

THE UK'S LARGEST HOSPITALITY SALARY SURVEY 2024

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MD

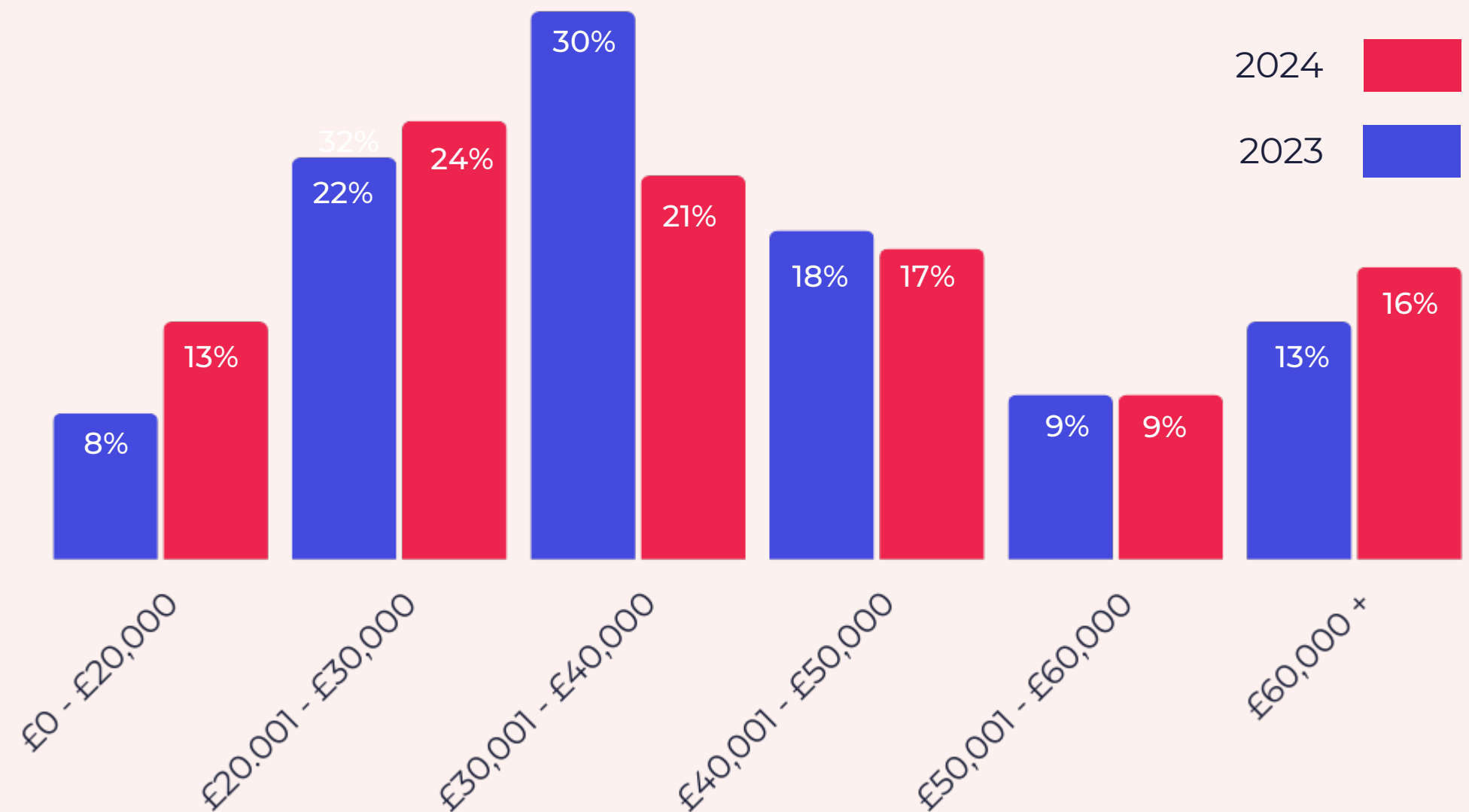
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SALARY in detail

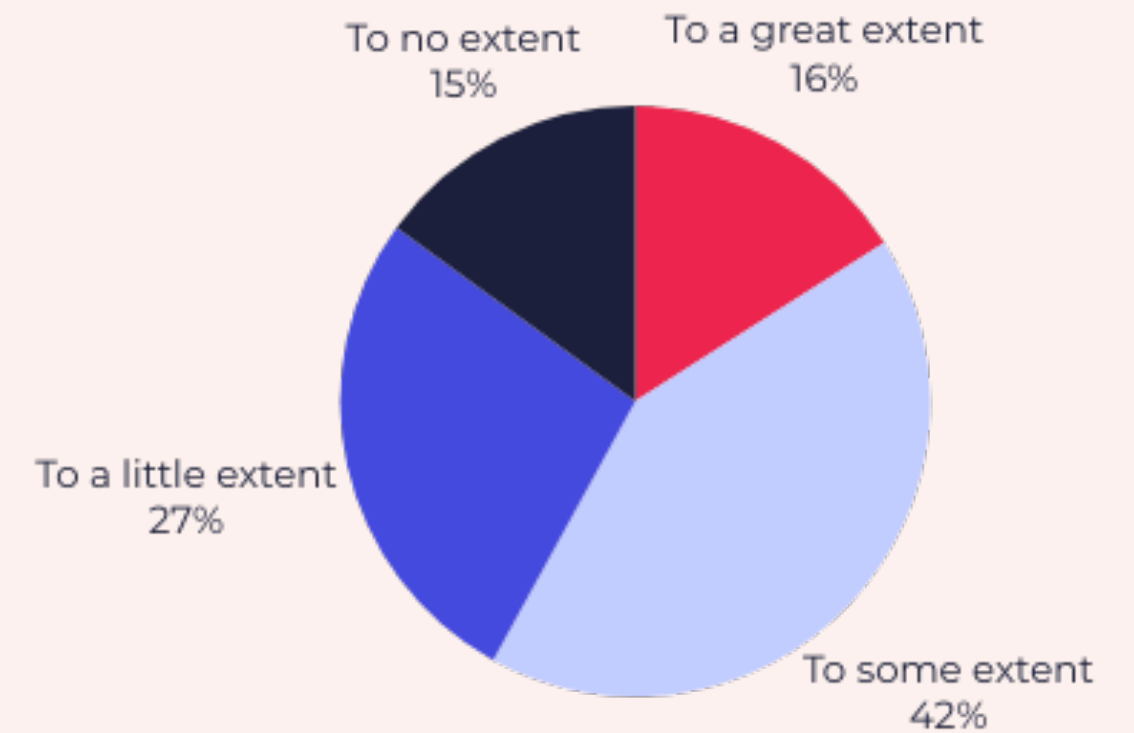
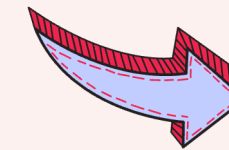
IN 2023, 30% of the hospitality workers in the survey had an annual salary of £30k or less, whilst 13% had an annual salary of £60k or more.

IN 2024, 37% have a salary of £30k or less, whilst 16% have a salary of £60k or more.

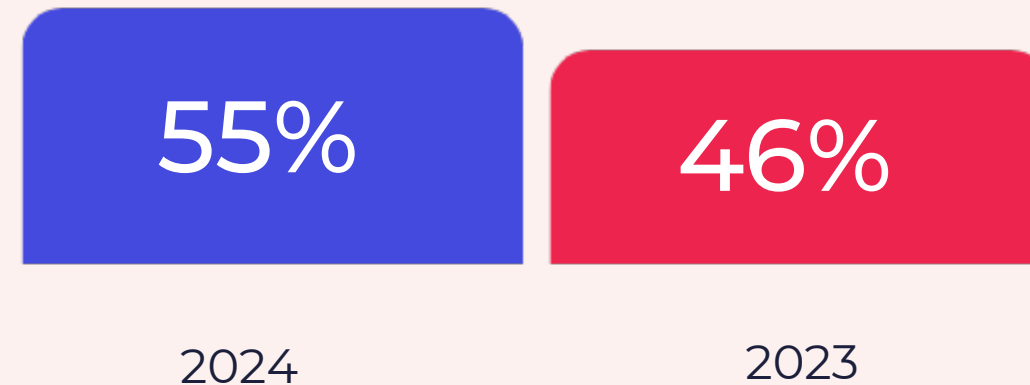
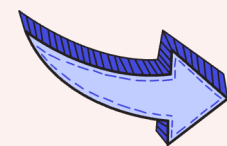


SALARY IMPACT BEHAVIOURS

To what extent do you believe the salary you receive is a fair reflection of the job you do, compared to other industries?



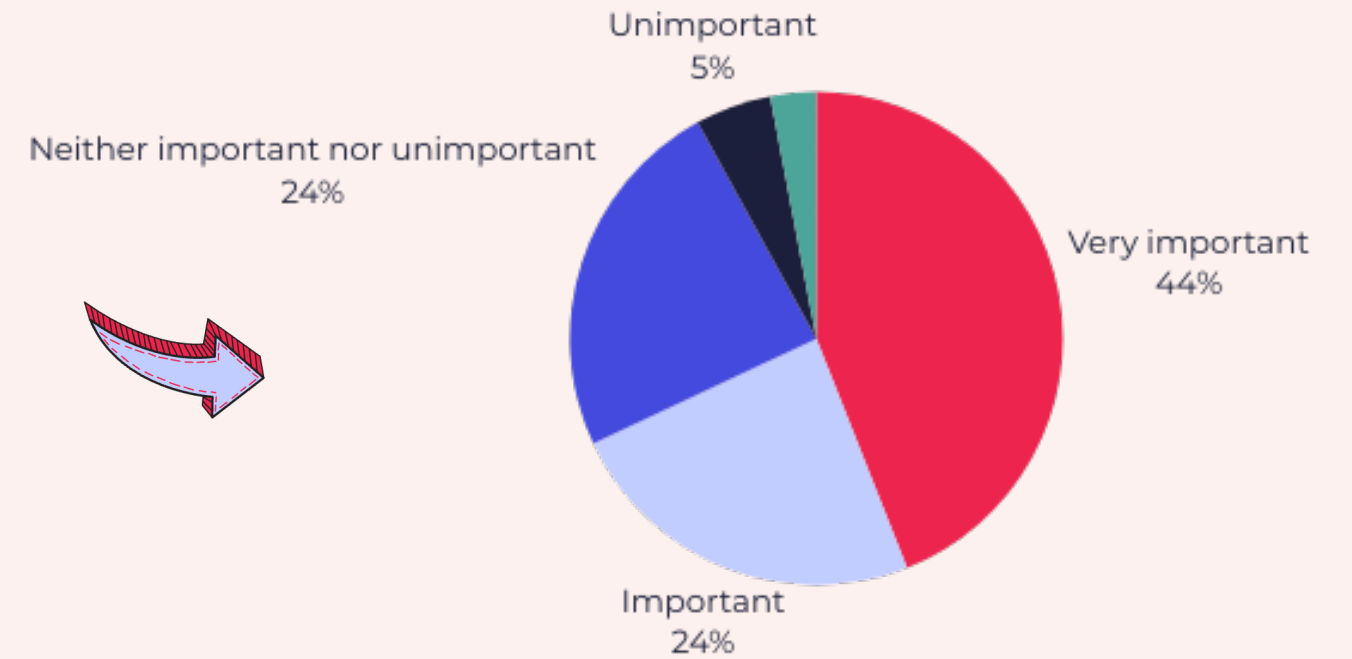
Would you still apply for a job if a salary isn't listed? (%NO)



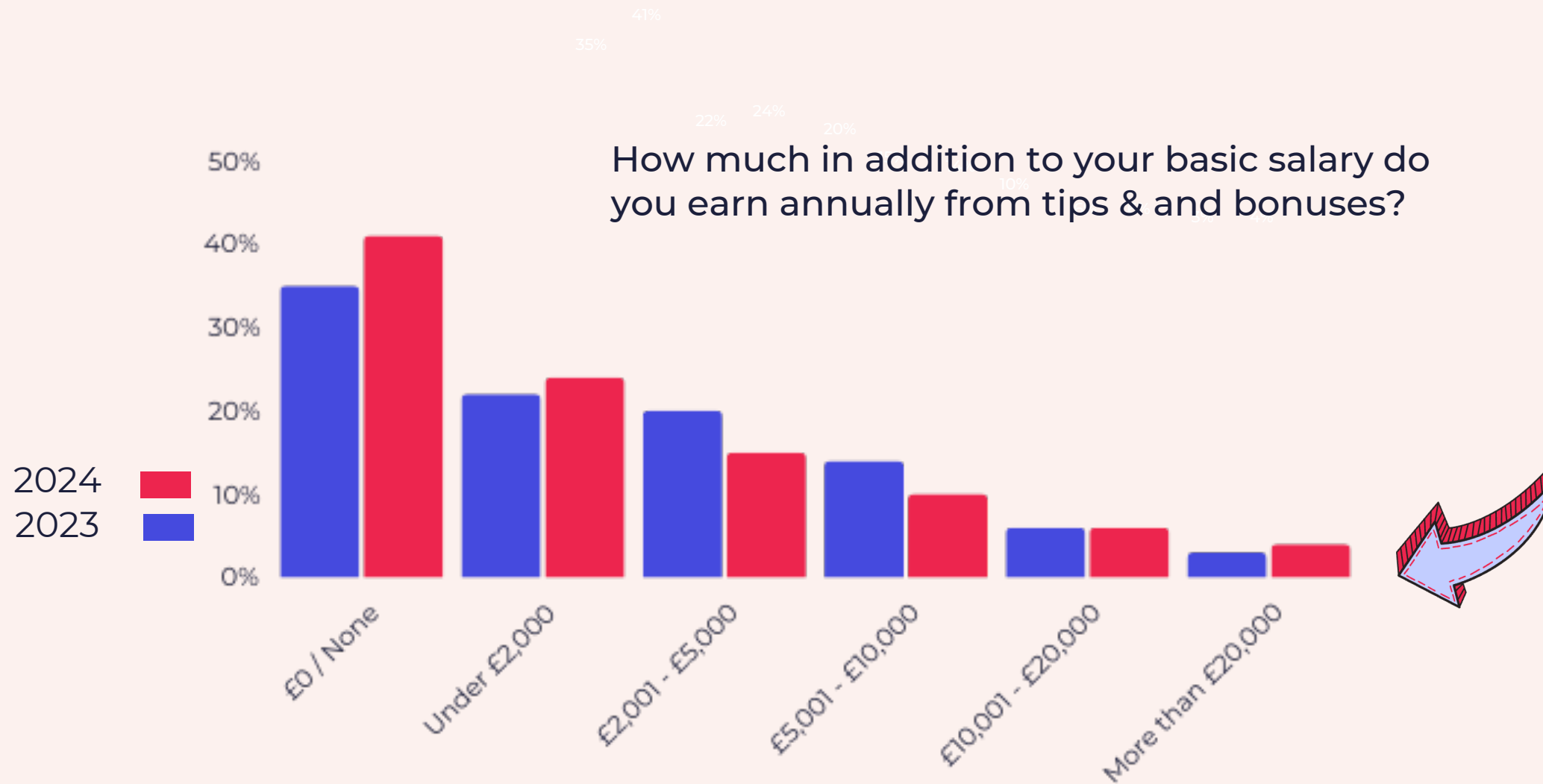
TIPS AND BONUSES

How important is the contribution of tips to providing you with a satisfactory salary for the work you do?

(Sample reflects FOH and BOH employees only)



How much in addition to your basic salary do you earn annually from tips & bonuses?

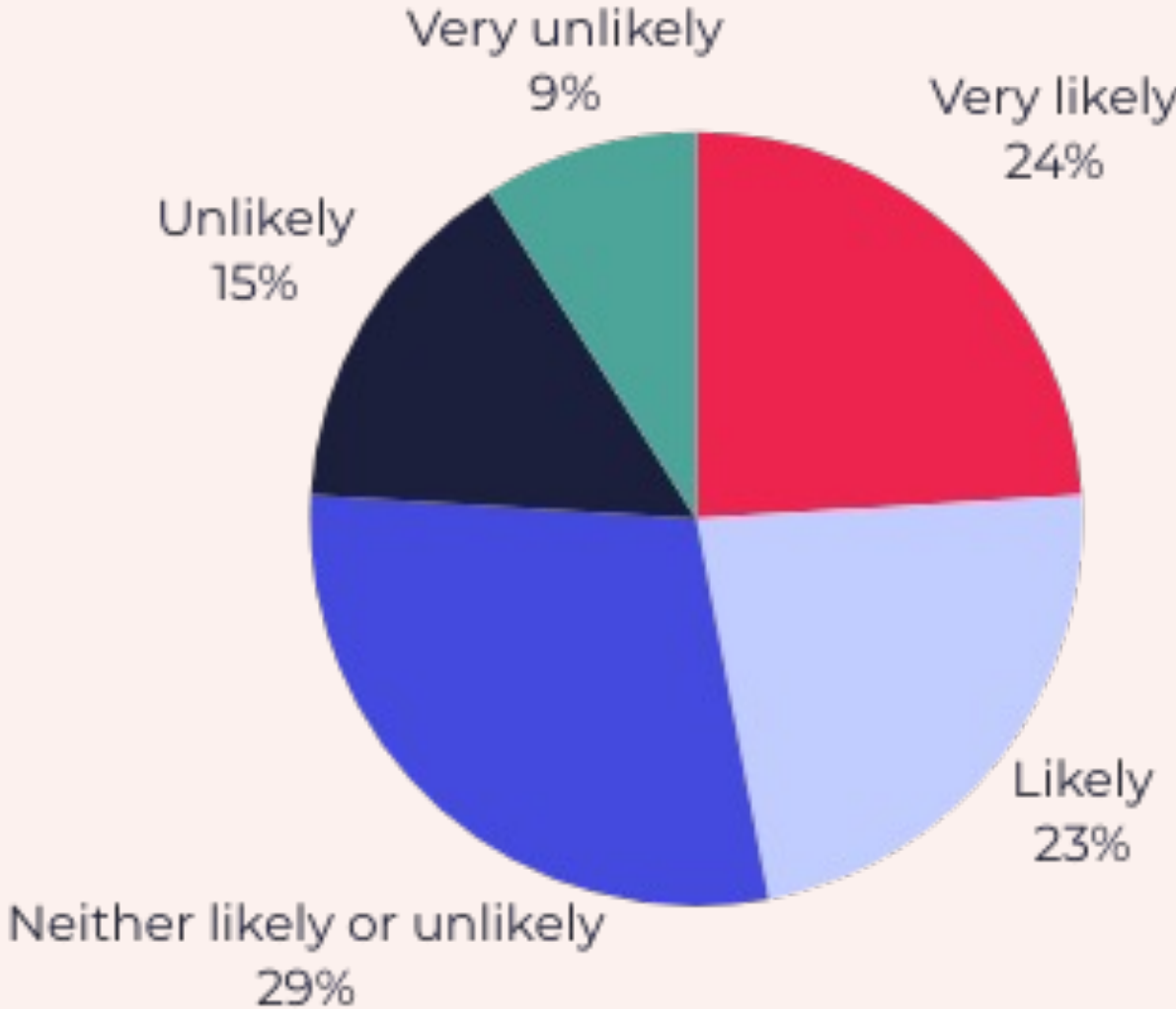
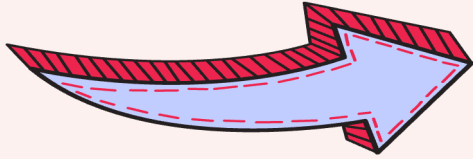


When compared to the 2023 data, we see that the % of employees earning no tips/bonuses has increased from 35% to 41%.

TIPS AND BONUSES

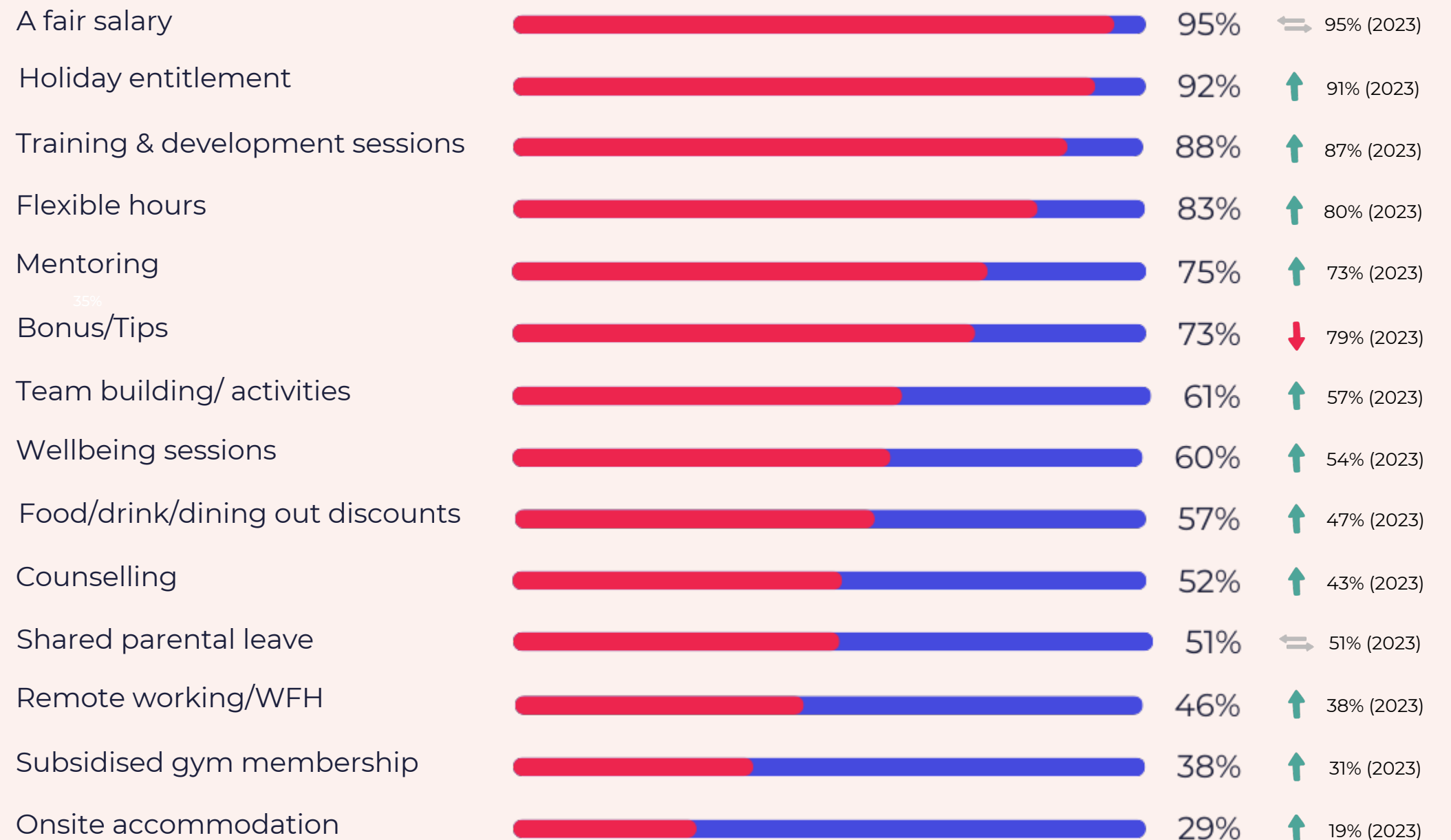
If you no longer received tips, how likely would you be to still be working in the hospitality industry?

(Sample reflects FOH and BOH employees only)



TOP EMPLOYEE BENEFITS

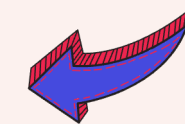
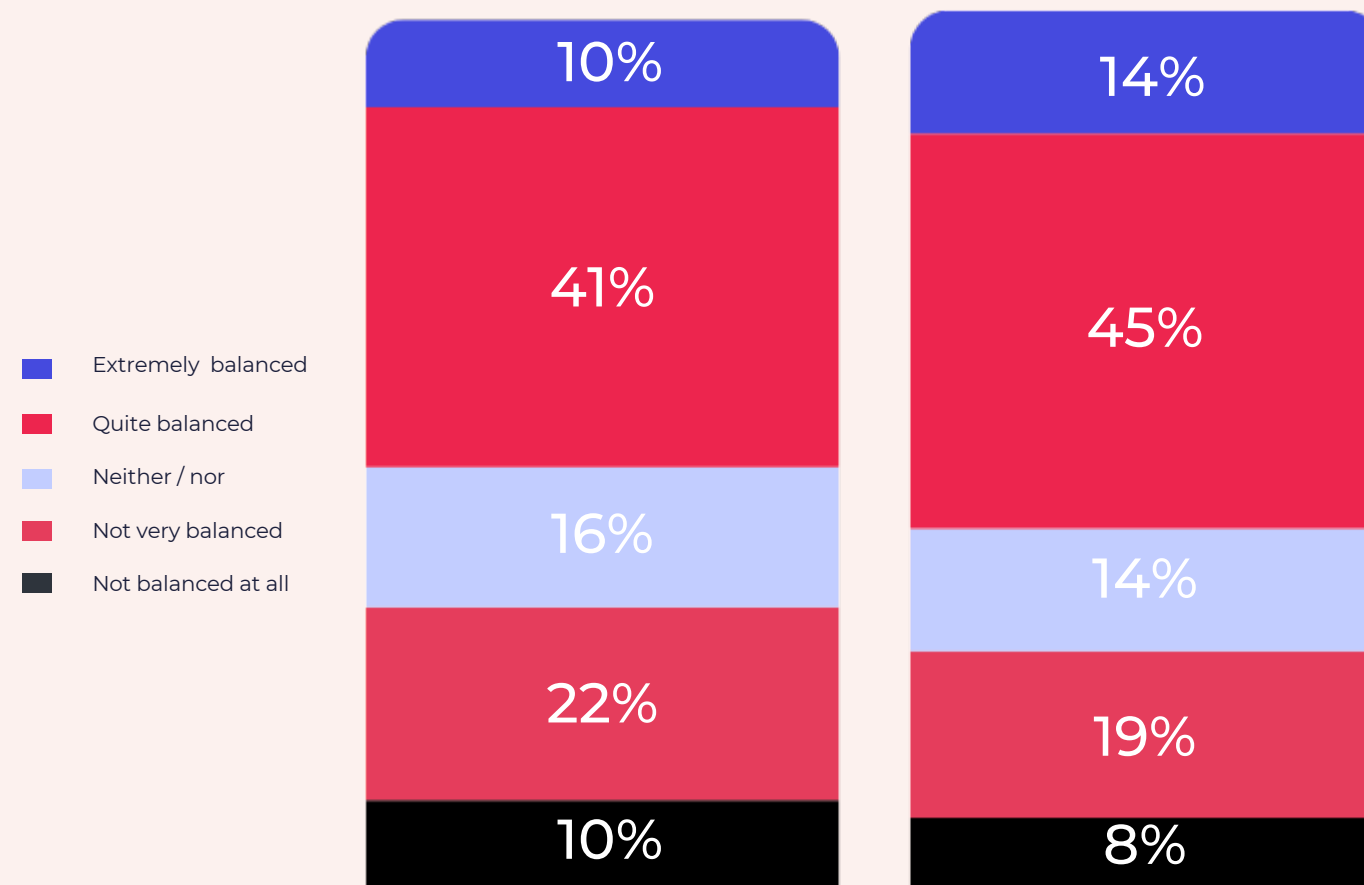
How important are the following employee benefits to you? (Very/Quite Important %)



LIFE/ WORK BALANCE

In 2023, just 51% said they had a good life/work balance.

Fast forward to 2024 and this is now stands at 59%.



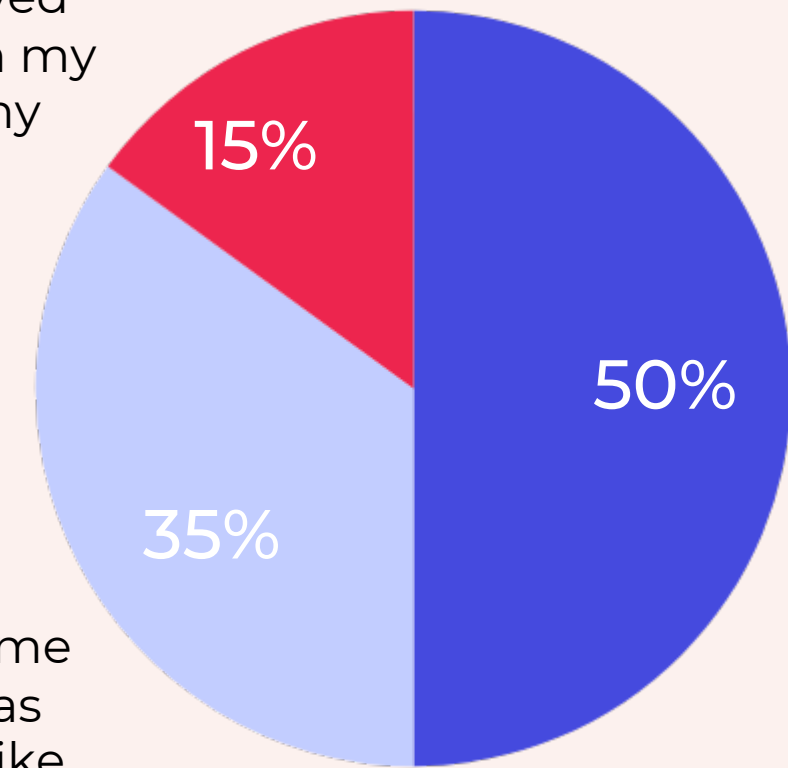
EMPLOYEE DEVELOPMENT

Thinking of your job in the hospitality or foodservice industry, how strongly do you agree with the following statements? (% strongly agree / agree)



EMPLOYEE TRAINING

I have not received any training from my employer for my current role

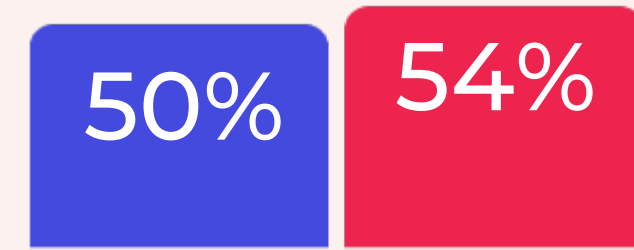


Yes, I have received sufficient training to feel fully qualified for my role

I have received some training but not as much as I would like to feel confident in my role

Does your employer offer apprenticeships within your company? (%YES)

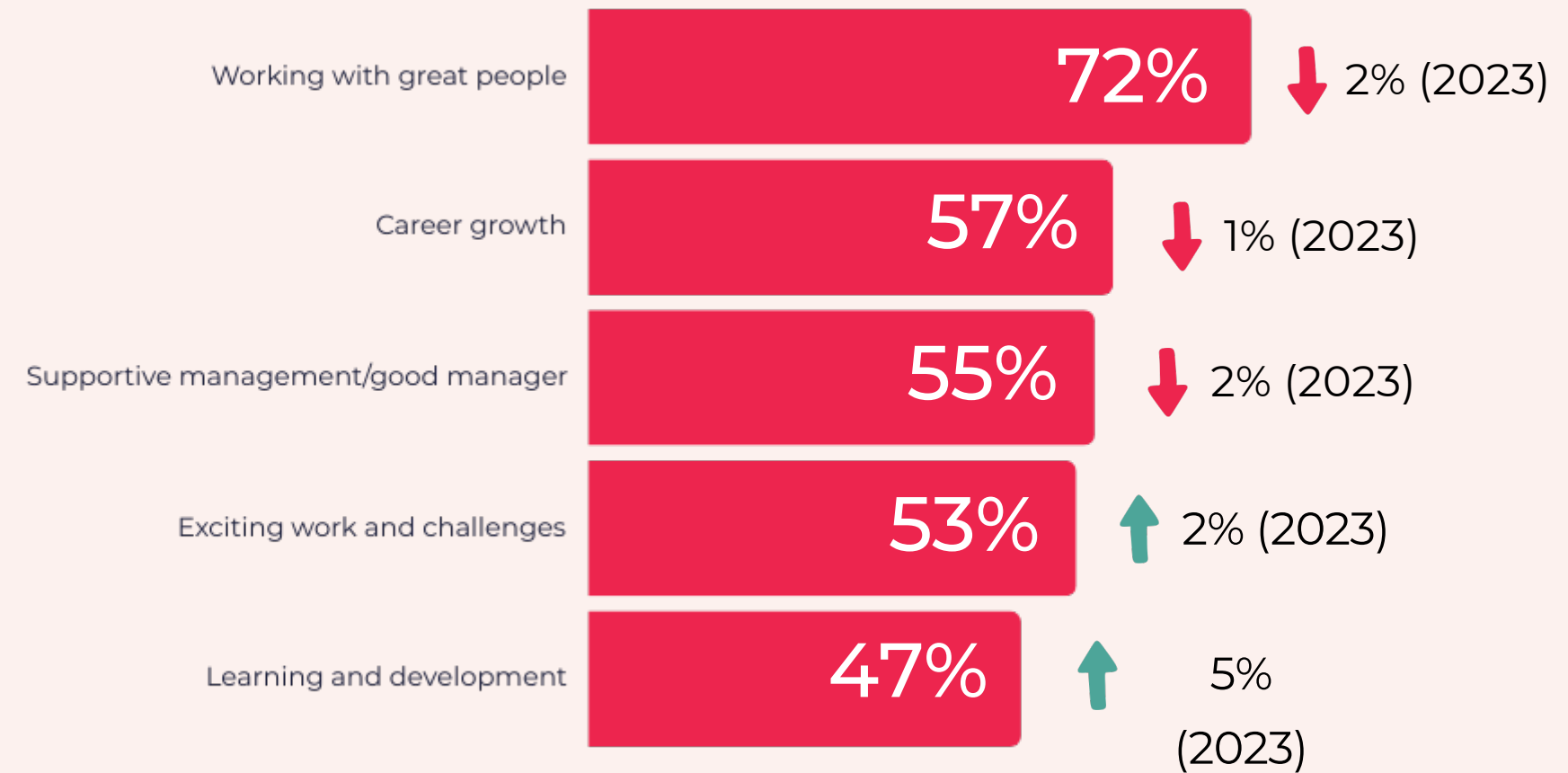
2023 ■
2024 ■



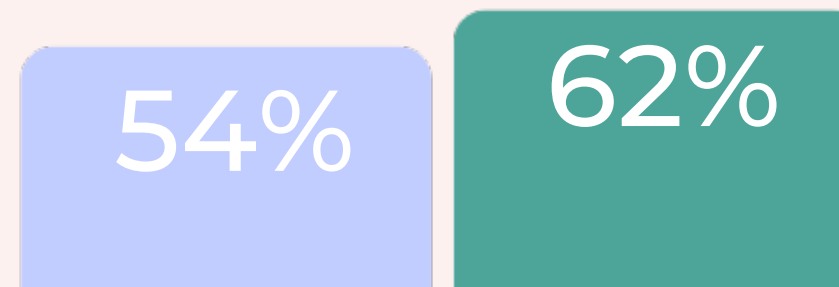
We've seen an increase of 4%, since 2023, in companies offering their employees apprenticeship schemes.

EMPLOYEE RETENTION

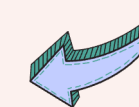
Outside of employee benefits, which of the following are likely to keep you in your current role?



2023
2024

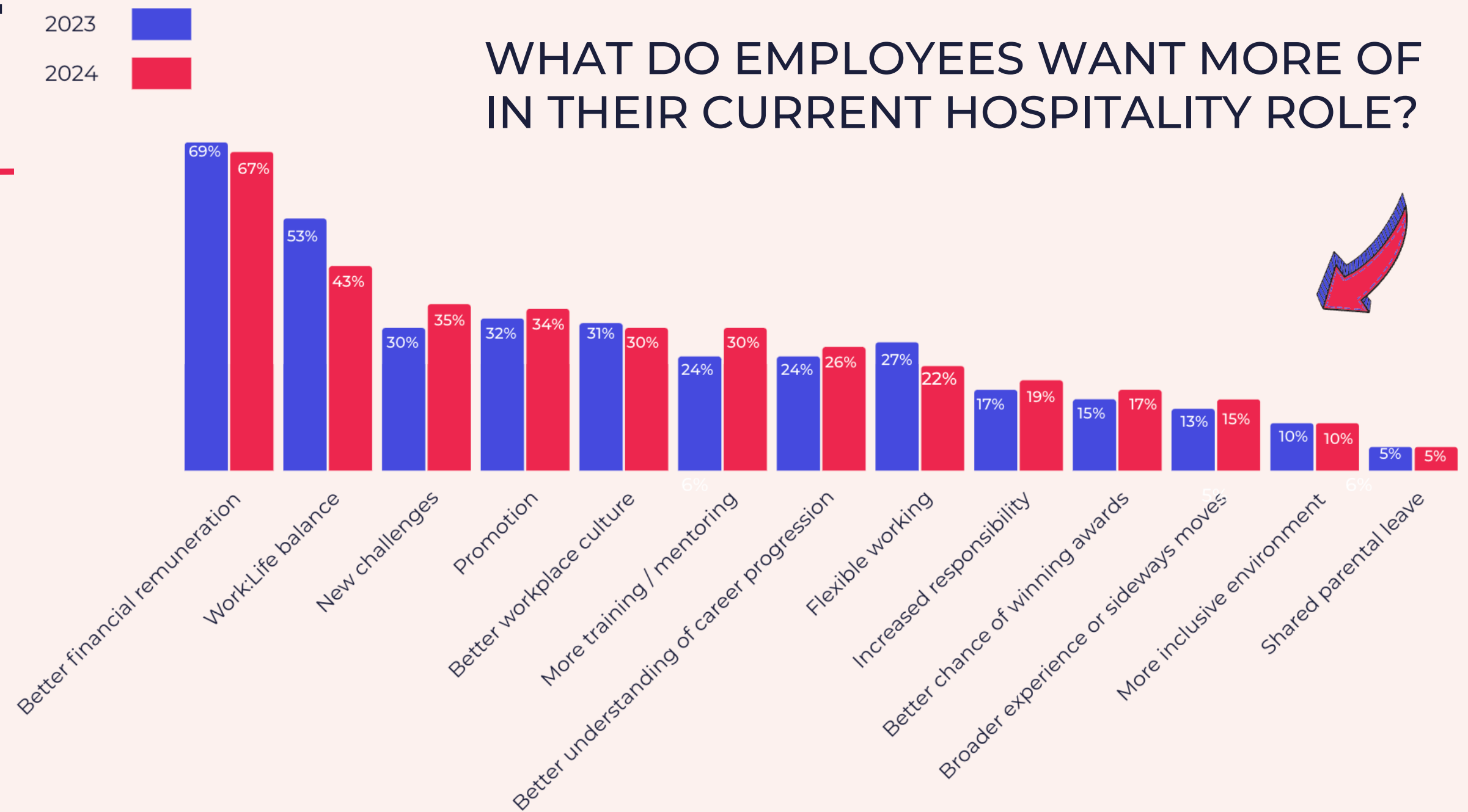


How likely or unlikely do you think it is that you will still be working for the same company in 12 months time?
(% Very likely / Likely)



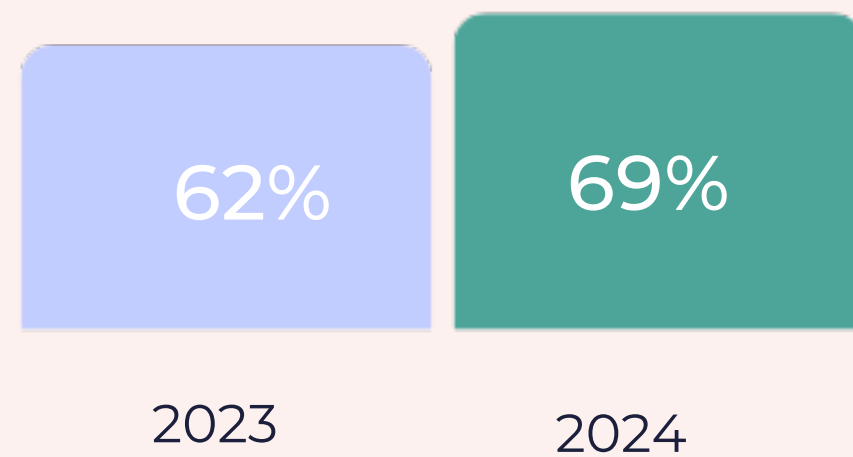
EMPLOYEE SATISFACTION

WHAT DO EMPLOYEES WANT MORE OF IN THEIR CURRENT HOSPITALITY ROLE?

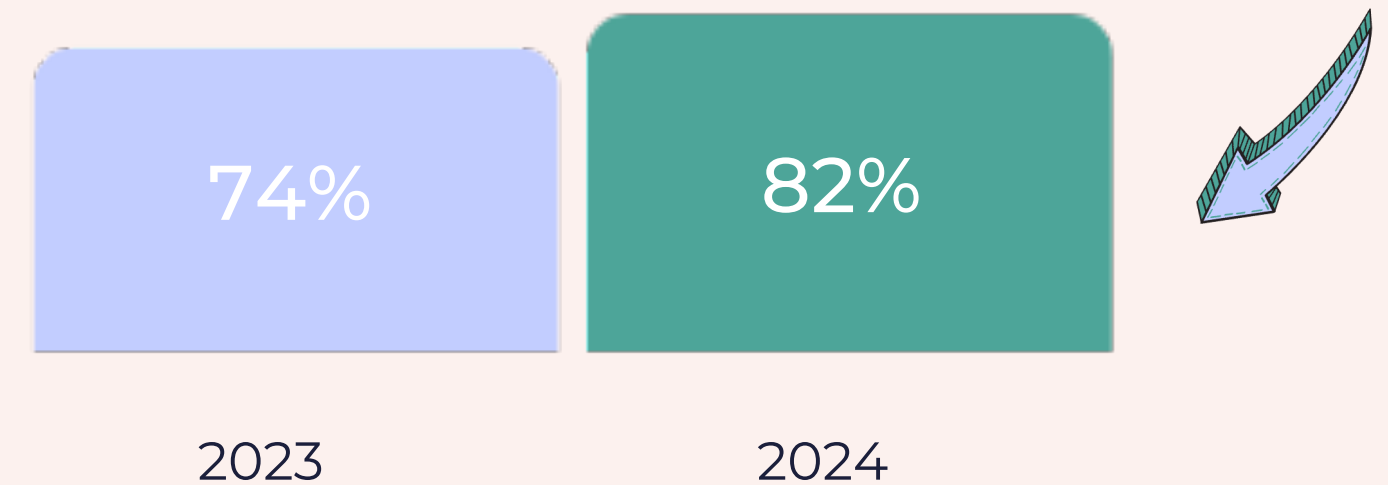


EMPLOYEE SATISFACTION

Are you happy in your current role? (%YES)



Would you recommend a career in the hospitality or foodservice industry to friends or family? (%Yes)



SUMMARY

- Overall, there's a huge amount of positivity in these results, although definitely still some areas where improvements can be made
- 58% of respondents said that to a great or some extent their **salary was a fair reflection** of the job they do
- 66% said it was important that **tips** in provided them with a satisfactory salary for the work they do
- **Salary** and **holiday** remain the two most important when choosing a job, but **L&D**, **flexibility of hours** and **mentoring** have risen again.
- 59% said they had a good **life/work balance** (vs 27% in 2020, 51% in 2023)
- 80% of hospitality employees are **proud to work in our industry** – up from 77% in 2023 (76% 2020) – and 69% are **happy in their current role** (62% 2023)
- 82% would **recommend our industry for a career** (74% 2023)

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2024

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