

2011 India Salary Survey

Comments /Analysis of Indian Hospitality Industry trends based on feedback and salary info

From our survey and comments received the Indian hospitality industry is poised for growth next year and seems to be recovering from the global economic downturn and the effects of the terror attacks. Many hotel companies took austere fiscal measures in 2009/10 where we saw salaries slide. They seem to have come back to pre-recessionary levels and as a result we see some sharp salary increases. We note that salary increases were high in the F&B area especially the role of F&B Director. Some companies are hiring ex-pats for this role to cover the shortage. F&B Managers, Executive Chefs and other specialized culinary positions will see a sharp increase as the demand for high quality restaurants has increased three fold, be it in hotels or stand alone. This has therefore accounted for a short supply of F&B and culinary talent which is actually driving the bottom line in the luxury and deluxe segment that we have surveyed. Since it is a highly competitive market where new international brands are setting up many hotel projects there is also a shortage of Human Resource Managers. You will note a higher than normal increase in salaries for this position. They will be purely responsible for attracting and retaining top talent within their respective companies. Human Resources Managers/Directors also have the added responsibility for finding jobs for the spouses of candidates they hire who need to relocate as in the current economic climate both spouses need to work.

The effects of a multi-speed economic recovery in India's hospitality industry (mainly due to domestic business and leisure travelers) over the past year has led to many projects being set up by hotel and development companies. New brands have many projects in the pipeline to meet this demand. However, this has led to a shortage of trained hotel engineers as well. As a result we see a sharp increase in salaries for Engineers and Technical Services personnel. The other shortage is strong Sales & Marketing Directors. Here again the salary increase for Sales personnel is expected as competition is fierce for room market share as well as F&B. These sales professionals are critical in driving profitability.

We note that in the General Manager and Hotel Manager category salary increases have reached pre-recessionary levels. With the US & European fiscal crisis there is still cautious optimism in the industry, so many companies are reducing international recruitment for now. It's a wait and watch scenario. Culinary & F&B positions will capture the prize for substantial salary increases and demand in 2011-12 as is this year.

It should be noted that the overall response indicated that most positions are held by local Indians. The most common expatriate positions where international professionals were hired are Specialty Chefs i.e. Italian, Mediterranean, Chinese, Japanese and Executive Pastry Chefs.

General Managers and F&B Directors generally for most International Chains were Indians, except for overseas hotel companies hiring or transferring foreigners.

2011 INDIA Salary Survey

This survey is for Deluxe Hotels with a Minimum Average Room Rate of **\$200 - \$400**
US\$1000 = Indian Rupees 46,180 (August, 2011)

This survey is carried out on hotels with **100 Rooms - 400 Rooms** and have **5 Star**

Positions	International Hotel ratings in India		Annual Salary (In US \$1000)			
	Lowest 2010	Lowest 2011	Highest 2010	Highest 2011	Average 2010	Average 2011
General Manager	32.00	35.20	65.00	89.00	48.50	58.00
Resident / Hotel Manager	15.00	16.50	32.00	41.00	23.50	29.00
Rooms Division Manager	15.00	16.50	38.00	43.70	26.50	30.50
Front Office Manager	9.00	9.90	28.00	32.20	18.50	21.28
Executive Housekeeper	8.00	8.80	29.00	39.00	18.50	25.00
Chief Engineer	3.50	10.85	35.00	58.00	19.25	34.43
Laundry Manager	5.00	5.50	23.00	26.45	14.00	16.10
Food & Beverage Director	15.00	18.50	45.00	65.00	30.00	41.75
Restaurant Manager(Fine Dining Room)	3.50	4.85	23.00	30.00	13.25	17.43
Catering Manager (Sales)	5.00	5.50	18.00	20.70	11.50	13.23
Banquet Manager (Operations)	3.50	3.85	20.00	23.00	11.75	13.51
Executive Chef	12.00	18.20	47.00	64.00	29.50	41.10
Gourmet Restaurant Chef	4.00	6.40	18.00	30.70	11.00	18.55
Executive Sous Chef	8.00	10.80	25.00	30.75	16.50	20.78
Italian Chef	10.00	11.00	25.00	32.00	17.50	22.00
Pastry Chef	6.00	8.20	25.00	31.00	15.50	19.60
Comptroller	6.00	6.60	35.00	48.00	20.50	26.00
Human Resources & Training Manager / Director	8.00	10.20	50.00	65.50	29.00	37.85
Sales & Marketing Director	10.00	12.50	55.00	67.50	32.50	40.00
Sales Manager (No. 2) or Dir. or Sales	6.00	7.60	32.00	40.80	19.00	24.20
Revenue Manager	8.00	8.80	28.00	32.20	18.00	20.70
Security Director/Manager	8.00	8.80	25.00	28.75	16.50	18.98
IT Manager	4.00	6.50	25.00	30.75	14.50	18.63

Information used in this survey:

The salaries are all for local Indian employees. If you want the equivalent for Expatriate employees for senior roles you would double the salary or in cities like Mumbai & New Delhi multiply by twice or in cases of super luxury international brands triple local salaries net after Indian tax

Salaries were provided in Indian Rupees - **Exchange rate is 46.18 Indian Rupees equal to US\$1** so we have calculated the equivalent in US \$1000 – annual salary taking the lowest reported to highest with averages calculated taking both the highest and lowest salaries for the year

Please note these salaries sometimes include housing allowance depending on companies and locations, however do not include cost to company items like Conveyance/Car allowance, Medical, Insurance, Pension and Bonus

Our salary reviews which we produce for the industry are meant to be informative only!

Comments:

Supporting the findings of this survey in Indian Travel/hospitality industry

Analysis/Comments for 2011 India Salary Survey

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