THE UK'S LARGEST HOSPITALITY SALARY SURVEY 2024



Katy Moses MD KAM

















INDEPENDEN HOTEL SHOW LONDON

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

access Hospitality

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)

















TIPS AND BONUSES

Unlikely 15%

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 %)

| A fair salary | |
|---------------------------------|---|
| Holiday entitlement | _ |
| Training & development sessions | _ |
| Flexible hours | |
| Mentoring | _ |
| Bonus/Tips | _ |
| Team building/ activities | |
| Wellbeing sessions | |
| Food/drink/dining out discounts | |
| Counselling | _ |
| Shared parental leave | _ |
| Remote working/WFH | |
| Subsidised gym membership | _ |
| Onsite accommodation | _ |
| | |







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)

The hospitality industry has a diverse workforce

My company has a diverse workforce

Hospitality is a fun industry to work in

Hospitality provides great career opportunities

I feel comfortable voicing my opinions at work

Hospitality provides great training & development

I trust the people I work with

I feel I get paid appropriately











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

EMPLOYEE TRAINING

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)

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









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

EMPLOYEE RETENTION

Working with great people

Career growth

Supportive management/good manager

Exciting work and challenges

Learning and development

2023 2024 62% 54%





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)











INDEPENDENT HOTEL SHOW LONDON 15-16 Oct 2024 Obracia Lordon

EMPLOYEE 2023 WHAT DO EMPLOYEES WANT MORE OF SATISFACTION 2024 IN THEIR CURRENT HOSPITALITY ROLE? 67% 53% 43% Betterfinancialremuneration Work: ite balance Newchallenges treet progression Flexibleworking inganards promotion culture rentoring nsibility Vironment Beternort Betterunderstand Better Broaderett









EMPLOYEE SATISFACTION





Would you recommend a career in

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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katy@kaminsight.com



















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