

下面這篇文章寫到現在餐飲界的窘境(我將原文重點抓了出來). 餐飲業在各產業中, 薪資較低. 疫情後, 因有人怕被病毒傳染(因為餐飲業是與人高度接觸的行業之一), 或是轉往薪資較高的產業, 或是想找到生活上的平衡(因為餐飲業時間特殊), 或因為家中有幼孩需要照顧, 所以餐飲業人力資源在疫情後反彈的情況, 不若其他產業.

Who can help? Technology.

~~~~~

"Many, like Ms. Roshitsh, moved onto new careers in digital sales, shipping, mortgage-financing and other businesses that thrived in the pandemic, in what some economists say could mark a lasting shift in the labor market for hospitality staff."

"That exodus, they say, could spell labor challenges for the sector that persist well beyond September, when the enhanced federal unemployment benefits that have helped keep some low-wage workers from returning to jobs are set to expire."

"Hershbein, senior economist at the W.E. Upjohn Institute for Employment Research, many such workers have "found employment somewhere else, possibly at a higher wage."

"The share of U.S. restaurant and hotel workers leaving their jobs hit a two-decade high in May at 5.7%, according to the Labor Department. Though the latest jobs report shows restaurants and bars added 194,000 jobs in June, employment at such establishments remains down by 1.3 million jobs since the pandemic began. By contrast, employment has bounced back beyond pre-pandemic levels in many other sectors."

"Among colleagues that have stayed in hospitality, he says, many complain about being asked to do more to help keep short-staffed operations afloat."

"With many businesses operating short-handed or with less experienced staff, online complaints about restaurant service and negative reviews rose sharply in the second quarter of this year, according to restaurant-analytics firm Black Box Intelligence. Its data show that sit-down restaurant-manager tenures, meanwhile, have fallen by roughly a year to a six-year average since just before the pandemic."

"The leisure and hospitality sector has long had the lowest wages for nonsupervisory roles among major industries, according to the Labor Department. But as employers have sought to lure workers back, many are raising pay to better compete for labor. "

"Hourly workers want "more work-life balance and control with respect to when and how they work," says Mr. Saleh, who argues that restaurants will likely have to offer shorter shifts and more flexibility to recruit and retain workers."

Source:

<https://www.wsj.com/articles/customers-are-back-at-restaurants-and-bars-but-workers-have-moved-on-11626168601>

Prices at restaurants rose 4.1% in June from the previous year, largely due to a shortage of labor. Restaurant work requires close contact with others, which has dissuaded some job seekers worried about getting sick. The lack of child-care options and a continuation of unemployment benefits might also be keeping some restaurant workers out of the labor force.

Source:

<https://www.wsj.com/articles/inflation-hits-some-prices-more-than-others-11626187838>

其他一些文章:

<https://www.wsj.com/articles/customers-are-back-at-restaurants-and-bars-but-workers-have-moved-on-11626168601>

<https://cloudedjudgement.substack.com/p/olo-benchmarking-the-s-l-data>

<https://www.wsj.com/articles/restaurants-and-startups-try-to-outrun-uber-eats-and-doordash-11613903401>

<https://www.softwareplatform.net/2021/02/23/olo-a-multi-sided-platform-for-chain-restaurants/>

<https://www.facebook.com/HKUST.MBAAA.HKEJ/posts/2829509717260831>

<https://www.wsj.com/articles/short-staffed-restaurants-prop-up-table-service-with-technology-11625047201>

<https://www.restaurantbusinessonline.com/financing/restaurant-menu-prices-continue-rise-labor-costs-soar>