

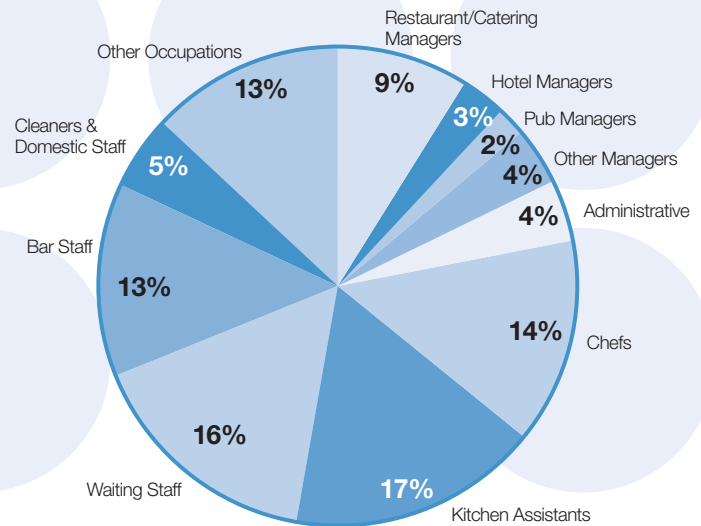


Catering and Hospitality

What's happening?

- 26% of all hospitality establishments in the UK are in London and the South East.
- There is a relatively high concentration of hospitality employment in East Hertfordshire and St. Albans. This reflects the importance of the county's market towns and historic city to the hospitality and tourism industries.
- The catering and hospitality sector includes a wide range of businesses such as hotels, hostels, restaurants, cafes, pubs and contract catering. The industry currently employs 2.5 million people in the UK.
- There is a large number of small companies across the UK, 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.
- 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 locally

Hertfordshire	30,200
London & South East	553,600
Great Britain	1,781,000

Source: Annual Business Inquiry, 2005, © 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 will I get paid?

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.

	Average annual salary
Hotel/Restaurant/Catering Manager	£33,157
Bar & Waiting Staff, Hotel Porter & Kitchen Assistant	£15,639
Housekeeper	£16,272

Source: Annual Survey of Hours & Earnings 2005, © Crown Copyright. Salary rates have been calculated using the average, gross pay (before deductions) for full-time workers in the UK.



What we think will happen

- Hertfordshire is predicted to need 3,600 skilled new entrants each year to 2013.
- 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 encourage 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.
- 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

In 2006 a total of 1,383 Year 11 local school leavers entered full-time employment or work-based training. Of this number, 70 went into catering and hospitality related WORK. Source: Connexions Hertfordshire 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 area or visit your local Connexions Centre or One Stop Shop for information about jobs; qualifications; local training; further and higher education; skills and personal characteristics; rates of pay and working conditions; local, national and international employers.

Really useful websites and resources!

People 1st, the Sector Skills Council for the Hospitality, Leisure, Travel and Tourism Industry

– www.people1st.co.uk

Springboard UK (hospitality, leisure, travel and tourism)

– www.springboarduk.org.uk

British Hospitality Association – www.bha.org.uk

Apprenticeships – www.apprenticeships.org.uk or call the **helpline on 08000 150600**

E-Clips (information about careers and lifestyle issues)

– www.connexions-hertfordshire.co.uk

Fast Tomato (interactive careers guidance)

– www.hertsft.com

Jobs4u (careers database)

– www.connexions-direct.com/jobs4u

Working in Booklets – case studies of people in a variety of jobs. Try your Connexions area, or download them from www.connexions-direct.com. Go to careers>career resources>download publications>Working In.

Please contact your Connexions Personal Adviser for further information and advice.

Freephone: 0800 389 3258 • enquiries@connexions.hertscc.gov.uk • www.connexions-hertfordshire.co.uk

The information in this leaflet can be made available in other languages and formats. Contact the Information Team on 01462 704 914.

July 2007