

Alberta Ministry of Labour

2017 Alberta Wage and Salary Survey

The Alberta Wage and Salary Survey is undertaken by the Alberta Ministry of Labour to provide current wage rates and skill shortage information on various occupations in Alberta, and in specific industries and Economic Regions. This labour market information helps Alberta employers to fine tune their compensation and recruitment strategies, helps individuals make career and education choices, and aids the provincial government in developing effective policies and providing services.

Accommodation and Food Services Summary Report

SURVEY RESULTS

The survey was completed with 506 employers in the Accommodation and Food Services industry sector who provided information on over 17,751 employees in various occupational classifications¹. Survey data were collected between February and July 2017. Alberta Wage and Salary Survey results by Four-Digit National Occupational Classification (NOC) for all of Alberta, by industry group, and by geographic area can be found at www.alis.alberta.ca/wageinfo

WAGES FOR SELECTED OCCUPATIONS

The following table illustrates the wage survey results associated with some common occupations within this industry². The tables below present results for three-digit NOC minor groups and for four-digit NOCs.

ACCOMMODATION AND FOOD SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
Common Business, Managerial, Administrative, and Clerical Occupations							
001 Legislators and senior management	24	38	B	43.1	\$34.38	\$41.81	\$37.40
0015 Senior managers - trade, broadcasting and other services, n.e.c.	16	29	C	42.4	\$37.25	\$45.27	\$40.29
011 Administrative services managers	22	43	B	39.1	\$26.66	\$34.14	\$30.79
0111 Financial managers	12	14	C	39.6	\$28.92	\$37.73	\$33.73
0112 Human resources managers	11	18	C	37.1	\$28.47	\$35.00	\$32.11
012 Managers in financial and business services	12	23	C	40.3	\$27.71	\$33.97	\$29.96
0124 Advertising, marketing and public	10	13	C	40.5	\$28.31	\$34.88	\$30.47

¹ The estimated sample error at the establishment level for overall results for this industry is estimated to be $\pm 4.2\%$ at a 95% confidence level (i.e., 19 times out of 20) taking into account the sample design effect associated with over/under sampling and data weighting.

² Occupations were selected as the top occupations in terms of number of employees as per Statistics Canada 2011 National Household Survey data for this industry and supplemented by other occupations frequently reported by industry employers. Only occupations with a minimum number of reportable observations were selected. Some occupations common to this industry may not be listed if sufficient reliable data were not available.

ACCOMMODATION AND FOOD SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
relations managers							
060 Corporate sales managers	11	22	C	40.4	\$25.44	\$30.28	\$28.18
0601 Corporate sales managers	11	22	C	40.4	\$25.44	\$30.28	\$28.18
062 Retail and wholesale trade managers	27	60	B	40.9	\$17.77	\$26.48	\$21.37
0621 Retail and wholesale trade managers	27	60	B	40.9	\$17.77	\$26.48	\$21.37
063 Managers in food service and accommodation	271	841	A	39.7	\$20.02	\$26.14	\$22.90
0631 Restaurant and food service managers	171	565	A	39	\$18.42	\$24.59	\$21.14
0632 Accommodation service managers	132	276	A	41.2	\$24.05	\$29.88	\$27.20
071 Managers in construction and facility operation and maintenance	33	52	B	42.5	\$21.73	\$24.76	\$23.60
0714 Facility operation and maintenance managers	33	52	B	42.5	\$21.73	\$24.76	\$23.60
111 Auditors accountants and investment professionals	20	33	B	38.8	\$28.91	\$34.87	\$32.41
1111 Financial auditors and accountants	20	33	B	38.8	\$28.91	\$34.87	\$32.41
112 Human resources and business service professionals	16	31	C	37.3	\$22.58	\$28.62	\$25.62
1121 Human resources professionals	13	23	B	37	\$23.01	\$29.60	\$26.38
122 Administrative and regulatory occupations	22	53	B	37.8	\$17.31	\$21.98	\$19.43
131 Finance insurance and related business administrative occupations	30	47	B	33.2	\$20.20	\$23.98	\$22.02
1311 Accounting technicians and bookkeepers	30	46	B	33.2	\$20.12	\$23.84	\$21.90
141 General office workers	21	73	B	36.4	\$15.38	\$18.40	\$16.66
1411 General office support workers	12	25	C	31.2	\$17.85	\$22.78	\$20.60
143 Financial insurance and related administrative support workers	36	65	A	35.1	\$19.06	\$24.22	\$21.86
1431 Accounting and related clerks	33	51	A	34.9	\$17.42	\$22.16	\$20.19
Common Professional, Technical, Skilled, and Labour Occupations							
631 Service supervisors	168	1,022	A	36.7	\$14.90	\$18.28	\$16.03
6311 Food service supervisors	104	734	A	35.7	\$14.22	\$17.84	\$15.31
6312 Executive housekeepers	39	61	A	40.2	\$19.27	\$22.42	\$20.93
6313 Accommodation, travel, tourism and related services supervisors	43	117	A	40.3	\$17.06	\$19.89	\$18.48
6315 Cleaning supervisors	43	100	A	38.8	\$15.64	\$17.81	\$16.53

ACCOMMODATION AND FOOD SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
632 Chefs and cooks	234	2,009	A	35	\$14.77	\$18.98	\$16.43
6321 Chefs	68	261	A	39.9	\$19.80	\$23.58	\$21.79
6322 Cooks	221	1,748	A	34.3	\$14.01	\$18.27	\$15.60
633 Butchers and bakers	23	91	B	38.2	\$13.79	\$16.81	\$15.06
6332 Bakers	21	88	B	38.4	\$13.86	\$16.91	\$15.08
641 Sales and account representatives - Wholesale trade (non-technical)	26	46	B	38.9	\$21.02	\$24.77	\$22.59
6411 Sales and account representatives - wholesale trade (non-technical)	26	46	B	38.9	\$21.02	\$24.77	\$22.59
642 Retail salespersons	24	314	B	25	\$12.67	\$18.14	\$13.48
6421 Retail salespersons	24	314	B	25	\$12.67	\$18.14	\$13.48
651 Occupations in food and beverage service	248	4,110	A	25.8	\$12.31	\$13.56	\$12.64
6511 Maitres d'hôtel and hosts/hostesses	41	227	A	23.1	\$12.41	\$14.19	\$12.99
6512 Bartenders	68	354	A	26.6	\$12.50	\$13.47	\$12.85
6513 Food and beverage servers	234	3,529	A	25.9	\$12.28	\$13.53	\$12.60
652 Occupations in travel and accommodation	166	994	A	34.3	\$14.21	\$16.53	\$15.14
6525 Hotel front desk clerks	164	981	A	34.4	\$14.21	\$16.50	\$15.13
654 Security guards and related security service occupations	24	134	B	23.1	\$13.36	\$15.45	\$14.23
6541 Security guards and related security service occupations	24	134	B	23.1	\$13.36	\$15.45	\$14.23
661 Cashiers	17	109	C	28.4	\$12.64	\$15.44	\$13.35
6611 Cashiers	17	109	C	28.4	\$12.64	\$15.44	\$13.35
671 Food counter attendants kitchen helpers and related support occupations	238	4,408	A	28.2	\$12.57	\$15.33	\$13.34
6711 Food counter attendants, kitchen helpers and related support occupations	238	4,408	A	28.2	\$12.57	\$15.33	\$13.34
672 Support occupations in accommodation travel and amusement services	17	223	B	30.2	\$13.71	\$16.37	\$14.48
6721 Support occupations in accommodation, travel and facilities set-up services	13	167	A	30.1	\$14.03	\$17.20	\$14.91
673 Cleaners	210	2,115	A	33	\$14.19	\$16.83	\$15.16
6731 Light duty cleaners	193	1,797	A	32.4	\$13.82	\$16.20	\$14.66
6733 Janitors, caretakers and building	128	318	A	36.2	\$16.31	\$20.56	\$18.03

ACCOMMODATION AND FOOD SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
superintendents							
674 Other service support and related occupations n.e.c.	34	161	A	34.3	\$13.71	\$15.91	\$14.51
6741 Dry cleaning, laundry and related occupations	30	113	A	33.8	\$13.51	\$15.77	\$14.29
751 Motor vehicle and transit drivers	15	39	C	33.1	\$14.58	\$16.96	\$15.25
861 Harvesting landscaping and natural resources labourers	12	47	C	39.8	\$13.88	\$17.72	\$15.76
8612 Landscaping and grounds maintenance labourers	12	47	C	39.8	\$13.88	\$17.72	\$15.76

“n” in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 12 employers combined reported wages for 47 Landscaping and grounds maintenance labourers - (NOC 8612).

Averages are calculated using data weighted by establishment to account for survey non-response (stratified by region, industry group and employer size) and by number of employees reported.

“n/a” indicates that results have been suppressed due to missing data for some employers or due to calculation anomalies.

Data Reliability Codes are based on coefficient of variation as an indicator of general reliability: “A”: coefficient of variation of less than or equal to $\pm 6.00\%$, “B”: from $\pm 6.01\%$ to $\pm 15.00\%$, “C”: from $\pm 15.01\%$ to $\pm 33.00\%$, “D”: more than $\pm 33.01\%$.

JOB VACANCIES & HIRING DIFFICULTIES – SELECTED OCCUPATIONS

The following table illustrates the job vacancy survey results associated with some common occupations within the Accommodation and Food Services industry as cited by survey respondents and confirmed through review of the data.

ACCOMMODATION AND FOOD SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
Common Business, Managerial, Administrative, and Clerical Occupations					
001 Legislators and senior management	23	17%	4%	0%	n/a
0015 Senior managers - trade, broadcasting and other services, n.e.c.	15	13%	n/a	0%	n/a
011 Administrative services managers	21-22	22%	19%	2%	2.0%
0111 Financial managers	11-12	17%	n/a	0%	n/a
0112 Human resources managers	10-11	32%	n/a	6%	5.7%
012 Managers in financial and business services	11	21%	n/a	0%	n/a
0124 Advertising, marketing and public relations managers	9	25%	n/a	0%	n/a
060 Corporate sales managers	10	53%	47%	6%	4.6%
0601 Corporate sales managers	10	53%	47%	6%	4.6%
062 Retail and wholesale trade managers	26-27	22%	43%	0%	n/a
0621 Retail and wholesale trade managers	26-27	22%	43%	0%	n/a
063 Managers in food service and accommodation	268	38%	44%	6%	5.1%
0631 Restaurant and food service managers	168-169	38%	49%	8%	6.1%
0632 Accommodation service managers	131	38%	36%	3%	2.4%
071 Managers in construction and facility operation and maintenance	32	34%	13%	0%	n/a
0714 Facility operation and maintenance managers	32	34%	13%	0%	n/a
111 Auditors accountants and investment professionals	19	30%	24%	0%	n/a
1111 Financial auditors and accountants	19	30%	24%	0%	n/a
112 Human resources and business service professionals	15-16	45%	18%	3%	2.1%
1121 Human resources professionals	12-13	40%	24%	3%	2.4%
122 Administrative and regulatory occupations	21-22	39%	19%	5%	3.2%
131 Finance insurance and related business administrative occupations	30	32%	6%	0%	n/a

ACCOMMODATION AND FOOD SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
1311 Accounting technicians and bookkeepers	29-30	33%	6%	0%	n/a
141 General office workers	20-21	47%	45%	11%	5.7%
1411 General office support workers	11-12	18%	n/a	0%	n/a
143 Financial insurance and related administrative support workers	34-35	31%	22%	0%	n/a
1431 Accounting and related clerks	31	31%	26%	0%	n/a
Common Professional, Technical, Skilled, and Labour Occupations					
631 Service supervisors	164-167	52%	52%	15%	n/a
6311 Food service supervisors	99-104	64%	61%	25%	n/a
6312 Executive housekeepers	38-39	35%	52%	8%	n/a
6313 Accommodation, travel, tourism and related services supervisors	41-42	39%	29%	2%	2.3%
6315 Cleaning supervisors	43	55%	39%	10%	4.8%
632 Chefs and cooks	231-232	62%	64%	17%	5.8%
6321 Chefs	68	39%	58%	7%	n/a
6322 Cooks	217-218	73%	65%	22%	5.4%
633 Butchers and bakers	23	58%	59%	7%	5.4%
6332 Bakers	21	64%	59%	7%	5.6%
641 Sales and account representatives - Wholesale trade (non-technical)	25-26	58%	37%	0%	n/a
6411 Sales and account representatives - wholesale trade (non-technical)	25-26	58%	37%	0%	n/a
642 Retail salespersons	23	72%	22%	9%	1.0%
6421 Retail salespersons	23	72%	22%	9%	1.0%
651 Occupations in food and beverage service	244-248	68%	39%	15%	3.2%
6511 Maitres d'hôtel and hosts/hostesses	39	54%	30%	8%	3.7%
6512 Bartenders	66-68	57%	42%	9%	1.8%
6513 Food and beverage servers	230-233	73%	39%	17%	3.4%
652 Occupations in travel and accommodation	161-165	78%	36%	10%	3.3%
6525 Hotel front desk clerks	159-163	79%	37%	10%	3.3%
654 Security guards and related security service occupations	24	58%	27%	2%	1.0%
6541 Security guards and related security service occupations	24	58%	27%	2%	1.0%

ACCOMMODATION AND FOOD SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
661 Cashiers	17	71%	47%	6%	1.3%
6611 Cashiers	17	71%	47%	6%	1.3%
671 Food counter attendants kitchen helpers and related support occupations	231	70%	48%	20%	5.3%
6711 Food counter attendants, kitchen helpers and related support occupations	231	70%	48%	20%	5.3%
672 Support occupations in accommodation travel and amusement services	16-17	83%	34%	13%	2.7%
6721 Support occupations in accommodation, travel and facilities set-up services	12-13	80%	42%	16%	3.5%
673 Cleaners	205-208	67%	49%	14%	7.7%
6731 Light duty cleaners	188-189	79%	50%	19%	8.4%
6733 Janitors, caretakers and building superintendents	124-125	49%	46%	7%	3.2%
674 Other service support and related occupations n.e.c.	33-34	73%	38%	18%	10.7%
6741 Dry cleaning, laundry and related occupations	29-30	72%	30%	12%	6.1%
751 Motor vehicle and transit drivers	14-15	45%	43%	0%	n/a
861 Harvesting landscaping and natural resources labourers	12	100%	51%	53%	n/a
8612 Landscaping and grounds maintenance labourers	12	100%	51%	53%	n/a

“n” in the above table represents the range of the number of employers who indicated at least one employee in an occupation and responded to individual questions about hiring difficulties and vacancies (not all employers responded to all questions).

“n/a” indicates that results have been suppressed due to missing data for some employers.

Statistics on hiring activity, hiring difficulties, and employers reporting vacancies were calculated based on *the number of employers responding* for each question, weighted by establishment for survey non-response (stratified by region, industry group and employer size).

Job Vacancy Rate for vacancies that had been unfilled for 4 months or more calculated as: $\text{Sum of Unfilled Vacancies} / (\text{Sum of Current Employees} + \text{Sum of Unfilled Vacancies})$, with data weighted by establishment for survey non-response (stratified by industry group and employer size).

Industry Definition as per North American Industry Classification System (NAICS)

Accommodation and Food Services Industry (NAICS 72)

This sector comprises establishments primarily engaged in providing short-term lodging and complementary services to travelers, vacationers and others, in facilities such as hotels, motor hotels, resorts, motels, casino hotels, bed and breakfast accommodation, housekeeping cottages and cabins, recreational vehicle parks and campgrounds, hunting and fishing camps, and various types of recreational and adventure camps. This sector also comprises establishments primarily engaged in preparing meals, snacks and beverages, to customer order, for immediate consumption on and off the premises.

Research conducted for the Alberta Ministry of Labour by R.A. Malatest & Associates Ltd.