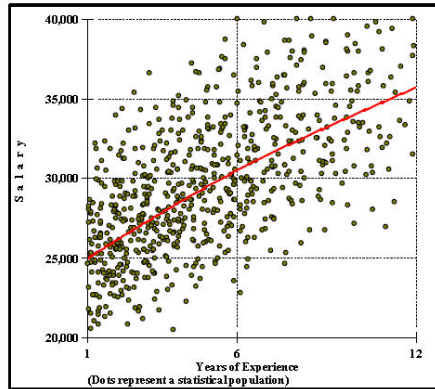


ERI's 2013 Lodging and Hospitality Salary Survey provides market-based pay data for 124 benchmark jobs in this 225+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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
Public Databases								
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
ERI Assessor Databases								
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	
Survey Participants' Databases								
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	N
eDOT code 237.367-038	Understanding & Memory	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
Worker Functions	Sustained Concentration & Persistence	Walking O	Environmental Conditions	
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
	Work Schedule O	Climbing N	Wet and/or Humid	N
Literacy Demands	Work Routine F	Balancing N	Noise Intensity Level 2	
Mathematics Level 2	Work Distractions F	Stooping N	Vibration	N
Language Level 3	Work Decisions O	Kneeling N	Atmospheric Conditions	N
Reasoning Level 3	Work Completion F	Crouching N	Proximity to Moving Parts	N
Aptitudes	Social Interaction	Crawling N	Exposure to Electrical Shock	N
General Learning Ability 3	Public Interaction F	Reaching O	Working in High Places	N
Verbal Aptitude 3	Assignment/Assistance F	Reaching Upward O	Exposure to Radiation	N
Numeric Aptitude 2	Work Review O	Reaching Downward O	Working With Explosives	N
Spatial Aptitude 2	Peer Interaction F	Handling O	Exposure to Toxic Chemicals	N
Form Perception 2	Work Behavior F	Fingering O	Exposure to Biohazards	N
Clerical Perception 3	Adaptation	Feeling N	Other Environmental Conditions	N
Motor Coordination 2	Adaptation to Change O	Keyboard Use F	Additional Measures	
Finger Dexterity 3	Hazard Awareness O	Talking F	Creativity	O
Manual Dexterity 2	Travel O	Hearing O	Administrative Activity	O
Eye-Hand-Foot Coord. 2	Independent Planning O	Tasting/Smelling N	Discretion/Independent Judgment	F
Color Discrimination 1		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:		Codes:	
	Receptionist	eDOT Code:	237.367-038	
	US - National	OES Code:	193000700000	
	Receptionists and Information Clerks	SOC Code:	434171	
	Total	Black or African American	Native Hawaiian or Other Pacific Islander	Asian
Male	7.3%	4.8%	0.0%	0.4%
Female	92.7%	68.2%	0.1%	2.0%
Totals	100.0%	72.9%	0.1%	2.5%
			Hispanic or Latino	American Indian or Alaska Native
			0.9%	0.1%
			10.5%	0.6%
			11.4%	0.6%
				Two or More Races
				0.2%
				1.6%
				1.8%

Sample Information

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$258,615
Security Manager	\$88,150
Systems Analyst	\$78,231
Housekeeping Supervisor	\$43,984
Chauffeur	\$39,434

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

Benchmark Job List

Accountant	Customer Service Manager
Accounting Clerk	Dining Room Attendant
Accounting Manager	Dishwasher
Administrative Assistant	Doorkeeper
Advertising Manager	Executive Chef (Fine Dining)
Arcade Attendant	Executive Chef (Hotel & Restaurant)
Attendant Washroom	Executive Secretary
Audiovisual Equipment Operator	Executive Vice President
Baggage Porter Head	Fast Food Cook
Baker	Fast Food Manager (Multiple Locations)
Baker Helper	Fast Food Worker
Bartender	Financial Analyst
Benefits Analyst	Food Services Director
Benefits Manager	Food Services Manager (Full Menu)
Building & Facilities Manager	Food Services Manager (Mid-Size Location)
Building & Grounds Supervisor	Food Services Manager (Small Location)
Busboy/Girl	Food Services Supervisor
Buyer/Purchasing Agent	Garde Manger
Cafeteria Cashier	Golf Club Manager
Cafeteria Counter Attendant	Graphic Designer
Carpenter (Gen/Maint)	Greenskeeper
Chauffeur	Groundskeeper
Checkroom Attendant	Group Sales Representative
Chef	Hairdresser
Chef Pastry	Host/Hostess Restaurant
Chief Executive Officer	Hotel Attendant
Chief Financial Officer	Hotel Clerk
Chief Human Resources Officer	Hotel Facilities Manager
Chief Marketing & Sales Officer	Hotel Front Office Manager
Chief Operating Officer	Hotel General Manager
Coffee Shop Manager	Hotel Housekeeping Attendant
Computer Programmer	Hotel Laundry Worker
Cook	Hotel Sales Representative
Cook Helper	Hotel Supervisor Baggage
Cosmetologist	Housekeeping Director

Housekeeping Supervisor
Human Resources Manager
HVAC Mechanic
Internal Auditor
Investigator
Janitor
Kitchen Helper
Lifeguard
Linen Room Attendant
Locksmith
Maintenance Mechanic
Manicurist
Marketing Manager
Marketing Representative
Massage Therapist
Parking Attendant
Payroll Clerk
Payroll Supervisor
PBX Operator Receptionist
Plumber
Public Relations Representative
Purchasing Manager
Receiving Clerk
Reservation Clerk
Restaurant Assistant Manager
Restaurant Manager (Small)
Retail Sales Clerk
Retail Store Assistant Manager (Experience)

Retail Store Assistant Manager (Revenue)
Retail Store Manager (Experience)
Retail Store Manager (Revenue)
Risk Management Manager
Room Service Clerk
Safety Manager
Secretary
Security Guard
Security Manager
Short Order Cook
Shuttle Driver
Sound Controller
Sous Chef
Special Events Manager
Specialty Cook
Surveillance System Monitor
Swimming Pool Servicer
Systems Analyst
Time Clerk
Valet Booth Attendant
Valet Parking Supervisor
Waiter/Waitress
Waiter/Waitress Captain
Waiters/Waitress' Assistant
Wedding Consultant
Wine Steward/Stewardess