

Hospitality and Lodging Services



Requires
Specialized
Training or an
Associate's Degree

Bakers, Bread and Pastry

Bakers and pastry chefs prepare pies, breads, cakes, rolls, and other pastries in restaurants, grocery stores, bakeries, or other retail establishments. They mix ingredients, prepare dough, determine quantities, and apply fillings and decorations.

Factors Driving the Job Growth

Jobs for bakers should increase about as fast as overall economic growth, as the popularity of fresh baked bread and pastries continues to grow. Prepared baked goods are a convenience item for people who do not have the time, need, or inclination to bake.

Where Jobs are Currently Found

- Food Manufacturing (35%)
- Food & Beverage Stores (28%)
- Accommodation & Food Services (25%)
- Self-Employed (4%)

Wages and Salaries

Mean Hourly Earnings: \$13.42

Education and Training Requirements

Employers prefer formal training or previous experience as a baker's assistant. Training is offered at post-high school vocational institutions, two- or four-year colleges, apprenticeship programs, or professional culinary institutes.

Career Paths

Bakers can acquire higher paying positions and new cooking skills by moving to jobs at different establishments. Others may gradually advance to supervisory or management positions, particularly in hotels, clubs or larger, more elegant restaurants. Some can eventually start their own businesses.

Growth Rate: 8.4%

Current Jobs: 4,060

Job Change: 340

Replacement Job

Openings: 860



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Chefs and Cooks

Chefs and cooks prepare meals in restaurants, hospitals, nursing homes, and schools. They order food and supplies, plan menus, estimate portion quantities, and supervise other kitchen workers. The occupation includes short-order cooks, sous chefs, specialty fast-food cooks, and institutional cooks.

Factors Driving the Job Growth

Jobs for chefs and cooks should expand about as fast as overall economic growth. Busy two wage-earner families will continue to find dining out a convenience as women maintain their high levels of labor force participation. Restaurant cooks should have the largest number of opportunities.

Where Jobs are Currently Found

Food Services & Drinking Places (74%)
Nursing & Residential Care Facilities (5%)
Accommodation (5%)
Elementary & Secondary Schools (3%)
Amusement, Gambling, & Recreation Industries (2%)
Hospitals (2%)

Wages and Salaries

Mean Hourly Earnings:	\$21.35	Chefs and Head Cooks
	\$12.73	Cooks, Restaurant
	\$14.54	Cooks, Institution/Cafeteria
	\$10.07	Cooks, Fast Food*
	\$11.88	Cooks, Short Order

*Many fast food cooks work part-time.

Education and Training Requirements

Employers prefer formal training and/or experience. Training is available at post-high school vocational programs, two- or four-year colleges, apprenticeship programs, or through professional culinary institutes.

Career Paths

Chefs and cooks usually advance by taking jobs at other restaurants. Moving from one establishment to another exposes chefs and cooks to other methods of operation. After several years of experience at different restaurants some chefs and cooks with good business skills can start their own catering business or restaurant.

Growth Rate: 6.3%

Current Jobs: 40,050

Job Change: 2,530

**Replacement Job
Openings:** 10,260



Requires
Short-Term
On-The-Job
Training

Food Preparation and Service Workers

Food preparation and service workers prepare and serve meals in restaurants, cafeterias, or delicatessens. They keep work areas clean, perform simple cooking tasks under the direction of a cook, take orders, serve the customer, and accept payment. They may also make coffee and deliver and arrange food for business conferences and other occasions.

Factors Driving the Job Growth

Employment of food preparation workers is expected to grow faster than the average for all occupations through 2016. The number and patronage of restaurants, cafeterias and other eating and drinking establishments is expected to increase, with most of the new jobs expected in fast growing, moderately priced family dining establishments.

Where Jobs are Currently Found

Food Services & Drinking Places (67%)
 Food & Beverage Stores (9%)
 Nursing & Residential Care Facilities (5%)
 Elementary & Secondary Schools (5%)
 Professional & Business Services (3%)
 Accommodation (2%)

Wages and Salaries

Mean Hourly Earnings*	\$10.74	Food Preparation Workers
	\$9.54	Combined Food Preparation and Serving Workers, including Fast Food
	\$9.68	Dishwashers

*Many food preparation and service workers work part-time.

Education and Training Requirements

No previous training or work experience is required. However, employers prefer workers who are neat and clean, get along with others, and work well under pressure during busy dining periods.

Career Paths

As food preparation and service workers gain experience some may move into supervisory positions or train other employees. With additional education, some can become chefs or managers.

Growth Rate: 12.9%

Current Jobs: 93,510

Job Change: 12,090

**Replacement Job
Openings:** 25,040



Requires a
Bachelor's
Degree
or Higher

Food Service and Lodging Managers

Food service and lodging managers oversee the day-to-day operations of restaurants, institutional food services, and hotels. They approve expenditures, determine pricing strategies, establish service standards, and monitor employees' job performance.

Factors Driving the Job Growth

Jobs for food service and lodging managers are expected to grow slower than the overall job market as a result of small decreases in some types of eating places as well as consolidation. Graduates of two- and four- year restaurant and institutional food service management programs should enjoy the most opportunities.

Where Jobs are Currently Found

Self-Employed (42%)
 Food Services & Drinking Places (40%)
 Accommodation (7%)
 Nursing & Residential Care Facilities (3%)
 Elementary & Secondary Schools (2%)
 Retail Trade (2%)

Wages and Salaries

Mean Annual Earnings: \$56,870 Food Service Managers
 \$58,640 Lodging Managers

Education and Training Requirements

Previous experience in restaurant, food service, or hotel management is required for most jobs. A bachelor's degree in hotel, restaurant, or food service management is accepted for many management trainee positions. Communication skills are also highly valued.

Career Paths

A willingness to relocate is essential for advancement, and employees in this profession should expect to be transferred to other locations from time to time. With experience, managers can advance to larger establishments, or become regional managers of large hotel and restaurant chains. Some can even open their own restaurant or hotel.

Growth Rate: 4.9%

Current Jobs: 10,970

Job Change: 540

**Replacement Job
Openings:** 2,570



Requires
Short-Term
On-The-Job
Training

Hotel Desk Clerks

Hotel desk clerks provide services to guests of the hotel. They register guests, assign rooms, answer telephone calls, and make or confirm reservations. They may also read and route mail, handle complaints, and receive and deliver messages.

Factors Driving the Job Growth

Jobs for hotel desk clerks should expand faster than the average for all occupations through 2016. Business travel, the staple of the lodging industry, should remain strong in a global economy. Other factors that should increase the volume of travel include rising personal incomes, more leisure time, and the trend toward flexible vacation policies that enable people to take trips more frequently.

Where Jobs are Currently Found

Leisure & Hospitality (97%)

Wages and Salaries

Mean Hourly Earnings: \$12.20

Education and Training Requirements

Employers prefer high school graduates who can relate well to others and communicate effectively. Computer skills are also emphasized. On-the-job training is provided.

Career Paths

Hotel desk clerks can advance with experience and courses in hotel management. With a college degree in hotel and food service management, some hotel desk clerks can become management trainees. Other workers who deal with the public and provide information include customer service representatives, librarians, flight attendants, and receptionists.

Growth Rate: 13.8%

Current Jobs: 3,670

Job Change: 510

**Replacement Job
Openings:** 1,490

Requires
Short-Term
On-The-Job
Training

Waiters and Waitresses

Waiters and waitresses take customers' orders for food and drinks, prepare itemized bills, clear off tables, and take payments. They may also oversee the activities of food service workers.

Factors Driving the Job Growth

Jobs for waiters and waitresses should remain plentiful through 2016 as the economy gradually recovers and personal incomes grow. In addition to increased demand, thousands of job openings will arise to replace waiters and waitresses who obtain better jobs or leave the labor force.

Where Jobs are Currently Found

Food Service & Drinking Places (85%)
Accommodation (5%)
Employment Services (2%)
Nursing & Residential Care Facilities (2%)

Wages and Salaries

Mean Hourly Earnings: \$12.42*

*Many waiters and waitresses work part-time

Education and Training Requirements

For most jobs, previous training or experience is not necessary. However, employers look for people who are neat and clean and can get along with others.

Career Paths

As waiters and waitresses gain experience they can advance to work in more expensive restaurants and hotels where table service standards and gratuities are higher. With experience some can become maitre d's, dining room supervisors, or restaurant managers. Other workers who serve customers and make them feel at ease include flight attendants and tour guides.

Growth Rate: 7.3%

Current Jobs: 54,200

Job Change: 3,980

**Replacement Job
Openings:** 29,450