



**RESTAURANT
ASSOCIATION
OF NEW ZEALAND**

*Representing, Educating and Promoting
the Restaurant & Hospitality Industry*

Restaurant Association of New Zealand Remuneration Survey Summary April 2009

The latest Restaurant Association Remuneration Survey was conducted nationwide in April 2009 and the results cover 10,699 staff employed in 505 hospitality businesses. Of the 10,699 total staff surveyed in this Survey, 6589 were part-time employees and 4360 full-time.

Key points:

- Generally there has been an upward movement in wages. The largest gains were for Bar Manager (17% increase in wages (average for staff on hourly rate), Executive Chefs (16% increase) and Restaurant Manager (11% increase).
- Annual staff turnover averaged 30% for restaurants (this was 26% in 2008), 32% for cafes (30% in 2008) and 26% for bars (27% in 2008).
- 10% of establishments experienced a personal grievance (a marginal increase from 2008).
- 81% of staff are on individual agreements;
16% on collective agreements (an increase from 6% in 2008) and 2% indicating they have no agreements in place.
- 59% expect to increase their remuneration levels for staff this year, with 51% of restaurants & 25% of cafes (down from 71% in 2008) expecting to increase remuneration levels by 4%.
- Approach to public holidays:

Closed	43%
Reduced Staff	20%
Operate Reduced Hours	19%
Applied surcharge	53%
- Average surcharge 15%
- 53% of those applying the surcharge believed surcharge covered additional costs;
89% of those applying the surcharge believed it did not.
- 71% of those applying the surcharge described patron response as neutral or positive.
- 69% described the Holidays Act as negative or extremely negative with 24% neutral.
- 71% of the operations surveyed shared tips, however only 52% of those operations included their kitchen staff in the sharing.

Position Remuneration Levels

The following is the average rate by position:

Position	(Average) April 2009	
	Per Hour	Salary
Bar Manager	\$17.90	\$47,416
Bar Person	\$13.95	\$27,333
Barista	\$14.88	\$39,230
Breakfast Chef	\$15.93	\$35,533
Café Assistant	\$13.53	\$44,000
Café Manager	\$17.72	\$42,866
Cashier	\$16.61	\$38,666
Chef de Partie	\$16.89	\$37,223
Cleaner	\$14.07	\$34,875
Commis Chef	\$15.11	\$37,166
Counter Cook no Quals	\$15.96	\$38,228
DJ	\$46.69	\$16,666
Duty Manager	\$16.47	\$36,317
Executive Chef	\$26.54	\$67,404
F & B Manager	\$20.82	\$56,074
Food to Go Assistant	\$14.49	\$44,000
Front Office	\$14.87	\$34,362
Function Manager	\$18.41	\$44,151
Head Chef Qualified	\$21.84	\$53,379
Head Waiter Maitre D	\$16.59	\$38,792
Host/Hostess	\$15.87	\$37,818
Housekeeper	\$14.82	\$41,090
Junior Cook no Quals	\$14.30	\$30,692
Kitchen Hand	\$13.00	\$24,046
Office Manager	\$20.05	\$41,938
Owner Operator	\$26.04	\$50,683
Pastry Chef	\$17.40	\$44,285
Restaurant Manager	\$19.40	\$46,889
Room Attendant	\$13.45	\$15,000
Security/Door Staff	\$18.61	\$16,666
Senior Cook no Quals	\$16.85	\$33,908
Sole Kitchen Operator no Qual	\$16.25	\$35,000
Sous Chef	\$18.72	\$44,749
Student/Apprentice	\$13.25	\$24,666
Wait Staff	\$13.94	\$36,238
Wine Waiter	\$15.52	\$35,000

The data is extremely valuable and should be kept **confidential to members only**. It is also only a survey. Individual circumstances may lead to packages not reflected in these results.

The complete survey, with comprehensive detail on these positions, broken down regionally, and by type of business, is available to members for \$60.00+gst (\$30.00 for members who participated in the survey or joined after 01/04/09). Contact the Restaurant Association on 09-638-8403 or email restaurant.assoc@xtra.co.nz to order your copy. Alternatively, surveys can be ordered securely online through www.restaurantnz.co.nz.