

## **One-in-Five Hospitality Workers Intend to Change Jobs By Year End, According to Latest CareerBuilder.com Survey**

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Forty-seven percent of Hospitality workers say they are underpaid with 68 percent still waiting for their annual salary increase. It's "show me the money" time for these workers as 39 percent dust off their resumes in the hopes of landing a new job in the next six months. Twenty-one percent plan to change jobs by the end of the year. The CareerBuilder.com survey, "The Pulse: Hospitality," included 100 Hospitality workers and was conducted from August 5, 2004 to August 24, 2004.

Hospitality workers are frequently looking for a job: daily basis (12 percent), weekly basis (18 percent) and monthly basis (13 percent). Overwhelmingly, the top motivator to find a new job for Hospitality workers is pay, followed by a job with better benefits, improved balance of work and life, a better boss and more opportunities for career advancement.

Twenty-nine percent of Hospitality workers are dissatisfied with their jobs overall. One-half of Hospitality workers say they are burdened by an excessively heavy workload. The demands of their jobs have also resulted in 44 percent reporting that they cannot maintain a satisfactory balance between work and life.

"The impending strikes by housekeepers, bellmen and other Hospitality workers in several major U.S. cities highlights the dissatisfaction that exists among Hospitality workers," said Diane Christopher, Hospitality Employment Expert at CareerBuilder.com. "Whether one works in a restaurant, hotel or gaming or fast food establishment, the struggle to keep up with the workload and maintain customer service standards is becoming increasingly difficult. One-in-five Hospitality workers plan to leave their current positions in as early as the next three months."

The ability to experience upper mobility is also a point of contention for Hospitality workers. Forty-five percent feel that there is a lack of career advancement opportunities for them at their current job. Thirty-nine percent of these workers are dissatisfied with their career progress and 37 percent feel that their companies are not providing sufficient development and learning programs.

CareerBuilder.com sees more than 10 million searches for Hospitality positions annually.

### **About the Survey**

The new CareerBuilder.com survey, "The Pulse: Hospitality," was conducted from August 5 to August 24, 2004 of 100 Hospitality workers. To collect data for the survey, CareerBuilder.com commissioned SurveySite to use an e-mail methodology whereby individuals who are members of SurveySite Web Panel were randomly selected and approached by e-mail invitation to participate in the online survey. The results of this survey are accurate within +/-9.8 percentage points (19 times out of 20).

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### **Media Contact:**

CareerBuilder.com  
Jennifer Sullivan  
(773) 527-1164  
[jennifer.sullivan@careerbuilder.com](mailto:jennifer.sullivan@careerbuilder.com)

SOURCE: CareerBuilder.com

CONTACT: Media, Jennifer Sullivan of CareerBuilder.com, +1-773-527-1164,  
jennifer.sullivan@careerbuilder.com

Web site: <http://www.careerbuilder.com/>

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