



2019 Employee Workplace Trends  
Learning & Development Report


Outlook on Hospitality Industry



A dark, blurred background showing a call center environment with several employees wearing headsets and working at their desks.

# WHAT WE WANTED TO KNOW

How Employees Working in the Hospitality Industry View Skills Gaps, Prioritize Needs and Navigate Changes in 2019

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# WHAT WE DID

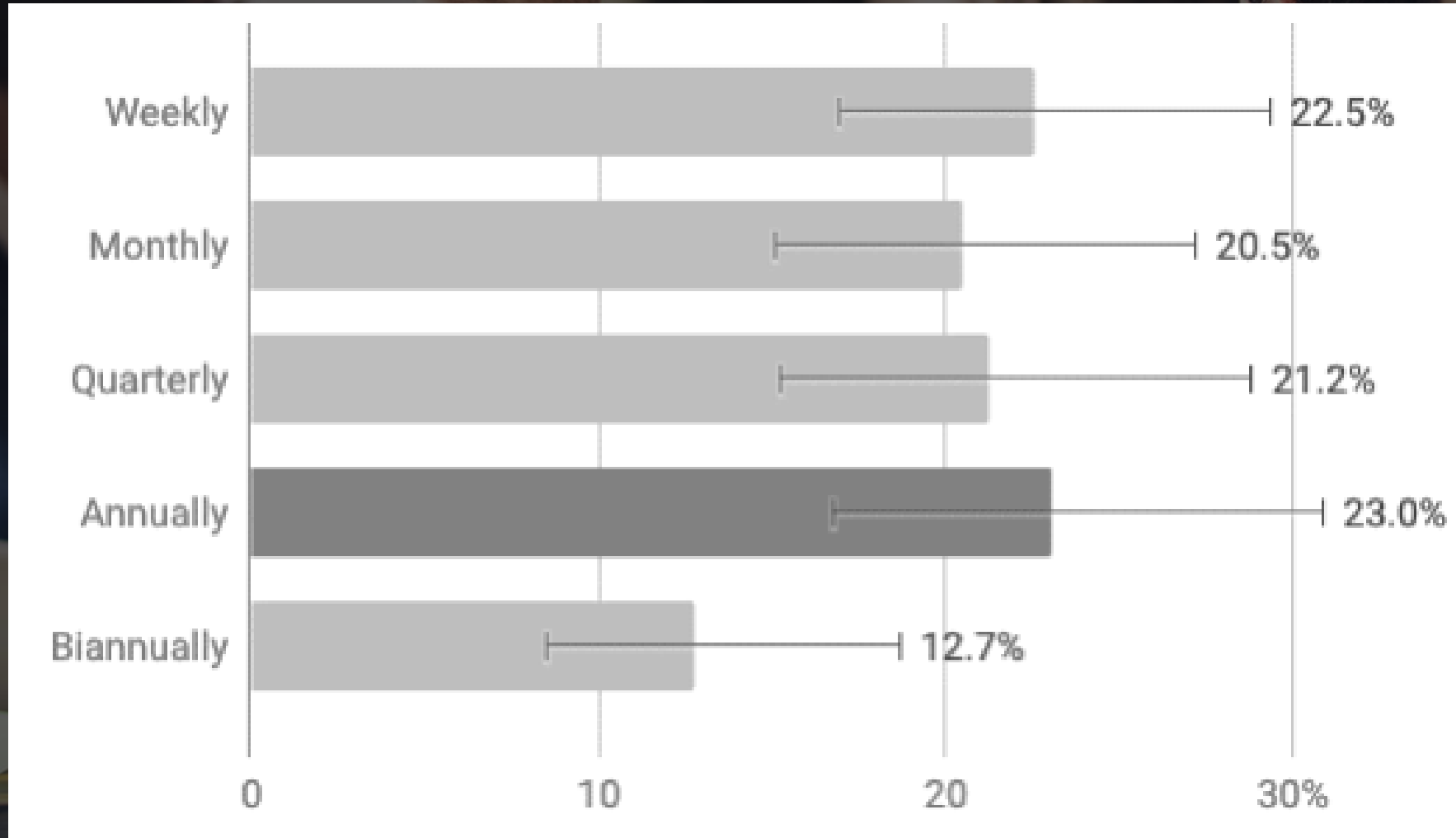
CGS surveyed more than 600 U.S. employees (ages 18-65+), who work in various industries, on how current training and development offerings affect their career and growth trajectory.

The survey was conducted in December 2018 and includes qualified responses from current Hospitality employees.



## Frequent, New Processes

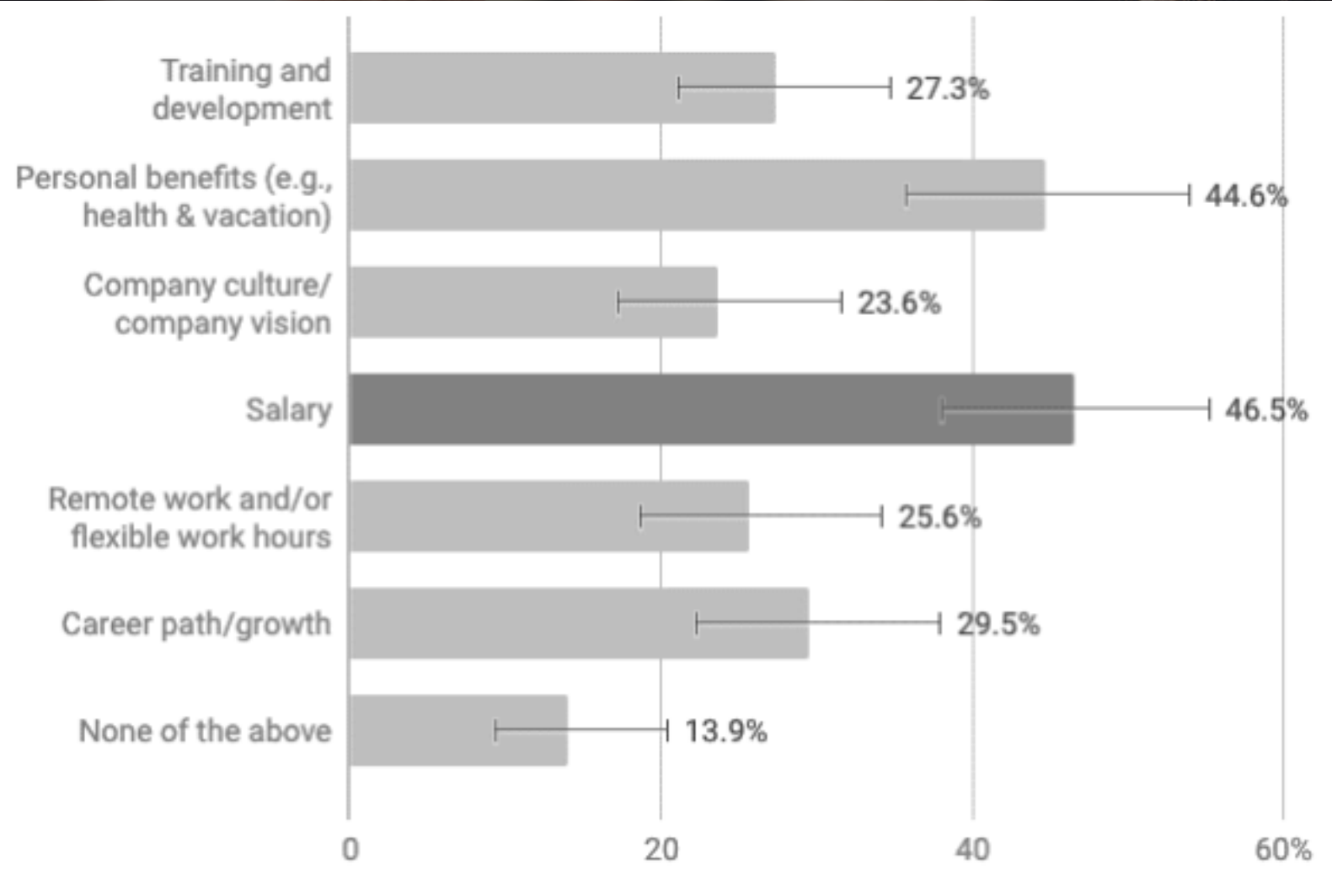
Employees see new policies, processes, tools and tech rolled out frequently, with nearly one-fourth experiencing changes weekly.





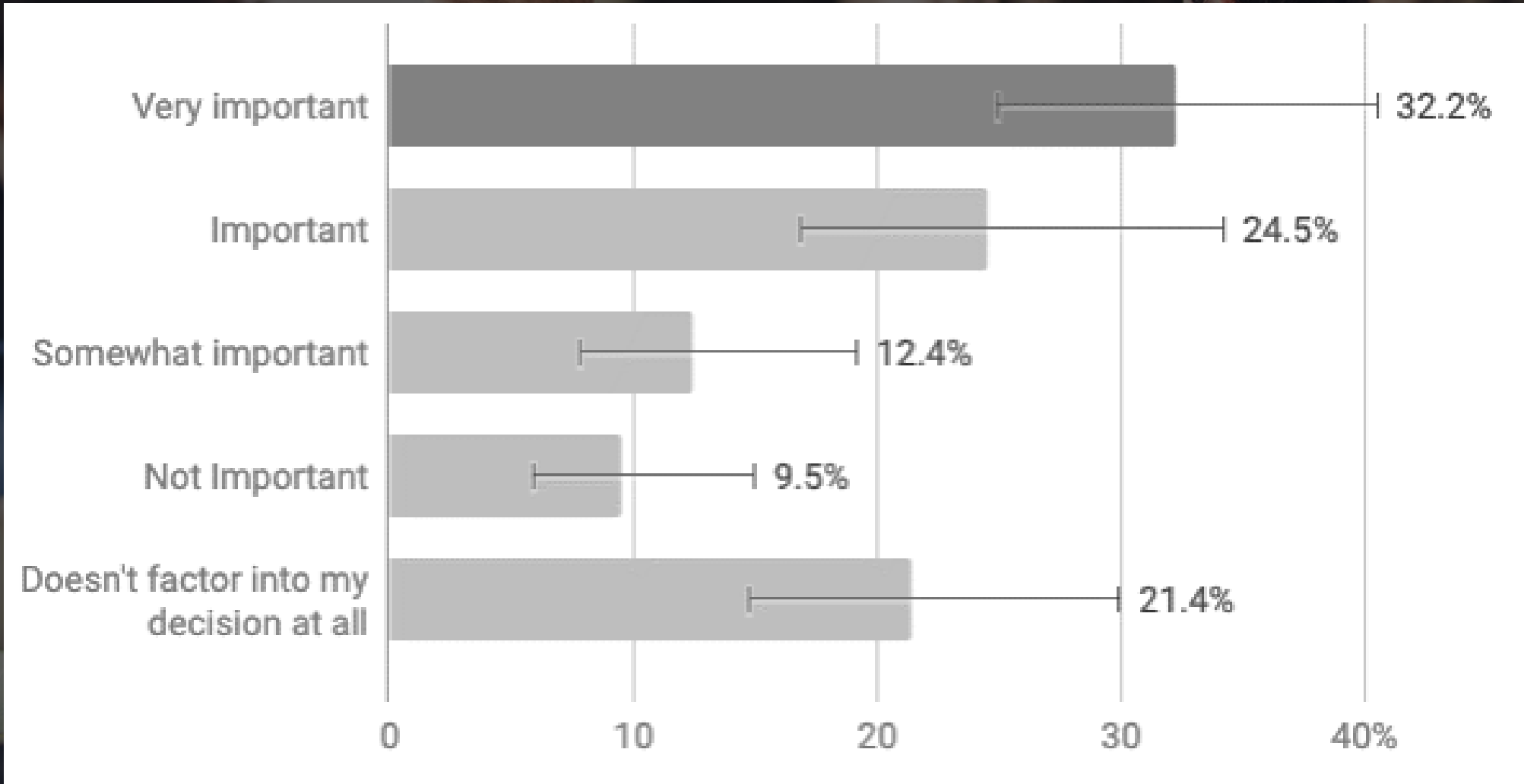
## L&D Not a Top Attribute

Training comes in fourth in importance by respondents who are considering a new job.



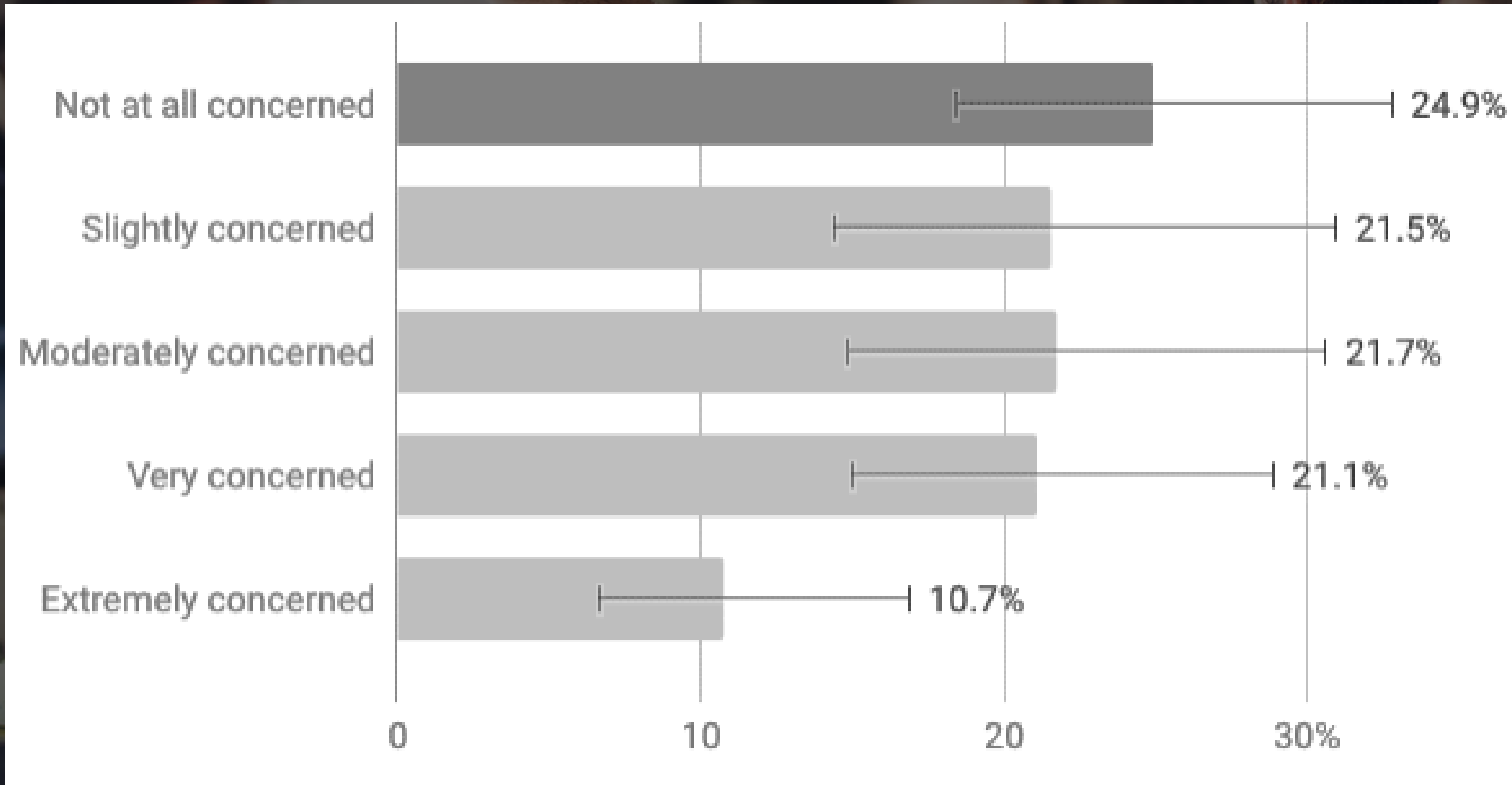
## L&D Is Key to Recruiting

When contemplating a new position, respondents overwhelmingly consider training to be important.



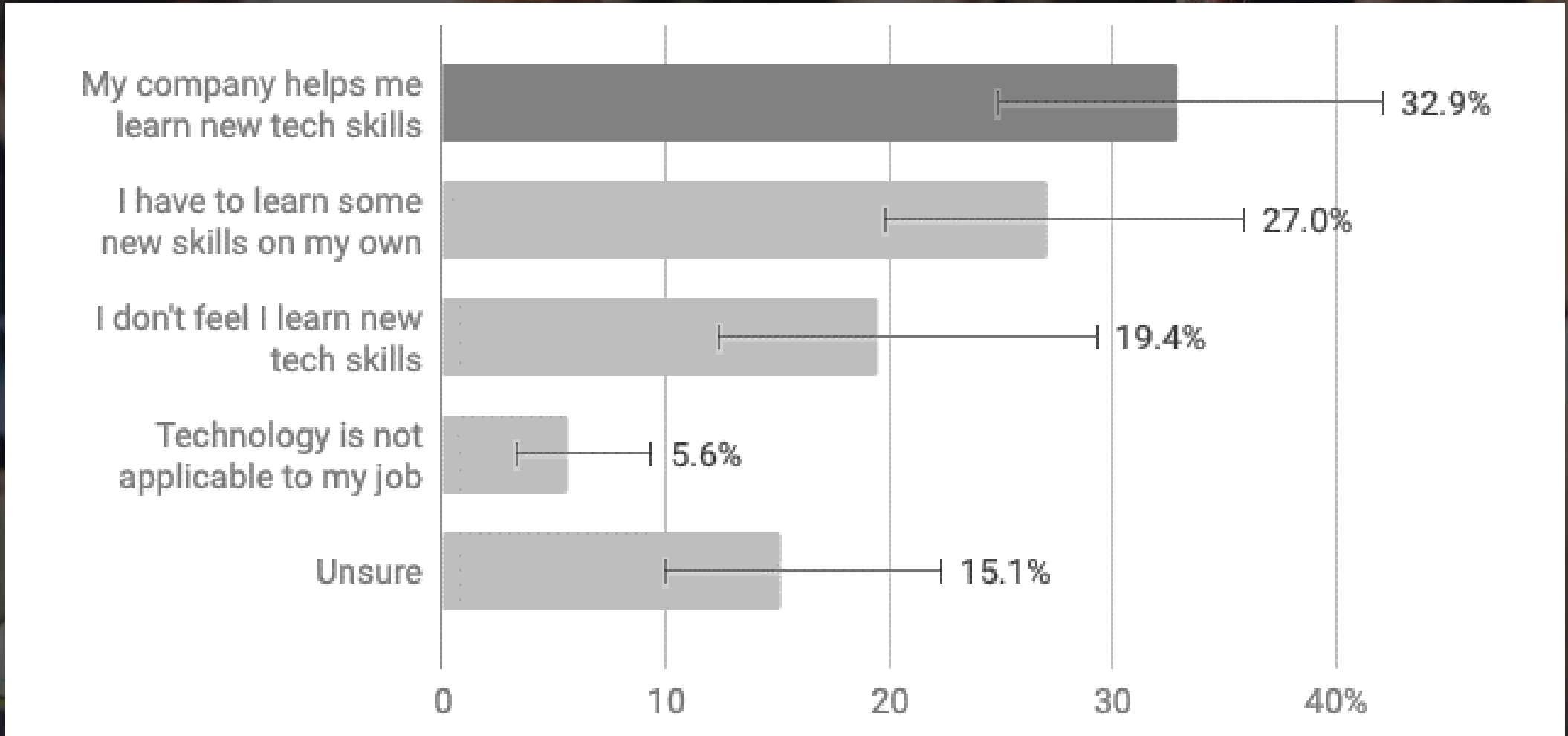
## Skills Are a Concern

While one-quarter of respondents felt that their skills are up to date, a majority of respondents are apprehensive about their tech and interpersonal skills in a changing work environment.



## Learning Tech on Their Own

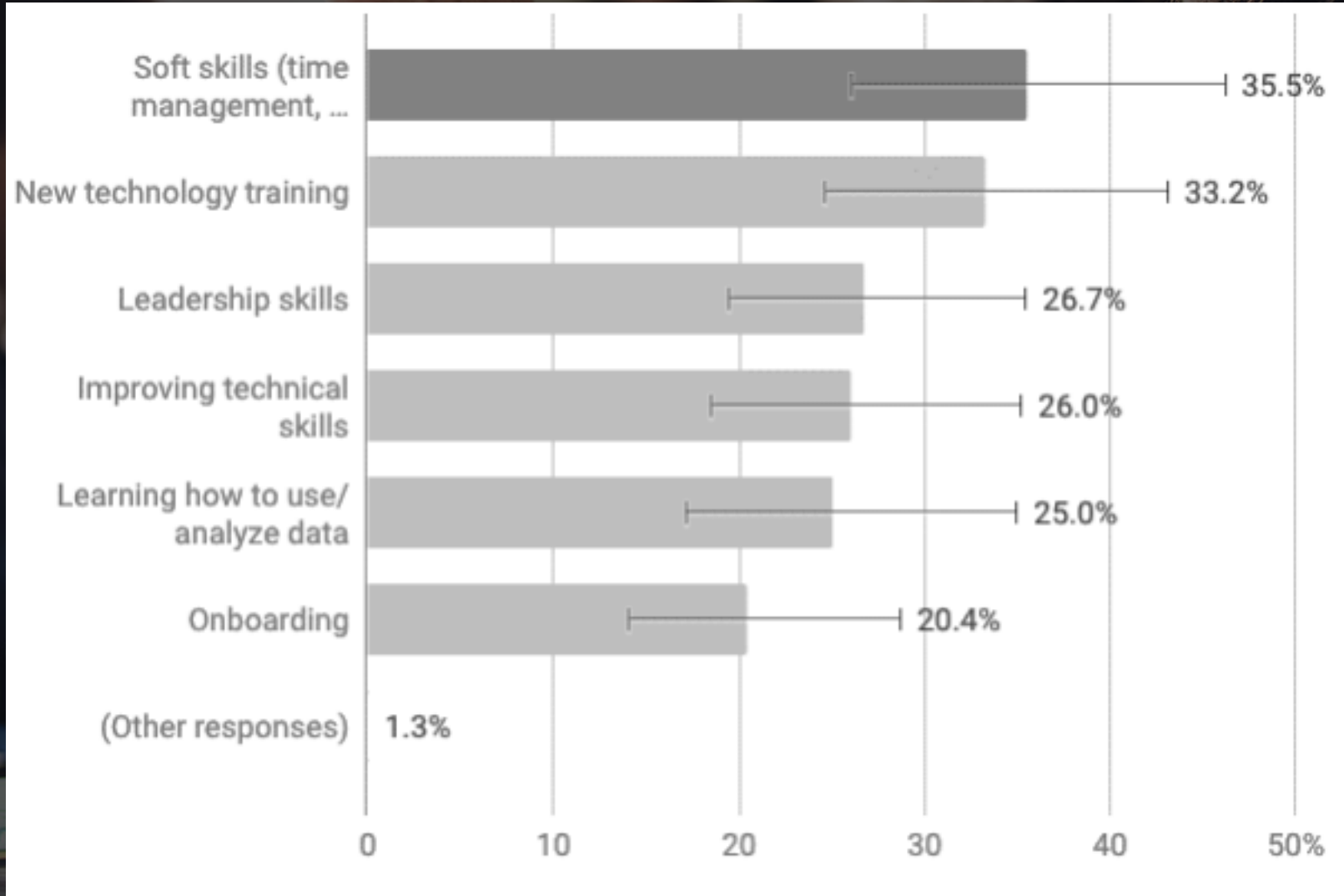
While nearly one-third of respondents said that their employers provide support in gaining new tech skills, more than 45% are on their own.





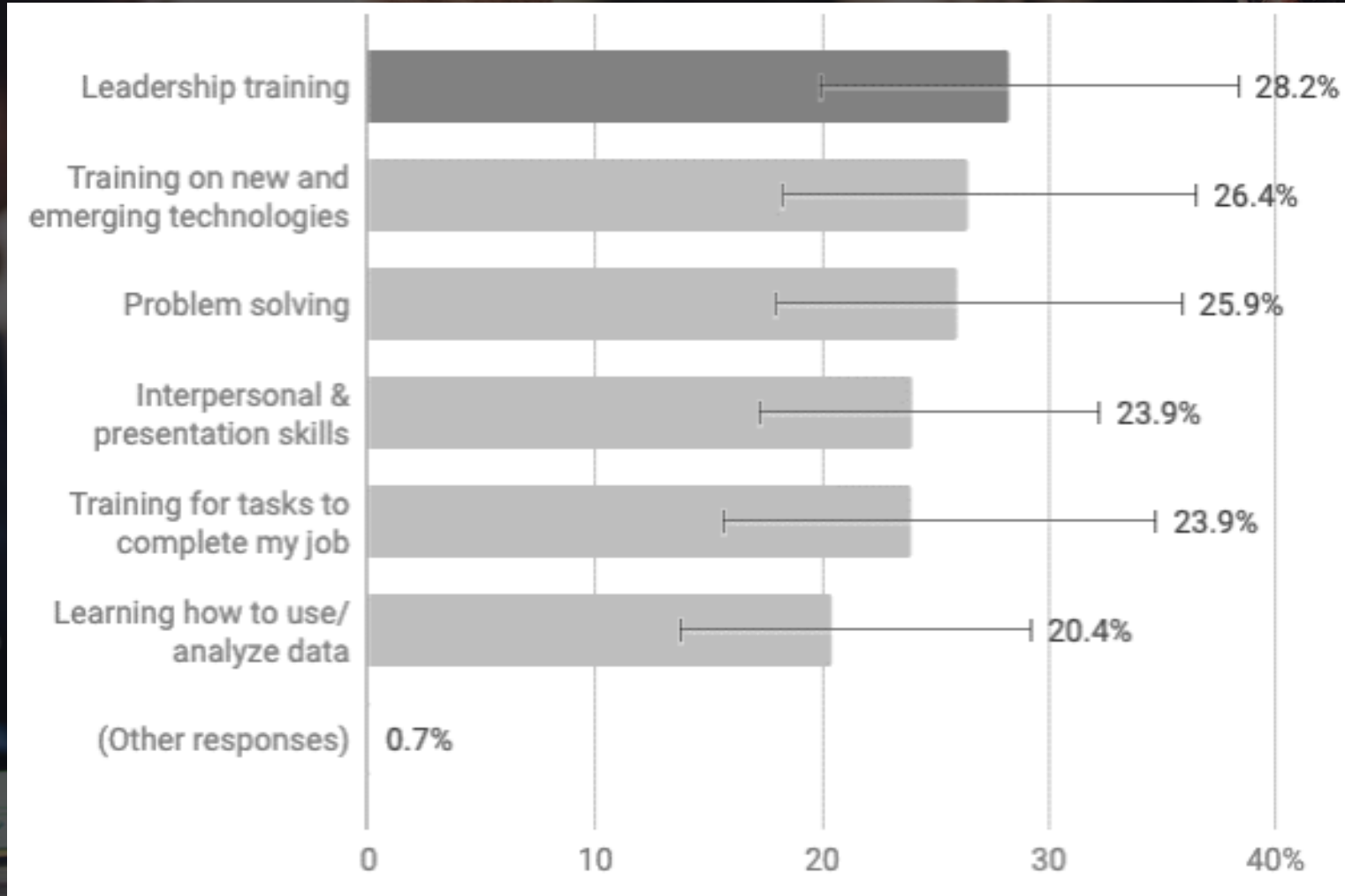
## Soft Skills Training Is Most Prevalent

More than one-third of Hospitality employees noted soft skills training as the most offered Learning program.



## Leadership Skills Is Most Popular

While soft skills training is offered most by Hospitality companies, respondents are most interested in gaining leadership skills.

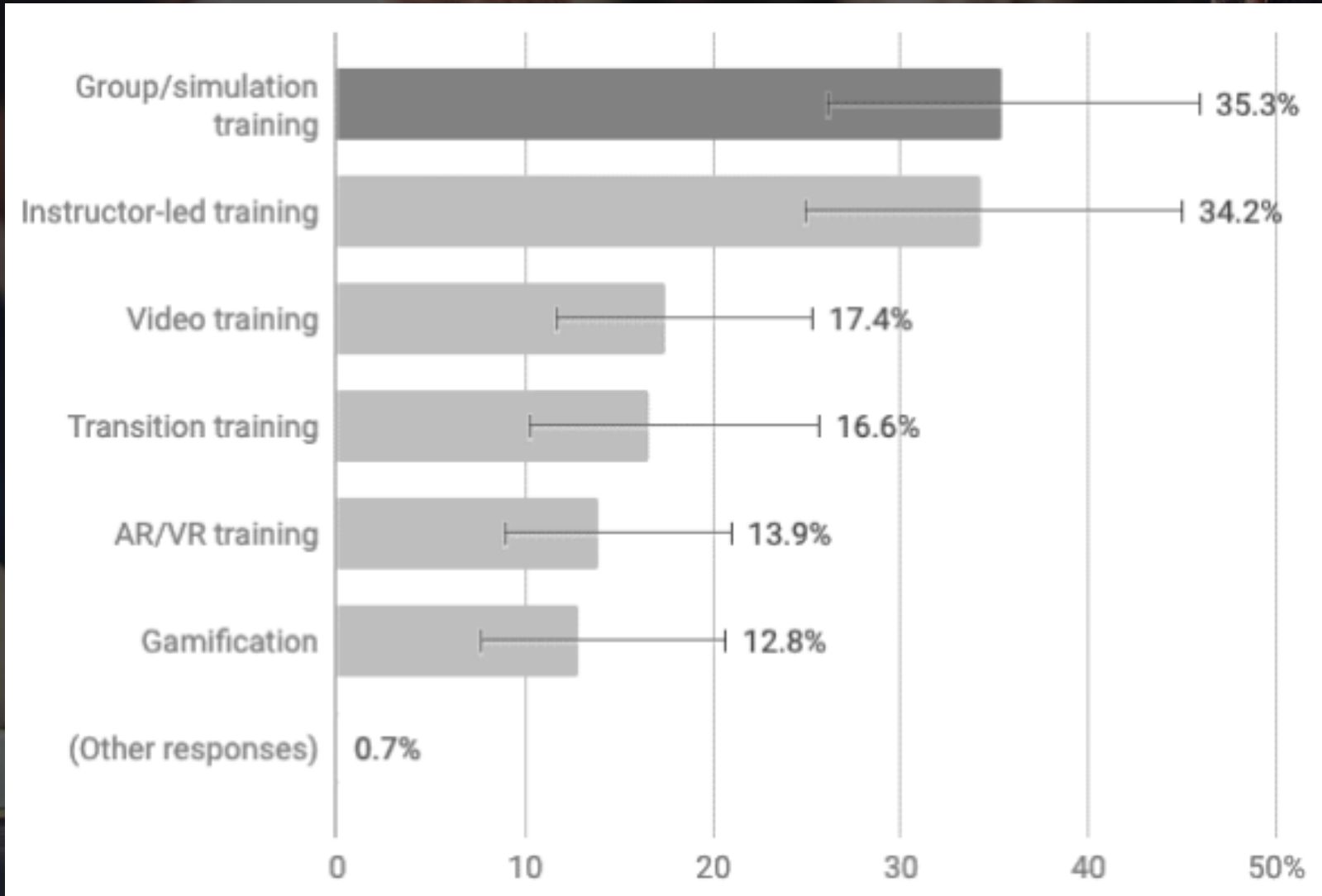






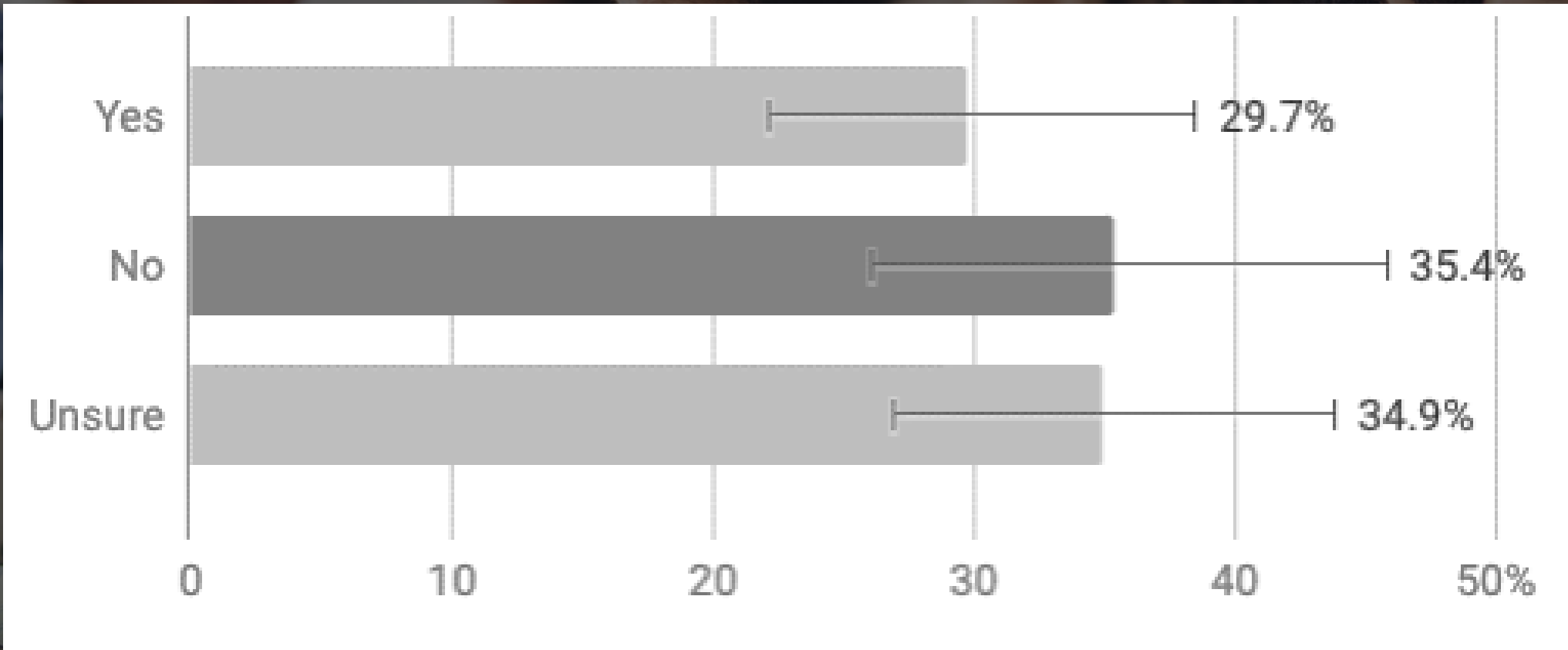
## Group/Simulation Format Most Captivating

Year-over-year, respondents overwhelmingly choose instructor-led (ILT) format as the most engaging Learning program. Hospitality employees prefer group simulation, followed by ILT..



## Uncertainty in Onboarding Programs

More than one-third of all new hires in Hospitality were not clear as to the expectations set within their onboarding experiences.





# KEY FINDINGS

Age is most likely to have a factor in the hospitality industry

**45-54**

Employees aged 45-54 are most likely to feel they need to learn technical skills on their own

**#1**

Employees in the hospitality industry are most likely to rate simulation-based training the most engaging

**25-34**


Employees aged 25-34 are most likely to state that onboarding programs do NOT set clear expectations

**25-34**

Employees aged 25-34 are most likely to prefer AR/VR based training

## CGS AT-A-GLANCE


 Founded  
**1984**


 **HQ**  
New York

 **7500**  
Professionals

 **3500+**  
Customers

 Global Presence  
**40+** Countries

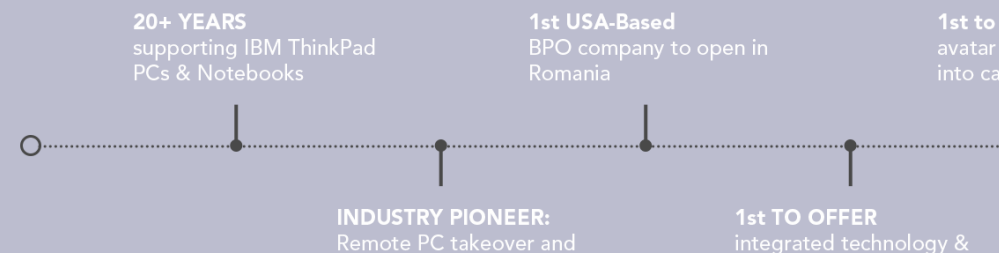
 **>90%**  
Client Retention

 **10+** Years  
Avg. Client Tenure

## CGS International Locations



## History of Innovation





# HOW WE WORK



We are wholly focused on creating **comprehensive solutions** that meet our clients' complex, multi-dimensional needs.



We recognize the mission-critical nature of our clients' challenges and approach each with a **"can-do" attitude**.



We believe value is best built through **long-term partnerships** with our clients — and act accordingly.