Hospitality, Leisure & Entertainment

Pennsylvania defines industry clusters to serve as the basis for data-driven workforce development policies. An industry cluster includes industries closely linked by common products, labor pools, technologies, supplier chains and training needs. They take on strategic importance for long-term economic planning as changes that benefit one group member will generally impact other members of the cluster.

Industry clusters are comprised of specific six-digit North American Industry Classification System, or NAICS, codes. They are mutually exclusive, so that no two clusters contain the same NAICS code. Currently, there are 12 clusters identified, along with several critical sub-clusters. Combined, these 12 industry clusters account for nearly 83 percent of all employment in the commonwealth.

Cluster Summary

The Hospitality, Leisure & Entertainment (HLE) cluster is comprised of industries that cater to tourism and recreation throughout the commonwealth. In addition to hotels and restaurants, this cluster includes casinos, golf courses, museums, racetracks, bowling centers and caterers. Many industries in this cluster are seasonal with part-time or tip-based employment. For that reason, wages are lower than other clusters and employment is much more volatile if analyzed on a quarterly basis.

	2017	2022
Employer Units	37,915	38,551
Number of Jobs	616,542	578,957
Percent of Total Pennsylvania Jobs	10.6%	9.9%
Average Annual Wages	$20,782	$27,192
Location Quotient (LQ)	0.86	0.85

LQs greater than one suggest a competitive advantage.

Cluster employment has decreased in Pennsylvania (6%) over the last five years. The state still maintains a Location Quotient (LQ) well below one, and the majority of Workforce Development Areas (WDAs) also have an LQ below one (as seen on page 3). While wages have increased (30%), the cluster still pays well below the statewide average for all jobs ($67,300).
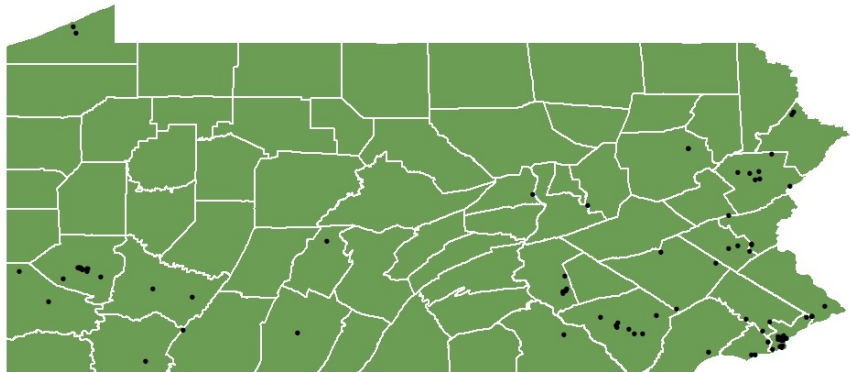
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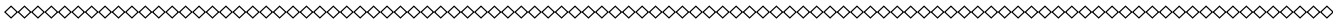
Percent Employment by County

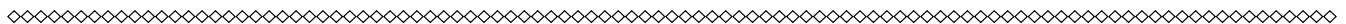|	
▢	> 11.0%
▢	11.0% - 10.0%
▢	10.0% - 8.0%
▢	< 8.0%
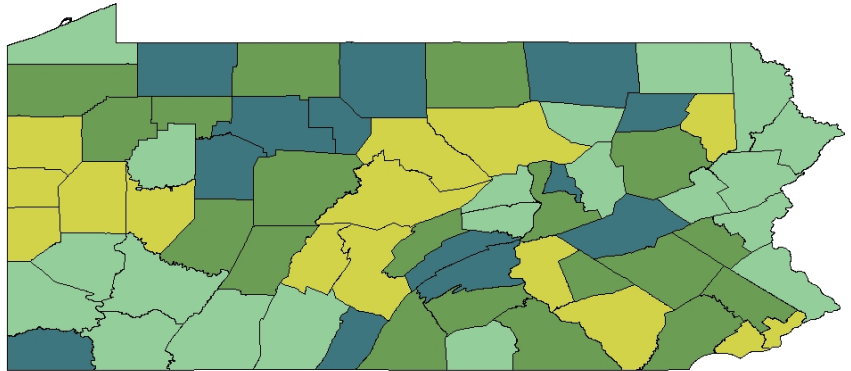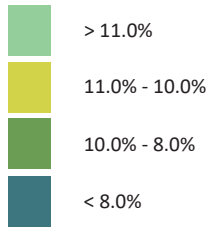
Major Employers

- McDonalds
- GMRI Inc.
- Hershey Entertainment & Resorts Co
- Aramark Campus LLC
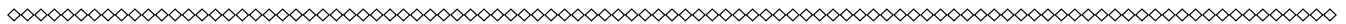- Starbucks Corporation
- CMG Service Company LLC

Top Industries Based on Employment

- Full-Service Restaurants
- Limited-Service Restaurants
- Hotels & Motels, Except Casino Hotels
- Snack & Nonalcoholic Beverage Bars
- Food Service Contractors
- Fitness & Recreational Sports Centers
- Golf Courses & Country Clubs
- Drinking Places, Alcoholic Beverages
- Sporting Goods Stores
- All Other Amusement & Recreation Industries
- Casinos, Except Casino Hotels
- Amusement & Theme Parks
- Caterers
- Sports Teams & Clubs
- Sports & Recreation Instruction
- Promoters With Facilities
- Gift, Novelty & Souvenir Stores
- Casino Hotels
- Museums
- Hobby, Toy & Game Stores

Employment Concentration

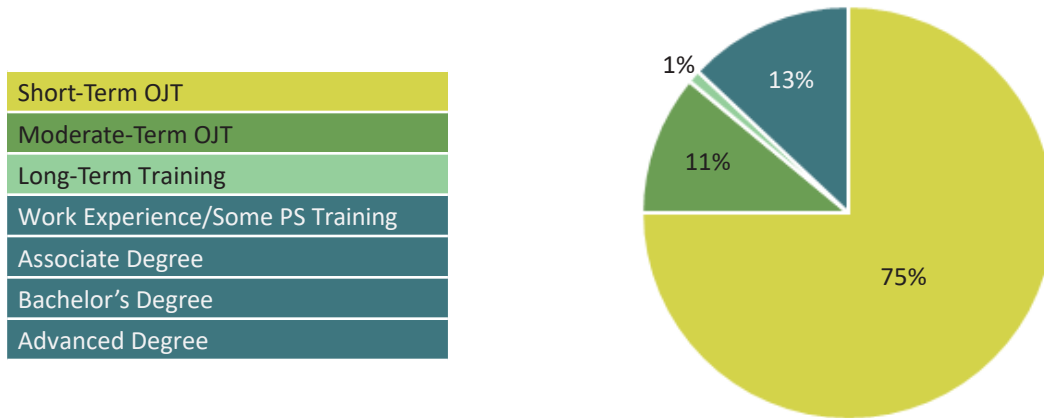A location quotient, or LQ, compares a cluster's share of local employment to its share of national employment. This value can be used when evaluating the strength of an industry cluster within an area. An LQ greater than one indicates that the cluster has, on average, more employees locally than typically expected implying a possible competitive advantage. Only the Pocono Counties and Westmoreland-Fayette Counties Workforce Development Areas (WDAs) have an LQ greater than one.

WDA	2022
Pocono Counties WDA	1.75
Westmoreland-Fayette Counties WDA	1.07
Bucks County WDA	0.99
Three Rivers WDA	0.95
Northwest WDA	0.95
Southwest Corner WDA	0.93
Lancaster County WDA	0.91
West Central WDA	0.91
Southern Alleghenies WDA	0.91
Philadelphia County WDA	0.90
Lackawanna County WDA	0.90
Tri-County WDA	0.89
Delaware County WDA	0.89
Central WDA	0.87
Lehigh Valley WDA	0.85
South Central WDA	0.83
Berks County WDA	0.82
Chester County WDA	0.80
Northern Tier WDA	0.74
Montgomery County WDA	0.74
Luzerne-Schuylkill Counties WDA	0.72
North Central WDA	0.70

Legend: 2022, 2017

Educational Requirements

This graph illustrates the minimum educational attainment levels for jobs found in this cluster's various industries. Approximately 75 percent of HLE jobs require less than three months of on-the-job training to enter employment. The lower educational attainment levels make gaining employment easier, but leads to increased turnover and lower wages.

Short-Term OJT	
Moderate-Term OJT	
Long-Term Training	
Work Experience/Some PS Training	
Associate Degree	
Bachelor's Degree	
Advanced Degree	

Pie chart: 75%, 13%, 11%, 1%

Occupations with Significant Employment

The following table lists occupations that employ at least 5,200 people in the HLE cluster.

SOC Code	Occupation	Average Wage	Annual Demand All Industries	Annual Demand Industry Cluster
35-3023	Fast Food & Counter Workers	$27,450	32,762	26,393
35-3031	Waiters & Waitresses	$33,890	15,343	14,528
35-2014	Cooks, Restaurant	$32,560	9,228	8,793
35-1012	Supervisors- Food Preparation & Serving Workers	$42,020	6,208	4,826
35-3011	Bartenders	$29,030	4,953	3,840
35-9031	Hosts & Hostesses, Restaurant/Lounge/Coffee Shop	$27,980	3,382	3,250
35-9021	Dishwashers	$27,810	3,045	2,477
35-9011	Dining Room & Cafeteria Attendants & Helpers	$27,770	2,658	2,352
39-3091	Amusement & Recreation Attendants	$26,800	2,470	2,268
41-2031	Retail Salespersons	$34,410	19,990	1,706
41-2011	Cashiers	$28,160	22,138	1,637
37-2012	Maids & Housekeeping Cleaners	$32,340	6,136	1,421
39-9031	Exercise Trainers & Group Fitness Instructors	$46,990	2,690	1,187
43-4081	Hotel, Motel & Resort Desk Clerks	$31,030	1,114	1,087
35-2021	Food Preparation Workers	$29,300	3,137	1,056

*The 2023 average annual wage reflects wages across all industries and is not specific to the cluster.