



ACCOMMODATIONS

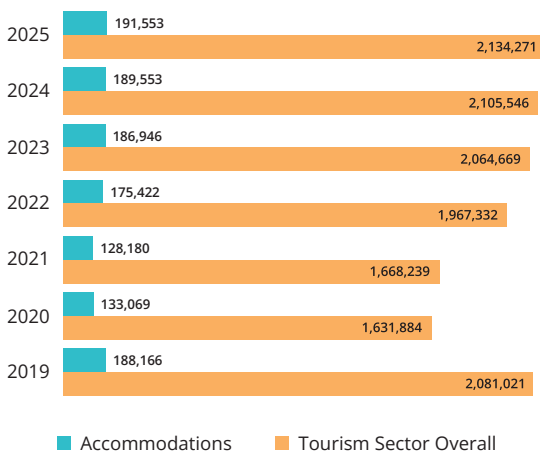
Labour Shortages Loom



This fact sheet summarizes some key findings from a 2022 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 into 2024 and 2025. 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 [TourismHR.ca](https://www.tourismhr.ca).

Number of Jobs 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 into 2021, and is **not projected to fully recover to pre-pandemic levels until 2024.**



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. The occupations projected to have the fastest

recovery and growth trajectories include public-facing positions (hotel front desk clerks and accommodations service managers), while the more back-of-house occupations (light duty cleaners and support occupations) were hit harder by the pandemic, and are projected to recover much more slowly.

Jobs in Accommodations Occupations (Actual and Projected)

	2019	2020	2021	2022	2023	2024	2025
Accommodations Service Managers	22,682	21,655	19,486	22,716	23,849	24,077	24,329
Hotel Front Desk Clerks	20,498	16,337	20,851	22,271	22,402	21,788	21,495
Support Occupations in Accommodations, Travel, and Facilities Set-Up Services	1,892	1,200	948	1,428	1,643	1,753	1,810
Light Duty Cleaners	40,697	29,423	29,408	36,808	39,598	40,583	41,270
Janitors, Caretakers, and Building Superintendents	18,687	13,877	13,946	17,468	18,725	19,233	19,607
Landscaping and Grounds Maintenance Labourers	21,687	17,770	17,124	21,408	22,545	22,796	23,109

Regional Tourism Employment History and Projections

Accommodations Jobs by Region (Actual and Projected)



Accommodations jobs across most regions of Canada fell sharply from 2019 to 2020 with losses between 17% and 20% in Atlantic Canada and the North, and 33% in Quebec and the Prairies. Atlantic Canada, the Prairies, and Quebec continued to lose jobs into 2021.

Growth of around 3% or 4% by 2025 (relative to 2019 levels) is projected in Ontario, Atlantic Canada, and the Prairies, while the North is projected to grow by 11%. Accommodations jobs in British Columbia are not expected to recover to pre-pandemic levels by 2025.



Occupation-level detail for each region is included in the full report, available on [TourismHR.ca](https://www.tourismhr.ca).

Years
■ Actual ■ Projected

Job Vacancies and Projections

As tourism businesses began to restaff in the summer of 2021, labour supply challenges were readily apparent, and job vacancies grew across almost all occupations, often quite substantially. Only support occupations show small absolute numbers of vacancies, but when taken into consideration with the shrinking job pool in this occupation group, these are nevertheless substantial

gaps. This is reflected in the projected vacancy rates into 2024. Overall, anticipated vacancy rates climb year-on-year in the projections, suggesting that unfilled positions are interacting with the loss of jobs altogether (either through restructuring, attrition, or changing business needs). This paints a complex picture of the accommodations industry over the next two years.

Accommodations Job Vacancies

	Number of Vacancies			Vacancy Rate		
	2019	2020	2021	2022	2023	2024
Accommodations Service Managers	225	260	610	0.8%	0.9%	2.4%
Hotel Front Desk Clerks	1,195	760	1,499	5.5%	4.4%	6.6%
Support Occupations in Accommodations, Travel, and Facilities Set-Up Services	356	278	198	8.4%	9.6%	8.7%
Light Duty Cleaners	7,945	8,928	12,494	3.3%	4.1%	5.7%
Janitors, Caretakers, and Building Superintendents	3,790	3,825	6,385	1.6%	1.8%	2.9%
Landscaping and Grounds Maintenance Labourers	5,148	4,395	7,786	4.3%	3.6%	6.5%

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 2023, 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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