



**Hospitality Salary Survey Report
Regions and States
Select Positions
December 15, 2017**

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Report Summary

WageWatch, Inc. has partnered with AAHOA to provide its members with a Hospitality Salary Survey Report for limited/select service hotels twice a year. This is the first report and is for the year ending December 2017 (“Report”). The second report will be issued at the end of June and will cover the salary data reported to WageWatch for the first half of 2018. Each report will cover selected positions requested by AAHOA. For this report, the job titles and descriptions for each state may include all or most of the following:

1. **General Manager:** Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Does not include compensation for living expense.)
2. **Front Desk Manager:** Oversees all front desk staff and operations, including front desk reservations, room assignments, and customer service. May oversee bell, PBX, and door staff as needed. Ensures hotel procedures are followed and front desk operation is managed within budget.
3. **Front Desk/Shift Supervisor:** Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.
4. **Housekeeping or Environmental Services Manager:** Directs, coordinates, plans and manages the operational activities, administrative functions, customer relations and personnel of the Housekeeping/Environmental Services Department.
5. **Housekeeping Supervisor/Inspector:** Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.
6. **Sales Representative:** Sells products and services by calling on prospective and established customers. Maintains sales programs within assigned territory by keeping customers informed about available services, supplies, prices and new products. Meets established sales quota. Upgrades existing customers with new products and coordinates customer purchases. May conduct sales seminars, attend trade shows, record sales results, and provide accurate activity and revenue reports.
7. **Maintenance Technician I, Entry Level:** Performs basic repairs and preventive maintenance on facility equipment and systems, including plumbing and electrical systems. Repairs or replaces electrical switches, receptacles, fuses, small light fixtures, and vacuum outlets. Adjusts thermostats to maintain desired temperature. Hangs pictures, bulletin boards, cabinets. May do light painting and other miscellaneous work.
8. **Maintenance Technician II, Intermediate Level:** Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

WageWatch has been designing and conducting salary surveys for the hotel industry for two decades. Our web-based compensation and benefits surveys are conducted in over 100 local markets in all 50 states, Puerto Rico, the Virgin Islands and Canada. With over 9,000 hotels and casinos in our data base, WageWatch is the survey of choice for the 30 largest hotel management companies in the U.S. as well as many other management companies, AH&LA and ARDA.

Report Summary, Cont'd

WageWatch data is secured in the Microsoft Azure Cloud and can only be accessed by subscribers and participants. Your data can only be viewed by you. As a participant and subscriber to the WageWatch PeerMark™ Survey you can run custom reports selecting the competitive set of properties to which you desire to compare your wage data. The federal guidelines required by the FTC and DOJ for salary survey reports are as follow:

1. A neutral third party manages the exchange of data (WageWatch);
2. The exchange involves information that is relatively old (90 days);
3. The information is aggregated to protect the identity of the underlying sources; and
4. Enough sources are aggregated to prevent competitors from linking particular data to an individual source (minimum of 5 properties).

Understanding the Reports

We have aggregated the state reports by the AAHOA Regions. While the state reports reflect the data provided to us in 2017 by our survey participants, they may not reflect the local market variances, which occur within each state. For example, wages paid in New York City are sustainably higher for non-exempt positions and most exempt positions than in upstate New York, and parts of New Jersey and Pennsylvania which are close to the City. Also, the reported numbers reflect the wages paid to employees in 2017, they may not reflect the cost of hiring new employees to replace employees who have left your employment. The lodging industry is experiencing record levels of employment across the country, which places pressure on wages. Over the past 5 years, wages have increased on average about 3% to 3.5% a year in the lodging industry, much higher than what has been experienced in other industries. We recommend using a factor of 3.5% applied to the reported wages in order to reflect the current market conditions.

In addition to the reported average wages, the reports provide the starting wages for each position. The reports also provide the median (50th percentile) the 25th percentile and the 75th percentile. The importance of the percentiles is it provides you with the range of pay for each job. If you should have questions with how to apply the data in the reports to your hotel, please contact one of our Data Analyst at 888-330.9243 or email us at custserv@wagewatch.com or watch the webinar at _____

As an introductory offer to our PeerMark™ Survey, we are offering a free custom report for a position of your choice in your local market. Please contact us at sales@wagewatch.com. The introductory offer code is “AAHOACustom”.

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Alabama Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Alabama	15	16	\$11.09	\$12.25	\$12.92	\$11.99	\$11.56	\$12.50	\$13.22	\$12.29

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Alabama	28	28	23.74	\$27.13	\$30.96	\$28.02	\$24.04	\$27.16	\$34.64	\$29.01

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Alabama	25	36	\$10.00	\$11.19	\$13.48	\$11.57	\$10.25	\$12.86	\$14.13	\$12.41

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Alabama	18	20	\$10.53	\$12.65	\$15.22	\$13.12	\$10.57	\$13.64	\$16.61	\$14.06

Florida Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	82	109	\$11.19	\$12.50	\$13.50	\$12.42	\$11.77	\$12.83	\$13.84	\$12.91

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	14	14	\$14.09	\$18.91	\$23.74	\$19.27	\$14.09	\$20.58	\$24.04	\$19.96

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	158	158	\$24.82	\$29.55	\$37.35	\$31.99	\$25.06	\$29.64	\$38.07	\$32.40

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	101	157	\$10.25	\$11.00	\$13.00	\$11.58	\$10.51	\$11.58	\$13.74	\$12.22

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. Maybe skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	128	179	\$11.00	\$12.98	\$14.84	\$13.24	\$11.03	\$13.10	\$15.18	\$13.50

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	16	18	\$20.84	\$22.23	\$26.79	\$23.58	\$21.19	\$22.96	\$27.94	\$24.42

Kansas Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Kansas	7	7	\$22.83	\$22.84	\$24.16	\$24.76	\$22.83	\$22.84	\$24.16	\$27.65

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Kansas	11	12	\$11.00	\$12.50	\$13.36	\$12.63	\$11.54	\$12.50	\$14.27	\$12.98

Missouri Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Missouri	21	27	\$11.71	\$11.71	\$13.00	\$12.10	\$13.00	\$13.94	\$14.30	\$13.40

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Missouri	38	38	\$22.83	\$28.11	\$31.97	\$29.10	\$22.83	\$30.44	\$41.36	\$32.91

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Missouri	32	53	\$10.25	\$11.79	\$11.79	\$11.45	\$10.95	\$13.33	\$14.58	\$13.02

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Missouri	35	45	\$11.72	\$13.00	\$13.32	\$12.72	\$12.00	\$13.65	\$15.05	\$13.58

Oklahoma Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oklahoma	6	6	\$10.06	\$11.00	\$11.59	\$10.76	\$11.00	\$11.25	\$11.72	\$11.27

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oklahoma	13	13	\$22.83	\$23.56	\$26.44	\$25.81	\$22.83	\$23.56	\$29.10	\$26.51

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oklahoma	9	15	\$9.50	\$10.60	\$11.27	\$10.51	\$9.50	\$11.07	\$12.85	\$11.26

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oklahoma	13	17	\$12.20	\$13.05	\$15.28	\$13.35	\$12.30	\$13.05	\$15.68	\$13.57

Florida Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	82	109	\$11.19	\$12.50	\$13.50	\$12.42	\$11.77	\$12.83	\$13.84	\$12.91

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	14	14	\$14.09	\$18.91	\$23.74	\$19.27	\$14.09	\$20.58	\$24.04	\$19.96

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	158	158	\$24.82	\$29.55	\$37.35	\$31.99	\$25.06	\$29.64	\$38.07	\$32.40

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	101	157	\$10.25	\$11.00	\$13.00	\$11.58	\$10.51	\$11.58	\$13.74	\$12.22

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. Maybe skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	128	179	\$11.00	\$12.98	\$14.84	\$13.24	\$11.03	\$13.10	\$15.18	\$13.50

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Florida	16	18	\$20.84	\$22.23	\$26.79	\$23.58	\$21.19	\$22.96	\$27.94	\$24.42

Georgia Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Georgia	40	47	\$11.71	\$12.55	\$14.04	\$12.60	\$11.94	\$13.29	\$14.93	\$13.33

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Georgia	67	67	\$22.90	\$28.11	\$37.77	\$31.34	\$22.90	\$29.49	\$38.23	\$32.18

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Georgia	51	72	\$10.18	\$11.79	\$12.65	\$11.76	\$11.15	\$12.24	\$14.41	\$12.80

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Georgia	58	74	\$11.50	\$13.83	\$16.34	\$14.03	\$11.75	\$14.70	\$16.88	\$14.48

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Georgia	7	11	\$15.22	\$20.70	\$23.91	\$17.57	\$15.22	\$20.70	\$26.57	\$20.43

Arkansas Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arkansas	9	9	\$22.84	\$23.07	\$34.66	\$29.05	\$22.84	\$23.07	\$34.66	\$29.05

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arkansas	6	9	\$8.75	\$9.83	\$10.23	\$9.57	\$10.50	\$10.79	\$12.62	\$11.60

Louisiana Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Louisiana	17	21	\$11.71	\$12.50	\$13.50	\$12.68	\$12.27	\$13.00	\$14.24	\$13.54

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Louisiana	7	8	\$15.25	\$16.83	\$18.67	\$16.94	\$15.57	\$16.83	\$19.64	\$17.81

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Louisiana	35	35	\$24.04	\$31.32	\$36.26	\$32.23	\$24.76	\$31.57	\$37.33	\$33.14

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Louisiana	33	61	\$9.25	\$10.20	\$12.39	\$10.69	\$10.00	\$11.60	\$13.35	\$11.73

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Louisiana	33	62	\$10.00	\$11.00	\$12.99	\$11.49	\$10.04	\$11.50	\$14.00	\$12.09

Mississippi Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Mississippi	13	13	\$22.84	\$23.56	\$27.01	\$27.23	\$22.84	\$23.56	\$27.01	\$27.23

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Mississippi	6	6	\$10.06	\$10.49	\$11.31	\$11.28	\$10.06	\$10.49	\$11.31	\$11.28

66 Maintenance Technician I, Entry Level - Performs basic repairs and preventive maintenance on facility equipment and systems, including plumbing and electrical systems. Repairs or replaces electrical switches, receptacles, fuses, small light fixtures, and vacuum outlets. Adjusts thermostats to maintain desired temperature. Hangs pictures, bulletin boards, cabinets. May do light painting and other miscellaneous work.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Mississippi	6	9	\$11.89	\$12.39	\$14.05	\$13.35	\$12.76	\$14.06	\$16.63	\$14.84

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Mississippi	8	11	\$11.64	\$12.75	\$13.50	\$12.37	\$11.76	\$12.93	\$13.50	\$12.45

New Jersey Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Jersey	24	25	\$12.95	\$14.00	\$14.60	\$13.84	\$12.95	\$14.18	\$14.93	\$14.15

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Jersey	37	37	\$24.76	\$29.13	\$39.61	\$32.84	\$24.76	\$29.13	\$41.65	\$33.63

351 Housekeeping Supervisor/Inspector - Provides day to days supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Jersey	28	39	\$12.00	\$13.91	\$15.46	\$13.81	\$13.00	\$14.59	\$16.26	\$14.91

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Jersey	35	58	\$14.10	\$15.00	\$17.39	\$15.15	\$14.10	\$15.65	\$17.39	\$15.31

712 Sales Manager - Entry Level - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to more routine or standard accounts generally as an entry-level sales staff member.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Jersey	9	11	\$15.70	\$16.16	\$20.67	\$18.97	\$15.70	\$18.76	\$21.11	\$19.33

Pennsylvania Salary Survey - December 15, 20 Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Pennsylvania	28	33	\$11.50	\$12.50	\$13.25	\$12.43	\$11.91	\$12.64	\$13.29	\$12.75

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Pennsylvania	14	14	\$15.35	\$17.90	\$22.61	\$18.68	\$15.35	\$18.44	\$22.61	\$19.02

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Pennsylvania	61	61	\$24.04	\$31.35	\$41.65	\$34.18	\$24.04	\$33.65	\$43.91	\$34.93

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Pennsylvania	43	62	\$10.00	\$11.33	\$13.75	\$11.56	\$10.92	\$12.52	\$14.00	\$12.58

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Pennsylvania	33	46	\$11.37	\$14.04	\$16.00	\$14.22	\$12.60	\$14.55	\$16.50	\$14.86

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Pennsylvania	13	13	\$19.23	\$20.67	\$25.00	\$20.77	\$19.23	\$20.67	\$25.00	\$21.82

Kentucky Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Kentucky	9	10	\$11.18	\$11.74	\$12.25	\$11.87	\$11.53	\$12.00	\$13.00	\$12.30

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Kentucky	20	20	\$22.83	\$22.84	\$28.87	\$27.14	\$22.83	\$22.84	\$29.27	\$27.29

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Kentucky	8	12	\$10.18	\$11.60	\$12.18	\$11.36	\$11.55	\$12.49	\$13.49	\$12.51

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Kentucky	14	17	\$10.72	\$13.73	\$14.75	\$12.95	\$10.72	\$13.77	\$15.22	\$13.26

Tennessee Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Tennessee	20	26	\$11.00	\$11.75	\$13.04	\$11.89	\$11.00	\$12.50	\$13.44	\$12.53

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Tennessee	39	39	\$25.54	\$28.23	\$35.39	\$29.79	\$25.54	\$28.85	\$35.86	\$30.74

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Tennessee	33	43	\$10.00	\$11.75	\$13.51	\$11.54	\$11.00	\$12.93	\$14.06	\$12.73

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Tennessee	30	42	\$11.37	\$13.57	\$14.95	\$13.28	\$12.27	\$14.23	\$15.24	\$13.90

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average

North Carolina Salary Survey - December 15, 2 Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
North Carolina	36	46	\$11.00	\$11.86	\$13.13	\$12.23	\$11.36	\$12.13	\$13.66	\$12.75

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
North Carolina	66	66	\$23.19	\$26.53	\$37.41	\$31.52	\$23.19	\$28.61	\$38.46	\$32.35

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
North Carolina	43	66	\$10.22	\$11.79	\$13.83	\$12.25	\$11.10	\$12.50	\$14.24	\$12.80

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
North Carolina	51	70	\$12.00	\$13.30	\$15.00	\$13.50	\$12.24	\$13.43	\$15.20	\$13.73

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
North Carolina	10	11	\$17.42	\$20.99	\$22.80	\$19.69	\$17.46	\$21.63	\$22.95	\$20.24

Indiana Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Indiana	14	16	\$11.16	\$12.13	\$13.56	\$12.52	\$11.16	\$12.57	\$13.94	\$12.75

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Indiana	22	22	\$22.84	\$24.32	\$30.86	\$28.06	\$22.84	\$24.32	\$31.22	\$28.46

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Indiana	11	13	\$9.59	\$10.42	\$11.25	\$10.46	\$9.79	\$11.00	\$11.31	\$10.98

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Indiana	20	23	\$11.98	\$13.73	\$15.64	\$13.51	\$12.21	\$13.83	\$15.64	\$13.55

Michigan Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Michigan	17	17	\$12.00	\$12.96	\$13.50	\$12.88	\$12.01	\$12.96	\$13.87	\$13.16

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Michigan	32	32	\$22.98	\$27.29	\$36.01	\$29.46	\$22.98	\$27.29	\$36.67	\$30.36

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Michigan	20	21	\$11.53	\$12.69	\$14.70	\$12.87	\$11.94	\$13.95	\$14.93	\$13.52

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Michigan	27	33	\$13.10	\$13.46	\$14.24	\$13.89	\$13.11	\$13.69	\$15.21	\$14.31

712 Sales Manager - Entry Level - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to more routine or standard accounts generally as an entry-level sales staff member.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Michigan	5	5	\$13.00	\$13.76	\$21.06	\$16.27	\$13.00	\$13.76	\$21.06	\$16.27

Ohio Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Ohio	36	46	\$11.74	\$12.15	\$13.00	\$12.25	\$11.87	\$12.59	\$13.46	\$12.51

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Ohio	64	64	\$22.84	\$28.23	\$35.22	\$30.24	\$22.84	\$28.23	\$37.58	\$31.29

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Ohio	25	32	\$10.57	\$11.79	\$12.02	\$11.79	\$10.85	\$12.25	\$13.39	\$12.43

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Ohio	50	59	\$12.00	\$13.21	\$14.86	\$13.33	\$12.00	\$13.32	\$15.49	\$13.73

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Ohio	10	10	\$21.71	\$22.81	\$23.72	\$22.50	\$21.71	\$22.81	\$23.72	\$22.50

California Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	95	121	\$12.00	\$13.50	\$15.00	\$13.73	\$13.00	\$14.16	\$15.90	\$14.58

687 Front Office Manager - Oversees all front office operations, front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	40	41	\$20.00	\$21.00	\$23.02	\$21.45	\$20.63	\$21.59	\$24.04	\$22.33

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	286	290	\$24.04	\$25.72	\$30.59	\$30.28	\$24.04	\$25.72	\$32.63	\$31.15

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	271	421	\$11.89	\$12.25	\$14.75	\$13.50	\$12.25	\$12.55	\$15.37	\$14.17

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	296	509	\$12.00	\$12.50	\$15.60	\$13.82	\$12.25	\$13.00	\$15.93	\$14.33

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	40	45	\$20.76	\$22.15	\$26.25	\$23.34	\$20.95	\$24.04	\$26.50	\$24.34

Nevada Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Nevada	7	9	\$12.00	\$12.42	\$13.38	\$13.31	\$12.11	\$12.42	\$13.56	\$13.40

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Nevada	20	20	\$22.84	\$25.96	\$32.63	\$30.64	\$22.84	\$26.61	\$32.63	\$30.91

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Nevada	18	27	\$10.78	\$11.64	\$12.88	\$12.23	\$11.00	\$12.39	\$14.41	\$12.98

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Nevada	20	39	\$10.70	\$11.00	\$13.40	\$12.60	\$10.97	\$11.23	\$13.64	\$12.89

Connecticut Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Connecticut	10	12	\$13.00	\$13.85	\$14.97	\$13.43	\$13.77	\$15.02	\$16.02	\$14.91

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Connecticut	14	14	\$24.21	\$25.96	\$35.66	\$30.27	\$24.21	\$25.96	\$35.66	\$30.27

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Connecticut	20	27	\$11.37	\$12.03	\$14.41	\$12.84	\$11.83	\$14.03	\$14.92	\$13.80

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Connecticut	13	15	\$12.34	\$15.00	\$17.00	\$15.18	\$12.45	\$16.24	\$17.20	\$15.65

Massachusetts Salary Survey - December 15, 2018

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Massachusetts	18	19	\$13.03	\$14.29	\$15.00	\$14.12	\$14.00	\$15.00	\$15.46	\$14.88

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Massachusetts	35	35	\$24.76	\$29.86	\$43.96	\$35.91	\$24.76	\$29.86	\$44.29	\$36.01

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Massachusetts	37	49	\$12.55	\$14.00	\$16.00	\$14.67	\$13.50	\$15.19	\$16.32	\$15.69

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Massachusetts	26	38	\$13.20	\$15.72	\$18.24	\$16.29	\$13.63	\$16.20	\$18.24	\$16.53

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Massachusetts	7	8	\$20.92	\$22.00	\$25.95	\$23.51	\$21.62	\$22.65	\$25.95	\$23.81

New Hampshire Salary Survey - December 15, Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Hampshire	5	5	\$22.84	\$22.84	\$22.84	\$25.96	\$22.84	\$22.84	\$22.84	\$25.96

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Hampshire	5	7	\$10.75	\$10.97	\$12.00	\$12.32	\$10.97	\$11.40	\$12.00	\$12.47

New York Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New York	12	13	\$12.33	\$14.13	\$15.39	\$14.67	\$12.33	\$14.48	\$16.45	\$14.85

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New York	17	18	\$22.21	\$24.97	\$26.59	\$24.79	\$22.21	\$24.97	\$26.59	\$24.92

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New York	44	44	\$25.36	\$38.46	\$55.39	\$43.15	\$26.20	\$39.61	\$56.37	\$43.78

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New York	41	72	\$11.48	\$14.00	\$15.37	\$14.58	\$13.12	\$15.00	\$17.00	\$16.07

66 Maintenance Technician I, Entry Level - Performs basic repairs and preventive maintenance on facility equipment and systems, including plumbing and electrical systems. Repairs or replaces electrical switches, receptacles, fuses, small light fixtures, and vacuum outlets. Adjusts thermostats to maintain desired temperature. Hangs pictures, bulletin boards, cabinets. May do light painting and other miscellaneous work.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New York	34	95	\$13.34	\$15.01	\$19.08	\$17.37	\$14.58	\$17.43	\$21.45	\$19.89

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

			Starting Rate				Average Rate			
Location	# of Properties	# of Employees	25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New York	9	9	\$26.44	\$29.17	\$31.64	\$28.65	\$27.87	\$29.17	\$31.64	\$28.92

Rhode Island Salary Survey - December 15, 20

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Rhode Island	8	8	\$24.36	\$28.04	\$36.06	\$31.65	\$24.36	\$28.04	\$36.42	\$31.83

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Rhode Island	5	6	\$14.19	\$15.50	\$16.94	\$15.47	\$14.19	\$15.50	\$16.94	\$15.58

Vermont Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Vermont	6	6	\$25.24	\$30.19	\$33.85	\$30.86	\$25.58	\$30.86	\$33.85	\$31.88

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Vermont	5	8	\$11.50	\$11.58	\$12.00	\$11.87	\$11.50	\$11.64	\$12.23	\$11.92

Idaho Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Idaho	6	6	\$23.02	\$24.10	\$25.99	\$24.46	\$23.02	\$24.10	\$27.80	\$25.43

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. Maybe skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Idaho	7	10	\$9.85	\$10.00	\$10.21	\$10.72	\$10.20	\$10.42	\$11.50	\$11.25

Montana Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Montana	5	5	\$22.83	\$22.84	\$22.84	\$22.84	\$22.83	\$22.84	\$22.84	\$22.84

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Montana	6	8	\$10.57	\$10.98	\$12.40	\$11.46	\$10.57	\$10.98	\$12.40	\$11.47

Oregon Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oregon	9	9	\$12.75	\$13.25	\$15.00	\$13.64	\$12.75	\$13.25	\$15.00	\$13.69

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oregon	32	32	\$23.92	\$25.12	\$32.98	\$30.08	\$23.92	\$25.12	\$33.72	\$30.20

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oregon	24	35	\$11.30	\$11.98	\$12.29	\$12.02	\$11.50	\$11.98	\$12.44	\$12.41

66 Maintenance Technician I, Entry Level - Performs basic repairs and preventive maintenance on facility equipment and systems, including plumbing and electrical systems. Repairs or replaces electrical switches, receptacles, fuses, small light fixtures, and vacuum outlets. Adjusts thermostats to maintain desired temperature. Hangs pictures, bulletin boards, cabinets. May do light painting and other miscellaneous work.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oregon	9	15	\$12.00	\$13.00	\$15.00	\$15.84	\$13.00	\$14.00	\$15.00	\$16.45

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Oregon	7	8	\$19.57	\$19.81	\$22.12	\$21.81	\$19.74	\$20.19	\$22.32	\$22.14

Washington Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Washington	16	21	\$13.40	\$13.50	\$15.45	\$14.49	\$13.40	\$13.75	\$15.45	\$14.61

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Washington	41	44	\$23.55	\$24.52	\$30.84	\$28.95	\$23.55	\$24.52	\$32.11	\$29.09

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Washington	28	42	\$12.75	\$12.83	\$15.09	\$13.81	\$12.75	\$13.45	\$15.82	\$14.22

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Washington	38	64	\$12.30	\$14.33	\$15.97	\$14.40	\$12.68	\$14.93	\$15.97	\$14.63

Wyoming Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Wyoming	6	6	\$22.84	\$22.84	\$28.88	\$28.15	\$22.84	\$22.84	\$28.88	\$28.15

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Wyoming	5	8	\$10.84	\$11.34	\$14.25	\$13.02	\$10.86	\$11.68	\$14.25	\$13.11

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Wyoming	5	9	\$11.00	\$11.18	\$11.25	\$11.72	\$11.00	\$11.18	\$11.32	\$11.91



Arkansas Salary Survey - December 15, 2017 Limited Service Hotels



778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arkansas	9	9	\$22.84	\$23.07	\$34.66	\$29.05	\$22.84	\$23.07	\$34.66	\$29.05

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arkansas	6	9	\$8.75	\$9.83	\$10.23	\$9.57	\$10.50	\$10.79	\$12.62	\$11.60

Texas Salary Survey - December 15, 2017

Limited Service Hotels

691 Front Desk Manager - Oversees all front desk staff and operations, including front desk reservations, room assignments, and customer service. May oversee bell, PBX, and door staff as needed. Ensures hotel procedures are followed and front desk operation is managed within budget.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Texas	10	10	\$15.33	\$20.18	\$25.75	\$20.60	\$15.87	\$21.88	\$25.75	\$21.36

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Texas	118	142	\$11.50	\$12.50	\$13.52	\$12.62	\$11.80	\$13.00	\$13.95	\$12.94

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Texas	240	240	\$23.07	\$25.41	\$32.51	\$29.18	\$23.07	\$25.70	\$34.70	\$29.90

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Texas	139	177	\$10.15	\$11.00	\$12.66	\$11.55	\$10.50	\$11.50	\$13.32	\$12.11

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Texas	215	291	\$10.37	\$12.00	\$14.42	\$12.49	\$11.00	\$12.42	\$14.83	\$12.95

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Texas	11	15	\$20.94	\$21.67	\$23.19	\$21.65	\$20.94	\$21.79	\$23.66	\$22.61

South Carolina Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
South Carolina	11	12	\$10.88	\$12.37	\$13.19	\$12.24	\$10.88	\$12.50	\$13.19	\$12.56

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
South Carolina	20	20	\$23.38	\$26.20	\$35.01	\$30.49	\$23.38	\$26.20	\$35.01	\$30.49

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
South Carolina	16	20	\$9.64	\$10.33	\$12.82	\$11.07	\$10.11	\$11.25	\$13.13	\$11.78

66 Maintenance Technician I, Entry Level - Performs basic repairs and preventive maintenance on facility equipment and systems, including plumbing and electrical systems. Repairs or replaces electrical switches, receptacles, fuses, small light fixtures, and vacuum outlets. Adjusts thermostats to maintain desired temperature. Hangs pictures, bulletin boards, cabinets. May do light painting and other miscellaneous work.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
South Carolina	8	18	\$11.04	\$12.90	\$17.40	\$15.76	\$13.09	\$14.51	\$17.40	\$16.51

California Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	95	121	\$12.00	\$13.50	\$15.00	\$13.73	\$13.00	\$14.16	\$15.90	\$14.58

687 Front Office Manager - Oversees all front office operations, front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	40	41	\$20.00	\$21.00	\$23.02	\$21.45	\$20.63	\$21.59	\$24.04	\$22.33

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	286	290	\$24.04	\$25.72	\$30.59	\$30.28	\$24.04	\$25.72	\$32.63	\$31.15

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	271	421	\$11.89	\$12.25	\$14.75	\$13.50	\$12.25	\$12.55	\$15.37	\$14.17

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	296	509	\$12.00	\$12.50	\$15.60	\$13.82	\$12.25	\$13.00	\$15.93	\$14.33

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
California	40	45	\$20.76	\$22.15	\$26.25	\$23.34	\$20.95	\$24.04	\$26.50	\$24.34

Arizona Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arizona	29	36	\$11.71	\$13.00	\$13.60	\$12.69	\$12.00	\$13.50	\$14.00	\$12.97

687 Front Office Manager - Oversees all front office operations, front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arizona	7	7	\$15.69	\$16.50	\$17.93	\$16.63	\$16.16	\$16.83	\$18.26	\$17.35

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arizona	70	70	\$23.07	\$25.12	\$32.29	\$28.64	\$23.07	\$25.12	\$33.83	\$29.04

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arizona	53	77	\$11.25	\$11.75	\$12.00	\$11.82	\$11.50	\$11.75	\$12.51	\$12.28

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in a particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arizona	59	78	\$11.25	\$12.00	\$14.00	\$12.88	\$11.44	\$12.00	\$14.00	\$13.01

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Arizona	8	11	\$19.05	\$19.23	\$20.76	\$18.98	\$20.00	\$21.34	\$22.93	\$20.72

Colorado Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Colorado	32	40	\$13.00	\$14.00	\$15.00	\$13.95	\$13.48	\$14.15	\$15.05	\$14.23

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Colorado	61	61	\$26.44	\$31.25	\$38.22	\$34.09	\$26.44	\$32.12	\$40.78	\$35.05

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Colorado	45	62	\$11.46	\$12.25	\$13.50	\$12.54	\$11.50	\$13.00	\$14.43	\$13.07

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Colorado	53	82	\$11.32	\$12.76	\$14.00	\$12.87	\$11.75	\$13.50	\$14.56	\$13.48

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Colorado	11	15	\$21.94	\$23.08	\$24.28	\$23.40	\$21.94	\$23.08	\$24.93	\$23.99

New Mexico Salary Survey - December 15, 201

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Mexico	9	11	\$12.50	\$13.00	\$13.83	\$12.93	\$12.66	\$13.00	\$14.00	\$13.31

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Mexico	32	32	\$22.84	\$24.25	\$27.46	\$26.33	\$22.84	\$24.40	\$27.93	\$27.54

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Mexico	26	42	\$9.75	\$10.05	\$10.77	\$10.51	\$10.00	\$10.28	\$11.40	\$11.11

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
New Mexico	30	41	\$10.00	\$10.50	\$12.82	\$11.15	\$10.03	\$10.54	\$12.97	\$11.39

Utah Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Utah	9	10	\$13.00	\$14.00	\$14.74	\$13.33	\$13.00	\$14.00	\$14.74	\$14.00

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Utah	15	15	\$22.84	\$24.03	\$27.36	\$26.25	\$22.84	\$24.03	\$27.36	\$26.25

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Utah	13	18	\$10.25	\$10.75	\$12.00	\$10.49	\$10.50	\$10.75	\$12.00	\$11.29

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Utah	17	28	\$10.46	\$11.50	\$13.00	\$12.22	\$10.46	\$11.50	\$13.00	\$12.29

Illinois Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Illinois	41	50	\$12.00	\$13.00	\$14.25	\$13.27	\$12.00	\$13.00	\$14.70	\$13.47

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Illinois	60	60	\$22.87	\$24.88	\$35.26	\$31.01	\$23.17	\$25.00	\$35.26	\$31.15

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Illinois	38	48	\$10.76	\$13.09	\$15.00	\$13.51	\$11.66	\$13.96	\$15.90	\$14.31

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Illinois	56	70	\$12.47	\$14.19	\$16.67	\$14.74	\$12.93	\$14.19	\$16.67	\$15.07

712 Sales Manager - Entry Level - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to more routine or standard accounts generally as an entry-level sales staff member.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Illinois	8	12	\$17.36	\$19.00	\$22.50	\$20.64	\$19.36	\$20.92	\$23.67	\$22.05

Iowa Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Iowa	5	6	\$11.20	\$11.76	\$12.24	\$11.33	\$11.20	\$11.76	\$12.70	\$12.19

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Iowa	10	10	\$22.84	\$22.84	\$25.93	\$24.75	\$22.84	\$22.84	\$26.53	\$25.35

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Iowa	8	9	\$9.49	\$10.60	\$11.51	\$10.90	\$9.96	\$10.60	\$11.97	\$11.34

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Iowa	8	12	\$10.90	\$11.45	\$12.59	\$12.18	\$11.02	\$11.55	\$12.59	\$12.25

Minnesota Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Minnesota	18	19	\$13.06	\$14.47	\$15.11	\$13.65	\$13.31	\$14.86	\$15.22	\$14.31

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Minnesota	5	5	\$15.50	\$16.80	\$18.00	\$17.05	\$15.82	\$16.80	\$18.25	\$17.16

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Minnesota	28	28	\$23.02	\$32.45	\$42.95	\$34.76	\$23.02	\$32.45	\$42.95	\$34.91

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Minnesota	26	38	\$9.94	\$12.75	\$13.98	\$12.40	\$13.00	\$13.96	\$15.32	\$13.98

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Minnesota	21	29	\$12.87	\$13.75	\$15.90	\$14.20	\$12.87	\$14.20	\$16.00	\$14.45

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Minnesota	10	13	\$20.04	\$20.43	\$23.33	\$21.53	\$20.43	\$20.86	\$24.05	\$22.00

Nebraska Salary Survey - December 15, 2017

Limited Service Hotels

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Nebraska	5	5	\$22.84	\$26.44	\$31.25	\$27.27	\$22.84	\$26.44	\$32.14	\$27.44

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Nebraska	5	5	\$11.14	\$11.30	\$13.50	\$12.19	\$11.14	\$11.30	\$13.50	\$12.19

Wisconsin Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Wisconsin	15	18	\$11.47	\$12.00	\$12.81	\$12.29	\$11.60	\$12.00	\$12.94	\$12.45

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Wisconsin	23	23	\$24.48	\$27.91	\$33.30	\$29.19	\$24.77	\$27.91	\$33.30	\$29.25

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Wisconsin	18	19	\$9.61	\$10.85	\$12.47	\$11.20	\$9.96	\$11.45	\$12.73	\$11.74

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. Maybe skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Wisconsin	17	21	\$12.00	\$13.39	\$16.00	\$14.17	\$12.50	\$14.32	\$16.73	\$14.55

District of Columbia Salary Survey - 12/15/2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
District of Columbia	6	8	\$18.31	\$19.25	\$19.72	\$19.23	\$18.31	\$19.25	\$19.95	\$19.36

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
District of Columbia	10	10	\$20.80	\$23.77	\$25.62	\$23.59	\$20.92	\$23.77	\$25.62	\$23.62

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
District of Columbia	16	16	\$50.59	\$55.67	\$63.15	\$54.58	\$50.59	\$58.63	\$65.39	\$55.42

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
District of Columbia	20	37	\$15.41	\$17.51	\$19.33	\$17.19	\$16.68	\$18.57	\$19.87	\$1,216.36

66 Maintenance Technician I, Entry Level - Performs basic repairs and preventive maintenance on facility equipment and systems, including plumbing and electrical systems. Repairs or replaces electrical switches, receptacles, fuses, small light fixtures, and vacuum outlets. Adjusts thermostats to maintain desired temperature. Hangs pictures, bulletin boards, cabinets. May do light painting and other miscellaneous work.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
District of Columbia	16	39	\$15.73	\$17.20	\$19.33	\$17.75	\$17.24	\$19.20	\$20.80	\$18.98

777 Sales Manager - Intermediate - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to all levels of sales opportunities but receives assistance and support from senior staff as needed.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
District of Columbia	7	8	\$22.50	\$29.81	\$34.54	\$26.05	\$22.50	\$32.03	\$34.54	\$28.91

Maryland Salary Survey - December 15, 2017

Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Maryland	25	31	\$12.00	\$14.00	\$14.56	\$13.58	\$13.00	\$14.00	\$15.38	\$14.05

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Maryland	33	33	\$22.83	\$24.76	\$37.14	\$31.49	\$22.83	\$24.76	\$37.14	\$31.49

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Maryland	26	31	\$11.28	\$12.52	\$15.24	\$13.60	\$12.05	\$13.48	\$15.99	\$14.15

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Maryland	31	36	\$12.73	\$13.94	\$15.69	\$14.26	\$12.97	\$14.04	\$15.69	\$14.44

712 Sales Manager - Entry Level - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to more routine or standard accounts generally as an entry-level sales staff member.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Maryland	5	6	\$17.69	\$18.68	\$24.04	\$20.07	\$17.69	\$20.16	\$24.04	\$20.37

Virginia Salary Survey - December 15, 2017 Limited Service Hotels

627 Front Desk/Shift Supervisor - Supervises front desk agents for an assigned shift. Works the front desk as needed, trains staff, and responds to more complex questions and exceptions. Ensures operations and service meet standards during shift.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Virginia	43	50	\$10.15	\$12.09	\$14.63	\$12.30	\$11.02	\$12.10	\$14.89	\$12.87

687 Front Office Manager - Oversees all front office operations, including front desk, guest services, and revenue/reservations departments. Acts as the Manager on Duty as needed. Review and approves scheduling and budgeting for departments. Ensures quality standards for guest satisfaction are maintained.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Virginia	6	6	\$15.16	\$20.20	\$23.63	\$19.17	\$16.25	\$20.20	\$23.63	\$19.83

778 General Manager - Responsible for management and profitability of a property. Oversees all personnel and all operations; directly responsible for the financial and operational results; develops and/or reviews budget for all departments. (Do not include compensation for living expense.)

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Virginia	55	55	\$23.08	\$25.77	\$39.75	\$32.36	\$23.20	\$25.96	\$39.75	\$32.66

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Virginia	41	66	\$9.60	\$11.26	\$15.99	\$12.36	\$10.50	\$13.84	\$15.99	\$13.53

67 Maintenance Technician II, Intermediate Level - Performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. May be skilled in HVAC, electrical, plumbing, preventative maintenance.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Virginia	41	52	\$12.76	\$14.59	\$16.50	\$14.62	\$12.76	\$14.59	\$16.83	\$14.73

712 Sales Manager - Entry Level - Contacts clients and prospects and secures and retains accounts. Coordinates with other sales, marketing, and related department staff to present proposals and close sales. Maintains records and documentation. Assigned to more routine or standard accounts generally as an entry-level sales staff member.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
Virginia	6	6	\$17.55	\$19.06	\$19.71	\$19.29	\$17.55	\$19.06	\$19.71	\$19.70

West Virginia Salary Survey - December 15, 20

Limited Service Hotels

351 Housekeeping Supervisor/Inspector - Provides day to day supervision of housekeeping staff. Trains and schedules staff and monitors work quality and flow. Inspects rooms and public areas.

Location	# of Properties	# of Employees	Starting Rate				Average Rate			
			25th %ile	Median	75th %ile	Average	25th %ile	Median	75th %ile	Average
West Virginia	5	5	\$8.75	\$10.25	\$10.35	\$9.83	\$10.34	\$10.35	\$11.07	\$11.19