



Introduction



2007 CALIFORNIA HOTEL & LODGING ASSOCIATION COMPENSATION SURVEY

We welcome your participation in the California Hotel & Lodging Association Compensation Survey conducted by WageWatch, Inc. No other survey offers more comprehensive California-specific wage and salary data for hoteliers.

Participate and Receive

- 2007 Survey results for 37 key hospitality industry jobs available to **CH&LA participating members at a cost of only \$50, a savings of \$100!**
- Results reported for California state-wide and by local area
- Statistics on hire rates, actual average rates, and incentive compensation
- Number of properties and number of employees for each data set
- Valuable information that will help you attract and retain employees

How to Get Started

Participating is easy. This Questionnaire provides you with all the instructions you need.

1. Complete the Contact and Property Information page (page 2)
2. Read through the Data Field Definitions (page 3)
3. Review the Job Descriptions on the Data Input Sheets and determine which are comparable to those at your property.
4. Enter current wage and salary data for your property's employees using the Data Input Sheets
5. **Return Page 2 and the Data Input Sheets no later than July 13th to WageWatch using one of these options:**
 - a.) E-mail the Questionnaire file to: upload@wagewatch.com
 - b.) Mail to WageWatch, Inc., P. O. Box 15851, Phoenix, AZ 85060
 - c.) Fax to: 480-237-6135, attention CH&LA Survey

Questions and Customer Service Support

Contact WageWatch at 1-888-330-9243 during normal business hours, or send an E-mail to: custserv@wagewatch.com. You will receive a response within the same or next business day.

How to Order Your Compensation Survey Report

You will be able to advance-order your survey report on-line through CH&LA's and WageWatch's websites beginning at a later time. Survey results will be available mid-summer. Payment will be accepted by credit card only. It costs nothing to participate and submit your property's wage and salary data now.

***** Return Page 2 and the Data Input Sheets *****



Contact Information



First Name _____
Last Name _____
Title _____
Property Name _____
Phone Number _____
E-mail _____
Address _____
City _____
State _____
Zip Code _____

Property Information

Property Name _____
Address _____
City _____
State _____
Zip Code _____
Phone Number _____
Number of Rooms _____
Union Positions (Yes/No) _____
Management Company _____

Please check the choices that apply to your property:

- Hotel Type:
- Full Service
 - Limited Service
 - Vacation Ownership
 - Bed & Breakfast/Inn

- AAA Diamond Rating:
- 5 Diamonds
 - 4 Diamonds
 - 3 Diamonds
 - 2 Diamonds
 - 1 Diamond

- Mobil Star Rating:
- 5 Stars
 - 4 Stars
 - 3 Stars
 - 2 Stars
 - 1 Star

Along with the Data Input Sheets, fax this page to 480-237-6135, or E-mail to upload@wagewatch.com, or mail it to WageWatch, Inc., P. O. Box 15851, Phoenix, AZ 85060 by July 13.



Data Field Instructions



This wage survey questionnaire consists of **37 BENCHMARK JOBS** found in both Full Service and Limited Service hotels. Refer to the instructions below when inputting data. Please fill out the required fields for each job and E-mail the file to upload@wagewatch.com or mail to WageWatch, Inc., P. O. Box 15851, Phoenix, AZ 85060. You may also fax the forms to 480-237-6135. The due date is July 13, 2007.

<u>Data Field</u>	<u>Definition</u>
Current Average Rate	The average of the current Wage or Salary paid to each employee in the position. Add all the current Wage or Salary Rates for the position and divide by the current number of employees in the job.
Starting/New Hire Rate	Enter the posted Minimum Wage (Starting Rate) that is advertised or used for the position. If your property has a formal salary or wage range, report the minimum rate.
Lowest Paid Employee Rate	Enter the Lowest Wage any person in the job is currently earning.
Highest Paid Employee Rate	Enter the Highest Wage any person in the job is currently earning.
Number of Employees	Report the total number of employees currently in the job.
Incentives, Other Comp Eligible?	Respond "yes" if the position is eligible for variable compensation such as bonuses, incentives, commission, gratuities, tip pools, or other cash compensation besides Wage or Salary. Exclude long-term incentives such as stock options. Use the drop down button found in each cell if completing in spreadsheet format.
Incentives (as % of base)	Enter the average percent of Wage or Salary that the employee received over the last 12 months as incentive, commission, gratuity, tip, and/or other cash compensation. If employee worked less than 12 months, annualize the percent to reflect a full year.
Unionized	Respond "yes" if the job is covered by a collective bargaining agreement. Use the drop down button found in each cell if completing in spreadsheet format.
Pay Structure	<u>Flat</u> - Nondiscretionary compensation that does not vary according to performance or results achieved. <u>Step</u> - Standard progression pay rates that are established within a pay range. Step rates usually are a function of time in grade and are often referred to as automatic. However they can also be variable or can be used in conjunction with merit programs. <u>Merit</u> - Based on performance or some other individual measure. <u>Combination</u> - Any combination of flat, step or merit programs listed above. <u>Longevity</u> - Based on time only. Use drop down button found in each cell.

*** Return Page 2 and the Data Input Sheets ***



Wage and Salary Data Input Sheets



An Asterisk * Indicates Required Field **Along with the Contact and Property Information, please send the Data Input Sheets to WageWatch: by e-mail to upload@wagewatch.com; by fax at 480-237-6135; or by mail at P. O. Box 15851, Phoenix, AZ 85060**

Position	Job Description	*Wage Type	*Current Average Rate	*Starting / New Hire Rate	*Lowest Paid Employee Rate	*Highest Paid Employee Rate	*Number of Employees	*Incentives, Other Comp Eligible?	Incentives (as % of base)	Unionized?*	*Pay Structure
<i>Example:</i> Housekeeper/Room		Hourly	\$7.00	\$6.00	\$6.75	\$7.25	10	N		Y	Merit
Administrative Assistant	Provides non-executive clerical support to department(s).	Hourly									
Banquet Captain	Supervises, schedules, trains staff, and ensures guest satisfaction with all banquet functions.	Hourly									
Banquet Server	Takes food and drink orders, serves guests food and drink in a banquet setting; may set tables.	Hourly									
Banquet Set-Up/House Person	Sets up and breaks down meeting room chairs, tables, etc. according to standards and banquet orders.	Hourly									
Bell Person	Assists guests with transportation and storage of luggage.	Hourly									
Breakfast Cook	Prepares food for a breakfast meal. May assist in setting up serving utensils and food after or during preparation.	Hourly									
Bus Person	Clears and resets tables to standards; may assist with dishwashing.	Hourly									
Concierge	Provides information on local area/interests; coordinates guest requests for special arrangements or services.	Hourly									
Engineer I (Low Skill/Helper)	Performs basic repair and preventative maintenance on all hotel equipment. Entry level position.	Hourly									
Engineer II (Medium Skill/General Maintenance)	Performs basic and routine repairs on hotel equipment; assists with major repairs; may work with outside contractors.	Hourly									
Engineer III (High Skill/Craft/Trades Maintenance)	Performs and coordinates advanced repairs; coordinates service calls; assists with training new engineering staff on specific skills.	Hourly									

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Position	Job Description	*Wage Type	*Current Average Rate	*Starting/Ne w Hire Rate	*Lowest Paid Employee Rate	*Highest Paid Employee Rate	*Number of Employees	*Incentives, Other Comp Eligible?	Incentives (as % of base)	Unionized?*	*Pay Structure
Food Server/ Waiter/ Waitress	Takes orders from customers; serves food and beverage items to customers; tabulates checks; handles cash and credit transactions.	Hourly									
Front Desk / Shift Supervisor	Trains/schedules staff for assigned shift; makes reservations; performs guest check-in and check-out; responds to customer complaints.	Hourly									
Front Desk Agent	Makes reservations; performs guest check-in and check-out; informs guests of hotel facilities; runs various reports, ensures guest satisfaction.	Hourly									
Housekeeper/Room Attendant	Cleans guestrooms and bathrooms to hotel standards; may clean some public areas.	Hourly									
Housekeeping Houseperson	Handles furniture moving, linen stocking, and other strenuous tasks; cleans guestrooms and public areas.	Hourly									
Housekeeping Supervisor/Inspector	Trains/schedules staff; inspects rooms and public areas; assists with inventory. Usually experience required.	Hourly									
Laundry Washer	Cleans guestroom sheets, towels, and blankets. Folds and organizes laundry and stocks supplies.	Hourly									
Line Cook/Outlet Cook	Prepares and cooks food for guests according to restaurant recipes and standards.	Hourly									
Lobby/Public Areas Attendant	Cleans and maintains public areas of the hotel. An entry-level position, reports to the Supervisor / Director.	Hourly									
Night Auditor	Verifies charges for all depts. to customer portfolios, master/house accounts; prepares and transmits credit card deposits, ledger work for accounting.	Hourly									
P.B.X. Operator	Answers internal and external telephone calls in a courteous manner, directs calls; inputs wake up calls and messages; retrieves messages.	Hourly									
Security Officer	Monitors hotel, grounds, and security cameras to assure guest safety. Writes incident reports.	Hourly									
Steward/Dishwasher	Cleans and sanitizes plateware, silverware, glassware, pots/pans, etc; places clean items on specified shelves; cleans kitchen area.	Hourly									

Continue to Next Page

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Example: <i>Director of Sales</i>		Salary-Exempt	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	1	Y	10	N	Combination
Assistant General Manager	Assists in oversight of operations of the hotel; MOD when GM is off property; responsible for financial and operational results; budgeting for all departments.	Salary-Exempt									
Controller	Head of Department, oversees personnel and operations for finance and accounting functions. Usually 5+ years experience required.	Salary-Exempt									
Convention Services Manager	Day-to-day operations of conventions; directs guest contact; directs programs and oversees meetings as needed; reviews banquet orders.	Salary-Exempt									
Director of Catering	Head of Department. Develops budget and creates sales plan for all food and beverage banquet events. Hires and manages catering sales staff.	Salary-Exempt									
Director of Housekeeping/Executive Housekeeper	Head of Department. Manages housekeeping and laundry staff; oversees linen/cleaning supply inventory; develops budget; ensures room availability is accurate.	Salary-Exempt									
Director of Human Resources	Head of Department. Manages recruiting/employment, compensation, benefits, employee relations; ensures compliance with all applicable laws.	Salary-Exempt									
Director of Sales/Marketing	Head of Department. Manages all functions and staff of the sales department. Develops/implements budget. Establishes sales goals, approves all marketing materials and sales contracts.	Salary-Exempt									
Director/Manager Front Office	Hires/manages front desk staff; reservations, room assignments, customer service; may oversee bell, PBX, door staff; maintains revenue/ payroll budget.	Salary-Exempt									
Director of Security	Head of Department. Trains/schedules/manages staff; oversees security program; implements security policies and procedures; maintains records.	Salary-Exempt									
Executive Chef	Head of Dept. Hires/manages/assesses staff; manages food inventory and purchasing; develops and reviews budget; creates food items and menus.	Salary-Exempt									
General Manager	Oversees all personnel and all operations; directly responsible for the financial and operational results to maximize hotel's potential.	Salary-Exempt									
Sales Manager - Entry Level	Less than 2 years of experience. Secures new accounts through direct sales and retains current accounts. Answers group requests for rooms.	Salary-Exempt									
Sales Manager - Intermediate	3 or more years of experience. Secures new accounts through direct sales and retains current accounts. Maintains future booking log with daily updates.	Salary-Exempt									
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