

NEW HAMPSHIRE CAREER PLANNING GUIDE 2020-2030

Hospitality and Tourism Cluster Occupation, SOC Code, and Description	NH Occupational Projections					Future Outlook	2021 Wage Entry Level Median	Usual Education	Entry-Level Preparation			Apprentice	Military	NH License	Holland Interests			Career Pathways
	Employment		Avg. Annual Openings						Experience	Training	1 st				2 nd	3 rd		
	2020	2030	Exits	Transfers	Total													
Amusement and Recreation Attendants (39-3091): Perform a variety of duties at amusement or recreation facility. May schedule use of recreation facilities, maintain and provide equipment, or operate amusement concessions and rides.	1,190	1,620	137	157	337	↑	\$8.39 \$10.67	No formal educational credential	None	Short-term OJT				E	C	R	Recreation, Amusements and Attractions	
Animal Trainers (39-2011): Train animals for riding, harness, security, performance, or obedience, or assisting persons with disabilities. Accustom animals to human voice and contact, and condition animals to respond.	182	227	10	15	29	↑	\$13.01 \$17.34	High school diploma or equivalent	None	Moderate-term OJT	★	★		R			Recreation, Amusements and Attractions	
Baggage Porters and Bellhops (39-6011): Handle baggage for travelers at transportation terminals or for guests at hotels or similar establishments.	n	n	n	n	n	↗	\$11.11 \$11.93	High school diploma or equivalent	None	Short-term OJT				R	C		Lodging	
Bakers (51-3011): Mix and bake ingredients to produce breads, rolls, cookies, cakes, pies, pastries, or other baked goods. Pastry chefs in restaurants and hotels are included with <i>Chefs and Head Cooks (35-1011)</i> .	880	1,028	53	71	139	↑	\$13.54 \$16.89	No formal educational credential	None	Long-term OJT	★	★		R	C		Restaurants and Food/Beverage Services	
Bartenders (35-3011): Mix and serve drinks to patrons, directly or through waitstaff.	2,963	3,945	156	418	672	↑	\$8.50 \$10.49	No formal educational credential	None	Short-term OJT	★			E	C	R	Restaurants and Food/Beverage Services	
Building Cleaning Workers, All Other (37-2019): All building cleaning workers not listed separately.	n	n	n	n	n	↗	\$14.18 \$18.57	No formal educational credential	None	Short-term OJT	★			R	E	S	Lodging	
Chefs and Head Cooks (35-1011): Direct and may participate in the preparation, seasoning, and cooking of salads, soups, fish, meats, vegetables, desserts, or other foods. May plan and price menu items, order supplies, and keep records and accounts.	703	871	24	77	118	↑	\$19.10 \$28.55	High school diploma or equivalent	5 years or more	None	★	★		E	R	A	Restaurants and Food/Beverage Services	
Concierges (39-6012): Assist patrons at hotel, apartment, or office building with personal services. May take messages, arrange or give advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance.	37	42	2	3	5	↗	\$14.22 \$16.37	High school diploma or equivalent	None	Moderate-term OJT				S	E		Lodging	
Cooks, All Other (35-2019): All cooks not listed separately.	n	n	n	n	n	↘	\$14.63 \$14.77	No formal educational credential	None	Moderate-term OJT				R	C		Restaurants and Food/Beverage Services	
Cooks, Fast Food (35-2011): Prepare and cook food in a fast food restaurant with a limited menu. Duties of these cooks are limited to preparation of a few basic items and normally involve operating large-volume, single-purpose cooking equipment.	1,235	1,218	72	105	175	↗	\$11.31 \$13.78	No formal educational credential	None	Short-term OJT	★			R	C		Restaurants and Food/Beverage Services	
Cooks, Institution and Cafeteria (35-2012): Prepare and cook large quantities of food for institutions such as schools, hospitals, or cafeterias.	1,514	1,602	92	133	234	↗	\$14.03 \$18.43	No formal educational credential	None	Short-term OJT	★	★		R	C		Restaurants and Food/Beverage Services	
Cooks, Private Household (35-2013): Prepare meals in private homes. Includes personal chefs.	152	153	9	13	22	↘	n/a n/a	Postsecondary non-degree award	Less than 5 years	None				A	R	C	Restaurants and Food/Beverage Services	
Cooks, Restaurant (35-2014): Prepare, season, and cook dishes such as soups, meats, vegetables, or desserts in restaurants. May order supplies, keep records and accounts, price items on menu, or plan menu.	4,741	7,168	350	510	1,103	↑	\$13.63 \$17.69	No formal educational credential	Less than 5 years	Moderate-term OJT	★			R	E		Restaurants and Food/Beverage Services	

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Cooks, Short Order (35-2015): Prepare and cook to order a variety of foods that require only a short preparation time. May take orders from customers and serve patrons at counters or tables.	2,540	2,799	157	228	411	↑	\$10.78 \$13.57	No formal educational credential	None	Short-term OJT				R	C		Restaurants and Food/Beverage Services
Dining Room and Cafeteria Attendants and Bartender Helpers (35-9011): Clean tables, remove dirty dishes, replace soiled table linens; set tables; replenish supply of clean linens, silverware, glassware, and dishes; supply service bar with food; and serve items such as water, condiments, and coffee.	1,488	1,924	147	148	339	↑	\$8.52 \$10.71	No formal educational credential	None	Short-term OJT		★		R	C	S	Restaurants and Food/Beverage Services
Dishwashers (35-9021): Clean dishes, kitchen, food preparation equipment, or utensils.	1,991	2,370	164	182	384	↑	\$9.56 \$12.03	No formal educational credential	None	Short-term OJT				R	C		Restaurants and Food/Beverage Services
Fast Food and Counter Workers (35-3023): Perform duties such as taking orders and serving food and beverages. Serve customers at counter or from a steam table. May take payment. May prepare food and beverages. Includes Baristas.	13,393	15,450	1,398	1,525	3,129	↑	\$10.17 \$12.07	No formal educational credential	None	Short-term OJT		★		R	C	S	Restaurants and Food/Beverage Services
First-Line Supervisors of Food Preparation and Serving Workers (35-1012): Directly supervise and coordinate activities of workers engaged in preparing and serving food.	3,319	3,999	163	373	604	↑	\$14.80 \$18.88	High school diploma or equivalent	Less than 5 years	None		★		E	C	R	Restaurants and Food/Beverage Services
First-Line Supervisors of Gambling Services Workers (35-1012): Directly supervise and coordinate activities of workers in assigned gambling areas. May circulate among tables, observe operations, and ensure that stations and games are covered for each shift. May verify and pay off jackpots. May reset slot machines after payoffs and make repairs.	33	42	1	3	5	↗	\$16.98 \$20.83	High school diploma or equivalent	Less than 5 years	None			★	E	C	R	Recreation, Amusements and Attractions
First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011): Directly supervise and coordinate work activities of cleaning personnel in hotels, hospitals, offices, and other establishments.	1,050	1,095	46	74	124	↗	\$16.73 \$22.67	High school diploma or equivalent	Less than 5 years	None	★	★		E	C	R	Lodging
Food Preparation and Serving Related Workers, All Other (35-9099): All food preparation and serving related workers not listed separately.	177	227	17	18	40	↑	\$7.59 \$11.16	No formal educational credential	None	Short-term OJT				E	C	S	Restaurants and Food/Beverage Services
Food Preparation Workers (35-2021): Perform a variety of food preparation duties other than cooking, such as preparing cold foods and shellfish, slicing meat, and brewing coffee or tea.	2,708	2,947	222	260	506	↑	\$12.03 \$14.61	No formal educational credential	None	Short-term OJT		★		R	C		Restaurants and Food/Beverage Services
Food Servers, Nonrestaurant (35-3041): Serve food to individuals outside of a restaurant environment, such as in hotel rooms, hospital rooms, residential care facilities, or cars.	1,201	1,337	100	99	213	↑	\$10.91 \$13.70	No formal educational credential	None	Short-term OJT				S	R	E	Restaurants and Food/Beverage Services
Food Service Managers (11-9051): Plan, direct, or coordinate activities of an organization or department that serves food and beverages. Excludes "Chefs and Head Cooks" (35-1011).	1,327	1,537	44	114	179	↑	\$22.18 \$29.22	High school diploma or equivalent	Less than 5 years	None	★	★		E	C	R	Restaurants and Food/Beverage Services
Gambling Change Persons and Booth Cashiers (41-2012): Exchange coins, tokens, and chips for patrons' money. May issue payoffs and obtain customer's signature on receipt. May operate a booth in the slot machine area and furnish change persons with money bank at the start of the shift, or count and audit money in drawers.	n	n	n	n	n	↗	\$13.75 \$16.21	No formal educational credential	None	Short-term OJT				C	E	R	Recreation, Amusements and Attractions
Gambling Dealers (39-3011): Operate table games. Stand or sit behind table and operate games of chance by dispensing the appropriate number of cards or blocks to players, or operating other gambling equipment. Distribute winnings or collect players' money or chips. May compare the house's hand against players' hands.	240	304	15	24	45	↑	\$8.76 \$8.80	High school diploma or equivalent	None	Short-term OJT			★	C	E	R	Recreation, Amusements and Attractions

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Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop (35-9031): Welcome patrons, seat them at tables or in lounge, and help ensure quality of facilities and service.	1,424	1,801	191	182	411	↑	\$9.72 \$12.59	No formal educational credential	None	Short-term OJT				E	S		Restaurants and Food/Beverage Services	
Hotel, Motel, and Resort Desk Clerks (43-4081): Accommodate hotel, motel, and resort patrons. Register and assign rooms, issue room keys or cards, keep records of occupied rooms and guest accounts, make and confirm reservations, and present statements and collect payments.	888	1,040	56	102	173	↑	\$12.44 \$14.00	High school diploma or equivalent	None	Short-term OJT	★	★		C	E	S	Lodging	
Janitors and Cleaners, Except Maids and Housekeeping Cleaners (37-2011): Keep buildings in clean and orderly condition. Perform heavy cleaning duties such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. May tend furnace or boiler.	9,462	10,013	608	682	1,345	↗	\$12.27 \$14.78	No formal educational credential	None	Short-term OJT	★			R	C		Lodging	
Lodging Managers (11-9081): Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.	320	355	13	23	40	↑	\$17.48 \$28.70	High school diploma or equivalent	Less than 5 years	None		★		E	C	S	Lodging	
Maids and Housekeeping Cleaners (37-2012): Perform light cleaning duties to maintain private households or commercial establishments, such as hotels and hospitals, in a clean and orderly manner. May make beds, replenish linens, clean rooms and halls, and vacuum.	4,817	5,242	342	324	708	↑	\$12.48 \$14.29	No formal educational credential	None	Short-term OJT	★			R	C		Lodging	
Recreation Workers (39-9032): Conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. Organize and promote activities such as arts and crafts, sports, games, music, dramatics, camping, and hobbies, based on member needs and interests.	1,861	2,154	118	191	338	↑	\$9.86 \$14.08	High school diploma or equivalent	None	Short-term OJT	★	★		S	E	A	Recreation, Amusements and Attractions	
Reservation and Transportation Ticket Agents and Travel Clerks (43-4181): Make and confirm reservations for transportation or lodging, or sell transportation tickets. Check baggage; direct passengers to concourse, pier, or track; deliver tickets; or provide travel or transport information.	224	266	9	17	30	↑	\$13.23 \$14.51	High school diploma or equivalent	None	Short-term OJT		★		C	E	S	Travel and Tourism	
Tour and Travel Guides, and Tour Escorts (39-7010): Escort individuals or groups on sightseeing tours or through places of interest, such as industrial establishments, public buildings, and art galleries. Travel guides plan, organize, and conduct long distance travel, tours, and expeditions for individuals and groups.	198	283	15	22	45	↑	\$12.47 \$14.50	High school diploma or equivalent	None	Moderate-term OJT			★	E	S	C	Travel and Tourism	
Travel Agents (41-3041): Plan and sell transportation and accommodations for travel agency clients. Determine destination, modes of transportation, travel dates, costs, and accommodations required. May describe, plan, and arrange itineraries and sell tour packages, or help resolve travel problems.	261	257	13	17	30	↗	\$15.57 \$23.06	High school diploma or equivalent	None	Moderate-term OJT				E	C		Travel and Tourism	
Umpires, Referees, and Other Sports Officials (27-2023): Officiate at competitive athletic or sporting events. Detect infractions of rules and decide penalties according to established regulations. Includes all sporting officials, referees, and competition judges.	43	71	3	5	11	↗	\$32,494 \$51,450	High school diploma or equivalent	None	Moderate-term OJT				R	E	C	Recreation, Amusements and Attractions	
Ushers, Lobby Attendants, and Ticket Takers (39-3031): Assist patrons at entertainment events by performing duties such as collecting admission tickets and passes from patrons, assisting in finding seats, searching for lost articles, and locating such facilities as rest rooms and telephones.	103	199	19	15	44	↑	n/a n/a	No formal educational credential	None	Short-term OJT				S	C	E	Recreation, Amusements and Attractions	

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Waiters and Waitresses (35-3031): Take orders and serve food and beverages to patrons at tables in dining establishment.	8,735	10,587	709	1,154	2,048	↑	\$8.72 \$12.24	No formal educational credential	None	Short-term OJT				S	E	C	Restaurants and Food/Beverage Services