

SKILLS IN THE HOTEL AND RESTAURANT WORKPLACE: MILLENNIALS' SELF ASSESSMENT

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ABSTRACT

Hotel and Restaurant Industry is an important category in the hospitality industry. It is broader than most other industries as it is considered as one of the fastest growing industries. In this context, skills of the employees served a huge role in working in the industry because it influenced the performance of the employees. The aim of this study was to measure the level of millennials' skills in terms of their leadership, communication, technical and problem solving skills. It was found out that skills of the employees have a huge impact on how they perform inside the hotel and the restaurant workplace.

Keywords: *Hotel and Restaurant Industry, Skills, Millennials*

INTRODUCTION

Hospitality and tourism is now becoming one of the fastest growing industries around the globe. Over the years, the Hospitality industry has provided a huge contribution to the economy and offers a wide variety of recreation and entertainment (<https://www.bls.gov>). In its many sub-sectors, hotels and restaurants are the most fundamental components of the industry (The Economic Importance of Hospitality Industry, 2013).

As stated by Martinez (2016), hotels and restaurants have a wide variety of services to offer such as accommodations, dining services, food and beverages, and general facilities. Aside from the services mentioned above, it also creates employment which covers a wide range of jobs including front office staff, housekeeping staff, engineering and maintenance staff, dining staff, human resource staff, sales and marketing representative staff.

According to the Annual Survey of the Philippine Business and Industry (ASPBI) conducted on October 2015, there is a total of 5, 492 establishments which are involved in accommodation and food service sector. With 3, 942 establishments, restaurants are in the leading sector, accounting for 71.8 percent of the total number of establishments. Among the industry groups, the leading industry regarding employment generation was restaurants and food services with 181, 152 or 67.4 percent of the total population. Short term accommodation activities establishments employed 76, 636 (28.5%) and 6, 596 (2.5%) employees, respectively.

Since there is a large number of fresh graduates yearly who will enter the workforce for the first time, Millennials are the ones who would be shaping the world of work industry (Fromm, 2015). With its continuous growth, career opportunities are also flourishing day by day, and more employees are demanded which composes mostly of Millennials (Gilbert, 2017).

Millennials are those born from 1980-2002 (Stein, 2013). Compared to other generations, the Millennials have unique characteristics. They are innovative, creative, and effective in a team environment (Loretto, 2017). As of now, there are 76 million Millennials and they make up 36 percent of the workforce. The number is envisioned to grow to 46 percent by the year 2020 (Millennials in the Workplace: How Do Managers Inspire Them?, 2016).

This research aimed to know the Millennials self-assessment of their skills and how these assessments manifested in the workplace. As hospitality management students and being members of the millennial generation, the researchers would like to have further knowledge on what motivates the Millennials in the workplace. This study will benefit the future apprentice on how to engage from different workplace they may be into.

The purpose of this study is to help hospitality management students who will be working in the hospitality industry in the near future by giving ways to improve their skills in the workplace and to show how their sex, tenure status, and income can affect their work skills. Being able to know what skills can affect their work performance can contribute to the success of the whole organization.

METHODOLOGY

This study used a descriptive research method to evaluate the respondents' social demographic profile: sex, tenure status, and income gathered from millennial employees of different hotels and restaurants. According to Joy (2014), descriptive research describes what the research is about. Description, recording, analysis, and interpretation of the present time are involved in this research. It emphasized the current conditions, or how a person, group, or object behaves, or functions of the present.

The researchers used quantitative in the form of a questionnaire in order to collect the data of the respondents. According to Peer (n.d), scientific and mathematical data are involved to understand the problem. It usually focused on the results from a large number of people (Peer, n.d). The survey included questions which aimed to obtain the Millennials employee evaluation on their performance and insight on the latter's skills in the workplace.

The researchers conducted the survey proper and provided a letter of permission given to the respondents. The questionnaire that the researchers used in gathering data was self-made. It is divided into two main categories: the demographic profile of the respondents and their evaluation. The survey questionnaire was based on the Millennials self-assessment on their skills in the workplace inside the hotel and restaurant in terms of leadership skills, communication skills, technical skills and problem solving skills.

The variables present under these main aspects were found and originated from articles. The researcher gathered information by giving the respondents the survey questionnaire with the assurance to keep their feedback confidential. The research instruments were given away to each respondent and were collected thereafter.

The researchers used G-Power to determine the sample size of 85 millennial employees to conduct the study. Employees from hotels and restaurants were the chosen participants since most of them are Millennials. The answers given by the respondents have supplied the data needed by the researchers.

The researchers used frequency and percentage to determine the demographic profile of the respondents in terms of sex, tenure status and income. They also used weighted mean to determine the level of

millennials' self-assessment on their skills in the workplace with regards to leadership skills, communication skills, technical skills, and problem solving skills. ANOVA or Analysis of Variance was used to determine if there are significant differences on the level of Millennials' self-assessment on their skills in the workplace when grouped in their respective profile.

RESULTS AND DISCUSSION

Profile of the respondents according to their Demographic Profile

Table 1. Frequency Distribution of the Respondents

Sex	Frequency N=85	Percent=100
Male	49	58
Female	36	42
Tenure Status		
Contractual	27	32
Regular	43	51
Full-time	8	9
Part-time	7	8
Income		
Not over 5,000	8	9
5,000 but not over 10,000	43	51
10,000 but not over 15,000	19	23
15,000 but over 20,000	13	15
20,000 but not over 25,000	1	1
25,000 but not over 30,000	1	1
30,000 above	0	0

The respondents were profiled according to their demographic profile: sex, tenure status, and income. Table number 1 presents the frequency distribution of the respondents.

Table 1 shows that majority of the respondents were male, having a number of 49, which was 58% of the total number of population. On the other hand, the remaining 42% were composed of female respondents. The table also presented the tenure status of the respondents. It clearly showed that there is a big number of millennial employees that are regular workers, having a total of 51%, followed by contractual workers with 32%, and part-time employees being the least, which was 8% of the respondents. Furthermore, table 1 also exhibits the income of millennial workers in the hotel and restaurant. 5,000 Php but not over 10,000 Php was the usual salary that the respondents have received, followed by 10,000 Php but not over 15,000 Php, and the salary which ranges from 20,000 Php but not over 25, 000 Php, and 25,000 Php but not over 30,000 Php were the least selected.

Level of Millennials Self-Assessment on their Skills in the Workplace

The level of Millennials' self-assessment on their skills in the hotel and restaurant workplace was composed with the following skills as displayed in the table below.

Table 2. Mean Deviation on the Millennials' self-assessment of their Leadership Skills

Indicators	WM	VI
Have good relationship with colleagues.	3.45	Agree
Open to suggestions and new challenges given.	3.38	Agree
Flexible when there are changes in the organization.	3.36	Agree
Can work without the supervision of others.	3.32	Agree
Ability to lead a certain group.	3.24	Agree
Composite Mean	3.35	Agree

Strongly Disagree = 1.00-1.49 Disagree = 1.50 – 2.49 Agree = 2.50 – 3.49 Strongly Agree = 3.50 – 4.00

Table 2 shows the weighted mean of millennials self-assessment with regards to their leadership skills in the workplace. When talking about leadership, the one which got the highest weighted mean of 3.45 was having a good relationship with their colleagues. On the other hand, the one which got the lowest weighted mean of 3.24 was have the ability to lead a certain group. According to Wallis (2017), Millennials are good leaders, they excel in leadership positions and are motivated in working as a team. In addition, they're looking forward to bring a dynamic change through collaboration and transparency within the workplace (Ludka, L., 2015). Therefore, the result simply implied that millennials can lead a certain group, but for them, having a good relationship with their colleagues is the most important factor in performing their leadership style. They tend to be more efficient in a more relaxed and enjoyable work environment. According to the respondents, a good leader must know how to influence his team in order to build a good relationship with them. To be a good leader, you should also be a good listener.

Table 3. Mean Deviation on the Millennials' self-assessment of their Communication Skills

Indicators	WM	VI
Have a self confidence in speaking with customers.	3.38	Agree
Using an appropriate verbal and nonverbal communication.	3.28	Agree
Can communicate well with all types of customers.	3.27	Agree
Can speak with all articulateness.	3.20	Agree
Able to persuade customers.	3.19	Agree
Composite Mean	3.28	Agree

*Strongly Disagree = 1.00-1.49 Disagree = 1.50 – 2.49 Agree = 2.50 – 3.49
Strongly Agree = 3.50 – 4.00*

Table 3 shows the Millennials self-assessment pertaining to their communication skills. According to the result, respondents agreed that were confident in speaking with customers with a weighted mean average of 3.38, while able to persuade costumers got the least weighted mean of 3.19. The result of the findings was supported by the

study of Hinkens (2014) that the Millennials generation continuously enter the workplace with significant numbers. Understanding how they prefer to communicate in a workplace has become essential to the employees. In relation to that, Alton (2017) stated that millennials can make it less formal with their conversation and workplace. They are enjoying for a more flexible time, more enjoyable work environment. Moreover, in accordance with Satter (2016), 69 percent of the millennial graduates were found in the survey that this generation is confident in their capability to succeed without the interpersonal communication skill. Therefore, the result clearly indicates that the millennials, in terms of communication skills, can communicate well with self-confidence. They tend to be more confident when they are practicing customer relation and more of wanting to understand customer needs and things that motivate them.

Table 4. Mean Deviation on the Millennials self-assessment of their Technical Skills

Indicators	WM	VI
Know how to operate the POS/Reservation system.	3.07	Agree
Can deal with technological changes and development.	3.02	Agree
Know how to operate software programs for the application of sales, marketing, event management and catering operations.	2.92	Agree
Can manage and administer websites without difficulty.	2.91	Agree
Can do effective data analysis with regards to customer statistics.	2.87	Agree
Composite Mean	2.96	Agree

Strongly Disagree = 1.00-1.49 Disagree = 1.50 – 2.49 Agree = 2.50 – 3.49
Strongly Agree = 3.50 – 4.00

Table 4 exhibits the assessment of the millennials with regards to their technical skills in the workplace. It shows that millennial workers can operate the POS/Reservation system which got the highest weighted mean of 3.07, while can do effective data analysis with

regards to customer got the lowest weighted average mean of 2.87. The respondents agreed with all statements indicating that they have no problems in relation to their technical skills. The result was supported by Patel (n.d) that Millennials can be considered as technology masters because they have grown up with this kind of environment. The result also shows congruence with Dishman (n.d.), that a large percent of Millennials are more presumably to have IT certifications than the previous generations, which enables them to perform technology related tasks and have the eagerness to use the newest technologies. Therefore, it only shows that Millennials give importance to technology (Sawayer, 2017). They tend to be more curious in learning about something new to them and can deal with any technological changes and development which will result to a better working environment in the organization.

Table 5. Mean Deviation on the Millennials self-assessment of their Problem Solving Skills

Indicators	WM	VI
Able to identify problems and propose solutions.	3.45	Agree
Able to solve simple issues.	3.39	Agree
Can come up with solutions when problems arise.	3.33	Agree
A logical thinker.	3.22	Agree
Able to work under pressure.	3.4	Agree
Composite Mean	3.36	Agree

Strongly Disagree = 1.00-1.49 Disagree = 1.50 – 2.49 Agree = 2.50 – 3.49 Strongly Agree = 3.50 – 4.00

Table 5 presents the millennials' self-assessment with regards to their problem solving skills. It indicated that *able to identify problems and propose solution* had the highest weighted mean of 3.45, and *able to work under pressure* had the lowest weighted mean of 3.22. Millennials can easily identify problems and can give a solution to the problem. The result was supported by the study of Rangwala (2017), which focused on the Millennials search for the most efficient way of solving problems. They plan strategies with their co-workers and implement it. Instead of resorting to blaming others when things go

wrong, Millennials face their problems directly (LeBeoeuf, 2017). Therefore, the result implied that as for the way of how the Millennials perform their skills in solving the problem, they first try to analyse and find a better solution to the problem. They tend to become more efficient in giving solutions to the problem within the organization.

Significant Difference on the Level of Millennials Self-Assessment of their Skills in the Workplace.

In this section, it aims to determine if there are any differences between the levels of Millennials self-assessment of their skills in the workplace with their respective profile.

ANOVA Analysis of Millennials Self-Assessment on their Skills in the Hotel and Restaurant Workplace.

Table 6. Sex

Skills	f-value >.05	p-value <.05	Interpretation
Leadership	.003	.959	Not Significant
Communication	.611	.436	Not Significant
Technical	3.390	.069	Not Significant
Problem Solving	.604	.439	Not Significant

Legend: If p-value <.05, then there is significant relationship/difference between Millennial's self-assessment with regards to their skills in the workplace. If p-value >.05, then there is no significant relationship/difference

Table 6 shows that there was no significant difference between the sexes of the respondents. This means that sex doesn't affect the level of leadership, communication, and technical and problem solving skills performance of the millennial employees in hotel and restaurant workplace. As stated by Johnston (n.d.), gender differences involve not only physical, but also emotional factors. They are characteristics that affect the behavior of both male and female in the workplace, such as

their ability to perform their job duties. As Gregory (n.d.) stated, women discrimination in the workplace slowly fades in the present. As a result of the findings, it indicates that millennial employees can perform well regardless of their gender. Both male and female have the same capability in terms of skills work performance inside the hotel and restaurant workplace.

Table 7. Tenure status

Skills	f-value >.05	p-value <.05	Interpretation
Leadership	3.116	.031	Significant
Communication	2.222	.092	Not Significant
Technical	2.600	.058	Not Significant
Problem Solving	3.328	.024	Significant

Legend: If p-value <.05, then there is significant relationship/difference between Millennial's self-assessment with regards to their skills in the workplace. If p-value >.05, then there is no significant relationship/difference

Table 7 exhibits that there was a significant difference with regards to their leadership skills and problem solving skills. It showed that tenure status influenced the millennials' performance regarding their leadership and problem solving skills. Moreover, there was no difference between communication and technical skills, regardless of the tenure status of the respondents. This means that communication and technical skills do not affect the millennial employee's work performance in the workplace. Weller (2017) states that employees with long experience in the workplace tend to have high-growth skills management strength in terms of inspiring excellence and leading teams, and those with less experience in the workplace should increase their skills. Furthermore, Hunt (2017) concluded that employees who are starting a job have a low performance because they are still in the stage of adaptation. The result implied that employees' leadership skills depend on their tenure status. Also, in problem solving skills, full-time employees got promoted because of their ability in solving problem

compared to the other tenured status. In addition, regardless of their communication and technical skills, millennial employees can communicate well and perform technical skills without any levels.

Table 8. Income

Skills	f-value >.05	p-value <.05	Interpretati on
Leadership	4.525	.001	Significant
Communication	3.727	.004	Significant
Technical	6.260	.000	Significant
Problem Solving	5.442	.000	Significant

Legend: If p-value <.05, then there is significant relationship/difference between Millennial's self-assessment with regards to their skills in the workplace. If p-value >.05, then there is no significant relationship/difference

Table 8 presents that there was significant difference with regards to the millennial employee's skills. This means that income has a great impact on the millennials's performance with regards to their leadership, communication, technical, and problem solving skills. In fact, Leddy and Gazette (2013) stated that paying the employees with bigger salary would lead to employees to exert more effort and perform better. Additionally, Premuzic (2013) argued that people automatically think that higher pay produces better results.

The result implied that the effect of millennial employees' work performance on their leadership, communication, technical, and problem solving skills depends on their income. They tend to perform if they receive a higher salary from the company.

CONCLUSION

Millennial workers' leadership skills, communication skills, technical skills, and problem solving skills are major factors in their workplace, especially in the hotel and restaurant industry as it is the nature of their work to interact with guests. As shown by the result of

the survey and the data presented, the Millennials' self-assessment showed how well they know themselves, their skills, and their capabilities.

Upon answering the questionnaire, the researchers conclude that although millennial employees have agreed in all the questions provided, their skills is considered to be average as exhibited by the tables presented in the study. Regarding the result when grouped by their sex, tenure, and income, the data showed that their sex did not influence their skills in the workplace. With regards to their tenure status, only their leadership and problem solving skills were affected, while their communication skills and technical skills were not significant. The data collected also showed that the major factors which affected a millennial worker's skill in the industry was their income.

When grouped according to their respective profile, the data collected showed the significant difference on how millennials perform in their workplace. The different sections of their profile—sex, tenure status, and income—showed different results which helped the researchers know what factors affect millennial workers in terms of their skills in the industry.

RECOMMENDATIONS

As future leaders, millennial employees would soon take over the industry. To be able to perform well, millennial workers should develop their personal skills such as leadership skills, communication skills, technical skills, and problem solving skills. Each skill plays an important role, especially to Tourism and Hospitality Management students who would soon enter the workforce.

The skills presented in the study are the most needed in the industry. Leadership skills empower the employees to become confident in leading small and large group of people. Communication is the heart of every organization. It is the key to solve any problem in the industry. Technical skills are needed for the programs and software present in hotels and restaurants. Having a good technical skill makes the work more convenient and efficient, not only to the employees, but also for the guests. Last but not the least, problem solving skills are something that every organization should have. Being able to identify problems and propose solutions in solving them is a great help to every organization.

The Millennials' self-assessment shows how they perceive their capabilities and skills. Based on the data and the results that the researchers have obtained, the researchers would highly recommend millennial workers and hospitality management students to focus more on developing their skills. These skills will benefit the millennial workers that will result to the betterment of the organization they belong to.

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