

**RESEARCH INSTITUTE  
FOR TOURISM**  
Stadiou 24, 105 33  
Tel. 331 2253, 331 0022  
Fax: 33 120 33  
Email: [itep@otenet.gr](mailto:itep@otenet.gr)  
URL: <http://www.itep.gr>

Athens, 5 May 2004

## **PRESS RELEASE**

### **Employment in Greek Hotels**

This study is the third study based on two samples collected in 1999 and 2000. These primary data were used in the first two studies published by RIT regarding Greek small and medium-sized hotel businesses (2000) and Regional analysis of Greek hotels (2001). The macroeconomic analysis of employment is presented in two other studies of RIT (Pavlopoulos 1999 & 2000). This study examines the descriptive characteristics of hotel employment, contributing to a macroeconomic approach of hotel employment.

According to the survey of RIT, the Size and Capacity of Tourism Sector (Study 7-1999), tourism sector in Greece contributes by 18-20% in GDP, which corresponds to 690 thousand job positions in 1994 (referring to direct, indirect and induced employment). According to the data of Hellenic Statistical Authority, 6% of Greek workforce (around 230 thousand employees), is employed in hotels and restaurants. Regarding the data of the present study, 11,5 individuals are employed on average in every Greek hotel (around 100 thousand employees in 1998 - Table 1.

<b>Table 1</b>		
<b>Total, Family and Paid Employment in Greek Hotels, 1998</b>		
<b>Employment Category</b>	<b>Average</b>	<b>Standard Deviation</b>
Total	11,47	17,54
Family	2,74	1,55
Paid	7,73	17,64

Hotel employment in Greece, consists, to a large degree, of family members. Total, family and paid employment in Greek hotels is presented in Table 1.

97% of Greek hotels employ at least one family member of the owner. 18% employ one family member, 30% two members, 22% three members, 17% four members and 11% five or more members. The number of family members employed in a hotel depends on several characteristics of the business (e.g. legal form), of hotel (e.g. accommodation type, category and number of rooms) and of revenue.

Employees in Greek hotels have a large variety of specialties, which are presented in Table 2 (their ratio in total Greek hotel employment). 5% are directors and 6% department managers. 28% are employed on the floors, 20% in the reception and 16% in food and beverage departments.

Paid employment depends on the number of rooms and hotel category. Third class hotels employ on average 4 employees. Second class hotels employ on average 14 employees, while first class hotels 31 employees and luxury hotels 120 employees. There are no differences between fifth class and fourth class hotels, which employ on average 1,24 and 1,29 employees, respectively.

<b>Table 2</b>	
<b>Employment Distribution in Greek Hotels by department</b>	
<b>Specialties</b>	<b>% of employees</b>
Director	5%
Department Managers	6%
Sales/Marketing	1%
Accounting	4%
Floors	28%
Food and Beverages Departments	16%
Kitchen	9%
Reception	20%
Supplies	1%
Technical Support	4%
Other	5%
<b>Total</b>	<b>100%</b>

The seasonality of hotel operation has an impact on the number of paid employees. A hotel that operates for only two months employs 0,48 employees for every 10 rooms. On the contrary, a hotel that operates for 7 months (e.g. all the summer season) employs on average 2,13 employees for every 10 rooms.

Part time employment is not very common in Greek hotels. On average, Greek hotels employ 7,29 full time employees and 0,88 part time employees. Most of Greek hotels do not support part time employment.

Five women are employed on average in Greek hotels and form 75% of total Greek hotel employees. 40% of Greek hotels employ only female work force.

A concerning observation is that female hotel employees are employed in lower income positions (Table 3). Differences are recorded regarding other hotel characteristics. In higher hotel categories, female employment ratio is lower.

<b>Specialties</b>	<b>Male</b>	<b>Female</b>
Director	89%	11%
Department Managers	61%	39%
Sales/Marketing	77%	23%
Accounting	67%	33%
Floors	3%	97%
Food and Beverage Departments	59%	41%
Kitchen	54%	46%
Reception	68%	32%
Supplies	77%	23%
Technical Support	96%	4%
Other	44%	56%
Total	48%	52%

Significant variation is depicted between country regions. The highest, in average, number of employees is in Athens (18,3 people) followed by Halkidiki (17,3 people). Also, high numbers of employees compared to other regions, are recorded in the rest of Attica Region (12 people), Crete (10,5 people), Ionian Islands (10,4 people) and Sporades (10 people). Those data are connected to the high number of overnight stays in hotels at these Regions.

On the contrary, hotels of Central Greece employ on average 2,6 people (the lowest number of the country), hotels of Cyclades 3,6 people, hotels of the rest of Macedonia Region 4 people, hotels of Pieria 5,3 people and hotels of Thessaly 5,4 people. The low number of employees is explained by the size of hotel units (high ratio of very small hotels), as well as the number of their clients at these Regions.

The study concludes with the following policy suggestions:

1. The expenditure to hire new employees is very high for Hoteliers, forcing them to avoid new hiring procedures. Employment should not burden the employer with no-wage costs.
2. Part-time employment is not very popular in Greek hotels. Measures should be applied to increase the competitiveness and quality of hotel services.
3. Hotel sector needs workforce for positions in reception, kitchen and floors and not managerial positions.
4. All hotel employees, except managerial positions, need training.