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WHAT JOBS IN TOURISM

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Manuel RUIZ	DG V Social dialogue by sector

I – Working in tourism : an opportunity ?

For many young people, the Tourism trades are a **point of entry into the labour market**, because they are attracted by the relational aspects and by the discovery of tourist activities.

Moreover, the possibility in most cases of being able to be fed and lodged on the place of work represents an advantage and an incentive for young people starting out in active life.

Thus Tourism is one of the most important sectors for **social and professional integration of young people** at a time when the countries of the European Union are confronted with massive unemployment among under-25 year-olds.

But the fluctuating nature of Tourism related activities results in the creation of jobs which for the most part are atypical (seasonal, part time, etc...). This job insecurity and the often difficult working and living conditions make Tourism an employment sector with a high turn-over rate, with the accompanying risks of marginalisation for numerous young people. How might it be possible to transform this reality to enable those working in these trades to envisage **a personal and professional future ?**

A co-ordination of Trade Union forces through the ETLC (European Tourism Liaison Committee)

In the context of the constitution of a social Europe, SETA-UITA (1), Euro FIET (2), and the European Transport Federation, have since 1995 established a European Tourism Liaison Committee (ETLC), whose chief objectives are :

- To reinforce European trade union co-operation in transnational Tourism businesses (hotel, catering, tour operators, travel agencies ...).
- To exchange information on employment, working conditions and unionisation among employees in the Tourism industry.
- To promote basic and continuous training in the Tourism sector.
- To organise joint events related to Tourism.

The European Tourism Liaison Committee is therefore a structure for the co-ordination of trade union action in this sector, making it possible to exert an influence on tourism policy in the European Union and to make it possible to recognise the men and women who by their work make Tourism possible in Europe.

(1) SETA-UITA : *Union Européenne des Travailleurs de l'Alimentation des hôtels, cafés and restaurants*

(2) Euro FIET : *Regional European Organisation of the Federation Internationale des Employés et Techniciens*

Tourism : a sector creating what jobs ?

Its economic role being more often than not perceived as merely one of consumption, it is difficult to define the precise contour of tourism activity. From transport to hotel, catering and market services, all these sectors contribute more or less to the production of services for tourists.

What are the direct and induced jobs in this sector, the social conditions of the professional fields involved in the chief tourist zones in Europe ?

Thanks to this study, the European Tourism Liaison Committee in connection with the Trade Union Federations of this sector has made it possible :

- To better apprehend the socio-economic realities that contribute to the development of tourism related employment.
- To compare national practices and experiences in the area of social dialogue.
- To envisage initiatives for employment and training in hotel Tourism at the European level.

At a time when changes in patterns of consumption, organisation of time and spatial development are little by little transforming demand in the field of Tourism, this improved knowledge and understanding of the social aspects of Tourism will make it possible for workers and their representative unions to anticipate such changes and prepare in advance those who are working in this sector for the skills and qualities of service that will be required in European Tourism tomorrow.

II - Our methodology

In order to better understand the realities of Tourism in the European Union, exchanges of information about experiences and practices took place between the organisations affiliated to the European Trade Union Federations in the Tourism sector.

To this end, a documentary inventory was established, so that the members of the steering committee might draw up a closed question questionnaire on employment, work conditions, social dialogue, professional qualification and training and more generally Tourism in Europe.

28 affiliated organisations from 13 countries of the European Union answered this investigation and encouraged by these results the steering committee decided to deepen the survey thanks to semi-directive interviews with the Union Federations of 6 countries (Austria, Denmark, Spain, Holland, Italy, Ireland).

The high rate of return of these questionnaires and the quality of the answers given during the interviews confirmed the relevance of the methodology chosen for this.

Unreliable social and economic data

The absence of a single definition of Tourism activity valid in each European country makes it difficult if not impossible to obtain precise data as to the real social and economic and social of this industry in Europe.

The High Level Group (GHN) on **European Tourism : new partnerships for employment**, which in 1998 brought together key leaders in this sector, confirmed that Tourism has contributed directly to **5 % of GDP, 6 % of total employment** and more than 30 % of foreign trade in the Services sector in the European Union.

The flows in international Tourism should increase from 335 million people in 1995 to 527 million in 2010.

Based on its collective experience and on a qualitative and quantitative analysis of available data, the High Level Group foresees that the Tourism sector will over the next 10 years experience significant growth rates higher than the average of the general economy.

From 2.5 to 4 % in turnover
from 1 to 1.5 % in employment
or 2.2 to 3.3 million extra tourism jobs over the next 10 years.

The different trades, jobs and qualifications

At a community level, it is quite difficult to identify precisely the jobs and qualifications in the field of Tourism, due to the differing methods of recognition in each.

Nevertheless, the trades practised in the main professional sectors whose activities make up European Tourism are :

. . Hotel and catering trades :

By far the most important in terms of numbers, they cover jobs in kitchens, in restaurant serving, in reception and room service.

. . Hosting Tourism trades :

These cover jobs in holiday villages, **guest houses**, leisure accommodation, youth hostels, etc...

They break down into 6 main functions : reception, **organisation**, catering, supervision and maintenance, house-keeping and administration.

. . Travel agency trades :

These cover jobs in travel agencies and tour operators, such as : ticket vendor, **package tour designer**, travel guide and host, local representative or travel agency manager.

. . Tourist Information Office trades :

The chief jobs are Tourist hostess, **facilitator for tourism development**, interpreter-guide, lecturer, tourist station or office manager.

. . The new Tourism and leisure trades :

Among which leisure parks, leisure real estate managers or rural “gîtes” operators.

III – The results of the survey among the affiliates of SETA- UITA, Euro FIET and FST

17 Trade Union Federations from 13 countries of the European Union answered the questionnaire, i.e. : 28 affiliates of SETA-UITA, Euro FIET and FST.

Table A :

			SETA-UITA	Euro FIET	F.S.T
B	Belgium	CSC-CCAS	Ψ	Ψ	
		LBC-NVK	Ψ	Ψ	
N	Norway	FLT		Ψ	
DK	Denmark	RBF	Ψ		
FIN	Finland	HRHL	Ψ		
F	France	CFDT Services	Ψ	Ψ	
L	Luxembourg	OGBL	Ψ	Ψ	Ψ
S	Sweden	HRF	Ψ		
		NGG	Ψ		
D	Germany	DAG		Ψ	
E	Spain	FECOHT CCOO	Ψ	Ψ	
		FLICAMS-CGIL	Ψ	Ψ	
I	Italy	UILTUCS	Ψ	Ψ	
IRL	Ireland	SIPTU		Ψ	Ψ
NL	Holland	FNV	Ψ		
		HGPD	Ψ	Ψ	
A	Austria	GPA	Ψ	Ψ	
			14 affiliates	12 affiliates	2 affiliates

Unionisation according to tourism activities

Table B :

	Hotels cafés restaurants	Holiday villages Guest houses	Leisure parks	Travel agencies Tour operators	Tourism Offices Unions d'initiatives	Tourist Guides
B	Ψ	Ψ	Ψ	Ψ		
N	Ψ	Ψ				
DK	Ψ	Ψ	Ψ			
FIN	Ψ	Ψ	Ψ			
F	Ψ	Ψ	Ψ	Ψ	Ψ	
L	Ψ			Ψ		
S	Ψ	Ψ	Ψ			
D	Ψ	Ψ	Ψ	Ψ	Ψ	
E	Ψ	Ψ				
I	Ψ	Ψ	Ψ	Ψ	Ψ	Ψ
IRL	Ψ	Ψ	Ψ	Ψ	Ψ	Ψ
NL	Ψ	Ψ	Ψ			
A	Ψ	Ψ		Ψ	Ψ	Ψ

Whereas all the federations unionise workers from hotels, restaurants, cafés and holiday villages (with the exception of Luxembourg), for the other professional activities that make up Tourism, recruitment of members is different from one country to another. Only Italy and Ireland have members from the whole of the Tourism sector.

Tourism : jobs yes, but atypical ones

The Trade Union Federations of 7 countries consider that tourism related employment represents between 5 and 10 % of total employment in their country (of which Spain is higher than 10 %).

According to the Trade Union Federations, it is in the Northern European countries that tourism related employment is lower than 5 %.

In 4 countries (Germany, Spain, Italy and France), the number of workers in Tourism is estimated at between 500 000 and 1 million, and where the highest number of salaried employees is to be found in this sector.

However the rate of seasonal jobs is very high for in Italy and in France it is above 50 % of all jobs. In Austria, Denmark and Norway, the percentage of seasonal contracts is between 30 and 50 % and in 6 other countries it is above 10 %.

Difficult work conditions

In 8 countries **work time in Tourism is higher than 40 hours per week** and even more than 48 hours per week in Ireland.

More than 48 h	IRL								
from 45 to 48 h									
from 40 to 44 h	F	L	D	E	I	NL	A		
less than 40 h	B	N	DK	FIN	S				

- Work time higher than 40 hours a week (Table C)

In 5 countries **the percentage of employees on a fixed term contract is higher than 30 %** and in France it reaches over 50 %.

Higher than 50 %	F								
from 30 % to 50 %	FIN	I	NL	A					
from 10 % to 30 %	B	N	DK	L	S	D	E	IRL	
less than 10 %									

- A high rate of atypical work (Table D)

Similarly, **part time work in Tourism concerns more than 50 %** of the labour force in Holland and between 30 and 50 % in the Scandinavian countries, while for the rest of Europe it accounts for 10 to 30 % of jobs.

Higher than 50 %	NL								
from 30 % to 50 %	FIN	S							
from 10 % to 30 %	B	N	DK	F	D	E	I	IRL	A
less than 10 %									

- Rate of part time work (Table E)

Wages in Tourism are higher than 1000 ecus per month in 8 countries of Northern Europe and lower in 6 countries of Southern Europe .

More than 1500 ecus	N	DK	S	D	NL
between 1000 and 1500 ecus	B	FIN	A		
between 500 and 1000 ecus	F	L	I		
less than 500 ecus	E	IRL			

- Wages higher than 1000 ecus per month (Table F)

IV – Low unionisation among a host of small tourist enterprises

Apart from Finland, Sweden and Ireland where over half of employees are unionised, in 9 other countries **the rate of unionisation is less than 30 %**, with Germany, France and Luxembourg below 10 %.

Over 50 %	FIN	S	IRL				
between 30 % and 50 %	DK						
between 10 % and 30 %	B	N	E	I	NL	A	
less than 10 %	F	L	D				

- A rather low rate of unionisation (Table G)

8 countries out of 13 have **a rate of small businesses higher than 70 %**.

Over 70 %	B	FIN	F	S	D	E	I	A
between 50 and 70 %	IRL							
between 30 and 50 %	N	DK	NL					
less than 30 %	L							

- A high rate of small businesses (Table H)

Nevertheless, **social dialogue per sector exists in all countries** with the notable exception of Luxembourg.

Existing Qualification and Training

In all countries, the main qualifications are those related to the hotel and catering sectors : cook, hotel and restaurant manager, receptionist, bursar, waiter barman and room service staff. As for jobs such as travel agent, **tourist reception staff** and equipment managers, these are recognised in 8 out of 13 countries, whereas the role of “animateur” is limited to 5 countries among which France and Spain.

Real training possibilities exist as basic school training in 11 countries out of 13. Likewise, sandwich training (part-time in school, part-time in businesses) is implemented in 11 countries out of 13, as well as life-long continuous training.

At school

A
NL
I
E
D
L
F
FIN
DK
N
B
A NL IRL E D S L F FIN N B DK FIN F L S D E I IRL NL A
B
N
DK
FIN
F
S
D
E
I
IRL
A

Sandwich training

- Professional training possibilities exist (Table I)

In a majority of countries (8 out of 13), **it is the public authorities and training organisations which recognise these qualifications** and in over half the countries (7 out of 13) it is **collective labour agreements by sector**.

Collective labour agreements by sector

A
IRL
I
D
F
DK
IRL I E D L F N B N F IRL
N
F
L
D
E
I
IRL

Local and national public authorities

- Recognition of qualifications (Table J)

The role of Tourism in Europe

For this question, each organisation was asked to prioritise its answers from the most important to the least important of the 3 possible answers.

- **Tourism in Europe is a sector that creates casual jobs.** It is chiefly those countries with a high rate of jobs in Tourism which fit this statement such as France, Italy, Spain, Germany and Belgium.
- **Tourism in Europe is a sector that integrates young people and gives qualification to employees.** This is particularly true of countries in Northern Europe such as Sweden, Holland and the Employee Federations in Germany and Austria.
- **Tourism in Europe is a sector of geographical mobility that encourages the learning of European languages and culture.** This is true for the Scandinavians, Norwegians and Finns, as well as German and Austrian workers, and also one Italian Federation (UILTUCS).

It should be noted that all the Federations answered this questionnaire based on the reality of their situation and the greater or lesser role they desire to see for tourism related jobs in Europe.

IV - Interviews of Trade Union representatives in the Hotel –Tourism industry

Following the survey among affiliates, the steering committee decided to carry out a number of semi-directive interviews among a certain number of Trade Union staff in the Hotel-Tourism industry, concerning employment, training and the social problems posed by Tourism in Europe.

Interview guidelines were drawn up to make sure that the same questions would be put to the Union representatives of the various countries.

The steering committee was keen to interview Union representatives coming from different backgrounds and social cultures :

Austria : Rudolf KASKE, general secretary HGPD
 Erich KOSCHITZ, union representative, Holiday Inn Vienna
 Helmut KRIST, secretary of the employee GPA

Spain : Fernando MEDINO and Amador ESCRIBANO MUNOZ, from
FECOHT CC.OO
Javier SIGUERO from FETESE UGT

Italy : Antonio ZILLI, national secretary UILTUCS
Claudio TREVES, national secretary FILCAMS CGIL
Antonio MICHELAGNOLI, national secretary FISASCAT CISL

Holland :Paul ABRAS, coordinator for international affairs
HORECABOND FNV

Denmark : Aage JENSEN from RBF

The representatives of the Irish Union SIPTU did not answer our invitation to meet.

Employment

1) What are the jobs directly dependant on tourism in your country ?

The absence of a single definition of Tourism in terms of activities and the large number of conventions and collective agreements in the professional branches does not facilitate a homogeneous vision of the jobs in this sector.

The Italian union representatives give an exhaustive list of the professional branches directly concerned by Tourism among which : **hotel business, catering, travel, seaside resorts, camping, holiday villages, spas, ski lifts, leisure parks, congress, as well as independent jobs such as guides and conference hostesses.**

Aage JENSEN, of the Danish union, described tourism employment as : “ **Many types of jobs from those in hotels and restaurants to the drivers of tourist coaches as well as small retailers** ”.

2) How many employees work in this sector ?

- .In Austria, **1 in every 6 jobs is related to Tourism** and 142 700 employees are working in the hotel and catering business for about 10 000 in travel agencies. It is a **female job sector** (61,6 %), and in season 2/3 of staff are women.

The majority of employees are between 20 and 35 years of age and the average age is 31 in Tourism, the 15 to 19 year-olds representing 8,5 % of employees in the hotel and catering business.

- .In Spain, of 786 100 active workers in the hotel and catering business, **487 400 are salaried employees** or 62 % of the jobs in this sector. The share of female employment is 42,5 % in the hotel business and 32,5 % in catering, but the trend is to a **greater feminisation of these jobs**. Over **half of the workers are under 34 years of age** and in the hotel business young people between 16 and 24 represent 20,4 % of the jobs and 11,1 % in catering.

- .In Holland, the hotels, cafés, restaurants and leisure parks represent **250 000 jobs** of which 26 300 employers or 3,3 % of the total number of jobs.

52 % workers in this sector are **women** and the feminisation of the jobs which was as high

as 55 % in the years 1992 to 1997 is now in decline. Tourism is a sector of **employment for young people** as the average age of employees is 23.

- .In Italy, tourism related employment is estimated at 1 014 000 full-time equivalent jobs of which **553 100 salaried employees** with the following breakdown : 330 000 regulars, second job * 81 000, irregulars 142 000. The ratio of **male/female** jobs is **even** and in seasonal businesses **employees are younger**.

- .In Denmark **65 000 salaried employees** are working in hotels and restaurants of which **63 % are women**. **Half the workers** in Tourism are **under 30**.

3) What seasonal variations in staffing levels ?

- .It is **low in Austria** : over 13 % in July and under 13 % in April and November 1997, or a variation of 26 % for the whole year.

- .In Spain **47 % of jobs are seasonal**, particularly in the coastal regions (Balearic islands, Andalusia, Catalonia) and less in towns.

- .In Italy, seasonal variation is **over 50 %** of regular employment and even goes as high as 60 % for those employees for whom Tourism is the second job.

- .In Denmark, **the number of employees doubles** during the 3 to 4 months of the summer season.

- .In Holland, we are witnessing a casualisation of labour with the development in recent years of casual workers (85 200), temporary workers (17 000), to the detriment of seasonal workers (13 000), for 160 300 salaried employees in this sector operating under regular contracts.

4) What types of jobs are being developed in this sector ?

- .In Denmark they are chiefly jobs as **cooks, waiters, service employees, tourist guides, small retailers (souvenirs) or water and leisure parks**.

* *These are people who have a second job, either in Tourism or in another sector including public sector employees.*

·.In Spain it is the **new forms of Tourism** which are seeing the most significant development of jobs, i.e. **shared time property, rural, cultural and congress Tourism, leisure and fun parks, etc ...**

•.In Austria, we are observing a concentration of businesses among **travel agencies, but the number of employees remains stable**, whereas the **hotel and catering business** has experienced 3 years with poor seasons, hence a **reduction in the number of seasonal jobs** and at the same time a **stabilisation of the number of employees over the year**, thanks to the development of **urban Tourism**.

•.Dutch employers have decided to **increase staff loyalty** to meet the needs of greater **professional service provision** in Tourism. The effect of this from 1995 to 1997, has been a reduction in the number of temporary and seasonal workers (from 82 100 to 67 100) and the development of regular no-term contracts (de 132 500 à 160 300).

•.In Italy, one observes a **strong development of part time work** : 80 % in catering and almost 30 % in hotels, with a tendency to growth in **this type of job** : over 20 % among hotels and Tourist residencies and over 50 % among restaurants, bars and cafés.

5) In what way is Tourism a job creating sector in your countries ?

•.If in Austria it is above all part time employment which is growing, in Spain in 1993/94 in a negative context of job development in the country, **tourism related employment increased by 10 %** to then slow down to 5 % since 1996. From 1993 to 1997, Tourism related employment in Spain has grown by 136 400 active workers.

·.In the same way in Holland over 5 years, the number of employees in the HORECA leisure sector **has grown from 150 000 to 227 000**.

•.Italy has experienced an increase of **14 % in tourism related employment** in the last 2 years following a sharp drop in the number of employees between 1992 and 1995.

•.All the forms of Tourism are growing in Denmark and therefore activity in this sector **is growing by 25 % per year**, which means the creation of 8 to 10 000 extra jobs each year.

Work conditions

1) What is the legal, contractual and real duration of work time in this sector ?

- .In Austria, if the legal duration is **40 hours over 5 days**, in the large number of small businesses with no union representation, the real duration of work time is between **50 and 60 hours per week** in the hotel and catering business.

The collective labour agreement in the Austrian travel agencies envisages a weekly work load of **38.5 hours**, but the reality is closer to **45 hours per week**, even though the agencies must close from 1 p.m. on Saturday until Monday.

- .In Spain, the weekly work time is **38 to 40 hours at a national level** and the provincial agreement negotiations cover holidays and days off for a total of **1 860 hours of work per annum**. In this country, the real work time in the Tourism sector is higher than in other sectors.

- .In the Dutch national sector agreement which is respected in the businesses, the weekly work time for **HORECA leisure is 38 hours** with the possibility of 24 extra hours for a period of 8 weeks.

- .In Italy, the legal duration of work is **40 hours per week**. By contractual agreement it is reduced in Tourism by 1/2 day extra rest that is paid and not worked. In reality, maximum duration is **10 hours per day** and in season it can go as high as **12 hours**.

- .In Denmark, the legal work time is **37 hours per week** with an agreement in the hotel and catering business for the calculation of work time over 2 weeks. In reality, this duration can reach **12 hours a day over 5 consecutive days** followed by 3 consecutive days off. In practice, the employees keep **work hour registers** which are signed every day by the employer or duty manager.

2) What are the work contracts that are specific to this sector ?

- .In the 5 countries, there exist **regular no-term contracts for both full-time and part-time**, (continuous fixed wage in Spain) and **fixed-term seasonal**. However, in Hotel-Tourism, we have **casuals** in Spain, **extras** whose minimum work-time is 5 hours in Denmark and even students hired for the week-end.

- .In Italy, **temporary work** is not very developed in this sector.

3) At what wages are the employees paid ?

- In Austria the national collective agreement in the hotel and catering business fixes **the minimum guaranteed wage according to the qualification**, but the employees who are in direct contact with their customers receive a **percentage of 10.5 to 15 % of turnover**.
- On the other hand, in Spain, thanks to collective bargaining, the percentage system has more or less disappeared (less than 10 % of employees), but company by company agreements do allow for **forms of profit-sharing related to productivity**.
- In Italy also, all salaried employees are paid monthly and the percentage based wage has been done away with in the hotel and catering business; the national minimum wages in the sector are **renegotiated every 2 years**, but in practice qualified employees can receive as much as 3 times the collective minimum.
- **Minimum collective wages are negotiated** in Holland and in Denmark, for those with little qualification, they are slightly higher than the minimum legal wage for workers over 22.5 years in Holland and young people between the ages of 16 and 22 earn from 40 to 95 % of the collective wage according to their age.

4) Are there special hygiene and safety standards for Tourism ?

- In the 5 countries, **consultations on hygiene and safety do exist** between the union delegates and the companies; in Austria the union delegates have a right to veto; in Spain it is the delegate who has been elected by the union representatives who is appointed to the safety and health prevention committee; the health and safety committees in the Dutch works councils, and the health and safety delegates in Italy.
- A joint structure for occupational medicine specific to the services sector operates in Denmark and the Spanish unions are envisaging the creation of **sector commissions per region** for the application of European standards and directives on the safety of clients and employees in Tourism.
- In Austria, all employees in the hotel and catering business must be in possession of a **special health certificate** with regular check-ups.

5) Are there any classification grids in this sector ?

- In the 5 countries, the national collective agreements include classification grids.
- In Austria, they cover the jobs and trades in Tourism under 5 functions in the hotel and catering business and 5 groups for the travel agencies.
- In Spain, the classification grid in the hotel and catering business breaks down into 5 levels.
- In Holland, there are 11 classification levels in the national agreement for hotels, cafés, and bars and 9 levels for the leisure and recreational park sector.
- The national collective agreement for Tourism in Italy provides for a single classification grid for the whole sector with 10 levels according to classifying criteria (autonomy, responsibility, technical skills).
- In Denmark, career promotion tracks are negotiated in the various trades by the social partners.

Social dialogue

1) How many unionised employees are there in this sector ?

- The unionisation rate in the hotel and catering business is on average between **18 and 20 % for the whole sector**, but rises to over 60 % in the large hotel chain network. For travel agencies unionisation varies **from 10 to 60 %** according to the size of the company.
- In Spain, the unionisation rate for the sector is estimated **at 15 %**, going **as high as 25 % in the highly tourist zones** and **35 to 40 %** in the large hotel chains.
- In Italy, the unionisation rate is between **25 and 30 % for workers in Tourism**, despite the fact that it covers 85% of small businesses.
- In Holland, **27 500** employees of HORECA leisure are members of the HOREGABOND-FNV union and **600 to 800 members** belong to CNV HORECA while in Denmark **28 000 of the 65 000** employees in the hotel and catering business (43 %) are members of the RBF union.

2) How is social dialogue by sector structured in Tourism in your countries ?

- Between the workers' unions organised according to the **professional sectors** (hotel-catering, travel agencies, Tourism) and the employers grouped together in the Tourism section of the employers association in Austria.
- In Spain, social dialogue by sector takes place at the level of the Provinces (60 regional collective agreements), but the national agreement signed in June 1996, has given the whole sector a more harmonious structure.
- In Holland, **the national sector agreement** is signed for 2 years.
- In Italy, the social negotiation **for the collective agreement covering the Tourism sector takes place every 4 years**, with wage negotiations every 2 years.
- In Denmark, it is based on **tripartite co-operation**, between the employers

HORESTA, the Ministry du Trade and Industry which is in charge of Tourism and the RBF trade union.

3) Are there any specific agreements at a local, regional and national level in Tourism ?

- In Austria, the negotiations take place **in the companies** where union delegates can be appointed, **at the local level** between the union and the employers represented by the Chamber of commerce, **at the national level** in the collective contracts and agreements at branch level.
- In Spain also negotiation takes place **at the plan local or regional level** for wages, working hours, social guarantees, etc... and at the national level for questions pertaining to classification, professional training, in-house rules and regulations and mediation, hiring and trial periods, job security, hygiene and safety, trade union rights, etc...
- In Holland, there are no local or regional agreements by company, but only **3 national agreements by sector** for industrial catering, hotels, restaurants, cafés and bars, and recreational leisure parks.
- The Italian **national collective agreement for Tourism** includes negotiations for the right to information and consultation of the workers, the employment-training aspects and the setting up of a national joint arbitration commission. At a regional level, further territorial agreements may be negotiated, and they are applicable in those businesses which do not have specific agreements.
- Denmark has a **national agreement for the hotel-catering branch** with possibilities for business by business agreements negotiated by the local union when there are no union representatives.

4) Who are your employer partners in this sector ?

- Employers in the hotel industry, in catering, in travel and leisure agencies are grouped together in Austria under the **Tourism section of the chambers of commerce** who undertake the negotiations at both a national and local level.
- In Spain, they come together under the banner of **3 Federations of hotel owners**

(Zontur, the Spanish Hotel Federation and the Spanish Federation of restaurants, cafeterias and bars).

- In Holland, there are **2 employers' Federations** :
1 for the hotel and catering business : HORECA Nederland
1 for the leisure and recreational parks : RECRON
- In Italy, the **3 employers representatives** are Confindustria chiefly for the hotels and spas, as well as Cofeserconti and Conf commercio for all the rest of Tourism in small and medium enterprises.
- In the hotels and restaurants sector, **the only Danish employers' Federation** is HORESTA, except for cafeterias in supermarkets.

5) In what way do the results of social dialogue by sector allow you to progress towards your union objectives ?

- In Austria since 2 years, it is at the regional level in the **länders that one finds the most important negotiations**, but this leads to wage difficulties and distortions in the labour market.
- When it comes to renegotiating the national sector agreement in Holland, the union organises a meeting of all its members at the local and regional levels in order to draw up the **list of claims and demands to be negotiated**.
Moreover, the union has a seat in many joint committees by sector and has a voice in **training, employment, and qualification** including joint projects to enable the **integration** of job seekers in our profession.
- In Italy, owing to the fragmentation of employers' organisations, social negotiation and **joint activity is difficult**, except for the aspects relating to professional training.
- On the other hand, in Denmark, a **permanent tripartite dialogue exists** in the hotel-Tourism sector and according to the various problems that may arise, tripartite meetings take place on a regular basis.
The social partners of this country participate in joint sector institutions, such as the centre for tourism development for basic training.

Qualification and professional training

1) Which are the chief professional qualifications asked of workers in this sector ?

- . In Austria they are defined jointly in the collective agreements; in the case of the national Spanish agreement of June 1996, this defines **36 professional qualifications in the hotel and catering business**.
- In Holland, the social partners of the sector have defined **109 qualifications gathered together under 8 headings** : catering, bar service, room service and cleaning, technical and maintenance, reception, banquet, reservation and marketing and administration, management.
- In Italy, they are the **traditional trades of the hotel and catering business** such as : cook, room service, barman, waiter, concierge, receptionist, baggage handler, etc... and those related to Tourism, such as travel agency employees, congress staff, “animateurs”, tourist guides, beach service, etc...
- In Denmark too, we find the traditional qualifications of the hotel industry, such as **cook, receptionist, waiter, room service**, but also for small catering (cafeteria) **more multifunctional jobs** including meal preparation, cashier service.

2) How are they recognised and who by ?

- Thanks to a dual apprenticeship system in Austria (1/5 of time at school and 4/5 of time in the business).
- Whereas in Spain they are defined by the **social partners by sector and the national assessment service** which grants the professional certificates.
- In Holland, **the national sector agreement** defines the qualifications and job profiles. These are recognised in the company by the employer and the employee and in case of

disagreement, each party may appeal to the **national joint committee**.

- On the other hand, in Italy, it is the **employer** who recognises the qualification in accordance with the training received and the professional experience of the worker. Certain jobs require a **State or regional diploma** in order to be able to act as a guide or as beach staff.
- In Denmark, it is **the Ministry of Education** which recognises the qualifications after a **joint decision** made between the representatives of employers and employees. The union participates in the assessments and exams for the granting of professional diplomas. Owing to the reform of the educational system in this country, the 82 employment courses that existed previously have been reduced to 25 and the younger trainees are more prepared for multifunctional skills.

3) Which are the organisations that provide the basic training in the Tourism trades ?

- The legal minimum school education in **Austria** is 9 years, therefore **apprenticeship** begins around the age of 15 and finishes between 18 and 19 in order to become a **qualified or skilled worker**, whereas for travel agencies apprenticeship follows the high school graduation diploma or after the Tourism school, before attaining to the status of **employee**.
- In Spain, students have access to special schools and universities for studies in Tourism and a **national institute, INEM**, provides training for job seekers. In the businesses the **FORCEM, a joint organisation, provides continuous training** and each employees trade union Federation has its own organisation (IFES for the FETESE-UGT and FOREM for the CCOO).
- In Holland, **the joint organisation (S.V.H)** controlled by the Ministry of Education provides both basic and continuous professional training. **State schools** provide 4 year courses in managerial functions and **3 colleges** prepare students for top management positions.
- In Italy, **state schools**, such as the Technical Institute for Tourism, as well as regional schools prepare senior technicians in 5 year courses.

- In Denmark, **state technical school** provide training for young people, but there are also a certain number of **private training centres** for employees and unemployed people which are financed by the employers or by the public authorities, sometimes with a contribution from the trainees themselves.

4) What opportunities for continuous professional training are available for employees working in the field of Tourism ?

- In Austria, it is the Chambers of commerce which sign the **training contracts between the young person and his or her employer**, the unions monitor the quality of the training in the work place. At the conclusion of the training course the assessment of the trainee is carried out jointly.
The interprofessional agreement signed in December 1996, in Spain, concerning the policy for professional training, allows **employees to receive training** either in their company, or by their union or in certified training centres.
- In Holland, employees may ask for the **costs related to their continuous training to be covered up to 65 %**. Such costs are reimbursed by the joint structure financed by the institutes in the sector.
- In Italy, **the new in-house apprenticeship system**, lasting a maximum of 4 years, covers 120 hours per year of training in a centre and tutoring in the company.
Moreover, continuous professional training in the sector is being discussed by the social partners, and the unions wish to implement a system of training credits that can be capitalised and an assessment system.
To this day, in Italy, **0.30 % of the wage mass** finances a continuous training fund that is managed jointly by the interprofessional social partners at the Ministry of Labour.
- In Denmark, there are many **training possibilities** for **workers in their place of work**. Such training courses may be quite different as to their duration, from 2 weeks in leisure parks to several months in the hotel industry.

5) To what extent do you consider lifelong training to be a means for integrating young people and providing qualification for employees in this sector ?

- In Austria, only a few large companies have their own in-house training plan for their staff, however employees may seek **training opportunities outside of normal working hours**, either in an institute created by the union or in an institute run by the employers. In the case of workers who are unemployed, they may benefit from State financed training courses.

For the Spanish trade union Federations, training must be a means for the **professionalisation of employees** in this sector and contribute to the stabilisation of their job. In this way it makes it possible to respond to the new challenge of **quality service**, hence **improved skills**. In a dynamic way, it allows for the **integration of young people** with a view to making **true professionals** of them, it makes possible the **acquisition of new skills** by the staff already in place and when necessary facilitates their **redeployment** in other professions.

- In Holland, it makes it possible for one to be **more professional** and therefore increases **job security** along with possibilities for promotion, because people with diplomas have a greater chance of improving their career than those who have been trained on the job. Owing to a **shortage of labour** (with an unemployment rate of under 5 % in Holland), there are **today many opportunities for training for non professionals**.
- For the Italian trade union representatives, continuous professional training is a **good approach when it is related to the labour market**. This is why the supply and the tools for training need to be **adapted to the demand** coming from the tourist labour market.
- In Denmark, employers consider that there is not enough training to be able to **reduce staff “turn over”**. If the personnel leave the businesses, this implies extra costs, because the employers must then invest to train new employees. This is why the businesses need to explain the career possibilities available to their employees, in order to keep them and at the same time to develop proper social dialogue.
- The Danish union representatives confirmed that **more highly qualified employees**, mean **improved quality of service** given to the customers.

Tourism in Europe

1) In what way does this sector appear to you to be a source of new jobs in the future?

- For as long as Europeans will have **the means to go away on holiday**, Tourism will be creating jobs.
- In Austria, this development is positive, chiefly in congress Tourism, along with short stays (3 days) in the North of the country, whereas in the South there is a development of holiday and environmental Tourism.
- Similarly, the Italian representatives consider that the European Union must **develop a diversified quality tourist offer** such as cultural Tourism, congress Tourism, etc... and provide help for low income citizens (holiday vouchers).
- For the Spanish representatives, the **chief exporting industries** are Tourism, trade and services. These are the sectors that are creating the greatest number of jobs, hence the importance of qualifying the personnel serving a customer base that is 90 % European, including the countries of Eastern Europe.
- In Holland, employment in the Tourism sector **should continue to increase**, nevertheless its development depends on the regulations decided by the authorities concerning the environment.
- The **development of flexitime** in Denmark will lead to more vacations in Europe and the more European urban dwellers will experience the possibilities of tourist holidays

particularly in Southern Europe, the more this sector will be developing.

2) Under what social conditions can this sector offer sustainable jobs ?

- . In Austria, as they are unable to guarantee the sun, their objective is the quality of service rendered to tourists; this implies **good work conditions and quality training**.
- . The main problem in Spain is that which is posed by the **seasonal nature of the activity**, hence the importance of diversifying the tourist offer (business, residential, cultural, training, etc...). The factors that will draw new employees to this sector, are **real qualifications, a stable job and good pay**.
- . Similarly, for the Dutch union representatives, the development of quality in the service to tourists demands **good wages, proper social protection, a reduction of working time for casuals, but also 38 to 32 hours for all those working in this sector**.
- . In Italy, in accordance with the growth of jobs in tourism, **staff turnover needs to be reduced and an annualisation of the tourist offer needs to be envisaged** thanks to the complementarity of the various types of Tourism. **The ancestral mobility** of workers in European Tourism should make it possible to increase their **professionalism**.
- . For the Danish union representatives, it is important that the employees in this sector **should exercise greater influence** in their work, on the decisions made by their company, and greater **worker participation and initiative**.

3) What initiatives should we take in the issues relating to qualification and professional training ?

- The main initiative for the Austrians, the Spaniards, the Dutch is **the creation of a European qualification passport European** for our trades in the context of social dialogue by sector at the level of the Community.
Similarly, **the creation of a European joint structure by sector for employment and training** should make it possible to widen the training opportunities with a view to standardisation in the context of a European recognition of qualifications associated with worker mobility.

- For the Italian representatives, over and above a **comparison of the systems of apprenticeship** in the field of Tourism in Europe, we need to develop **transnational mobility for the jobs in this sector** in order to improve the quality of service and increase the European culture of the workers, which therefore implies enabling employees to gain professional work experience in several European countries.
- As was stated by one Dutch union representative: “**It is no longer sufficient to merely talk about social Europe in our sector, we must put it into action**”.

4) What might be the role of social dialogue by sector in the European Tourism plan ?

- If for the Austrian representatives it would be the **negotiation of minimum wages** at a European level, for the Spanish representatives it would be the **harmonisation of social and economic conditions** in the context of the single labour market and the free circulation of workers in Europe.
- Similarly, the Dutch representatives would like to see a **regulation of the differences between countries**, on issues such as the length of work time and overtime.
- The Italians want to be able to **better know and compare the classification systems** for workers in the various countries and determine **a harmonisation which will facilitate European mobility**. In their eyes, these are the stakes behind the idea of a European qualification passport as envisaged by HORECA Tourism.
- For the Danes, European social dialogue by sector makes it possible to **analyse the sector** at a European level, to **exchange best practices**, to **identify the good ideas**, such as the European qualification passport. It provides a link for **defining minimum standards** for the social conditions of employees.

5) What do you expect from the European Tourism Liaison Committee ?

- . The Austrian union representatives would like to see a **pursuit of the positive work** undertaken by this structure and to be able to **convince the employers in the Tourism sector that they should get involved in undertaking joint measures with their social partners.**

Moreover, they expect the liaison committee **to co-ordinate the action of the unions** in order to reduce the problem of unemployment in Europe and obtain from the European Community a unified regulation so that the system of competition might be the same throughout the European Union.

- . For the Spanish union Federations, we should move on from the phase where we are co-ordinating our forces to that of **making proposals** and taking initiatives. This requires **developing a better mutual knowledge and understanding** and also working together to organise at the European level the mobility of employment and the development the skills required for an improved quality of services.
- . The Dutch representatives would like this European structure to be **more operational** so that we might get involved with the employers in joint European organisations for Tourism, that will have an impact in the field of employment and training, as well as **proposing concrete ideas** for the evolution of the sector.
- . A **greater involvement** of the member organisations in practical activities and projects, such is the wish expressed by the Italian representatives, in order to be more attentive to the negotiation collective agreements and joint activities in each country, with the overall perspective of **drawing up a European collective agreement for Tourism.**
- . The Danish union representatives expect the European Tourism Liaison Committee **to analyse the realities** between the workers in this sector, **to elaborate proposals** in the social dialogue by sector and **define the best practices.**

Moreover, they want this structure **to circulate new information about this sector.**

V - Perspectives and proposals for the future

1) The stakes : professionalisation

In a world where tourist destinations are in competition essentially thanks to the lowering of the cost of air travel and new communication technologies, **the future of European Tourism can not develop unless it can offer quality services.**

This unavoidable objective for tourist activity requires **increased professionalisation** among all those who by their work provide services for tourists.

In order to do this, tourist enterprises need to recruit young workers and encourage staff loyalty by offering **attractive work conditions** and perspectives of career development.

In a sector with a fluctuating level of activity and where the economic fabric is made up of a very large number of small enterprises, **the role of the social partners of this sector** is

essential for :

- Negotiating acceptable social conditions for all.
- Reducing the precariousness of jobs by innovating in the economic and social aspects.
- Developing training all through the professional life of workers.

2) A necessity, to know our realities better

The absence at the European level of a definition for all those activities which contribute directly to the production of tourist services, makes it impossible so far to know exactly the contour of this highly significant sector for employment and economic development in Europe.

Statistics for employment which do not take into account the seasonal variations that are the hallmark of this sector, cannot provide a real image of the numbers and the flows of employees in the field of Tourism.

Besides, the evolution in the demand for free time and leisure is resulting in the creation of tourist products and activities which require new skills and qualifications in this sector.

The creation of an **observatory of the jobs, social conditions and qualifications in European Tourism** should provide for a better knowledge of the realities in each country and be a source of permanent information on the social data and their evolutions for those involved in the social dialogue in this sector, for the European Commission, and for the trade union organisations and the businesses and workers.

3) Setting up a real social dialogue in Tourism

At a time when the economic and social dynamic is mobilising all the players in the field of Tourism, social consultation, at the local level right up to social dialogue by European sector, chiefly involves the hotel and catering business.

However, in the employment catchment areas and tourist zones, it is all those working in Tourism who experience the same paces and constraints of the season or the customer demands.

If we draw on the Italian experience, the setting up of a **real dialogue between the social**

partners in the various branches of Tourism constitutes a fundamental element for the negotiation of social guarantees that are adapted to this sector.

This dialogue between the social partners in Tourism, both at the level of the individual businesses and at the regional, national and European levels, must work itself out in consultations and negotiations on the economic and social aspects and more particularly concerning employment, qualifications and work conditions.

4) Creating the tools for joint negotiations on employment, training and professional mobility in Tourism

As proposed by all the union representatives interviewed for this report, the creation at the initiative of the European Tourism Liaison Committee, **of a joint tool for the recognition of skills and abilities** required by the jobs and trades of Tourism is an absolute necessity for the qualification of those people who by their labour make Tourism work, in an increasingly Europeanised labour market.

In this sector, where transnational professional mobility is ancestral among the hotel and catering trades and being developed in other tourist related jobs, the establishment of a **tool for information and support for mobility, such as a Euro Centre for Tourism**, should make it possible to inform the workers as to the possibilities and conditions of employment in the various European tourist zones, the social guarantees existing in each country, as well as the European equivalents for qualifications.

The experiment with the **European Exchange for Employment and Training in Tourism**, on the initiative of the trade union Federations of the Mediterranean perimeter is on the verge of being transformed into a joint structure in the context of social dialogue in this sector. The objectives of this social innovation are :

- To integrate young people through seasonal jobs in Tourism.
- To undertake qualifying training sessions in between seasons.
- To encourage mobility among several tourist zones in Europe for the learning of languages and the many European cultures.

5) and now

After 4 years of operation, the European Tourism Liaison Committee has made it possible for the various trade union forces at work in this sector to better understand each other, to discuss with each other and to intervene together in approaching the European Commission.

In the future, at the request of the member organisations, this structure must move on from its present co-ordinating function to the role of proposal forum to employers and the European Commission, but above all, undertake initiatives chiefly in the areas of employment and training.

Then, the trade union forces will be able to transform tourist employment into a real sector for **the integration of young people, the qualification of employees and the mobility** which will make it possible to discover the European realities.

At a time when massive unemployment among young people represents a serious challenge for the European Union, Tourism can become one of the chief activities able to encourage socialisation through work and the acquisition of professional and social skills which to a large extent are transferable to other sectors.

It is now up to the social partners and the European Commission to make this a reality...

Christian JUYAUX
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