

# 2009 Talent Shortage Survey Results

Manpower Inc. (NYSE: MAN) surveyed nearly 39,000 employers across 33 countries and territories in the first quarter of 2009 to determine the extent to which talent shortages are impacting today's labor markets. The results of the fourth annual Talent Shortage Survey revealed that 30 percent of employers worldwide are having difficulty filling positions due to the lack of suitable talent available in their markets, which is one percentage point weaker compared to last year's survey – a surprising result given the current downturn and the associated high unemployment in many markets. These results indicate that while more people may be looking for jobs, they don't generally have the skills that organizations are looking for.

**GLOBAL: Percentage of Employers Having Difficulty Filling Jobs**



Employers having the most difficulty finding the right people to fill jobs are those in Romania (62%), Taiwan (62%), Peru (56%), Japan (55%), Australia (49%), Costa Rica (48%) and Poland (48%). The talent shortage appears to be least problematic in Ireland (5%), Spain (8%), United Kingdom (11%), China (15%) and the Czech Republic (17%).

Compared to 2008, employers reporting that talent shortages are considerably less pervasive are those in Hong Kong (down 24 percentage points), Norway (down 21 percentage points), the Czech Republic and Singapore (each down 20 percentage points) and Spain (down 19 percentage points).

## Global Results

The top 10 jobs that employers are having difficulty filling across the 33 countries and territories surveyed are (ranked in order):

1. Skilled Trades\*
2. Sales Representatives
3. Technicians (primarily production/operations, engineering or maintenance)
4. Engineers
5. Management/Executives
6. Accounting & Finance Staff
7. Laborers
8. Production Operators
9. Secretaries, PAs, Administrative Assistants & Office Support Staff
10. Drivers

\*In this survey, Skilled Trades refers to a broad range of job titles that require workers to possess specialized skills, traditionally learned over a period of time as an apprentice. Examples of skilled trades jobs are: electricians, bricklayers, carpenters, cabinetmakers, masons, plumbers, welders, etc. Where possible, these jobs are listed in order of highest demand for each country.

Total Number of Respondents: 38,925  
 Employers indicating difficulty filling positions: 30%  
 Employers indicating no difficulty filling positions: 70%  
 Margin of error: +/- 0.5%

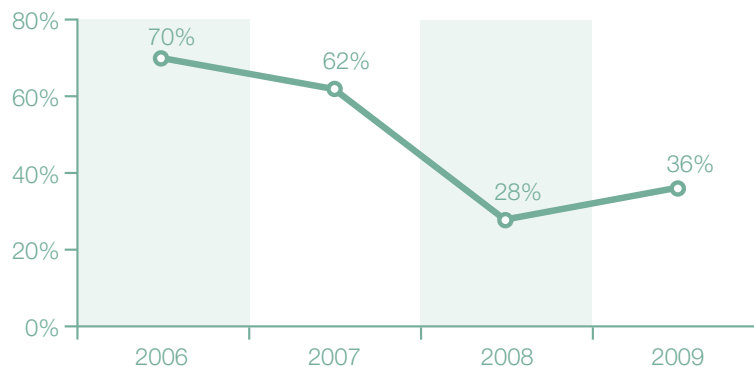


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## Americas

Nearly 12,300 employers were interviewed in Argentina, Canada, Colombia, Costa Rica, Guatemala, Mexico, Peru and the United States. The survey indicates that 36 percent of the region's employers are having difficulty filling positions due to the lack of suitable talent available in their markets. This is an increase of eight percentage points when compared to the 2008 survey and is six percentage points greater than the global average.

**AMERICAS: Percentage of Employers Having Difficulty Filling Jobs**



Employers having the most difficulty finding the right talent to fill jobs are those in Peru (56%), Costa Rica (48%), and Mexico (44%). The talent shortage appears to be least problematic in the United States (19%), Guatemala (20%) and Canada (24%).

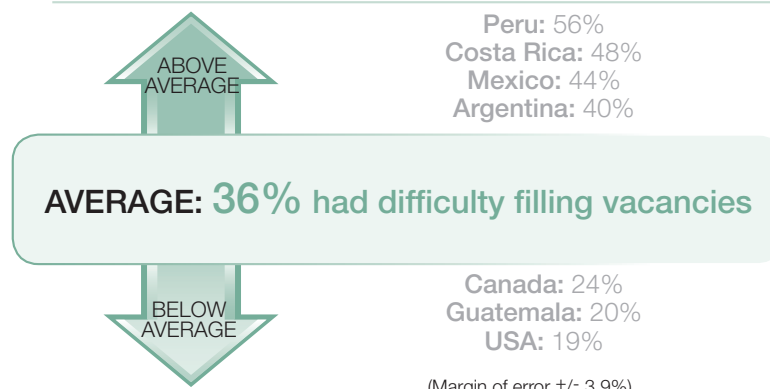
## Americas Jobs

The top 10 jobs that employers are having difficulty filling across the countries surveyed are (ranked in order):

1. Technicians (primarily production/operations, engineering or maintenance)
2. Production Operators
3. Accounting & Finance Staff
4. Laborers
5. Engineers
6. Sales Representatives
7. Management/Executives
8. Sales Managers
9. Skilled Trades
10. Secretaries, PAs, Administration Assistants & Office Support

Vacancies for technicians are the most difficult to fill for the second year in succession. After not appearing among the top 10 hard-to-fill positions in the 2008 survey, employers are identifying Accounting & Finance positions as the third most difficult to fill.

**AMERICAS: Labor Market Differences**



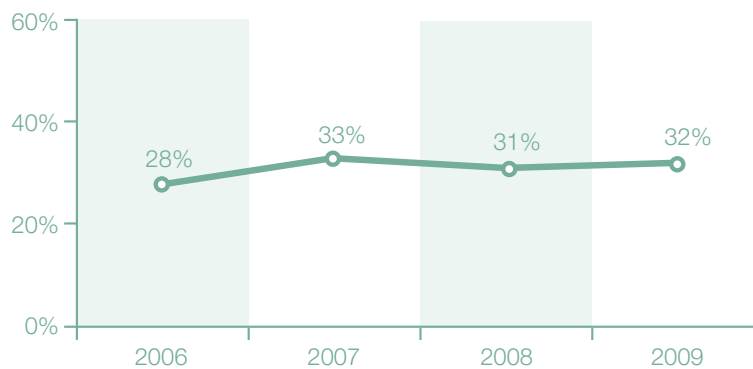


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## Asia Pacific

Nearly 11,500 employers were interviewed in Australia, China, Hong Kong, India, Japan, New Zealand, Singapore and Taiwan. Data shows that 32 percent of the region's employers are having difficulty filling positions due to the lack of suitable talent available in their markets. This is a slight single percentage point increase when compared to the 2008 survey and is two percentage points greater than the global average.

**ASIA PACIFIC: Percentage of Employers Having Difficulty Filling Jobs**



Employers having the most difficulty finding the right talent to fill jobs are those in Taiwan (62%), Japan (55%), Australia (49%) and New Zealand (39%). The talent shortage appears to be least problematic in China (15%) and India (20%).

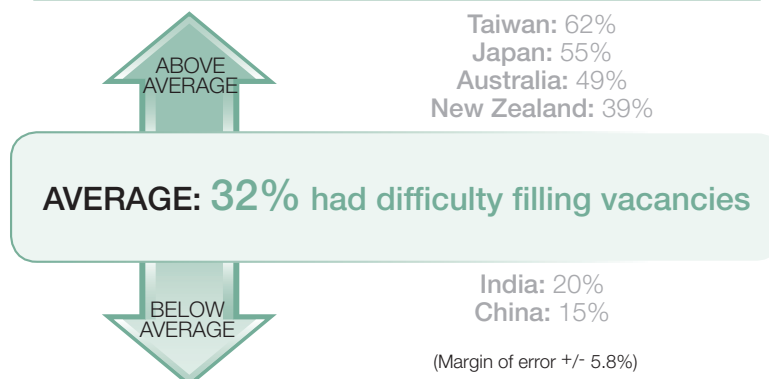
## Asia Pacific Jobs

The top 10 jobs that employers are having difficulty filling across the countries surveyed are (ranked in order):

1. Sales Representatives
2. Skilled Trades
3. Technicians (primarily production/operations, engineering or maintenance)
4. Management/Executives
5. Engineers
6. Accounting & Finance Staff
7. Laborers
8. IT Staff
9. Secretaries, PAs, Administration Assistants & Office Support
10. Production Operators

Employers identified vacancies for sales representatives as the most difficult to fill for the fourth year in succession. Skilled trade vacancies have become increasingly difficult to fill, moving from eighth place in 2006, to fifth place in 2007, to fourth place in 2008, and to second place in this year's survey.

**ASIA PACIFIC: Labor Market Differences**



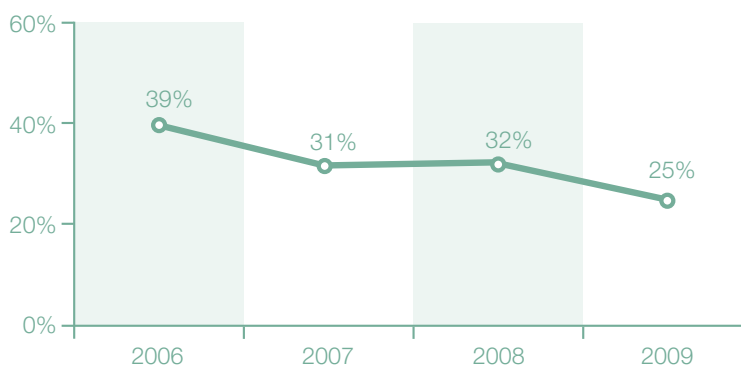


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## Europe/Middle East/Africa (EMEA)

Over 15,000 employers were interviewed in Austria, Belgium, Czech Republic, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Romania, South Africa, Spain, Sweden, Switzerland and the United Kingdom. The survey indicates that 25 percent of the region's employers are having difficulty filling positions due to the lack of suitable talent available in their markets. This is a seven percentage point decline when compared to the 2008 survey and is five percentage points lower than the global average.

**EMEA: Percentage of Employers Having Difficulty Filling Jobs**



European employers having the most difficulty finding the right talent to fill jobs are those in Romania (62%), Poland (48%), Greece (37%) and Switzerland (36%). The talent shortage appears to be least problematic in Ireland (5%), Spain (8%) and the United Kingdom (11%).

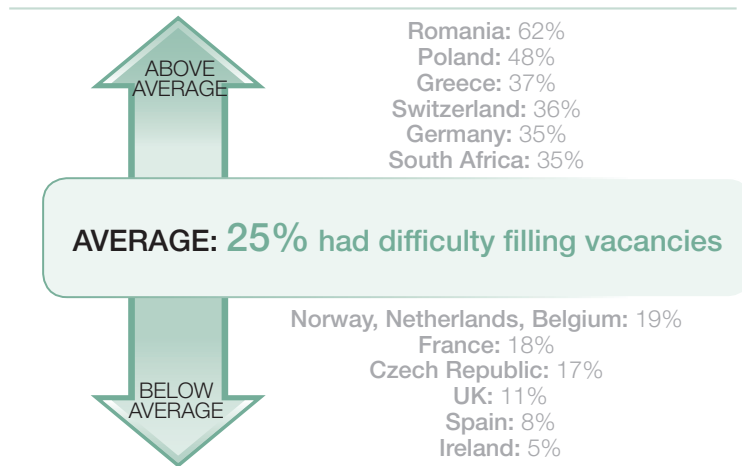
## EMEA Jobs

The top 10 jobs that employers are having difficulty filling across the countries surveyed are (ranked in order):

1. Skilled Trades
2. Sales Representatives
3. Technicians (primarily production/operations, engineering or maintenance)
4. Engineers
5. Drivers
6. Management/Executives
7. Laborers
8. Accounting & Finance Staff
9. IT Staff
10. Mechanics

EMEA employers named Skilled Trades as the most difficult position to fill for the third year in succession. Sales representatives, the second most difficult position to fill in this year's survey, occupied the number six spot in the 2008 poll.

**EMEA: Labor Market Differences**



(Margin of error +/- 3.9%)

## 2009 Results by Country

	DIFFICULTY FILLING POSITIONS				NO DIFFICULTY FILLING POSITIONS			
	2009	2008	2007	2006	2009	2008	2007	2006
	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)
<b>Global</b>	<b>30</b>	<b>31</b>	<b>41</b>	<b>40</b>	<b>70</b>	<b>69</b>	<b>59</b>	<b>60</b>
<b>Americas</b>	<b>36</b>	<b>28</b>	<b>62</b>	<b>70</b>	<b>64</b>	<b>72</b>	<b>38</b>	<b>30</b>
Argentina	40	36	41	*	60	64	59	*
Canada	24	31	36	66	76	69	64	34
Colombia	39	*	*	*	61	*	*	*
Costa Rica	48	34	93	*	52	66	7	*
Guatemala	20	23	*	*	80	77	*	*
Mexico	44	28	82	78	56	72	18	22
Peru	56	28	52	*	44	72	48	*
United States	19	22	41	44	81	78	59	56
<b>Asia Pacific</b>	<b>32</b>	<b>31</b>	<b>33</b>	<b>28</b>	<b>68</b>	<b>69</b>	<b>67</b>	<b>72</b>
Australia	49	52	61	32	51	48	39	68
China	15	15	19	24	85	85	81	76
Hong Kong	37	61	49	31	63	39	51	69
India	20	12	9	13	80	88	91	87
Japan	55	63	61	58	45	37	39	42
New Zealand	39	47	62	25	61	53	38	75
Singapore	37	57	57	47	63	43	43	53
Taiwan	62	51	52	53	38	49	48	47
<b>EMEA</b>	<b>25</b>	<b>32</b>	<b>31</b>	<b>39</b>	<b>75</b>	<b>68</b>	<b>69</b>	<b>61</b>
Austria	28	44	33	31	72	56	67	69
Belgium	19	26	36	42	81	74	64	58
Czech Republic	17	37	*	*	83	63	*	*
France	18	31	40	30	82	69	60	70
Germany	35	34	27	53	65	66	73	47
Greece	37	47	*	*	63	53	*	*
Ireland	5	14	17	32	95	86	83	68
Italy	26	18	23	32	74	82	77	68
Netherlands	19	15	17	30	81	85	83	70
Norway	19	40	35	26	81	60	65	74
Poland	48	49	*	*	52	51	*	*
Romania	62	73	*	*	38	27	*	*
South Africa	35	38	39	*	65	62	61	*
Spain	8	27	33	57	92	73	67	43
Sweden	29	39	32	29	71	61	68	71
Switzerland	36	36	37	48	64	64	63	52
UK	11	12	34	42	89	88	66	58

Note: The margin of error varies from country to country. Please refer to the following country results for detailed information



# 2009 Results by Country

## AMERICAS

### Argentina

1. Technicians
2. Management/Executives
3. Engineers
4. Production Operators
5. Sales Managers
6. Laborers
7. Drivers
8. Machinists/Machine Operators
9. Sales Representatives
10. Accounting & Finance Staff

Total Number of Respondents: 799  
Employers indicating difficulty filling positions: 40%  
Employers indicating no difficulty filling positions: 60%  
Margin of error: +/- 3.5%

### Canada

1. Skilled Trades
2. Sales Representatives
3. Engineers
4. Technicians
5. Secretaries, PAs, Administrative Assistants & Office Support Staff
6. Teachers
7. Drivers
8. Accounting & Finance Staff
9. Laborers
10. Nurses

Total Number of Respondents: 1,909  
Employers indicating difficulty filling positions: 24%  
Employers indicating no difficulty filling positions: 76%  
Margin of error: +/- 2.3%

### Colombia

1. Accounting & Finance Staff
2. Laborers
3. Production Operators
4. Technicians (primarily Production/Operations, Engineering or Maintenance)
5. Management/Executives
6. Engineers
7. Sales Representatives
8. Machinists/Machine Operators
9. Secretaries, PAs, Administrative Assistants & Office Support Staff
10. Insurance Staff (Qualified Brokers, Clerks etc.)

Total Number of Respondents: 808  
Employers indicating difficulty filling positions: 39%  
Employers indicating no difficulty filling positions: 61%  
Margin of error: +/- 3.4%

### Costa Rica

1. Technicians
2. Production Operators
3. Sales Representatives
4. Accounting & Finance Staff
5. Sales Managers
6. Laborers
7. Secretaries, PAs, Administrative Assistants & Office Support Staff
8. Engineers
9. Customer Service Representatives/Support
10. IT Staff

Total Number of Respondents: 620  
Employers indicating difficulty filling positions: 48%  
Employers indicating no difficulty filling positions: 52%  
Margin of error: +/- 3.9%

### Guatemala

1. Sales Managers
2. Accounting & Finance Staff
3. Management/Executives
4. Secretaries, PAs, Administrative Assistants & Office Support Staff
5. Technicians
6. Production Operators
7. Drivers
8. Chefs/Cooks
9. Legal Staff (Solicitors, Lawyers, Legal Secretaries)
10. Customer Service Representatives/Support

Total Number of Respondents: 620  
Employers indicating difficulty filling positions: 20%  
Employers indicating no difficulty filling positions: 80%  
Margin of error: +/- 3.9%

### Mexico

1. Production Operators
2. Laborers
3. Technicians
4. Accounting & Finance Staff
5. Engineers
6. Management/Executives
7. Sales Representatives
8. Sales Managers
9. Secretaries, PAs, Administrative Assistants & Office Support Staff
10. Insurance staff (Qualified Brokers, Clerks etc.)

Total Number of Respondents: 4,820  
Employers indicating difficulty filling positions: 44%  
Employers indicating no difficulty filling positions: 56%  
Margin of error: +/- 1.4%



# 2009 Results by Country

## AMERICAS – Continued

### Peru

1. Accounting & Finance Staff
2. Technicians
3. Sales Representatives
4. Laborers
5. Sales Managers
6. Production Operators
7. Management/Executives
8. Customer Service Representatives/Support
9. Secretaries, PAs, Administrative Assistants & Office Support Staff
10. Engineers

Total Number of Respondents: 701

Employers indicating difficulty filling positions: 56%

Employers indicating no difficulty filling positions: 44%

Margin of error: +/- 3.7%

### United States

1. Engineers
2. Nurses
3. Skilled Trades
4. Teachers
5. Sales Representatives
6. Technicians
7. Drivers
8. IT Staff
9. Laborers
10. Machinists/Machine Operators

Total Number of Respondents: 2,019

Employers indicating difficulty filling positions: 19%

Employers indicating no difficulty filling positions: 81%

Margin of error: +/- 2.2%

# 2009 Results by Country

## ASIA PACIFIC

### Australia

1. Skilled Trades
2. Sales Representatives
3. Engineers
4. Management/Executives
5. Accounting & Finance Staff
6. Technicians
7. Customer Service Representatives/Support
8. Machinists/Machine Operators
9. Production Operators
10. Drivers

Total Number of Respondents: 2,779  
 Employers indicating difficulty filling positions: 49%  
 Employers indicating no difficulty filling positions: 51%  
 Margin of error: +/- 1.9%

### China

1. Technicians
2. Management/Executives
3. Sales Representatives
4. Laborers
5. Production Operators
6. Sales Managers
7. Researchers (R&D)
8. Engineers
9. Accounting & Finance Staff
10. Machinists/Machine Operators

Total Number of Respondents: 4,097  
 Employers indicating difficulty filling positions: 15%  
 Employers indicating no difficulty filling positions: 85%  
 Margin of error: +/- 1.5%

### Hong Kong

1. Sales Representatives
2. Technicians
3. Engineers
4. Management/Executives
5. Accounting & Finance Staff
6. Buying & Procurement Staff
7. Secretaries, PAs, Administrative Assistants & Office Support Staff
8. IT Staff
9. Sales Managers
10. Insurance Staff (Qualified Brokers, Clerks, etc.)

Total Number of Respondents: 420  
 Employers indicating difficulty filling positions: 37%  
 Employers indicating no difficulty filling positions: 63%  
 Margin of error: +/- 4.8%

### India

1. Customer Service Representatives/Support
2. Skilled Trades
3. Laborers
4. Marketing & Public Relations Staff
5. Mechanics
6. IT Staff
7. Production Operators
8. Accounting & Finance Staff
9. Supervisors
10. Insurance Staff (Qualified Brokers, Clerks, etc.)

Total Number of Respondents: 1,555  
 Employers indicating difficulty filling positions: 20%  
 Employers indicating no difficulty filling positions: 80%  
 Margin of error: +/- 2.5%

### Japan

1. Sales Representatives
2. Secretaries, PAs, Administrative Assistants & Office Support Staff
3. Skilled Trades
4. IT Staff
5. Laborers
6. Drivers
7. Nurses
8. Management/Executives
9. Teachers
10. Engineers

Total Number of Respondents: 1,044  
 Employers indicating difficulty filling positions: 55%  
 Employers indicating no difficulty filling positions: 45%  
 Margin of error: +/- 3.0%

### New Zealand

1. Sales Representatives
2. Engineers
3. Technicians
4. Accounting & Finance Staff
5. IT Staff
6. Production Operators
7. Skilled Trades
8. Management/Executives
9. Customer Service Representatives/Support
10. Researchers (R&D)

Total Number of Respondents: 868  
 Employers indicating difficulty filling positions: 39%  
 Employers indicating no difficulty filling positions: 61%  
 Margin of error: +/- 3.3%





# 2009 Results by Country

## ASIA PACIFIC – continued

### Singapore

1. Engineers
2. Sales Representatives
3. Management/Executives
4. Accounting & Finance Staff
5. Technicians
6. Project Managers
7. Sales Managers
8. Teachers
9. Production Operators
10. Secretaries, PAs, Administrative Assistants & Office Support Staff

Total Number of Respondents: 424

Employers indicating difficulty filling positions: 37%

Employers indicating no difficulty filling positions: 63%

Margin of error: +/- 4.8%

### Taiwan

1. Researchers (R&D)
2. Sales Representatives
3. Engineers
4. Management/Executives
5. Accounting & Finance Staff
6. Technicians
7. Sales Managers
8. Marketing & Public Relations Staff
9. Project Managers
10. Production Operators

Total Number of Respondents: 290

Employers indicating difficulty filling positions: 62%

Employers indicating no difficulty filling positions: 38%

Margin of error: +/- 5.8%



# 2009 Results by Country

## EUROPE, MIDDLE EAST & AFRICA (EMEA)

### Austria

1. Skilled Trades
2. Technicians (primarily Production/Operations, Engineering or Maintenance)
3. Mechanics
4. Sales Representatives
5. Drivers
6. IT Staff (primarily Programmers/Developers)
7. Secretaries, PAs, Administrative Assistants & Office Support Staff
8. Accounting & Finance Staff
9. Engineers
10. Designers

Total Number of Respondents: 757

Employers indicating difficulty filling positions: 28%

Employers indicating no difficulty filling positions: 72%

Margin of error: +/- 3.6%

### Belgium

1. Technicians (primarily Production/Operations, Engineering or Maintenance)
2. Skilled Trades
3. Laborers
4. Sales Representatives
5. Doctors & Other Non-Nursing Health Professionals
6. Drivers
7. Mechanics
8. Restaurant & Hotel Staff
9. IT Staff (primarily Programmers/Developers)
10. Chefs/Cooks

Total Number of Respondents: 756

Employers indicating difficulty filling positions: 19%

Employers indicating no difficulty filling positions: 81%

Margin of error: +/- 3.6%

### Czech Republic

1. Skilled Trades
2. Technicians (primarily Production/Operations, Engineering or Maintenance)
3. Sales Representatives
4. Chefs/Cooks
5. Drivers
6. Machinists/Machine Operators
7. Doctors & other Non-Nursing Health Professionals
8. IT Staff (primarily Programmers/Developers)
9. Project Managers
10. Management/Executives

Total Number of Respondents: 751

Employers indicating difficulty filling positions: 17%

Employers indicating no difficulty filling positions: 83%

Margin of error: +/- 3.6%

### France

1. Skilled Trades
2. Drivers
3. Chefs/Cooks
4. Mechanics
5. Restaurant & Hotel Staff
6. Laborers
7. Sales Representatives
8. Machinists/Machine Operators
9. Management/Executives
10. Technicians (primarily Production/Operations, Engineering or Maintenance)

Total Number of Respondents: 1,001

Employers indicating difficulty filling positions: 18%

Employers indicating no difficulty filling positions: 82%

Margin of error: +/- 3.1%

### Germany

1. Skilled Trades
2. Engineers
3. Technicians (primarily Production/Operations, Engineering or Maintenance)
4. Sales Representatives
5. IT Staff (primarily Programmers/Developers)
6. Restaurant & Hotel Staff
7. Customer Service Representatives/Support
8. Drivers
9. Secretaries, PAs, Administrative Assistants & Office Support Staff
10. Teachers

Total Number of Respondents: 1,001

Employers indicating difficulty filling positions: 35%

Employers indicating no difficulty filling positions: 65%

Margin of error: +/- 3.1%

### Greece

1. Sales Representatives
2. Technicians (primarily Production/Operations, Engineering or maintenance)
3. Secretaries, PAs, Administrative Assistants & Office Support Staff
4. Accounting & Finance Staff
5. IT Staff (primarily Programmers/Developers)
6. Laborers
7. Mechanics
8. Restaurant & Hotel Staff
9. Sales Managers
10. Skilled Trades

Total Number of Respondents: 750

Employers indicating difficulty filling positions: 37%

Employers indicating no difficulty filling positions: 63%

Margin of error: +/- 3.6%



# 2009 Results by Country

## EUROPE, MIDDLE EAST & AFRICA (EMEA)

### Ireland

1. Skilled Trades
2. Nurses
3. Secretaries, PAs, Administrative Assistants & Office Support Staff
4. Supervisors
5. Insurance Staff (Qualified Brokers, Clerks etc.)
6. Laborers
7. Technicians (primarily Production/Operations, Engineering or Maintenance)
8. Sales Representatives
9. Doctors & other Non-Nursing Health Professionals
10. Production Operators

Total Number of Respondents: 633

Employers indicating difficulty filling positions: 5%

Employers indicating no difficulty filling positions: 95%

Margin of error: +/- 3.9%

### Italy

1. Skilled Trades
2. Secretaries, PAs, Administrative Assistants & Office Support Staff
3. Accounting & Finance Staff
4. IT Staff (primarily Programmers/Developers)
5. Drivers
6. Sales Managers
7. Restaurant & Hotel Staff
8. Mechanics
9. Production Operators
10. Sales Representatives

Total Number of Respondents: 1,001

Employers indicating difficulty filling positions: 26%

Employers indicating no difficulty filling positions: 74%

Margin of error: +/- 3.1

### Netherlands

1. Technicians (primarily Production/Operations, Engineering or Maintenance)
2. Skilled Trades
3. Laborers
4. Buying & Procurement Staff
5. Sales Representatives
6. Drivers
7. Cleaners & Domestic Staff
8. Designers
9. Customer Service Representatives/Support
10. Chefs/Cooks

Total Number of Respondents: 750

Employers indicating difficulty filling positions: 19%

Employers indicating no difficulty filling positions: 81%

Margin of error: +/- 3.6%

### Norway

1. Laborers
2. Engineers
3. Technicians (primarily Production/Operations, Engineering or Maintenance)
4. Sales Representatives
5. Management/Executives
6. Chefs/Cooks
7. Skilled Trades
8. Restaurant & Hotel Staff
9. Teachers
10. Secretaries, PAs, Administrative Assistants & Office Support Staff

Total Number of Respondents: 750

Employers indicating difficulty filling positions: 19%

Employers indicating no difficulty filling positions: 81%

Margin of error: +/- 3.6%

### Poland

1. Skilled Trades
2. Project Manager
3. Sales Representatives
4. Engineers
5. Drivers
6. Laborers
7. Secretaries, PAs, Administrative Assistants & Office Support Staff
8. Chefs/Cooks
9. Production Operators
10. Customer Service Representatives/Support

Total Number of Respondents: 750

Employers indicating difficulty filling positions: 48%

Employers indicating no difficulty filling positions: 52%

Margin of error: +/- 3.6%

### Romania

1. Skilled Trades
2. Engineers
3. Sales Representatives
4. Management/Executives
5. Accounting & Finance Staff
6. Restaurant & Hotel Staff
7. Chefs/Cooks
8. Drivers
9. IT Staff (primarily Programmers/Developers)
10. Laborers

Total Number of Respondents: 752

Employers indicating difficulty filling positions: 62%

Employers indicating no difficulty filling positions: 38%

Margin of error: +/- 3.6%



# 2009 Results by Country

## EUROPE, MIDDLE EAST & AFRICA (EMEA)

### South Africa

1. Engineers
2. Skilled Trades
3. Accounting & Finance Staff
4. Technicians (primarily Production/Operations, Engineering or Maintenance)
5. Management/Executives
6. Sales Representatives
7. Restaurant & Hotel Staff
8. Teachers
9. Secretaries, PAs, Administrative Assistants & Office Support Staff
10. Drivers

Total Number of Respondents: 750

Employers indicating difficulty filling positions: 35%

Employers indicating no difficulty filling positions: 65%

Margin of error: +/- 3.6%

### Spain

1. Mechanics
2. Skilled Trades
3. Restaurant & Hotel Staff
4. Sales Managers
5. Technicians (primarily Production/Operations, Engineering or Maintenance)
6. Drivers
7. Machinists/Machine Operators
8. Accounting & Finance Staff
9. Laborers
10. Project Managers

Total Number of Respondents: 1,003

Employers indicating difficulty filling positions: 8%

Employers indicating no difficulty filling positions: 92%

Margin of error: +/- 3.1%

### Sweden

1. Technicians (primarily Production/Operations, Engineering or Maintenance)
2. Sales Representatives
3. Skilled Trades
4. Doctors & other Non-Nursing Health Professionals
5. Drivers
6. Engineers
7. Management/Executives
8. Mechanics
9. Supervisors
10. Accounting & Finance Staff

Total Number of Respondents: 752

Employers indicating difficulty filling positions: 29%

Employers indicating no difficulty filling positions: 71%

Margin of error: +/- 3.6%

### Switzerland

1. Management/Executives
2. Skilled Trades
3. Engineers
4. IT Staff (primarily Programmers/Developers)
5. Technicians (primarily Production/Operations, Engineering or Maintenance)
6. Mechanics
7. Designers
8. Laborers
9. Sales Representatives
10. Restaurant & Hotel Staff

Total Number of Respondents: 757

Employers indicating difficulty filling positions: 36%

Employers indicating no difficulty filling positions: 64%

Margin of error: +/- 3.6%

### United Kingdom

1. Engineers
2. Skilled Trades
3. Sales Representatives
4. Management/Executives
5. Accounting & Finance Staff
6. Chefs/Cooks
7. Restaurant & Hotel Staff
8. Machinists/Machine Operators
9. Technicians (primarily Production/Operations, Engineering or Maintenance)
10. Receptionists

Total Number of Respondents: 2,238

Employers indicating difficulty filling positions: 11%

Employers indicating no difficulty filling positions: 89%

Margin of error: +/- 2.1%

## About Manpower

Manpower Inc. is a world leader in the employment services industry; creating and delivering services that enable its clients to win in the changing world of work. The \$22 billion company offers employers a range of services for the entire employment and business cycle including permanent, temporary and contract recruitment; employee assessment and selection; training; outplacement; outsourcing and consulting. Manpower's worldwide network of 4,200 offices in 82 countries and territories enables the company to meet the needs of its 400,000 clients per year, including small and medium size enterprises in all industry sectors, as well as the world's largest multinational corporations. The focus of Manpower's work is on raising productivity through improved quality, efficiency and cost-reduction across their total workforce, enabling clients to concentrate on their core business activities. Manpower Inc. operates under five brands: Manpower, Manpower Professional, Elan, Jefferson Wells and Right Management. More information on Manpower Inc. is available at [www.manpower.com](http://www.manpower.com).

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