

Supporting quality jobs in tourism

Type:	Document
Content Type:	Supporting quality jobs in tourism
Language:	
Sources:	
Topics:	
Knowledge Products:	
Publication Date:	24 Jun 2015

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The tourism sector is highly dependent on quality human resources to develop and deliver a competitive tourism offering. This report examines approaches to encourage the creation of more and better tourism jobs, with a particular emphasis on enhancing the skills and career development opportunities of people employed in tourism SMEs. The contribution quality jobs can make to building a competitive and sustainable tourism sector is discussed. This is followed by analysis of the sector's labour intensity and labour market characteristics, and the implications for attracting, retaining and developing a skilled workforce. Policies and programmes introduced to respond to these challenges and boost workforce development in tourism SMEs are examined and a number of key policy considerations highlighted. DOI: 10.1787/5js4rv0g7szz-en

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