

The UK's Largest Hospitality Salary Survey

in partnership with



Additional partners:



Introducing the UK's Largest Hospitality Salary Survey in partnership with Planday

An industry first, The UK's Largest Hospitality Salary Survey aims to become the benchmark for understanding staff salaries and staff needs. This survey will now take place annually.

1,822 hospitality and foodservice professionals completed this survey, answering questions that ranged from current salary, benefits received to additional hours worked, all with the aim to provide employers a better understanding to how they can help retain staff.

We want to drive the hospitality industry forward and hope this report will enlighten employers to understand where change can be made.

Ronda Annesley

Event Manager - Hotel, Restaurant & Catering

A message from our partner

Planday has thousands of businesses and hundreds of thousands of people using our platform to power their everyday. To build a better product and make people's lives easier we are always listening to hospitality workers to get the deepest-possible understanding of how we can help them spend less time on admin and more on what really matters.

We want to partner with hospitality workers and the businesses which employ them to enable them to create even more memorable experiences for their customers because we understand that this is what drives satisfaction, happiness and growth for all. Participating in the UK's Largest Hospitality Salary Survey will help us empower even more people to work smarter, not harder this year.

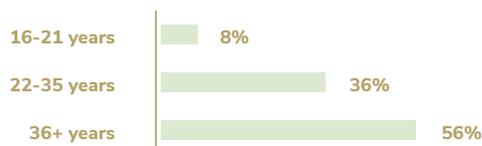
To find out how Planday could benefit your business, visit www.planday.com

Meet the respondents

Gender



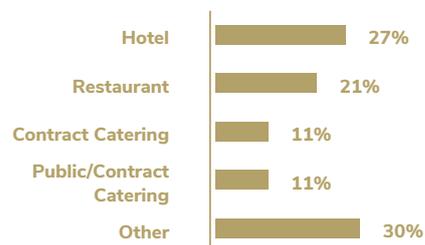
Age



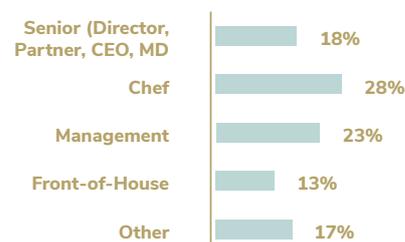
Location



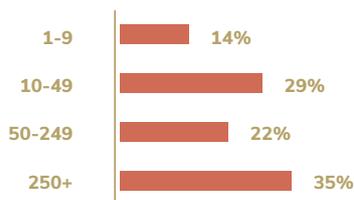
Company Activity



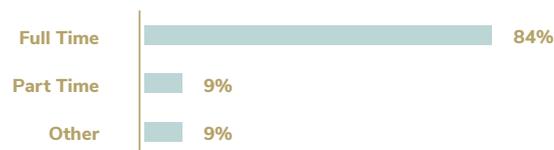
Job Function



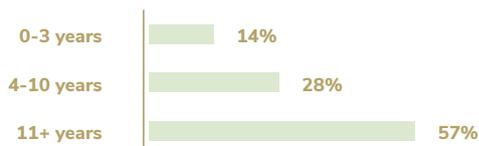
Size of Company



Working Hours



Length of Time in Industry

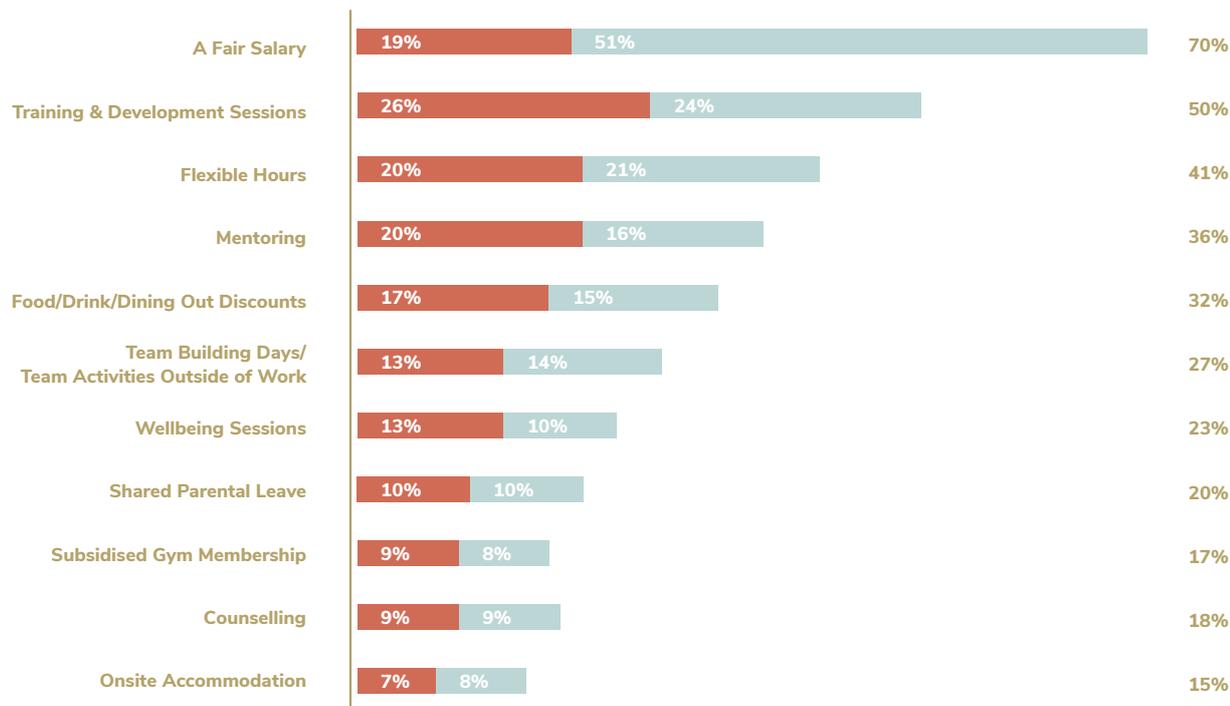


The results

A fair salary is unsurprisingly the most important employee benefit followed by training and development and then flexible working hours.

Importance of employee benefits

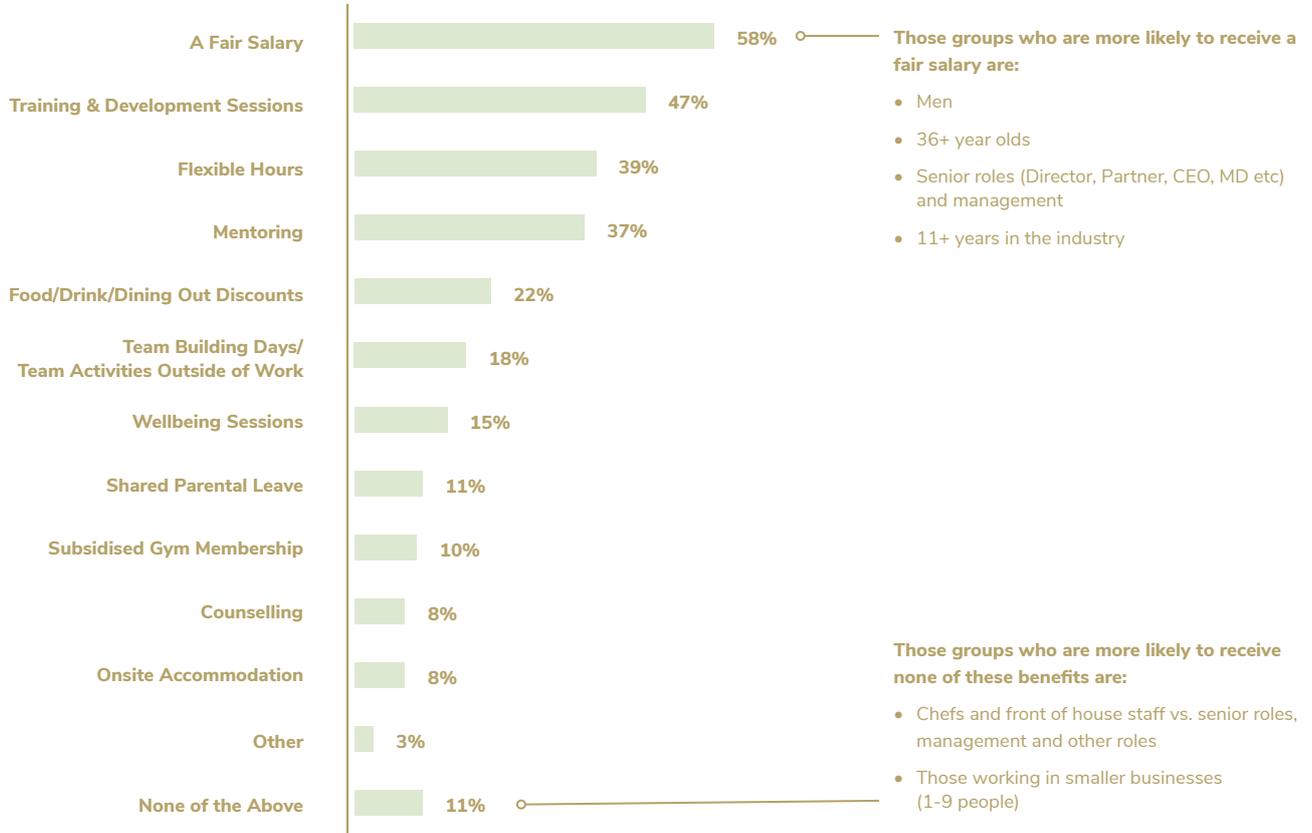
Total



■ Quite Important
 ■ Very Important

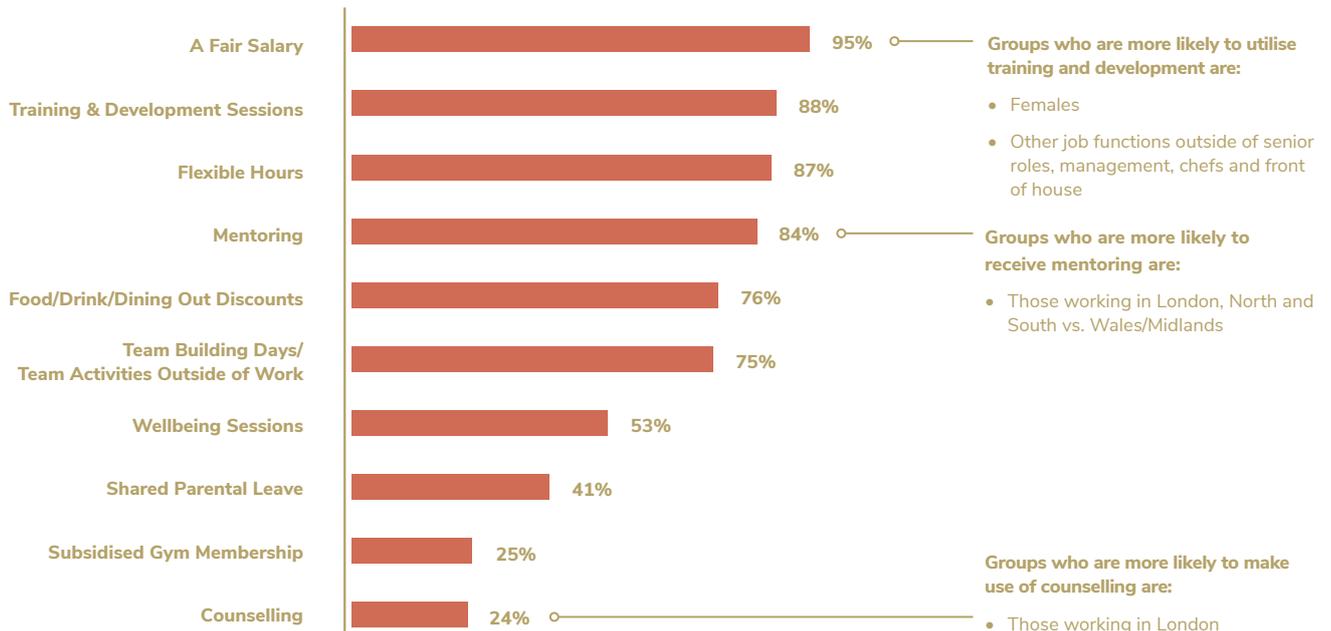
Over half feel that they receive a fair salary with just under half receiving food, drink and dining discounts. Worryingly there are 1 in 10 workers who feel they receive none of these benefits.

Benefits Available



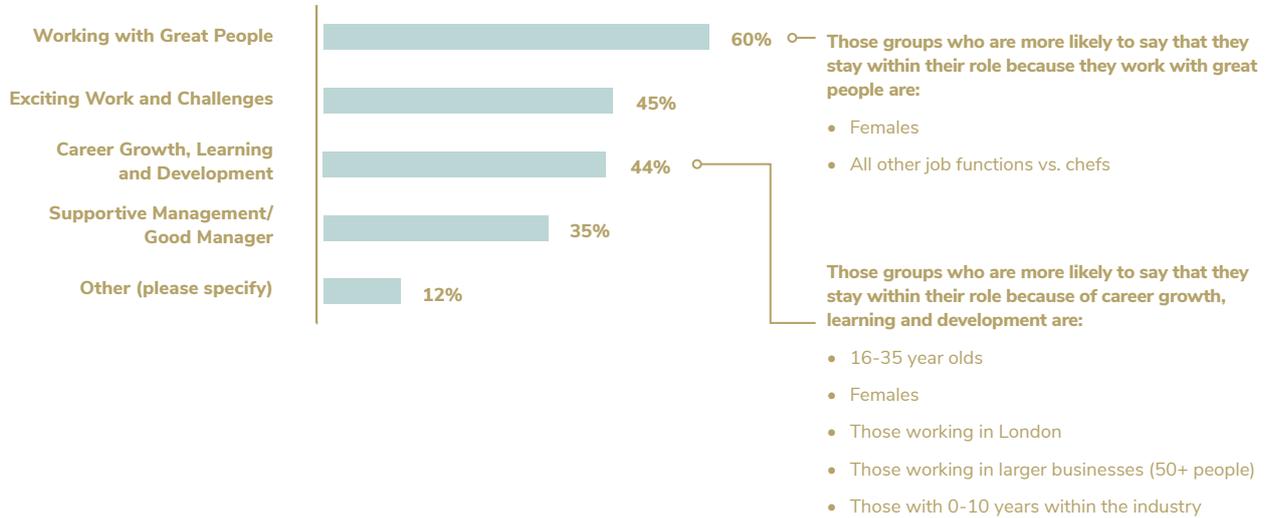
When benefits are available in the workplace most employees are utilising them. Shared parental leave and counselling are also used by 1 in 4.

Percentage who have utilised the benefits available



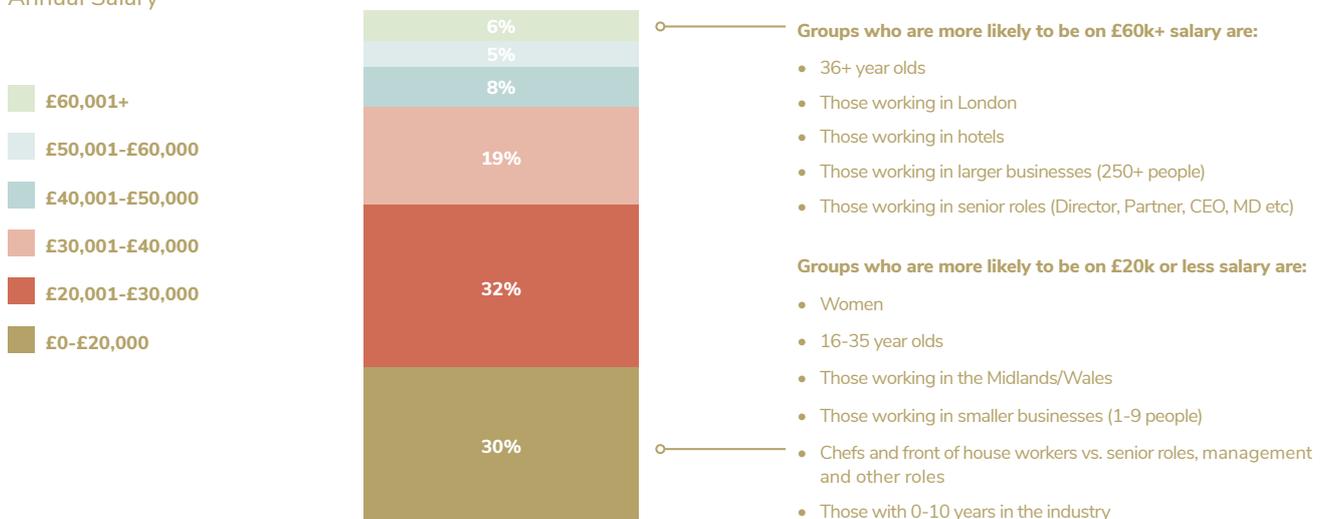
The key driver for keeping people within their role outside of the benefits they receive are working with great people. For just under half, exciting and challenging work and the chance of career growth are also a driver.

Drivers (excluding benefits) which keep you in your role



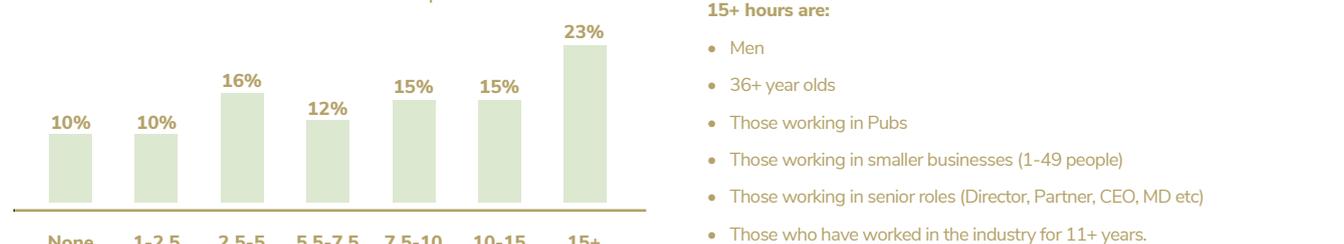
A third of the hospitality workers in the survey have an annual salary of £20k or less whilst only around 1 in 10 have an annual salary of £60k+.

Annual Salary



90% work over their contracted hours with nearly 1 in 4 hospitality working over 15+ hours more than their stated contract.

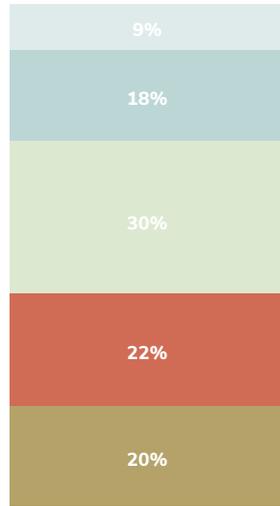
Hours worked over contracted amount per week



Many hospitality workers feel that their work life balance is not very balanced which could be linked to many doing over their contracted hours.

Work:Life Balance

- Extremely Balanced
- Quite Balanced
- Neither Nor
- Not Very Balanced
- Not Balanced At All



Groups who are more likely to say they have an Extremely balanced lifestyle are:

- Those working in the Midlands/Wales
- Those working in Contract Catering and other types of hospitality activities vs. Hotel, Restaurant and Pubs
- Those working in smaller businesses (0-9 people)
- Those working in senior roles (Director, Partner, CEO, MD etc)
- Those with 11+ years in the industry

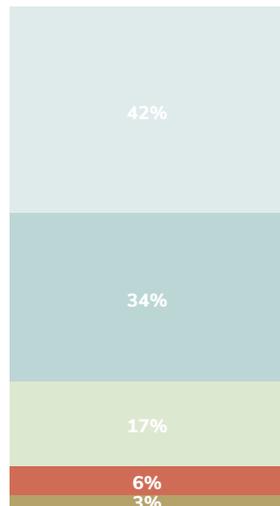
Groups who are more likely to say that their work-life balance is not at all balanced are:

- Those working in Hotels, Restaurants, Pubs vs. Contract Catering and other types of hospitality activities

The vast majority are still proud to be working in the hospitality industry.

Pride in working in hospitality

- Very Proud
- Quite Proud
- Indifferent
- Not Very Proud
- Not Very Proud At All



Groups who are more likely to say they are very proud of working in hospitality:

- Men
- 36+ year olds
- Those working in Pubs and Hotels vs. Contract Catering
- Those working in smaller businesses (0-9 people)
- Those in senior roles (Director, Partner, CEO, MD etc)
- Those who have worked in the industry for 11+ years

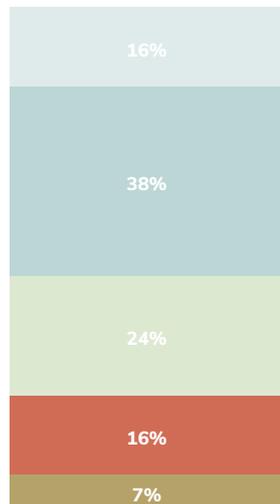
Groups who are more likely to say that they are not very proud to be working in hospitality:

- Front of house staff

Over half of hospitality workers say that they are happy in their current role but there are just over 1 in 5 who are unhappy.

Happiness in current role

- Very Happy
- Quite Happy
- Indifferent
- Quite Unhappy
- Not Very Happy At All



Groups who are more likely to say are very happy in their role are:

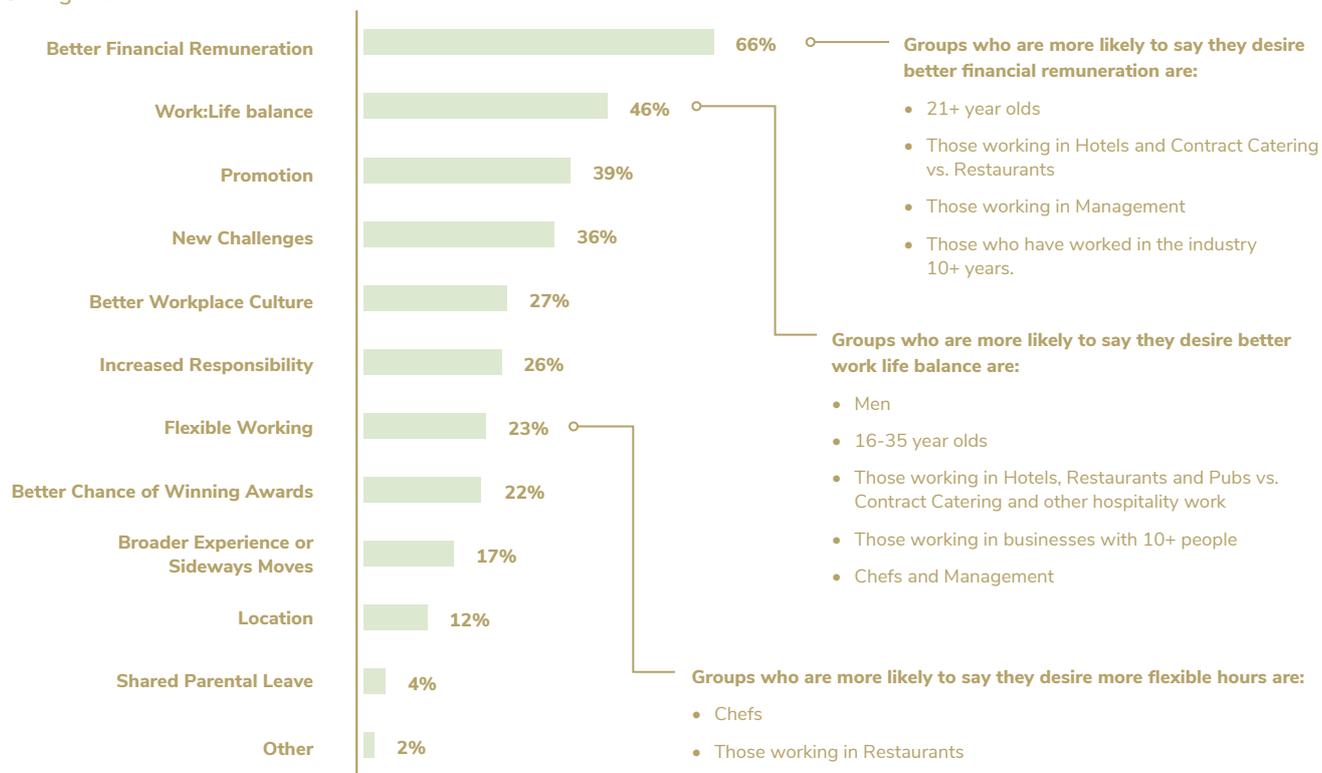
- Those working in smaller businesses (0-9 people)
- Those in senior roles (Director, Partner, CEO, MD etc)

Groups who are more likely to say that they are very unhappy in their role are:

- Those working in London

The main changes desired are better financial remuneration, work life balance and then promotion and new challenges.

Changes Desired



Summary

A fair salary is unsurprisingly the most important employee benefit followed by training and development and then flexible working hours.

Over half feel that they receive a fair salary with just under half receiving food, drink and dining discounts.

When benefits are available in the workplace most employees are utilising them.

The key driver for keeping people within their role outside of the benefits they receive are working with great people. For just under half exciting and challenging work and the chance of career growth is also a driver.

A third of the hospitality workers in the survey have an annual salary of £20k or less whilst only around 1 in 10 have an annual salary of £60k+.

90% work over their contracted hours with nearly 1 in 4 working over 15+ hours more than their stated contract. This could be why many hospitality workers feel that their work life balance is not very balanced.

Most workers are proud to be working in the industry and over half say that they are happy in their current role, however there are just over 1 in 5 who are unhappy.

The main changes desired by hospitality workers are better financial remuneration, work life balance and then promotion and new challenges.

Trusted by the best.

Everything we do is about improving collaboration and efficiency, and getting the right people in the right place at the right time. We do this so you and your team can focus on the things that really matter.



Book your
consultation



Why Planday?

- ✓ Better tracking
- ✓ Faster communication
- ✓ Easy payroll integration