

2013 MANPOWER SURVEY REPORT

CATERING INDUSTRY

飲食業

二〇一三年度人力調查報告

HOTEL, CATERING AND TOURISM TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

酒店業、飲食業及旅遊業訓練委員會

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EXECUTIVE SUMMARY

Introduction

1. The purpose of the survey is to collect data on the existing manpower situation in order to project future manpower requirements and training needs of the catering industry. The fieldwork took place from 15th October to 15th November 2013 with follow up cases completed in February 2014.

2. The main survey adopts a mixed approach in deciding the sampling frame, making use of the Hong Kong Standard Industrial Classification (HSIC) and other means. The HSIC Scheme is managed by the Census and Statistics Department (C & SD). It groups establishments in Hong Kong of similar business nature into specific branches. It was possible with the aid of HSIC for the survey to select samples from the six branches within the catering industry as follows:

Branch 1 – Chinese Restaurants
(HSIC 561109 – 561111)
220 establishments

Branch 2 – Restaurants other than Chinese
(HSIC 561101, 561103 – 561108, 561199)
165 establishments

Branch 3 – Fast food shops
(HSIC 561200)
133 establishments

Branch 4 – Beverage serving places
(HSIC 563100 – 563900)
78 establishments

Branch 5 – Event Catering and Other Meal / Food Service Activities
(HSIC 561901 – 561903, 562000)
82 establishments

Branch 6 – Supplementary samples
36 establishments

3. Out of the 714 establishments surveyed, 585 completed and returned the questionnaires and there were 12 refusal cases. Taking into account the remaining 58 establishments that had closed, moved or temporarily ceased operation, the effective response rate was 98%.

Improvements made on Survey Questionnaire

4. The Working Party on Catering Industry Manpower Survey under the Training Board proposed that the structure, nature and contents of the survey questionnaire and relevant documents be improved on the following basis:

- i) User friendly: ease of comprehension and simple to use;
- ii) Valid, effective and relevant: to ensure these factors are applied to the questions so as to arrive at an effective and meaningful outcome; and
- iii) Up-to-date: to incorporate updated job titles / descriptions and relevant information in accordance with industry development of the six Branches.

The Economic Impacts

5. Given the global economic situation is improving but remains vulnerable, there will be still some uncertainties with the world economic growth over the next year or so. As anticipated in the October 2013 World Economic Outlook, the global activity strengthened during the second half of 2013. Activity is expected to improve further in 2014 - 15, largely on account of the recovery in the advanced economies. Global growth is now projected to be slightly higher in 2014, at around 3.6%, rising to 3.9% in 2015. However the employment situation will continue to be challenging in Europe and in North America with other main uncertainties and risks being the remaining fragility in the banking system and the real economy in the euro area. Beyond the economic domain, geopolitical tensions in western Asia and elsewhere remain serious risks. (Sources: World Economic Situation and Prospects 2014 Report, United Nations, New York, 24 January 2014; World Economic Outlook (WEO) Update, 'Is the Tide Rising?', International Monetary Fund, January 2014.)

6. In Asia, Mainland China will remain the major growth engine, with economic growth into the foreseeable future. Growth in Mainland China rebounded strongly in the second half of 2013, due largely to an acceleration in investment. This surge is expected to be temporary, in part because of policy measures aimed at slowing credit growth and raising the cost of capital. Growth is thus expected to moderate slightly to around 7.5% in 2014 - 15. Elsewhere in the region, Japan is looking at a growth forecast of 1.2% in 2014, India is quite weak with little growth prospects and in Indonesia, growth is expected to be slow, and most other ASEAN economies having growth are picking up. (Sources: World Economic Outlook, International Monetary Fund, January 21 and April 14, 2014; Asia and Pacific Economic Outlook: International Monetary Fund, October 2013.)

7. The overall Hong Kong economy improved in 2013, with real Gross Domestic Product (GDP) expanding moderately by 2.9%. However the import demand from major advanced markets remained generally sluggish, held back by an uneven recovery in the United States and the still weak European economy. The U.S. Federal Reserve's earlier signal to scale back asset purchases and the controversy over the U.S. debt ceiling heightened global financial volatility and added to the uncertainty surrounding global economic prospects. Nevertheless, the Mainland China's economy stayed comparatively resilient and provided some cushion for Hong Kong. Unemployment rate for Hong Kong remained unchanged at a low level of 3.4% in 2013, still signifying full employment. The medium term prospects for the Hong Kong economy should remain bright, although the degree of

uncertainty in the external environment would likely stay elevated. For 2014, the economy is forecast to grow by 3 - 4%. Local consumption demand and tourist spending will remain fairly resilient. There were also some red flags raised for concern for the future long term economic growth of Hong Kong, with issues such as population ageing and lack of skilled labour being sighted as possible future problems. Net migration into Hong Kong may be served as one of the main drivers for future population growth and this could mitigate some effects of the ageing population issue. (Sources: Third Quarter Economic Report, The HKSAR Government, November 2013; First Quarter Economic Report, The HKSAR Government, May 2014; Half-yearly Economic Report, The HKSAR Government, August 2014; Economic and Trade Information on Hong Kong, Hong Kong Trade Development Council, 26 March 2014.)

8. Tourism is another mainstay of our economy, employing over 250 000 people and accounting for 4.7% of GDP. In 2013, there were over 54.3 million visitors to Hong Kong, an increase of 11.7% over 2012. Despite the gloomy global economic outlook, total spending associated with inbound tourism increased 15.7% to HK\$343 billion. Mainland China's robust economy is the driving force of economic growth in the region and underpins the Hong Kong economy. Inbound tourism will likely maintain rather notable growth, driven by the influx of visitors from the Mainland China which accounted for 75% of the total arrivals, an increase of 16.7% in 2013, and has contributed partly to stabilise the local economy and preserve employment. (Sources: Tourism Performance, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 10 April 2014; 2013 Economic Background and 2014 Prospects, The HKSAR Government, February 2014; The 2014-15 Budget – Budget Speech, The HKSAR Government, 26 February 2014; Economic and Trade Information on Hong Kong, Hong Kong Trade Development Council, 26 March 2014.)

9. The HKSAR Government and relevant tourism public bodies are working towards a broader mix of inbound tourists and in particular those segments with high spending power. The further expansion of inbound tourism should be conducive to the consumption market. Several major international events, including the Hong Kong Dragon Boat Carnival and the Hong Kong Open Championship (golf tournament), were sponsored by using the Mega Events Fund. The HKSAR Government will continue to sponsor more international mega events to be held in Hong Kong through the Fund, and use the existing mechanism to subsidise mega events hosted by local non-profit-making organisations to make Hong Kong a more interesting tourist destination. Local consumer sentiment should still be broadly supported by the favourable job and income conditions. Moreover, the latest Quarterly Business Tendency Survey showed that large enterprises remained largely positive about the near-term business outlook. This, coupled with the intensive infrastructure works and the boost from the package of measures as indicated in the 2013-14 Budget, would also render a solid support to the domestic economy. (Sources: Press Release, "Economic Situation in the Third Quarter of 2013 and Latest GDP and Price Forecasts for 2013", 15 November 2013; The 2013-14 Budget – Budget Speech; The 2014-15 Budget – Budget Speech; The HKSAR Government, 27 February 2013 and 26 February 2014 respectively; Economic Situation in the First Quarter of 2014, 16 May 2014.)

10. Energy and raw material prices remained stable, alongside a generally moderate increase in import prices of food. Domestic price pressures, however, were more notable. Inflation tapered subsequently following the decelerated rise in fresh-letting rentals since early 2013 and the average headline inflation rate for 2013 as a whole was 4.3%, while the underlying inflation rate was at 4%. As global economic growth and inflation are likely to

stay modest, global food prices should hold steady by and large. Domestically, the uptrend of factor costs is tapering off. This coupled with the markedly slower rise in rentals for fresh-letting of flats and shops last year will help ease inflation pressure this year. It is forecasted that the headline inflation for 2014 will average 4.6% and underlying inflation at 3.7%. (Source: The 2014-15 Budget – Budget Speech, The HKSAR Government, 26 February 2014.)

Industry Outlook

11. For 2013 as a whole, the value of total receipts for the restaurants sector was provisionally estimated at HK\$97.0 billion, representing an increase of 3.5% in value but a decrease of 0.8% in volume compared with the whole year of 2012. Over the same period, the provisional value of total purchases by restaurants increased by 1.6% to HK\$33.7 billion. Analysed by type of restaurant and comparing the whole year of 2013 with the whole year of 2012, total receipts of Chinese restaurants decreased by 0.1% in value and 4.2% in volume. Total receipts of non-Chinese restaurants increased by 7.8% in value and 3.9% in volume. Total receipts of fast food shops increased by 4.3% in value but decreased by 0.3% in volume. Total receipts of miscellaneous eating and drinking places increased by 12.5% in value and 6.2% in volume. As for bars, total receipts increased by 1.4% in value but decreased by 3.0% in volume. (Source: Report on Quarterly Survey of Restaurant Receipts and Purchases, Census and Statistics Department (C & SD), The HKSAR Government, 4 February 2014.)

12. Industry personnel indicated that the reasons for the drop in total revenue of Chinese restaurants last year included anti-graft measures employed by the Mainland China Government and the non-auspicious year for marriages according to Chinese traditions. Although the overall consuming power in the catering field was stable in 2013, the restaurants had to increase their menu prices averaging at 5% to offset the increase in rental and labour costs. (Source: Tai Kung Pao, A03, 5 February 2014.)

13. The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; the number of general restaurant licenses increased from 8 354 in 2010 to 8 926 in 2013, representing an increase of 572 or 6.4%. Light refreshment restaurant licenses increased from 3 053 in 2010 to 3 155 in 2013, representing an increase of 102 or 3.2% over the last 4 years. The number of liquor licenses issued has equally increased, reaching a total of 5 975 in 2013 as compared to 5 291 in 2010. There were 449 Club liquor licenses in 2013 as compared to 491 in 2010. These represent a total increase of 684 or 11.4% for liquor licenses, while the club liquor licenses have decreased in total licenses issued by 42 or 9.3% over the last 4 years. (Source: Food and Environmental Hygiene Department website retrieved on 19 February 2014-
http://www.fehd.gov.hk/english/statistics/pleasant_environment/statistienh_2010_2013.html)

14. The three largest expenses for the restaurant industry (wage, rent and food), making up 90% of the average costs for restaurants, increased by 12% in 2013, and in 2014 it is expected to stabilise, with an estimated increase of 5%. Rent alone increased by an average of 20 - 30% in 2013, which previously was as high as 50%. The average selling price in 2013 increased by 10%, but it failed to offset the increases of the aforementioned three major expenses. The annual turnover of the restaurant sector was HK\$95 billion in 2013, although this was HK\$5 billion more than in 2012, it represented a relative increase of only 8% on

average over last year once costs have been taken into account. Selling prices are estimated to increase by 10% in 2014. (Source: Wen Wei Po, 31 December 2013.)

15. Since the removal of all duty-related customs and administrative controls in February 2008, Hong Kong has further developed into a wine trading and distribution centre for the region, particularly the Mainland China. In 2013, imports of wine amounted to HK\$8 billion, a four-fold increase from 2007. In volume terms, Hong Kong imported some 50 million litres of wine in 2013, dropped marginally by 0.8% from 2012. During the first three months of 2014, wine imports in volume terms grew slightly by 1.8% year-on-year. Our motherland has emerged as the world's fastest-growing wine market and the world's fifth largest wine-consuming nation. Hong Kong is the only place in the world that has entered into an agreement with the Mainland Chinese Government, allowing wine imports to go into Mainland China under CEPA and enhanced customs facilitation measures. This makes Hong Kong an unrivalled gateway to Mainland China, attracting industry players from around the world to launch or expand their business in Hong Kong. Being a duty-free port with good air connectivity and storage facilities, Hong Kong is regarded by Asian investors as the most cost-effective and convenient distribution hub to store their investment-grade wines for delivery to their markets on-demand. Hundreds of wine-related companies have expanded their business in Hong Kong, including retailers, traders, distributors, auction houses, storage business and wineries. With the increasing interest in wines and enhanced sophistication of wine consumers, more wineries and distributors will venture into Hong Kong for tapping business opportunities. For 2013 to 2017, it is forecast to grow 9% per annum in value terms and 4% per annum in volume terms. On-trade channels such as bars, restaurants and club houses account for 54% of total wine sales in value terms and 36% in volume terms in 2012. (Sources: Wine Industry in Hong Kong, Hong Kong Trade Development Council, 27 May 2014; PSCIT's speech at Gala Wine Dinner of Hong Kong International Wine & Spirits Fair 2013, Hong Kong Trade Development Council, 7 November 2013; Sing Tao Daily A18, 24 October 2013.) The HKSAR Government has been synchronising the strategies of various agencies in promoting wine trading and distributions. Key wine-related industry promotional events successfully held in 2013 and to be held in 2014/15 include:

- a) May 2013, HOFEX 2013 - The Fifteenth International Exhibition of Food & Drink, Hotel, Restaurant & Food Service Equipment, Supplies & Services. It attracted over 37 817 professional buyers and 1 900 international suppliers and distributors. The next HOFEX will be held from 6 – 9 May 2015 in Hong Kong. (Source: HOFEX, <http://www.hofex.com>)
- b) November 2013 - The Hong Kong Wine and Dine Festival, a four-day epicurean extravaganza with 299 booths, offered some 140 000 visitors another memorable feast, with the usual great wines from around the world, international and local culinary creations, wine culture events and superb live entertainment. The next Wine and Dine Festival will be held on 30 October 2014. (Source: Discover Hong Kong, Hong Kong Trade Development Council website, <http://www.discoverhongkong.com/eng/see-do/events-festivals/highlight-events/wine-dine-festival.jsp#ixzz2tNxSSN8c>.)
- c) November 2013, the sixth HKTDC Hong Kong International Wine and Spirits Fair - The number of exhibitors increased to 1 005, attracting over 20 452 delegates. The seventh fair will be held from 6 – 8 November 2014. (Source: Hong Kong Trade Development Council, <http://www.hktdc.com/>)

fair/hkwinefair-en/s/2715-General_Information/HKTDC-Hong-Kong-International-Wine-and-Spirits-Fair/Fair-Details.html.)

- d) May 2014, Vinexpo Asia-Pacific - A major international wine exhibition, broke all records at its 6th show in Hong Kong. It attracted 1 300 trade exhibitors from 34 countries and 18 000 trade visitors. (Source: VINEXPO, <http://asiapacific.vinexpo.com/en/press/press-releases/vinexpo-asia-pacific-2014-hong-kong-set-new-exhibitor-trade-visitor-records/>)
16. Similar wine and dine festivals and activities will continue to be held for buttressing Hong Kong as a wine hub of the region.
17. In May 2012, Hong Kong and Germany signed a Declaration of Intent on Co-operation in Wine-related Businesses to consolidate Hong Kong's position as a world-class wine-trading hub. This is just one of a series of wine related Memorandum of Understanding that will focus on the further internationalising and professionalizing of the Hong Kong wine industry. (Source: Press Release, The HKSAR Government, <http://www.info.gov.hk/gia/general/201205/29/P201205290495.htm>, May 2012.)
18. The HKSAR Government is committed to developing Hong Kong into a leading regional cruise hub. Located at the former Kai Tak runway, the first berth of the Kai Tak Cruise Terminal started to receive cruise liners in June 2013. The second berth will be due for completion in 2014. The terminal will be able to accommodate the largest cruise ships in the world. Retail stores and restaurants at the Terminal are expected to open by phases from mid-2014 onwards. (Source: SCED's speaking notes on commerce, industry and tourism areas tabled at LegCo Finance Committee special meeting, Commerce and Economic Development Bureau, The HKSAR Government, 2 April 2014.)
19. To further enhance its facilities, Ocean Park will build an all-weather Water World at Tai Shue Wan. Additionally in the coming few years, Hong Kong Disneyland will launch a new night-time parade and put in place a themed area featuring "Marvel Heroes", the first of its kind in the world. Meanwhile, the two theme parks are actively pursuing new hotel projects to provide better complementary services for tourists. (Source: The 2013-2014 Budget – Budget Speech, The HKSAR Government, 27 February 2013.)
20. The local portion of the Hong Kong-Zhuhai-Macao Bridge project is scheduled for completion in 2016, to tie in with the opening of the main bridge. The western Pearl River Delta (PRD) will thereafter fall within a three-hour commute from Hong Kong. Upon completion, the Hong Kong section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link will become part of the national high-speed rail network. Travelling time between Hong Kong and the Mainland China will be shortened thus fostering closer economic ties and more visitor arrivals can be anticipated. (Source: The 2013-2014 Budget – Budget Speech, The HKSAR Government, 27 February 2013.)
21. The Airport Authority Hong Kong commenced an environmental impact assessment and other planning for a three-runway system, at the Hong Kong International Airport, which is expected to cope with air traffic demand up to at least 2030. It is estimated that the airport will reach its maximum capacity sometime between 2019 and 2022. Under a three-runway system, it will be able to accommodate 620,000 flight movements per year, meeting demand projections up to 2030. The HKSAR Government will decide on the development of the three-runway system when all relevant information is available. (Sources:

The 2013-2014 Budget – Budget Speech, the HKSAR Government, 27 February 2013; Three-Runway System, Airport Authority Hong Kong, <http://www.threerunwaysystem.com/en>)

22. It can be anticipated that an increased inflow of international tourists and business travellers will require a corresponding increase of quality trained manpower to cater to the dining experience during their stay in Hong Kong.

23. Provision of the reinforced food label law on nutrition information of pre-packaged food in Hong Kong is in force to strengthen the importance of preventing consumers in suffering from unwanted allergic symptoms as some food ingredients can cause life-threatening anaphylactic effect. The increase in demand on relevant training on knowledge of allergens and catering practices for preventing adulteration of allergic ingredients is foreseeable with the increasing awareness in the local catering industry where thousands of local and foreign visitors patronise every day. (Sources: More criteria added to the food labelling law, Legibility of Nutrition Labels in Pre-packaged Food in Hong Kong, http://www.cfs.gov.hk/english/programme/programme_rafs/programme_rafs_n_01_16.html Centre for Food Safety, The HKSAR Government; Food allergies take high toll HK children, <http://www.scmp.com/news/hong-kong/article/1138176/food-allergies-take-high-toll-hong-kong-children>, South China Morning Post, 29 January 2013; Travelling with food allergies in China, <http://blog.chinatravel.net/eating-drinking/food-allergies-in-china.html>, Bamboo Compass, 1 November 2011.) In Hong Kong, we produce over 3,200 tons of food waste each day. The amount produced ends up in landfill which space is limited and therefore imposes a severe burden on the local environment. Control for food management not only saves business costs in the purchasing, preparation, cooking and serving process, it also helps to preserve the environment.

24. Technology trends may influence the catering industry when the market becomes more professional and internationalised. The local catering industry needs to be familiar with the latest industry related IT tools and trends developed overseas and locally. Industry personnel can plan for their future roll-out into the Hong Kong market if deemed beneficial to the management of the business. Newer influences include networked menu analysis tools, food and wine analysis programmes and customer database management programmes.

25. The use of automated food ordering systems is now common in Europe, North America and has limited roll-out in Hong Kong, but over time this ordering tool may be considered for wider use in Hong Kong. Digital menu boards and hand-held or counter-mounted menu display devices are now being more frequently utilised in restaurants and catering outlets around Hong Kong. Restaurant applications for smart phones and similar devices are becoming popular in the catering industry. These may allow for greater product exposure and a more in-depth guest experience which will be accepted by the general public if these have user-friendly guest interfaces. The frontline catering industry staff would gradually require more training on device usage for products selling, marketing and customer servicing.

26. It is noted that there is increasing popularity in using digital advertising and promotional devices in the local catering sector. Order screens have become a more frequently used tool in restaurants to drive customer spending decisions and promote brand differentials. The relevant technical and marketing knowledge and skills will be demanded for managerial and supervisory level staff as the catering industry adopts these practices more widely.

27. Digital reviews in the social media are increasingly becoming influential in driving the public to restaurant and catering establishments. Management increasingly needs to monitor and respond to comments on these platforms, to ensure that these increasingly important marketing portholes are listened to and are used to gauge customers' feedback and comments for improving the business. Interactions with "Food Bloggers" and mass sellers may also increase in the years ahead as the public further digitize their spending. Social media interaction skills are also increasingly sought after by the catering industry in the Hong Kong market and may render a training need for the industry in the years to come.

28. The prevalence of distinct menus for people with reading difficulties is becoming more common in several overseas markets. These may include menus in braille or with large font print, which allow people with sight difficulties to participate independently in the restaurant experience. As further internationalisation of the Hong Kong catering market occurs, and with a greater understanding of anti-discrimination practices in Hong Kong, these extra tools may be considered for future roll-out in the Hong Kong catering market.

29. To keep abreast of international best practices and developments, it is imperative for the local catering industry to be further exposed to the international arena. In September 2013, the Vocational Training Council (VTC) and the Hong Kong Jockey Club (HKJC) signed a cooperation agreement to invite international renowned or Michelin Star Chefs to visit Hong Kong to demonstrate their skills to the local industry and the general public and in so doing, the VTC has assisted in consolidating Hong Kong's position as a "Gourmet Paradise" and enhancing Hong Kong's competitive edge in the region. Under the agreement, the VTC and the HKJC will invite world-class chefs for culinary cooking demonstrations, visiting the Hospitality Industry Training and Development Centre (HITDC) and the HKJC respectively. During these visits they will hold theme parties, presenting culinary specialties to the local catering industry and members of the public. (Source: Ta Kung Pao, B21, 27 September 2013.)

30. In November 2013, two teams composed of elite Hong Kong chefs won the championships of the prestigious Salon Culinaire Mondial at Basel, Switzerland and the International Young Chef Challenge in Korea. It is so far the best result Hong Kong has achieved at the international culinary platform. Nearly all the winning chefs are past students of the culinary programmes of the VTC. In mid-November 2013, the Hong Kong chef team joined the Dubai World Hospitality Championship and won two Silver medals. (Sources: President's Message, Hong Kong Chefs Association, February 2014; "HK relishes culinary capital status", www.news.gov.hk, The HKSAR Government, 23 February 2014.) The local catering industry has embarked on a new journey in assisting to elevate Hong Kong's position as the culinary capital of Asia.

31. The global economy has undergone significant changes in recent years and one of those is the growing importance of knowledge in all sectors of economies. Knowledge, as embodied in human capital and in technology, is now seen as a vital source of long-term economic growth. (Source: Hong Kong as a knowledge-based Economy, A Statistical Perspective, Census and Statistics Department, The HKSAR Government, 2013 Edition.) To strengthen Hong Kong's reputation as a Gourmet Paradise, we must keep up with the industry demand for professional catering and culinary employees proficient in meeting the international profile of visitors. Vocational education and training not only supports our economic development, it also helps our younger generations to pursue employment and lifelong development in line with their interests and aptitudes with valuable credentials, flexible articulation pathways and multiple entry and exit points.

32. To tie in with Hong Kong's manpower needs, and in order to fully capture and develop the innate potentials of the home-grown talents for the local catering industry, the HKSAR Government has launched a number of flagship projects with the VTC, the leading vocational education and training provider in Hong Kong. Within a short span of time from year 2000, the Chinese Cuisine Training Institute has emerged as a centre of excellence in providing training and education in Chinese culinary arts recognized within the region and internationally. Riding on the success, a new flagship project, the International Culinary Institute (ICI), will start to provide training for students and in-service practitioners in Hong Kong aspiring to become professional culinary and catering personnel proficient in international cuisines, as well as food and wine pairing, sommelier training, etc. in phases starting in 2014. In so doing, the ICI will be instrumental in raising the competitiveness and long-term development of Hong Kong. (Source: Speech by the Chief Secretary for Administration, Mrs. Carrie Lam, at the Groundbreaking Ceremony of International Culinary Institute, The HKSAR Government, 25 February 2014.) In addition, it will help attract renowned chefs and other talents of the culinary profession from around the world, and promote the development of related sectors, such as tourism, catering and wine trading in Hong Kong.

Implications on Manpower

33. The labour market in Hong Kong was in a state of full employment in 2013. Total employment stained a notable growth of 2.3% in 2013 with job vacancies increased further to hit new heights. The overall unemployment rate was at 3.4% and underemployment rate was at 1.4%. The vibrant labour demand from a resilient domestic sector and thriving inbound tourism helped to absorb a 70% in labour supply during the third quarter of 2013 (when the fieldwork was conducted), comprising mainly fresh graduates and school leavers entering the labour market in the summer as well as job-seekers lured by the generally favourable job and income prospects. For the restaurant segment of the labour market as identified by the Minimum Wage Commission, the unemployment rate edged down by 0.1 percentage points to 3.1% in the third quarter of 2013, which was slightly lower than the corresponding rates before the implementation of the statutory minimum wage (SMW) in May 2011 and the upward adjustment in May 2013, reflecting the tight manpower condition in the industry. The seasonally adjusted unemployment rate edged down to 3.2% in the fourth quarter of 2013, with the underemployment rate also down to 1.4%. In tandem with the tight labour market conditions, wages and earnings rose further across many sectors during the year, with more notable increase in the lowest decile groups, thanks in part to the demand-supply conditions in the lower-skilled segment and an additional boost from the upward adjustment of the SMW in May 2013. (Sources: Third Quarter Economic Report, The HKSAR Government, November 2013; First Quarter Economic Report 2014, The HKSAR Government, May 2014; Half-yearly Economic Report, The HKSAR Government, August 2014; 2013 Economic Background and 2014 Prospects.)

34. The HKSAR Government accepted the Minimum Wage Commission's recommendation to increase the SMW rate to be adjusted from HK\$28 per hour to HK\$30 per hour which took effect on 1 May 2013. This, coupled with the rise in commercial rentals over the past year, may entail higher local business costs. That said, given the subdued economic growth, the risk of a sharp resurgence in inflation is not high. In 2013, the annual rate of increase of the Consumer Price Index (CPI) maintained at around 4%. Inflationary pressures are likely to be contained in 2014 as imported inflation is expected to stay subdued, while local rental cost pressures will also likely recede. Nevertheless, the risks arising from

possible swings in global food and commodity prices spurred by ample global liquidity linger. For reference, the overall, underlying CPI is forecast to increase by 3.7% for 2014 as a whole, slightly lower than the average of 4.0% in 2013. (Sources: Half-yearly Economic Report 2013, The HKSAR Government, August 2013; 2013 Economic Background and 2014 Prospects, The HKSAR Government, February 2014; Hong Kong's Recent Economic Situation and Near-term Outlook "CB(1)290/13-13(03), The HKSAR Government, 25 November 2013.)

35. As Hong Kong's economy is gradually back on the track, the catering industry experiences a gradual recovery, and the number of restaurants is rising steadily over the years. Yet, local restaurants are under considerable pressures from factors such as surging rents and non-staple food prices, as well as insufficient manpower and labour wastage. With a view to promoting development and raising the quality and professional status of catering practitioners in the long run, it is imperative for the catering industry to introduce a comprehensive training system. In view of labour shortage, employers may choose to hire employees who do not have catering industry experience nor have they received any formal training and therefore a considerable proportion of staff may fall short of professional standards. In order to enhance its future prospects, the industry must foster comprehensive professional catering knowledge, skills and techniques training and education so as to substantially raise the quality of its practitioners. (Source: Qualifications Framework, Chinese Catering, http://www.hkqf.gov.hk/guie/SCS_ind_ccater.asp .)

36. As the number of tourists staying in Hong Kong has a direct impact upon the catering industry, a brief overview of the hotel sector is required. By the end of 2013, Hong Kong had 225 hotels, with over 70 000 rooms. Total rooms supply increased by 2 606 rooms or 3.8% compared to the numbers in end 2012, whilst the average occupancy rate was maintained at 89% in 2013. The average length of stay of overnight visitors in 2013 was 3.4 nights. The Government has undertaken a number of initiatives to promote hotel development to meet the diversified needs of our visitors. A number of prospective construction sites in different parts of Hong Kong have been designated for "hotel only" sites. There are also initiatives to allow conversion of old industrial buildings and re-vitalisation of heritage buildings into hotels. (Sources: Hong Kong: Fact Sheet – Tourism, The HKSAR Government, September 2013; Hotel Room Occupancy Report and Hotel Supply Situation as at December 2013, Hong Kong Tourism Board (HKTB); Tourism Performance in 2013, Tourism Commission, The HKSAR Government, April 2014.)

37. As estimated by the HKTB, there will be around 40 new hotels to be completed between 2014 and 2019 with an additional 7 777 rooms. These new hotel developments reflect a positive projection of potential visitors and indicate a possible surge in qualified manpower requirements to support the food production, servicing and managing of the dining establishments in these new hotel projects. (Source: Hotel Supply Situation, HKTB, March 2014.)

38. The marketing and promotion of Hong Kong will affect the market mix of tourists and the places they will visit. Since 2011, the HKTB has adopted "Asia's World City" as its global marketing theme for Hong Kong. Promotions are launched in different source markets to highlight Hong Kong's international and cosmopolitan setting. (Source: Hong Kong: Fact Sheet – Tourism, The HKSAR Government, September 2013.) Furthermore, from local street snacks stalls to Michelin-Starred restaurants, Hong Kong is positively marketed for her wide array of international cuisines which has earned her the reputable label of 'Gourmet Paradise'.

39. In 2008, Hong Kong became the first duty-free wine port among the major economies. Hong Kong was also chosen for the publication of a Michelin guide, which put Hong Kong on the global map of gourmets and connoisseurs. To further showcase Hong Kong as the premier destination for visitors to enjoy fine wine and cuisine, the HKTB has since 2009 organised the “Hong Kong Wine and Dine Festival” at the West Kowloon Waterfront Promenade and launched a variety of food and wine promotions together with the major dining districts. The 2013 Festival was the first to be staged at the new Central Harbour-front location. (Source: Hong Kong: The Facts – Tourism, Information Services Department, The HKSAR Government, September 2013.)

40. In 2013, Hong Kong has been voted the ‘Best City for Business Events’ for the third consecutive year by CEI Asia, a leading magazine in Asia’s corporate events industry. In addition, the Hong Kong Convention and Exhibition Centre and Asia World Expo won the first two places, respectively, in the Best Convention Centre category. The HKSAR Government strives to enhance the appeal of Hong Kong as an international convention, exhibition and tourism capital. Additional fund has been earmarked to raise Hong Kong’s MICE (meetings, incentive travels, conventions and exhibitions) profile and strengthen support to MICE events to be hosted in Hong Kong. To this end, the HKTB set up a dedicated office, entitled “Meetings and Exhibitions Hong Kong (MEHK)”, in November 2008 to step up this promotion work. In 2013, there were over 1.6 million overnight MICE visitor arrivals to Hong Kong, a slight increase of 1.8% over the last year. The total spending of visitors attending conventions and exhibitions in Hong Kong reached HK\$16.3 billion in 2013, which was 2.1% more than that of other overnight visitors. (Sources: Hong Kong: Fact Sheet - Tourism, The HKSAR Government, September 2013; The 2014 - 15 Budget – Budget Speech, The HKSAR Government, 26 February 2014.)

41. With all these marketing and promotional efforts by the HKSAR Government and relevant public bodies, a steady supply of qualified trained manpower to meet the expectations in food quality, cuisine varieties and service standard of international visitors from different parts of the world are required for projecting a positive image of Hong Kong’s catering industry.

42. Facing keen competition within the region, the future of the local catering industry will depend highly on the availability of qualified staff to deliver a quality product and service, and to scale new heights as a wine hub, a popular tourist destination and a preferred choice for meetings, incentives, conventions and exhibitions. To upkeep the positive image of Hong Kong in the international arena, it is necessary to continuously supply the catering industry with a pool of qualified skilled staff with the technical competence and professional knowledge of the industry to combat regional competition. Other than technical competencies, staff will need to be equipped with a high standard of work ethics, problem solving skills, and excellent guest communication skills. Managers and supervisors particularly need to be increasingly updated on catering and culinary trends and developments, industry-related IT knowledge and have the acumen to manage social media interactions. These two last skills are fast becoming essential qualities for management level personnel paving ways for future success in the catering industry. With the additional pressure of competition for skilled staff from neighbouring areas, the demand for well-trained staff, at the entry, supervisory and management levels, will continue to be significant for strengthening one of the pillar industries of Hong Kong.

43. An expansion of the breadth of international guests, brought about by the wider marketing efforts of the HKTB, will bring into the industry both opportunities and challenges. The availability of different cuisine options and an appreciation of differences in cultures will contribute to uphold the good reputation of Hong Kong as a desired tourist destination. In September 2013, the Middle East overnight visitor numbers rose to around 116 890, up by 7.8% on a year-to-year basis. Furthermore, overnight visitor arrivals from South and Southeast Asia rose by 3.6% on a yearly basis. (Sources: Visitors Arrival Statistics, HKTB, January 2014.) The increasing expansion of these markets often require the availability of specific food menus, such as halal cuisine or specialised vegetarian menus to accommodate the different ethnic and religious backgrounds. While there is a general lack of restaurants which cater to potential tourists from these areas, it represents an opportunity for future growth as well. Training on international cuisines for catering industry would be in demand.

44. Operational staff will be required to interact with and assist the customers in the usage of automated food ordering tools. The relevant technical and marketing knowledge and skills will be demanded for managerial and supervisory level staff as the catering industry adopts these practices more widely. Social media interaction skills are also increasingly sought after by the catering industry in the Hong Kong market and may render a training need for the industry in the years to come. With the prevalence of social networking and lifestyle groups with “themed social networking events”, the mounting of “special group dining”, “cooking demonstrations” and other food and beverage focused activities are gaining popularity. These social networks have the potential for the catering establishments to market their products and catering business, but the usage should be closely monitored and reviewed to ascertain if the resources used are balanced by the positive business gains.

Summary of Survey Findings

45. The survey reveals that in September 2013, a total of 182 425 persons were employed in the catering industry, of which 8 815 (4.8%) were in the managerial category, 36 169 (19.8%) supervisory category, 135 304 (74.2%) craft/operative category, 2 137 (1.2%) administrative and others category.

46. At the time of the survey, employers reported 8 387 vacancies, or 4.6% of the existing 182 425 posts. The job level with most vacancies was in the craft/operative level (7 810) followed by supervisory level (478), and managerial and professional level (91).

47. The Training Board has examined the survey findings and is of the opinion that those generally reflect the manpower situation of the catering industry at the time of the survey. The Training Board considered that the trends for the increase in the demand for number of operative and supervisory employees would continue.

Employers' Forecast Manpower Demand

48. Employers forecast that the total number of posts would be 190 678 in September 2014, accounting for an increase of 4.5%. The Training Board observes that the forecast of employers may be conservative. The Training Board adopted the Labour Market Analysis (LMA) approach using statistical modelling to project the manpower of the catering industry for 2014 to 2016. The manpower projection of the catering industry for 2014 to 2016 is shown in the following table:

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach (%)</u>	<u>(%)#</u>
2013	182 425			
2014		190 678 (4.5%)*	202 655 (+11.1%)*	20 230 (+11.1%)
2015			207 417 (+2.3%)**	24 992 (+13.7%)
2016			213 344 (+2.9%)**	30 919 (+16.9%)

* As percentage increase / decrease of the projected manpower against the actual manpower

** As percentage increase / decrease of the projected manpower as compared with the previous year

As percentage of increase/decrease in projected manpower as against 2013.

Projection on Additional Training Requirements

49. Based on the LMA forecast of manpower growth and adopting the wastage rates of 2% and 7% for the managerial/professional and craft/operative level respectively, the Training Board projected the additional manpower requirements of the industry for 2014 as follows:

Projected Additional Training Requirements for 2014

<u>Job Levels (% of all levels)</u>	<u>No. of Employees (2013)</u>	<u>Annual Wastage (2% / 7%) (A)</u>	<u>Forecast Manpower Growth (B)</u>	<u>Estimated Additional Annual Requirements (A) + (B)</u>
		<u>(A) = 2%</u>		
Managerial / Professional (4.8%)	8 815	177	979	1 156
Supervisory (19.8%)	36 169	724	4 015	4 739
		<u>(A) = 7%</u>		
Craft / Operative (74.2%)	135 304	9 471	15 019	24 490
Administrative and Others (1.2%)	2 137	150	237	387
Total	182 425	10 522	20 250	30 772

Recommendations

50. The recommendations of the Training Board are as follows:-

- a) As the hospitality and gaming projects continue to expand in Macau and in the neighbouring areas, the competition for qualified staff, especially from the supervisory to managerial levels, will intensify in years to come. Added to this is the increasing demand locally for well-trained staff at the operative and supervisory levels. The Training Board considers that increased provisions for further expansion and upgrading of training facilities and capacity growth will be essential to cope with the latest trends of industry development, and to meet the requirements of the long term manpower demand. The HKSAR Government should continue to channel more resources into the provision of vocational education and training to assist existing staff and new entrants to acquire new skills and knowledge for bolstering quality service standards. From a macro perspective, the development of human capital is always one of the key requirements when fostering the preconditions for sustainable economic development. The Training Board supports the HKSAR Government to be the key player in working closely with professional training institutions to fund, design, promote and implement education, training and retraining programmes that provide a favourable environment for continuous manpower development for the industry.
- b) In view of the changes in the education system and the demographic structure in Hong Kong, the Training Board anticipates that there will be a continuous shortage of qualified manpower with specific attributes in vocational skills, language capabilities and the necessary aptitude and attitude to participate in the catering industry. The Training Board believes that catering education and training institutions, must increase their intake of students and trainees. The HKSAR Government is urged to continuously provide appropriate resources to extend the reach to target students for ensuring a consistent and sufficient provision of trained manpower to support the industry. The Training Board believes that other than marketing and promotional efforts, by enhancing the breadth and depth of educational and vocational training programs addressing to the needs and requirements of the industry, and in meeting the higher expectations of the public and the new generations in education qualifications, it would eventually attract a pool of new entrants to join the industry.
- c) The Training Board is of the view that the catering industry is evolving fast with international influences. Members of the management team should be well equipped with the latest development and trends in industry knowledge for strategic planning and steering the organisation ahead. It is essential that managerial and professional level grade staff should not be complacent with their qualifications and experience, but should engage themselves in continuous upgrading and training as a lifelong development plan. These can be actualised through participating in part-time managerial or supervisory level training and upgrading courses, relevant skills demonstrations, workshops, seminars and conferences offered by reputable and accredited education and training institutions locally or overseas. In addition,

workplace organised training and educational programmes, industry job rotations, industrial attachments or partaking in international educational visits with worthwhile learning outcomes are efficient ways in capturing practical and up-to-date knowledge and skills. To update and enhance their industry knowledge on the latest best practices in the local and international catering industry, staff members should also be encouraged to participate in skills competitions, trade tests, and/or talks provided by industry experts that are organized by reputable training and educational institutions.

- d) To prepare the next generation of catering industry managers and supervisors, the Training Board indicates that the current supervisory and operational level workforce should be encouraged and supported to participate in further training and education activities for upgrading their technical, supervisory and management skills. These would not only assist the career advancement opportunities of staff members and beneficial to the service quality of the catering establishment, but from the macro perspective it would also encourage an ethos of lifelong learning and development within the industry to prepare for fast-paced changes and intense competition.
- e) The Training Board believes that despite heavy workload and lack of operational staff at the current moment, the sustainability and healthy development of the catering industry are highly dependent upon the professionalism of staff at all levels of the catering establishment. As the craft and operative level workers are engaged in the daily operations of the catering organisation, training and refresher training opportunities to ensure the competence of their required skill sets should be provided to this level of new and existing employees. Particularly in the current situation where there is an increasing number of part-time operational employees hired in the industry, supervisors and managers should be well-versed with leadership and team building skills to effectively motivate them in extending quality service and products. A well-planned and interesting range of specific operative skills training should be offered flexibly depending on the daily manpower schedule. These should focus upon any shortfalls in practical skills knowledge within the organisation, hygiene knowledge, upgraded levels of language and customer relations skills to meet the changing customer mix predicted to be found in the Hong Kong catering market. The training objective is to gradually convert the entire workforce into a more versatile and multi-skilled workforce that can be highly adaptable to changes in the evolving environment.
- f) The Training Board suggests employers to consider engaging the commitment of their employees when considering skills shortfall and manpower training and development needs. In so doing, it will assist in promoting career and succession planning within the organisation and instill team spirit. Spending an appropriate amount of time in communicating with and listening to the needs of the employees help to ease their work pressure under any manpower shortage environment and may enlighten management in areas that are usually encountered by only the operative level staff.
- g) The Training Board noted that the structural changes in the family units, the phenomenon of socially isolating IT usage behaviour and the implications of

education reform might have affected the overall all-rounded attributes and abilities of the younger generations in Hong Kong in recent years. It is imperative to craft a mindset of service attitude and to cultivate a positive and courteous attitude in facing the challenging characteristics of the catering industry. Course providers should therefore continue to enhance their training curriculum on the development of soft skills including interpersonal skills, problem-solving skills, analytical and management thinking programmes. The Training Board encourages course providers to embed sufficient practical training in a real-life environment with face to face customer handling opportunities in training programmes to prepare new entrants with the necessary skill sets as required by the industry.

- h) Because of the demographic shifts in the population in Hong Kong and the projected ageing of the population, the Training Board recommends vocational training programmes to include adult re-training to meet the projected manpower needs of the future.
- i) With several major infrastructure projects, now under construction or nearing completion, like the cruise terminal, the express train West Kowloon Station and the Hong Kong-Zhuhai-Macau Bridge, together with the planning for the extension of the Hong Kong International Airport runway system being well underway, there will be an influx of visitors from the Mainland China and other regions of the world. The Training Board is of the opinion that there is a continuous need to upgrade the standards of Putonghua and English language skills, other Chinese dialects and languages of increasing tourist arrivals, for the customer focused staff of the catering industry. A good understanding of the diversified cultural and religious backgrounds of these visitors will assist in the production, marketing and selling of the cuisines and enhance the overall dining experience.
- j) As Hong Kong is being more internationally marketed by the HKTb and in more languages than ever before, a greater diversity of visitor arrivals to Hong Kong is expected. The provision of appropriate quality and varieties of cuisines tailored for these diverse guests is gaining importance. The Training Board therefore supports the HKSAR Government's initiative to establish the International Culinary Institute (ICI) and related higher vocational education programmes for expanding this skill set in Hong Kong. The Training Board encourages the catering industry to focus on the acquisition of international culinary and catering knowledge. Training and education on areas such as international dietary requirements of world cuisines, food restrictions and allergies, health conscious and vegetarian diets as well as cuisines tailored for the ageing population. The Training Board encourages new entrants and in-service personnel to develop themselves in relevant international culinary arts programmes which have promising prospects in the years ahead.
- k) With growing concerns on the sources of the food and related health controversial issues, training on professional business ethics, environmental consciousness, social and global responsibilities as well as relevant food science, safety and nutrition contents, should also be strengthened in training programmes and continuously be promoted to the industry. These programmes will foster positive and constructive skills development within

the catering industry for meeting the current and future demands and international standards.

- l) The Training Board notices the growth of industry related issues reported in the media and the wide array and popularity of television programmes with food, cooking, chefs and restaurants in recent years. The Training Board also understands the importance of managing the social media network for business opportunities. To improve the professional image of the catering industry, which in turn will encourage the younger generation to join the industry, the Training Board recommends the embedding of training on ways to use and manage media interactions in training programmes.
- m) With the increasing use of information technology within the catering environment, the Training Board encourages an expansion of training and education on technological applications such as tablet menus, digital wine lists, digital display boards, QR code usage (Quick Response codes), as well as on-line purchases and other mobile applications and phone facilitated systems. In synchronising the pace of industry trends and developments internationally, the overall professionalism of the local catering industry will be improved. The Training Board recommends continuous training in these areas in existing and new courses at entry, supervisory and management levels.
- n) In view of the increased wine consumption and wine pairing culinary trends in Hong Kong, the Training Board encourages further training opportunities for new entrants and in-service personnel in this area. Comprehensive wine education, wine and food pairing, professional sommelier training, as well as bartending training will assist in improving the competencies of the catering industry, and to prepare for its future manpower demands. In association with this greater wine knowledge, the Training Board also encourages the uptake of coffee and tea culture and barista training, which will enhance the industry professionalism and elevate the overall dining experience by the customers.
- o) Having regard to the future growth of the MICE and cruise businesses in Hong Kong, it is recommended by the Training Board to continue to support related professional training areas of catering events operations, MICE and cruise catering management and cruise culinary training etc. as the demand for professionals in this area is expected to grow in Hong Kong.
- p) The Training Board supports the Skills Upgrading Scheme (SUS) Plus for the catering industry. Both employers and employees should make use of the Continuing Education Fund and various government funded training programme for further skills enhancement.
- q) The Training Board will continue to support conferences and experience-sharing seminars for practitioners in the industry and would encourage local hosting organisations to intensify the provision of these conferences and experience-sharing seminars in Hong Kong.

SECTION I

INTRODUCTION

The Training Board

1.1 The Hotel, Catering and Tourism Training Board of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the hospitality industry and recommending to the VTC the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board and its Working Party on the 2013 Catering Industry Manpower Survey are given in Appendix 1 - 3.

The Manpower Survey

1.2 In pursuance to its terms of reference, the Training Board conducted the manpower survey during the period from 15th October to 15th November 2013 to collect up-to-date manpower information on the principal jobs of the catering industry and the field work and follow-up cases were completed in February 2014. The Survey was carried out with the assistance of the Census and Statistics Department. A Manpower Survey Report was published in September 2014 by the Training Board.

1.3 The Training Board conducted this manpower survey with the following objectives:

- (i) To assess the manpower and training needs of principal jobs of the catering industry;
- (ii) To forecast the manpower growth of the catering industry; and
- (iii) To recommend measures to meet the manpower demand and training needs at the various job levels.

Method of Survey

1.4 The fieldwork took place from 15th October to 15th November 2013 with follow-up cases completed in February 2014.

1.5 Questionnaires with explanatory notes and job descriptions were sent to the selected catering establishments two weeks before the survey.

Scope of the Survey

1.6 The main survey adopts a mixed approach in deciding the sampling frame, making use of the Hong Kong Standard Industrial Classification (HSIC) and other means. The HSIC Scheme is managed by the Census and Statistics Department (C & SD). It groups establishments in Hong Kong of similar business nature into specific branches. It was possible with the aid of HSIC for the survey to select samples from the six branches within the catering industry as follows:

Branch 1 – Chinese Restaurants
(HSIC 561109 – 561111)
220 establishments

Branch 2 – Restaurants other than Chinese
(HSIC 561101, 561103 – 561108 and 561199)
165 establishments

Branch 3 – Fast Food Shops
(HSIC 561200)
133 establishments

Branch 4 – Beverage Serving Places
(HSIC 563100 – 563900)
78 establishments

Branch 5 – Event Catering and Other Meal / Food Service Activities
(HSIC 561901 – 561903, 562000)
82 establishments

Branch 6 – Supplementary Samples
36 establishments

1.7 The main survey had covered all the six branches within the catering industry and a stratified random sampling method was adopted to select samples. Data collected were grossed up statistically where applicable to give an overall picture of the manpower situation of these branches.

1.8 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by September 2014;
- (iii) the number of existing vacancies;
- (iv) the average age range of craft/operative staff;
- (v) the number of employees under training;
- (vi) the number of new recruits who are fresh graduates of Catering and Hospitality programs without Catering Industry experience in the past 12 months;
- (vii) the preferred years of catering industry experience before occupying the post;
- (viii) the average monthly income of employees; and
- (ix) employers' views on the preferred education qualifications, training mode, training period of employees by principal job levels.

1.9 A total of 714 samples out of 15 588 establishments were initially selected to be surveyed in the specified six-branch frame. Please refer to Appendix 4 for the analysis of result of enumeration of the survey.

1.10 In addition, the following information on part-time staff was also included in the survey:

- (i) the number of part-time employees at the time of the survey; and
- (ii) the average income of part-time employees by monthly, daily or hourly rate.

Analysis of the Response

1.11 Out of the 714 establishments surveyed, 585 completed and returned the questionnaires and there were 12 refusal cases. Taking into account the remaining 58 establishments that had either closed, moved or temporary ceased operation, the effective response rate was 98%.

Manpower Assessment Procedure

- 1.12 The method of assessment consists essentially of the following steps:
- (i) collect up-to-date information on manpower situation by branch and by major job level;
 - (ii) analyse the survey data; and
 - (iii) project the manpower supply and demand of the catering industry by branch.

Definition of Employees

1.13 “Employees” refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment.

1.14 “Part-time” employees may be employed on an hourly (or per job), daily, or monthly basis.

Presentation of Findings

1.15 A summary of the survey findings is presented in Section II. The Training Board’s conclusions are set out in Section III and its recommendations in Section IV.

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Persons Employed

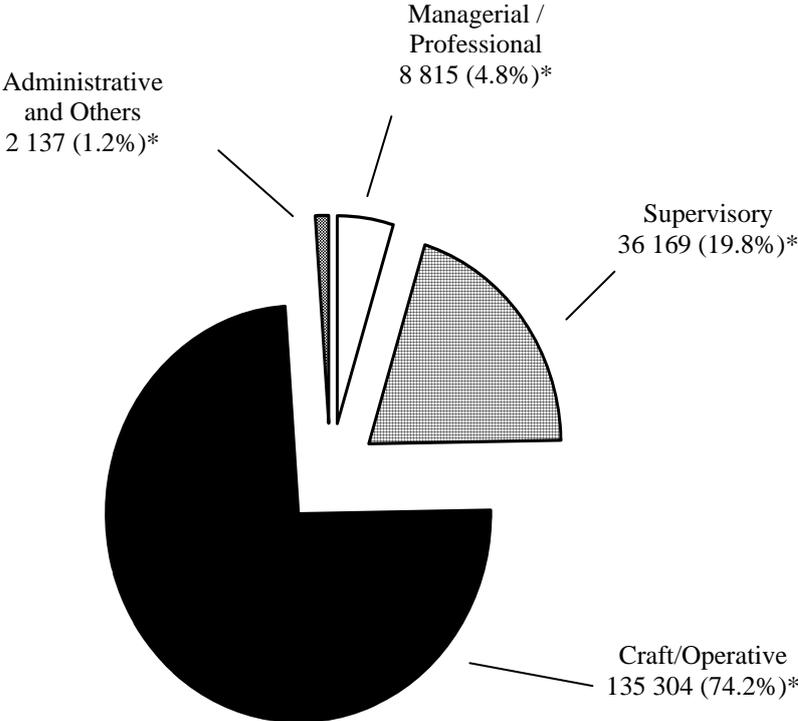
2.1 The survey reveals that in September 2013, a total of 182 425 persons were employed in the catering industry in Hong Kong as compared to 182 721 in 2011, representing a slight decrease of 296 (0.2%). Their distribution by job level is as follows:

Table 2.1: Distribution of Employees by Job Level

<u>Job Level</u>	<u>Number of Employees</u>	<u>Percentage of Total Number Employed (%)</u>
Managerial / Professional	8 815	4.8%
Supervisory	36 169	19.8%
Craft / Operative	135 304	74.2%
Administrative and Others	2 137	1.2%
Total	182 425	100%

Figure 2.1: Distribution of Employees by Job Level

Total no. employed : 182 425

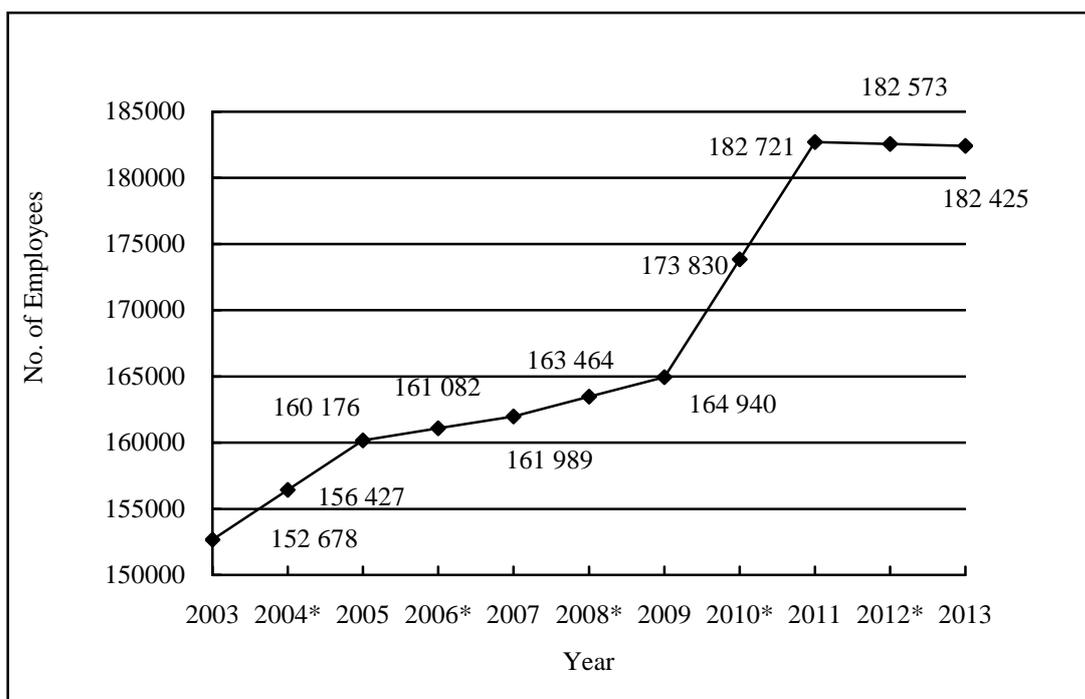


(*) As percentage of the total number of employees in the catering industry

Trend of the Number of Employees

2.2 Tables 2.2 (a) and (b) present a comparison on the trend of the number of employees in recent years.

Table 2.2 (a): Trend of Manpower 2003 – 2013



Source: Data obtained from the Manpower Survey Reports on Catering Industry in 2003-2013

Table 2.2 (b): Trend of the Number of Employees by Job Levels (2003 – 2013)

Year	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
2003	5 047	31 092	107 270	9 269	152 678
2004*	4 770	27 505	118 332	5 820	156 427
2005	4 492	23 918	129 395	2 371	160 176
2006*	4 566	25 393	128 865	2 259	161 082
2007	4 641	26 868	128 334	2 146	161 989
2008*	5 190	28 052	128 450	1 772	163 464
2009	5 740	29 237	128 566	1 397	164 940
2010*	6 518	31 504	134 156	1 652	173 830
2011	7 297	33 771	139 746	1 907	182 721
2012*	8 056	34 970	137 525	2 022	182 573
2013	8 815	36 169	135 304	2 137	182 425

* Computed by interpolation

2.3 The distribution of employees by job levels and by branches/sectors was as follows:

Table 2.3: Distribution of Employees by Branch by Job Level

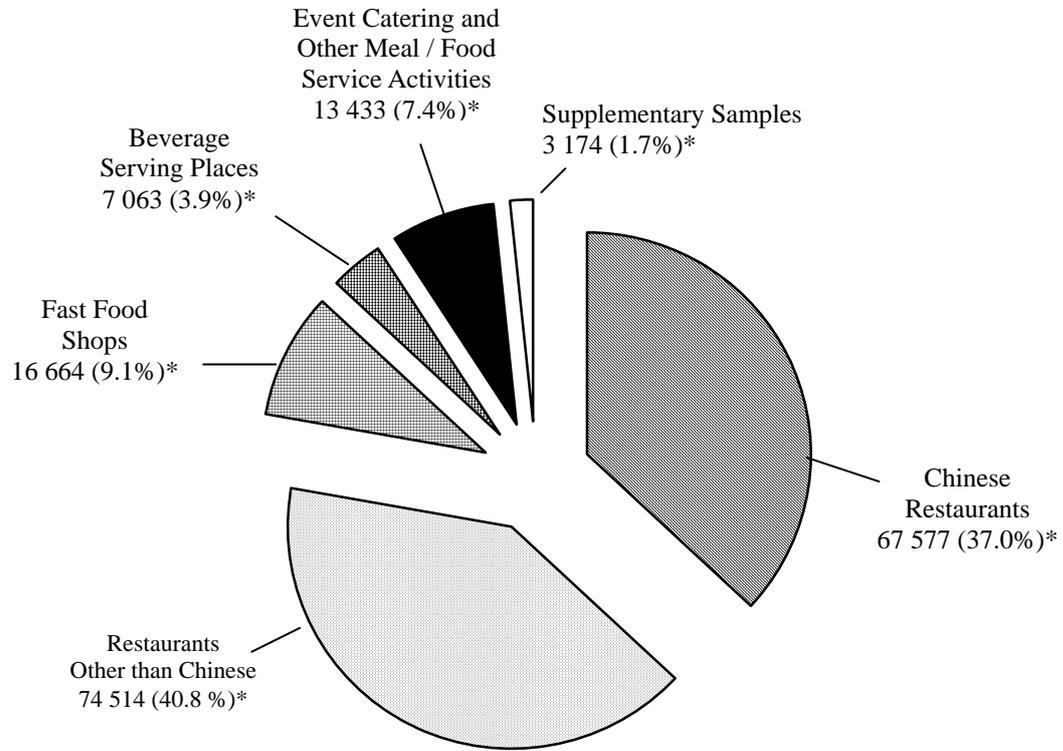
<u>Job Level</u>	<u>Number of Persons Employed</u>						<u>Total</u>
	<u>Chinese Restaurants</u>	<u>Restaurants Other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	
Managerial / Professional	3 382	2 751	1 196	382	798	306	8 815 (4.8)*
Supervisory	19 724	9 251	3 748	1 401	1 039	1 006	36 169 (19.8)
Craft / Operative	43 145	62 134	11 684	5 271	11 309	1 761	135 304 (74.2)
Administrative and Others	1 326	378	36	9	287	101	2 137 (1.2)
Total	67 577	74 514	16 664	7 063	13 433	3 174	182 425 (100.0)
(%)**	(37.0)	(40.8)	(9.1)	(3.9)	(7.4)	(1.7)	(100.0)

(*) As percentage of the total number employed in the catering industry

(**) As percentage of the total number employed by branch

Figure 2.3: Distribution of Employees by Branch

Total no. employed : 182 425



(*) As percentage of the total number of employees in the catering industry

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 8 387 vacancies, or 4.6% of the existing 182 425 posts. The job level with most vacancies was in the craft/operative level (7 810) followed by supervisory level (478), managerial/professional level (91), and administrative and others level (8). Details on number of vacancies by job level and by principal jobs are presented in Table 2.4 and Figure 2.4.

Table 2.4: Distribution of Existing Vacancies by Branch by Job Level

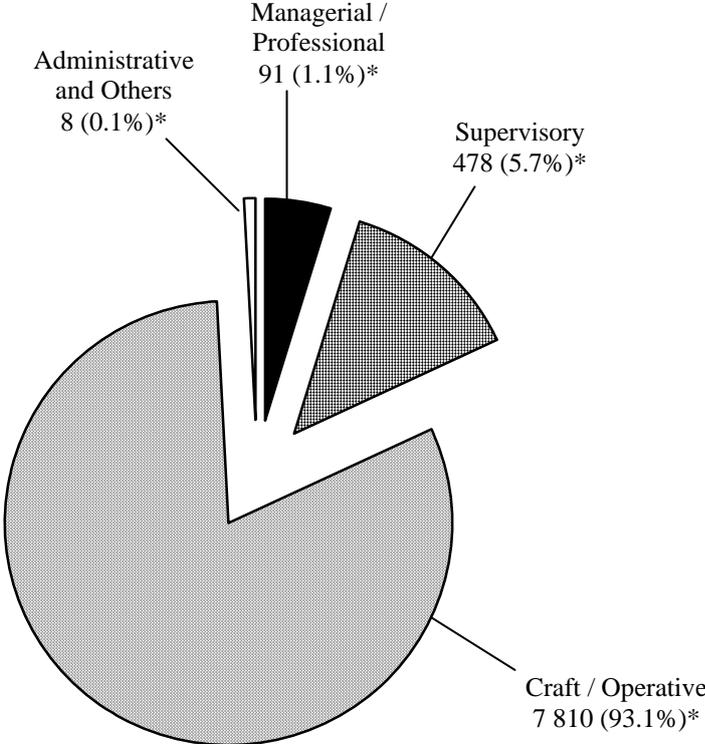
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants Other Than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	<u>Total</u>	<u>% of Employees Employed at Same Job Level</u>	<u>% of Total No. of Vacancies by Job Level</u>
Managerial / Professional	-	55	-	-	36	-	91	1%	1.1%
Supervisory	308	23	-	67	74	6	478	1.3%	5.7%
Craft / Operative	2 525	3 764	188	452	829	52	7 810	5.8%	93.1%
Administrative and others	2	5	-	-	-	1	8	0.4%	0.1%
Total	2 835	3 847	188	519	939	59	8 387	(4.6%)*	100.0%
(%)**	(33.8%)	(45.9%)	(2.2%)	(6.2%)	(11.2%)	(0.7%)	(100%)		

(*) As percentage of the total number employed in the catering industry

(**) As percentage of total number of vacancies by branch

Figure 2.4: Distribution of Existing Vacancies by Job Level

Total no. of vacancies : 8 387



(*) As percentage of the total number of vacancies

2.5 The survey findings indicated that there were 140 trainees/apprentices in the catering industry in September 2013. The distribution by job level is given below:

Table 2.5: Distribution of Number of Trainees/Apprentices by Branch and by Job Level

<u>Branch/Job Level</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)*</u>
Chinese Restaurants	-	-	-	-	-
Restaurants other than Chinese	-	-	34	-	34 (24.3%)
Fast Food Shops	-	106	-	-	106 (75.7%)
Beverage Serving Places	-	-	-	-	-
Event Catering and Other Meal / Food Service Activities	-	-	-	-	-
Supplementary Samples	-	-	-	-	-
Total	-	106	34	-	140 (100.0%)
(%)**	(0%)	(75.7%)	(24.3%)	(0%)	

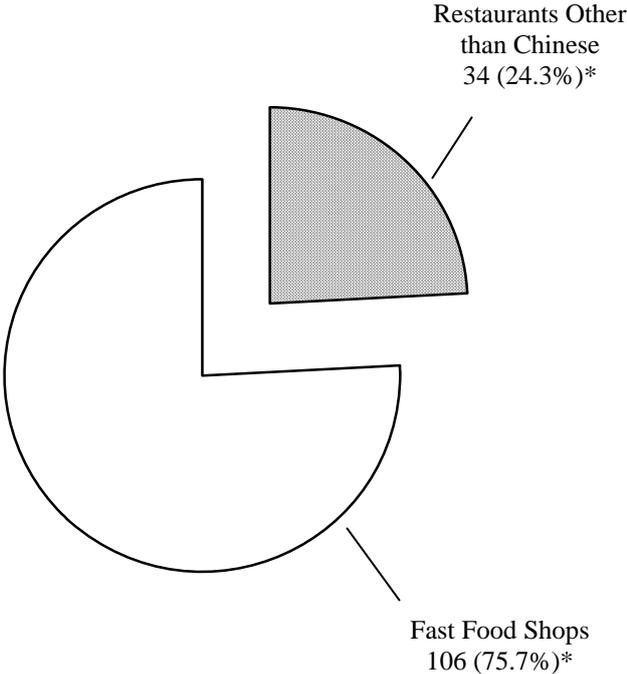
(*) As percentage of the total number of trainees/apprentices by branch

(**) As percentage of the total number of trainees/apprentices by job level

2.6 The distribution of number of trainees/apprentices in the major branches of the catering industry is given in Figure 2.6 below:

Figure 2.6: Distribution of Number of Trainees/Apprentices by Branch

Total number of trainees/apprentices : 140



(*) As percentage of the total number of trainees/apprentices by branch

Employers’ Forecast Manpower Demand in September 2014

2.7 Employers forecasted that there would be a total of 190 678 employees by September 2014, an increase of 4.5% over the number employed in September 2013. The employers’ 12-month forecast of manpower by branch by job level is presented in Table 2.7.

Table 2.7: Employers' Manpower Forecast by Branch by Job Level

<u>Job Level</u>	Actual Manpower Sep. 2013 (A)	Chinese Restaurants	Restaurants Other than Chinese	Fast Food Shops	Beverage Serving Places	Event Catering and Other Meal / Food Service Activities	Supplementary Samples	Forecast Additional Employees for Sep. 2014 (B) (%)*	Employer's Forecast Sep. 2014 (C)=(A)+(B)
Managerial / Professional	8 815	0	55	0	0	36	0	+91 (+1.1%)	8 906
Supervisory	36 169	308	28	21	67	74	6	+504 (+6.1%)	36 673
Craft / Operative	135 304	2 511	3 614	188	452	829	52	+7 646 (+92.6%)	142 950
Administrative and Others	2 137	2	9	-	-	-	1	+12 (+0.1%)	2 149
Total	182 425	2 821	3 706	209	519	939	59	8 253 (100%)*	190 678
	(%)**	(34.2)	(44.9)	(2.5)	(6.3)	(11.4)	(0.7)	(100.0)	

(*) As percentage of the employers' total forecast number of additional employees by job level

(**) As percentage of the employers' total forecast number of additional employees by branch, there may be minor difference in the figures due to rounding off

2.8 The comparison between the forecast manpower demand and the total number of posts available in the catering industry by job level is given in Table 2.8 below:

Table 2.8: Forecast Manpower Demand by Job Level

<u>Job Level</u>	(A) No. of Employees in Sep. 2013	(B) No. of Vacancies in Sep. 2013	(C)=(A)+(B) Total No. of Posts in Sep. 2013	(D) Employers' Forecast Manpower for Sep. 2014	(E)=(D)-(C) Growth/ Reduction (%)**	(%)*
Managerial / Professional	8 815	91	8 906	8 906	0 (0.0)	(0.0)
Supervisory	36 169	478	36 647	36 673	+26 (+0.01)	(+0.07)
Craft / Operative	135 304	7 810	143 114	142 950	-164 (-0.09)	(-0.11)
Administrative and Others	2 137	8	2 145	2 149	+4 (+0.002)	(+0.19)
Total	182 425	8 387	190 812	190 678	-134 (-0.07)**	

(*) As percentage of posts at the same job level in September 2013

(**) As percentage of the total number of posts in the industry in September 2013

Internal Promotion in the Past 12 Months by Job Level

2.9 The Survey revealed that 953 employees (or 0.5% of the total number of employees) had been promoted from within the industry. Of the 953 employees, 292 (or 30.6%) were at the managerial/professional level, 661 (or 69.3%) were at the supervisory level. A summary of the promotion pattern is given in Table 2.9.

Table 2.9: Promotion Pattern by the Catering Industry by Branch / Job Levels

<u>Branch / Job Level</u>	<u>Number of Internal Promotions</u>	
	<u>From Supervisory to Managerial / Professional Level</u>	<u>From Craft / Operative to Supervisory Level</u>
Chinese Restaurants	25 (8.6%)*	172 (26%)*
Restaurants other than Chinese	100 (34.2%)	280 (42.3%)
Fast Food Shops	32 (11%)	32 (4.8%)
Beverage Serving Places	126 (43.2%)	158 (23.9%)
Event Catering and Other Meal / Food Service Activities	-	-
Supplementary Samples	9 (3%)	19 (2.9%)
Overall	292 (30.6%)**	661 (69.4%)**

(*) As percentage of the total number of internal promotion by level by branch

(**) As percentage of the total number of internal promotion in the industry, there may be difference in the figures due to rounding off

2.10 From Table 2.9, it was observed that there were more internal promotion prospects in the Restaurants other than Chinese and from craft/operative level to the supervisory level jobs.

Preferred Level of Education of Employees

2.11 Employers were asked to indicate the preferred levels of education for their employees. The two most preferred qualifications by job level were as follows:

Table 2.11: The Two Most Preferred Levels of Education of Employees

<u>Job Level</u>		<u>Two Most Preferred Qualifications (No. of Responses)</u>	<u>% of Total *</u>
Managerial / Professional	(1)	Secondary 5 – 7 (4 850)	55.0%
	(2)	Professional Diploma/Diploma or equivalent (761)	8.6%
Supervisory	(1)	Secondary 5 – 7 (11 971)	33.1%
	(2)	Secondary 3 – 4 (11 224)	31.0%
Craft / Operative	(1)	Secondary 3 – 4 (52 833)	39.0%
	(2)	Secondary 5 – 7 (22 746)	16.8%
Administrative and Others	(1)	Secondary 5 – 7 (1 425)	66.7%
	(2)	Advanced Certificate/Certificate or equivalent (158)	7.4%

(*) As percentage of the total number of employees by job level

Staff Turnover in the Past 12 Months

2.12 Employers reported that 40 826 employees (or 22.4% of the total number of employees in the catering industry) had left in the past 12 months. A summary of the findings is given in Table 2.12 below. The craft/operative level had the highest number of staff turnover 37 310 or 91.4% of the total number of staff who left in the last 12 months.

Table 2.12: Number of Employees Who Left in the Past 12 Months by Branch by Job Level

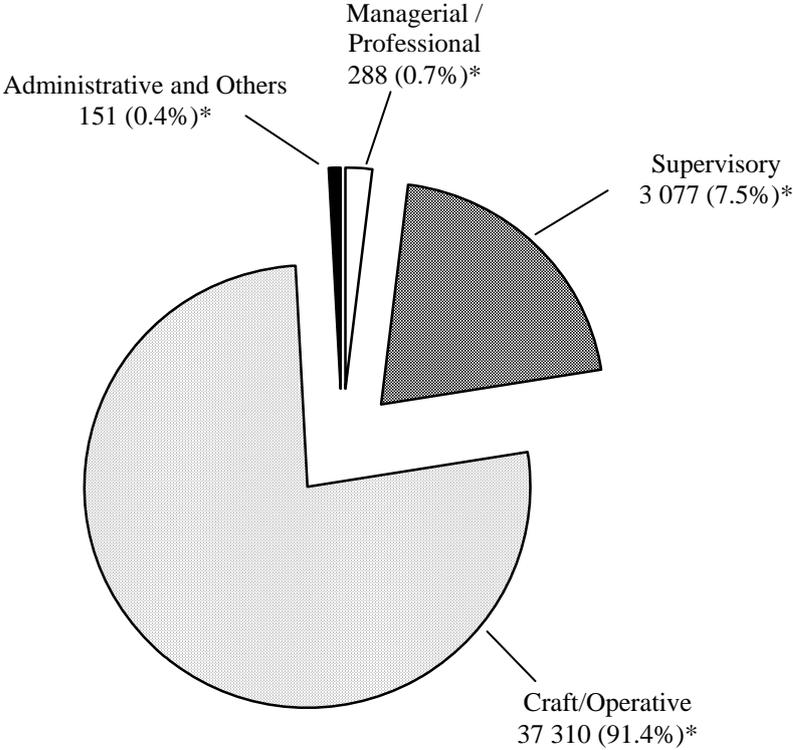
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	<u>Total (%)*</u>	<u>(%)**</u>
Managerial / Professional	81	53	87	16	36	15	288 (3.3)	(0.7)
Supervisory	1 373	1 193	370	51	50	40	3 077 (8.5)	(7.5)
Craft / Operative	11 478	19 440	2 293	1 120	2 804	175	37 310 (27.6)	(91.4)
Administrative and Others	55	-	-	-	91	5	151 (7.1)	(0.4)
Total (%)**	12 987 (31.8)	20 686 (50.7)	2 750 (6.7)	1 187 (2.9)	2 981 (7.3)	235 (0.6)	40 826 (100.0)**	(100.0)**

(*) As percentage of total employed at the same job level

(**) As percentage of the total number of employees who left in the past 12 months

2.13 The craft/operative level had the highest number of staff turnover, representing 37 310 or 27.6% of the 135 304 employed at this job level.

Figure 2.13: Distribution of Staff Turnover by Job Level



(*) As percentage of the total number of staff turnover

Income Distribution of Full-Time Employees

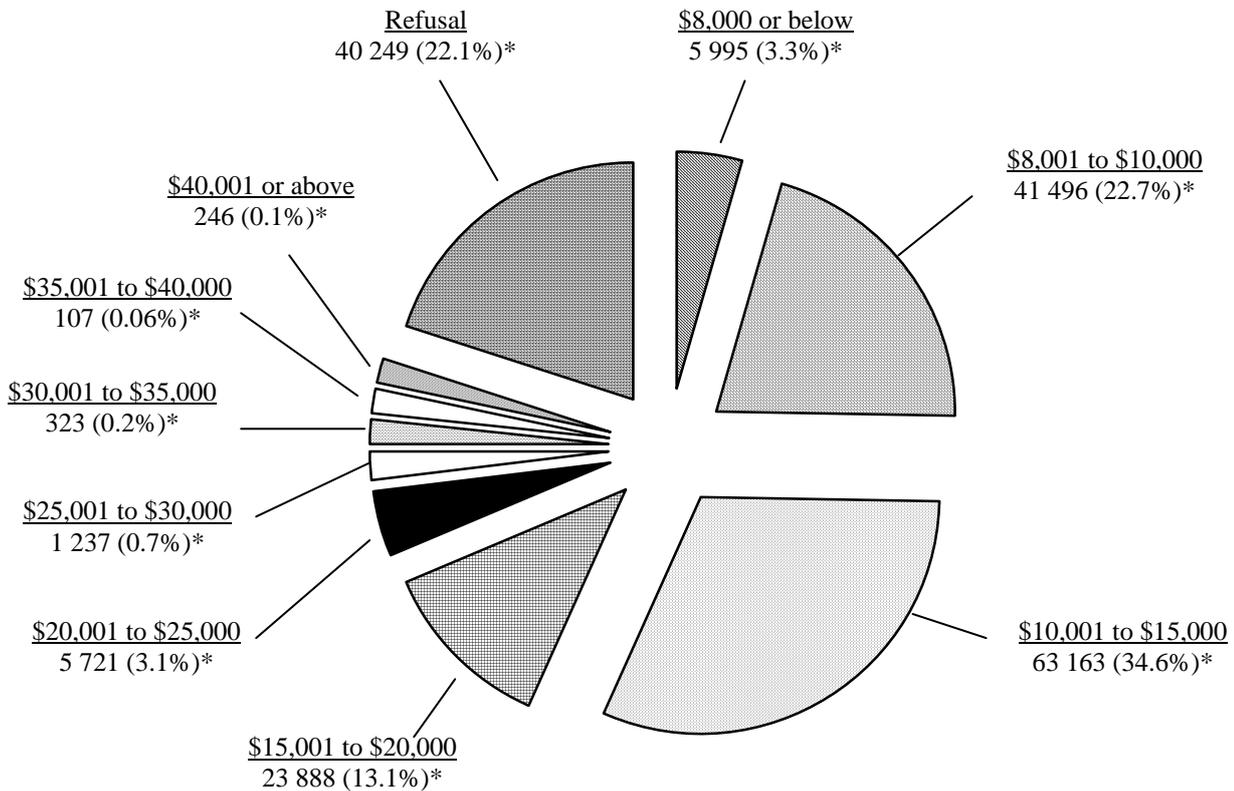
2.14 Employers were asked to provide data on the monthly income range of principal jobs in the catering industry. The figures in the table below present the distribution of income by job level.

Table 2.14: Number of Employees by Monthly Income Range

<u>Job Level</u>	\$8,000 or <u>below</u>	\$8,001 to <u>\$10,000</u>	\$10,001 to <u>\$15,000</u>	\$15,001 to <u>\$20,000</u>	\$20,001 to <u>\$25,000</u>	\$25,001 to <u>\$30,000</u>	\$30,001 to <u>\$35,000</u>	\$35,001 to <u>\$40,000</u>	\$40,001 or <u>above</u>	<u>Refusal</u>	<u>All</u>
Managerial / Professional	-	-	582	2 995	1 687	767	285	105	246	2 148	8 815
Supervisory	6	568	12 425	10 030	3 355	469	38	2	-	9 276	36 169
Craft / Operative	5 971	40 381	49 223	10 722	660	1	-	-	-	28 346	135 304
Administrative and Others	18	547	933	141	19	-	-	-	-	479	2 137
Total	5 995 (3.3)*	41 496 (22.7)	63 163 (34.6)	23 888 (13.1)	5 721 (3.1)	1 237 (0.7)	323 (0.2)	107 (0.06)	246 (0.1)	40 249 (22.1)	182 425 (100%)

(*) As percentage of the total number employed in the industry

Figure 2.14: Distribution of Full-Time Employees by Monthly Income Range



(*) As percentage of the total number of employees in the catering industry

2.15 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. Table 2.14 shows the income distribution by monthly income range. The majority of employees earned a total monthly income from \$15,001 to \$20,000 for managerial and professional level; \$10,001 to \$15,000 for supervisory as well as for craft / operative level, and administrative and others levels. Since this is not an income survey the information obtained is for cross-reference purpose only.

Income Distribution of Part-Time Employees

2.16 Tables 2.16 (a) – (c) present the demand and income distribution of part-time employees in September 2013 on a monthly, daily and hourly income range as reported by employers. The survey revealed that 57 413 part-time employees were employed by the catering industry in September 2013. It is noted that the majority of part-time employees are at average monthly income range of \$6,000 or below (54.5%), average daily income range of \$501 - \$600 (32.6%) and average hourly income range of \$30 - \$40 (79.8%).

Table 2.16 (a): Distribution of Part-Time Employees by Monthly Income Range

<u>Job Title</u>	<u>\$6,000 or below</u>	<u>\$6,001 – \$8,000</u>	<u>\$8,001 – \$10,000</u>	<u>\$10,001 – \$15,000</u>	<u>\$20,001 – \$25,000</u>	<u>All</u>
Managerial and Professional Level	-	-	-	-	5	5
Supervisory	44	-	-	8	-	52
Craft / Operative	498	399	51	20	-	968
Administrative and Others	59	18	-	-	-	77
Total (%)*	601 (54.5)	417 (37.8)	51 (4.6)	28 (2.5)	5 (0.5)	1 102 (100.0)

(*) As percentage of total part-time employees by monthly income range

Table 2.16 (b): Distribution of Part-Time Employees by Average Daily Income Range

<u>Job Title</u>	<u>\$101 – \$200</u>	<u>\$201 – \$300</u>	<u>\$301 – \$400</u>	<u>\$401 – \$500</u>	<u>\$501 – \$600</u>	<u>All</u>
Supervisory	-	-	-	-	44	44
Craft / Operative	17	416	614	246	582	1 875
Total (%)*	17 (0.9)	416 (21.7)	614 (32.0)	246 (12.8)	626 (32.6)	1 919 (100.0)

(*) As percentage of total part-time employees by average daily income range

Table 2.16 (c): Distribution of Part-Time Employees by Average Hourly Income Range

<u>Job Title</u>	<u>\$30 – \$40</u>	<u>\$41 – \$60</u>	<u>\$61 or above</u>	<u>All</u>
Supervisory	17	28	642	687
Craft / Operative	39 883	8 669	751	49 303
Total	39 900	8 697	1 393	49 990
(%)*	(79.8)	(17.4)	(2.8)	(100.0)

(*) As percentage of the total part-time employees by average hourly income range

New Recruits in the Past 12 Months

2.17 Employers reported that they had recruited 42 511 new employees in the past 12 months. The largest number of recruits was found in the craft/operative level, representing 38 203 or 89.9% of the total number of new recruits. The distribution of number of new recruits by branch and by job level is given in Table 2.17 and Figures 2.17(a) and (b) below:

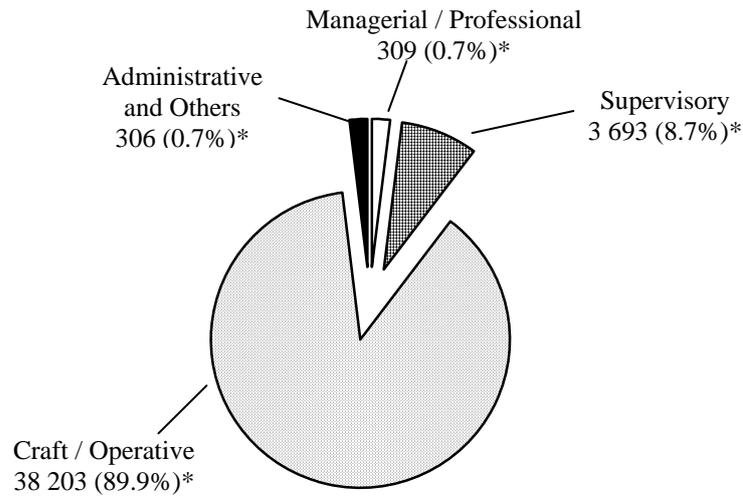
Table 2.17: Distribution of Number of New Recruits

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	185	1 748	11 354	82	13 369 (31.4)
Restaurants other than Chinese	6	1 319	20 443	150	21 918 (51.6)
Fast Food Shops	73	492	3 263	-	3 828 (9)
Beverage Serving Places	8	77	1 213	-	1 298 (3.1)
Event Catering and Other Meal / Food Service Activities	12	-	1 745	65	1 822 (4.3)
Supplementary Samples	25	57	185	9	276 (0.6)
Total	309	3 693	38 203	306	42 511 (100)**
(%)*	(0.7)	(8.7)	(89.9)	(0.7)	(100.0)*

(*) As percentage of the total number of new recruits by job level in the past 12 months in the catering industry

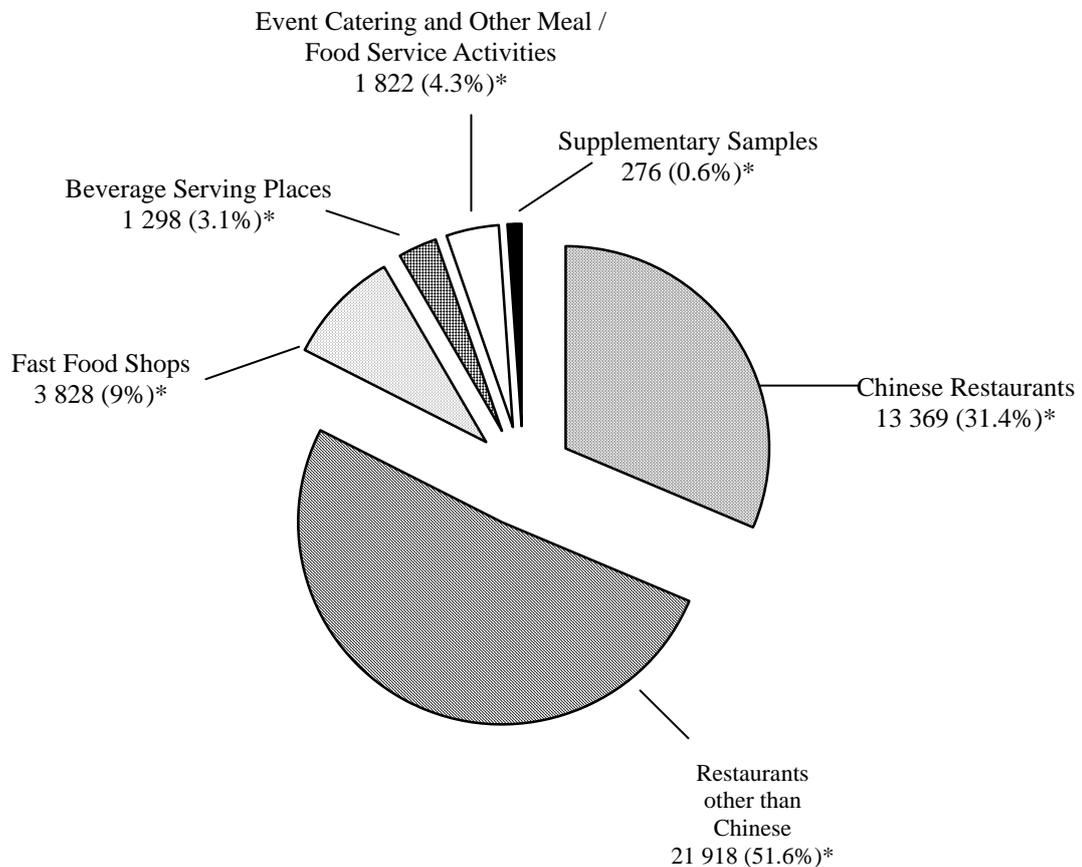
(**) As percentage of the total number of new recruits by branch in the past 12 months in the catering industry

Figure 2.17(a): Distribution of Number of Recruits by Job Level



(*) As percentage of the number of recruits by job level

Figure 2.17(b): Distribution of Number of Recruits by Branch



(*) As percentage of number of recruits by branch

Number of New Recruits Without Catering Industry Experience

2.18 Employers reported that they had recruited 9 783 new employees without catering industry experience in the past 12 months. The majority of those recruits were in the craft/operative level (9 610) among which 6 005 (61.9%) were in the Restaurants other than Chinese. The distribution of the number of new recruits without catering industry experience in the past 12 months is given in Figures 2.18 (a) and (b) below. Employers also reported that there were 187 new recruits in the Craft/operative level who are fresh graduates of catering and hospitality programs in the past 12 months. The majority of new recruits who are fresh graduates of catering and hospitality programs are employed by Restaurants other than Chinese (89%) sector. The distribution of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months is given in Figure 2.18 (c) below.

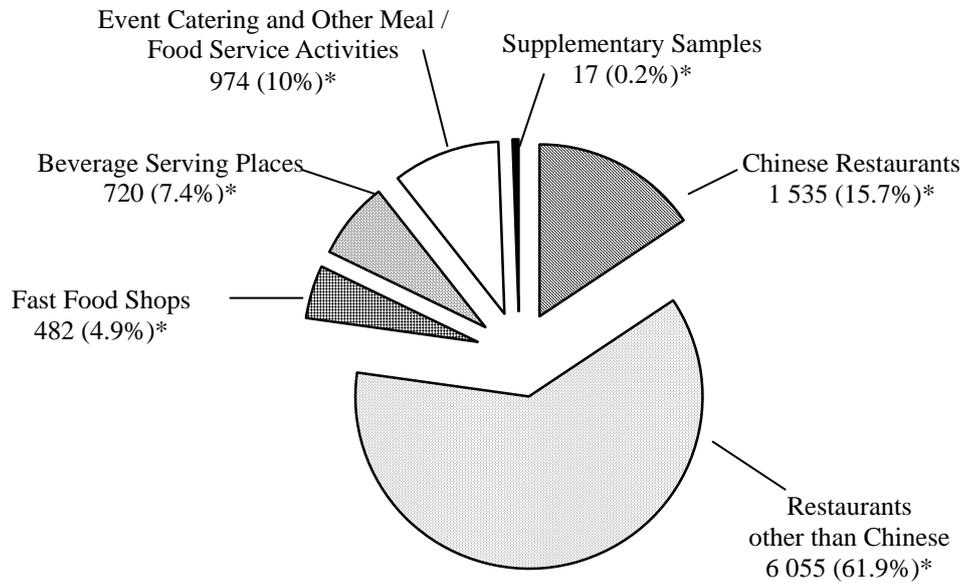
Table 2.18: Distribution of the Number of New Recruits Without Catering Industry Experience in the Past 12 Months by Branch and by Job Level

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	5	42	1 483	5	1 535 (15.7)
Restaurants other than Chinese	-	-	6 005	50	6 055 (61.9)
Fast Food Shops	-	-	482	-	482 (4.9)
Beverage Serving Places	-	-	720	-	720 (7.4)
Event Catering and Other Meal / Food Service Activities	-	-	909	65	974 (10)
Supplementary Samples (Clubs)	-	-	11	6	17 (0.2)
Total	5	42	9 610	126	9 783 (100)**
(%)*	(0.05)	(0.4)	(98.2)	(1.3)	(100.0)*

(*) As percentage of the total number of new recruits by job level without catering industry experience, there may be minor difference in the figure due to rounding off

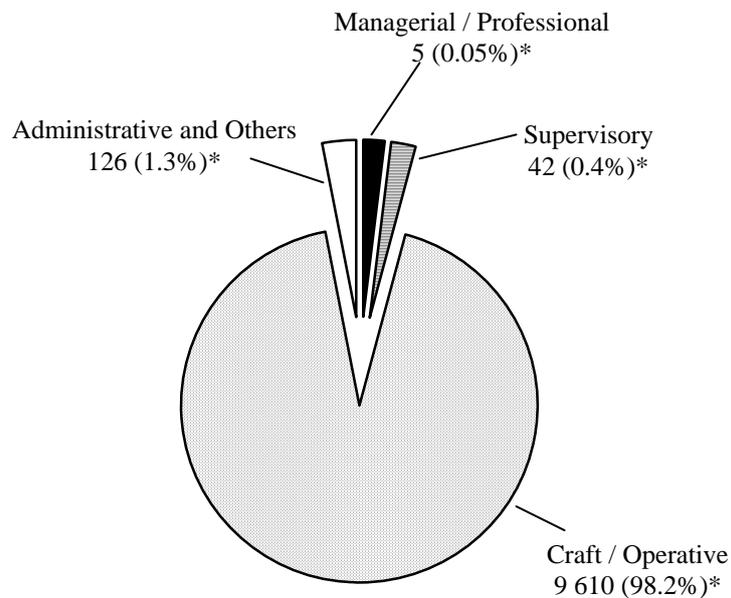
(**) As percentage of the total number of new recruits by branch without catering industry experience, there may be minor difference in the figure due to rounding off

Figure 2.18(a): Distribution of New Recruits Without Catering Industry Experience by Branch



(*) As percentage of new recruits without catering industry experience by branch

Figure 2.18(b): Distribution of New Recruits Without Catering Industry Experience by Job Level



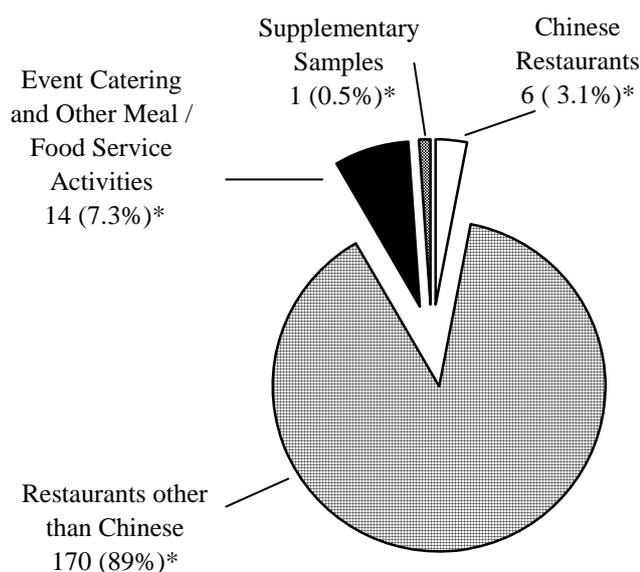
(*) As percentage of new recruits without catering industry experience by job level

Table 2.18(c): Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programs in the Past 12 Months

<u>Branch</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)</u>
Chinese Restaurants	2	4	6 (3.1)
Restaurants other than Chinese	170	-	170 (89)
Fast Food Shops	-	-	-
Beverage Serving Places	-	-	-
Event Catering and Other Meal / Food Service Activities	14	-	14 (7.3)
Supplementary Samples	1	-	1 (0.5)
Total (%)*	187	4	191 (100)*

(*) As percentage of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months

Figure 2.18(c): Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programs in the Past 12 Months

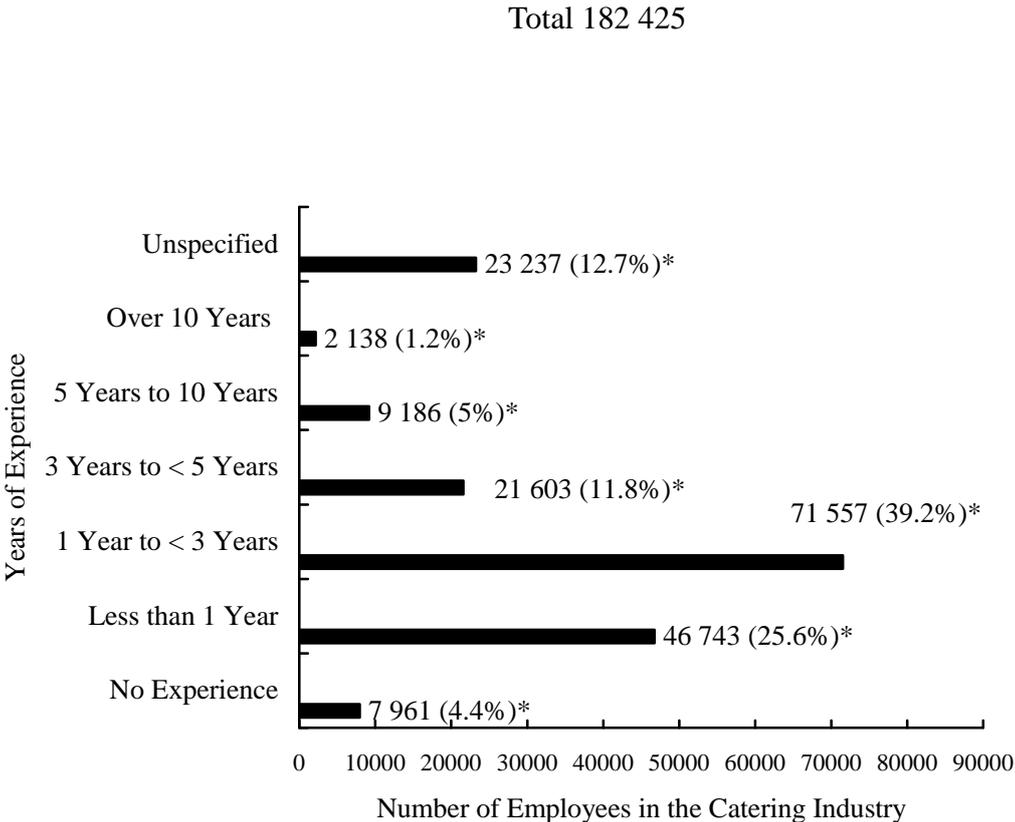


(*) As percentage of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months

Relevant Experience

2.19 The survey findings indicated that the preferred years of experience of the catering workforce to be between 1 - 3 years (71 557 or 39.2%) and less than 1 year (46 743 or 25.6%). Figure 2.19 presents an overall distribution of the number of employees with different years of catering experience before occupying the post by job level.

Figure 2.19: Preferred Years of Experience of Employees



(*) As percentage of the total number of employees in the catering industry, there may be minor difference in the figure due to rounding off

Internal Training for Employees

2.20 The analysis shown in Table 2.20 indicated that 74.3% of the employees received no internal training and 10.5% received less than 5 days of internal training:

Table 2.20: No. of Employees by Average Man-days Spent on Internal Training in 2013

Man-days	No. of Employees Involved / % of total *
Nil	135 632 / 74.3%
< 5 Days	19 126 / 10.5%
5 Days to less than 10 Days	666 / 0.4%
10 Days to 15 Days	271 / 0.1%
Over 15 Days	1 077 / 0.6%
Unspecified	25 653 / 14.1%
Total	182 425 / 100.0%

(*) There may be minor difference in the figure due to rounding off

2.21 The survey findings shown that 2.9% of the employers intended to purchase training from an outside training provider for their staff in the coming 12 months. For details please refer to Table 17 at Appendix 7.

Priority Accorded to Mode of Training by Employers

2.22 Employers rated seminar/workshop as the most preferred mode of training and evening as their least preferred mode of training. Details of the priorities are shown in Table 2.22.

Table 2.22: Priority Accorded to Mode of Training

Mode of Training	Priority	Number of Responses / % of total *
Part-time Day Release	1 st Priority	40 252 / 22.1%
	2 nd Priority	48 079 / 26.4%
	3 rd Priority	33 098 / 18.1%
	Unspecified	60 996 / 33.4%
	Total	182 425 / 100.0%
Evening	1 st Priority	15 887 / 8.7%
	2 nd Priority	45 060 / 24.7%
	3 rd Priority	60 482 / 33.2%
	Unspecified	60 996 / 33.4%
	Total	182 425 / 100.0%
Seminar/Workshop	1 st Priority	65 290 / 35.8%
	2 nd Priority	28 290 / 15.5%
	3 rd Priority	27 849 / 15.3%
	Unspecified	60 996 / 33.4%
	Total	182 425 / 100.0%

(*) There may be minor difference in the figure due to rounding off

Distribution of Full-time Employees and Part-time Staff by Branch

2.23 Employers reported that there was a total of 239 838 staff employed in 2013, which includes 182 425 full-time employees and 57 413 part-time staff. For details please refer to Table 21 at Appendix 7. It is noted that the number of overall part-time staff increased 7.9% from 2011 to 2013, with the Supplementary Samples sector showing a significant increase of 134%.

2.24 Employers were also asked about the distribution of employees by average age range at the craft/operative level. They reported that the average age range is between 41 to 49 years (25%) for employees at the craft/operative level.

SECTION III

CONCLUSIONS

Industry Outlook

3.1 Given the global economic situation is improving but remains vulnerable, there will be still some uncertainties with the world economic growth over the next year or so. As anticipated in the October 2013 World Economic Outlook, the global activity strengthened during the second half of 2013. Activity is expected to improve further in 2014 - 15, largely on account of the recovery in the advanced economies. Global growth is now projected to be slightly higher in 2014, at around 3.6%, rising to 3.9% in 2015. However the employment situation will continue to be challenging in Europe and in North America with other main uncertainties and risks being the remaining fragility in the banking system and the real economy in the euro area. Beyond the economic domain, geopolitical tensions in western Asia and elsewhere remain serious risks. (Sources: World Economic Situation and Prospects 2014 Report, United Nations, New York, 24 January 2014; World Economic Outlook (WEO), Update, 'Is The Tide Rising?', International Monetary Fund, January 2014.)

3.2 In Asia, Mainland China will remain the major growth engine with economic growth into the foreseeable future. Growth in Mainland China rebounded strongly in the second half of 2013, due largely to an acceleration in investment. This surge is expected to be temporary, in part because of policy measures aimed at slowing credit growth and raising the cost of capital. Growth is thus expected to moderate slightly to around 7.5% in 2014 - 15. Elsewhere in the region, Japan is looking at a growth forecast of 1.2% in 2014, India is quite weak with little growth prospects and in Indonesia, growth is expected to be slow, and most other ASEAN economies having growth are picking up. (Sources: World Economic Outlook, International Monetary Fund, January 21 and April 14, 2014; Asia and Pacific Economic Outlook: International Monetary Fund October 2013.)

3.3 The overall Hong Kong economy improved in 2013, with real Gross Domestic Product (GDP) expanding moderately by 2.9%. However the import demand from major advanced markets remained generally sluggish, held back by an uneven recovery in the United States and the still weak European economy. The U.S. Federal Reserve's earlier signal to scale back asset purchases and the controversy over the U.S. debt ceiling heightened global financial volatility and added to the uncertainty surrounding global economic prospects. Nevertheless, the Mainland China's economy stayed comparatively resilient and provided some cushion for Hong Kong. Unemployment rate for Hong Kong remained unchanged at a low level of 3.4% in 2013, still signifying full employment. The medium term prospects for the Hong Kong economy should remain bright, although the degree of uncertainty in the external environment would likely stay elevated. For 2014, the economy is forecast to grow by 3 - 4%. Local consumption demand and tourist spending will remain fairly resilient. There were also some red flags raised for concern for the future long term economic growth of Hong Kong, with issues such as population ageing and lack of skilled labour being sighted as possible future problems. Net migration into Hong Kong may be served as one of the main drivers for future population growth and this could mitigate some effects of the ageing population issue. (Sources: Third Quarter Economic Report, The

HKSAR Government, November 2013; First Quarter Economic Report, The HKSAR Government, May 2014; Half-yearly Economic Report, The HKSAR Government, August 2014; Economic and Trade Information on Hong Kong, Hong Kong Trade Development Council, 26 March 2014.)

3.4 Tourism is another mainstay of our economy, employing over 250 000 people and accounting for 4.7% of GDP. In 2013, there were over 54.3 million visitors to Hong Kong, an increase of 11.7% over 2012. Despite the gloomy global economic outlook, total spending associated with inbound tourism increased 15.7% to HK\$343 billion. Mainland China's robust economy is the driving force of economic growth in the region and underpins the Hong Kong economy. Inbound tourism will likely maintain rather notable growth, driven by the influx of visitors from the Mainland China which accounted for 75% of the total arrivals, an increase of 16.7% in 2013, and has contributed partly to stabilise the local economy and preserve employment. (Sources: Tourism Performance, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 10 April 2014; 2013 Economic Background and 2014 Prospects, The HKSAR Government, February 2014; The 2014-15 Budget – Budget Speech, The HKSAR Government, 26 February 2014; Economic and Trade Information on Hong Kong, Hong Kong Trade Development Council, 26 March 2014.)

3.5 The HKSAR Government and relevant tourism public bodies are working towards a broader mix of inbound tourists and in particular those segments with high spending power. The further expansion of inbound tourism should be conducive to the consumption market. Several major international events, including the Hong Kong Dragon Boat Carnival and the Hong Kong Open Championship (golf tournament), were sponsored by using the Mega Events Fund. The HKSAR Government will continue to sponsor more international mega events to be held in Hong Kong through the Fund, and use the existing mechanism to subsidise mega events hosted by local non-profit-making organisations to make Hong Kong a more interesting tourist destination. Local consumer sentiment should still be broadly supported by the favourable job and income conditions. Moreover, the latest Quarterly Business Tendency Survey showed that large enterprises remained largely positive about the near-term business outlook. This, coupled with the intensive infrastructure works and the boost from the package of measures as indicated in the 2013-14 Budget, would also render a solid support to the domestic economy. (Sources: Press Release, "Economic Situation in the Third Quarter of 2013 and Latest GDP and Price Forecasts for 2013", 15 November 2013; The 2013-14 Budget – Budget Speech; The 2014-15 Budget – Budget Speech; The HKSAR Government, 27 February 2013 and 26 February 2014 respectively; Economic Situation in the First Quarter of 2014, 16 May 2014.)

3.6 Energy and raw material prices remained stable, alongside a generally moderate increase in import prices of food. Domestic price pressures, however, were more notable. Inflation tapered subsequently following the decelerated rise in fresh-letting rentals since early 2013 and the average headline inflation rate for 2013 as a whole was 4.3%, while the underlying inflation rate was at 4%. As global economic growth and inflation are likely to stay modest, global food prices should hold steady by and large. Domestically, the uptrend of factor costs is tapering off. This coupled with the markedly slower rise in rentals for fresh-letting of flats and shops last year will help ease inflation pressure this year. It is forecasted that the headline inflation for 2014 will average 4.6% and underlying inflation at 3.7%. (Source: The 2014-15 Budget – Budget Speech, The HKSAR Government, 26 February 2014.)

3.7 For 2013 as a whole, the value of total receipts for the restaurants sector was provisionally estimated at HK\$97.0 billion, representing an increase of 3.5% in value but a decrease of 0.8% in volume compared with the whole year of 2012. Over the same period, the provisional value of total purchases by restaurants increased by 1.6% to HK\$33.7 billion. Analysed by type of restaurant and comparing the whole year of 2013 with the whole year of 2012, total receipts of Chinese restaurants decreased by 0.1% in value and 4.2% in volume. Total receipts of non-Chinese restaurants increased by 7.8% in value and 3.9% in volume. Total receipts of fast food shops increased by 4.3% in value but decreased by 0.3% in volume. Total receipts of miscellaneous eating and drinking places increased by 12.5% in value and 6.2% in volume. As for bars, total receipts increased by 1.4% in value but decreased by 3.0% in volume. (Source: Report on Quarterly Survey of Restaurant Receipts and Purchases, Census and Statistics Department (C & SD), The HKSAR Government, 4 February 2014.)

3.8 Industry personnel indicated that the reasons for the drop in total revenue of Chinese restaurants last year included anti-graft measures employed by the Mainland China Government and the non-auspicious year for marriages according to Chinese traditions. Although the overall consuming power in the catering field was stable in 2013, the restaurants had to increase their menu prices averaging at 5% to offset the increase in rental and labour costs. (Source: Tai Kung Pao, A03, 5 February 2014.)

3.9 The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; the number of general restaurant licenses increased from 8 354 in 2010 to 8 926 in 2013, representing an increase of 572 or 6.4%. Light refreshment restaurant licenses increased from 3 053 in 2010 to 3 155 in 2013, representing an increase of 102 or 3.2% over the last 4 years. The number of liquor licenses issued has equally increased, reaching a total of 5 975 in 2013 as compared to 5 291 in 2010. There were 449 Club liquor licenses in 2013 as compared to 491 in 2010. These represent a total increase of 684 or 11.4% for liquor licenses, while the club liquor licenses have decreased in total licenses issued by 42 or 9.3% over the last 4 years. (Source: Food and Environmental Hygiene Department website retrieved on 19 February 2014-
http://www.fehd.gov.hk/english/statistics/pleasant_environment/statistienh_2010_2013.html)

3.10 The three largest expenses for the restaurant industry (wage, rent and food), making up 90% of the average costs for restaurants, increased by 12% in 2013, and in 2014 it is expected to stabilise, with an estimated increase of 5%. Rent alone increased by an average of 20 - 30% in 2013, which previously was as high as 50%. The average selling price in 2013 increased by 10%, but it failed to offset the increases of the aforementioned three major expenses. The annual turnover of the restaurant sector was HK\$95 billion in 2013, although this was HK\$5 billion more than in 2012, it represented a relative increase of only 8% on average over last year once costs have been taken into account. Selling prices are estimated to increase by 10% in 2014. (Source: Wen Wei Po, 31 December 2013.)

3.11 Since the removal of all duty-related customs and administrative controls in February 2008, Hong Kong has further developed into a wine trading and distribution centre for the region, particularly the Mainland China. In 2013, imports of wine amounted to HK\$8 billion, a four-fold increase from 2007. In volume terms, Hong Kong imported some 50 million litres of wine in 2013, dropped marginally by 0.8% from 2012. During the first three months of 2014, wine imports in volume terms grew slightly by 1.8% year-on-year. Our motherland has emerged as the world's fastest-growing wine market and the world's fifth

largest wine-consuming nation. Hong Kong is the only place in the world that has entered into an agreement with the Mainland Chinese Government, allowing wine imports to go into Mainland China under CEPA and enhanced customs facilitation measures. This makes Hong Kong an unrivalled gateway to Mainland China, attracting industry players from around the world to launch or expand their business in Hong Kong. Being a duty-free port with good air connectivity and storage facilities, Hong Kong is regarded by Asian investors as the most cost-effective and convenient distribution hub to store their investment-grade wines for delivery to their markets on-demand. Hundreds of wine-related companies have expanded their business in Hong Kong, including retailers, traders, distributors, auction houses, storage business and wineries. With the increasing interest in wines and enhanced sophistication of wine consumers, more wineries and distributors will venture into Hong Kong for tapping business opportunities. For 2013 to 2017, it is forecast to grow 9% per annum in value terms and 4% per annum in volume terms. On-trade channels such as bars, restaurants and club houses account for 54% of total wine sales in value terms and 36% in volume terms in 2012. (Sources: Wine Industry in Hong Kong, Hong Kong Trade Development Council, 27 May 2014; PSCIT's speech at Gala Wine Dinner of Hong Kong International Wine & Spirits Fair 2013, Hong Kong Trade Development Council, 7 November 2013; Sing Tao Daily A18, 24 October 2013.) The HKSAR Government has been synchronising the strategies of various agencies in promoting wine trading and distributions. Key wine-related industry promotional events successfully held in 2013 and to be held in 2014/15 include:

- a) May 2013, HOFEX 2013 - The Fifteenth International Exhibition of Food & Drink, Hotel, Restaurant & Food Service Equipment, Supplies & Services. It attracted over 37 817 professional buyers and 1 900 international suppliers and distributors. The next HOFEX will be held from 6 – 9 May 2015 in Hong Kong. (Source: HOFEX, <http://www.hofex.com>)
- b) November 2013 - The Hong Kong Wine and Dine Festival, a four-day epicurean extravaganza with 299 booths, offered some 140 000 visitors another memorable feast, with the usual great wines from around the world, international and local culinary creations, wine culture events and superb live entertainment. The next Wine and Dine Festival will be held from 30 October to 2 November 2014. (Source: Discover Hong Kong, Hong Kong Trade Development Council website, <http://www.discoverhongkong.com/eng/see-do/events-festivals/highlight-events/wine-dine-festival.jsp#ixzz2tNxSSN8c>.)
- c) November 2013, the sixth HKTDC Hong Kong International Wine and Spirits Fair - The number of exhibitors increased to 1 005, attracting over 20 452 delegates. The seventh fair will be held from 6 – 8 November 2014. (Source: Hong Kong Trade Development Council, http://www.hktdc.com/fair/hkwinefair-en/s/2715-General_Information/HKTDC-Hong-Kong-International-Wine-and-Spirits-Fair/Fair-Details.html.)
- d) May 2014, Vinexpo Asia-Pacific - A major international wine exhibition, broke all records at its 6th show in Hong Kong. It attracted 1 300 trade exhibitors from 34 countries and 18 000 trade visitors. (Source: VINEXPO, <http://asiapacific.vinexpo.com/en/press/press-releases/vinexpo-asia-pacific-2014-hong-kong-set-new-exhibitor-trade-visitor-records/>)

3.12 Similar wine and dine festivals and activities will continue to be held for buttressing Hong Kong as a wine hub of the region.

3.13 In May 2012, Hong Kong and Germany signed a Declaration of Intent on Co-operation in Wine-related Businesses to consolidate Hong Kong's position as a world-class wine-trading hub. This is just one of a series of wine related Memorandum of Understanding that will focus on the further internationalising and professionalizing of the Hong Kong wine industry. (Source: Press Release, The HKSAR Government, <http://www.info.gov.hk/gia/general/201205/29/P201205290495.htm>, May 2012.)

3.14 The HKSAR Government is committed to developing Hong Kong into a leading regional cruise hub. Located at the former Kai Tak runway, the first berth of the Kai Tak Cruise Terminal started to receive cruise liners in June 2013. The second berth will be due for completion in 2014. The terminal will be able to accommodate the largest cruise ships in the world. Retail stores and restaurants at the Terminal are expected to open by phases from mid-2014 onwards. (Source: SCED's speaking notes on commerce, industry and tourism areas tabled at LegCo Finance Committee special meeting, Commerce and Economic Development Bureau, The HKSAR Government, 2 April 2014.)

3.15 To further enhance its facilities, Ocean Park will build an all-weather Water World at Tai Shue Wan. Additionally in the coming few years, Hong Kong Disneyland will launch a new night-time parade and put in place a themed area featuring "Marvel Heroes", the first of its kind in the world. Meanwhile, the two theme parks are actively pursuing new hotel projects to provide better complementary services for tourists. (Source: The 2013-2014 Budget – Budget Speech, The HKSAR Government, 27 February 2013.)

3.16 The local portion of the Hong Kong-Zhuhai-Macao Bridge project is scheduled for completion in 2016, to tie in with the opening of the main bridge. The western Pearl River Delta (PRD) will thereafter fall within a three-hour commute from Hong Kong. Upon completion, the Hong Kong section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link will become part of the national high-speed rail network. Travelling time between Hong Kong and the Mainland China will be shortened thus fostering closer economic ties and more visitor arrivals can be anticipated. (Source: The 2013-2014 Budget – Budget Speech, The HKSAR Government, 27 February 2013.)

3.17 The Airport Authority Hong Kong commenced an environmental impact assessment and other planning for a three-runway system, at the Hong Kong International Airport, which is expected to cope with air traffic demand up to at least 2030. It is estimated that the airport will reach its maximum capacity sometime between 2019 and 2022. Under a three-runway system, it will be able to accommodate 620,000 flight movements per year, meeting demand projections up to 2030. The HKSAR Government will decide on the development of the three-runway system when all relevant information is available. (Sources: The 2013-2014 Budget – Budget Speech, the HKSAR Government, 27 February 2013; Three-Runway System, Airport Authority Hong Kong, <http://www.threerunwaysystem.com/en>)

3.18 It can be anticipated that an increased inflow of international tourists and business travellers will require a corresponding increase of quality trained manpower to cater to the dining experience during their stay in Hong Kong.

3.19 Provision of the reinforced food label law on nutrition information of pre-packaged food in Hong Kong is in force to strengthen the importance of preventing consumers in suffering from unwanted allergic symptoms as some food ingredients can cause life-threatening anaphylactic effect. The increase in demand on relevant training on knowledge of allergens and catering practices for preventing adulteration of allergic ingredients is foreseeable with the increasing awareness in the local catering industry where thousands of local and foreign visitors patronise every day. (Sources: More criteria added to the food labelling law, Legibility of Nutrition Labels in Pre-packaged Food in Hong Kong, http://www.cfs.gov.hk/english/programme/programme_rafs/programme_rafs_n_01_16.html Centre for Food Safety, The HKSAR Government; Food allergies take high toll HK children, <http://www.scmp.com/news/hong-kong/article/1138176/food-allergies-take-high-toll-hong-kong-children>, South China Morning Post, 29 January 2013; Travelling with food allergies in China, <http://blog.chinatravel.net/eating-drinking/food-allergies-in-china.html>, Bamboo Compass, 1 November 2011.) In Hong Kong, we produce over 3,200 tons of food waste each day. The amount produced ends up in landfill which space is limited and therefore imposes a severe burden on the local environment. Control for food management not only saves business costs in the purchasing, preparation, cooking and serving process, it also helps to preserve the environment.

3.20 Technology trends may influence the catering industry when the market becomes more professional and internationalised. The local catering industry needs to be familiar with the latest industry related IT tools and trends developed overseas and locally. Industry personnel can plan for their future roll-out into the Hong Kong market if deemed beneficial to the management of the business. Newer influences include networked menu analysis tools, food and wine analysis programmes and customer database management programmes.

3.21 The use of automated food ordering systems is now common in Europe, North America and has limited roll-out in Hong Kong, but over time this ordering tool may be considered for wider use in Hong Kong. Digital menu boards and hand-held or counter-mounted menu display devices are now being more frequently utilised in restaurants and catering outlets around Hong Kong. Restaurant applications for smart phones and similar devices are becoming popular in the catering industry. These may allow for greater product exposure and a more in-depth guest experience which will be accepted by the general public if these have user-friendly guest interfaces. The frontline catering industry staff would gradually require more training on device usage for products selling, marketing and customer servicing.

3.22 It is noted that there is increasing popularity in using digital advertising and promotional devices in the local catering sector. Order screens have become a more frequently used tool in restaurants to drive customer spending decisions and promote brand differentials. The relevant technical and marketing knowledge and skills will be demanded for managerial and supervisory level staff as the catering industry adopts these practices more widely.

3.23 Digital reviews in the social media are increasingly becoming influential in driving the public to restaurant and catering establishments. Management increasingly needs to monitor and respond to comments on these platforms, to ensure that these increasingly important marketing portholes are listened to and are used to gauge customers' feedback and comments for improving the business. Interactions with "Food Bloggers" and mass sellers may also increase in the years ahead as the public further digitize their spending. Social

media interaction skills are also increasingly sought after by the catering industry in the Hong Kong market and may render a training need for the industry in the years to come.

3.24 The prevalence of distinct menus for people with reading difficulties is becoming more common in several overseas markets. These may include menus in braille or with large font print, which allow people with sight difficulties to participate independently in the restaurant experience. As further internationalisation of the Hong Kong catering market occurs, and with a greater understanding of anti-discrimination practices in Hong Kong, these extra tools may be considered for future roll-out in the Hong Kong catering market.

3.25 To keep abreast of international best practices and developments, it is imperative for the local catering industry to be further exposed to the international arena. In September 2013, the Vocational Training Council (VTC) and the Hong Kong Jockey Club (HKJC) signed a cooperation agreement to invite international renowned or Michelin Star Chefs to visit Hong Kong to demonstrate their skills to the local industry and the general public and in so doing, the VTC has assisted in consolidating Hong Kong's position as a "Gourmet Paradise" and enhancing Hong Kong's competitive edge in the region. Under the agreement, the VTC and the HKJC will invite world-class chefs for culinary cooking demonstrations, visiting the Hospitality Industry Training and Development Centre (HITDC) and the HKJC respectively. During these visits they will hold theme parties, presenting culinary specialties to the local catering industry and members of the public. (Source: Ta Kung Pao, B21, 27 September 2013.)

3.26 In November 2013, two teams composed of elite Hong Kong chefs won the championships of the prestigious Salon Culinaire Mondial at Basel, Switzerland and the International Young Chef Challenge in Korea. It is so far the best result Hong Kong has achieved at the international culinary platform. Nearly all the winning chefs are past students of the culinary programmes of the VTC. In mid-November 2013, the Hong Kong chef team joined the Dubai World Hospitality Championship and won two Silver medals. (Sources: President's Message, Hong Kong Chefs Association, February 2014; "HK relishes culinary capital status", www.news.gov.hk, The HKSAR Government, 23 February 2014.) The local catering industry has embarked on a new journey in assisting to elevate Hong Kong's position as the culinary capital of Asia.

3.27 The global economy has undergone significant changes in recent years and one of those is the growing importance of knowledge in all sectors of economies. Knowledge, as embodied in human capital and in technology, is now seen as a vital source of long-term economic growth. (Source: Hong Kong as a knowledge-based Economy, A Statistical Perspective, Census and Statistics Department, The HKSAR Government, 2013 Edition.) To strengthen Hong Kong's reputation as a Gourmet Paradise, we must keep up with the industry demand for professional catering and culinary employees proficient in meeting the international profile of visitors. Vocational education and training not only supports our economic development, it also helps our younger generations to pursue employment and lifelong development in line with their interests and aptitudes with valuable credentials, flexible articulation pathways and multiple entry and exit points.

3.28 To tie in with Hong Kong's manpower needs, and in order to fully capture and develop the innate potentials of the home-grown talents for the local catering industry, the HKSAR Government has launched a number of flagship projects with the VTC, the leading vocational education and training provider in Hong Kong. Within a short span of time from

year 2000, the Chinese Cuisine Training Institute has emerged as a centre of excellence in providing training and education in Chinese culinary arts recognized within the region and internationally. Riding on the success, a new flagship project, the International Culinary Institute (ICI), will start to provide training for students and in-service practitioners in Hong Kong aspiring to become professional culinary and catering personnel proficient in international cuisines, as well as food and wine pairing, sommelier training, etc. in phases starting in 2014. In so doing, the ICI will be instrumental in raising the competitiveness and long-term development of Hong Kong. (Source: Speech by the Chief Secretary for Administration, Mrs. Carrie Lam, at the Groundbreaking Ceremony of International Culinary Institute, The HKSAR Government, 25 February 2014.) In addition, it will help attract renowned chefs and other talents of the culinary profession from around the world, and promote the development of related sectors, such as tourism, catering and wine trading in Hong Kong.

Implications on Manpower

3.29 The labour market in Hong Kong was in a state of full employment in 2013. Total employment stained a notable growth of 2.3% in 2013 with job vacancies increased further to hit new heights. The overall unemployment rate was at 3.4% and underemployment rate was at 1.4%. The vibrant labour demand from a resilient domestic sector and thriving inbound tourism helped to absorb a 70% in labour supply during the third quarter of 2013 (when the fieldwork was conducted), comprising mainly fresh graduates and school leavers entering the labour market in the summer as well as job-seekers lured by the generally favourable job and income prospects. For the restaurant segment of the labour market as identified by the Minimum Wage Commission, the unemployment rate edged down by 0.1 percentage points to 3.1% in the third quarter of 2013, which was slightly lower than the corresponding rates before the implementation of the statutory minimum wage (SMW) in May 2011 and the upward adjustment in May 2013, reflecting the tight manpower condition in the industry. The seasonally adjusted unemployment rate edged down to 3.2% in the fourth quarter of 2013, with the underemployment rate also down to 1.4%. In tandem with the tight labour market conditions, wages and earnings rose further across many sectors during the year, with more notable increase in the lowest decile groups, thanks in part to the demand-supply conditions in the lower-skilled segment and an additional boost from the upward adjustment of the SMW in May 2013. (Sources: Third Quarter Economic Report, The HKSAR Government, November 2013; First Quarter Economic Report 2014, The HKSAR Government, May 2014; Half-yearly Economic Report, The HKSAR Government, August 2014; 2013 Economic Background and 2014 Prospects.)

3.30 The HKSAR Government accepted the Minimum Wage Commission's recommendation to increase the SMW rate to be adjusted from HK\$28 per hour to HK\$30 per hour which took effect on 1 May 2013. This, coupled with the rise in commercial rentals over the past year, may entail higher local business costs. That said, given the subdued economic growth, the risk of a sharp resurgence in inflation is not high. In 2013, the annual rate of increase of the Consumer Price Index (CPI) maintained at around 4%. Inflationary pressures are likely to be contained in 2014 as imported inflation is expected to stay subdued, while local rental cost pressures will also likely recede. Nevertheless, the risks arising from possible swings in global food and commodity prices spurred by ample global liquidity linger. For reference, the overall, underlying CPI is forecast to increase by 3.7% for 2014 as a whole, slightly lower than the average of 4.0% in 2013. (Sources:

Half-yearly Economic Report 2013, The HKSAR Government, August 2013; 2013 Economic Background and 2014 Prospects, The HKSAR Government, February 2014; Hong Kong's Recent Economic Situation and Near-term Outlook "CB(1)290/13-13(03), The HKSAR Government, 25 November 2013.)

3.31 As Hong Kong's economy is gradually back on the track, the catering industries experience a gradual recovery, and the number of restaurants is rising steadily over the years. Yet, local restaurants are under considerable pressures from factors such as surging rents and non-staple food prices, as well as insufficient manpower and labour wastage. With a view to promoting development and raising the quality and professional status of catering practitioners in the long run, it is imperative for the catering industry to introduce a comprehensive training system. In view of labour shortage, employers may choose to hire employees who do not have catering industry experience nor have they received any formal training and therefore a considerable proportion of staff may fall short of professional standards. In order to enhance its future prospects, the industry must foster comprehensive professional catering knowledge, skills and techniques training and education so as to substantially raise the quality of its practitioners. (Source: Qualifications Framework, Chinese Catering, http://www.hkqf.gov.hk/guie/SCS_ind_ccater.asp .)

3.32 As the number of tourists staying in Hong Kong has a direct impact upon the catering industry, a brief overview of the hotel sector is required. By the end of 2013, Hong Kong had 225 hotels, with over 70 000 rooms. Total rooms supply increased by 2 606 rooms or 3.8% compared to the numbers in end 2012, whilst the average occupancy rate was maintained at 89% in 2013. The average length of stay of overnight visitors in 2013 was 3.4 nights. The Government has undertaken a number of initiatives to promote hotel development to meet the diversified needs of our visitors. A number of prospective construction sites in different parts of Hong Kong have been designated for "hotel only" sites. There are also initiatives to allow conversion of old industrial buildings and re-vitalisation of heritage buildings into hotels. (Sources: Hong Kong Fact Sheet – Tourism, The HKSAR Government, September 2013; Hotel Room Occupancy Report and Hotel Supply Situation as at December 2013, Hong Kong Tourism Board (HKTB); Tourism Performance in 2013, Tourism Commission, The HKSAR Government, April 2014.)

3.33 As estimated by the HKTB, there will be around 40 new hotels to be completed between 2014 and 2019 with an additional 7 777 rooms. These new hotel developments reflect a positive projection of potential visitors and indicate a possible surge in qualified manpower requirements to support the food production, servicing and managing of the dining establishments in these new hotel projects. (Source: Hotel Supply Situation, HKTB, March 2014.)

3.34 The marketing and promotion of Hong Kong will affect the market mix of tourists and the places they will visit. Since 2011, the HKTB has adopted "Asia's World City" as its global marketing theme for Hong Kong. Promotions are launched in different source markets to highlight Hong Kong's international and cosmopolitan setting. (Source: Hong Kong: Fact Sheet – Tourism, The HKSAR Government, September 2013.) Furthermore, from local street snacks stalls to Michelin-Starred restaurants, Hong Kong is positively marketed for her wide array of international cuisines which has earned her the reputable label of 'Gourmet Paradise'.

3.35 In 2008, Hong Kong became the first duty-free wine port among the major economies. Hong Kong was also chosen for the publication of a Michelin guide, which put Hong Kong on the global map of gourmets and connoisseurs. To further showcase Hong Kong as the premier destination for visitors to enjoy fine wine and cuisine, the HKTB has since 2009 organised the “Hong Kong Wine and Dine Festival” at the West Kowloon Waterfront Promenade and launched a variety of food and wine promotions together with the major dining districts. The 2013 Festival was the first to be staged at the new Central Harbour-front location. (Source: Hong Kong: The Facts – Tourism, Information Services Department, The HKSAR Government, September 2013.)

3.36 In 2013, Hong Kong has been voted the ‘Best City for Business Events’ for the third consecutive year by CEI Asia, a leading magazine in Asia’s corporate events industry. In addition, the Hong Kong Convention and Exhibition Centre and Asia World Expo won the first two places, respectively, in the Best Convention Centre category. The HKSAR Government strives to enhance the appeal of Hong Kong as an international convention, exhibition and tourism capital. Additional fund has been earmarked to raise Hong Kong’s MICE (meetings, incentive travels, conventions and exhibitions) profile and strengthen support to MICE events to be hosted in Hong Kong. To this end, the HKTB set up a dedicated office, entitled “Meetings and Exhibitions Hong Kong (MEHK)”, in November 2008 to step up this promotion work. In 2013, there were over 1.6 million overnight MICE visitor arrivals to Hong Kong, a slight increase of 1.8% over the last year. The total spending of visitors attending conventions and exhibitions in Hong Kong reached HK\$16.3 billion in 2013, which was 2.1% more than that of other overnight visitors. (Sources: Hong Kong: Fact Sheet - Tourism, The HKSAR Government, September 2013; The 2014 - 15 Budget – Budget Speech, The HKSAR Government, 26 February 2014.)

3.37 With all these marketing and promotional efforts by the HKSAR Government and relevant public bodies, a steady supply of qualified trained manpower to meet the expectations in food quality, cuisine varieties and service standard of international visitors from different parts of the world are required for projecting a positive image of Hong Kong’s catering industry.

3.38 Facing keen competition within the region, the future of the local catering industry will depend highly on the availability of qualified staff to deliver a quality product and service, and to scale new heights as a wine hub, a popular tourist destination and a preferred choice for meetings, incentives, conventions and exhibitions. To upkeep the positive image of Hong Kong in the international arena, it is necessary to continuously supply the catering industry with a pool of qualified skilled staff with the technical competence and professional knowledge of the industry to combat regional competition. Other than technical competencies, staff will need to be equipped with a high standard of work ethics, problem solving skills, and excellent guest communication skills. Managers and supervisors particularly need to be increasingly updated on catering and culinary trends and developments, industry-related IT knowledge and have the acumen to manage social media interactions. These two last skills are fast becoming essential qualities for management level personnel paving ways for future success in the catering industry. With the additional pressure of competition for skilled staff from neighbouring areas, the demand for well-trained staff, at the entry, supervisory and management levels, will continue to be significant for strengthening one of the pillar industries of Hong Kong.

3.39 An expansion of the breadth of international guests, brought about by the wider marketing efforts of the HKTB, will bring into the industry both opportunities and challenges. The availability of different cuisine options and an appreciation of differences in cultures will contribute to uphold the good reputation of Hong Kong as a desired tourist destination. In September 2013, the Middle East overnight visitor numbers rose to around 116 890, up by 7.8% on a year-to-year basis. Furthermore, overnight visitor arrivals from South and Southeast Asia rose by 3.6% on a yearly basis. (Sources: Visitors Arrival Statistics, HKTB, January 2014.) The increasing expansion of these markets often require the availability of specific food menus, such as halal cuisine or specialised vegetarian menus to accommodate the different ethnic and religious backgrounds. While there is a general lack of restaurants which cater to potential tourists from these areas, it represents an opportunity for future growth as well. Training on international cuisines for catering industry would be in demand.

3.40 Operational staff will be required to interact with and assist the customers in the usage of automated food ordering tools. The relevant technical and marketing knowledge and skills will be demanded for managerial and supervisory level staff as the catering industry adopts these practices more widely. Social media interaction skills are also increasingly sought after by the catering industry in the Hong Kong market and may render a training need for the industry in the years to come. With the prevalence of social networking and lifestyle groups with “themed social networking events”, the mounting of “special group dining”, “cooking demonstrations” and other food and beverage focused activities are gaining popularity. These social networks have the potential for the catering establishments to market their products and catering business, but the usage should be closely monitored and reviewed to ascertain if the resources used are balanced by the positive business gains.

The Survey Findings

3.41 The survey reveals that in September 2013, a total of 182 425 persons were employed in the catering industry, of which 8 815 (4.8%) were in the managerial category, 36 169 (19.8%) supervisory category, 135 304 (74.2%) craft/operative category, 2 137 (1.2%) in administrative and others category.

3.42 At the time of the survey, employers reported 8 387 vacancies, or 4.6% of the existing 182 425 posts. The job level with the most vacancies was in the craft/operative level (7 810) followed by supervisory level (478), and managerial and professional level (91).

3.43 The Training Board has examined the survey findings and is of the opinion that those generally reflect the manpower situation of the catering industry at the time of the survey. The Training Board considered that the trends for the increase in the demand for number of operative and supervisory level employees would continue.

Manpower Changes by Job Level

3.44 In September 2013, there were 182 425 employees (excluding trainees/apprentices) in the catering industry, representing a manpower decrease of 296 (-0.2%) over the 2011 figure. An analysis of the manpower changes by job level is given in the following tables:

Table 3.44 (a): Number of Employees by Job Level

<u>Job Level</u>	<u>2011</u>	<u>2013</u>	<u>Increase/Decrease (%)*</u>	
Managerial / Professional	7 297	8 815	+1 518	(+20.8%)*
Supervisory	33 771	36 169	+2 398	(+7.1%)
Craft / Operative	139 746	135 304	-4 442	(-3.2%)
Administrative and Others	1 907	2 137	+230	(+12.1%)
Total	182 721	182 425	-296	(-0.2%)

* Percentage of increase/decrease on number of employees by job levels compared with 2011

Table 3.44 (b): Number of Employees by Branch

<u>Branch</u>	<u>2011</u>	<u>2013</u>	<u>Increase/Decrease (%)*</u>	
Chinese Restaurants	67 570	67 577	+7	(+0.01%)*
Restaurants other than Chinese	73 414	74 514	+1 100	(+1.5%)
Fast Food Shops	17 681	16 664	-1 017	(-5.8%)
Beverage Serving Places	7 510	7 063	-447	(-6.0%)
Event Catering and Other Meal / Food Service Activities	13 366	13 433	+67	(+0.5)
Supplementary Samples	3 180	3 174	-6	(-0.2%)
Total	182 721	182 425	-296	(-0.2%)**

(*) Percentage increase/decrease of employees at the same branch

(**) Percentage increase of the total number of employees in the industry compared to 2011

Vacancies

3.45 At the time of the survey, there were 8 387 reported vacancies as compared to 5 672 in 2011. The present vacancies attributed to 4.6% of the total workforce as compared to 3.1% in 2011. The largest number of vacancies (7 810 or 93.1%) were found in craft / operative level jobs. The Training Board is of the opinion that most employers might not be able to fill all vacancies by only salary increment but also reconsider the overall salary package as well as career development path. Besides continuous employ part-time or temporary employees as well as exercise multi-tasking in the existing operation to increase cost efficiency.

Promotion Pattern

3.46 The survey indicated that catering employers are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that catering establishments should provide more training to their employees to prepare them for multi-tasking and career advancement. Job rotation enhances communication within the company as well.

Preferred Mode of Training

3.47 On the whole employers are reluctant to provide internal training for their employees as 74.3% of those surveyed indicated that no internal training was provided in 2013. It is believed that employers in the catering industry focused on sales rather than staff training and development especially under a highly competitive environment with a lack of operative level employees. In general, employers prefer the seminars/workshops mode of training.

3.48 The survey indicated a 7.9% decrease in the number of apprentices/trainees employed. There were 140 trainees/apprentices employed in 2013 as compared to 152 in 2011. It is believed that since the 3-3-4 academic structure was in place in 2012, there was a decrease in the number of Secondary School leavers in joining the industry as trainees / apprentices.

Preferred Qualifications of Employees

3.49 The survey findings indicated that employers preferred their employees of managerial and professional level, supervisory level, and administrative and others level to possess Secondary 5 - 7 qualifications. For the craft/operative level, the qualification of Secondary 3 - 4 would be acceptable.

Employer's Manpower Forecast for September 2014

3.50 Based on employers' manpower forecast, the general economic changes and trends in consumers' eating-out patterns and modified life-style, there should be limited unemployment within the various branches of the catering industry in 2014. This could also be attributed to the lower mobility of manpower within the different branches of the catering industry.

3.51 Although a slight manpower growth of 4.5% is forecasted by employers in the next 12 months, the Training Board anticipates that the current labour shortage in certain jobs, especially in the craft/operative level, would require upgrading/retraining of practical skills, related technical education and combined efforts by government, industry and the vocational education and training institutions to enhance a better trained workforce to fill in those shortage areas.

Table 3.51 : Additional Manpower Growth by Job Level

<u>Job Level</u>	<u>12-Month Employers Forecast on Manpower Growth</u>		
Managerial / Professional	+91	(+1.0%)*	(+1.1%)#
Supervisory	+504	(+1.4%)*	(+6.1%)#
Craft / Operative	+7 646	(+5.7%)*	(+92.6%)#
Administrative and Others	+12	(+0.6%)*	(+0.1%)#
Total	+8 253	(+4.5%)**	

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

As percentage of the total forecast manpower growth

3.52 Employers anticipated that the catering manpower will grow by 4.5% in the next 12 months, with the majority of staff needed at the craft/operative level.

Manpower Projection for 2014 to 2016 by the Labour Market Analysis (LMA) Approach

3.53 The Training Board has adopted the Labour Market Analysis (LMA) approach to project the manpower of the catering industry in the next three years. A description of the LMA approach is shown in Appendix 6. Applying statistical modeling, some 51 economic indicators are tested to select the most important determinants for their direct impact on manpower. For the catering industry, four determinants are identified: (a) total loans and advances (HK\$ millions), (b) restaurant receipts (value index), (c) total private consumption in non-durable goods (volume index) and (d) property price index (private domestic only). Combining the LMA approach and market intelligence, the manpower requirements for 2014 to 2016 are presented in Table 3.55 below.

Table 3.53 : Manpower Projection in 2014 – 2016

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach</u>	<u>(%)#</u>
2013	182 425			
2014		190 678 (4.5%)	202 655 (+11.1%)*	20 230 (+11.1%)
2015			207 417 (+2.3%)**	24 992 (+13.7%)
2016			213 344 (+2.9%)**	30 919 (+16.9%)

* As percentage increase / decrease of the projected manpower against the actual manpower

** As percentage increase / decrease as of the projected manpower as compared with the previous year

As percentage of increase / decrease in projected manpower as against 2013

Wastage

3.54 Wastage rate refers to those leaving the catering industry because of change of jobs to other sectors, retirement, emigration and other causes. After consultation with the industry, the Training Board considers that an annual wastage rate of 2% for managerial/professional and supervisory/technical levels and 7% for other job levels in the catering industry would be appropriate.

Training Requirement Forecast

3.55 Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2014 in Table 3.57 below:

Table 3.55 : Projected Additional Training Requirements for 2014

<u>Job Level (% of all levels)</u>	<u>No. of Employees (2013)</u>	<u>Annual Wastage (2% / 7%) (A)</u> <u>(A) = 2%</u>	<u>Forecast Manpower Growth (11.1%) (B)</u>	<u>Estimated Additional Annual Requirements (A) + (B)</u>
Managerial / Professional (4.8%)	8 815	177	979	1 156
Supervisory (19.8%)	36 169	724	4 015	4 739
Craft / Operative (74.2%)	135 304	<u>(A) = 7%</u> 9 471	15 019	24 490
Administrative and Others (1.2%)	2 137	150	237	387
Total	182 425	10 522	20 250	30 772

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 The Training Board is of the view that the existing 182 425 strong employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.

4.2 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the catering industry for 2014 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in Sept. 2013</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Sept. 2014</u>	<u>Estimated Additional Training Requirements</u>
Managerial / Professional	8 815	177	979	1 156
Supervisory	36 169	724	4 015	4 739
Craft / Operative	135 304	9 471	15 019	24 490
Administrative and Others	2 137	150	237	387
Total	182 425	10 522	20 250	30 772

Recommended Training Routes for Managerial and Professional Level Employees

4.3 Managers and professional staff are members of the management team involved in policy making of a company and are responsible for the management of functional departments of the organization. They should be well equipped with updated knowledge and skills as required by the ever changing industry. Managers/professional staff could be trained through part-time managerial/supervisory level courses or they can attend relevant workshops, seminars and conferences offered locally and overseas. Job rotations at various locations and even industrial attachments can be arranged to share the best practices amongst industry practitioners. These staff members should be encouraged to participate in industry activities such as chef demonstrations, wine workshops etc. organized by reputable training and educational institutions in order to update and enhance their horizons on international culinary and catering trends.

Recommended Training Routes for Technician and Supervisory Level Employees

4.4 A supervisor is a person whose education, practical training and experience enable him/her to apply techniques and procedures to his/her work and to carry out supervisory responsibilities under the supervision of a managerial/professional staff member. Supervisors played an important role at the middle management level.

4.5 To prepare for career advancement and lifelong development, supervisors should be encouraged to receive training through seminars/workshops, part-time or full-time upgrading/supervisory courses offered by quality training providers.

Recommended Training for Craft/Operative Level Employees

4.6 Craft/operative level workers normally engage in operative work which requires a specific range of skills. Operative training should be well-planned, interesting and flexible to meet the schedule of tight manpower. Practical skills and language training as well as hygiene training for new recruits should be provided. Refresher/upgrading and retraining should also be offered to convert serving operative employees into a more versatile multi-skilled workforce. Employers are also urged to offer the more capable operative employees opportunities for career advancement through proper training.

Technical Education and Training Institutions

4.7 There are various hospitality, catering and tourism related full-time, part-time day-release and part-time evening training places available in the market in Hong Kong in the 2014/15 Academic Year (AY). Training providers include the Chinese University of Hong Kong, the Hong Kong Polytechnic University, Hong Kong Baptist University, Caritas Bianchi College of Careers, Caritas Institute for Further & Adult Education, Hong Kong Christian Service Kwun Tong Vocational Training Centre, Employees Retraining Board, and Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses), Hospitality Industry Training and Development Centre, Chinese Cuisine Training Institute, International Cuisine Institute (ICI) and Technological and Higher Education Institute of Hong Kong of the Vocational Training Council, amongst others. A list of the relevant full-time and part-time courses offered by the Members of Vocational Training Council in 2014/15 is presented in Table 4.9(a) – (c). Employers are encouraged to make full use of the training facilities in these institutions and sponsor their employees to attend relevant courses. In addition, seminars and workshops organised by these bodies will help employers acquire new knowledge and train up their staff.

4.8 In view of the demand for generally higher educational qualifications in Hong Kong among students and parents in general, the Training Board encourages greater participation in vocational education and training which can serve as an alternative in obtaining qualifications to those as offered by traditional academic route. Training providers are recommended to enhance the breadth and depth of vocational education and training programs, so as to cater to both the requirements of the industry and also to meet the higher educational demands from the public.

4.9 Due to demographic changes, there will be a decline in the number of estimated school graduates over the next 20 years in Hong Kong. In addition, there will be a higher level of academic achievements among students due to the introduction of the recent school reforms. The Training Board urges the providers of vocational education and training to expand their connection with the school and local community to build an awareness of participating in a vocational course focusing on the promising catering or hospitality industry.

4.10 The Training Board is encouraged that the ICI of the Vocational Training Council is specifically designed to meet the local manpower needs for proficiency in international cuisines in the Hong Kong catering industry. This new institution will offer multiple study pathways for new chefs and existing catering industry personnel by providing vocational training of culinary and catering studies at various levels. The ICI is expected to progressively admit its first cohort of students in the 2014/15 AY, using facilities at Hospitality Industry Training and Development Centre and the Chinese Cuisine Training Institute of the Vocational Training Council.

4.11 To allow varieties of cuisines to be developed and to remain viable locally, the Training Board recommends that training programmes could be tailored for preparing entrepreneurs of independent food and beverage operations in entering the market and to tackle the challenges of the industry. Areas of training can include restaurant budgeting, basic accounting knowledge, licensing requirements, food hygiene management and marketing.

4.12 The Training Board believes that there are professional and well-structured training courses for chefs in Hong Kong which endow culinary knowledge and skills that chefs need for their success. It is however noted by the Board that increasingly there is extra need for chefs to have greater IT, public relations and customer relations skills to advance their career in the modern business environment. To maximise the chef's potential for future personal advancement and overall industry development, the Training Board encourages the providers of these courses to consider including industry related IT and professional image promotion training modules at all levels of chef training courses. This would have a very positive impact upon the public's image of the catering industry as a professional career and will assist in attracting and retaining manpower in the industry.

Table 4.9(a): List of Hotel, Catering and Tourism-related Courses Conducted by the Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses) in 2014/15 Academic Year

Hong Kong Institute of Vocational Education (Chai Wan)

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses</u>	
Higher Diploma in Hotel and Catering Management	2 years
Higher Diploma in International Hospitality and Tourism Management	2 years
Higher Diploma in Tourism and MICE	2 years
Higher Diploma in Leisure Management	2 years
Higher Diploma in Sports Administration	2 years
Higher Diploma in Sports Coaching	2 years
Foundation Diploma (Level 3) - Hospitality	1 year

Hong Kong Institute of Vocational Education (Haking Wong)

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses</u>	
Higher Diploma in Hotel and Catering Management	2 years
Higher Diploma in International Hospitality and Tourism Management	2 years
Higher Diploma in Tourism and MICE	2 years
Higher Diploma in Leisure Management	2 years
Higher Diploma in Airport Operations Management	2 years
Foundation Diploma (Level 3) - Hospitality	1 year

Hong Kong Institute of Vocational Education - In-service Training

For updates please refer to:

http://www.vtc.edu.hk/hosts/ivesite/html/en/inserVICetraining.html_

Table 4.9(b): List of Hotel, Catering and Tourism-related Courses Conducted by the Hospitality Industry Training and Development Centre in 2014/15 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Courses</u>	
	Diploma in Food and Beverage Operations	1 year
	Diploma in Catering and Event Management	1 year
	Diploma in Hotel Operations	1 year
	Diploma in Tour Service and Travel Agency Operations	1 year
	Certificate in Hotel Spa Body Therapies	6 months
	Certificate in Hotel Spa Beauty Therapies	6 months
	Certificate in Hotel Operations	2 years
2.	<u>Full-time Short Courses</u>	
	Certificate in Guangdong Cuisine	4 months
	Certificate in Guangdong Barbecue Preparation	2 months
	Certificate in Food and Beverage Operations	4 months
	Certificate in Front Office Operations	4 months
	Certificate in Housekeeping Operations	4 months
	Certificate in Air Ticketing and Tour Escorting Service	4 months
	Certificate in Travel Consultancy Service	4 months
	Certificate in Food and Beverage Service	4 months

	<u>Course Title</u>	<u>Duration</u>
3.	<u>Part-time Courses</u>	
A.	<u>Part-time Day Courses</u>	
	Certificate in Food and Beverage Supervision	60 hours
	Certificate in Front Office Supervision	60 hours
	Certificate in Housekeeping Supervision	60 hours
	Advanced Certificate in Food and Beverage Management	60 hours
	Advanced Certificate in Front Office Management	60 hours
	Advanced Certificate in Housekeeping Management	60 hours
	Basic Food Hygiene Certificate for Hygiene Managers	20 hours
	Basic Food Hygiene Certificate for Hygiene Managers - Bridging course	12 hours
	Elementary Certificate in Sommelier Studies	8 hours
	Intermediate Certificate in Sommelier Studies	16 hours
	Advanced Certificate in Sommelier Studies	24 hours
	Certificate in Hotel Spa Beauty Specialists	1 year
	Certificate in Hotel Spa Holistic Massage	5 months
	Advanced Certificate in Hotel Spa Treatments	4 months
	Tourist Guide Continuing Professional Development – Knowledge on Hong Kong Workshop	6 hours
B.	<u>Part-time Evening Courses</u>	
	Foundation Certificate in Restaurant and Bartending Service	72 hours
	Foundation Certificate in Accommodation Service	72 hours
	Foundation Certificate in Sales and Service Culture	72 hours
	Certificate Course in International Wine Knowledge	72 hours

**Table 4.9(c): List of Chinese Catering Courses Conducted by
Chinese Cuisine Training Institute in 2014/15 Academic Year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course</u>	
	Diploma in Elementary Chinese Cuisine	2 years
	Diploma in Elementary Chinese Cuisine (S3 Entry)	3 Years
2.	<u>Full time Short Course</u>	
	Certificate in Chinese Restaurant Operations for Hotels	4 months
	Certificate in Guangdong Cuisine	4 months
	Certificate in Guangdong Barbecue Preparation	2 months
3.	<u>Part-time Courses</u>	
	Diploma in Chinese Culinary Arts (Part-time Day)	2 years
	Chinese Tonic Food	4 weeks
	Basic Food Hygiene Certificate for Hygiene Managers	20 hours
	Basic Food Hygiene Certificate for Hygiene Managers - Bridging Course	12 hours
	Intermediate Certificate in Chinese Cuisine	1 year
	Advanced Certificate in Chinese Cuisine	2 years
	Interest Course - Tourist	1 day

**Table 4.9(d): List of Chinese Catering Course Conducted Jointly by
International Culinary Institute and
Chinese Cuisine Training Institute in 2014/15 Academic Year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course</u>	
	Higher Diploma in Culinary Arts	2 years

Table 4.9(e): List of Catering Courses Conducted by International Culinary Institute in 2014/15 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course</u>	
	Diploma in European Cuisine	2 years
	Diploma in Bakery, Pastry and Confectionery	2 years
2.	<u>Full time Short Course</u>	
	Certificate in Sushi Preparation	2 months
	Certificate in Teppanyaki Cooking	2 months
	Certificate in Cruise Culinary	2 months
	Certificate in European Pastry	4 months
	Certificate in Bakery	2 months
	Certificate in Japanese Cuisine	2 months
	Certificate in Asian Cuisine	2 months
3.	<u>Part-time Courses</u>	
A.	<u>Part-time Day Courses</u>	
	Preparatory Workshop for Trade Test in Western Cuisine - Certified Cook	8 hours
	Preparatory Course for Trade Test in Western Cuisine – Certified Cook	60 hours
	Preparatory Course for Trade Test in Western Cuisine - Trainer Chef	96 hours
	Preparatory Course for Trade Test in Western Cuisine - Master Chef	396 hours
	French Cuisine	96 hours
	Italian Cuisine	96 hours
	ISO22000 FSMS Implementation in Practice Workshop	30 hours

Table 4.9(f): List of Catering Courses Conducted by Technological and Higher Education Institute of Hong Kong in 2014/15 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course</u>	
	Bachelor of Arts (Honours) in Culinary Arts and Management	4 years
	Bachelor of Arts (Honours) in Hotel Operations Management	4 years

4.13 Employers should encourage their staff to pursue professional qualifications by participating in trade tests provided for the catering industry personnel to cope with the changing needs of the hospitality industry. It is still therefore vital for in-service employees to embark on life-long learning. It is important that employers should recognise such needs and support their employees to attend up-grading courses/training programs/workshops/seminars for the acquisition of new knowledge for the service industry.

Hospitality Industry Training and Development Centre / Chinese Cuisine Training Institute / International Culinary Institute and Institute of Vocational Education, VTC

4.14 The Hospitality Industry Training and Development Centre expects to have an annual trainee through-put of 964 for its full-time courses and 1 170 for its part-time courses in 2014. In 2015, 963 full-time and 1 470 part-time training places have been planned.

4.15 The Chinese Cuisine Training Institute expects to have an annual trainee through-put of 402 for its full-time courses and 929 for its part-time courses for 2014. In 2015, 444 full-time and 893 part-time places have been planned.

4.16 The International Culinary Institute expects to have an annual trainee through-put of 725 for its full-time courses and 245 for its part-time courses for 2014. In 2015, 813 full-time and 455 part-time places have been planned.

4.17 The Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong) estimated that there will be 1 450 full-time graduates and 20 part-time graduates in 2013 and an estimated output of 2 430 full-time graduates and nil part-time graduate in 2014.

4.18 The Training Board strongly urges employers to give full support to the VTC by recruiting trainees/apprentices from these Centre/Institutes and send their in-service employees to attend the relevant up-grading/refresher courses.

Training for Employees

4.19 To enhance staff quality, the Training Board encourages employers to provide in-house training and/or sponsor their employees for life-long learning and continuous professional development to upgrade their knowledge and skills.

Skills Upgrading Scheme Plus Courses (SUS Plus)

4.20 The Training Board supports the Skills Upgrading Scheme Plus Courses (SUS Plus) for the Chinese Catering Industry. Both employers and employees should make use of the Continuous Education Fund and various government funded skills upgrading schemes for further skills enhancement.

4.21 The Training Board is of the opinion that there is an urgent need to upgrade the standard of English and Putonghua. Providing more opportunities for education and training in the catering industry would further raise service standards and staff quality.

Future Surveys

4.22 The Training Board recommends conducting this manpower survey once every two years to assess the manpower demand and supply in the catering industry.

MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD
(appointed from 1 April 2013 and up to 31 March 2015)

Chairman:

Mr Larry TCHOU Ming-kong (Nominated by a major international hotel chain)

Vice-Chairman:

Mr Michael LI Hon-shing, KSJ, BBS, JP (Nominated by the Federation of Hong Kong Hotel Owners Limited)

Members:

Mr Urs Viktor BESMER (Nominated by the Hong Kong Chefs Association)

Ms Darlene BRADY (up to 31.3.14)
 Ms Cecilia HO (since 1.4.14) } (Nominated by a major theme park or a major attraction)

Mr Kenneth FAN Tin-foo (up to 20.4.14)
 Mr Wallace LI Chin-hung
 (5.6. 2014 to 31.7.2014 in attendance)
 (since 1.8.2014) } (Nominated by the Club Managers' Association of Hong Kong)

Mr Mark HEYWOOD (Nominated by the Hong Kong Hotels Association)

Mr Kevin KAM (Nominated by a catering association)

Mr Lawrence KOO Kin-yip (Nominated by a catering association)

Ms Rebecca KWAN (Nominated by a small and medium hotel)

Mr Patrick KWOK Chi-kit (up to 8.5.13)
 Mr Jeffrey LEE Fung-shek
 (since 1.8.13 and up to 15.10.13)
 Mr James TUNG Pui-chuen (since 1.4.14) } (Nominated by the Hong Kong Tourism Board)

Ms Lavinia LAU (Nominated by the Board of Airline Representatives)

Ms Rita LEE Shuk-fong (up to 8.5.13)
 Mr. Josiah CHAN Tin-yan
 (since 1.8.13 and up to 31.10.13)
 Mr Stephen CHAN Choy-wing (since 1.4.14) } (Nominated by a travel agent)

Mr Paul LEUNG Yiu-lam (Nominated by the Travel Industry Council of Hong Kong)

Prof. Bob MCKERCHER (Nominated by a local education/training institution)

Mr Anthony PANG (Nominated by a travel agent)

Mr Cramond WONG Yiu-cheung (Nominated by the Meetings, Incentives, Conventions and Exhibitions
 (MICE) Industry)

Mr Wilson WU Wai-tsun (Nominated by a major restaurant chain)

Mr Joseph YUNG (Nominated by a local based hotel chain)

Mr Vincent FUNG (up to 9.5.13) (Representing the Commissioner for Tourism)

Ms. Emily MO (since 10.5.13)

Ms Nancy TANG (Representing the Commissioner for Labour)

Miss Annie HO (up to 1.12.13)
 Ms Winnie NGAN (since 1.3.14) } (Representing the Executive Director of the Vocational Training Council)

Advisors:

Mr Felix M BIEGER

Mr Rudolf GREINER

Mr James LU Shien-hwai

Mr Graeme J READING

Ms Rebecca WONG

In Attendance:

Mr Lawrence WONG (up to 24.8.13)

Ms Winnie NGAN
(since 2.10.13 and up to 28.2.14)

Mr Stanley CHUI (since 1.3.14)

Ms Winnie NGAN (up to 1.10.13)

Dr Joanna CHEUNG

} (Representing the Hospitality Industry Training and Development Centre
/ Chinese Culinary Institute / International Culinary Institute / VTC)

(Representing the Hong Kong Institute of Vocational Education / VTC)

(Representing the Hong Kong Institute of Vocational Education / VTC)

Secretary:

Ms Claudia AU

(Vocational Training Council)

**Terms of Reference of the
Hotel, Catering and Tourism Training Board**

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and Pro-Act Training and Development Centres on the direction and strategic development of their programmes in the relevant disciplines.
5. To advise on the course planning, curriculum development and quality assurance systems of IVE and Pro-Act Training and Development Centres.
6. To prescribe job specifications for the principal jobs in the industry defining the skills, knowledge and training required.
7. To advise on training programmes for the principal jobs in the industry specifying the time a trainee needs to spend on each skill element.
8. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.
9. To advise on the conduct of skill competitions in key trades in the industry for the promotion of vocational education and training as well as participation in international competitions.
10. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of vocational education and training in the industry.
11. To organise seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of VTC.
13. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.
14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

**2013 Catering Industry Manpower Survey
Analysis of Result of Enumeration (All Branch)**

Result	All Branch						Total
	1	2	3	4	5	6	
Closed	3	1	1	1	1	0	7
Merged with other establishment	0	0	0	0	0	3	3
Moved, address cannot be located/untraceable	13	3	1	2	4	0	23
Non-contact	20	6	2	9	6	7	50
Not engaged in specific trade	2	0	0	1	0	0	3
Partial Response	16	4	69	4	1	3	97
Refusal	3	2	4	1	0	2	12
Registered office/Corresponding address	1	2	1	0	2	0	6
Response	156	138	55	51	64	21	485
Temporary ceased	6	9	0	9	4	0	28
Total	220	165	133	78	82	36	714

Branch 1 Chinese Restaurants (HSIC 561109-561111)

Branch 2 Restaurants other than Chinese (HSIC 561101 561103-561108 and 561199)

Branch 3 Fast Food Shops (HSIC 561200)

Branch 4 Beverage Serving Places (HSIC 563100-563900)

Branch 5 Event Catering and Other Meal / Food Service Activities
(HSIC 561901-561903 and 562000)

Branch 6 Supplementary Samples

1/F VTC POKFULAM COMPLEX
145 POKFULAM ROAD, HONG KONG
香港薄扶林道 145 號
職業訓練局薄扶林大樓 1 樓
Tel No. 電話： (852) 2538 2247
Fax No. 傳真： (852) 2538 2251

Appendix 5a



Our Reference: (15) in HO/1/2 (2013) (C)

8th October 2013

Dear Sir/Madam,

The 2013 Manpower Survey of the Catering Industry
(Chinese Restaurants)

I am writing to ask for your cooperation in the 2013 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 15th October to 15th November 2013. A reference day is given as 27th September 2013, to collect the following information on the principal jobs:

- (i) the number of existing employees,
- (ii) the number of existing vacancies,
- (iii) forecast total number of employees in September 2014, and
- (iv) the number of employees under training at present.

The information collected will be handled in strict confidence and will be published in the form of statistical summaries without reference to any individual establishment.

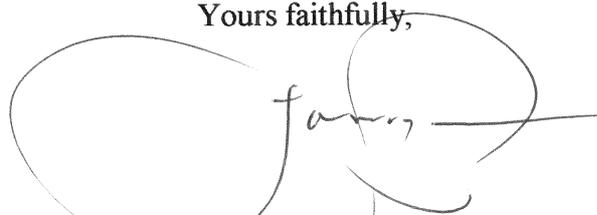
I am enclosing for your reference and completion the following documents in both English and Chinese:

- (i) a copy of the questionnaire (Appendix A),
- (ii) explanatory notes (Appendix B), and
- (iii) descriptions of principal jobs (Appendix C).

During the survey period, an officer of the Census and Statistics Department will contact your office. The officer will assist in the completion of the questionnaire, if necessary, and collect the completed questionnaire for processing.

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the Census and Statistics Department by telephoning 2116 8436.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Larry', with a large, stylized flourish on the left side.

(Mr. Larry Tchou Ming-Kong)
Chairman

Hotel, Catering and Tourism Training Board

THE 2013 MANPOWER SURVEY OF THE CATERING INDUSTRY

飲食業二〇一三年人力調查

QUESTIONNAIRE

調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(填表前，請參閱附註)

For Official Use Only: 此欄毋須填寫								
Rec. Type	Survey Code	Industry Code	Establishment No.	Enumerator's No.	Editor's No.	Check Digit	No. of Employees Covered by the Questionnaire	
1	3 4 2 3	4 5 6 7 8 9	10 11 12 13 14 15	16 17	18 19	20 21 22	23 24 25 26 27	

NAME OF COMPANY: _____
公司名稱

ADDRESS: _____
地址

Total Number of Employees: _____
僱員總數

Principal Line of Business: 主要業務性質

<input type="checkbox"/> Chinese Restaurant 中式酒樓	<input type="checkbox"/> Restaurant other than Chinese 非中式酒樓	<input type="checkbox"/> Fast Food Shops 快餐店
<input type="checkbox"/> Beverage Serving Places 提供飲料場所	<input type="checkbox"/> Other Eating and Drinking Places 其他飲食場所	<input type="checkbox"/> Others Please specify _____ 其他 請註明

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

28 47

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

48 55 56 63

FAX NO.: _____
圖文傳真

E-mail : _____
電郵

64 98

Questionnaire - 2013 Manpower Survey of the Catering Industry
飲食業二〇一三年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Average Monthly Income Code as at 9/2013	(C) Number Employed (Excluding trainees/ apprentices) as at 27.9.2013	(D) Number of Vacancies as at 27.9.2013	(E) Forecast Number Employees in 12 Months' Time	(F) Preferred Education of Employees	(G) No. of Trainees/ Apprentices as at 27.9.2013	(H) Average Age Range as at 9/2013 (for craft/ operative staff only)	Column (B) / (B)欄	
Title 職稱	Rec. Type	No. 編號	在2013年9月 之 平均每月 收入編號	在2013年9月27日 之 僱員人數 (實習生/ 學徒除外)	在2013年9月27日 之 空缺額	預計十二個月後 之 僱員人數	僱員宜有 教育程度	在2013年9月27日 之 實習生/學徒人數	在2013年9月 之 僱員平均 年齡(只適 用於技工/ 操作工)	Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編 號。「每月收入」包括底薪、逾時工 作津貼、生活津貼、膳食津貼、房屋 津貼、旅行津貼、佣金、花紅及小 費。	
			11	12 - 15	16 - 18	19 - 22	23	24 - 26	27	Average Monthly Income 平均每月收入	Code 編號
1	2	1 0 1								\$8,000 or below 或以下	1
2	2	1 0 2								\$8,001 - \$10,000	2
3	2	1 0 3								\$10,001 - \$15,000	3
4	2	1 0 4								\$15,001 - \$20,000	4
5	2	1 0 5								\$20,001 - \$25,000	5
6	2	1 0 6								\$25,001 - \$30,000	6
7	2	1 0 7								\$30,001 - \$35,000	7
8	2	1 0 8								\$35,001 - \$40,000	8
9	2	1 1 9								\$40,001 or above 或以上	9
10	2	2 0 1									
11	2	2 0 2									
12	2	2 0 3									
13	2	2 0 4									
14	2	2 0 5									
15	2	2 0 6									
16	2	2 0 7									

Part II Part Time Staff
第二部份 兼職員工

(A) Jobs 職務			(I) Average Monthly Wage Code as at 9.2013 在2013年9月 之 平均月薪編號	(J) Number Employed (by monthly rate) as at 9.2013 在2013年9月 的月薪 員工人數	(K) Average Daily Wage Code as at 27.9.2013 在2013年9月27日 之 平均日薪編號	(L) Number Employed (by daily rate) as at 27.9.2013 在2013年9月27日 的日薪 員工人數	(M) Average Hourly Wage Code as at 27.9.2013 在2013年9月27日 之 平均時薪編號	(N) Number Employed (by hourly rate) as at 27.9.2013 在2013年9月27日 的時薪 員工人數	Column (I)/ (I)欄 The part-time employee's average basic salary 兼職員工每月之平均底薪 <u>Average Monthly Wage</u> <u>(Basic Salary only)</u> 平均每月收入(底薪)	Code 編號
Title 職稱	Rec. Type	No. 編號	11 - 12	13 - 16	17	18 - 21	22	23 - 26	\$6,000 or below 或以下	1
		8-10								
1	3								\$6,001 - \$8,000	2
2	3								\$8,001 - \$10,000	3
3	3								\$10,001 - \$15,000	4
4	3								\$15,001 - \$20,000	5
5	3								\$20,001 - \$25,000	6
6	3								\$25,001 - \$30,000	7
7	3								\$30,001 - \$35,000	8
8	3								\$35,001 - \$40,000	9
9	3								\$40,001 or above 或以上	10
10	3								Column (K) / (K)欄	
11	3								Enter in Column (K) the average daily rate according to the following codes: 請將兼職員工的平均日薪按下列編號填入 (K) 欄內：	
12	3								<u>Average Daily Wage</u> 平均日薪	<u>Code</u> 編號
13	3								\$100 or below 或以下	1
14	3								\$101 - \$200	2
15	3								\$201 - \$300	3
16	3								\$301 - \$400	4
17	3								\$401 - \$500	5
18	3								\$501 - \$600	6
19	3								\$601 or above 或以上	7
20	3								Column (M) / (M)欄	
21	3								Enter in Column (M) the average hourly rate according to the following codes: 請將兼職員工的平均時薪按下列編號填入 (M) 欄內：	
22	3								<u>Average Hourly Wage</u> 平均時薪	<u>Code</u> 編號
23	3								\$30 - \$40	1
24	3								\$41 - \$60	2
25	3								\$61 or above 或以上	3

If additional lines are necessary, please tick here and enter on supplementary sheet(s).

如此頁已填滿，請先將 (✓) 號填入 內，然後附頁繼續填寫。

Q. 1 Internal Promotion

內部晉升

Please Fill in the Number of Internal Promotion in the Past 12 Months (27.9.2012 to 26.9.2013).

請填寫過去十二個月內 (27.9.2012 至 26.9.2013) 內部晉升的人數。

Est. No. _____

ER No. _____

From Supervisory to Managerial/Professional
由督導員晉升為經理/專業人員

--	--	--	--

8

From Craft/Operative to Supervisory
由技工/操作工晉升為督導員

--	--	--	--

11

--	--	--	--

14

Q. 2 Number of New Recruits in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

15

Supervisory
督導員

--	--	--	--

19

Craft/Operative
技工/操作工

--	--	--	--

23

Administrative and
Others
文員及其他員工

--	--	--	--

27

--	--	--	--

31

Q. 3 Number of New Recruits Without Catering Industry Experience in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘無飲食業經驗的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

32

Supervisory
督導員

--	--	--	--

36

Craft/Operative
技工/操作工

--	--	--	--

40

Administrative and
Others
文員及其他員工

--	--	--	--

44

--	--	--	--

48

Q. 4 Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月 (27.9.2012 至 26.9.2013) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory
督導員

--	--	--

49

Craft/Operative
技工/操作工

--	--	--

52

Administrative and
Others
文員及其他員工

--	--	--

55

--	--	--

58

Q. 5 Did Your Establishment Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months (27.9.2012 to 26.9.2013)?

貴機構在過去十二個月內 (27.9.2012 至 26.9.2013) 在招聘僱員方面有否遇到困難?

Yes (Please go to Q6)
59 有 (請答第 6 題)

No (Please go to Q7)
60 沒有 (請答第 7 題)

No recruitment nor tried to recruit (Please go to Q7)
61 未有嘗試招聘 (請答第 7 題)

--	--	--	--

62

Q. 6 The Possible Reasons for Encountering Recruitment Difficulties. You May Wish to Tick More Than 1 Box for Each Job Level.

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 67	<input type="checkbox"/> 68	<input type="checkbox"/> 69	<input type="checkbox"/> 70
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 75	<input type="checkbox"/> 76	<input type="checkbox"/> 77	<input type="checkbox"/> 78
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源	<input type="checkbox"/> 79	<input type="checkbox"/> 80	<input type="checkbox"/> 81	<input type="checkbox"/> 82
(f) Competition for manpower from the Mainland/Macao/other cities 源自內地/澳門/其他城市之人手競爭	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86
(g) Others (please specify) 其他 (請說明)	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90

--	--	--	--

91

Q. 7 The Total Number of Employees Who Had Left Your Establishment in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月內 (27.9.2012 至 26.9.2013) 離職的僱員人數。

Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/Operative 技工/操作工	Administrative and Others 文員及其他員工	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
95	99	103	107	111

Q. 8 Preferred Years of Catering Industry Experience Before Occupying the Post (Please tick "✓").

各僱員擔任現職前宜具有從事飲食業工作的年數 (請"✓")。

	No experience 無經驗	Less than 1 year 1年以下	1 year - less than 3 years 1年至3年以下	3 years - less than 5 years 3年至5年以下	5 years - 10 years 5年至10年	Over 10 years 10年以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Administrative and Others 文員及 其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	112	113	114	115	116	117	118
	119	120	121	122	123	124	125
	126	127	128	129	130	131	132
	133	134	135	136	137	138	139

Q. 9 Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (27.9.2012 to 26.9.2013)

(Please tick "✓").

過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構向每名僱員提供訓練的平均日數 (請"P")。

	Nil 無	Less than 5 days 5日以下	5 days - less than 10 days 5日至10日以下	10 days - 15 days 10日至15日	Over 15 days 15日以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Administrative and Others 文員及 其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	140	141	142	143	144	145
	146	147	148	149	150	151
	152	153	154	155	156	157
	158	159	160	161	162	163

Q. 10 Priority Accorded to Mode of Training for Employees (Priority 1, 2, 3. 1 is very suitable).

僱主認為僱員宜有訓練方式之優先次序 (優先次序1, 2, 3. 1為十分適合)。

	Part-time Day Release 日間兼讀班	Evening 夜間兼讀班	Seminar/Workshop 研討會/研習班
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrative and Others 文員及 其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	164	165	166
	167	168	169
	170	171	172
	173	174	175

Q.11 Preferred Competency

僱員宜有技能

Please Fill in the Number of Persons Who Had Been Provided With the Training as Listed Below in the Past 12 Months (27.9.2012 to 26.9.2013).

請填上在過去十二個月內 (27.9.2012 至 26.9.2013) 獲提供培訓的人數。

Number of Persons Trained
獲提供培訓的人數

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工	
A. Managerial Skills 管理技巧					
101 Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	176	179	182	185	
102 Human Resources Management 人力資源管理	188	191	194	197	
103 Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	200	203	206	209	
104 Supervisory Techniques, Leadership Skills 督導管理、領導技巧	212	215	218	221	
105 Risk Management 風險管理	224	227	230	233	
106 Others (please specify) _____ 其他 (請描述)	236	239	242	245	
B. Trade Skills 行業技能					
201 Sales and Marketing 銷售及市場拓展	248	251	254	257	
202 Finance and Accounting 財務及會計	260	263	266	269	
203 Culinary 烹調	272	275	278	281	
204 Restaurant Service 餐飲服務	284	287	290	293	
205 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	296	299	302	305	
206 Convention and Banquet / Event Management 會議及宴會／項目管理	308	311	314	317	
207 Hygiene and Food Safety 衛生及食品安全	320	323	326	329	
208 Others (please specify) _____ 其他 (請描述)	332	335	338	341	
C. Generic Skills 通用技巧					
301 Service Attitude, Customer Service 服務態度、顧客服務	344	347	350	353	
302 Communication 溝通	356	359	362	365	
303 Problem Solving 難題解決	368	371	374	377	
304 Others (please specify) _____ 其他 (請描述)	380	383	386	389	
D. Language 語言					
401 Putonghua 普通話	392	395	398	401	
402 English 英語	404	407	410	413	
403 Others (please specify) _____ 其他 (請描述)	416	419	422	425	
For Official Use Only 此欄毋須填寫	428	431	434	437	440

Q. 12 The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months.
貴機構預計在未來十二個月內的訓練計劃之人數改動。

Skills Sets 技能類別	Managerial/ Professional 經理／專業人員		Supervisory 督導員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工		
	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/> 441	<input type="text"/> 442	<input type="text"/> 445	<input type="text"/> 446	<input type="text"/> 449	<input type="text"/> 450	<input type="text"/> 453	<input type="text"/> 454	
(II) Trade Skills 行業技能	<input type="text"/> 457	<input type="text"/> 458	<input type="text"/> 461	<input type="text"/> 462	<input type="text"/> 465	<input type="text"/> 466	<input type="text"/> 469	<input type="text"/> 470	
(III) Generic Skills 通用技巧	<input type="text"/> 473	<input type="text"/> 474	<input type="text"/> 477	<input type="text"/> 478	<input type="text"/> 481	<input type="text"/> 482	<input type="text"/> 485	<input type="text"/> 486	
(IV) Language 語言	<input type="text"/> 489	<input type="text"/> 490	<input type="text"/> 493	<input type="text"/> 494	<input type="text"/> 497	<input type="text"/> 498	<input type="text"/> 501	<input type="text"/> 502	<input type="text"/> 505

Q.13 Are You Intending to Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Your Staff in the Coming 12 Months?

你會否在未來十二個月內從外間培訓機構為僱員引入有關管理、行業、通用或語言技巧的培訓？

Yes
506 會

No
507 不會

508

End of questionnaire
問卷完

The 2013 Manpower Survey of the Catering Industry
飲食業二〇一三年人力調查

Explanatory Notes

附註

For Part I and Part II

第一及第二部份

Please complete all columns ('A' to 'N') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.

請填寫表內 (A) 至 (N) 欄。如不適用，請填 (0) 符號。

Time Reference of Data

調查參考日

All the data entered should refer to the position as at 27th September 2013 when completing the questionnaire.

請在填寫問卷時，以二〇一三年九月二十七日作為調查參考日。

Part I

第一部份

1. Column 'A' - Titles of Principal Jobs in the Catering Industry

(A) 欄 — 飲食業主要職務名稱

- (a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。
- (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels.
請在 'A' 欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。
- (c) Please enter the information of employees in your company by their skill levels, and provide information as required by Columns 'B' to 'H' of the questionnaire.
請按類別及技能等級，填寫貴機構的人員數目及調查表 (B) 至 (H) 欄所需的資料。
- (d) 'Administrative and others' level staff refers to those employees whose activities are not usually specific to catering industry, such as secretaries and messengers.
「文員及其他員工」是指並非專責餐飲業事務的員工，例如秘書及信差等。

2. Column 'B' – Average Monthly Income Code

(B) 欄 — 平均每月收入編號

Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. (See Note* in the last page)

請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金，花紅及小費。（見尾頁備註*）

<u>Average Monthly Income</u>	<u>Code</u>
平均每月收入	編號
\$8,000 or below 或以下	1
\$8,001 - \$10,000	2
\$10,001 - \$15,000	3
\$15,001 - \$20,000	4
\$20,001 - \$25,000	5
\$25,001 - \$30,000	6
\$30,001 - \$35,000	7
\$35,001 - \$40,000	8
\$40,001 or above 或以上	9

3. Column 'C' - Number of Employees (Excluding Trainees/Apprentices) as at 27.9.2013

(C) 欄 — 在 2013 年 9 月 27 日之僱員人數（實習生／學徒除外）

'Employees' refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. 'Trainees/Apprentices' refer to those employees undergoing training, and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. These definitions also apply to 'employee(s)', 'trainee(s)/apprentice(s)' appearing in other parts of the questionnaire.

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主及合夥人。「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。調查表內所出現的「僱員」、「實習生」／「學徒」等詞，定義亦同。

4. Column 'D' - Number of Vacancies as at 27.9.2013

(D) 欄 — 在 2013 年 9 月 27 日之空缺額

'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at 27.9.2013.

「現有空缺額」指在 2013 年 9 月 27 日該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Column 'E' - Forecast Number of Employees in 12 Months' Time

(E) 欄 — 預測十二個月後僱員人數

The forecast of number employed means the number of employees you will be employing in the next 12 months. The number given could be more / less than that in column 'C' if an expansion / a contraction is expected.

預測僱員人數指貴機構在十二個月後的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 (C) 欄。

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in Column (F) the appropriate code number showing the education level which an employer prefers his employees to have.

請按下列編號將僱主認為僱員宜有教育程度填入 (F) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
University Degree or above 大學學位或以上	1
Higher Diploma/Associate Degree or equivalent 高級文憑／副學士或同等學歷	2
Professional Diploma/Diploma or equivalent 專業文憑／文憑或同等學歷	3
Advanced Certificate/Certificate or equivalent 高級證書／證書或同等學歷	4
Secondary 5 - 7 中學五年級至七年級	5
Secondary 3 - 4 中學三年級至四年級	6
Others 其他	7

7. Column 'G' - No. of Trainees/Apprentices as at 27.9.2013
(G) 欄 — 在 2013 年 9 月 27 日之實習生／學徒人數

Please fill in the total number of employees undergoing training. This includes trainees receiving any form of training and apprentices under a contract of apprenticeship.

請填寫正在接受訓練的僱員總數，包括正在接受各種形式訓練的實習生，以及根據學徒合約受聘的學徒。

8. Column 'H' – Staff's Average Age Range (for craft/operative staff only)
(H) 欄 — 受僱僱員之平均年齡（只適用於技工／操作工）

Please enter in Column (H) the average age range according to the following codes:

請將僱員平均年齡按下列編號填入（H）欄內：

<u>Code</u>	<u>Average Age Range</u>
編號	平均年齡
1	17 or below 或以下
2	18 – 25
3	26 – 30
4	31 – 35
5	36 - 40
6	41 - 49
7	50 or above 或以上

Part II
第二部份

Part-time Staff / 兼職員工

9. Column 'A' - Titles of Principal Jobs in the Catering Industry

(A) 欄 — 飲食業主要職務名稱

- (a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。
- (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels.
請在'A'欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。
- (c) Please enter the information of employees in your company by their skill levels, and provide information as required by Columns 'I' to 'N' of the questionnaire.
請按類別及技能等級，填寫貴機構的人員數目及調查表(I)至(N)欄所需的資料。

10. Column 'I' – Average Monthly Wage Code

(I) 欄 – 平均月薪編號

Please enter in this column the appropriate code number showing the average monthly income range for part-time staff.

請填寫兼職員工平均每月收入幅度的編號。

<u>Average Monthly Wage</u>	<u>Code</u>
平均月薪	編號
\$6,000 or below 或以下	1
\$6,001 - \$8,000	2
\$8,001 - \$10,000	3
\$10,001 - \$15,000	4
\$15,001 - \$20,000	5
\$20,001 - \$25,000	6
\$25,001 - \$30,000	7
\$30,001 - \$35,000	8
\$35,001 - \$40,000	9
\$40,001 or above 或以上	10

11. Column 'J' – Number of Part-time Staff Employed (by Monthly Rate) as at 9.2013

(J) 欄 – 在 2013 年 9 月的兼職月薪僱員人數

Please enter in this column the number of “Part-time” staff employed who is on a monthly rate as at 9.2013.

請填入貴機構在 2013 年 9 月的兼職月薪僱員人數。

12. Column ‘K’ – Average Daily Wage Code

(K) 欄 – 平均日薪編號

Please enter in Column (K) the average daily wage of part-time staff according to the following codes:

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

<u>Code</u> 編號	<u>Average Daily Wage</u> 平均日薪
1	\$100 or below 或以下
2	\$101 - \$200
3	\$201 - \$300
4	\$301 - \$400
5	\$401 - \$500
6	\$501 - \$600
7	\$601 or above 或以上

13. Column ‘L’ – Number of Part-time Staff Employed (by Daily Rate) as at 27.9.2013

(L) 欄 – 在 2013 年 9 月 27 日的日薪兼職員工人數

Please enter in this column the number of “Part-time” staff employed who is on a daily rate as at 27.9.2013.

請填入貴機構在 2013 年 9 月 27 日的兼職日薪員工人數。

14. Column ‘M’ – Average Hourly Wage Code

(M) 欄 – 平均時薪編號

<u>Code</u> 編號	<u>Average Hourly Wage</u> 平均時薪
1	\$30 - \$40
2	\$41 - \$60
3	\$61 or above 或以上

15. Column ‘N’ –Number of Part-time Staff Employed (by Hourly Rate) as at 27.9.2013
(N) 欄 – 在 2013 年 9 月 27 日的兼職時薪員工人數

Please enter in this column the number of “Part-time” staff employed who is on an hourly rate at the date of Survey.

請填入貴機構在 2013 年 9 月 27 日的兼職時薪員工人數。

*Note: If you have more than one employee concerned doing the same job, please enter the average figure for that job category which is given by:

$$\frac{\text{Total amount of the income received by the employees concerned in that category}}{\text{Total number of the employees concerned in that category}}$$

*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其平均數值：

$$\frac{\text{從事該類工作的有關僱員收入總計}}{\text{從事該類工作的有關僱員人數}}$$

Part III
第三部份

1. Internal Promotion
內部晉升

An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from “Supervisory to Managerial and Professional”, and from “Craft/Operative to Supervisory” in the past 12 months (27.9.2012 to 26.9.2013) in the respective columns.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於所屬欄內填寫過去十二個月 (27.9.2012 至 26.9.2013) 機構內部由督導員級晉升為經理及專業人員級，以及由技工／操作工晉升至督導員級的人數。

2. Number of New Recruits in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的僱員人數

The number of new recruits in the past 12 months refers to the number of employees you hired in the past 12 months (27.9.2012 to 26.9.2013).

請在本部份回答在過去十二個月 (27.9.2012 至 26.9.2013) 貴機構新招聘的僱員人數。

3. Number of New Recruits Without Catering Industry Experience in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月 (27.9.2012 至 26.9.2013) 內新招聘無飲食業經驗的僱員人數

Please provide the total number of new employees joining your establishment without previous catering industry experience, such as fresh non-catering programmes school leavers or persons not experienced in catering industry related jobs.

請提供在加入貴機構前並無飲食業經驗的僱員（例如非飲食業培訓課程應屆畢業生或無飲食業工作經驗的人士）人數。

4. Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數

‘New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (27.9.2012 to 26.9.2013)’ refers to the employees joining your establishment who are fresh graduates of Catering and Hospitality programmes.

「過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。

5. Whether Your Establishment Encounter Any Difficulties in the Recruitment of Employees at Various Job Levels in the Past 12 Months (27.9.2012 to 26.9.2013)
貴機構在過去十二個月內 (27.9.2012 至 26.9.2013) 在招聘僱員方面有否遇到困難

Please state whether your establishment encountered any difficulties in recruiting employees at various job levels in the past 12 months (27.9.2012 to 26.9.2013). If yes, please go to question 6, if not or no recruitment/nor tried to recruit, please go to question 7.

請填報在過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構在招聘各級僱員有否遇到困難。如有，請回答第六題，如沒有困難，或未有／未有嘗試招聘，請回答第七題。

6. The Possible Reasons for Encountering Recruitment Difficulties. You may Wish to Tick More Than 1 Box for Each Job Level
遇到招聘困難的原因，每職級可選一項或以上

Please choose the possible reasons for encountering recruitment difficulties. You may wish to tick more than 1 box for each job level, if appropriate.

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

7. The Total Number of Employees Who Had Left your Establishment in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 離職的僱員人數

Please fill in the number of different levels of employees who left employment with your establishment in the past 12 months (27.9.2012 to 26.9.2013).

請填報過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構離職的各級僱員人數。

8. Preferred Years of Catering Industry Experience before Occupying the Post
各僱員擔任現職前宜具有從事飲食業工作的年數

Please enter the preferred number of years of catering industry experience which your organisation prefers the employee(s) to possess before occupying the present post.

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

9. Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構向每名僱員提供訓練的平均日數

Please enter the average number of man-day of training per employee which your organisation had offered in the past 12 months (27.9.2012 to 26.9.2013).

請按貴機構於過去十二個月內 (27.9.2012 至 26.9.2013) 向每名僱員提供訓練的平均日數。

10. Priority Accorded to Mode of Training Courses for Employees

僱主認為僱員宜有訓練方式之優先次序

Please enter the modes of training most suitable to your employees by order of priority (1: Very Suitable to 3: Least Suitable).

請按優先次序，填寫貴機構認為適合僱員的訓練方式。

(1：十分適合至 3：未盡適合)

11. Preferred Competencies

僱員宜有技能

Please provide the number of different levels of employees who had been provided with the training as listed in the past 12 months (27.9.2012 to 26.9.2013).

請提供在過去十二個月內 (27.9.2012 至 26.9.2013) 獲提供所列培訓課程的各級僱員人數。

12. The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months

貴機構預計在未來十二個月內的訓練計劃之人數改動

Please input '+' or '-' to indicate whether there will be an increase/a decrease in providing the skills sets training for employees at different job levels, and also input the relevant manpower changes figure.

請在適當的格內以 '+' 或 '-' 表示預計貴機構在未來十二個月內向各級僱員提供的技能訓練將會增加或減少，以及提供有關之人數改動數字。

13. Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Staff in the Coming 12 Months

你會否在未來十二個月內從外間供應商為僱員引入有關管理、行業、通用或語言技巧的培訓

Please indicate if you would purchase training in the relevant areas from an outside training provider for staff in the coming 12 months by putting a '✓' in the appropriate box.

請在適當格內填上 '✓' 號，回答你會否在未來十二個月內從外間培訓機構為僱員引入有關培訓。

2013 Manpower Survey of the Catering Industry

Job Descriptions for Principal Jobs
in the Catering Industry - Chinese Restaurants

(Some of the job titles may not be identical to those used in your establishment. But if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.)

Code No.	Job Title	Job Description
MANAGERIAL AND PROFESSIONAL LEVEL		
101	General Manager/ Managing Director	Assumes the total responsibility of managing an establishment, usually with other managers and executives as direct subordinates; implements the company's policies with a view to achieving their objectives.
102	Human Resources Manager/ Personnel Manager/ Training Manager	Formulates and supervises the implementation of personnel policies, procedures and regulations; maintains amicable staff relations; may design and carry out training programme for employees of an establishment; plans and implements effective training programmes for all levels of staff; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programmes; provides counselling for employees; determines the effectiveness of training activities.
103	Accountant/ Chief Accountant/ Financial Controller	Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; manages cash flow, loan and money changes; supervises the credit accounts, general accounting, cashier, income audit, costings; arranges Letters of Credit (LCs) for the company's purchases and liaises with suppliers.

Code No.	Job Title	Job Description
104	Purchasing Manager	Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends; formulates and implements the company's policies.
105	Business Manager/ Sales Manager	Supervises sales promotion of the restaurant and maintains good relationship with clients; liaises with suppliers on special food and beverage promotions.
106 *	Restaurant Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu items and wines to clients. Achieves revenue target; ensures guest satisfaction.
107	Administration Manager	Ensures smooth and efficient running of the internal systems and procedures and the provision of prompt and efficient centralised office and supporting services for all departments.
108 *	Executive Chinese Chef/ Executive Chinese Sous Chef	Supervises the kitchens operation, controls food cost, quality and portion control of food; oversees purchase of dry goods and fresh produce; be innovative and creative on daily special menus and maintain good relationship with customers.
119	Others (Managerial and Professional Level)	
SUPERVISORY LEVEL		
201	Human Resources Officer/ Personnel Officer/ Training Officer	Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismisses employees based on appraisal of supervisors. Counsels and advises department heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials.

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
202	Public Relations Supervisor/ Sales Supervisor	Promotes sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
203	Accounts Supervisor (payable/receivable)	Audits and processes the payments of all the establishments' disbursements, prepares expense analysis and other reports on suppliers' invoices and monthly statements. Keeps a record system of all amounts due to the establishment from guest/patrons; responds to account disputes and queries; prepares accounts receivable report.
204	Store Supervisor	Keeps store; informs management of the storage situation for expensive items such as sharks' fins and abalone.
205	Maintenance Supervisor/ Technical Supervisor	Conducts inspection of the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts with outside contractors regarding repair and maintenance works or renovations.
206 *	Restaurant Head Supervisor/ Assistant Manager	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; ensures guest satisfaction and handles guest complaints.
207	Head Supervisor	Provides overall supervision of the restaurant/operation and service; advises management on guests' preference; handles complaints; schedules staff duties; gives continuous training to staff.
208	Bar Supervisor	Ensures proper bar set up which is equipped with the necessary beverages and supplies; achieves hygiene standard; supervises maintenance of bar and service equipments; maintains prescribed revenue; monitors staff performance.

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
209 *	Captain/Supervisor	Assists Manager/Assistant Manager in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; up selling menu and beverage items; liaises with clients and cashiering.
210 *	Chief Butcher	Assists the Executive Chef in kitchen administration and purchasing; prepares portion standards of meat, poultry and seafood for various usages and cookery.
211	Seafood Butcher	Handles the preparation of fresh seafood; monitors fish tank for direct seafood sales; makes recommendations on different cooking styles to customers.
212 *	Second Butcher	Handles the preparation of fresh seafood and meat; prepares vegetables, poultry and ingredients for soup base.
213 *	Chief Cook	Supervises the preparation of sauces, sharks' fins soup and the seasoning of food; and in pan-fry duties; assists in designing dishes.
214 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan-fried glutinous rice, sweetened soup and Chinese petit fours; designs dishes.
215 *	No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Supervises No. 3 cook, assists the No. 1 cook in carrying out specific duties of the kitchen; performs assignments in food preparation.
216 *	Senior Cook/ General Cook/ Service Cook	Handles the preparation of sauces, sharks' fins soup, fried crispy chicken and trimming of pan-fried dishes; be responsible for steaming, broiling and frying; supervises the sequence and timing of serving, assigns duties to junior cooks.
217 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
218	Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Plans, designs, supervises and/or prepares exotic cuisines and different national food specialities.
219	Pantry Captain	Supervises pantry helpers and arranges their duty rosters according to workload of the kitchen; supervises serving schedule of the ordered dishes. Ensures proper handling and storage of all guestware.
229	Others (Supervisory Level)	
CRAFT LEVEL		
301 *	Dim Sum Fryer/Steamer/ Dim Sum Cook (e.g. dough handler, content mixer)	Attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the stuffings and dough of dim sum and noodle products.
302 *	Pantry Cook/ Vegetable Cook	Be responsible for the stewarding duties of the kitchen; supervises the preparation of vegetable dishes and administers sauces serving; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.
303 *	Vegetable Cook Helper	Prepares vegetable carving and garnishes; in assemble the proper portions for garnishes.
304	Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Prepares/assists in preparing exotic cuisines and different national food specialities.
305 *	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Works under the supervision of the senior and No. 2 cook in food preparation and specific duties of different sections of the kitchen; supervises No. 4 cook or below.

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
306 *	Junior Cook/ No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	Assists the cooks in performing different varieties of duties of the kitchen.
307	Engineering Staff (e.g. mechanic/ carpenter/ air-conditioning/ electrician/plumber)	Checks, inspects, maintains and repairs all lighting/ air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of-the house; liaises with outside contractors.
319	Others (Craft Level)	
CLERICAL LEVEL		
401	Accounting Clerk/ General Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department.
402	Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	Assists in implementing personnel policies and functions; processes applications from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.
403	Paymaster	Keeps all records relating to payroll, prepares and submits payroll reports.
404	Store and Receiving Clerk/ Purchasing Clerk	Checks all merchandise entering the establishment and their proper documentation; maintains par stocks in stockroom; distributes and follows up on purchase orders and requisition requests; expedites delivery, verification of invoices and freight charges; maintains a library of catalogues, price and reference data.
419	Others (Clerical Level)	

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
OPERATIVE LEVEL		
501	Telephone Operator	Processes local and overseas calls; keeps close communication between staffs and customers; provides directory service for guests, follows management instructions for handling emergencies.
502	Uniform and Linen Attendant	Controls supply and distribution of all house-use linen and staff uniforms; maintains constant checking on uniform and linen supply.
503	Kitchen Helper/ Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	Maintains cleanliness of the kitchen, cooking utensils and guestware. Delivers prepared dishes from the kitchen to the tables; knows the location of tables. Maintains cleanliness of the washrooms and replenishes items.
504	Bartender/ Soda Fountain Captain/ Bar Helper	Serves and mixes alcoholic and non-alcoholic beverage; checks on supplies of wines and spirits; prepares daily supply requisition for restaurant manager's approval. Creates different cocktail for management consideration.
505	Receptionist/ Hostess	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; maintains positive relationship with guests; keeps guest history.
506	Busboy/Busgirl/ Junior Waiter/ Junior Waitress/ Dim Sum Sales	Collects food from kitchen; cleans up tables, buffet tables and changes linen; knows and identifies all common menu items; responsible for dim sum sales; looks after dim sum cart; recommends different types of dim sum to customers.
507	Waiter/Waitress	Works in an assigned station; responsible for the table-setting and dishing-up jobs; knows the preparation of common menu items and chef's daily recommendation. Cashiering job if necessary.
508	Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records.

Code No.	Job Title	Job Description
509	Security Officer/ Guard House/ Uniform Guard/ Valet Parking Attendant	Carries out guard duty; patrols premises; checks all entrances/exits/back staircases; ensures all items found in the premises are properly recorded and kept; conducts enquiry on incidents occurred.
510	Delivery Staff/ Take-Away Service Staff	Responsible for the smooth operation of the take-away/delivery service; provides take-away/delivery food service (including taking, packaging and delivery orders); prepares take-away/delivery services utensils/items.
511	Food Handler	Monitors snack/food station counters in the restaurant; handles light cookings for a variety of snacks; provides customer service; takes and delivers food orders.
519	Others (Operative Level)	
ADMINISTRATIVE AND OTHERS LEVEL		
601	Secretary	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries; maintains daily calendar and appointment schedules.
602	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
619	Others (Administrative and Others Level)	

1/F VTC POKFULAM COMPLEX
145 POKFULAM ROAD, HONG KONG
香港薄扶林道 145 號
職業訓練局薄扶林大樓 1 樓
Tel No. 電話： (852) 2538 2247
Fax No. 傳真： (852) 2538 2251



Our Reference: (15) in HO/1/2 (2013) (C)

8th October 2013

Dear Sir/Madam,

The 2013 Manpower Survey of the Catering Industry
(Restaurants other than Chinese)

I am writing to ask for your cooperation in the 2013 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 15th October to 15th November 2013. A reference day is given as 27th September 2013, to collect the following information on the principal jobs:

- (i) the number of existing employees,
- (ii) the number of existing vacancies,
- (iii) forecast total number of employees in September 2014, and
- (iv) the number of employees under training at present.

The information collected will be handled in strict confidence and will be published in the form of statistical summaries without reference to any individual establishment.

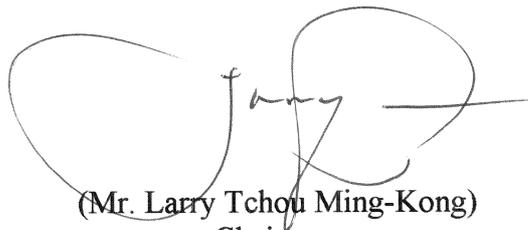
I am enclosing for your reference and completion the following documents in both English and Chinese:

- (i) a copy of the questionnaire (Appendix A),
- (ii) explanatory notes (Appendix B), and
- (iii) descriptions of principal jobs (Appendix C).

During the survey period, an officer of the Census and Statistics Department will contact your office. The officer will assist in the completion of the questionnaire, if necessary, and collect the completed questionnaire for processing.

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the Census and Statistics Department by telephoning 2116 8436.

Yours faithfully,



(Mr. Larry Tchou Ming-Kong)
Chairman

Hotel, Catering and Tourism Training Board

THE 2013 MANPOWER SURVEY OF THE CATERING INDUSTRY

飲食業二〇一三年人力調查

QUESTIONNAIRE

調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(填表前，請參閱附註)

For Official Use Only: 此欄毋須填寫										
Rec. Type	Survey Code	Industry Code	Establishment No.			Enumerator's No.	Editor's No.	Check Digit	No. of Employees Covered by the Questionnaire	
1	3 4 2 3	4 5 6 7 8 9	10 11 12 13 14 15			16 17	18 19	20 21 22	23 24 25 26 27	

NAME OF COMPANY: _____
公司名稱

ADDRESS: _____
地址

Total Number of Employees: _____
僱員總數

- Principal Line of Business: 主要業務性質
- | | | |
|--|---|--|
| <input type="checkbox"/> Chinese Restaurant
中式酒樓 | <input type="checkbox"/> Restaurant other than Chinese
非中式酒樓 | <input type="checkbox"/> Fast Food Shops
快餐店 |
| <input type="checkbox"/> Beverage Serving Places
提供飲料場所 | <input type="checkbox"/> Other Eating and Drinking Places
其他飲食場所 | <input type="checkbox"/> Others Please specify _____
其他 請註明 |

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

28 47

POSITION: _____
職位

TEL. NO.: _____
電話

48 55 56 63

FAX NO.: _____
圖文傳真

E-mail : _____
電郵

64 98

Questionnaire - 2013 Manpower Survey of the Catering Industry

飲食業二〇一三年人力調查

Part I Full Time Staff

第一部份 全職員工

(A) Jobs 職務			(B) Average Monthly Income Code as at 9/2013	(C) Number Employed (Excluding trainees/ apprentices) as at 27.9.2013	(D) Number of Vacancies as at 27.9.2013	(E) Forecast Number Employees in 12 Months' Time	(F) Preferred Education of Employees	(G) No. of Trainees/ Apprentices as at 27.9.2013	(H) Average Age Range as at 9/2013 (for craft/ operative staff only)	Column (B) / (B)欄 Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編號。 「每月收入」包括底薪、逾時工作津貼、 生活津貼、膳食津貼、房屋津貼、旅行津 貼、佣金、花紅及小費。	
Title 職稱	Rec. Type	No. 編號	在2013年9月 之 平均每月 收入編號	在2013年9月27日 之僱員人數 (實習生/ 學徒除外)	在2013年9月27日 之空缺額	預計十二個月後 之僱員人數	僱員宜有 教育程度	在2013年9月27日 之 實習生/學徒人數	在2013年9月 之僱員平均 年齡(只適 用於技工/ 操作工)		
		8-10	11	12 - 15	16 - 18	19 - 22	23	24 - 26	27		
1	2									Average Monthly Income 平均每月收入	Code 編號
2	2									\$8,000 or below 或以下	1
3	2									\$8,001 - \$10,000	2
4	2									\$10,001 - \$15,000	3
5	2									\$15,001 - \$20,000	4
6	2									\$20,001 - \$25,000	5
7	2									\$25,001 - \$30,000	6
8	2									\$30,001 - \$35,000	7
9	2									\$35,001 - \$40,000	8
10	2									\$40,001 or above 或以上	9
11	2										
12	2										
13	2										
14	2										
15	2										
16	2										

Part II Part Time Staff
第二部份 兼職員工

(A) Jobs 職務			(I) Average Monthly Wage Code as at 9.2013	(J) Number Employed (by monthly rate) as at 9.2013	(K) Average Daily Wage Code as at 27.9.2013	(L) Number Employed (by daily rate) as at 27.9.2013	(M) Average Hourly Wage Code as at 27.9.2013	(N) Number Employed (by hourly rate) as at 27.9.2013	Column (I)/ (I)欄 The part-time employee's average basic salary 兼職員工每月之平均底薪	Column (K) / (K)欄 Enter in Column (K) the average daily rate according to the following codes: 請將兼職員工的平均日薪按下列編號填入 (K) 欄內：	Column (M) / (M)欄 Enter in Column (M) the average hourly rate according to the following codes: 請將兼職員工的平均時薪按下列編號填入 (M) 欄內：	
Title 職稱	Rec. Type	No. 編號	在2013年9月 之 平均月薪編號	在2013年9月 的月薪 員工人數	在2013年9月27日 之 平均日薪編號	在2013年9月27日 的日薪 員工人數	在2013年9月27日 之 平均時薪編號	在2013年9月27日 的時薪 員工人數	<u>Average Monthly Wage</u> <u>(Basic Salary only)</u> 平均每月收入 (底薪)	<u>Code</u> <u>編號</u>	<u>Average Daily Wage</u> <u>平均日薪</u>	<u>Code</u> <u>編號</u>
		8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26	\$6,000 or below 或以下	1	\$100 or below 或以下	1
1	3								\$6,001 - \$8,000	2	\$101 - \$200	2
2	3								\$8,001 - \$10,000	3	\$201 - \$300	3
3	3								\$10,001 - \$15,000	4	\$301 - \$400	4
4	3								\$15,001 - \$20,000	5	\$401 - \$500	5
5	3								\$20,001 - \$25,000	6	\$501 - \$600	6
6	3								\$25,001 - \$30,000	7	\$601 or above 或以上	7
7	3								\$30,001 - \$35,000	8		
8	3								\$35,001 - \$40,000	9		
9	3								\$40,001 or above 或以上	10		
10	3											
11	3											
12	3											
13	3											
14	3											
15	3											
16	3											
17	3											
18	3											

If additional lines are necessary, please tick here and enter on supplementary sheet(s).

如此頁已填滿，請先將 (✓) 號填入 內，然後附頁繼續填寫。

Q. 1 Internal Promotion

內部晉升

Please Fill in the Number of Internal Promotion in the Past 12 Months (27.9.2012 to 26.9.2013).

請填寫過去十二個月內 (27.9.2012 至 26.9.2013) 內部晉升的人數。

Est. No. _____

ER No. _____

From Supervisory to Managerial/Professional
由督導員晉升為經理/專業人員

--	--	--	--

8

From Craft/Operative to Supervisory
由技工/操作工晉升為督導員

--	--	--	--

11

--	--	--	--

14

Q. 2 Number of New Recruits in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

15

Supervisory
督導員

--	--	--	--

19

Craft/Operative
技工/操作工

--	--	--	--

23

Administrative and
Others
文員及其他員工

--	--	--	--

27

--	--	--	--

31

Q. 3 Number of New Recruits Without Catering Industry Experience in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘無飲食業經驗的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

32

Supervisory
督導員

--	--	--	--

36

Craft/Operative
技工/操作工

--	--	--	--

40

Administrative and
Others
文員及其他員工

--	--	--	--

44

--	--	--	--

48

Q. 4 Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月 (27.9.2012 至 26.9.2013) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory
督導員

--	--	--

49

Craft/Operative
技工/操作工

--	--	--

52

Administrative and
Others
文員及其他員工

--	--	--

55

--	--	--

58

Q. 5 Did Your Establishment Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months (27.9.2012 to 26.9.2013)?

貴機構在過去十二個月內 (27.9.2012 至 26.9.2013) 在招聘僱員方面有否遇到困難?

Yes (Please go to Q6)
59 有 (請答第 6 題)

No (Please go to Q7)
60 沒有 (請答第 7 題)

No recruitment nor tried to recruit (Please go to Q7)
61 未有嘗試招聘 (請答第 7 題)

--	--	--	--

62

Q. 6 The Possible Reasons for Encountering Recruitment Difficulties. You May Wish to Tick More Than 1 Box for Each Job Level.

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 67	<input type="checkbox"/> 68	<input type="checkbox"/> 69	<input type="checkbox"/> 70
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 75	<input type="checkbox"/> 76	<input type="checkbox"/> 77	<input type="checkbox"/> 78
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源	<input type="checkbox"/> 79	<input type="checkbox"/> 80	<input type="checkbox"/> 81	<input type="checkbox"/> 82
(f) Competition for manpower from the Mainland/Macao/other cities 源自內地/澳門/其他城市之人手競爭	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86
(g) Others (please specify) 其他 (請說明)	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90

--	--	--	--

91

Q. 7 The Total Number of Employees Who Had Left Your Establishment in the Past 12 Months (27.9.2012 to 26.9.2013).

過去十二個月內 (27.9.2012 至 26.9.2013) 離職的僱員人數。

Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/Operative 技工/操作工	Administrative and Others 文員及其他員工	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
95	99	103	107	111

Q. 8 Preferred Years of Catering Industry Experience Before Occupying the Post (Please tick "✓").

各僱員擔任現職前宜具有從事飲食業工作的年數 (請"✓")。

	No experience 無經驗	Less than 1 year 1年以下	1 year - less than 3 years 1年至3年以下	3 years - less than 5 years 3年至5年以下	5 years - 10 years 5年至10年	Over 10 years 10年以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	112	113	114	115	116	117	118
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	119	120	121	122	123	124	125
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	126	127	128	129	130	131	132
Administrative and Others 文員及其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	133	134	135	136	137	138	139

Q. 9 Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (27.9.2012 to 26.9.2013)

(Please tick "✓").

過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構向每名僱員提供訓練的平均日數 (請"P")。

	Nil 無	Less than 5 days 5日以下	5 days - less than 10 days 5日至10日以下	10 days - 15 days 10日至15日	Over 15 days 15日以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	140	141	142	143	144	145
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	146	147	148	149	150	151
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	152	153	154	155	156	157
Administrative and Others 文員及其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	158	159	160	161	162	163

Q. 10 Priority Accorded to Mode of Training for Employees (Priority 1, 2, 3. 1 is very suitable).

僱主認為僱員宜有訓練方式之優先次序 (優先次序1, 2, 3. 1為十分適合)。

	Part-time Day Release 日間兼讀班	Evening 夜間兼讀班	Seminar/Workshop 研討會/研習班
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	164	165	166
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	167	168	169
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	170	171	172
Administrative and Others 文員及其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	173	174	175

Q.11 Preferred Competency

僱員宜有技能

Please Fill in the Number of Persons Who Had Been Provided With the Training as Listed Below in the Past 12 Months (27.9.2012 to 26.9.2013).

請填上在過去十二個月內 (27.9.2012 至 26.9.2013) 獲提供培訓的人數。

Number of Persons Trained
獲提供培訓的人數

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工	
A. Managerial Skills 管理技巧					
101 Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	176	179	182	185	
102 Human Resources Management 人力資源管理	188	191	194	197	
103 Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	200	203	206	209	
104 Supervisory Techniques, Leadership Skills 督導管理、領導技巧	212	215	218	221	
105 Risk Management 風險管理	224	227	230	233	
106 Others (please specify) _____ 其他 (請描述)	236	239	242	245	
B. Trade Skills 行業技能					
201 Sales and Marketing 銷售及市場拓展	248	251	254	257	
202 Finance and Accounting 財務及會計	260	263	266	269	
203 Culinary 烹調	272	275	278	281	
204 Restaurant Service 餐飲服務	284	287	290	293	
205 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	296	299	302	305	
206 Convention and Banquet / Event Management 會議及宴會／項目管理	308	311	314	317	
207 Hygiene and Food Safety 衛生及食品安全	320	323	326	329	
208 Others (please specify) _____ 其他 (請描述)	332	335	338	341	
C. Generic Skills 通用技巧					
301 Service Attitude, Customer Service 服務態度、顧客服務	344	347	350	353	
302 Communication 溝通	356	359	362	365	
303 Problem Solving 難題解決	368	371	374	377	
304 Others (please specify) _____ 其他 (請描述)	380	383	386	389	
D. Language 語言					
401 Putonghua 普通話	392	395	398	401	
402 English 英語	404	407	410	413	
403 Others (please specify) _____ 其他 (請描述)	416	419	422	425	
For Official Use Only 此欄毋須填寫	428	431	434	437	440

Q. 12 The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months.
貴機構預計在未來十二個月內的訓練計劃之人數改動。

Skills Sets 技能類別	Managerial/ Professional 經理／專業人員		Supervisory 督導員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工		
	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/> 441	<input type="text"/> 442 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 445	<input type="text"/> 446 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 449	<input type="text"/> 450 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 453	<input type="text"/> 454 <input type="text"/> <input type="text"/> <input type="text"/>	
(II) Trade Skills 行業技能	<input type="text"/> 457	<input type="text"/> 458 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 461	<input type="text"/> 462 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 465	<input type="text"/> 466 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 469	<input type="text"/> 470 <input type="text"/> <input type="text"/> <input type="text"/>	
(III) Generic Skills 通用技巧	<input type="text"/> 473	<input type="text"/> 474 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 477	<input type="text"/> 478 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 481	<input type="text"/> 482 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 485	<input type="text"/> 486 <input type="text"/> <input type="text"/> <input type="text"/>	
(IV) Language 語言	<input type="text"/> 489	<input type="text"/> 490 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 493	<input type="text"/> 494 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 497	<input type="text"/> 498 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 501	<input type="text"/> 502 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 505

Q.13 Are You Intending to Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Your Staff in the Coming 12 Months?

你會否在未來十二個月內從外間培訓機構為僱員引入有關管理、行業、通用或語言技巧的培訓？

Yes
506 會

No
507 不會

508

End of questionnaire
問卷完

The 2013 Manpower Survey of the Catering Industry
飲食業二〇一三年人力調查

Explanatory Notes
附註

For Part I and Part II
第一及第二部份

Please complete all columns ('A' to 'N') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.
請填寫表內 (A) 至 (N) 欄。如不適用，請填 (0) 符號。

Time Reference of Data
調查參考日

All the data entered should refer to the position as at 27th September 2013 when completing the questionnaire.
請在填寫問卷時，以二〇一三年九月二十七日作為調查參考日。

Part I
第一部份

1. Column 'A' - Titles of Principal Jobs in the Catering Industry
(A) 欄 — 飲食業主要職務名稱

- (a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。
- (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels.
請在 'A' 欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。
- (c) Please enter the information of employees in your company by their skill levels, and provide information as required by Columns 'B' to 'H' of the questionnaire.
請按類別及技能等級，填寫貴機構的人員數目及調查表 (B) 至 (H) 欄所需的資料。
- (d) 'Administrative and others' level staff refers to those employees whose activities are not usually specific to catering industry, such as secretaries and messengers.
「文員及其他員工」是指並非專責餐飲業事務的員工，例如秘書及信差等。

2. Column 'B' – Average Monthly Income Code

(B) 欄 — 平均每月收入編號

Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. (See Note* in the last page)

請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金，花紅及小費。（見尾頁備註*）

<u>Average Monthly Income</u>	<u>Code</u>
平均每月收入	編號
\$8,000 or below 或以下	1
\$8,001 - \$10,000	2
\$10,001 - \$15,000	3
\$15,001 - \$20,000	4
\$20,001 - \$25,000	5
\$25,001 - \$30,000	6
\$30,001 - \$35,000	7
\$35,001 - \$40,000	8
\$40,001 or above 或以上	9

3. Column 'C' - Number of Employees (Excluding Trainees/Apprentices) as at 27.9.2013

(C) 欄 — 在 2013 年 9 月 27 日之僱員人數（實習生／學徒除外）

'Employees' refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. 'Trainees/Apprentices' refer to those employees undergoing training, and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. These definitions also apply to 'employee(s)', 'trainee(s)/apprentice(s)' appearing in other parts of the questionnaire.

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主及合夥人。「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。調查表內所出現的「僱員」、「實習生」／「學徒」等詞，定義亦同。

4. Column 'D' - Number of Vacancies as at 27.9.2013

(D) 欄 — 在 2013 年 9 月 27 日之空缺額

'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at 27.9.2013.

「現有空缺額」指在 2013 年 9 月 27 日該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Column 'E' - Forecast Number of Employees in 12 Months' Time

(E) 欄 — 預測十二個月後僱員人數

The forecast of number employed means the number of employees you will be employing in the next 12 months. The number given could be more / less than that in column 'C' if an expansion / a contraction is expected.

預測僱員人數指貴機構在十二個月後的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 (C) 欄。

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in Column (F) the appropriate code number showing the education level which an employer prefers his employees to have.

請按下列編號將僱主認為僱員宜有教育程度填入 (F) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
University Degree or above 大學學位或以上	1
Higher Diploma/Associate Degree or equivalent 高級文憑／副學士或同等學歷	2
Professional Diploma/Diploma or equivalent 專業文憑／文憑或同等學歷	3
Advanced Certificate/Certificate or equivalent 高級證書／證書或同等學歷	4
Secondary 5 - 7 中學五年級至七年級	5
Secondary 3 - 4 中學三年級至四年級	6
Others 其他	7

7. Column 'G' - No. of Trainees/Apprentices as at 27.9.2013
(G) 欄 — 在 2013 年 9 月 27 日之實習生／學徒人數

Please fill in the total number of employees undergoing training. This includes trainees receiving any form of training and apprentices under a contract of apprenticeship.

請填寫正在接受訓練的僱員總數，包括正在接受各種形式訓練的實習生，以及根據學徒合約受聘的學徒。

8. Column 'H' – Staff's Average Age Range (for craft/operative staff only)
(H) 欄 — 受僱僱員之平均年齡（只適用於技工／操作工）

Please enter in Column (H) the average age range according to the following codes:

請將僱員平均年齡按下列編號填入（H）欄內：

<u>Code</u>	<u>Average Age Range</u>
編號	平均年齡
1	17 or below 或以下
2	18 – 25
3	26 – 30
4	31 – 35
5	36 - 40
6	41 - 49
7	50 or above 或以上

Part II
第二部份

Part-time Staff / 兼職員工

9. Column 'A' - Titles of Principal Jobs in the Catering Industry

(A) 欄 — 飲食業主要職務名稱

- (a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。
- (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels.
請在'A'欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。
- (c) Please enter the information of employees in your company by their skill levels, and provide information as required by Columns 'I' to 'N' of the questionnaire.
請按類別及技能等級，填寫貴機構的人員數目及調查表(I)至(N)欄所需的資料。

10. Column ‘I’ – Average Monthly Wage Code

(I) 欄 – 平均月薪編號

Please enter in this column the appropriate code number showing the average monthly income range for part-time staff.

請填寫兼職員工平均每月收入幅度的編號。

<u>Average Monthly Wage</u>	<u>Code</u>
平均月薪	編號
\$6,000 or below 或以下	1
\$6,001 - \$8,000	2
\$8,001 - \$10,000	3
\$10,001 - \$15,000	4
\$15,001 - \$20,000	5
\$20,001 - \$25,000	6
\$25,001 - \$30,000	7
\$30,001 - \$35,000	8
\$35,001 - \$40,000	9
\$40,001 or above 或以上	10

11. Column ‘J’ – Number of Part-time Staff Employed (by Monthly Rate) as at 9.2013

(J) 欄 – 在 2013 年 9 月的兼職月薪僱員人數

Please enter in this column the number of “Part-time” staff employed who is on a monthly rate as at 9.2013.

請填入貴機構在 2013 年 9 月的兼職月薪僱員人數。

12. Column 'K' – Average Daily Wage Code

(K) 欄 – 平均日薪編號

Please enter in Column (K) the average daily wage of part-time staff according to the following codes:

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

<u>Code</u> 編號	<u>Average Daily Wage</u> 平均日薪
1	\$100 or below 或以下
2	\$101 - \$200
3	\$201 - \$300
4	\$301 - \$400
5	\$401 - \$500
6	\$501 - \$600
7	\$601 or above 或以上

13. Column 'L' – Number of Part-time Staff Employed (by Daily Rate) as at 27.9.2013

(L) 欄 – 在 2013 年 9 月 27 日的日薪兼職員工人數

Please enter in this column the number of “Part-time” staff employed who is on a daily rate as at 27.9.2013.

請填入貴機構在 2013 年 9 月 27 日的兼職日薪員工人數。

14. Column 'M' – Average Hourly Wage Code

(M) 欄 – 平均時薪編號

<u>Code</u> 編號	<u>Average Hourly Wage</u> 平均時薪
1	\$30 - \$40
2	\$41 - \$60
3	\$61 or above 或以上

15. Column ‘N’ –Number of Part-time Staff Employed (by Hourly Rate) as at 27.9.2013
(N) 欄 – 在 2013 年 9 月 27 日的兼職時薪員工人數

Please enter in this column the number of “Part-time” staff employed who is on an hourly rate at the date of Survey.

請填入貴機構在 2013 年 9 月 27 日的兼職時薪員工人數。

*Note: If you have more than one employee concerned doing the same job, please enter the average figure for that job category which is given by:

$$\frac{\text{Total amount of the income received by the employees concerned in that category}}{\text{Total number of the employees concerned in that category}}$$

*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其平均數值：

$$\frac{\text{從事該類工作的有關僱員收入總計}}{\text{從事該類工作的有關僱員人數}}$$

Part III
第三部份

1. Internal Promotion
內部晉升

An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from “Supervisory to Managerial and Professional”, and from “Craft/Operative to Supervisory” in the past 12 months (27.9.2012 to 26.9.2013) in the respective columns.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於所屬欄內填寫過去十二個月 (27.9.2012 至 26.9.2013) 機構內部由督導員級晉升為經理及專業人員級，以及由技工／操作工晉升至督導員級的人數。

2. Number of New Recruits in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的僱員人數

The number of new recruits in the past 12 months refers to the number of employees you hired in the past 12 months (27.9.2012 to 26.9.2013).

請在本部份回答在過去十二個月 (27.9.2012 至 26.9.2013) 貴機構新招聘的僱員人數。

3. Number of New Recruits Without Catering Industry Experience in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月 (27.9.2012 至 26.9.2013) 內新招聘無飲食業經驗的僱員人數

Please provide the total number of new employees joining your establishment without previous catering industry experience, such as fresh non-catering programmes school leavers or persons not experienced in catering industry related jobs.

請提供在加入貴機構前並無飲食業經驗的僱員（例如非飲食業培訓課程應屆畢業生或無飲食業工作經驗的人士）人數。

4. Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數

‘New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (27.9.2012 to 26.9.2013)’ refers to the employees joining your establishment who are fresh graduates of Catering and Hospitality programmes.

「過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。

5. Whether Your Establishment Encounter Any Difficulties in the Recruitment of Employees at Various Job Levels in the Past 12 Months (27.9.2012 to 26.9.2013)
貴機構在過去十二個月內 (27.9.2012 至 26.9.2013) 在招聘僱員方面有否遇到困難

Please state whether your establishment encountered any difficulties in recruiting employees at various job levels in the past 12 months (27.9.2012 to 26.9.2013). If yes, please go to question 6, if not or no recruitment/nor tried to recruit, please go to question 7.

請填報在過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構在招聘各級僱員有否遇到困難。如有，請回答第六題，如沒有困難，或未有／未有嘗試招聘，請回答第七題。

6. The Possible Reasons for Encountering Recruitment Difficulties. You may Wish to Tick More Than 1 Box for Each Job Level
遇到招聘困難的原因，每職級可選一項或以上

Please choose the possible reasons for encountering recruitment difficulties. You may wish to tick more than 1 box for each job level, if appropriate.

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

7. The Total Number of Employees Who Had Left your Establishment in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 離職的僱員人數

Please fill in the number of different levels of employees who left employment with your establishment in the past 12 months (27.9.2012 to 26.9.2013).

請填報過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構離職的各級僱員人數。

8. Preferred Years of Catering Industry Experience before Occupying the Post
各僱員擔任現職前宜具有從事飲食業工作的年數

Please enter the preferred number of years of catering industry experience which your organisation prefers the employee(s) to possess before occupying the present post.

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

9. Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (27.9.2012 to 26.9.2013)
過去十二個月內 (27.9.2012 至 26.9.2013) 貴機構向每名僱員提供訓練的平均日數

Please enter the average number of man-day of training per employee which your organisation had offered in the past 12 months (27.9.2012 to 26.9.2013).

請按貴機構於過去十二個月內 (27.9.2012 至 26.9.2013) 向每名僱員提供訓練的平均日數。

10. Priority Accorded to Mode of Training Courses for Employees

僱主認為僱員宜有訓練方式之優先次序

Please enter the modes of training most suitable to your employees by order of priority (1: Very Suitable to 3: Least Suitable).

請按優先次序，填寫貴機構認為適合僱員的訓練方式。

(1：十分適合至 3：未盡適合)

11. Preferred Competencies

僱員宜有技能

Please provide the number of different levels of employees who had been provided with the training as listed in the past 12 months (27.9.2012 to 26.9.2013).

請提供在過去十二個月內 (27.9.2012 至 26.9.2013) 獲提供所列培訓課程的各級僱員人數。

12. The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months

貴機構預計在未來十二個月內的訓練計劃之人數改動

Please input '+' or '-' to indicate whether there will be an increase/a decrease in providing the skills sets training for employees at different job levels, and also input the relevant manpower changes figure.

請在適當的格內以 '+' 或 '-' 表示預計貴機構在未來十二個月內向各級僱員提供的技能訓練將會增加或減少，以及提供有關之人數改動數字。

13. Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Staff in the Coming 12 Months

你會否在未來十二個月內從外間供應商為僱員引入有關管理、行業、通用或語言技巧的培訓

Please indicate if you would purchase training in the relevant areas from an outside training provider for staff in the coming 12 months by putting a '✓' in the appropriate box.

請在適當格內填上 '✓' 號，回答你會否在未來十二個月內從外間培訓機構為僱員引入有關培訓。

2013 Manpower Survey of the Catering Industry

Job Descriptions for Principal Jobs
in the Catering Industry - Restaurants other than Chinese

(Some of the job titles may not be identical to those used in your establishment. But if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.)

Code No.	Job Title	Job Description
MANAGERIAL AND PROFESSIONAL LEVEL		
131	General Manager/ Managing Director/ Group Director/ Deputy Director	Assumes the total responsibility of managing an establishment, usually with other managers/executives as direct subordinates; implements the company's policies and their objectives with a view to achieving them.
132	Executive Assistant Manager/Club Manager	Takes charge of the overall daily operations and management of the establishment.
133	Director of Human Resources/ Human Resources Manager/ Personnel Manager/ Training Manager/Training and Development Manager/ Learning and Development Manager	Formulates and supervises the implementation of personnel policies, procedures and regulations; maintains amicable staff relations, may design and carry out training programmes for employees of an establishment; plans and implements effective training programmes for all levels of staff; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programmes; provides counselling for employees; determines the effectiveness of training activities.

Code No.	Job Title	Job Description
134	Chief Accountant/ Controller/ Financial Controller/ Finance Director	Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; manages cash flow, loan and money changer; supervises the credit department, general accounting, cashier, income audit, costings sections; arranges Letters of Credit (LCs) for the company's purchases and liaises with suppliers.
135	Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities in an effective way; analyses operation costs and closely liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments. Carries out food hygiene programme in the restaurant operation.
136	Purchasing Manager	Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends.
137	Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	Plans, organises, directs and controls the marketing functions; reviews market and sales analysis to determine local and overseas market requirements; co-ordinates public relations activities relating to sales promotion.
138 *	Restaurant Manager/ Banquet Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu items and wines to clients. Achieves revenue target; ensures guest satisfaction. Achieves the preset revenue target and cost involved. Provides work safety training to the team.

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
139 *	Executive Chef/ Executive Pastry Chef/ Director – Culinary Operations	Establishes standards of food quality and preparation; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market items. Carries out hygiene inspection with hygiene manager on a regular basis.
140	Sous Chef	To assist the Executive Chef to plan, design, supervise and/or prepare food production. Effective control of food cost without damage the guest satisfaction level.
141	Pastry Chef	Supervises the pastry cooks in the preparation of all doughs, pastries, cakes, sweets, petit fours and sugar decorations; able to operate all machinery in pastry and bakery room; maintains quality standard set by executive chef.
142	Specialty Chef/Cook for Asian/Exotic cuisine. (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Plans, designs, supervises and/or prepares Asian and exotic cuisines and food specialities.
149	Others (Managerial and Professional Level)	

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
SUPERVISORY LEVEL		
231	Human Resources Officer/ Personnel Officer/ Training Officer/Training and Development Officer/ Learning and Development Officer	Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismisses employees based on appraisal of supervisors. Counsels and advises department heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials, co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programmes.
232	Accounts Supervisor (e.g. payable/receivable)	Audits and processes the payments of all the establishment's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps a record system of all amounts due to the establishment from guest/patrons; responds to accounts disputes and queries; prepares accounts receivable report.
233	Audit Supervisor/ Paymaster/General Cashier	Audits and processes the payments of the company's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps all records relating to payroll; prepares and remits payroll reports; compiles all tax returns; makes daily bank deposits and prepares a daily accounting of cash; acts as a petty cash disbursing agent; oversees the preparation of the cashier report and daily receipts.
234	Public Relations Officer/ Digital Media Officer	Liaises with media; handles publicity and photographic assignments; prepares press releases in both English and Chinese; liaises with sales executives and cover other duties assigned by the management.
235	Maintenance Supervisor/ Technical Supervisor	Inspects the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts outside contractors regarding repair and maintenance works or renovations.

Code No.	Job Title	Job Description
236	Chief Security Officer	Informs department heads concerned of any necessary procedures on internal security matters; liaison with police department, arranges staff safety training and fire drill tests; security screening of new employees; investigates all incidents and thefts within the premises.
237	Beverage/Bar Manager	Ensures bar is equipped with supplies and correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipments; prepares work schedules and checks on staff performance. Maintains bar cleanliness.
238	Restaurant Supervisor	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; handles guest complaints.
239	Food and Beverage Controller/Cost Controller	Supervises cost control and inventory taking; reviews purchase requests for food and beverage; provides management with information regarding operational costs; prepares forecasts and analysis on all cost reports; makes random inspections on all supplies to the hotel.
240	Captain/Service Supervisor	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flambe dishes at table; advises on the selection of wines and serves them.
241	Sales Supervisor	Promotes the sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
242	Head Cashier	Trains all food and beverage cashiers; issues guest checks daily to all F & B cashiers and follows-up on missing checks; picks up cashiers' daily reports at the close of each shift; arranges cashiers for other banquet functions.

Code No.	Job Title	Job Description
243	Gardemanger/Senior Cook	Supervises and/or prepares all foods; responsible for table and food decorations; checks function sheets and menus daily for distribution of work loads to helpers; ensures that all required food item for each outlets are ready in time; keeps professional records of recipes and working methods.
249	Others (Supervisory Level)	
CRAFT LEVEL		
331 *	Baker/Pastry Cook/ Cook	Prepares cakes, pastry and desserts for during the day time and bread and loaf during night time; supervises work of apprentice pastry cooks; checks daily and weekly menus; operates utensils and crockery used in kitchen; performs different types of cookery and meal preparation; checks stocks in his location in kitchen area; may specialise in sauce, soup, roast, butchery, fish, cold cut and vegetable.
332	Junior Cook or Below	Assists in performing different varieties of duties of the kitchen. (e.g. butchery, barbecue, store, vegetable, dim sum, congee, noodle)
333	Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	Maintains and repairs all necessary mechanical and electrical engineering works of a catering establishment.
349	Others (Craft Level)	
CLERICAL LEVEL		
431	Accounting Clerk/Food and Beverage Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in an accounts department; records all food and beverage sales at the time of meal; prepares cashier's daily report; corrects all daily receipts; provides changes for all cashier.

* Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organisations.

Code No.	Job Title	Job Description
432	Personnel Clerk/ General Office Clerk	Assists in implementing personnel policies and functions; processes application forms from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.
433	Purchasing Clerk/ Quality Control Clerk	Follows up purchase orders and requisition requests; helps expedite delivery; verifies of invoices and freight charges; maintains a library of catalogues, price and reference data; performs a variety of routine calculations, posting and recording; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet.
449	Others (Clerical Level)	
OPERATIVE LEVEL		
531	Security Officer	Regular patrol in premises; conducts full enquiry on incidents occurred; ensures all items found in the premises are properly recorded and kept safety; checks all exists and back staircases. Carries out guard duty; patrols the premises entrances and passageway in the rear service area; provides protection to VIP guests on management's instruction.
532	Telephone Operator	Processes local and overseas calls; provides wake-up call service; keeps close communication between executives; provides directory service for guests; follows proper procedures for handling emergencies.
533	Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	Checks and maintains cold and dry store, wine cellar, silverware and glasses inventories and store records; checks all merchandise entering the premises and their proper documentation; maintains par stocks in storeroom; informs management of the storage situation for expensive items.
534	Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records.

Code No.	Job Title	Job Description
535	Sommelier	Conducts up-selling of beverage items; takes care of the wine and liquor stocks in the restaurant; has good knowledge of wine and advises guests on selection; serves wine at the required temperatures; conducts marketing and promotion plans for beverages.
536	Bartender/Barman/ Barista	Follows specified drinks and cocktail recipes by free pouring jigger quantities; prepares coffee according to prescribed formulas or guests requests; checks on supplies of drinks/wine/spirits; prepares daily supply requisition for bar manager's approval.
537	Food Handler/ Beverage Handler	Monitors snack counter; responsible for light cookings for a variety of snacks. Monitors snack/food station counters in the restaurant; handles light cookings for a variety of snacks; provides customer service; takes and delivers food orders.
538	Delivery Staff/ Take-Away Service Staff	Handles food delivery to the designated locations as per customers orders. Responsible for the smooth operation of the take-away/delivery service; provides take-away/ delivery food service (including taking, packaging and delivery orders); prepares take-away/delivery services utensils/items.
539	Receptionist/Hostess/ Waiter/Waitress	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; keeps guest history; serves guests in assigned station under supervision of a captain; prepares table setting and removes dishes; knows all menu items; keeps good guest relations and extends personalised service. Understands the usage of Point of Sale (POS) to settle bill.
540	Junior Waiter/ Junior Waitress	Collects food from kitchen; cleans up table and changes linen; knows all items on menu. Punches in food order in Point of Sale (POS) system.
541	Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	Washes crockeries by hand and by machine; sweeps the floor and wipes clean stainless steel counters in kitchen; disposes garbage; cleans stove and top of exhaust fans. Maintains cleanliness of the washrooms and replenish items.

Code No.	Job Title	Job Description
542	Uniform and Linen Attendant/Cloakroom Attendant	Controls supply and distribution of all house linen; checks on inform supply; stores and controls replacement of household supplies; keeps up-to-date stock records; checks and repairs staff uniform/house linen; provides service to guests when required; repairs curtains and drapes.
549	Others (Operative Level)	
ADMINISTRATIVE AND OTHERS LEVEL		
631	Secretary	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries; maintains daily calendar and appointment schedules.
632	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
649	Others (Administrative and Others Level)	

MANPOWER PROJECTION FOR THE CATERING INDUSTRY FOR 2014-2016

By The Labour Market Analysis (LMA) Approach

Methodology

The Labour Market Analysis (LMA) approach first examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in the local economy, demography and labour market. It then selects some of the data as independent variables and builds a statistical model that can be used to project manpower demand in the economic sector under study. In other words, the model makes use of some relevant and reliable economic indicators to project manpower demand in the short and medium term.

2. The LMA approach has been applied to the Catering Industry since 2003. The building of a statistical model comprises two main steps. The first step is called 'Diagnostic' as two sets of statistical data are tested to select determinants. Set I comprises 9 core statistics in National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about the key economic activities. Set II comprises 42 economic indicators with more disaggregate information about the economy. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two sets of data, some determinants can be found. To minimize Types I & II errors, these determinants are statistically tested for multi-collinearity before they are grouped into Principal Components (PCs). The second step of statistical modelling is called 'Prognostic' as these principal components are used to build and maintain the statistical models for manpower projection.

Manpower Projection in the Catering Industry

3. In the Catering industry, 12 determinants have been found from the 51 economic indicators. The manpower requirements in the Catering industry can thus be explained by grouping these determinants into Principal Components (PC).

- 1) Average size of domestic household [*HS*]
- 2) Composite Consumer Price Index [*CCPI*],
- 3) Implicit price deflator of GDP [*PDPG*]
- 4) Number of catering establishments [*EST*],
- 5) Number of domestic household [*NOHH*]
- 6) Property price index (Private domestic only) [*PPI*],
- 7) Restaurant Receipts in value index [*RIVA*],
- 8) Restaurant Receipts in volume index [*RIVOL*],
- 9) Total loans and advances (HK\$ millions) [*LA*],
- 10) Total private consumption in durable goods (volume index) [*PCED*],
- 11) Total private consumption in non-durable goods (volume index) [*PCEND*],
- 12) Unemployment rate [*UR*]

4. At the 'Diagnostic' step, Principal Component Analysis (PCA) has been used to select determinants, called Principal Components (PCs), from the two original sets of economic indicators. It is found that about 98% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. For the Catering industry, the PCs comprise *LA*, *RIVA*, *PCEND* and *PPI*. At the 'Prognostic' step, linear regression technique is then applied to build the statistical model. The model indicates that there is a strong positive correlation between manpower and the PCs. The adjusted R-square worked out to be 0.617, indicating that about 62% of the variation of the manpower requirements can be explained by the PCs at the 95% confidence level.

5. Several empirical assumptions support the manpower projection model. From the economic perspective, the decision to employ more people depends on restaurant receipts in value index (RIVA) and the total private consumption in non-durable goods (PCEND). The property price index (PPI) encourages eating out, and the total loans and advances (LA) is an indicator of economic confidence.

By The Adaptive Filtering Method (AFM) Approach

6. Primitive methods for forecasting, often used when insufficient historical data are available, have severe limitations. For example geometric projection has the severe defect of showing a continuously increasing growth rate in the forecast period.

7. If more than 3 sets of data are available, the forecast may be further refined by adjusting the figures to give optimum curve fitting such that either the absolute or mean square error of the curve is a minimum.

8. The manpower demand for Catering Industry in 2014-2016 is projected using three methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers' Forecast (EF). A summary table is provided as below.

Year	Actual Manpower	Projected Manpower (LMA)	Projected Manpower (AFM)	Employer's Forecast (EF)
2013	182,425			
2014F		202,655 (11.1%)*	183,279 (0.4%)*	190,678 (4.5%)*
2015F		207,417 (2.3%)**	183,848 (0.2%)**	
2016F		213,344 (2.9%)**	184,321 (0.2%)**	
*	as percentage change vs actual manpower in 2013			
**	as percentage change vs projected manpower in previous year			
LMA:	Labour Market Analysis			
AFM:	Adaptive Filtering Method			

**APPENDIX 7
STATISTICAL
TABLES
(TABLES 1 - 21)**

**附 錄 7
統 計 表
(表 1 - 21)**

TABLE 1 : NUMBER OF EMPLOYED
(EXCLUDING TRAINEES / APPRENTICES)
CATERING INDUSTRY

Branch	Number Employed at Date of Survey				
	Excluding Trainees / Apprentices	By Monthly Rate	By Daily Rate	By Hourly Rate	Total
Chinese Restaurants	67577	772	562	4514	73425
Restaurants other than Chinese	74514	292	1275	15087	91168
Fast Food Shops	16664	116	-	24841	41621
Beverage Serving Places	7063	81	-	2790	9934
Event Catering and Other Meal / Food Service Activities	13433	79	97	4581	18190
Supplementary Samples	3174	1	4	2321	5500
Total	182425	1341	1938	54134	239838

TABLE 2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**CATERING INDUSTRY****(BRANCH 1-6)**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	626	-	-	-	-
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	177	-	-	-	-
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	93	-	-	-	-
Purchasing Manager	72	-	-	-	-
Business Manager/Sales Manager	481	-	-	-	-
Restaurant Manager/Banquet Manager	5738	91	1.59%	-	-
Administration Manager	154	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	517	-	-	-	-
Executive Assistant Manager/ Club Manager	98	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	155	-	-	-	-
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	15	-	-	-	-
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	92	-	-	-	-
Sous Chef	244	-	-	-	-
Pastry Chef	88	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	84	-	-	-	-
Others	181	-	-	-	-
Sub-total	8815	91	1.03%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	66	-	-	-	-
Public Relations Supervisor/ Sales Supervisor	122	-	-	-	-
Accounts Supervisor (payable/receivable)	377	-	-	-	-
Store Supervisor	99	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	69	1	1.45%	-	-
Restaurant Head Supervisor/ Assistant Manager	870	6	0.69%	-	-
Head Supervisor	1220	10	0.82%	-	-
Bar Supervisor	105	-	-	-	-
Captain/Supervisor	4284	99	2.31%	-	-
Chief Butcher	1153	22	1.91%	-	-
Seafood Butcher	740	14	1.89%	-	-
Second Butcher	928	8	0.86%	-	-
Chief Cook	1358	-	-	-	-
Chief Dim Sum Cook	903	-	-	-	-
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	3249	53	1.63%	-	-
Senior Cook/General Cook/Service Cook	3118	83	2.66%	-	-
Barbecue Cook	1417	6	0.42%	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	36	-	-	-	-
Pantry Captain	632	6	0.95%	-	-
Audit Supervisor/Paymaster/ General Cashier	153	-	-	-	-
Public Relations Officer/ Digital Media Officer	288	-	-	-	-
Chief Security Officer	2	-	-	-	-
Beverage/Bar Manager	307	-	-	-	-
Restaurant Supervisor	8439	154	1.82%	74	0.88%

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Food and Beverage Controller/ Cost Controller	55	-	-	-	-
Captain/Service Supervisor	2213	-	-	32	1.45%
Sales Supervisor	287	-	-	-	-
Head Cashier	126	-	-	-	-
Gardemanger/Senior Cook	3475	14	0.40%	-	-
Others	78	2	2.56%	-	-
Sub-total	36169	478	1.32%	106	0.29%
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	3631	53	1.46%	-	-
Pantry Cook/Vegetable Cook	400	-	-	-	-
Vegetable Cook Helper	120	-	-	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	86	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	5019	105	2.09%	-	-
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	15458	628	4.06%	3	0.02%
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/ plumber)	193	3	1.55%	-	-
Baker/Pastry Cook/Cook	18335	443	2.42%	3	0.02%
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	92	-	-	-	-
Telephone Operator	96	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	324	-	-	-	-
Kitchen Helper/Cleaner/ Dishwasher/ Steward/ Pantry Helper/Washroom Attendant	26376	1799	6.82%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Bartender/Soda Fountain Captain/ Bar Helper	389	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	36321	3156	8.69%	4	0.01%
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	1998	123	6.16%	-	-
Cashier	7760	187	2.41%	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	246	-	-	-	-
Delivery Staff/Take-Away Service Staff	1625	169	10.40%	-	-
Food Handler/Beverage Handler	11366	357	3.14%	24	0.21%
Security Officer	57	10	17.54%	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	57	1	1.75%	-	-
Sommelier	6	-	-	-	-
Bartender/Barman/Barista	2047	99	4.84%	-	-
Junior Waiter/Junior Waitress	3162	677	21.41%	-	-
Others	140	-	-	-	-
Sub-total	135304	7810	5.77%	34	0.03%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	963	5	0.52%	-	-
Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	372	-	-	-	-
Paymaster	139	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk	400	2	0.50%	-	-
Purchasing Clerk/Quality Control Clerk	178	1	0.56%	-	-
Secretary	56	-	-	-	-
Typist/Office Assistant/Messenger/Runner	12	-	-	-	-
Others	17	-	-	-	-
Sub-total	2137	8	0.37%	-	-
GRAND TOTAL	182425	8387	4.60%	140	0.08%

TABLE 2.1 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 1 : CHINESE RESTAURANTS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	443	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	103	-	-	-	-
Accountant/Chief Accountant/ Financial Controller	14	-	-	-	-
Purchasing Manager	49	-	-	-	-
Business Manager/Sales Manager	479	-	-	-	-
Restaurant Manager	1633	-	-	-	-
Administration Manager	153	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	496	-	-	-	-
Others	12	-	-	-	-
Sub-total	3382	-	-	-	-
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer	44	-	-	-	-
Public Relations Supervisor/ Sales Supervisor	112	-	-	-	-
Accounts Supervisor (payable/receivable)	246	-	-	-	-
Store Supervisor	98	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	2	-	-	-	-
Restaurant Head Supervisor/ Assistant Manager	863	6	0.70%	-	-
Head Supervisor	1212	10	0.83%	-	-
Bar Supervisor	105	-	-	-	-
Captain/Supervisor	4210	99	2.35%	-	-
Chief Butcher	1119	22	1.97%	-	-
Seafood Butcher	724	14	1.93%	-	-
Second Butcher	906	8	0.88%	-	-
Chief Cook	1315	-	-	-	-
Chief Dim Sum Cook	891	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	3095	53	1.71%	-	-
Senior Cook/General Cook/Service Cook	3082	82	2.66%	-	-
Barbecue Cook	1005	6	0.60%	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	34	-	-	-	-
Pantry Captain	631	6	0.95%	-	-
Others	30	2	6.67%	-	-
Sub-total	19724	308	1.56%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	3606	53	1.47%	-	-
Pantry Cook/Vegetable Cook	392	-	-	-	-
Vegetable Cook Helper	118	-	-	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	86	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	4843	102	2.11%	-	-
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	2614	204	7.80%	-	-
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/plumber)	164	-	-	-	-
Telephone Operator	35	-	-	-	-
Uniform and Linen Attendant	273	-	-	-	-
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	12512	852	6.81%	-	-
Bartender/Soda Fountain Captain/ Bar Helper	386	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	12948	1165	9.00%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	1978	123	6.22%	-	-
Cashier	2583	18	0.70%	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	246	-	-	-	-
Delivery Staff/Take-Away Service Staff	29	-	-	-	-
Food Handler/Beverage Handler	273	8	2.93%	-	-
Others	59	-	-	-	-
Sub-total	43145	2525	5.85%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier	667	-	-	-	-
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	114	-	-	-	-
Paymaster	139	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk	392	2	0.51%	-	-
Secretary	4	-	-	-	-
Others	10	-	-	-	-
Sub-total	1326	2	0.15%	-	-
GRAND TOTAL	67577	2835	4.20%	-	-

TABLE 2.2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	56	-	-	-	-
Executive Assistant Manager/ Club Manager	1	-	-	-	-
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	51	-	-	-	-
Chief Accountant/Controller/ Financial Controller/Finance Director	51	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	100	-	-	-	-
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	1	-	-	-	-
Restaurant Manager/Banquet Manager	2152	55	2.56%	-	-
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	56	-	-	-	-
Sous Chef	167	-	-	-	-
Pastry Chef	56	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	60	-	-	-	-
Sub-total	2751	55	2.00%	-	-
SUPERVISORY LEVEL					
Barbecue Cook	262	-	-	-	-
Accounts Supervisor (payable/receivable)	101	-	-	-	-
Audit Supervisor/Paymaster/ General Cashier	152	-	-	-	-
Public Relations Officer/ Digital Media Officer	50	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Maintenance Supervisor/ Technical Supervisor	50	-	-	-	-
Beverage/Bar Manager	11	-	-	-	-
Restaurant Supervisor	4122	13	0.32%	-	-
Food and Beverage Controller/ Cost Controller	50	-	-	-	-
Captain/Service Supervisor	1608	-	-	-	-
Head Cashier	1	-	-	-	-
Gardemanger/Senior Cook	2806	10	0.36%	-	-
Others	38	-	-	-	-
Sub-total	9251	23	-	-	-
CRAFT / OPERATIVE LEVEL					
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	50	-	-	-	-
Baker/Pastry Cook/Cook	13119	288	2.20%	3	0.02%
Junior Cook or Below	8012	279	3.48%	3	0.04%
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	51	-	-	-	-
Security Officer	5	10	200.00%	-	-
Telephone Operator	20	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	15	-	-	-	-
Cashier	3330	8	0.24%	-	-
Bartender/Barman/Barista	269	2	0.74%	-	-
Food Handler/Beverage Handler	6219	252	4.05%	24	0.39%
Delivery Staff/Take-Away Service Staff	406	19	4.68%	-	-
Receptionist/Hostess/Waiter/Waitress	19187	1716	8.94%	4	0.02%
Junior Waiter/Junior Waitress	2497	606	24.27%	-	-
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	8954	584	6.52%	-	-
Sub-total	62134	3764	6.06%	34	0.05%

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	122	5	4.10%	-	-
Personnel Clerk/General Office Clerk	153	-	-	-	-
Purchasing Clerk/Quality Control Clerk	103	-	-	-	-
Sub-total	378	5	1.32%	-	-
GRAND TOTAL	74514	3847	5.16%	34	0.05%

TABLE 2.3 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 3 : FAST FOOD SHOPS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	10	-	-	-	-
Restaurant Manager/Banquet Manager	1156	-	-	-	-
Sous Chef	5	-	-	-	-
Pastry Chef	10	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	5	-	-	-	-
Others	10	-	-	-	-
Sub-total	1196	-	-	-	-
SUPERVISORY LEVEL					
Barbecue Cook	132	-	-	-	-
Accounts Supervisor (payable/receivable)	5	-	-	-	-
Public Relations Officer/ Digital Media Officer	238	-	-	-	-
Restaurant Supervisor	2881	-	-	74	2.57%
Captain/Service Supervisor	92	-	-	32	34.78%
Sales Supervisor	5	-	-	-	-
Head Cashier	122	-	-	-	-
Gardemanger/Senior Cook	273	-	-	-	-
Sub-total	3748	-	-	106	2.83%
CRAFT / OPERATIVE LEVEL					
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	30	-	-	-	-
Baker/Pastry Cook/Cook	2243	-	-	-	-
Junior Cook or Below	2705	113	4.18%	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	15	-	-	-	-
Cashier	1034	-	-	-	-
Bartender/Barman/Barista	75	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Food Handler/Beverage Handler	2424	-	-	-	-
Delivery Staff/Take-Away Service Staff	32	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	441	-	-	-	-
Junior Waiter/Junior Waitress	16	-	-	-	-
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	2669	75	2.81%	-	-
Sub-total	11684	188	1.61%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Purchasing Clerk/Quality Control Clerk	21	-	-	-	-
Secretary	10	-	-	-	-
Typist/Office Assistant/Messenger/Runner	5	-	-	-	-
Sub-total	36	-	-	-	-
GRAND TOTAL	16664	188	1.13%	106	-

TABLE 2.4 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 4 : BEVERAGE SEERVING PLACES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	22	-	-	-	-
Executive Assistant Manager/ Club Manager	77	-	-	-	-
Restaurant Manager/Banquet Manager	261	-	-	-	-
Sous Chef	22	-	-	-	-
Sub-total	382	-	-	-	-
SUPERVISORY LEVEL					
Beverage/Bar Manager	285	-	-	-	-
Restaurant Supervisor	936	67	7.16%	-	-
Captain/Service Supervisor	92	-	-	-	-
Sales Supervisor	9	-	-	-	-
Gardemanger/Senior Cook	79	-	-	-	-
Sub-total	1401	67	4.78%	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	454	-	-	-	-
Junior Cook or Below	552	27	4.89%	-	-
Security Officer	44	-	-	-	-
Cashier	38	-	-	-	-
Bartender/Barman/Barista	1594	89	5.58%	-	-
Food Handler/Beverage Handler	758	97	12.80%	-	-
Delivery Staff/Take-Away Service Staff	166	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	1228	167	13.60%	-	-
Junior Waiter/Junior Waitress	169	63	37.28%	-	-
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	192	9	4.69%	-	-
Others	76	-	-	-	-
Sub-total	5271	452	8.58%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	9	-	-	-	-
Sub-total	9	-	-	-	-
GRAND TOTAL	7063	519	7.35%	-	-

TABLE 2.5 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	94	-	-	-	-
Executive Assistant Manager/ Club Manager	13	-	-	-	-
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	15	-	-	-	-
Chief Accountant/Controller/ Financial Controller/Finance Director	15	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	15	-	-	-	-
Purchasing Manager	13	-	-	-	-
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	13	-	-	-	-
Restaurant Manager/Banquet Manager	463	36	7.78%	-	-
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	1	-	-	-	-
Others	156	-	-	-	-
Sub-total	798	36	4.51%	-	-
SUPERVISORY LEVEL					
Captain/Supervisor	26	-	-	-	-
Chief Butcher	13	-	-	-	-
Chief Cook	13	-	-	-	-
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	13	-	-	-	-
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	14	-	-	-	-
Accounts Supervisor (payable/receivable)	14	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Audit Supervisor/Paymaster/ General Cashier	1	-	-	-	-
Restaurant Supervisor	422	74	17.54%	-	-
Captain/Service Supervisor	160	-	-	-	-
Sales Supervisor	268	-	-	-	-
Gardemanger/Senior Cook	90	-	-	-	-
Others	5	-	-	-	-
Sub-total	1039	74	7.12%	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	2335	154	6.60%	-	-
Junior Cook or Below	1458	-	-	-	-
Kitchen Helper/Cleaner/ Dishwasher/ Steward/ Pantry Helper/Washroom Attendant	1605	269	16.76%	-	-
Telephone Operator	36	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	8	-	-	-	-
Cashier	757	161	21.27%	-	-
Bartender/Barman/Barista	70	5	7.14%	-	-
Food Handler/Beverage Handler	1676	-	-	-	-
Delivery Staff/Take-Away Service Staff	992	150	15.12%	-	-
Receptionist/Hostess/Waiter/Waitress	1993	90	4.52%	-	-
Junior Waiter/Junior Waitress	370	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	4	-	-	-	-
Others	5	-	-	-	-
Sub-total	11309	829	7.33%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	135	-	-	-	-
Personnel Clerk/General Office Clerk	84	-	-	-	-
Purchasing Clerk/Quality Control Clerk	42	-	-	-	-
Secretary	26	-	-	-	-
Sub-total	287	-	-	-	-
GRAND TOTAL	13433	939	6.99%	-	-

TABLE 2.6 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 6 : SUPPLEMENTARY SAMPLES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	11	-	-	-	-
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	8	-	-	-	-
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	13	-	-	-	-
Purchasing Manager	10	-	-	-	-
Business Manager/Sales Manager	2	-	-	-	-
Restaurant Manager/Banquet Manager	73	-	-	-	-
Administration Manager	1	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	21	-	-	-	-
Executive Assistant Manager/ Club Manager	7	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	30	-	-	-	-
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	1	-	-	-	-
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	35	-	-	-	-
Sous Chef	50	-	-	-	-
Pastry Chef	22	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	19	-	-	-	-
Others	3	-	-	-	-
Sub-total	306	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	8	-	-	-	-
Public Relations Supervisor/ Sales Supervisor	10	-	-	-	-
Accounts Supervisor (payable/receivable)	11	-	-	-	-
Store Supervisor	1	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	17	1	5.88%	-	-
Restaurant Head Supervisor/ Assistant Manager	7	-	-	-	-
Head Supervisor	8	-	-	-	-
Captain/Supervisor	48	-	-	-	-
Chief Butcher	21	-	-	-	-
Seafood Butcher	16	-	-	-	-
Second Butcher	22	-	-	-	-
Chief Cook	30	-	-	-	-
Chief Dim Sum Cook	12	-	-	-	-
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	141	-	-	-	-
Senior Cook/General Cook/Service Cook	36	1	2.78%	-	-
Barbecue Cook	18	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	2	-	-	-	-
Pantry Captain	1	-	-	-	-
Chief Security Officer	2	-	-	-	-
Beverage/Bar Manager	11	-	-	-	-
Restaurant Supervisor	78	-	-	-	-
Food and Beverage Controller/ Cost Controller	5	-	-	-	-
Captain/Service Supervisor	261	-	-	-	-
Sales Supervisor	5	-	-	-	-
Head Cashier	3	-	-	-	-
Gardemanger/Senior Cook	227	4	1.76%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Others	5	-	-	-	-
Sub-total	1006	6	0.60%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	25	-	-	-	-
Pantry Cook/Vegetable Cook	8	-	-	-	-
Vegetable Cook Helper	2	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	96	3	3.13%	-	-
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	117	5	4.27%	-	-
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/ plumber)	29	3	10.34%	-	-
Baker/Pastry Cook/Cook	184	1	0.54%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	41	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	47	-	-	-	-
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	444	10	2.25%	-	-
Bartender/Soda Fountain Captain/ Bar Helper	3	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	524	18	3.44%	-	-
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	20	-	-	-	-
Cashier	18	-	-	-	-
Security Officer	8	-	-	-	-
Telephone Operator	5	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	19	1	5.26%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Sommelier	6	-	-	-	-
Bartender/Barman/Barista	39	3	7.69%	-	-
Food Handler/Beverage Handler	16	-	-	-	-
Junior Waiter/Junior Waitress	110	8	7.27%	-	-
Sub-total	1761	52	2.95%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	30	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk	8	-	-	-	-
Personnel Clerk/General Office Clerk	21	-	-	-	-
Purchasing Clerk/Quality Control Clerk	12	1	8.33%	-	-
Secretary	16	-	-	-	-
Typist/Office Assistant/Messenger/Runner	7	-	-	-	-
Others	7	-	-	-	-
Sub-total	101	1	0.99%	-	-
GRAND TOTAL	3174	59	1.86%	-	-

TABLE 3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****CATERING INDUSTRY****(BRANCH 1-6)**

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL										
General Manager/Managing Director/ Group Director/Deputy Director		267	43	24	22	216	18	-	36	626
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager		30	90	6	2	40	-	-	9	177
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director		32	56	-	-	-	-	-	5	93
Purchasing Manager		18	5	-	14	32	-	-	3	72
Business Manager/Sales Manager		12	41	16	55	246	18	30	63	481

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Restaurant Manager/Banquet Manager	41	140	594	137	3645	139	11	1031	5738
Administration Manager	4	32	4	-	93	-	-	21	154
Executive Chinese Chef/ Executive Chinese Sous Chef	7	35	8	10	336	70	41	10	517
Executive Assistant Manager/ Club Manager	19	1	1	-	-	-	-	77	98
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	11	116	11	-	14	-	-	3	155
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	14	-	1	-	-	-	-	-	15
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	3	7	1	4	70	1	-	6	92

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Sous Chef	-	3	59	9	82	55	1	35	244
Pastry Chef	-	-	17	7	10	50	1	3	88
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	1	9	12	62	-	-	-	84
Others	158	-	10	-	4	-	-	9	181
Sub-total	616	570	761	272	4850	351	84	1311	8815
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	4	2	4	14	40	-	-	2	66
Public Relations Supervisor/ Sales Supervisor	-	14	20	16	37	30	-	5	122

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Accounts Supervisor (payable/receivable)	51	55	41	41	152	6	-	31	377
Store Supervisor	-	-	8	19	60	2	-	10	99
Maintenance Supervisor/ Technical Supervisor	51	-	4	3	11	-	-	-	69
Restaurant Head Supervisor/ Assistant Manager	-	-	17	14	316	135	41	347	870
Head Supervisor	-	-	16	140	461	197	58	348	1220
Bar Supervisor	-	-	-	76	6	16	-	7	105
Captain/Supervisor	-	-	46	97	1952	1125	102	962	4284
Chief Butcher	-	-	9	27	96	683	271	67	1153
Seafood Butcher	-	-	7	2	49	342	243	97	740
Second Butcher	-	-	9	19	72	434	238	156	928

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)										
Chief Cook	-	-	7	20	107	848	300	76	1358	
Chief Dim Sum Cook	-	-	8	25	83	473	222	92	903	
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	33	-	231	1752	815	418	3249	
Senior Cook/General Cook/Service Cook	-	-	24	18	195	1636	833	412	3118	
Barbecue Cook	-	-	7	-	131	720	204	355	1417	
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	30	2	-	4	36	
Pantry Captain	-	-	4	-	159	368	45	56	632	
Audit Supervisor/Paymaster/ General Cashier	50	1	-	-	102	-	-	-	153	
Public Relations Officer/ Digital Media Officer	50	-	-	-	-	238	-	-	288	

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Chief Security Officer	-	1	1	-	-	-	-	-	2
Beverage/Bar Manager	1	-	43	7	212	-	-	44	307
Restaurant Supervisor	2	27	297	681	4354	1369	301	1408	8439
Food and Beverage Controller/ Cost Controller	-	52	-	3	-	-	-	-	55
Captain/Service Supervisor	-	-	50	129	1651	34	74	275	2213
Sales Supervisor	-	134	5	11	134	-	-	3	287
Head Cashier	-	-	4	-	-	-	-	122	126
Gardemanger/Senior Cook	-	5	72	175	1294	808	661	460	3475
Others	5	-	12	1	36	6	-	18	78
Sub-total	214	291	748	1538	11971	11224	4408	5775	36169

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	3	119	1640	1248	621	3631
Pantry Cook/Vegetable Cook	-	-	-	-	29	162	145	64	400
Vegetable Cook Helper	-	-	-	-	-	84	34	2	120
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	8	70	8	-	86
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	12	154	2281	1421	1151	5019
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	5	5	1718	5867	4060	3803	15458
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	27	63	30	-	73	193

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Baker/Pastry Cook/Cook	-	-	1	311	2866	8831	3935	2391	18335
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	2	-	57	25	8	-	92
Telephone Operator	-	-	-	-	73	2	-	21	96
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	166	65	93	324
Kitchen Helper/Cleaner/ Dishwasher/ Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	449	5211	16515	4201	26376
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	3	47	147	134	58	389
Receptionist/Hostess/Waiter/Waitress	-	-	44	204	10692	15296	7664	2421	36321

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	9	234	790	274	691	1998
Cashier	-	-	-	85	3022	2876	665	1112	7760
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	-	-	-	-	-	106	102	38	246
Delivery Staff/Take-Away Service Staff	-	-	-	-	165	1002	308	150	1625
Food Handler/Beverage Handler	-	-	-	-	922	5874	2518	2052	11366
Security Officer	-	-	-	-	3	44	10	-	57
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	2	36	14	5	-	57
Sommelier	-	3	1	-	-	-	-	2	6
Bartender/Barman/Barista	-	-	-	11	1162	774	1	99	2047

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Junior Waiter/Junior Waitress	-	-	5	-	844	1537	539	237	3162	
Others	-	-	-	-	83	4	5	48	140	
Sub-total	-	3	58	672	22746	52833	39664	19328	135304	
ADMINISTRATIVE AND OTHERS LEVEL										
Accounting Clerk/General Cashier/ Food and Beverage Cashier	50	-	35	97	582	56	-	143	963	
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	-	1	19	10	293	12	-	37	372	
Paymaster	-	-	-	32	87	2	-	18	139	
Store and Receiving Clerk/ Purchasing Clerk	-	-	-	7	246	51	6	90	400	
Purchasing Clerk/Quality Control Clerk	-	-	4	-	155	-	-	19	178	

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Secretary	5	3	-	11	37	-	-	-	56
Typist/Office Assistant/Messenger/Runner	-	-	-	-	11	-	1	-	12
Others	2	-	-	1	14	-	-	-	17
Sub-total	57	4	58	158	1425	121	7	307	2137
GRAND TOTAL	887	868	1625	2640	40992	64529	44163	26721	182425

TABLE 3.1 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 1 : CHINESE RESTAURANTS**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director	112	43	24	22	210	18	-	14	443
Human Resources Manager/ Personnel Manager/Training Manager	9	39	5	2	40	-	-	8	103
Accountant/Chief Accountant/ Financial Controller	4	6	-	-	-	-	-	4	14
Purchasing Manager	-	2	-	13	32	-	-	2	49
Business Manager/Sales Manager	12	40	16	55	246	18	30	62	479
Restaurant Manager	21	34	50	63	1281	23	11	150	1633
Administration Manager	3	32	4	-	93	-	-	21	153

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Executive Chinese Chef/ Executive Chinese Sous Chef	7	23	7	7	334	69	41	8	496
Others	-	-	-	-	4	-	-	8	12
Sub-total	168	219	106	162	2240	128	82	277	3382
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer	-	-	3	-	39	-	-	2	44
Public Relations Supervisor/ Sales Supervisor	-	5	20	16	37	30	-	4	112
Accounts Supervisor (payable/receivable)	-	-	38	23	148	6	-	31	246
Store Supervisor	-	-	7	19	60	2	-	10	98
Maintenance Supervisor/ Technical Supervisor	-	-	-	-	2	-	-	-	2

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Restaurant Head Supervisor/ Assistant Manager	-	-	14	14	313	135	41	346	863
Head Supervisor	-	-	10	140	459	197	58	348	1212
Bar Supervisor	-	-	-	76	6	16	-	7	105
Captain/Supervisor	-	-	22	92	1917	1125	102	952	4210
Chief Butcher	-	-	6	27	83	667	270	66	1119
Seafood Butcher	-	-	4	2	49	339	235	95	724
Second Butcher	-	-	6	19	62	430	237	152	906
Chief Cook	-	-	4	19	89	832	300	71	1315
Chief Dim Sum Cook	-	-	5	24	79	471	221	91	891
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	18	-	229	1734	706	408	3095

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)										
Senior Cook/General Cook/Service Cook	-	-	12	18	192	1633	821	406	3082	
Barbecue Cook	-	-	4	-	117	513	203	168	1005	
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	30	2	-	2	34	
Pantry Captain	-	-	4	-	159	368	44	56	631	
Others	-	-	6	-	-	6	-	18	30	
Sub-total	-	5	183	489	4070	8506	3238	3233	19724	
CRAFT / OPERATIVE LEVEL										
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	114	1631	1247	614	3606	
Pantry Cook/Vegetable Cook	-	-	-	-	29	158	145	60	392	
Vegetable Cook Helper	-	-	-	-	-	84	32	2	118	

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	8	70	8	-	86
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	153	2221	1367	1102	4843
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	242	1066	654	652	2614
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	-	63	28	-	73	164
Telephone Operator	-	-	-	-	12	2	-	21	35
Uniform and Linen Attendant	-	-	-	-	-	151	30	92	273
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	112	2808	7660	1932	12512

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	-	-	47	147	134	58	386
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	-	3211	5237	3313	1187	12948
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	-	-	231	786	270	691	1978
Cashier	-	-	-	18	-	1093	791	356	325	2583
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	-	-	-	-	-	-	106	102	38	246
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	24	5	-	29
Food Handler/Beverage Handler	-	-	-	-	-	4	113	120	36	273
Others	-	-	-	-	-	2	4	5	48	59
Sub-total	-	-	-	18	-	5321	15427	15448	6931	43145

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL										
Accounting Clerk/General Cashier	-	-	16	85	418	56	-	92	667	
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	-	-	6	10	58	12	-	28	114	
Paymaster	-	-	-	32	87	2	-	18	139	
Store and Receiving Clerk/ Purchasing Clerk	-	-	-	-	246	51	6	89	392	
Secretary	-	-	-	4	-	-	-	-	4	
Others	-	-	-	-	10	-	-	-	10	
Sub-total	-	-	22	131	819	121	6	227	1326	
GRAND TOTAL	168	224	311	800	12450	24182	18774	10668	67577	

TABLE 3.2 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director/ Group Director/Deputy Director	51	-	-	-	5	-	-	-	56
Executive Assistant Manager/ Club Manager	-	-	1	-	-	-	-	-	1
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	-	50	1	-	-	-	-	-	51
Chief Accountant/Controller/ Financial Controller/Finance Director	1	50	-	-	-	-	-	-	51

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)										
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	100	-	-	-	-	-	-	-	100
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	1	-	-	-	-	-	-	1
Restaurant Manager/Banquet Manager	12	82	248	70	1424	101	-	215	2152	
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	1	-	-	-	55	-	-	-	56	
Sous Chef	-	-	51	-	61	55	-	-	167	
Pastry Chef	-	-	1	-	5	50	-	-	56	
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	1	-	59	-	-	-	60	
Sub-total	65	282	304	70	1609	206	-	215	2751	

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL									
Barbecue Cook	-	-	-	-	5	204	-	53	262
Accounts Supervisor (payable/receivable)	51	50	-	-	-	-	-	-	101
Audit Supervisor/Paymaster/ General Cashier	50	-	-	-	102	-	-	-	152
Public Relations Officer/ Digital Media Officer	50	-	-	-	-	-	-	-	50
Maintenance Supervisor/ Technical Supervisor	50	-	-	-	-	-	-	-	50
Beverage/Bar Manager	1	-	-	-	10	-	-	-	11
Restaurant Supervisor	2	25	201	377	2747	201	301	268	4122
Food and Beverage Controller/ Cost Controller	-	50	-	-	-	-	-	-	50
Captain/Service Supervisor	-	-	-	50	1359	31	-	168	1608

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Head Cashier	-	-	1	-	-	-	-	-	1
Gardemanger/Senior Cook	-	-	50	103	1137	769	579	168	2806
Others	2	-	-	-	36	-	-	-	38
Sub-total	206	125	252	530	5396	1205	880	657	9251
CRAFT / OPERATIVE LEVEL									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	50	-	-	50
Baker/Pastry Cook/Cook	-	-	-	296	2594	6790	3070	369	13119
Junior Cook or Below	-	-	-	-	1149	3193	2643	1027	8012
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	1	-	50	-	-	-	51
Security Officer	-	-	-	-	-	-	5	-	5

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Telephone Operator	-	-	-	-	-	20	-	-	-	20
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	-	1	14	-	-	15
Cashier	-	-	-	-	67	1377	1473	292	121	3330
Bartender/Barman/Barista	-	-	-	-	6	111	152	-	-	269
Food Handler/Beverage Handler	-	-	-	-	-	536	3400	1783	500	6219
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	15	241	-	150	406
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	-	6215	8578	3644	750	19187
Junior Waiter/Junior Waitress	-	-	-	-	-	483	1263	530	221	2497
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	-	100	1644	6795	415	8954
Sub-total	-	-	1	369	12651	26798	18762	3553	62134	

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/ Food and Beverage Cashier	50	-	-	5	17	-	-	50	122
Personnel Clerk/General Office Clerk	-	-	-	-	150	-	-	3	153
Purchasing Clerk/Quality Control Clerk	-	-	-	-	100	-	-	3	103
Sub-total	50	-	-	5	267	-	-	56	378
GRAND TOTAL	321	407	557	974	19923	28209	19642	4481	74514

TABLE 3.3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 3 : FAST FOOD SHOPS**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	10	-	-	-	-	-	10
Restaurant Manager/Banquet Manager	-	-	27	-	515	-	-	614	1156
Sous Chef	-	-		-	-	-	-	5	5
Pastry Chef	-	-	10	-	-	-	-	-	10
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	5	-	-	-	-	-	5
Others	-	-	10	-	-	-	-	-	10
Sub-total	-	-	62	-	515	-	-	619	1196

Job Title / Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL									
Barbecue Cook	-	-	-	-	-	-	-	132	132
Accounts Supervisor (payable/receivable)	-	-	-	5	-	-	-	-	5
Public Relations Officer/ Digital Media Officer	-	-	-	-	-	238	-	-	238
Restaurant Supervisor	-	-	32	-	643	1123	-	1083	2881
Captain/Service Supervisor	-	-	10	-	-	-	-	82	92
Sales Supervisor	-	-	5	-	-	-	-	-	5
Head Cashier	-	-	-	-	-	-	-	122	122
Gardemanger/Senior Cook	-	-	-	-	76	-	-	197	273
Sub-total	-	-	47	5	719	1361	-	1616	3748

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	-	-	30	30
Baker/Pastry Cook/Cook	-	-	-	-	10	298	-	1935	2243
Junior Cook or Below	-	-	-	-	158	503	261	1783	2705
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	10	-	5	-	15
Cashier	-	-	-	-	142	267	17	608	1034
Bartender/Barman/Barista	-	-	-	-	75	-	-	-	75
Food Handler/Beverage Handler	-	-	-	-	59	732	242	1391	2424
Delivery Staff/Take-Away Service Staff	-	-	-	-	15	-	17	-	32
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	132	266	-	43	441
Junior Waiter/Junior Waitress	-	-	-	-	-	-	-	16	16

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	235	75	695	1664	2669	
Sub-total	-	-	-	-	836	2141	1237	7470	11684	
ADMINISTRATIVE AND OTHERS LEVEL										
Purchasing Clerk/Quality Control Clerk	-	-	-	-	5	-	-	16	21	
Secretary	-	-	-	-	10	-	-	-	10	
Typist/Office Assistant/Messenger/Runner	-	-	-	-	5	-	-	-	5	
Sub-total	-	-	-	-	20	-	-	16	36	
GRAND TOTAL	-	-	109	5	2090	3502	1237	9721	16664	

TABLE 3.4 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 4 : BEVERAGE SERVING PLACES**

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL										
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	-	-	-	-	22	22
Executive Assistant Manager/ Club Manager	-	-	-	-	-	-	-	-	77	77
Restaurant Manager/Banquet Manager	-	-	-	-	228	-	-	-	33	261
Sous Chef	-	-	-	-	-	-	-	-	22	22
Sub-total	-	-	-	-	228	-	-	-	154	382
SUPERVISORY LEVEL										
Beverage/Bar Manager	-	-	42	-	199	-	-	-	44	285
Restaurant Supervisor	-	-	-	143	719	33	-	-	41	936

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Captain/Service Supervisor	-	-	-	9	83	-	-	-	92
Sales Supervisor	-	-	-	9	-	-	-	-	9
Gardemanger/Senior Cook	-	-	-	-	-	35	-	44	79
Sub-total	-	-	42	161	1001	68	-	129	1401
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	-	-	77	343	34	-	454
Junior Cook or Below	-	-	-	-	121	189	66	176	552
Security Officer	-	-	-	-	-	44	-	-	44
Cashier	-	-	-	-	38	-	-	-	38
Bartender/Barman/Barista	-	-	-	-	916	579	-	99	1594
Food Handler/Beverage Handler	-	-	-	-	252	299	167	40	758
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	166	-	-	166

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	472	250	198	308	1228	
Junior Waiter/Junior Waitress	-	-	-	-	142	27	-	-	169	
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	-	-	104	88	192	
Others	-	-	-	-	76	-	-	-	76	
Sub-total	-	-	-	-	2094	1897	569	711	5271	
ADMINISTRATIVE AND OTHERS LEVEL										
Accounting Clerk/ Food and Beverage Cashier	-	-	-	-	9	-	-	-	9	
Sub-total	-	-	-	-	9	-	-	-	9	
GRAND TOTAL	-	-	42	161	3332	1965	569	994	7063	

TABLE 3.5 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director/ Group Director/Deputy Director	94	-	-	-	-	-	-	-	94
Executive Assistant Manager/ Club Manager	13	-	-	-	-	-	-	-	13
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	15	-	-	-	-	-	-	-	15
Chief Accountant/Controller/ Financial Controller/Finance Director	15	-	-	-	-	-	-	-	15

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	2	-	-	-	13	-	-	-	15
Purchasing Manager	13	-	-	-	-	-	-	-	13
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	13	-	-	-	-	-	-	-	13
Restaurant Manager/Banquet Manager	1	6	266	-	190	-	-	-	463
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	1	-	-	-	-	-	-	-	1
Others	156	-	-	-	-	-	-	-	156
Sub-total	323	6	266	-	203	-	-	-	798

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL										
Captain/Supervisor	-	-	-	-	-	26	-	-	-	26
Chief Butcher	-	-	-	-	-	-	13	-	-	13
Chief Cook	-	-	-	-	-	-	13	-	-	13
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	-	13	-	-	13
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	1	-	-	13	-	-	-	-	14
Accounts Supervisor (payable/receivable)	-	1	-	-	13	-	-	-	-	14
Audit Supervisor/Paymaster/ General Cashier	-	1	-	-	-	-	-	-	-	1
Restaurant Supervisor	-	-	31	147	232	12	-	-	-	422
Captain/Service Supervisor	-	-	-	-	-	93	-	67	-	160

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Sales Supervisor	-	134	-	-	134	-	-	-	268
Gardemanger/Senior Cook	-	-	10	-	-	-	80	-	90
Others	-	-	4	1	-	-	-	-	5
Sub-total	-	137	45	174	485	51	147	-	1039
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	-	-	121	1376	813	25	2335
Junior Cook or Below	-	-	-	-	14	904	390	150	1458
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	-	606	999	-	1605
Telephone Operator	-	-	-	-	36	-	-	-	36

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	8	-	-	-	8
Cashier	-	-	-	-	362	345	-	50	757
Bartender/Barman/Barista	-	-	-	-	31	39	-	-	70
Food Handler/Beverage Handler	-	-	-	-	65	1330	206	75	1676
Delivery Staff/Take-Away Service Staff	-	-	-	-	135	571	286	-	992
Receptionist/Hostess/Waiter/Waitress	-	-	-	125	431	944	493	-	1993
Junior Waiter/Junior Waitress	-	-	-	-	125	245	-	-	370
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	-	4	-	4
Others	-	-	-	-	5	-	-	-	5
Sub-total	-	-	-	125	1333	6360	3191	300	11309

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/ Food and Beverage Cashier	-	-	4	-	131	-	-	-	135
Personnel Clerk/General Office Clerk	-	-	5	-	79	-	-	-	84
Purchasing Clerk/Quality Control Clerk	-	-	3	-	39	-	-	-	42
Secretary	-	-	-	-	26	-	-	-	26
Sub-total	-	-	12	-	275	-	-	-	287
GRAND TOTAL	323	143	323	299	2296	6411	3338	300	13433

TABLE 3.6 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 6 : SUPPLEMENTARY SAMPLES**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director/ Group Director/Deputy Director	10	-	-	-	1	-	-	-	11
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	6	1	-	-	-	-	-	1	8
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	12	-	-	-	-	-	-	1	13
Purchasing Manager	5	3	-	1	-	-	-	1	10
Business Manager/Sales Manager	-	1	-	-	-	-	-	1	2
Restaurant Manager/Banquet Manager	7	18	3	4	7	15	-	19	73

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Administration Manager	1	-	-	-	-	-	-	-	1
Executive Chinese Chef/ Executive Chinese Sous Chef	-	12	1	3	2	1	-	2	21
Executive Assistant Manager/ Club Manager	6	1	-	-	-	-	-	-	7
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	9	16	1	-	1	-	-	3	30
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	1	-	-	-	-	-	-	-	1
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	1	7	1	4	15	1	-	6	35
Sous Chef	-	3	8	9	21	-	1	8	50

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)										
Pastry Chef	-	-	6	7	5	-	1	3	22	
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	1	3	12	3	-	-	-	19	
Others	2	-	-	-	-	-	-	1	3	
Sub-total	60	63	23	40	55	17	2	46	306	
SUPERVISORY LEVEL										
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	4	1	1	1	1	-	-	-	8	
Public Relations Supervisor/ Sales Supervisor	-	9	-	-	-	-	-	1	10	
Accounts Supervisor (payable/receivable)	-	4	3	-	4	-	-	-	11	

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)										
Store Supervisor	-	-	1	-	-	-	-	-	-	1
Maintenance Supervisor/ Technical Supervisor	1	-	4	3	9	-	-	-	-	17
Restaurant Head Supervisor/ Assistant Manager	-	-	3	-	3	-	-	-	1	7
Head Supervisor	-	-	6	-	2	-	-	-	-	8
Captain/Supervisor	-	-	24	5	9	-	-	-	10	48
Chief Butcher	-	-	3	-	13	3	1	1	1	21
Seafood Butcher	-	-	3	-	-	3	8	2	2	16
Second Butcher	-	-	3	-	10	4	1	4	4	22
Chief Cook	-	-	3	1	18	3	-	5	5	30
Chief Dim Sum Cook	-	-	3	1	4	2	1	1	1	12

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	15	-	2	5	109	10	141
Senior Cook/General Cook/Service Cook	-	-	12	-	3	3	12	6	36
Barbecue Cook	-	-	3	-	9	3	1	2	18
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	-	-	-	2	2
Pantry Captain	-	-	-	-	-	-	1	-	1
Chief Security Officer	-	1	1	-	-	-	-	-	2
Beverage/Bar Manager	-	-	1	7	3	-	-	-	11
Restaurant Supervisor	-	2	33	14	13	-	-	16	78
Food and Beverage Controller/ Cost Controller	-	2	-	3	-	-	-	-	5

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Captain/Service Supervisor	-	-	40	70	116	3	7	25	261
Sales Supervisor	-	-	-	2	-	-	-	3	5
Head Cashier	-	-	3	-	-	-	-	-	3
Gardemanger/Senior Cook	-	5	12	72	81	4	2	51	227
Others	3	-	2	-	-	-	-	-	5
Sub-total	8	24	179	179	300	33	143	140	1006
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	3	5	9	1	7	25
Pantry Cook/Vegetable Cook	-	-	-	-	-	4	-	4	8
Vegetable Cook Helper	-	-	-	-	-	-	2	-	2

Job Title / Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	12	1	10	54	19	96
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	5	5	34	12	46	15	117
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	27	-	2	-	-	29
Baker/Pastry Cook/Cook	-	-	1	15	64	24	18	62	184
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	1	-	7	25	8	-	41
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	15	31	1	47

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	2	78	262	102	444
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	3	-	-	-	-	3
Receptionist/Hostess/Waiter/Waitress	-	-	44	79	231	21	16	133	524
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	9	3	4	4	-	20
Cashier	-	-	-	-	10	-	-	8	18
Security Officer	-	-	-	-	3	-	5	-	8
Telephone Operator	-	-	-	-	5	-	-	-	5
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	2	17	-	-	-	19

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Sommelier	-	3	1	-	-	-	-	-	2	6
Bartender/Barman/Barista	-	-	-	5	29	4	1	-	-	39
Food Handler/Beverage Handler	-	-	-	-	6	-	-	-	10	16
Junior Waiter/Junior Waitress	-	-	5	-	94	2	9	-	-	110
Sub-total	-	3	57	160	511	210	457	363	1761	
ADMINISTRATIVE AND OTHERS LEVEL										
Accounting Clerk//General Cashier/ Food and Beverage Cashier	-	-	15	7	7	-	-	-	1	30
Store and Receiving Clerk/ Purchasing Clerk	-	-	-	7	-	-	-	-	1	8
Personnel Clerk/General Office Clerk	-	1	8	-	6	-	-	-	6	21
Purchasing Clerk/Quality Control Clerk	-	-	1	-	11	-	-	-	-	12

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Secretary	5	3	-	7	1	-	-	-	16
Typist/Office Assistant/Messenger/Runner	-	-	-	-	6	-	1	-	7
Others	2	-	-	1	4	-	-	-	7
Sub-total	7	4	24	22	35	-	1	8	101
GRAND TOTAL	75	94	283	401	901	260	603	557	3174

TABLE 4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(EXCLUDING TRAINEES/APPRENTICES)
CATERING INDUSTRY
(BRANCH 1-6)

Job Title \ Monthly Income	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL											
General Manager/Managing Director/ Group Director/Deputy Director	-	-	16	135	84	70	100	52	77	92	626
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	-	-	-	11	15	77	40	1	3	30	177
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	-	-	-	-	-	71	1	4	5	12	93
Purchasing Manager	-	-	-	8	17	13	1	1	-	32	72
Business Manager/Sales Manager	-	-	-	112	154	67	11	-	-	137	481
Restaurant Manager/Banquet Manager	-	-	564	2298	1000	272	28	19	-	1557	5738
Administration Manager	-	-	-	35	37	44	10	-	1	27	154

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)												
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	2	68	196	114	13	3	14	107	517	
Executive Assistant Manager/ Club Manager	-	-	-	-	-	13	1	-	6	78	98	
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	-	23	100	5	4	2	16	5	155	
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	-	-	13	-	-	1	-	1	15	
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	1	1	4	1	7	67	11	92	
Sous Chef	-	-	-	56	59	11	58	15	4	41	244	
Pastry Chef	-	-	-	61	10	3	4	-	3	7	88	
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	21	1	3	7	-	50	2	84	

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)											
Others	-	-	-	166	-	-	6	-	-	9	181
Sub-total	-	-	582	2995	1687	767	285	105	246	2148	8815
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	42	14	5	-	-	-	-	5	66
Public Relations Supervisor/ Sales Supervisor	-	-	38	30	34	-	-	-	-	20	122
Accounts Supervisor (payable/receivable)	-	-	72	122	68	2	-	-	-	113	377
Store Supervisor	-	-	85	5	5	-	-	-	-	4	99
Maintenance Supervisor/ Technical Supervisor	-	-	-	64	1	1	-	-	-	3	69
Restaurant Head Supervisor/ Assistant Manager	-	-	121	272	82	2	-	-	-	393	870
Head Supervisor	-	-	280	350	99	-	-	-	-	491	1220
Bar Supervisor	-	-	87	5	6	-	-	-	-	7	105

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
SUPERVISORY LEVEL (Continued)												
Captain/Supervisor	-	77	1708	861	99	-	-	-	-	1539	4284	
Chief Butcher	-	-	124	579	162	43	-	-	-	245	1153	
Seafood Butcher	6	-	366	132	43	-	-	-	-	193	740	
Second Butcher	-	-	219	336	59	-	-	-	-	314	928	
Chief Cook	-	-	97	679	198	29	28	2	-	325	1358	
Chief Dim Sum Cook	-	6	50	304	266	20	9	-	-	248	903	
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	22	1035	1269	116	-	-	-	-	807	3249	
Senior Cook/General Cook/Service Cook	-	20	1196	938	90	21	-	-	-	853	3118	
Barbecue Cook	-	6	264	480	127	8	-	-	-	532	1417	
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	2	10	20	-	-	-	-	4	36	
Pantry Captain	-	21	404	115	10	-	-	-	-	82	632	
Audit Supervisor/Paymaster/ General Cashier	-	-	152	1	-	-	-	-	-	-	153	

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
SUPERVISORY LEVEL (Continued)												
Public Relations Officer/ Digital Media Officer	-	-	238	-	-	50	-	-	-	-	-	288
Chief Security Officer	-	-	-	-	1	-	1	-	-	-	-	2
Beverage/Bar Manager	-	-	43	43	111	9	-	-	-	-	101	307
Restaurant Supervisor	-	351	4215	1767	677	83	-	-	-	-	1346	8439
Food and Beverage Controller/ Cost Controller	-	-	-	-	55	-	-	-	-	-	-	55
Captain/Service Supervisor	-	65	821	469	141	151	-	-	-	-	566	2213
Sales Supervisor	-	-	268	14	1	-	-	-	-	-	4	287
Head Cashier	-	-	-	-	3	-	-	-	-	-	123	126
Gardemanger/Senior Cook	-	-	491	1126	876	50	-	-	-	-	932	3475
Others	-	-	7	45	-	-	-	-	-	-	26	78
Sub-total	6	568	12425	10030	3355	469	38	2	-	-	9276	36169
CRAFT / OPERATIVE LEVEL												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	19	1516	977	138	-	-	-	-	-	981	3631

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
CRAFT / OPERATIVE LEVEL (Continued)												
Pantry Cook/Vegetable Cook	-	-	259	40	-	-	-	-	-	-	101	400
Vegetable Cook Helper	-	4	79	29	-	-	-	-	-	-	8	120
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	30	18	38	-	-	-	-	-	-	86
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	82	2534	680	40	-	-	-	-	-	1683	5019
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	85	2987	7637	1164	-	-	-	-	-	-	3585	15458
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	2	15	69	20	-	-	-	-	-	-	87	193
Baker/Pastry Cook/Cook	67	222	9379	5621	426	-	-	-	-	-	2620	18335
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	12	79	-	-	-	-	-	-	1	92
Telephone Operator	2	8	64	1	-	-	-	-	-	-	21	96

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
CRAFT / OPERATIVE LEVEL (Continued)												
Uniform and Linen Attendant/ Cloakroom Attendant	89	98	36	2	-	-	-	-	-	99	324	
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	2473	11433	5746	152	-	-	-	-	-	6572	26376	
Bartender/Soda Fountain Captain/ Bar Helper	-	108	126	35	-	-	-	-	-	120	389	
Receptionist/Hostess/Waiter/Waitress	1407	13359	13988	594	18	-	-	-	-	6955	36321	
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	281	576	291	-	-	-	-	-	-	850	1998	
Cashier	741	3176	1843	216	-	-	-	-	-	1784	7760	
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	54	106	25	-	-	-	-	-	-	61	246	
Delivery Staff/Take-Away Service Staff	72	633	267	13	-	-	-	-	-	640	1625	
Food Handler/Beverage Handler	562	5044	3120	935	-	-	-	-	-	1705	11366	
Security Officer	-	3	10	-	-	-	-	-	-	44	57	

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	1	5	37	14	-	-	-	-	-	-	57
Sommelier	-	-	-	-	-	1	-	-	-	5	6
Bartender/Barman/Barista	-	422	1328	127	-	-	-	-	-	170	2047
Junior Waiter/Junior Waitress	130	1998	823	5	-	-	-	-	-	206	3162
Others	5	83	4	-	-	-	-	-	-	48	140
Sub-total	5971	40381	49223	10722	660	1	-	-	-	28346	135304
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/General Cashier/ Food and Beverage Cashier	18	239	442	37	-	-	-	-	-	227	963
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	-	135	165	3	-	-	-	-	-	69	372
Paymaster	-	2	90	5	-	-	-	-	-	42	139
Store and Receiving Clerk/ Purchasing Clerk	-	125	143	18	-	-	-	-	-	114	400

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
ADMINISTRATIVE AND OTHERS LEVEL (Continued)											
Purchasing Clerk/Quality Control Clerk	-	41	68	50	-	-	-	-	-	19	178
Secretary	-	-	12	22	19	-	-	-	-	3	56
Typist/Office Assistant/Messenger/Runner	-	5	7	-	-	-	-	-	-	-	12
Others	-	-	6	6	-	-	-	-	-	5	17
Sub-total	18	547	933	141	19	-	-	-	-	479	2137
GRAND TOTAL	5995	41496	63163	23888	5721	1237	323	107	246	40249	182425

TABLE 4.1 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 1 : CHINESE RESTAURANTS**

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL AND PROFESSIONAL LEVEL											
General Manager/Managing Director	-	-	16	135	84	48	22	52	22	64	443
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	11	15	12	40	-	-	25	103
Accountant/Chief Accountant/ Financial Controller	-	-	-	-	-	6	-	4	-	4	14
Purchasing Manager	-	-	-	8	-	13	-	-	-	28	49
Business Manager/Sales Manager	-	-	-	112	154	67	11	-	-	135	479
Restaurant Manager	-	-	77	498	499	159	21	-	-	379	1633
Administration Manager	-	-	-	35	37	44	10	-	-	27	153
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	2	68	195	113	13	-	13	92	496
Others	-	-	-	-	-	-	4	-	-	8	12
Sub-total	-	-	95	867	984	462	121	56	35	762	3382

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer	-	-	28	12	2	-	-	-	-	2	44
Public Relations Supervisor/ Sales Supervisor	-	-	38	30	34	-	-	-	-	10	112
Accounts Supervisor (payable/receivable)	-	-	59	65	13	-	-	-	-	109	246
Store Supervisor	-	-	85	4	5	-	-	-	-	4	98
Maintenance Supervisor/ Technical Supervisor	-	-	-	2	-	-	-	-	-	-	2
Restaurant Head Supervisor/ Assistant Manager	-	-	121	270	81	2	-	-	-	389	863
Head Supervisor	-	-	280	350	97	-	-	-	-	485	1212
Bar Supervisor	-	-	87	5	6	-	-	-	-	7	105
Captain/Supervisor	-	77	1680	856	95	-	-	-	-	1502	4210
Chief Butcher	-	-	110	577	160	32	-	-	-	240	1119
Seafood Butcher	6	-	366	132	32	-	-	-	-	188	724
Second Butcher	-	-	218	333	49	-	-	-	-	306	906
Chief Cook	-	-	97	664	195	29	12	2	-	316	1315

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
SUPERVISORY LEVEL (Continued)												
Chief Dim Sum Cook	-	6	50	304	263	20	5	-	-	243	891	
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	22	1035	1143	114	-	-	-	-	781	3095	
Senior Cook/General Cook/Service Cook	-	20	1196	935	76	21	-	-	-	834	3082	
Barbecue Cook	-	6	259	326	124	-	-	-	-	290	1005	
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	2	10	20	-	-	-	-	2	34	
Pantry Captain	-	21	404	114	10	-	-	-	-	82	631	
Others	-	-	6	-	-	-	-	-	-	24	30	
Sub-total	6	152	6121	6132	1376	104	17	2	-	5814	19724	
CRAFT / OPERATIVE LEVEL												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	19	1515	968	133	-	-	-	-	971	3606	
Pantry Cook/Vegetable Cook	-	-	255	40	-	-	-	-	-	97	392	
Vegetable Cook Helper	-	4	77	29	-	-	-	-	-	8	118	

Job Title	Monthly Income										Total	
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal		
CRAFT / OPERATIVE LEVEL (Continued)												
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	30	18	38	-	-	-	-	-	-	86
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	52	2475	625	40	-	-	-	-	1651	-	4843
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	18	245	1261	181	-	-	-	-	-	909	-	2614
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	2	15	67	2	-	-	-	-	-	78	-	164
Telephone Operator	2	2	10	-	-	-	-	-	-	21	-	35
Uniform and Linen Attendant	88	70	17	-	-	-	-	-	-	98	-	273
Kitchen Helper/Cleaner/Dishwasher/Steward/Pantry Helper/Washroom Attendant	850	5802	2369	146	-	-	-	-	-	3345	-	12512
Bartender/Soda Fountain Captain/Bar Helper	-	108	126	35	-	-	-	-	-	117	-	386
Receptionist/Hostess/Waiter/Waitress	-	4685	5535	24	-	-	-	-	-	2704	-	12948

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
CRAFT / OPERATIVE LEVEL (Continued)												
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	281	572	284	-	-	-	-	-	-	-	841	1978
Cashier	285	992	766	22	-	-	-	-	-	-	518	2583
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	54	106	25	-	-	-	-	-	-	-	61	246
Delivery Staff/Take-Away Service Staff	-	29	-	-	-	-	-	-	-	-	-	29
Food Handler/Beverage Handler	8	167	56	-	-	-	-	-	-	-	42	273
Others	5	2	4	-	-	-	-	-	-	-	48	59
Sub-total	1593	12870	14872	2090	211	-	-	-	-	-	11509	43145
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/General Cashier	18	109	371	5	-	-	-	-	-	-	164	667
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	-	-	52	2	-	-	-	-	-	-	60	114
Paymaster	-	2	90	5	-	-	-	-	-	-	42	139
Store and Receiving Clerk/ Purchasing Clerk	-	125	142	18	-	-	-	-	-	-	107	392

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
ADMINISTRATIVE AND OTHERS LEVEL (Continued)											
Secretary	-	-	-	-	4	-	-	-	-	-	4
Others	-	-	5	-	-	-	-	-	-	5	10
Sub-total	18	236	660	30	4	-	-	-	-	378	1326
GRAND TOTAL	1617	13258	21748	9119	2575	566	138	58	35	18463	67577

TABLE 4.2 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL												
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	-	5	-	-	50	1	56	
Executive Assistant Manager/ Club Manager	-	-	-	-	-	-	-	-	-	1	1	
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	-	-	-	-	-	50	-	-	-	1	51	
Chief Accountant/Controller/ Financial Controller/Finance Director	-	-	-	-	-	50	-	-	-	1	51	
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	-	-	100	-	-	-	-	-	100	
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	-	-	-	-	-	-	-	1	1	

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)											
Restaurant Manager/Banquet Manager	-	-	175	894	482	100	3	-	-	498	2152
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	-	-	-	-	5	50	1	56
Sous Chef	-	-	-	53	55	5	53	-	-	1	167
Pastry Chef	-	-	-	50	5	-	-	-	-	1	56
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	9	-	-	-	-	50	1	60
Sub-total	-	-	175	1006	642	210	56	5	150	507	2751
SUPERVISORY LEVEL											
Barbecue Cook	-	-	5	153	-	-	-	-	-	104	262
Accounts Supervisor (payable/receivable)	-	-	-	50	50	-	-	-	-	1	101
Audit Supervisor/Paymaster/ General Cashier	-	-	152	-	-	-	-	-	-	-	152
Public Relations Officer/ Digital Media Officer	-	-	-	-	-	50	-	-	-	-	50

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY LEVEL (Continued)											
Maintenance Supervisor/ Technical Supervisor	-	-	-	50	-	-	-	-	-	-	50
Beverage/Bar Manager	-	-	-	10	-	-	-	-	-	1	11
Restaurant Supervisor	-	117	1262	1531	554	51	-	-	-	607	4122
Food and Beverage Controller/ Cost Controller	-	-	-	-	50	-	-	-	-	-	50
Captain/Service Supervisor	-	65	682	314	50	151	-	-	-	346	1608
Head Cashier	-	-	-	-	-	-	-	-	-	1	1
Gardemanger/Senior Cook	-	-	488	969	765	50	-	-	-	534	2806
Others	-	-	-	36	-	-	-	-	-	2	38
Sub-total	-	182	2589	3113	1469	302	-	-	-	1596	9251
CRAFT / OPERATIVE LEVEL											
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	50	-	-	-	-	-	-	-	50
Baker/Pastry Cook/Cook	-	25	7161	4383	424	-	-	-	-	1126	13119
Junior Cook or Below	-	1430	4348	901	-	-	-	-	-	1333	8012

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)											
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	50	-	-	-	-	-	1	51
Security Officer	-	-	5	-	-	-	-	-	-	-	5
Telephone Operator	-	6	14	-	-	-	-	-	-	-	20
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	1	5	9	-	-	-	-	-	-	-	15
Cashier	336	1376	725	185	-	-	-	-	-	708	3330
Bartender/Barman/Barista	-	-	263	-	-	-	-	-	-	6	269
Food Handler/Beverage Handler	67	1639	2499	842	-	-	-	-	-	1172	6219
Delivery Staff/Take-Away Service Staff	-	220	-	-	-	-	-	-	-	186	406
Receptionist/Hostess/Waiter/Waitress	1069	7060	7937	371	-	-	-	-	-	2750	19187
Junior Waiter/Junior Waitress	-	1775	550	-	-	-	-	-	-	172	2497
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	976	4016	2606	-	-	-	-	-	-	1356	8954
Sub-total	2449	17552	26167	6732	424	-	-	-	-	8810	62134

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/ Food and Beverage Cashier	-	-	57	15	-	-	-	-	-	50	122
Personnel Clerk/General Office Clerk	-	50	100	-	-	-	-	-	-	3	153
Purchasing Clerk/Quality Control Clerk	-	-	50	50	-	-	-	-	-	3	103
Sub-total	-	50	207	65	-	-	-	-	-	56	378
GRAND TOTAL	2449	17784	29138	10916	2535	512	56	5	150	10969	74514

TABLE 4.3 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 3 : FAST FOOD SHOPS**

Job Title	Monthly Income	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL												
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager		-	-	-	10	-	-	-	-	-	-	10
Restaurant Manager/Banquet Manager		-	-	247	620	5	-	-	-	-	284	1156
Sous Chef		-	-	-	-	-	-	-	-	-	5	5
Pastry Chef		-	-	-	10	-	-	-	-	-	-	10
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)		-	-	-	5	-	-	-	-	-	-	5
Others		-	-	-	10	-	-	-	-	-	-	10
Sub-total		-	-	247	655	5	-	-	-	-	289	1196
SUPERVISORY LEVEL												
Barbecue Cook		-	-	-	-	-	-	-	-	-	132	132

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY LEVEL (Continued)											
Accounts Supervisor (payable/receivable)	-	-	-	5	-	-	-	-	-	-	5
Public Relations Officer/ Digital Media Officer	-	-	238	-	-	-	-	-	-	-	238
Restaurant Supervisor	-	234	2049	151	-	-	-	-	-	447	2881
Captain/Service Supervisor	-	-	32	10	-	-	-	-	-	50	92
Sales Supervisor	-	-	-	5	-	-	-	-	-	-	5
Head Cashier	-	-	-	-	-	-	-	-	-	122	122
Gardemanger/Senior Cook	-	-	-	76	-	-	-	-	-	197	273
Sub-total	-	234	2319	247	-	-	-	-	-	948	3748
CRAFT / OPERATIVE LEVEL											
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	30	-	-	-	-	-	-	-	-	30
Baker/Pastry Cook/Cook	-	-	1119	269	-	-	-	-	-	855	2243
Junior Cook or Below	-	925	1247	-	-	-	-	-	-	533	2705
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	15	-	-	-	-	-	-	-	15

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)											
Cashier	68	634	117	-	-	-	-	-	-	215	1034
Bartender/Barman/Barista	-	-	75	-	-	-	-	-	-	-	75
Food Handler/Beverage Handler	59	2213	152	-	-	-	-	-	-	-	2424
Delivery Staff/Take-Away Service Staff	-	15	-	-	-	-	-	-	-	17	32
Receptionist/Hostess/Waiter/Waitress	100	331	-	-	-	-	-	-	-	10	441
Junior Waiter/Junior Waitress	-	16	-	-	-	-	-	-	-	-	16
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	459	1006	295	-	-	-	-	-	-	909	2669
Sub-total	686	5170	3020	269	-	-	-	-	-	2539	11684
ADMINISTRATIVE AND OTHERS LEVEL											
Purchasing Clerk/Quality Control Clerk	-	-	5	-	-	-	-	-	-	16	21
Secretary	-	-	10	-	-	-	-	-	-	-	10
Typist/Office Assistant/Messenger/Runner	-	5	-	-	-	-	-	-	-	-	5
Sub-total	-	5	15	-	-	-	-	-	-	16	36
GRAND TOTAL	686	5409	5601	1171	5	-	-	-	-	3792	16664

TABLE 4.4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 4 : BEVERAGE SERVING PLACES**

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL												
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	-	-	-	-	-	-	22	22
Executive Assistant Manager/ Club Manager	-	-	-	-	-	-	-	-	-	-	77	77
Restaurant Manager/Banquet Manager	-	-	-	210	-	-	-	-	-	-	51	261
Sous Chef	-	-	-	-	-	-	-	-	-	-	22	22
Sub-total	-	-	-	210	-	-	-	-	-	-	172	382
SUPERVISORY LEVEL												
Beverage/Bar Manager	-	-	43	33	100	9	-	-	-	-	100	285
Restaurant Supervisor	-	-	734	34	109	-	-	-	-	-	59	936
Captain/Service Supervisor	-	-	76	16	-	-	-	-	-	-	-	92
Sales Supervisor	-	-	-	9	-	-	-	-	-	-	-	9

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY LEVEL (Continued)											
Gardemanger/Senior Cook	-	-	-	-	8	-	-	-	-	71	79
Sub-total	-	-	853	92	217	9	-	-	-	230	1401
CRAFT / OPEATIVE LEVEL											
Baker/Pastry Cook/Cook	-	-	68	386	-	-	-	-	-	-	454
Junior Cook or Below	-	34	204	9	-	-	-	-	-	305	552
Security Officer	-	-	-	-	-	-	-	-	-	44	44
Cashier	-	18	-	9	-	-	-	-	-	11	38
Bartender/Barman/Barista	-	383	937	110	-	-	-	-	-	164	1594
Food Handler/Beverage Handler	168	244	141	-	-	-	-	-	-	205	758
Delivery Staff/Take-Away Service Staff	-	34	132	-	-	-	-	-	-	-	166
Receptionist/Hostess/Waiter/Waitress	-	478	143	-	18	-	-	-	-	589	1228
Junior Waiter/Junior Waitress	-	27	108	-	-	-	-	-	-	34	169
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	25	16	-	-	-	-	-	-	151	192

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
CRAFT / OPEATIVE LEVEL (Continued)											
Others	-	76	-	-	-	-	-	-	-	-	76
Sub-total	168	1319	1749	514	18	-	-	-	-	1503	5271
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/Food and Beverage Cashier	-	-	-	9	-	-	-	-	-	-	9
Sub-total	-	-	-	9	-	-	-	-	-	-	9
GRAND TOTAL	168	1319	2602	825	235	9	-	-	-	1905	7063

TABLE 4.5 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL AND PROFESSIONAL LEVEL											
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	-	15	78	-	1	-	94
Executive Assistant Manager/ Club Manager	-	-	-	-	-	13	-	-	-	-	13
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	-	-	-	-	-	13	-	-	2	-	15
Chief Accountant/Controller/ Financial Controller/Finance Director	-	-	-	-	-	13	-	-	2	-	15
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	-	13	-	-	-	-	2	-	15
Purchasing Manager	-	-	-	-	13	-	-	-	-	-	13

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)											
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	-	-	13	-	-	-	-	-	13
Restaurant Manager/Banquet Manager	-	-	65	75	7	-	-	-	-	316	463
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	-	-	-	-	-	1	-	1
Others	-	-	-	156	-	-	-	-	-	-	156
Sub-total	-	-	65	244	33	54	78	-	8	316	798
SUPERVISORY LEVEL											
Captain/Supervisor	-	-	26	-	-	-	-	-	-	-	26
Chief Butcher	-	-	13	-	-	-	-	-	-	-	13
Chief Cook	-	-	-	13	-	-	-	-	-	-	13
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	13	-	-	-	-	-	-	13
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	14	-	-	-	-	-	-	-	14

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY LEVEL (Continued)											
Accounts Supervisor (payable/receivable)	-	-	13	1	-	-	-	-	-	-	14
Audit Supervisor/Paymaster/ General Cashier	-	-	-	1	-	-	-	-	-	-	1
Restaurant Supervisor	-	-	165	43	-	-	-	-	-	214	422
Captain/Service Supervisor	-	-	26	-	-	-	-	-	-	134	160
Sales Supervisor	-	-	268	-	-	-	-	-	-	-	268
Gardemanger/Senior Cook	-	-	-	13	10	-	-	-	-	67	90
Others	-	-	1	4	-	-	-	-	-	-	5
Sub-total	-	-	526	88	10	-	-	-	-	415	1039
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	67	197	993	508	-	-	-	-	-	570	2335
Junior Cook or Below	67	346	493	67	-	-	-	-	-	485	1458
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	159	507	262	-	-	-	-	-	-	677	1605
Telephone Operator	-	-	36	-	-	-	-	-	-	-	36

Job Title	Monthly Income											
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total	
CRAFT / OPERATIVE LEVEL (Continued)												
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	8	-	-	-	-	-	-	-	-	8
Cashier	52	156	225	-	-	-	-	-	-	-	324	757
Bartender/Barman/Barista	-	39	31	-	-	-	-	-	-	-	-	70
Food Handler/Beverage Handler	260	781	266	93	-	-	-	-	-	-	276	1676
Delivery Staff/Take-Away Service Staff	72	335	135	13	-	-	-	-	-	-	437	992
Receptionist/Hostess/Waiter/Waitress	238	797	154	67	-	-	-	-	-	-	737	1993
Junior Waiter/Junior Waitress	130	173	67	-	-	-	-	-	-	-	-	370
Uniform and Linen Attendant/ Cloakroom Attendant	-	4	-	-	-	-	-	-	-	-	-	4
Others	-	5	-	-	-	-	-	-	-	-	-	5
Sub-total	1045	3340	2670	748	-	-	-	-	-	-	3506	11309
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/ Food and Beverage Cashier	-	130	5	-	-	-	-	-	-	-	-	135

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)											
Personnel Clerk/General Office Clerk	-	78	6	-	-	-	-	-	-	-	84
Purchasing Clerk/Quality Control Clerk	-	39	3	-	-	-	-	-	-	-	42
Secretary	-	-	-	13	13	-	-	-	-	-	26
Sub-total	-	247	14	13	13	-	-	-	-	-	287
GRAND TOTAL	1045	3587	3275	1093	56	54	78	-	8	4237	13433

TABLE 4.6 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 6 : SUPPLEMENTARY SAMPLES**

Job Title \ Monthly Income	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL											
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	-	2	-	-	4	5	11
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Deveolpment Manager	-	-	-	-	-	2	-	1	1	4	8
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	-	-	-	-	-	2	1	-	3	7	13
Purchasing Manager	-	-	-	-	4	-	1	1	-	4	10
Business Manager/Sales Manager	-	-	-	-	-	-	-	-	-	2	2
Restaurant Manager/Banquet Manager	-	-	-	1	7	13	4	19	-	29	73
Administration Manager	-	-	-	-	-	-	-	-	1	-	1
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	1	1	-	3	1	15	21

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)											
Executive Assistant Manager/ Club Manager	-	-	-	-	-	-	1	-	6	-	7
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	-	-	-	5	4	2	14	5	30
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	-	-	-	-	-	1	-	-	1
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	1	1	4	1	2	16	10	35
Sous Chef	-	-	-	3	4	6	5	15	4	13	50
Pastry Chef	-	-	-	1	5	3	4	-	3	6	22
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	7	1	3	7	-	-	1	19
Others	-	-	-	-	-	-	2	-	-	1	3
Sub-total	-	-	-	13	23	41	30	44	53	102	306

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
SUPERVISORY LEVEL												
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	-	2	3	-	-	-	-	3	8	
Public Relations Supervisor/ Sales Supervisor	-	-	-	-	-	-	-	-	-	10	10	
Accounts Supervisor (payable/receivable)	-	-	-	1	5	2	-	-	-	3	11	
Store Supervisor	-	-	-	1	-	-	-	-	-	-	1	
Maintenance Supervisor/ Technical Supervisor	-	-	-	12	1	1	-	-	-	3	17	
Restaurant Head Supervisor/ Assistant Manager	-	-	-	2	1	-	-	-	-	4	7	
Head Supervisor	-	-	-	-	2	-	-	-	-	6	8	
Captain/Supervisor	-	-	2	5	4	-	-	-	-	37	48	
Chief Butcher	-	-	1	2	2	11	-	-	-	5	21	
Seafood Butcher	-	-	-	-	11	-	-	-	-	5	16	
Second Butcher	-	-	1	3	10	-	-	-	-	8	22	
Chief Cook	-	-	-	2	3	-	16	-	-	9	30	

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
SUPERVISORY LEVEL (Continued)												
Chief Dim Sum Cook	-	-	-	-	3	-	4	-	-	5	12	
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	113	2	-	-	-	-	26	141	
Senior Cook/General Cook/Service Cook	-	-	-	3	14	-	-	-	-	19	36	
Barbecue Cook	-	-	-	1	3	8	-	-	-	6	18	
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	-	-	-	-	-	2	2	
Pantry Captain	-	-	-	1	-	-	-	-	-	-	1	
Chief Security Officer	-	-	-	-	1	-	1	-	-	-	2	
Beverage/Bar Manager	-	-	-	-	11	-	-	-	-	-	11	
Restaurant Supervisor	-	-	5	8	14	32	-	-	-	19	78	
Food and Beverage Controller/ Cost Controller	-	-	-	-	5	-	-	-	-	-	5	
Captain/Service Supervisor	-	-	5	129	91	-	-	-	-	36	261	
Sales Supervisor	-	-	-	-	1	-	-	-	-	4	5	

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY LEVEL (Continued)											
Head Cashier	-	-	-	-	3	-	-	-	-	-	3
Gardemanger/Senior Cook	-	-	3	68	93	-	-	-	-	63	227
Others	-	-	-	5	-	-	-	-	-	-	5
Sub-total	-	-	17	358	283	54	21	-	-	273	1006
CRAFT / OPERATIVE LEVEL											
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	1	9	5	-	-	-	-	10	25
Pantry Cook/Vegetable Cook	-	-	4	-	-	-	-	-	-	4	8
Vegetable Cook Helper	-	-	2	-	-	-	-	-	-	-	2
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	9	55	-	-	-	-	-	32	96
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	7	84	6	-	-	-	-	-	20	117
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	2	18	-	-	-	-	-	9	29

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Baker/Pastry Cook/Cook	-	-	38	75	2	-	-	-	-	69	184
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	12	29	-	-	-	-	-	-	41
Uniform and Linen Attendant/ Cloakroom Attendant	1	24	19	2	-	-	-	-	-	1	47
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	29	77	198	6	-	-	-	-	-	134	444
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	-	-	-	-	-	-	3	3
Receptionist/Hostess/Waiter/Waitress	-	8	219	132	-	-	-	-	-	165	524
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	4	7	-	-	-	-	-	-	9	20
Cashier	-	-	10	-	-	-	-	-	-	8	18
Security Officer	-	3	5	-	-	-	-	-	-	-	8
Telephone Operator	-	-	4	1	-	-	-	-	-	-	5

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)											
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	5	14	-	-	-	-	-	-	19
Sommelier	-	-	-	-	-	1	-	-	-	5	6
Bartender/Barman/Barista	-	-	22	17	-	-	-	-	-	-	39
Food Handler/Beverage Handler	-	-	6	-	-	-	-	-	-	10	16
Junior Waiter/Junior Waitress	-	7	98	5	-	-	-	-	-	-	110
Sub-total	30	130	745	369	7	1	-	-	-	479	1761
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	9	8	-	-	-	-	-	13	30
Store and Receiving Clerk/ Purchasing Clerk	-	-	1	-	-	-	-	-	-	7	8
Personnel Clerk/General Office Clerk	-	7	7	1	-	-	-	-	-	6	21
Purchasing Clerk/Quality Control Clerk	-	2	10	-	-	-	-	-	-	-	12
Secretary	-	-	2	9	2	-	-	-	-	3	16

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
ADMINISTRATIVE AND OTHERS LEVEL (Continued)												
Typist/Office Assistant/Messenger/Runner	-	-	7	-	-	-	-	-	-	-	-	7
Others	-	-	1	6	-	-	-	-	-	-	-	7
Sub-total	-	9	37	24	2	-	-	-	-	-	29	101
GRAND TOTAL	30	139	799	764	315	96	51	44	53	883	3174	

TABLE 5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

CATERING INDUSTRY

(BRANCH 1-6)

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL								
Executive Chinese Chef/Executive Chinese Sous Chef		-	-	-	-	5	-	5
Sub-total		-	-	-	-	5	-	5
SUPERVISORY LEVEL								
Captain/Supervisor		15	-	-	6	-	39	60
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)		20	-	-	-	-	-	20
Pantry Captain		-	-	-	2	-	-	2
Accounts Supervisor (e.g. payable/receivable)		9	-	-	-	-	-	9
Restaurant Supervisor		-	-	-	-	-	38	38
Sub-total		44	-	-	8	-	77	129

Monthly Income Range Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
CRAFT / OPERATIVE LEVEL							
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	5	-	-	-	5
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	57	-	-	-	-	57
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/ electrician/plumber)	10	-	-	-	-	-	10
Uniform and Linen Attendant	-	-	-	-	-	5	5
Kitchen Helper/Cleaner/Dishwasher/Steward/Pantry Helper/Washroom Attendant	90	97	-	10	-	66	263
Receptionist/Hostess/Waiter/Waitress	196	42	46	10	-	35	329
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	76	-	-	-	18	94
Cashier	41	6	-	-	-	38	85

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)								
Food Handler/Beverage Handler		12	-	-	-	-	-	12
Delivery Staff/Take-Away Service Staff		100	67	-	-	-	-	167
Junior Waiter/Junior Waitress		11	-	-	-	-	-	11
Others		38	54	-	-	-	-	92
	Sub-total	498	399	51	20	-	162	1130
ADMINISTRATIVE AND OTHERS LEVEL								
Store and Receiving Clerk/Purchasing Clerk		-	18	-	-	-	-	18
Accounting Clerk/Food and Beverage Cashier		59	-	-	-	-	-	59
	Sub-total	59	18	-	-	-	-	77
	GRAND TOTAL	601	417	51	28	5	239	1341

TABLE 5.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 1 : CHINESE RESTAURANTS

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL								
Executive Chinese Chef/Executive Chinese Sous Chef		-	-	-	-	5	-	5
Sub-total		-	-	-	-	5	-	5
SUPERVISORY LEVEL								
Captain/Supervisor		15	-	-	6	-	39	60
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)		20	-	-	-	-	-	20
Pantry Captain		-	-	-	2	-	-	2
Sub-total		35	-	-	8	-	39	82
CRAFT / OPERATIVE LEVEL								
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)		-	-	5	-	-	-	5

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)								
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)		-	57	-	-	-	-	57
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/ electrician/plumber)		10	-	-	-	-	-	10
Uniform and Linen Attendant		-	-	-	-	-	5	5
Kitchen Helper/Cleaner/Dishwasher/Steward/Pantry Helper/Washroom Attendant		81	97	-	-	-	5	183
Receptionist/Hostess/Waiter/Waitress		84	42	46	-	-	35	207
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales		-	76	-	-	-	18	94
Cashier		41	6	-	-	-	21	68
Others		38	-	-	-	-	-	38
Sub-total		254	278	51	-	-	84	667

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL								
Store and Receiving Clerk/Purchasing Clerk		-	18	-	-	-	-	18
Sub-total		-	18	-	-	-	-	18
GRAND TOTAL		289	296	51	8	5	123	772

TABLE 5.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
CRAFT / OPERATIVE LEVEL								
Delivery Staff/Take-Away Service Staff		100	-	-	-	-	-	100
Receptionist/Hostess/Waiter/Waitress		112	-	-	10	-	-	122
Junior Waiter/Junior Waitress		10	-	-	-	-	-	10
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant		-	-	-	10	-	-	10
Sub-total		222	-	-	20	-	-	242
ADMINISTRATIVE AND OTHERS LEVEL								
Accounting Clerk/Food and Beverage Cashier		50	-	-	-	-	-	50
Sub-total		50	-	-	-	-	-	50
GRAND TOTAL		272	-	-	20	-	-	292

TABLE 5.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 3 : FAST FOOD SHOPS

Job Title \ Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
SUPERVISORY LEVEL							
Restaurant Supervisor	-	-	-	-	-	38	38
Sub-total	-	-	-	-	-	38	38
CRAFT / OPERATIVE LEVEL							
Cashier	-	-	-	-	-	17	17
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	-	61	61
Sub-total	-	-	-	-	-	78	78
GRAND TOTAL	-	-	-	-	-	116	116

TABLE 5.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 4 : BEVERAGE SERVING PLACES

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
SUPERVISORY LEVEL								
Accounts Supervisor (e.g. payable/receivable)		9	-	-	-	-	-	9
Sub-total		9	-	-	-	-	-	9
CRAFT / OPERATIVE LEVEL								
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant		9	-	-	-	-	-	9
Others		-	54	-	-	-	-	54
Sub-total		9	54	-	-	-	-	63
ADMINISTRATIVE AND OTHERS LEVEL								
Accounting Clerk/Food and Beverage Cashier		9	-	-	-	-	-	9
Sub-total		9	-	-	-	-	-	9
GRAND TOTAL		27	54	-	-	-	-	81

TABLE 5.5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE
BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
CRAFT / OPERATIVE LEVEL								
Food Handler/Beverage Handler		12	-	-	-	-	-	12
Delivery Staff/Take-Away Service Staff		-	67	-	-	-	-	67
	Sub-total	12	67	-	-	-	-	79
	GRAND TOTAL	12	67	-	-	-	-	79

TABLE 5.6 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 6 : SUPPLEMENTARY SAMPLES

<div style="display: flex; justify-content: space-between;"> Job Title Monthly Income Range </div>	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$20,001 - \$25,000	Refusal	Total
CRAFT / OPERATIVE LEVEL							
Junior Waiter/Junior Waitress	1	-	-	-	-	-	1
Sub-total	1	-	-	-	-	-	1
GRAND TOTAL	1	-	-	-	-	-	1

TABLE 6 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

CATERING INDUSTRY

(BRANCH 1-6)

Daily Income Range Job Title	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Refusal	Total
	SUPERVISORY LEVEL						
Captain/Supervisor	-	-	-	-	22	-	22
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	20	-	20
Senior Cook/General Cook/Service Cook	-	-	-	-	2	-	2
Sub-total	-	-	-	-	44	-	44
CRAFT / OPERATIVE LEVEL							
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	108	38	18	-	164
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	93	70	19	182
Baker/Pastry Cook/Cook	-	67	-	3	494	-	564
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	-	68	149	-	-	-	217
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	36	-	-	-	-	36
Receptionist/Hostess/Waiter/Waitress	-	145	353	10	-	-	508
Food Handler/Beverage Handler	-	-	4	102	-	-	106
Delivery Staff/Take-Away Service Staff	17	-	-	-	-	-	17
Junior Waiter/Junior Waitress	-	100	-	-	-	-	100
Sub-total	17	416	614	246	582	19	1894
GRAND TOTAL	17	416	614	246	626	19	1938

TABLE 6.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 1 : CHINESE RESTAURANTS

Daily Income Range Job Title	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Refusal	Total
	SUPERVISORY LEVEL						
Captain/Supervisor	-	-	-	-	22	-	22
No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	20	-	20
Senior Cook/General Cook/Service Cook	-	-	-	-	2	-	2
Sub-total	-	-	-	-	44	-	44
CRAFT / OPERATIVE LEVEL							
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	108	38	18	-	164
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	22	-	19	41
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	-	68	32	-	-	-	100
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	36	-	-	-	-	36
Waiter/Waitress	-	145	18	10	-	-	173
Food Handler	-	-	4	-	-	-	4
Sub-total	-	249	162	70	18	19	518
GRAND TOTAL	-	249	162	70	62	19	562

TABLE 6.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title	Daily Income Range						Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Refusal	
CRAFT / OPERATIVE LEVEL							
Baker/Pastry Cook/Cook	-	-	-	3	481	-	484
Junior Cook or Below	-	-	-	67	70	-	137
Food Handler/Beverage Handler	-	-	-	102	-	-	102
Receptionist/Hostess/Waiter/Waitress	-	-	335	-	-	-	335
Junior Waiter/Junior Waitress	-	100	-	-	-	-	100
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	117	-	-	-	117
Sub-total	-	100	452	172	551	-	1275
GRAND TOTAL	-	100	452	172	551	-	1275

TABLE 6.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Daily Income Range						Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Refusal	
CRAFT / OPERATIVE LEVEL							
Baker/Pastry Cook/Cook	-	67	-	-	13	-	80
Delivery Staff/Take-Away Service Staff	17	-	-	-	-	-	17
Sub-total	17	67	-	-	13	-	97
GRAND TOTAL	17	67	-	-	13	-	97

TABLE 6.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 6 : SUPPLEMENTARY SAMPLES

Job Title	Daily Income Range						Refusal	Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600			
CRAFT / OPERATIVE LEVEL								
Junior Cook or Below	-	-	-	4	-	-	4	
Sub-total	-	-	-	4	-	-	4	
GRAND TOTAL	-	-	-	4	-	-	4	

TABLE 7 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE

CATERING INDUSTRY

(BRANCH 1-6)

Hourly Income Range Job Title	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
	SUPERVISORY LEVEL				
Senior Cook/General Cook/Service Cook	-	18	-	-	18
Restaurant Supervisor	17	8	-	90	115
Captain/Service Supervisor	-	-	76	-	76
Gardemanger/Senior Cook	-	2	566	-	568
Sub-total	17	28	642	90	777
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	3	-	-	3
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	116	-	12	128
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	1021	500	-	23	1544
Baker/Pastry Cook/Cook	377	234	7	570	1188
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	5476	1526	5	997	8004
Receptionist/Hostess/Waiter/Waitress	7696	4513	739	583	13531
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	84	54	-	-	138
Cashier	9385	53	-	187	9625
Delivery Staff/Take-Away Service Staff	1807	201	-	459	2467
Food Handler/Beverage Handler	11209	38	-	174	11421
Bartender/Barman/Barista	1351	42	-	99	1492

Job Title	Hourly Income Range				
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)					
Junior Waiter/Junior Waitress	1373	1380	-	950	3703
Uniform and Linen Attendant/ Cloakroom Attendant	-	9	-	-	9
Others	104	-	-	-	104
Sub-total	39883	8669	751	4054	53357
GRAND TOTAL	39900	8697	1393	4144	54134

**TABLE 7.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 1 : CHINESE RESTAURANTS

Job Title	Hourly Income Range				
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
SUPERVISORY LEVEL					
Senior Cook/General Cook/Service Cook	-	18	-	-	18
Sub-total	-	18	-	-	18
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	2	-	-	2
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	116	-	-	116
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	37	21	-	-	58
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	796	412	-	96	1304
Receptionist/Hostess/Waiter/Waitress	1249	1280	-	243	2772
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	84	54	-	-	138
Cashier	18	-	-	-	18
Delivery Staff/Take-Away Service Staff	12	20	-	-	32
Food Handler	56	-	-	-	56
Sub-total	2252	1905	-	339	4496
GRAND TOTAL	2252	1923	-	339	4514

**TABLE 7.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title	Hourly Income Range				Total
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	342	121	-	201	664
Junior Cook or Below	300	453	-	6	759
Cashier	252	7	-	6	265
Bartender/Barman/Barista	-	1	-	-	1
Food Handler/Beverage Handler	708	38	-	-	746
Delivery Staff/Take-Away Service Staff	214	78	-	17	309
Receptionist/Hostess/Waiter/Waitress	4649	2609	-	196	7454
Junior Waiter/Junior Waitress	1169	438	-	915	2522
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	1437	824	-	56	2317
Others	50	-	-	-	50
Sub-total	9121	4569	-	1397	15087
GRAND TOTAL	9121	4569	-	1397	15087

**TABLE 7.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 3 : FAST FOOD SHOPS

Hourly Income Range	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
Job Title					
SUPERVISORY LEVEL					
Restaurant Supervisor	17	-	-	90	107
Sub-total	17	-	-	90	107
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	17	17	-	51	85
Junior Cook or Below	648	10	-	17	675
Cashier	9078	-	-	78	9156
Bartender/Barman/Barista	387	-	-	-	387
Food Handler/Beverage Handler	9857	-	-	-	9857
Delivery Staff/Take-Away Service Staff	450	-	-	-	450
Receptionist/Hostess/Waiter/Waitress	578	-	-	-	578
Junior Waiter/Junior Waitress	16	-	-	35	51
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	2891	85	-	519	3495
Sub-total	23922	112	-	700	24734
GRAND TOTAL	23939	112	-	790	24841

**TABLE 7.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE
BRANCH 4 : BEVERAGE SERVING PLACES**

Hourly Income Range Job Title	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
SUPERVISORY LEVEL					
Restaurant Supervisor	-	8	-	-	8
Sub-total	-	8	-	-	8
CRAFT / OPERATIVE LEVEL					
Bartender/Barman/Barista	964	16	-	99	1079
Food Handler/Beverage Handler	381	-	-	40	421
Delivery Staff/Take-Away Service Staff	68	-	-	-	68
Receptionist/Hostess/Waiter/Waitress	415	362	-	99	876
Junior Waiter/Junior Waitress	54	33	-	-	87
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	34	195	-	22	251
Sub-total	1916	606	-	260	2782
GRAND TOTAL	1916	614	-	260	2790

**TABLE 7.5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Hourly Income Range				
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	18	96	5	318	437
Junior Cook or Below	36	-	-	-	36
Receptionist/Hostess/Waiter/Waitress	805	170	235	-	1210
Cashier	37	-	-	103	140
Food Handler/Beverage Handler	207	-	-	134	341
Delivery Staff/Take-Away Service Staff	1063	103	-	442	1608
Junior Waiter/Junior Waitress	134	-	-	-	134
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	312	-	5	304	621
Others	54	-	-	-	54
Sub-total	2666	369	245	1301	4581
GRAND TOTAL	2666	369	245	1301	4581

TABLE 7.6 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE
BRANCH 6 : SUPPLEMENTARY SAMPLES

Hourly Income Range	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
Job Title					
SUPERVISORY LEVEL					
Captain/Service Supervisor	-	-	76	-	76
Gardemanger/Senior Cook	-	2	566	-	568
Sub-total	-	2	642	-	644
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	1	-	-	1
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	12	12
Baker/Pastry Cook/Cook	-	-	2	-	2
Junior Cook or Below	-	16	-	-	16
Receptionist/Hostess/Waiter/Waitress	-	92	504	45	641
Cashier	-	46	-	-	46
Bartender/Barman/Barista	-	25	-	-	25
Junior Waiter/Junior Waitress	-	909	-	-	909
Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	6	10	-	-	16
Uniform and Linen Attendant/ Cloakroom Attendant	-	9	-	-	9
Sub-total	6	1108	506	57	1677
GRAND TOTAL	6	1110	1148	57	2321

TABLE 8 : NUMBER OF INTERNAL PROMOTION

Branch \ Job Level	From Supervisory to Managerial / Professional	From Craft / Operative to Supervisory	Total
Chinese Restaurants	25	172	197
Restaurants other than Chinese	100	280	380
Fast Food Shops	32	32	64
Beverage Serving Places	126	158	284
Event Catering and Other Meal / Food Service Activities	-	-	-
Supplementary Samples	9	19	28
All Branches	292	661	953

TABLE 9 : NUMBER OF RECRUITS IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	185	1748	11354	82	13369
Restaurants other than Chinese	6	1319	20443	150	21918
Fast Food Shops	73	492	3263	-	3828
Beverage Serving Places	8	77	1213	-	1298
Event Catering and Other Meal / Food Service Activities	12	-	1745	65	1822
Supplementary Samples	25	57	185	9	276
All Branches	309	3693	38203	306	42511

**TABLE 10 : NUMBER OF NEW RECRUITS WITHOUT CATERING
INDUSTRY EXPERIENCE IN THE PAST 12 MONTHS**

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	5	42	1483	5	1535
Restaurants other than Chinese	-	-	6005	50	6055
Fast Food Shops	-	-	482	-	482
Beverage Serving Places	-	-	720	-	720
Event Catering and Other Meal / Food Service Activities	-	-	909	65	974
Supplementary Samples	-	-	11	6	17
All Branches	5	42	9610	126	9783

**TABLE 11 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATES OF CATERING
AND HOSPITALITY PROGRAMMES IN THE PAST 12 MONTHS**

Branch	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2	4	6
Restaurants other than Chinese	170	-	170
Fast Food Shops	-	-	-
Beverage Serving Places	-	-	-
Event Catering and Other Meal / Food Service Activities	14	-	14
Supplementary Samples	1	-	1
All Branches	187	4	191

TABLE 12 : AVERAGE YEARS OF CATERING INDUSTRY EXPERIENCE BEFORE OCCUPYING THE POST

Branch	Experience	No Experience	Less than 1 year	1 year - less than 3 years	3 years - less than 5 years	5 years - 10 years	Over 10 years	Unspecified / Refusal	Total
	Job Level								
Chinese Restaurants	Managerial/Professional	24	-	144	1051	1440	600	123	3382
	Supervisory	180	-	5645	8753	2781	125	2240	19724
	Craft/Operative	1379	15174	19431	1390	1017	255	4499	43145
	Administrative and Others	26	488	639	41	6	41	85	1326
	Total	1609	15662	25859	11235	5244	1021	6947	67577
Restaurants other than Chinese	Managerial/Professional	-	-	200	1079	1184	73	215	2751
	Supervisory	-	673	2627	3944	780	570	657	9251
	Craft/Operative	3066	21680	30500	1998	935	402	3553	62134
	Administrative and Others	150	115	50	7	-	-	56	378
	Total	3216	22468	33377	7028	2899	1045	4481	74514
Fast Food Shops	Managerial/Professional	-	-	49	249	262	-	636	1196
	Supervisory	-	119	1712	182	68	-	1667	3748
	Craft/Operative	510	2776	853	75	-	-	7470	11684
	Administrative and Others	-	20	-	-	-	-	16	36
	Total	510	2915	2614	506	330	-	9789	16664
Beverage Serving Places	Managerial/Professional	-	-	18	202	8	-	154	382
	Supervisory	-	43	939	171	33	-	215	1401
	Craft/Operative	1239	2087	673	303	-	-	969	5271
	Administrative and Others	-	-	9	-	-	-	-	9
	Total	1239	2130	1639	676	41	-	1338	7063

Branch	Experience	No Experience	Less than 1 year	1 year - less than 3 years	3 years - less than 5 years	5 years - 10 years	Over 10 years	Unspecified / Refusal	Total
	Job Level								
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	-	-	255	496	47	-	-	798
	Supervisory	-	-	669	217	153	-	-	1039
	Craft/Operative	669	3232	6062	1046	-	-	300	11309
	Administrative and Others	221	52	14	-	-	-	-	287
	Total	890	3284	7000	1759	200	-	300	13433
Supplementary Samples	Managerial/Professional	-	-	-	13	203	56	34	306
	Supervisory	-	-	424	349	134	12	87	1006
	Craft/Operative	491	246	602	37	126	-	259	1761
	Administrative and Others	6	38	42	-	9	4	2	101
	Total	497	284	1068	399	472	72	382	3174
All Branches	Managerial/Professional	24	-	666	3090	3144	729	1162	8815
	Supervisory	180	835	12016	13616	3949	707	4866	36169
	Craft/Operative	7354	45195	58121	4849	2078	657	17050	135304
	Administrative and Others	403	713	754	48	15	45	159	2137
	Total	7961	46743	71557	21603	9186	2138	23237	182425

TABLE 13 : NUMBER OF EMPLOYEES BY AVERAGE MAN-DAY OF TRAINING IN THE PAST 12 MONTHS

Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified / Refusal	Total
	Job Level							
Chinese Restaurants	Managerial/Professional	2685	536	20	-	-	141	3382
	Supervisory	14166	3008	172	-	-	2378	19724
	Craft/Operative	31595	6805	-	-	-	4745	43145
	Administrative and Others	1215	14	-	-	-	97	1326
	Total	49661	10363	192	-	-	7361	67577
Restaurants other than Chinese	Managerial/Professional	2131	305	-	-	-	315	2751
	Supervisory	7240	972	-	-	182	857	9251
	Craft/Operative	53348	4678	-	205	-	3903	62134
	Administrative and Others	307	-	-	-	15	56	378
	Total	63026	5955	-	205	197	5131	74514
Fast Food Shops	Managerial/Professional	99	154	68	-	-	875	1196
	Supervisory	353	214	170	-	-	3011	3748
	Craft/Operative	4214	-	-	-	-	7470	11684
	Administrative and Others	20	-	-	-	-	16	36
	Total	4686	368	238	-	-	11372	16664
Beverage Serving Places	Managerial/Professional	88	26	-	-	202	66	382
	Supervisory	801	176	33	-	264	127	1401
	Craft/Operative	3773	357	132	66	414	529	5271
	Administrative and Others	9	-	-	-	-	-	9
	Total	4671	559	165	66	880	722	7063

Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified / Refusal	Total
	Job Level							
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	589	209	-	-	-	-	798
	Supervisory	864	175	-	-	-	-	1039
	Craft/Operative	10097	912	-	-	-	300	11309
	Administrative and Others	275	12	-	-	-	-	287
	Total	11825	1308	-	-	-	300	13433
Supplementary Samples	Managerial/Professional	186	53	7	-	-	60	306
	Supervisory	659	147	19	-	-	181	1006
	Craft/Operative	854	365	45	-	-	497	1761
	Administrative and Others	64	8	-	-	-	29	101
	Total	1763	573	71	-	-	767	3174
All Branches	Managerial/Professional	5778	1283	95	-	202	1457	8815
	Supervisory	24083	4692	394	-	446	6554	36169
	Craft/Operative	103881	13117	177	271	414	17444	135304
	Administrative and Others	1890	34	-	-	15	198	2137
	Total	135632	19126	666	271	1077	25653	182425

TABLE 14.1 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES

PRIORITY RANKED FOR PART-TIME DAY RELEASE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	881	782	775	944	3382
	Supervisory	5016	4690	3303	6715	19724
	Craft/Operative	9722	11300	8172	13951	43145
	Administrative and Others	355	218	331	422	1326
	Total	15974	16990	12581	22032	67577
Restaurants other than Chinese	Managerial/Professional	1215	841	102	593	2751
	Supervisory	2337	3164	1475	2275	9251
	Craft/Operative	13966	19810	10865	17493	62134
	Administrative and Others	55	250	15	58	378
	Total	17573	24065	12457	20419	74514
Fast Food Shops	Managerial/Professional	90	10	428	668	1196
	Supervisory	222	195	1526	1805	3748
	Craft/Operative	319	762	1332	9271	11684
	Administrative and Others	-	-	20	16	36
	Total	631	967	3306	11760	16664

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	228	-	-	154	382
	Supervisory	774	217	153	257	1401
	Craft/Operative	2415	1044	376	1436	5271
	Administrative and Others	-	-	9	-	9
	Total	3417	1261	538	1847	7063
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	142	471	16	169	798
	Supervisory	226	329	350	134	1039
	Craft/Operative	2153	2917	3062	3177	11309
	Administrative and Others	12	221	2	52	287
	Total	2533	3938	3430	3532	13433
Supplementary Samples	Managerial/Professional	13	66	120	107	306
	Supervisory	33	244	252	477	1006
	Craft/Operative	65	530	365	801	1761
	Administrative and Others	13	18	49	21	101
	Total	124	858	786	1406	3174
All Branches	Managerial/Professional	2569	2170	1441	2635	8815
	Supervisory	8608	8839	7059	11663	36169
	Craft/Operative	28640	36363	24172	46129	135304
	Administrative and Others	435	707	426	569	2137
	Total	40252	48079	33098	60996	182425

TABLE 14.2 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES
PRIORITY RANKED FOR EVENING COURSE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	388	1140	910	944	3382
	Supervisory	2165	5610	5234	6715	19724
	Craft/Operative	5496	12096	11602	13951	43145
	Administrative and Others	101	529	274	422	1326
	Total	8150	19375	18020	22032	67577
Restaurants other than Chinese	Managerial/Professional	204	282	1672	593	2751
	Supervisory	280	2185	4511	2275	9251
	Craft/Operative	4993	13994	25654	17493	62134
	Administrative and Others	-	65	255	58	378
	Total	5477	16526	32092	20419	74514
Fast Food Shops	Managerial/Professional	-	433	95	668	1196
	Supervisory	-	1561	382	1805	3748
	Craft/Operative	250	1367	796	9271	11684
	Administrative and Others	-	20	-	16	36
	Total	250	3381	1273	11760	16664

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	-	-	228	154	382
	Supervisory	-	153	991	257	1401
	Craft/Operative	418	1022	2395	1436	5271
	Administrative and Others	-	9	-	-	9
	Total	418	1184	3614	1847	7063
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	26	92	511	169	798
	Supervisory	153	375	377	134	1039
	Craft/Operative	1104	3403	3625	3177	11309
	Administrative and Others	-	2	233	52	287
	Total	1283	3872	4746	3532	13433
Supplementary Samples	Managerial/Professional	-	126	73	107	306
	Supervisory	104	227	198	477	1006
	Craft/Operative	186	324	450	801	1761
	Administrative and Others	19	45	16	21	101
	Total	309	722	737	1406	3174
All Branches	Managerial/Professional	618	2073	3489	2635	8815
	Supervisory	2702	10111	11693	11663	36169
	Craft/Operative	12447	32206	44522	46129	135304
	Administrative and Others	120	670	778	569	2137
	Total	15887	45060	60482	60996	182425

TABLE 14.3 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES
PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	1169	516	753	944	3382
	Supervisory	5828	2709	4472	6715	19724
	Craft/Operative	13976	5798	9420	13951	43145
	Administrative and Others	448	157	299	422	1326
	Total	21421	9180	14944	22032	67577
Restaurants other than Chinese	Managerial/Professional	739	1035	384	593	2751
	Supervisory	4359	1627	990	2275	9251
	Craft/Operative	25682	10837	8122	17493	62134
	Administrative and Others	265	5	50	58	378
	Total	31045	13504	9546	20419	74514
Fast Food Shops	Managerial/Professional	438	85	5	668	1196
	Supervisory	1721	187	35	1805	3748
	Craft/Operative	1844	284	285	9271	11684
	Administrative and Others	20	-	-	16	36
	Total	4023	556	325	11760	16664

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	-	228	-	154	382
	Supervisory	370	774	-	257	1401
	Craft/Operative	1002	1769	1064	1436	5271
	Administrative and Others	9	-	-	-	9
	Total	1381	2771	1064	1847	7063
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	461	66	102	169	798
	Supervisory	526	201	178	134	1039
	Craft/Operative	4875	1812	1445	3177	11309
	Administrative and Others	223	12	-	52	287
	Total	6085	2091	1725	3532	13433
Supplementary Samples	Managerial/Professional	186	7	6	107	306
	Supervisory	392	58	79	477	1006
	Craft/Operative	709	106	145	801	1761
	Administrative and Others	48	17	15	21	101
	Total	1335	188	245	1406	3174
All Branches	Managerial/Professional	2993	1937	1250	2635	8815
	Supervisory	13196	5556	5754	11663	36169
	Craft/Operative	48088	20606	20481	46129	135304
	Administrative and Others	1013	191	364	569	2137
	Total	65290	28290	27849	60996	182425

TABLE 15 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

CATERING INDUSTRY

(BRANCH 1-6)

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	4	1	-	-	5
	Human Resources Management	258	34	-	-	292
	Sales and Marketing Strategic Planning, Implementation and Evaluation	75	6	-	-	81
	Supervisory Techniques, Leadership Skills	406	660	-	-	1066
	Risk Management	256	116	-	-	372
	Other Managerial Skills	1	-	-	-	1
	Sub-total	1000	817	-	-	1817
Trade Skills	Sales and Marketing	84	-	-	-	84
	Finance and Accounting	-	-	-	8	8
	Culinary	1	67	415	-	483
	Restaurant Service	256	484	741	4	1485
	Alcoholic Beverage and Wine	9	82	146	10	247
	Convention and Banquet/Event Management	13	13	-	-	26
	Hygiene and Food Safety	649	1554	2888	19	5110
	Other Trade Skills	-	85	533	-	618
Sub-total	1012	2285	4723	41	8061	

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	489	1420	3064	31	5004
	Communication	22	190	849	35	1096
	Problem Solving	5	118	490	25	638
	Other Generic Skills	3	10	20	2	35
	Sub-total	519	1738	4423	93	6773
Language	Putonghua	13	32	197	-	242
	English	132	185	99	1	417
	Others Language	-	-	-	-	-
	Sub-total	145	217	296	1	659
GRAND TOTAL		2676	5057	9442	135	17310

TABLE 15.1 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 1 : CHINESE RESTAURANTS

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	4	-	-	-	4
	Human Resources Management	-	-	-	-	-
	Sales and Marketing Strategic Planning, Implementation and Evaluation	10	6	-	-	16
	Supervisory Techniques, Leadership Skills	10	12	-	-	22
	Risk Management	49	101	-	-	150
	Other Managerial Skills	-	-	-	-	-
	Sub-total	73	119	-	-	192
Trade Skills	Sales and Marketing	19	-	-	-	19
	Finance and Accounting	-	-	-	5	5
	Culinary	-	-	-	-	-
	Restaurant Service	139	218	365	4	726
	Alcoholic Beverage and Wine	5	16	50	10	81
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	343	787	1455	4	2589
	Other Trade Skills	-	-	-	-	-
	Sub-total	506	1021	1870	23	3420

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	258	781	1772	14	2825
	Communication	4	40	115	14	173
	Problem Solving	-	-	35	10	45
	Other Generic Skills	-	-	-	-	-
	Sub-total	262	821	1922	38	3043
Language	Putonghua	-	6	-	-	6
	English	-	-	-	-	-
	Others Language	-	-	-	-	-
	Sub-total	-	6	-	-	6
GRAND TOTAL		841	1967	3792	61	6661

TABLE 15.2 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	-	-	-	-	-
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	-	66	-	-	66
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total	-	66	-	-	-
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	66	348	-	414
	Restaurant Service	100	166	250	-	516
	Alcoholic Beverage and Wine	-	50	-	-	50
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	205	488	934	15	1642
	Other Trade Skills	-	-	-	-	-
	Sub-total	305	770	1532	15	2622

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	-	66	452	15	533
	Communication	-	-	50	15	65
	Problem Solving	-	-	50	15	65
	Other Generic Skills	-	-	-	-	-
	Sub-total	-	66	552	45	663
Language	Putonghua	-	-	-	-	-
	English	-	-	-	-	-
	Others Language	-	-	-	-	-
	Sub-total	-	-	-	-	-
GRAND TOTAL		305	902	2084	60	3351

TABLE 15.3 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 3 : FAST FOOD SHOPS

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	22	32	-	-	54
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	217	369	-	-	586
	Risk Management	5	15	-	-	20
	Other Managerial Skills	-	-	-	-	-
	Sub-total	244	416	-	-	660
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	-	-	-	-
	Restaurant Service	5	15	-	-	20
	Alcoholic Beverage and Wine	-	-	-	-	-
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	73	185	-	-	258
	Other Trade Skills	-	17	-	-	17
	Sub-total	78	217	-	-	295

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	205	367	-	-	572
	Communication	5	15	-	-	20
	Problem Solving	5	15	-	-	20
	Other Generic Skills	-	-	-	-	-
	Sub-total	215	397	-	-	612
Language	Putonghua	-	-	-	-	-
	English	132	182	-	-	314
	Others Language	-	-	-	-	-
	Sub-total	132	182	-	-	314
GRAND TOTAL		669	1212	-	-	1881

TABLE 15.4 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 4 : BEVERAGE SERVING PLACES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	236	-	-	-	236
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	135	152	-	-	287
	Risk Management	202	-	-	-	202
	Other Managerial Skills	-	-	-	-	-
	Sub-total	573	152	-	-	725
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	-	-	-	-
	Restaurant Service	-	26	18	-	44
	Alcoholic Beverage and Wine	-	9	66	-	75
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	9	-	-	-	9
	Other Trade Skills	-	68	533	-	601
	Sub-total	9	103	617	-	729

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	-	103	511	-	614
	Communication	-	103	529	-	632
	Problem Solving	-	103	401	-	504
	Other Generic Skills	-	-	-	-	-
	Sub-total	-	309	1441	-	1750
Language	Putonghua	-	-	-	-	-
	English	-	-	18	-	18
	Others Language	-	-	-	-	-
	Sub-total	-	-	18	-	18
GRAND TOTAL		582	564	2076	-	3222

TABLE 15.5 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	-	-	-	-	-
	Sales and Marketing Strategic Planning, Implementation and Evaluation	65	-	-	-	65
	Supervisory Techniques, Leadership Skills	32	54	-	-	86
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total	97	54	-	-	151
Trade Skills	Sales and Marketing	65	-	-	-	65
	Finance and Accounting	-	-	-	3	3
	Culinary	-	-	67	-	67
	Restaurant Service	-	-	-	-	-
	Alcoholic Beverage and Wine	4	6	30	-	40
	Convention and Banquet/Event Management	13	13	-	-	26
	Hygiene and Food Safety	-	22	350	-	372
	Other Trade Skills	-	-	-	-	-
	Sub-total	82	41	447	3	573

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	13	39	177	-	229
	Communication	13	26	117	-	156
	Problem Solving	-	-	-	-	-
	Other Generic Skills	-	-	-	2	2
	Sub-total	26	65	294	2	387
Language	Putonghua	13	26	197	-	236
	English	-	-	80	1	81
	Others Language	-	-	-	-	-
	Sub-total	13	26	277	1	317
GRAND TOTAL		218	186	1018	6	1428

TABLE 15.6 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 6 : SUPPLEMENTARY SAMPLES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	1	-	-	1
	Human Resources Management	-	2	-	-	2
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	12	7	-	-	19
	Risk Management	-	-	-	-	-
	Other Managerial Skills	1	-	-	-	1
	Sub-total		13	10	-	-
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	1	1	-	-	2
	Restaurant Service	12	59	108	-	179
	Alcoholic Beverage and Wine	-	1	-	-	1
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	19	72	149	-	240
	Other Trade Skills	-	-	-	-	-
	Sub-total		32	133	257	-

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	13	64	152	2	231
	Communication	-	6	38	6	50
	Problem Solving	-	-	4	-	4
	Other Generic Skills	3	10	20	-	33
	Sub-total	16	80	214	8	318
Language	Putonghua	-	-	-	-	-
	English	-	3	1	-	4
	Others Language	-	-	-	-	-
	Sub-total	-	3	1	-	4
GRAND TOTAL		61	226	472	8	767

TABLE 16 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

CATERING INDUSTRY

(BRANCH 1-6)

Type of Training	Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period					
Managerial Skills	Past 12 Months	1000	817	0	0	1817
	Next 12 Months	1006	831	0	0	1837
	% Change	0.60%	1.71%	0.00%	0.00%	1.10%
Trade Skills	Past 12 Months	1012	2285	4723	41	8061
	Next 12 Months	1018	2408	5192	41	8659
	% Change	0.59%	5.38%	9.93%	0.00%	7.42%
Generic Skills	Past 12 Months	519	1738	4423	93	6773
	Next 12 Months	519	1748	4429	93	6789
	% Change	0.00%	0.58%	0.14%	0.00%	0.24%
Language	Past 12 Months	145	217	296	1	659
	Next 12 Months	145	211	296	1	653
	% Change	0.00%	-2.76%	0.00%	0.00%	-0.91%
Total	Past 12 Months	2676	5057	9442	135	17310
	Next 12 Months	2688	5198	9917	135	17938
	% Change	0.45%	2.79%	5.03%	0.00%	3.63%

TABLE 16.1 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 1 : CHINESE RESTAURANTS

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		73	119	0	0	192
	Next 12 Months		79	133	0	0	212
	% Change		8.22%	11.76%	0.00%	0.00%	10.42%
Trade Skills	Past 12 Months		506	1021	1870	23	3420
	Next 12 Months		512	1095	2039	23	3669
	% Change		1.19%	7.25%	9.04%	0.00%	7.28%
Generic Skills	Past 12 Months		262	821	1922	38	3043
	Next 12 Months		262	829	1922	38	3051
	% Change		0.00%	0.97%	0.00%	0.00%	0.26%
Language	Past 12 Months		0	6	0	0	6
	Next 12 Months		0	0	0	0	0
	% Change		0.00%	-100.00%	0.00%	0.00%	-100.00%
Total	Past 12 Months		841	1967	3792	61	6661
	Next 12 Months		853	2057	3961	61	6932
	% Change		1.43%	4.58%	4.46%	0.00%	4.07%

TABLE 16.2 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		0	66	0	0	66
	Next 12 Months		0	66	0	0	66
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		305	770	1532	15	2622
	Next 12 Months		305	836	1830	15	2986
	% Change		0.00%	8.57%	19.45%	0.00%	13.88%
Generic Skills	Past 12 Months		0	66	552	45	663
	Next 12 Months		0	66	552	45	663
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Language	Past 12 Months		0	0	0	0	0
	Next 12 Months		0	0	0	0	0
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		305	902	2084	60	3351
	Next 12 Months		305	968	2382	60	3715
	% Change		0.00%	7.32%	14.30%	0.00%	10.86%

TABLE 16.3 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 3 : FAST FOOD SHOPS

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		244	416	0	0	660
	Next 12 Months		244	416	0	0	660
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		78	217	0	0	295
	Next 12 Months		78	217	0	0	295
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Generic Skills	Past 12 Months		215	397	0	0	612
	Next 12 Months		215	397	0	0	612
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Language	Past 12 Months		132	182	0	0	314
	Next 12 Months		132	182	0	0	314
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		669	1212	0	0	1881
	Next 12 Months		669	1212	0	0	1881
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%

TABLE 16.4 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 4 : BEVERAGE SERVING PLACES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		573	152	0	0	725
	Next 12 Months		573	152	0	0	725
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		9	103	617	0	729
	Next 12 Months		9	103	617	0	729
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Generic Skills	Past 12 Months		0	309	1441	0	1750
	Next 12 Months		0	309	1441	0	1750
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Language	Past 12 Months		0	0	18	0	18
	Next 12 Months		0	0	18	0	18
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		582	564	2076	0	3222
	Next 12 Months		582	564	2076	0	3222
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%

TABLE 16.5 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		97	54	0	0	151
	Next 12 Months		97	54	0	0	151
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		82	41	447	3	573
	Next 12 Months		82	24	447	3	556
	% Change		0.00%	-41.46%	0.00%	0.00%	-2.97%
Generic Skills	Past 12 Months		26	65	294	2	387
	Next 12 Months		26	65	294	2	387
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Language	Past 12 Months		13	26	277	1	317
	Next 12 Months		13	26	277	1	317
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		218	186	1018	6	1428
	Next 12 Months		218	169	1018	6	1411
	% Change		0.00%	-9.14%	0.00%	0.00%	-1.19%

TABLE 16.6 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 6 : SUPPLEMENTARY SAMPLES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		13	10	0	0	23
	Next 12 Months		13	10	0	0	23
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		32	133	257	0	422
	Next 12 Months		32	133	259	0	424
	% Change		0.00%	0.00%	0.78%	0.00%	0.47%
Generic Skills	Past 12 Months		16	80	214	8	318
	Next 12 Months		16	82	220	8	326
	% Change		0.00%	2.50%	2.80%	0.00%	2.52%
Language	Past 12 Months		0	3	1	0	4
	Next 12 Months		0	3	1	0	4
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		61	226	472	8	767
	Next 12 Months		61	228	480	8	777
	% Change		0.00%	0.88%	1.69%	0.00%	1.30%

TABLE 17 : INTENTION TO PURCHASE TRAINING FROM AN OUTSIDE TRAINING PROVIDER
FOR THE STAFF IN THE COMING 12 MONTHS

Branch	Response			Total
	With Intention	No Intention	Unspecified/Refusal	
Chinese Restaurants	85	1819	85	1989
Restaurants other than Chinese	150	6466	153	6769
Fast Food Shops	156	733	508	1397
Beverage Serving Places	-	1392	84	1476
Event Catering and Other Meal / Food Service Activities	13	2568	25	2606
Supplementary Samples	5	22	6	33
All Branches	409	13000	861	14270

TABLE 18 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE
(EXCLUDING TRAINEES / APPRENTICES)
CATERING INDUSTRY

Average Age Range										
		17 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
Branch										
Chinese Restaurants	Craft	19	174	701	1698	2151	3111	592	3379	11825
	Operative	-	116	1054	3198	6517	9473	4810	6152	31320
	Total	19	290	1755	4896	8668	12584	5402	9531	43145
Restaurants other than Chinese	Craft	-	378	2712	5818	3676	5125	1270	2253	21232
	Operative	-	4197	4836	4894	7805	10639	3988	4543	40902
	Total	-	4575	7548	10712	11481	15764	5258	6796	62134
Fast Food Shops	Craft	-	235	75	200	278	160	148	3882	4978
	Operative	-	225	48	443	1120	591	557	3722	6706
	Total	-	460	123	643	1398	751	705	7604	11684
Beverage Serving Places	Craft	-	123	50	9	361	42	136	285	1006
	Operative	-	1044	962	289	430	540	52	948	4265
	Total	-	1167	1012	298	791	582	188	1233	5271
Event Catering and Other Meal / Food Service Activities	Craft	-	-	315	385	758	1360	800	175	3793
	Operative	-	175	301	1988	1358	2515	1054	125	7516
	Total	-	175	616	2373	2116	3875	1854	300	11309
Supplementary Samples	Craft	-	-	39	102	154	56	5	146	502
	Operative	-	17	106	154	260	224	167	331	1259
	Total	-	17	145	256	414	280	172	477	1761
All Branches	Craft	19	910	3892	8212	7378	9854	2951	10120	43336
	Operative	-	5774	7307	10966	17490	23982	10628	15821	91968
	Total	19	6684	11199	19178	24868	33836	13579	25941	135304

TABLE 19 : TOTAL NUMBER OF EMPLOYEES WHO HAD LEFT THE ESTABLISHMENT IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	81	1373	11478	55	12987
Restaurants other than Chinese	53	1193	19440	-	20686
Fast Food Shops	87	370	2293	-	2750
Beverage Serving Places	16	51	1120	-	1187
Event Catering and Other Meal / Food Service Activities	36	50	2804	91	2981
Supplementary Samples	15	40	175	5	235
All Branches	288	3077	37310	151	40826

TABEL 20 : FORECAST OF NUMBER EMPLOYED 12 MONTHS FROM NOW

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	3382	20032	45656	1328	70398
Restaurants other than Chinese	2806	9279	65748	387	78220
Fast Food Shops	1196	3769	11872	36	16873
Beverage Serving Places	382	1468	5723	9	7582
Event Catering and Other Meal / Food Service Activities	834	1113	12138	287	14372
Supplementary Samples	306	1012	1813	102	3233
All Branches	8906	36673	142950	2149	190678

TABLE 21: DISTRIBUTION OF FULL-TIME EMPLOYEES AND PART-TIME STAFF BY BRANCH
CATERING INDUSTRY

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2011	Full-time	2535	18742	45248	1045	67570
		Part-time	0	71	5249	74	5394
		Total	2535	18813	50497	1119	72964
	2013	Full-time	3382	19724	43145	1326	67577
		Part-time	5	144	5681	18	5848
		Total	3387	19868	48826	1344	73425
	% change	Full-time	33.41%	5.24%	-4.65%	26.89%	0.01%
		Part-time	N.A.	102.82%	8.23%	-75.68%	8.42%
		Total	33.61%	5.61%	-3.31%	20.11%	0.63%
Restaurants other than Chinese	2011	Full-time	2847	8187	61997	383	73414
		Part-time	0	0	15405	51	15456
		Total	2847	8187	77402	434	88870
	2013	Full-time	2751	9251	62134	378	74514
		Part-time	0	0	16604	50	16654
		Total	2751	9251	78738	428	91168
	% change	Full-time	-3.37%	13.00%	0.22%	-1.31%	1.50%
		Part-time	N.A.	N.A.	7.78%	-1.96%	7.75%
		Total	-3.37%	13.00%	1.73%	-1.38%	2.59%
Fast Food Shops	2011	Full-time	1345	3254	12728	354	17681
		Part-time	0	7	25087	0	25094
		Total	1345	3261	37815	354	42775
	2013	Full-time	1196	3748	11684	36	16664
		Part-time	0	145	24812	0	24957
		Total	1196	3893	36496	36	41621
	% change	Full-time	-11.08%	15.18%	-8.20%	-89.83%	-5.75%
		Part-time	N.A.	1971.43%	-1.10%	N.A.	-0.55%
		Total	-11.08%	19.38%	-3.49%	-89.83%	-2.70%
Beverage Serving Places	2011	Full-time	164	1834	5512	0	7510
		Part-time	0	0	1911	0	1911
		Total	164	1834	7423	0	9421
	2013	Full-time	382	1401	5271	9	7063
		Part-time	0	17	2845	9	2871
		Total	382	1418	8116	18	9934
	% change	Full-time	132.93%	-23.61%	-4.37%	N.A.	-5.95%
		Part-time	N.A.	N.A.	48.87%	N.A.	50.24%
		Total	132.93%	-22.68%	9.34%	N.A.	5.45%

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Event Catering and Other Meal / Food Service Activities	2011	Full-time	94	899	12348	25	13366
		Part-time	0	0	4342	0	4342
		Total	94	899	16690	25	17708
	2013	Full-time	798	1039	11309	287	13433
		Part-time	0	0	4757	0	4757
		Total	798	1039	16066	287	18190
	% change	Full-time	748.94%	15.57%	-8.41%	1048.00%	0.50%
		Part-time	N.A.	N.A.	9.56%	N.A.	9.56%
		Total	748.94%	15.57%	-3.74%	1048.00%	2.72%
Supplementary Samples	2011	Full-time	312	855	1913	100	3180
		Part-time	0	163	831	0	994
		Total	312	1018	2744	100	4174
	2013	Full-time	306	1006	1761	101	3174
		Part-time	0	644	1682	0	2326
		Total	306	1650	3443	101	5500
	% change	Full-time	-1.92%	17.66%	-7.95%	1.00%	-0.19%
		Part-time	N.A.	295.09%	102.41%	N.A.	134.00%
		Total	-1.92%	62.08%	25.47%	1.00%	31.77%
All Branches	2011	Full-time	7297	33771	139746	1907	182721
		Part-time	0	241	52825	125	53191
		Total	7297	34012	192571	2032	235912
	2013	Full-time	8815	36169	135304	2137	182425
		Part-time	5	950	56381	77	57413
		Total	8820	37119	191685	2214	239838
	% change	Full-time	20.80%	7.10%	-3.18%	12.06%	-0.16%
		Part-time	N.A.	294.19%	6.73%	-38.40%	7.94%
		Total	20.87%	9.14%	-0.46%	8.96%	1.66%