

Leisure and Hospitality

Industry Snapshot

This industry is built around travel. Imagine a trip to an exotic location every year. Imagine staying in four-star hotels. Imagine having a suntan every winter. Many employees in leisure and hospitality get great discounts on everything from hotel and airline rates to event tickets.

Want to work outdoors, way out in the desert, deep in the woods, or overlooking the ocean? There's a place in leisure and hospitality for you. Want to surf, or mountain bike, or work to preserve the environment? There's a place for you in leisure and hospitality. Want to sing, or dance, or act? Yes, there's a place in hospitality and leisure for you. Park rangers, lodging managers, golf pros, action sports tour guides, and performing artists at theme parks and resorts - they all get to do what they love. Lots of their colleagues in more corporate fields, such as sales representatives, accountants, and travel agents, get just as much of a charge out of working leisure and hospitality, out of working in a beautiful location or helping others go on the vacation of their dreams. (www.wetfeet.com)

Customer service is the foundation of success in hospitality and leisure. In most jobs in this industry, you will almost always be facing deadlines. Say you're a housekeeping manager. Will all the rooms vacated this morning be ready for new guests at the 3 p.m. check-in time? They'd better be. Or say you're a travel agent. Are there any luxury hotel rooms available this weekend? If there aren't, you won't be receiving any commission. Or you're a tour guide, and one of your guests hasn't returned from the shopping excursion yet – even though the bus is supposed to leave in three minutes. Taking care of travelers with varying needs and varying levels of bossiness (not to mention varying levels of intelligence) can get the goat of the best of us. (www.wetfeet.com)

The leisure and hospitality industry includes more than 15 interrelated businesses, from lodging establishments, airlines, and restaurants, to cruise lines, car rental firms, travel agents, art administrators, and tour operators. (American Hotel and Lodging Association)

High-Growth Occupations (Maryland Department of Labor, Licensing & Regulation, Maryland Occupational Projections, 2002 - 2012)

Occupational Title	Employment 2002	Employment 2012	Employment Change
Combined Food Preparation & Serving Workers, Including Fast Food	41,355	50,530	9,175
Waiters & Waitresses	38,220	45,060	6,840
Food Preparation Workers	13,550	17,695	4,145
Maids & Housekeeping Cleaners	20,930	23,380	2,450
First-Line Supervisors/Managers of Food Preparation & Serving Workers	15,835	18,655	2,820
Dining Room & Cafeteria Attendants & Bartender Helpers	12,460	14,670	2,210
Cooks, Restaurant	13,310	15,080	1,770

Employment Outlook

Nationally, employment in this sector is predicted to grow 18% between 2004 - 2014, adding more than 2.21 million new jobs. (U.S. Bureau of Labor Statistics, *Industries at a Glance: Leisure and Hospitality – 2004 - 2014 Employment Projections*)

The 2005 (last available annual data) average weekly wage per worker within the Frederick County leisure and hospitality sector was \$261. (Maryland Department of Labor, Licensing & Regulation, Employment & Payrolls, County Industry Series – Frederick County)

Training and Advancement

Although the skills and experience needed by workers in this industry depend on the specific occupations, most entry-level jobs require little or no previous training. Hotel operations in particular are becoming increasingly complex, however, with a greater emphasis being placed on specialized training. Therefore, the demand is increasing for people with special skills obtained in college, junior colleges, technical institutes, vocational schools, and high schools.

Advancement opportunities in the hotel industry vary widely. Some workers, such as housekeepers and janitors, generally have few opportunities for advancement. In large properties, however, some janitors may advance to supervisory positions. Hotel desk clerks, hospitality workers, and chefs sometimes advance to managerial positions. Promotional opportunities from the front office often are greater than those from any other department, because there is an excellent opportunity to learn the establishment's overall operation from this vantage point. Front office jobs are excellent entry-level jobs and can serve as a steppingstone to jobs in hospitality, public relations, advertising, sales, and management.

Promotional opportunities for chefs and cooks are better than those for most other service occupations. Cooks often advance to chef or to supervisory and management positions, such as executive chef, restaurant manager, or food service management. (Bureau of Labor Statistics)

Local Industry Categories/Fields

Hotels	Motels	Bed & Breakfasts
Hostels	Boarding Houses	RV Parks
Recreation Resorts	Vacation Resorts	Full Service Restaurants
Take Out Restaurants	Fast Food Restaurants	Delicatessens
Pizzerias	Pizza Delivery	Caterers
Nightclubs	Cruise Lines	Car Rental Firms
Tour Operators	Art Galleries	Zoos
Theme Parks	Movie Theaters	Live Performance Theaters
TV Production Companies	TV Stations	Radio Stations
Sports Stadiums/Arenas/Fields/Tracks	State and Local Welcome Centers	Casinos
Specialty Gear Rental Firms	Campgrounds	Campgrounds
Museums	Inns	Bars
Limited Service Restaurants	Cafeterias	Movie-Production Companies
Travel Agencies	Circuses	

Additional Resources

Frederick County Workforce Services
Located at the Business and Employment Center
5340 Spectrum Drive, Suite A
Frederick, MD 21703
301-600-2255
www.frederickworks.com



Frederick County Office of Economic Development
Located at the Business and Employment Center
www.discoverfrederickmd.com

Maryland Department of Labor, Licensing & Regulation
www.dllr.state.md.us

U.S. Department of Labor
Bureau of Labor Statistics Career Guide to Industries
www.bls.gov

Career One Stop
www.CareerOneStop.org

National Restaurant Association
www.restaurant.org

American Hotel and Lodging Association
www.ahla.com

American Culinary Federation
www.acfchefs.org

International Council on Hotel, Restaurant and Institutional Education
www.chrie.org



O*Net - Occupational Network
www.onetcenter.org