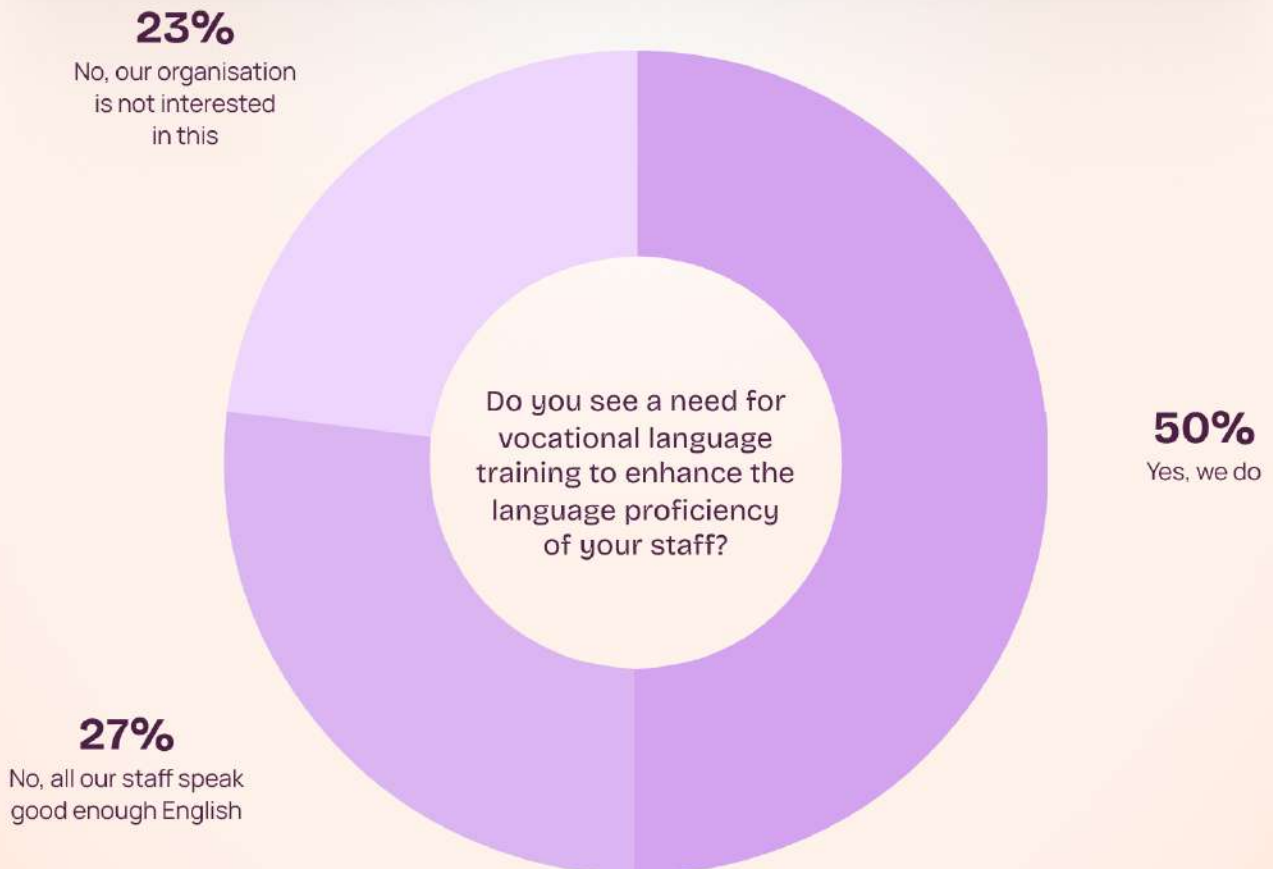
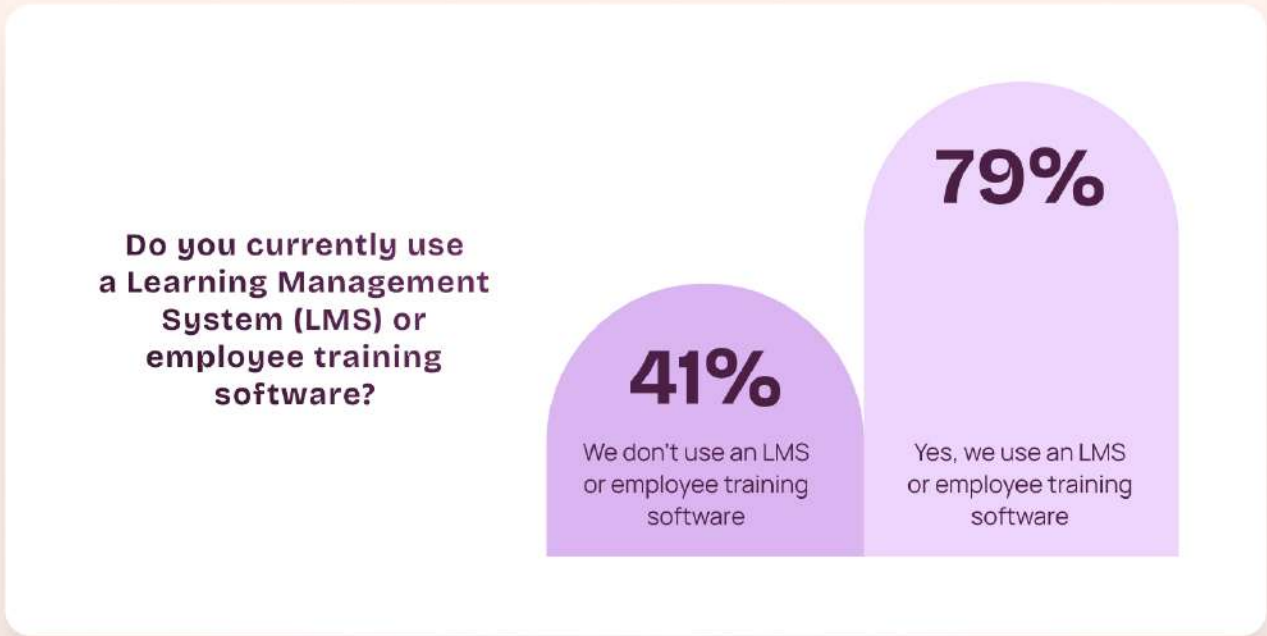


How do you deal with compliance training?



Embracing technology for staff training

It's clear that technology is already playing a pivotal role in hospitality training. The majority of respondents (79.31%) already use an LMS or staff training software. With the shift toward digital learning, for some it's important that these systems integrate seamlessly with internal IT infrastructures. 41.38% of respondents said that integration with existing IT systems is non-negotiable for procurement approval.



Shaping the future of hospitality through employee training

The survey data paints a picture of an industry committed to, or at least interested in, nurturing its talent, improving leadership, and reducing turnover. As digital solutions continue to revolutionise training, hospitality leaders are seeking more effective and flexible ways to educate their teams.

At **Lingio**, we're here to support these efforts. Whether it's delivering leadership development courses, customer service training, or helping teams engage with gamified learning, we're committed to providing innovative, mobile-based solutions that meet the diverse needs of the hospitality industry.

As the hospitality industry evolves, so must its staff training strategies, and we're excited to help lead the way.

Let's ensure your team is prepared for the future of hospitality

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