

Visitor Services & Hospitality Industry Fact Sheet

The second largest industry in New York State is tourism. It employs more than 750,000 people with total wages of \$18 billion. Americans took more than one billion trips of more than 50 miles in 2002, and travel expenditures approached nearly one-half trillion dollars.

In New York State:

- Spending by travelers, visitors and tourists is estimated at more than \$37 billion, generating more than \$7 billion in tax revenues for federal, state and local governments.
- More than 44 million guests stayed in New York state hotels in 2003.
- New York City is the No.2 domestic visitor destination in the U.S. behind Orlando.

| Chenango-Delaware-Otsego Employment Change | | | | | |
|--|-------|-------|--------|------------|--------------------|
| 2nd Quarter 2000 to 2nd Quarter 2003 | | | | | |
| | EMPLY | EMPLY | EMPLY | # of FIRMS | AVERAGE ANNUAL PAY |
| Industry Sector | 2003 | 2000 | CHANGE | 2003 | 2003 |
| Hospitality & Tourism | 6118 | 5658 | 460 | 629 | \$ 12,854 |

| Career Path | Salary Range** |
|-------------------------|----------------|
| Reservations Clerk | \$19,900 |
| Housekeeping Supervisor | \$20,000 |
| Cook | \$21,500 |
| Front Desk | \$21,900 |
| Night Auditor | \$23,100 |

** NYS lodging industry average, Source NYS Hospitality & Tourism

E-Commerce

- Between 1997 and 2002 the number of people planning travel on the Internet increased from 12 million to 64 million.
- In 2002, 39 million people actually booked travel on the Internet, a 25 percent increase from 2001.
- Aided by the Internet, more travelers are looking to book travel that is all-inclusive.

Industry recognized certification:

A national industry certification is available for the retail and related service industries. NRF Foundation® has rolled out National Professional Certification in Customer Service® for entry-level through first-line supervisor positions. The certification is based on national Customer Service Skill Standards, identified by retail and service employers across the country. Skill standards in sales have also been identified and approved. www.nrf.com

Although this certification was developed by the National Retailers Association, it is national recognized and is transferable occupations in the Visitor Services and Hospitality Sector.