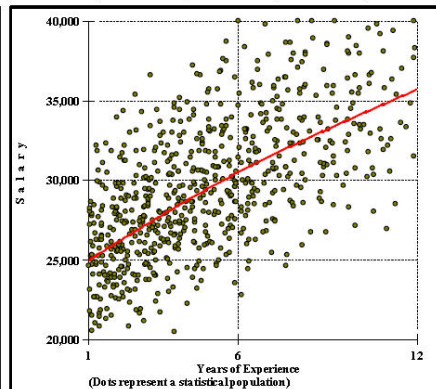


**ERI's 2013 Food Service Salary Survey** provides market-based pay data for 108 benchmark jobs in this 200+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

Two pages of information are reported for each benchmark position, including job descriptions, Selected Characteristics of the Occupation (SCOs), total annual direct compensation, incentive/variable pay, survey means, medians and percentiles, and graphs with data points. The survey contains three different sections of data: 1) public data, 2) ERI Assessor databases, and 3) data provided by participants. Please see the example format below:

Categories	No. of Incumbents	Mean	First Decile	First Quartile	Median	Third Quartile	Ninth Decile	Rate of Error
<b>Public Databases</b>								
Annual Salary		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	
Incentive/Variable Pay								
Total Direct Annual Compensation		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	0.2
<b>ERI Assessor Databases</b>								
Annual Salary		\$30,513	\$26,074	\$27,900	\$29,970	\$32,661	\$35,035	
Incentive/Variable Pay		\$356	\$306	\$328	\$352	\$384	\$411	
Total Direct Annual Compensation		\$30,869	\$26,380	\$28,228	\$30,322	\$33,045	\$35,446	
<b>Survey Participants' Databases</b>								
Annual Salary		\$37,079	\$18,032	\$28,167	\$38,704	\$41,404	\$44,000	
Incentive/Variable Pay		\$1,955	\$500	\$969	\$1,456	\$3,262	\$5,000	
Total Direct Annual Compensation	227	\$39,034	\$18,532	\$29,136	\$40,160	\$44,666	\$49,000	1.1

**Position Description**  
 Greets and receives callers or visitors at establishment, and determines nature of business. Asks for caller's or visitor's name, arranges for appointment with or notifies person called upon on caller's arrival, guides caller to destination, and records name, time of call, nature of business, and person called upon. May issue visitor's pass when required. May type memos, correspondence, reports, and other documents. May operate PBX telephone console to receive incoming messages. May make future appointments and answer inquiries. May perform variety of clerical duties and other duties pertinent to type of establishment. May collect and distribute mail and messages. May work in office of medical practitioner or in other health care facility and be designated accordingly. eDOT: 237.367-038



**Selected Characteristics of Occupation (SCOs) from ERI's Occupational Assessor**

eDOT SCOs*	Mental & Stress Demands	Physical Demands	Far Acuity
eDOT code 237.367-038	<b>Understanding &amp; Memory</b>	Strength S	Depth Perception N
Occupational Code 237	Memory F	Occasionally Lift/Carry 0	Accommodation O
Specific Vocational Preparation (SVP) 4	Short Instruction Memory F	Frequently Lift/Carry 0	Color Vision N
Education Level 5	Detailed Instruction Memory F	Push/Pull N	Field of Vision O
<b>Worker Functions</b>	<b>Sustained Concentration &amp; Persistence</b>	Walking O	<b>Environmental Conditions</b>
Data 3	Short Instruction F	Sitting F	Exposure to Weather N
People 6	Detailed Instruction O	Standing O	Extreme Cold N
Things 7	Concentration & Attention F	Sit/Stand Option N	Extreme Heat N
<b>Literacy Demands</b>	Work Schedule O	Climbing N	Wet and/or Humid N
Mathematics Level 2	Work Routine F	Balancing N	Noise Intensity Level 2
Language Level 3	Work Distractions F	Stooping N	Vibration N
Reasoning Level 3	Work Decisions O	Kneeling N	Atmospheric Conditions N
<b>Aptitudes</b>	Work Completion F	Crouching N	Proximity to Moving Parts N
General Learning Ability 3	<b>Social Interaction</b>	Crawling N	Exposure to Electrical Shock N
Verbal Aptitude 3	Public Interaction F	Reaching O	Working in High Places N
Numeric Aptitude 2	Assignment/Assistance F	Reaching Upward O	Exposure to Radiation N
Spatial Aptitude 2	Work Review O	Reaching Downward O	Working With Explosives N
Form Perception 2	Peer Interaction F	Handling O	Exposure to Toxic Chemicals N
Clerical Perception 3	Work Behavior F	Fingering O	Exposure to Biohazards N
Motor Coordination 2	<b>Adaptation</b>	Feeling N	Other Environmental Conditions N
Finger Dexterity 3	Adaptation to Change O	Keyboard Use F	<b>Additional Measures</b>
Manual Dexterity 2	Hazard Awareness O	Talking F	Creativity O
Eye-Hand-Foot Coord. 2	Travel O	Hearing O	Administrative Activity O
Color Discrimination 1	Independent Planning O	Tasting/Smelling N	Discretion/Independent Judgment F
		Near Acuity O	

\* For an explanation of eDOT SCO values, please see the definitions on page 265.

**Trended EEO-1 Demographic Estimates**

Specific Census data can be obtained by subscribing to ERI's Geographic Assessor

Trend to Month/Year:	eDOT Title:		OES Area:		SOC Job Family:		Codes:		
	Receptionist	US - National	Receptionists and Information Clerks	eDOT Code:	237.367-038	OES Code:	193000700000	SOC Code:	434171
	<b>Total</b>	<b>White</b>	<b>Black or African American</b>	<b>Native Hawaiian or Other Pacific Islander</b>	<b>Asian</b>	<b>Hispanic or Latino</b>	<b>Alaska Native</b>	<b>Two or More Races</b>	
Male	7.3%	4.8%	0.9%	0.0%	0.4%	0.9%	0.1%	0.2%	
Female	92.7%	68.2%	9.6%	0.1%	2.0%	10.5%	0.6%	1.6%	
Totals	100.0%	72.9%	10.5%	0.1%	2.5%	11.4%	0.6%	1.8%	

## Sample Information

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$233,377
Purchasing Manager	\$91,034
Payroll Supervisor	\$63,054
Receptionist	\$32,450
Cashier	\$26,388
Cook Helper	\$23,635

Information is from ERI Assessor databases as of March 31, 2013.

## Benchmark Job List

Accountant	Dining Room Attendant
Accounting Clerk	Dishwasher
Accounting Manager	Employee Training Specialist
Administrative Assistant	Employment Interviewer
Advertising Manager	Executive Chef (Fine Dining)
Baker	Executive Chef (Hotel & Restaurant)
Baker Helper	Executive Secretary
Bakery Manager	Executive Vice President
Bartender	Fast Food Assistant Manager
Benefits Analyst	Fast Food Cook
Budget Analyst	Fast Food Manager (Multiple Locations)
Building & Facilities Manager	Fast Food Manager (Network)
Busboy/Girl	Fast Food Worker
Cafeteria Counter Attendant	Financial Analyst
Cashier	Food Checker
Cashier Associate	Food Sales Clerk
Cashier General	Food Service Worker
Cashier Retail	Food Services Director
Cashiering Manager	Food Services Manager (Full Menu)
Chef	Food Services Manager (Mid-Size Location)
Chef Assistant	Food Services Manager (Small Location)
Chef Pastry	Food Services Supervisor
Chief Executive Officer	Garde Manger
Chief Financial Officer	General Maintenance Supervisor
Chief Human Resources Officer	General/Institution Cook
Chief Marketing & Sales Officer	Graphic Designer
Chief Operating Officer	Grocery Buyer
Coffee Shop Manager	Head of Dietary & Food Services
Computer Programmer	Host/Hostess Restaurant
Cook	Human Resources Clerk
Cook Helper	Human Resources Manager
Counter Supply Worker	Internal Auditor
Customer Service Manager	Janitor
Customer Service Representative (General Calls)	Kitchen Helper

Loss Prevention Manager  
Lunchroom Counter Attendant  
Maintenance Worker  
Market Research Analyst  
Marketing Manager  
Marketing Representative  
Meat Cutter Retail  
Payroll Clerk  
Payroll Supervisor  
PBX Operator Receptionist  
Product or Brand Sales Manager  
Public Relations Manager  
Purchasing Clerk  
Purchasing Manager  
Receiving Clerk  
Receptionist  
Regional Sales Manager Retail  
Restroom Attendant  
Retail Area Sales Manager  
Retail Store Manager (Experience)  
Safety Manager

Secretary  
Security Guard  
Security Manager  
Short Order Cook  
Sous Chef  
Special Events Manager  
Specialty Cook  
Stock Clerk Retail  
Systems Analyst  
Time Clerk  
Top Real Estate Officer  
Waiter/Waitress  
Waiter/Waitress Captain  
Waiters/Waitress' Assistant  
Warehouse Supervisor  
Warehouse Worker  
Webmaster  
Wine Steward/Stewardess  
Zone/District Retail Sales Manager