

# COOKS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
OCCUPATIONAL SPOTLIGHT  
WINTER 2013



## What do cooks in hotels do?

Cooks, also advertised as Sous Chef, Line Cook, Banquet Cook, Cook Intermediate Line, Banquet Tournant and Cook Tournant, work in restaurants in hotels. They prepare, season, and cook dishes such as soups, meats, vegetables, or desserts in restaurants. They may order supplies, keep records and accounts, price items on menus, or plan menus.

## What qualifications do they need?

The amount of experience needed depends on the level of the job. Virtually all employers require a high school diploma and prefer a culinary degree. Some previous work-related skill, knowledge, or experience is usually needed.

## How do employers who are hiring describe the job? The following were found in recent listings:

- Cooking experience in all stations in a NYC high volume faced paced upscale restaurant
- Management of station production and effective product cost control to meet set food cost budgets
- Works closely with Chef on all production
- Hands-on cooking for all services
- Must be able to work effectively under pressure with limited time to accomplish multiple deadlines
- Familiar with a variety of concepts, practices and procedures in the Culinary Department
- Practice and be familiar with sanitation and prevention of food-borne illness
- Familiar with general safety regulations

## What are employers looking for in candidates for this position?

- Must be physically able to lift and handle heavy loads
- Immaculate grooming and hygiene
- Attentive to detail
- Team player
- Work quickly while maintaining high standards of quality in performance
- Effective listening skills, willing to follow direction and team building knowledge
- Flexibility to work an open schedule, i.e. mornings, nights, weekends and holidays
- Ability to handle multiple tasks and prioritize tasks in a deadline driven demanding environment

## How many restaurant cooks are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Cooks	20,110	21,820	690	\$20,610	\$27,630	\$35,280
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

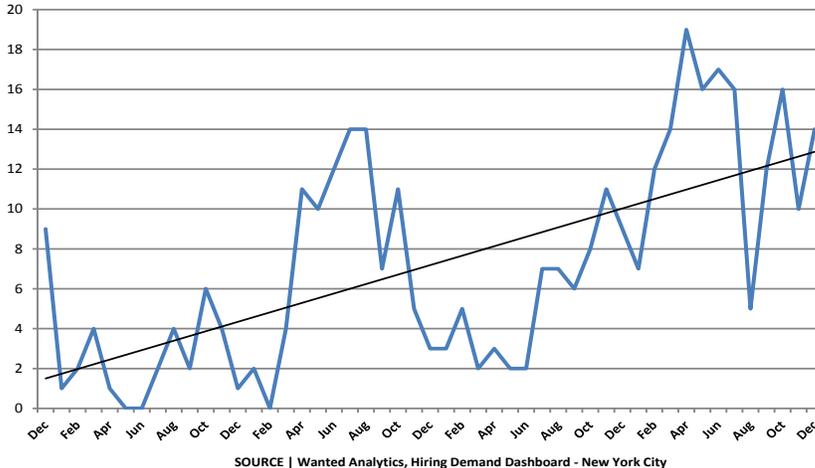
**SOURCE** | New York State Department of Labor, Occupational Employment Statistics

# COOKS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 REAL-TIME LMI REPORT  
 WINTER 2013



**Monthly Ad Volume - Cooks**  
 December 2008 to December 2012



SOURCE | Wanted Analytics, Hiring Demand Dashboard - New York City

## Hiring Difficulty

Wanted Analytics scores occupations according to a “hiring scale,” which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it very easy to find cooks..

## Employers

All employers that advertised for cooks online from October 5, 2012, to February 1, 2013, are listed in the table to the right. Hilton Hotels Corporation (11), Embassy Suites Hotels (7), Conrad New York (3), Starwood Hotels & Resorts Worldwide (3), and Marriott International (3) had the most jobs posted.

## Skills, Tools and Technologies

The skills, tools and technologies most commonly mentioned in job ads were food preparation, adaptability, dependability, self-starting/self-motivation, and organizational skills.

## Certifications

There were no certifications listed in online job advertisements for cooks.

## Ad Volume

Since December 2008, a monthly average of 7 new jobs has been posted online for cooks in the traveler accommodation industry. Online advertising for cooks is very low, reflecting two trends in the industry: a) hotels are contracting with other companies for food service; and b) the growth in the number of limited-service hotels that offer no food service at all.

## Job Location

Of the 43 jobs advertised in New York City in the four-month period from October 2012 to January 2013, 40 were in Manhattan, 2 in Queens, and the location of one job was not specified.

## Top Employers Advertising for Cooks

October 5, 2012 to February 1, 2013

Hilton Hotels Corporation	11
Embassy Suites Hotels	7
Conrad New York	3
Starwood Hotels & Resorts Worldwide	3
Marriott International	3
New York Athletic Club, Inc.	2
Renaissance New York Times Square Hotel	2
Highgate Hotels	2
Hyatt Hotels & Resorts	2
Hersha Hospitality Management	1
The Pierre	1
Mandarin Oriental, New York	1
Sheraton JFK Airport Hotel	1
Morgans Group, LLC	1
Soho House New York	1
Interstate Hotels and Resorts	1
Unspecified	1
<b>Total</b>	<b>43</b>

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC

# GUEST SERVICE AGENTS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 OCCUPATIONAL SPOTLIGHT  
 WINTER 2013



## What do guest service agents do?

Guest Service Agents, also called Front Desk Agents or Clerks, provide service to guests during check-in, throughout their stay, and at checkout. They register and assign rooms to guests, issue room keys or cards, transmit and receive messages, keep records of occupied rooms and guests' accounts, make and confirm reservations, and present statements to and collect payments from departing guests.

## What qualifications do they need?

Employers generally require a high school diploma or equivalent and prefer college course work in a related field. In New York City, more than 25 percent of guest service agents have a Bachelor's degree and another 50 percent have some college. Previous work-related skill, knowledge, or experience is often needed. Customer service experience is usually required.

## How do employers who are hiring describe the job? The following are listed in recent job postings:

- Provide attentive, courteous and efficient service in checking in and out hotel's guests
- Assist and respond to guests, offering information regarding the hotel services and local attractions
- Handle cash; complete daily shift paper work and balance cash drawer
- Have complete knowledge of all hotel rates and brand promotions
- Be available to work a varied schedule including weekends, nights, and holidays
- Professionally direct telephone calls and accurately make reservations
- Have knowledge of emergency procedures and assist as needed
- Fully comprehend and able to operate all relevant aspects of the front desk computer system

## What are employers looking for in candidates for this position?

- Professional and organized; good communication skills
- Multi-lingual highly preferred
- General knowledge of front office operations
- Computer experience/excellent computer skills
- Excellent people skills/exceptional customer service skills
- Neat appearance, pleasant and hospitable attitude

## How many guest service agents are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Guest Service Agents	3,030	3,290	130	\$24,970	\$36,810	\$42,690
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

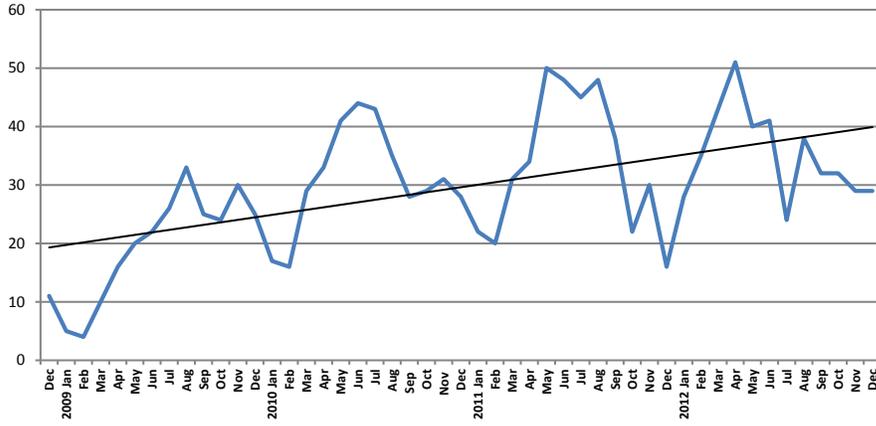
**SOURCE** | New York State Department of Labor, Occupational Employment Statistics

# GUEST SERVICE AGENTS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 REAL-TIME LMI REPORT  
 WINTER 2013



**Monthly Ad Volume - Guest Service Agents  
 December 2008 to December 2012**



SOURCE | Wanted Analytics, Hiring Demand Dashboard - New York City

## Ad Volume

Since December 2008, a monthly average of 30 new jobs has been posted online for guest service agents in the traveler accommodation industry. Employer demand has been seasonal with lower demand during winter months. Although demand has been somewhat volatile since 2008, the trend-line shows that it has been growing in general, although weaker than expected in the latter half of 2012.

## Job Location

Of the 72 jobs advertised in New York City in the four-month period from October 2012 to January 2013, 58 were in Manhattan, eight in Queens, and three in Brooklyn. The rest did not specify location.

## Hiring Difficulty

Wanted Analytics scores occupations according to a “hiring scale,” which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it *slightly difficult* to find guest service agents.

## Employers

All employers that advertised for guest service agents online from October 27, 2012, to January 24, 2013, are listed in the table to the right. Marriott International (12) had the most jobs posted.

## Skills, Tools and Technologies

The skills, tools and technologies most commonly mentioned in job ads were adaptability, dependability, oral and written communication skills, property management system, and detail-orientation.

## Certifications

The only certification requested in ads seeking GSAs was first aid certification.

## Top Employers Advertising for Guest Service Agents

September 27, 2012 to January 24, 2013

Marriott International	12
Hilton Worldwide	8
Hersha Hospitality Management	7
Embassy Suites Hotels	5
InterContinental Hotels Group	4
Morgans Group, LLC	4
Omni Hotels & Resorts	3
Affinia Hospitality	2
The Pierre	2
Duane Street Hotel Tribeca	2
Hotel Le Bleu	2
Queens Motor Inn	2
W New York Hotel	2
HEI Hotels & Resorts	2
Crowne Plaza	1
Amsterdam Hospitality Group	1
Paramount Hotel	1
Microtel Inns & Suites	1
The Mark Hotel	1
The Algonquin Hotel	1
Conrad New York	1
Hotel Wolcott	1
Hyatt Hotels & Resorts	1
Belvedere Hotel	1
WNW Hospitality Group	1
Sheraton JFK Airport Hotel	1
Candlewood Suites Times Square	1
Hersha Hospitality	1
Unspecified	1
<b>Total</b>	<b>72</b>

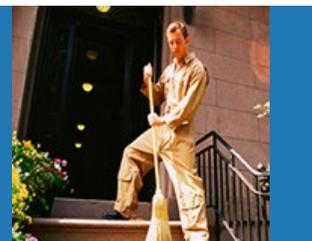
SOURCE | Wanted Analytics Hiring Demand Dashboard NYC

# JANITORS AND CLEANERS

NYC'S TRAVELER ACCOMMODATION INDUSTRY

OCCUPATIONAL SPOTLIGHT

WINTER 2013



## What do janitors and cleaners do?

Janitors and Cleaners (except maids and housekeeping cleaners), also advertised as House Person, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.

## What qualifications do they need?

Little or no previous work-related skill, knowledge, or experience is needed for these occupations. Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker can show new employees how to do the job.

## How do employers who are hiring describe the job? The following are listed in recent job postings:

- Clean designated areas including lobbies, vestibules and corridors, stairwells and landings, elevator cabs, restrooms, common areas, offices and banquet/meeting/conference rooms, loading and storage areas
- Perform tasks including dusting and polishing furniture and fixtures, vacuuming, mopping, sweeping, shampooing carpets, washing windows, cleaning/waxing floors, removing and disposing of trash, complying with all recycling mandates
- Identify and report maintenance deficiencies and items in need of repair
- Stock and maintain supply rooms as needed; empty room attendant carts of soiled linen and trash
- Perform deep cleaning tasks and special projects, e.g. flip mattresses, move furniture

## What are employers looking for in candidates for this position?

- Courteous, friendly, polite; good people skills; able to communicate in English
- Ability to lift, bend, stoop, walk, push or pull heavy equipment, and stand for extended periods of time.
- Lifting may include equipment or furniture weighing up to 100 pounds
- Familiar with basic tools and grounds-keeping equipment
- Hard working, energetic, comfortable in a busy and physical work environment
- Janitorial or landscaping background can be helpful

## How many janitors and cleaners are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	90,190	89,120	1,700	\$20,080	\$32,500	\$38,540
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

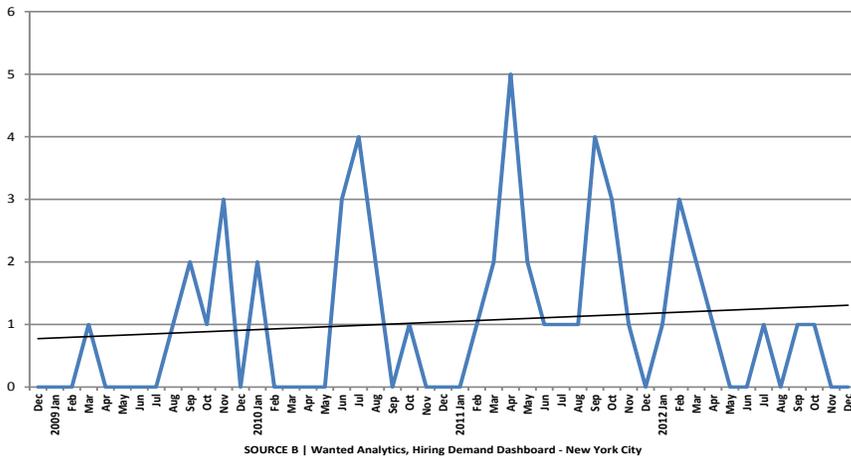
**SOURCE** | New York State Department of Labor, Occupational Employment Statistics

# JANITORS AND CLEANERS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 REAL-TIME LMI REPORT  
 WINTER 2013



Monthly Ad Volume - Janitors and Cleaners,  
 December 2008 to December 2012



SOURCE B | Wanted Analytics, Hiring Demand Dashboard - New York City

## Hiring Difficulty

Wanted Analytics scores occupations according to a “hiring scale,” which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it very easy to find janitors and cleaners.

## Employers

Only Starwood Hotels & Resorts Worldwide advertised for two positions in the past four months.

## Skills, Tools and Technologies

Dependability, adaptability, dusting, vacuum cleaners, and cushions were mentioned as skills, tools and technologies for janitors and cleaners.

## Certifications

Employers did not request any certification for janitors and cleaners.

## Ad Volume

Since December 2008, there has been a monthly average of one new job posted online for janitors and cleaners in the traveler accommodation industry. Online advertising for janitors and cleaners is very low, suggesting that hotels use other methods for finding new employees or contract with other companies for cleaning services.

## Job Location

Both jobs advertised in New York City in the four-month period from September 2012 to January 2013 were in Manhattan.

## Top Employers Advertising for Janitors and Cleaners

September 26, 2012 to January 23, 2013

Starwood Hotels & Resorts Worldwide, Inc.	2
<b>Total</b>	<b>2</b>

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC

# LODGING MANAGERS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
OCCUPATIONAL SPOTLIGHT  
WINTER 2013



## What do lodging managers do?

Lodging managers make sure that guests on vacation or business travel have a pleasant experience, while also ensuring that a hotel or other lodging establishment is run efficiently and profitably. They plan, direct, or coordinate activities of an organization that operates hotels, motels, and other accommodations. There are different types of lodging managers. The General Manager has full responsibility for the hotel. There are also managers for different functions within a hotel, such as Front Office manager and Housekeeping manager.

## What qualifications do they need?

Managers must have related experience in the industry, with the amount of experience dependent on the type and level of management. Most employers prefer that managers have a four-year degree and experience. For some types of management positions, one to two years of on-the-job experience and informal training with experienced workers may be sufficient.

## How do employers who are hiring describe the job? The following are listed in recent job postings:

- Manage daily activities of front desk team members, to ensure quality service is maintained in accordance with hotel standards
- Hire, train, evaluate, counsel, schedule and supervise front desk staff including ensuring compliance with procedures and overall performance issues
- Conduct staff meetings including a review of hotel standards, departmental procedures and operating issues
- Prepare schedules for staff to ensure adequate coverage and effectively control labor costs
- Manage resolution of guest complaints

## What are employers looking for in candidates for this position?

- Effective communication skills, both verbal and written
- Ability to multi-task and prioritize
- Effectiveness at listening to, understanding, and clarifying concerns raised by employees and guests
- High standards of personal appearance and grooming
- Ability to understand and evaluate complex information and data from various sources to meet objectives

## How many lodging managers are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Lodging Managers	820	920	30	\$53,600	\$67,300	\$97,260
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

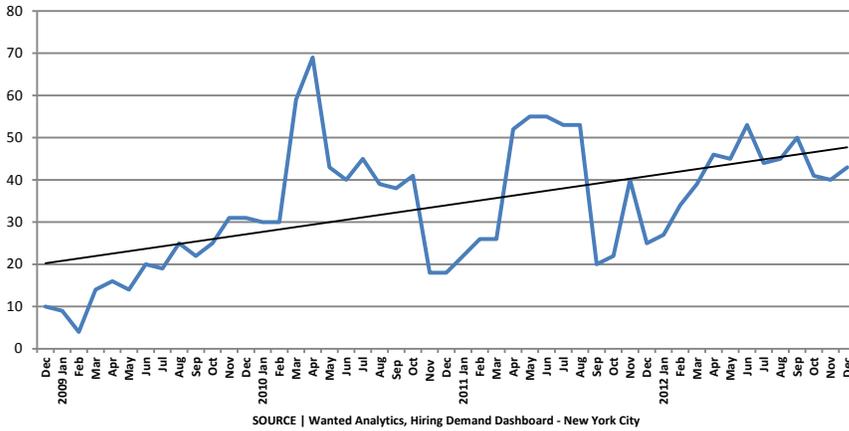
**SOURCE** | New York State Department of Labor, Occupational Employment Statistics

# LODGING MANAGERS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 REAL-TIME LMI REPORT  
 WINTER 2013



Monthly Ad Volume - Lodging Managers,  
 December 2008 to December 2012



SOURCE | Wanted Analytics, Hiring Demand Dashboard - New York City

## Ad Volume

Since December 2008, an average of 34 jobs per month has been posted online for lodging managers. Hiring peaked in May 2010 and was also high the same time of year in 2011 and 2012. The lowest hiring season is in the first quarter of the year (January – March). Accounting for seasonal variation and in spite of the recession, demand for lodging managers has been growing since 2008.

## Job Location

Of the 135 lodging manager jobs advertised in New York City between September 2012 and January 2013, 119 were located in Manhattan, 13 in Queens, and one in Brooklyn (location information was missing from the remaining two).

## Hiring Difficulty

Wanted Analytics scores occupations according to a “hiring scale,” which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it *moderately difficult* to find lodging managers.

## Employers

Employers that advertised for lodging managers online from September 26, 2012, to January 23, 2013, are listed in the table to the right. Marriott International (21), Interstate Hotels and Resorts (17), the InterContinental Hotels Group (15), and Hilton WorldWide (11) had the most jobs posted.

## Skills, Tools and Technologies

The skills, tools and technologies most commonly mentioned in job ads for lodging managers were adaptability, dependability, quality audits, restaurant management, and oral and written communication skills.

## Certifications

The fire safety certificate was the only certification mentioned in job ads by employers seeking for lodging managers.

## Top Employers Advertising for Lodging Managers

September 26, 2012 to January 23, 2013

Marriott International	21
Interstate Hotels & Resorts, Inc.	17
InterContinental Hotels Group	15
Hilton Worldwide	11
Highgate Hotels	7
Hersha Hospitality Management	6
Embassy Suites Hotels	5
Fairmont Hotels & Suites	4
Millenium Hotel	4
M&R Hotel Group	3
Starwood Hotels & Resorts Worldwide, Inc.	3
Belvedere Hotel	3
Morgans Group, LLC	3
Conrad New York	3
The Mark Hotel	2
70 Park Avenue Hotel	2
Unspecified	26
<b>Total</b>	<b>135</b>

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC

# MAINTENANCE AND REPAIR WORKERS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 OCCUPATIONAL SPOTLIGHT  
 WINTER 2013



## What do maintenance and repair workers do?

These workers, also called Watch Engineers, General Mechanics, Mechanics, Engineers, Maintenance Engineers, and Maintenance Mechanics perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of the physical facility in repair. Duties may involve pipe fitting; boiler making; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.

## What qualifications do they need?

Previous work-related skill, knowledge, or experience is required for these occupations. This could be in construction, electrical, HVAC, boilers and mechanical systems and their maintenance and repair, or another discipline. Generally, a high school diploma or equivalent and experience in a related field are required. Some employers may require apprenticeship, several years of vocational training, and/or evidence of passing the licensing exam.

## How do employers who are hiring describe the job? The following are listed in recent job postings:

- Maintain all mechanical items in guest rooms, public and back of house areas
- Fix minor plumbing problems such as unclogging drains, plunging toilets, and repairing leaky faucets
- Perform miscellaneous minor repairs such as tightening loose toilet seats, changing light bulbs, and patching holes in walls
- Perform preventative maintenance on tools and equipment, including cleaning and lubrication
- Maintain daily logs of operation, maintenance, and safety activities
- Communicate with guests/customers when necessary to resolve maintenance issues
- Report maintenance problems, safety hazards, accidents, or injuries; and complete safety training and certifications
- Have understanding of fire alarm procedures and other emergencies

## What are employers looking for in candidates for this position?

- Effectiveness in handling, anticipating, preventing, identifying and solving problems as necessary
- Knowledge of codes, laws and regulations including those associated with the Americans with Disabilities Act (ADA)
- Able to work non-traditional hours and shifts
- Ability to handle stress when dealing with upset guests

## How many maintenance and repair workers are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Maintenance and Repair Workers	47,950	50,830	1,030	\$27,360	\$41,740	\$49,910
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

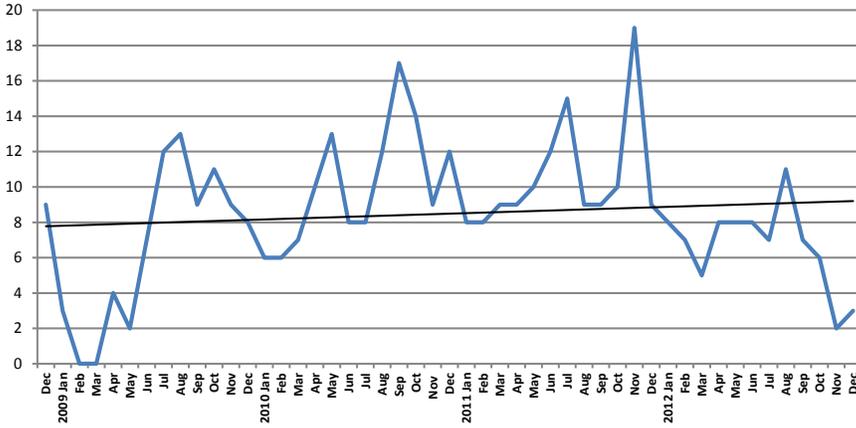
**SOURCE** | New York State Department of Labor, Occupational Employment Statistics

# MAINTENANCE AND REPAIR WORKERS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 REAL-TIME LMI REPORT  
 WINTER 2013



**Monthly Ad Volume - Maintenance and Repair Workers**  
 December 2008 to December 2012



SOURCE | Wanted Analytics, Hiring Demand Dashboard - New York City

## Ad Volume

Since December 2008, a monthly average of 8 new jobs has been posted online for maintenance and repair workers in the traveler accommodation industry. Demand for maintenance workers is seasonal with lower demand during winter months. The trend-line shows that demand for maintenance workers was relatively stable until late 2011 when it began a period of weakening.

## Job Location

Of the 16 traveler accommodation industry maintenance and repair jobs advertised in New York City in the four-month period from October 2012 to February 2013, 15 were in Manhattan and one in Brooklyn.

## Hiring Difficulty

Wanted Analytics scores occupations according to a "hiring scale," which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it very easy to find maintenance workers.

## Employers

All employers in the traveler accommodation industry that advertised for maintenance workers online from October 5, 2012, to February 1, 2013, are listed in the table to the right. Marriott International (8) had the most jobs posted.

## Skills, Tools and Technologies

The skills, tools and technologies most commonly mentioned in job ads were preventive maintenance, preventive maintenance inspections, vacuum cleaners, troubleshooting, and air conditioning systems.

## Certifications

There were no certifications included in jobs listings for maintenance workers.

## Top Employers Advertising for Maintenance and Repair Workers

October 5, 2012 to February 1, 2013

Marriott International	8
Morgans Group, LLC	2
Best Western	1
W New York Hotel	1
Starwood Hotels & Resorts Worldwide	1
Hilton Hotels Corporation	1
Amsterdam Hospitality Group	1
Hotel on Rivington	1
<b>Total</b>	<b>16</b>

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC

# ROOM ATTENDANTS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 OCCUPATIONAL SPOTLIGHT  
 WINTER 2013



## What do room attendants do?

Room attendants maintain clean and attractive guestrooms while providing courteous and efficient service to all guests. They perform general cleaning tasks such as making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

## What qualifications do they need?

Most employers in New York City prefer candidates with a high school diploma or equivalent and/or experience in a hotel or a related field. Many employers note that the job may involve working on weekends and holidays.

## How do employers who are hiring describe the job? The following are listed in recent job postings:

- Thoroughly clean guestrooms and bathrooms according to standards
- Complete all pre-cleaning duties, including filling cart with supplies and transporting to assigned area
- Replace dirty linens and towels with clean items; make beds and fold towels
- Remove all trash and dirty linen from guestrooms and hallways
- Vacuum carpets and perform floor care duties
- Report all missing items from room to Housekeeping Supervisor/Manager
- Report any maintenance repairs needed to Housekeeping Supervisor/Manager
- Be attentive, helpful and courteous to all guests, managers and fellow employees

## What are employers looking for in candidates for this position?

- Physical capability to lift, carry, push, pull or otherwise move objects, sometimes up to 50 pounds
- Ability to communicate in English and communicate well with guests
- Effectiveness in handling, anticipating, preventing, identifying and solving problems as necessary
- Ability to maintain a professional appearance, which often includes wearing the proper uniform
- Ability to scrub and scour surfaces
- Knowledge of cleaning agents and operation of cleaning equipment
- Ability to function as part of a team

## How many room attendants are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Room Attendants	49,620	50,890	1,020	\$22,450	\$36,460	\$42,750
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

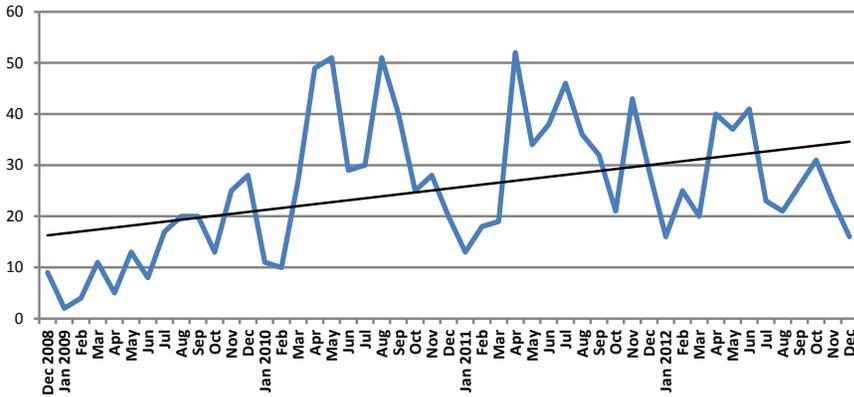
**SOURCE** | New York State Department of Labor, Occupational Employment Statistics

# ROOM ATTENDANTS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 REAL-TIME LMI REPORT  
 WINTER 2013



## Monthly Ad Volume - Room Attendants December 2008 to December 2012



SOURCE | Wanted Analytics, Hiring Demand Dashboard - New York City

### Job Location

Of the 67 jobs advertised in New York City during the four-month period from October 2012 to January 2013, 56 were in Manhattan, five in Brooklyn, three in Queens, and the locations of three jobs were not specified.

### Hiring Difficulty

Wanted Analytics scores occupations according to a "hiring scale," which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it very easy to find room attendants.

### Employers

All employers that advertised for room attendants online from October 5, 2012, to February 1, 2013 are listed in the table to the right. Hilton Hotels Corporation (24) and Marriott International (13) had the most jobs posted.

### Skills, Tools and Technologies

The most frequently mentioned skills were vacuum cleaners, dusting, and customer service orientation.

### Certifications

There were no certifications listed for room attendants.

### Ad Volume

Since December 2008, a monthly average of 25 new jobs has been posted online for room attendants in the traveler accommodation industry. Demand is seasonal, with lows in January and February. Overall, demand for room attendants has been growing since 2008. Demand weakened somewhat in the latter half of 2012.

## Top Employers Advertising for Room Attendants

October 5, 2012 to February 1, 2013

Hilton Hotels Corporation	24
Marriott International	13
Morgans Group, LLC	5
Hyatt Hotels & Resorts	4
Hersha Hospitality Management	3
Embassy Suites Hotels	3
Interstate Hotels and Resorts	2
Starwood Hotels & Resorts Worldwide	2
Best Western	1
Thompson Hotels	1
The Roosevelt Hotel	1
Royalton	1
Morgans Hotel Group	1
Ritz-Carlton	1
Microtel Inns & Suites	1
Highgate Hotels	1
Unspecified	3
<b>Total</b>	<b>67</b>

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC

# SECURITY GUARDS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
OCCUPATIONAL SPOTLIGHT  
WINTER 2013



## What do security guards at hotels do?

Security guards, also advertised as Loss Prevention Officers, Security Officers, and House Officers ensure the safety of all guests and staff at a hotel. They guard, patrol, and monitor premises to prevent theft, violence, or infractions of rules. They may observe security monitors for unusual activity and investigate reported incidents.

## What qualifications do they need?

Employers in New York City generally require a high school diploma or equivalent. Some previous work-related skill, knowledge, or experience is usually needed.

## How do employers who are hiring describe the job? The following are listed in recent job postings:

- Patrol all areas of the property
- Monitor Closed Circuit Televisions, perimeter alarm system, and fire safety system
- Lock property entrances when required. Conduct daily physical hazard inspections
- Investigate and document accident, injury and property loss reports
- Respond to accidents, contact EMS or administer first aid/CPR as required
- Assist guests/employees during emergency situations
- Defuse guest/employee disturbances. Call for outside assistance if necessary
- Escort any unwelcome persons from the property without interrupting the orderly flow of property operation
- Actively participate within hotel's emergency response team

## What are employers looking for in candidates for this position?

- Excellent oral and written communication skills
- Excellent observation, communication, guest service and report writing skills
- Strong PC skills

## How many security guards are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Security Guards	67,070	68,480	1,520	\$19,010	\$27,500	\$35,440
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

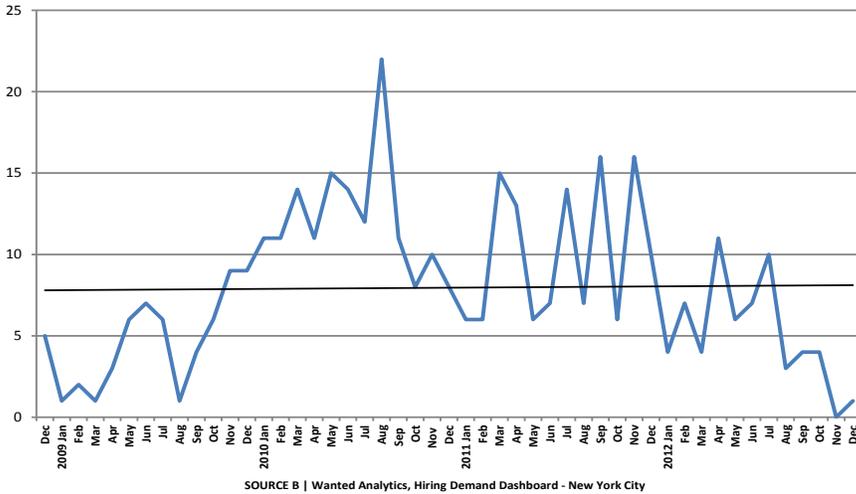
**SOURCE** | New York State Department of Labor, Occupational Employment Statistics

# SECURITY GUARDS

NYC'S TRAVELER ACCOMMODATION INDUSTRY  
 REAL-TIME LMI REPORT  
 WINTER 2013



Monthly Ad Volume - Security Guards,  
 December 2008 to December 2012



## Ad Volume

Since December 2008, a monthly average of 8 new jobs has been posted online for security guards in the traveler accommodation industry. Peak demand occurred in August 2010, and the lowest was in November 2012. The trend-line shows that demand for security guards has been flat since 2008. The downward trend in 2012 may in part be caused by hotels contracting out security services.

## Job Location

Of the job ads directly posted by establishments in the traveler-accommodation industry from October 2012 to January 2013, eight were in Manhattan and three in Queens. The other two adds did not specify location

## Hiring Difficulty

Wanted Analytics scores occupations according to a "hiring scale," which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it very easy to find security guards.

## Employers

All traveler accommodation employers that advertised for security guards online from September 26, 2012, to January 23, 2013, are listed in the table to the right. Marriott International (9) had the most jobs posted.

## Skills, Tools and Technologies

Listening devices, dependability, and adaptability were among the skills, tools, and technologies most desired by employers.

## Certifications

Many hotel employers required First Aid certification.

## Top Employers Advertising for Security Guards

September 26, 2012 to January 24, 2013

Marriott International	9
Starwood Hotels & Resorts Worldwide, Inc.	1
Morgans Group, LLC	1
Hilton Worldwide	1
Conrad New York	1
<b>Total</b>	<b>13</b>

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC