



## ACCOMMODATIONS

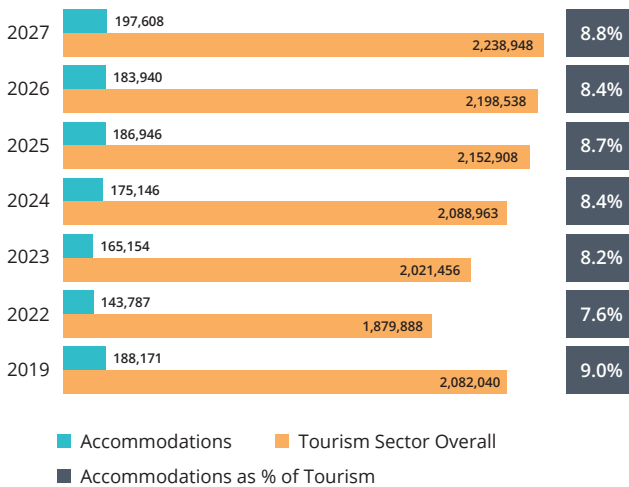
### Labour Shortages to Continue



This fact sheet summarizes some key findings from a 2023 report by the Conference Board of Canada on behalf of Tourism HR Canada, examining the labour market trends in the Tourism sector and projecting labour demand through to 2027. These projections are based primarily on job demand but also incorporate some consideration of supply-side labour issues in the

form of job vacancies. For a more detailed discussion of the findings of this report, the methodologies and assumptions that underlie the analysis, and the complete sets of figures and projections across the sector as a whole, please see the full report, which is accessible via the THRC website.

#### Employment Per Year (actual and projected)



The accommodations industry was hit especially hard by the pandemic.

Where many other tourism industries (and the sector as a whole) began to see a rebound following 2020, Accommodations continued to lose jobs for a longer period, and the industry is not projected to fully recover to pre-pandemic levels until 2027.



#### National Employment History and Projections

The Accommodations industry was hard-hit across the board by the pandemic, no doubt in large part because this industry is so reliant on travel: for example, hotels could not rely on local residents to keep businesses going in the same way that restaurants or some entertainment

venues could. Things have improved somewhat in the past year, and certain key occupations are on track for faster growth. Of those modeled in the table below, Support occupations and Light duty cleaners are projected to have a slower growth trajectory.

## Employment in Accommodations Occupations (actual and projected) – tourism industries only

	2019	2022	2023	2024	2025	2026	2027
Accommodations Service Managers	27,815	24,157	25,311	26,743	28,067	29,319	30,257
Hotel Front Desk Clerks	15,195	14,581	14,744	15,073	15,494	16,023	16,413
Support Occupations in Accommodations, Travel, and Facilities Set-Up Services	1,740	1,310	1,452	1,576	1,661	1,721	1,750
Light Duty Cleaners	37,350	30,442	33,087	35,148	36,941	38,463	39,515
Janitors, Caretakers, and Building Superintendents	4,868	4,434	4,784	4,908	5,039	5,127	5,197
Landscaping and Grounds Maintenance Labourers	22,858	23,165	24,480	24,093	24,063	24,007	24,005

## Regional Tourism Employment History and Projections

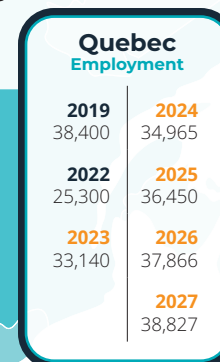
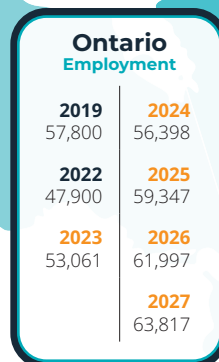
### Accommodations Employment by Region (actual and projected)



Accommodations employment across most regions of Canada fell sharply during the pandemic, but starting in 2022, numbers began to increase again. There is regional variation in when the industry is projected to surpass 2019 levels, with the North expected to cross this threshold as early as 2024, and Quebec and British Columbia pushing this recovery out until 2027 or later. In regions with quicker forecast growth, the industry is anticipated to gain ground over the coming years.



Growth of around 10% is expected in Ontario by 2027, compared to 9% in the North, 8% in the Atlantic provinces, and 5% in the Prairies.



Occupation-level detail for each region is included in the full report, available on the THRC website.

Years  
 Actual  
 Projected

## What's next for accommodations?

Overall, the tourism sector is projected to continue its recovery and regrowth trajectory, although there will be difficult periods as labour force demographics and larger economic forces interact in complex ways. A report focused on the labour side of the supply-demand issue is expected in 2024, and will provide for a fuller understanding of these complex issues.

In the Accommodations industry, key challenges will include cross-training employees to cover multiple positions, and dynamically rethinking the operational requirements and service products that can feasibly be offered throughout the year.



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