

WHAT'S THIS CHECKLIST?

This checklist has been developed by the FTH Skills Council as a tool for small and medium sized employers in the Food, Tourism and Hospitality industries - to help them tackle workforce planning in a practical and logical way. The checklist supports the content of the Food, Tourism and Hospitality Workforce Planning Guide published by the FTH Skills Council.

HOW DO YOU USE IT?

Run through the questions and tick them off as you gather the required information. Some questions you may think don't apply to your business. If that's the case, go back to the Workforce Planning Guide to check why it's been asked before you discount it. Some questions will prompt you to ask others that aren't listed. That's good. The checklist isn't meant to cover everything - it's just to get you started.

WHAT DO YOU DO WITH IT?

The responses you give to the checklist will help you identify what you need to do - in terms of employee recruitment, development and retention - to have the workforce you need now and in the future. Use this information to develop appropriate strategies. Then come back in 12 months time and go through the checklist again, to see what you need to change. Workforce planning is a continuous process.

STEP 4: HOW WILL YOU GET THERE?

This is about identifying the best way to ensure you have a skilled workforce to match your needs.

Can you increase productivity to reduce your workforce needs in specific areas (e.g. can you introduce new technology or redesign jobs)?
What can you do to ensure you retain the staff you have?
Do you need to introduce more flexibility, better rewards, more recognition, different shifts or rosters?
Do you need to improve your management and leadership practices or develop your communication systems?
Can you develop existing employees as part of your succession planning?
When you need to recruit new employees, where are you most likely to find suitable candidates?
Will you target migrants?
Could you train disadvantaged job seekers in some roles?
Will apprenticeships and traineeships help you attract the staff you need?
How will you manage career development for existing staff and new recruits (i.e. formal education: in-house courses: on-the-job training: mentoring

For further information please contact:

FOOD, TOURISM & HOSPITALITY INDUSTRY SKILLS ADVISORY COUNCIL SA INC

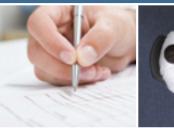
and coaching; job rotation or job shadowing)?

PHONE 08 8362 6012

EMAIL info@fthskillscouncil.com.au WEB www.fthskillscouncil.com.au



FOOD, TOURISM8 HOSPITALITY





WORKFORCE PLANNING CHECKLIST



Do skill shortages have you stuffed?
Is your workforce packed and heading out the door?
Is your game plan ready for when the chips are down?

STEP 1: WHERE ARE YOU NOW? STEP 2: WHERE ARE YOU GOING? STEP 3: WHERE ARE THE GAPS? This is about building an accurate picture of This is about identifying how your workforce This will help you to develop targeted strategies. needs are likely to change. your current workforce. What is the difference between the How many employees are 'permanent'? Is your business going to grow in the next How many are 'casual'? How many are 'seasonal'? three years? Five years? Ten years? workforce you have now and the one you'll need in the future? How many of your 'permanent' employees are Will that mean you'll need more employees? full-time? How many are part-time? Have you taken account of the additional If so, what specific areas will need more staff you'll need for growth? What is the age breakdown across specific employees? occupations or work areas? Have you taken account of the staff you Are you going to need your current employees have now, but are likely to lose? What is the gender breakdown across specific to have different skills or qualifications? occupations or work areas? Is that difference in actual numbers of Even if you don't foresee major expansion, employees (i.e. will you need to be doing will you be doing things differently/better? How many of your mature-age employees are more recruiting)? planning retirement? When? What will these functional changes mean Is that difference more about skills and in terms of your workforce needs? What qualifications and skills do your employees competencies (i.e. do you need to focus more on have in their current job? developing the employees you already have)? Will you need more or different employees Do they have any skills or qualifications they to manage the changes in your workforce? Which of 'the gaps' are going to be most difficult don't use in their current job? to fill and therefore need special attention? Even if nothing else changes in the business, are there any changes you could expect in your Do you have employees from various cultural Which of 'the gaps' will take a long time backgrounds? Which cultural backgrounds? workforce (promotions, retirements, resignations, etc)? to fill (i.e. positions which have a long lead time for competency) and will therefore need more What is your turnover rate across the workforce? What's happening outside the business that urgent attention? could impact on your workforce (skill shortages, What is your turnover rate in specific occupations Which of 'the gaps' are in areas that are emerging skill requirements, growth in other industries etc)? or work areas? experiencing or developing skill shortages What other external factors could impact on (i.e. where you will have to put in extra effort to develop Which roles are absolutely critical for your your business in the next three years? a competitive advantage over other employers)? business to continue? Five years? Ten years? Is there likely to be changes in licensing Which roles are very important to your business success? requirements? Legislation? Government Policy? Which roles do you usually find difficult to fill? What about economic conditions or

technological changes?

Do you have positions that are vacant now?

How satisfied are your employees in their jobs?

How long have they been vacant?