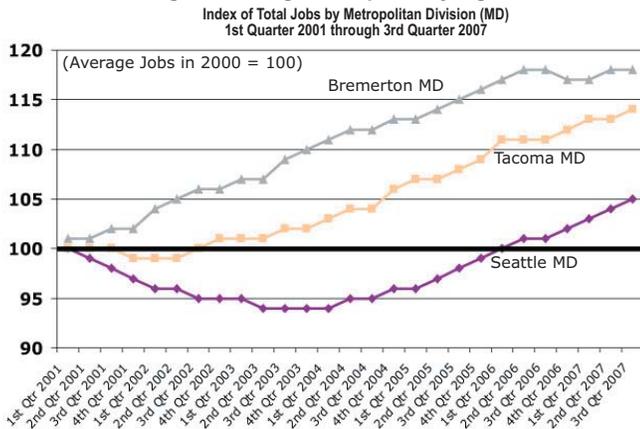


# Seattle Jobs Initiative's Job Trends Report

December 2007

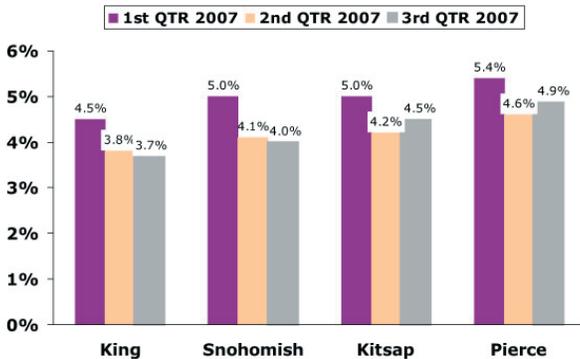
## Trend Tracker What's changing in the local job market?

**Chart 1.** The Puget Sound region saw positive job growth in 2007



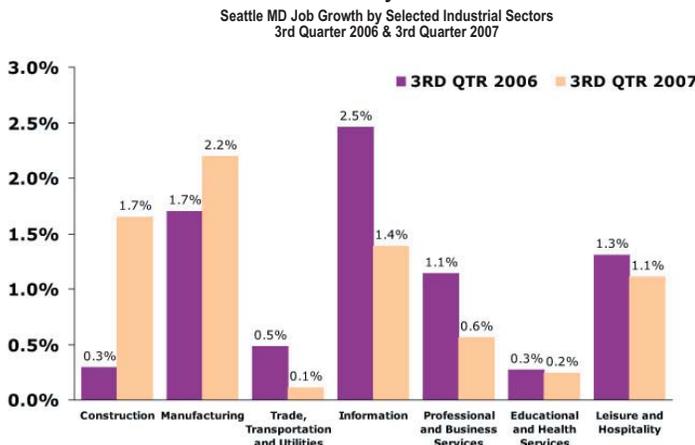
Calculated from seasonally adjusted numbers, Washington State Employment Security Department, Nonagricultural Wage and Salary Workers Employed in Washington State, <http://www.workforceexplorer.com>. NOTE: September 2005 Employment was adjusted upward to compensate for a short-term employment decline from the Boeing strike. Bremerton MD: Kitsap County; Tacoma MD: Pierce County; Seattle MD King & Snohomish Counties

**Chart 2.** Resident Unemployment Rates up slightly in 3rd Qtr 2007 for Kitsap & Pierce Counties, and continued to decrease for King & Snohomish



Calculated from seasonally adjusted numbers, Washington State Employment Security Department, Nonagricultural Wage and Salary Workers Employed in Washington State, <http://www.workforceexplorer.com>. NOTE: Seattle MD: King & Snohomish Counties

**Chart 3.** Seattle MD Manufacturing saw largest job growth – 2.2% in 3rd Qtr – followed by Construction & Information.



Calculated from seasonally adjusted numbers, Washington State Employment Security Department, Nonagricultural Wage and Salary Workers Employed in Washington State, <http://www.workforceexplorer.com>. NOTE: Seattle MD: King & Snohomish Counties

## Industry Spotlight: Leisure and Hospitality

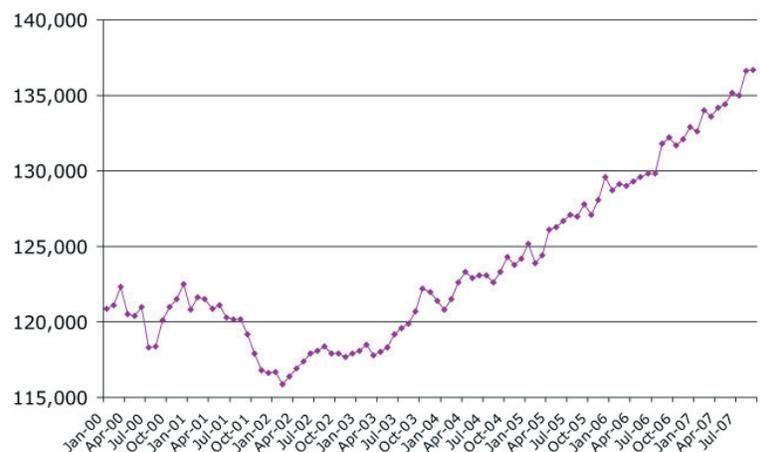
The Leisure & Hospitality industry serves as a large economic driver for the City of Seattle and the surrounding Puget Sound region. Tourism to the area provides opportunities for visitors to enjoy the natural beauty of Washington State. They come to ride on a state ferry across the Sound, see Mt. Rainier, visit and go up in the Space Needle for a view of the city and the mountains. In addition, professional sports teams and a wide variety of music and theater options draw visitors to the region. Cruise ships travelling to Alaska create traffic through Sea-Tac as well as downtown Seattle. The growth of the casino industry at nearby tribal gaming facilities represents another significant expansion of the Leisure & Hospitality industry in recent years. Visitors drawn by any of these entertainment options, as well as business travelers, require hotels and restaurants, and may patronize other retail establishments in the area. A growing local population also patronizes the many local Leisure & Hospitality businesses.

All of this translates into a continuous local market in need of a workforce. In this issue of Seattle Jobs Initiative's Job Trends Report, we focus on the Leisure & Hospitality industry, as it provides multiple opportunities for linking low-income individuals to living wage jobs. We will also look into local training and apprenticeship programs and their efforts to alleviate some of the barriers faced by this population.

Current general labor market trends signal long-term steady growth in the Leisure & Hospitality industry in the region, as illustrated in Chart 4. Employment since 2002 has seen a steady increase, adding more than 20,000 jobs since February 2002. The current estimate of employment in the industry is 136,700 as of September 2007.

(Cont'd next page)

**Chart 4.** Seattle MD Leisure & Hospitality Employment January 2000 through September 2007



Calculated from seasonally adjusted numbers, Washington State Employment Security Department, Nonagricultural Wage and Salary Workers Employed in Washington State, <http://www.workforceexplorer.com>. NOTE: Seattle MD: King & Snohomish Counties

## Industry Spotlight: Leisure & Hospitality, Cont'd

As Chart 5 shows, the region's 1.1% third quarter 2007 job growth represented a high in job growth over the last 4 quarters, but slowed somewhat compared to the same quarter in 2006.

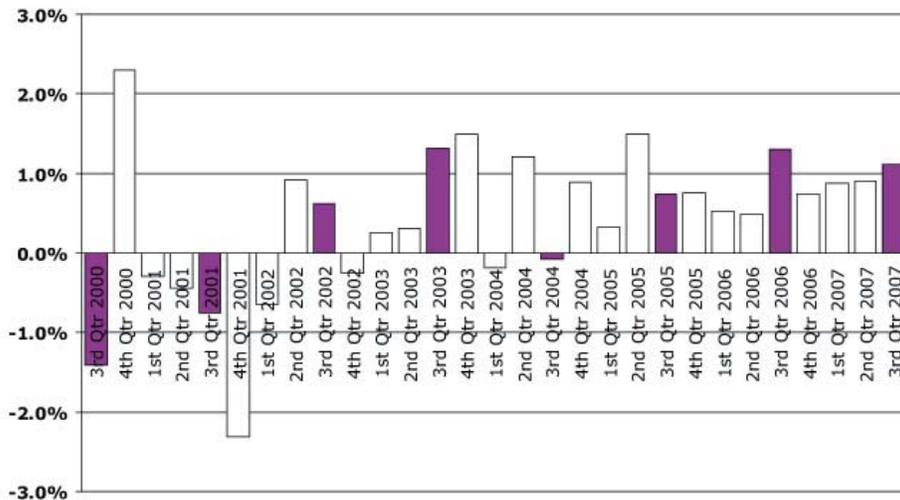
### Components of Seattle MSA Leisure & Hospitality Employment Growth

As Chart 6 shows, of the jobs added in the last year to the Leisure and Hospitality industry, almost 3 out of 4 were in Food Services and Drinking Places. This subsector also added the largest number of jobs – 3,300 since September 2006 – representing 3.8% job growth (See chart 7). The second largest sector for employment in Leisure and Hospitality is in Arts, Entertainment and Recreation, with 16.6% of Leisure and Hospitality industry job growth in this subsector in the last year. Accommodations represents the final subsector for job growth over the last year in the Leisure & Hospitality industry. One in 10 of the new jobs to this industry were in Accommodations. This increase came after job losses in the subsector from 2004 to 2005.

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Chart 5.

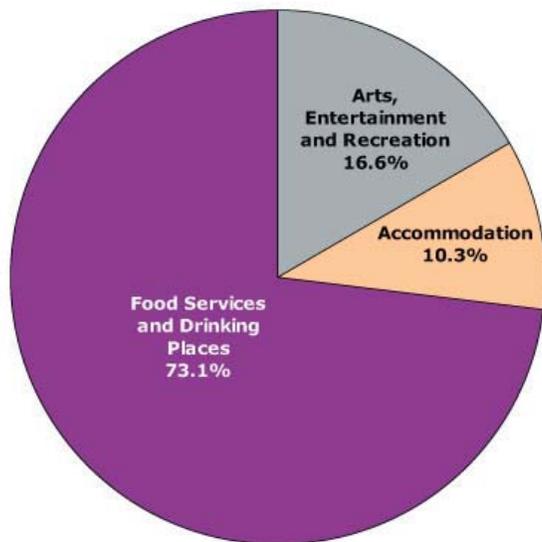
Quarterly Percent Change in Leisure & Hospitality Employment, Seattle MD 3rd Quarter 2000 through 3rd Quarter 2007



Calculated from seasonally adjusted numbers, Washington State Employment Security Department, Nonagricultural Wage and Salary Workers Employed in Washington State, <http://www.workforceexplorer.com>. NOTE: Seattle MD: King & Snohomish Counties

Chart 6.

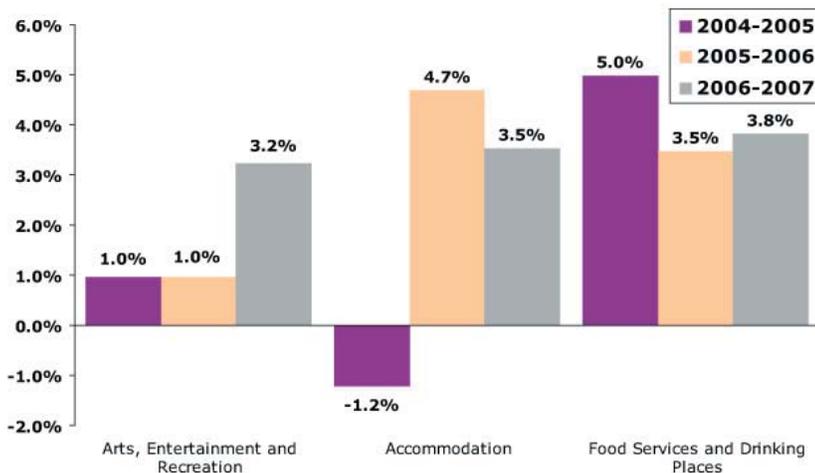
Seattle MD Job Gains Contribution by Leisure & Hospitality Subsector 3rd Quarter 2006 to 3rd Quarter 2007



Calculated from seasonally adjusted numbers, Washington State Employment Security Department, Nonagricultural Wage and Salary Workers Employed in Washington State, <http://www.workforceexplorer.com>. NOTE: Seattle MD: King & Snohomish Counties

Chart 7.

Seattle MD Leisure & Hospitality Job Growth by Industry Subsector 3rd Quarter 2004 to 3rd Quarter 2007



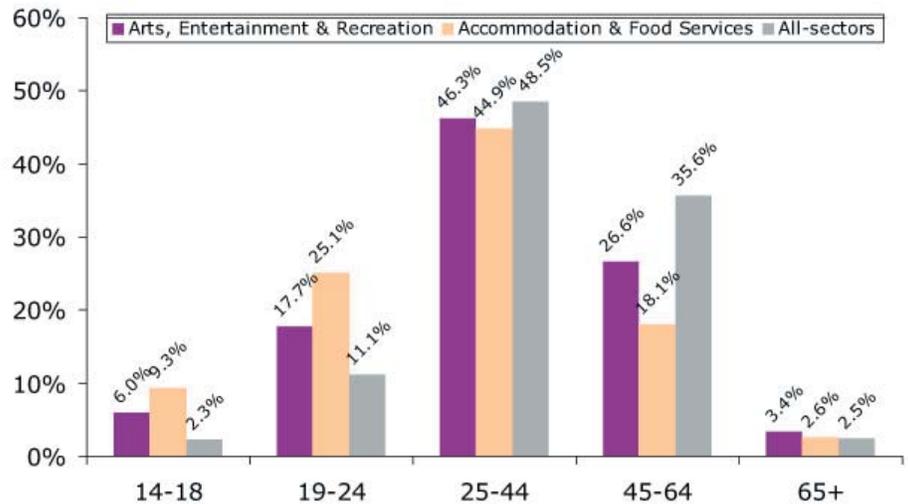
Calculated from seasonally adjusted numbers, Washington State Employment Security Department, Nonagricultural Wage and Salary Workers Employed in Washington State, <http://www.workforceexplorer.com>. NOTE: Seattle MD: King & Snohomish Counties

## Employment Projections by Industry – Forecast & Growth Rate

According to the Washington State Department of Employment Security, by 2008 the Leisure & Hospitality industry in King County will have added 10,200 new jobs since the 2004 period, an annual growth rate of 1.9%. 97% of these new jobs will be in Accommodations and Food Services. As Chart 8 reveals, like many other industries, the Leisure & Hospitality industry will be affected by sizeable cohorts ready to retire, but will maintain a strong cohort of workers between 25-44. For 2009-2014, the industry will add another 7,100 jobs, an annual growth rate of 1.2%. ■

Chart 8.

Age Distribution of 2006 King County WDA Leisure and Hospitality Industries Job Holders



Local Employment Dynamics, U.S. Census Bureau, 2006 Annual Employment Averages  
NOTE: King County Workforce Development Area (WDA): King County

## Leisure & hospitality industry TRAINING OPPORTUNITIES

As the industry trends reveal, the Leisure & Hospitality sector is strong, and will likely continue to be so for the Puget Sound region for the foreseeable future. This translates into a supply of jobs with a variety of skill requirements and related job training and preparedness for a growing workforce.

Occupational groupings around recreation, travel services, lodging and accommodations, and food service and production present various career pathways into the Leisure & Hospitality industry. For those interested in such occupations, a variety of skills are useful, including customer service, as well as the ability to manage time and individuals. Other valuable skills across hospitality occupations involve planning, communications, and providing various support and production services.

In general, the most influential training for advancement in the Leisure & Hospitality sector is through on-the-job training and experience. Movement into higher wage jobs in the Leisure & Hospitality industry is often contingent on the size of a company and their practices around seniority for promotion, but is aided by ability and eagerness to learn new job skills. More formal continuing education and training opportunities in this industry can vary widely depending on the particular occupation of interest, previous experience and availability of supports. Some training tracks are present that provide opportunities for at-risk populations to find entry points into jobs in the industry.

Training programs geared towards meeting the needs of this industry therefore need to address both the specific skills of particular occupations, as well as the overall service-oriented, supervisory and management skills. To date, the limited number of articulated formal career pathways presents a challenge for those seeking entry and progression into livable wage jobs in the Leisure & Hospitality industry. Still, the expected industry job growth presents some opportunities to articulate training, particularly for low-income populations, to gain employment leading to a livable wage.

## FOR MORE INFORMATION:

### FareStart

[www.farestart.org](http://www.farestart.org)  
Weekly orientations held on Tuesdays at 9:30am at FareStart.  
700 Virginia Street  
Seattle, WA 98101  
206-443-1233

### Washington State Culinary Arts Apprenticeship Training Program

[www.washingtonstatechefs.com/apprenticeship.html](http://www.washingtonstatechefs.com/apprenticeship.html)  
3-year on-the-job training, funded through a UniteHere Local 8 Training Trust, resulting in certification through the American Culinary Federation (ACF) and the Washington State Bureau of Apprenticeship training.  
206-459-0300

### Asian Counseling & Referral Service Sector Pathways Hospitality Training

[www.acrs.org/programs/vocational.htm](http://www.acrs.org/programs/vocational.htm)  
Funded by SJI, this 2-week training program includes support services as needed, with hospitality job placement assistance. Orientations held every Tuesday at 3 p.m.  
720 8th Avenue South, Suite 200  
Seattle, WA 98104  
206-695-7527

### Seattle Gaming Academy

[www.seattlegamingacademy.com](http://www.seattlegamingacademy.com)  
Courses available training individuals in a variety of casino dealing professions. A payment plan is available for those needing assistance with tuition.  
115 N. 85th Street, #208  
Seattle, WA 98103  
206.781.8700

## CULINARY ARTS TRAINING

A wide variety of training opportunities exist for low-income individuals interested in getting started in careers in the culinary arts subcluster. **FareStart** of Seattle offers a comprehensive adult culinary training program for homeless and disadvantaged men and women, providing hands-on culinary training with classroom instruction, as well as life skills training, individual case management and job placement services in the hospitality industry.

Potential students are recruited through outreach and word of mouth, and are openly enrolled into courses started on a weekly basis. While in the program, support services are available for those with additional barriers, including transportation, housing and mental health and substance abuse services. Monthly community dinners provide opportunities for students to stay in touch, with alumni encouraging those currently in training, and allowing graduates to make key networking connections for future work in the industry.

The culinary industry is active, and employers are eager to bring in skilled workers for their jobs. Tom Chatriand, director of student services at Farestart, notes that his organization is currently receiving more calls from employers looking for people than they have graduates. This high demand often results in higher wages paid by employers to get and hold on to their workforces. Graduates are therefore presented with a variety of opportunities to use their culinary skills, and employers continue to hire Farestart graduates in a variety of settings, primarily restaurants, but also places such as assisted living facilities. The combination of a variety of opportunities, appropriate supports, and solid skill foundations means that graduates are ready to enter jobs with good pay and benefits.

Another option, the **Washington State Culinary Arts Apprenticeship Training Program** offered through The Worker Center, AFL-CIO in conjunction with the Washington State Chefs Association and UniteHere Local 8, trains individuals for three years in becoming a chef, cook or food service manager. Apprentices must sequentially master 10 kitchen stations on the job, and complete one class per week for three quarters per year, currently offered at South Seattle Community College. At the end of the apprenticeship period, an apprentice must pass a written and cooking test to receive a first level certification.

Although each employer sets its own pay scale, apprentices typically start out at \$8-\$12 per hour, or about 70 percent of what they will make once they complete the apprenticeship. Pay increases by five percent every six months. Those completing apprenticeships secure jobs such as lead cook, sous chef, even head chef. M.J. Davidson, coordinator of the apprenticeship program, cautions that pay in the culinary arts industry may not be high, particularly initially, and most jobs require working odd hours, including nights and holidays.

Further training in culinary arts exists in a variety of forms, from certificates to associate's degrees, at several community and technical colleges in King County. For example, both SSCC and Seattle Central Community College offer certificate and A.A.S. degrees in culinary arts. Both programs have very high placement rates among graduates —and can lead to job advancement and higher pay. For students with barriers such as child care or transportation needs, the colleges generally assist by referring students to outside resources.



## HOTEL, HOSPITALITY, & TOURISM TRAINING

Fewer programs exist for those interested in focusing their career training path on hotel, hospitality, and tourism-specific trajectories.

Training for low-income individuals in need of entry-level work begins with basic skills training. **Asian Counseling & Referral Service (ACRS)** offers **Sector Pathways Hospitality Training**. This two-week training provides basic vocational and language skills specific to the hospitality industry, primarily for those with low levels of English language skills. Individuals are assisted in finding positions with partnering hospitality providers (primarily hotels), which typically pay \$11-\$12 per hour to start, plus benefits and tips. Case managers at ACRS provide the necessary supports to assist individuals in retaining and advancing in the industry.

ACRS also offers a two-week vocational ESL janitorial training, which provides similar skills as the hospitality training with a focus on issues that arise when working nights and off hours.

More advanced training opportunities in hotel and tourism are available through local community colleges such as Edmonds, Highline, and Lake Washington Technical College. SSCC offers a new **Bachelor of Applied Science (BAS) in Hospitality Management** for students who have completed AAS-T degrees in Accounting, Business Information Technology, Culinary (described above) or other related degrees.

Students can apply A.A.S. Transfer degree credits toward completion of the BAS, which allows students and incumbent Leisure & Hospitality industry workers to attain management-level positions after gaining skills in marketing, management, and human resources.



Participant in ACRS' hospitality training program completes a mock interview with a manager from the Fairmont Olympic Hotel.

The program is structured to accommodate those who are employed: on-site classes are offered only in the afternoons for 4.5 hour blocks twice per week, with the remaining classes offered on-line.

According to Malcolm Grothe, Dean of Workforce Education at SSCC, the BAS program was developed because the Leisure & Hospitality industry is increasingly demanding that its employees have a bachelor's degree in the field. He states that the degree is particularly important for someone who wants to advance quickly in the industry to a middle-management position and higher.

## GAMING TRAINING

With new casinos being planned for Burien and Snoqualmie and existing locations in full operation, opportunities are available and continue to open up for those interested in seeking employment in the gaming industry. Formal gaming training, though not required, exists in some form at a variety of Puget Sound schools, including the **Seattle Gaming Academy (SGA)**. Licensed by the Workforce Training & Education Coordinating Board and Washington State Gaming Commission, SGA offers casino dealer game training as well as assistance in locating casino jobs in the Puget Sound area. Mylan Miyamoto, founder and instructor at SGA, reports great success in placing graduates from her program in positions across the state.

Entry-level wages for casino dealing positions typically start around \$9 or \$10 per hour. However, according to Miyamoto, for those students who have completed SGA's training and have been placed in casino positions, some have reported earning as much as \$20 per hour within their first year on the job. Job possibilities include on-call, part-time or full-time positions, depending on the need and availability for each casino. For full-time employees, most casinos offer health benefits and vacation time.

Requirements for the training include comprehension of basic math and English. A High School diploma or GED can be replaced by an Ability to Benefit test. Skills taught include standard casino games and dealing, but, as Miyamoto notes, "we try to give our students a clearer picture of the business itself." Other key skills focus on audition preparation, including self-presentation and interview skills.

# EMPLOYER PERSPECTIVE

The Leisure & Hospitality industry totalled almost 137,000 jobs in the combined King and Snohomish counties area as of September 2007. Many of these jobs are with local hotels and restaurants, which service the needs of business travelers and visiting tourists.

Within hotels, the variety of available jobs runs the gamut, from housekeeping up through managers and supervisors. Hotel employment reflects the general labor market trends with the broader Leisure & Hospitality industry: there are currently many jobs available for those who want them. In fact, with continued future job growth predicted, the risk of a shortage of workers across the board is a possibility industry employers may have to contend with.

In order to prepare for this possibility, some employers are readying themselves by actively recruiting and providing training opportunities to retain the workforce they need. Employers are using multiple avenues to recruit new employees, including community agencies and local community colleges, ideally those which offer some training for positions. Kenneth Lyons of Grand Hyatt Seattle recruits potential new workers from a variety of sources, while maintaining sensitivity to particular populations. In Lyon's view, making the staffing population representative of the Seattle population is key. Moses Garcia of the Bellevue Hyatt is also eager to hire people with a variety of backgrounds and who show an interest in being trained on the job.

Still, finding individuals that are properly trained in both the soft and hard skills needed for the Leisure & Hospitality industry is sometimes a challenge for employers. Many employers have taken it upon themselves to provide on-the-job training. For instance, all new hires at the Bellevue

Hyatt go through "Impact Training" in which a certified trainer or manager is paired with the new employee. The impact training consists of four steps: 1) review the task step by step with a pictorial guide; 2) the trainer or manager demonstrates the task; 3) the trainer or manager and new employee do the task together; and 4) the new employee does the task on his or her own. For housekeeping, there are 52 modules completed in this manner and for the Front Desk, there are 40 or so modules. In addition, online training is made available by the Bellevue Hyatt for managers and front desk workers in a variety of topics such as crisis management, time management, Microsoft office programs, and conflict resolution.

Still, barriers exist which may hinder the success of on-the-job training strategies implemented by employers. Garcia reports that language is one issue they find with many new hires. One way employers help, as is the case with the Hyatt, is by pairing new hires with other employees who speak the same language to help. In addition, on-the-job training in native languages is also useful, as well as occasionally providing supplemental English courses.

Career advancement in the Leisure & Hospitality industry is challenging, particularly for those at the 'back of the house'. Table 1 presents select Leisure & Hospitality occupations and corresponding vacancies, wages, and projected job growth. While wages are fairly decent in 'front of the house' positions, like managers and supervisors, and positions requiring particular educational requirements, like fitness trainers and chefs, those seeking higher wages from entry-level positions will need to seek out additional training.

## Puget Sound Community & Technical College Training Programs

### **Bates College**

- Culinary Arts (ATA, certificate)

### **Clover Park Technical College**

- Culinary Arts (AAT)
- Restaurant Operations (certificate); Hospitality Accounting & Financial Management (certificate)

### **Edmonds Community College**

- Culinary Arts (ATA); Basic Commercial Cooking (certificate); Advanced Commercial Cooking (certificate); Basic Catering (certificate)
- Event Planning (certificate); Travel (certificate); Lodging Management, (certificate); Hospitality & Tourism (certificate, ATA); Travel Business (ATA); Entrepreneurship & Management (ATA)

### **Everett Community College**

- Tribal Enterprise Management (certificate)

### **Highline Community College**

- Hotel & Hospitality Management (certificate, AAS)
- Travel & Tourism Industry Management (certificate, AAS)

### **Lake Washington Technical College**

- Baking Arts (AAS); Culinary Arts/Commercial Cooking (certificate, AAS); Hospitality/Wine Education (certificate)
- Hotel and Restaurant Management Online (certificate)

### **Olympic Community College – Culinary Arts Institute**

- Sous Chef (ATA); Lead Cook (certificate); Prep Cook (certificate); Cook's Helper (certificate); International Cuisine Experience (certificate)
- Hospitality Management (ATA); Hospitality Operations (certificate); Hospitality Supervisor (certificate)

### **Pierce College**

- Travel and Tourism Online Training (certificate)

### **Renton Technical College**

- Professional Baking (certificate); Culinary Arts (certificate, AAS, AAS-T)

### **Seattle Central Community College - Seattle Culinary Academy**

- Culinary Arts (certificate, AAS-T); Specialty Desserts and Breads (certificate, AAS-T)

### **South Seattle Community College**

- Wine Making (certificate); Wine Marketing & Sales (certificate); Food & Wine Pairing (certificate); Pastry and Specialty Baking (certificate, AAS)
- Catering and Banquet Operations (certificate, AAS); Restaurant Food Service Production (certificate, AAS)
- Hospitality Management (BAS)

### **Tacoma Community College**

- Hotel and Restaurant Management Online (certificate)

## Current and Future Vacancies, Wages, and Annual Growth for Select Leisure & Hospitality Occupations, Seattle King County WDA

Occupation Title	2007 Hourly Wage	2007 Vacancies	Est. Emp. 2009	Est. Emp. 2014	Avg. Annual Opening Due to Growth 2009-2014
Chefs and Head Cooks	\$20.29	57	928	987	12
First-Line Supervisors/Managers of Food Prep and Serving Workers	\$18.84	99	5,565	5,898	67
Fitness Trainers and Aerobics Instructors	\$17.71	69	3,715	3,966	50
Cooks, Institution and Cafeteria	\$13.99	46	1,941	2,112	34
Concierges	\$13.85	70	376	399	4
Cooks, All Other	\$13.77	62	516	538	4
Gaming Dealers	\$12.93	41	1,692	1,798	21
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	\$12.77	275	16,806	18,461	331
Bartenders	\$12.73	137	4,354	4,616	52
Baggage Porters and Bellhops	\$12.04	52	584	625	8
Waiters and Waitresses	\$11.91	1,087	21,272	22,658	277
Cooks, Restaurant	\$11.16	276	9,551	10,144	119
Recreation Workers	\$11.15	40	1,768	1,861	19
Cooks, Short Order	\$11.14	23	589	631	8
Food Preparation Workers	\$10.92	295	4,214	4,383	34
Food Servers, Nonrestaurant	\$10.79	46	834	924	18
Maids and Housekeeping Cleaners	\$10.39	316	13,953	14,895	188
Hotel, Motel, and Resort Desk Clerks	\$10.39	116	1,686	1,791	21
Ushers, Lobby Attendants, and Ticket Takers	\$9.93	95	1,755	1,879	25
Dishwashers	\$9.37	233	4,926	5,250	65
Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	\$9.05	229	8,585	9,124	108
Combined Food Preparation and Serving Workers, Including Fast Food	\$9.04	124	21,488	22,804	263
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	\$9.04	217	3,899	4,140	48
Amusement and Recreation Attendants	\$9.04	66	2,173	2,315	28
Food preparation and Serving Related Workers, All Other	\$8.87	83	419	447	6
Dining Room and Cafeteria Attendants and Bartender Helpers	\$8.74	223	3,466	3,700	47

Sources: 2007 Washington Job Vacancy Survey & 2007 Washington Occupational Employment Projections for Seattle-King County

### Special Thanks to the following individuals for their help and insight:

**Tom Chatriand, FareStart of Seattle**

**M.J. Davidson, The Worker Center, AFL-CIO**

**Julia Freimund, Asian Counseling & Referral Service**

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**Cristina Gonzalez, Washington State Employment Security Department**

**Malcolm Grothe, South Seattle Community College**

**Kenneth Lyons, Grand Hyatt Seattle**

**Mylan Miyamoto, Seattle Gaming Academy**

**Stefan Moritz, UniteHere Local 8**

