

2013 WORLDWIDE SALARY SURVEY

Introduction/Source of Information

The 2013 Salary Review was compiled in February 2013 from many different sources including the thousands of resumes received monthly by Renard's worldwide offices. All of these executives confirm in writing, his/her current salary and desired salary and benefits, as well as preferred location and position.

We also take into consideration the salary information given to us by clients like yourself when you retain us on job searches. In last year Renard Hospitality Search Consultants worked on assignments in over 52 countries from the culinary level to the President of hotel and restaurant companies. We assisted clients in countries that when we started business in 1970, did not exist.



Our Salary Guide is produced in an **average format** where all information is totaled and divided by the number of replies or **Median format** which is mid-range from extremes.

This salary review which we produce for the industry or media is meant to be informative only!

We believe that the extensive research we do before the figures are formulated is one of the largest studies, if not the largest, by any company in our industry. We hope that this 2013 Salary Reviews enclosed will provide you with the vital information required to recruit the "super star" you seek. For candidates reviewing their own current job seeking situations they will be apprised of the ranges of income being paid regionally and globally. For an employer you will know what salaries are being paid by your competitor which gives you an "edge" in hiring experienced professionals.

Note: Remember replacement costs are always higher than current salaries as some individuals are currently employed on contracts negotiated up to two years ago.

2013 Far East Salary Scale

These salary scales are for Philippines, Thailand, Singapore, Malaysia, Indonesia and Vietnam.

This Guide is for Deluxe Hotels with a Minimum Average Room Rate of **US\$175**
Salaries Net of Income Tax J

300 Rooms - 500 Rooms 4-5 Star International Rated Hotels

Positions	Lowest Reported 2012	Highest Reported 2012	Average of 2007 - 2012	Average % Change 2007 - 2012	Lowest Reported 2013	Highest Reported 2013	Average of 2013
General Manager	80*	A 475	87.0	+17.90%	96	L 550	110
Resident Manager +	48	190***	51.8	+13.30%	54	L 170	60
Rooms Division Manager	42	72	47.4	+11.10%	42.5	74	55
Front Office Manager	36	60	38.6	+8.30%	38.6	65	48
Executive Housekeeper	42.5	72	42.8	+21.40%	44.1	78	54
Chief Engineer	48.5	89.9	51.5	+11.80%	52	92.5	65
Laundry Manager	28.3	52	35.5	+9.08%	29	54	44.5
Food & Beverage Director ++	52	96.8	54.3	+26.85%	53	98	73.9
Restaurant Manager (Fine Dining Room)	36	60.4	40.8	+18.90%	36.1	62	44.1
Catering Manager (Sales) ^	33	52.9	38.9	+10.99%	32	50	44.3
Banquet Manager (Operations) ^	29.1	52.6	36.5	+23.20%	30	54	43.6
Executive Chef	52	99	54.7	+9.30%	54.9	115	74.4
Gourmet Restaurant Chef	42.5	79	50.4	+27.40%	45	77	65
Executive Sous Chef	36	62	41.3	+20.00%	36.8	65	48
Italian Chef	40.7	76.5	48.1	+36.30%	44	78	54.8
Pastry Chef	41	64.8	40.0	+19.50%	42	68	45.9
Comptroller	47	76	53.3	+21.20%	48	80.1	66
Personnel & Training Manager	39	72.6	46.3	+37.00%	40	74	56.2
Sales & Marketing Director	58	132**	64.2	+33.45%	61	95	84
Sales Manager (No. 2)	38	76	48.0	+21.30%	39.4	70	54
Revenue Manager	39	52	42.8	+7.91%	36	50	42
IT Manager	36.1	62	40.3	+5.90%	37	56	41.9
Social Media Director	24	60	n/a	n/a	28	81	39.7

Annual Salary, US\$(1000s)

Notes: Survey completed in February 2013

Initial data received in October 2012. Salaries (bold) changed since information originally received. Survey reveals shortage in these roles in last 5 months

J Some base salaries are inclusive of benefits including housing and transportation allowance

L Casino environment

A Held GM title but had regional responsibility

B This included all benefits in salary i.e. car, housing allowance etc. Therefore paid tax on entire package because of company policy

* First time GM

** Multi-unit responsibility as well.

*** Property contains over 800 rooms plus auxiliary services

+ No. 2 in command of the hotel

++ Sometimes the term is Executive Assistant Manager - F&B, and the position is No. 2 in the hotel due to the size of the property; in which case the food and beverage director's salary as described may be increased 10% to 15% to compensate for a senior title.

Median is defined as a number that represents a midpoint between extremes on a scale of valuation. In some cases where one salary was either ridiculously high or low, we removed it as it would have distorted the true median salary range.

Average is achieved by totaling all salary information received and dividing by the number of respondents.

Comments

In the Far East most full-service deluxe hotels are larger than anywhere else in the world, except perhaps UAE. The trend here, even in three- and four- star hotels, is toward hotels in excess of 400 rooms. Budget and suite hotel groups(long-term-stay properties) have tripled in last 5 years, especially limited service models like Holiday Inn Express and IBIS Properties.

Expatriates salary survey only.

All are base salaries only, benefits vary from company to company. See our **International**

J **Benefit Program Survey.**

For the fifth year in a row Thailand's salaries are "world average" meaning an expatriate in Thailand earns the average of any country where most hotels are expatriate managed.

Thailand has the lowest cost of living in South East Asian countries where expatriates are generally hired.

^ Gratuities which are an important part of the income in banquets, they are not included, but those also have increased substantially in last 3 years.

Far East Salary Scale 2013*

Revised in January 2013

These salary scales are for Japan, Korea, Hong Kong, Taiwan, Macau hotels and casinos) and People's Republic of China.

This Guide is for Deluxe Hotels with a Minimum Average Room Rate of **US\$210**

Salaries Net of Income Tax (excluding Japan, Hong Kong and Macau) J

300 Rooms - 600 Rooms 4-5 Star International Rated Hotels

Positions	Lowest Reported Jan 2012 Jan 2013	Highest Reported Jan 2012 Jan 2013	Average Jan 2013	Average % Change Jan 2007 Dec 2012
General Manager	100	475 E	122	+39.50%
Resident Manager +	56	111	66	+19.50%
Rooms Division Manager	48.9	88	55.1	+21.30%
Front Office Manager	42	78	48.5	+19.92%
Executive Housekeeper	49	110 K	58	+24.50%
Chief Engineer	58	96	65.9	+18.20%
Laundry Manager	33	64	45	+11.30%
Food & Beverage Director ++	60	129 L	74	+21.50%
Restaurant Manager (Fine Dining Room)	40	58	48.7	+9.95%
Catering Manager (Sales) ^	36	52	45.9	+8.81%
Banquet Manager (Operations) ^	36	58	44.8	+14.30%
Executive Chef	64	125	79	+12.51%
Gourmet Restaurant Chef	48.5	A 110 L	68	+13.58%
Executive Sous Chef	46	74 L	54	+9.25%
Italian Chef	54.5	99 L	64.5	+21.61%
Pastry Chef	52	86 L	58	+17.72%
Comptroller	60	98.9	66.4	+19.12%
Personnel & Training Manager	56	84	64	+16.43%
Sales & Marketing Director	72	165 L	86.1	+18.79%
Sales Manager (No. 2)	45	74	49	+15.55%
Revenue Manager	44	60	47.9	+5.10%
IT Manager	36	84 L	59.1	+8.81%
Social Media Director H	28	74 L	38.3	+27.91% xx

Annual Salary, US\$(1000s)

Data originally requested in October 2012, survey prepared in February 2013

J Some base salaries are inclusive of benefits including housing and transportation allowance

^ Gratuities which are an important part of the income in banquets, they are not included, but those also have increased substantially in last 3 years.

xx Only 3 years of study (2010-2012)

+ Can be referred to as hotel manager or director of operations.

++ Sometimes the term is Executive Assistant Manager / F&B, and the position is really No. 2 in the hotel due to the size of the property; in which case the food and beverage director's salary as described may be so high.

E Managing single unit with title GM, but had responsibilities over other hotels in same country

y Macau non casino hotel

k Post now includes some non Housekeeper responsibilities.

No benefits or bonuses are included in this figure. It is net or base gross (we deduct income applicable taxes to equal to those earning net salaries)

L Casino environment

Median is defined as a number that represents a midpoint between extremes on a scale of valuation. In some cases where one salary was either ridiculously high or too low and way out of line, we removed it as it would have distorted the true median salary range.

Average is achieved by totaling all salary information received and dividing by the number of respondents.

H New role, no historical data

Comments (Study conducted October 2012; formulated in February 2013):

In the Far East most full-service deluxe hotels are larger than anywhere else in the world except perhaps the UAE. The trend here, is toward hotels in excess of 400 rooms.

* These are base salaries only, benefits vary from company to company. See International Hong Kong and Macau only, local and expatriate salaries were polled as equal

A Stand-alone restaurant associated with a hotel

M some regional responsibilities but still maintain single unit responsibilities

Note:

Japan for the 5th year in the row, pays the lowest salary of the groups polled. The current weakness of USA Dollar has had an impact on salaries forcing them upward globally. To no ones surprise, the largest increases in compensation occurred for Mandarin speaking middle & senior executives in China.