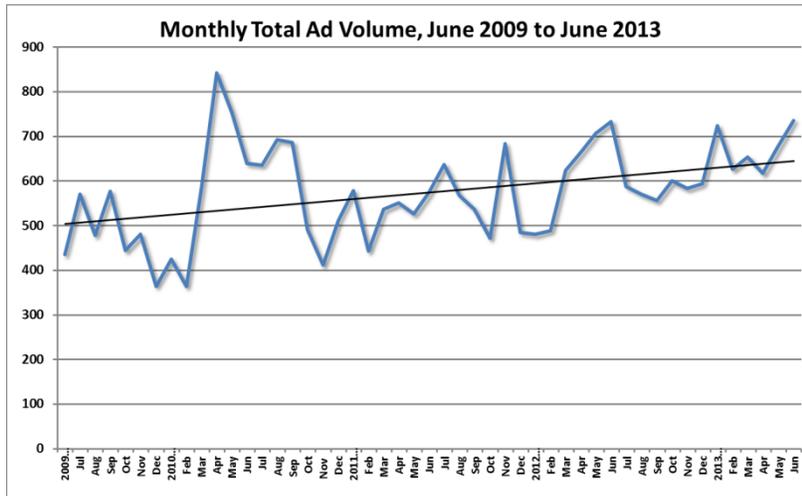


KINGSBOROUGH COMMUNITY COLLEGE  
REAL-TIME REPORT & SAMPLE JOB ADS  
**Accommodation Subsector**  
JULY 2013



**Ad Volume.** Since June four years ago, an average of 575 jobs per month has been posted online for positions in the accommodation subsector. Peak demand was in April 2010, and demand was weakest in February 2010.

**NOTE:** The remaining narrative and tables in this report contain the results of a search of online ads over the past three months, from April 17 to July 15, 2013.

**Job Location.** In the past three months, 52 percent of the job postings in the metro area were located in New York State. A majority of the New York State jobs (77%) were in New York City (including Jamaica and Brooklyn). New Jersey jobs are concentrated in Parsippany, the headquarters of Wyndham International. These data suggest that KBCC can easily find opportunities for its graduates in New York City. Because the industry tends to be more competitive in Manhattan (especially in unionized hotels), however, jobseekers and career counselors may want to investigate opportunities in the outer boroughs (especially near the airports), Westchester County, Long Island, and in easy-to-reach Northern New Jersey locations such as Jersey City and Elizabeth.

**Hiring Difficulty.** Wanted Analytics scores occupations according to a “hiring scale,” which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers in this subsector find it *moderately easy* to recruit and hire talent. The average posting period was 47 days.

**Wages.** Of the ads specifying a salary, a majority offered between \$44,700 and \$54,600 per year.

<b>New York</b>	<b>1,060</b>
New York	798
White Plains	63
Tarrytown	28
Rye Brook	25
Uniondale	23
Jamaica	20
Brooklyn	20
Garden City	15
Rye	11
Rockville Centre	10
<b>New Jersey</b>	<b>966</b>
Parsippany	246
Jersey City	112
Elizabeth	62
Secaucus	60
New Brunswick	46
Newark	43
Morristown	31
Park Ridge	30
Short Hills	29
Bridgewater	25
<b>Total (2)</b>	<b>2,026</b>

**Most Advertised Occupations within Occupational Families,  
April through June 2013**

<b>Management</b>	<b>460</b>
Lodging	115
Marketing	74
Sales	66
Food Service	49
All Other	35
<b>Food Preparation and Serving Related</b>	<b>459</b>
First-Line Supervisors of Food Preparation and Serving Workers	180
Waiters and Waitresses	76
Cooks, Restaurant	55
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	31
Dining Room and Cafeteria Attendants and Bartender Helpers	29
<b>Office and Administrative Support</b>	<b>379</b>
Hotel, Motel, and Resort Desk Clerks	209
First-Line Supervisors of Office and Administrative Support Workers	64
Executive Secretaries and Executive Administrative Assistants	33
Bookkeeping, Accounting, and Auditing Clerks	30
Customer Service Representatives	13
<b>Building and Grounds Cleaning and Maintenance</b>	<b>302</b>
Maids and Housekeeping Cleaners	240
First-Line Supervisors of Housekeeping and Janitorial Workers	56
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	6
<b>Computer and Mathematical</b>	<b>81</b>
Computer Systems Analysts	15
Software Developers, Applications	14
Web Developers	13
Information Technology Project Managers	10
Network and Computer Systems Administrators	9
<b>Business and Financial Operations</b>	<b>78</b>
Market Research Analysts and Marketing Specialists	19
Accountants	15
Meeting, Convention, and Event Planners	12
Auditors	9
Management Analysts	8
<b>Installation, Maintenance, and Repair</b>	<b>57</b>
Maintenance and Repair Workers, General	39
First-Line Supervisors of Mechanics, Installers, and Repairers	17
Helpers--Installation, Maintenance, and Repair Workers	1
<b>Sales and Related</b>	<b>46</b>
First-Line Supervisors of Non-Retail Sales Workers	27
Sales Representatives, Services, All Other	7
Cashiers	3
First-Line Supervisors of Retail Sales Workers	3
Demonstrators and Product Promoters	2
<b>Personal Care and Service</b>	<b>39</b>
Concierges	17
Baggage Porters and Bellhops	13
First-Line Supervisors of Personal Service Workers	5
Recreation Workers	2
Locker Room, Coatroom, and Dressing Room Attendants	1
<b>Arts, Design, Entertainment, Sports, and Media</b>	<b>36</b>
Public Relations Specialists	13
Art Directors	7
Copy Writers	6
Graphic Designers	3
Editors	3
<b>Unclassified &amp; Other</b>	<b>89</b>
<b>Total (21)</b>	<b>2,026</b>

**Occupations.** The occupational families with the most ads were management, comprising some of the better paid occupations and occupations requiring comparatively more experience and education. There were also a great deal of food preparation and serving related jobs, and office and administrative support (particularly hotel, motel, and resort desk clerks).

**Online advertisers.** The websites with the most ads in the sector were Beyond.com, Regional Help Wanted, Hospitality Jobs Online, JOBcentral, and Hcareers. Career counselors and jobseekers should add these sites to their list of resources if they do not consult them already.

**Skills, Tools and Technologies.** The skills, tools and technologies most commonly mentioned in job ads were sales and operations planning, multilingual, organizational skills, Microsoft PowerPoint, and sales experience.

**Other Certifications.** The certifications most often mentioned in jobs ads in the subsector were Occupational Safety & Health Administration certification (OSHA), first aid certification, certified public accountant (CPA), certified information systems security professional (CISSP), and certified internal auditor (CIA).

**Employers.** Employers with 10 or more ads listed in the past three months are in the table (below). Marriott, Hyatt Hotels, Hilton Hotels Corporation, and Wyndham International had more than 100 job ads during the 3-

month time period. To the right (below) are the top employers that advertised in the previous quarter. For the most part, the same employers appear in both lists. The Drake Hotel, the New York Palace, and Destination Hotels are the highest volume newcomers this quarter.

## CURRENT

Top Advertising Employers, April through June 2013	
Marriott	407
Hyatt Hotels	292
Hilton Hotels Corporation	244
Wyndham International	125
Starwood Hotels & Resorts	74
Interstate Hotels & Resorts	64
Wyndham Hotel Group	57
Hersha Hospitality	54
InterContinental Hotels Group	46
The Drake Hotel	43
New York Palace Hotel	37
Destination Hotels	27
Highgate Hotels	27
Embassy Suites	21
Garden City Hotel	18
Ritz-Carlton	18
Extended Stay America	17
Omni Hotels	16
Crowne Plaza	14
Trump SoHo	13
Mandarin Oriental Hotel Group	12
Conrad New york	11
Renaissance Hotels	10
<b>Total (164)</b>	<b>2,026</b>

## PREVIOUS

Top Advertising Employers, January through March, 2013	
Marriott	469
Wyndham International	289
Hilton Hotels Corporation	228
Hyatt	86
Interstate Hotels & Resorts	63
InterContinental Hotels Group	61
Starwood Hotels & Resorts	61
Hersha Hospitality	44
Embassy Suites	33
Microtel Inns and Suites	26
Morgans Group LLC.	23
Extended Stay America	23
Garden City Hotel	19
Affinia Hospitality	18
Highgate Hotels	17
Hampton Inn	16
RCI, LLC	16
Davidson Hotel Company	15
Sheraton HOTELS & RESORTS	14
Conrad New york	14
Omni Hotels	13
Sunrise Senior Living, Inc.	13
Millennium Broadway	12
M&R Hotel Group	12
Crowne Plaza	12
Mandarin Oriental Hotel Group	12
New York Palace Hotel	12
Charge Anywhere	12
<b>Total (149)</b>	<b>1,984</b>



## SELECTED JOB ADS

### Assistant Front Office Manager Overnight (Hilton Hotels Corporation)

#### General Info

Employer: Hilton Hotels Corporation  
Location: New York, New York  
Occupation: Lodging Managers  
WANTED ID: 330255501  
First Posted: 2 Days Ago  
Last seen: 2 Days Ago

#### Additional Info

Salary: \$45,000  
Job Type: Part-Time  
Diversity friendly: Unknown

#### Description

Discover Our Extraordinary New York City Hotel See New York from a fresh new perspective at the exceptional Hilton New York hotel in Manhattan. Find a quiet respite from the city that never sleeps in our spacious and modern guest rooms and suites. Step outside our exquisite Midtown New York, NY hotel and find yourself within blocks of Central Park, Times Square, the Theatre district, 5th Avenue shopping, MOMA and so much more. Make sure your next meeting or conference stands out from the rest with the help of our expert event managers and customized meeting packages. Boasting 151,000 square feet of meeting space, our impressive Manhattan hotel caters to every event with focused individualized attention. 151,000 square of premium meeting space Sophisticated and spacious guest rooms and suites. An unbeatable location in Midtown, just blocks from Central Park 8,000 sq. ft. Fitness Center; Two enticing dining options Hotel Accommodations Indulge in first-class amenities and a spacious layout in our distinctive guest rooms. Choose from several different room types of restful New York City accommodations. Enjoy added features such as in-room thermostat control, 27 inch television, on-demand entertainment including video games, refreshment center, large work space, coffeemaker, and two telephones with voicemail and dataport. Dining Experience Irresistible Flavors At Our Midtown Manhattan Restaurants Pull up a chair to a truly unforgettable meal at one of our stunning Midtown New York City restaurants. Savor international cuisine with a flair or find comfort in an authentic Italian meal. Enjoy a warm and inviting ambience at the bar while you catch up with friends. Expect gracious hospitality and a treat for your taste buds when you dine at one of our celebrated Midtown Manhattan restaurants. Etrusca Restaurant Get swept away to a small Tuscan village when you dine at our casual yet elegant restaurant. Taste the true flavors of hand-made pastas and risottos, succulent roasts, and fresh seafood. Sample the carefully chosen wines on our extensive wine list. Enjoy intimate or group dining in a stylish and comfortable atmosphere. New York Marketplace Find the many ethnic neighborhoods of New York represented in our open-air restaurant. Enjoy diverse dishes in a casual buffet setting that will leave you coming back for more. Experience both our traditional American breakfast buffet and delicious Japanese breakfast buffet. Our eclectic and enticing International lunch buffet is also sure to please any palate. Open daily from 6:00AM - 2:30PM lobby lounge Overlooking the lobby, the Lobby Lounge is the perfect place to relax with faces from around the world. Enjoy your favorite wine, cocktails and lite fare before you head out to see all this amazing city has to offer. Open from 11:00AM to midnight Monday through Saturday and 12 Noon Sundays. Starbucks You're so close you can almost taste it. Find us adjacent to the NY Markplce, in the main lobby. enter through hotel restaurant or from West 53rd street Room Service Dine in Too busy to go out to eat? Craving a post-midnight snack? Want breakfast in bed? Room service makes it convenient to dine in your room. Order American or international items from our extensive Room Service menu. Hotel Groups & Meetings Hilton New York boasts the largest self-contained conference space in New York & one of the nation's largest hotel exhibit facilities! Our sophisticated hotel, state-of-the art facilities & over 151,000 sq. ft. of meeting space can

accommodate your meeting. Whether you are planning a conference, meeting or wedding, there is no better place to host your event than at the Hilton New York. This hotel is 100% non-smoking. Why People Like to Work for Us  
Hilton Worldwide With more than 130,000 team members working in every facet of the hospitality industry, Hilton Worldwide offers career opportunities at our corporate offices, call centers and more than 3,400 hotels in 79 countries/territories. With a history of promoting from within the company and providing opportunities for personal and professional development, what may start out as a part-time job can lead to a long-term career. Hilton Worldwide offers business and leisure travelers the finest in accommodations, service, amenities and value. Since Conrad Hilton bought his first hotel in 1919 in Cisco, Texas, we have expanded geographically, produced original hotel and travel concepts, and developed innovative technologies to enhance the guest experience. Today Hilton Worldwide is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. With more than 3,400 hotels in 79 countries, our trusted portfolio of hotel brands includes the Waldorf Astoria, Conrad, Hilton, Doubletree, Embassy Suites, Hilton Garden Inn, Hampton Inn & Suites, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. Since our founding 90 years ago, Hilton's commitment to creating exceptional guest experiences remains unchanged, and our more than 130,000 team members continue to bring the highest quality of service to the world's visitors. Vision: To fill the earth with the light and warmth of hospitality. Mission: We will be the preeminent global hospitality company the first choice of guests, team members and owners alike. Values: H - Hospitality We are passionate about delivering exceptional guest experiences. I- Integrity We do the right thing, all the time. L- Leadership We are leaders in our industry and in our communities. T- Teamwork We are team players in everything we do. O- Ownership We are the owners of our actions and decisions. Hilton Worldwide With more than 130,000 team members working in every facet of the hospitality industry, Hilton Worldwide offers career opportunities at our corporate offices, call centers and more than 3,400 hotels in 79 countries/territories. With a history of promoting from within the company and providing opportunities for personal and professional development, what may start out as a part-time job can lead to a long-term career. Hilton Worldwide offers business and leisure travelers the finest in accommodations, service, amenities and value. Since Conrad Hilton bought his first hotel in 1919 in Cisco, Texas, we have expanded geographically, produced original hotel and travel concepts, and developed innovative technologies to enhance the guest experience. Today Hilton Worldwide is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. With more than 3,400 hotels in 79 countries, our trusted portfolio of hotel brands includes the Waldorf Astoria, Conrad, Hilton, Doubletree, Embassy Suites, Hilton Garden Inn, Hampton Inn & Suites, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. Since our founding 90 years ago, Hilton's commitment to creating exceptional guest experiences remains unchanged, and our more than 130,000 team members continue to bring the highest quality of service to the world's visitors. Vision: To fill the earth with the light and warmth of hospitality. Mission: We will be the preeminent global hospitality company the first choice of guests, team members and owners alike. Values: H - Hospitality We are passionate about delivering exceptional guest experiences. I- Integrity We do the right thing, all the time. L- Leadership We are leaders in our industry and in our communities. T- Teamwork We are team players in eve

## References

Site: Hospitality Jobs Online

URL: <http://www.hospitalityonline.com/jobs/office-manager-overnight>



## Cook II Fine Dining (Ritz-Carlton)

### General Info

Employer: Ritz-Carlton

Location: New York, New York

Occupation: First-Line Supervisors of Food Preparation and Serving Workers

WANTED ID: 329703357

First Posted: 3 Days Ago

Last seen: Today

### Additional Info

Salary: \$36,000

Job Type: Full-Time

Diversity friendly: Unknown

### Description

**Cook II Job Summary:** Set-up and break down work station. Operate ovens, stoves, grills, microwaves, and fryers to prepare foods. Prepare cold food. Monitor food quality while preparing food. Test foods to determine if they have been cooked sufficiently. Wash and peel fresh fruits and vegetables. Prepare ingredients for cooking, including portioning, chopping, and storing food. Weigh, measure, and mix ingredients. Prepare special meals or substitute items. Serve food in proper portions onto proper receptacle. Wash and disinfect kitchen area, tables, tools, knives, and equipment. Follow all company and safety and security policies and procedures; report maintenance needs, accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs. Develop and maintain positive working relationships with others; support team to reach common goals. Speak with others using clear and professional language. Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance. Perform other reasonable job duties as requested by Supervisors. The Ritz-Carlton is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture.

### References

Site: snagajob

URL: <http://www.snagajob.com/jo...b99-d49e-4cd8-f8ca624e1d7c>



## Meeting Event Manager (Starwood Hotels & Resorts)

### General Info

Employer: Starwood Hotels & Resorts  
Location: New York, New York  
Occupation: Meeting, Convention, and Event Planners  
WANTED ID: 330196746  
First Posted: 3 Days Ago  
Last seen: 2 Days Ago

### Additional Info

Salary: \$54,000  
Job Type: Full-Time; Contract  
Diversity friendly: Unknown

### Description

DESCRIPTION/RESPONSIBILITIES: Department Job Description POSITION PURPOSE Manage, coordinate, and execute group assignments turned over by the Sales Department. Monitor all contractual agreements pertaining to guest room blocks, meeting space, food and beverage and special concessions. Effectively communicate to all hotel departments the information necessary to successfully execute the group's needs while maintaining a good client relationship. Position will focus on Social and Corporate markets. ESSENTIAL FUNCTIONS AVERAGE % OF TIME 20% Maintain strong client relations and ensure that convention specifications are communicated and executed for a successful meeting experience for the meeting planner and attendees. 15% Monitor and manage room blocks according to contract utilizing group history reports and information given by clients to maximize hotel revenue, making adjustments as necessary. 10% Review sales contracts as well as other important information, i.e., room block, cut off date, special concessions and attrition clauses and validate with client via turnover letter. 10% Monitor and enforce program deadline dates and work with clients to release meeting space not needed to maximize hotel revenues. 10% Produce and distribute convention resume two weeks prior to first day of main group arrival and communicate any changes and updated information to hotel departments. 10% Distribute BEOs for group and affiliates 10 14 days prior to events. 10% Accurately forecast group rooms and group food and beverage revenues for assigned groups and affiliate business within a 5% variance. 5% Check sleeping room and suite block, special room concessions and rates as outlined in contract with group reservations agents, as well as updating group reservations agents with any changes. 5% Participate in site visits and plan meetings for upcoming groups and potential affiliate business. 2.5% Verify credit information submitted in account management software system at point of turnover, to include estimated amount of billing, billing type, and appropriate contact and update information as necessary until departure. 2.5% Participate in Pre/Post Convention meetings and review bill with client. Other: Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment. Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel. In addition, attendance at all scheduled training sessions and meetings is required. Upon employment, all employees are required to fully comply with Starwood rules and regulations for the safe and effective operation of the hotel's facilities. Employees who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment. SUPPORTIVE FUNCTIONS In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the manager based upon the particular requirements of the hotel. \* Introduce and recommend house vendors as preferred vendors as determined with the revenue goal of the hotel. \* Establish checklist trace dates using appropriate computer programs. \* Generate VIP, limousine and amenity forms as required. \* Maintain solid and open communication with all hotel operating departments. \* Maintain good working relations with preferred vendors of the hotel. \* Maintain up to date information on program and food and beverage events in hotel's inventory management system. \* Attend all department and hotel meetings as necessary. \* Provide on going

training and support for group reservations agents. \* Working knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues, and labor relations, including, but not limited to the following statutes and their comparable state and local laws (where applicable): Title VII, ADEA, Equal Pay Act, Pregnancy Discrimination Act, FLSA, ADA, OSHA, FMLA, and NLRA.

**Requirements SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES** The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities. \* Must be able to speak, read, write and understand the primary language(s) used in the workplace. \* Must be able to read and write to facilitate the communication process. \* Requires good communication skills, both verbal and written. \* Most tasks are performed independently or in a team environment with the employee acting as a team leader. There is minimal direct supervision. \* Extensive knowledge of food and beverage products, proper preparation and presentation of food and beverage items. \* Extensive knowledge of meeting room capacities, banquet set-up, audio-visual and any other pertinent details as they relate to function room set-up. \* Ability to assess/evaluate employees performance fairly. \* Ability to supervise, train and motivate multiple levels of managers and employees. \* Knowledge of hotel and competitive market. \* Must possess basic computational ability. \* Must possess computer skills, including, but not limited to, accounting programs, Microsoft Word, Excel and Delphi. \* Excellent inter-personal and sales-related skills. \* Exceptional organizational, supervisory skills. \* Exceptional food and beverage knowledge and pricing.

**Physical Demands** \* Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems. \* Must be able to sit at a desk for up to 5 hours per day. Walking and standing are required the rest of the working day. This includes traveling to and from meetings. Length of time of these tasks may vary from day to day and task to task. \* Must be able to exert well-paced ability to maneuver between functions occurring simultaneously. \* Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis. \* Must be able to lift up to 15 lbs. occasionally. \* Requires grasping, writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity. \* Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees. \* Vision occurs continuously with the most common visual functions being those of near vision and depth perception. \* Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

**QUALIFICATION STANDARDS** Education High school or equivalent education required. Bachelor's Degree preferred. Experience At least one year catering sales and convention services experience preferred. Licenses or Certificates Not applicable. Grooming All employees must maintain a neat, clean and well-groomed appearance per Starwood standards. This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. Equal Opportunity Employer M/F/D/V

## References

Site: JOBcentral

URL: <http://jcnlx.com/78115aaecfc04583b86ca4a851947c42124>

*This workforce solution was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.*

**SOURCE** | NYCLMIS analysis of data from Wanted Analytics' Hiring Demand Dashboard, Talent Requirements, and Talent Sourcing applications.

