

## ***IMMIGRANTS AND THE TORONTO FOOD SERVICES AND ACCOMMODATION SERVICES SECTORS***

By

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### **KEY POINTS:**

- Over 50% of all accommodation and food services employees are born outside of Canada.
- Immigrants tend to be in back of house jobs, such as cooks and light duty cleaners in comparison to front of house jobs such as food and beverage servers and front desk clerks.
- Filipino workers, Jamaican born women and Sri Lankan born men are disproportionately concentrated in the accommodation industry, doubling the occupational average.
- In the food service industry Chinese and Sri Lankan born men are both overrepresented. Proportionally, there are more than twice as many Chinese born men and Sri Lankan men in food services in comparison to the occupational average.
- In both accommodations and food services, there are more foreign born workers who have at least a BA in comparison to Canadian born workers.
- On average, foreign born employees earn more annually in comparison to their Canadian born counterparts in accommodations and food services, largely due to the fact that more foreign born workers work full time.
- Public transit users are overrepresented in both accommodations and food services. Rates are especially exaggerated in the accommodation sector among immigrant women.

## ***INTRODUCTION TO TIEDI***

The [Toronto Immigrant Employment Data Initiative \(TIEDI\)](#) seeks to assist organizations whose mandate includes the better integration of immigrants into Toronto's labour force. Such partner organizations include immigrant service agencies and advocacy groups, labour organizations, regulatory bodies, professional associations, training organizations, and credential assessment agencies.

The purpose of the project is to provide organizations with free access to statistical data and analysis on various aspects of immigrant labour market integration. The goal is to help organizations access the quantitative data they need in order to: identify priorities, develop programs and services, compose proposals and reports, and carrying out advocacy and public education endeavours.

TIEDI provides a unique service in which community organizations' data needs are met by a team of academic researchers and student analysts. Our partners define the data that they need - the project is thus driven by their agendas and not by academic research priorities.

TIEDI is based at York University, with a team of academic researchers drawn from York, the University of Toronto, and Ryerson University. Core members of the project team also include representatives of the Ontario Council of Agencies Serving Immigrants (OCASI), the Toronto Region Immigrant Employment Council (TRIEC) and World Education Services. The project is funded by the Social Sciences and Humanities Research Council of Canada under its Knowledge Impact in Society program, and by York University.

The datasets used by the project include a range of large-scale surveys such as the Census, the Longitudinal Survey of Immigrants to Canada, the Ethnic Diversity Survey, the Workplace and Employee Survey, the Survey of Labour and Income Dynamics, the Labour Force Survey and the Permanent Residents Data System.

TIEDI Analytical Reports provide tabulations of data, some brief analysis and contextualization, and some necessary caveats about the limitations of the data and analysis. Since the data presented have not been treated to detailed statistical analysis, any conclusions must be seen as preliminary and as starting points for further, more detailed, research.

For further information, contact the TIEDI Principal Investigator, Dr Philip Kelly ([pfkelly@yorku.ca](mailto:pfkelly@yorku.ca)), or the TIEDI Project Coordinator, Stella Park ([pstella@yorku.ca](mailto:pstella@yorku.ca)).

*While the research and analysis are based on data from Statistics Canada, the opinions expressed do not represent the views of Statistics Canada.*

## **RESEARCH QUESTION**

What role do immigrant workers play in the employment structure of Toronto’s food services and accommodation services sectors?

## **BACKGROUND**

The hospitality sector, defined often as accommodation and food services, continues to be an important source of employment growth in Toronto’s economy. In 2011, Toronto CMA employed 131,070 people in food services and drinking places (NAIC 722) and another 21,950 in accommodation services (NAIC 721) (City of Toronto, 2011). While both of these sectors are affected by the economic downturn, growth in food services is more dynamic and grows with the population in comparison to the slower growing accommodation sector. There are also important structural and institutional differences among the sectors, specifically, accommodation employment occurs in larger workplaces relative to smaller food service workplaces and unionization is much higher in the accommodation sector (Table 1).

Table 1: Foodservices and Drinking Places and Accommodation Services Employment and Union Density in Toronto CMA (2007-2011)

	2007	2008	2009	2010	2011
All Industries - Employment and Union Density (% of all workers)	2,836,670 23.0%	2,893,510 22.8%	2,853,120 22.5%	2,919,410 23.7%	2,960,040 22.6%
Foodservices and Drinking Places – Employment and Union Density (% of all workers)	132,480 5.3%	136,310 4.3%	136,860 6.8%	135,750 7.1%	131,070 6.6%
Accommodation Services Employment and Union Density (% of all workers)*	25,890 49.4%	18,230 39.2%	18,640 27.1%	21,670 34.2%	21,950 41.1%

Source: City of Toronto. 2011. Industry Profiles Data, [http://www.toronto.ca/invest-in-toronto/labour\\_force\\_industry\\_profiles.htm](http://www.toronto.ca/invest-in-toronto/labour_force_industry_profiles.htm) (last accessed, May 28, 2012). \* Note: The survey sample used for this database used by the City of Toronto provides uneven results when the data is disaggregated and creates significant annual variation for smaller industries (e.g., accommodation services).

Demographic analyses of the accommodation and food services sectors are largely carried out at a national scale (CTHRC 2009, Statistics Canada 2010). Prior to the recession, the Canadian Tourism Human Resource Council (2008) projected that there will be a labour shortage of over 17,000 accommodation workers and 170,000 foodservice workers in Canada by 2025. Recently, the CTHRC (2010) issued an update to the study arguing that the shortages would persist despite the deep recession. The findings are used by industry associations in their long-term lobbying efforts for increased migration (permanent and temporary) to address labour shortages.

Indeed, the relationship between immigrants and hospitality work in Canada and abroad has been well documented (see Hiebert 1999, Hiebert and Pendakur 2003, Tufts 2006, McDowell et al 2007, Wills et al 2010). It is clear that the growth of these sectors is dependent upon migrant labour and entrepreneurship. A demographic analysis of the hospitality sector at the metropolitan level (i.e., Toronto CMA) reveals a complex picture. First, the ‘hospitality’ sector is not monolithic. When data is disaggregated, there are important differences in the employment structures of food services and accommodation. Second, both sectors are important ‘gateway’ industries for newcomers to Toronto, but significant labour market segmentation persists largely

between ‘front of the house’ (e.g., servers, hotel clerks) and ‘back of the house’ operations (i.e., room attendants, cooks). Third, as the hospitality sector does provide jobs to newcomer entering the labour market, immigrant workers have higher levels of education than Canadian born workers in the sector, including those immigrants in lower wage hospitality work. All of these factors have implications for labour force development policy and initiatives in Toronto’s highly segment hospitality labour market.

## ***DATA AND DATASET: 2006 CENSUS***

The census is one of the primary sources of information on the demographic, social and economic characteristics of Canada and Canadians (Statistics Canada, 2007). In the 2006 Census, all households received a short questionnaire containing eight questions, while a random 20% sample were given a 61-question long form. The majority of the questions used to gather the data presented in this report were asked in the long census questionnaire (see Appendix).

The 2006 Census was conducted from May to July of that year. As shown in Table 1, the time period leading up to the Census was marked by economic growth, strong employment gains, and earnings growth in Canada (Lin, 2008: 5). Economic conditions (see table 1 for basic economic data) and government policies may affect immigrants’ economic trajectories so the outcomes for recent immigrants discussed in this report may not be comparable to immigrants who landed in other time periods. The general economic climate will also clearly affect employment outcomes in general.

*Table 2: Economic Performance Indicators, Canada, 2001-2005*

	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>Overall average</b>
Growth in Real GNP	1.8 %	2.9 %	1.9 %	3.1 %	3.1 %	2.6 %
Unemployment Rate	7.2 %	7.6 %	7.6 %	7.2 %	6.8 %	7.3 %

Source: Maslove, 2008: 228

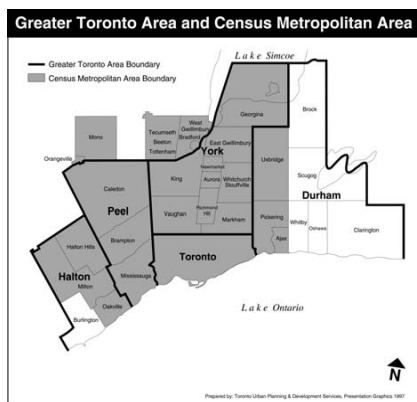
The census collects information on the total number of people who once were, or are now, landed immigrants or permanent residents. The immigrant population includes those who were born outside of Canada and landed in Canada prior to census day May 16, 2006. The 2006 Census enumerated 6,186,950 immigrants, representing almost 20% of the total population. In this report, groups are categorized according to their immigrant status as: “Canadian Born”, “Immigrant before 1991” or “Recent Immigrant.” Recent immigrants include those who arrived in Canada between the years 1992 and 2005 while “immigrant before 1991” includes all others who arrived earlier. A majority of the 1.1 million recent immigrants lived in Toronto, Montréal and Vancouver.

The data used in this report relate specifically to the Toronto CMA as the place of residence of the respondent population. Respondents may not necessarily work in the Toronto CMA, but it is likely that the overwhelming majority do work in the CMA and those working outside it are relatively few.

## Definitions

**Toronto CMA:** CMA stands for Census Metropolitan Area of Toronto. The Toronto CMA is the grey-shaded area in Figure 1. It includes the City of Toronto, York Region, Peel Region and parts of Halton and Durham Regions. Other municipalities, such as New Tecumseth in southern Simcoe County and Mono Township in Dufferin County are also included in the Toronto CMA. CMAs are geographical areas mainly used by Statistics Canada. For more information, see: [http://geodepot.statcan.gc.ca/2006/180506051805140305/03150707/1908151820\\_181905\\_05-eng.jsp?FILENAME=MetropolitanInfluencedZones&REFCODE=10&TYPE=L](http://geodepot.statcan.gc.ca/2006/180506051805140305/03150707/1908151820_181905_05-eng.jsp?FILENAME=MetropolitanInfluencedZones&REFCODE=10&TYPE=L)

Figure 1: The Toronto CMA



**Visible Minority Groups:** Visible minorities are defined as “persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.” The 2006 Census questionnaire asked respondents to select whether they were White, Chinese, South Asian, Black, Filipino, Latin American, Southeast Asian, Arab, West Asian, Korean, Japanese, or other. (Statistics Canada 2006 [http://www12.statcan.ca/census-recensement/2006/ref/rp-guides/visible\\_minority-minorites\\_visibles-eng.cfm](http://www12.statcan.ca/census-recensement/2006/ref/rp-guides/visible_minority-minorites_visibles-eng.cfm)).

**Language Use:** “Official languages” refers to English and French. “Non-official language” refers to languages other than English and French.

## RESULTS

Our analysis focuses on patterns of employment among immigrants in Toronto’s food services and accommodation sectors. In most cases, we compare workers in these sectors with those found in all occupations in Toronto. We looked at place of birth, period of immigration, visible minority group, age, language, educational attainment, public transit use and family structure. Foreign and Canadian born workers in the sectors as well as eight major occupations in food services and accommodation were compared. Immigrant status and occupational category were further disaggregated by sex. The results reveal important differences between Canada born and foreign born hospitality workers, and significant differences between men and women.

## a) Immigration and Visible Minority Status

Table 3 shows the proportion of foreign born employees by industry and specific occupations within those industries. Among the foreign born, workers are further disaggregated by period of migration; before 1991, from 1991-2001, and after 2001.

*Table 3: Accommodation and Food Service Employment in Toronto CMA, Foreign Born and Period of Immigration, 2006 Census*

	% Foreign Born	Period of Immigration		
		Before 1991	1991-2001	After 2001
<b>ALL OCCUPATIONS</b>				
All Occupations Male	48.2%			
All Occupations Female	48.4%			
All Foreign Born Male		51.8%	36.4%	11.8%
All Foreign Born Female		51.3%	37.2%	11.5%
<b>ALL ACCOMMODATIONS</b>				
All Accom. Occupations Male	63.1%			
All Accom. Occupations Female	60.6%			
Accom. Foreign Born Male		46.2%	42.3%	11.4%
Accom. Foreign Born Female		45.9%	42.8%	11.4%
<b>SELECTED ACCOMMODATION OCCUPATIONS</b>				
Light Duty Cleaners Male	85.0%	39.5%	51.6%	8.9%
Light Duty Cleaners Female	87.3%	42.7%	44.8%	12.5%
Hotel Front Desk Male	60.3%	30.9%	49.1%	20.0%
Hotel Front Desk Female	54.8%	33.3%	50.6%	16.0%
Food and Beverage Servers Male	75.3%	50.9%	39.8%	9.3%
Food and Beverage Servers Female	67.7%	58.9%	33.1%	8.1%
Accommodation Service Managers Male	48.1%	54.2%	34.7%	11.1%
Accommodation Service Managers Female	43.6%	59.4%	31.9%	8.7%
<b>ALL FOOD SERVICES</b>				
All Food Services Occupations Male	56.1%			
All Food Services Occupations Female	52.3%			
Food Services Foreign Born Male		36.9%	46.4%	16.8%
Food Services Foreign Born Female		32.4%	45.3%	22.3%
<b>SELECTED FOOD SERVICES OCCUPATIONS</b>				
Chefs, Male	71.6%	45.4%	43.3%	11.2%
Chefs, Female	70.2%	44.2%	39.6%	16.1%
Cooks, Male	60.9%	36.2%	47.5%	16.3%
Cooks, Female	67.9%	41.3%	40.3%	18.4%
Food and Beverage Servers, Male	50.1%	37.2%	46.8%	16.0%
Food and Beverage Servers, Female	37.9%	38.6%	39.6%	21.8%
Foodservice Managers, Male	64.4%	54.9%	37.8%	7.3%
Foodservice Managers, Female	62.2%	50.4%	38.9%	10.7%



Over 50% of all accommodation and food services employees are foreign born. Overall, accommodation occupations have higher proportions of immigrants compared to food services. 63% of male and 60% of female accommodation workers are foreign born compared to 56% and 52% of food services, respectively. Of the immigrant workers in accommodation occupations, almost 89% arrived before 2001.

Within accommodation occupations, there are more immigrants in back of house jobs, such as light duty cleaners in comparison to front of house jobs such as service managers and front desk clerks. For example, the majority of light duty cleaners are foreign born; 85% of male and 87% of female. In comparison, less than half of service managers are immigrants; 44% of males and 48% of females. In analyzing period of migration, more than half of all service managers and food and beverage migrants arrived to Canada prior to 1991. Interestingly, front desk jobs in the hotels have the highest proportion of recent immigrants, with 20% of male and 16% of female immigrants arriving after 2001. In terms of gender, with the exception of light duty cleaners, there are slightly higher proportions of immigrant men than women in every accommodation occupation.

In comparison to accommodation occupations, food services have higher proportions of recent migrants; 16.8% of all male and 22.3% of all female employees arrived after 2001. Of immigrant cooks, and food and beverage servers, over 16% came after 2001, suggesting that these occupations are more likely to be 'gateway occupations'. With the exception of female servers, over 50% of employers in every food and service job are foreign born, with over 70% of chefs and over 60% of cooks, and food service managers.

Given the high proportions of foreign born workers in accommodation and food service industries, the proportion of workers who are born in Jamaica, China, Philippines, India and Sri Lanka are shown in table 4. These five countries were selected because they are the top five countries of origin for the sectors.

*Table 4: Accommodation and Foodservice Employment in Toronto CMA, Place of Birth (% of all same sex and status), selected countries, 2006 Census*

	Selected Place of Birth				
	Jamaica	China	Philippines	India	Sri Lanka
<b>ALL OCCUPATIONS</b>					
All Foreign Born Male	3.8%	6.9%	5.8%	10.4%	4.3%
All Foreign Born Female	5.5%	7.3%	8.6%	8.9%	3.1%
<b>ALL ACCOMMODATIONS</b>					
Accom. Foreign Born Male	3.8%	4.7%	16.3%	8.1%	11.6%
Accom. Foreign Born Female	12.9%	8.6%	16.9%	4.5%	2.2%
<b>ALL FOOD SERVICES</b>					
Food Services Foreign Born Male	2.6%	15.5%	5.1%	7.1%	9.5%
Food Services Foreign Born Female	4.2%	12.0%	7.5%	9.1%	4.9%

The uneven distribution of foreign born workers in the accommodations and food services sector provides examples of labour market segmentation, where some groups are disproportionately concentrated in certain sectors. Compared to the population in all occupations, there are almost twice as many Filipino workers in the accommodation industry; 16.3% of males and 16.9% of females work in accommodations compared to the average of 5.8% and 8.6%, respectively, in all occupations. Jamaican born women face the same overrepresentation as 12.9% of foreign born women in the accommodation sector are Jamaican, compared to only 5.5% of foreign born women in all occupations. The proportion of Sri Lankan born men in the accommodation sector is also more than twice the occupational average; 11.6% in accommodations compared to 4.3% of foreign born men in all sectors.

In the food service industry Chinese born men and women are both overrepresented; there are more than twice as many Chinese born men in food services in comparison to their presence in all occupation, and 12% of foreign born women in food services are from China compared to only 7.3% in all occupations. In addition, 9.5% of food service workers are Sri Lankan men, which is more than twice the average in all occupations of 4.3%.

Table 5 shows the distribution of workers in accommodation and food services by visible minority group. Based on census groupings and popularity, the minority groups presented are Chinese, Filipino, South Asia, Latin America and Black. Figures show that labour market segmentation is racialized and may include exclusion from higher paying occupations, as documented in other studies (Galabuzzi 2006).



*Table 5. Accommodation and Foodservice Employment in Toronto CMA, by Visible Minority Group (% of all same sex and status), selected categories, 2006 Census*

	Chinese	Filipino	South Asia	Latin America	Black
<b>ALL OCCUPATIONS</b>					
All Born in Canada Male	2.3%	0.6%	2.4%	0.3%	2.6%
All Born in Canada Female	2.3%	0.6%	2.4%	0.4%	3.1%
All Foreign Born Male	14.9%	5.5%	22.9%	3.3%	8.4%
All Foreign Born Female	15.7%	8.2%	18.8%	3.4%	10.6%
<b>ALL ACCOMMODATIONS</b>					
Accom. Born in Canada Male	2.9%		3.4%		3.3%
Accom. Born in Canada Female	2.6%		2.2%		3.7%
Accom. Foreign Born Male	11.2%	15.9%	27.1%	6.2%	9.1%
Accom. Foreign Born Female	13.8%	16.2%	10.6%	6.9%	20.9%
<b>SELECTED ACCOMMODATIONS OCCUPATIONS</b>					
Light Duty Cleaners Male	9.5%	32.0%	14.3%	6.8%	8.8%
Light Duty Cleaners Female	11.4%	18.6%	7.5%	5.8%	27.8%
Hotel Front Desk Male	6.5%	5.4%	23.9%	2.2%	11.4%
Hotel Front Desk Female	8.2%	11.6%	7.5%	4.1%	12.7%
Food and Beverage Servers Male	8.7%	6.8%	19.6%	5.9%	5.9%
Food and Beverage Servers Female	11.6%	6.9%	4.8%	8.5%	6.3%
Accommodation Service Managers Male	6.9%	2.5%	14.4%		
Accommodation Service Managers Female	6.7%	6.1%	6.1%		
<b>ALL FOOD SERVICES</b>					
Food Services Born in Canada Male	4.8%	1.6%	4.4%	1.2%	5.5%
Food Services Born in Canada Female	3.5%	1.0%	2.9%	0.9%	4.9%
Food Services Foreign Born Male	25.8%	5.1%	25.4%	3.4%	5.6%
Food Services Foreign Born Female	18.9%	7.4%	21.7%	3.3%	9.3%
<b>SELECTED FOOD SERVICES OCCUPATIONS</b>					
Chefs, Male	32.3%	2.0%	12.4%	1.5%	6.6%
Chefs, Female	17.2%	1.9%	8.8%	4.7%	10.0%
Cooks, Male	20.9%	3.4%	18.4%	2.3%	5.9%
Cooks, Female	8.8%	4.7%	12.6%	3.0%	10.1%
Food and Beverage Servers, Male	19.3%	1.9%	10.2%	4.5%	4.2%
Food and Beverage Servers, Female	12.4%	1.8%	3.1%	2.2%	3.7%
Foodservice Managers, Male	14.6%	1.4%	16.3%	1.2%	3.0%
Foodservice Managers, Female	12.7%	3.4%	9.4%	1.3%	5.2%

Within the accommodation sector, the proportion of foreign born Filipinos and Latin Americans are double the occupational average. Almost 16% of accommodation workers are foreign born Filipinos, compared to only 5.5% in all occupations. Similarly for foreign born Filipino women, they make up 16.2% of workers compared to 8.2% of workers in all occupations. Foreign born

Black women are also overrepresented in accommodations, comprising of almost 21% of accommodation workers but 10.6% in all occupations.

When considering specific accommodation occupations, Filipino men and Black women are extremely overrepresented in light duty cleaning jobs; Filipino men make up 32% of all male cleaners and Black women make up 27.8% of all female cleaners.

In the food services sector, foreign born Chinese men and women are overrepresented in comparison all occupations; 25.8% of men and 18.9% of women are foreign born Chinese in the food services industry compared to 14.9% and 15.7% in all occupations, respectively. Within food services, Chinese men are overrepresented as chefs, making up 32.3% of all male chefs and 17.2% of female chefs. South Asians, Filipino and Black groups are typically underrepresented in the selected food services occupations presented in table 5.

## **b) Age**

Table 6 shows the age distribution of accommodation and food service workers as well as all occupations. Overall, Canadian born workers are younger than foreign born workers. For example, 41% of Canadian born men and 45% of Canadian born women are under the age of 35 in comparison to 25% of foreign born men and 28% of foreign born women. Inversely, a higher proportion of foreign born men and women are over the age of 55 compared to Canadian born workers. This trend is reflected in both accommodation and food service industries.

*Table 6. Accommodation and Foodservice Employment in Toronto CMA, by Age (% of all of same sex and status), 2006 Census*

	Age			
	15-24	25-34	35-54	55+
<b>ALL OCCUPATIONS</b>				
All Born in Canada Male	18.2%	23.6%	45.3%	12.9%
All Born in Canada Female	19.8%	24.9%	44.2%	11.2%
All Foreign Born Male	8.7%	16.9%	52.8%	21.6%
All Foreign Born Female	9.1%	19.2%	54.4%	17.3%
<b>ALL ACCOMMODATIONS</b>				
Accom. Born in Canada Male	33.7%	25.1%	32.6%	8.6%
Accom. Born in Canada Female	38.1%	25.9%	27.0%	8.9%
Accom. Foreign Born Male	8.3%	14.3%	58.1%	19.2%
Accom. Foreign Born Female	9.7%	17.6%	52.5%	20.4%
<b>SELECTED ACCOMMODATION OCCUPATIONS</b>				
Light Duty Cleaners Male	6.1%	6.1%	58.5%	29.3%
Light Duty Cleaners Female	7.3%	12.5%	58.5%	21.8%
Hotel Front Desk Male	21.2%	26.1%	44.6%	8.2%
Hotel Front Desk Female	33.2%	33.2%	23.6%	9.9%
Food and Beverage Servers Male	16.0%	16.4%	53.9%	13.7%
Food and Beverage Servers Female	23.3%	12.2%	41.3%	23.3%
Accommodation Service Managers Male	2.5%	22.5%	53.1%	22.5%
Accommodation Service Managers Female	6.1%	30.7%	46.6%	16.0%
<b>ALL FOOD SERVICES</b>				
Food Services Born in Canada Male	59.9%	20.1%	17.6%	2.4%
Food Services Born in Canada Female	61.3%	17.8%	17.7%	3.3%
Food Services Foreign Born Male	27.1%	16.3%	43.2%	13.5%
Food Services Foreign Born Female	26.6%	20.5%	42.0%	10.9%
<b>SELECTED FOOD SERVICES OCCUPATIONS</b>				
Chefs, Male	14.7%	22.7%	50.8%	11.8%
Chefs, Female	10.0%	21.3%	57.7%	10.7%
Cooks, Male	40.3%	16.2%	34.8%	8.7%
Cooks, Female	19.0%	16.8%	48.6%	15.6%
Food and Beverage Servers, Male	42.8%	24.8%	26.3%	6.2%
Food and Beverage Servers, Female	50.7%	22.3%	22.3%	4.6%
Foodservice Managers, Male	6.2%	24.1%	54.0%	15.6%
Foodservice Managers, Female	9.1%	21.7%	57.8%	11.4%

Compared to all occupations, there is an overrepresentation of young Canadian born workers, and underrepresentation of Canadian born workers over the age of 35 in the accommodation

sector. 33.7% of Canadian born men and 38.1% of women are under the age of 24, compared to 18.2% and 19.8%, respectively, in all occupations. Within specific accommodation jobs, light duty cleaners tend to be older while female hotel front desk workers tend to be younger. 87% of male and 80% of female cleaners are over the age of 35, with 29.3% of the male and 21.8% of the female cleaners being over 55.

In the food services industry, there is an overrepresentation of young workers among both native and foreign born workers. Approximately 60% of Canadian born male and female workers and 27% of foreign born workers in the sector are under the age of 25. While food services employ significant numbers of young people overall, there is a significant number of older foreign born workers in comparison to Canadian born workers. For example, 57% of foreign born men and 53% of foreign born women are over the age of 35. In comparison, only 20% of Canadian born men and 21% of Canadian born women are over 35.

Analyzing detailed food services occupations, between 60 and 70% of chefs, foodservice managers and female cooks are over 35 years old. In contrast, servers and male cooks tend to be younger; 42.8% of male servers, 50.7% of female servers, and 40.3% of male cooks are under the age of 25.

## c) Language and Education

Table 7 includes human capital indicators and shows the proportion of workers in each occupation who speak a non-official language, those who have at least an undergraduate degree, and those who are trained in Canada.

*Table 7: Accommodation and Foodservice Employment in Toronto CMA, by Language, Education Level and Place of Training (% of all of same sex and status), 2006 Census*

	% first language neither French or English	% BA or above	% trained in Canada
<b>ALL OCCUPATIONS</b>			
All Born in Canada Male	10.7%	29.2%	96.6%
All Born in Canada Female	12.6%	31.4%	97.3%
All Foreign Born Male	73.6%	35.4%	45.7%
All Foreign Born Female	71.8%	31.7%	50.7%
<b>ALL ACCOMMODATIONS</b>			
Accom. Born in Canada Male	12.7%	15.7%	96.2%
Accom. Born in Canada Female	10.7%	17.1%	96.5%
Accom. Foreign Born Male	80.6%	24.6%	35.8%
Accom. Foreign Born Female	70.3%	20.2%	46.4%
<b>SELECTED ACCOMMODATIONS OCCUPATIONS</b>			
Light Duty Cleaners Male	76.9%	20.4%	14.3%
Light Duty Cleaners Female	61.1%	14.1%	34.1%
Hotel Front Desk Male	50.0%	18.5%	63.4%
Hotel Front Desk Female	41.8%	18.8%	79.7%
Food and Beverage Servers Male	73.5%	19.2%	49.1%
Food and Beverage Servers Female	61.9%	14.8%	64.4%
Accommodation Service Managers Male	38.8%	41.3%	59.5%
Accommodation Service Managers Female	35.6%	33.7%	77.5%
<b>ALL FOOD SERVICES</b>			
Food Services Born in Canada Male	14.7%	8.4%	97.2%
Food Services Born in Canada Female	12.4%	10.4%	97.8%
Food Services Foreign Born Male	86.2%	14.1%	41.4%
Food Services Foreign Born Female	83.2%	17.3%	36.6%
<b>SELECTED FOOD SERVICES OCCUPATIONS</b>			
Chefs, Male	64.6%	6.8%	62.6%
Chefs, Female	59.2%	14.1%	67.4%
Cooks, Male	58.7%	4.9%	56.5%
Cooks, Female	59.5%	9.8%	50.9%
Food and Beverage Servers, Male	52.4%	14.4%	70.1%
Food and Beverage Servers, Female	37.4%	14.4%	79.4%
Foodservice Managers, Male	62.9%	23.9%	58.7%
Foodservice Managers, Female	55.5%	22.0%	57.1%

Over 70% of foreign born workers in all occupations do not speak English or French as their first language. Compared to workers in all occupations, there are higher proportions of workers whose first language is not English or French in both accommodations and food service industries. In accommodation jobs, over 50% of servers and light duty cleaners do not speak English or French as their first language. Specific occupations in food services have even higher rates of non-official language use. With the exception of female servers, every occupation analyzed had 50% or more of their employees whose first language is neither English nor French. It should, however, be noted that this is not necessarily an indication of a lack of proficiency or fluency in English or French.

In all occupations, there are slightly more foreign born males who have a BA or above compared to Canadian born men. Of those who have a BA or above, however, over 95% of the Canadian born obtained their degree in Canada while only 45.7% of foreign born men and 50.7% of foreign born women have Canadian degrees. Compared to all occupations, the accommodation and food service sectors have lower proportions of university graduates. Within each industry however, there are more foreign born workers who have at least a BA in comparison to Canadian born workers. In accommodations, 24.6% of foreign born male and 20.2% of foreign born female workers have a university degree compared to only 15.7% of Canadian born men and 17.1% of Canadian born women. Similarly in food services, 14.1% of foreign born men and 17.3% of foreign born women have at least a BA, compared to 8.4% of Canadian born men and 10.4% of Canadian born women.

The rates of university degree holders vary by specific occupations. For example, within accommodation jobs, service managers have higher proportions of university graduates, with 33.7% of females and 41.3% of males having at least a BA. Interestingly, there are more light duty cleaners who have university degrees compared to servers and front desk staff. Despite being a front of house job, hotel front desk clerks and servers have similar proportions of university graduates compared to their back of house counterparts. For example, 14.1% of female cleaners and 14.8% of female servers have a BA. For men, 20.2% of cleaners and 19.2% of servers have a BA.

Part of the reason for duty cleaners' high levels of education could be explained by the high proportion of older and foreign educated individuals. Only 14.3% of male duty cleaners and 34.1% of female duty cleaners obtained their education in Canada. In contrast, over 75% of female service managers and almost 80% of female front desk clerks were educated in Canada.

Within the food service sector, every occupation has lower proportions of university graduates in comparison to all occupations. Cooks and chefs in particular, have low rates of university graduates with 9.8% of female cooks and 4.9% of male cooks having a BA. The low rates of university degrees within food service occupations however, must be read cautiously as some food service occupation training can be obtained through college diplomas rather than university degrees.



In general, more workers in specific food services occupations were educated in Canada compared to accommodations workers; at least 50% of employees in the food services were trained in Canada. Of the food services occupations, food and beverage servers have the highest proportion workers educated in Canada, 70.1% of men and 79.4% of women. Conversely, cooks have the lowest proportion of workers with Canadian training, 50.9% of men and 56.5% of women.

## d) Work Status and Income

Table 8 provides information on full time employment status and income of employees in accommodation and food services as well as the average in all occupations. Income is reported as a median and in 2005 dollars. It must be noted that this is total reported income and may come from other sources.

*Table 8. Accommodation and Foodservice Employment in Toronto CMA, by full-time status (% of all of same sex and status) and median income, 2006 Census*

	% of all employed who work full-time (>30 hrs/wk)	Median annual income of all employed (\$ 2005)
<b>ALL OCCUPATIONS</b>		
All Born in Canada Male	84.5%	41,500
All Born in Canada Female	72.8%	30,000
All Foreign Born Male	88.6%	33,500
All Foreign Born Female	77.2%	24,000
<b>ALL ACCOMMODATIONS</b>		
Accom. Born in Canada Male	76.1%	20,500
Accom. Born in Canada Female	69.5%	17,500
Accom. Foreign Born Male	87.8%	31,000
Accom. Foreign Born Female	79.3%	25,000
<b>SELECTED ACCOMMODATIONS OCCUPATIONS</b>		
Light Duty Cleaners Male	90.5%	29,000
Light Duty Cleaners Female	78.0%	23,000
Hotel Front Desk Male	82.1%	25,500
Hotel Front Desk Female	74.7%	19,500
Food and Beverage Servers Male	75.8%	22,000
Food and Beverage Servers Female	57.7%	19,000
Accommodation Service Managers Male	91.3%	36,000
Accommodation Service Managers Female	85.3%	36,000
<b>ALL FOOD SERVICES</b>		
Food Services Born in Canada Male	44.0%	7,000
Food Services Born in Canada Female	38.5%	6,500
Food Services Foreign Born Male	66.6%	11,000
Food Services Foreign Born Female	56.1%	8,500
<b>SELECTED FOOD SERVICES OCCUPATIONS</b>		
Chefs, Male	85.0%	19,000
Chefs, Female	79.0%	15,000
Cooks, Male	60.5%	10,000
Cooks, Female	64.3%	10,000
Food and Beverage Servers, Male	50.6%	9,500
Food and Beverage Servers, Female	39.9%	7,000
Foodservice Managers, Male	90.5%	20,500
Foodservice Managers, Female	84.7%	18,000

When taking all occupations into account, a larger percentage of men work full time and men generally have higher annual earnings than women. Though a higher proportion of foreign born workers are employed full time compared to Canadian born workers, foreign born men and women earn less than their Canadian born counterparts.

The lower annual income of foreign born workers do not apply in the accommodations and food service sector where foreign born employees make more in comparison to their Canadian born counterparts. For example, foreign born men in the accommodation sector have a median yearly income of \$31,000 in comparison to \$20,500 for Canadian born men. Similarly, foreign born women early \$25,000 in comparison to \$17,500 for Canadian born women. Part of the reason for higher annual incomes could be due to the higher proportion of full time foreign born workers. In the accommodations industry, the proportions of foreign born workers who work full time are 10% more than the proportions of Canadian born workers who work full time: 87.8% compared to 76.1% for men and 79.3% and 69.5% for women, respectively.

The same overall patterns can be found in food services. Foreign born men earn an average of \$11,000 while Canadian born men earn \$7000. However, 66.6% of foreign born men work full time in comparison to only 44% of Canadian born men. Similarly, the median income of foreign born women are \$2000 more than Canadian born women, but 56.1% of foreign born women work full time in comparison to only 38.5% of Canadian born women.

Disaggregating the accommodation industry into specific occupations, light duty cleaners earn more on average than their front desk counterparts. As an aggregate, male cleaners make \$3500 more than male front desk clerks, and female cleaners make \$1000 more than female front desk clerks. Again, this may partly be due to the proportion of full time workers in each occupation, but within the accommodation sector, front of house workers do not necessarily earn more than back of house employees. As expected, service managers have the highest annual income in the accommodations sector earning \$36,000 on average.

Within the food service sector, the food and beverage servers have the lowest median earnings. While some gratuity income may go unreported, it must be noted that servers have the highest proportion of part-time work. Foodservice managers are more likely to work full time and have higher earnings than chefs and cooks. Similar to occupations in accommodation, jobs with higher proportions of full time workers have higher median incomes regardless of sex and occupation.

## **e) Transportation**

Within all occupations, a higher proportion of foreign born workers use public transit in comparison to their Canadian born counterparts (Table 9). In addition, more women than men are using public transit to get to work. The same patterns hold true for those in the accommodation and food services sectors, though much higher proportions of workers use public transit in both sectors. For example, 41.5% of foreign born men and 53% of foreign born women who work in accommodations use public transit in comparison to the average of 18% of foreign born men and 31% of foreign born women in all occupations. Though less Canadian born

accommodation workers use public transit in comparison to their foreign born counterparts, figures are still higher than the proportions for all occupations at 29% for men and 25.3% for women.

*Table 9. Accommodation and Foodservice Employment in Toronto CMA, by % of workers who use public transit (% of all of same sex and status), 2006 Census*

	% using public transit
<b>ALL OCCUPATIONS</b>	
All Born in Canada Male	15.6%
All Born in Canada Female	20.6%
All Foreign Born Male	18.1%
All Foreign Born Female	31.0%
<b>ALL ACCOMMODATIONS</b>	
Accom. Born in Canada Male	29.0%
Accom. Born in Canada Female	25.3%
Accom. Foreign Born Male	41.5%
Accom. Foreign Born Female	53.0%
<b>SELECTED ACCOMMODATIONS OCCUPATIONS</b>	
Light Duty Cleaners Male	62.6%
Light Duty Cleaners Female	64.0%
Hotel Front Desk Male	46.2%
Hotel Front Desk Female	42.1%
Food and Beverage Servers Male	37.9%
Food and Beverage Servers Female	42.3%
Accommodation Service Managers Male	30.0%
Accommodation Service Managers Female	33.1%
<b>ALL FOOD SERVICES</b>	
Food Services Born in Canada Male	25.4%
Food Services Born in Canada Female	25.0%
Food Services Foreign Born Male	28.6%
Food Services Foreign Born Female	38.0%
<b>SELECTED FOOD SERVICES OCCUPATIONS</b>	
Chefs, Male	26.3%
Chefs, Female	33.9%
Cooks, Male	29.6%
Cooks, Female	33.9%
Food and Beverage Servers, Male	33.7%
Food and Beverage Servers, Female	28.7%
Foodservice Managers, Male	8.5%
Foodservice Managers, Female	17.0%

Considering the selected accommodations occupations, more light duty cleaners and front desk clerks commute to work using public transit. In comparison to service managers, cleaners are twice as likely to use public transit: 62.6% of male and 64% of female cleaners take public transit in comparison to 30% of male and 33.1% of female service managers.

In comparison to all occupations, transit users are also overrepresented in the food services sector, though not to the same degree as accommodation workers. Approximately a quarter of Canadian born workers in the food services industry use public transit while rates for foreign born workers are 28.6% for men and 38% for women. Unlike the high rates of usage in the accommodation sector, the highest proportion people who take public transit to work are female chefs and cooks at 33.9% and male servers at 33.7%. Foodservice managers have the lowest proportion of workers using public transit at 8.5% for men and 17% for women. In all occupations, a higher proportion of women than men are taking public transit to work.

## f) Single Parents

Reflecting general patterns, there are higher proportions of single mothers than single fathers in every industry and occupation (Table 10). Rates comparing foreign and Canadian born workers do not differ significantly in all occupations and accommodations, though the rates of single mothers in the accommodation industry are much higher than the occupational average. 28.4% of Canadian born women and 29.1% of foreign born women in the accommodation industry are lone parents compared to 19.2% of Canadian born and 18.10% of foreign born women in all industries. Within food services, single mothers are overrepresented with 35% of all Canadian born women being single mothers. In specific food services occupations, almost a quarter of female chefs and cooks are single mothers, and 31.7% of female servers are lone parents.

*Table 10. Accommodation and Foodservice Employment in Toronto CMA, by % lone parents of all parents (% of all of same sex and status), 2006 Census*

	% lone parents
<b>ALL OCCUPATIONS</b>	
All Born in Canada Male	4.6%
All Born in Canada Female	19.2%
All Foreign Born Male	3.7%
All Foreign Born Female	18.1%
<b>ALL ACCOMMODATIONS</b>	
Accom. Born in Canada Male	4.4%
Accom. Born in Canada Female	28.4%
Accom. Foreign Born Male	3.3%
Accom. Foreign Born Female	29.1%
<b>SELECTED ACCOMMODATIONS OCCUPATIONS</b>	
Light Duty Cleaners Male	4.8%
Light Duty Cleaners Female	32.8%
<b>ALL FOOD SERVICES</b>	
Food Services Born in Canada Male	6.9%
Food Services Born in Canada Female	35.1%
Food Services Foreign Born Male	4.4%
Food Services Foreign Born Female	18.8%
<b>SELECTED FOOD SERVICES OCCUPATIONS</b>	
Chefs, Male	3.3%
Chefs, Female	24.1%
Cooks, Male	4.7%
Cooks, Female	24.1%
Food and Beverage Servers, Male	7.6%
Food and Beverage Servers, Female	31.7%
Foodservice Managers, Male	3.0%
Foodservice Managers, Female	19.8%



## *CONCLUSIONS*

Only tentative conclusions can be reached from the analysis. Place of birth, period of immigration, visible minority group, age, language, educational attainment, public transit use and family structure are only some of the many characteristics that describe hospitality workers. In addition, the accommodation and food services occupations presented are merely a selection of the jobs available in the sectors. The proportions presented as the baseline for all workers in all occupations are used only as a basic figure for comparison and do not account for the stratification that can be found in jobs and industries. Finally, the data represent a particular period in time (when the 2006 census was taken) and it is well-known that economic circumstances have deteriorated significantly since then.

In terms of the specific role of immigrant workers in the employment structure of Toronto's food services and accommodation services sectors, the following conclusions emerge:

- Over 50% of all accommodation and food services employees are foreign born: 63% of male and 60% of female accommodation workers, and 56% of male and 52% of female food service workers are immigrants.
- Within accommodation occupations, immigrants tend to be in back of house jobs, such as food and beverage servers and light duty cleaners in comparison to front of house jobs such as service managers and front desk clerks.
- Though food services employ large numbers of young people overall, there is a significant number of older foreign born workers in comparison to Canadian born workers; 57% of foreign born men and 53% of foreign born women are over the age of 35. In comparison, only 20% of Canadian born men and 21% of Canadian born women are over 35.
- Over 70% of foreign born workers in all occupations do not speak English or French as their first language.
- In both accommodations and food services, there are more foreign born workers who have at least a BA in comparison to Canadian born workers.
- Despite being a back of house job, more light duty cleaners have university degrees compared to servers and front desk staff. But only 14.3% of male duty cleaners and 34.10% of female duty cleaners obtained their education in Canada in comparison to over 75% of female service managers and almost 80% of female front desk clerks who were educated in Canada.
- In contrast to the average for all occupations, foreign born employees make more in comparison to their Canadian born counterparts in both accommodations and food services. But, unlike workers in all occupations, there are higher proportions of full time foreign born employees in comparison to their Canadian born counterparts.
- Public transit users are overrepresented in both accommodations and food services. Rates are especially exaggerated in the accommodation sector
- The rates of single mothers, both Canadian and foreign born, in the accommodation industry are much higher than the occupational average.

Despite the limits of this snapshot of Toronto’s hospitality workforce, there are some important implications for labour force development policy and programs. First, it is difficult to speak of a generic ‘hospitality’ sector as there are significant differences between food services and accommodation sector employment patterns. Second, given the labour market segmentation in the sectors and the importance of immigrant workers, any programming must be immigrant focussed and take into account the degree of prior learning and experience. Lastly, hospitality services are dependent upon female workers and the needs and experiences of women, especially immigrant must be at the centre of program development.

## ***APPENDIX***

**SOME RELEVANT QUESTIONS FROM 2006 CENSUS SURVEY QUESTIONNAIRE:**

- 1) 2– Sex
- 2) 9 – Where was this person born?
- 3) 11 – Is this person now, or has this person ever been, a landed immigrant?
- 4) 12 – In what year did this person first become a landed immigrant?
- 5) 19 – Is this person:  
(select) White; Chinese; South Asian; Black; Filipino; Latin American; Southeast Asian; Arab; West Asian; Korean; Japanese; Other
- 6) 41 – What kind of business, industry or service was this (work)?
- 7) 42 – What was this person’s work or occupation?
- 8) 34 – Last week, how many hours did this person spend working for pay or in self-employment?

**Questionnaire:** <http://www12.statcan.ca/census-recensement/2006/ref/question-guide-eng.cfm>

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