

Caribbean Salary Survey

The financial recession in North America has drastically hurt the hospitality industry in the Caribbean, which is frequented by guests from the USA 41%, Canada 9% and the UK 14%. Maybe the greatest drop in occupancy has been in Casinos and high end hotels. Even when these properties dropped their rates in the midst of the recent recession, they were still perceived to be an extravagant expenditure by people who felt the optics of where they stayed was more important than even if the rate was lower than a 3-4 star hotel. Many who could afford to or want to visit, cancelled their holidays or business trips and stayed home.



In the last few months, May/June 2010 we have seen a large increase in business especially in the all inclusive sector. The salaries in the Caribbean have not moved more than 5% up or down since 2009.

Many positions were eliminated and others when contracts expired have not been replaced. Therefore, there is no new salary information on our survey for certain department heads posts. Many posts were localized, so in future, work visas for foreigners may no longer be possible for these roles.

We believe that the Caribbean will recover in 2011 due to pent up demand, as EU commissioner for enterprises and tourism Mr. Antonio Tajani was quoted saying that EU should subsidize holidays as ***“Tourism is a basic Human Right”***.

The word TOURISM came from.....

In the 18th century noblemen would have completed their education with a period of travel around Europe known as the “Grand Tour”. Venice, Naples, Sicily and Rome were the most prominent

destinations for art and culture, Paris and Vienna for theatre, music and, yes, of course, love. This lead to the word “tourism”.

Caribbean Salary Scale					
Annual Salary, US\$(1000s)					
This Guide is for Deluxe Resorts with a Minimum Average Room Rate of US\$190 Salaries are considered net, as we have deducted local taxes where applicable 100 Rooms - 300 Rooms 5 Star or Deluxe International Rated Resorts *					
Positions	Lowest Reported		Highest Reported		Average for International Career Expat.
	International Career Expat.	Lowest Reported in Bahamas	International Career Expat.	Highest Reported in Bahamas	
General Manager	81		290 **		95
Resident Manager +	55	66	134		60
Rooms Division Manager +	48	55	64	66	48.4
Front Office Manager	45	44	56		41.5
Executive Housekeeper	40	44	68		48.3
Chief Engineer	46		125	145	60
Laundry Manager	Local Hires		Local Hires		Local Hires
Food & Beverage Director +	50	66	121	136	60.7
Restaurant Manager (Fine Dining Room)*	36		49		44
Catering Manager (Sales) *	31 ●		56 ●		37 ●
Banquet Manager (Operations) *	29 ●		37 ●		34 ●
Executive Chef	48	55	97	130	59
Gourmet Restaurant Chef	36		77	122	45.9
Executive Sous Chef	34		58	85	48
Italian Chef	39	48	72	89	47
Pastry Chef	34		72	83	48
Comptroller	47		97		70
Human Resources & Training Manager	44	47	77		48
Sales & Marketing Director	48		89		60
Sales Manager (No. 2) or Dir. of Sales	33		60		39.1
Revenue Manager	35		57		44
IT Manager	34		52.9		42

Comments:

- * Most resorts in Caribbean are small and have less than 200 rooms except in Bahamas where some go up to 2000 rooms like The Atlantis Resort.

Salaries in Bahamas are "stand-alone" as these large properties in Nassau and Freeport offer very unique career opportunities and salaries. The highest reported are generally from Bahamas. Please also note that the average expat employment in Bahamas is just under one year (11 months), while the average in Caribbean as a whole is just under two years around 22 months. In the Bahamas, it is very difficult to get a work visa. Housing is also very expensive.

- ** The title is VP/GM, but only manages one resort.
- + Sometimes can be called EAM/Rooms or EAM/F&B deputized for GM.
- Gratuities not included
- * Most local hires instead of expat hires due to visa restriction.

Note:

This survey is for generally expatriate-paid posts. Most Caribbean islands hire expats for a variety of roles in the luxury brands. Still many islands due to work visa restrictions will offer these same roles to qualified local residents. Therefore these local professionals are paid the same salaries, but not always with the same benefits as expatriate employees. Expatriates can always also be hired where the island has not enough locals available to fill hotel or restaurant management needs.

The higher salaries (highest reported) other than from mega resorts in Bahamas, are generally from "very high end" leading hotels of the world or "trophy resorts". Some of these have less than 50 keys and an average room of over \$1000/night. Strangely enough, the higher the room rate did not always equate to higher salaries for the staff. In some cases, they were on the bottom of the salaries list. The survey was complicated as independent private owned resorts pay salaries as to what they want without concern for budgets or any salary range. Private owners who run resorts themselves generally do not disclose their true salaries or what they take personally, nor do they respond to salary surveys.