



## CHEF

### TARGET OCCUPATION PROFILE

#### Chefs and Head Cooks

#### Restaurant Cooks

Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
17,554	20%	7,171	\$13	\$20	\$36	\$46,700
			\$9	\$10	\$15	\$23,700

Sources: EMSI 2012, O\*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Covers Standard Occupational Code 35-1011 and 35-2014.

#### JOB DUTIES

- Chop and prepare vegetables and other ingredients and arrange food station in preparation for a shift of cooking.
- Cook, portion, arrange, and garnish food.
- Work with other kitchen staff and management to plan and develop recipes and menus.
- Ensure quality and freshness of food, and verify that food has been cooked correctly.
- Practice good sanitation practices.
- Participate in or direct the ordering of food and supplies for the kitchen.
- Supervise the activities of other kitchen workers.
- Inspect supplies, equipment, or work areas to ensure conformance to established standards.

Visit [www.onetonline.com](http://www.onetonline.com) for more information about these occupations.

#### IS THIS JOB A GOOD FIT FOR ME?

Education	Most chefs must enter the field at the entry level, as a line cook or prep cook, regardless of culinary training. Promotions are dependent on skills and experience. Many prefer to train their cooks in house regardless of education, but culinary training may help an employee to advance more quickly.
Skills/Aptitude	Culinary skills and familiarity with kitchen equipment are required. Workers should be able to work well with others, follow instructions well, and be very detail- and quality- oriented.
Certifications	1-3 day food sanitation courses are required for individuals handling food in a restaurant setting. Further formal culinary training is not required.
Other Requirements	Often involves long and odd hours – early mornings, late nights, and weekends, and requires a lot of time on one's feet.

#### ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Workers often enter the food service field in entry or mid-level level positions (line cook) and move up through the ranks to more skilled positions (sous chef, pastry chef). The highest tier on the career ladder is executive chef.

#### WHERE CAN I GO TO GET TRAINING?

Visit [www.chicagolandwiatraining.com](http://www.chicagolandwiatraining.com) to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

#### WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Restaurants, food service contractors

#### WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Sous chef, executive chef, head cook, pastry chef, Cook, line cook, prep cook, fry cook





## FOOD SERVICE MANAGER TARGET OCCUPATION PROFILE

### Food Service Managers Supervisors of Food Prep and Serving Workers

Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
15,045	14%	2,120	\$14	\$24	\$39	\$52,300
			\$11	\$15	\$25	\$35,400

Sources: EMSI 2012, O\*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Covers Standard Occupational Code 11-9051 and 35-1012.

### JOB DUTIES

- Oversee food preparation and presentation.
- Hire, train, and create work schedules for staff. Observe and evaluate workers and carry out disciplinary actions as necessary.
- Receive and respond to customer complaints.
- Manage inventory, place orders for food and supplies, schedule deliveries, and verify quality and quantity of shipments.
- Manage restaurant budget, cash receipts and deposits, and payroll.
- Monitor compliance with health and fire regulations
- Ensure restaurant cleanliness and building maintenance.

Visit [www.onetonline.org](http://www.onetonline.org) for more information about this occupation.

### IS THIS JOB A GOOD FIT FOR ME?

Education	On the job experience seems to matter as much as if not more than education in this field. Entry level restaurant workers have anywhere from a high school diploma/GED to a bachelor's degree, but promotions and pay raises to management levels often depend on years worked in the field, rather than education level.
Skills/Aptitude	Customer service and management skills are important. Depending on the job, may require skills in culinary arts, human resources, sales, or other areas.
Certifications	Restaurant workers who handle food are often are required to complete a 1-3 day food-sanitation course. Credentials for managers are voluntary, and can range from a certificate course to a bachelor's degree in food service management.
Other Requirements	Often involves odd hours – early mornings, late nights, and weekends, and requires a lot of time on one's feet.

### ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Workers often enter the food service field in entry or mid-level level positions (line cook, server) and move up through the ranks to more skilled positions (shift manager). The highest tier on the career ladder is general manager or, in the case of some restaurant chains, regional manager.

### WHERE CAN I GO TO GET TRAINING?

Visit [www.chicagolandwiatraining.com](http://www.chicagolandwiatraining.com) to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

### WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Restaurants, food service contractors

### WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Restaurant manager, food service director, food and beverage manager, catering manager, kitchen manager

Chicago Cook Workforce Partnership  
69 W. Washington, Suite 2860, Chicago, IL 60602  
(312) 603-0200/[TOP@workforceboard.org](mailto:TOP@workforceboard.org)  
[www.workforceboard.org](http://www.workforceboard.org)



CHICAGO COOK WORKFORCE PARTNERSHIP

Revised June 2013



## LODGING MANAGER TARGET OCCUPATION PROFILE

### Lodging Managers

	Jobs in 2012	Expected Growth by 2022	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
<b>Lodging Managers</b>	303	16%	\$14	\$31	\$67	\$71,500

Sources: EMSI 2012, O\*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Covers Standard Occupational Code 11-9081.

### JOB DUTIES

- Ranges from managing a department within a hotel or resort, acting as general manager for a property, or as regional manager for a group of properties in a hotel chain.
- Train and manage a staff, set work schedules, and monitor staff performance.
- Depending on employer, be involved in setting room rates and creating budgets.
- Oversee maintenance of lodging facilities, including rooms, food service, and common areas.
- Listen to complaints and resolve problems, both among staff and from customers.

Visit [www.onetonline.org](http://www.onetonline.org) for more information about this occupation.

### IS THIS JOB A GOOD FIT FOR ME?

Education	On-the- job experience seems to matter more than education in this field. For example, lodging managers may enter the hospitality field with a high school diploma. Promotion to management positions (and associated pay raises) often depends on years worked, rather than education level.
Skills/Aptitude	Customer service and management skills are necessary. Depending on the job, may require skills in human resources, sales, or other areas.
Certifications	Certifications in this field are voluntary and range from a “Certified Hotel Administrator” certification from the American Hotel and Lodging Educational Institute to a college degree in hospitality management.
Other Requirements	Often involves evening and weekend hours. The vast majority of hotels in Cook County are in downtown Chicago and near the airports.

### ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Workers often enter the hospitality field in entry level positions (bellman, room attendant) and move up through the ranks (for example, to housekeeping manager or front office supervisor). The final tier on the career ladder is lodging manager, who might go from department manager to general manager of the hotel.

### WHERE CAN I GO TO GET TRAINING?

Visit [www.chicagolandwiatraining.com](http://www.chicagolandwiatraining.com) to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

### WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Hotels (Marriott, Intercontinental, Four Seasons)

### WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Front office director, front desk manager, hotel manager, resort manager, night manager

