

2016 RESTAURANT ASSOCIATION REMUNERATION SURVEY

SUMMARY OF RESULTS



**RESTAURANT
ASSOCIATION
OF NEW ZEALAND**
Representing, Educating and Promoting
the Restaurant & Hospitality Industry

Labour costs continue to be highlighted by hospitality operators as one of the most challenging costs to control. The industry is labour intensive, so even during periods of buoyant business performance, wages tend to be closely monitored. Wage rate increases in the Restaurant Association's latest 2016 remuneration survey are reflective of this caution, indicating that while they are increasing, wage growth is relatively restrained.

The Restaurant Association remuneration survey has been running for eighteen years, collecting comprehensive wage and salary data on job positions in the hospitality industry. The number of positions that the survey covers has been increased this year to more than 100 positions, drawn from almost 700 businesses. Altogether, the organisations participating in the survey employ more than 10,000 people.

The 2016 remuneration survey indicates that overall hourly wage rates increased by 6 per cent over the two year period 2014 - 2016. At a glance of the 102 positions which were also surveyed in 2014, 35 saw increased hourly rates in 2016. 21 of those positions had an increase in excess of 5 per cent over the two year period. Hourly wage rate increases ranged from 2 per cent (across several positions, including chef de partie, commis chef, executive chef) up to a 22 per cent increase for a wine waiter. The head chef position increased 6 per cent in this survey (hourly wage) and waiters and sommeliers also saw a 6 per cent wage increase. Restaurant Managers received a 12 per cent increase in their hourly rate. The positions which had a wage rate decline in the latest survey included function manager, sales and marketing manager and sole kitchen operator.

The industry is evenly split regarding future remuneration rate movements – 49.7 per cent of operators surveyed have indicated that they intend to keep remuneration rates for existing employees at the same level over the next 12 months. Conversely, 50.1 per cent will increase staff remuneration levels, with an average wage increase of 3 per cent expected for those businesses. However, only 34 per cent intend to increase their staff numbers over the next 12 months – while 61 per cent will keep to existing levels.

→ **CONTINUED**

The survey's wage and salary figures are averages and should be considered in terms of trends over several years. For example, five years ago, in 2011, the average hourly wage for a waiter was \$14.31 and in 2013, \$14.90. In 2016 it is \$16.41, which equates to a 15 per cent increase over the five year period. Looking at the key kitchen position of head chef, in 2011 an employee in this position was paid \$21.17 on average, in 2013 \$21.71 and in 2016 the average hourly rate is \$24.03. This is a 14 per cent increase over five years.

As hospitality operators will be aware, labour is one of the largest costs to hospitality businesses and a survey at the beginning of this year ranked this as the second biggest challenge facing operators. The biggest concern for hospitality operators is the lack of skilled employees available to work in the industry. Of course these two challenges are closely inter-related; a common argument is that if the industry paid more we would be able to attract more to enter into the industry, and stay. But in the ultimate catch 22 situation, if your labour costs blow out of control, as they so easily have the potential to do in hospitality, the livelihood of your entire business is put into jeopardy.

Businesses have also been met with rises in food and government compliance costs over the past two years, but industry sales growth over the past year has been very encouraging – increasing by 7.2 per cent in 2016 to reach just under \$9 billion/annum. The total number of workers employed in hospitality now exceeds 113,000 - growing by 4 per cent in 2015. More than 62,100 are employed in restaurants and cafes. The industry's sales growth seems to have furthered a more optimistic outlook and as a result the Association forecasts more positive wage and salary increases in the coming years, particularly in the essential senior skilled positions.

A copy of the full survey results, which includes full regional breakdowns can be purchased from www.restaurantnz.co.nz (through the “Resources / Products & Merchandise” section), or contact the Association directly (e. info@restaurantnz.co.nz, p. 0800 737 827).

For trends and research on the hospitality industry go to www.restaurantnz.co.nz.

THE FOLLOWING POSITIONS WERE SURVEYED IN THE 2016 RESTAURANT ASSOCIATION REMUNERATION SURVEY



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Accountant	Executive Housekeeper	Owner Operator - Non-Gaming
Accounts Clerk	F&B Attendant	Pastry Chef
Apprentice Chef	F&B Manager	Payroll Officer
Assistant Financial Controller	F&B Supervisor/Team Leader	Porter
Assistant Front Office Manager	Financial Controller	Purchasing Officer
Assistant Head Housekeeper	Food to go Assistant	Qualified Tradesperson
Assistant HR Manager	Food to go Manager	Receptionist
Assistant Manager	Front Office	Relief Manager/Motel Minder
Assistant Night Manager	Front Office Manager	Reservations Manager
Bar Manager	Front Office Supervisor	Reservations Sales Agent
Bar Person	Function Co-ordinator	Reservations Supervisor
Barista	Function Manager	Restaurant Manager
Bottleshop Manager	Gaming Machine Operator	Revenue/Yield Manager
Breakfast Chef	General Manager	Room Attendant
Business Development Executive	Groundsperson	Room Attendant
Business Development Manager	Handyman	Sales and Marketing Coordinator
Cafe Assistant	Head Chef	Sales and Marketing Manager
Cafe Manager	Head Housekeeper	Sales Executive
Cashier	Head Waiter / Maitre D	Sales Person
Catering/Banquet Manager	Host/Hostess	Secretary/Executive Assistant
Chef de Partie	Housekeeper	Security/Door Staff
Chief Engineer (Hotels)	Housekeeping Team Leader	Senior Chef de Partie
Cleaner - Public Areas	Human Resources Coordinator	Senior Cook no Quals
Cleaners	Human Resources Manager	Sole Kitchen Operator no Qual
Commis Chef	IT Manager	Sommelier
Concierge	Junior Cook no Quals	Sous Chef
Conference Coordinator	Kitchen Hand	Student/Apprentice
Conference Sales Manager	Laundry Attendant	Student/Apprentice (F&B)
Conference Supervisor	Maintenance Manager	TAB Operator
Counter Cook no Quals	Marketing Administrator	Unqualified cook
Demi Chef	Mini Bar Attendant	Wait Staff
Director of Sales and Marketing	Night Auditor	Wine Waiter
DJ	Night Manager/Supervisor	
Duty Manager	Office Manager	
Executive Assistant Manager	Operations Manager	
Executive Chef	Owner Operator - Gaming	

2016 RESTAURANT ASSOCIATION REMUNERATION SURVEY

NATIONAL AVERAGE RATES – TOP 35 KEY POSITIONS



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POSITION SURVEYED (ALPHABETICAL)	2016 \$ HOURLY RATE	2016/ 2014 RATE % DIFFERENCE	2014 \$ HOURLY RATE	2013 \$ HOURLY RATE	2012 \$ HOURLY RATE	2011 \$ HOURLY RATE	2010 \$ HOURLY RATE	2016 \$ SALARY	2016/ 2014 SALARY % DIFFERENCE
Bar Manager	\$20.71	10%	\$18.90	\$18.37	\$18.57	\$19.33	\$17.50	\$57,583	43%
Bar person	\$16.82	8%	\$15.63	\$15.40	\$15.04	\$14.74	\$14.43	~	
Barista	\$17.94	9%	\$16.47	\$15.89	\$15.58	\$15.37	\$14.57	\$42,500	~
Breakfast Chef	\$18.24	4%	\$17.52	\$16.96	\$16.75	\$16.75	\$16.20	\$39,180	26%
Cafe Assistant	\$16.08	6%	\$15.17	\$14.69	\$14.43	\$14.40	\$13.83	~	~
Cafe Manager	\$20.61	7%	\$19.32	\$18.63	\$18.03	\$18.59	\$18.33	\$49,133	4%
Cashier	\$16.44	4%	\$15.83	\$17.00	\$17.95	\$15.82	\$15.10	~	~
Chef de Partie	\$18.36	2%	\$17.93	\$17.52	\$17.50	\$17.11	\$16.60	\$41,127	13%
Cleaner	\$16.85	3%	\$16.32	\$15.98	\$15.14	\$15.00	\$14.40	~	~
Commis Chef	\$16.61	2%	\$16.31	\$15.80	\$15.92	\$15.29	\$15.33	\$34,767	3%
Counter Cook (no quals)	\$17.22	6%	\$15.48	\$15.48	\$15.54	\$15.41	\$14.82	~	~
Duty Manager	\$18.83	5%	\$17.91	\$17.41	\$16.90	\$16.96	\$16.29	\$43,512	13%
Executive Chef	\$26.59	2%	\$26.10	\$24.52	\$27.36	\$26.43	\$27.08	\$76,674	10%
F&B Manager	\$22.75	~	~	\$18.81	\$22.41	\$18.41	\$20.97	\$65,465	19%
Food to go assistant	\$16.22	3%	\$15.68	\$14.88	\$13.61	\$13.74	\$14.36	~	~
Front Office	\$17.45	7%	\$16.30	\$16.30	\$16.14	\$15.68	\$16.03	~	16%
Function Manager	\$21.16	-3%	\$21.90	\$19.85	\$19.57	\$18.57	\$19.65	\$55,269	-10%
Head Chef	\$24.03	6%	\$22.57	\$21.71	\$20.66	\$21.17	\$21.67	\$59,683	3%
Host/Hostess	\$18.01	13%	\$15.94	\$17.20	\$15.36	\$16.37	\$15.02	\$42,000	~
Housekeeper	\$16.41	6%	\$15.52	\$15.22	\$14.87	\$15.71	\$15.10	~	~
Junior Cook (no quals)	\$16.49	3%	\$15.98	\$15.27	\$14.97	\$14.90	\$14.50	~	~
Kitchenhand	\$15.76	7%	\$14.76	\$14.36	\$14.12	\$13.73	\$13.35	\$32,760	27%
Maitre d'	\$18.45	0%	\$18.47	\$18.26	\$17.44	\$17.38	\$16.91	\$45,917	-19%
Office Manager	\$24.19	8%	\$22.45	\$20.92	\$20.90	\$21.03	\$20.83	\$58,189	48%
Owner / Operator	\$33.48	~	\$22.17	~	~	\$23.95	\$21.24	\$73,533	~
Pastry Chef	\$18.82	0%	\$18.84	\$17.82	\$17.87	\$17.36	\$17.56	\$50,333	1%
Restaurant Manager	\$22.79	12%	\$20.36	\$19.49	\$19.33	\$19.31	\$18.19	\$52,950	3%
Sales Manager	\$28.38	-8%	\$30.75	\$26.50	\$22.38	\$30.67	~	\$77,299	17%
Senior Cook (no quals)	\$18.96	4%	\$18.20	\$18.80	\$17.86	\$17.07	\$16.59	\$39,867	11%
Sole Kitchen Operator (no quals)	\$18.64	-2%	\$19.00	\$17.58	\$16.47	\$15.99	\$16.20	~	~
Sommelier	\$20.50	6%	\$19.40	~	~	~	~	\$55,000	~
Sous Chef	\$20.54	3%	\$19.86	\$19.51	\$18.63	\$19.31	\$18.94	\$52,565	7%
Student /Apprentice	\$15.14	4%	\$14.53	\$14.20	\$13.59	\$13.61	\$13.44	~	~
Wait Staff	\$16.41	6%	\$15.47	\$14.90	\$14.50	\$14.31	\$14.15	~	
Wine Waiter	\$17.31	22%	\$14.25	\$19.06	\$15.55	\$15.24	\$15.04	~	~
TOTAL	\$17.86	6%	\$16.91	\$16.46	\$15.90	\$15.89	\$15.55	\$57,220	4%