

655. A Tourist Development Committee has been set up by the Government under the Organization for National Development. This Committee comprises representatives of the Tourist Department, of transport services (both Government and private), and of the employers and employees in the hotel industry (R. 572).

This Committee has formulated certain general proposals for the training in an hotel of various classes of hotel employees under the control of a committee representing hotel proprietors, the New Zealand Hotel Workers' Federation, and the Tourist Department. The scheme is to commence in Auckland and, after experience has been gained, is to be instituted in Wellington, Christchurch, and Dunedin. Successful trainees are to receive a diploma. The Committee proposes that the finance shall be found by the Government and the hotel interests.

656. More detailed proposals have been made as the result of a discussion between representatives of the groups concerned. It is proposed that existing hotel staffs shall be first trained. The expenditure for the first year is estimated at not less than £4,000. This provides for a supervisor up to £1,000 a year.

657. It would appear that some definite body should become responsible for organizing an active local committee and for arranging for the financial requirements. Until these matters are arranged, no detailed progress can be made. We would suggest, also, that consideration be given to the training, equally with the present hotel staffs, of any young and willing volunteers for hotel employment, particularly if they show aptitude as chefs.

658. We trust that a practical scheme for training hotel staffs will be speedily established in the light of the principles and practice we have stated at the beginning of this section.

## CHAPTER 31.—FAILURE TO SUPPLY MEALS FOR TRAVELLERS

659. The failure to supply meals is associated with the failure to provide accommodation, but we deal with the matter separately because the failure to supply meals is of frequent occurrence.

660. In his evidence, Mr. Luxford, S.M., said :—

The provisions of section 165 of the Licensing Act, 1908, deal with one of the most important obligations devolving upon a publican, and probably no section of the Act is more frequently disregarded, so far as the providing of meals to travellers is concerned. (R. 6472.)

Evidence was also given by police witnesses and by Mr. Ringer, of the Automobile Association (Auckland), and by private citizens to show that the obligation is disregarded (R. 140, 896, 2399, and 3018).

661. Mr. Luxford expressed the view that the trouble has arisen from the publican's mistaken assumption that his obligation is merely to provide the customary meals at customary times (R. 6472). This may be the cause of the trouble in some cases, but we do not think it is in others. Not every licensed house is situated in a residential district, and it has not been equipped or staffed to provide pleasant accommodation or meals. Yet the license is granted on the basis that meals will be provided for travellers as well as accommodation for guests. Other licensees refuse because their staff is insufficient, and others simply because they have no desire or intention of catering for travellers. We have referred to cases of this kind in the chapter on accommodation.

662. We refer here to another reason for the failure of travellers to obtain meals, other than lunch or dinner. In his recent trip through the North Island Mr. Ringer came across several licensed hotels which catered only for bed and breakfast. In one case in Auckland the proprietor said that it was impossible to get lunch or dinner at his hotel. He found that he could cater in this way with a smaller staff, with no staff overtime problem, and with no food wastage, because he knew the exact number for which breakfast had to be prepared. Mr. Ringer found the same condition of affairs in two or three other hotels farther south.