



---

## Career Guide to Industries, 2010-11 Edition

# Hotels and Other Accommodations

- [Nature of the Industry](#)
- [Working Conditions](#)
- [Employment](#)
- [Occupations in the Industry](#)
- [Training and Advancement](#)
- [Outlook](#)
- [Earnings](#)
- [Sources of Additional Information](#)

---

## Significant Points

- Service occupations account for almost two-thirds of the industry's employment—by far the largest occupational group.
- Hotels employ many young workers and first-time job holders in part-time and seasonal jobs.
- Job opportunities should be good as low entry requirements for many jobs lead to high turnover and replacement needs.

---

## Nature of the Industry

People travel for a variety of reasons, including for vacations, business, and visits to friends and relatives. For many of these travelers, hotels and other accommodations will be where they stay while out of town. For others, hotels may be more than just a place to stay; they are destinations in themselves. Resort hotels and casino hotels, for example, offer a variety of activities to keep travelers and families occupied for much of their stay.

Goods and services. Hotels and other accommodations are as different as the many family and business travelers they accommodate. The industry includes all types of lodging, from luxurious five-star hotels to youth hostels and RV (recreational vehicle) parks. While many provide simply a place to spend the night, others cater to longer stays by providing food service, recreational activities, and meeting rooms. In 2008, 64,300 establishments provided accommodations to suit many different needs and budgets.

Hotels and motels comprise the majority of establishments in this industry and are generally classified as offering either full-service or limited service. Full-service properties offer a variety of services for their guests, but they almost always include at least one or more restaurant and beverage service options other than self-service—from coffee bars and lunch counters to cocktail lounges and formal restaurants. They also usually provide room service. Larger full-service properties usually have a variety of retail shops on the premises, such as gift boutiques, newsstands, and drug and cosmetics counters, some of which may be geared to an exclusive clientele. Additionally, a number of full-service hotels offer guests access to laundry and valet services, swimming pools, beauty salons, and fitness centers or health spas. A small—but growing—number of luxury hotel chains also manage condominium units in combination with their transient rooms, providing both hotel guests and condominium owners with access to the same services and amenities.

The largest hotels often have banquet rooms, exhibit halls, and spacious ballrooms to accommodate conventions, business meetings, wedding receptions, and other social gatherings. Conventions and business meetings are major sources of revenue for these properties. Some commercial hotels are known as conference hotels—fully self-contained entities specifically designed for large-scale meetings. They provide physical fitness and recreational facilities for meeting attendees, in addition to state-of-the-art audiovisual and technical equipment, a business center, and banquet services.

Limited-service hotels are free-standing properties that do not have on-site restaurants or most other amenities that must be provided by a staff other than the front desk or housekeeping. They usually offer continental breakfasts, vending machines or small packaged items, Internet access, and sometimes unattended game rooms or swimming pools in addition to daily housekeeping services. The numbers of limited-service properties have been growing. These properties are not as costly to build and maintain. They appeal to budget-conscious family vacationers and travelers who are willing to sacrifice amenities for lower room prices.

Hotels can also be categorized based on a distinguishing feature or service provided by the hotel. *Conference hotels* provide meeting and banquet rooms, and usually food service, to large groups of people. *Resort hotels* offer luxurious surroundings with a variety of recreational facilities, such as swimming pools, golf courses, tennis courts, game rooms, and health spas, as well as planned social activities and entertainment. Resorts typically are located in vacation destinations or near natural settings, such as mountains, seashores, theme parks, or other attractions. As a result, the business of many resorts fluctuates with the season. Some resort hotels and motels provide additional convention and conference facilities to encourage customers to combine business with pleasure. During the off season, many of these establishments solicit conventions, sales meetings, and incentive tours to fill their otherwise empty rooms; some resorts even close for the off-season.

*Extended-stay hotels* typically provide rooms or suites with fully equipped kitchens, entertainment systems, office space with computer and telephone lines, fitness centers, and other amenities. Typically, guests use these hotels for a minimum of 5 consecutive nights, often while on an extended work assignment or lengthy vacation or family visit. *All-suite hotels* offer a living room or sitting room in addition to a bedroom.

*Casino hotels* combine both lodging and legalized gaming on the same premises. Along with the typical services provided by most full-service hotels, casino hotels also contain casinos where patrons can wager at table games, play slot machines, and make other bets. Some casino hotels also contain conference and convention facilities.

In addition to hotels, *bed-and-breakfast inns*, *RV parks*, *campgrounds*, and *rooming and boarding houses* provide lodging for overnight guests and are included in this industry. *Bed-and-breakfast inns* provide short-term lodging in private homes or small buildings converted for this purpose and are characterized by highly personalized service and inclusion of breakfast in the room rate. Their appeal is quaintness; they typically provide unusual service and unique decor.

*RV parks and campgrounds* cater to people who enjoy recreational camping at moderate prices. Some parks and campgrounds provide service stations, general stores, shower and toilet facilities, and coin-operated laundries. While some are designed for overnight travelers only, others are for vacationers who stay longer. Some camps provide accommodations, such as cabins and fixed campsites, and other amenities, such as food services, recreational facilities and equipment, and organized recreational activities. Examples of these overnight camps include children's camps, family vacation camps, hunting and fishing camps, and outdoor adventure retreats that offer trail riding, white-water rafting, hiking, fishing, game hunting, and similar activities.

Other short-term lodging facilities in this industry include *guesthouses*, or small cottages located on the same property as a main residence, and *youth hostels*—dormitory-style hotels with few frills, occupied mainly by students traveling on limited budgets. Also included are *rooming and boarding houses*, such as fraternity houses, sorority houses, off-campus dormitories, and workers' camps. These establishments provide temporary or longer term accommodations that may serve as a principal residence for the period of occupancy. These establishments also may provide services such as housekeeping, meals, and laundry services.

Industry organization. In recent years, the hotel industry has been dominated by a few large national hotel chains. To the traveler, familiar chain establishments represent dependability and quality at predictable rates. Many chains recognize the importance of brand loyalty to guests and have expanded the range of lodging options offered under one corporate name to include a full range of hotels from limited-service, economy-type hotels to luxury inns. While these national corporations own some of the hotels, many properties are independently owned but affiliated with a chain through a franchise agreement or management contract. Increasingly, hotel chains are moving away from owning properties to managing them. As part of a chain, individual hotels can participate in the company's national reservations service or incentive program, thereby appearing to belong to a larger enterprise.

For those who prefer more personalized service and a unique experience, *boutique hotels* are becoming more popular. These smaller hotels are generally found in urban locations and provide patrons good service and more distinctive decor and food selection.

Although there are nationwide RV parks and campgrounds, most small lodging establishments are individually owned and operated by a single owner, who may employ a small staff to help operate the business.

Recent developments. The lodging industry is moving towards more limited-service properties mostly in suburban, residential, or commercial neighborhoods, often locating hotels near popular restaurants. Many full-service properties are limiting or quitting the food service business altogether, choosing to contract out their food service operations to third party restaurateurs, including long-term arrangements with chain restaurant operators. Urban business and entertainment districts are providing a greater mix of lodging options to appeal to a wider range of travelers.

Increased competition among establishments in this industry has spurred many independently owned and operated hotels and other lodging places to join national or international reservation systems. This allows travelers to make multiple reservations for lodging, airlines, and car rentals with one telephone call or Internet search. Nearly all hotel chains and many independent lodging facilities operate online reservation systems through the Internet or maintain Web sites that allow individuals to book rooms. Online marketing of properties is so popular with guests that many hotels promote themselves with elaborate Web sites and allow people to investigate availability and rates.

## **Working Conditions**

---

**Hours.** Because hotels are open around the clock, employees frequently work varying shifts or variable schedules. Employees who work the late shift generally receive additional compensation. Many employees enjoy the opportunity to work part-time, nights or evenings, or other schedules that fit their availability for work and the hotel's needs. Hotel managers and many department supervisors may work regularly assigned schedules, but they also routinely work longer hours than scheduled, especially during peak travel times or when multiple events are scheduled. Also, they may be called in to work on short notice in the event of an emergency or to cover a position. Those who are self-employed, often owner-operators of small inns, camp sites, or RV parks, tend to work long hours and often live at the establishment or nearby.

**Office and administrative support workers** generally work scheduled hours in an office setting, meeting with guests, clients, and hotel staff. Their work can become hectic—processing orders and invoices, dealing with demanding guests, or servicing requests that require a quick turnaround. Job hazards typically are limited to muscle and eye strain common to working with computers and office equipment.

**Computer specialists, information technology technicians, and audiovisual technicians** who are employed mostly by larger convention hotels typically maintain standard hours servicing the property's Web sites and computer and communications networks. However, they often work long hours setting up and testing equipment for events that require their services.

**Work environment.** Work in hotels and other accommodations can be demanding and hectic. Hotel staffs provide a variety of services to guests and must do so efficiently, courteously, and accurately. They must maintain a pleasant demeanor even during times of stress or when dealing with an impatient or irate guest. Alternately, work at slower times, such as the off-season or overnight periods, can seem slow and tiresome. Still, hotel workers must be ready to provide guests and visitors with gracious customer service at any hour.

**Food preparation and food service workers** in hotels must withstand the strain of working during busy periods and being on their feet for many hours. Kitchen workers lift heavy pots and kettles and work near hot ovens and grills. Job hazards include slips and falls, cuts, and burns, but injuries are seldom serious. Food service workers often carry heavy trays of food, dishes, and glassware. Many of these workers work part time, including evenings, weekends, and holidays.

## **Employment**

---

Hotels and other accommodations provided 1.9 million wage and salary jobs in 2008. Employment is concentrated in cities and resort areas. Compared with establishments in other industries, hotels and other accommodations tend to be small. About 74 percent employed fewer than 20 workers and 54

percent employed fewer than 10. As a result, lodging establishments offer opportunities for those who are interested in owning or running their own business. Although establishments tend to be small, the majority of jobs are in larger hotels—those with more than 100 employees.

Hotels and other lodging places often provide first jobs to many new entrants to the labor force. In 2008, about 19 percent of the workers were younger than age 25, compared with about 13 percent across all industries.

## Occupations in the Industry

---

The vast majority of workers in this industry—83 percent in 2008—were employed in service and office and administrative support occupations (table 1). Workers in these occupations usually learn their skills on the job. Postsecondary education is not required for most entry-level positions; however, college training may be helpful for advancement in some of the occupations. For those in administrative support—mainly hotel desk clerks—and service occupations, positive personality traits and a customer-service orientation may be more important than formal schooling. The most important traits for success in the hotels and other accommodations industry are good communication skills; the ability to get along with people in stressful situations; a neat, clean appearance; and a pleasant manner.

**Service occupations.** Service workers are by far the largest occupational group in the industry, accounting for 65 percent of the industry's employment. Most service jobs are in housekeeping occupations, including *maids and housekeeping cleaners* and *janitors and cleaners*, and in food preparation and serving jobs, including *waiters and waitresses*, *bartenders*, *fast food and counter workers*, and various other kitchen and dining room workers. The industry also employs many *baggage porters and bellhops*, *gaming services workers*, and *grounds maintenance workers*.

Workers in cleaning and housekeeping occupations ensure that the lodging facility is clean and in good condition for the comfort and safety of guests. *Maids and housekeeping cleaners* clean lobbies, halls, guestrooms, and bathrooms. They make sure that guests not only have clean rooms, but have all the necessary furnishings and supplies. They change sheets and towels, vacuum carpets, dust furniture, empty wastebaskets, and mop bathroom floors. In larger hotels, the housekeeping staff may include assistant housekeepers, floor supervisors, housekeepers, and executive housekeepers. *Janitors* help with the cleaning of the public areas of the facility, empty trash, and perform minor maintenance work.

Workers in the various *food preparation and serving* occupations deal with customers in the dining room or at a service counter. *Waiters and waitresses* take customers' orders, serve meals, and prepare checks. In smaller establishments, they often set tables, escort guests to their seats, accept payment, and clear tables. In larger restaurants, some of these tasks are assigned to other workers.

*Hosts and hostesses* welcome guests, show them to their tables, and give them menus. *Bartenders* fill beverage orders for customers seated at the bar or from waiters and waitresses who serve patrons at tables. *Dining room and cafeteria attendants* and *bartender helpers* assist waiters, waitresses, and bartenders by clearing, cleaning, and setting up tables, replenishing supplies at the bar, and keeping the serving areas stocked with linens, tableware, and other supplies. *Fast food and counter workers* take orders and serve food at fast-food counters and in coffee shops; they also may operate the cash register.

A variety of food preparation workers prepare food in the kitchen. Larger hotels employ *chefs and head cooks* who create menus, develop recipes, and oversee food preparation operations and personnel. *Food preparation and serving supervisors* direct workers and supervise specific tasks, such as overseeing banquet cooks or bartenders and servers at a private function, while the chef tends to other activities. *Restaurant cooks* specialize in the preparation of many different kinds of foods and menu items, generally cooking from scratch and typically only when ordered by diners. They may have titles such as salad chef, grill chef, or pastry chef. Individual chefs may oversee the day-to-day operations of different kitchens in a hotel, such as a full-service restaurant that specializes in fine-dining, a casual or counter-service establishment, or banquet operations. Chef positions generally are attained after years of experience and, sometimes, formal training, including apprenticeships. Larger establishments also employ *executive chefs* and *food and beverage directors* who plan menus, purchase food, and supervise kitchen personnel for all of the kitchens in the property. *Food preparation workers* shred lettuce for salads, cut up food for cooking, and perform simple cooking steps under the direction of the chef or head cook. Beginners may advance to more skilled food preparation jobs with experience or specialized culinary training.

Many full-service hotels employ a uniformed staff to assist arriving and departing guests. *Baggage porters*

*and bellhops* carry bags and escort guests to their rooms. *Concierges* arrange special or personal services for guests. They may take messages, arrange for babysitting, make restaurant reservations, provide directions, arrange for or give advice on entertainment and local attractions, and monitor requests for housekeeping and maintenance. *Doorkeepers* help guests into and out of their cars, summon taxis, and carry baggage into the hotel lobby.

Hotels also employ the largest percentage of *gaming services* workers because a large share of gaming takes place in casino hotels. Some gaming services positions are associated with oversight and direction—supervision, surveillance, and investigation—while others involve working with the games or patrons themselves, by tending the slot machines, handling money, writing and running tickets, dealing cards, and performing related duties.

The industry also employs a large number of *recreation and fitness workers*. At resort hotels and at vacation and recreational camps, recreation workers organize and conduct recreation activities for guests and campers. *Camp counselors* lead and instruct children and teenagers in outdoor-oriented forms of recreation, such as swimming, hiking, horseback riding, and camping. In addition, counselors at vacation and resident camps also provide guidance and supervise daily living and general socialization. Other types of campgrounds may employ trail guides for activities such as hiking, hunting, and fishing.

**Office and administrative support occupations.** These positions accounted for 19 percent of the jobs in hotels and other accommodations in 2008. Hotel desk clerks, bookkeeping and accounting clerks, and switchboard operators ensure that the front office operates smoothly. *Hotel, motel, and resort desk clerks* process reservations and guests' registrations and checkouts, monitor arrivals and departures, handle complaints, and receive and forward mail. The duties of hotel desk clerks depend on the size of the facility. In smaller lodging places, one clerk or a manager may do everything. In larger hotels, a larger staff divides the duties among several types of clerks.

**Management, business, and financial operations occupations.** Hotels and other lodging places employ many different types of managers to direct and coordinate the activities of the front office, kitchen, dining room, and other departments, such as housekeeping, accounting, personnel, purchasing, publicity, sales, security, and maintenance. *Lodging managers*, typically the general manager and assistant managers, make decisions that affect the general operations of the hotel, including setting room rates, establishing credit policy, and having ultimate responsibility for resolving problems. In smaller establishments, lodging managers also may perform many of the front-office administrative tasks. In the smallest establishments, the owners—sometimes a family team—do all the work necessary to operate the business.

Other managers are responsible for different phases of hotel operations. For example, *food and beverage managers* oversee restaurants, lounges, and catering or banquet operations. *Rooms managers* look after reservations and occupancy levels to ensure proper room assignments and authorize discounts, special rates, or promotions. Large hotels, especially those with conference centers, use an executive committee structure to better facilitate departmental communications and coordinate activities. Other managers who may serve on a hotel's executive committee include *public relations or sales managers, human resource directors, executive housekeepers, and heads of hotel security*.

**Other occupations.** Hotels and other accommodations employ a variety of workers found in many other industries. *General maintenance and repair workers* fix leaky faucets, do some painting and carpentry, make sure that heating and air-conditioning equipment works properly, mow lawns, and exterminate pests. The industry also employs cashiers, accountants, personnel workers, and entertainers. As properties acquire and use more sophisticated computer systems, they employ more *computer specialists* to help maintain these systems as well as the hotel's Web site, and computer connections for guests. Also, many additional workers inside a hotel may work for other companies under contract to the hotel or may provide personal or retail services directly to hotel guests from space rented by the hotel. This group includes guards and security officers, barbers and cosmetologists, fitness trainers and aerobics instructors, valets, gardeners, and parking attendants.

**Table 1. Employment of wage and salary workers in hotels and other accommodations by occupation, 2008 and projected change, 2008-2018.**  
(Employment in thousands)

Occupation	Employment, 2008		Percent Change, 2008-18
	Number	Percent	
All Occupations	1,857.3	100.0	5.4

<b>Management, business, and financial occupations</b>	94.8	5.1	3.9
<b>Lodging managers</b>	29.6	1.6	3.5
<b>Accountants and auditors</b>	8.3	0.5	7.8
<b>Service occupations</b>	1,198.5	64.5	4.7
<b>Security guards</b>	29.5	1.6	6.9
<b>Chefs and head cooks</b>	12.0	0.7	-0.9
<b>Cooks</b>	74.8	4.0	6.5
<b>Bartenders</b>	36.5	2.0	-0.6
<b>Dining room and cafeteria attendants and bartender helpers</b>	44.7	2.4	5.5
<b>Janitors and cleaners, except maids and housekeeping cleaners</b>	53.2	2.9	3.0
<b>Maids and housekeeping cleaners</b>	436.0	23.5	3.8
<b>Grounds maintenance workers</b>	21.0	1.1	7.2
<b>Gaming dealers</b>	35.2	1.9	13.0
<b>Concierges</b>	9.4	0.5	13.5
<b>Sales and related occupations</b>	51.8	2.8	3.8
<b>Office and administrative support occupations</b>	349.9	18.8	9.0
<b>Hotel, motel, and resort desk clerks</b>	218.7	11.8	13.8
<b>Installation, maintenance, and repair occupations</b>	85.3	4.6	8.2

NOTE: Columns may not add to totals due to omission of occupations with small employment.  
SOURCE: BLS National Employment Matrix, 2008-18.

## Training and Advancement

Most large hotel properties employ persons in occupations that require a wide range of skills and experience. Most entry-level jobs require little or no previous training; basic tasks usually can be learned in a short time. Lodging managers and many department heads usually require some formal training, or years of hospitality industry experience, or both. All positions in this industry require employees to maintain a customer-service orientation. Almost all workers in the hotel and other accommodations industry undergo some on-the-job training provided under the supervision of an experienced employee or manager to acclimate new employees to any unique characteristics of the property or the local area.

Hotel managers and owners recognize the importance of personal service and attention to guests, so they look for persons with positive personality traits and good communication skills when filling many guest services positions, such as desk clerk and host and hostess positions. Many hotel managers place a greater emphasis on customer service skills while providing specialized training in other skill areas, such as computer technology and software. Vocational courses and apprenticeship programs in food preparation, catering, and hotel and restaurant management, offered through restaurant and lodging associations and trade unions, provide training opportunities. Programs range in length from a few months to several years.

Service workers. Most service workers need only a high school diploma or equivalent to get hired, but some can be hired with even less. Some entry-level jobs are filled by students looking for part-time or seasonal work. Most hotels, particularly the chain hotels, have some formal training sessions for new employees that may include video or online training. Advancement opportunities for service workers in the hotel industry vary widely. Some workers, such as housekeepers and janitors, generally have few opportunities for advancement. In large properties, some may advance to supervisory positions. Advancement opportunities for chefs and cooks are better than those for most other service occupations. Cooks often advance to chef or to supervisory and management positions, such as executive chef, restaurant manager, or food service manager. Hotel desk clerks sometimes advance to supervisory or managerial front-office positions.

Promotional opportunities often are greatest for those who are willing to take on a new assignment in a different department. Advancement for those who excel at customer service and demonstrate a willingness to learn front-office jobs can serve as a steppingstone to jobs in public relations, advertising, sales, and management.

Management, business, and financial operations occupations. Many hotels fill first-level manager positions

by promoting staff from within—particularly those with good communication skills, a solid educational background, tact, loyalty, and a capacity to endure hard work and long hours. People with these qualities still advance to manager jobs, but, more recently, lodging chains have primarily been hiring persons with 4-year college degrees in the liberal arts or other fields and starting them in assistant manager or management trainee positions. Bachelor's and Master's degree programs in hotel, restaurant, and hospitality management provide the strongest background for a career as a hotel manager, with nearly 150 colleges and universities offering such programs. Graduates of these programs are highly sought by employers in this industry because of their familiarity with technical issues and their ability to learn related skills quickly. Eventually, they may advance to a top management position in a hotel or a corporate management position in a large chain operation.

Upper management positions, such as general manager, food service manager, or sales manager, generally require considerable formal training and job experience. Some department managers, executive housekeepers, and executive chefs, generally require some specialized training and extensive on-the-job experience. To advance to positions with more responsibilities, lodging managers frequently change employers or relocate within a chain to a property in another area.

Office and administrative support occupations. For office and administrative support workers, advancement opportunities in the hotel industry vary widely. These occupations offer excellent entry-level job prospects and can serve as a steppingstone to jobs in hospitality, public relations, advertising, sales, and management.

## Outlook

---

The hotels and other accommodations industry is expected grow by 5 percent over the 2008-18 period. The industry employs large numbers of part-time and younger workers who typically do not stay in these jobs for very long. The need to replace these workers will create job opportunities in an array of occupations and localities.

Employment change. Wage and salary employment in hotels and other accommodations is expected to increase by 5 percent between 2008 and 2018, compared with 11 percent growth projected for all industries combined. Travel and tourism typically grows during expansion periods in the economy, which results in a greater need for transient rooms. The hotel market is expected to see increases in the number of rooms, but the greatest number of rooms is expected to open in limited service hotels that do not provide food service. Many of these newer hotels are being built in the suburbs where a growing population is increasingly based and a foundation of business establishments is being developed.

Employment outlook varies somewhat by service class of hotel and occupation. Growth of full-service hotels, casino hotels, and the smaller luxury hotel market that specializes in personal service will cause employment of lodging managers to grow more slowly than the average. The accelerating trend among chain-affiliated hotels to establish regional management and staffing teams among several properties and across service classes should provide current assistant managers or department managers with opportunities to demonstrate their readiness for advancement, but may also limit the prospects for new manager positions. Opportunities should be more limited for self-employed managers or owners of small lodging places, such as bed-and-breakfast inns, because of the competition from long-established chains as they move into untapped markets that were once friendly to the quainter properties. Job opportunities at outdoor recreation and RV parks should grow as RVs and driving vacations gain popularity in the United States. Also, gaming services and gaming manager occupations should grow as more casino hotels are built.

Employment of hotel, motel, and resort desk clerks is expected to grow faster than some other occupations in the industry in part because the growing numbers of limited-service hotels still require desk clerks. However, employment of dishwashers will decline within the industry—reflecting the increasing number of hotels and other accommodations that either do not offer full-service restaurants or contract them out to other food service establishments.

Job prospects. Although most of the hotels opening over the next decade will be limited-service hotels, most of the job openings will arise in full-service hotels, including convention, casino, and resort hotels, because they employ the most workers. Limited-service properties do not operate restaurants or lounges; therefore, these establishments offer a narrower range of employment opportunities. The streamlined organizational structure, however, offers a faster route to the general manager level for those more interested in running or owning their own hotel. Job opportunities will be concentrated in the largest hotel

occupations, such as building cleaning workers and hotel, motel, and resort desk clerks. These workers are found in all types of hotels and accommodations, from the limited-service economy hotels to posh casino hotels. They also are important to the luxury hotel segment that emphasizes personal service.

Some occupations in this industry have relatively high numbers of workers who leave their jobs and must be replaced. Many young people, and those looking only for seasonal or part-time work, take food service and administrative jobs that require little or no previous training. To attract and retain workers, the hotel and other accommodations industry is placing greater emphasis on training and retaining employees. Job opportunities in this industry should be good for first-time jobseekers, people with limited experience, and those interested in making a career in the lodging industry.

## Earnings

Industry earnings. Earnings in hotels and other accommodations generally are much lower than the average for all industries. In 2008, average earnings for all nonsupervisory workers in this industry were \$402 a week, compared with \$608 a week for workers throughout private industry. Some workers in this industry earn the Federal minimum wage, which was \$7.25 per hour as of July 2009. Some States have laws that establish a higher minimum wage.

Food and beverage service workers, as well as hosts and hostesses, maids and housekeeping cleaners, concierges, and baggage porters and bellhops, derive their earnings from a combination of hourly wages and customer tips. Waiters and waitresses often derive the majority of their earnings from tips, which vary greatly depending on menu prices and the volume of customers served. Many employers also provide free meals and furnish uniforms. Food service personnel may receive extra pay for working at banquets and on other special occasions. In general, workers with the greatest skills, such as restaurant cooks, have the highest wages, and workers who receive tips have the lowest. Wages in the largest occupations in hotels and other lodging places appear in table 2.

**Table 2. Median hourly wages of the largest occupations in hotels and other accommodations, May 2008**

Occupation	Accommodations	All industries
Maintenance and repair workers, general	\$12.47	\$16.21
Cooks, restaurant	12.27	10.57
Janitors and cleaners, except maids and housekeeping cleaners	10.76	10.31
Bartenders	9.55	8.54
Food servers, nonrestaurant	9.38	9.32
Hotel, motel, and resort desk clerks	9.34	9.37
Dining room and cafeteria attendants and bartender helpers	8.97	8.05
Waiters and waitresses	8.85	8.01
Maids and housekeeping cleaners	8.75	9.13
Gaming dealers	7.29	7.84

SOURCE: BLS Occupational Employment Statistics, May 2008.

Salaries of lodging managers are dependent upon the size and sales volume of the establishment and their specific duties and responsibilities. Managers may earn bonuses ranging up to 50 percent of their basic salary. In addition, they may be furnished with meals, parking, laundry, and other services, and sometimes on-site lodging for themselves and their families. Some hotels offer profit-sharing plans, tuition reimbursement, and other benefits to their employees.

Benefits and union membership. About 8 percent of workers in hotels and other accommodations are union members or are covered by union contracts, compared with 14 percent of workers in all industries combined.

## Sources of Additional Information

### Disclaimer:

Links to non-BLS Internet sites are provided for your convenience and do not constitute an

endorsement.

For information on hospitality careers and a directory of academic programs in hospitality management, write to:

- International Council on Hotel, Restaurant, and Institutional Education, 2810 North Parham Rd., Suite 230, Richmond, VA 23294. Internet: <http://www.chrie.org>
- American Hotel and Lodging Association, 1201 New York Ave. NW., Suite 600, Washington, DC 20005-3931. Internet: <http://www.ahla.com>

General information on food and beverage service jobs is available from:

- National Restaurant Association, 1200 17th St. NW., Washington, DC 20036-3097. Internet: <http://www.restaurant.org>

For information on the American Culinary Federation's apprenticeship and certification programs for chefs, write to:

- American Culinary Federation, 180 Center Place Way, St. Augustine, FL 32095. Internet: <http://www.acfchefs.org>

Detailed information on the following hotels and other accommodations occupations may be found in the 2010-11 *Occupational Outlook Handbook*:

- [Building cleaning workers](#)
- [Chefs, head cooks, and other food preparation and serving supervisors](#)
- [Fitness workers](#)
- [Food and beverage serving and related workers](#)
- [Food service managers](#)
- [Gaming cage workers](#)
- [Gaming services occupations](#)
- [Hotel, motel, and resort desk clerks](#)
- [Lodging managers](#)
- [Recreation workers](#)
- [Security guards and gaming surveillance officers](#)

## NAICS Coverage

---

NAICS [721](#)

**Note:**

The data presented in this statement follow the industry coverage of these NAICS codes. Text references may not strictly follow NAICS industry definitions.

**Suggested citation:** Bureau of Labor Statistics, U.S. Department of Labor, *Career Guide to Industries, 2010-11 Edition*, Hotels and Other Accommodations, on the Internet at <http://www.bls.gov/oco/cg/cgs036.htm> (visited *September 28, 2010*).

**Last Modified Date:** December 17, 2009

U.S. Bureau of Labor Statistics | Office of Occupational Statistics and Employment Projections, PSB Suite 2135, 2  
Massachusetts Avenue, NE Washington, DC 20212-0001

[www.bls.gov/oco/CG](http://www.bls.gov/oco/CG) | Telephone: 1-202-691-5700 | [Contact CGI](#)