


# New Jersey's Leisure, Hospitality and Retail Cluster

Prepared by:  
New Jersey Department of Labor  
& Workforce Development  
Office of Research and Information  
Bureau of Labor Market Information  
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# LEISURE, HOSPITALITY & RETAIL: Background

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- While terms such as leisure, hospitality and retail trade often conjure up images of dining-out, vacations, shopping, and the enjoyment and relaxation that come from activities outside a workplace setting, they also represent an industry cluster that employs one of every four private sector workers in New Jersey.
  - Since many of these activities fall under the heading “discretionary spending” from a consumer’s point of view, tough economic times can spell trouble for businesses within this cluster.
  - Seasonal and part-time workers dilute the annual average wage in retail trade and leisure and hospitality.
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# LEISURE, HOSPITALITY & RETAIL

## **Industry Cluster: Description and Overview**



# What is the Leisure, Hospitality and Retail (LHR)

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## Industry Cluster?

### Composition of NAICS Codes

#### 44-45 Retail Trade

- 441 Motor Vehicle and Parts Dealers
- 442 Furniture and Home Furnishings Stores
- 443 Electronics and Appliance Stores
- 444 Building Material & Garden Supply Stores
- 445 Food and Beverage Stores
- 446 Health and Personal Care Stores
- 447 Gasoline Stations
- 448 Clothing and Clothing Accessories Stores
- 451 Sporting Goods/Hobby/Book/Music Stores
- 452 General Merchandise Stores
- 453 Miscellaneous Store Retailers
- 454 Non-store Retailers

#### 71 Arts, Entertainment & Recreation

- 711 Performing Arts and Spectator Sports
- 712 Museums, Parks and Historical Sites
- 713 Amusement, Gambling & Recreation Ind

#### 72 Accommodations and Food Services

- 721 Accommodations
- 722 Food Services and Drinking Places



# Highlights of the LHR Industry Cluster

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- The latest data show that:
  - Leisure, hospitality and retail trade (LHR) employment totaled 772,680 in 2011, or nearly one-quarter (24.5%) of all private sector workers in the state. In comparison, the cluster represented 25.8 percent of the nation's private sector employment in 2011.
  - LHR represented \$46.5 billion or 9.5 percent of New Jersey's Gross Domestic Product in 2011.
  - New Jersey LHR employers paid more than \$20 billion in wages during 2011, or 11.6 percent of the state total. In addition, LHR businesses accounted for 21.4 percent of all units in the statewide total private sector in 2011.
- Many of the businesses within leisure, hospitality and retail trade also directly and indirectly support the state's tourism industry, which is the state's 3rd largest industry, according to Division of Travel and Tourism.

# LHR By Industry



➤ The 2011 average annual wage for New Jersey's LHR cluster was \$26,869 or less than half the state's for all private sector workers (\$56,888).

➤ In comparison, the annual average wage in the nation's LHR cluster was \$23,623 in 2011 or nearly 50% of the nation's for all private sector workers (\$47,815).

New Jersey's Leisure, Hospitality & Retail Trade Cluster (2011)			
Industry Components	Employment	Establishments	Average Annual Wage (\$)
LHR Cluster	772,680	55,478	26,869
Retail Trade	438,865	32,339	30,372
Arts/Entertainment/Recreation	53,038	3,701	32,332
Accommodations	57,069	1,388	31,946
Food Services & Drinking Places	223,708	18,059	17,408
<b>Private Sector Employment, NJ Total</b>	<b>3,155,405</b>	<b>259,007</b>	<b>56,888</b>
Source: NJ Department of Labor and Workforce Development, Quarterly Census of Employment and Wages, 2011 Annual Average			

➤ Total wages paid in New Jersey's LHR industry cluster during 2011 accounted for just 11.6% of the private sector wages paid in the state.

➤ The LHR cluster's much lower average annual wage reflects the entry level, lower skill, seasonal and part-time nature of many of the occupations found within it.

# LEISURE, HOSPITALITY & RETAIL

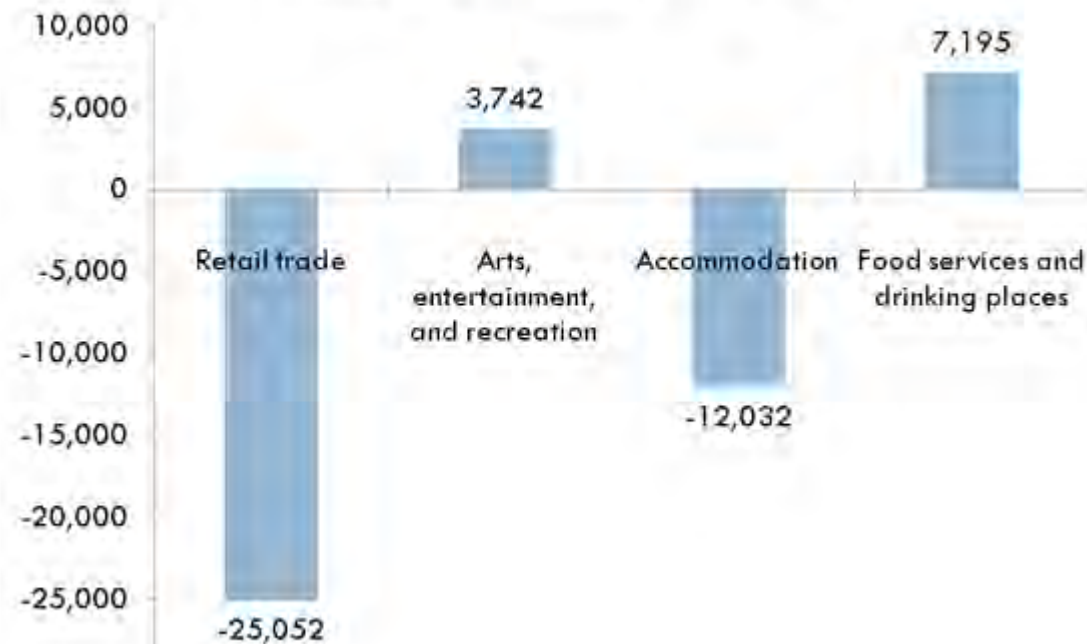
## **Detailed Industry Employment: Current and Trend Analysis**





# More Recent Analysis: 2006 - 2011 (cont'd)

**NJ LHR Primary Components by Employment Gain/Loss: 2006 - 2011**



Source: NJLWD, Quarterly Census of Employment and Wages  
Prepared by: New Jersey Department of Labor and Workforce Development, January 2013

➤ Retail trade job levels dropped over 25,000 while employment in Accommodations fell over 12,000. For retail in particular, NJ is an inviting marketplace given its population density (highest in the nation) and per capita personal income (second highest). As a result, competition is intense and margins are tight.

➤ Inject a serious national recession with a sharp decline in discretionary spending into the mix and the recent retail job losses are not surprising. As stated earlier, in Accommodations, 85.9 percent or 10,342 of the losses occurred within Atlantic City's casino hotel industry.

➤ The other two of the cluster's four primary components (Food Services/Drinking Places and Arts/Entertainment/Recreation) added jobs during this 5-year period. Limited-Service Eating Places (think fast-food) accounted for about 22 percent in the Food Services/Drinking Places industry, while Fitness & Recreational Sports Centers and Amusement & Theme Parks created most of the new jobs in the Arts/Entertainment/Recreation industry.

# 2011 Percentage of employment:

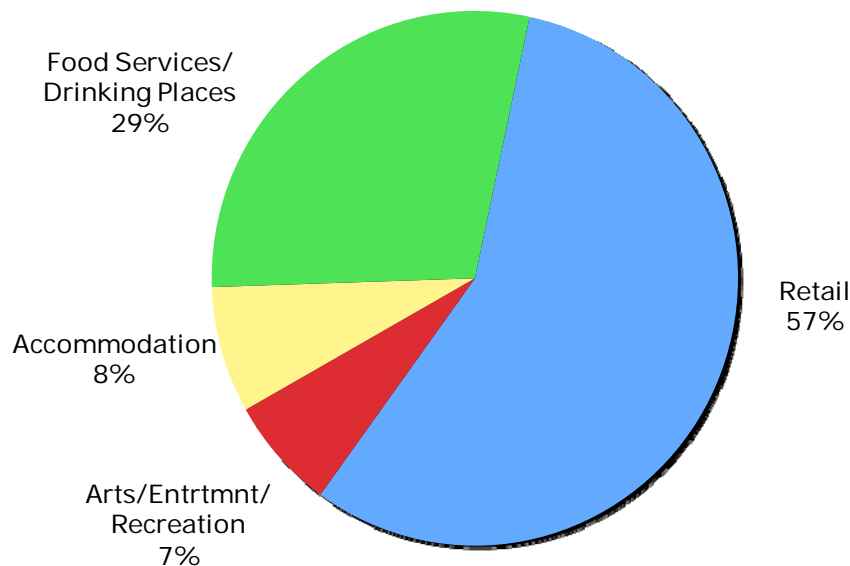
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## Four primary components

Source: NJLWD, Quarterly Census of Employment and Wages

Prepared by: New Jersey Department of Labor and Workforce Development, January 2013

**NJ Leisure, Hospitality & Retail Trade Cluster  
Employment By Major Components  
2011 Annual Average**



➤ In terms of employment, the Retail Trade and Food Services/Drinking Places components combined accounted for more than four of every five jobs (86%) in the LHR cluster in 2011.

➤ Most of the businesses in the LHR cluster are familiar to even the most casual observer. Retail Trade, which represented 57 percent of the cluster's employment in 2011, has nearly one of every four jobs (24%) in Food Stores.

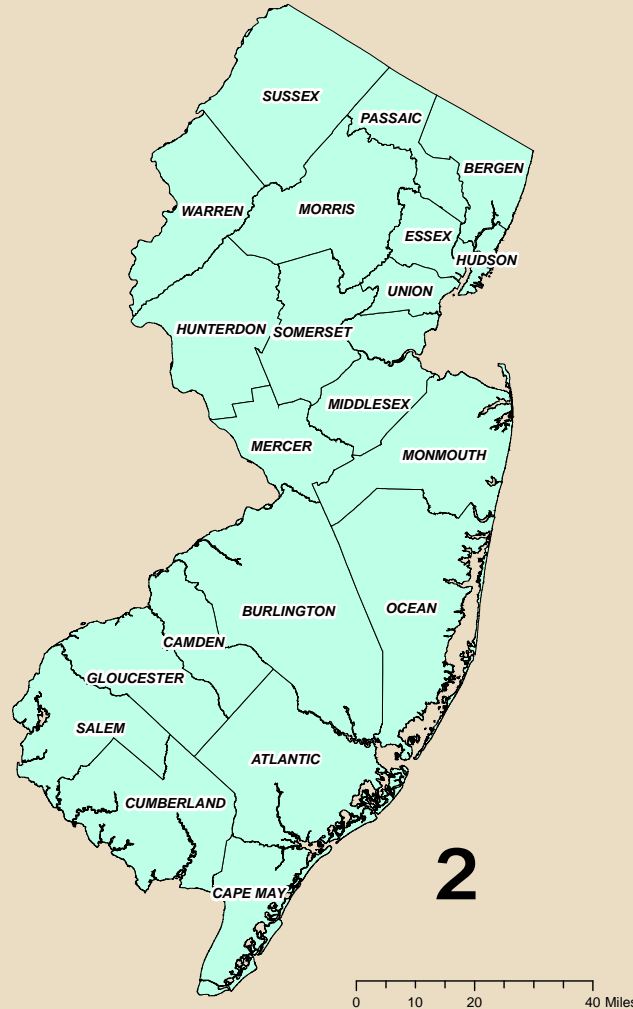
➤ Food Services/Drinking Places, which accounted for 29% of the cluster's employment in 2011, is dominated by full- and limited-service restaurants, which represent over three quarters of its employment.

➤ Accommodations, which represents just 7.4 percent of the cluster's employment, would be an even smaller portion were it not for the existence of legalized gambling in Atlantic City. The city's 11 hotel casinos employed an average of 31,574 in 2011; more than the other 1,350 Accommodations establishments in the state combined.

# County-wide LHR data:

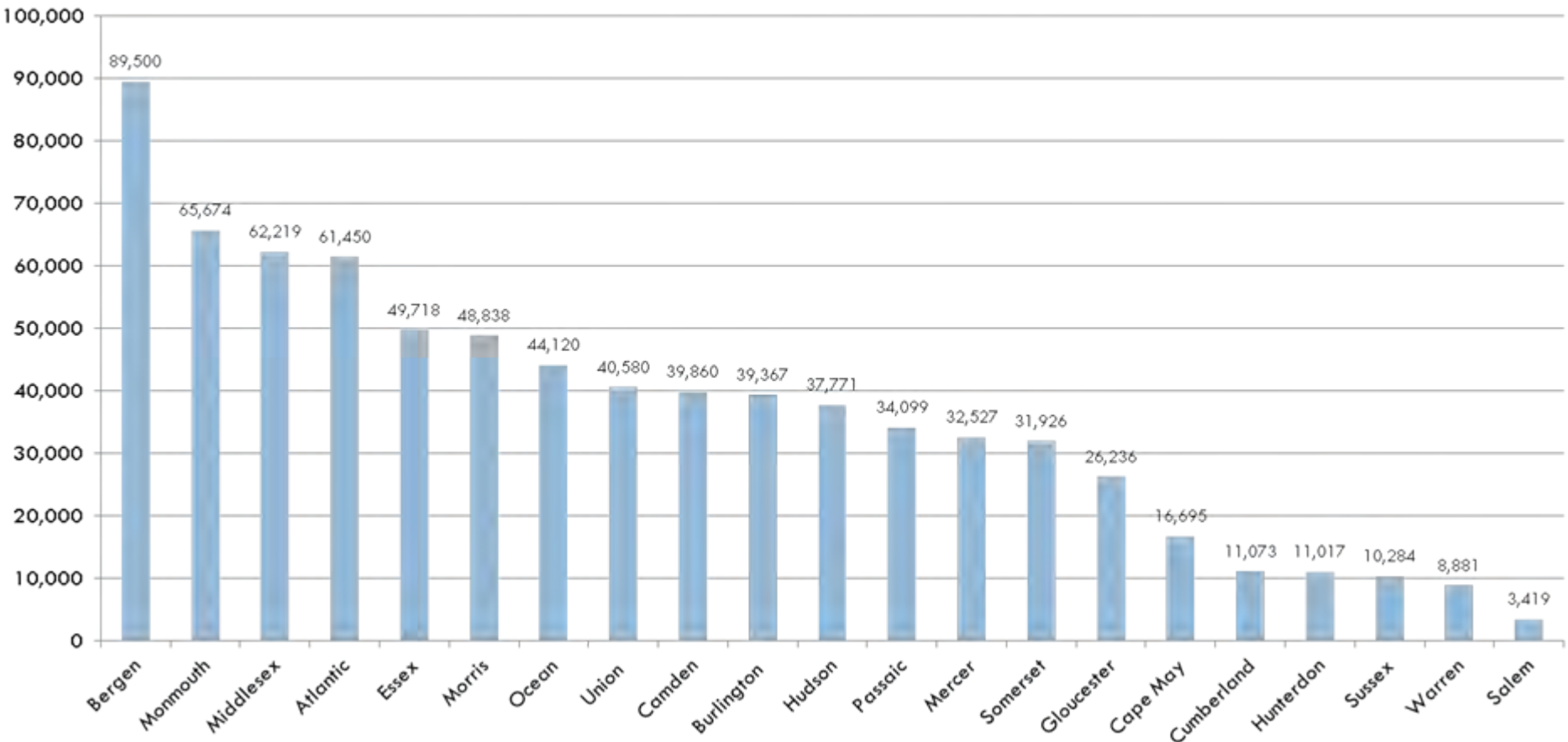
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## A view at a more local level



# 2011 LHR Employment by County

## 2011 Annual Average LHR Employment



Source: NJLWD, Current Employment Statistics, Annual Averages  
Prepared by: New Jersey Department of Labor and Workforce Development  
December 2012

# LHR Employment & Population: 2011

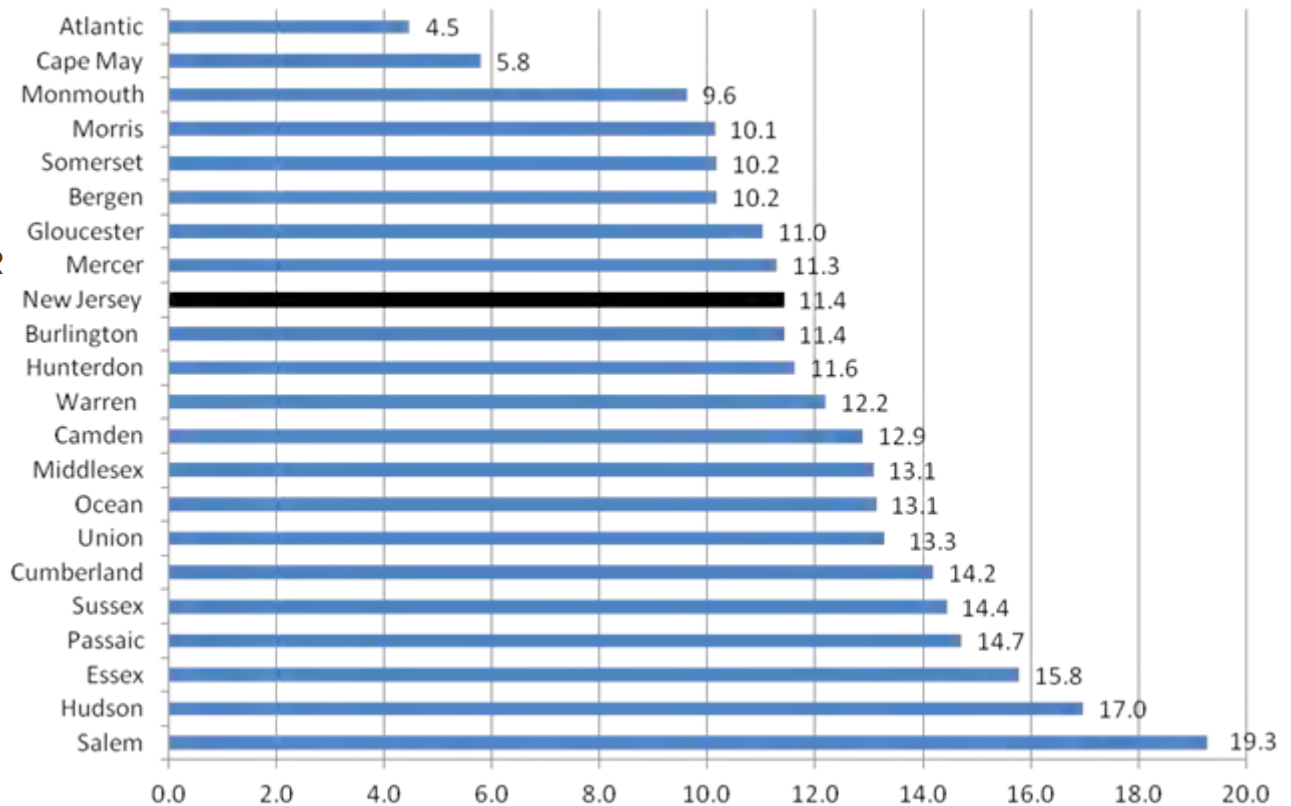
## Number of residents per LHR job

➤ While it is generally true that the distribution of Retail Trade employment across the state's 21 counties is likely to correlate to their resident population count, adding Leisure & Hospitality to the mix can in some cases take the distribution of the cluster's employment by county in a different direction.

➤ The most notable examples are the tourism dependent counties of Atlantic and Cape May, which rank one and two in number of LHR jobs on a per capita basis.

➤ In addition to the distribution of LHR employment by county, it also may be useful to rank the state's counties by number of residents per LHR job. The lower the number, the greater the concentration of LHR jobs per capita. For example, in top-ranked Atlantic County, there was one LHR job for every 4.5 county residents in 2011.

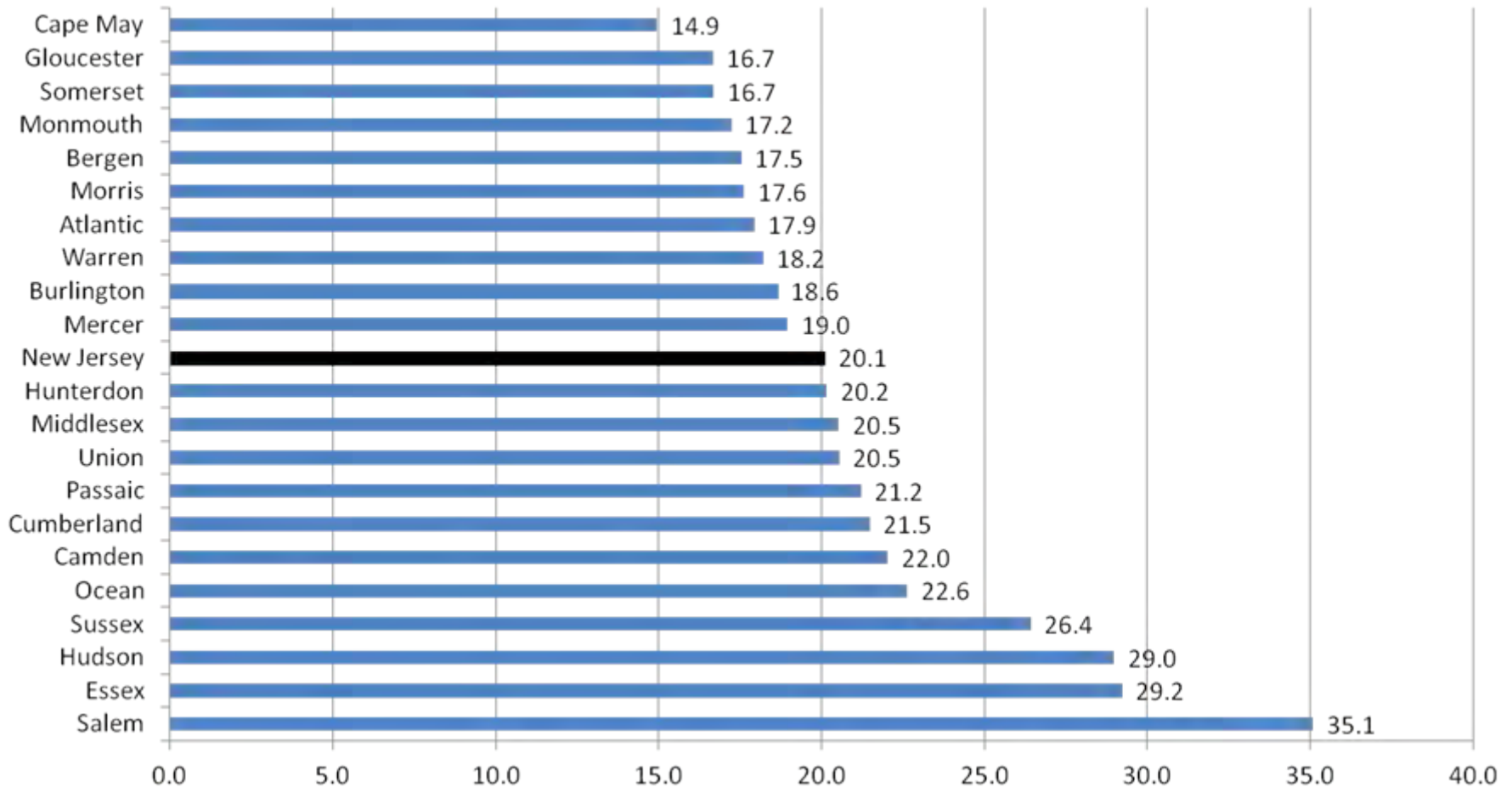
NJ Counties: Number of Residents Per LHR Job in 2011



# RETAIL Employment & Population: 2011

## Number of Residents per RETAIL Job

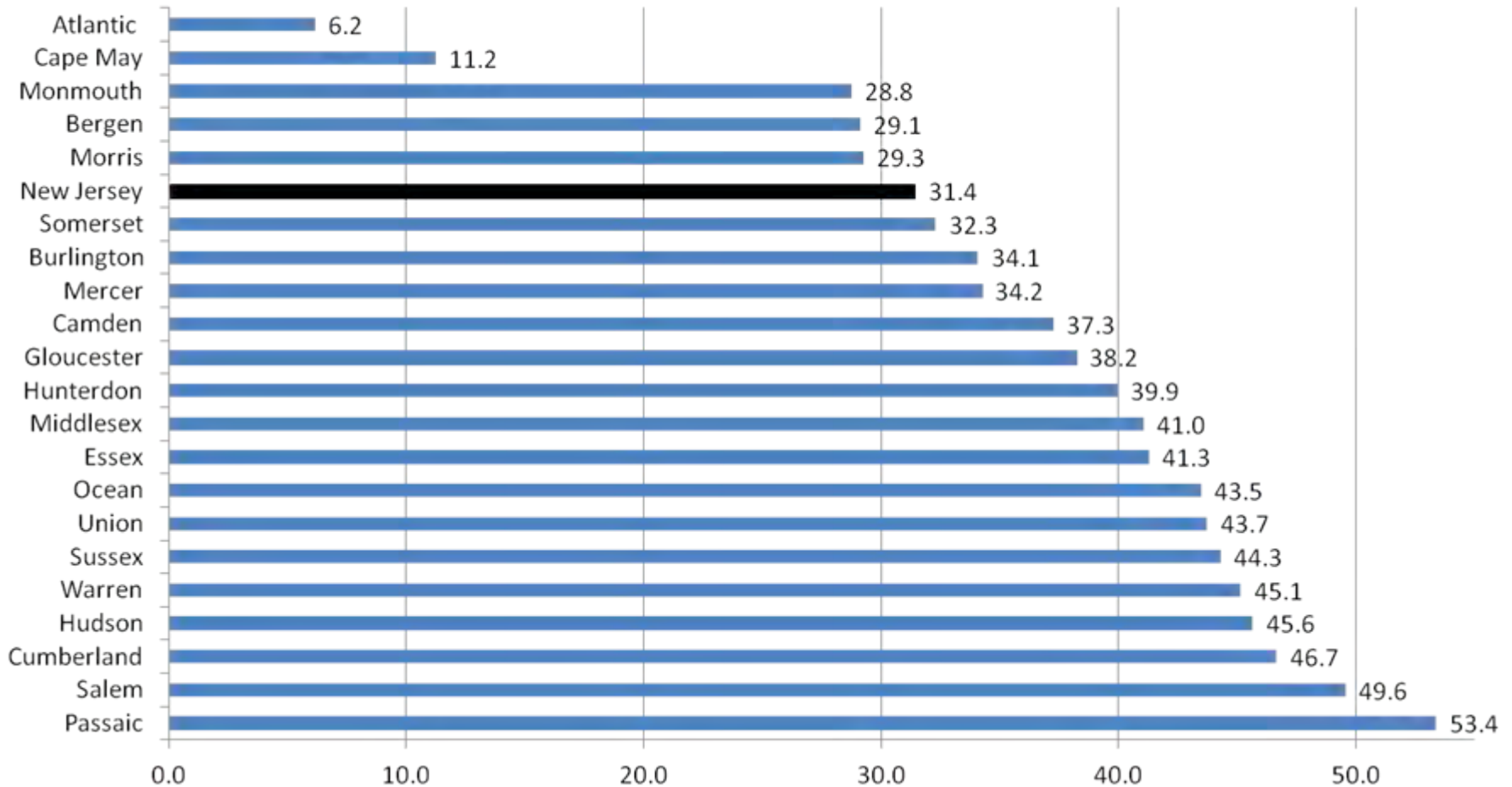
NJ Counties: Number of Residents Per *RETAIL* Job in 2011



# Accommodation Employment & Population: 2011

## Number of Residents per Accommodation Job

NJ Counties: Number of Residents Per *ACCOMMODATION* Job in 2011



## NJ's Top Leisure, Hospitality & Retail Employers

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## Top Employers in LHR

➤ According to New Jersey Business magazine's Top 100 Employers in 2012, five of New Jersey's top ten largest employers fall within leisure, hospitality and retail trade.

➤ Overall, these 20 employers account for about one of every four jobs (23.1%) in the state's LHR industry cluster.



Rank	Company	NJ 2012 Employment
1	Wakefern Food Corp.	34,952
2	Wal-Mart Stores	17,888
7	Caesar's Entertainment	13,065
8	The Great Atlantic & Pacific Tea Co. (A&P)	12,373
10	The Home Depot	10,850
15	Target Corp.	8,500
16	CVS Caremark	8,300
17	Macy's	8,100
20	The Stop & Shop Supermarket Co.	7,928
21	Wawa, Inc.	7,154
24	Lowe's Companies Inc.	6,173
25	Borgata Hotel Casino & Spa	6,115
26	Bed Bath & Beyond	6,000
31	Aramark	5,009
32	Rite-Aid	5,000
34	Trump Entertainment	4,659
36	ACME Markets	4,588
39	Toys "R" Us, Inc..	4,270
41	Six Flags	4,100
43	Marriott International Corp.	3,987

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# LEISURE, HOSPITALITY & RETAIL

## Detailed Industry Occupational Analysis



Leisure, Hospitality and Retail Occupations: 2011		2011	Share of	
Occupation		Employment	Industry	Education/Training Requirements
Total All Occupations in LHR		777,100	100.0%	
Top 20 Occupations in LHR		362,388	46.6%	
41-2031	Retail Salespersons	<b>109,393</b>	14.1%	Short-term on-the-job training
41-2011	Cashiers	<b>91,677</b>	11.8%	Short-term on-the-job training
35-3031	Waiters and Waitresses	<b>56,732</b>	7.3%	Short-term on-the-job training
35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	<b>53,163</b>	6.8%	Short-term on-the-job training
43-5081	Stock Clerks and Order Fillers	<b>51,423</b>	6.6%	Short-term on-the-job training
41-1011	First-Line Supervisors/Managers of Retail Sales Workers	<b>27,598</b>	3.6%	Work experience in a related occupation
35-2021	Food Preparation Workers	<b>20,035</b>	2.6%	Short-term on-the-job training
35-1012	First-Line Supervisors/Managers of Food Preparation and Serving Workers	<b>18,030</b>	2.3%	Work experience in a related occupation
35-2014	Cooks, Restaurant	<b>17,938</b>	2.3%	Long-term on-the-job training
35-3011	Bartenders	<b>13,678</b>	1.8%	Short-term on-the-job training
35-3022	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	<b>12,075</b>	1.6%	Short-term on-the-job training
35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	<b>11,200</b>	1.4%	Short-term on-the-job training
37-2012	Maids and Housekeeping Cleaners	<b>9,079</b>	1.2%	Short-term on-the-job training
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	<b>8,945</b>	1.2%	Short-term on-the-job training
35-2011	Cooks, Fast Food	<b>8,944</b>	1.2%	Short-term on-the-job training
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	<b>8,939</b>	1.2%	Short-term on-the-job training
35-9021	Dishwashers	<b>8,635</b>	1.1%	Short-term on-the-job training
49-3023	Automotive Service Technicians and Mechanics	<b>8,615</b>	1.1%	Postsecondary vocational training
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	<b>8,117</b>	1.0%	Short-term on-the-job training
39-9031	Fitness Trainers and Aerobics Instructors	<b>8,069</b>	1.0%	Postsecondary vocational training

Source: NJLWD, Occupational Employment Statistics Survey, May 2011  
 Prepared by: New Jersey Department of Labor and Workforce Development  
 December 2012

➤ Fifteen of the top 20 occupations within LHR require the minimum education/training requirement: “short-term on-the-job training”.

# New Jersey Resident

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## Workforce Characteristics: Occupations

### All Industries in NJ vs. LHR:

➤ The cluster had a higher distribution percentage in only **four** out of 18 occupational categories due to the defined nature of the industry components' type of work.

➤ For example, “Food preparation & service” is mainly in Food Services/Drinking Places within *Leisure & Hospitality* while “Sales/Marketing” has a significant job presence in *Retail Trade*.

<u>Characteristic <i>By Occupation</i></u>	<u>All Percent</u>	<u>LHR Percent</u>
Management/Business/Financial	15.8%	8.3%
Scientist/Engineer	6.1%	0.9%
Community/Social services	1.5%	0.0%
Legal services	1.4%	0.1%
Education/Training/Library worker	6.3%	0.4%
Arts/Entertainment	2.1%	2.8%
Health care	7.5%	2.0%
Protective	2.4%	1.3%
Food preparation & service	4.8%	22.4%
Cleaning/Maintenance	3.7%	2.9%
Personal Care	3.4%	4.6%
Sales/Marketing	11.2%	33.0%
Administrative support	14.1%	11.7%
Farming/Fishing/Forestry	0.2%	0.0%
Construction/Extraction	4.7%	0.3%
Installation/Repair	2.7%	1.7%
Production	4.1%	1.7%
Transportation/Material moving	6.2%	5.8%
Military/Never worked	1.8%	N/A

Source: U.S. Census Bureau 2011 American Community Survey Public Use Micro-data Sample (5% Sample)

# Wages by Occupation



- As might be expected, the cluster's largest occupational category, *retail salesperson*, pays wages that vary by type of industry sector. Retail salespersons within the accommodations and food services' segment has the highest annual wage (\$27,480) followed by retail trade (\$26,660).
- *Retail salespersons* tended to receive the lowest wages in establishments involved with arts, entertainment and recreation (\$21,940).
- Wages paid to *cashiers*, the cluster's second largest group, tended to fall within a narrow range between the three industry sectors (NAICS 44-45, 71 & 72) that for a full-time, year-round employee would usually amount to, \$19,580 -- \$20,480.
- To the extent that tip income is reported accurately, *waiters/waitresses* (3rd largest occupation) do somewhat better with a full-time, year-round worker earning wages in the \$23,190 (NAICS 72) - \$26,820 (NAICS 71) range.

# Wages by Occupation



- Wages paid to *combined food preparation and serving workers*, the cluster's fourth largest, generally paid in the \$9.05-to-\$10.60 per hour range (\$18,790 - \$22,010, annual). The lower wages were similar to cashiers mainly due to entry-level, part-time, lower skill and education requirements.
- The other significant presence in LHR occupations are *stock clerks/order fillers*. The pay varied widely between two of its segments: 44-45 Retail Trade (\$10.70/hr. & \$22,270/yr.) and 72 Accommodation and Food Services (\$14.00/hr. & \$29,070/yr.).
- On the upper end of the pay scale, LHR occupations that pay an average of \$100,000 or more per year mostly include managers of all types as well as *pharmacists, engineers and chief executives*.

# LEISURE, HOSPITALITY & RETAIL

## **Demographic Characteristics of the Industry Cluster Workforce**



# New Jersey Resident Workforce Demographic Characteristics

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## All Industries in NJ vs. LHR:

### Age, Sex, Race & Hispanic Origin

Source: 2011 American Community Survey  
Public Use Micro-data Sample (5%  
Sample)

➤ The LHR industry cluster is characterized by a large number of seasonal and part-time jobs and by workers who are younger than the average for all industries. About one-half (47.7%) of all workers in the cluster are under 35 years old compared with nearly one-third (31.6%) for all industries.

➤ Many businesses in the cluster increase hiring during the summer, often employing high school-age and college-age workers. Some segments of the industry cluster are heavily reliant on immigrant and guest workers such as boardwalk and amusement establishments. Nearly 52% of the cluster's workforce is male and about 79% Non Hispanic.

<u>By Age</u>	<u>All</u>	<u>LHR</u>
Less than 25	11.8%	27.4%
25-34	19.8%	20.3%
35-44	22.0%	17.8%
45-54	25.0%	18.9%
55-64	16.4%	11.6%
65 & over	5.1%	4.0%
<u>By Sex</u>		
Male	52.6%	51.7%
Female	47.4%	48.3%
<u>By Race</u>		
White	70.0%	69.7%
Black	12.7%	11.8%
Am. Indian/Alaska Native	0.2%	0.1%
Asian	8.8%	8.3%
Native Hawaiian/Pacific Islander	0.0%	0.0%
Some Other Races	6.2%	7.8%
Two or more races	2.1%	2.2%
<u>By Hispanic origin</u>		
Non-Hispanic	82.3%	79.3%
Hispanic	17.7%	20.7%

# New Jersey Resident Workforce Characteristics: Earnings and Income

## All Industries in NJ vs. LHR

	<u>By Personal Earnings</u>	<u>All</u>	<u>LHR</u>
<p>➤ The LHR cluster had a significantly higher distribution percentage than “All industries” in the lowest dollar range in <i>Personal Earnings and Personal Income</i>: “Less than \$25,000”.</p>	Less than \$25,000	37.2%	<b>61.1%</b>
	\$25,000-\$50,000	23.8%	21.6%
	\$50,000-\$75,000	17.5%	9.6%
	\$75,000-\$100,000	8.8%	2.9%
	\$100,000-\$150,000	7.6%	3.0%
	\$150,000-\$200,000	2.3%	0.8%
	\$200,000 & more	2.9%	0.8%
	<u>By Personal Income</u>		
<p>➤ This is the result of the low paying nature of the occupations in leisure, hospitality and retail industries</p>	Less than \$25,000	33.7%	<b>57.3%</b>
	\$25,000-\$50,000	25.2%	23.9%
	\$50,000-\$75,000	18.1%	10.6%
	\$75,000-\$100,000	9.3%	3.3%
	\$100,000-\$150,000	8.1%	3.1%
	\$150,000-\$200,000	2.5%	0.9%
	\$200,000 & more	3.1%	0.9%

Source: 2011 American Community Survey Public Use Micro-data Sample (5% Sample)



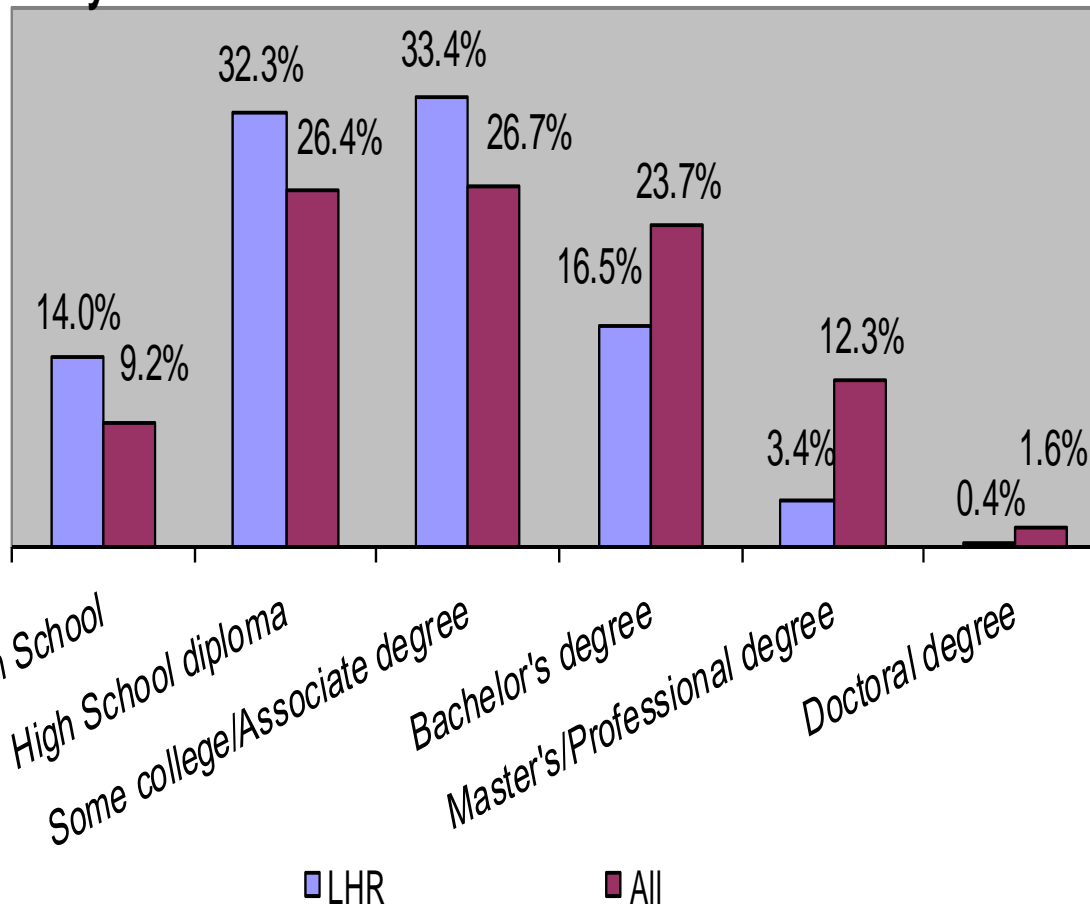
# New Jersey Resident Workforce Demographic Characteristics

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## All Industries vs. LHR: Education

**Characteristics of Workforce by Educational Attainment : 2011 ACS**



- LHR workers are also less educated than workers overall due to its lower skilled, entry-level positions with a higher turnover rate.
- The 2011 American Community Survey states nearly half (46.3%) of the workers in this industry cluster do not have any formal education beyond high school compared with 35.6 percent for employees in all industries statewide.

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# LEISURE, HOSPITALITY & RETAIL

## Outlook and Projections



# Occupational Projections: 2010-2020

- As for the outlook by occupation, the top five and eight of the top ten occupations in the state with the greatest number of projected average annual job openings are LHR-related.
- The 8 occupations account for 19.4% of all average annual job openings that New Jersey is expected to add through 2020.



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	Employment		Annual Average			Annual Average			Typical Minimum Requirements		
	Actual	Projected	Change 2010-2020			Job Openings			Education	Work Experience	Job Training
Occupational Title	2010	2020	Number	Total %	Annual %	Total	Growth	Replacement	Education	Work Experience	Job Training
Total All Occupations	4,155,700	4,476,000	320,300	7.7	0.7	132,940	35,070	97,870			
Cashiers	102,800	109,300	6,500	6.3	0.6	5,310	650	4,660	Less than high school	None	Short-term on-the-job training
Retail Salespersons	117,700	131,000	13,300	11.3	1.1	4,800	1,340	3,460	Less than high school	None	Short-term on-the-job training
Waiters and Waitresses	58,000	62,500	4,500	7.8	0.8	3,350	450	2,900	Less than high school	None	Short-term on-the-job training
Laborers and Freight, Stock, and Material Movers, Hand	74,900	82,600	7,700	10.2	1.0	3,160	760	2,400	Less than high school	None	Short-term on-the-job training
Combined Food Preparation and Serving Workers, Incl. Fast Food	63,300	72,000	8,700	13.7	1.3	2,640	870	1,770	Less than high school	None	Short-term on-the-job training
Registered Nurses	81,600	90,600	9,000	11.1	1.1	2,390	910	1,480	Associate's degree	None	None
Receptionists and Information Clerks	50,000	57,400	7,400	14.8	1.4	2,250	740	1,510	High school diploma or equivalent	None	Short-term on-the-job training
Customer Service Representatives	57,400	62,500	5,100	8.9	0.9	2,140	510	1,630	High school diploma or equivalent	None	Short-term on-the-job training
Office Clerks, General	77,100	84,400	7,300	9.4	0.9	2,100	730	1,370	High school diploma or equivalent	None	Short-term on-the-job training
Home Health Aides	31,300	44,700	13,400	42.7	3.6	1,740	1,340	400	Less than high school	None	Short-term on-the-job training

Source: NJLWD Current Employment Statistics, Industry & Occupational Employment Projections

**State of New Jersey - Leisure, Hospitality & Retail (LHR)**

**Estimated and Projected Employment by Detailed Industry, 2010 - 2020**

		Employment		Change 2010 - 2020			
		Estimated	Projected		Annual	Total	
					Growth	Growth	
NAICS	Industry Title	2010	2020	Numeric	Rate (%)	Rate (%)	Outlook
000000	Total All Industries	4,155,700	4,476,000	320,300	0.7	7.7	Growing
<b>440000</b>	<b>Retail Trade</b>	<b>437,400</b>	<b>470,000</b>	<b>32,600</b>	<b>0.7</b>	<b>7.5</b>	<b>Growing</b>
441000	Motor Vehicle and Parts Dealers	41,500	44,200	2,700	0.6	6.5	Growing
444000	Building Material and Garden Equipment and Supplies Dealers	30,100	35,000	4,900	1.5	16.3	Growing
445000	Food and Beverage Stores	106,800	111,800	5,000	0.5	4.7	Stable
446000	Health and Personal Care Stores	34,900	38,700	3,800	1.0	10.9	Growing
448000	Clothing and Clothing Accessories Stores	54,800	66,800	12,000	2.0	21.9	Growing
451000	Sporting Goods, Hobby, Book, and Music Stores	17,600	16,700	-900	-0.5	-5.1	Declining
452000	General Merchandise Stores	70,900	68,800	-2,100	-0.3	-3.0	Declining
459000	Retail Trade, All Other	80,800	88,000	7,200	0.9	8.9	Growing
<b>102600</b>	<b>Leisure and Hospitality</b>	<b>334,200</b>	<b>363,300</b>	<b>29,100</b>	<b>0.8</b>	<b>8.7</b>	<b>Growing</b>
710000	Arts, Entertainment, and Recreation	52,800	57,900	5,100	0.9	9.7	Growing
713000	Amusement, Gambling, and Recreation Industries	42,500	47,100	4,600	1.0	10.8	Growing
719000	Arts, Entertainment, and Recreation, All Other	10,300	10,800	500	0.5	4.9	Stable
720000	Accommodation and Food Services	281,400	305,400	24,000	0.8	8.5	Growing
721000	Accommodation	59,100	61,700	2,600	0.4	4.4	Stable
721100	Traveler Accommodation	33,800	34,200	400	0.1	1.2	Stable
721120	Casino Hotels	33,800	34,200	400	0.1	1.2	Stable
721190	Accommodation, All Other	25,300	27,500	2,200	0.8	8.7	Growing
722000	Food Services and Drinking Places	222,300	243,700	21,400	0.9	9.6	Growing
722100	Full-Service Restaurants	101,400	111,000	9,600	0.9	9.5	Growing
722200	Limited-Service Eating Places	85,100	94,100	9,000	1.0	10.6	Growing
722300	Special Food Services	26,700	29,100	2,400	0.9	9.0	Growing
722400	Drinking Places (Alcoholic Beverages)	9,100	9,500	400	0.4	4.4	Stable

➤ Based on official employment projections for New Jersey's industries prepared by the Department of Labor and Workforce Development, payrolls in LHR are projected to grow by 61,700 from 2010-to-2020.

➤ The cluster's rate of job growth is faster than that projected for the state overall (8.0%, LHR vs. 7.7%, all industries).

Source: NJLWD Current Employment Statistics, Industry & Occupational Employment Projections

NOTE: Employment data are rounded to the nearest hundred Percentages and percent changes are based on unrounded data

Prepared by: New Jersey Department of Labor and Workforce Development, Labor Market and Demographic Research, Occupational and Demographic Research

# Outlook



- As it did during the 2006-to-2011 period, the Foods Services/Drinking Places component is projected to continue creating the greatest number of new jobs (21,400) from 2010-to-2020. This 9.6 percent increase is more than the state's projected rate (7.7%).
- The cluster's largest component, Retail Trade with 56 percent of employment, is projected to grow by a 32,600 jobs or 7.5 percent during this 10-year period, while Arts/Entertainment/Recreation is projected to add 5,100 new jobs for a 9.7 percent advance.
- The accommodation component is projected to add 4.4 percent to their payrolls during the 2010-to-2020 period (+2,600 jobs). The minimal increase of 400 or 1.2 percent in Casino Hotels will be by added to job gains in other types of Accommodations (+2,200).



# Outlook



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- Along with other service sectors such as the hospitality industry, retail is a critical point of entry, or “gateway,” into the labor force and provides workers with foundational skills in customer service, punctuality, and responsibility.



- The retail industry offers substantial employment opportunities. Part-time and temporary work is plentiful across a range of employers, from small, independent retailers to national and multinational retail chains. Solid store experience can lead to an array of retail management and store support career ladders.

- A college degree can afford direct entry into management training programs and regional/corporate level career paths.

## Leisure, Hospitality and Retail

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