



For immediate release

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Labour shortage in BC restaurant industry impacts some regions more than others

Restaurateurs find different ways to attract and retain workers

Vancouver, B.C. - Businesses throughout British Columbia are facing labour shortages and the province's restaurant industry is no exception.

That's the message from the BC Restaurant and Foodservices Association (BCRFA), which has released its first-ever province-wide labour force survey.

Restaurants employing over 8,000 workers participated in the survey as part of BCRFA's exclusive ZATA™ market intelligence program.

On average across the province, BC restaurants report a labour shortfall of 13 percent. The most profound regional gap is in Whistler, where restaurants reported being 30% short-staffed. The Fraser Valley faced the second largest shortage at 20%. All other regions' reported shortages in between 10 and 20%.

The survey found shortages in all restaurant job categories - front-of-house, back-of-house and managerial. Generally, the largest gap was in front-of-house staff.

"Attracting and retaining employees in a booming economy is a real test," said Ian Tostenson, President and CEO of the BC Restaurant and Foodservices Association. "Restaurateurs are using bonuses, incentives and contests or whatever it takes to get the right people."

On behalf of the industry, BCRFA is working with the provincial Industry Training Authority to make sure programs deliver employees the skills training they need.

BCRFA's members participating in the ZATA™ program enter their sales data for the week in order to get an accurate market ranking known as a ZATA™, an easy-to-understand number that lets them know exactly how they compare to their market. This is the first survey to deal with a specific industry issue.

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About the BCRFA

With over 25 years of leadership, the BCRFA is the foremost advocate and resource for the restaurant and foodservices industry, ensuring long-term dynamic growth within BC. The Association is a representative body of restaurateurs, foodservice retailers, suppliers and educators. It works to enhance the image and integrity of the industry through positive communications, education and promotion of operating standards that encourage excellence.

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