



GRAMERCY
RISK MANAGEMENT

Focus on Hospitality

Outlook The number of leisure and hospitality jobs are anticipated to grow to nearly 17 million by 2026 – a 9.3% increase and 1.2 million new positions as compared to 2016. (Bureau of Labor Statistics, 2016)

Injuries Leisure, entertainment and hospitality workers have a recordable case injury rate of 3.4, slightly above the rate for all industries of 3.2. Hotel workers had a higher rate of 4.4; accommodation and food services are close to the all-industry average of 3.2. (Bureau of Labor Statistics, 2017)

Workforce Women make-up a majority of the workforce, with most employees working approximately 26 hours per week. (Bureau of Labor Statistics, 2015,2019)

Risk Profile – Five Top Factors

One: Slips, Trips and Falls

For customers as well as staff

Two: Material Handling

Pushing, pulling, and moving equipment, supplies and materials causes musculoskeletal injuries

Three: Labor Shortage

High turnover is the norm. Alternative service companies will compete for experienced staff.

Four: Emerging Technology

Patrons expect guest-focus technology that goes beyond mobile check-ins. Technology-center rooms that can be controlled from a mobile phone will soon be mainstream. (Risk and Insurance 2018)

Five: Premises and Cyber Security

Premises security is a legacy exposure and customers expect and are owed an adequate level of protection. The transfer and storage of data and the use of electronic keys create a considerable cyber liability exposure.

Gramercy Risk finds solutions for the hospitality industry. To see how we can improve your risk profile and insurance program, contact Dave Mocklow at 312 961-2325.