



Working in Whistler

Results from the 2018 Employer and Employees Surveys

Whistler[•]
Chamber



making business easy.

Thank you Labour Task Force volunteers

Alistair Cray, Whistler Cooks

Andrea Bischoff, Back in Motion

Arun Subramanian, Go2Hr

Jack Crompton, Ridebooker

Jocelyn Chen/Toni Metcalf, Resort Municipality of Whistler

Brady Smith, Squamish Lil'wat Cultural Centre

Brian Good, Whistler Blackcomb

Brooke Finlay, Whistler Immigration

Bob Deeks, RDC Fine Homes

Cheryl Skribe, Whistler Community Service Society

David Girard, Peak Ventures

Dean Eggleton, Gibbons Hospitality

Jacki Bissillion, Whistler Personnel Solutions

Jami Tutton, Four Seasons

Mike Mills, Coast Photo

Moses Chew, Fairmont

Nicola Bentley, Constituency Relations

Pam. Goldsmith-Jones, MP

Tess Evans, HR Galaxy

Sara Hardie, Tourism Whistler

Susanne Johnson, Whistler Spa

Suki Cheyne, Whistler Learning Centre

Melanie Williams, Lil'wat Nation

Melissa Whitley, Infinity Enterprises

Tess Evans, HR Galaxy

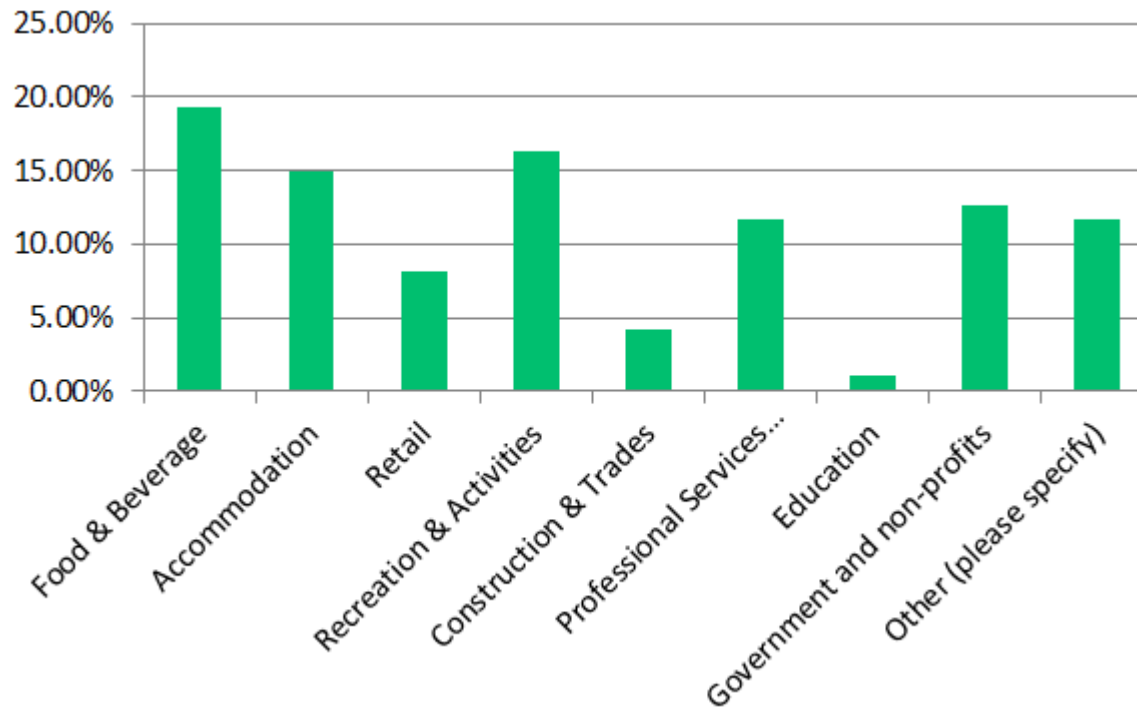
what's on
EMPLOYEES *minds?*

context

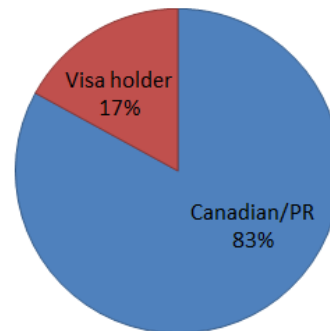
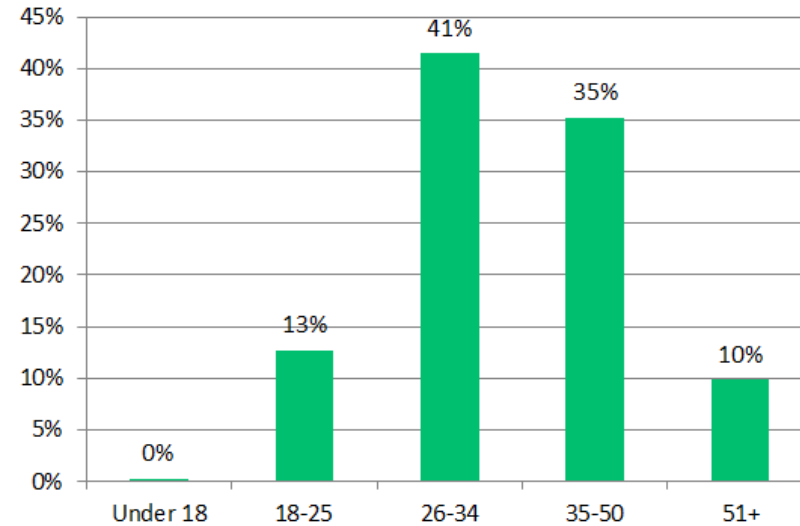
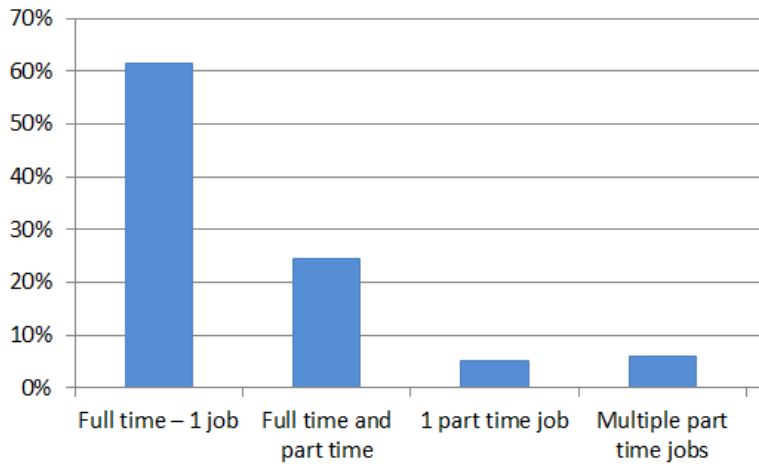
- 873 responses
- Survey was open for 19 days (April 17-May 6, 2018)
- To gather *actionable intel* in order to create next steps for the Labour Task Force & future Whistler Experience

Respondents in a snapshot

Strong representation of hospitality sectors

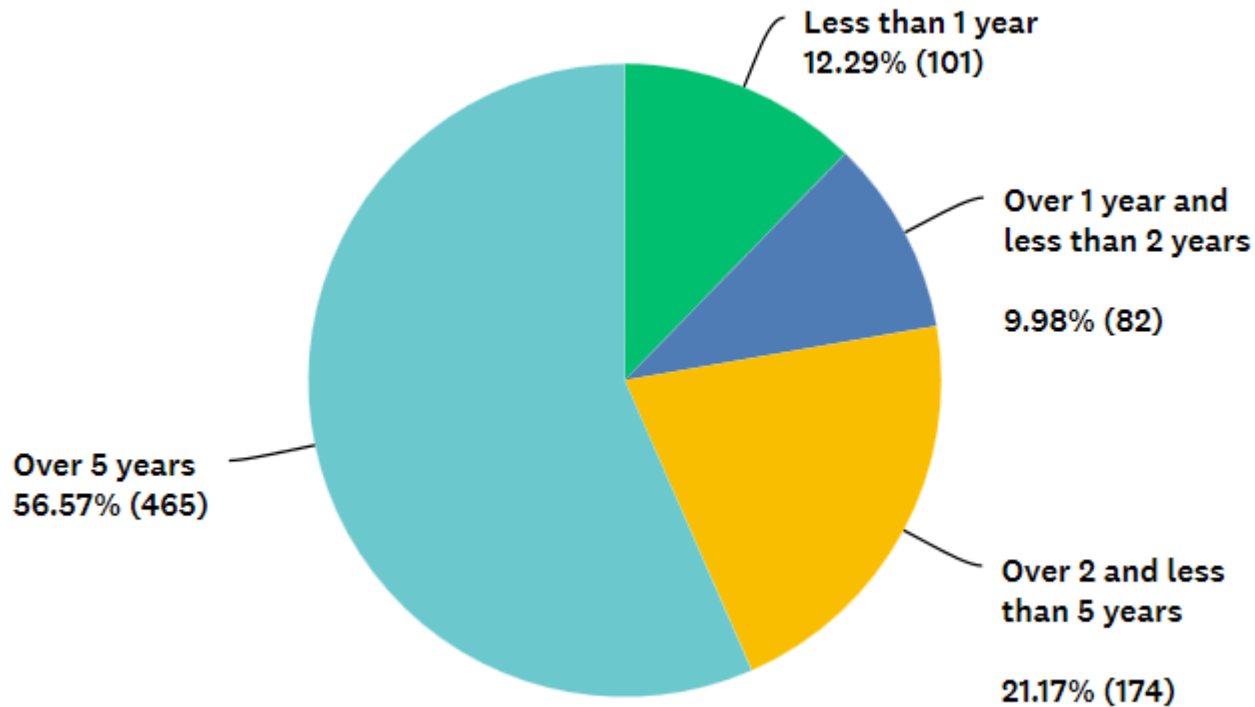


Respondents' profile



Visaholders are underrepresented in these survey results

How long have you worked in Whistler?

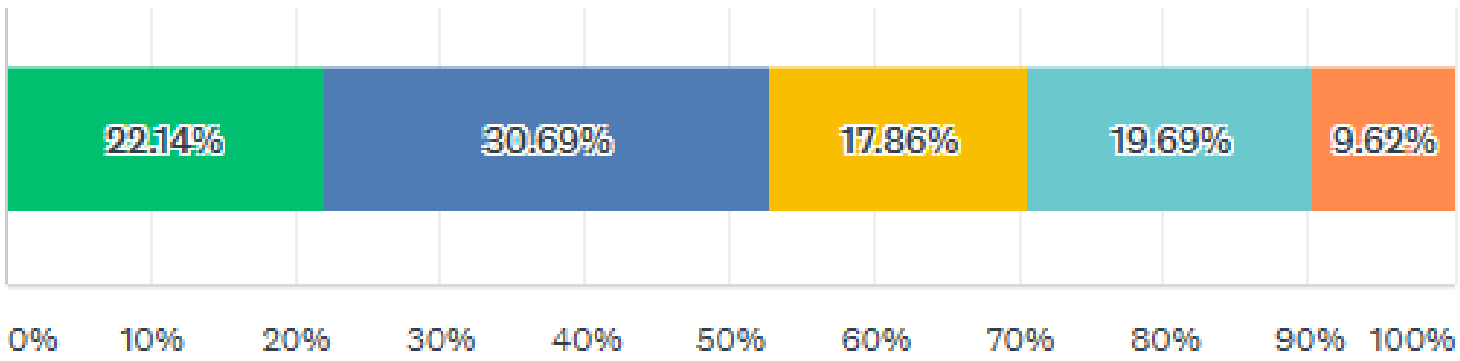


How long have you worked in your current job?

● Less than a year	27%
● Between 1-2 years	19%
● 2 to 5 years	23%
● 5-10 years	17%
● Over 10 years	13%

More responses from 'working veterans' (>10 years) than in 2016

Position - level



- Entry level staff (guest service, room attendant, server, kitchen staff, laborer)
- Intermediate or experienced level (keyholder, chef, coordinator, bookkeeper)
- Supervisor/first level management (assistant manager)
- Middle management (department manager)
- Senior/Executive/top-level management (CEO, general manager, director)

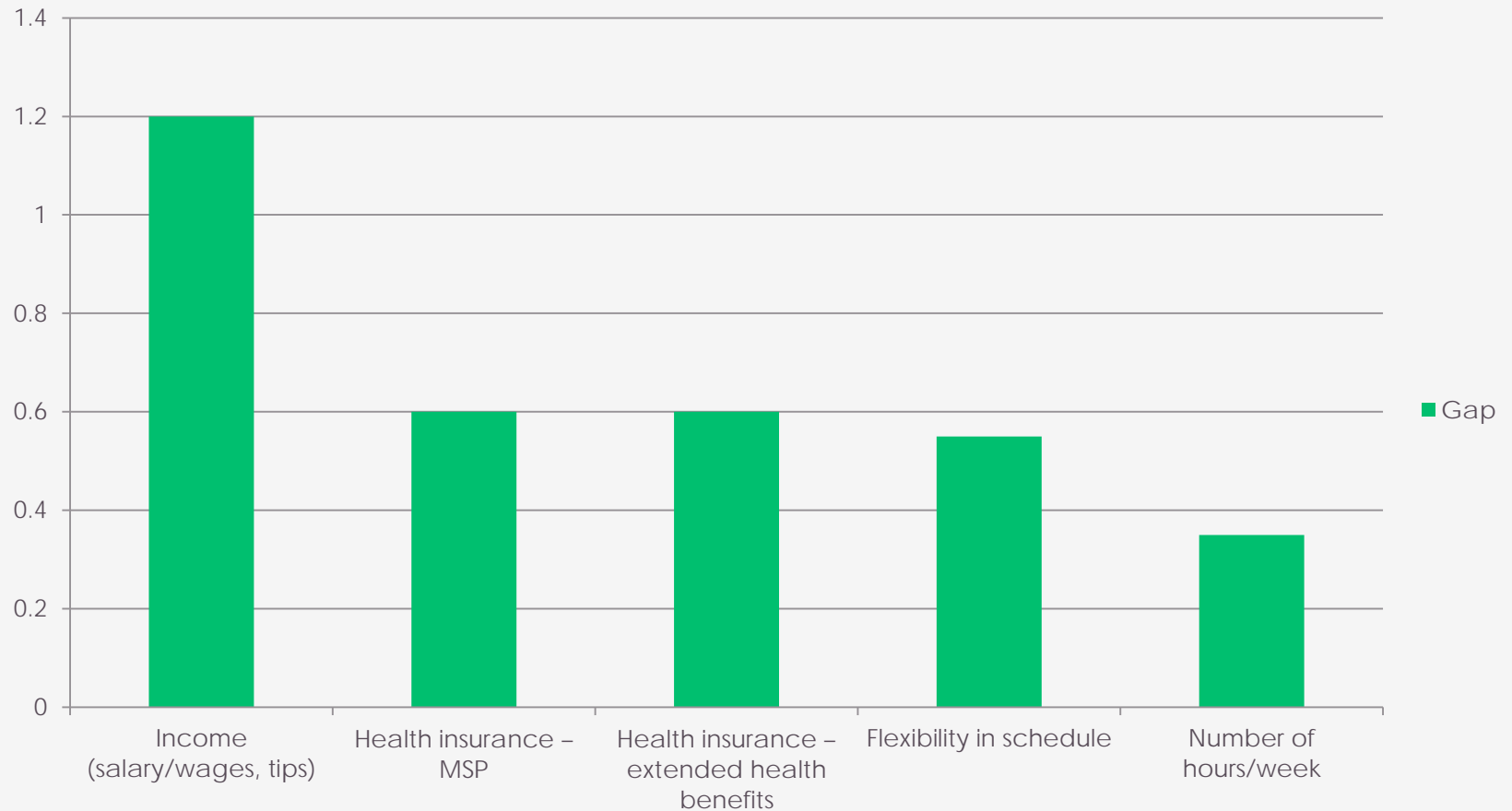
Job Search Strategies

- ✓ *Local print media*
- ✓ *Word of mouth*
- ✓ *Social Media*
- ✓ *Local job boards*

Same responses in 2016 and from employers

Experience – expectations gap

Highest importance perks



Whistler as a place to work



Mountain lifestyle

Access to appropriate or affordable housing

Work life balance

Wage level

Small community

Career and employment opportunities/advancement

My employer can support me most by...

- *Better wages & benefits*
- *Update technology*
- *Provide the right training tools*
- *Hire more people*
- *Opportunities for growth*
- *Better trained management team*
- *Team recognition*

How to *ATTRACT* employees?

- *Cheaper housing and better wages (533 mentionings)*
- *Advocate for longer working holiday visas or easier access to visas for US Americans*
- *Provide funding for more job specific training*
- *Address affordability (-> benefits)*
- *Promote Whistler as a caring community*

How to better **RETAIN** employees?

- *Similar responses: housing & wages*
- *More employee perks & benefits, incl. transit and immigration support*

*What's on
EMPLOYERS' minds?*

Whistler's NPS is at risk due to

- *Labour shortage*
- *Less funding for training*
- *Rising guest expectations*



Context of employer survey

- *92 respondents - survey open from: May 5 to June 25*

- *Purpose: to understand how the Chamber can support the community in finding solutions to overcome labour challenges*

Staff employed this past winter

- *92 employers hired 1239 full time year-round employees and 1831 part time and casual staff*
- *250 remained unfilled*

Employment features

- *71% of businesses have a written handbook*
- *73% of businesses have a job description*
- *77% of senior leaders recruit, train and retain staff*

*Only 31% have HR professionals to
recruit, train and retain staff*

Top 5 most difficult positions to fill the past winter...

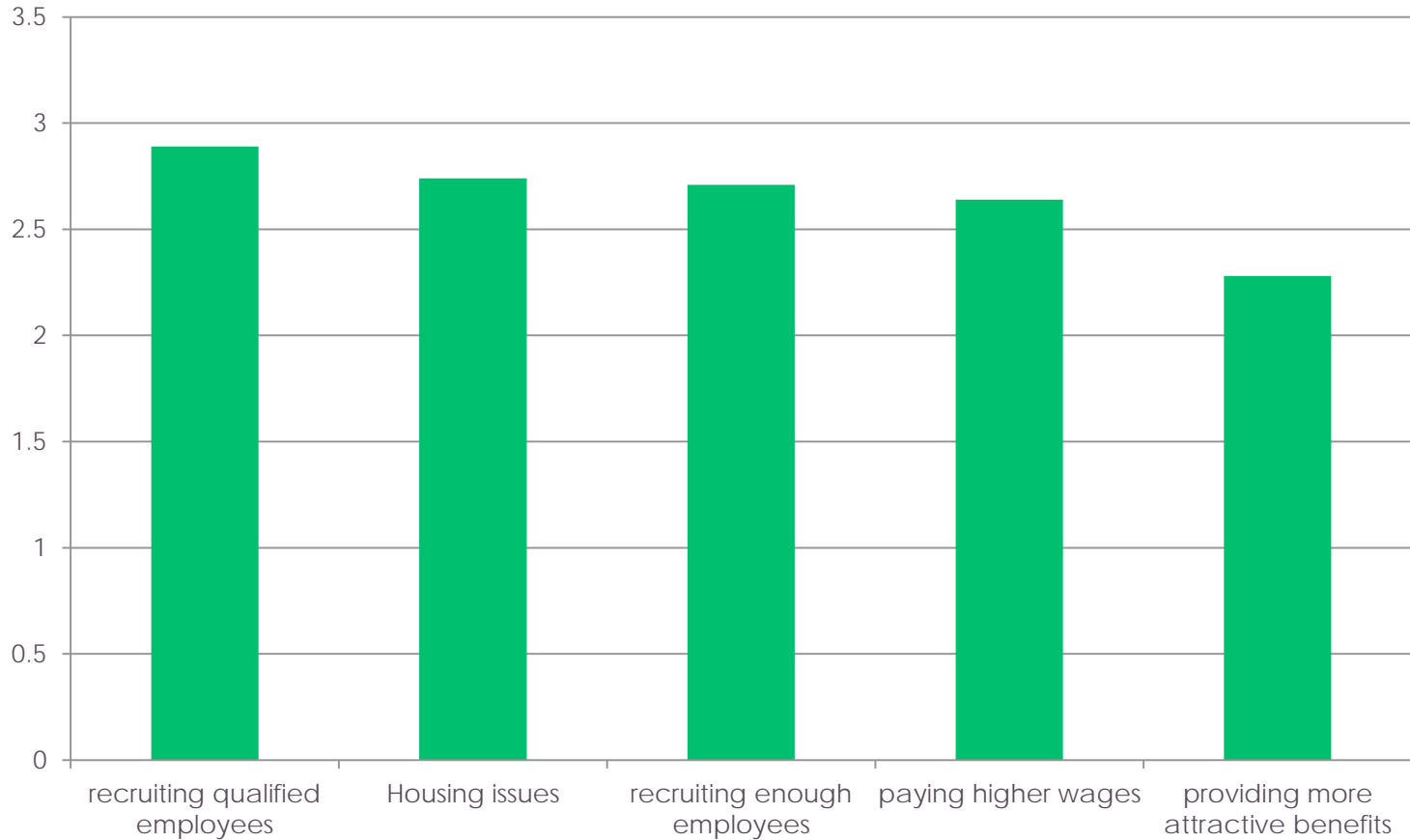
- 1) Culinary staff - All position levels*
- 2) Trades people - Intermediate, Supervisor, top level mgmt*
- 3) Night Audit - Entry, intermediate, Supervisor level*
- 4) Maintenance - Entry and intermediate levels*
- 5) Labourer - Intermediate and supervisor level*

All Guide positions were filled!

Seasonal Employees – length of stay

- ✓ *33% stay up to 6 months*
- ✓ *67% of seasonal employees stay for up to 12 months*
- ✓ *4% return for 2 or more years*

Biggest staffing challenges last winter



Non-HR related strategies to overcome staffing challenges

- *Automationn/technical solutions (30%)*
- *Modified/simplified product range*
- *Shorter business hours*
- *Modified communication with guest/customer*

Top 3 training needs

Employers

Employees

Communication

Leadership

Customer service & sales

Industry specific skills

Technology



making business *easy*.