

March 31, 2024

THE TOURISM & HOSPITALITY WORKFORCE PROFILE OF THE ACCOMMODATION SECTOR



In partnership with



Contents

1. THE WORKFORCE PROFILE.....	2
2. THE ACCOMMODATION SECTOR.....	3
3. BREAKDOWN OF BC'S DEVELOPMENT AND TOURISM REGIONS.....	5
4. CHARACTERISTICS OF THE ACCOMMODATION WORKFORCE	7
5. IMPACT OF THE COVID-19 PANDEMIC.....	19
6. COMPARISON TO OTHER TOURISM & HOSPITALITY SECTORS IN BC	25

List of Tables

Table 1: Employment in the Tourism and Hospitality Industry, 2023.....	7
Table 2: Accommodation vs Tourism and Hospitality, 2023	8
Table 3: Accommodation Sector Workforce Demographics, 2023.....	8
Table 4: Accommodation Sector Demographics, 2023	9
Table 5: Ethnicity, Immigration, and Mother Tongue in the Accommodation Sector Workforce. 2021.....	14
Table 6: Leading Occupations in the Accommodation Sector Workforce. 2023	16
Table 7: Accommodation Sector Workforce Experience, 2023	18
Table 8: Accommodation Sector Change in Employment by Region, 2019 - 2023	21
Table 9: Accommodation Sector Change in Employment by Demographics, 2019 – 2023.....	22
Table 10: Accommodation Sector Average Actual Hours Worked Per Week Per Employee by Region	23
Table 11: Accommodation Sector Average Hourly Wage by Region	24
Table 12: Key Indicators Across Tourism & Hospitality Sectors in BC, 2023.....	25

List of Charts

Chart 1: Accommodation Sector Job Status by Region, 2023	10
Chart 2: Accommodation Sector Employee Type by Region, 2023.....	10
Chart 3: Accommodation Sector Workforce Sex by Region, 2023	11
Chart 4: Accommodation Sector Workforce Education Level by Region, 2023	11
Chart 5: Accommodation Sector Workforce Age Groups by Region, 2023.....	12
Chart 6: Accommodation Sector Average Hours Worked and Wages by Region, 2023.....	12
Chart 7: Total Accommodation Sector Workforce, 2013 - 2023	19
Chart 8: Monthly Change in Accommodation Sector Employment, 2023 vs. 2019	20
Chart 9: Annual Change in Accommodation Sector Employment, 2019 - 2023	20



THE WORKFORCE PROFILE

In 2020, the global onset of the COVID-19 pandemic triggered unprecedented challenges in the Tourism & Hospitality Industry, marked by extensive layoffs, widespread business closures, and profound uncertainty about the pandemic's short-term and long-term effects on both the demand for and supply of labor within the sector. The subsequent years witnessed the industry, along with the broader economy, navigating through these turbulent times, striving for recovery. By 2023, notable strides towards rejuvenation were evident, yet the path to full recovery remains dotted with ongoing challenges, underscoring the need for continued, concerted efforts.

This context sets the stage for the labour market information project initiated by go2HR in 2021, aimed at providing a comprehensive and evolving snapshot of the industry's labour market at provincial, regional, and sectoral levels. These workforce profiles, now encompassing data up to and including the year 2023, offer a detailed understanding of the labour market dynamics, spotlighting the workforce characteristics, and delineating the trajectory of the industry's recovery. This information is crucial for developing effective strategies and policies that not only aid the industry's current recovery but also strengthen its long-term stability.

This report focuses on the accommodation sector, presenting an in-depth profile of its industry workforce. The analysis utilizes detailed Labor Force Survey data, gathered monthly by Statistics Canada¹, and incorporates additional data sources such as Census information.

¹ Readers should be aware that the LFS is a sample survey and estimates are subject to both sampling and non-sampling errors. Sample bias increases as sample size decreases. Unless otherwise stated, all information contained in this report is based on LFS data.



THE ACCOMMODATION SECTOR


The accommodation sector includes businesses that provide lodging and short-term housing to travelers, vacationers, and people away from or without a permanent residence. Some examples of accommodation businesses include hotels and motels, bed and breakfasts or inns, hostels and industry work camps, and resorts and recreational accommodation such as RV parks or lodges. Accommodation establishments often provide additional services such as restaurants, bars, recreational facilities such as spas or pools, and entertainment.

The sector relies heavily on tourism and travel to generate income and as such the COVID-19 pandemic has significantly impacted employment levels in the accommodation sector. In 2019, there were approximately 37,000 British Columbians employed by accommodation establishments in the province. In 2020, that number declined 30% to roughly 26,000 due to the pandemic. There was a partial recovery in 2021, with employment rising by 15% to about 30,000, yet this still represented a 19% decline from 2019. The sector's growth has been stagnant over the past two years, maintaining a workforce of around 30,000 in 2023, 16% below 2019 levels. Despite this, prospects for expansion are encouraging. Work BC forecasts a 1.4% annual growth rate in the sector, with 12,100 job openings anticipated from 2023 to 2033.²

Most accommodation businesses are in the Lower Mainland, on Vancouver Island, and in the Thompson Okanagan. Mid-scale or economy hotel brands such as Wyndham, Best Western,

² BC Labour Market Outlook 2023. https://www.workbc.ca/sites/default/files/2023-11/MPSEFS_11803_BC_Jobs_LMO_2023_FINAL..pdf

Marriot, Sandman, and Choice have the most locations³, however the sector provides a wide array of accommodation experiences from the Fairmont's luxury establishments in Victoria, Vancouver, and Whistler or the province's many world class wilderness resorts and lodges, to rustic inns and B&B's off the beaten path.

A photograph of a modern hotel room. In the foreground, there is a light-colored sofa with a patterned pillow. In the center, a bed is made with white linens and a brown throw blanket. To the right, there is a desk with a chair. A large window with sheer curtains is in the background. The room is lit with warm, yellow light from lamps.

This series of workforce profiles follows the Tourism Satellite Account's definition of the Tourism and Hospitality sector, in particular, the NAICs codes that are used to define the accommodation sector are:

- 7211: Traveler Accommodation
- 7212: RV Parks and Recreational Camps

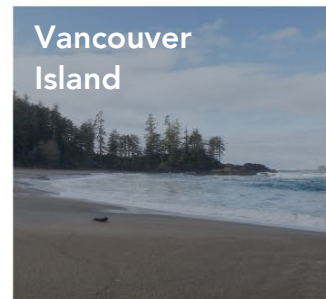
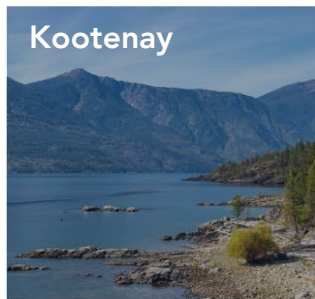
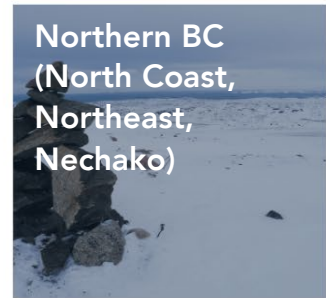
Note: Any business is assigned to only one NAICs code, corresponding to the industry classification from which it generates its greatest revenues. NAICs Codes can be found at the following link:

<https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=380372>



BREAKDOWN OF BC'S DEVELOPMENT AND TOURISM REGIONS

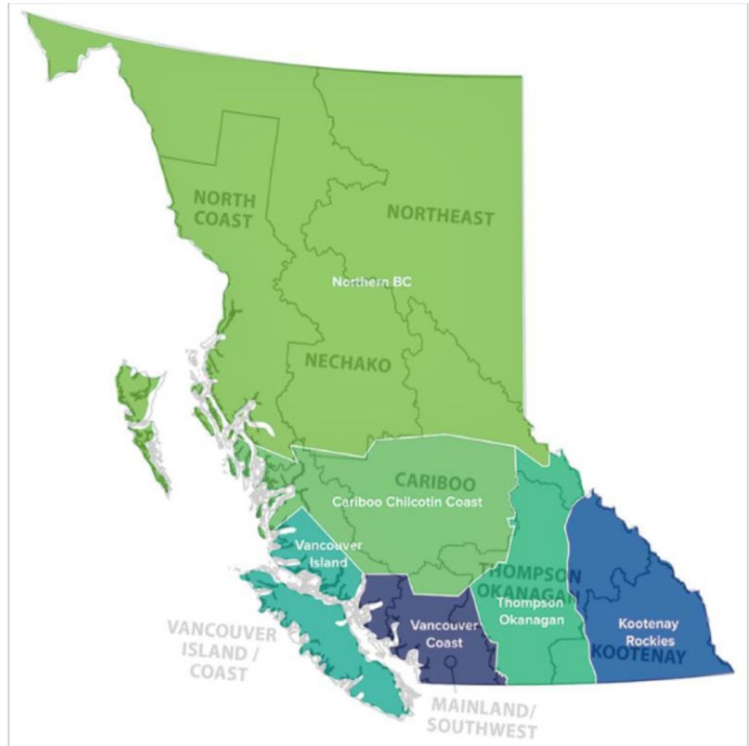
There are eight development regions in BC. The series of regional reports combines the three most northerly regions, presenting data for six development regions:



Map of Tourism and Development Regions of British Columbia

The map to the right indicates the development regions of British Columbia (displayed in dark text) and the tourism regions of British Columbia (displayed in white text). Some of the development and tourism regions may have the same name but represent slightly different geographic areas.

As indicated in the map, there is some commonality between the two sets of regional definitions (i.e. tourism vs development regions), however, no region aligns perfectly with their counterpart in the opposite set.



CHARACTERISTICS OF THE ACCOMMODATION

The accommodation sector in BC employed approximately 30,000 people in 2023, of which 60% were employed in the Lower Mainland, 21% on Vancouver Island, and 13% in the Thompson Okanagan region.

Table 1: Employment in the Tourism and Hospitality Industry, 2023

Region	Accommodation		Tourism and Hospitality	
	#	%	#	%
Lower Mainland	17,707	60%	232,979	67%
Vancouver Island	6,417	21%	54,354	16%
Thompson Okanagan	4,063	13%	33,416	10%
Kootenay	729	2%	8,813	3%
Cariboo	375	1%	6,250	2%
Northern BC	1,042	3%	8,167	2%
British Columbia	30,333	100%	343,979	100%

Note: The LFS data in this table are annual averages.

The accommodation sector accounted for approximately 9% of the total provincial Tourism and Hospitality workforce (343,979). In British Columbia, the Tourism and Hospitality industry represents 12% of the total provincial workforce, surpassing the national average of 10%. Similarly, the accommodation sector in BC shows a slightly higher concentration than the national average.

Table 2: Accommodation vs Tourism and Hospitality, 2023

Employment	British Columbia	Canada
Accommodation	30,333	156,146
Tourism and Hospitality	343,979	2,007,396
Overall Employment	2,791,792	20,170,917
% Accommodation of Overall	1%	1%
% Tourism of Overall	12%	10%
% Accommodation of Tourism	9%	8%

Note: The LFS data in this table are annual averages.

The sex of the sectoral workforce is divided, with 16% more employees identifying as female than male. Over half of the workforce (62%) is under the age of 45 years and approximately 23% of workers have a bachelor's degree or higher.

Table 3: Accommodation Sector Workforce Demographics, 2023

Demographics	Accommodation	
Sex	#	%
Male	12,625	42%
Female	17,708	58%
Age Group	#	%
15 to 24	4,021	13%
25 to 34	7,999	26%
35 to 44	6,833	23%
45 to 54	5,042	17%
55 to 64	4,313	14%
65 or above	2,125	7%
Education	#	%
Below high school	2,354	8%
High school or some post-secondary education	10,333	34%
Degree below bachelor's	10,708	35%
Bachelor's degree or above	6,938	23%

Note: The LFS data in this table are annual averages.

Approximately 78% of the sectoral workforce is employed on a full-time basis and 22% are employed part-time. Permanent workers account for 81% of the workforce, while roughly 11% are seasonal, temporary, or casual workers. The average wage rate is \$25.83 per hour and the average hours worked per week is 32.

Table 4: Accommodation Sector Demographics, 2023

Demographics	Accommodation	
Job Status	#	%
Full-time	23,750	78%
Part-time	6,583	22%
Permanent and Seasonal⁴	#	%
Permanent	24,417	81%
Seasonal	2,458	8%
Casual	250	1%
Temporary	542	2%
Other	458	2%
N/A	2,208	6%

Note: The LFS data in this table are annual averages.



32 hours worked per week on average

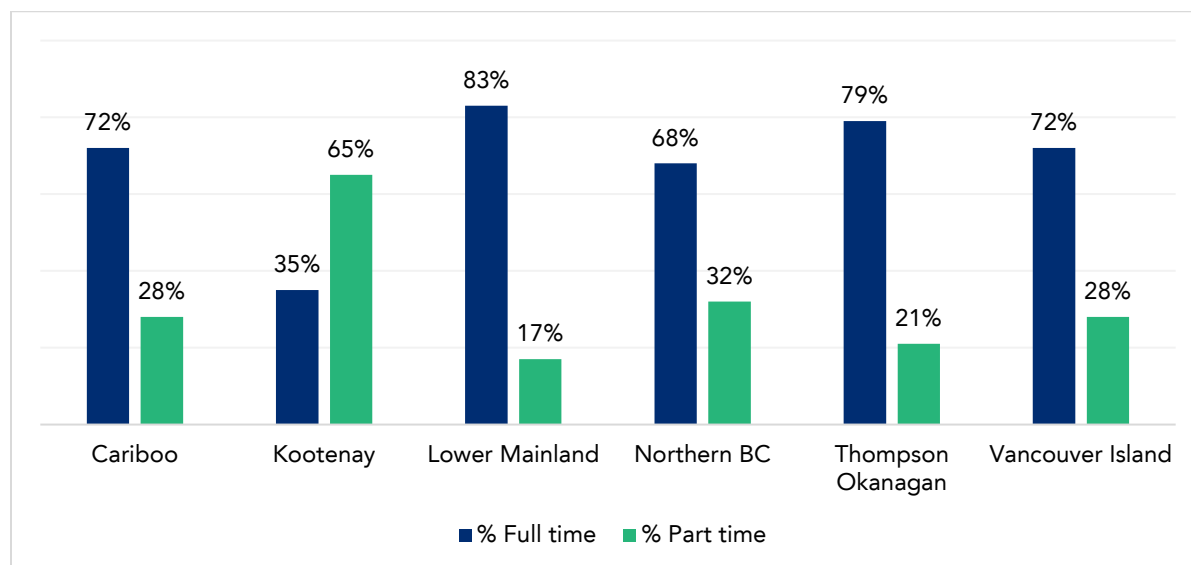


25.83 earned per hour on average

⁴ Permanent= indefinite employment position; Seasonal=steady work, but not for all months of the year; Casual= work only when needed or on-call; Temporary= non-permanent position.

The Lower Mainland has the highest percentage of full-time workers (83%) and the Kootenays have the highest percentage of part-time workers (65%).

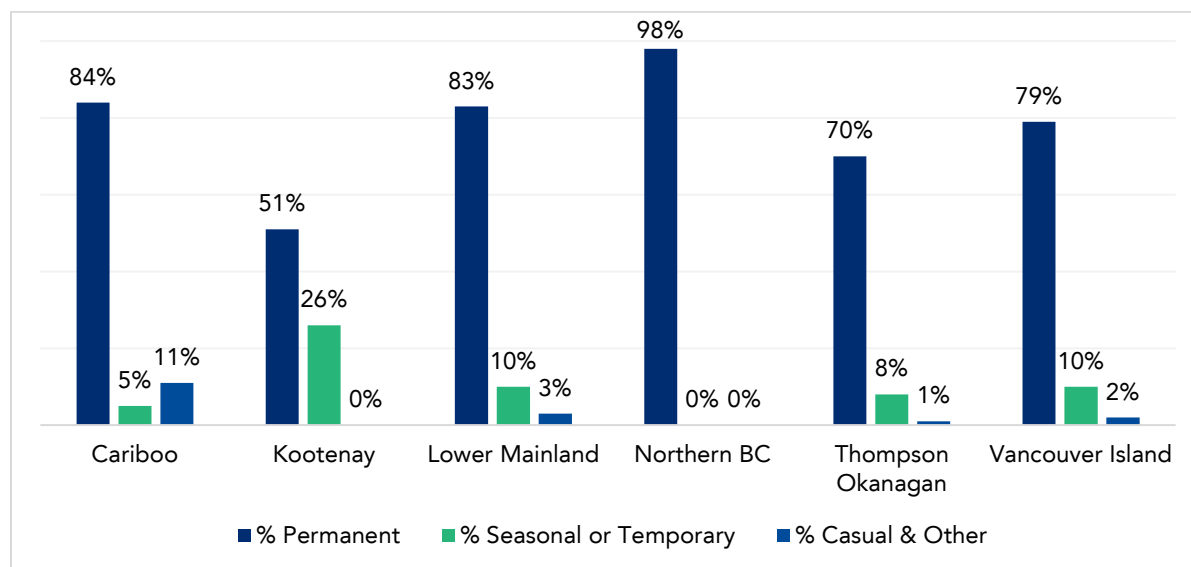
Chart 1: Accommodation Sector Job Status by Region, 2023



Note: The LFS data in this chart are annual averages.

Northern BC has the highest percentage of permanent employees (98%), while the Kootenay region has the highest percentage of seasonal employees (26%).

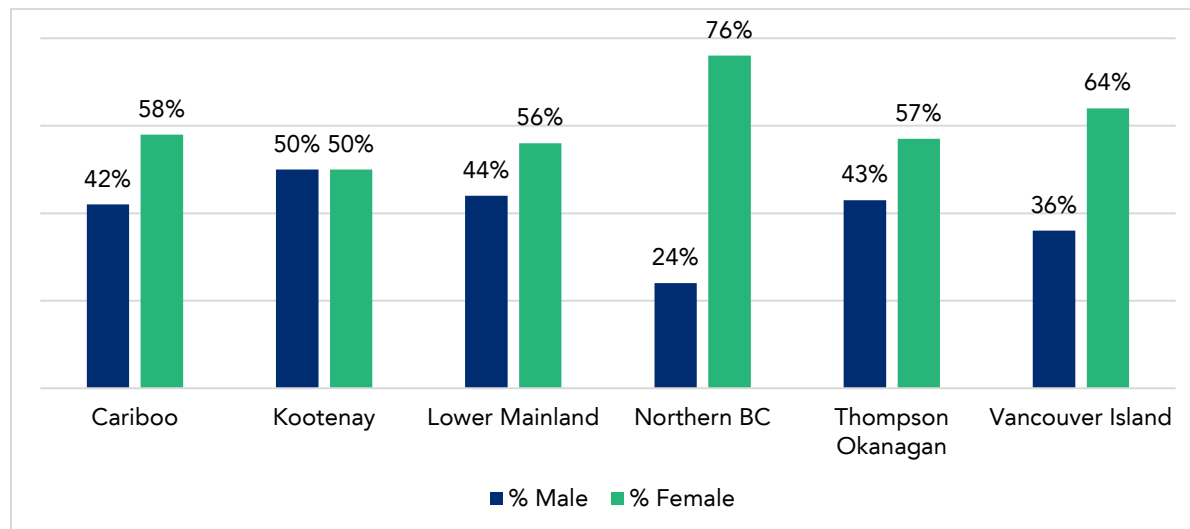
Chart 2: Accommodation Sector Employee Type by Region, 2023



Note: The LFS data in this chart are annual averages. Percentages may not total 100% because a small portion of employees did not record their employment type, which is indicated as N/A in Table 4.

The Kootenay region has the highest concentration of male workers (50%) and the Northern BC region has the highest concentration of female workers (76%).

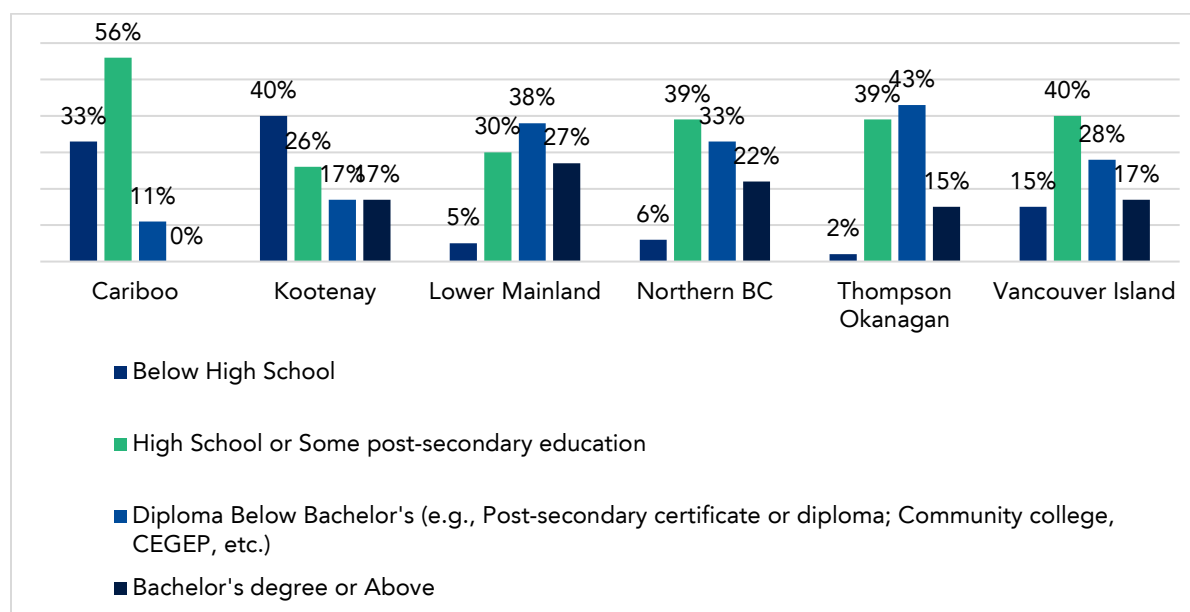
Chart 3: Accommodation Sector Workforce Sex by Region, 2023



Note: The LFS data in this chart are annual averages.

Two thirds (65%) of the sector workforce in the Lower Mainland region have a post-secondary diploma or degree, while over a third (40%) of the workforce in Kootenay have less than a high school education.

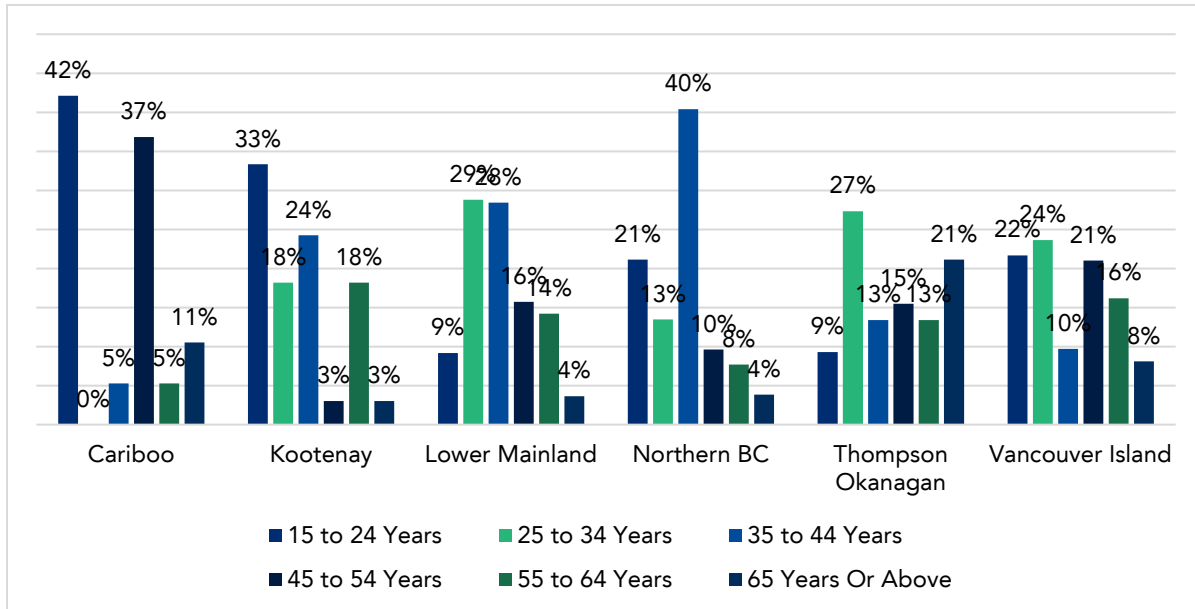
Chart 4: Accommodation Sector Workforce Education Level by Region, 2023



Note: The LFS data in this chart are annual averages.

The Kootenay region has the youngest workforce with 51% of its accommodation sector workers being below the age of 35, while the Cariboo region has the oldest workforce with 53% of its workers being 45 or older.

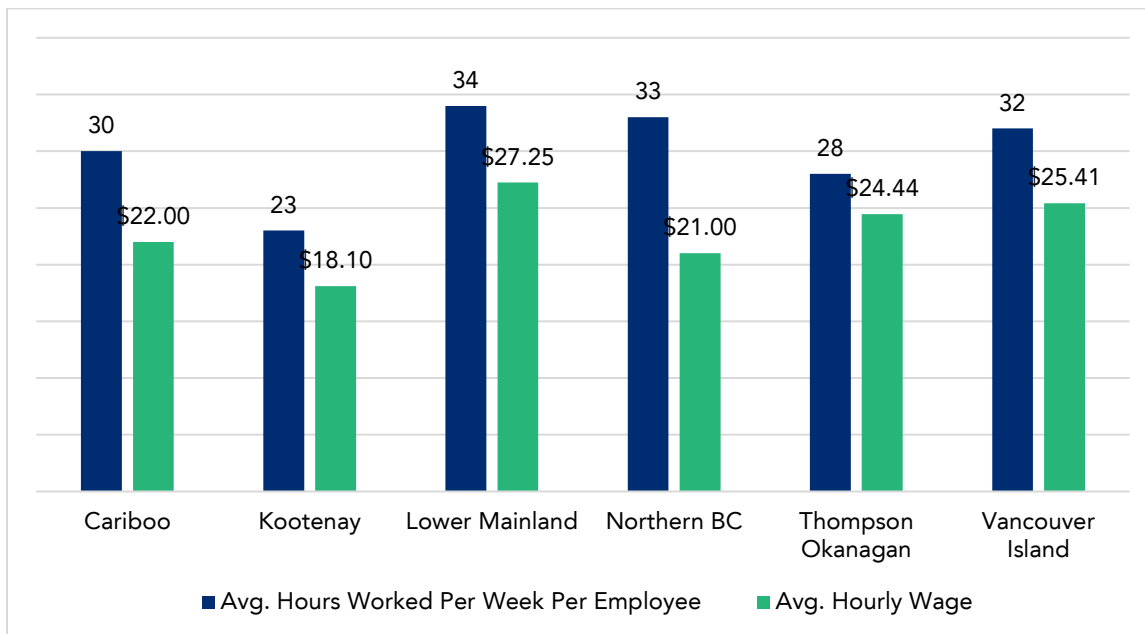
Chart 5: Accommodation Sector Workforce Age Groups by Region, 2023



Note: The LFS data in this chart are annual averages.

Employees in the Lower Mainland work the most hours (34 hours per week per employee) and earn the highest average hourly wage at \$27.25 per hour.

Chart 6: Accommodation Sector Average Hours Worked and Wages by Region, 2023



Note: Wage includes tips and commissions. The LFS data in this chart are annual averages

According to Statistic Canada's 2021 Census, approximately 6% of BC's accommodation sector is Indigenous, which is slightly higher than the provincial industry average and the provincial population (5% for both). The highest percentage of Indigenous workers in the sector are employed in Northern BC (21%). Also, less accommodation employees are members of a visible minority (37%) than the provincial industry average (40%), but more than the provincial population (35%). Approximately 37% of the sector workforce are immigrants to Canada, with the Lower Mainland employing the highest percentage of immigrants in the sector (56%). Similarly, the Lower Mainland accounts for the highest percentage of workers for whom English or French is not their mother tongue (48%), 15% higher than the sector average (33%).

Table 5: Ethnicity, Immigration, and Mother Tongue in the Accommodation Sector Workforce. 2021

Selected Characteristics	Lower Mainland		Vancouver Island		Thompson Okanagan		Kootenay		Cariboo		Northern BC		BC Accommodation		BC T&H	BC Pop.
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%	%
Labour Force	12,955	100%	5,675	100%	4,680	100%	1,660	100%	1,015	100%	1,215	100%	27,185	100%	100%	100%
Indigenous Identity																
Indigenous	310	2%	450	8%	365	8%	145	9%	160	16%	255	21%	1,670	6%	5%	5%
Non-Indigenous	12,645	98%	5,225	92%	4,315	92%	1,515	91%	855	84%	960	79%	25,515	94%	95%	95%
Visible Minority Status																
Visible Minority	7,335	57%	1,080	19%	960	21%	170	10%	255	25%	360	30%	10,170	37%	40%	35%
Not a Visible Minority	5,620	43%	4,595	81%	3,720	79%	1,490	90%	760	75%	855	70%	17,015	63%	60%	65%
Immigrant Status																
Non-immigrant	4,975	38%	4,205	74%	3,345	72%	1,250	76%	740	73%	820	68%	15,335	57%	61%	65%
Immigrant	7,195	56%	1,240	22%	945	20%	305	18%	190	19%	295	24%	10,155	37%	31%	31%
Non-permanent residents	785	6%	230	4%	390	8%	105	6%	85	8%	100	8%	1,695	6%	8%	4%
Mother Tongue																
English	5,695	44%	4,380	77%	3,525	76%	1,375	83%	750	74%	825	68%	16,555	61%	63%	66%
French	195	2%	140	2%	90	2%	65	4%	10	1%	0	0%	510	2%	1%	1%
Non-official language	6,255	48%	995	18%	955	20%	185	11%	215	21%	350	29%	8,970	33%	32%	29%
Other	810	6%	150	3%	110	2%	35	2%	40	4%	40	3%	1,150	4%	4%	4%

Source: Custom Tabulation, 2021 Census, Statistics Canada. "BC T&H" refers to BC Tourism and Hospitality industry, and "BC Pop." Refers to BC population.



The following table shows the sector’s leading occupations and some of the certifications or training requirements that are typically required. As indicated, occupations often related to accommodation facilities services and food and beverage services accounted for the four top occupations in the sector.

Table 6: Leading Occupations in the Accommodation Sector Workforce, 2023

NOC	Occupation Title	Certification/Training Requirements	Employment
65310	Light duty cleaners	<ul style="list-style-type: none"> On the job training 	4,438
64314	Hotel front desk clerks	<ul style="list-style-type: none"> Completion of a two-year apprenticeship program, or a college program in front desk operations or hotel management may be required. 	3,417
60031	Accommodation service managers	<ul style="list-style-type: none"> A university degree or college diploma in hotel management or other related discipline is usually required for managers employed by hotel chains or large accommodation establishments. 	3,333
65200	Food and beverage servers	<ul style="list-style-type: none"> On-the-job training is usually provided. Responsible beverage service certification 	3,021
62024	Cleaning supervisors	<ul style="list-style-type: none"> On the job training Previous supervisory experience 	1,792
62200	Chefs	<ul style="list-style-type: none"> The certifications of Certified Working Chef (CWC) and Certified Chef de Cuisine (CCC), administered by the Canadian Culinary Institute (CCI) of the Canadian Culinary Federation (CCF) are available to qualified chefs. Red Seal endorsement is available upon successful completion of the interprovincial Red Seal examination. 	1,396
63200	Cooks	<ul style="list-style-type: none"> Cook's trade certification Completion of a three-year apprenticeship program for cooks or completion of college or other program in cooking or food safety 	1,313
62022	Accommodation, travel, tourism and related services supervisors	<ul style="list-style-type: none"> Casino gaming licences are usually required for all casino employees. Completion of college courses related to the area supervised may be required 	1,146
65201	Food counter attendants, kitchen helpers, and related support occupations	<ul style="list-style-type: none"> On the job training 	1,021
65320	Dry cleaning, laundry and related occupations	<ul style="list-style-type: none"> On the job training 	979
12200	Accounting technicians and bookkeepers	<ul style="list-style-type: none"> Completion of a college program in accounting, bookkeeping or a related field or completion of two years (first level) of a recognized professional accounting program (e.g., Chartered Accounting, Certified General Accounting) or courses in accounting or bookkeeping combined with several years of experience as a financial or accounting clerk are required 	917
54100	Program leaders and instructors in recreation, sport, and fitness	<ul style="list-style-type: none"> Completion of a college program in recreation or physical education or extensive experience in a specific recreational or sports program activity Certification in a specific area of recreational, sports or fitness activity, such as ski instructor or personal trainer, or in first aid or emergency care. 	708

NOC	Occupation Title	Certification/Training Requirements	Employment
64300	Maîtres d'hôtel and hosts/hostesses	<ul style="list-style-type: none"> ▪ On the job training 	625
13100	Administrative officers	<ul style="list-style-type: none"> ▪ A university degree or college diploma in business or public administration may be required. ▪ Experience in a senior clerical or executive secretarial position related to office administration is usually required. ▪ Project management certification may be required by some employers 	458
65211	Operators and attendants in amusement, recreation and sport	<ul style="list-style-type: none"> ▪ On the job training 	458

Note: The LFS data in this table are annual averages.



Over half (51%) of the accommodation sector workforce has been employed in their current or latest job for less than five years, while 25% have been in their position over ten years. The average experience level of the sector workforce is higher than the provincial industry average.

Table 7: Accommodation Sector Workforce Experience, 2023

Length of Employment	Accommodation		Tourism and Hospitality	
	#	%	#	%
Less than 1 year	4,479	15%	56,208	16%
1 to 2 years	10,749	36%	121,978	35%
3 to 4 years	1,938	6%	39,938	12%
5 to 7 years	3,188	11%	40,313	12%
8 to 10 years	2,146	7%	22,646	7%
11 to 15 years	2,875	9%	23,958	7%
16 to 20 years	1,583	5%	13,146	4%
Over 20 years	3,375	11%	25,792	7%
Total	30,333	100%	343,979	100%
Avg. Length	7.4 years		6.0 years	

Note: The LFS data in this table are annual averages.



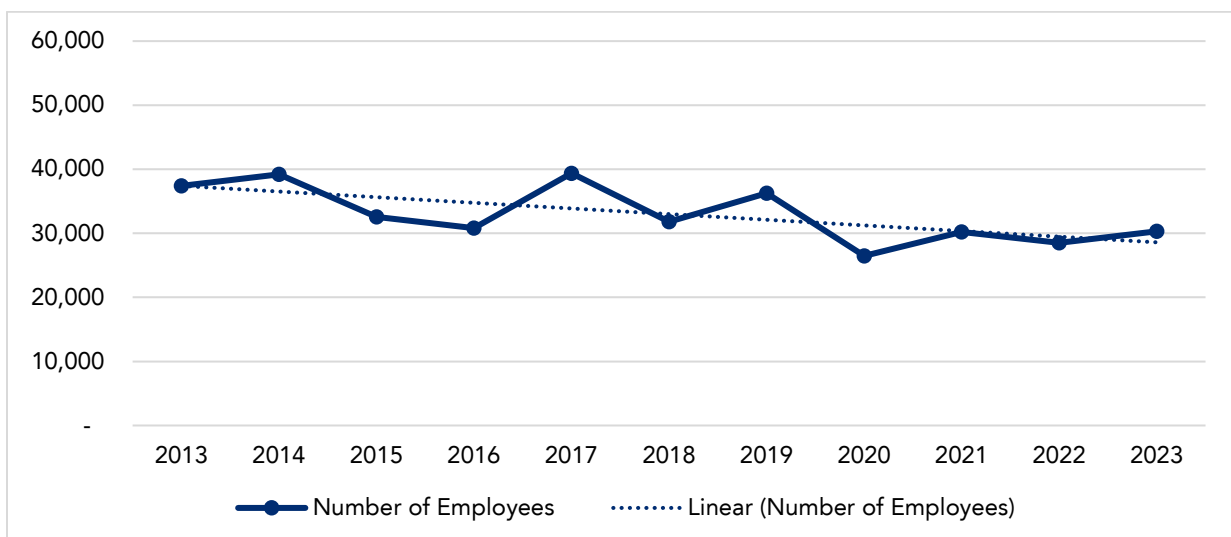
An average employee has been working at their current job for 7.4 years



IMPACT OF THE COVID-19 PANDEMIC

Even before the pandemic, employment in the accommodation sector had not seen any significant increase since peaking at around 39,375 employees in 2017. From 2013 to 2019, the sector experienced a compounded annual growth rate (CAGR) of -0.5%. The impact of the pandemic further suppressed this number, despite some recovery. The current CAGR stands at -2% for the ten-year period from 2013 to 2023.

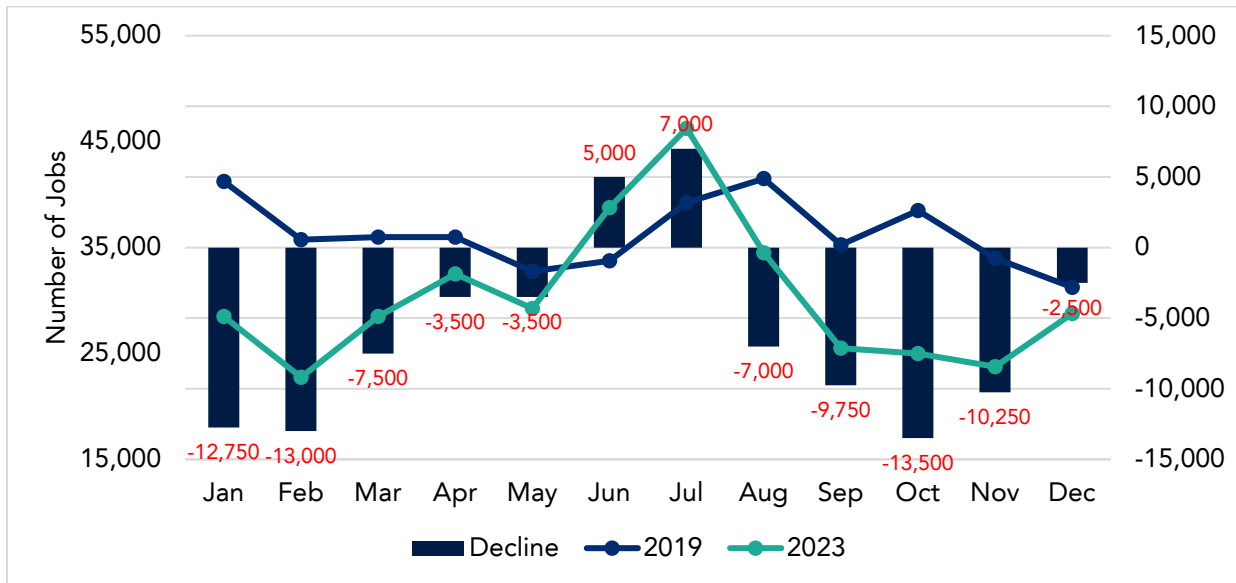
Chart 7: Total Accommodation Sector Workforce, 2013 - 2023



Note: The LFS data in this chart are annual averages.

There were fewer people employed in the sector for most of 2023 as compared to 2019, hitting a low point in October when there were 13,500 fewer employees. Employment levels in 2023 surpassed 2019 in June and July (5,000 and 7,000 more jobs respectively).

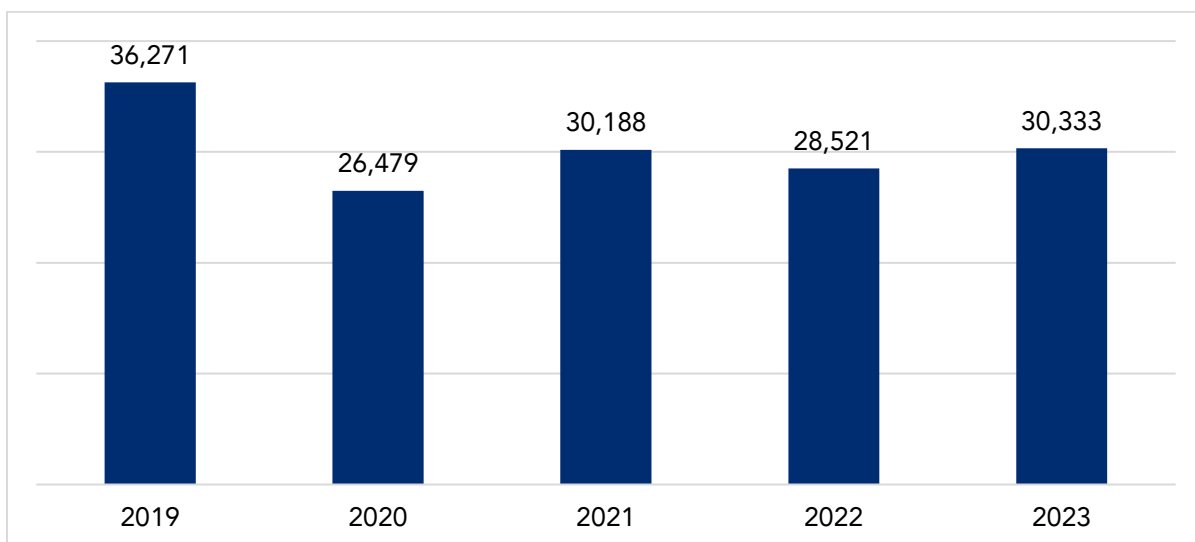
Chart 8: Monthly Change in Accommodation Sector Employment, 2023 vs. 2019



Note: The LFS data in this chart are monthly averages.

Employment recovered somewhat through 2023 but remained 16% lower than 2019 levels.

Chart 9: Annual Change in Accommodation Sector Employment, 2019 - 2023



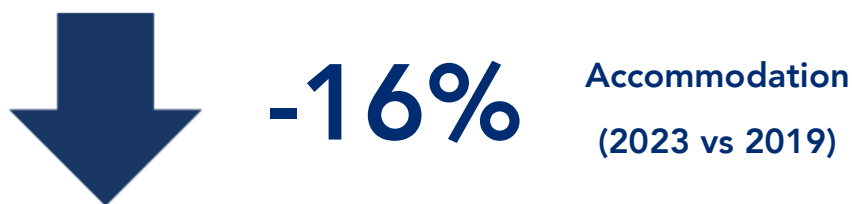
Note: The LFS data in this chart are monthly averages.

The province has experienced a 16% reduction in accommodation sector employment from 2019 to 2023, with the Cariboo region seeing the largest reduction (75%) during that period. The Lower Mainland is the only region that has seen employment recover past 2019 levels.

Table 8: Accommodation Sector Change in Employment by Region, 2019 - 2023

Employment	2019	2020	2021	2022	2023	% Change 2023 vs 2019
Region⁵						
Cariboo	1,479	1,396	1,417	438	375	-75%
Kootenay	2,375	1,188	979	2,625	729	-69%
Lower Mainland	16,834	11,395	17,167	14,375	17,708	5%
Northern BC	2,396	1,417	1,708	1,520	1,041	-57%
Thompson Okanagan	4,708	5,604	2,771	3,563	4,063	-14%
Vancouver Island	8,479	5,479	6,146	6,000	6,417	-24%
British Columbia	36,271	26,479	30,188	28,521	30,333	-16%

Note: The LFS data in this table are annual averages.



⁵ Readers are advised that the data in this table originates from the LFS sample survey, and the estimates are prone to both sampling and non-sampling errors. As the sample size diminishes, sample bias becomes more pronounced. Although the sample size allows for statistically reliable projections at the national, provincial, and industry levels, the accuracy decreases when the data is broken down by sector and region within British Columbia.

Employment losses from 2019 to 2023 have been more significant for workers in least secure positions. Part-time employment fell by 28% compared to 12% for full-time while employment in casual and temporary roles saw their labour force cut to a third of its size. Women were disproportionately affected than men, with employment falling by 20% compared to 11% for men. All age groups, other than those 25 to 44, saw a decline in employment with older workers experiencing the largest affect. Finally, workers with lower education levels were disproportionately impacted by job losses during the COVID-19 pandemic. Those holding only a high school diploma experienced a 30% decrease in employment, while individuals without a high school diploma saw a 33% decline.

Table 9: Accommodation Sector Change in Employment by Demographics, 2019 – 2023

Demographics	2019	2020	2021	2022	2023	% Change 2023 vs 2019
Job Status						
Full-time	27,083 (75%)	20,896 (79%)	23,000 (76%)	23,375 (82%)	23,750 (78%)	-12%
Part-time	9,188 (25%)	5,583 (21%)	7,188 (24%)	5,146 (18%)	6,583 (22%)	-28%
Permanent and Seasonal⁶						
Permanent	27,354 (75%)	20,417 (77%)	22,396 (74%)	22,833 (80%)	24,500 (81%)	-10%
Seasonal	2,688 (7%)	1,667 (6%)	1,396 (5%)	1,438 (5%)	2,458 (8%)	-9%
Casual	1,042 (3%)	646 (2%)	708 (2%)	938 (3%)	250 (1%)	-76%
Temporary	1,479 (4%)	250 (1%)	458 (2%)	292 (1%)	542 (2%)	-63%
Sex						
Male	14,188 (39%)	11,562 (44%)	12,174 (40%)	12,542 (44%)	12,625 (42%)	-11%
Female	22,083 (61%)	14,917 (56%)	18,014 (60%)	15,979 (56%)	17,708 (58%)	-20%
Age Group						
15 to 24	5,854 (16%)	3,417 (13%)	3,083 (10%)	4,875 (17%)	4,021 (13%)	-31%
25 to 34	8,021 (22%)	5,583 (21%)	7,645 (25%)	4,479 (16%)	7,999 (26%)	0%
35 to 44	5,583 (15%)	6,270 (24%)	5,293 (18%)	5,958 (21%)	6,833 (23%)	22%
45 to 54	7,584 (21%)	3,896 (15%)	5,813 (19%)	5,833 (20%)	5,042 (17%)	-34%

⁶ Permanent= indefinite employment position; Seasonal=steady work, but not for all months of the year; Casual= work only when needed or on-call; Temporary= non-permanent position.

Demographics	2019	2020	2021	2022	2023	% Change 2023 vs 2019
55 to 64	6,500 (18%)	5,063 (19%)	6,896 (23%)	6,063 (21%)	4,313 (14%)	-34%
65 or above	2,729 (8%)	2,250 (8%)	1,458 (5%)	1,313 (5%)	2,125 (7%)	-22%
Education						
Below high school	3,500 (10%)	2,292 (9%)	1,625 (5%)	2,667 (9%)	2,354 (8%)	-33%
High school or some post-secondary	14,791 (40%)	8,063 (30%)	8,917 (29%)	11,020 (39%)	10,333 (34%)	-30%
Degree below bachelor's	11,063 (31%)	9,811 (37%)	9,251 (34%)	8,396 (29%)	10,708 (35%)	-4%
Bachelor's degree or above	6,917 (19%)	6,313 (24%)	10,395 (22%)	6,438 (23%)	6,938 (23%)	0%

Note: The LFS data in this table are annual averages.

The Kootenay region experienced the most significant reduction in average hours worked per employee, with an 18% decrease from 2019 to 2023. Conversely, the Thompson Okanagan witnessed an 11% increase during the same period. Overall, hours worked across the sector have not only recovered to 2019 levels but have slightly exceeded them.

Table 10: Accommodation Sector Average Actual Hours Worked Per Week Per Employee by Region

Average Hours worked	2019	2020	2021	2022	2023	% Change 2023 vs 2019
Region						
Cariboo	31	26	23	33	30	-3%
Kootenay	28	41	29	30	23	-18%
Lower Mainland	32	30	32	34	34	6%
Northern BC	36	33	31	33	33	-8%
Thompson Okanagan	27	30	38	31	30	11%
Vancouver Island	31	28	27	29	33	6%
British Columbia	31	30	31	32	32	3%

Note: The LFS data in this table are annual averages.

Average hourly wages in the accommodation sector increased by 20% from 2019 to 2023, with the Thompson Okanagan region seeing the largest increase at 46%. Average hourly wage in the sector is roughly 1.5 times higher than the provincial minimum wage (\$25.83 vs \$16.75)

Table 11: Accommodation Sector Average Hourly Wage by Region

Average Hourly wage ⁷	2019	2020	2021	2022	2023	% Change 2023 vs 2019
	Region					
Cariboo	\$17.05	\$18.81	\$17.10	\$17.60	\$22.00	29%
Kootenay	\$16.59	\$19.90	\$23.00	\$20.31	\$18.10	9%
Lower Mainland	\$25.50	\$23.53	\$23.67	\$25.58	\$27.00	6%
Northern BC	\$18.78	\$24.40	\$20.02	\$20.64	\$21.00	12%
Thompson Okanagan	\$15.76	\$21.10	\$22.00	\$27.17	\$23.00	46%
Vancouver Island	\$20.10	\$20.83	\$19.94	\$21.64	\$26.00	29%
British Columbia	\$21.57	\$22.25	\$22.16	\$23.75	\$25.83	20%

Note: The LFS data in this table are annual averages.



Wages across all regions have surpassed pre-COVID levels.

⁷ Includes tips and commissions.

Comparison to Other Tourism & Hospitality Sectors in BC

The following table presents the key indicators across the four Tourism and Hospitality sectors in BC.

Table 12: Key Indicators Across Tourism & Hospitality Sectors in BC, 2023

Key Indicators (2023)	Accommodation	Food & Beverage	Recreation & Entertainment	Transportation & Travel	Tourism & Hospitality
Employment 2023					
Relative Share to BC Employment	1%	6%	4%	2%	12%
Relative Share to Tourism & Hospitality Employment	9%	45%	29%	17%	100%
Employment Change (2023 vs 2019)	-16%	-1%	13%	-7%	-0.4%
Avg. Hours Worked Per Week Per Employee and Avg. Hourly Wage					
Avg. Hours Worked	32	26	28	35	28
Avg. Hourly Wage	\$25.83	\$20.73	\$31.08	\$38.33	\$27.00
Length of Employment of Current or Latest Job					
Less than 1 year	15%	21%	15%	8%	16%
1 to 2 years	36%	43%	32%	22%	35%
3 to 4 years	6%	14%	11%	10%	12%
5 to 7 years	11%	9%	15%	14%	12%
8 to 10 years	7%	4%	8%	10%	7%
11 to 15 years	9%	4%	5%	16%	7%
16 to 20 years	5%	3%	4%	6%	4%
Over 20 years	11%	3%	10%	14%	7%
Avg. Length in years	7.4 years	3.8 years	6.9 years	9.7 years	6.0 years
Job Status					
% Full-time Workers	78%	54%	67%	87%	66%
% Permanent Workers	22%	46%	33%	13%	34%

Key Indicators (2023)	Accommodation	Food & Beverage	Recreation & Entertainment	Transportation & Travel	Tourism & Hospitality
Age Group					
15 to 24 years	13%	43%	26%	4%	29%
25 to 34 years	26%	25%	27%	21%	25%
35 to 44 years	23%	12%	20%	24%	17%
45 to 54 years	17%	12%	11%	24%	14%
55 to 64 years	14%	6%	10%	21%	11%
Over 65 years	7%	2%	5%	6%	4%
Sex and Education					
% Female	58%	56%	46%	30%	49%
% Bachelor's degree or above	23%	21%	38%	32%	28%
Ethnicity and Immigration* (2021 Census)					
% Indigenous	6%	5%	5%	4%	5%
% Visible Minority	37%	50%	25%	38%	40%
% Immigrant	37%	32%	24%	38%	31%
Mother Tongue* (2021 Census)					
% English	61%	54%	76%	61%	62%
% French	2%	1%	2%	1%	1%
% Non-official language	33%	40%	18%	33%	32%

Note: The LFS data in this table are annual averages. *Sourced from 2021 Census, Statistics Canada.



In partnership with _____

