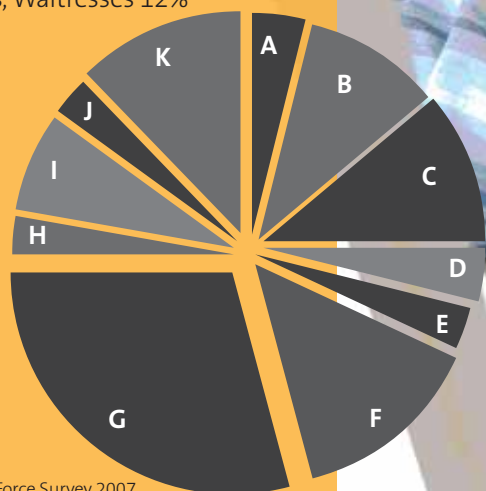


Hospitality including Catering

The hospitality and catering industry includes a wide range of establishments such as hotels, hostels, restaurants, cafes, pubs, and contract catering. The profession currently employs 2.5 million people in the UK.

WHO DOES WHAT?

- A Administrative 4%
- B Bar Staff 10%
- C Chefs, Cooks 11%
- D Cleaners, Domestic Staff 4%
- E Hotel Managers 3%
- F Kitchen Assistants 14%
- G Other Occupations 29%
- H Pub Managers 3%
- I Restaurant/Catering Managers 7%
- J Sales and Retail Assistants 3%
- K Waiters, Waitresses 12%



Source: Labour Force Survey 2007
© Crown Copyright.
Figures are for England.

WHAT'S HAPPENING?

- There are a large number of small companies, with 75% of employees working for a company employing less than 50 people. Working for a small company offers experience in a wide range of areas.
- Locally, 33,000 people are employed in hotels and catering.
- Particular skills shortages exist for chefs/cooks and for managers with a range of skills including people management, problem solving, commercial and business skills.
- Recent research indicates that the traditionally high rates of staff turnover in this sector may be due to individuals seeking greater career progression. However, there is enormous scope for movement between the industry's many and varied sectors.
- The catering and hospitality sector has a large proportion of people aged 25 and under (38%) compared to the average across all sectors (13%), and a high turnover of staff, which creates good opportunities for those wanting to start work in this industry.
- Many hospitality companies are international and offer opportunities to work abroad.
- The Sector Skills Council for the catering and hospitality sector has highlighted the need to increase managerial and supervisory skills and qualifications.
- A large number of students work in this sector on a part-time or temporary basis.

WHAT WE THINK WILL HAPPEN

- With an increasing awareness of the environmental impact of foreign travel, more people are likely to holiday in the UK in the future, increasing demand for high quality hospitality services.
- Hospitality and Tourism has been identified by 'West at Work' as a local area of growth where specific skills are, or will be, in demand.
- Some of the demand in this sector will come from new local development sites including: Bath: SouthGate, Bath Western Riverside; Bristol: Harbourside Phase 2, Temple Quarter, South Bristol; North Somerset: Locking Parklands, Weston Park; South Gloucestershire: Science Park (SPark). Contact your local Connexions or Jobcentre Plus office.
- New qualifications, called Diplomas, are being introduced. These will help people prepare for university, college or work. There will be a Diploma in Hospitality. Look out to see whether it's on offer in your area.

NUMBERS EMPLOYED LOCALLY

> B&NES	7,133
> Bristol	13,194
> North Somerset	6,549
> South Gloucestershire	6,604

Source: Annual Business Inquiry Employee Analysis. ONS Crown Copyright. (From Nomis 2009)

SOME JOB SUGGESTIONS

- > Baker
- > Banquet/Events Manager
- > Bar Worker/Manager
- > Chef/Cook
- > Food/Counter Service Assistant
- > Hotel Porter
- > Hotel Manager
- > Hotel Receptionist
- > Housekeeper/Housekeeping Manager
- > Restaurant/Catering Manager
Waiter

IS THIS YOU?

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

HOW MUCH COULD I EARN? Average annual salary (£s)*

> Baker	£16,359
> Bar Staff	£7,143
> Chef	£14,674
> Hotel Porter	£12,528
> Hotel/Accommodation Manager	£28,028
> House Keeper	£11,689
> Restaurant/Catering Manager	£18,889
> Waiter/Waitress	£7,834

WHAT 16 YEAR OLDS DID IN 2008

In 2008 83.7% of 16 year olds in the West of England continued in full-time education, while a further 10.2% entered full-time employment or work-based training.

A total of 1,182 Year 11 school leavers from local schools entered full-time employment or work-based training. Of this number, 87 went into catering occupations.

Source: Connexions West of England 2009.

WANT TO KNOW MORE?

If you're serious about a career in hospitality including catering – FIND OUT MORE!

- > Use Careerscape, JED, Kudos and the hospitality and catering sections of your Connexions resource area for more information including:
 - > Qualifications
 - > Local training, further and higher education opportunities
 - > Skills and personal characteristics
 - > Rates of pay and working conditions
 - > Local, national and international employers.

WEBSITES

- > Apprenticeships: www.apprenticeships.org.uk or call the helpline on 08000 150 600
- > British Hospitality Association: www.bha.org.uk
- > Hospitality Diploma: www.hospitalitydiploma.co.uk
- > People 1st, the Sector Skills Council for the Hospitality, Leisure, Travel and Tourism Industry: www.htf.org.uk
- > Springboard UK (hospitality, leisure, travel and tourism): www.springboarduk.org.uk
- > South West Tourism: www.swtourism.co.uk
- > Tourism Skills Network: www.tourismskillsnetwork.org.uk
- > Tourism Skills Network South West: www.tourismskillsnetwork.org.uk

*Salary rates have been calculated using the average gross pay rates for full-time workers. Figures are for the United Kingdom. Averages can hide higher earnings. With training and career development, higher salaries can be achieved. Source: Annual Survey of Hours and Earnings 2008, O.N.S., © Crown Copyright.



Notes

A large rectangular area with a light beige background and horizontal dotted lines, intended for taking notes.



WEST OF ENGLAND

Connexions centres in the West of England:

Bath and North East Somerset: 28 Southgate, Bath BA1 1TP. T: 01225 461 501

Bristol: 4 Colston Avenue, Bristol BS1 4ST. T: 0117 987 3700. Minicom: 0117 907 4514

North Somerset: 45 Boulevard, Weston-super-Mare BS23 1PG. T: 01934 644 443

South Gloucestershire: 21-23 High Street, Kingswood, South Gloucestershire BS15 4AA. T: 0117 961 2760
or 28 Gloucester Road North, Filton, South Gloucestershire BS7 0SJ. T: 0117 969 8101

Head Office: 4 Colston Avenue, Bristol BS1 4ST. T: 0117 987 2031 F: 0117 987 2661

enquiries@connexionswest.org.uk

www.connexionswest.org.uk