



Hotels & Tourism in Brighton & Hove

This leaflet looks at employment in the Hotels & Tourism sector in Brighton & Hove. Jobs include bar staff, chefs, travel agents, waiters/waitresses, pub landlords and managers of large national chains. Hotels & Tourism workplaces include hotels, restaurants, pubs and travel agencies. There are also some jobs which are not specific to Hotels & Tourism like conference & exhibition managers, customer services assistants, office assistants, cleaners and housekeepers. The sector provides good opportunities for those leaving full-time education and for people who want to work part-time.

A Who works in Hotels & Tourism?

In Brighton & Hove there are approximately 1,100 Hotel & Tourism business units with around 11,500 employees. There are also another 1,000 people in the sector who are self-employed. Across Sussex as a whole there are around 52,400 Hotels & Tourism jobs.

Figure 1: Employment in Hotels & Tourism

	Brighton & Hove	Sussex
Number of business units	1,100	4,900
Number of employees	11,500	52,400
Number of self-employed	1,000	4,400

Source: ABI 2007 and APS April-June 2006.

Ways of working in the sector

Over half of employees in the sector work on a full-time basis, although there are also many part-time jobs. Some people who are employed in the sector work 'shifts', which means that they may have to work in the evenings or at weekends.

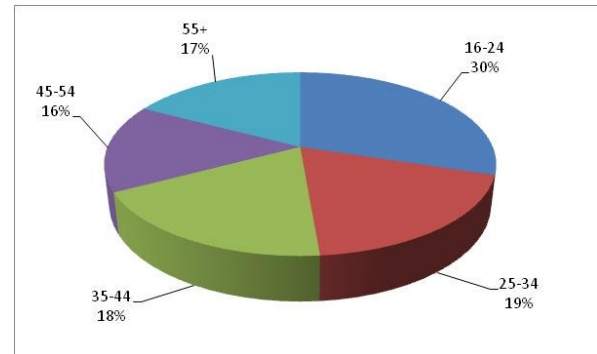
Figure 2: Working patterns in Hotels & Tourism

	% of employees
Full-time	55
Part-time	45
Overtime	24
Shifts	29
Flexi-time	5

Source: APS April-June 2006.

Age Profile

Figure 3: Age profile of people working in Hotels & Tourism



Source: APS April-June 2006.

B Qualifications, skills and occupations

Qualifications explained

Qualification levels used in this leaflet are based on both academic and vocational qualifications. The levels used are:

Figure 4: Qualification types

Qualification type	Equivalent to
No qualifications	No qualifications
Level 1	1 or more GCSEs at any grade
Level 2	5 or more GCSEs (grade A – C)
Level 3	2 or more A Levels
Level 4 or above	First degree level or above

What qualifications are needed?

Although many jobs in Hotels & Tourism do not require formal entry qualifications, employers often expect candidates to have them (see Figure 5). Jobs where fewer people have formal qualifications tend to be those like hotel porters and catering assistants.

Figure 5: Typical entry requirements

Occupation	Entry requirements
Chefs & Cooks	There are no formal academic requirements. Training is provided off- and on-the-job.
Bar Staff	There are no formal academic entry requirements. Training is typically received on-the-job.
Travel Agents	There are no formal academic entry requirements, although many employers require entrants to possess GCSEs.
Hotel Managers	Entry is possible with a variety of academic qualifications and/or relevant experience.

Although there are no minimum entry requirements for many jobs, qualifications often help people who



want to progress to higher level occupations in the future.

What else are employers interested in?

Within Hotels & Tourism, potential employers may be particularly interested in new employees who have or can show that they have team working and communication skills as well as people who can demonstrate that they are good at working with customers.

Occupations in Hotels & Tourism

Figure 6 shows the levels of qualifications people working in the most common occupations within the Hotels & Tourism sector have. Although there may not be any formal entry requirements for some jobs within Hotels & Tourism, most people who work in the sector have qualifications at Levels 2 and 3. Higher level qualifications may be expected for some occupations such as hotel and travel agency managers and tour guides.

Figure 6: Key Hotels & Tourism occupations and qualifications of people in these occupations

	No. of employees in Hotels & Tourism sector	% with type of qualification		
		Level 4+	Level 2 & 3	Below Level 2
Waiters & Waitresses	1,070	5	91	5
Restaurant & catering managers	1,060	14	55	31
Chefs & cooks	950	2	69	29
Kitchen & catering assistants	900	3	64	33
Hotel managers	840	29	61	11
Bar staff	570	13	72	15
Pub & bar managers	340	29	71	0
Travel agents	240	43	42	14
Travel & tour guides	210	100	0	0
Travel agency managers	150	50	50	0

Source: APS April-June 2006.

What other jobs are there in the Hotels & Tourism sector?

You don't have to be a waiter/waitress or chef to work in Hotels & Tourism, as there are plenty of opportunities to work in other jobs which are not specific to this sector. For example, there are just over 3,000 people working in other occupations such as conference & exhibition managers, customer services

assistants, office assistants, cleaners and housekeepers.

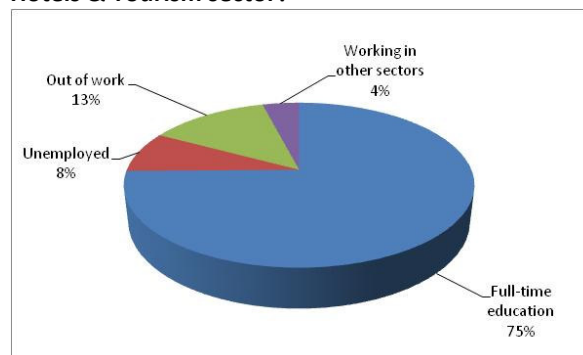
For more information on the different careers available, visit the following websites:

<http://www.connexions-direct.com/Jobs4u> or <http://jobseekers.direct.gov.uk/subjectmenu.aspx?sessionid=514621e5-f90c-4b94-998d-3e01122cea52&pid=1&o=3>

Where do Hotels & Tourism employees come from?

Nearly three quarters (74%) of people who enter the Hotels & Tourism sector in Brighton & Hove do so from full-time education. As nearly half of the work within the sector is on a part-time basis, many people can get some experience of working in Hotels & Tourism whilst they are still studying.

Figure 7: What did people do before they joined the Hotels & Tourism sector?



Source: APS April – June 2006. Note: Out of work = neither in employment nor unemployed i.e. caring for children, long term sick, retired etc.

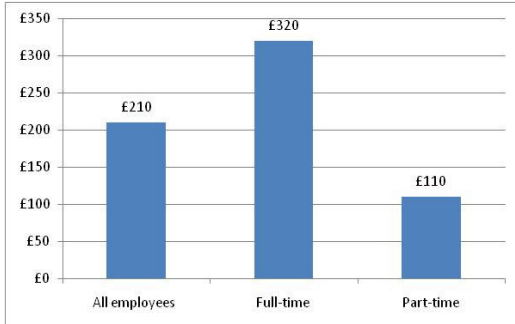
C How much do people earn in the sector?

The average gross weekly pay for all employees in the Hotels & Tourism sector in Brighton & Hove is around £210 (before tax etc), equivalent to a salary of £10,920 per year. Full-time Hotels & Tourism workers in Brighton & Hove earn on average £320 (before tax etc), per week or £16,640 per year. The average gross weekly pay for part-time workers is £110, equivalent to £5,720 per year¹.

¹ Note: these figures are based on local average earnings and South East earnings for Hotels & Tourism from the Annual Survey of Hours and Earnings.



Figure 8: Average earnings in the sector



Source: Local level sector estimates based on regional and local data from ASHE 2008. Note: Travel agents are not included in the figure.

What people earn when they enter full-time work in Hotels & Tourism in Brighton & Hove depends on the job that they do. However, some people could expect a weekly pay of around £230 rising to around £370 per week for more skilled and experienced employees.

D How many job vacancies are there?

On average, Jobcentre Plus are notified about around 60 job vacancies in the Hotels & Tourism sector in Brighton & Hove each month. However, the number of vacancies available is likely to vary on a month by month basis depending on the time of year. For example, there are usually more vacancies during the summer months.

Figure 9: Notified Jobcentre Plus vacancies

	Brighton & Hove	Sussex	South East
Average number of vacancies each month (Oct 08 - Sept 09)	60	390	2,040

Source: Jobcentre Plus Vacancies.

However, not all vacancies in Hotels & Tourism are listed with Jobcentre Plus. Job opportunities may also be advertised on employers' premises or in newspapers. There are also some specialist Hotels & Tourism employment websites including 'Hotel jobs' (<http://www.hoteljobs.co.uk/>) and 'Travel Job Search' (<http://www.traveljobsearch.com/>)².

How competitive is the sector?

Around 8% of Hotels & Tourism employers have vacancies that they are finding difficult to fill. This is similar to the average for all types of employer (7%) and suggests that Hotels & Tourism employers sometimes face difficulty in recruiting new members of staff.

² A wide range of recruitment sites are available. These are just some examples.



E What might happen in the future?

In the past

Over the last 10 years employment in the Hotels & Tourism sector has increased in Brighton & Hove by 19% or 1,800 jobs.

In the future

It's difficult to predict but forecasts suggest that employment in Hotels & Tourism may decrease over the next couple of years. However, the Hotels & Tourism sector is expected to continue to be an important source of employment in most cities and towns over the longer term.

F What are the major employers in Hotels & Tourism in this area?

The table below gives examples of large employers in the sector in Brighton & Hove.

Figure 10: Ten large Hotels & Tourism employers in Brighton & Hove

Employer	Type of service	No. of employees
Catering Services International	Caterers	500-1,000
Neilson Active Holidays	Travel agents	500-1000
Brighton Pier	Tourist Attraction	251-500
Hilton Brighton Metropole	Hotel	250
Grand Hotel	Hotel	200 (FT)
Panorama Holiday Group	Travel agents	200
Hardings Bar & Catering Services LTD	Outside & venue catering	51-100
University of Sussex Catering Services	Catering & function services	51-100
Holiday Inn Brighton Sea Front	Hotel	51-100
Education Travel Group	Tour operators	51-100

Source: Brighton & Hove Business Directory.

