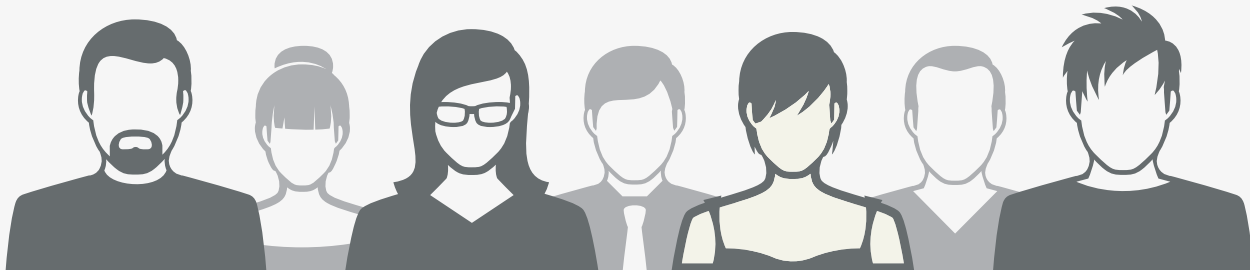
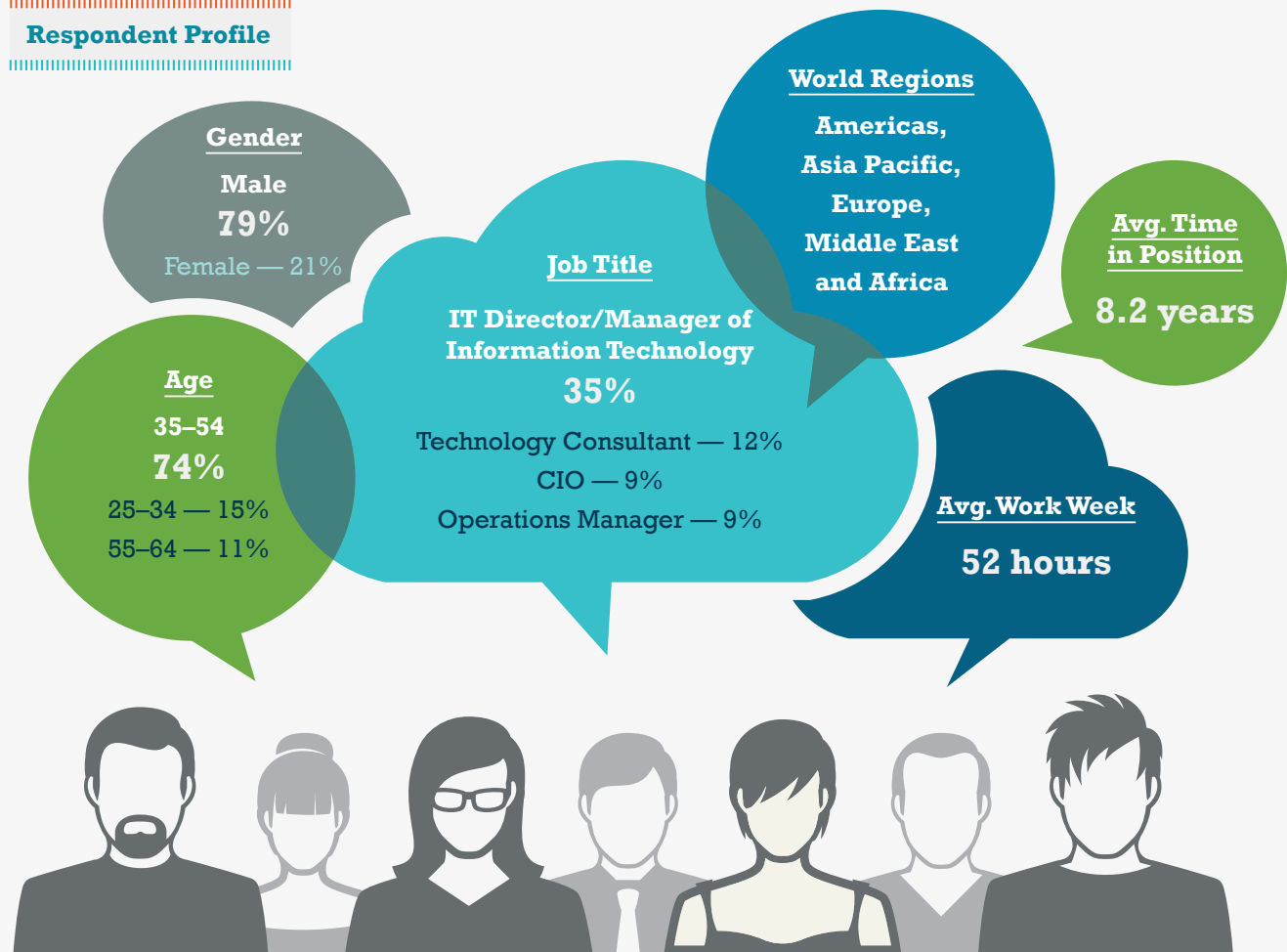


Profile of a Hospitality IT Professional: 2018 Edition

By Tanya Venegas, MBA, CHA, CHIA

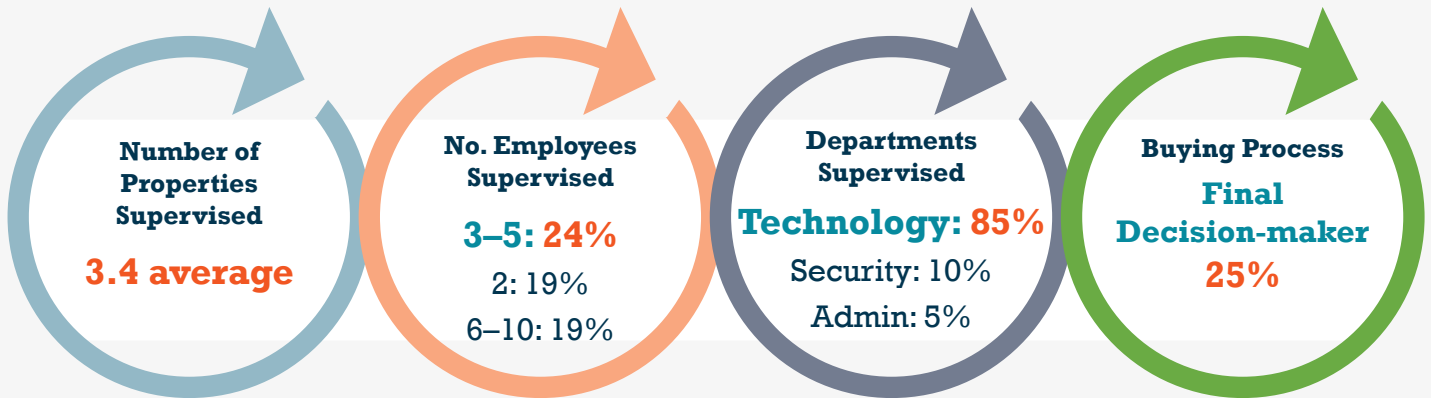
In February 2018, HFTP distributed its biennial compensation and benefits survey to individuals working in various aspects of the hospitality industry: clubs, hotels, casinos, resorts and multiple other segments of this diverse industry. To get a better look at the profile of an IT professional, this segment was divided out from other respondent groups to gain a glimpse of the profile, responsibilities, compensation and benefits common only to this group of specialized individuals. When analyzing an IT professional’s responsibilities, budgets are one way of determining the complexity of a position, as well as, number of employees supervised, departments supervised and participation on the executive committee. This information is presented below along with 2017 lodging property level IT spending data provided by HotStats.

Respondent Profile



Tanya Venegas, MBA, MHM, CHIA (tanya.venegas@hftp.org) is the executive director at the HFTP Americas Research Center at the Conrad N. Hilton College of Hotel and Restaurant Management at the University of Houston.

Responsibility

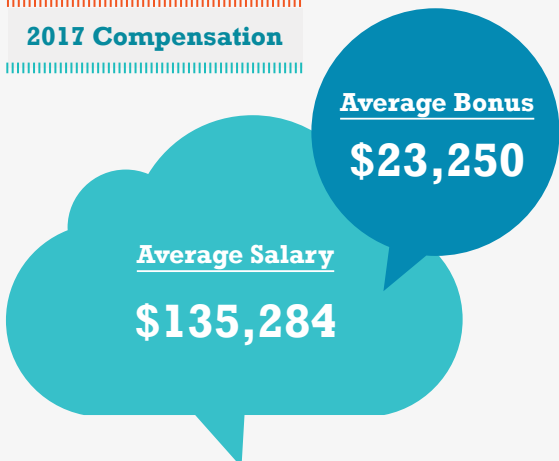


2017 Lodging Property Level IT & Telecommunications Spend PAR

Total Labor Costs and Related Expenses	Total Cost of Services	Total System Expenses	Total Other Expenses	Total IT and Telecom. Expenses Per Available Room
United States \$1.22	United States \$0.59	United States \$1.72	United States \$0.69	United States \$4.22
Europe \$0.83	Europe \$0.71	Europe \$2.13	Europe \$0.35	Europe \$4.02
Middle East & North Africa \$0.99	Middle East & North Africa \$1.05	Middle East & North Africa \$1.49	Middle East & North Africa \$0.30	Middle East & North Africa \$3.83

Data provided by HotStats • Currency in U.S. Dollars

2017 Compensation



Benefits

Paid Leave	PTO	12 days
	Vacation	18 days
	Sick Leave	7 days
Perks	Flexible Work Schedule	32%
	Flexible Work Location	18%
	Company-sponsored Social Events	14%
	Unlimited Vacation Time	5%
	Vacation Allowance	9%