

2021-2022

Aflac WorkForces Report

Accommodation and food service insights

DID YOU KNOW?

Well over half (57%) of accommodation and food service employees say the COVID-19 pandemic had a negative financial impact on them and their families over the past year – **almost double the national average of 32%** and much higher than any other industry. This further illustrates the importance of employers in this sector offering health insurance benefits that help to offset pandemic-related expenses.

HEALTH, WELLNESS + THE POWER OF BENEFITS



35% of employees state their personal mental health negatively affected their job performances last year. **All industries: 34%.**



27% of employees say taking paid time off is viewed as positive at their company. **All industries: 50%.**

21% say taking a leave of absence is viewed in a positive light. **All industries: 39%.**



75% of employees say they couldn't pay \$1,000 or more in out-of-pocket costs. **All industries: 46%.**

76% of employers believe their employees can financially meet their health care obligations. **All industries: 81%.**



56% of accommodation and food service employees have high anxiety about health care costs beyond what their insurance covers. **All industries: 51%.**

THE STATE OF WORKPLACE BENEFITS



30% of accommodation and food service employees purchased at least one new benefit as a result of the pandemic, with life, critical illness and mental health resources topping the list. **All industries: 44%.**



22% of employees are highly interested in purchasing supplemental insurance to help cover the financial costs related to COVID-19 and other pandemics.
All industries: 45%.



76% of employers are highly satisfied with their organization's COVID-19 response.
All industries: 84%.

55% of employees in this field are highly satisfied with their employer's response.
All industries: 67%.



46% of employers experienced an increase in benefits costs in the past year.
All industries: 60%.

BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



70% of employers in the accommodation and food service sector think employees understand costs well. **All industries: 72%.**

39% of employees say they do. **All industries: 59%.**



55% of the workforce say they prefer working with a benefits advisor in person.
All industries: 53%.

15% prefer a video meeting.
All industries: 31%.

21% prefer online chat.
All industries: 30%.



57% of employees say medical bill negotiation is stressful, followed by trying to understand what insurance or benefits they need. **All industries: 58%.**



87% of employers say their benefits providers demonstrated care for their workforces during the pandemic. **All industries: 84%.**

52% of employees agree their benefits company cares for them. **All industries: 65%.**



The 2021-2022 Aflac WorkForces Report is the 11th annual Aflac study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey was conducted online June 28-July 14, 2021, and the employee survey was conducted online June 28-July 16, 2021. The surveys captured responses from 1,200 employers and 2,000 employees across the United States in various industries. For more information visit aflac.com/awr.
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