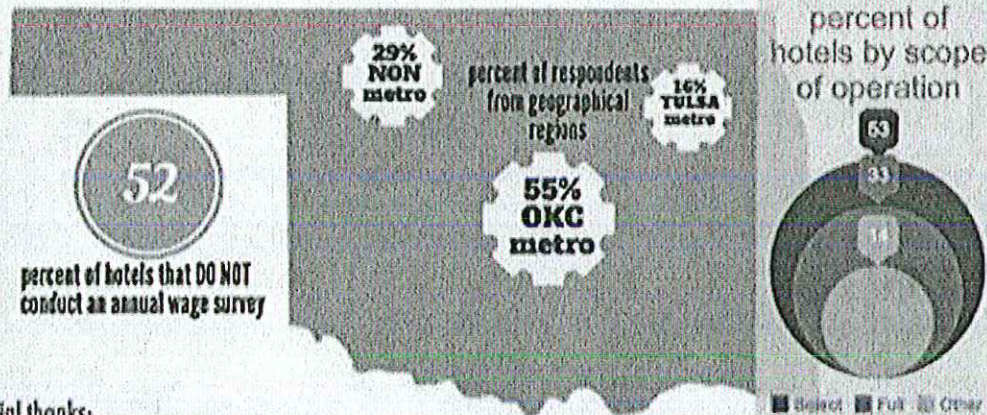


# 2015 HOTEL STARTING WAGES!!

January 19, 2016

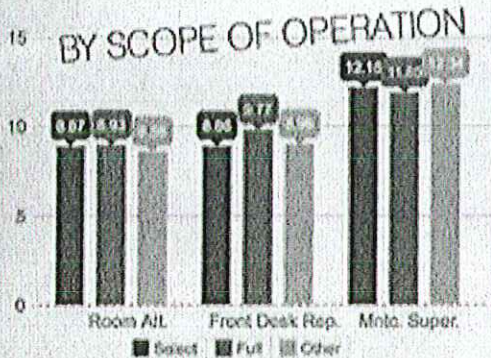
Prepared by: Allison Lyon and David W. Davis

## 130+ RESPOND TO INAUGURAL WAGE SURVEY

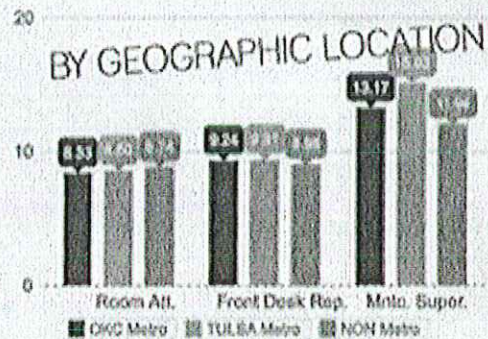


Special thanks: Oklahoma Hotel and Lodging Association, Oklahoma City Hotel Association, Metro Tulsa Hotel and Lodging Association.

### ROOM ATTENDANT, FRONT DESK REPRESENTATIVE, AND MAINTENANCE SUPERVISOR ARE THE MOST COMMON POSITIONS ACCORDING TO SURVEY RESPONSES



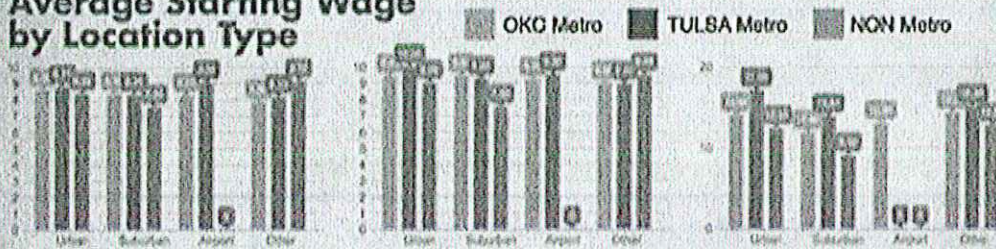
Full-service hotels pay higher starting wages to room attendants and front desk representatives by 4% and 10% respectively. 'Other' hotels pay the highest starting wages to maintenance supervisors.



Cleveland county (OKC Metro) offers the highest starting wages in housekeeping. Tulsa county (Tulsa Metro) and Cleveland county offered the highest starting wages at the front desk. Oklahoma county (OKC Metro) and Tulsa county offered the highest wages in maintenance.

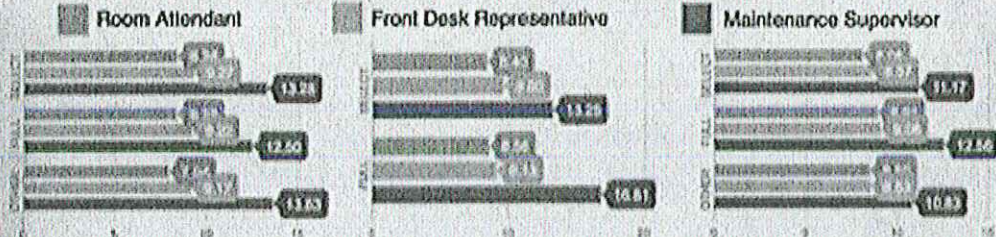
The numbers referenced in the charts above represent the average starting wage by position.

## Average Starting Wage by Location Type



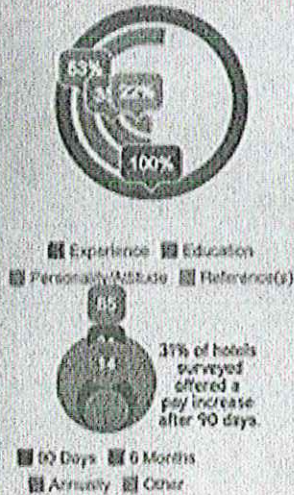
On average Tulsa pays higher average starting wages for the three most common positions in Oklahoma hotels. Note, the sample for Tulsa hotels was such that generalizability should be interpreted with caution. The 'Other' location type includes the following types of hotels: Interstate/Motorway, Resort, and Small Metro/Town.

## Average Starting Wage by Scope of Operation & Geographic Location

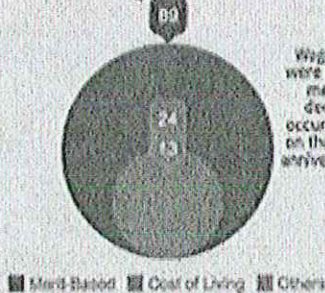


Full service consistently offered the highest starting wages for room attendants and maintenance supervisors in all metro areas. Select service hotels offer the highest average starting wages for front desk representatives. Note, the sample for Tulsa hotels was sparse enough to not identify any hotels outside of the full- and/or select-service operation scope and therefore should be considered with caution.

### Factors Considered When Offering a Varied Starting Wage



### Factors Contributing to Wage Increases



Wage increases were most often a merit-based decision that occurred annually on the employee's anniversary of hire.

### When Wage Increases Occur



### Questions? Comments? Suggestions?

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Look for a full report this Spring as a Fact Sheet published through Oklahoma Cooperative Extension.

OSU - HRAD 2016

## HOTEL STARTING WAGES 2015

Prepared by: Allison Lyon, Undergraduate Honors Researcher  
David W. Davis MS, Faculty Advisor and Bill Ryan Ed.D, Research Advisor.

January 19, 2016

The following set of tables provides statewide averages for starting wages in the positions indicated. Due to the response rate generalizability of local markets is not appropriate. Similarly, the statewide response rate is such that generalizability is strongly discouraged. Therefore, the information pertained in this report is for informational purposes and anecdotal.

### AVERAGE STARTING WAGES:

#### BY GEOGRAPHIC LOCATION

based on survey results from 83 hotels	OKC Metro	Tulsa Metro	NON Metro
Room Attendant	8.33	8.50	8.74
Housekeeping Inspector	9.20	9.50	9.80
Housekeeping Supervisor	10.50	11.50	11.58
Laundry Attendant	8.37	8.50	8.69
Housekeeping Utility	8.37	8.57	8.63
Floor Care Utility	8.36	8.67	8.60
Front Desk Agent/ Guest Serv. Rep.	9.24	9.31	8.95
Front Desk Supervisor	10.88	12.69	11.79
Concierge	9.45	10.18	13.00
Bellman	8.24	8.31	9.65
Breakfast Host	8.84	8.13	8.68
Reservation Supervisor	12.07	13.00	12.01
PBX Operator	10.36	9.25	10.50
Night Auditor	10.39	10.02	10.36
Maintenance Supervisor	13.17	15.03	11.94
Maintenance Technician	10.84	11.33	11.16
Maintenance Utility	10.23	9.13	11.72
Electrician	13.33	13.21	13.00

#### BY SCOPE OF OPERATION

Full Service	Select Service	Economy /Budget	Other
9.94	8.87	8.31	8.81
12.38	9.88	8.56	9.83
8.50	12.49	10.89	13.67
8.70	8.52	8.25	8.75
8.73	8.62	8.19	8.38
9.82	8.62	8.00	8.38
9.77	8.86	8.86	9.06
12.46	10.50	14.92	13.50
11.15	8.50		
8.69	8.50	9.50	8.43
9.90	8.43	8.50	8.38
12.44	11.00	13.04	11.75
10.53	9.25		9.25
11.48	9.70	9.91	10.25
11.85	12.15	10.68	14.00
10.12	10.38	9.61	10.5
10.48	10.38	10.00	10.00
12.00	11.50	12.00	

## AVERAGE STARTING WAGES: BY LOCATION TYPE

based on survey results from 83 hotels	Urban	Suburban	Airport	Resort	Small Metro/ Town	Interstate / Motorway	Other
Room Attendant	8.56	8.23	8.21	9.60	8.28	8.50	8.63
Housekeeping Inspector	8.32	9.73	9.34	11.26	9.08	9.12	10.38
Housekeeping Supervisor	11.51	9.38	10.28	13.73	11.54	10.51	11.38
Laundry Attendant	7.40	8.30	8.37	9.29	8.53	8.38	8.63
Housekeeping Utility	8.51	8.28	8.20	9.59	8.38	8.06	8.63
Floor Care Utility	8.44	8.28	7.80	9.93	8.17	8.25	8.63
Front Desk Agent/ Guest Serv. Rep.	9.38	9.25	9.22	9.80	8.39	8.93	
Front Desk Supervisor	11.68	9.60	10.94	15.67	11.54	11.13	
Concierge	9.42	10.08	8.50	12.52		10.25	
Bellman	7.79	7.87	8.55	11.11		8.69	
Breakfast Host	8.39	8.86	8.75	12.00	8.11	8.79	
Reservation Supervisor	12.70	11.00	12.13	13.50		11.86	
PBX Operator	9.63	10.63		10.75			
Night Auditor	10.45	10.08	10.40	11.67	9.21	10.03	13.50
Maintenance Supervisor	13.81	12.33	12.95	16.60	12.03	12.21	12.00
Maintenance Technician	10.85	11.14	10.12	12.26	10.67	11.50	11.00
Maintenance Utility	10.29	9.17	9.50	13.48		12.25	
Electrician	14.00	11.50	12.00	15.21	10.44		

QUESTIONS? COMMENTS? SUGGESTIONS?

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