



NEW ZEALAND TRAVEL & HOSPITALITY INDUSTRY SALARY SURVEY RESULTS - 2008

A national survey of the Travel and Hospitality Industry



NEW ZEALAND
Travel and Hospitality Industry
Salary Survey Results 2008





TMS Asia Pacific

TMS Asia Pacific (TMS) is a top-tier specialist Travel, Tourism and Hospitality Recruitment and HR services company. TMS Asia Pacific commenced business as Travel Management Services over 13 years ago in Sydney, Australia and now has additional offices in Brisbane and Melbourne, servicing satellite offices in Adelaide, Perth and an office in Auckland, for New Zealand.

In 2004, TMS Asia Pacific established a foothold in Asia with the founding of a Singapore office. TMS have now opened offices in Bangkok, Hong Kong and Shanghai and are positioned to move forward throughout Asia.

TMS Asia Pacific offers a wide range of recruitment services, including Executive and Permanent Recruitment, Contractors and Temporary Recruitment (Flexible Workforce). Furthermore, TMS offers a full service Human Resource outsource solution incorporating Payroll Administration, Salesforce, Outplacement, Modular Recruitment and Psychometric Appraisal on behalf of their clients.

TMS sets the industry benchmark by being the first Travel & Hospitality Recruitment firm to receive a quality certification - Best Practice Accreditation 2005, 2006, 2007 & 2008.



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Disclaimer

TMS Asia Pacific have not audited, nor otherwise sought to verify all information collected in this survey, and TMS Asia Pacific shall not be liable or responsible in any way in respect of this document, including errors or omissions therein however caused. Furthermore, TMS Asia Pacific accepts no liability for any actions taken as a result of this report.



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1 Introduction

1.1 Salary Survey methodology

An internet survey link was sent to over 700 clients and candidates of TMS Asia Pacific for employees of different levels to complete. The Survey link was included in a range of advertising as well as submissions encouraged from the entire travel and hospitality industries via a link on the home page of www.tmsap.com. We received over 230 responses.

1.2 Report format

The TMS Asia Pacific Salary Survey is presented in a very simple manner to ensure readers can obtain the most practical benefit from the findings.

Graphs have been used throughout to allow for visual display and interpretation of results. In most cases, percentages of all respondents have been shown on the graphs. These percentages have in some cases been rounded up or down to the nearest whole number.

1.3 Definitions

Detailed below are the definitions for the salary data tables:

Average: The arithmetic average is calculated by adding together the quantities in a group and dividing the resulting sum by the number of quantities in that group

Lowest Salary: The lowest salary in this category

Median: The salary level which 50% of salaries fall below and 50% are above

Highest Salary: The highest salary in this category

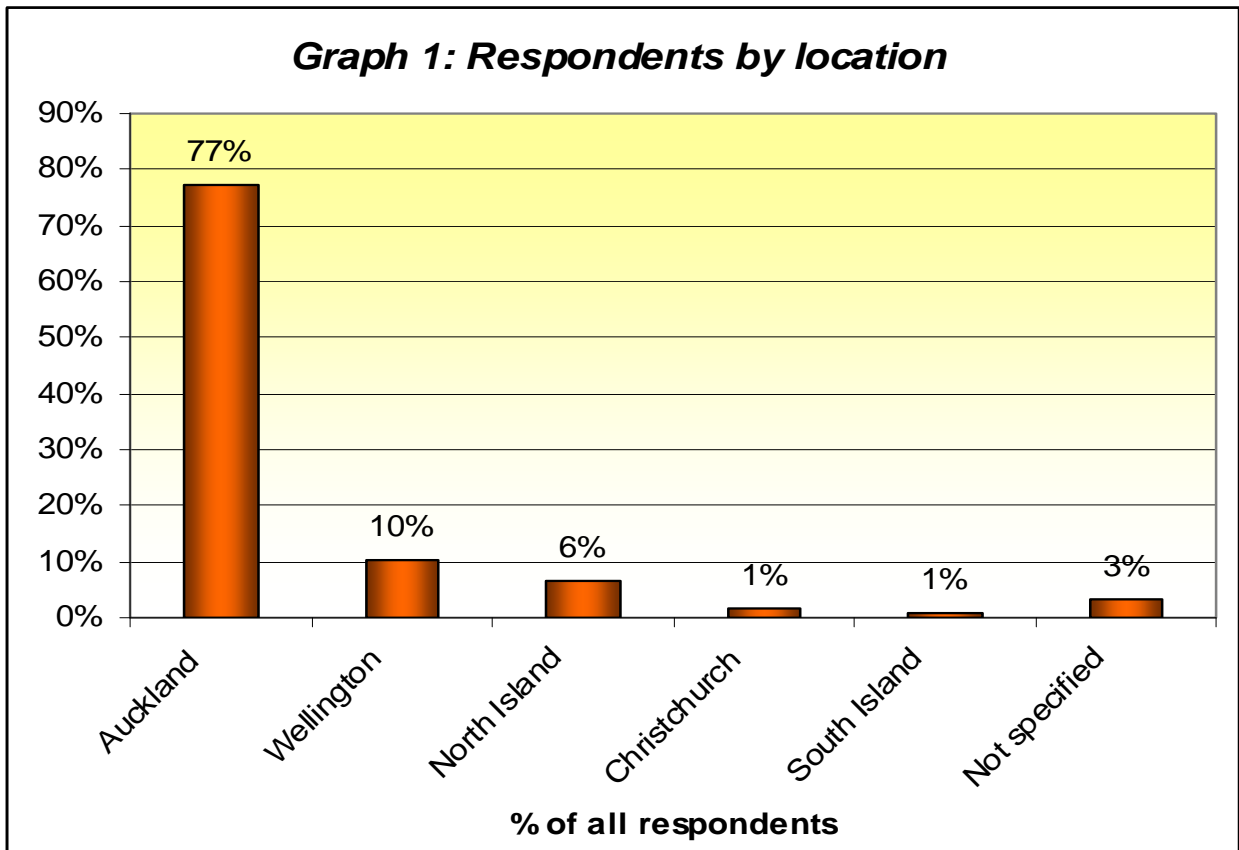
*** Or 0% = Sample too small:** Either no figures are provided because there is insufficient data, or where possible, limited analysis is made giving the average and/or median only.



2 Breakdown of respondents

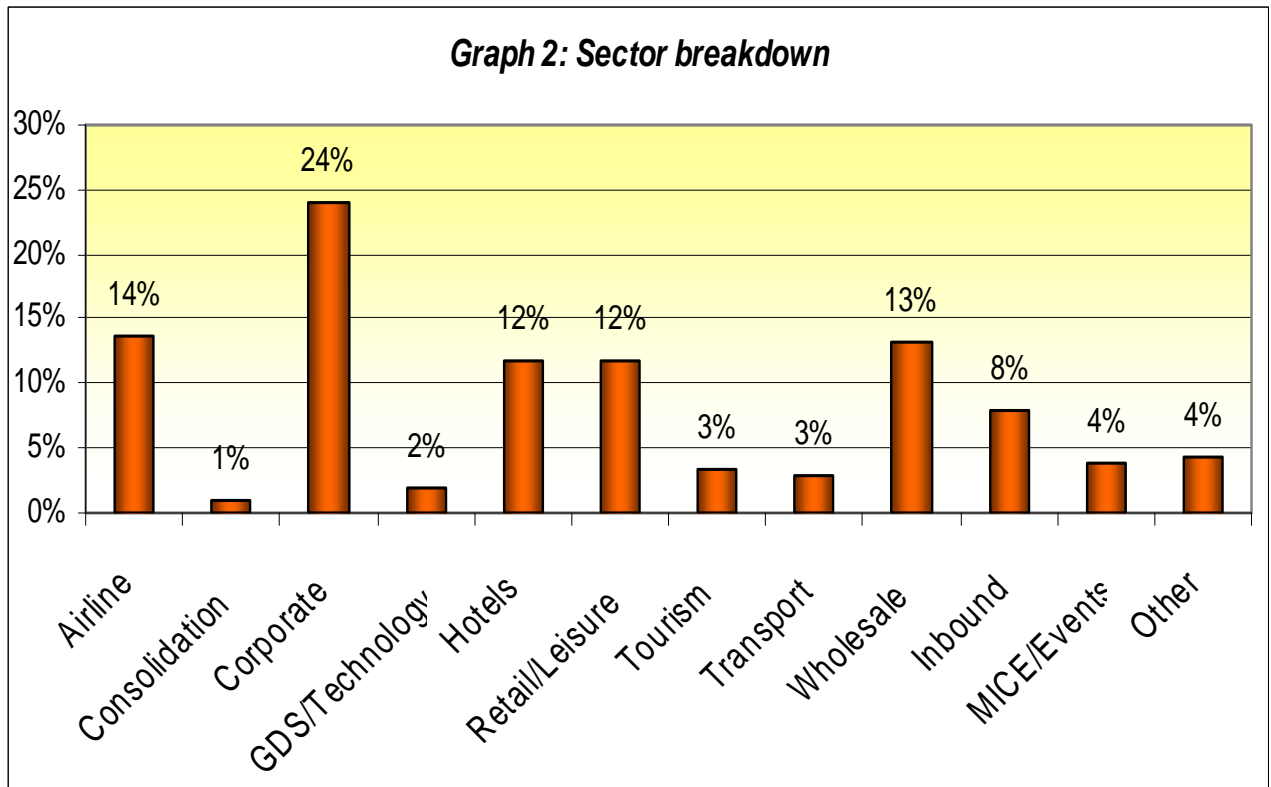
2.1 Sector and Location breakdown

The graph below shows the location where the respondent works.





The graph below shows the industry sector where the respondent is based.





2.2 Number of people in organisation

a) Graph and Table

The graph below shows the number of people in the organisation.

Graph 1: Number of people in organisation

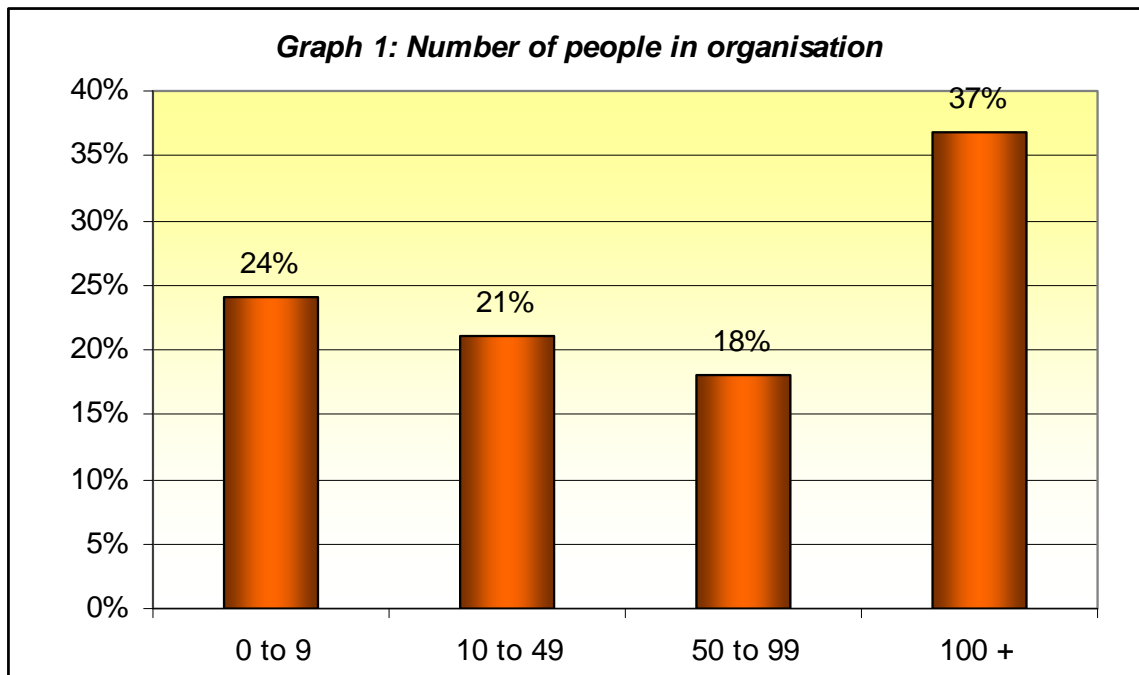


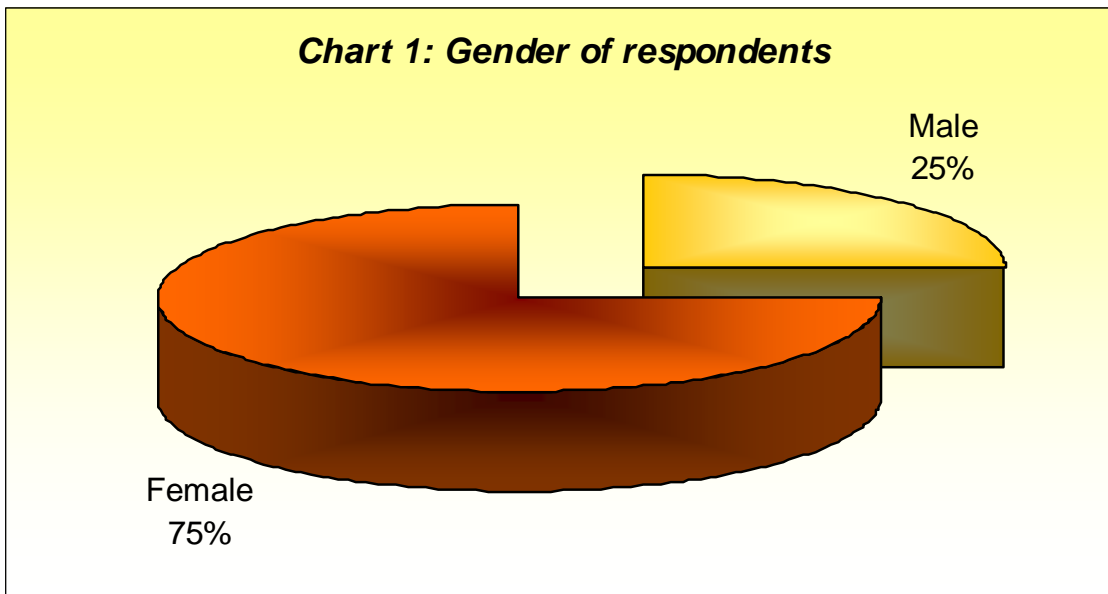
Table 2: Number of people in organisation by sector

Industry Sector	0 to 9 staff	10 to 49 staff	50 to 99 staff	100+ staff
Airline	29%	25%	11%	36%
Consolidation	0%	0%	100%	0%
Corporate	10%	14%	35%	41%
GDS/Technology	50%	25%	0%	25%
Hotels	8%	29%	8%	54%
Retail/Leisure	63%	4%	0%	33%
Tourism	43%	0%	0%	57%
Transport	0%	50%	17%	33%
Wholesale	4%	19%	22%	56%
Inbound	25%	38%	31%	6%
MICE/Events	50%	38%	0%	13%
Other	56%	33%	11%	0%

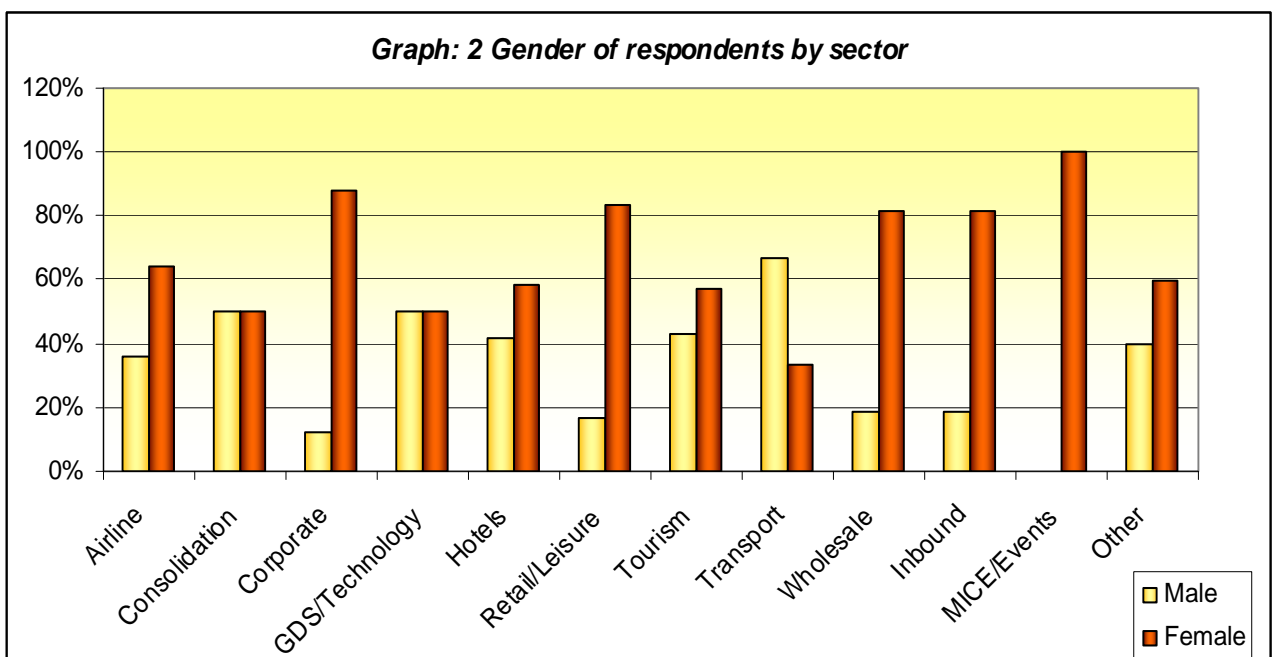
2.3 Gender of respondents

a) Chart and Graph

The graph below shows the gender of all respondents.



Graph below shows Gender of Respondents by industry sector.





2.4 Travel & Hospitality industry experience

2.4.1 Years in industry

a) Graph & Table

The graph below shows a breakdown of the number of years experience in the travel and hospitality industry of all respondents.

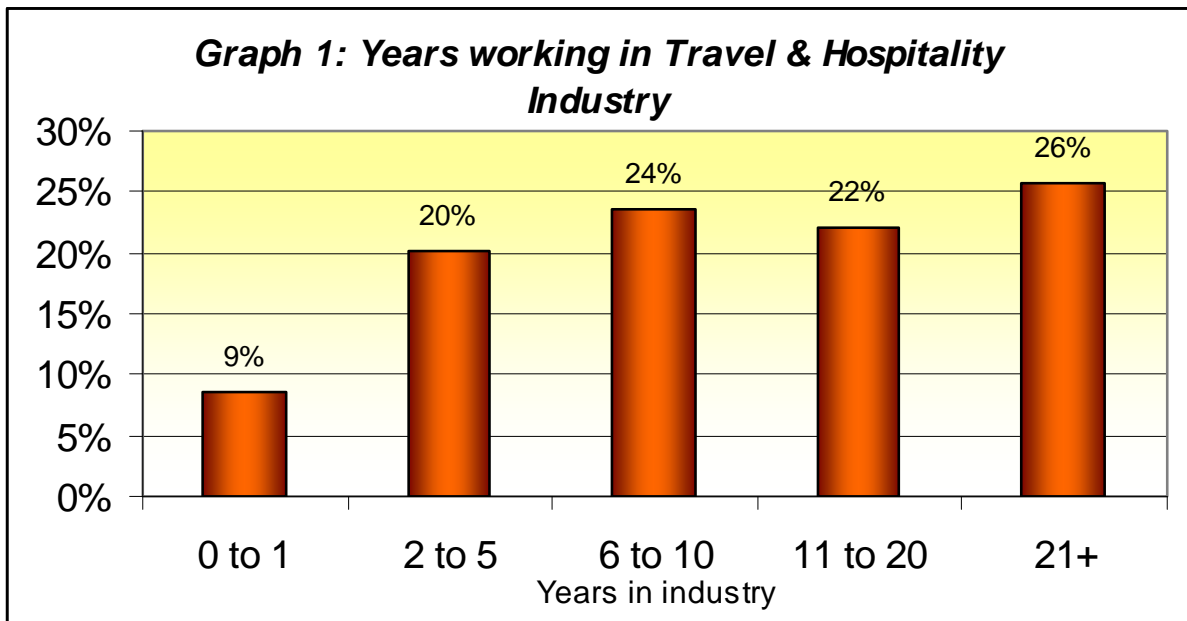


Table 2: Years working in industry by sector

Industry Sector	0 to 1 years	2 to 5 years	6 to 10 years	11 to 20 years	21+ years
Airline	4%	15%	30%	11%	41%
Consolidation	0%	50%	50%	0%	0%
Corporate	20%	22%	18%	31%	8%
GDS/Technology	0%	0%	0%	75%	25%
Hotels	13%	25%	38%	8%	17%
Retail/Leisure	0%	25%	25%	17%	33%
Tourism	0%	14%	14%	43%	29%
Transport	0%	17%	33%	33%	17%
Wholesale	11%	26%	15%	26%	22%
Inbound	6%	13%	25%	13%	44%
MICE/Events	0%	13%	25%	25%	38%
Other	0%	0%	11%	11%	78%

b) Comments

- 2008 results show nearly a 30% increase in respondents working in the industry 0-1 years.
- The highest amount of respondents @ 26% have worked in the industry for 20 years or more

2.4.2 Current employers

a) Graph & Table

The graph below shows a breakdown of the number of years working with current employer of all respondents.

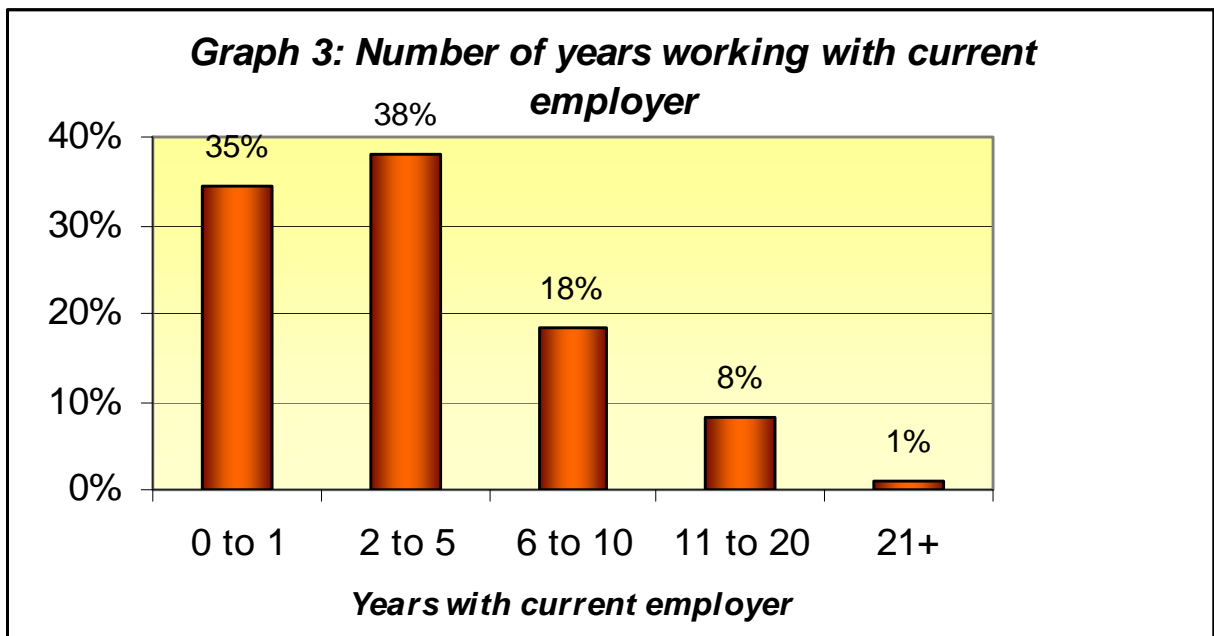


Table 4: Number of years with current employer by sector

Industry Sector	0 to 1 years	2 to 5 years	6 to 10 years	11 to 20 years	21+ years
Airline	21%	36%	25%	11%	7%
Consolidation	50%	50%	0%	0%	0%
Corporate	43%	31%	16%	10%	0%
GDS/Technology	75%	25%	0%	0%	0%
Hotels	46%	33%	8%	13%	0%
Retail/Leisure	21%	50%	21%	4%	4%
Tourism	29%	14%	29%	14%	14%
Transport	33%	50%	17%	0%	0%
Wholesale	37%	41%	22%	0%	0%
Inbound	38%	38%	25%	0%	0%
MICE/Events	25%	63%	0%	13%	0%
Other	22%	22%	22%	33%	0%

b) Comments

- 73% of respondents have worked with their current employer for up to 5 years
- 35% of respondents have worked with their current employer for up to 1 year, these results possibly indicating an increase in Gen Y employees.

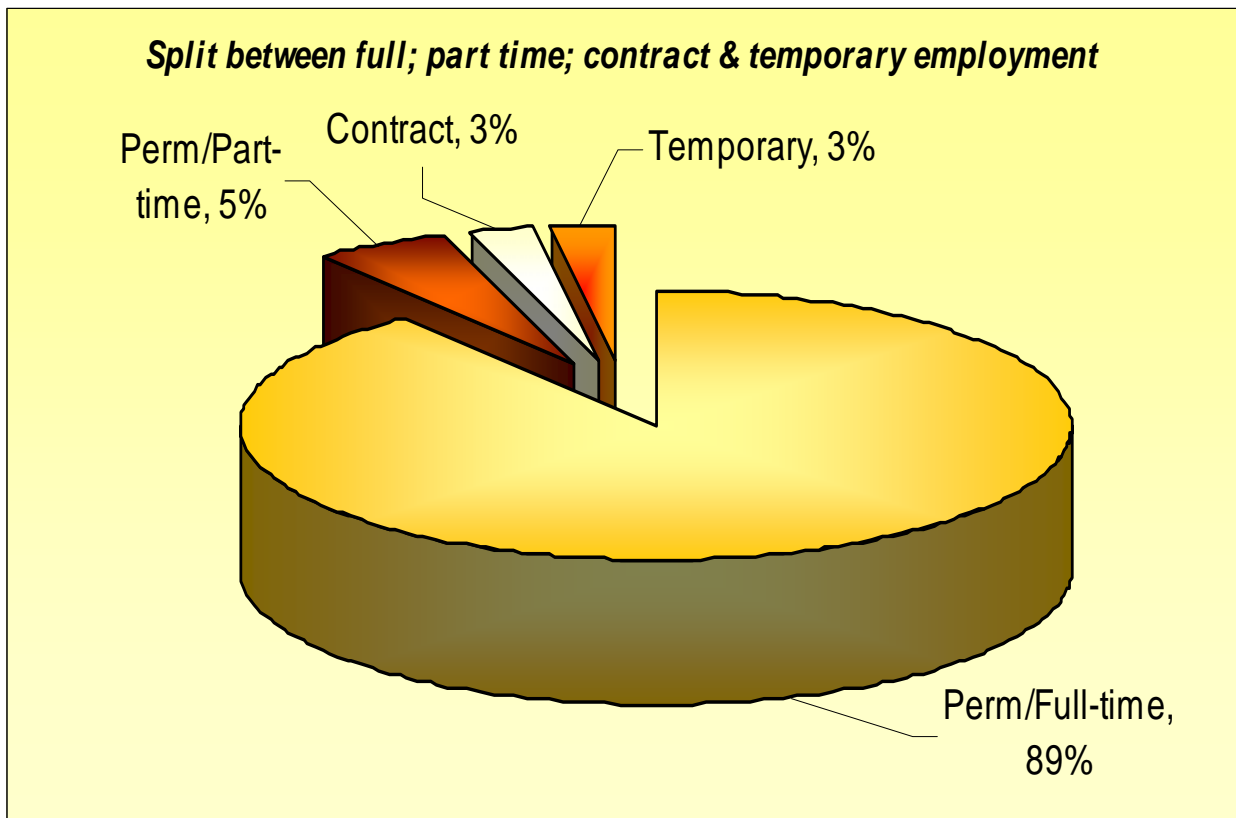


2.5 Employment status

a) Chart

Respondents were asked if they worked full time, part time or are contracting.

Chart 1: Split between full, part time and contract and temporary employment



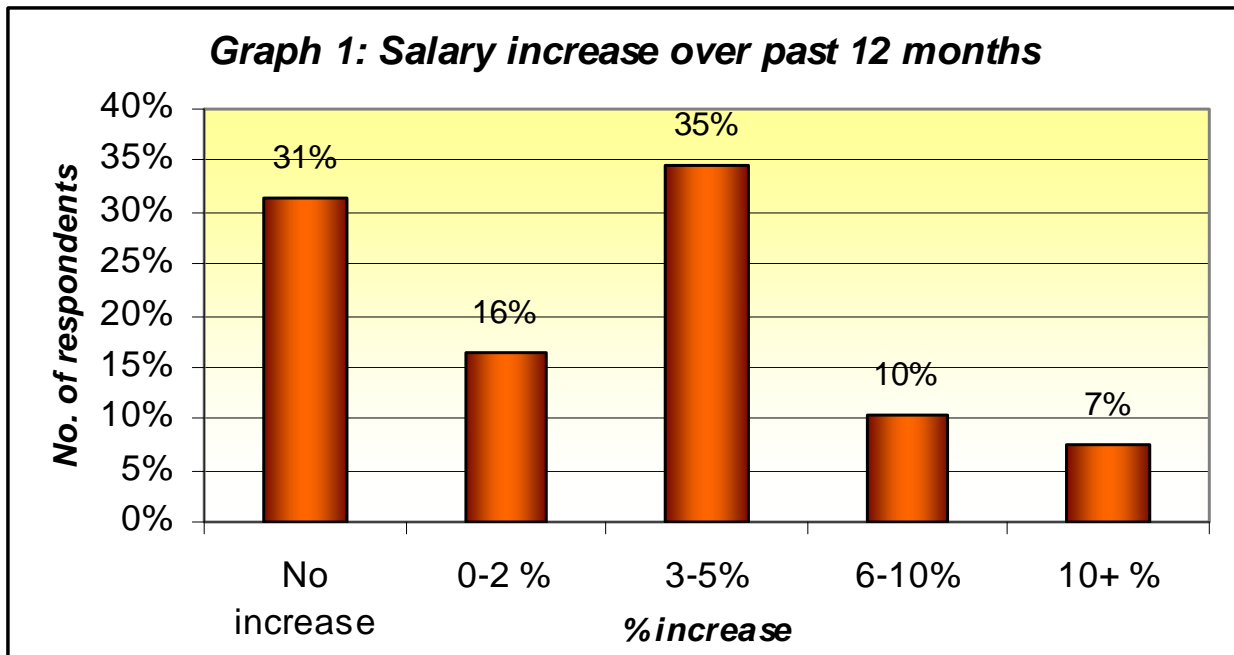


3 Salary and career progression

3.1 Salary increases

a) Graph

The graph below shows the salary increase of respondents over the past year.

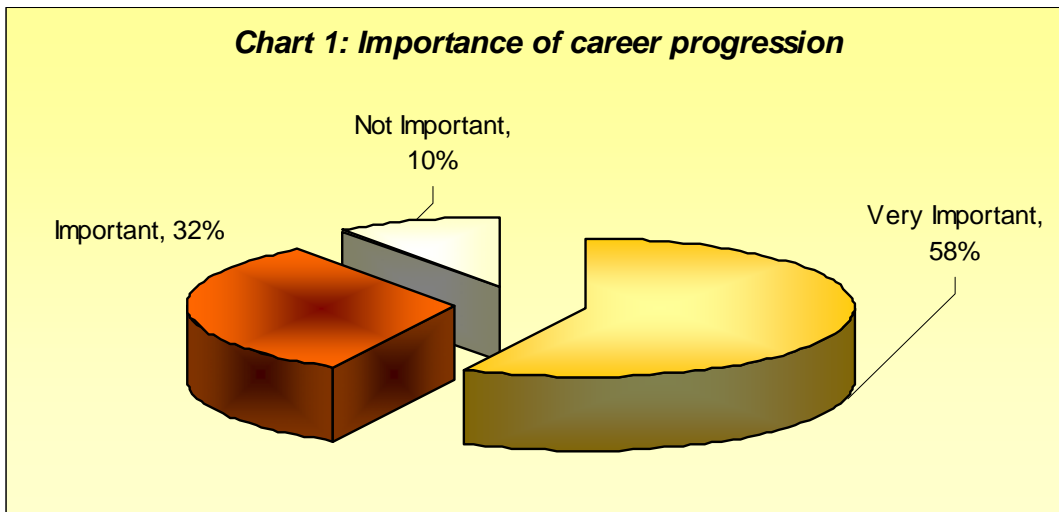




3.2 Importance of career progression

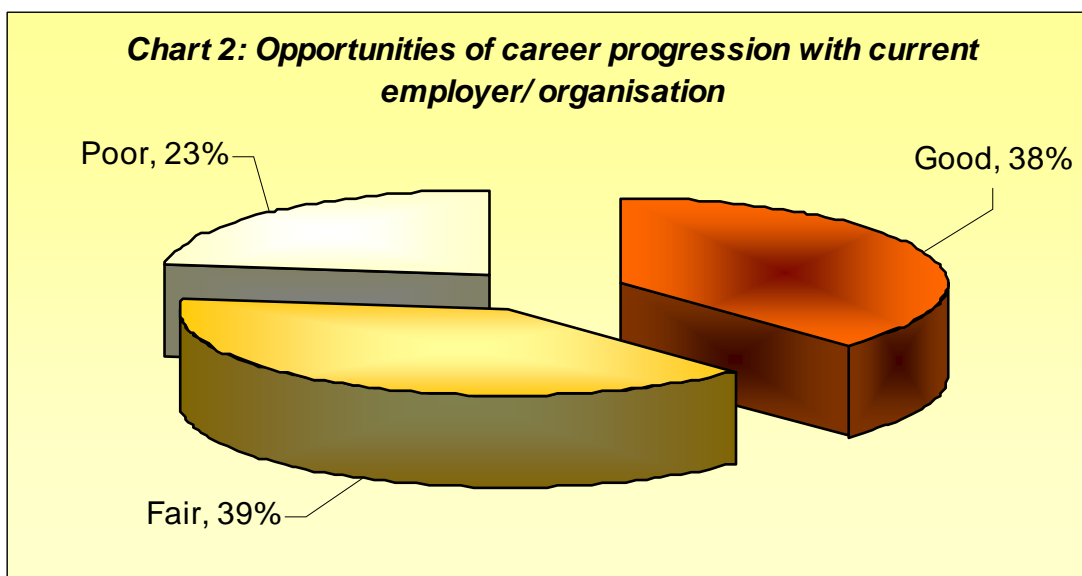
a) Career Progression in the industry

Respondents were asked how important career progression was to them. They were rated as very important, important or not important.



b) Career progression with current employer

Respondents were also asked what their career progression opportunities were within their current organisation/employer. They were rated as Good, Fair and Poor.



c) Comments

- 58% of respondents rated Career progression within the industry is Very Important
- Only 38% of respondents rated opportunities of progression within their current employer was Good and a high 23% rated these opportunities as poor.



4 Basic salary analysis

4.1 Importance of Salary to respondents

a) Chart

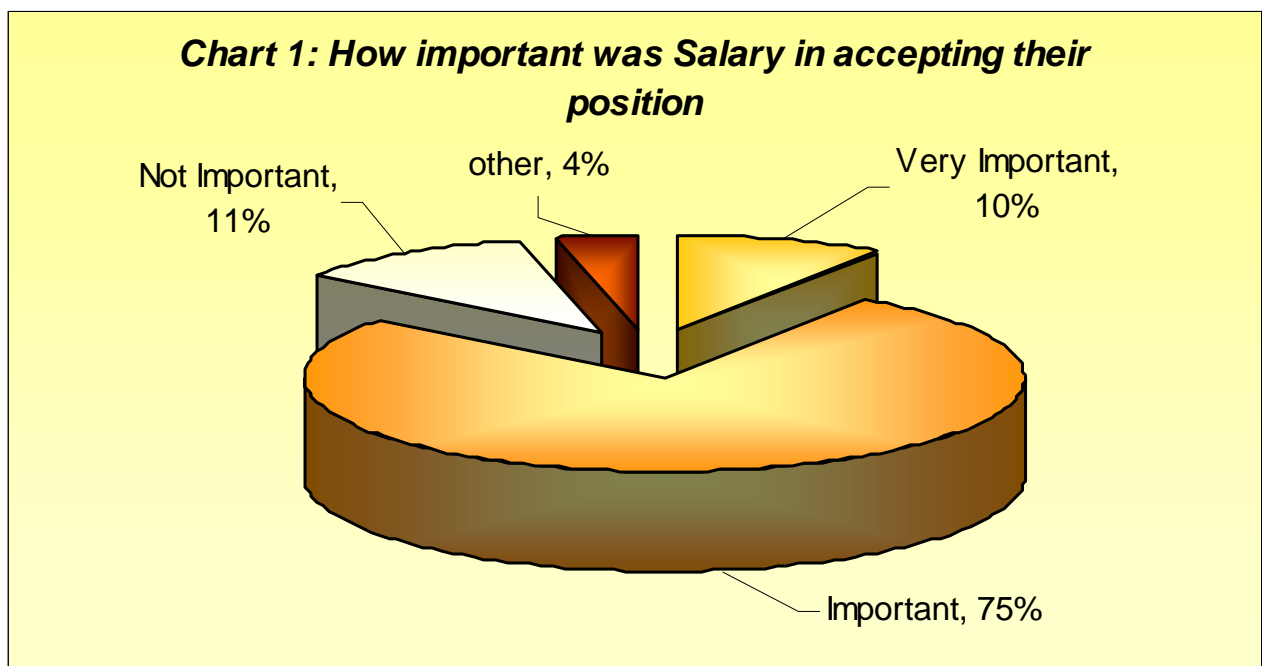
Respondents were asked how important their salary was in the decision making process when they accepted their last position. They were rated as:

Very Important – it was the prime reason I accepted the position

Important – but not the only reason I accepted the position

Not Important – I accepted the position regardless of the salary

We also asked (in a free format field) what other factors were important when accepting a position.



b) Other factors important in accepting position (not salary)

A range of comments listed below:

- A change (something different), a chance to prove myself so I can progress further
- Just having a job
- Flexibility of hours, working with people I know & a company I know
- Flexibility
- I was looking for a part time job at that time, not knowing that it turned out to be full time but on a part time contract. I would now actively looking for a permanent part time which is what I wanted in the first place
- Location to my child's school, regular holidays in school holidays, hours to suit school times
- I travel a long distance daily and will be working from home 1 -2 days a week, this was very important
- Thought I could make the bonuses- but a bonus did not eventuate
- Leadership within industry



4.2 Basic salary of all respondents

a) Tables

The tables below show the basic salary range and median for respondents split by position and sector. The salaries shown in the tables are based on full time employees before tax and include superannuation or any commission or incentive payments.

Table 1: Salary of all survey respondents

Range	Lowest Salary	Median	Highest Salary	Average
\$21,000 - \$143,000	\$21,000	\$53,000	\$143,000	\$58,892

Table 2: Salary by position

Respondents were asked to indicate the job title that best describes their current position. After feedback from the 2007 survey, we have included more job titles in this year's survey. Shown alphabetically.

Position	Lowest Salary	Median	Highest Salary	Average
Account Mgr/ Key Account Mgr/ CRM	\$42,000	\$60,000	\$85,000	\$60,333
Accounts Support	\$25,380	\$40,000	\$ 44,000	\$37,730
Administration Manager	*	*	*	\$52,000
Business Analyst	\$62,000	\$75,000	\$80,000	\$72,333
Business Development Manager	\$35,000	\$80,000	\$110,000	\$76,250
Company Director	\$60,000	\$80,000	\$100,000	\$80,000
Conference incentive events consultant	*	*	*	\$45,000
Customer Service Manager	\$49,000	\$60,000	\$70,000	\$59,750
Database Support	\$35,000	\$37,500	\$40,000	\$37,590
Director of Marketing	*	*	*	\$83,000
Director of Sales	*	\$120,000	*	\$120,000
Fares Consultant	\$40,000	\$44,500	\$48,500	\$44,333
Finance Manager	\$47,840	\$69,920	\$92,000	\$69,920
General Manager	\$60,000	\$ 85,000	\$170,000	\$95,765
Groups Consultant	\$45,000	\$46,500	\$48,000	\$46,500



Position	Lowest Salary	Median	Highest Salary	Average
Groups Manager	*	*	*	\$60,000
Hotel General Manager	*	*	*	\$ 75,000
HR Consultant	\$35,800	\$38,500	\$40,000	\$38,100
HR Manager	\$50,000	\$85,000	\$105,000	\$77,667
Inbound Consultant	\$36,000	\$43,500	\$55,000	\$43,250
Inside Sales Support	*	*	*	\$49,000
IT Manager	\$84,000	\$97,000	\$110,000	\$ 97,000
Manager	\$50,000	\$70,000	\$140,000	\$76,400
Marketing Co-ord	\$42,000	\$43,448	\$ 44,896	\$43,448
Marketing Manager	\$53,000	\$75,000	\$76,000	\$70,200
National Sales Manager	\$106,000	\$110,000	\$143,000	\$119,667
Office Manager	*	*	*	\$ 88,000
Operations Manager	\$52,000	\$70,000	\$98,000	\$72,607
Product Assistant	*	*	*	\$ 42,500
Product Manager	\$60,000	\$70,000	\$80,000	\$70,000
Receptionist	*	*	*	\$34,000
Reservations Consultant	\$24,500	\$41,300	\$46,440	\$39,373
Reservations Manager	\$61,182	\$67,000	\$78,000	\$68,296
Reservations TL	\$35,000	\$48,000	\$50,000	\$44,333
Revenue Manager	*	*	*	\$ 62,100
Sales Executive	\$42,000	\$48,000	\$54,000	\$48,000
Sales Manager	\$45,000	\$53,000	\$95,000	\$63,000
Supervisor	*	*	*	\$35,000
Team Leader	\$40,000	\$54,500	\$75,000	\$55,357
Technical Support	*	*	*	\$50,000
Travel Consultant intermediate	\$24,000	\$34,500	\$45,000	\$33,984
Travel Consultant Junior	\$21,000	\$24,500	\$26,000	\$24,000
Travel Consultant Senior	\$26,000	\$42,000	\$65,000	\$44,731



4.3 Basic salaries by industry sector

a) Tables

The tables below, breakdown a selection of salaries, in a selection of industry sectors. Shown by job titles in alphabetical order

Table 1: Salaries by Airline

Position	Lowest Salary	Median	Highest Salary	Average
Account Mgr/ Key Account Mgr/ CRM	\$60,000	\$75,000	\$85,000	\$73,333
Accounts Support	\$40,000	\$42,000	\$44,000	\$42,000
Business Analyst	\$75,000	\$77,500	\$80,000	\$77,500
General Manager	\$60,000	\$84,000	\$85,000	\$76,333
Groups Manager	*	*	*	\$60,000
Manager	*	*	*	\$55,000
Marketing Co-ord	*	*	*	\$44,896
Operations Manager	*	*	*	\$70,000
Reservations Consultant	\$35,360	\$36,400	\$46,440	\$38,972
Reservations Manager	*	*	*	\$69,000
Sales Executive	\$42,000	\$48,000	\$54,000	\$48,000
Sales Manager	\$53,000	\$53,000	\$53,000	\$53,000
Travel Consultant intermediate	\$33,000	\$37,250	\$41,500	\$37,250
Travel Consultant Senior	*	*	*	\$34,000



Table 2: Salaries by Corporate

Position	Lowest Salary	Median	Highest Salary	Average
Account Mgr/ Key Account Mgr/ CRM	*	*	*	\$53,000
Accounts Support	\$25,380	\$30,190	\$ 35,000	\$30,190
Customer Service Manager	\$60,000	\$65,000	\$70,000	\$65,000
Database Support	*	*	*	\$35,360
General Manager	\$115,000	\$130,000	\$155,000	\$133,333
Inbound Consultant	*	*	*	\$43,000
National Sales Manager	*	*	*	\$110,000
Operations Manager	\$52,000	\$80,000	\$98,000	\$77,438
Reservations TL	*	*	*	\$48,000
Technical Support	*	*	*	\$50,000
Travel Consultant Junior	\$24,000	\$25,000	\$26,000	\$25,000

Table 3: Salaries by Hotels

Position	Lowest Salary	Median	Highest Salary	Average
Conference incentive events consultant	*	*	*	\$45,000
Director of Sales	*	*	*	\$120,000
Hotel General Manager	\$64,000	\$75,000	\$100,000	\$76,800
HR Consultant	\$35,800	\$38,500	\$40,000	\$38,100
HR Manager	\$50,000	\$72,500	\$105,000	\$75,000
Manager	\$70,000	\$75,000	\$ 80,000	\$ 75,000
Marketing Manager	*	*	*	\$ 76,000
Receptionist	*	*	*	\$ 34,000
Revenue Manager	*	*	*	\$ 62,100
Sales Manager	*	*	*	\$ 45,000



Table 4: Salaries by Retail / Leisure

Position	Lowest Salary	Median	Highest Salary	Average
Business Development Manager	*	*	*	\$75,000
General Manager	*	*	*	\$100,000
HR Manager	*	*	*	\$85,000
Manager	\$50,000	\$65,000	\$109,400	\$70,880
Marketing Manager	\$75,000	\$75,000	\$75,000	\$75,000
Sales Manager	*	*	*	\$58,000
Team Leader	\$54,000	\$64,500	\$75,000	\$64,500
Travel Consultant intermediate	\$35,000	\$36,000	\$ 37,000	\$36,000
Travel Consultant Senior	\$26,000	\$41,500	\$ 65,000	\$43,813

Table 5 Salaries by Tourism

Position	Lowest Salary	Median	Highest Salary	Average
Administration Manager	*	*	*	\$52,000
Company Director	*	*	*	\$100,000
Marketing Manager	*	*	*	\$ 53,000
Reservations TL	*	*	*	\$ 35,000
Sales Manager	*	*	*	\$82,000
Travel Consultant Junior	*	*	*	\$21,000



Table 6 Salaries by Wholesale

Position	Lowest Salary	Median	Highest Salary	Average
Account Mgr/ Key Account Mgr/ CRM	*	*	*	\$45,000
Accounts Support	*	*	*	\$40,000
Business Analyst	*	*	*	\$62,000
Customer Service Manager	*	*	*	\$60,000
Database Support	*	*	*	\$35,000
Fares Consultant	\$44,500	\$46,500	\$48,500	\$46,500
Finance Manager	*	*	*	\$47,840
General Manager	\$67,000	\$80,000	\$170,000	\$105,667
Groups Consultant	*	*	*	\$48,000
Inbound Consultant	\$37,000	\$40,500	\$44,000	\$40,500
Marketing Co-ord	*	*	*	\$42,000
Marketing Manager	*	*	*	\$72,000
Product Assistant	*	*	*	\$42,500
Product Manager	\$60,000	\$70,000	\$80,000	\$70,000
Reservations Consultant	\$45,000	\$45,000	\$45,000	\$45,000
Reservations Manager	\$65,000	\$71,500	\$78,000	\$71,500
Reservations Team Leader	*	*	*	\$50,000
Team Leader	\$50,000	\$50,000	\$55,000	\$51,667

Table 7: Salaries by Transport

Position	Lowest Salary	Median	Highest Salary	Average
Business Development Manager	*	*	*	\$110,000
General Manager	*	*	*	\$100,000
HR Manager	*	*	*	\$74,000
National Sales Manager	\$106,000	\$124,500	\$143,000	\$124,500
Operations Manager	*	*	*	\$70,000



Table 8: Salaries by Inbound

Position	Lowest Salary	Median	Highest Salary	Average
Account Mgr/ Key Account Mgr/ CRM	\$42,000	\$47,500	\$53,000	\$47,500
Database Support	\$40,000	\$40,000	\$40,000	\$40,000
Finance Manager	*	*	*	\$92,000
Inbound Consultant	\$36,000	\$42,500	\$55,000	\$44,000
Manager	*	*	*	\$66,000
Operations Manager	\$53,000	\$75,000	\$82,000	\$70,000
Reservations Manager	*	*	*	\$61,182
Supervisor	*	*	*	\$35,000
Travel Consultant intermediate	*	*	*	\$25,000

Table 9: Salaries by MICE / Events

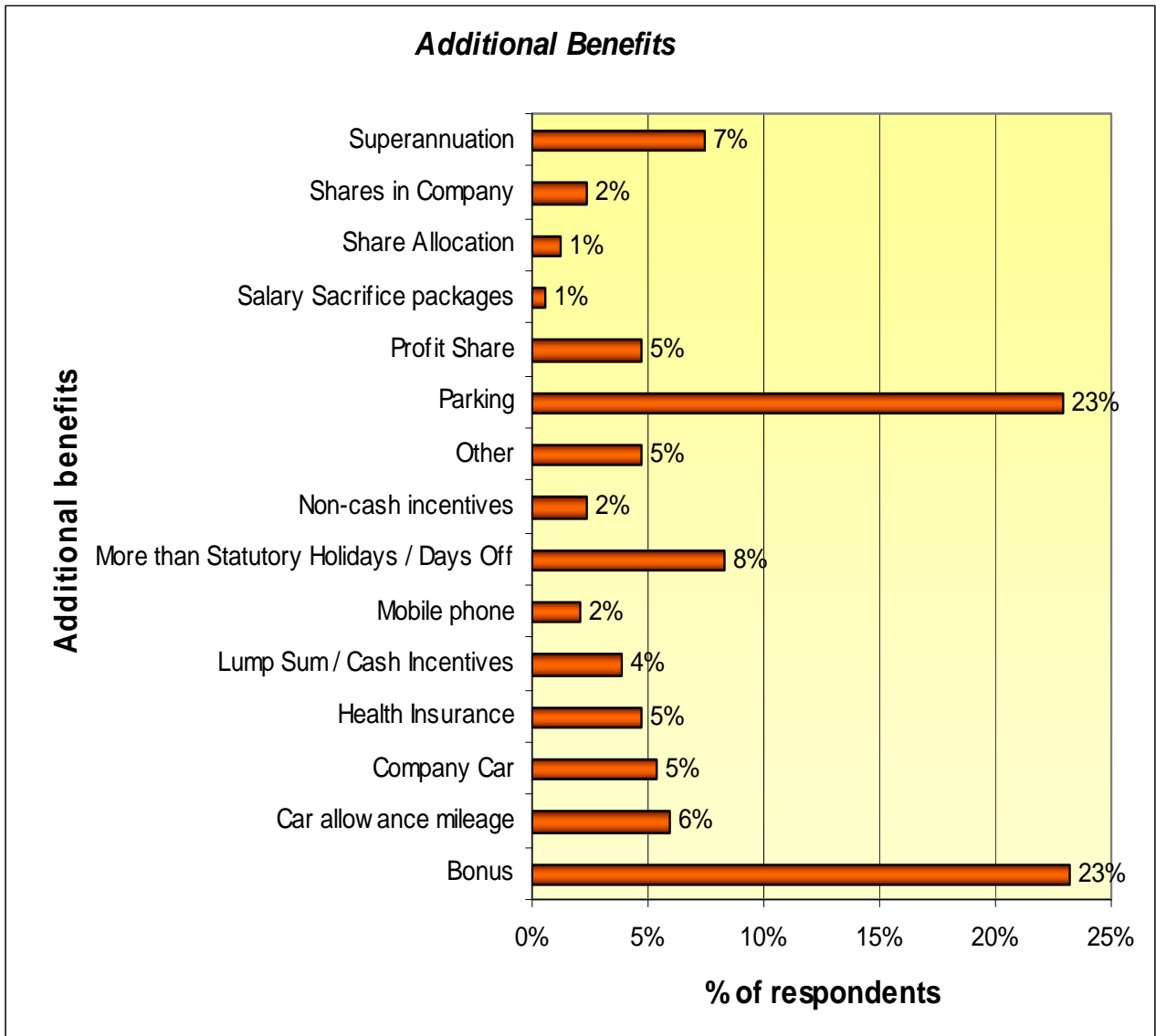
Position	Lowest Salary	Median	Highest Salary	Average
Company Director	\$60,000	\$70,000	\$80,000	\$70,000
Conference incentive events consultant	*	*	*	\$45,000
Groups Consultant	*	*	*	\$45,000
Groups Manager	*	*	*	\$60,000
Operations Manager	\$58,500	\$64,250	\$70,000	\$64,250
Team Leader	*	*	*	\$62,000



4.4 Additional benefits

a) Graph

Respondents were asked what benefits they receive in addition to their annual salary and statutory superannuation.



c) Additional benefits list

This list was compiled by a free format area that respondents filled in.

- Broadband
- Discounted Hotel Stays at Any InterContinental hotel property for myself and friends and family
- FOC Travel
- Kiwisaver 4%
- Meal allowance
- Organised educational trips or an allowance toward an independent educational of \$1500
- Weekend work \$200.00 per day and late shift \$45.00
- Wellbeing - Gym Membership paid