

# Hospitality

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*Inland Empire/Desert Region (Riverside-San Bernardino-Ontario Metropolitan Statistical Area)*

## Summary

- Employment for the hospitality occupational group is expected to increase by **13% between 2017 and 2022** in the Inland Empire/Desert Region. **More than 12,000 job openings** will be available over the five-year timeframe.
- The median wage for each of the hospitality occupations is **above the MIT Living Wage estimate of \$12.30 per hour** for a single adult living in the Inland Empire/Desert Region.
- **There appears to be an opportunity for program growth** based on the average annual number of program completers for the selected community college program in the region (3 community college awards), and the annual openings for hospitality occupations across the region (2,407 annual job openings).

## Introduction

This report details the occupations relevant to the hospitality program. The four occupations included in the hospitality occupational group are the following:

- First-Line Supervisors of Food Preparation and Serving Workers
- Food Service Managers
- Lodging Managers
- Meeting, Convention, and Event Planners

## Job Opportunities

In 2017, there were nearly 15,100 jobs in the hospitality occupational group in the Inland Empire/Desert Region. Across the region, employment related to this group is expected to increase 13% through 2022. Employers will need to more than 12,000 workers over the next five years to fill new jobs and to backfill positions that workers are leaving –including retirements. Appendix A, Table 1 shows the projected job growth for each of the detailed occupations in this group by region.

*Exhibit 1: Five-year projections for hospitality occupations*

Region	2017 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
Inland Empire/Desert	15,082	13%	12,037	2,407	16%

Source: EMSI 2018.1

Over the last 12 months (April 2017 to March 2018), there were 2,831 advertisements (ads) for jobs in the hospitality occupational group in the Inland Empire/Desert Region. In the full-year 2017, there were 2,956 job ads; 3,797 job ads in 2016; 3,178 job ads in 2015; and 2,717 job ads in 2014. Exhibit 2 shows the number of job ads posted during the last 12 months and the average time to fill for the local region and nationally.

*Exhibit 2: Job ads and time to fill for hospitality occupations in the Inland Empire/Desert during the last 12 months, Apr 2017 – Mar 2018*

Occupation	Job Ads	Regional Average Time to Fill (Days)	National Average Time to Fill (Days)
Food Service Managers	1,641	39	36
First-Line Supervisors of Food Preparation and Serving Workers	910	30	32
Lodging Managers	151	34	33
Meeting, Convention, and Event Planners	129	37	30
<b>TOTAL</b>	<b>2,831</b>	-	-

Source: Burning Glass – Labor Insights

## Earnings

The median wage for each of the hospitality occupations in the Inland Empire/Desert Region is above the MIT Living Wage estimate of \$12.30 per hour, or \$25,586 annually for a single adult living in the area. The average annual earnings for these occupations is sufficient for an adult living in a household with one other working adult and one child (\$30,160 annually for each adult, or \$14.50 per hour, per adult). See Exhibit 3 for wage information.

*Exhibit 3: Earnings for hospitality occupations in the Inland Empire/Desert Region*

Occupation	Entry to Experienced Hourly Earnings Range*	Median Wage*	Average Annual Earnings
Meeting, Convention, and Event Planners	\$15.75 to \$26.65	\$20.89	\$46,000
Lodging Managers	\$14.81 to \$39.84	\$19.04	\$57,100
Food Service Managers	\$11.23 to \$24.12	\$15.97	\$39,600
First-Line Supervisors of Food Preparation and Serving Workers	\$11.31 to \$18.20	\$13.46	\$31,700

Source: EMSI 2018.1

\*Entry Hourly is 25th percentile wage, the median is 50th percentile wage, experienced is 75th percentile wage.

## Work Locations, Employers, Skills, and Education

Exhibit 4 displays the top employers and work locations from job ads from the last 12 months for both regions combined. The employers posting the most jobs are skewed towards fast food companies (e.g., Del Taco, Starbucks, McDonald’s, Panda Express) due to the inclusion of the first-line supervisors of food preparation and serving workers occupation. The employers highlighted in Exhibit 4 are tailored more towards the true hospitality job postings.

*Exhibit 4: The top employers and work locations for hospitality occupations in the Inland Empire/Desert Region*

Occupation	Top Employers	Top Work Locations
Hospitality Occupational Group	<ul style="list-style-type: none"> <li>• Marriott International Incorporated</li> <li>• Pechanga Resort Casino</li> <li>• San Manuel Indian Bingo Casino</li> <li>• Hilton Hotel Corporation</li> </ul>	<ul style="list-style-type: none"> <li>• Palm Desert</li> <li>• Rancho Mirage</li> <li>• Temecula</li> <li>• Highland</li> </ul>

Source: Burning Glass – Labor Insights

Exhibit 5 lists the top specialized, soft, and software and programming skills that employers are seeking when looking for workers to fill hospitality positions.

*Exhibit 5: Sample of in-demand skills from employer job ads for hospitality occupations in the Inland Empire/Desert Region, Apr 2017 – Mar 2018*

Occupation	Specialized skills	Soft skills	Software and Programming skills
Food Service Managers (n=1,212)	<ul style="list-style-type: none"> <li>• Scheduling</li> <li>• Guest Services</li> <li>• Cost Control</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Organization Skills</li> <li>• English</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Office</li> </ul>
First-Line Supervisors of Food Preparation and Serving Workers (n=681)	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Scheduling</li> <li>• Cash Management</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Creativity</li> <li>• Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Office</li> </ul>
Lodging Managers (n=144)	<ul style="list-style-type: none"> <li>• Budgeting</li> <li>• Guest Services</li> <li>• Teamwork/ Collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Building Effective Relationships</li> <li>• Computer Literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Office</li> </ul>
Meeting, Convention, and Event Planners (n=110)	<ul style="list-style-type: none"> <li>• Budgeting</li> <li>• Scheduling</li> <li>• Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Planning</li> <li>• Organizational Skills</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Office</li> <li>• Delphi</li> </ul>

Source: Burning Glass – Labor Insights

Exhibit 6 displays the entry-level education level education typically required to enter these occupations according to the Bureau of Labor Statistics (BLS). This chart also displays educational attainment for incumbent workers with “some college, no degree” and an “associate degree” according to the U.S. Census (2015-16) and the minimum advertised education requirement requested by employers in online job ads.

*Exhibit 6: Educational attainment and online job ads with minimum advertised education requirements for hospitality occupations in the Inland Empire/Desert Region, Apr 2017 – Mar 2018*

Occupations	Typical Entry-Level Education Requirement	Educational Attainment (Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework)	Minimum Advertised Education Requirement from Job Ads			
			Number of Job Postings (n=)	High school diploma or vocational training	Associate degree	Bachelor's degree or higher
Food Service Managers	High school diploma or equivalent	37%	668	77%	8%	15%
First-Line Supervisors of Food Preparation and Serving Workers	High school diploma or equivalent	39%	316	87%	2%	11%
Lodging Managers	High school diploma or equivalent	37%	87	44%	8%	48%
Meeting, Convention, and Event Planners	Bachelor's degree	25%	55	38%	7%	55%

Source: EMSI 2018.1, Current Population Survey, Burning Glass – Labor Insights

## Industry

Industry staffing patterns display a list of industries that employ particular occupations. Exhibit 7 shows the industries that hire hospitality occupations in the Inland Empire/Desert Region.

*Exhibit 7: Top industries employing each hospitality occupation in the Inland Empire/Desert Region, Apr 2017 – Mar 2018*

Occupation	Top Industries from Staffing Pattern (NAICS) – Percent Of Occupation Employed In Industry	Industry Classification from Job Ads	
		Number of Job Postings (n=)	Top Industries from Job Ads (NAICS)
Food Service Managers	<ul style="list-style-type: none"> <li>Restaurants and Other Eating Places (7225) - 60%</li> <li>Special Food Services (7223) 22%</li> </ul>	1,419	<ul style="list-style-type: none"> <li>Restaurants and Other Eating Places (7225)</li> <li>Special Food Services (7223)</li> </ul>
First-Line Supervisors of Food Preparation and Serving Workers	<ul style="list-style-type: none"> <li>Restaurants and Other Eating Places (7225) - 73%</li> </ul>	737	<ul style="list-style-type: none"> <li>Restaurants and Other Eating Places (7225)</li> <li>Traveler Accommodation (7211)</li> </ul>
Lodging Managers	<ul style="list-style-type: none"> <li>Traveler Accommodation (7211) - 80%</li> </ul>	148	<ul style="list-style-type: none"> <li>Traveler Accommodation (7211)</li> </ul>
Meeting, Convention, and Event Planners	<ul style="list-style-type: none"> <li>Business, Professional, Labor, Political, and Similar Organizations (8139) -8%</li> <li>Traveler Accommodation (7211) -8%</li> </ul>	97	<ul style="list-style-type: none"> <li>Restaurants and Other Eating Places (7225)</li> <li>Traveler Accommodation (7211)</li> </ul>

Source: EMSI 2018.1, Burning Glass – Labor Insights

## Student Completions

Exhibit 8 shows the annual average regional community college awards (associate degrees and certificates) conferred during the three academic years between 2014 and 2017, with the relevant TOP code as well as the program title used at each college, sourced from the Chancellor’s Office Curriculum Inventory (COCI). Please note, an award is not equivalent to a single person in search of a job opening since a student may earn more than one award, such as an associate degree in addition to a certificate. Community College student outcome information is from the CTE LaunchBoard based on the selected TOP code(s) and region.

*Exhibit 8: Annual average community college student completions for hospitality programs in the Inland Empire/Desert Region*

<b>1307.00 – Hospitality</b>	<b>Annual Community College Headcount (2016-17)</b>	<b>Community College Annual Average Awards (2014-17)</b>
<b>Chaffey</b>	169	
<b>Desert – Hospitality Management</b>	101	
Associate Degree		3
<b>Riverside</b>	62	
<b>Victor Valley</b>	53	
<b>Total CC Headcount (2016-17)</b>	<b>385</b>	
<b>Total annual average community college awards</b>		<b>3</b>

Source: LaunchBoard, IPEDS, COCI

**1307.00 – Hospitality program Strong Workforce outcomes in the Inland Empire/Desert Region in the academic year 2015-16:**

- Number of course enrollments: 479 (California median: 599)\*
- Number of students who transferred to a 4-year institution: 16 (CA: 45)
- Employed in the second fiscal quarter after exit: 68% (CA: 69%)
- Median earnings in the second fiscal quarter after exit: \$5,291 (CA: \$5,628)
- Employed in the fourth fiscal quarter after exit: 64% (CA: 69%)
- The percentage in a job closely related to the field of study: N/A (CA: 79%) [2014-15]
- Median change in earnings: 118% (CA: 60%)
- The proportion of students who attained a living wage: 35% (CA: 37%)

\*academic year 2016-17

## Sources

Economic Modeling Specialists International (EMSI)  
 Labor Insight/Jobs (Burning Glass)  
 CTE LaunchBoard  
 California Community Colleges Chancellor’s Office Management Information Systems (MIS)  
 Chancellor’s Office Curriculum Inventory (COCI, version 2.0)  
 O\*Net Online  
 MIT Living Wage Calculator  
 Center of Excellence TOP to SOC Crosswalk

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## Appendix A: Occupation definitions, five-year projections, and earnings for hospitality occupations

### **Occupation Definitions (SOC code), Education and Training Requirement, Community College Education Attainment**

#### **Food Service Managers (11-9051)**

Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

**Sample job titles:** Banquet Manager, Catering Manager, Food and Beverage Director, Food and Beverage Manager, Food Service Director, Food Service Manager, Food Service Supervisor, Kitchen Manager, Restaurant General Manager, Restaurant Manager

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: None*

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 37%*

#### **Lodging Managers (11-9081)**

Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.

**Sample job titles:** Bed and Breakfast Innkeeper, Front Desk Manager, Front Office Director, Front Office Manager, Guest Relations Manager, Guest Service Manager, Hotel Manager, Night Manager, Resort Manager, Rooms Director

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: None*

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 37%*





### **Meeting, Convention, and Event Planners (13-1121)**

Coordinate activities of staff, convention personnel, or clients to make arrangements for group meetings, events, or conventions.

**Sample job titles:** Catering Director, Conference Planner, Conference Planning Manager, Conference Services Director, Conference Services Manager, Convention Services Director, Convention Services Manager (CSM), Event Coordinator, Events Manager, Special Events Coordinator

*Entry-Level Educational Requirement: Bachelor's degree*

*Training Requirement: None*

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 25%*

### **First-Line Supervisors of Food Preparation and Serving Workers (35-1012)**

Directly supervise and coordinate activities of workers engaged in preparing and serving food.

**Sample job titles:** Cafeteria Manager, Dietary Supervisor, Food and Nutrition Services Supervisor, Food Production Supervisor, Food Service Director, Food Service Manager, Food Service Supervisor, Kitchen Manager, Kitchen Supervisor, Restaurant Manager

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: None*

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 39%*

Table 1. 2017 to 2022 job growth for hospitality occupations, Inland Empire/Desert Region

Occupation (SOC)	2017 Jobs	2022 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)
First-Line Supervisors of Food Preparation and Serving Workers (35-1012)	9,035	10,472	1,437	16%	8,243	1,649
Food Service Managers (11-9051)	4,664	4,994	330	7%	2,866	573
Meeting, Convention, and Event Planners (13-1121)	917	1,029	112	12%	660	132
Lodging Managers (11-9081)	466	480	14	3%	268	54
<b>Total</b>	<b>15,082</b>	<b>16,975</b>	<b>1,893</b>	<b>13%</b>	<b>12,037</b>	<b>2,407</b>

Source: EMSI 2018.1