

The State of the Restaurant Workforce

JANUARY 2022

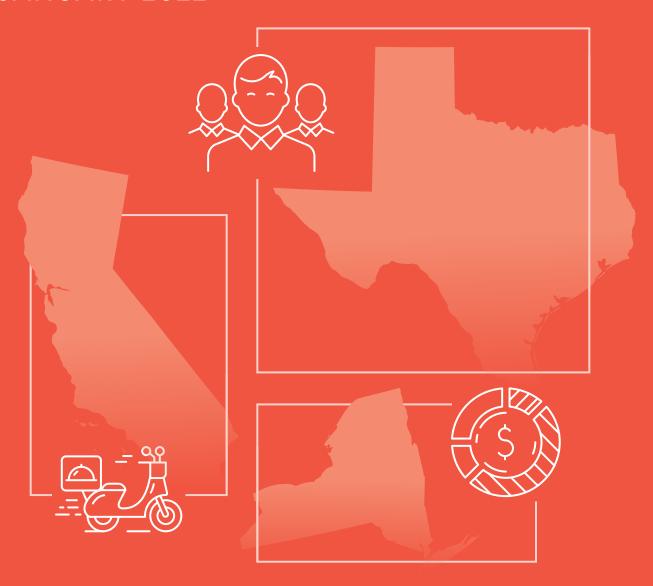


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National Workforce Trends

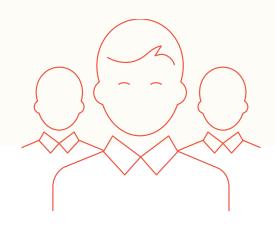


The Restaurant Workforce is Missing Nearly 1 Million Workers from Before the Pandemic

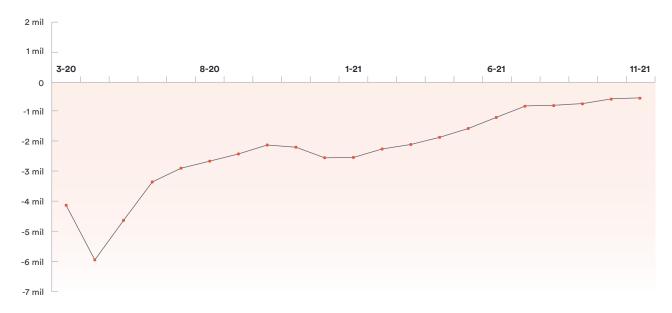
In April 2020, the restaurant worker job deficit reached a peak of 6.3 million.

The deficit has steadily closed since then, but there are still more than 900k fewer workers than pre-pandemic.

There was a surge of new jobs added from March-July 2021, but momentum stalled in August and hasn't bounced back.



Net Jobs Lost Since February 2020, Food Service & Accommodations



Source: U.S. Bureau of Labor Statistics, "Job Openings and Labor Turnover Survey." January 2022.

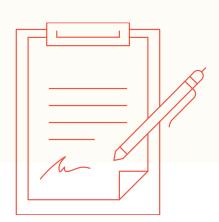


Job Growth Has Slowed Due to **Record-High Levels of Restaurant Workers Quitting**

Although "quits" were rising in March-July 2021, hires were rising faster, leading to an average gap of 461k per month.

In August, hires returned to pre-April levels, but "quits" continued rising to record highs, decreasing the average gap to 225k per month.

Federal unemployment benefits expired on September 6, but this failed to slow what's been called "The Great Resignation."



Hires and Quits by Month, Food Service & Accommodations

Month	Hires	Quits
Dec 20	698,000	616,000
Jan 21	808,000	577,000
Feb 21	1,059,000	574,000
Mar 21	1,015,000	650,000
Apr 21	1,150,000	695,000
May 21	1,160,000	703,000
Jun 21	1,212,000	706,000
Jul 21	1,258,000	735,000
Aug 21	1,080,000	867,000
Sep 21	1,050,000	838,000
Oct 21	1,075,000	761,000
Nov 21	1,079,000	920,000

Source: U.S. Bureau of Labor Statistics, "Job Openings and Labor Turnover Survey." January 2022.

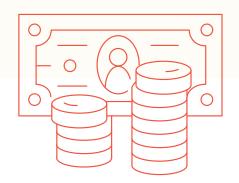


To Bring Workers Back, **Restaurants Have Substantially Increased Wages**

Between January and October 2021, restaurant wages increased by 14%. Before that, the largest percent growth on record was 4% in 2018.

In a span of eight months (February-October 2021), restaurant wages grew more than in the previous four years combined.

Inflation has played a role in this, but restaurant workers were one of just two groups with wage growth that outpaced inflation (hotel workers were the other).



Average Hourly Earnings, All Employees, Food Service & Accommodations

Year	January	December*	Total Increase	Percent Increase
2011	\$12.40	\$12.52	\$0.12	1.0%
2012	\$12.48	\$12.67	\$0.19	1.5%
2013	\$12.62	\$12.95	\$0.33	2.6%
2014	\$12.90	\$13.35	\$0.45	3.5%
2015	\$13.34	\$13.74	\$0.40	3.0%
2016	\$13.80	\$14.33	\$0.53	3.8%
2017	\$14.37	\$14.89	\$0.52	3.6%
2018	\$14.89	\$15.50	\$0.61	4.1%
2019	\$15.44	\$16.00	\$0.56	3.6%
2020	\$15.99	\$16.16	\$0.17	1.1%
2021	\$16.23	\$18.48	\$2.25	13.9%

*2021 data only available through October

Source: U.S. Bureau of Labor Statistics, "Current Employment Statistics." December 2021.

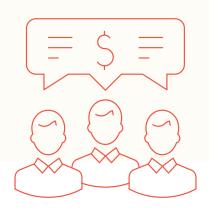


Signs Suggest the Wage Hikes Are Making a Positive Impact on Restaurant Hiring

As of November 2021, Food Service & Accommodations still has the highest job openings rate* of any industry.

However, the gap is shrinking. Since July, only one industry has seen a larger improvement in job openings rate.

The largest improvement occurred in November, the last month for which we have data, which suggests continued wage hikes are making an impact.



Job Openings Rate by Industry

Industry	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21	Change Since July
Food Service & Accomodations	11.3%	10.0%	9.3%	10.5%	8.9%	2.4%
Health Care and Social Assistance	8.1%	7.4%	8.2%	8.5%	8.2%	-0.1%
Professional and Business Services	8.1%	8.2%	7.8%	8.1%	7.8%	0.3%
Arts, Entertainment, and Recreation	10.2%	9.5%	7.8%	7.4%	7.2%	3.0%
Other Services	7.4%	7.8%	6.6%	7.5%	7.2%	0.2%
Trade, Transportation, and Utilities	6.5%	6.9%	6.8%	6.6%	6.6%	-0.1%
Manufacturing	6.8%	6.5%	7.1%	7.1%	6.4%	0.4%
Finance and Insurance	5.0%	4.2%	4.7%	4.7%	5.8%	-0.8%
Information	5.5%	6.1%	5.3%	5.8%	5.5%	0.0%
Mining and Logging	6.0%	5.6%	5.4%	5.2%	5.3%	0.7%
Real Estate and Rental and Leasing	7.5%	7.5%	4.7%	5.1%	5.3%	2.2%
Federal Government	4.0%	4.5%	4.5%	4.6%	5.3%	-1.3%
State and Local Government: Non-Education	5.5%	4.5%	6.2%	5.0%	5.1%	0.4%
Construction	4.5%	4.6%	4.5%	5.7%	4.4%	0.1%
Educational Services	5.2%	4.8%	3.6%	4.6%	4.4%	0.8%
State and Local Government: Education	3.9%	2.8%	2.5%	2.9%	3.1%	0.8%
Total	7.0%	6.7%	6.7%	7.0%	6.6%	0.4%

*The job openings rate is the number of job openings as a percent of total employment plus job openings.

Source: U.S. Bureau of Labor Statistics, "Job Openings and Labor Turnover Survey." January 2022.



Despite Gains in Wages, Benefits Access Still Lags Far Behind Other Industries

Compared to other industries, Food Service & Accommodations ranks last in worker access to every core benefit listed.

In most cases, the percent of Food Service & Accommodations workers with access to a benefit is **less than half** the all-worker average.

This gap may have closed (the most recent data available comes from March 2021), but it still represents a major hurdle to restaurant recruitment.



Percent of Workers With Access to Benefits by Industry

	Benefit Type	All Workers	Food Service & Accomodations	Food Service Industry Rank*
	Healthcare	71%	31%	#11 out of 11
	Medical Care	70%	31%	#11 out of 11
0	Dental Care	40%	10%	#11 out of 11
Insurance	Vision Care	26%	8%	#11 out of 11
nsur	Prescription Drug	69%	31%	#11 out of 11
_	Life	56%	16%	#11 out of 11
	Short-Term Disability	42%	17%	#11 out of 11
	Long-Term Disability	35%	3%	#11 out of 11
	Paid Holidays	81%	41%	#11 out of 11
	Paid Sick	77%	49%	#11 out of 11
	Paid Vacation	79%	43%	#11 out of 11
o.	Paid Personal	46%	7%	#11 out of 11
Leave	Paid Funeral	52%	10%	#11 out of 11
_	Paid Jury Duty	52%	12%	#11 out of 11
	Paid Military	27%	4%	#11 out of 11
	Paid Family	23%	9%	#11 out of 11
	Unpaid Family	89%	78%	#11 out of 11

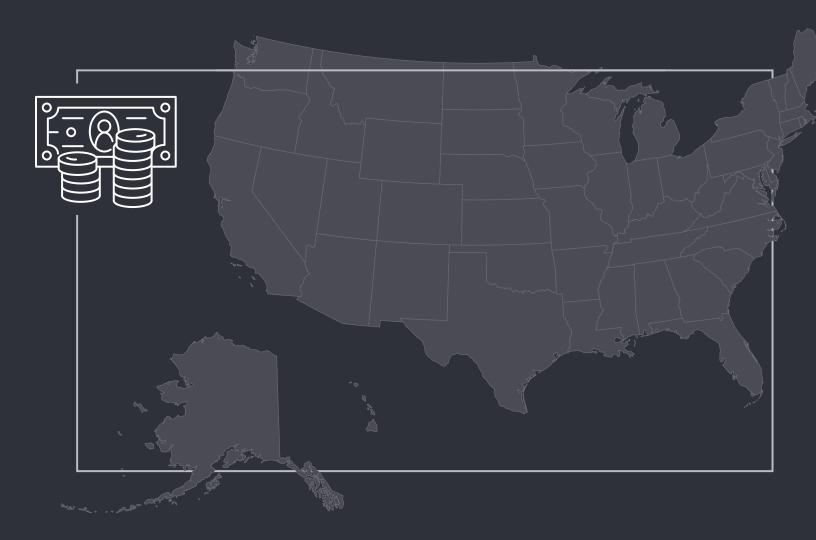
^{*}Included Industries: Construction; Manufacturing; Trade, Transporation and Utilities; Information; Finance and Insurance; Real Estate and Rental and Leasing; Professional and Business Services; Education Services; Health Care and Social Assistance; Accomodations and Food Service; Other Services

Source: U.S. Bureau of Labor Statistics, "Employee Benefits in the United States." March 2021.



Overview of Top 50 Metro Areas

Analyzing the 50 largest U.S. metros by population.



Total Unemployment Rate (All Industries)



Lowest Total Unemployment Rate

NOVEMBER 2021

1. Salt Lake City, UT	1.4%
2. Oklahoma City, OK	1.7%
3. Indianapolis, IN	2.0%
4. Atlanta, GA	2.2%
4. Milwaukee, WI	2.2%
4 Minneanolis MN	2.2%

Biggest Risers in Total Unemployment Rate Rankings

NOVEMBER 2020-2021

1. Detroit, MI+	-19
2. Atlanta, GA+	-14
3. Portland, OR+	-12
3. Cleveland, OH+	-12
5. Phoenix, AZ+	- 1 1

Highest Total Unemployment Rate

NOVEMBER 2021

1. Los Angeles, CA	6.4%
2. Las Vegas, NV	6.3%
3. New York, NY	6.0%
4. Riverside, CA	5.4%
5. Houston, TX	5.1%

Biggest Fallers in Total Unemployment Rate Rankings

NOVEMBER 2020-2021

1. Jacksonville, FL2	<u>2</u> C
2. Tampa, FL1	9
3. Baltimore, MD1	6
4. Orlando, FL1	3
5. Columbus, OH1	1

See Appendix for full dataset.

Source: U.S. Bureau of Labor Statistics, "Metropolitan Area Employment and Unemployment." December 2021.



Food Service Employment & Wages



Most Food Service Workers Per 1,000 **Total Workers**

MARCH 2021

1. Las Vegas, NV	126.65
2. Orlando, FL	111.66
3. New Orleans, LA	106.13
4. San Antonio, TX	101.08
5. Oklahoma City, OK	100.13

Highest Average Hourly Wage for Food Service Workers

MARCH 2021

1. San Francisco, CA	\$18.43
2. Seattle, WA	\$18.20
3. San Jose, CA	\$17.41
4. New York, NY	\$16.77
5. Boston, MA	\$16.25

Fewest Food Service Workers Per 1,000 Total Workers

MARCH 2021

1. Salt Lake City, UT	58.11
2. San Jose, CA	60.35
3. Hartford, CT	61.65
4. New York, NY	62.16
5. Washington, DC	66.18

Lowest Average Hourly Wage or Food Service Workers

MARCH 2021

1. Birmingham, AL	\$10.70
2. Memphis, TN	\$11.17
2. New Orleans, LA	\$11.17
4. Atlanta, GA	\$11.59
5. Dallas, TX	\$11.61

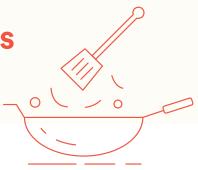
See Appendix for full dataset.



Share of Food Service Job Types

In large cities, servers comprise the largest share of the restaurant workforce, followed by cooks and supervisors.

Chefs and head cooks comprise the smallest share of the restaurant workforce, followed by hosts and dishwashers.



Share of Job Type Among All Restaurant Jobs

Job Type	Median % of Job Type Among Restaurant Workers	Metro Employing the Highest % of Job Type	Metro Employing the Lowest % of Job Type
Servers	32.1%	Detroit, MI (38.1%)	Milwaukee, WI (25.1%)
Cooks	18.9%	Portland, OR (22.7%)	Baltimore, MD (12.5%)
Supervisors	14.9%	Columbus, OH (19.9%)	San Francisco, CA (10.0%)
Prep	11.9%	Nashville, TN (25.8%)	Pittsburgh, PA (5.6%)
Bartenders	7.6%	Milwaukee, WI (16.5%)	Birmingham, AL (3.6%)
Dishwashers	6.8%	Riverside, CA (9.4%)	St. Louis, MO-IL (4.2%)
Hosts	5.2%	Pittsburgh, PA (7.9%)	Birmingham, AL (3.6%)
Chefs & Head Cooks	1.4%	New York, NY (3.9%)	Birmingham, AL (0.5%)

See Appendix for full dataset.



Wages of Food Service Job Types

In large cities, chefs and head cooks make by far the highest wages among the restaurant workforce.

Supervisors make substantially less than chefs and head cooks but comfortably more than other job types.



Wages and Relative Wages by Restaurant Job Type

Job Type	Median Hourly Wage	Median Relative* Hourly Wage	Metro With Highest Relative* Hourly Wage	Metro With Lowest Relative* Hourly Wage
Chefs & Head Cooks	\$27.60	+108%	San Diego, CA (+199%)	Hartford, CT (+47%)
Supervisors	\$18.47	+43%	Philadelphia, PA (+61%)	Phoenix, AZ (+20%)
Cooks	\$13.76	+7%	Raleigh, NC (+29%)	Phoenix, AZ (-6%)
Bartenders	\$13.16	+2%	Phoenix, AZ (+36%)	Nashville, TN (-18%)
Prep	\$13.06	-2%	Salt Lake City, UT (+16%)	New Orleans, LA (-18%)
Servers	\$12.41	-3%	Phoenix, AZ (+24%)	Dallas, TX (-18%)
Dishwashers	\$11.54	-10%	Las Vegas, NV (+9%)	Indianapolis, IN (-17%)
Hosts	\$11.13	-11%	Las Vegas, NV (+1%)	Pittsburgh, PA (-22%)

*Relative Hourly Wage compares the wage for a given job type to the average wage for all restaurant workers in a given area. If the Relative Hourly Wage for a job type is +100%, that means it is 100% greater than the average wage for all restaurant workers in that area. If the Relative Hourly Wage is -20%, that means it is 20% lower than the average wage for all restaurant workers in that area. See Appendix for full dataset.



Insights & Perspectives



Workers Who Stayed in the Restaurant Industry



On what they hope to see from employers moving forward...

"This is a career job. I want all of the things that people in careers have. ... Health insurance should not be a question if you're in the kitchen working with fire and knives."

Zoë EzrailsonLine cook and pastry chef in Washington, DC

On why they didn't leave for another job despite feeling frustrated...

"I will admit that it's always tempting [to leave the industry], every time I go a little while without working in a restaurant. But ultimately, I find if you are a food-and-beverage person, it's almost impossible to find anything that's not F&B. Retail is really boring."

Carolina Jenkins Cook at Early Bird Diner in Charleston

On workers' newfound leverage when deciding where to apply...

"I'm being choosy. I've only sent in two or three applications. If I'm going to be working, it has to be a place I want to be."

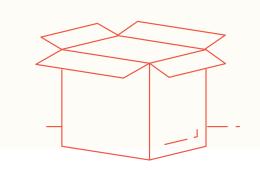
Paul HoffordBartender in Washington, DC



Source: Washington City Paper / Charleston Post & Courier / Washington City Paper



Workers Who Left the Restaurant Industry



On the financial reality of working in the restaurant industry...

"I would say 80% of people in the industry saw for the first time what a livable wage should look like when federal unemployment came through."

Taylor Young

Former high-end restaurant worker in Atlanta & Chicago

On frustrations as they enter the new year with lingering staffing issues...

"When you're really in it and you're working like crazy and not sleeping and not eating properly and in no way taking care of yourself, it's really easy not to notice how bad it is."

Kira German

Former chef du cuisine of Nora Gray in Montreal



On financial struggles since leaving the industry to focus on creative pursuits...

"Financially, I'm stressed. The pressure is on in a way that it has never been. Now it's coming to a place I have to ask myself: Is this actually possible?"

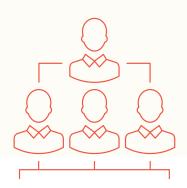
Jarrod Ives

Former worker at WonderHaus in Arkansas

Source: Atlanta Journal-Constitution / Cult MTL / Washington Post



Restaurant Employers & Management



On frustrations as they enter the new year with lingering staffing issues...

"The business is here now. That is the frustrating part: We've never been busier, and it's never been harder to find the employees."

Ned Heath

Chef/owner of International Foods in Arizona

On the state of the applicant pool during the worker shortage...

"It is like pulling teeth trying to get people in who have any experience at all. People have just decided to leave the industry. ...We'll have people come in and start work and a day later they leave or just fall off the face of the earth."

Wade Greenwood Pastry chef at W Hotels in Austin

On how restaurants should position themselves to job candidates...

"Be true to who you are. Candidates see that. They're looking for stability, a company they can trust. As long as you're doing what you say, hopefully you'll find long-term employees."

Katie Barongan

Vice president of HR & recruiting for Clyde's Restaurant Group



Source: AZFamily.com / CBS Austin / Washington City Paper



External Industry Experts



On the staying power of incentives introduced during the worker shortage...

"The guy you were paying \$10 an hour, [who] now you're paying \$16 an hour — six months from now, you're not going to be able to push him back down to \$10."

Mark Butler Georgia labor commissioner

On why a record number of low-wage workers quit their jobs in November 2021...

"They're using demand [for the type of work they do] as a bargaining chip, and they're cashing in — taking a new job and, for many of them, getting much higher wages."

Nick Bunker Economic research director of Indeed.com



On increasing pressure from outside forces to reshape the restaurant workplace...

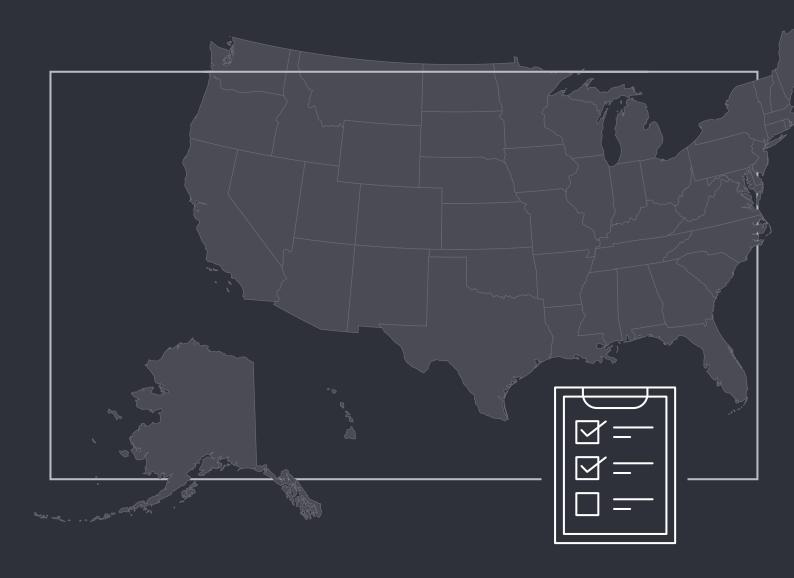
"The pandemic put some of the industry's faults on display to the rest of the world. The lack of benefits, pay inequities between front and back of house and overall working conditions are just a few areas diners were unaware of. So it's kind of an educational period for the broader audience."

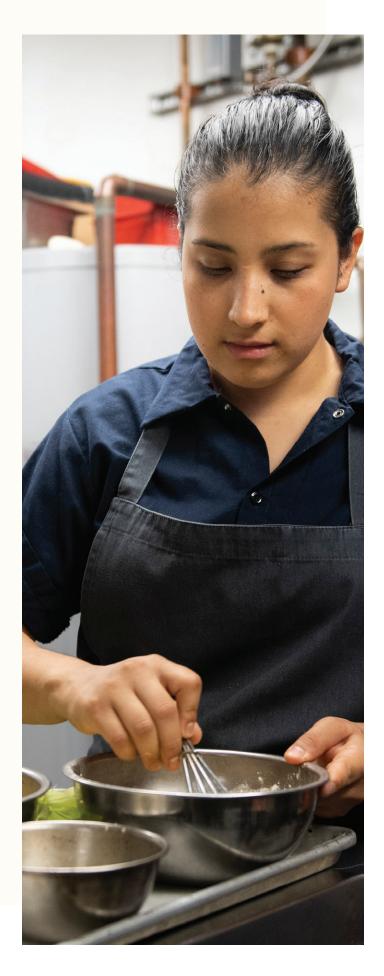
Alice Cheng
CEO of Culinary Agents

Source: Georgia Trend / Business Insider / BentoBox



Hiring & Retention Strategies for 2022





Continue to Offer Competitive Pay and Benefits

Higher wages and better benefits, once viewed as differentiators, are now becoming table stakes for restaurant employers. Those that don't offer them stand little chance of competing with employers from outside industries, along with the growing share of restaurants that do offer them.

Streamline Menus and Processes

How do restaurants afford higher wages and better benefits? The first step is making their offerings more efficient. Can their menu be streamlined to produce higher margins and less waste? Can they implement technology to automate manual tasks, reducing how many staff hours they need to operate? A little efficiency goes a long way in wages and benefits.

Explore Each and Every New Revenue Stream

After making what they already offer more efficient, restaurants should expand to offer more things. Emerging sources of passive or high-margin revenue like direct online ordering, automated marketing, digital loyalty programs and online merch stores can supplement a restaurant's existing business model and free up money for workers.





Provide Clear Career Paths & Training

As restaurant workers receive better "hard" benefits like insurance and leave, they also want better "soft" benefits like career planning and training. In fact, hospitality job seekers say that career growth opportunities are the most important information in a job description. Establishing a culture that promotes from within helps retention and word-of-mouth referrals.

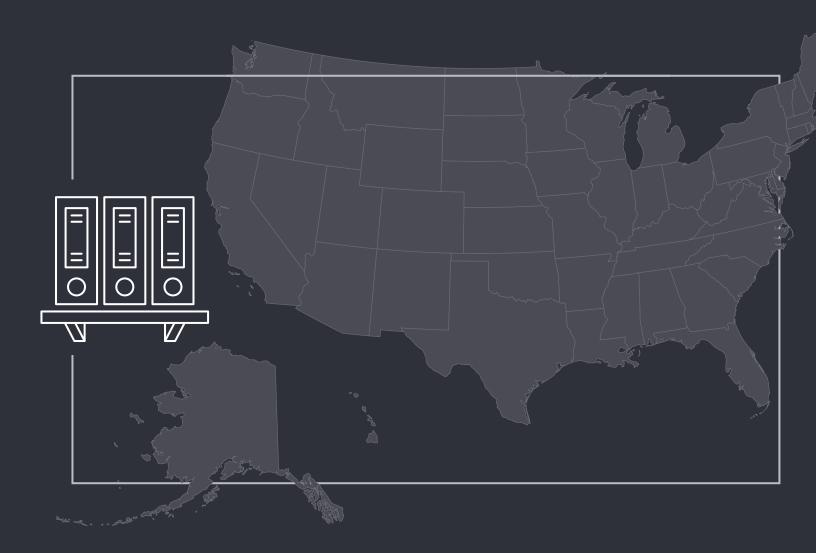
Attempt to Re-Hire "Boomerang" Employees

After implementing the strategies above, restaurant operators should reach out to former employees who left on good terms. These "boomerang" employees require less training, and if the restaurant's new workplace addresses issues that led to their departure, they may be open to returning. The Food Institute provides more advice on how to approach this tactic.

Collaborate With Other Restaurant Owners

The restaurant industry has always been one where business owners prop each other up despite competing for share of wallet. Now, they share a collective purpose of keeping workers from fleeing to other industries. As new workplace strategies emerge in the coming months, sharing, listening and learning from other restaurant owners will prove important.

Appendix



Unemployment Rate by Metro Statistical Area (MSA), All Industries, Top 50 MSAs by Population

Metro Area	Nov 21	Nov 21 Rank	Nov 20	Nov 20 Rank	YoY Rank Change
Salt Lake City, UT	1.4	1	3.4	1	0
Oklahoma City, OK	1.7	2	4.5	10	8
Indianapolis-Carmel-Anderson, IN	2.0	3	4.9	12	9
Minneapolis-St. Paul-Bloomington, MN-WI	2.2	6	4.4	8	2
Milwaukee-Waukesha-West Allis, WI	2.2	5	5	13	8
Atlanta-Sandy Springs-Roswell, GA	2.2	4	5.6	18	14
Nashville-DavidsonMurfreesboroFranklin, TN	2.6	7	4.3	6	-1
Birmingham-Hoover, AL	2.7	9	3.6	2	-7
Kansas City, MO-KS	2.7	8	4.3	7	-1
Raleigh, NC	2.8	11	5.4	17	6
Phoenix-Mesa-Scottsdale, AZ	2.8	10	6.1	21	11
St. Louis, MO-IL(1)	2.9	12	4.6	11	-1
Columbus, OH	3.0	15	4.2	4	-11
Cincinnati, OH-KY-IN	3.0	14	4.4	9	-5
Louisville/Jefferson County, KY-IN	3.0	13	5	14	1
Richmond, VA	3.1	16	6	20	4
Austin-Round Rock, TX	3.2	20	5.1	15	-5
San Jose-Sunnyvale-Santa Clara, CA	3.2	19	5.3	16	-3
Seattle-Tacoma-Bellevue, WA	3.2	18	6.3	26	8
Portland-Vancouver-Hillsboro, OR-WA	3.2	17	6.4	29	12
Jacksonville, FL	3.3	23	3.8	3	-20
<u> </u>			:		
Charlotte-Concord-Gastonia, NC-SC	3.3	21	6.2	23	2
Virginia Beach-Norfolk-Newport News, VA-NC	3.3	22	6.2	24	2
Tampa-St. Petersburg-Clearwater, FL	3.4	24	4.2	5	-19
Washington-Arlington-Alexandria, DC-VA-MD-WV	3.6	25	6.4	30	5
Miami-Fort Lauderdale-West Palm Beach, FL	3.7	27	6.3	27	0
Cleveland-Elyria, OH	3.7	26	7.1	38	12
San Francisco-Oakland-Hayward, CA	3.8	29	6.3	28	-1
Detroit-Warren-Dearborn, MI	3.8	28	9.5	47	19
Orlando-Kissimmee-Sanford, FL	3.9	32	5.7	19	-13
Dallas-Fort Worth-Arlington, TX	3.9	31	6.2	25	-6
Memphis, TN-MS-AR	3.9	30	7	36	6
San Antonio-New Braunfels, TX	4.1	33	6.4	31	-2
Buffalo-Cheektowaga-Niagara Falls, NY	4.2	34	6.5	32	-2
Pittsburgh, PA	4.2	35	6.5	33	-2
Baltimore-Columbia-Towson, MD	4.3	38	6.1	22	-16
Boston-Cambridge-Nashua, MA-NH	4.3	37	7.2	39	2
Providence-Warwick, RI-MA	4.3	36	7.7	42	6
Denver-Aurora-Lakewood, CO	4.5	40	7	37	-3
Chicago-Naperville-Elgin, IL-IN-WI	4.5	39	8.2	45	6
San Diego-Carlsbad, CA	4.6	42	6.8	35	-7
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	4.6	41	7.3	40	-1
SacramentoRosevilleArden-Arcade, CA	4.7	43	6.7	34	-9
Hartford-West Hartford-East Hartford, CT	4.8	45	7.4	41	-4
New Orleans-Metairie, LA	4.8	44	8.9	46	2
Houston-The Woodlands-Sugar Land, TX	5.1	46	7.9	44	-2
Riverside-San Bernardino-Ontario, CA	5.4	47	7.8	43	-4
New York-Newark-Jersey City, NY-NJ-PA	6.0	48	9.5	48	0
Las Vegas-Henderson-Paradise, NV	6.3	49	9.8	49	0
Los Angeles-Long Beach-Anaheim, CA	6.4	50	10.7	50	0

Source: U.S. Bureau of Labor Statistics, "Metropolitan Area Employment and Unemployment." December 2021.



Food Service Job Share and Average Hourly Wage, Top 50 MSAs by Population

Metro Area	Food Service Workers Per 1,000 Total Workers	Food Service Average Hourly Wage
Atlanta-Sandy Springs-Roswell, GA	79.04	\$11.59
Austin-Round Rock, TX	88.71	\$12.68
Baltimore-Columbia-Towson, MD	68.26	\$13.55
Birmingham-Hoover, AL	82.63	\$10.70
Boston-Cambridge-Nashua, MA-NH	67.73	\$16.25
Buffalo-Cheektowaga-Niagara Falls, NY	81.69	\$14.85
Charlotte-Concord-Gastonia, NC-SC	78.22	\$12.25
Chicago-Naperville-Elgin, IL-IN-WI	73.05	\$12.83
Cincinnati, OH-KY-IN	84.32	\$12.24
Cleveland-Elyria, OH	74.73	\$11.92
Columbus, OH	78.04	\$12.17
Dallas-Fort Worth-Arlington, TX	78.45	\$11.61
Denver-Aurora-Lakewood, CO	77.82	\$15.35
Detroit-Warren-Dearborn, MI	71.30	\$12.92
Hartford-West Hartford-East Hartford, CT	61.65	\$15.67
Houston-The Woodlands-Sugar Land, TX	85.18	\$11.63
Indianapolis-Carmel-Anderson, IN	80.08	\$12.26
Jacksonville, FL	86.67	\$12.03
Kansas City, MO-KS	80.13	\$12.62
Las Vegas-Henderson-Paradise, NV	126.65	\$13.59
Los Angeles-Long Beach-Anaheim, CA	82.83	\$15.45
Louisville/Jefferson County, KY-IN	78.43	\$11.76
Memphis, TN-MS-AR	77.09	\$11.17
Miami-Fort Lauderdale-West Palm Beach, FL	86.76	\$13.01
Milwaukee-Waukesha-West Allis, WI	68.37	\$11.85
Minneapolis-St. Paul-Bloomington, MN-WI	70.04	\$14.75
Nashville-DavidsonMurfreesboroFranklin, TN	83.72	\$11.62
New Orleans-Metairie, LA	106.13	\$11.17
New York-Newark-Jersey City, NY-NJ-PA	62.16	\$16.77
Oklahoma City, OK	100.13	\$11.64
Orlando-Kissimmee-Sanford, FL	111.66	\$12.63
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	68.86 80.61	\$13.54
Phoenix-Mesa-Scottsdale, AZ		\$15.32
Pittsburgh, PA	77.60	\$12.73
Portland-Vancouver-Hillsboro, OR-WA	78.65	\$15.38
Providence-Warwick, RI-MA	86.74	\$14.63
Raleigh, NC	80.11	\$12.21
Richmond, VA	70.20	\$12.07
Riverside-San Bernardino-Ontario, CA	90.25	\$14.98
SacramentoRosevilleArden-Arcade, CA	77.14	\$15.26
Salt Lake City, UT	58.11	\$11.81
San Antonio-New Braunfels, TX	101.08	\$11.95
San Diego-Carlsbad, CA	90.76	\$15.80
San Francisco-Oakland-Hayward, CA	74.53	\$18.43
San Jose-Sunnyvale-Santa Clara, CA	60.35	\$17.41
Seattle-Tacoma-Bellevue, WA	74.04	\$18.20
St. Louis, MO-IL	83.67	\$12.49
Tampa-St. Petersburg-Clearwater, FL	89.76	\$12.87
Virginia Beach-Norfolk-Newport News, VA-NC	86.78	\$12.16
Washington-Arlington-Alexandria, DC-VA-MD-WV	66.18	\$15.18



Percent of Restaurant Workforce by Job Type, Top 50 MSAs by Population

Metro Area	All	Servers	Cooks	Supervisors	Prep	Bartenders	Dishwashers	Hosts	Chefs & Head Cooks
MEDIAN	49,910	32%	19%	15%	12%	8%	7%	5%	1%
Atlanta-Sandy Springs-Roswell, GA	120,950	34%	17%	15%	16%	5%	5%	7%	1%
Austin-Round Rock, TX	50,570	32%	21%	16%	12%	8%	6%	5%	1%
Baltimore-Columbia-Towson, MD	48,420	36%	13%	16%	15%	6%	8%	5%	1%
Birmingham-Hoover, AL	22,210	33%	15%	20%	19%	4%	5%	4%	0%
Boston-Cambridge-Nashua, MA-NH	99,340	34%	16%	12%	10%	10%	9%	6%	3%
Buffalo-Cheektowaga-Niagara Falls, NY	20,650	29%	17%	14%	11%	14%	9%	4%	2%
Charlotte-Concord-Gastonia, NC-SC	51,310	32%	22%	19%	8%	7%	5%	6%	1%
Chicago-Naperville-Elgin, IL-IN-WI	168,870	30%	18%	14%	14%	9%	7%	6%	2%
Cincinnati, OH-KY-IN	45,240	32%	17%	16%	14%	9%	4%	6%	1%
Cleveland-Elyria, OH	34,330	34%	16%	18%	7%	11%	8%	5%	2%
Columbus, OH	42,010	36%	13%	20%	12%	8%	5%	5%	1%
Dallas-Fort Worth-Arlington, TX	142,710	38%	21%	16%	8%	5%	6%	5%	1%
Denver-Aurora-Lakewood, CO	62,830	29%	22%	15%	8%	9%	8%	6%	2%
Detroit-Warren-Dearborn, MI	70,130	38%	17%	16%	10%	6%	7%	6%	1%
Hartford-West Hartford-East Hartford, CT	20,130	35%	15%	12%	16%	7%	7%	5%	3%
Houston-The Woodlands-Sugar Land, TX	134,350	33%	20%	15%	14%	7%	6%	4%	1%
Indianapolis-Carmel-Anderson, IN	42,600	32%	20%	14%	12%	8%	5%	8%	1%
Jacksonville, FL	35,870	31%	19%	13%	13%	10%	7%	6%	1%
Kansas City, MO-KS	45,680	38%	20%	15%	10%	6%	5%	5%	1%
Las Vegas-Henderson-Paradise, NV			20%	11%	10%	12%	7%	6%	3%
	64,100	33%							
Los Angeles-Long Beach-Anaheim, CA	250,410	31%	21%	11%	14%	7%	9%	6%	2%
Louisville/Jefferson County, KY-IN	24,440	34%	22%	16%	10%	7%	5%	5%	1%
Memphis, TN-MS-AR	27,890	30%	15%	15%	23%	5%	4%	6%	2%
Miami-Fort Lauderdale-West Palm Beach, FL	135,840	32%	21%	14%	14%	6%	7%	5%	2%
Milwaukee-Waukesha-West Allis, WI	29,240	25%	15%	15%	13%	17%	7%	7%	1%
Minneapolis-St. Paul-Bloomington, MN-WI	68,110	31%	21%	15%	9%	12%	6%	5%	1%
Nashville-DavidsonMurfreesboroFranklin, TN	49,250	31%	13%	13%	26%	5%	5%	6%	1%
New Orleans-Metairie, LA	37,190	31%	17%	13%	21%	7%	6%	4%	2%
New York-Newark-Jersey City, NY-NJ-PA	318,980	34%	14%	11%	19%	8%	6%	4%	4%
Oklahoma City, OK	31,220	32%	22%	15%	12%	9%	4%	5%	1%
Orlando-Kissimmee-Sanford, FL	82,400	37%	19%	13%	9%	8%	6%	6%	2%
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	96,180	32%	16%	16%	12%	9%	7%	6%	1%
Phoenix-Mesa-Scottsdale, AZ	95,750	31%	22%	15%	10%	7%	7%	7%	1%
Pittsburgh, PA	43,660	32%	20%	16%	6%	10%	7%	8%	1%
Portland-Vancouver-Hillsboro, OR-WA	46,600	28%	23%	14%	14%	8%	7%	5%	2%
Providence-Warwick, RI-MA	24,980	33%	16%	12%	13%	12%	7%	5%	1%
Raleigh, NC	27,690	34%	19%	19%	8%	6%	6%	7%	1%
Richmond, VA	23,110	33%	17%	15%	15%	5%	7%	5%	1%
Riverside-San Bernardino-Ontario, CA	59,460	28%	20%	15%	14%	7%	9%	5%	1%
SacramentoRosevilleArden-Arcade, CA	36,000	33%	18%	14%	12%	8%	8%	5%	2%
Salt Lake City, UT	18,810	35%	19%	17%	10%	5%	7%	4%	3%
San Antonio-New Braunfels, TX	51,310	34%	20%	17%	12%	7%	5%	4%	1%
San Diego-Carlsbad, CA	71,270	31%	21%	12%	12%	8%	8%	5%	2%
San Francisco-Oakland-Hayward, CA	102,230	31%	21%	10%	12%	8%	9%	5%	4%
San Jose-Sunnyvale-Santa Clara, CA	34,440	28%	19%	11%	17%	9%	9%	5%	3%
Seattle-Tacoma-Bellevue, WA	76,360	30%	18%	15%	11%	11%	8%	5%	1%
St. Louis, MO-IL	61,330	34%	22%	14%	11%	8%	4%	5%	1%
Tampa-St. Petersburg-Clearwater, FL	71,220	32%	21%	13%	11%	9%	7%	5%	2%
Virginia Beach-Norfolk-Newport News, VA-NC	30,680	37%	17%	17%	10%	7%	6%	5%	1%
Washington-Arlington-Alexandria, DC-VA-MD-WV	111,320	31%	18%	14%	12%	8%	9%	6%	2%



Average Hourly Wage of Restaurant Job Types, Top 50 MSAs by Population

Metro Area	All	Chefs & Head Cooks	Supervisors	Restaurant Cooks	Bartenders	Prep	Servers	Dishwashers	Hosts
MEDIAN	\$12.7	\$27.6	\$18.5	\$13.8	\$13.2	\$13.1	\$12.4	\$11.5	\$11.1
Atlanta-Sandy Springs-Roswell, GA	\$11.6	\$31.0	\$16.5	\$13.4	\$11.5	\$11.7	\$11.1	\$10.7	\$9.9
Austin-Round Rock, TX	\$12.7	\$29.9	\$20.2	\$13.2	\$13.0	\$13.0	\$11.4	\$11.6	\$11.2
Baltimore-Columbia-Towson, MD	\$13.6	\$29.9	\$19.0	\$14.5	\$13.3	\$13.6	\$12.8	\$12.2	\$12.4
Birmingham-Hoover, AL	\$10.7	\$28.3	\$16.4	\$13.0	\$11.2	\$9.9	\$9.2	\$9.8	\$9.0
Boston-Cambridge-Nashua, MA-NH	\$16.3	\$32.1	\$23.0	\$17.0	\$16.2	\$15.9	\$16.0	\$16.1	\$14.8
Buffalo-Cheektowaga-Niagara Falls, NY	\$14.9	\$28.2	\$18.6	\$15.0	\$16.1	\$13.4	\$16.8	\$12.7	\$13.2
Charlotte-Concord-Gastonia, NC-SC	\$12.3	\$26.3	\$17.0	\$13.0	\$16.3	\$12.8	\$11.8	\$10.4	\$10.0
Chicago-Naperville-Elgin, IL-IN-WI	\$12.8	\$29.8	\$16.8	\$14.7	\$11.4	\$13.6	\$11.3	\$12.5	\$12.0
Cincinnati, OH-KY-IN	\$12.2	\$22.4	\$18.0	\$13.0	\$12.9	\$13.1	\$11.1	\$11.0	\$10.5
Cleveland-Elyria, OH	\$11.9	\$22.3	\$15.9	\$13.1	\$10.5	\$12.6	\$10.7	\$10.9	\$10.4
Columbus, OH	\$12.2	\$24.8	\$15.6	\$13.3	\$11.7	\$11.9	\$11.8	\$11.5	\$10.8
Dallas-Fort Worth-Arlington, TX	\$11.6	\$28.1	\$17.7	\$13.0	\$10.8	\$12.2	\$9.5	\$10.7	\$10.4
Denver-Aurora-Lakewood, CO	\$15.4	\$25.4	\$22.0	\$15.4	\$18.7	\$15.3	\$15.3	\$13.7	\$14.3
Detroit-Warren-Dearborn, MI	\$12.9	\$26.4	\$18.6	\$13.6	\$13.3	\$13.4	\$12.3	\$11.6	\$11.3
Hartford-West Hartford-East Hartford, CT	\$15.7	\$23.1	\$22.5	\$15.4	\$15.4	\$15.4	\$15.9	\$13.3	\$13.4
· · · · · · · · · · · · · · · · · · ·		\$27.6		\$12.0	\$11.9	\$11.5			\$10.6
Houston-The Woodlands-Sugar Land, TX	\$11.6		\$17.5				\$11.4	\$10.5	
Indianapolis-Carmel-Anderson, IN	\$12.3	\$26.7	\$18.1	\$13.4	\$13.0	\$12.0	\$12.6	\$10.2	\$10.4
Jacksonville, FL	\$12.0	\$23.3	\$16.7	\$13.0	\$11.6	\$12.5	\$12.2	\$10.5	\$10.9
Kansas City, MO-KS	\$12.6	\$28.3	\$19.0	\$13.9	\$13.5	\$12.0	\$11.2	\$10.8	\$10.5
Las Vegas-Henderson-Paradise, NV	\$13.6	\$27.9	\$18.2	\$15.8	\$14.6	\$14.4	\$13.2	\$14.8	\$13.7
Los Angeles-Long Beach-Anaheim, CA	\$15.5	\$28.5	\$19.9	\$16.0	\$15.7	\$14.5	\$16.1	\$14.0	\$14.5
Louisville/Jefferson County, KY-IN	\$11.8	\$26.6	\$16.6	\$13.5	\$10.6	\$12.8	\$11.0	\$11.1	\$11.1
Memphis, TN-MS-AR	\$11.2	\$18.7	\$17.6	\$12.5	\$11.3	\$10.2	\$9.8	\$10.5	\$9.9
Miami-Fort Lauderdale-West Palm Beach, FL	\$13.0	\$26.8	\$18.6	\$15.0	\$11.4	\$13.1	\$12.6	\$11.5	\$11.9
Milwaukee-Waukesha-West Allis, WI	\$11.9	\$26.4	\$17.1	\$13.1	\$11.6	\$11.1	\$11.3	\$10.4	\$9.8
Minneapolis-St. Paul-Bloomington, MN-WI	\$14.8	\$26.2	\$20.6	\$16.4	\$14.5	\$15.4	\$15.0	\$13.3	\$12.4
Nashville-DavidsonMurfreesboroFranklin, TN	\$11.6	\$27.4	\$17.7	\$13.2	\$9.5	\$11.1	\$9.9	\$11.0	\$10.6
New Orleans-Metairie, LA	\$11.2	\$25.8	\$17.7	\$12.3	\$10.3	\$9.2	\$9.9	\$10.7	\$10.1
New York-Newark-Jersey City, NY-NJ-PA	\$16.8	\$32.3	\$22.5	\$17.3	\$19.9	\$15.0	\$18.1	\$14.7	\$15.4
Oklahoma City, OK	\$11.6	\$28.2	\$17.3	\$13.2	\$11.8	\$10.1	\$11.6	\$11.4	\$9.7
Orlando-Kissimmee-Sanford, FL	\$12.6	\$27.3	\$18.1	\$14.1	\$12.6	\$12.2	\$12.5	\$11.6	\$11.0
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	\$13.5	\$30.4	\$21.8	\$14.8	\$13.8	\$12.5	\$13.0	\$11.8	\$11.3
Phoenix-Mesa-Scottsdale, AZ	\$15.3	\$26.7	\$18.4	\$14.5	\$20.9	\$13.7	\$19.0	\$13.0	\$13.6
Pittsburgh, PA	\$12.7	\$25.8	\$19.8	\$13.0	\$12.9	\$11.3	\$13.6	\$11.5	\$9.9
Portland-Vancouver-Hillsboro, OR-WA	\$15.4	\$28.6	\$18.8	\$16.0	\$16.1	\$15.0	\$15.7	\$14.4	\$13.9
Providence-Warwick, RI-MA	\$14.6	\$32.8	\$22.8	\$15.1	\$14.8	\$15.2	\$14.1	\$13.6	\$13.0
Raleigh, NC	\$12.2	\$27.6	\$17.7	\$15.7	\$12.6	\$12.9	\$11.8	\$11.1	\$10.0
Richmond, VA	\$12.1	\$30.1	\$17.5	\$13.0	\$14.1	\$11.8	\$12.0	\$10.4	\$10.9
Riverside-San Bernardino-Ontario, CA	\$15.0	\$33.2	\$19.7	\$15.1	\$14.3	\$14.6	\$14.2	\$13.8	\$13.9
SacramentoRosevilleArden-Arcade, CA	\$15.3	\$25.0	\$20.0	\$15.2	\$15.7	\$15.4	\$16.2	\$13.7	\$14.5
Salt Lake City, UT	\$11.8	\$19.6	\$17.7	\$13.1	\$11.9	\$13.7	\$10.6	\$10.9	\$11.1
San Antonio-New Braunfels, TX	\$12.0	\$27.7	\$18.7	\$12.3	\$12.2	\$13.3	\$10.0	\$10.8	\$10.3
San Diego-Carlsbad, CA	\$15.8	\$47.2	\$19.8	\$15.9	\$15.7	\$15.7	\$15.6	\$13.9	\$14.9
San Francisco-Oakland-Hayward, CA	\$18.4	\$34.4	\$24.0	\$19.2	\$18.7	\$16.7	\$19.6	\$16.6	\$17.8
San Jose-Sunnyvale-Santa Clara, CA	\$17.4	\$40.5	\$25.7	\$17.2	\$17.2	\$16.5	\$17.3	\$15.4	\$15.0
Seattle-Tacoma-Bellevue, WA	\$18.2	\$32.6	\$23.5	\$17.9	\$20.5	\$17.0	\$20.8	\$15.9	\$17.3
St. Louis, MO-IL	\$12.5	\$23.6	\$17.0	\$13.2	\$13.1	\$11.6	\$11.8	\$11.7	\$11.0
Tampa-St. Petersburg-Clearwater, FL	\$12.9	\$23.2	\$17.4	\$13.0	\$14.7	\$12.4	\$14.2	\$10.8	\$11.4
Virginia Beach-Norfolk-Newport News, VA-NC	\$12.2	\$25.5	\$19.3	\$13.2	\$11.6	\$12.1	\$11.6	\$10.3	\$10.2
Washington-Arlington-Alexandria, DC-VA-MD-WV	\$15.2	\$29.7	\$20.3	\$15.4	\$18.3	\$14.0	\$16.0	\$13.4	\$12.4



Average Relative Hourly Wage of Restaurant Job Types, Top 50 MSAs by Population

Metro Area	Chefs & Head Cooks	Supervisors	Restaurant Cooks	Bartenders	Prep	Servers	Dishwashers	Hosts
MEDIAN	108%	43%	7%	2%	-2%	-3%	-10%	-11%
Atlanta-Sandy Springs-Roswell, GA	168%	42%	15%	-1%	1%	-4%	-8%	-14%
Austin-Round Rock, TX	136%	59%	4%	3%	3%	-10%	-9%	-12%
Baltimore-Columbia-Towson, MD	121%	40%	7%	-2%	1%	-6%	-10%	-8%
Birmingham-Hoover, AL	164%	54%	21%	4%	-7%	-14%	-8%	-16%
Boston-Cambridge-Nashua, MA-NH	98%	42%	5%	0%	-2%	-1%	-1%	-9%
Buffalo-Cheektowaga-Niagara Falls, NY	90%	25%	1%	8%	-10%	13%	-15%	-11%
Charlotte-Concord-Gastonia, NC-SC	114%	39%	6%	33%	4%	-4%	-16%	-19%
Chicago-Naperville-Elgin, IL-IN-WI	132%	31%	14%	-11%	6%	-12%	-2%	-6%
Cincinnati, OH-KY-IN	83%	47%	6%	5%	7%	-10%	-10%	-14%
Cleveland-Elyria, OH	87%	33%	10%	-12%	6%	-10%	-8%	-13%
Columbus, OH	104%	28%	10%	-4%	-2%	-3%	-6%	-12%
Dallas-Fort Worth-Arlington, TX	142%	52%	12%	-7%	5%	-18%	-8%	-11%
Denver-Aurora-Lakewood, CO	65%	44%	0%	22%	-1%	-1%	-11%	-7%
Detroit-Warren-Dearborn, MI	104%	44%	5%	3%	4%	-5%	-11%	-13%
Hartford-West Hartford-East Hartford, CT	47%	43%	-2%	-2%	-2%	2%	-15%	-15%
Houston-The Woodlands-Sugar Land, TX	138%	50%	3%	2%	-1%	-2%	-10%	-9%
Indianapolis-Carmel-Anderson, IN	118%	47%	9%	6%	-2%	2%	-17%	-15%
Jacksonville, FL	93%	38%	8%	-3%	4%	1%	-13%	-10%
Kansas City, MO-KS	124%	51%	10%	7%	-5%	-11%	-15%	-17%
	105%			7%	6%		9%	1%
Las Vegas-Henderson-Paradise, NV		34%	16%			-3%		
Los Angeles-Long Beach-Anaheim, CA	84%	29%	3%	2%	-6%	4%	-9%	-6%
Louisville/Jefferson County, KY-IN	126%	41%	14%	-10%	9%	-6%	-6%	-6%
Memphis, TN-MS-AR	67%	58%	12%	1%	-8%	-12%	-6%	-11%
Miami-Fort Lauderdale-West Palm Beach, FL	106%	43%	15%	-12%	1%	-3%	-11%	-9%
Milwaukee-Waukesha-West Allis, WI	123%	44%	11%	-2%	-6%	-4%	-13%	-18%
Minneapolis-St. Paul-Bloomington, MN-WI	78%	39%	11%	-2%	4%	2%	-10%	-16%
Nashville-DavidsonMurfreesboroFranklin, TN	136%	52%	14%	-18%	-4%	-15%	-6%	-9%
New Orleans-Metairie, LA	131%	59%	10%	-8%	-18%	-11%	-5%	-10%
New York-Newark-Jersey City, NY-NJ-PA	93%	34%	3%	19%	-11%	8%	-12%	-8%
Oklahoma City, OK	142%	48%	13%	1%	-13%	0%	-2%	-16%
Orlando-Kissimmee-Sanford, FL	116%	44%	11%	0%	-4%	-1%	-8%	-13%
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	124%	61%	10%	2%	-8%	-4%	-13%	-16%
Phoenix-Mesa-Scottsdale, AZ	74%	20%	-6%	36%	-11%	24%	-15%	-11%
Pittsburgh, PA	103%	56%	2%	1%	-12%	6%	-10%	-22%
Portland-Vancouver-Hillsboro, OR-WA	86%	22%	4%	5%	-2%	2%	-6%	-10%
Providence-Warwick, RI-MA	124%	56%	3%	1%	4%	-4%	-7%	-11%
Raleigh, NC	126%	45%	29%	3%	5%	-3%	-9%	-18%
Richmond, VA	149%	45%	7%	17%	-2%	0%	-14%	-10%
Riverside-San Bernardino-Ontario, CA	122%	32%	1%	-5%	-3%	-5%	-8%	-7%
SacramentoRosevilleArden-Arcade, CA	64%	31%	0%	3%	1%	6%	-10%	-5%
Salt Lake City, UT	66%	50%	11%	1%	16%	-11%	-8%	-6%
San Antonio-New Braunfels, TX	132%	56%	3%	2%	11%	-16%	-9%	-14%
San Diego-Carlsbad, CA	199%	25%	1%	-1%	-1%	-1%	-12%	-6%
San Francisco-Oakland-Hayward, CA	86%	30%	4%	2%	-9%	7%	-10%	-4%
San Jose-Sunnyvale-Santa Clara, CA	132%	47%	-1%	-1%	-5%	-1%	-11%	-14%
Seattle-Tacoma-Bellevue, WA	79%	29%	-2%	12%	-7%	14%	-13%	-5%
St. Louis, MO-IL	89%	36%	6%	4%	-7%	-6%	-6%	-12%
Tampa-St. Petersburg-Clearwater, FL	80%	35%	1%	14%	-4%	11%	-16%	-11%
Virginia Beach-Norfolk-Newport News, VA-NC	110%	59%	9%	-5%	0%	-5%	-15%	-16%
Washington-Arlington-Alexandria, DC-VA-MD-WV	96%	34%	1%	21%	-8%	5%	-12%	-18%





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Super Bowl Promotion Ideas For Restaurants & Bars (2022)

On-premises Super Bowl events will return this year, but restaurants should plan for another year of increased takeout & delivery demand.

January 04, 2022 • 10 min



Valentine's Day Promotion Ideas For Restaurants (2022)

For some diners, Valentine's Day dinner will return to normal. For others, takeout and delivery are the new normal. Learn how restaurants can appeal to both groups.

January 11, 2022 • 10 min