

Hospitality Management

Inland Empire/Desert Region (Riverside and San Bernardino counties)

This workforce demand report uses state and federal job projection data developed before the economic impact of COVID-19. The COE is monitoring the situation and will provide more information as it becomes available. Please consult with local employers to understand their current employment needs.

Summary

- Community college hospitality programs provide the knowledge, skills, and abilities that prepare students for employment in three community college-level occupations.
- These occupations will have 665 annual job openings through 2025, increasing employment by 7%.
- The median hourly earnings for these occupations are between \$23.63 and \$41.09 per hour. The median hourly earnings for lodging managers and gambling managers are above the regional \$24.36 per hour self-sustainable wage standard for a single adult with one child.
- Regional community colleges have issued an annual average of 76 awards in hospitality programs over the last three academic years.
- The COE recommends expanding hospitality programs. See the [recommendation section](#) for further detail.

Introduction

This report provides data on programs and occupations related to hospitality management. The California Community College programs related to hospitality management are:

- Hospitality (TOP 1307.00)
 - Restaurant and Food Services Management (1307.10)
 - Lodging Management (1307.20)
 - Resort and Club Management (1307.30)

The **hospitality** program prepares students for employment through the instruction of organization and administration of hospitality services, management, and training of personnel, including restaurant and food service management, hotel/motel or resort management, and convention and special events planning. These programs include combined hotel/restaurant management programs (Taxonomy of Programs, 2012).

The **restaurant and food services and management** program prepares students for employment by providing instruction on the management and supervision of food and beverage service operations. These programs include server and bartender training (Taxonomy of Programs, 2012).

The **lodging management** program prepares students for employment through preparation to manage places of lodging such as hotels, motels, and inns. These programs include supplies purchasing and control, facilities design and planning, hospitality law, personnel and financial management, marketing, events management, and front desk operations (Taxonomy of Programs, 2012).

The **resort and club management** program prepares students for employment through preparation to plan, manage, and market comprehensive vacation facilities, golf courses, casinos, time-share resorts, and the like (Taxonomy of Programs, 2012).

The knowledge, skills, and abilities trained by hospitality programs lead to three distinct occupations, collectively referred to as the hospitality management occupational group in this report. Definitions, alternative job titles, education, and training requirements for the occupations in this group are available in the appendix.

- Food Service Managers (SOC 11-9051)
- Gambling Managers (11-9071)
- Lodging Managers (11-9081)

Hospitality management workers will likely find employment in the hospitality and tourism industry cluster identified by the California Employment Development Department's Labor Market Information Division. A section detailing hospitality and tourism employment is found later in this report.

Job Counts and Projections

In 2020, there were 5,297 hospitality management jobs in the Inland Empire/Desert Region. Employment for the hospitality management occupational group is projected to increase by 7% through 2025; 665 job openings are expected annually. Exhibit 1 displays the job counts, five-year projected job growth, job openings, and the share of incumbent workers age 55 years and greater in the region.

Exhibit 1: Five-year projections for the hospitality management occupational group, 2020-2025

Occupation	2020 Jobs	2025 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
Food Service Managers	4,592	4,937	8%	2,966	593	24%
Gambling Managers	377	405	8%	169	34	24%
Lodging Managers	328	329	0%	188	38	40%
Total	5,297	5,672	7%	3,323	665	25%

Source: Emsi 2021.4

Exhibit 2 shows the number of job ads posted during the last 12 months and the regional and statewide average time filling each occupation. Job advertisements have been limited positions in the hospitality and tourism industry. There were no job advertisements for gambling managers in the region or the state over the last 12 months.

On average, regional employers fill online job advertisements for hospitality management workers in 35 days, one day shorter than the statewide average time to fill. Time to fill information indicates that regional employers likely face similar challenges filling open positions as other employers in California.

Exhibit 2: Job ads and time to fill

Occupation	Job Ads	Regional Average Time to Fill (Days)	Statewide Average Time to Fill (Days)
Food Service Managers	3,187	36	37
Lodging Managers	283	28	31
Gambling Managers	0	-	-
Total	3,470	35	36

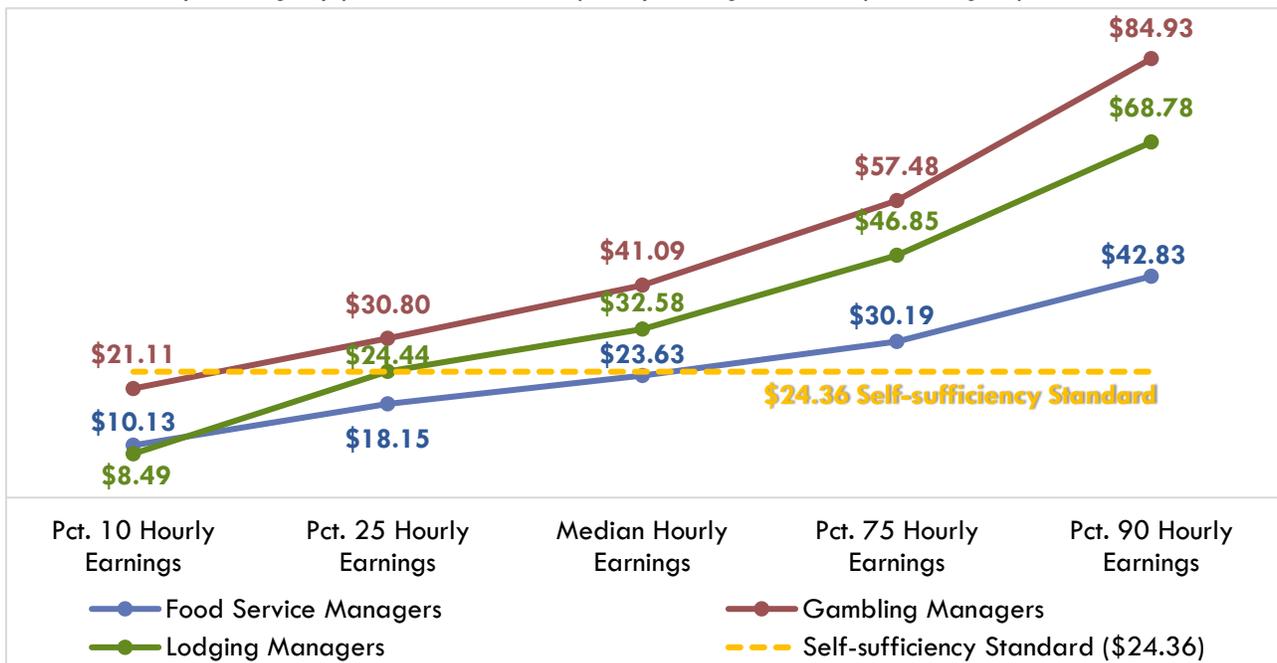
Source: Burning Glass – Labor Insights

Earnings and Benefits

Community colleges should ensure their training programs lead to employment opportunities that provide self-sustainable income. The University of Washington estimates that a self-sufficient hourly rate for a single adult with one school-age child is \$24.36 per hour or \$51,452 annually in Riverside County; \$23.73 per hour or \$50,119 annually in San Bernardino County (Pearce, 2021). For this study, the higher hourly earnings requirement in Riverside County is adopted as the self-sufficiency standard for the two-county region.

Exhibit 3 displays the hourly earnings for the hospitality management occupational group. The median hourly earnings for these occupations are between \$23.63 and \$41.09 per hour. The 25th percentile hourly earnings for gambling managers and lodging managers surpass the regional self-sufficiency standard, indicating that at least 75% of workers in the field earn a self-sustainable wage. The hourly earnings for food service managers do not surpass the self-sufficiency standard until the 75th percentile.

Exhibit 3: Hourly earnings by percentile for the hospitality management occupational group



Source: Emsi 2021.4

Benefits information, typically provided by the California Labor Market Information Division's occupational guides, is not available for gambling managers and lodging managers. Benefits for food service managers typically include vacation, sick leave, and medical insurance plans, with some employers paying partial dental, vision, life insurance, and retirement benefits (Detailed Occupational Guides, 2021).

Advertised Salary from Online Job Ads

Exhibit 4 displays online job ad salary data for the hospitality management occupational group over the last 12 months. Online job ad salary information reveals that employers are willing to pay the hospitality management occupational group between \$45,000 and \$54,000 annually. The advertised annual salaries for lodging managers are above the region's \$51,452 annual (\$24.36 hourly) self-sufficiency standard. Consider the salary information with caution since only 26% (894 out of 3,470) of online job ads for these occupations provided salary information. The salary figures are prorated to reflect full-time, annual wage status.

Exhibit 4: Advertised salary information

Occupations	Real-Time Salary Information					Average Annual Salary
	Number of job ads	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
Food Service Managers	815	19%	50%	29%	2%	\$45,000
Lodging Managers	79	14%	21%	57%	8%	\$54,000
Gambling Managers	0	N/A	N/A	N/A	N/A	N/A

Source: Burning Glass – Labor Insights

Employers, Skills, Education, and Work Experience

Exhibit 5 displays the employers that posted the most job ads during the last 12 months. Displaying employer names provides some insight into where students may find employment after completing a program. Of the employers in the restaurants and other eating places industry (NAICS 7225), Del Taco posted the most job advertisements. Of the employers in the traveler accommodation industry (NAICS 7211), Marriott International posted the most job advertisements for the hospitality management occupational group.

Exhibit 5: Employers posting the most job ads for the hospitality management occupational group

Occupation	Top Employers	
Food Service Managers (n=3,187)	<ul style="list-style-type: none"> Del Taco Taco Bell Raising Cane's Papa John's KFC McDonald's Buffalo Wild Wings 	<ul style="list-style-type: none"> Popeyes Farmer Boys Subway Jersey Mike's Little Caesar's Domino's Pizza Sonic Drive-In
Lodging Managers (n=283)	<ul style="list-style-type: none"> Agua Caliente Resort Casino Spa Marriott International Inc. Motel 6 San Manuel Casino 	<ul style="list-style-type: none"> Residence Inn Hilton Hotel Corporation Fantasy Springs Resort Casino

Occupation	Top Employers	
Gambling Managers (n=0)	• N/A	• N/A

Source: Burning Glass – Labor Insights

Exhibit 6 lists a sample of specialized and employability skills employers seek for workers when filling hospitality management occupational group positions. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as "soft skills." The skills requested in job ads may be utilized to guide curriculum development.

Exhibit 6: Sample of in-demand skills from employer job ads

Occupation	Specialized skills	Employability skills
Food Service Managers (n=2,712)	<ul style="list-style-type: none"> • Restaurant Management • Scheduling • Guest Services • Cost Control • Food Safety 	<ul style="list-style-type: none"> • Communication Skills • Physical Abilities • Teamwork/Collaboration • Organizational Skills • Problem Solving
Lodging Managers (n=268)	<ul style="list-style-type: none"> • Budgeting • Guest Services • Scheduling • Cost Control • Customer Service 	<ul style="list-style-type: none"> • Communication Skills • Physical Abilities • Problem Solving • Teamwork/Collaboration • Planning
Gambling Managers (n=0)	• N/A	• N/A

Source: Burning Glass – Labor Insights

Exhibit 7 displays the typical entry-level education, educational attainment, and minimum advertised education requirements for the hospitality management occupational group. According to the Bureau of Labor Statistics, between 33%-38% of incumbent workers in this field hold a community college-level of educational attainment; "some college, no degree" and an "associate degree." Most employers posting job advertisements for the hospitality management occupational sought candidates with a high school diploma or vocational training.

Exhibit 7: Typical entry-level education, educational attainment, and minimum advertised education requirements

Occupation	Typical Entry-Level Education Requirement	CC-Level Educational Attainment*	Real-Time Minimum Advertised Education Requirement			
			Number of Job Ads	High school or vocational training	Associate degree	Bachelor's degree or higher
Food Service Managers	High school diploma or equivalent	36%	1,768	84%	3%	13%
Lodging Managers	High school diploma or equivalent	38%	198	53%	19%	28%
Gambling Managers	High school diploma or equivalent	33%	0	N/A	N/A	N/A

Source: Emsi 2021.4, Burning Glass – Labor Insights

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework

Exhibit 8 displays the work experience typically required to enter each occupation and the real-time work experience requirements from employer job ads. While the hospitality management occupational group occupations typically require five years of work experience, job advertisements indicate that employers are willing to accept fewer years of work experience.

Exhibit 8: Work experience required and real-time work experience requirements

Occupation	Work Experience Typically Required	Real-Time Work Experience			
		Number of job ads	0 – 2 years	3 – 5 years	6+ years
Food Service Managers	Less than five years	1,754	75%	24%	1%
Lodging Managers	Less than five years	208	36%	50%	14%
Gambling Managers	Less than five years	0	N/A	N/A	N/A

Source: Emsi 2021.4, Burning Glass – Labor Insights

Hospitality Industry Overview

This section of the report analyzes the hospitality and tourism sector in the Inland Empire/Desert Region.

According to the California Labor Market Information Division's industry cluster definitions, the hospitality and tourism sector comprises fourteen NAICS4 industries (Industry Cluster Definitions, 2021a). Exhibit 9 displays employment by the subindustries in the hospitality and tourism industry. See the appendix for hospitality and tourism industry definitions.

In 2020, there were 147,552 jobs in the hospitality and tourism industry in the region. Hospitality industry employment accounts for 8.6% of employment in the region. This industry is projected to grow by 10%

through 2025, adding 14,633 jobs. Nearly 77% of hospitality jobs are within the restaurants and other eating places industry (7225), which comprises establishments primarily engaged in providing food services. Approximately 8% of hospitality employment is in the traveler accommodation industry (NAICS 7211), which includes establishments primarily engaged in providing short-term lodging. While the average earnings in the hospitality and tourism industry are typically low, the average earnings per job in the travel arrangement and reservation services industry (NAICS 5615) exceed the \$51,452 annual (\$24.36 hourly) self-sufficiency standard in the region.

Exhibit 9: Industry employment, growth, and earnings per job for hospitality and tourism industries

Industry (NAICS4)	2020 Jobs	2020-2025 Percent Change	Average Earnings Per Job
Restaurants and Other Eating Places (7225)	113,390	13%	\$25,190
Other Amusement and Recreation Industries (7139)	13,251	(3%)	\$38,118
Traveler Accommodation (7211)	12,026	(1%)	\$35,597
Special Food Services (7223)	4,227	0%	\$36,048
Travel Arrangement and Reservation Services (5615)	1,467	7%	\$52,359
Drinking Places (Alcoholic Beverages) (7224)	1,076	(17%)	\$27,180
RV (Recreational Vehicle) Parks and Recreational Camps (7212)	800	4%	\$35,106
Museums, Historical Sites, and Similar Institutions (7121)	507	22%	\$49,756
Amusement Parks and Arcades (7131)	414	(18%)	\$33,195
Gambling Industries (7132)	199	8%	\$45,130
Rooming and Boarding Houses, Dormitories, and Workers' Camps (7213)	73	(17%)	\$43,449
Scenic and Sightseeing Transportation, Land (4871)	57	(3%)	\$37,785
Scenic and Sightseeing Transportation, Other (4879)	47	117%	\$28,408
Scenic and Sightseeing Transportation, Water (4872)	19	31%	\$32,751
Total	147,552	10%	\$27,998

Source: Emsi 2021.4

Exhibit 10 displays employment for the hospitality management occupational group in the hospitality and tourism industry cluster. Approximately 87% of food service managers and lodging managers were employed in the hospitality industry. Only 19% of gambling managers were employed in the hospitality and tourism industry. The majority of gambling managers work in the local government, which includes tribal governments that host regional resorts and casinos.

Exhibit 10: Hospitality management employment in the hospitality and tourism industry cluster

Occupation	2020 Employment (Hospitality)	2020 Employment (All Industries)	Percentage of Hospitality Employment	Hospitality Industry Employment Change 2020-2025
Food Service Managers	4,003	4,592	87%	8%
Lodging Managers	285	328	87%	(1%)
Gambling Managers	72	377	19%	25%
Total	4,360	5,297	82%	8%

Source: Emsi 2021.4

Exhibit 11 displays the largest regional employers, by the number of employees, in the accommodation and food services industry (NAICS 72) along with the approximate number of employees. The largest employer in the region is Fantasy Springs Resort Casino, located in Indio.

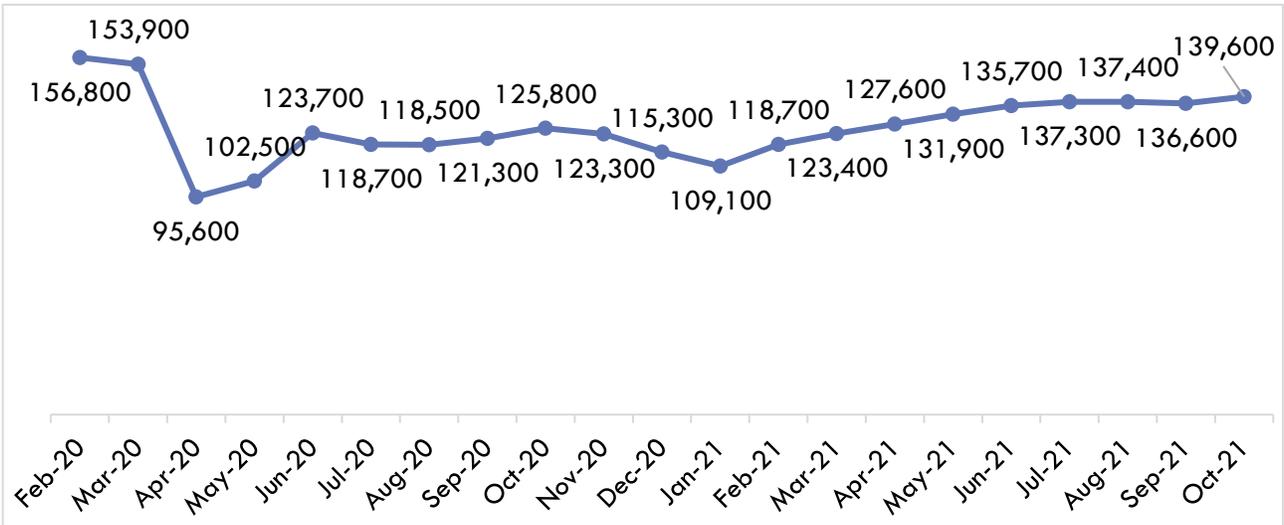
Exhibit 11: The largest employers in the accommodation and food services industry in the region

Employers	Employees
Fantasy Springs Resort Casino	1,600
Mountain High Ski Resort	1,200
Big Bear Mountain Resort	1,100
Stagecoach Motor Inn	951
Omni Rancho Las Palmas Resort and Spa	650
Hyatt Regency Indian Wells Resort and Spa	600
Renaissance Esmeralda Resort and Spa	550
Mission Inn Hotel & Spa	500
Snow Valley Mountain Resort	500

Source: COE Business List

Exhibit 12 displays employment in the accommodation and food services industry between February 2020 and October 2021. February 2020 is considered to be the last month of employment unaffected by the COVID-19 pandemic. Between February 2020 and April 2020, the hospitality industry decreased employment by 39%, losing 61,200 jobs. Since April 2020, the industry has recovered 44,000 jobs but is still down 17,200 jobs overall.

Exhibit 12: Accommodation and food services employment, February 2020 – October 2021



Source: EDD Labor Market Information Division

Programs Completions and Student Outcomes

Exhibits 13, 14, 15, and 16 display annual average completion data for four California Community College hospitality programs: Hospitality (1307.00), Restaurant and Food Services and Management (1307.10), Lodging Management (1307.20), and Resort and Club Management (1307.30) programs, based on the most recent three academic years. Combined, regional community colleges have issued 76 awards annually in programs related to hospitality over the last three academic years. Program completion and student outcome methodologies can be found in the appendix.

Exhibit 13: 2017-20, Annual average community college awards for hospitality programs in the region

TOP 1307.00 - Hospitality	Associate Degree	Certificate requiring 16 to < 30-semester units	Total CC Annual Average Awards, Academic Years 2017-20
Chaffey	-	3	3
Copper Mountain	-	-	0
Desert	8	-	8
San Bernardino	-	-	0
Total	8	3	11

Source: MIS Data Mart

Exhibit 14: 2017-20, Annual average community college awards for restaurant and food services and management programs in the region

TOP 1307.10 – Restaurant and Food Services and Management	Associate Degree	Certificate requiring 30 to < 60-semester units	Certificate requiring 18 to < 30-semester units	Total CC Annual Average Awards, Academic Years 2017-20
Chaffey	9	14	1	24
San Bernardino	2	4	-	6
Victor Valley	3	3	-	7
Total	14	21	1	36

Source: MIS Data Mart

Exhibit 15: 2017-20, Annual average community college awards for lodging management programs in the region

TOP 1307.20 – Lodging Management	Associate Degree	Certificate requiring 30 to < 60-semester units	Total CC Annual Average Awards, Academic Years 2017-20
Chaffey	11	17	27
Total	11	17	27

Source: MIS Data Mart

Exhibit 16: 2017-20, Annual average community college awards for resort and club management programs in the region

TOP 1307.30 – Resort and Club Management	Associate Degree	Certificate requiring 18 to < 30-semester units	Total CC Annual Average Awards, Academic Years 2017-20
Desert	1	0	1
Total	1	0	1

Source: MIS Data Mart

California program outcome data may provide a useful insight into the likelihood of success for the proposed program. Community college student outcome information based on the selected TOP code and region is provided in Exhibits 17-19. Among the students exiting hospitality programs in the region, 64% of students reported working in a job closely related to their field of study. The median annual earnings were \$21,912, and 34% attained a living wage. The outcome methodology is available in the appendix section of this report.

Exhibit 17: 1307.00 – Hospitality strong workforce program outcomes

Strong Workforce Program Metrics: 1307.00 – Hospitality Academic Year 2018-19, unless noted otherwise	Inland Empire/Desert Region	California
Unduplicated count of enrolled students (2019-20)	352	4,011
Completed 9+ career education units in one year (2019-20)	52%	40%
Perkins Economically disadvantaged students (2019-20)	88%	76%
Students who attained a noncredit workforce milestone in a year (2019-20)	-	73%
Students who earned a degree, certificate, or attained apprenticeship (2019-20)	22	169
Transferred to a four-year institution (transfers)	-	165
Job closely related to the field of study (2017-18)	64%	71%
Median annual earnings (all exiters)	\$21,912	\$27,404
Median change in earnings (all exiters)	43%	28%
Attained a living wage (completers and skills-builders)	34%	34%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Exhibit 18 displays student outcome information for regional restaurant and food services and management programs. Among the students exiting restaurant and food services and management programs in the region, 67% of students reported working in a job closely related to their field of study. The median annual earnings were \$20,172, and 31% attained a living wage.

Exhibit 18: 1307.10 – Restaurant and food services and management strong workforce program outcomes

Strong Workforce Program Metrics: 1307.10 – Restaurant and Food Services and Management Academic Year 2018-19, unless noted otherwise	Inland Empire/Desert Region	California
Unduplicated count of enrolled students (2019-20)	522	3,115
Completed 9+ career education units in one year (2019-20)	39%	41%
Perkins Economically disadvantaged students (2019-20)	86%	77%
Students who attained a noncredit workforce milestone in a year (2019-20)	-	93%
Students who earned a degree, certificate, or attained apprenticeship (2019-20)	28	169
Transferred to a four-year institution (transfers)	-	56
Job closely related to the field of study (2017-18)	67%	70%
Median annual earnings (all exiters)	\$20,172	\$25,348
Median change in earnings (all exiters)	37%	25%
Attained a living wage (completers and skills-builders)	31%	37%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Exhibit 19 displays student outcome information for regional lodging management programs. Among the students exiting lodging management programs in the region, 67% of students reported working in a job closely related to their field of study.

Exhibit 19: 1307.20 – Lodging management strong workforce program outcomes

Strong Workforce Program Metrics: 1307.20 – Lodging Management Academic Year 2018-19, unless noted otherwise	Inland Empire/Desert Region	California
Unduplicated count of enrolled students (2019-20)	24	317
Completed 9+ career education units in one year (2019-20)	83%	61%
Perkins Economically disadvantaged students (2019-20)	96%	79%
Students who earned a degree, certificate, or attained apprenticeship (2019-20)	24	76
Transferred to a four-year institution (transfers)	-	19
Job closely related to the field of study (2017-18)	67%	73%
Median annual earnings (all exiters)	-	\$29,368
Median change in earnings (all exiters)	-	15%

Strong Workforce Program Metrics: 1307.20 – Lodging Management Academic Year 2018-19, unless noted otherwise	Inland Empire/Desert Region	California
Attained a living wage (completers and skills-builders)	-	37%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Program outcome information is not available for Resort and Club Management (1307.30) programs.

Recommendation

Community college hospitality programs provide the knowledge, skills, and abilities that prepare students for employment in three community college-level occupations. The hospitality management occupational group is expected to have 665 annual job openings through 2025, increasing employment by 7% over this period.

The median hourly earnings for these occupations are between \$23.63 and \$41.09 per hour. The 25th percentile hourly earnings for gambling managers and lodging managers surpass the regional self-sufficiency standard, indicating at least 75% of workers in the field earn a self-sustainable wage. The hourly earnings for food service managers do not surpass the self-sufficiency standard until the 75th percentile.

The combined hospitality (top 1307.00), restaurant and food services and management (1307.10), lodging management (1307.20), and resort and club management (1307.30) programs offered at regional colleges conferred 76 awards over the last three academic years.

The COE recommends expanding existing hospitality programs due to regional demand (665 annual job openings) exceeding the supply of qualified candidates from hospitality programs (76 awards). Colleges with hospitality programs should meet with relevant employers to understand their demand for more workers and the specific skills, licensing, and credentials needed for gainful employment in this field.

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Appendix: Occupation definitions, sample job titles, five-year projections, and earnings for hospitality management occupations

Occupation Definitions (SOC code), Education and Training Requirement, Community College Education Attainment

Food Service Managers (11-9051)

Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

Sample job titles: Banquet Manager, Catering Manager, Food and Beverage Director, Food and Beverage Manager, Food Service Director, Food Service Manager, Food Service Supervisor, Kitchen Manager, Restaurant General Manager, Restaurant Manager

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience: Less than five years

Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 36%

Gambling Managers (11-9071)

Plan, direct, or coordinate gambling operations in a casino. May formulate house rules.

Sample job titles: Bingo Manager, Casino Manager, Casino Shift Manager, Gaming Director, Gaming Manager, Slot Manager, Slot Operations Director, Table Games Manager, Table Games Shift Manager

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience: Less than five years

Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 38%

Lodging Managers (11-9081)

Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.

Sample job titles: Bed and Breakfast Innkeeper, Front Desk Manager, Front Office Director, Front Office Manager, Guest Relations Manager, Guest Services Manager, Hotel Manager, Night Manager, Resort Manager, Rooms Director

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience: Less than five years

Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 33%

Appendix: Methodology

Exhibits 13, 14, 15, and 16 display the average annual California Community College (CCC) awards conferred during the three academic years between 2017 and 2020 from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total of associate degrees and certificates issued during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variations that might be present in a single year.

Community college student outcome information is from LaunchBoard and based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor's Office Management Information Systems (MIS) by community colleges, which come from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from records provided by California's Employment Development Department's Unemployment Insurance database. When available, outcomes for completers are reported to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included in each metric, please see the web link for LaunchBoard's Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2021 a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2021 a).

Job postings data is limited to the information provided by employers and the ability of artificial intelligence search engines to identify this information. Additionally, preliminary calculations by Georgetown Center on Education and the Workforce found that "just 30 to 40 percent of openings for candidates with some college or an associate degree, and only 40 to 60 percent of openings for high school diploma holders appear online" (Carnevale et al., 2014). Online job postings often do not reveal the hiring intentions of employers; it is unknown if employers plan to hire one or multiple workers from a single online job posting or if they are collecting resumes for future hiring needs. A closed job posting may not be the result of a hired worker.

Appendix: Hospitality and Tourism Industries

Industries (NAICS4)	Definition
Scenic and Sightseeing Transportation, Land (NAICS 4871)	This industry comprises establishments primarily engaged in providing scenic and sightseeing transportation on land, such as sightseeing buses and trolleys, steam train excursions, and horse-drawn sightseeing rides. The services provided are usually local and involve same-day return to place of origin.
Scenic and Sightseeing Transportation, Water (NAICS 4872)	This industry comprises establishments primarily engaged in providing scenic and sightseeing transportation on water. The services provided are usually local and involve same-day return to place of origin.
Scenic and Sightseeing Transportation, Other (NAICS 4879)	This industry comprises establishments primarily engaged in providing scenic and sightseeing transportation (except on land and water). The services provided are usually local and involve same-day return to place of departure.
Travel Arrangement and Reservation Services (NAICS 5615)	This industry group comprises establishments primarily engaged in one of the following: (1) travel agency services; (2) arranging and assembling tours; or (3) other travel arrangement and reservation services.
Museums, Historical Sites, and Similar Institutions (NAICS 7121)	N/A
Amusement Parks and Arcades (NAICS 7131)	This industry group comprises establishments primarily engaged in operating amusement parks and amusement arcades and parlors.
Gambling Industries (NAICS 7132)	This industry group comprises establishments (except casino hotels) primarily engaged in operating gambling facilities, such as casinos, bingo halls, and video gaming terminals, or in the provision of gambling services, such as lotteries and off-track betting.
Other Amusement and Recreation Industries (NAICS 7139)	This industry group comprises establishments primarily engaged in operating golf courses and country clubs; skiing facilities; marinas; fitness and recreational sports centers; bowling centers; and providing other amusement and recreation services.
Traveler Accommodation (NAICS 7211)	This industry group comprises establishments primarily engaged in providing short-term lodging in facilities, such as hotels, motels, casino hotels, and bed-and-breakfast inns. In addition to lodging, these establishments may provide a range of other services to their guests.
RV (Recreational Vehicle) Parks and Recreational Camps (NAICS 7212)	N/A
Rooming and Boarding Houses, Dormitories, and Workers' Camps (NAICS 7213)	N/A
Special Food Services (NAICS 7223)	This industry group comprises establishments primarily engaged in providing food services at one or more of the following locations: (1) the customer's location; (2) a location designated by the customer; or (3) from motorized vehicles or nonmotorized carts.
Drinking Places (Alcoholic Beverages) (NAICS 7224)	This industry comprises establishments known as bars, taverns, nightclubs, or drinking places primarily engaged in preparing and serving alcoholic beverages for immediate consumption. These establishments may also provide limited food services.
Restaurants and Other Eating Places (NAICS 7225)	This industry comprises establishments primarily engaged in one of the following: (1) providing food services to patrons who order and are served while seated (i.e., waiter/waitress service) and pay after eating; (2) providing food services to patrons who generally order or select items (e.g., at a counter, in a buffet line) and pay before

Industries (NAICS4)	Definition
	eating; or (3) preparing and/or serving a specialty snack (e.g., ice cream, frozen yogurt, cookies) and/or nonalcoholic beverages (e.g., coffee, juices, sodas) for consumption on or near the premises.

Source: NAICS

Table 1. 2020 to 2025 job growth, wages, entry-level education, training, and work experience required for the hospitality management occupational group

Occupation (SOC)	2020 Jobs	5-Year Change (New Jobs)	5-Year % Change (New Jobs)	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10 th to 90 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
Food Service Managers (11-9051)	4,592	345	8%	593	\$10.13 to \$42.83	\$23.63	\$53,700	High school diploma or equivalent & None	Less than five years
Gambling Managers (11-9071)	377	28	8%	34	\$21.11 to \$84.93	\$41.09	\$93,800	High school diploma or equivalent & None	Less than 5 years
Lodging Managers (11-9081)	328	1	0%	38	\$8.49 to \$68.78	\$32.58	\$83,800	High school diploma or equivalent & None	Less than 5 years
Total	5,297	375	7%	665	-	-	-	-	-

Source: Emsi 2021.4