

SKILLS DISCONNECT: ARE WE CLOSE TO FUTURE-READY IN HOSPITALITY?

World Cafe Discussion

WORKFORCE & SKILLS GAPS

- Workforce shortages
- Low graduate supply
- Lack of transversal skills
- Problem solving & communication skills gap
- Poor work ethics

ATTITUDES & MANAGEMENT

- Low motivation and engagement
- Discipline and responsibility decline
- Weak leadership skills
- Retention challenges

EDUCATION & TRAINING

- Theory-practice imbalance
- Limited hands-on exposure
- Outdated learning content

POSITIVE PRACTICES

- Customer-centric approach
- Practical training importance
- Continuous upskilling culture
- Sector adaptability strength
- Local products & seeking sustainability

STRUCTURAL BARRIERS

- Reduced sector incentives
- Low career attractiveness
- Weak career pathways
- Preference for cheaper labour

SKILLS GAPS

- Basic technical skills
- Communication & confidence
- Intercultural competence
- Adaptability & learning-to-learn
- Teamwork & empathy

LEADERSHIP & WORKPLACE ISSUES

- Weak people management
- Leadership via seniority
- Conflict resolution skills lacking
- Toxic work environments

EDUCATION-WORKPLACE TRANSITION GAPS

- Subjects taught in isolation
- Limited industry exposure
- Fast-paced changes - not keeping up
- Slow curriculum adaptation
- Weak digital & AI readiness

FUTURE DIRECTION

- More experiential learning
- Stronger industry collaboration
- Upskilling (digital + transversal skills)
- Early exposure & placements

SECTOR CHANGES

- Multicultural workforce
- AI & automation shift
- Limited trust & communication (education-industry)
- High turnover & workforce shortages
- Low wages & job attractiveness
- Changing youth job expectations
- Decline in sector attractiveness

PRESENT

TECHNOLOGY & INNOVATION

- AI & robotics integration
- Smart kitchens & automation
- Data-driven guest insights
- VR & digital experiences
- Tech-enabled waste reduction

SKILLS GAPS & WORKFORCE NEEDS

- Transversal skills
- Communication
- Empathy
- Problem-solving
- Grooming & professionalism
- Dealing with anxiety & confidence
- Sustainable practices

EDUCATION & TRAINING

- Curriculum modernisation is needed
- More hands-on learning
- AI & sustainability integration
- Continuous training culture

SECTOR CHALLENGES & FUTURE OUTLOOK

- Tech driven
- Local vs foreign workforce skills gap
- Recruitment shortages
- Quality over quantity
- Slow tech adoption
- Personal touch remains key
- Pay vs skills mismatch

FUTURE

PAST