

# Employment Guidebook



## Careers in **Hospitality**

**INSIDE:** The hospitality industry is one of the top high-growth industries in the United States. According to the U.S. Department of Labor, Bureau of Labor Statistics (BLS), the accommodation and food services industries can expect to see job growth of 18% by 2012.

*This means more than 1.9 million new job openings are expected.*

<b>The Hospitality Industry: An Overview</b>	3
<b>The Restaurant and Food Services Industry</b>	3
<b>The Hotel and Lodging Industry</b>	4
<hr/>	
<b>Training and Education Requirements for the Hospitality Industry</b>	4
<hr/>	
<b>Did You Know?</b>	5
<hr/>	
<b>Salary for the Top Ten Hospitality Occupations in the District of Columbia</b>	5
<hr/>	
<b>Job Forecasts for the District of Columbia</b>	6 & 7



Whether you are dining at a trendy restaurant or at your neighborhood café, buying your favorite drink at the nearby coffee shop or at the local bar, staying at a 5-star hotel, a cozy bed and breakfast, or at the local motel, you contribute daily to the growth and success of the hospitality industry. The National Restaurant Association reports that on a typical day in the United States, 130 million individuals will be food service patrons. With a reported 47,598 properties of 15 or more rooms--the hotel and lodging industry had a revenue growth of \$113.7 billion in sales in 2004, up from \$105.3 billion in 2003, according to the American Hotel & Lodging Association.

The hospitality industry, which consists of the restaurant and food services industry and the hotel and lodging industry, makes up more than 8.1 percent of all employment, according to the U.S. Department of Labor, Bureau of Labor Statistics (BLS). It is one of the top high-growth industries in the United States, employing an estimated 12.5 million people. This makes it the nation's largest employer outside of the government.

### The Restaurant and Food Services Industry

Often described as an engine for economic growth, restaurants generate tremendous sales and tax revenues for their home cities. Nationwide, the sales revenue of this industry is approximately \$511 billion (more than a 1.4 billion a day) and there are approximately 12.5 million employees; making the restaurant and food service industry the largest employer besides government. In 2006, the industry's 925,000 locations, according to the National Restaurant Association, will serve more than 70 billion meals and snacks.

In the District of Columbia, the restaurant and food services sector represents 6.5% of the District's total employed population. That is approximately 45,000 workers, with a projection of 49,000 workers in 2016 - an 8.9% expected job growth. With more than 2,204 facilities in the District, the local industry has sales reaching \$2.0 billion in 2006, alone.

*Source: National Restaurant Association 2006 Industry Overview (www.restaurant.org)*



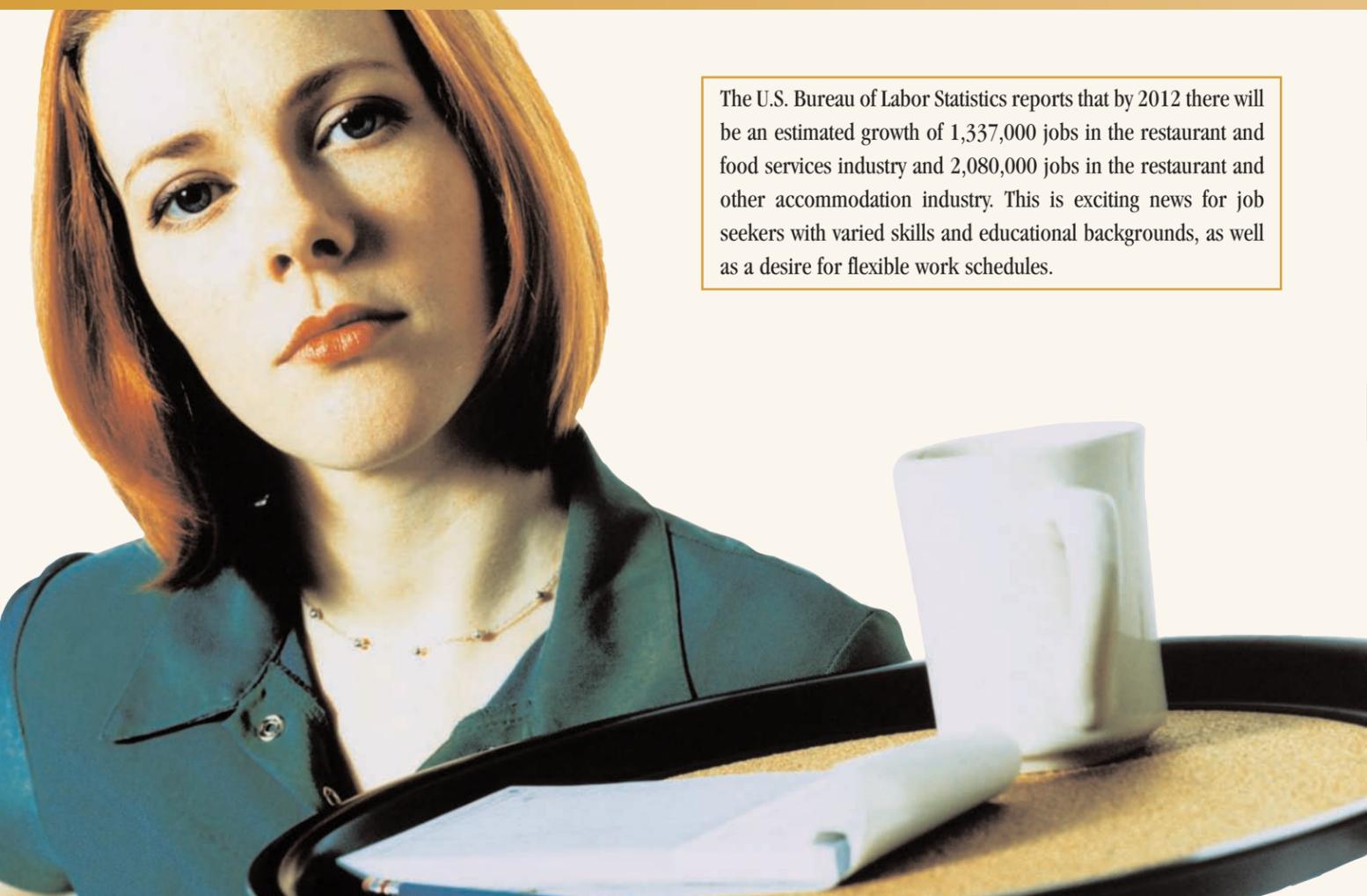
### Is the Food Services Industry for You?

The successful worker in the restaurant and food services industry must be, at the very least, sociable, creative, and energetic. The industry appeals to and attracts workers seeking flexible work hours and job opportunities requiring little to no prior formal experience or educational background. For first-time job seekers, senior citizens, students, and others seeking part-time or alternative work schedules, the hospitality industry offers plenty of opportunities.

According to the National Restaurant Association, 55% of restaurant workers are women, 67% are single, 78% live in households with two or more wage earners, and 54% are under the age of 30.

### Working Conditions in the Food Services Industry

Working in this industry requires being on your feet and moving constantly. Whether you are in the kitchen preparing food or waiting on tables, you are constantly moving, lifting heavy trays of food or pots, kettles, dishes, or glassware, etc. Kitchen workers are also required to work near hot ovens and grills. Work hazards include slips, falls, cuts, and burns. Injuries, however, are rarely serious or life threatening.



The U.S. Bureau of Labor Statistics reports that by 2012 there will be an estimated growth of 1,337,000 jobs in the restaurant and food services industry and 2,080,000 jobs in the restaurant and other accommodation industry. This is exciting news for job seekers with varied skills and educational backgrounds, as well as a desire for flexible work schedules.

In December 2005, the Wall Street Journal reported that the lodging industry earned an estimated \$20.8 billion in profit before taxes in 2005 and is expecting an increase in profit of 21% in 2006. This level of success is not surprising. The hotel and lodging industry's success thrives on the successes of other businesses within the hospitality industry. Travel and tourism, for example, currently the third largest retail industry in the United States, is key to the success of the hotel and lodging industry. According to the American Hotel & Lodging Association, the hotel and lodging industry pays \$163.3 billion in travel-related wages and salaries and employs 1.8 million hotel property workers. One of every eight Americans is employed either directly or indirectly because of people traveling to and within the United States.

In Washington, DC, there has been a steady growth in the hotel and accommodation industry. According to the Hotel Association of Washington, DC, the opening of the Washington Convention Center in 1983 started a resurgence of new hotel openings from 1980 to 1990 and expanded the number of rooms from 13,000 to 24,000. Renovations of existing hotels and new hotel development from 1991-2000 added an additional 2,800 rooms. Today, there are approximately 110 hotels and other accommodations in the District hiring more than 26,000 workers.



**Is the Hotel and Lodging Industry for You?**

Courteous, efficient, and flexible are just a few adjectives to describe the successful worker in this industry. Managers to service staff must exhibit exceptional customer service skills, maintaining a pleasant demeanor despite the demands of the job and stress. The hotel and lodging industry employs roughly 1.8 billion workers in the United States, 500,000 of which work in full-service hotels. A large percentage of women, people of color, immigrants, and single parents characterize this industry's employment.

**Working Conditions in the Hotel and Lodging Industry**

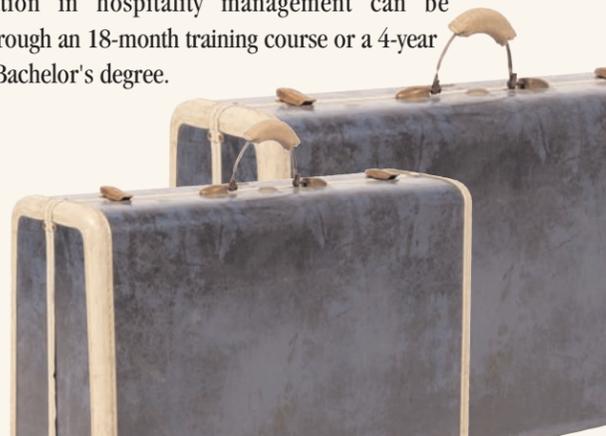
One important fact to keep in mind about this industry is that hotels are open around the clock. Consequently, workers enjoy varying work shifts and schedules, working either during the day, the night, part time, or fulltime. Late shift workers generally receive additional compensation. Hotel managers and supervisors usually work regularly assigned schedules, longer hours particularly during busy seasons, and may be called in to work unexpectedly.

**Training and Education Requirements**

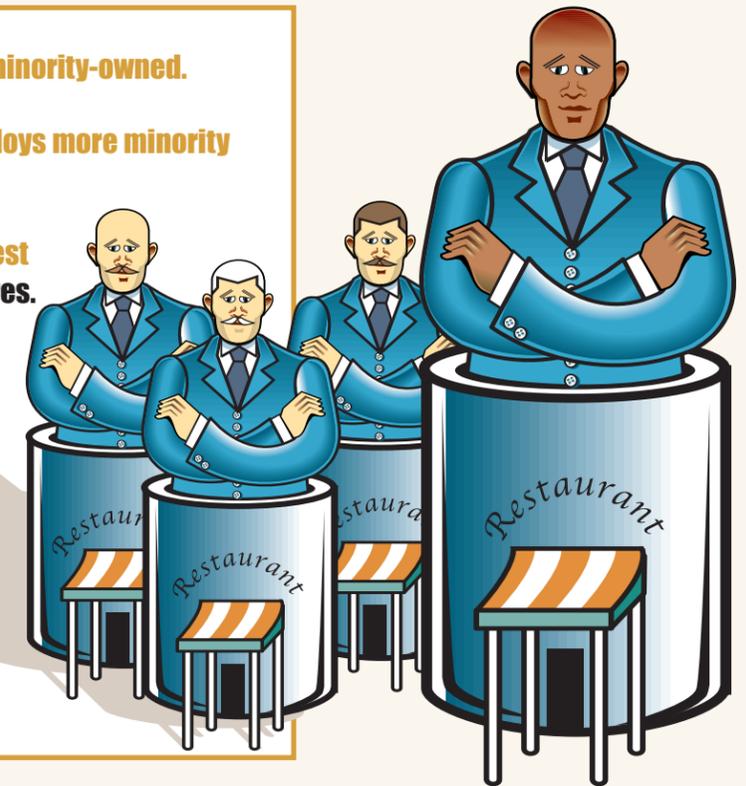
Most entry-level jobs in the hotel and lodging industry require little or no formal training. In most cases, experience is acquired through on-the-job training, done under the supervision of an experienced manager.

Training for food service managers is available through industry-sponsored seminars; short-term, subject-specific certificate programs; or Associate's and Bachelor's degrees in management.

A certification in hospitality management can be obtained through an 18-month training course or a 4-year specialized Bachelor's degree.



- One in four restaurants in the United States is minority-owned.
- The restaurant and food services industry employs more minority managers than any other industry.
- The hotel and lodging industry is the third largest retail industry behind automotive and food stores.
- Full-service hotels are the largest subset of the lodging industry and generate more than \$80 billion in annual revenues.
- To be successful in the hospitality industry, personality traits and an excellent customer-service orientation maybe more important than formal schooling.



**Salary for Top Ten Hospitality Occupations in the District of Columbia**

**Maids and Housekeeping Cleaners**

perform any combination of light cleaning duties such as making beds, replenishing linens, cleaning rooms and halls, and vacuuming.  
**Mean Annual Wage:** \$25,660

**Waiters and Waitresses**

take orders and serve food and beverages to patrons in dining establishments.  
**Mean Annual Wage:** \$17,630

**Cooks (Restaurant)**

prepare food to be served to patrons as well as plan and price menu items, and order supplies, at times.  
**Mean Annual Wage:** \$24,200

**First-line Supervisors/Managers of Food Preparation and Serving Workers**

supervise workers engaged in preparing and serving food.  
**Mean Annual Wage:** \$34,780

**Hotel, Motel, and Resort Desk Clerks**

register and assign rooms to guests, issue room keys, transmit and receive messages, keep records of occupied rooms and guests' accounts, make and confirm reservations, and handle billing accounts of departing guests.  
**Mean Annual Wage:** \$24,060

**Dishwashers**

clean dishes, kitchen, food preparation equipment, or utensils.  
**Mean Annual Wage:** \$19,410

**Host and Hostesses**

welcome patrons, seat them at tables and help to ensure quality of facilities and service.  
**Mean Annual Wage:** \$22,050

**Food Preparation Workers**

perform a variety of food preparation duties other than cooking, such as preparing cold foods and shellfish, slicing meat, and brewing coffee or tea.  
**Mean Annual Wage:** \$20,560

**Baggage Porters and Bellhops**

handle baggage for travelers at transportation terminals or for guests at hotels or similar establishments.  
**Mean Annual Wage:** \$43,240

**General and Operations Managers**

oversee assistant managers responsible for specific operations to ensure that facilities are running smoothly.  
**Mean Annual Wage:** \$106,650

## Top 10 Washington, D.C. Occupations in Hotel Accommodation

Occupation	Skills / Training Needed	Mean Annual Wage
Maids and Housekeeping Cleaners	High school or less; on-the job training	\$25,660
Waiters and Waitresses	High school or less; on-the-job training	\$17,630
Cooks, Restaurant	High school; specialty school; on-the-job training	\$24,200
Dishwashers	High school or less; on-the-job training	\$19,410
Food Servers, Non-restaurant	High school or less; on-the-job training	\$23,380
Dining Room and Cafeteria Attendants and Bartender Helpers	High school or less; on-the-job training	\$20,070
First-line Supervisors/Managers of Food Preparation and Servers	Some college; on-the-job training	\$34,780
Bartenders	Specialty school; on-the-job training	\$22,700
Laundry and Dry-Cleaning Workers	High school or less; on-the-job training	\$20,070
Combined Food Preparation and Serving Workers	High school or less; on-the-job training	\$19,360

*May 2005, Occupational Employment and Wage Estimates, U.S. Bureau of Labor Statistics*

## Top 10 Washington, D.C. Occupations in Food Services and Drinking Places

Occupation	Skills / Training Needed	Mean Annual Wage
Food Preparation Workers	High school diploma; on-the-job training	\$20,560
Bartenders	Specialty (trade) school; on-the-job training	\$22,700
First-Line Supervisors/Managers of Food Preparation	Some college; on the job training	\$34,780
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shops	High school diploma; on-the-job training	\$22,050
Food Service Managers	College degree; on-the-job training	\$49,750
Cashiers	High school diploma; on-the-job training	\$21,120
General and Operations Managers	College degree	\$106,650
Bakers	High school diploma; on-the-job training	\$25,120
Chefs and Head Cooks	Specialty (trade) school/Apprenticeship; on-the-job training	\$46,510
Combined Food Preparation and Serving Workers, Including Fast Food	On-the-job training	\$19,360

*May 2005, Occupational Employment and Wage Estimates, U.S. Bureau of Labor Statistics*





 **Government of the District of Columbia**  
Anthony A. Williams, Mayor

 **Department of Employment Services**  
Gregory Irish, Director

**Daryl G. Hardy, Assistant Director**  
**Susan Gilbert, Associate Director/Business Services**  
**Workforce Development Bureau**  
609 H Street, N.E.  
Washington, D.C. 20002

*Produced by the Office of Public Affairs*

Note: The statistics in this publication may change with receipt of additional information.

#### Notice of Non-Discrimination

In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code Section 2-1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

The Department of Employment Services is an Equal Opportunity Employer/Provider. Auxiliary aids and services are available upon request to persons with disabilities.