

Career Pathways and Professional Identities for Front-Line Workers in the Service Industries

Part of the Advances in Hospitality, Tourism, and the Services Industry Book Series

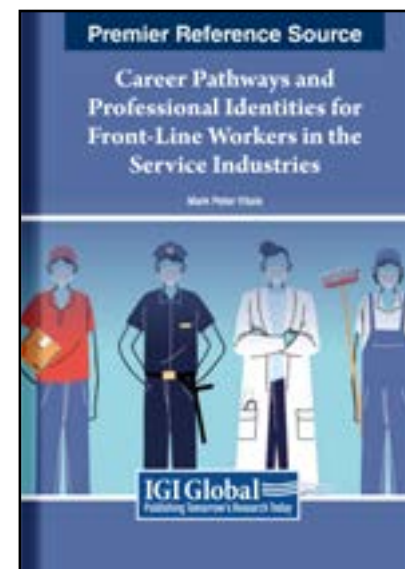
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Description:

The reverberations of an unparalleled labor shortage echo through service-based industries, leaving the hospitality, tourism, and food and beverage sectors grappling with a critical challenge. The fallout from the 2020-2021 global health crisis has laid bare a systemic flaw: the absence of sustainable career pathways for front-line workers. From airlines to cruise ships, theme parks to restaurants, and bars, the shortage of front-line workers has reached a critical level, preventing organizations from operating at full capacity even as public health restrictions are lifted. This crisis stems not only from the economic aftermath of the pandemic but also from the longstanding neglect within these industries to cultivate a resilient front-line workforce. Front-line positions, often considered transient and unskilled, lack the structured development pipelines that other professional industries utilize successfully. As organizations struggle to address these workforce challenges, **Career Pathways and Professional Identities for Front-Line Workers in the Service Industries** serves as a guide filled with solutions in the face of industry-wide adversity.

Career Pathways and Professional Identities for Front-Line Workers in the Service Industries responds to the urgency within the hospitality, restaurant, and tourism industries, by applying the dynamics of the 4th Industrial Revolution and the Gig Economy, to propose innovative solutions to engineer sustainable career pathways and foster professional identities. Ideal for employers, educators, and researchers involved in these industries, the book aims to guide organizations in optimizing operations, implementing leadership-focused succession planning, and minimizing the impact of labor fluctuations. From an academic perspective, it harmonizes industry-focused programs, offering a distinct element for hospitality, restaurant, and tourism management curricula. Additionally, it opens avenues for research on transitioning low-pay roles into meaningful, long-term careers with a focus on continuous improvement.

This publication caters to several distinct markets: employers seeking practical models for strategic development, educators integrating cross-industry concepts into academic programs, and researchers leveraging the provided ideas for significant studies. Whether a small enterprise or a large corporation, this book provides relevant insights for almost any industry. Educators can enhance their programs with modern workforce development theories, and researchers can explore the impact of proposed models across different professional environments. The potential global impact of this knowledge makes it an essential resource for anyone invested in the future of service-based industries.



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- Hospitality Industry
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- Original Discovery in Workforce Solutions
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- Quantitative Evaluation in Front-Line Jobs
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- Tourism Workforce Success Case Studies

Subject: Business and Management

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