

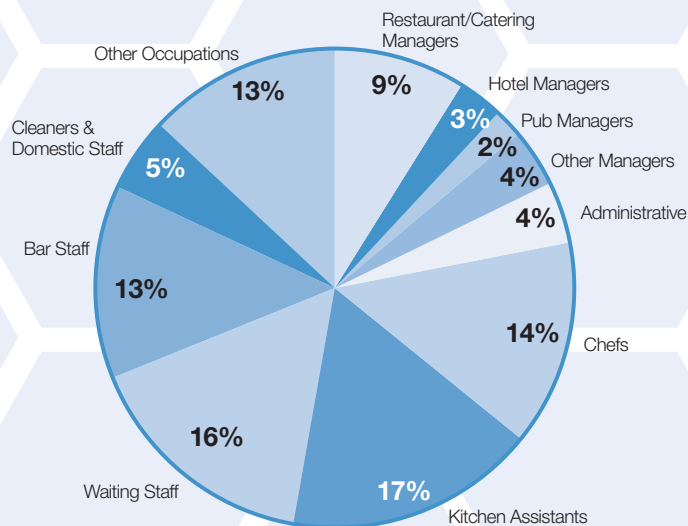


## Catering and Hospitality

### What's happening?

- The catering and hospitality sector includes a wide range of businesses dealing with food, drink and accommodation – such as hotels, hostels, restaurants, cafes, pubs, clubs, bars and contract catering. The industry currently employs 2.5 million people in the UK.
- 26% of all hospitality establishments in the UK are in London and the South East.
- Employment in hospitality grew during the last decade and is projected to increase further through to 2010. For several years the hospitality sector has faced chronic recruitment difficulties and vacancies in the sector account for 14% of all vacancies reported to job centres.
- There is a large number of small companies across the UK, with 75% of employees working for a company employing fewer than 50 people. Working for a small company offers experience in a wide range of areas.
- The catering and hospitality sector has a large proportion of people aged 25 and under (38%) compared to the average across all sectors (13%). There is a high turnover of staff, which creates good opportunities for those wanting to work and progress in this industry.
- The Sector Skills Council for the catering and hospitality sector has highlighted the need to increase managerial and supervisory skills and qualifications. There are higher education courses for people aiming for management.

### Who does what?



Source: Labour Force Survey 2006, © Crown Copyright. Figures are for England.

### Numbers employed within sector by local businesses

Essex LSC	37,900
Essex	30,500
Southend UA	4,100
Thurrock UA	3,300
UK	1,528,000

Source: Annual Business Inquiry, 2007, [Nomis 17 May 2007] © Crown Copyright. Figures do not include the self-employed, people under 16 or trainees without a contract of employment. Figures are rounded to nearest hundred.

### How much could I earn?

Remember – many jobs will demand minimum entry qualifications. Those earning high salaries are usually well qualified and experienced and will continue to learn throughout their working life.

	Annual mean salary
Bar Staff	£7,263
Hotel Porter	£13,560
Hotel/Accommodation Manager	£27,468
Housekeeper	£11,671
Restaurant/Catering Manager	£21,223
Waiter/Waitress	£6,895

Salary rates have been calculated using the average gross pay for full-time workers. Figures are for the UK. Averages can hide higher earnings. With training and career development, higher salaries can be achieved. Source: Annual Survey of Hours & Earnings 2007, ONS © Crown Copyright.



## What we think will happen

- Shortages are predicted in the following occupations: chefs, other kitchen staff, house-keeping staff.
- Particular skills shortages exist for chefs/cooks and for managers. Managers need a range of skills including people management, problem solving, commercial and business skills. They need to be able to attract customers to return to their hotel or restaurant.
- It is estimated that 12,000 jobs in many types of employment are likely to be created as a result of London being awarded the 2012 Olympic Games.
- In conjunction with the East of England Skills and Competitive Partnership, the hospitality sector has been identified as a key priority sector.
- ICT skills are important in the industry, particularly in hotels. Many are now developing e-marketing strategies both to develop new business and to retain repeat customers.
- Growth in the catering and hospitality sector is closely linked with the economy as a whole and with consumer confidence.
- There will be a new qualification called a Diploma in Hospitality and Catering available from September 2009. This will help people prepare for university, college or work. Look out to see whether it's going to be on offer in your area.

## Is this you?

- Good communication skills
- Well organised
- Good team worker
- Prepared to work shifts
- Enthusiastic
- Calm under pressure.

## What local students did in 2006

A total of 239 Year 11 local school leavers started full-time employment or work-based training in the catering and hospitality sector in 2006. (Essex 206, Southend 24 and Thurrock 9).

Source: Connexions Essex, Southend and Thurrock 2006.

## Some job suggestions

- Baker
- Banquet/Events Manager
- Chef/Cook
- Hotel Receptionist
- Housekeeper/Housekeeping Manager
- Restaurant/Hotel/Catering Manager

## Next steps...

**If you're serious about this type of work - FIND OUT MORE!**

Use your Connexions Resource Area in School/College or visit your local Connexions Centre/One Stop Shop for information about jobs; qualifications; local training; further and higher education; skills and personal characteristics; rates of pay and working conditions.

## Really useful websites and resources!

People 1st, the Sector Skills Council for the Hospitality, Leisure, Travel and Tourism Industry – [www.people1st.co.uk](http://www.people1st.co.uk)  
Springboard UK (hospitality, leisure, travel and tourism)

– [www.springboarduk.org.uk](http://www.springboarduk.org.uk)

British Hospitality Association – [www.bha.org.uk](http://www.bha.org.uk)

The Diploma – [www.direct.gov.uk/diplomas](http://www.direct.gov.uk/diplomas)

Apprenticeships – [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk) or **call the helpline on 08000 150600**

Jobs4u (careers database)

– [www.connexions-direct.com/jobs4u](http://www.connexions-direct.com/jobs4u)

For learning opportunities and course information for 14-19 year olds in Essex, Southend and Thurrock, see [www.stepon.org](http://www.stepon.org)

**For further information and advice please contact Connexions Direct in confidence (you don't have to give your name or personal details if you don't want to):**

**Email: via [www.connexions-direct.com](http://www.connexions-direct.com) (click on the email link) • Telephone Connexions Direct on 080 800 13 2 19**

**Text Connexions Direct on 07766 4 13 2 19 • Local Connexions service [www.estconnexions.co.uk](http://www.estconnexions.co.uk)**

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