

PROJECT SUMMARY

Ref No.: MRIC/SISM-TTE-15	Title: Employment in the tourism and hospitality sector in Mauritius is in crisis: A study to close the skills gap		
Local Company: Charles Telfair Company			
Project Leader			
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TECHNICAL ABSTRACT			
This project aims at identifying and assessing the skills gap that exists in the tourism/hospitality industry. Mauritius depends heavily on the tourism and hospitality sector which is an important pillar of the economy with strong employment generation and enterprise creation potential. As such it is essential to understand the needs and requirements of the sector to remain competitive and to overcome the post COVID-19 challenges. The overall GDP contribution of the tourism and hospitality sector to the economy of Mauritius for the year 2022 was estimated at around 8.0% (Statistics Mauritius, 2023). As for any service industry, labour is a key asset. The expectations of stakeholders (employers, employees, government bodies, industry partners and customers) are evolving very fast. Therefore, employees are required to have specific skills to cater for the growth of the sector. The labour force employed in the tourism sector has so far contributed significantly to enhance the uniqueness of the hospitality industry of Mauritius. The kindness, genuine element of care and unique warmth of the employees of the sector has left the vacationers wanting to come back to the same destination multiple times.			
Key Words: Tourism, skills gap, employment generation			