

PROJECT SUMMARY

Ref No.: MRIC/SISM-TTE-14	Title: Development and Application of a Model for the Assessment of Skills Gap in the Tourism and Hospitality Industry
Local Institution: University of Mauritius (UoM)	
Project Leader	
Dr Viraiyan Teeroovengadam	University of Mauritius (UoM)
TECHNICAL ABSTRACT The tourism and hospitality industry contributes substantially to the Mauritian economy and remains one of the key economic pillar of the country. The success of the industry undeniably depends to a large extent on the quality of its human resources. During the recent past the number of educational opportunities in the tourism and hospitality industry has been on the rise. Full-fledged undergraduate degrees are provided by several higher education institutions including both the public and private institutions. Certificate and diploma courses are also provided by vocationally geared institutions such as Polytechnics Mauritius and Ecole Hoteliere. Every year there is therefore an increasing pool of qualified youths seeking employment in the tourism and hospitality industry. However, issues of vertical and horizontal skills mismatch do exist in the industry and there is a need for empirical evidence regarding the precise nature of the skills mismatch so as to better inform relevant policies and strategies. Accordingly this study aims at developing and applying a customised skills gap model for Mauritian tourism and hospitality sector. The study adopts a sequential mixed methods approach (Phase 1 qualitative and Phase 2, quantitative). The empirical evidence gained will be used to devise relevant policies and strategies.	
Key Words: Tourism, Hospitality, Skill Gap	