

NWI Career Cluster Overview

Hospitality Occupations



NWI Employment Locations	NWI Jobs Now (2017)	Projected NWI New Jobs through 2022	NWI Wage Range (excludes benefits)
1,646	17,399	103	\$8-\$33.84/hr

What would I be doing? Hospitality occupations include both the face-to-face and behind-the-scenes workers who provide services to customers and clients in many different settings. Examples of common responsibilities are preparing or serving food, cleaning or operating facilities like hotels and resorts, and supervising and organizing those that carry out these tasks.

How much money could I be earning? Even entry-level positions in this field, such as Housekeepers, can make up to \$13 an hour, and more experience and responsibility can lead to management positions like the Food Service Manager, which pays as much as \$32 an hour.

Where would I be working? Hospitality occupations can be found working in hotels, resorts, restaurants, banquet halls, and casinos of all sizes.

Is this a growing field? This field already employs over 17,000 people in Northwest Indiana and is expected to grow 0.6% through 2022 with 103 new jobs coming in the next few years, not including openings for existing jobs.

What skills should I have? Those that do well in this field are good at both customer service and working with other people. Those that succeed are often able to take direction from supervisors as well as switch quickly from one task to another.

What education or training do I need? Starting out, high school graduates with career training can fill the entry-level jobs while those with experience or further training hold the higher positions. WorkOne can help with access to training and scholarships so that you can achieve your goal.



Interested in a job you don't see listed? Just ask for more information.

WorkOne can also assist you with training and scholarships.

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Job Title	NWI Earnings Range	Education, Experience, and/or Training Required	NWI Jobs (2017)
Gaming Supervisor	\$19-\$34/hr	High school diploma or HSE, <5 years experience	281
Food Service Manager	\$10-\$32/hr	High school diploma or HSE, <5 years experience	729
Lodging Manager	\$10-\$25/hr	High school diploma or HSE, <5 years experience	71
Security Guard	\$8-\$23/hr	High school diploma or HSE, short-term OJT	3,415
Gaming Dealer	\$8-\$21/hr	High school diploma or HSE, short-term OJT	1,017
Housekeeper	\$7.75-\$13/hr	High school diploma or HSE, career training	2,824
Food Preparation Worker	\$8.25-\$13/hr	High school diploma or HSE, career training	2,120
Waiter/Waitress	\$8.25-\$15/hr	High school diploma or HSE, career training	6,458
Hotel, Motel, and Resort Desk Clerk	\$8.25-\$12/hr	High school diploma or HSE, short-term OJT	484

What else will my employer expect? According to our survey of 100 area employers, the top ten traits that they expect of their employees are:

1. Have a positive attitude
2. Work well with others
3. Follow directions
4. Show up on time
5. Recognize problems and find solutions
6. Manage time effectively
7. Apply good listening skills
8. Be honest and dependable
9. Pass a drug or background test
10. Dress properly and practice good grooming

Sounds great, so what's my next step? WorkOne NWI is your one-stop resource to move forward in your job search and career development, offering the tools and support you need including:

- Skills assessment
- Resume and cover letter writing assistance
- High school equivalency (HSE) prep and testing
- Training programs and workshops
- Access to training scholarships and grants



There are nine WorkOne locations in Northwest Indiana. Call 1-877-607-0680 or visit www.gotoworkonenw.com today to find the one nearest you.

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