

IoH Hospitality Wellbeing & Nutrition Survey



INTRODUCTION

The hospitality industry has long been recognised for its energy, pace and people-focused culture. However, the demands of the sector can also present challenges that impact the wellbeing of those working within it. As conversations around workplace wellbeing, mental health and sustainable careers continue to grow across many industries, it is increasingly important to understand how these issues are being experienced by hospitality professionals. This survey was designed to explore the relationship between operational pressures, working patterns and personal wellbeing across the sector. Respondents from a variety of hospitality environments were asked about their experiences at work, including workload, breaks, nutrition, workplace support and their outlook on remaining in the industry.

The findings provide a snapshot of how hospitality professionals are currently feeling, what factors most affect their wellbeing and where improvements could have the greatest impact. While many respondents continue to express strong commitment to the industry, the results also highlight areas where organisations may wish to reflect on how they support their teams in an evolving workplace environment.

What type of hospitality business do you represent?

Key finding:

Hotels: 38 %.

Restaurants: 10 %

Events: 7 %

Travel and Tourism approximately 3 %

A further 43 % selected “other”

What this tells us

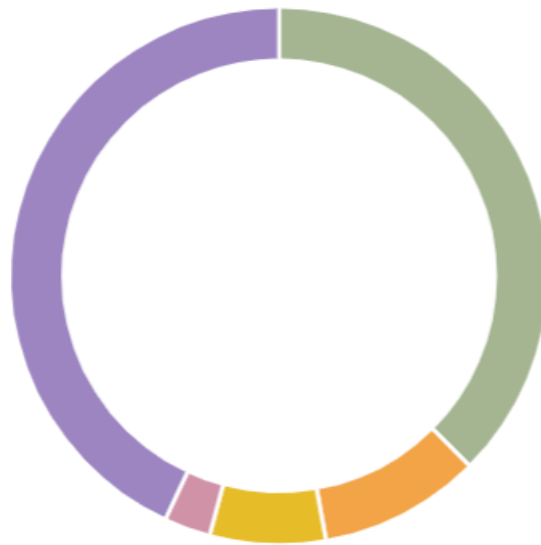
The responses come from a broad mix of hospitality environments, not just one part of the industry. This gives the findings wider relevance across hotels, restaurants, events and support services.

Quote / pull insight

“Hospitality is far more diverse than many assume, and the wellbeing conversation needs to reflect that.”

SINGLE SELECT

What type of hospitality business do you represent?



How would you rate your overall wellbeing at work over the past three months?

Key finding

Around 47 % of respondents rate their wellbeing as good.

29 % as very good.

15% sit in the middle.

9 % report poor or very poor wellbeing.

What this tells us

While many hospitality professionals feel positive about their work, there is still a meaningful portion experiencing pressure or fatigue.

Quote / pull insight

“Passion for hospitality remains strong, but the pressures of the industry are clearly being felt.”

SINGLE SELECT

How would you rate your overall wellbeing at work over the past three months?



How often do work demands negatively affect your physical or mental wellbeing?

Key finding

63 % say work negatively affects their wellbeing occasionally

21 % report this happens often or most of the time.

What this tells us

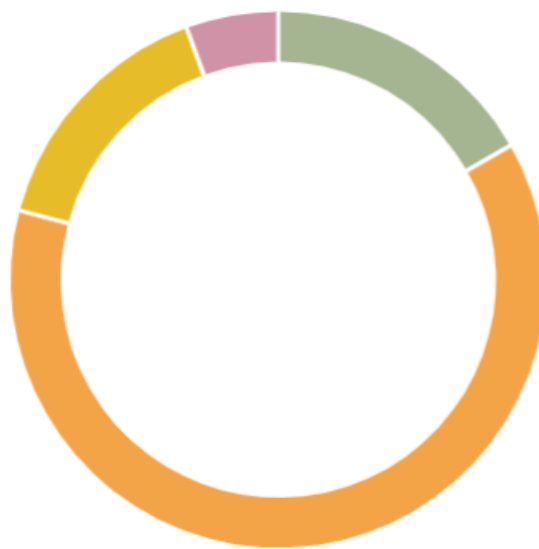
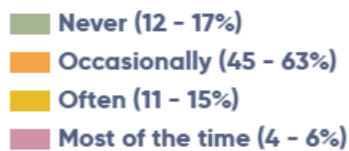
Pressure is not unusual in hospitality roles. For many, it is simply part of the job.

Quote / pull insight

“Workplace pressure has become normalised across the sector.”

SINGLE SELECT

How often do work demands negatively affect your physical or mental wellbeing?



Which aspects of your role have the greatest impact on your wellbeing?

Key finding

27 % Work-life balance

26 % workload and staffing levels. Long or irregular hours also remain significant.

The above are the biggest contributors to wellbeing challenges.

What this tells us

Operational factors, rather than individual resilience, are driving many wellbeing concerns.

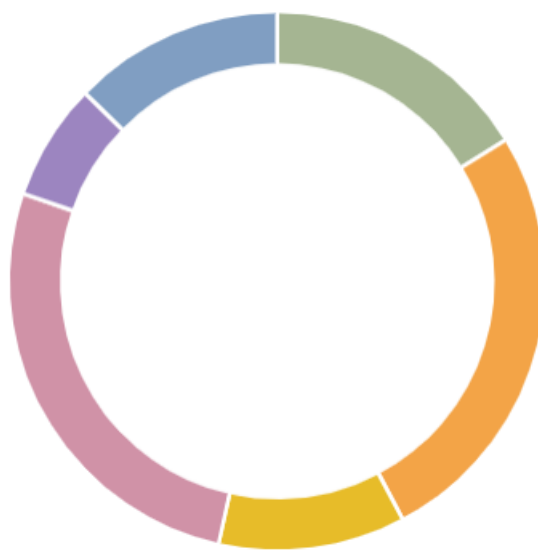
Quote / pull insight

“Staffing levels and scheduling appear to shape wellbeing more than anything else.”

MULTI SELECT

Which aspects of your role have the greatest impact on your wellbeing?

- Long or irregular hours (23 - 16%)
- Workload and staffing levels (37 - 26%)
- Management support (16 - 11%)
- Work-life balance (38 - 27%)
- Job security (10 - 7%)
- Physical demands of the role (18 - 13%)



How easy is it for you to take proper breaks during your shift?

Key finding

63 % say taking breaks is fairly easy or very easy.

1/3 say they find it hard to take breaks or rarely get breaks.

What this tells us

Break culture remains inconsistent and is likely influenced by staffing pressures and shift demands.

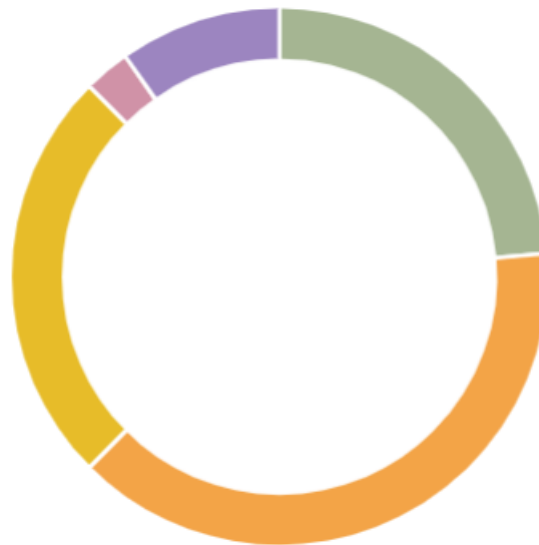
Quote / pull insight

“In a fast-paced industry, even basic rest can become a challenge.”

SINGLE SELECT

How easy is it for you to take proper breaks during your shift?

- Very easy (17 - 24%)
- Fairly easy (28 - 39%)
- Difficult (18 - 25%)
- Very difficult (2 - 3%)
- I rarely get breaks (7 - 10%)



How would you describe your eating habits while at work?

Key finding

28 % report eating regularly and in a balanced way during shifts.

Others report irregular meals, skipped meals or reliance on quick food options.

What this tells us

Operational demands are influencing personal health behaviours during working hours.

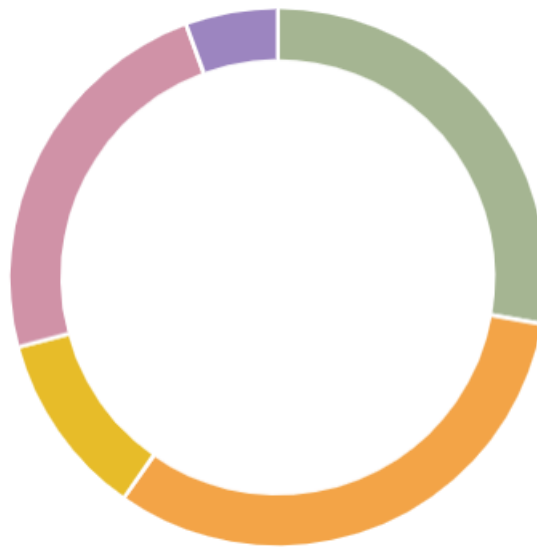
Quote / pull insight

“Shift patterns often dictate how and when people eat.”

SINGLE SELECT

How would you describe your eating habits while at work?

- Regular and balanced (20 - 28%)
- Regular but not always balanced (23 - 32%)
- Irregular due to shift patterns (8 - 11%)
- Often skipping meals (17 - 24%)
- Mostly reliant on quick or convenience food (4 - 6%)



Do your working patterns make it difficult to maintain healthy nutrition?

Key finding

41% say their working patterns affect their ability to maintain healthy nutrition either significantly or to some extent.

What this tells us

Working hours and structure continue to influence physical wellbeing across the sector.

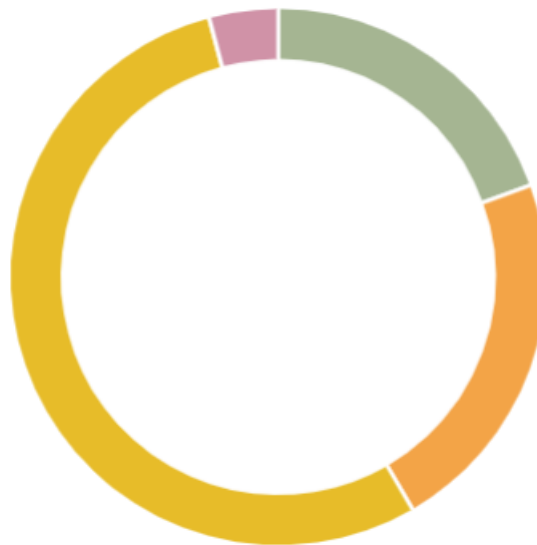
Quote / pull insight

"Healthy habits can be difficult to maintain in high-pressure environments."

SINGLE SELECT

Do your working patterns make it difficult to maintain healthy nutrition?

- Yes, significantly (14 - 19%)
- Yes, to some extent (16 - 22%)
- No (39 - 54%)
- Not sure (3 - 4%)



What support does your workplace currently offer in relation to wellbeing or nutrition?

Key finding

28% Mental health and wellbeing support is the most commonly reported initiative, followed by healthy food options and flexible scheduling.

Around 17 % say none of these supports are available.

What this tells us

While many employers are introducing wellbeing initiatives, access is not yet universal.

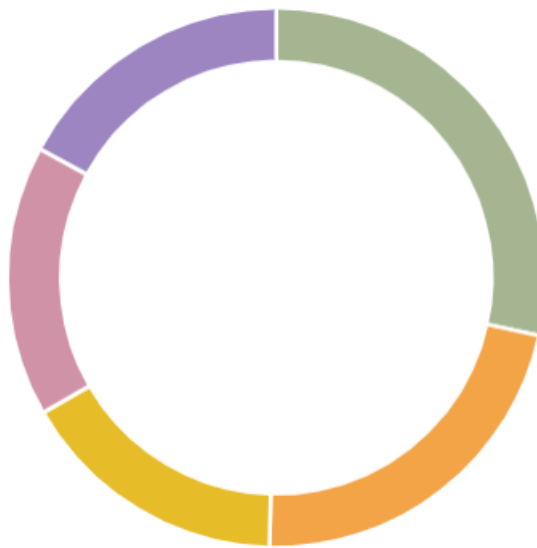
Quote / pull insight

"There is progress, but support is not consistent across the industry."

MULTI SELECT

What support does your workplace currently offer in relation to wellbeing or nutrition?

- Mental health or wellbeing support (35 - 28%)
- Healthy food options or staff meals (27 - 22%)
- Education or guidance on wellbeing/nutrition (20 - 16%)
- Flexible scheduling where possible (20 - 16%)
- None of the above (21 - 17%)



What additional support would most improve your wellbeing at work?

Key finding

29% Better staffing levels rank highest, followed by better management communication and improved break culture at 19%.

What this tells us

Many employees believe structural improvements would have the biggest positive impact.

Quote / pull insight

“Operational change may matter more than wellbeing programmes alone.”

MULTI SELECT

What additional support would most improve your wellbeing at work?

- Better staffing levels (35 - 29%)
- More predictable shifts (9 - 7%)
- Improved break culture (20 - 17%)
- Access to wellbeing resources (13 - 11%)
- Support around nutrition and healthy eating (21 - 17%)
- Better management communication (23 - 19%)



How likely are you to remain in the hospitality sector over the next 12 months?

Key finding

64 % say they are very likely to remain in hospitality.

19 % say they are likely to stay.

What this tells us

Despite pressures, the majority of hospitality professionals remain committed to the sector.

Quote / pull insight

"The passion for hospitality remains strong."

SINGLE SELECT

How likely are you to remain in the hospitality sector over the next 12 months?

- Very likely (46 - 64%)
- Likely (14 - 19%)
- Unsure (6 - 8%)
- Unlikely (3 - 4%)
- Very unlikely (3 - 4%)

