

# HOSPITALITY AND TOURISM

OCCUPATION AND TRAINING OUTLOOK

MACOMB COUNTY | JANUARY 2020

## INTRODUCTION

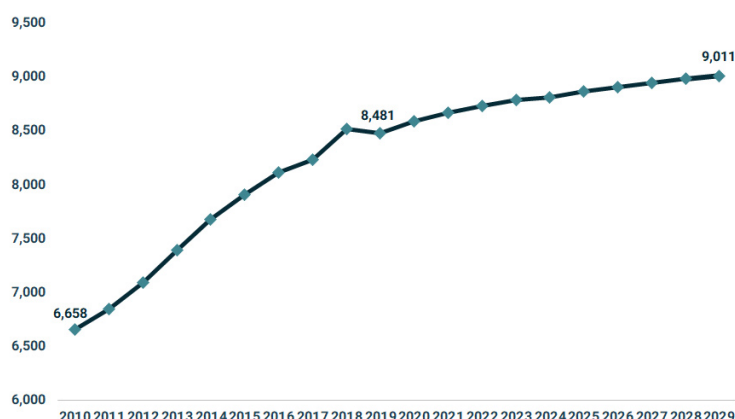
Hospitality and tourism workers use strong operations, planning, and customer skills to ensure successful events and contented guests and clients. Skills needed in these occupations are transferable across the retail sector, the hotel industry, food and beverage service industry, call centers, and other areas. These skills are also valuable for public-facing positions in many roles.

**8,481  
WORKERS  
EMPLOYED**

## WAGE DISTRIBUTION AND JOB OPENINGS

	ENTRY	MEDIAN	EXPERIENCED	ANNUAL OPENINGS
Meeting, Convention, and Event Planners	\$10.83	\$19.64	\$33.48	21
Concierges	\$9.25	\$11.67	\$15.96	6
Customer Service Representatives	\$9.56	\$15.08	\$26.43	725
Hotel, Motel, and Resort Desk Clerks	\$9.25	\$10.69	\$14.05	24
Receptionists and Information Clerks	\$9.25	\$13.02	\$18.09	352

## EMPLOYMENT OVER TIME



## TOP POSTING EMPLOYERS

- Walgreens Boots Alliance, Inc.
- Lowe's Companies, Inc.
- H&R Block, Inc.
- Domino's Pizza
- Family Dollar Stores, Inc.
- Taco Bell Corp
- The Home Depot Inc
- Planet Fitness, Inc.
- Robert Half International Inc.
- U-Haul International, Inc.

## INDUSTRY EXPERTISE

Retail Trade employers are the top-posting industry seeking hospitality workers in Macomb county. Professional, Scientific, and Technical Services and Accommodation and Food Services companies also posted a high number of advertisements.

### TECHNICAL SKILLS

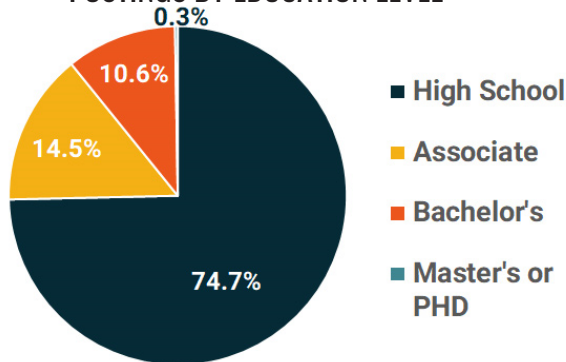
- Merchandising
- Customer Experience
- Selling Techniques
- Cash Register
- Restaurant Operation
- Customer Satisfaction
- Call Centers
- Billing
- Asset Protection
- Customer Relationship Management

### SOFT SKILLS

- Customer Service
- Sales
- Communications
- Management
- Operations
- Problem Solving
- Leadership
- Time Management
- Computer Literacy
- Cleanliness

## EDUCATION AND CREDENTIALS

POSTINGS BY EDUCATION LEVEL



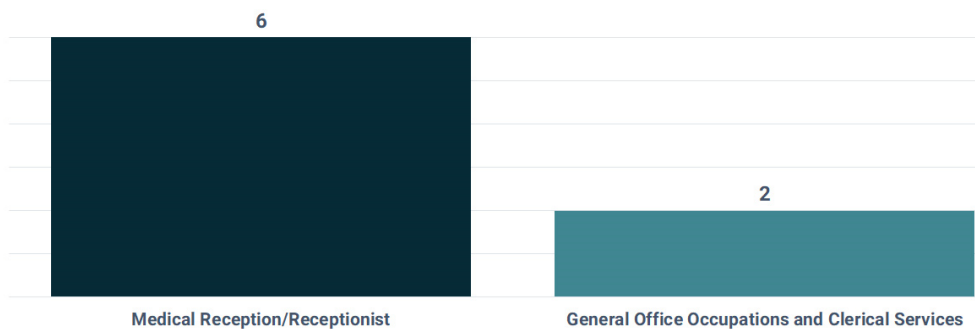
JOB OPENINGS VS COMPLETIONS



### TOP POSTED CERTIFICATIONS

- Series 7 General Securities Representative License (Stockbroker)
- Series 63 Uniform Securities Agent State Law License
- ServSafe Certification
- Career Readiness Certificate
- Automotive Service Excellence (ASE) Certification
- Certified Meeting Professional

## MACOMB, WAYNE, AND OAKLAND COUNTY 2018 PROGRAM COMPLETIONS



### OTHER AREAS OF STUDY TO CONSIDER:

- Hospitality Administration/ Management, General
- Business Administration and Management, General
- Culinary Arts

Schools Offering Programs: Henry Ford College • Oakland Community College