



**2023
COMPENSATION SURVEY
EXECUTIVE SUMMARY**
Hotel Association of North Texas



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July 17, 2023



EXECUTIVE SUMMARY

OVERVIEW


The 2023 North Texas Industry Compensation Analysis is an effort by the Hotel Association of North Texas (HANTX) to collect market-specific competitive compensation data for hourly and salaried hotel employees. Participation is voluntary and all choosing to participate agree to abide by established guidelines to ensure that an ethical and legal process is utilized and maintained.

METHODS

DATA COLLECTION

- Secondary data provided through an online survey by hotel HR Directors and GMs
- Data collected from June 7 - 30, 2023
- Final sample included 37 participants
 - Service Style: 33 Full Service / 4 Select Service
 - Property Size: 14 below 250 rooms / 15 with 250-500 rooms / 8 above 500 rooms
 - Property size used for segmentation in specific content areas

SURVEY CONTENT

- Hourly Wages for all positions
 - Current staffing and recruitment efforts, including turnover rates, use of staffing agencies, freelance/gig labor & outsourcing, remote and hybrid work, domestic internship programs, J-1 & H2-B visa hiring, workforce development, and industry certifications
 - General hourly wage policies and practices, including pay programs & increases, 3rd shift premiums, designated trainer premiums, and employee bonuses & incentives
 - Housekeeping Systems that affect compensation
 - Employee Benefits
 - Management Salaries for all positions
 - Banquets Systems that affect compensation
 - Spa Systems that affect compensation
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EXECUTIVE SUMMARY

KEY FINDINGS

HOURLY WAGES

81 positions included in the Hourly Wage Analysis

- Average start rate for 57 positions (70%) is at or above \$15.00/hour

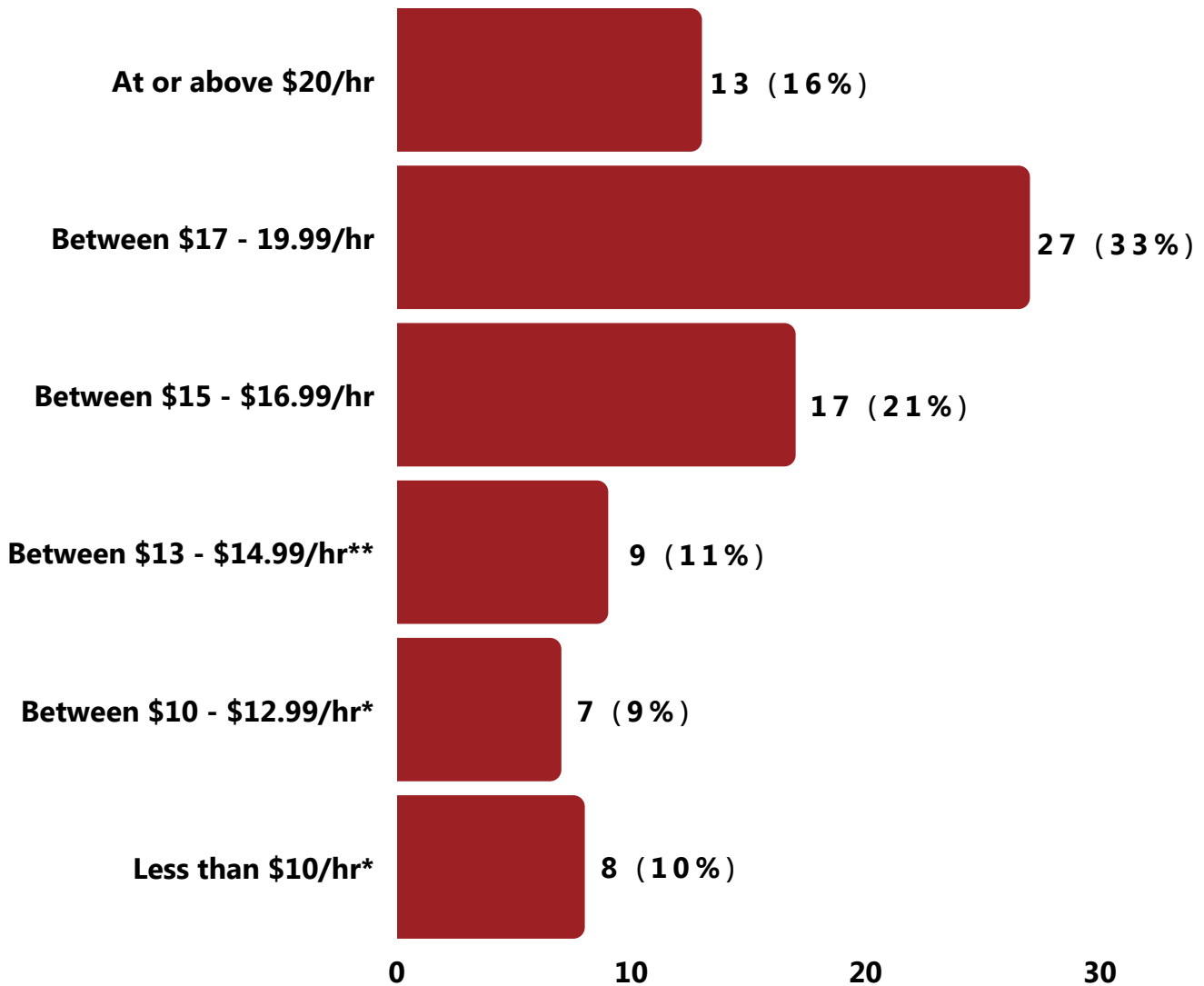


Fig. 1 Wage Analysis

** Some positions in this group are tip-supplemented

*All positions in this group are tip-supplemented

EXECUTIVE SUMMARY

KEY FINDINGS

STAFFING & RECRUITMENT EFFORTS

- Average property-wide turnover rate is 16.2%
- 97% of participants reported using staffing agencies to supplement current staffing levels
 - Average hourly rate for housekeepers is \$19.40/hr, or 26%, higher when sourced from a staffing agency
 - Average hourly rate for cooks (entry & mid-level) is \$22.69, or 33% higher when sourced from a staffing agency
 - Average hourly rate for stewards is \$20.08, or 36% higher when sourced from a staffing agency
- 49% of participants reported outsourcing at least one service, with A/V, Overnight Cleaning, and Valet the most common services
- 41% of participants currently hire employees on a J-1 visa
- 5% of participants currently hire employees on an H2-B visa
- 46% of participants reported offering remote work and/or hybrid work
 - Positions such as Accounting/Finance, Sales, and Revenue Mgmt, which do not require face-to-face/in-person guest interaction, are the most common
- 65% of participants currently offer domestic internships

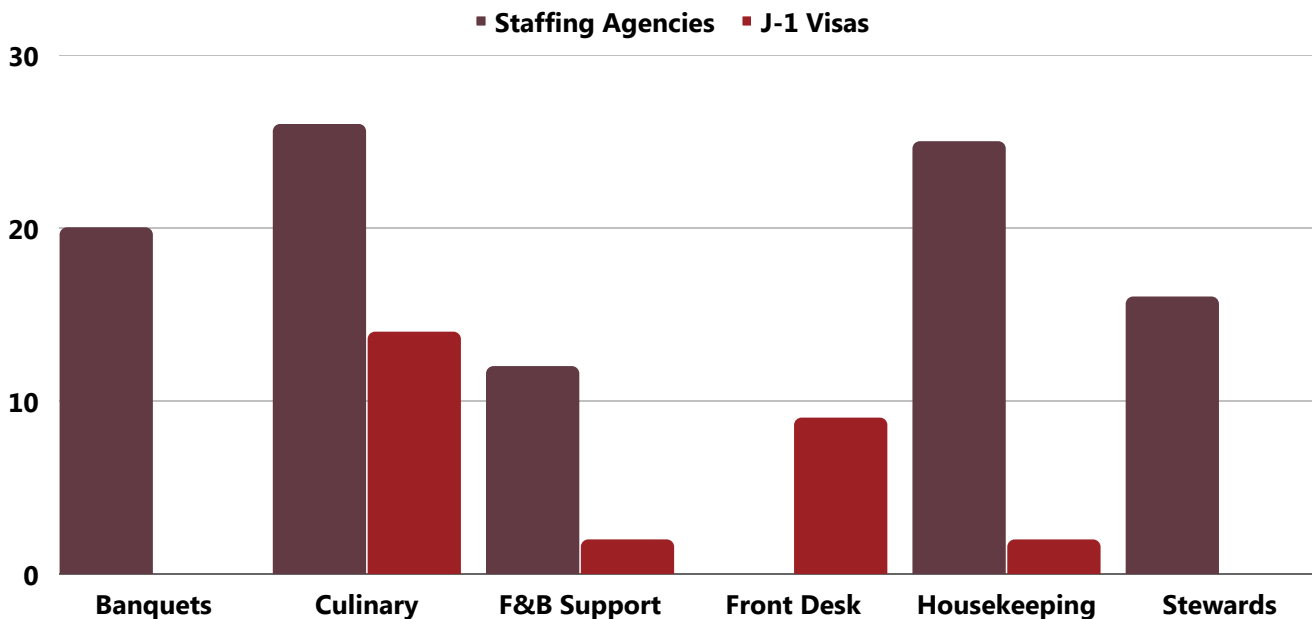


Fig. 3 Most Common Positions Staffed/Hired Through Staffing Agencies and J-1 Visas

EXECUTIVE SUMMARY

KEY FINDINGS

WORKFORCE DEVELOPMENT & STAFFING CHALLENGES

\$1,473.91

Average monthly expenses to recruit and acquire new employees

	Top Response	#2 Response	#3 Response
Primary Cost Centers for Recruitment & Hiring	Background Checks	Employee Referral Program	Application Software
Recruitment & Workforce Development Efforts	Employee Recognition Programs	Cross-Training	Immediate Interviews
Major Skills Gaps Observed in the Market	General Lack of Service Experience	Work Ethic*	Position-Specific Technical Skills
Workforce Demands & Challenges	Excessive Call-Outs/Lack of Reliability	Competing Against Non-Hospitality Jobs New Hires Quitting Without Notice	High(er) Wage Requirements from Applicants

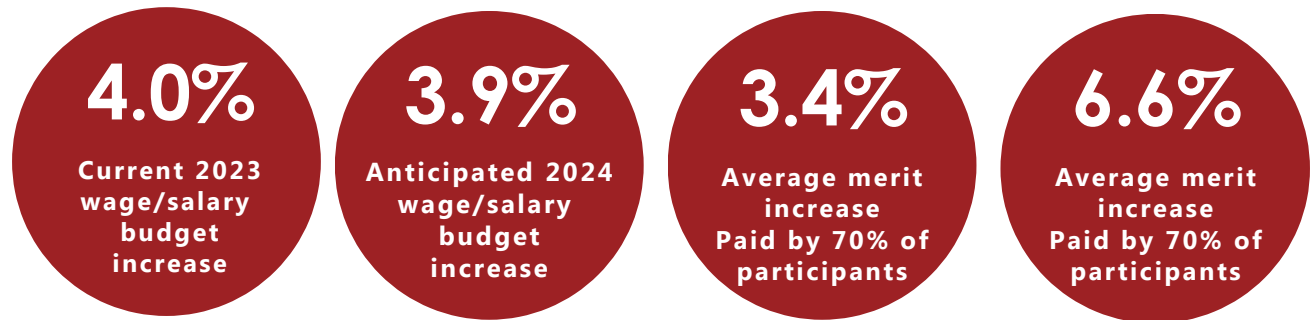
* Work Ethic examples: self-sufficiency, attention to detail, understanding work culture and how work "works"

* Technical Skills examples: culinary, engineering

EXECUTIVE SUMMARY

KEY FINDINGS

GENERAL HOURLY WAGE POLICIES & PRACTICES



SHIFT PREMIUMS

- 87% of participants reported paying a 3rd shift premium
 - Majority pay \$1.00 more per hour
- 57% of participants reported paying a designated trainer premium
 - Majority pay \$1.00 more per hour to non-tipped and to tipped trainers

INDUSTRY CERTIFICATIONS

- Most recognized certifications are Servsafe Manager (NRA) and Certified Hospitality & Tourism Professional (AHLEI)
- 35% of participants reported that Servsafe Manager is highly relevant to hiring for salaried positions

HOUSEKEEPING SYSTEMS

- 65% of participants reported that daily housekeeping is the standard
 - At properties where daily housekeeping is not the standard, guestrooms are cleaned on the 3rd night (on average)
- 68% of participants reported time limits for room cleaning
- 84% of participants reported at least one type of room inspection

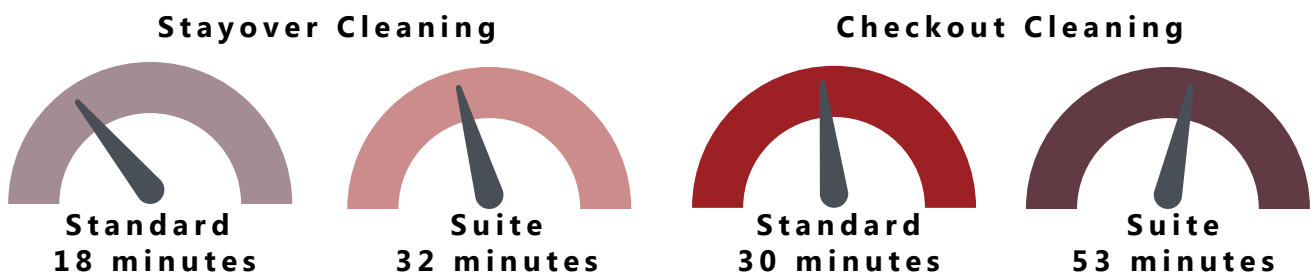


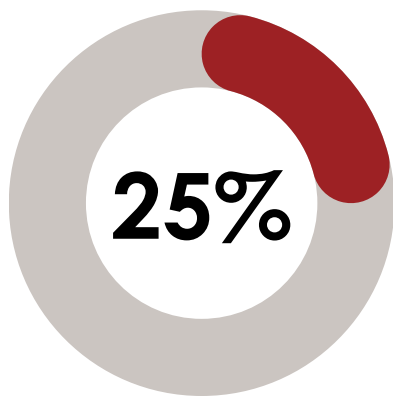
Fig. 4 Average Time Limits for Room Cleaning

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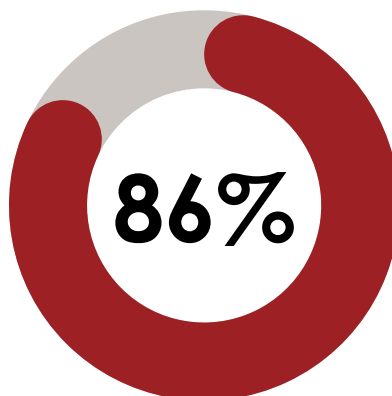
BONUSES & INCENTIVES FOR HOURLY EMPLOYEES

HIRING BONUS



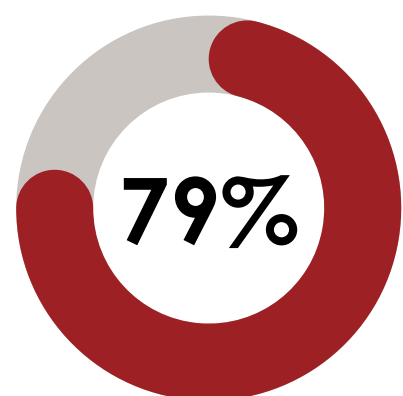
\$357
Average amount paid

EMPLOYEE REFERRAL



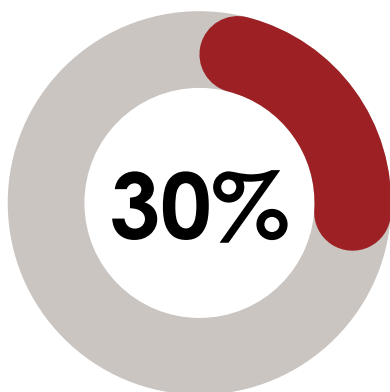
\$324
Average amount paid

EMPLOYEE OF THE MONTH/QUARTER



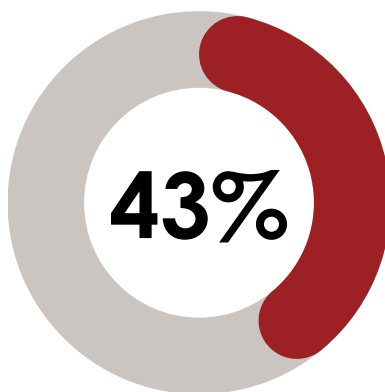
\$127
Average amount paid

PEER RECOGNITION



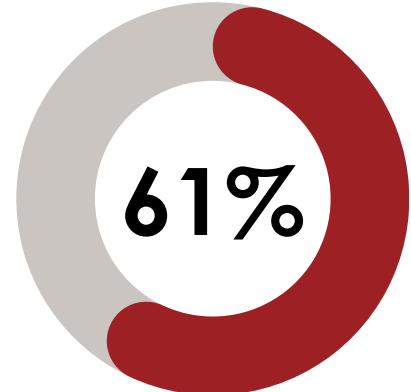
Average amount paid not reported
(N < 5)

GSS INCENTIVE



\$49
Average amount paid

NAME MENTION INCENTIVE



\$22
Average amount paid

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BENEFITS

The Benefits section of the report addressed a wide range of benefits including health and wellness benefits, financial benefits, paid days off, paid leave, voluntary insurance, and other supplementary benefits and discounts. A selection of these benefit offerings are highlighted here.

