

LABOUR MARKET NEWS

Government of Alberta ■

CALGARY AND AREA



Assistant office manager Emma Di Marzo's career is just one example of how people in the accommodations industry can move quickly up the ranks.

Working in a Hotel Careers in accommodations

THE HOTEL INDUSTRY never sleeps. Guests come and go while employees work around the clock to ensure everything is running smoothly.

Because of the industry's busy nature, friendly, qualified and customer service-oriented staff are always needed. There is plenty of mobility in this industry too, which means people are constantly moving up the career ladder and leaving positions open for those just starting out.

"There are consistently positions available," says Kate Barteaux, employment manager for the Hyatt Regency Calgary.

It helps to have related experience or training, but what Barteaux really looks for when hiring is a passion for people and a passion to succeed. "When you come to the Hyatt, the expectations are high," she says. "You can't just be good. You should always seek to be excellent rather than good."

Read on for an inside look at the hotel business and firsthand accounts from Hyatt employees who have worked their way up the ranks.

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This publication has been prepared by Alberta Employment and Immigration with the support of the Government of Canada. Find us online at employment.alberta.ca/calgary.

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CONSTRUCTION

At the front of the hotel...

EMMA DI MARZO IS one of the first smiling faces you'll see when you enter the Hyatt Regency Calgary. As the assistant front office manager, she spends much of her day overseeing operations from the front desk.

A day in the life

Di Marzo's work day usually lasts 10 hours. Sometimes she will start in the mornings and, other times in the afternoon. "It varies, because we're a 24-hour operation," Di Marzo says. "I typically work five or six days out of the week."

If she starts in the morning, Di Marzo will sit down with the night auditor and go over no-show guests and any other issues that need following up on. She also sorts through her own paperwork, printing out reports that require attention and taking care of other tasks, like replying to her work email.

Keeping customers happy

The desk work is just part of her job, though. At other times, Di Marzo is answering phones, booking reservations, handling floats (cash) or dealing with guest concerns. Her favourite part of the job, she says, is being able to turn a guest's unpleasant experience into a positive one.

"We want to make sure they're coming back," she says. "So if they've had a bad experience, I look at what we can do and how we can fix it."

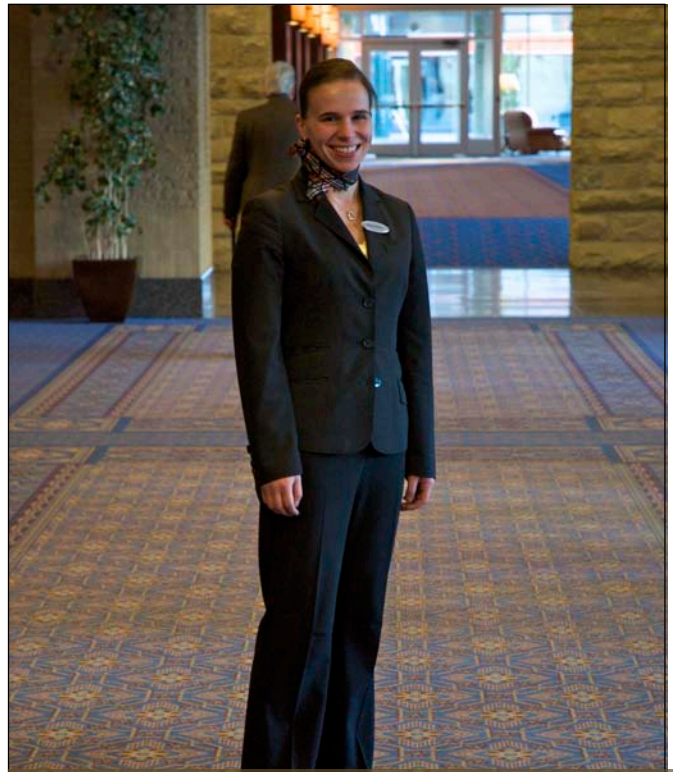
On occasion, that can prove to be a bit of a challenge. "Sometimes guests will get upset and yell, not at you personally but at the situation," she says. "That can be difficult."

It does come with the territory, however, and it's something Di Marzo has learned to deal with.

Getting started

When Di Marzo applied to work at the Hyatt five years ago, she didn't think she'd be doing what she does today. "I actually applied online as a concierge," she says.

Instead, she was hired as an assistant executive housekeeper, then she worked her way up to executive housekeeper. After two years, she moved to the front



Di Marzo's typical day to day tasks include sorting through paperwork, printing out reports, handling cash and dealing with guests.

office and took on her current position.

Di Marzo's education helped land her a position, and taught her the skills she needed to move up. She studied for two years at SAIT, where she completed the Hotel and Restaurant diploma program. She continued with another two years at the University of Calgary, graduating with a degree in Hotel and Resort Management (see page 7 for more on training options).

The industry's fast pace and changing atmosphere is what drew her in, and why she still enjoys it. "There's always something on the go and always something happening," she says. "It keeps you on your toes."

How's the pay?

Wages vary for front office staff, depending on the position and the company. Those in entry-level hotel front desk clerk positions (NOC 6435) in Calgary earn an average of \$12 to \$15 per hour, according to the [2009 Alberta Wage and Salary Survey](#).

Accommodation service managers (NOC 0632) in Calgary, including front office managers, earn an average of \$20 to \$30 per hour.

What is a NOC?

National Occupation Classification (NOC) codes describe the occupations of Canadians. To find out more about NOC codes, see the January 2008 Labour Market News. To search the NOC codes mentioned in this bulletin, visit [Human Resources and Social Development Canada](#) or the [Alberta Learning Information Service](#) site.

Concierge

JILL MARVEN, THE Hyatt Regency Calgary's chef de concierge, admits her title can be a bit misleading. "Despite what the name suggests, I do not actually cook anything," she laughs.

Chef is the French term for leader or manager, and in Marven's case, manager of concierge services. "A concierge is like an ambassador for guests," she says. "Kind of like a tourist info desk."

Flowers and proposals, all in a day's work

But, Marven does much more than provide directions to the washroom—the most common request. She fulfills special requests on behalf of the hotel's guests.

"I've done everything from ordering flowers to helping arrange marriage proposals," she says. Marven also books tours, orders cars and arranges restaurant reservations, among other things.

Marven's duties also include overseeing other concierge staff and managing the department as a whole. "I'm usually in the lobby, but sometimes I'll have to be in the office dealing with day-to-day work," she says. This could be planning upcoming work schedules or emailing local vendors to find out what's happening in the city.

Concierges work in the hotel's Regency Club, too, which is a private club with private service. "The Regency Club has a private breakfast, so we staff that as well," she says.

Always on the lookout

"I usually work an eight-hour shift, but it's really a 24 hour a day, seven day a week job," Marven says. "I'm always keeping my eyes open to see what new stores are opening and looking at posters to



Those who work as concierges, such as Jill Marven, have to be in the know when it comes to what's happening in their city.

find out what events are coming up."

Marven's shifts do include weekends, which is a common occurrence in the hotel industry. As an operation that never stops, hotel staff need to be prepared and available to work all shifts.

Career development

They also need to be prepared to start at the bottom and work their way up, which is how Marven got her current position. "I've been in the industry for six years," she says. "I started out as a housekeeper, then was a lobby concierge in Lake Louise."

She applied for a position on the

Hyatt's website, and was hired just over a year ago. She does not have any formal training in hotel management, but her experience has helped her handle the demands her job entails.

She has also taken company training (see page 7 for more on training options) and joined an organization for concierges called Les Clefs d'Or (Golden Key). This organization is prominent in Alberta and throughout the world, providing its members with guidance and networking events.

In this field, staying up-to-date with contacts and events is important, as it's all about who and what you know.

How's the pay?

Concierges fall into 'other attendants in accommodation and travel' (NOC 6672) category on the *2009 Alberta Wage and Salary Survey*. According to the survey, such attendants in Calgary earn an average of \$15.66 per hour. Management positions such as chef concierges can earn higher wages. Concierges may also receive gratuities.

Behind the scenes

Housekeeping staff

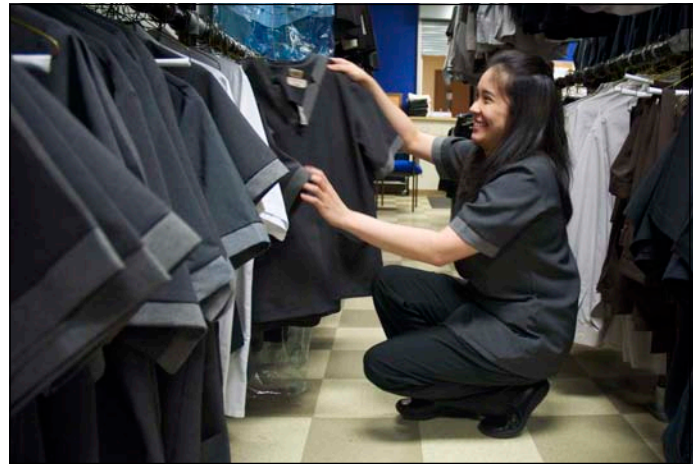
NELSEN CANUEL DOESN'T work up front with hotel guests, but she plays an important role in the Hyatt's behind-the-scenes operations—or, make that two roles.

Canuel works as a uniform room attendant three days a week, where she has employees' uniforms cleaned and looks after guests' laundry. Her other two work days are spent as a housekeeping attendant, tidying up the rooms in between guest stays. She always works weekends, and gets two days off during the week.

"I'm learning a lot of things," she says. "When I was in school, I thought I'd be more comfortable working in food and beverage service but I like what I do."

Canuel comes from the Philippines, where she took a four-year degree program in hotel and restaurant management. Her original plan was to find work on a cruise ship, but family drew her to Calgary.

She applied for a position on the Hyatt's website, and was hired nearly two years ago in the housekeeping department. In this position, Canuel cleans 16 rooms each shift (for more information on cleaning jobs, see the [January 2009](#) bulletin at employment.alberta.ca/calgary).



Nelsen Canuel splits her time as a uniform room attendant and a housekeeping attendant.

After about eight months working in housekeeping, Canuel was offered an opportunity to work in the uniform room, which includes the hotel's lost and found. "It's a challenge because there's a lot to do at once," she says. "No matter how stressed you get, you have to be nice and happy doing it!"

How's the pay?

Housekeeping attendants (NOC 6661) in Calgary earn an average of \$12.55 per hour, according to the *2009 Alberta Wage and Salary Survey*. Starting wages can vary from around \$9.50 an hour, up to \$16 an hour.

Other hotel occupations

Valet/shuttle bus driver

Some hotels employ valets (NOC 6672) to park guests' vehicles in the hotel parking lot, or shuttle bus drivers to transport guests to and from the airport. Both require a valid class four or five Alberta driver's licence and a clean driving record. They should also know how to operate a standard transmission. For more information about the different types of driver's licences in Alberta and how to get them visit servicealberta.gov.ab.ca/drivers_licence.cfm. If you are looking for your driver's abstract visit servicealberta.gov.ab.ca/1229.cfm. According to the *2009 Alberta Wage and Salary Survey*, valets earn on average \$15.66 an hour in Calgary, not including tips.

Kitchen helper

Kitchen helpers (NOC 6641), which can include dishwashers, prep cooks, and food preparers, can cover any number of duties in a hotel kitchen. They may clean and prepare food products or wash and stock dishes. Kitchen helpers earned an average wage of \$10.94 per hour in Calgary according to the *2009 Alberta Wage and Salary Survey*. For more details on kitchen occupations, see the [May 2009 Labour Market News](#) bulletin at employment.alberta.ca/calgary.

Maintenance

Hotel maintenance staff (NOC 6663) perform general maintenance and repairs. They should have some experience in a related occupation and be good at fixing things. At a small hotel many of the repairs will be minor like fixing damaged drywall, or a leaky faucet. At a larger hotel maintenance can be more demanding and require a power engineering ticket. For more information about jobs in building maintenance see the [April 2009 Labour Market News](#) bulletin at employment.alberta.ca/calgary. Or visit the Alberta Boilers Safety Association (ABSA) website at absa.ca.

At the top

Management

KEITH BUTZ WORE many different hats on his route to becoming a general manager. Originally from New Orleans, Butz was hired 16 years ago as a part-time front desk agent at the Hyatt. He was in school taking a four-year degree program in restaurant and hotel management at the time, which he graduated from while working his way up in the company.

A long path

He'd moved on to housekeeping and convention services, then started as a corporate management trainee. He also covered assistant restaurant manager, assistant housekeeping manager and front office manager jobs before moving to Chicago as an assistant rooms executive.

Butz later worked as a rooms executive in San Francisco and in Huntington Beach, then took on his first general manager role in San Francisco at Fisherman's Wharf. Opportunity called in Calgary, which is where he's located now.

A manager's role

As general manager he oversees the overall operations of the hotel. "Not only the day-to-day details but the long term details," he says. "I look at the future and forecast for the hotel as well as the financial aspect, and set the tone for how the hotel runs."

Butz works fairly regular hours, from 7 a.m. to 6 p.m. Monday to Friday, but that can change if there are special events he has to attend. Even when he's not at the hotel, however, he needs to be accessible 24 hours a day.



Keith Butz worked his way up and is now in a position where the pay can reach six figures.

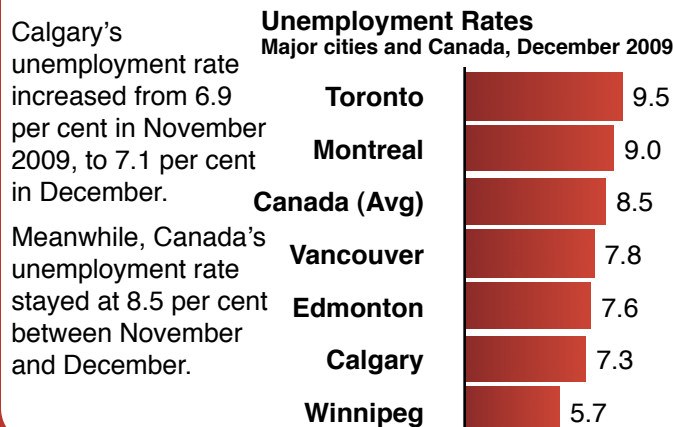
His personal data device comes in handy for that reason, and it's the first thing he looks at in the morning to see how his day will go. "I'll look to see if there are any major updates or if there's anything I have going on that day," he says.

He strives to be present and available to all 300 of his employees, walking through the hotel to greet them and to make sure the hotel is fully staffed. Working with people, both employees and guests, is one of the things Butz loves about his job.

"The hospitality industry is a people industry," he says. "I like to deal with people and I appreciate different personalities."

How is Calgary's employment?

Every month AEI releases the latest stats on the labour force. Here is the latest update.



How's the pay?

Accommodation service managers earn an average of \$20 an hour.

According to the *2009 Alberta Wage and Salary Survey*, accommodation service managers in Alberta start out earning \$17 an hour and can earn up to over \$32 an hour.



Working in... Accommodation services



THE HOTELS, MOTELS and bed and breakfasts in and around Calgary belong to the accommodation services industry, which is part of the much larger accommodation and food services industry.

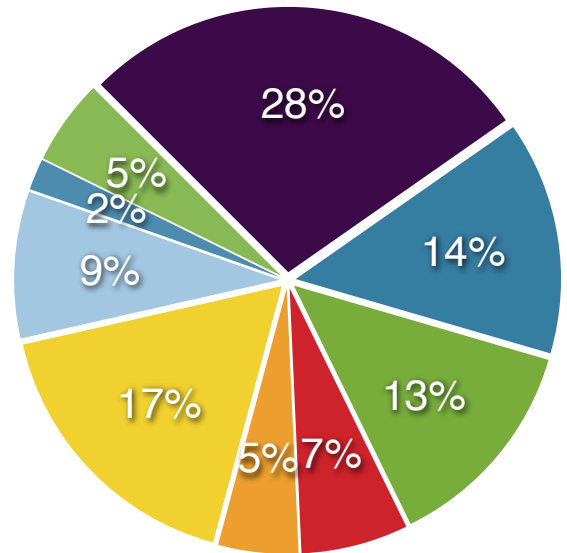
According to the 2006 census, the accommodation and food service industry employed more than 42,600 people in Calgary. Of that, about 6,000 people worked in accommodation services.

Sales and service positions are by far the most common type of job available in the accommodation sector (see right). And about 68 per cent of workers are in these types of positions ranging from being a host at the front desk, to being a cook or cleaning rooms.

While housekeepers and front desk positions are common in this industry, hotels also need staff for all the services they provide including their catering services and recreational services such as tours or exercise classes.

Within the industry, employees often move from entry-level positions up to managerial positions, gaining experience as they go.

Jobs in Accommodation Services



- Sales and service occupations (including cleaners)
- Occupations in travel and accommodation
- Occupations in food and beverage service
- Chefs and cooks
- Sales and service supervisors
- Management
- Business, finance and administration occupations
- Occupations in art, culture, recreation and sport
- Other occupations

Source: Federal Census 2006

DID YOU KNOW?

Alberta's accommodations sector has its own magazine. Read about current trends in the industry in *Alberta Hospitality* at ahla.ca/resource/article/publications.

Resources for job hunters

Organization	Services	Contact
Hcareers	An online job board for the hospitality industry. Also provides a resource centre for help with preparing resumé	hcareers.ca
Calgary Hotel Association	Click on the member directory for a listing of hotels and motels in the Calgary area.	calgaryhotelassociation.com
Alberta Hotel and Lodging Association	Offers information about the industry and has a classified section for job hunters.	ahla.ca
Calgary Herald Working	Calgary Herald's online job site.	working.canada.com/calgary/
The Job Resource Centre	Offers information on working and living in the Banff/Canmore corridor.	jobresourcecentre.com

Working in... Accommodations services

IF YOU ARE interested in working in accommodation services, the first place to look for work is on the websites of employers. Major hotel chains usually post their jobs on a single company website, and you can often search for different types of jobs anywhere in Canada. There are even international opportunities on some sites.

If there is a particular hotel you like, or one that's close by, visit their website and see what's available. If you do not have a computer, visit your nearest Labour Market Information Centre (see page 10). Computers are available to job seekers at no charge.

Because hotels may not be advertising elsewhere, going directly to their websites means you won't miss an opportunity. Plus you can submit a resumé even when a position is not available. If something does come up, at least they will have your information.

You can also search some of the industry's websites for jobs (see previous page). Hotels and motels will also advertise in the classifieds of local newspapers or on Internet job boards like the Job Bank (jobbank.gc.ca).

When to look

Major hotels in downtown Calgary have a steady stream of clients and look for workers year round. But for hotels in the Banff-Canmore corridor, business is more seasonal. During the summer months and the skiing season, business picks up and hotels in the area hire seasonal workers to help.

Training

Training is not needed for most entry-level hotel positions, but it is certainly preferred. It is also an asset if you plan on making a career in the industry, as it often takes some further training to move into higher positions. Here are a few options if you're interested in working in hotels:

- Robertson College (robertsoncollege.com) offers a 40-week International Hospitality and Hotel Management program.
- SAIT (sait.ca) has a two-year diploma program in Hospitality Management.
- The University of Calgary (ucalgary.ca) has a Bachelor of Hotel and Resort Management degree program that may be taken as a co-op program. A four-year and five-year (co-op) Bachelor of Commerce degree program in Tourism Management and Tourism Management and Marketing are also available.
- The Alberta Hotel and Lodging Association (ahla.ca) offers emerit certification, seminars and

resources. The AHLA can also provide information about a home study Certified Hotel Administrators certificate program offered by the American Hotel and Lodging Association Educational Institute (ei-ahla.org).

- Some hotels offer thorough employee training, such as the Hyatt's Impact training program. This training is consistent throughout all the Hyatts in the world, and is specific to each occupation. So whether you work in Calgary or Sydney, you'll be taught the same Hyatt standards for your occupation. Such training can last anywhere from three days to two weeks, depending on your position.

Best sources of job ads by industry

Not all sources are the same! Here's a quick guide to the best sources for newspaper and online ads for the job you want.	Calgary Herald Working	Calgary Herald Classifieds	Calgary Sun Classifieds	Workopolis	Monster	Job Bank	Post Secondary job boards
	Accommodation & Food Services		✓	✓			✓
Administration & Support			✓	✓		✓	
Arts and Recreation		✓				✓	✓
Construction		✓	✓			✓	
Education	✓	✓		✓		✓	✓
Finance and Insurance	✓	✓		✓			
Health Care	✓	✓	✓	✓			
Information (IT) and Culture			✓	✓	✓		
Manufacturing		✓	✓	✓	✓	✓	
Mining, Oil and Gas	✓			✓	✓		✓
Other Services		✓	✓			✓	✓
Professional Services	✓			✓	✓		✓
Real Estate	✓	✓					
Retail Trade		✓	✓		✓	✓	
Transportation & Warehousing		✓	✓		✓	✓	
Wholesale Trade			✓			✓	

Part 9:

Where to look for work

Hot employers, occupations and industries

Series
Adjusting to economic change

THERE ARE JOBS available, even in this economic downturn. But where are they? What types of workers are in demand? What are the hot industries in a cool economy? These are a few of the questions job seekers are asking themselves as they think about their future. To find the answers, job seekers turn to labour market information (LMI).

The information, news, statistics and analyses that help explain the job market are all examples of labour market information. The media is one excellent source of LMI. The government is another.

At websites like the province's Alberta Learning and Information Services (ALIS at alis.alberta.ca), job seekers can find a wealth of statistics, tips and other information that will help them make better career decisions. Much of the information used in this article comes from ALIS and other government sources, and it helps answer one of the first questions a job seeker asks: Where are the jobs?

Finding companies that are hiring

Using Internet job boards like the Job Bank (jobbank.gc.ca), Workopolis (workopolis.com), or Monster.ca, you can find thousands of job openings in minutes. Once you find a company you are interested in, search for that company's website to see what else is available. Some of the websites will even link to the latest news articles and stock market information on the company.

Even if a company does not have a job ad up right now, you can search for potential employers at labourmarketinformation.ca. This website lets you search a database of employers who have recently posted job ads on the Canada-Alberta Job Bank and who may be hiring soon.

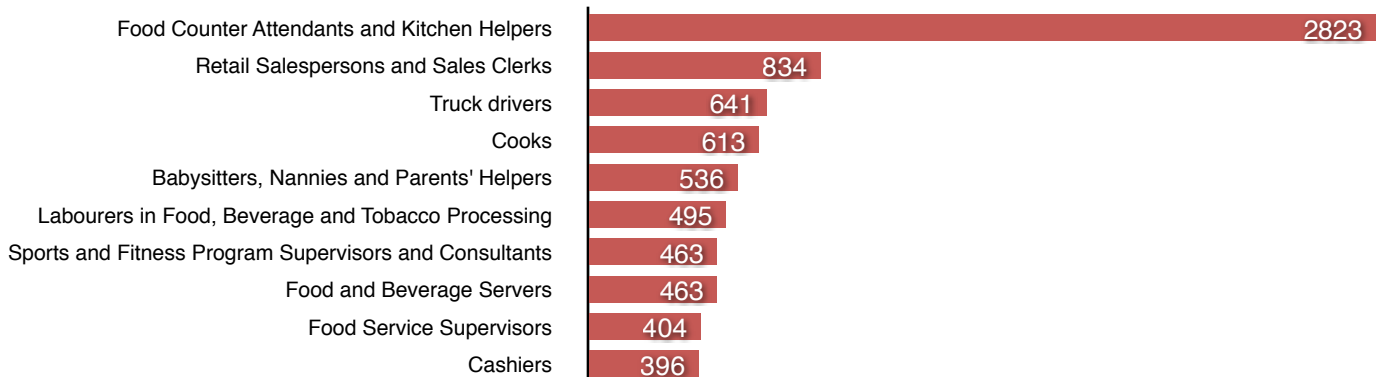
Here's how to find them:

1. Go online to labourmarketinformation.ca.
2. Click on the Potential Employers link.
3. Narrow down the search by selecting a province or territory, then a geographic area.
4. Choose to search by occupation title, National Occupational Classification (NOC) Code, or job type.
5. Click on the relevant job to see employers from the region who have recently posted employment ads to the Job Bank.

If you would like to track down Calgary's largest employers, visit Calgary Economic Development's website at calgaryeconomicdevelopment.com. Look under 'Data Centre' and click on 'Business Directory.' Here you will be able to use the advanced search option to search for Calgary companies by industry and size. It is a great tool for any job seeker who wants to find Calgary's largest employers quickly.

Jobs at the Job Bank

The Job Bank is just one website used by employers to advertise jobs, which means looking at the Job Bank only reveals a tiny fraction of the job market. Still, the jobs posted are real, and the graph below shows the 10 most popular jobs in the Calgary region posted on the Job Bank in the month of December 2009.



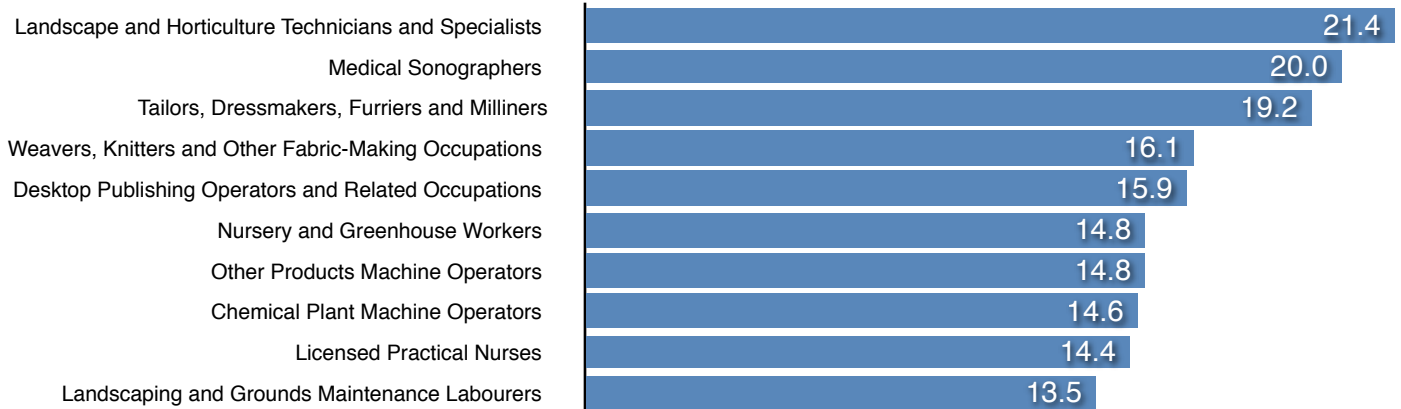
What jobs are in demand?

There is some great information available on the Internet to help job seekers find out which jobs are in demand and which jobs might be in demand in the future. A good place to start is the federal government's Job Futures website at jobfutures.ca. Just type in or select an occupation and you can see instantly when the demand is likely to be in the future. For information

specifically about Alberta, visit the ALIS web page "Opportunities and Trends" at alis.alberta.ca/ec/icr/lmi2.html.

There you can find out useful information like what jobs in Alberta have the highest vacancy rates (see below for the answer and some very good news for anyone that likes working with plants!).

Top 10 occupations in Alberta by vacancy rate (per cent)

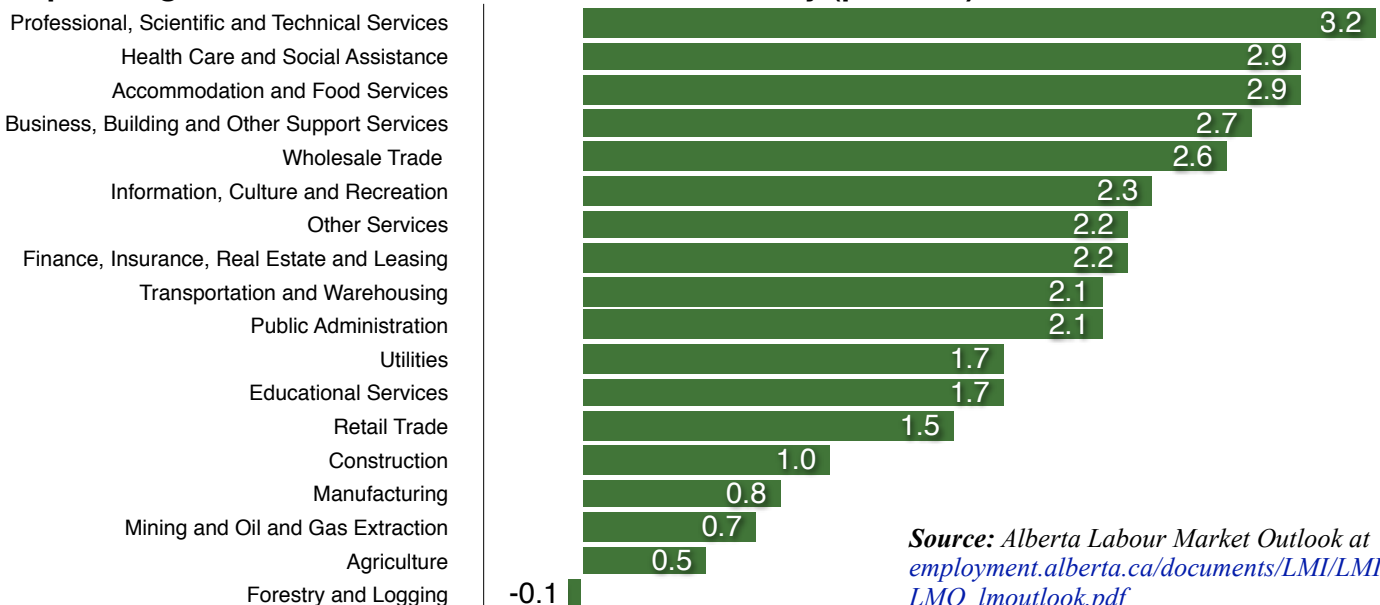


Source: It will take a few seconds to type in the URL but the effort is worth it. Find the top 50 occupations in Alberta by vacancy rate at employment.alberta.ca/documents/LMI/LMI-WSI_wss_topvacancy.pdf.

What are Alberta's growth industries?

A good place to find out which Albertan industries are expected to grow is on the Government of Alberta's website. Web pages like ALIS' "Opportunities and Trends," link to information that can help you find the industries that are growing, and perhaps avoid the ones that aren't. Below is a snapshot of how government sees the economic future of Alberta. If you would like information about Calgary check out the [Calgary and Area Labour Market Report](http://employment.alberta.ca/CES/2395.html). Its surveys of employers offers some of the most up-to-date insights into what employers in different industries are doing and planning (employment.alberta.ca/CES/2395.html).

Expected growth for different sectors of the economy (per cent)



Source: Alberta Labour Market Outlook at employment.alberta.ca/documents/LMI/LMI-LMO_lmoutlook.pdf

Need more info? Visit a Calgary LMIC!

Labour Market Information Centres (LMICs) can provide you with information to help you make career, learning and work decisions. LMICs have books, magazines, newspapers, software and videos about all kinds of employment-related topics.



Calgary Locations

Downtown 5th Floor, Century Park Place, 855 - 8 Avenue SW

Phone: 403-297-6344

South 100 Fisher Park II, 6712 Fisher Street SE

Phone: 403-297-4024

East Radisson Centre, 525-28 Street SE Phone: 403-297-1907; 1520 Marlborough Mall, 515 Marlborough Way NE Phone: 403-297-7570.

North One Executive Place, 1816 Crowchild Tr NW Phone: 403-297-3951.

South/Central Third floor, 10th & 10th, 1021-10 Ave SW
Phone: 403-297-2094

For further contact information and office hours:

employment.alberta.ca/calgary

Finding work in Calgary

Job search and career websites

alis.alberta.ca (Alberta Learning Information Service)

jobbank.gc.ca (Job listings)

workopolis.ca (Job listings)

monster.ca (Job listings)

nextsteps.org (Job resources for youth)

albertajobs.com (Job listings)

hgcareers.com (Job listings)

healthjobs.ab.ca (Health care job listings)

wowjobs.ca (Job listings)

Job search and career information by phone

Alberta Career Information Hotline: 1-800-661-3753

Fax: 780-422-0372 TDD: 780-422-5283

Sources of Labour Market Information

These websites offer a wealth of labour market information on Alberta and specific communities:

employment.alberta.ca/lmi

employment.alberta.ca/calgary

(Alberta Employment and Immigration)

alis.alberta.ca (Alberta Learning Information Service)

albertacanada.com (Business and economic information)

calgaryeconomicdevelopment.com

(Calgary Economic Development)

Alberta Employment and Industry's Calgary Region website

offers labour market information, employer connections, career and employment workshops, a training and career services directory and more.

Where to find us

This publication and other labour market information products can be found at
employment.alberta.ca/calgary

We welcome your feedback! Send comments or suggestions to EI.Webmaster@gov.ab.ca.

New to Calgary?

A new website, calgarypedia.com, is driven by people who work and live in Calgary. Here, you will find **information** on housing, living, working and playing in Calgary.

Calgary Economic Development (CED) is a great source of potential **employment**, with a comprehensive list of employers organized by industry. For more information, call CED at 403-221-7831 or click on the Calgary Business Directory at calgaryeconomicdevelopment.com.

The City of Calgary's website provides a wealth of **information**, such as the history of the city, traffic reports, bylaw issues, parks and recreation and events going on year round. For more information call 403-268-CITY or visit calgary.ca. For **transit** route information call 403-262-1000 or visit calgarytransit.com.

There are more than 25 hospitals, medical clinics, home care, outpatient clinics and long-term care centres in Calgary's branch of **Alberta Health Services**. To learn more, visit albertahealthservices.ca, and click on the Programs and Services tab to see services in Calgary and area. You can also call 403-943-1111.

Calgary has a thriving **cultural** scene. Visit calgaryplus.ca, ffdwkly.com or discovercalgary.com.

The **Calgary Real Estate Board** and the **Canada Mortgage and Housing Corporation** are excellent sources for **housing market** information in Calgary, including valuable information for homebuyers, homeowners, renovators and renters. Calgary's current rental vacancy rate is four per cent. In October 2009 the average monthly rental price for a two-bedroom apartment was \$1,075

For rentals in Calgary, visit albertarent.com, calgary.kijiji.ca, lowcostrent.org, craigslist.ca, places4rent.ca, or the **Calgary Housing Company**.

The 2009 Alberta Wage and Salary Survey covers more than 500 occupations and provides information on **wages and salaries** for full time and part time employees in Alberta by occupation, geographic area and industry group. To find out more information about your career, visit alis.alberta.ca.