

Figure 4.2

The graph above indicate that in the research conducted 78 per cent of people working in the hospitality industry in Johannesburg North are African/Black, 12 per cent are White, 7 per cent are coloured and 4 per cent are Indian. This mean the race dominating in this regard are African/ Black people.

4.3 Age

Table 4.3.1

Age	Percentage
18 – 30 years	33.2
31 – 40 years	37.6
41 – 55 years	12.7
56 years older	16.6

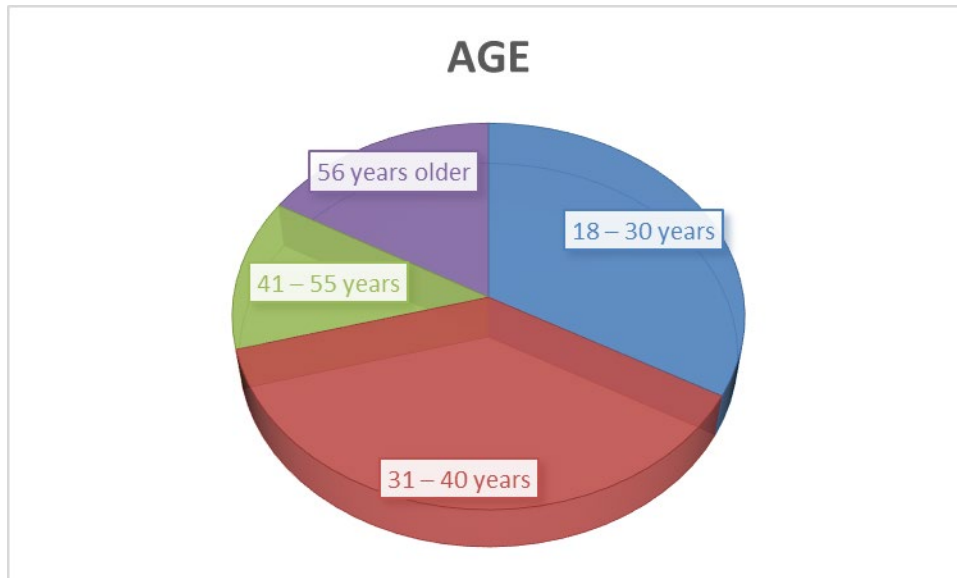


Figure 4.3

The graph above indicate that in the research conducted 33 per cent of people working in the hospitality industry in Johannesburg North are between the ages 18 – 30 years old, 38 per cent are between the ages 31 – 40 years of age, 13 per cent are between the ages 41 -55 years of age and 17 per cent are either 56 or older. This means the age dominating the work place in the hospitality industry in Johannesburg North is between 18 – 30 years old.

4.4 Period of employment in the current hospitality establishment

Table 4.4.1

Period of employment	Percentage
0-1 year	25.4
1 – 5 years	25.4
6 or more years	49.3

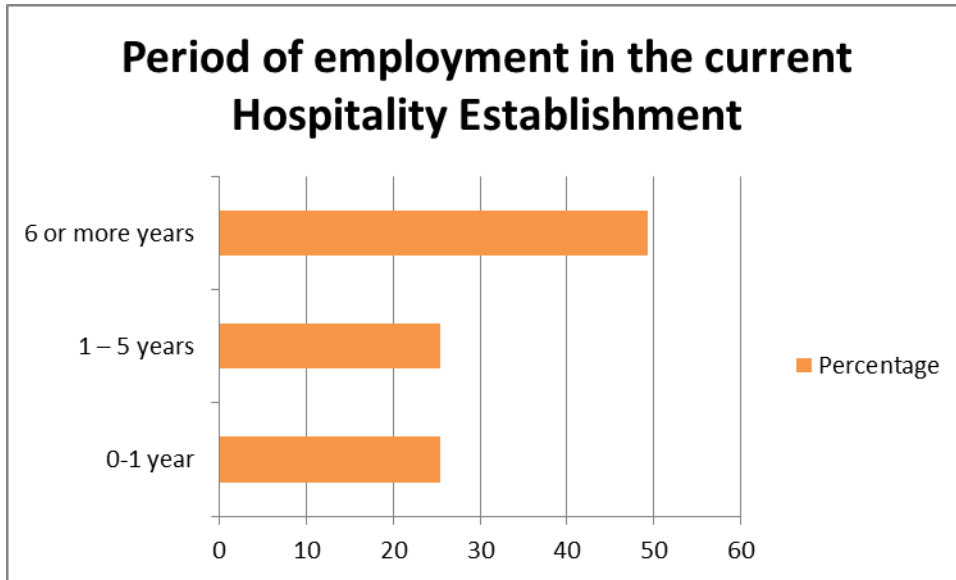


Figure 4.4

The graph above indicate that in the research conducted 49 per cent of people working in the hospitality industry in Johannesburg North have been working with their current employer for 6 or more years and 25 per cent have been with their companies between 1-5 years and 25 per cent are between 0-1 year.

4.5 Highest educational qualification obtained by employees

Table 4.5.1

Highest educational qualification	Percentage
Standard 9 or lower	28.3
Matric certificate / Grade 12	45.4
National Diploma / Certificate	20.1
Post graduate Degree	6.2

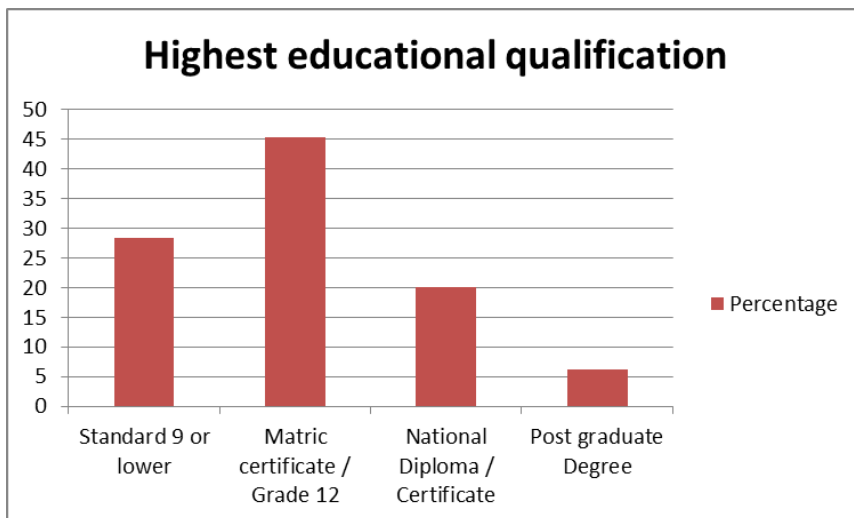


Figure 4.5

The graph above indicate that in the research conducted 45 per cent of people working in the hospitality industry in Johannesburg North have obtained a Matric certificate, 28 per cent have obtained until standard 9 or below, 20 per cent are obtained formal education after Matric that is Nation Diploma qualifications and 6 per cent obtained post graduate degrees.

4.6 Period of employment in the hospitality industry

Table 4.6.1

Employment period in Hospitality Industry	Percentage
0-5 years	22
5 -10 years	24.4
10 or more years	53.6

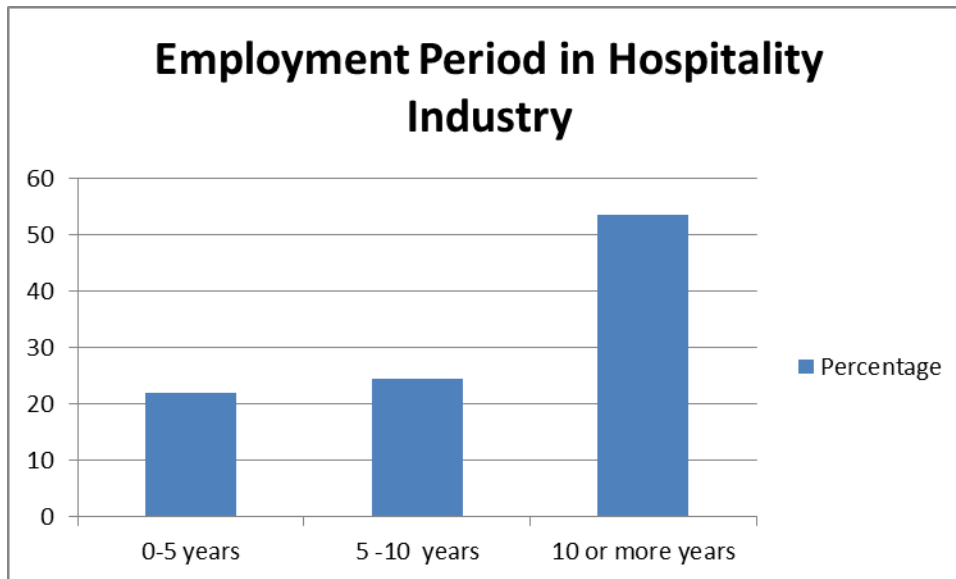


Figure 4.6

The graph above indicate that in the research conducted 54 per cent of people working in the hospitality industry in Johannesburg North are have been working in the industry for more than 10 years, 24 per cent have been working in the industry between 5 – 10 years, and 22 per cent have been working in the industry between 0-5 years.

4.7 Type of employment

Table 4.7.1

Type of Employment	Percentage
Permanent contract	42.4
Casual / Flexi	36.9
In - service training	11.8
Fixed term contract	8.9

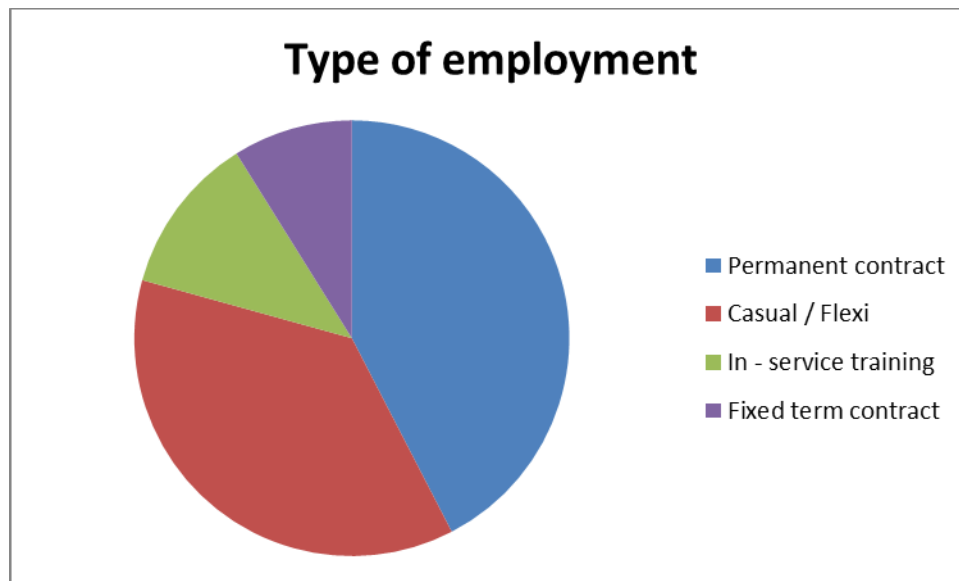


Figure 4.7

The graph above indicate that in the research conducted 42 per cent of people working in the hospitality industry in Johannesburg North are employed on a permanent basis, 37 per cent are casual workers, 12 per cent are students completing in-service training and 9 per cent are on a fixed term contract.

4.8 Area with high levels of wastage in the hotel

Table 4.8.1

Area with high levels of wastage in the Hotel	Percentage
Restaurant	21.4
Kitchen (production)	44.3
Housekeeping	28.8
Guest rooms	5.5

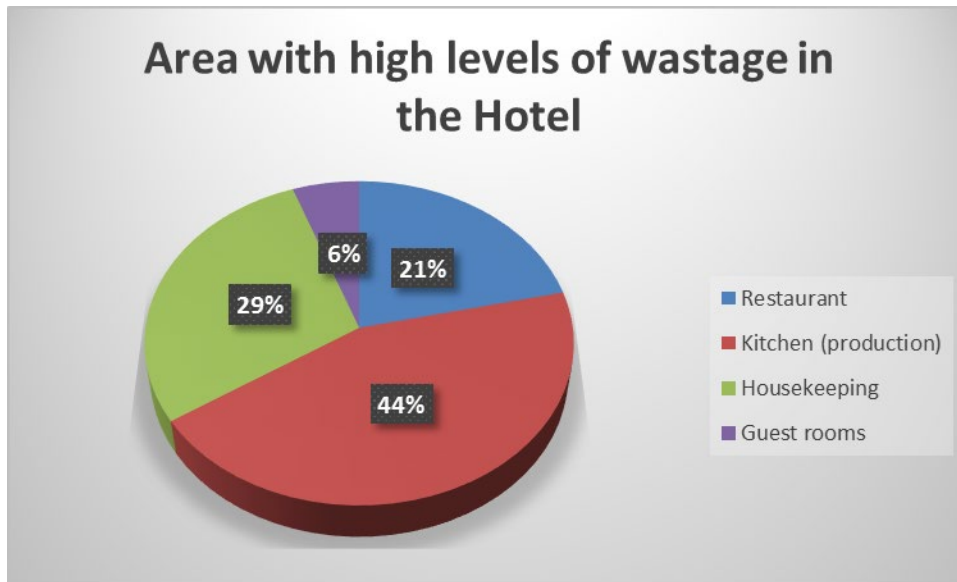


Figure 4.8

The graph above indicate that in the research conducted 44 per cent of wastage comes from the kitchen, 29 per cent is housekeeping, 21 per cent is found in restaurant and 6 per cent comes from guest rooms.

4.9 Causes of wastage in the hotel

Table 4.9.1

Causes of wastage in the Hotel	Percentage
Food waste	33.6
Water and energy waste	30.2
Serving waste	21.4
Theft	14.8

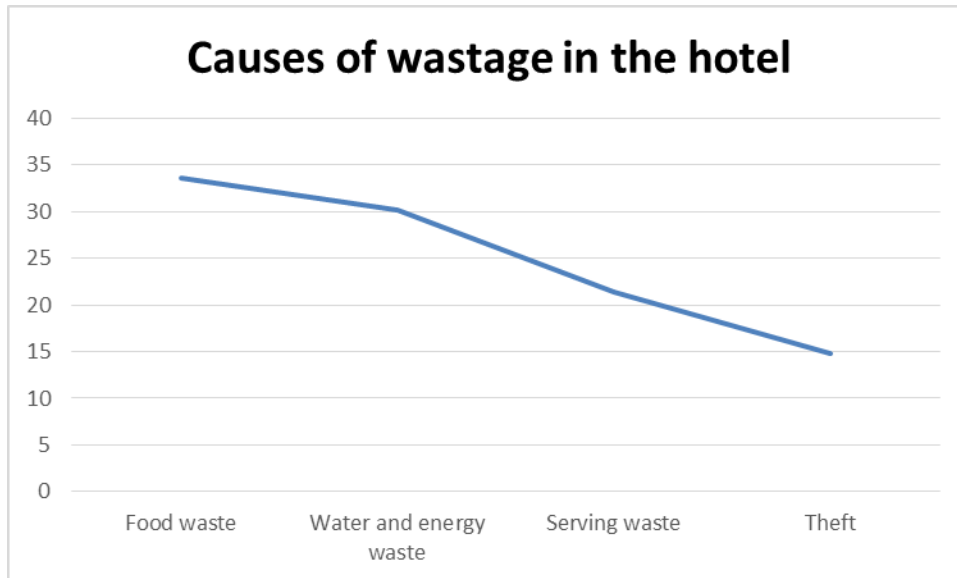


Figure 4.9

The graph above indicate that in the research conducted 34 per cent of wastage is caused by food waste, 30 per cent is caused by water and energy usage in the hotel, 21 per cent is caused by serving methods in the hotel and 15 per cent is caused by theft in the property.

4.10 Food serving styles that cause wastage

Table 4.10

Service style	Percentage
Buffet	73.2
Fine dining	8.8
Staff meals	9.3
A la carte	5.9
Room service	2.9

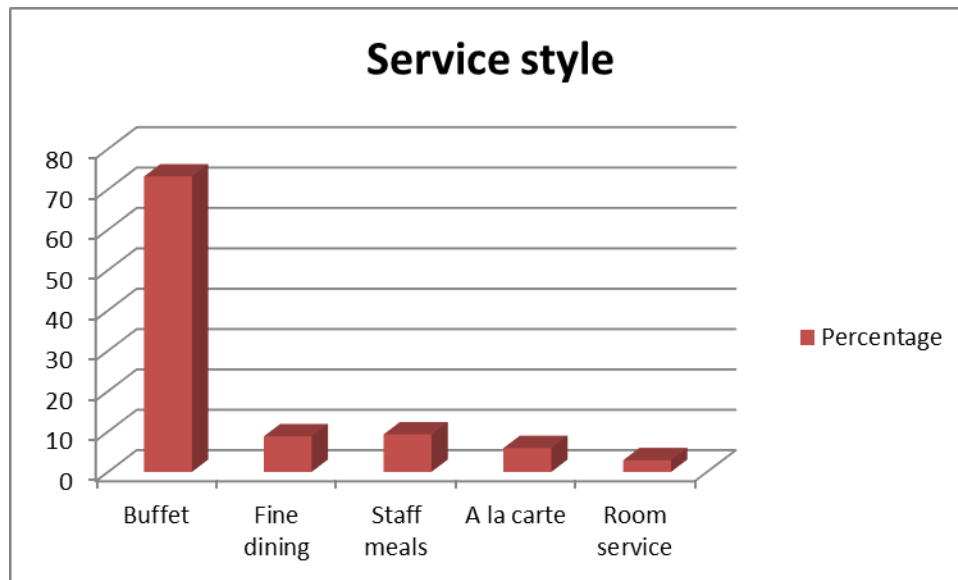


Figure 4.10

In the previous graph food waste was the highest causes of wastage in the hotels and the graph above indicate that in the research conducted most waste is incurred during buffets and then staff meals and fine dining and then A la carte and room service servings.

5. Conclusion and recommendations

In the 21st century guests are different and more sophisticated than they have ever been before but there are ways of saving even though providing the best service to the guests. Preservation of the natural resource is of uttermost priority and concern because wastage of it has detrimental effects for the current generation and for the generations to come. All hospitality establishments have a role to play in enforcing all greening practices and environmentally friendly practices across the globe in all their establishments. Saving in a holistic view is required in this industry.

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7. Acknowledgements

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