

Wage and Salary Survey

The Alberta Wage and Salary Survey is undertaken by the Alberta Government 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 Industry Summary Report

SURVEY RESULTS

The survey was completed with 542 employers in the Accommodation and Food Services industry sector who provided information on over 20,722 employees in various occupational classifications¹. Survey data were collected between January and July 2019. 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/occinfo

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
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Common Business, Managerial, Administrative, and Clerical Occupations

001 Legislators and senior management	29	35	B	40.1	\$55.11	\$60.55	\$57.80
0015 Senior managers - trade, broadcasting and other services, n.e.c.	25	30	B	40.1	\$47.08	\$52.25	\$48.92
011 Administrative services managers	27	53	B	39.0	\$25.00	\$33.63	\$30.01
0111 Financial managers	19	23	C	39.0	\$26.71	\$36.08	\$31.81
0112 Human resources managers	11	15	C	37.1	\$27.13	\$34.27	\$31.46

¹ The estimated sample error at the establishment level for overall results for this industry is estimated to be $\pm 4.47\%$ 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 2016 Census 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
062 Retail and wholesale trade managers	32	70	A	39.9	\$20.92	\$26.20	\$23.68
0621 Retail and wholesale trade managers	32	70	A	39.9	\$20.92	\$26.20	\$23.68
063 Managers in food service and accommodation	300	941	A	39.1	\$20.64	\$28.49	\$23.62
0631 Restaurant and food service managers	191	702	A	38.8	\$19.79	\$28.11	\$22.76
0632 Accommodation service managers	138	239	A	40.4	\$24.67	\$30.26	\$27.53
071 Managers in construction and facility operation and maintenance	32	42	A	38.3	\$23.92	\$27.33	\$25.75
0714 Facility operation and maintenance managers	32	42	A	38.3	\$23.92	\$27.33	\$25.75
111 Auditors, accountants and investment professionals	18	20	C	38.3	\$26.73	\$32.14	\$29.28
1111 Financial auditors and accountants	18	20	C	38.3	\$26.73	\$32.14	\$29.28
122 Administrative and regulatory occupations	31	70	B	38.4	\$20.30	\$27.57	\$24.23
1221 Administrative officers	21	53	B	38.9	\$20.32	\$30.37	\$25.61
124 Office administrative assistants - general, legal and medical	16	37	C	37.5	\$18.25	\$25.38	\$21.68
1241 Administrative assistants	16	37	C	37.5	\$18.25	\$25.38	\$21.68
131 Finance, insurance and related business administrative occupations	21	24	B	28.9	\$19.42	\$23.27	\$21.55
1311 Accounting technicians and bookkeepers	21	24	B	28.9	\$19.42	\$23.27	\$21.55
141 General office workers	18	48	C	34.5	\$15.89	\$17.22	\$16.70
1414 Receptionists	11	35	C	34.2	\$15.45	\$16.01	\$15.83
143 Financial, insurance and related administrative support workers	30	64	B	33.4	\$20.57	\$25.26	\$22.54
1431 Accounting and related clerks	28	58	B	33.0	\$20.33	\$25.53	\$22.48

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
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Common Professional, Technical, Skilled, and Labour Occupations

525 Athletes, coaches, referees and related occupations	14	102	B	30.9	\$15.35	\$16.90	\$16.09
5254 Program leaders and instructors in recreation, sport and fitness	14	102	B	30.9	\$15.35	\$16.90	\$16.09
631 Service supervisors	229	1,363	A	35.3	\$16.52	\$18.68	\$17.42
6311 Food service supervisors	161	1,095	A	34.9	\$16.18	\$18.26	\$16.99
6312 Executive housekeepers	43	59	A	38.5	\$20.11	\$22.77	\$21.52
6313 Accommodation, travel, tourism and related services supervisors	43	93	A	39.1	\$18.83	\$21.82	\$20.36
6315 Cleaning supervisors	47	98	A	38.6	\$18.18	\$20.82	\$19.64
632 Chefs and cooks	264	2,490	A	34.2	\$16.24	\$20.61	\$17.75
6321 Chefs	76	346	B	39.7	\$20.31	\$25.55	\$22.78
6322 Cooks	251	2,144	A	33.4	\$15.69	\$19.94	\$17.06
633 Butchers and bakers	21	114	B	36.3	\$15.21	\$22.08	\$16.06
6332 Bakers	20	113	B	36.3	\$15.21	\$22.15	\$16.06
642 Retail salespersons	23	621	C	25.9	\$15.09	\$15.90	\$15.43
6421 Retail salespersons	23	621	C	25.9	\$15.09	\$15.90	\$15.43
651 Occupations in food and beverage service	259	4,069	A	25.6	\$15.06	\$17.04	\$15.42
6511 Maitres d'hôtel and hosts/hostesses	45	192	A	20.8	\$15.22	\$15.82	\$15.48
6512 Bartenders	63	348	A	25.9	\$15.14	\$16.29	\$15.76
6513 Food and beverage servers	237	3,529	A	25.8	\$15.05	\$17.19	\$15.38
652 Occupations in travel and accommodation	160	1,066	A	34.2	\$15.65	\$17.62	\$16.31
6525 Hotel front desk clerks	160	1,058	A	34.2	\$15.64	\$17.61	\$16.30

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
654 Security guards and related security service occupations	16	111	B	22.4	\$15.35	\$17.32	\$16.28
6541 Security guards and related security service occupations	16	111	B	22.4	\$15.35	\$17.32	\$16.28
661 Cashiers	26	202	B	25.8	\$15.27	\$17.02	\$16.02
6611 Cashiers	26	202	B	25.8	\$15.27	\$17.02	\$16.02
671 Food counter attendants, kitchen helpers and related support occupations	269	5,655	A	26.9	\$15.30	\$17.96	\$16.24
6711 Food counter attendants, kitchen helpers and related support occupations	269	5,655	A	26.9	\$15.30	\$17.96	\$16.24
672 Support occupations in accommodation, travel and amusement services	24	162	B	32.7	\$15.75	\$16.91	\$16.22
6721 Support occupations in accommodation, travel and facilities set-up services	14	103	A	32.1	\$15.52	\$16.43	\$15.90
6722 Operators and attendants in amusement, recreation and sport	10	59	C	34.5	\$16.41	\$18.42	\$17.16
673 Cleaners	202	2,463	A	32.6	\$15.77	\$17.77	\$16.53
6731 Light duty cleaners	175	2,121	A	32.1	\$15.54	\$17.26	\$16.14
6733 Janitors, caretakers and building superintendents	130	329	A	35.8	\$17.37	\$21.25	\$19.11
674 Other service support and related occupations, n.e.c.	35	225	A	31.5	\$16.01	\$17.53	\$16.87
6741 Dry cleaning, laundry and related occupations	25	98	B	33.0	\$15.11	\$16.39	\$15.79
6742 Other service support occupations, n.e.c.	12	127	A	30.3	\$16.78	\$18.50	\$17.80
751 Motor vehicle and transit drivers	14	57	C	28.2	\$16.54	\$20.51	\$17.98

"n" in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 14 employers combined reported wages for 57 Motor vehicle and transit drivers - (NOC 751).

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	29	22%	10%	1%	2.0%
0015 Senior managers - trade, broadcasting and other services, n.e.c.	25	20%	n/a	1%	2.4%
011 Administrative services managers	27	25%	36%	0%	n/a
0111 Financial managers	19	12%	n/a	0%	n/a
0112 Human resources managers	11	48%	8%	0%	n/a
062 Retail and wholesale trade managers	32	51%	42%	9%	4.1%
0621 Retail and wholesale trade managers	32	51%	42%	9%	4.1%
063 Managers in food service and accommodation	292-294	39%	35%	7%	4.8%
0631 Restaurant and food service managers	186	41%	33%	8%	5.0%
0632 Accommodation service managers	135-136	35%	40%	4%	3.8%
071 Managers in construction and facility operation and maintenance	32	29%	31%	1%	1.1%
0714 Facility operation and maintenance managers	32	29%	31%	1%	1.1%
111 Auditors, accountants and investment professionals	18	10%	n/a	0%	n/a
1111 Financial auditors and accountants	18	10%	n/a	0%	n/a
122 Administrative and regulatory occupations	30-31	32%	29%	0%	n/a
1221 Administrative officers	21	26%	39%	0%	n/a
124 Office administrative assistants - general, legal and medical	14-15	76%	21%	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
1241 Administrative assistants	14-15	76%	21%	0%	n/a
131 Finance, insurance and related business administrative occupations	20-21	14%	n/a	0%	n/a
1311 Accounting technicians and bookkeepers	20-21	14%	n/a	0%	n/a
141 General office workers	17-18	44%	31%	12%	7.4%
1414 Receptionists	11	47%	35%	6%	3.1%
143 Financial, insurance and related administrative support workers	30	51%	11%	0%	n/a
1431 Accounting and related clerks	28	50%	13%	0%	n/a
Common Professional, Technical, Skilled, and Labour Occupations					
525 Athletes, coaches, referees and related occupations	13-14	84%	35%	6%	3.3%
5254 Program leaders and instructors in recreation, sport and fitness	13-14	84%	35%	6%	3.3%
631 Service supervisors	224-225	56%	43%	14%	7.5%
6311 Food service supervisors	158-159	62%	59%	23%	n/a
6312 Executive housekeepers	41-42	43%	6%	1%	n/a
6313 Accommodation, travel, tourism and related services supervisors	41-43	54%	20%	8%	8.8%
6315 Cleaning supervisors	46-47	45%	17%	0%	0.0%
632 Chefs and cooks	257-263	67%	59%	21%	7.5%
6321 Chefs	73-75	50%	52%	9%	5.2%
6322 Cooks	244-249	75%	61%	27%	7.7%
633 Butchers and bakers	21	41%	32%	8%	2.1%
6332 Bakers	20	44%	32%	9%	2.1%
642 Retail salespersons	23	61%	62%	13%	4.9%

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
6421 Retail salespersons	23	61%	62%	13%	4.9%
651 Occupations in food and beverage service	251-256	70%	27%	12%	2.9%
6511 Maîtres d'hôtel and hosts/hostesses	44	73%	13%	8%	3.7%
6512 Bartenders	62-63	56%	19%	10%	2.8%
6513 Food and beverage servers	229-235	73%	31%	13%	2.8%
652 Occupations in travel and accommodation	155-157	77%	41%	11%	3.6%
6525 Hotel front desk clerks	155-157	78%	41%	11%	3.6%
654 Security guards and related security service occupations	15-16	67%	33%	9%	1.1%
6541 Security guards and related security service occupations	15-16	67%	33%	9%	1.1%
661 Cashiers	26	68%	52%	25%	n/a
6611 Cashiers	26	68%	52%	25%	n/a
671 Food counter attendants, kitchen helpers and related support occupations	263-265	77%	40%	21%	3.6%
6711 Food counter attendants, kitchen helpers and related support occupations	263-265	77%	40%	21%	3.6%
672 Support occupations in accommodation, travel and amusement services	24	62%	41%	4%	1.1%
6721 Support occupations in accommodation, travel and facilities set-up services	14	54%	44%	0%	0.0%
6722 Operators and attendants in amusement, recreation and sport	10	81%	35%	13%	4.2%
673 Cleaners	199	67%	46%	12%	5.6%
6731 Light duty cleaners	171-172	76%	47%	16%	5.8%
6733 Janitors, caretakers and building superintendents	126-129	53%	43%	6%	3.8%
674 Other service support and related occupations, n.e.c.	34-35	49%	23%	5%	1.7%

**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
6741 Dry cleaning, laundry and related occupations	24-25	55%	15%	0%	n/a
6742 Other service support occupations, n.e.c.	12	42%	38%	11%	3.1%
751 Motor vehicle and transit drivers	14	79%	32%	0%	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: *Sum of Unfilled Vacancies / (Sum of Current Employees + 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 accommodations, 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 orders, for immediate consumption on and off the premises.

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