

Hospitality & Food Service Career Pathway

14,797 Employers

300,000 Workers

\$20,276 Average Wage

What are Career Pathways?

Career Pathways are a sequence of training and education programs designed to develop a person's academic and technical skills. By obtaining stackable credentials and developing new skills a worker can advance over time to successively higher levels of education and employment in a given industry or occupational sector.

Why Have a Career in Hospitality?

Hospitality and Food Service represents 12% percent of total private sector employment, employing over 300,000 workers in over 14,000 businesses in 2017. Employment has been growing at an average of 2 percent per year from 2012–2017. Hospitality and Food Service industry wages averaged \$20,276 in 2017. While overall this is lower than the state average of \$47,810 for all industries due to the large number of entry-level jobs in this industry, some occupations that can be obtained with on-the-job experience have higher pay. For example, average wages for a Food Service Manager are \$49,980. The Hospitality and Food Service industry is projected to grow 8.6% from 2016–2026, adding over 25,000 new jobs over the 10-year period.

There are a variety of careers in the Hospitality and Food Service fields of **Administrative & Support Services**, **Sales & Marketing**, **Food Service**, and **Entertainment**.



Who's Hiring?

Marriott International, Inc.

Aramark

Pinnacle Entertainment, Inc.

Penn National Gaming, Inc.

Drury Hotels

Know the Basics

Soft skills, such as interpersonal skills, professionalism, and dependability, are important in all industries and occupations, and especially in customer service occupations found in the Hospitality and Food Service industry. The ability to communicate with customers and co-workers is crucial for success in this industry. Hospitality and Food Service depends on the ability to deliver products and services to customers in a timely and courteous manner so dependability and the ability to adapt and be flexible is necessary.

In addition, Food Service and Hospitality has a set of industry-wide technical competencies that represent the knowledge and skills necessary to be successful in this industry. Quality Assurance and Cost Control, Marketing, Sales, and knowledge of operations and procedures are some of the skills that may be necessary for success.



Administrative & Support Services

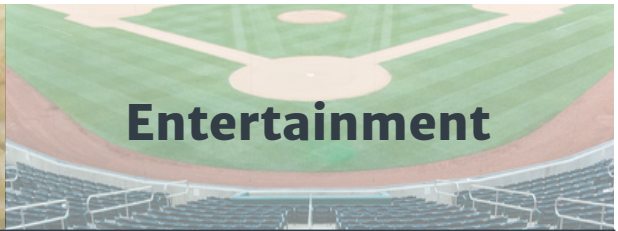


Sales & Marketing

| <i>Later</i> | | |
|---|---|--|
| Bachelor's Degree or Advanced Degree | Accountants and Auditors Entry: \$48,320 Avg.: \$70,180 Administrative Services Managers Entry: \$62,290 Avg.: \$89,270 Human Resources Specialists Entry: \$43,630 Avg.: \$63,910 General and Operations Managers Entry: \$57,360 Avg.: \$106,730 | Market Research Analysts & Marketing Specialists Entry: \$41,100 Avg.: \$64,510 Sales Managers Entry: \$76,040 Avg.: \$133,120 Public Relations Specialists Entry: \$40,930 Avg.: \$59,360 |
| | Degrees: Accounting, Finance, Business Administration & Management, Human Resources Management | Degrees: Marketing, Business Administration and Management, Business/Commerce, Public Relations |
| <i>Next</i> | | |
| Long Term On-the-Job Training, Certificate, Associate's Degree | Bookkeeping, Accounting, and Auditing Clerks Entry: \$28,720 Avg.: \$37,800 Lodging Managers Entry: \$29,550 Avg.: \$45,800 First-line Supv. of Housekeeping & Janitorial Workers Entry: \$28,280 Avg.: \$38,580 | First-line Supv. of Retail Sales Workers Entry: \$29,650 Avg.: \$41,020 First-line Supv. of Non-Retail Sales Workers Entry: \$49,660 Avg.: \$71,560 |
| | Degrees: Accounting Technology/Technician and Bookkeeping, Hospitality Administration/Management Certificates: QuickBooks | Degrees: General Merchandising, Sales, and Related Marketing Operations Certificates: Retailing and Retail Operations |
| <i>New</i> | | |
| Short Term On-the-Job Training | Hotel, Motel, and Resort Desk Clerks Entry: \$18,590 Avg.: \$22,080 Janitors and Cleaners Entry: \$20,110 Avg.: \$25,670 Landscaping and Groundskeeping Workers Entry: \$22,400 Avg.: \$28,650 Office Clerks, General Entry: \$22,440 Avg.: \$31,640 | Customer Service Representatives Entry: \$25,850 Avg.: \$34,530 Sales Representatives, Services Entry: \$31,820 Avg.: \$52,940 Advertising Sales Agents Entry: \$74,970 Avg.: \$122,450 |
| | Certificates: Landscape Architect, Business Administration Certificates | Certificates: Retailing and Retail Operations, Business Administration Certificates |



Food Service



Entertainment

Later

| | | |
|---|---|--|
| Bachelor's Degree or Advanced Degree | General and Operations Managers Entry: \$57,360 Avg.: \$106,730 | Coaches and Scouts Entry: \$19,430 Avg.: \$43,050 Museum Technicians and Conservators Entry: \$31,510 Avg.: \$40,230 Multimedia Artists and Animators Entry: \$40,820 Avg.: \$56,340 |
| | Degrees: Business Administration & Management | Degrees: Graphic Design, Art History, Sport and Fitness Administration/Management, Physical Education Teaching and Coaching |

Next

| | | |
|---|--|--|
| Long Term On-the-Job Training, Certificate, Associate's Degree | Cooks, Restaurant Entry: \$19,530 Avg.: \$23,800 Bakers Entry: \$19,460 Avg.: \$24,420 Food Service Managers Entry: \$34,270 Avg.: \$49,980 | Craft Artists Entry: \$23,080 Avg.: \$27,000 Umpires, Referees, and other Sports Officials Entry: \$18,420 Avg.: \$29,880 Photographers Entry: \$21,760 Avg.: \$36,970 |
| | Degrees: Restaurant, Culinary, and Catering Management/Manager Certificates: Certified Pastry Culinarian (CPC), Certified Baker, ServSafe Food Protection Manager Certification | Degrees: Drama and Dramatics/Theatre Arts, Photography Certificates: Digital Arts, Timekeeper, Marital Arts Judge, Boxing Referee |

New

| | | |
|---------------------------------------|---|---|
| Short Term On-the-Job Training | Cooks, Fast Food Entry: \$17,660 Avg.: \$19,530 Waiters and Waitresses Entry: \$17,790 Avg.: \$21,110 Dishwashers Entry: \$18,030 Avg.: \$20,560 Bartenders Entry: \$17,970 Avg.: \$24,890 | Amusement and Recreation Attendants Entry: \$17,890 Avg.: \$21,010 Ushers, Lobby Attendants, and Ticket Takers Entry: \$17,630 Avg.: \$20,920 Gaming Dealers Entry: \$18,530 Avg.: \$29,960 |
| | Certificates: ServSafe Alcohol, ServSafe Food Handler, Certified Restaurant Server | Certificates: Gaming Dealer License |

Sources:
 Burning Glass Technologies Labor/Insight™ tool
 Employment and Training Administration, Competency Model Clearinghouse
 2017 Occupational Employment Survey Wage data, Bureau of Labor Statistics.
 Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics
 U.S. Census Bureau, Center for Economic Studies, LEHD



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