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Publications

11/01/2008

E-fact 21 - Introduction to the HORECA Sector

This E-Fact gives an introduction to the hotel, restaurant and catering sector (HORECA), one of the fastest growing sectors in Europe. It employs more than 7.8 million people and is dominated by small, independent family-owned businesses. Most workers — 54% of which are women — are employed in bars and restaurants. Jobs tend to be temporary, with irregular hours, low pay and few career prospects. As a result, there is a high proportion of young people working in the sector. Typically, employees are poorly qualified. Yet, as a case study from the UK proves, good employment practices and investment in staff can reduce labour turnover and boost performance.

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