

# HOSPITALITY



**Maryland Department of Labor, Licensing and Regulation  
Division of Workforce Development  
Office of Workforce Information and Performance  
1100 N. Eutaw Street, Room 316  
Baltimore, MD 21201**

**September 2004**

## Hospitality Cluster

### What is included in the Hospitality Cluster?

Establishments classified in Accommodations and Food Services, grouped in the 72 sector under the North America Industry Classification System (NAICS), form the core of the Hospitality Cluster.

Businesses in **Accommodations** cater to the needs of travelers, vacationers and others by providing lodging or short-term accommodations. Included in this industry group are businesses such as:

#### **NAICS**

- **7211** Hotels, motels, bed and breakfast inns
- **7212** RV parks, travel trailer campsites, recreation/vacation camps
- **7213** Rooming and boarding houses

Businesses in **Food Services** provide food and/or drink to patrons in a variety of settings. Included in this industry group are:

#### **NAICS**

- **7221** Full-service restaurants specializing in providing sit down food and drink service
- **7222** Limited-service eating places such as fast food restaurants, delis, cafeterias, takeout eateries, pizza delivery
- **7223** Special food services such as food service contractors, caterers, mobile food services and
- **7224** Drinking establishments serving alcoholic refreshments such as bars and nightclubs

For additional descriptive information on NAICS, go to [www.census.gov/epcd/naics02/](http://www.census.gov/epcd/naics02/)

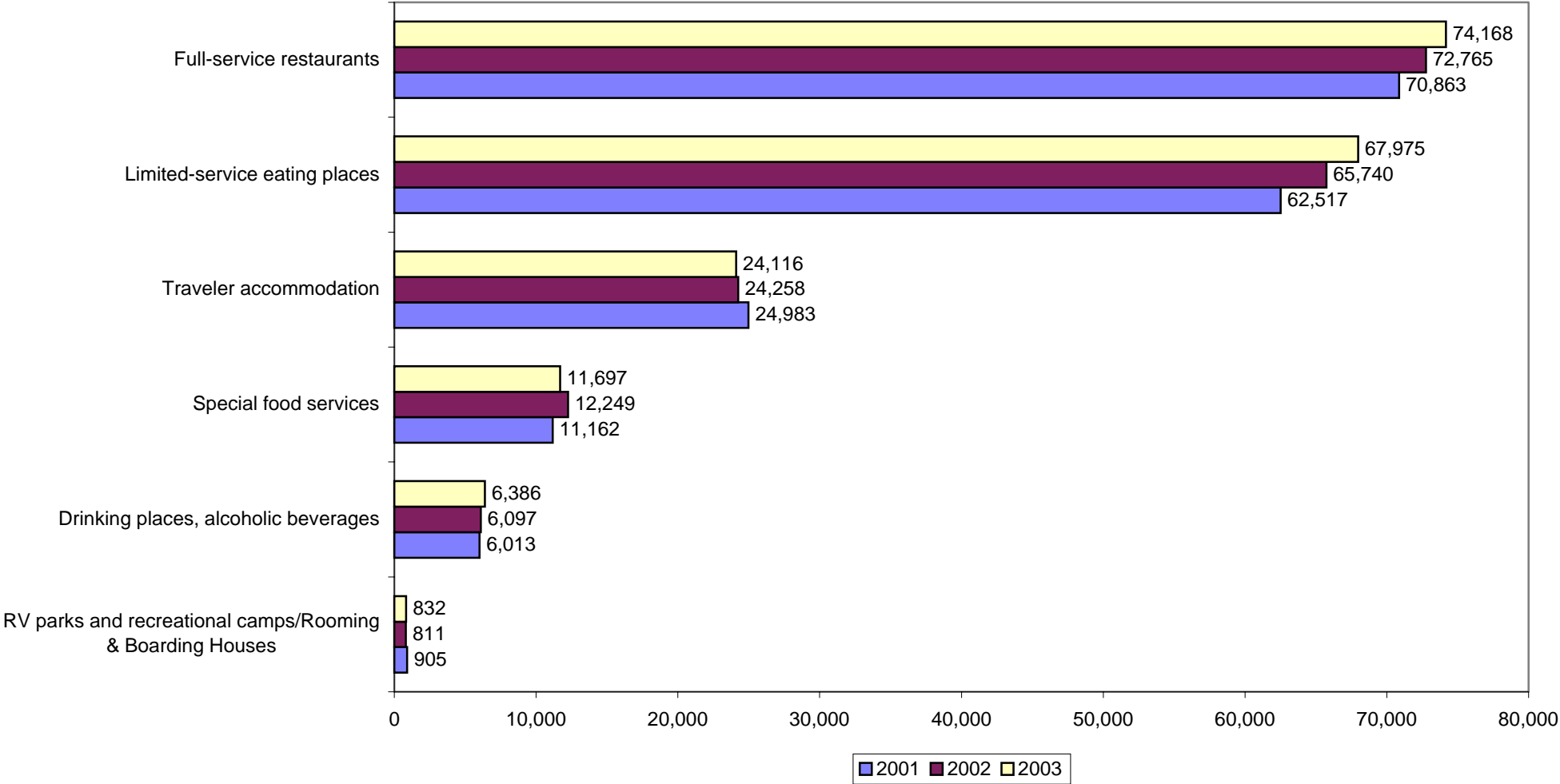
This publication was developed using data from the Quarterly Census of Employment and Wages (ES 202) and from the Occupational Employment Statistics (OES) Programs.

**Maryland**  
**Employment and Wages in the Hospitality Cluster Industries**

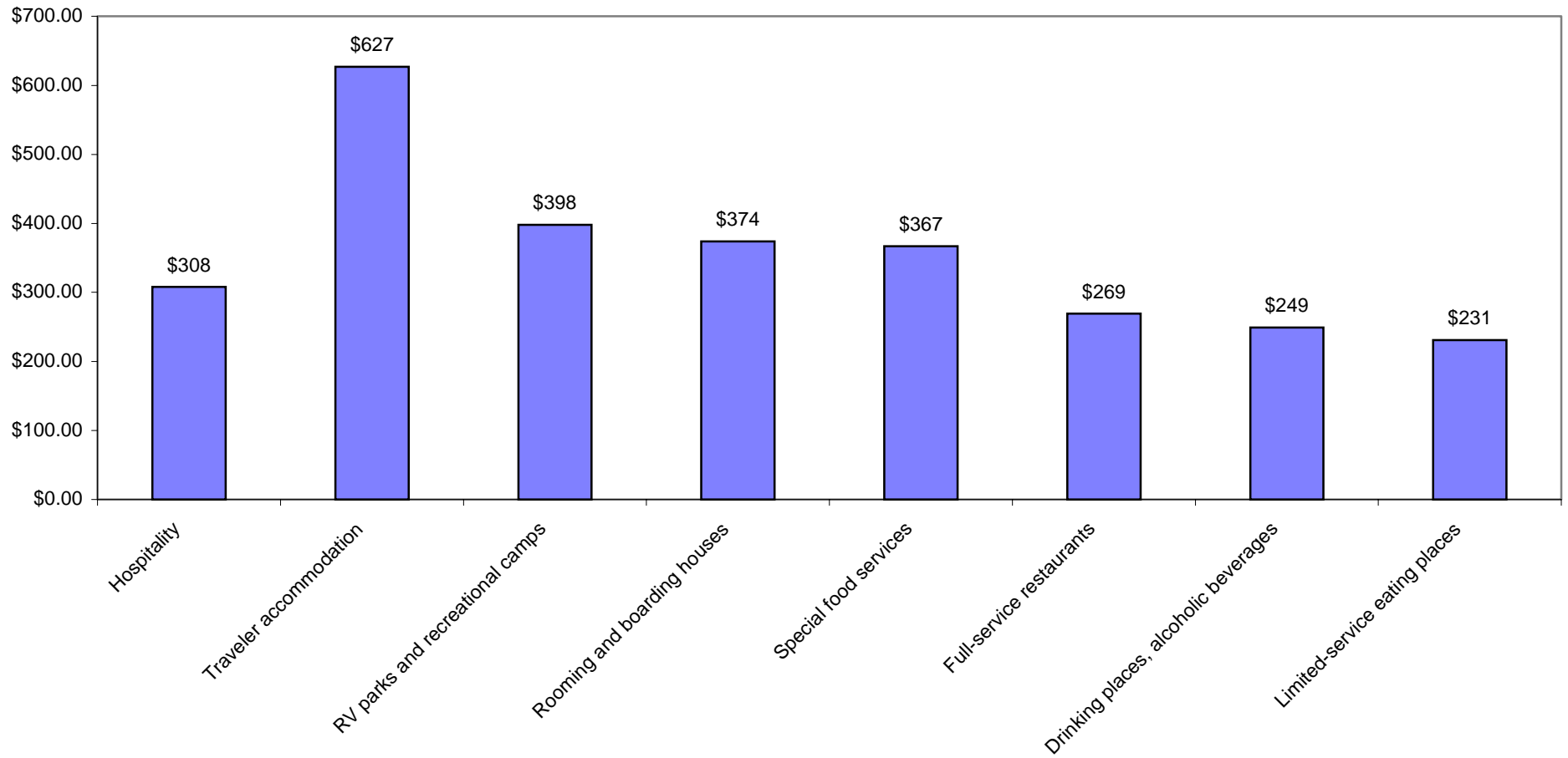
NAICS	Industry Description	Employment			Payroll			Average Weekly Wage 2003
		2001	2002	2003	2001	2002	2003	
72	<b>Hospitality</b>	176,443	181,920	185,174	\$2,710,079,003	\$2,788,602,092	\$2,963,458,011	\$308
	<b>Accommodations</b>	25,888	25,069	24,948	755,457,203	714,175,864	803,796,135	620
7211	Traveler accommodation	24,983	24,258	24,116	739,289,539	697,916,999	786,815,038	627
7212	RV parks/recreational camps	667	632	646	12,205,653	12,852,633	13,363,861	398
7213	Rooming and boarding houses	238	179	186	3,962,011	3,406,232	3,617,236	374
	<b>Food Service</b>	150,555	156,851	160,226	1,954,621,800	2,074,426,228	2,159,661,876	259
7221	Full-service restaurants	70,863	72,765	74,168	956,830,714	986,349,436	1,037,597,828	269
7222	Limited-service eating places	62,517	65,740	67,975	716,219,958	777,425,906	816,458,103	231
7223	Special food services	11,162	12,249	11,697	207,602,372	231,756,900	223,024,977	367
7224	Drinking places, alcoholic bev.	6,013	6,097	6,386	73,968,756	78,893,986	82,580,968	249

- Jobs in the hospitality cluster account for about 7.6% of Maryland's employment base.
- Of the 14 industry clusters identified as critical to statewide economic development and workforce training, the hospitality cluster ranks 5th in total employment.
- Expansion in hospitality industries , at 4.9% through 2003, has proceeded at a pace well above that of the private sector economy since 2001. Growth in food service businesses, which account for about nine out of every 10 jobs in hospitality, provided the stimulus for this expansion.

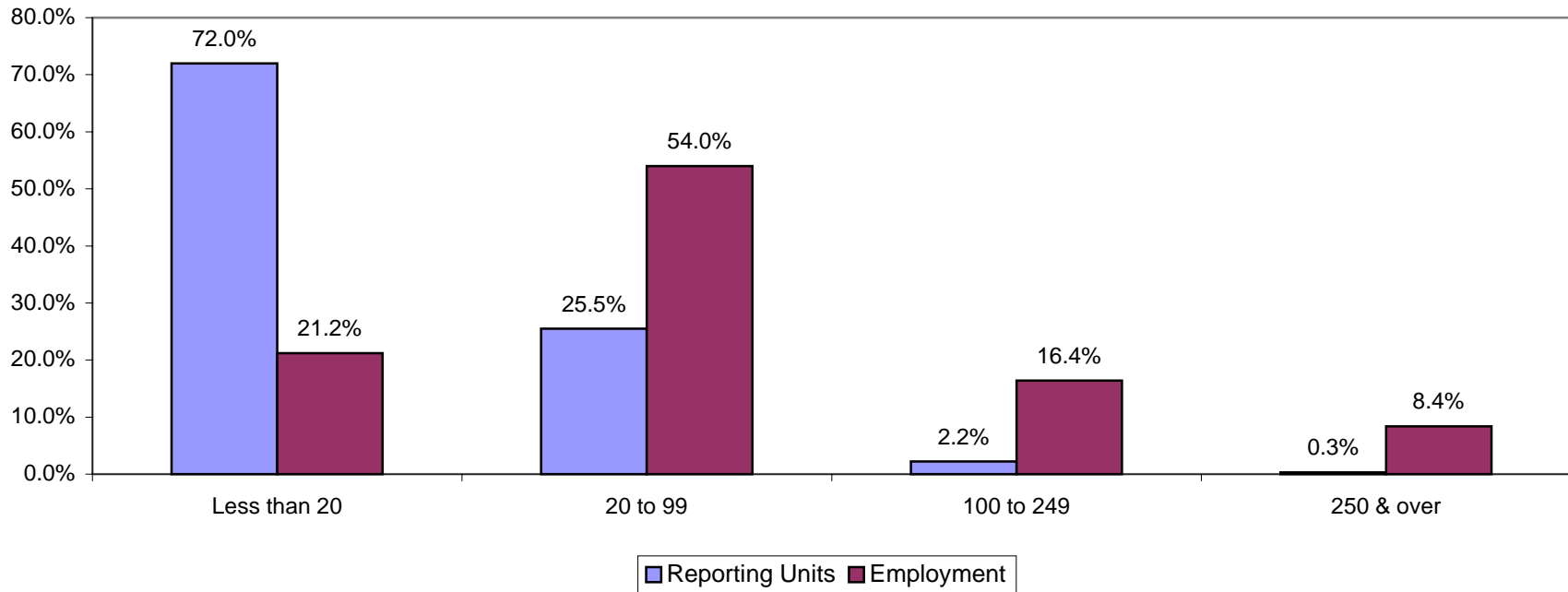
**Maryland  
Employment in the Hospitality Cluster Industries - 2001-2003**



**Maryland**  
**Average Weekly Wage in Hospitality Cluster Industries - 2003**



**Maryland**  
**Reporting Units and Employment Concentration in the Hospitality Cluster by Size Class**  
**Based on 4th Quarter 2003 Average Employment**



	Reporting Units				Employment			
	Less than 20	20 to 99	100 to 249	250 & over	Less than 20	20 to 99	100 to 249	250 & over
Hospitality Cluster	7,003	2,487	214	27	39,391	100,249	30,520	15,599
Percent of Total	72.0%	25.5%	2.2%	0.3%	21.2%	54.0%	16.4%	8.4%

- Small employers, those employing fewer than 20 workers, dominate the hospitality cluster, accounting for about seven out of every 10 establishments in accommodations and food services.
- Establishments with 20 to 99 workers, while considerably fewer in number, are the largest jobs provider, with 54% of all employment in the hospitality cluster industries.

**Maryland**  
**Predominant Occupations in the Hospitality Cluster**

Occupation	Annual Openings *	Annual Replacements *	Annual Openings Total *	Training Code	Median Hourly Wage
Waiters and Waitresses	680	1,970	2,650	11	\$6.50
Combined Food Preparation and Serving Workers	920	1,790	2,710	11	\$7.00
Cooks, Restaurant	180	410	590	9	\$10.00
First Line Supervisors of Food Preparation/Serving Workers	280	380	660	8	\$12.75
Dining Room, Cafeteria Attendants and Bartender Helpers	220	420	640	11	\$7.00
Food Preparation Workers	410	480	890	11	\$8.50
Dishwashers	80	270	350	11	\$7.50
Cooks, Fast Food	30	240	270	11	\$7.75
Maids and Housekeeping Cleaners	250	440	690	11	\$8.75
Bartenders	30	320	350	11	\$7.50
Hosts and Hostesses, Restaurant, Lounge/Coffee Shop	90	170	260	11	\$7.50
Cashiers	960	3,040	4,000	11	\$8.25
Counter Attendants, Cafeteria/Food Conc./Coffee Shop	120	450	570	11	\$7.50
General and Operations Managers	1,420	1,230	2,650	4	\$34.25
Food Service Managers	100	90	190	8	\$19.00
Cooks, Short Order	50	140	190	11	\$8.25
Landscaping and Groundskeeping Workers	670	430	1,100	11	\$10.25
Chefs and Head Cooks	60	80	140	7	\$16.25
Maintenance and Repair Workers, General	370	390	760	9	\$14.50
Hotel, Motel and Resort Desk Clerks	50	100	150	11	\$8.50
Security Guards	760	490	1,250	11	\$10.75
Food Servers, Nonrestaurant	60	120	180	11	\$8.75
Janitors and Cleaners	1,170	750	1,920	11	\$8.50
Bookkeeping, Accounting and Auditing Clerks	150	550	700	10	\$14.50
Executive Secretaries and Administrative Assistants	400	580	980	10	\$18.00

- While skills and experience needed by workers are dependent upon the specific occupation, on-the-job training is the recognized means of learning required job skills in the majority of jobs in the hospitality cluster.

\* Represents economy-wide demand 2002 - 2012

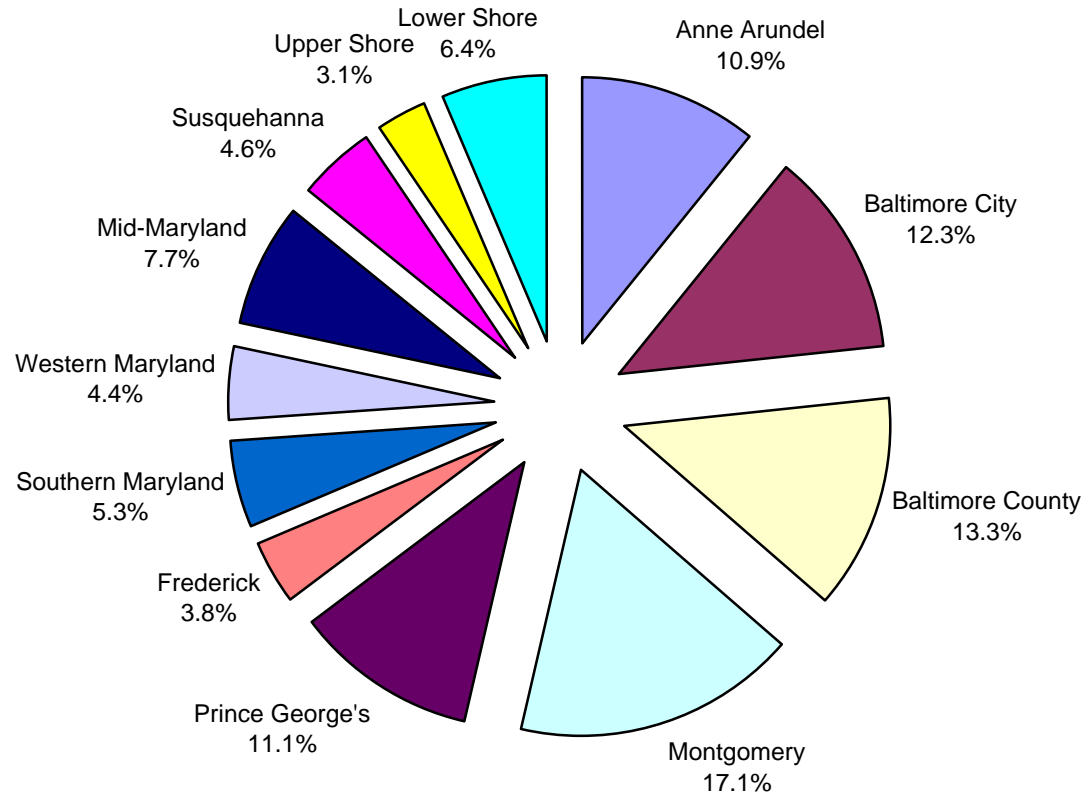
## Education and Training Categories

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Occupations are classified into 1 of 11 categories by the Bureau of Labor Statistics based on analyses of the occupation's usual education and training requirements conducted while developing information to present in the *Occupational Outlook Handbook*. The 11 classifications are as follows:

- 1 **First professional degree.** Completion of the academic program usually requires at least 6 years of full-time equivalent academic study, including college study prior to entering the professional degree program.
- 2 **Doctoral degree.** Completion of the degree program usually requires at least 3 years of full-time equivalent academic work beyond the bachelor's degree.
- 3 **Master's degree.** Completion of the degree program usually requires 1 or 2 years of full-time equivalent study beyond the bachelor's degree.
- 4 **Work experience, plus a bachelor's or higher degree.** Most occupations in this category are managerial occupations that require experience in a related nonmanagerial position.
- 5 **Bachelor's degree.** Completion of the degree program generally requires at least 4 years but not more than 5 years of full-time equivalent academic work.
- 6 **Associate degree.** Completion of the degree program usually requires at least 2 years of full-time equivalent academic study.
- 7 **Postsecondary vocational training.** Some programs last only a few weeks while others may last more than a year. In some occupations, a license is needed that requires passing an examination after completion of the training.
- 8 **Work experience in a related occupation.** Some occupations requiring work experience are supervisory or managerial occupations.
- 9 **Long-term on-the-job training.** This category includes occupations that generally require more than 12 months of on-the-job training or combined work experience and formal classroom instruction for workers to develop the skills needed for average job performance. This category includes formal and informal apprenticeships that may last up to 4 years and short-term intensive employer-sponsored training that workers must successfully complete. Individuals undergoing training are generally considered to be employed in the occupation. This category includes occupations in which workers may gain experience in non-work activities, such as professional athletes who gain experience through participation in athletic programs in academic institutions.
- 10 **Moderate-term on-the-job training.** This category includes occupations in which workers can develop the skills needed for average job performance after 1 to 12 months of combined on-the-job experience and informal training.
- 11 **Short-term on-the-job training.** This category covers occupations in which workers can develop the skills needed for average job performance after a short demonstration or up to one month of on-the-job experience or instruction.

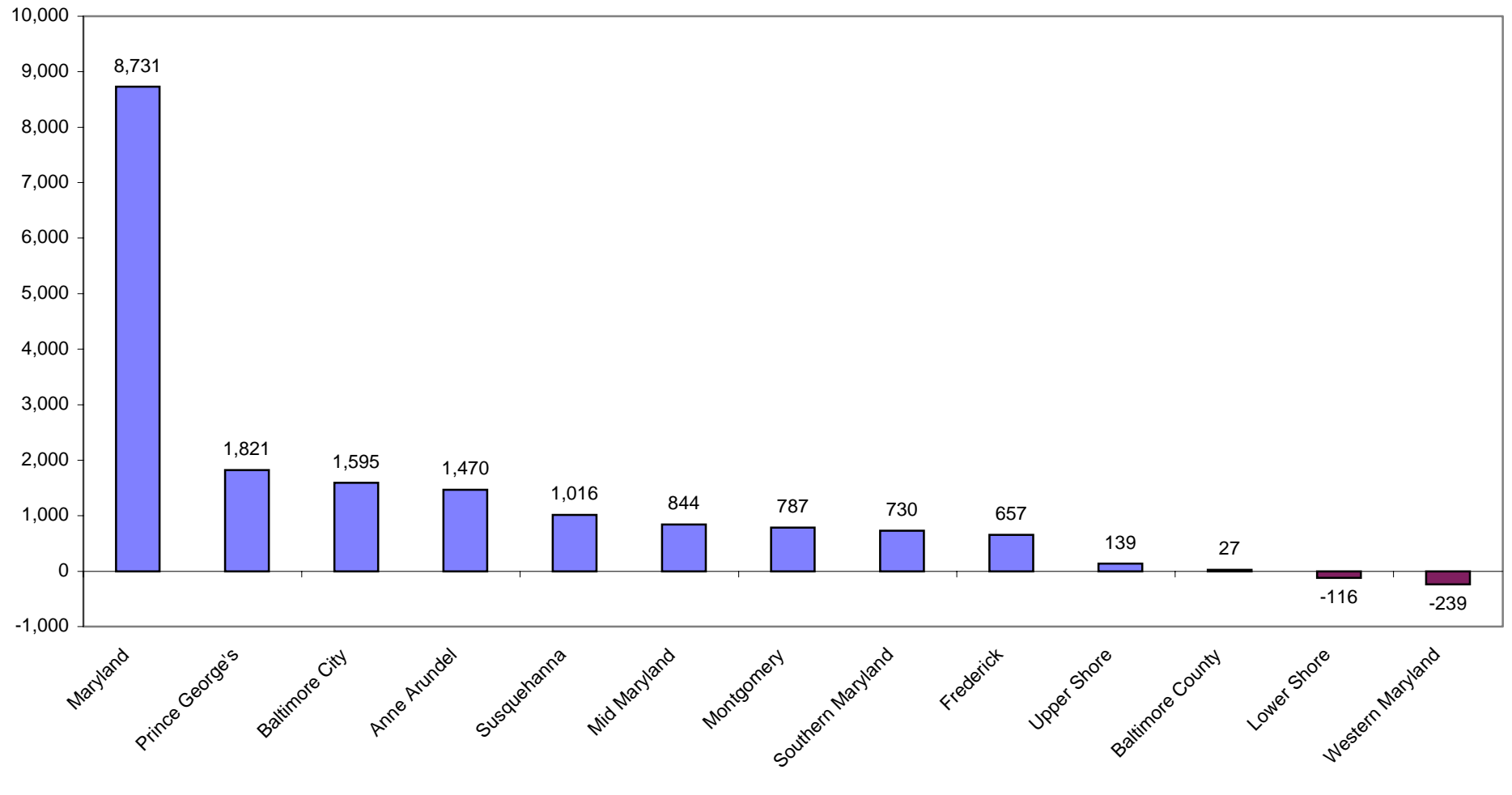
**WIA Share of Statewide Employment in  
the Hospitality Cluster - 2003**



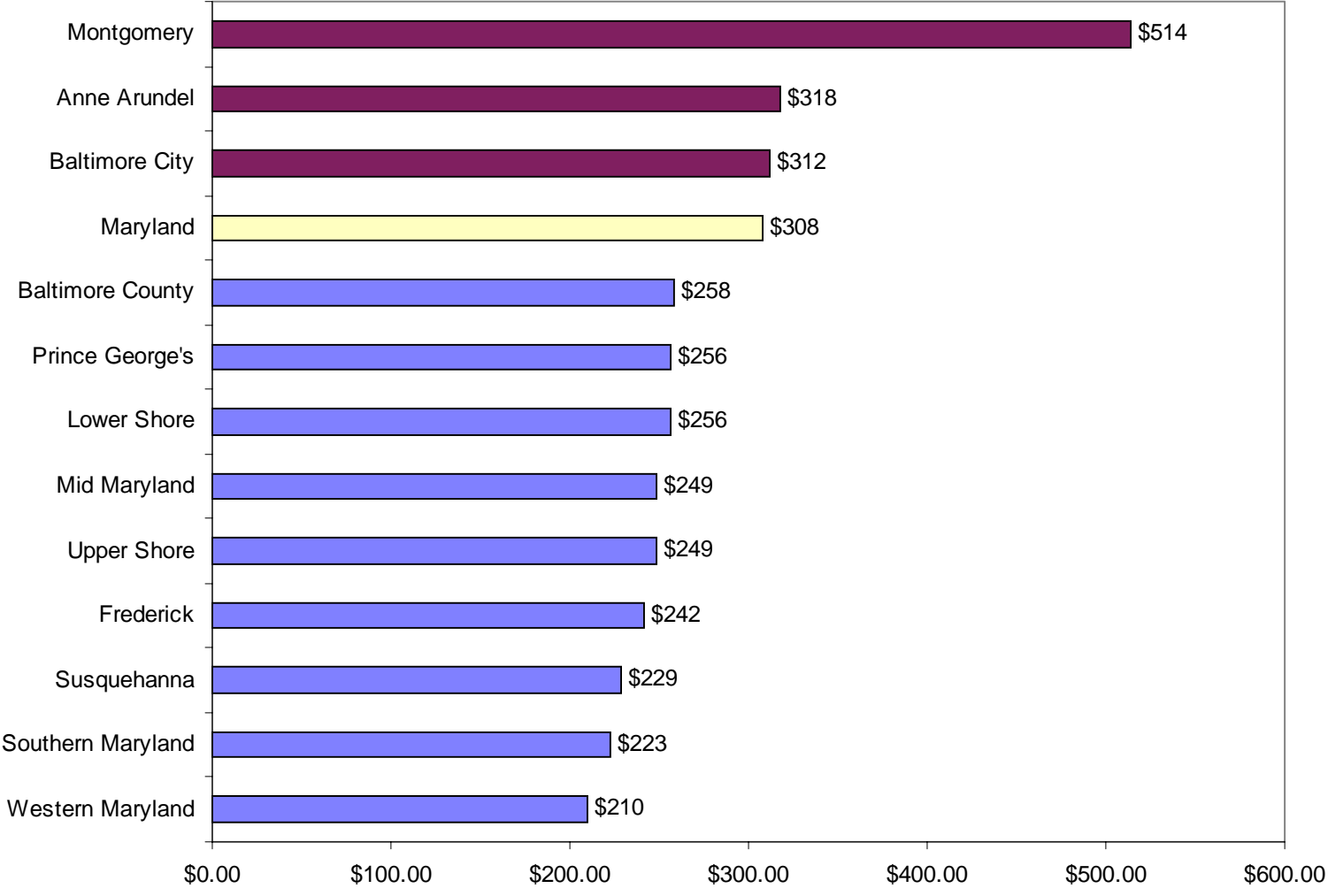
**Employment and Wages in the Hospitality Cluster  
By WIA and Local Jurisdiction**

WIA	Employment			Employment Change 2001 - 2003	Number of Reporting Units 2003	Total Wages 2003	Average Weekly Wage 2003
	2001	2002	2003				
<b>Anne Arundel</b>	<b>18,797</b>	<b>19,389</b>	<b>20,267</b>	<b>1,470</b>	<b>863</b>	<b>\$334,756,287</b>	<b>\$318</b>
<b>Baltimore City</b>	<b>21,187</b>	<b>22,703</b>	<b>22,782</b>	<b>1,595</b>	<b>1,498</b>	<b>369,322,652</b>	<b>312</b>
<b>Baltimore County</b>	<b>24,554</b>	<b>24,571</b>	<b>24,581</b>	<b>27</b>	<b>1,326</b>	<b>329,803,837</b>	<b>258</b>
<b>Frederick</b>	<b>6,446</b>	<b>6,734</b>	<b>7,103</b>	<b>657</b>	<b>337</b>	<b>89,494,682</b>	<b>242</b>
<b>Montgomery</b>	<b>30,955</b>	<b>31,140</b>	<b>31,742</b>	<b>787</b>	<b>1,478</b>	<b>848,362,032</b>	<b>514</b>
<b>Prince George's</b>	<b>18,705</b>	<b>19,854</b>	<b>20,526</b>	<b>1,821</b>	<b>1,035</b>	<b>273,121,151</b>	<b>256</b>
<b>Lower Shore</b>	<b>11,906</b>	<b>12,254</b>	<b>11,790</b>	<b>-116</b>	<b>601</b>	<b>156,877,817</b>	<b>256</b>
Somerset	496	463	444	-52	35	3,990,062	173
Wicomico	3,580	3,697	3,699	119	176	41,383,749	215
Worcester	7,830	8,094	7,647	-183	390	111,504,006	280
<b>Mid Maryland</b>	<b>13,358</b>	<b>13,681</b>	<b>14,202</b>	<b>844</b>	<b>588</b>	<b>184,009,605</b>	<b>249</b>
Carroll	4,377	4,468	4,648	271	221	49,083,314	203
Howard	8,981	9,213	9,554	573	367	134,926,291	272
<b>Southern Maryland</b>	<b>9,070</b>	<b>9,311</b>	<b>9,800</b>	<b>730</b>	<b>453</b>	<b>113,387,288</b>	<b>223</b>
Calvert	2,197	2,228	2,410	213	104	27,323,545	218
Charles	4,402	4,415	4,558	156	222	53,985,401	228
St Mary's	2,471	2,668	2,832	361	127	32,078,342	218
<b>Susquehanna</b>	<b>7,579</b>	<b>8,232</b>	<b>8,595</b>	<b>1,016</b>	<b>446</b>	<b>102,330,284</b>	<b>229</b>
Cecil	2,204	2,395	2,521	317	143	30,715,959	234
Harford	5,375	5,837	6,074	699	303	71,614,325	227
<b>Upper Shore</b>	<b>5,579</b>	<b>5,676</b>	<b>5,718</b>	<b>139</b>	<b>335</b>	<b>73,957,518</b>	<b>249</b>
Caroline	356	405	419	63	31	4,078,337	187
Dorchester	680	676	646	-34	46	6,386,571	190
Kent	875	766	703	-172	68	8,551,568	234
Queen Anne's	1,650	1,770	1,862	212	80	24,834,782	256
Talbot	2,018	2,059	2,088	70	110	30,106,260	277
<b>Western Maryland</b>	<b>8,307</b>	<b>8,375</b>	<b>8,068</b>	<b>-239</b>	<b>477</b>	<b>88,034,858</b>	<b>210</b>
Allegany	2,949	2,945	2,598	-351	151	26,452,690	196
Garrett	1,075	1,012	1,036	-39	71	10,188,177	189
Washington	4,283	4,418	4,434	151	255	51,393,991	223
<b>Maryland</b>	<b>176,443</b>	<b>181,920</b>	<b>185,174</b>	<b>8,731</b>	<b>9,437</b>	<b>\$2,963,458,011</b>	<b>\$308</b>

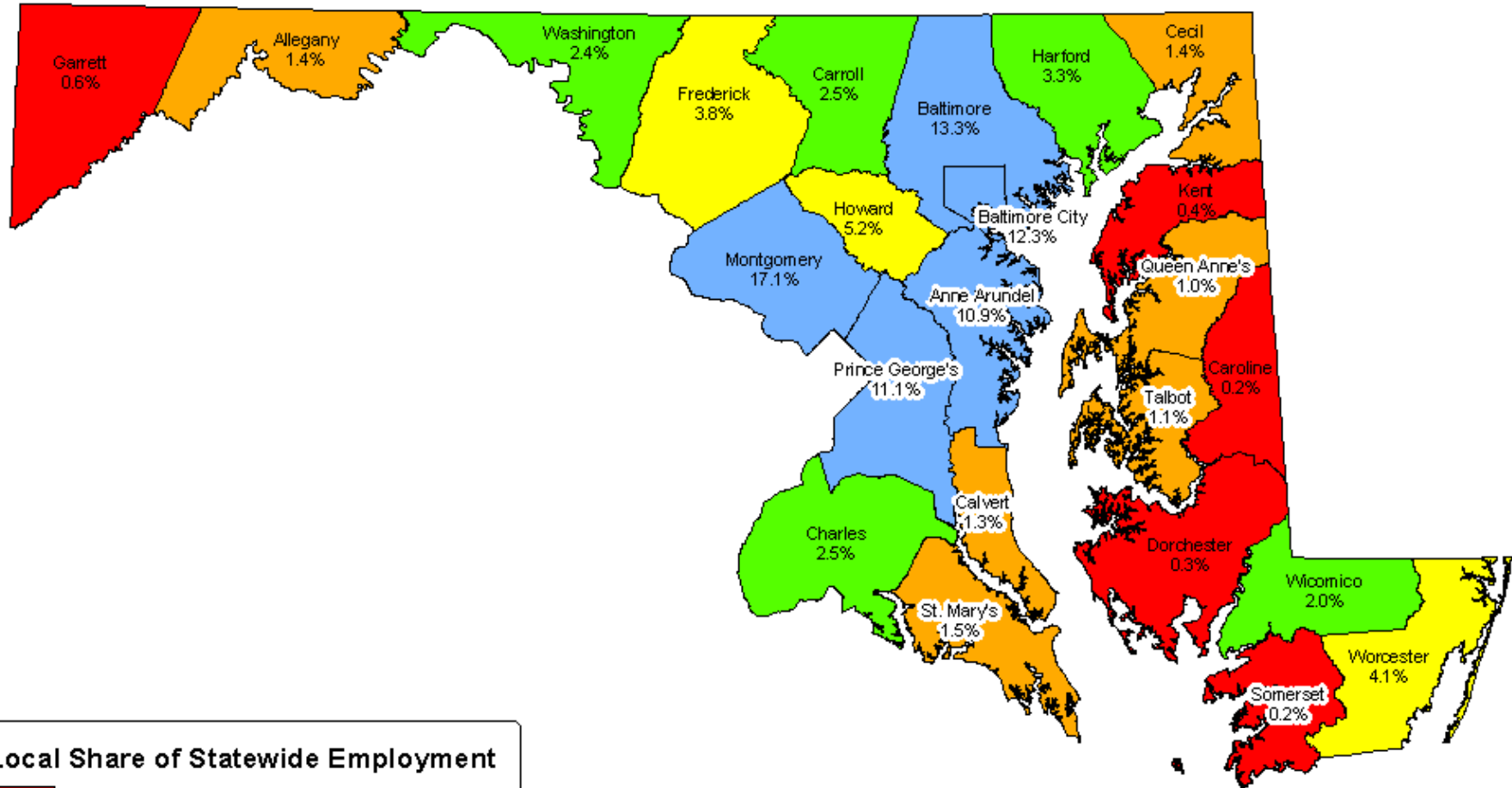
**Employment Changes in the Hospitality Cluster by WIA  
2001 - 2003**



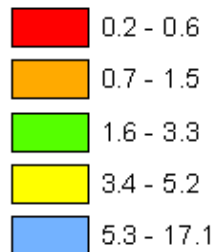
Average Weekly Wage in the Hospitality Cluster by WIA - 2003



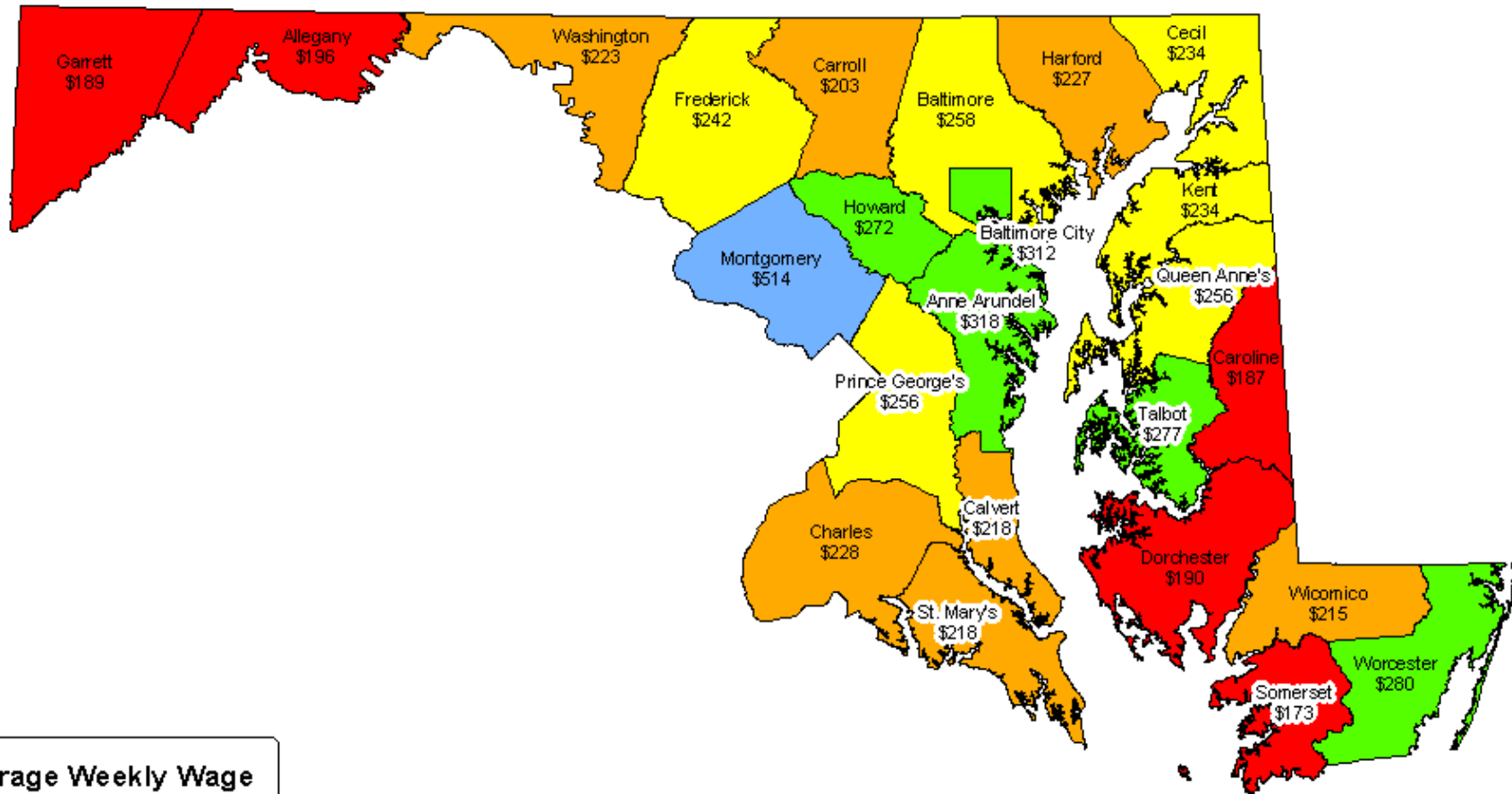
# Local Share of Statewide Employment in the Hospitality Cluster 2003



## Local Share of Statewide Employment



# Average Weekly Wage in the Hospitality Cluster by Local Jurisdictions 2003



## Average Weekly Wage

