



2021 Alberta Wage and Salary Survey

Accommodation and food services industry summary report

Overview

The Alberta Wage and Salary Survey is undertaken by the Alberta government to provide current wage rates and skill shortage information on various occupations in Alberta, and in specific industries and economic regions. This labour market information helps Alberta employers to fine-tune their compensation and recruitment strategies, helps individuals make career and education choices, and aids the provincial government in developing effective policies and providing services.

Survey results

The survey was completed with 536 employers in the Accommodation and food services sector who provided information on over 16,254 employees in various occupational classifications¹. Survey data were collected between January and August 2021. Alberta Wage and Salary Survey results by four-digit National Occupational Classification (NOC) for all of Alberta, by industry group, and by geographic area can be found at www.alis.alberta.ca/occinfo

Wages for selected occupations

The following table illustrates the wage survey results associated with some common occupations within this industry². The tables below present results for three-digit NOC minor groups and for four-digit NOCs.

¹ The estimated sample error at the establishment level for overall results for this industry is estimated to be $\pm 4.5\%$ at a 95% confidence level (i.e., 19 times out of 20) taking into account the sample design effect associated with over/under sampling and data weighting.

² Occupations were selected as the top occupations in terms of number of employees as per Statistics Canada 2016 Census for this industry and supplemented by other occupations frequently reported by industry employers. Only occupations with a minimum number of reportable observations were selected. Some occupations common to this industry may not be listed if sufficient reliable data were not available.

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
Common Business, Managerial, Administrative, and Clerical Occupations							
011 Administrative services managers	19	41	C	38.5	\$27.39	\$39.67	\$32.35
0111 Financial managers	12	22	C	39.8	\$24.68	\$42.93	\$31.82
0112 Human resources managers	8	12	D	39.0	\$30.90	\$34.65	\$33.08
062 Retail and wholesale trade managers	27	52	B	39.4	\$23.77	\$30.55	\$26.59
0621 Retail and wholesale trade managers	27	52	B	39.4	\$23.77	\$30.55	\$26.59
063 Managers in food service and accommodation	301	843	A	39.3	\$22.27	\$32.79	\$26.25
0631 Restaurant and food service managers	171	528	B	39.4	\$20.62	\$33.13	\$24.96
0632 Accommodation service managers	160	315	A	39.2	\$27.01	\$31.82	\$29.89
071 Managers in construction and facility operation and maintenance	22	33	B	37.9	\$26.46	\$31.84	\$29.48
0714 Facility operation and maintenance managers	20	30	B	37.6	\$27.62	\$31.03	\$29.66
111 Auditors, accountants and investment professionals	12	14	C	33.8	\$25.08	\$32.85	\$29.51
1111 Financial auditors and accountants	12	14	C	33.8	\$25.08	\$32.85	\$29.51

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
122 Administrative and regulatory occupations	22	63	B	25.7	\$18.35	\$19.76	\$18.97
1221 Administrative officers	10	17	C	16.2	\$19.49	\$20.36	\$20.06
124 Office administrative assistants - general, legal and medical	14	26	C	36.6	\$19.03	\$26.34	\$21.43
1241 Administrative assistants	14	26	C	36.6	\$19.03	\$26.34	\$21.43
131 Finance, insurance and related business administrative occupations	25	34	B	28.6	\$21.93	\$25.94	\$24.17
1311 Accounting technicians and bookkeepers	25	34	B	28.6	\$21.93	\$25.94	\$24.17
143 Financial, insurance and related administrative support workers	30	53	B	33.5	\$22.20	\$25.08	\$23.69
1431 Accounting and related clerks	28	48	B	33.6	\$21.18	\$24.14	\$22.64
Common Professional, Technical, Skilled, and Labour Occupations							
631 Service supervisors	180	1,255	A	35.3	\$16.52	\$19.71	\$17.64
6311 Food service supervisors	113	983	A	35.1	\$16.08	\$19.35	\$17.12
6312 Executive housekeepers	47	79	A	39.3	\$21.22	\$24.18	\$23.16

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
6313 Accommodation, travel, tourism and related services supervisors	41	86	B	36.8	\$19.22	\$21.39	\$20.33
6315 Cleaning supervisors	32	93	A	35.6	\$18.33	\$21.26	\$20.26
632 Chefs and cooks	243	1,672	A	32.3	\$16.90	\$21.64	\$18.68
6321 Chefs	69	184	B	39.2	\$24.04	\$28.84	\$26.53
6322 Cooks	225	1,488	A	31.5	\$16.07	\$20.79	\$17.75
633 Butchers and bakers	20	76	B	39.4	\$15.79	\$19.72	\$17.30
6332 Bakers	19	74	C	39.6	\$15.79	\$19.77	\$17.28
641 Sales and account representatives - wholesale trade (non-technical)	10	27	C	36.2	\$21.84	\$29.58	\$24.82
6411 Sales and account representatives - wholesale trade (non-technical)	10	27	C	36.2	\$21.84	\$29.58	\$24.82
642 Retail salespersons	18	92	C	32.3	\$16.04	\$19.41	\$17.30
6421 Retail salespersons	18	92	C	32.3	\$16.04	\$19.41	\$17.30
651 Occupations in food and beverage service	230	2,508	A	25.8	\$15.07	\$18.38	\$15.61
6511 Maîtres d'hôtel and hosts/hostesses	28	134	B	19.0	\$14.83	\$15.52	\$15.15

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
6512 Bartenders	46	174	A	27.5	\$15.34	\$16.81	\$15.99
6513 Food and beverage servers	213	2,200	A	26.2	\$15.06	\$18.66	\$15.62
652 Occupations in travel and accommodation	174	1,044	A	33.5	\$15.92	\$18.34	\$16.94
6525 Hotel front desk clerks	174	1,044	A	33.5	\$15.92	\$18.34	\$16.94
654 Security guards and related security service occupations	11	34	C	25.4	\$16.04	\$17.88	\$16.72
6541 Security guards and related security service occupations	11	34	C	25.4	\$16.04	\$17.88	\$16.72
661 Cashiers	25	226	B	26.8	\$15.08	\$16.35	\$15.48
6611 Cashiers	25	226	B	26.8	\$15.08	\$16.35	\$15.48
671 Food counter attendants, kitchen helpers and related support occupations	227	4,971	A	27.7	\$14.84	\$17.54	\$15.69
6711 Food counter attendants, kitchen helpers and related support occupations	227	4,971	A	27.7	\$14.84	\$17.54	\$15.69
672 Support occupations in accommodation, travel and amusement services	21	145	B	31.3	\$16.03	\$17.65	\$16.39

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
6721 Support occupations in accommodation, travel and facilities set-up services	10	58	B	35.3	\$17.80	\$20.09	\$18.37
6722 Operators and attendants in amusement, recreation and sport	11	87	B	26.9	\$14.90	\$16.11	\$15.13
673 Cleaners	223	2,305	A	31.8	\$16.15	\$18.68	\$17.35
6731 Light duty cleaners	196	1,962	A	31.3	\$15.69	\$17.94	\$16.79
6733 Janitors, caretakers and building superintendents	151	343	A	34.1	\$18.34	\$22.29	\$20.02
674 Other service support and related occupations, n.e.c.	28	120	B	30.7	\$17.47	\$22.10	\$20.69
6741 Dry cleaning, laundry and related occupations	25	56	B	28.7	\$15.54	\$18.20	\$16.28
751 Motor vehicle and transit drivers	19	96	C	29.7	\$16.04	\$18.22	\$17.01
7514 Delivery and courier service drivers	12	41	C	24.3	\$15.48	\$15.48	\$15.48
861 Harvesting, landscaping and natural resources labourers	13	36	C	34.2	\$16.64	\$17.84	\$17.40
8612 Landscaping and grounds maintenance labourers	13	36	C	34.2	\$16.64	\$17.84	\$17.40

“n” in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 19 employers combined reported wages for 96 Motor vehicle and transit drivers - (NOC 751).

Averages are calculated using data weighted by establishment to account for survey non-response (stratified by region, industry group and employer size) and by number of employees reported.

“n/a” indicates that results have been suppressed due to missing data for some employers or due to calculation anomalies.

Data Reliability Codes are based on coefficient of variation as an indicator of general reliability: “A”: coefficient of variation of less than or equal to ±6.00%, “B”: from ±6.01% to ±15.00%, “C”: from ± 15.01% to ±33.00%, “D”: more than ±33.01%.

Job vacancies and hiring difficulties – selected occupations

The following table illustrates the job vacancy survey results associated with some common occupations within the Accommodation and food services industry as cited by survey respondents and confirmed through review of the data.

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
Common Business, Managerial, Administrative, and Clerical Occupations					
011 Administrative services managers	17-18	16%	n/a	0%	n/a
0111 Financial managers	10-11	31%	n/a	0%	n/a
0112 Human resources managers	8	3%	n/a	0%	n/a
062 Retail and wholesale trade managers	26	18%	89%	5%	2.5%
0621 Retail and wholesale trade managers	26	18%	89%	5%	2.5%

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
063 Managers in food service and accommodation	290-291	25%	41%	5%	5.4%
0631 Restaurant and food service managers	163-164	27%	48%	7%	5.9%
0632 Accommodation service managers	153-154	22%	29%	1%	3.9%
071 Managers in construction and facility operation and maintenance	19	27%	0%	0%	n/a
0714 Facility operation and maintenance managers	17	21%	n/a	0%	n/a
111 Auditors, accountants and investment professionals	11	32%	n/a	0%	n/a
1111 Financial auditors and accountants	11	32%	n/a	0%	n/a
122 Administrative and regulatory occupations	19	44%	9%	2%	n/a
1221 Administrative officers	9	4%	n/a	0%	n/a
124 Office administrative assistants - general, legal and medical	13-14	42%	11%	5%	3.5%
1241 Administrative assistants	13-14	42%	11%	5%	3.5%

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
131 Finance, insurance and related business administrative occupations	24	22%	0%	5%	3.8%
1311 Accounting technicians and bookkeepers	24	22%	0%	5%	3.8%
143 Financial, insurance and related administrative support workers	28	24%	30%	0%	n/a
1431 Accounting and related clerks	26-27	23%	35%	0%	n/a
Common Professional, Technical, Skilled, and Labour Occupations					
631 Service supervisors	168-173	46%	66%	18%	n/a
6311 Food service supervisors	102-105	59%	80%	29%	n/a
6312 Executive housekeepers	44-45	19%	10%	6%	4.8%
6313 Accommodation, travel, tourism and related services supervisors	38-39	39%	42%	6%	3.6%
6315 Cleaning supervisors	29	28%	31%	0%	0.0%
632 Chefs and cooks	227-231	57%	61%	16%	6.3%
6321 Chefs	65	26%	39%	3%	2.0%

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
6322 Cooks	209-213	69%	64%	22%	6.8%
633 Butchers and bakers	20	60%	55%	10%	3.5%
6332 Bakers	19	63%	55%	10%	3.6%
641 Sales and account representatives - wholesale trade (non-technical)	9	25%	n/a	0%	n/a
6411 Sales and account representatives - wholesale trade (non-technical)	9	25%	n/a	0%	n/a
642 Retail salespersons	16-17	45%	23%	0%	n/a
6421 Retail salespersons	16-17	45%	23%	0%	n/a
651 Occupations in food and beverage service	215-219	58%	41%	14%	5.5%
6511 Maitres d'hôtel and hosts/hostesses	24	53%	45%	17%	4.2%
6512 Bartenders	42-44	50%	44%	17%	n/a
6513 Food and beverage servers	198-201	60%	40%	13%	5.3%
652 Occupations in travel and accommodation	166-167	63%	38%	7%	2.8%

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
6525 Hotel front desk clerks	166-167	63%	38%	7%	2.8%
654 Security guards and related security service occupations	11	66%	46%	27%	n/a
6541 Security guards and related security service occupations	11	66%	46%	27%	n/a
661 Cashiers	25	63%	56%	31%	7.5%
6611 Cashiers	25	63%	56%	31%	7.5%
671 Food counter attendants, kitchen helpers and related support occupations	212-216	70%	51%	26%	6.9%
6711 Food counter attendants, kitchen helpers and related support occupations	212-216	70%	51%	26%	6.9%
672 Support occupations in accommodation, travel and amusement services	17	54%	17%	7%	5.3%
6721 Support occupations in accommodation, travel and facilities set-up services	7-8	63%	n/a	0%	0.0%
6722 Operators and attendants in amusement, recreation and sport	9-10	41%	51%	19%	n/a
673 Cleaners	216-217	56%	43%	7%	2.7%

ACCOMMODATION & FOOD SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
6731 Light duty cleaners	185-191	69%	44%	10%	2.6%
6733 Janitors, caretakers and building superintendents	144-145	39%	42%	4%	2.9%
674 Other service support and related occupations, n.e.c.	27-28	38%	42%	11%	2.3%
6741 Dry cleaning, laundry and related occupations	24-25	28%	66%	12%	5.1%
751 Motor vehicle and transit drivers	18	72%	53%	1%	1.0%
7514 Delivery and courier service drivers	11	54%	50%	0%	n/a
861 Harvesting, landscaping and natural resources labourers	11-12	42%	16%	0%	n/a
8612 Landscaping and grounds maintenance labourers	11-12	42%	16%	0%	n/a

“n” in the above table represents the range of the number of employers who indicated at least one employee in an occupation and responded to individual questions about hiring difficulties and vacancies (not all employers responded to all questions).

“n/a” indicates that results have been suppressed due to missing data for some employers.

Statistics on hiring activity, hiring difficulties, and employers reporting vacancies were calculated based on *the number of employers responding* for each question, weighted by establishment for survey non-response (stratified by region, industry group and employer size).

Job Vacancy Rate for vacancies that had been unfilled for 4 months or more calculated as: *Sum of Unfilled Vacancies / (Sum of Current Employees + Sum of Unfilled Vacancies)*, with data weighted by establishment for survey non-response (stratified by industry group and employer size).

Industry Definition as per North American Industry Classification System (NAICS)

Accommodation and food services industry (NAICS 72)

This sector comprises establishments primarily engaged in providing short-term lodging and complementary services to travelers, vacationers and others, in facilities such as hotels, motor hotels, resorts, motels, casino hotels, bed and breakfast accommodations, housekeeping cottages and cabins, recreational vehicle parks and campgrounds, hunting and fishing camps, and various types of recreational and adventure camps. This sector also comprises establishments primarily engaged in preparing meals, snacks and beverages, to customer orders, for immediate consumption on and off the premises.

Research conducted for the Alberta Government by R.A. Malatest & Associates Ltd.