

APAC Hospitality industry survey

Subscription form 2024



About the survey

The APAC Hospitality survey aims to provide compensation data for vital hospitality roles found in hotels across the luxury scales, ranging from economy to luxury hotels.

With coverage of 19 markets in the region, Mercer's APAC Hospitality survey results can help hotels set pay levels and compensation practices to ensure that their compensation strategy remains cost effective and competitive.

Survey elements



Base salary

Monthly base salary times the number of months guaranteed.



Total guaranteed cash compensation

Base salary plus the annualized value of guaranteed allowances.



Total cash compensation

Total guaranteed cash compensation plus annualized value of short-term incentive, sales incentive, profit sharing or other incentive awards.

2000+

properties across APAC

19 markets

across APAC

330 positions

across functions at property level





Locations covered

- Australia
- Cambodia
- China - Beijing
- China – Shanghai
- China – Guangzhou/ Shenzhen
- China – 2nd Tier Cities
- China – 3rd Tier Cities
- Fiji
- Hong Kong
- India
- Indonesia
- Japan
- Macau
- Malaysia
- Maldives
- New Zealand
- Philippines
- Singapore
- South Korea
- Sri Lanka
- Taiwan
- Thailand
- Vietnam

Job family coverage¹

- Engineering
- F&B Service
- Finance
- General Management and Administration
- Housekeeping
- Human Resources
- Information and Technology
- Kitchen
- Procurement
- Rooms
- Retail Operation
- Sales and Marketing
- Security
- Spa and Recreation

Why participate?

- Benchmark against your peers in the industry; data insights by position
- Ability to refine data sets to your needs; by business size, scope of responsibility, luxury status and more!
- Gain access to market results through Mercer WIN^{®*}, Mercer's data-mining tool for survey reporting and analysis
- Invitation to Mercer industry and networking events and webinars

What you will receive

Standard Reports

- Survey methodology and definitions
- Participant list
- Policies and practices report
- Benchmark position report (expat & non-expat)
- Policies and practices report
- YoY trend report (expat & non-expat)

Mercer WIN[®] Access

- Online data-mining tool for survey reporting and analysis
- Ability to cut and refine data, with maximum data confidentiality
- Export easy to read reports and graphs

*MercerWIN[®] Access: One WIN user account access for each location subscribed and one group user access for all subscribed locations per entity (in case of multilocal subscriptions). Additional user accounts will be charged USD500 each.

** Limited survey coverage– includes 25 key positions only.

¹See appendix for the indicative list of positions covered.

Report pricing and subscription form

Please select the location(s) by checking the below boxes. Prices are in USD.

Locations	Participant	Non-participant
Australia	<input type="checkbox"/> US\$ 5,190	<input type="checkbox"/> US\$ 10,380
Cambodia	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
China - Beijing	<input type="checkbox"/> US\$ 5,900	<input type="checkbox"/> US\$ 11,800
China - Shanghai	<input type="checkbox"/> US\$ 5,900	<input type="checkbox"/> US\$ 11,800
China - Guangzhou / Shenzhen	<input type="checkbox"/> US\$ 5,900	<input type="checkbox"/> US\$ 11,800
China - 2 nd Tier Cities	<input type="checkbox"/> US\$ 5,900	<input type="checkbox"/> US\$ 11,800
China - 3 rd Tier Cities	<input type="checkbox"/> US\$ 5,900	<input type="checkbox"/> US\$ 11,800
Fiji	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
Hong Kong	<input type="checkbox"/> US\$ 3,110	<input type="checkbox"/> US\$ 6,220
India	<input type="checkbox"/> US\$ 8,150	<input type="checkbox"/> US\$ 16,300
Indonesia	<input type="checkbox"/> US\$ 5,190	<input type="checkbox"/> US\$ 10,380
Japan	<input type="checkbox"/> US\$ 4,240	<input type="checkbox"/> US\$ 8,480
Macau	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
Malaysia	<input type="checkbox"/> US\$ 3,110	<input type="checkbox"/> US\$ 6,220
Maldives	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
New Zealand	<input type="checkbox"/> US\$ 3,110	<input type="checkbox"/> US\$ 6,220
Philippines	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
Singapore	<input type="checkbox"/> US\$ 4,710	<input type="checkbox"/> US\$ 9,420
South Korea	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
Sri Lanka	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
Taiwan	<input type="checkbox"/> US\$ 1,560	<input type="checkbox"/> US\$ 3,120
Thailand	<input type="checkbox"/> US\$ 5,190	<input type="checkbox"/> US\$ 10,380
Vietnam	<input type="checkbox"/> US\$ 3,110	<input type="checkbox"/> US\$ 6,220

Note: Participant fees require you to submit the latest, accurate and complete remuneration data for an adequate sample of jobs in your organization, in accordance with the survey submission requirements. Failure to submit data within the submission cycle and/or data submitted is of poor quality and not validated within the submission cycle will constitute as non-participation and the non-participant fees will apply.

2024 key dates:

All markets (except India)

Submission deadline: 20 May 2024

Report release: 10 Sep 2024

India

Submission deadline: 07 Sep 2024

Report release: 20 Dec 2024

Indicative list of participating organisations:

(based on 2023 participation)

- Accor Hotels
- Aman
- Ascott International Management
- Belmond Ltd
- BTG Homeinns
- Capella Hotels
- Club Med
- Disney
- Far East Hospitality
- Four Seasons Hotels and Resorts
- Frasers Hospitality
- Hilton Hotels Worldwide
- Hong Kong Jockey Club
- Hyatt Hotels and Resorts
- Intercontinental Hotels Group
- Jumeirah Group
- Kempinski Hotels
- Kerzner International
- Langham Hotels
- Mandarin Oriental Hotel Group
- Marriott International
- Minor Hotels
- Outrigger Hotels
- Pan Pacific Hotels Group
- Peninsula Hotels
- Radisson Hotels Group
- Rosewood Hotels and Resorts
- Shangri-La International Hotel Group
- Stamford Land Corporation
- Sun Group
- Swire Hotels
- Travel + Leisure

**Total purchases**

Bulk Discount

Depending on the size of purchase, a discount may be applied. Eligibility for discounts will be given upon confirmation of the total list of products you wish to purchase. Please contact us for discount details.

Tax

All fees quoted are not inclusive of local taxes and withholding tax (and other applicable taxes) where applicable.

Sign here

By completing and returning this subscription form, you agree to the use of personal information according to the [Mercer Privacy Statement](#).

Related products

Learn more about other Mercer products available for purchase:

[Total Remuneration Survey \(TRS\)](#)

[Mercer Benefits Monitor™](#)

Sign-up form

Title: Dr. Mr. Mrs. Ms.

Name:

Organization: Designation:

Address:

Country: Signature and company stamp

Postal Code:

Telephone:.....

Email:.....

Centralised billing information*

Name:

Organization: Designation:

Address:

Country: Signature and company stamp

Postal Code:

Telephone:.....

Email:.....

*Decentralized billing administration fee of USD 200 is chargeable per invoice

Data submission contact person:

Title: Dr. Mr. Mrs. Ms.

Name:

Email: Telephone:

Authorised person to view Survey results on Mercer WIN**:

Title: Dr. Mr. Mrs. Ms.

Name:

Email: Telephone:

**Access to Mercer data will be subject to online License Agreement which can be [found here](#).

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Indicative list of benchmark positions

*Benchmark positions included in Limited Survey

Engineering	F&B Service	Finance	General Management and Administration
Director/Head of Engineering*	F&B Cashier	Director/Head of Finance*	General Manager (Single/ Multi-property)*
Assistant Engineer Director	Bartender	Assistant Finance Director	Hotel Manager/ Head of Operations/ EAM*
Engineering Manager	Lobby Bartender	Finance Manager*	Administration Manager
Senior Duty Engineer	Banquet Waiter / Waitress	Accounting Manager	Executive Secretary (to GM)
Engineering Supervisor	Room Service Attendant	Credit Control Manager	Executive Assistant (to Resident Manager)
Duty Engineer	Room Service Order Taker	Internal Auditing Manager	Quality Manager
HVAC Engineer	Steward	Cost Control Manager	Quality Supervisor
AV Engineer	Waiter / Waitress	Assistant Finance Manager	Administration Supervisor
Electrical Engineer	Director/ Head of Food and Beverage*	Assistant Accounting Manager	Secretary
Assistant Engineer	Assistant F&B Director	Assistant Credit Control Manager	Driver (Internal Use)
Senior HVAC Technician	Head of Catering and Convention*	Assistant Internal Auditing Manager	Administration Clerk
Senior Electrical Technician	F&B Manager*	Auditing Manager	Clinic Doctor
Technician	Restaurant Manager	Assistant Cost Control Manager	Clinic Nurse
HVAC Technician	Bar Manager	Finance Supervisor	Management Trainee
AV Technician	Lobby Bar Manager	Accounting Supervisor	Quality Officer
Electrician	Banquet Service Manager	Credit Control Supervisor	Driver-Combined
Painter / Varnisher	Room Service Manager	Internal Auditing Supervisor	
Plumber	Steward Manager	Cost Control Supervisor	
Boilerman	Head Sommelier	Payroll Master	
Carpenter	Assistant Restaurant Manager	General Cashier	
Handyman	Assistant Banquet Service Manager	Finance Executive	
Engineering Storekeeper	Service Manager	Accounting Executive	
Senior Technician	F&B Sales / F&B PR Manager	Credit Control Executive	
Senior AV Technician	Sommelier	Internal Auditing Executive	
Landscaping Manager	Restaurant Captain	Cost Control Executive	
Landscaping Supervisor	Room Service Captain	Cashier	
Gardener	Steward Captain	Finance Assistant	
Engineer - Combined	Host/Hostess	Accounting Assistant	
Technician - Combined	Bar Captain	Finance Manager - Combined	
Senior Technician - Combined	Restaurant Supervisor	Assistant Manager Finance -Combined	
	Banquet Service Supervisor	Finance Supervisor - Combined	
	Lobby Bar Supervisor		
	Room Service Supervisor		
	Steward Supervisor		
	Bar Supervisor		
	Bar Manager - Combined		
	Bar Supervisor - Combined		
	Bartender - Combined		

Indicative list of benchmark positions

*Benchmark positions included in Limited Survey

Housekeeping	Human Resources	Information Technology	Kitchen
Room Attendant	Director/Head of Human Resources*	IT Assistant	Chinese Commis I
Public Area Attendant	Assistant Human Resources Director	Director/Head of IT*	Chinese Commis II / III
Uniform and Linen Attendant	Human Resources Manager*	IT Manager	Commis I
Laundry Attendant	Head of Training / Training Manager*	Assistant IT Manager	Commis II / III
Tailor	Assistant Human Resources Manager	IT Supervisor	Banquet Commis
Laundry Order Taker	Recruitment Manager	IT Officer	Pastry Commis
Dry Cleaner	Assistant Training Manager		Kitchen Helper
Presser	C&B Supervisor		Executive Chef / Head of Kitchen*
Executive Housekeeper/ Head of Housekeeping*	Human Resources Supervisor		Executive Sous Chef
Housekeeping Manager	Recruitment Supervisor		Executive Chinese Chef
Assistant Housekeeping Manager	Training Supervisor		Executive Pastry Chef
Laundry Manager	C&B Specialist/ Officer		Chinese Chef*
Floor Manager	Human Resources Officer		Chef de Cuisine*
Public Area Manager	Recruitment Officer		Banquet Chef
Assistant Laundry Manager	Training Officer		Pastry Chef*
Floral Manager	Dormitory Supervisor		Italian Chef
Housekeeping Clerk	Human Resources Assistant		Chinese Sous Chef
Senior Room Attendant	Training Assistant		Sous Chef
Senior Public Area Attendant	Locker Room Attendant		Banquet Sous Chef
Florist	Dormitory Attendant		Pastry Sous Chef
Floor Supervisor			Hygiene Manager
Public Area Supervisor			Chinese Junior Sous Chef
Laundry/ Uniform and Linen Supervisor			Junior Sous Chef
Floral Supervisor			Banquet Junior Sous Chef
			Pastry Junior Sous Chef
			Barbeque I
			Chopper I
			Dim Sum I
			Steamer I
			Cold Dish I
			Wok I
			Chinese Chef De Partie
			Chinese Demi Chef
			Demi Chef
			Banquet Demi Chef
			Pastry Demi Chef
			Barbeque II / III
			Chopper II / III
			Dim Sum II / III
			Steamer II / III
			Cold Dish II / III
			Wok II / III
			Hygienist
			Chef De Partie
			Banquet Chef De Partie
			Pastry Chef De Partie
			Hygiene Supervisor

Indicative list of benchmark positions

*Benchmark positions included in Limited Survey

Marketing	Procurement	Retail Operation	Rooms	Sales and Marketing
E-Commerce Coordinator	Storeroom Clerk	Gift Shop Clerk	Director/ Head of Rooms Division*	Sales Coordinator
Marketing and Communications Coordinator	Receiving Clerk	Retail Manager	Assistant Rooms Division Director	Catering and Event Sales Coordinator
Director/ Head of Marketing and Communications*	Head of Procurement	Retail Supervisor	Front Office Manager*	Director/ Head of Sales and Marketing*
Assistant Marketing and Communications Director	Purchasing Manager		Rooms Division Manager	Director/ Head of Sales*
Digital Marketing Manager	Assistant Purchasing Manager		Business Centre Manager	Head of Catering and Event Sales
E-Commerce Manager/ Assistant Manager	Purchasing Supervisor/ Sr. Supervisor		Airport Manager	Director/ Head of Revenue Management*
Assistant Digital Marketing Manager	Storeroom Supervisor		Chief Concierge/ Concierge Manager	Assistant Director/Senior Manager of Revenue Management
Marketing and Communications Manager	Receiving Supervisor		Executive Floor Manager	Head of Reservation
Marketing and Communications Supervisor/Sr. Supervisor	Purchasing Officer		Assistant Front Office Manager	Assistant Director of Sales
E-Commerce Supervisor/ Sr. Supervisor			Duty Manager	Assistant Director of Catering and Event Sales
Art Designer			Service Center Manager	Sales Manager
Marketing and Communications Officer			Transportation Manager	Catering and Event Sales Manager
			Assistant Chief Concierge	Revenue Manager
			Assistant Executive Floor Manager	Reservation Manager
			Assistant Duty Manager	Assistant Sales Manager
			Assistant Service Center Manager	Assistant Catering and Event Sales Manager
			Assistant Transportation Manager	Senior Reservation Supervisor
			Business Centre Supervisor	Senior Sales Executive
			Concierge Supervisor	Catering and Event Sales Sr. Executive
			Airport Supervisor	Revenue Analyst
			Executive Floor Supervisor	Reservation Agent
			Senior Butler	
			Reception Supervisor	
			Service Center Supervisor	
			Transportation Supervisor	
			Business Center Clerk	
			Airport Representative	
			Concierge Agent	
			Executive Floor Clerk	
			Butler	
			Bell Captain	
			Receptionist	
			Service Center Clerk	
			Driver (for guest use)	
			Bell Boy / Door Attendant	
			Speedboat Captain	
			Boat Crew	

Indicative list of benchmark positions

*Benchmark positions included in Limited Survey

Security

Security Guard
 Security Assistant/ Executive
Director/ Head of Security*
 Security Manager
 Assistant Security Manager
 Security Supervisor

Spa and Recreation

Recreation Attendant
 Life Guard
 Health Club Receptionist
 Spa Attendant
 Hair-stylist
 Massage/ Spa Therapist
 Gym Instructor
 Director/ Head Recreation
Director/ Head of Spa*
 Recreation Manager
 Health Club Manager
 Spa Manager
 Recreation Supervisor
 Spa Supervisor/Sr. Supervisor
 Senior Gym Instructor
 Senior Massage/Spa Therapist
 Health Club Supervisor/ Sr. Supervisor
 Assistant Dive Centre
 Dive Master
 Dive Instructor

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