

Hospitality

Hospitality includes all businesses that provide food, drink and accommodation services - restaurants, pubs & clubs, hotels and catering & hospitality services in non-hospitality industries (e.g. catering in hospitals).

There are a number of large businesses operating hotels, pubs & restaurants (e.g. Whitbread, Swallow Group and Thistle). However, there are also large number of independent and franchised operators.

“ More employed in hospitality in Norfolk than other county ”

Jobs in Hospitality:

Hospitality is a major employer of young people. There are many entry-level jobs. Hospitality jobs often require evening and weekend working, as these are the busiest times for most businesses. Even for those starting at entry-level career progression is a real possibility, for example 40% of all managers in major restaurant chains started off as crew-members.

Examples of jobs include:

Chef - prepares, cooks and presents food. Some chefs specialise in specific areas such as desserts or pastries for example.

Head-chef - leads a team of chefs and is responsible for running the kitchen including the purchase of ingredients, managing staff and developing recipes and menus.

Fast food crew-member - responsible for preparing and serving fast-food to the public, other duties include cleaning tables and equipment. Often employed in major fast food chains.

Restaurant manager - responsible for running a restaurant, including customer satisfaction, compliance with health & safety rules, stock, budgeting and staff recruitment & training.

Room attendant - responsible for ensuring that rooms are clean and tidy and restocked.

Housekeeper - responsible for managing a team of room attendants and ensuring that overall cleaning and maintenance of rooms is kept to a high standard.

Hotel manager - responsible for the overall day-to-day running of a hotel. Large hotel chains usually have managers for each department such as finance, catering and bar.

Bar staff - responsible for serving drinks and meals to customers in pubs, clubs and restaurants.

Hotel receptionist - are the first point of contact that guest have at hotels, their duties include checking in guests, talking reservations, providing information and dealing with customer queries.

Hotel night porter - normally takes over duties of the receptionist during the night and checks in any late arrivals. They are also responsible for security during the hours when most guests are asleep.

Waiter / waitress - take food & drink orders in restaurants & bars and serve food to guests. They also take payment for food & drink and clean and reset tables.

What would I earn?

(National figures)

Work in Norfolk

Bar staff, waiter & waitresses

National average wages for bar staff, waiters & waitresses are around £11,500 a year. Expect to earn close to the National Minimum Wage for your age band.

Room attendant, housekeeper

Room attendants earn about £11,000 a year. The average salary for housekeepers is around £13,000 a year.

Hotel receptionists

National average rates of pay for these jobs are from around £12,000 to £14,000 a year. Rates for team leaders in these roles can increase wages to around £16,000 a year.

Head chef, chef

Wages for chefs vary. Typical wages for trainees and newly qualified starters are usually in the region of £10,000 to £12,000 a year. The national average salary for a chef is £15,500. Those who progress to head-chefs can expect to earn £20,000 to £28,000 a year. Some chefs can earn more.

Hotel manager

The average salary for a hotel manager is £22,000 a year. Trainee managers should expect to start on around £15,000 a year. However pay rates vary depending on the type and size of hotel. Some highly successful managers can earn more than £60,000 a year.

Fast food crew member

Expect to earn close to the National Minimum Wage for your age band. Those over 21 should expect to earn around £11,500 a year.

There are more people employed in hospitality and catering in Norfolk than in the other counties in East Anglia. The number of hospitality jobs is expected to continue to increase, although some can be seasonal.

Experienced bar and waiting staff will earn between £10,000 and £13,000 a year (£200 to £250 a week). A head waiter/waitress may earn around £17,000.

Trainee chefs working towards and NVQ might earn about £7,000 a year; a chef de partie up to £17,000 a year; a sous chef up to £25,000 and a head chef up to £30,000.

Room attendants and trainee housekeepers might start around £10,000 and a senior housekeeper could earn £20,000 or more.

Someone starting in hotel management will earn between £15,000 and £20,000. More experienced managers with more responsibility will get up to £30,000 a year and some may earn even more.

MORE INFORMATION

www.people1st.co.uk - is the Sector Skills Council for the Hospitality, Leisure, Travel and Tourism industries. It is responsible for boosting skills and qualifications in the sector
www.bha.org.uk - the British Hospitality Association, the national trade association for hotels, restaurants and catering companies
www.caterer.com - a site with lots of catering jobs advertised.

The Future

As average incomes increase people are spending more time and money on activities such as short breaks and eating out at restaurants and bars. There is also an increasing reliance on take-away foods, rather than preparing meals at home. These trends are helping to drive an increase in jobs in the hospitality sector and the overall employment trend is expected to continue upwards. Many of the leading hotel companies, restaurants and take-away chains are expanding.