

2013 MANPOWER SURVEY REPORT

HOTEL INDUSTRY

酒店業

二〇一三年人力調查報告

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

2. The survey had a full coverage of the listed 266 establishments and Chinese restaurants operated by hotels in the Central Register of Establishments of the Census and Statistics Department. The two main HSIC branches of the industry are as follows:

Branch 1: Hotels (HSIC 5501)
214 establishments

Branch 2: Chinese Restaurants Operated by Hotels (HSIC 561109-561111)
52 establishments

3. Out of the 266 establishments surveyed, 186 completed and returned the questionnaires and there were 43 refusal cases. The effective response rate was 83%.

Industry Outlook

4. The global economy remained clouded by the European sovereign debt crisis and the U.S. fiscal cliff in 2013. The financial policies adopted by the U.S.A. and European governments are prone to causing inflation, dampening consumer confidence and travel sentiments. Economic recovery will be slow, the International Monetary Fund (IMF) and the Economist Intelligence Unit predicted that the world's GDP growth in 2014 to be 3.7% and 3.6% respectively. According to the United Nations World Tourism Organization (UNWTO), global tourism will grow mildly by 4% - 5% in 2014. (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board (HKTB), Work Plan for 2013-2014 [CB(1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

5. With slow economic recovery, climbing inflation and unemployment rates, consumers are generally less inclined to spend money and travel. Meanwhile, the volatile economy has also made commercial corporations cut down their budgets for business travel. All these shall pose considerable challenges to the global and Hong Kong tourism marketplace. However, with the concerted efforts of the HKSAR Government, public and private sectors, Hong Kong's tourism continued to achieve steady growth in 2013, with total visitor arrivals increased by 11.7% year-on-year to 54.3 million. (Sources: Economic and Trade Information on Hong Kong, Hong Kong Trade Development Research, 26 March 2014; Legislative Council Panel on Economic Development, HKTB, Work Plan for 2013-2014 [CB(1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14(03)], Tourism

Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

6. Tourism is a lucrative industry and there is keen competition for tourist arrivals within the region. To attract visitors, travel destinations from around the world are set to vigorously step up their promotions, launch new tourism products and special offers. Many countries and regions have relaxed visa requirements for inbound travellers. Citizens of the Mainland China can visit 116 countries under the Approved Destination Status policy adopted by the Mainland China authorities, and it is expected that more countries will join the list in the near future. In addition, since 2011, residents of 26 Mainland China cities can visit Taiwan as independent travellers. All these arrangements, which give Mainland China tourists greater choices in their travel destinations, will mean tougher competition for Hong Kong in attracting Mainland China visitors, especially those from non-Southern China. (Sources: Legislative Council Panel on Economic Development, HKTB, Work Plan for 2013-2014 [CB(1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

7. In addition to a volatile economy and intensifying competition, the territorial issues in the region such as Mainland China's dispute with Japan on the Diaoyu Islands and the sovereignty of the South China Sea may spark shifts in the political landscape, and cause visitors to change their travel plans. (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board, Work Plan for 2013-2014 [CB(1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

8. In 2013, Mainland China continued to be our largest visitor source market with 40.7 million arrivals (+16.7%), accounting for 75% of our total arrivals. Amongst all Mainland China arrivals, 58.1% were same-day visitors, up by 19.5% year-on-year. 27.5 million (72%) Mainland China visitors came to Hong Kong under the Individual Visit Scheme (IVS), up by 18.7% over 2012. (Sources: Visitor Arrivals Statistics in January – December 2013, PartnerNet, HKTB, January 2014; Mainland China – IVS, Visitor Arrival Statistics – December 2013, PartnerNet, HKTB, January 2014.) For long-haul markets, the uncertain economic environment led to a slight drop of 2.3% in arrivals in 2013. The U.S.A. remained the largest long-haul market, but registered a 6.3% decrease in arrivals. With regard to the total short-haul arrivals, although a mild 0.4% decrease was recorded, growth from Vietnam (+14.4%), Thailand (+6.6%), India (+4.9%) and Malaysia (+3.9%) were noted. Arrivals from the Middle East recorded a 2.7% increase. (Sources: “Visitor Arrivals Statistics in January – December 2013, PartnerNet, HKTB, January 2014; “India emerges as largest new market for hong Kong”, Express Travel World, 9 April 2014.)

9. It is projected that visitor arrivals in 2017 would exceed 70 million, and could exceed 100 million in 2023. The HKSAR Government completed the Assessment Report on Hong Kong's Capacity to Receive Tourists at the end of 2013. The report acknowledges that with the continuous growth in visitor arrivals, Hong Kong should increase the capacity to receive tourist on various fronts. Other than devising for the implementation of a visionary plan for the Kai Tak Fantasy project, the possibility of building more hotels and leisure tourism facilities on Lantau Island will be studied. (Sources: “Assessment completed on Hong Kong's capacity to receive tourists”, and Speeches and Presentations,

Commerce and Economic Development Bureau, The HKSAR Government, December 2013 and January 2014 respectively.)

10. In the past few years, the HKSAR Government has been investing to enrich the tourism portfolio. The new and enhanced tourism infrastructure and attractions will create jobs, promote economic activities and encourage the sustainable development of the tourism and related industries. At the same time, large scale transportation infrastructures facilitate the movements of business travelers and tourists. Major tourism and infrastructure projects being implemented and under planning included the Aberdeen Tourism Project, Development Projects of Ocean Park's Tai Shue Wan and Kai Tak Cruise Terminal (KTCT), Lei Yue Mun Waterfront Enhancement Project, the Three-Runway System by Airport Authority, Hong Kong – Zhuhai – Macao Bridge (HZMB) etc. (Source: Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, January 2014.)

11. Tourism is one of our economy's pillar industries. The healthy development of the tourism sector can create a large number of jobs for lower-skilled workers and facilitate the diversification and growth of our economy. We must expand our receiving capacity, focusing on high-spending visitors, to achieve the greatest economic benefits with limited resources and to balance the wellbeing of concerned parties in the society. The number of hotel rooms was around 70 000 as at December 2013. To cater for the demand for hotel rooms arising from the continuous visitor growth, the HKSAR Government has taken a multi-pronged strategy to boost hotel room supply in recent years. These included the Land Sale Programme which invitation of tender limited to "hotel only" site providing about 300 hotel rooms was issued in June 2013; a total of three cases of ease modification/land exchange opting for "hotel only" development, providing about 1 300 hotel rooms; and 3 000 hotel rooms will be expected from 14 applicants in redevelopment or wholesale conversion of industrial buildings as hotels. Another 950 rooms and 750 rooms will be provided by two theme parks – Ocean Park and the Hong Kong Disneyland. Assuming all these hotel projects will proceed as planned, the estimated number of hotel room supply in 2017 will be around 84 000. (Sources: Policy Address 2014, The HKSAR Government, 15 January 2014; Assessment Report on Hong Kong's Capacity to Receive Tourists, Commerce and Economic Development Bureau, The HKSAR Government, December 2013.)

12. Hong Kong has been hosting a diverse variety of mega events, such as the Hong Kong Sevens, Hong Kong Marathon, Hong Kong Wine & Dine Festival and Hong Kong Dragon Boat Carnival. These mega events not only reinforce our status as the Events Capital of Asia which add colour and vibrancy to our city, but also enrich visitors' experience and will also fuel the growth of tourism-related sectors as hotels, air transport, catering and retail in Hong Kong, thereby creating more jobs. (Source: LCQ6: Staging of Formula E motor racing championship series in Hong Kong, LegCo Business, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 08 January 2014.) The HKSAR Government will provide additional funding of HK\$50 million to the Hong Kong Tourism Board in the coming two years to add new elements to popular mega events. (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.)

Implications on Manpower

13. The annual overall unemployment rate was 3.4% in 2013, signifying full employment. With the growth in labour demand broadly matching that of the labour supply, the number of unemployed persons declined by 15 800 over the preceding quarter to 118 400 in the fourth quarter of 2013. Job creation remained vibrant towards end-2013, with a 6.3% job gain in accommodation services. (Sources: Third Quarter Economic Report and First Quarter Economic Report; Financial Secretary's Officer, The HKSAR Government; November 2013 and May 2014 respectively.)

14. Inbound tourism maintained solid performance in 2013. With the positive overall tourist arrivals, the total Tourism Expenditure Associated to Inbound Tourism (TEAIT) recorded a 15.7% increase amounting at HK\$343 billion in 2013. Overnight arrivals increased by 8% as compared to the figures of 2012 with overnight visitor per capita spending at HK\$8,123 representing an increase of 3.9%. (Sources: Tourism Performance, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 10 April 2014; First Quarter Economic Report, Financial Secretary's Officer, The HKSAR Government; May 2014.)

15. After rising visibly over the past three years, the average achieved hotel room rate reverted to a decline since early 2013, and resulted at HK\$1,447 which was a 2.8% decrease from that of the previous year. Meanwhile, the average hotel room occupancy rate stood at a high level of 89% in 2013, which was the same as in 2012. (Source: Tourism Performance, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 10 April 2014.)

16. Other than the aforementioned positive indicators, new hotel and tourism-related projects plus infrastructure developments in Hong Kong, together with the development of Mainland China and our neighbouring areas, more job opportunities are expected to be created in the near future and a steady increase in trained quality manpower requirements for the hotel industry is expected in the coming years:

- (i) According to the Hotel Supply Situation Report as in the Fourth Quarter 2013 published by the Hong Kong Tourism Board, there will be 40 new hotels with some 7 777 additional rooms to be completed between 2014 to 2019. (Source: Hotel Supply Situation Report, HKTB, The HKSAR Government, March 2014.) Based on a staff to room ratio of 0.7:1, approximately 5 444 new vacancies will be created in the next 5 years for these new hotels. These new hotel developments reflect the positive projection of potential visitors who may travel to Hong Kong in future years and indicate an upward demand in manpower requirements to cope with the industry development.
- (ii) There are many current and future hotel projects to meet rapidly increasing tourist numbers visiting Hong Kong. To name a few, Ocean Park is planning two hotels, Ocean Hotel at the main entrance and Fisherman's Wharf Hotel at Tai Shue Wan, with expected completion dates to be in around 2016. The Boathouse Restaurant, on Stanley Main Street is also planned for conversion into a 10-storey hotel with serviced apartments and restaurants. A historic police station in Gloucester Road, Wanchai is to be

converted into a hotel. The Kai Tak Development Project, expected to be completed by around 2022, will bring in new hotels with restaurants, retail and entertainment business. (Source: 'New, Future and Renamed Hotels', Hong Kong Extras, February 2014.)

- (iii) Mainland China continues to serve as a major source of arrivals which has increased by 16.7% to 40.74 million in 2013 over 2012. (Source: Visitor Arrivals to Hong Kong in 2013, HKTB, The HKSAR Government, January 2014.)
- (iv) The proposed HZMB will be linking Hong Kong, Zhuhai City of Guangdong Province and Macao. The function of the Bridge is to meet the demand of passenger and freight land transport among these three major cities on the Pearl River Delta and will enhance the economic and sustainable development of the three places. Construction of the HZMB Main Bridge which commenced in 2009 will be due for completion in around 2016. The Guangzhou–Shenzhen–Hong Kong Express Rail Link is expected to conclude in around 2017. (Source: <http://www.expressrailink.hk>, MTR.) Ease of transportation facilitates tourism and business growth and a surge in tourist and business arrivals can be expected in the coming years. (Source: <http://www.hzmb.hk>, Hong Kong-Zhuhai-Macao Bridge Related Hong Kong Projects, Highways Department, The HKSAR Government.)
- (v) The former runway tip in the Kai Tak Development Area has excellent potential to be developed into a tourism and entertainment hub. The HKSAR Government proposed to set up on this site a recreational landmark — Kai Tak Fantasy. On top of recreation facilities, it can be turned into an "edutainment" destination which will reflect Kai Tak's unique aviation, maritime and transportation history. (Source: 2014 Policy Address, The HKSAR Government, January 2014.)
- (vi) Hong Kong's Meetings, Incentives, Conventions and Exhibitions (MICE) industry is proving to be an important component of its tourism sector, generating millions of dollars as revenue each year. With the global economy showing signs of recovery in the past few years, there was a rise in the number of MICE events that were held in Hong Kong early this year. In fact, a New York Times article cited Hong Kong and Singapore as the unrivaled and most popular MICE destinations in Asia. (Source: Meeting & Exhibitions Hong Kong, HKTB, The HKSAR Government, February 2014.) Despite the volatile global economy, there is potential for the growth of Hong Kong's MICE tourism, given the continued expansion of the Mainland China's economy and Hong Kong's strategic position as the gateway to the Mainland China. Many corporations have tightened their budgets for business travel, but with the advantage of the strength of most currencies against the Hong Kong dollar, it serves to attract business visitors to Hong Kong. It is expected that there will be relatively mild growth for meetings and incentive travels in 2014-15, with the major source of business from the Mainland China and other short-haul markets such as Southeast Asia and India. In 2014-15, the HKTB will continue to leverage on the theme "Hong Kong, The World's Meeting Place" for its MICE promotions to highlight

Hong Kong's advantages as a MICE destination. (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board, Work Plan for 2013-2014 [CB (1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14/(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

- (vii) Following the completion of the HZMB and other cross-boundary infrastructural facilities by 2016, AsiaWorld-Expo and the entire Hong Kong International Airport district will be seamlessly integrated with the Pearl River Delta region, providing a dramatically enlarged catchment area for MICE events. Overnight MICE visitors have high spending power and are Hong Kong's prime targets. The HKSAR Government will allocate an additional annual provision of HK\$15 million to the HKTB from 2014-15 onwards for three years to provide more attractive and targeted supporting services and hospitality offers for organisers and participants of MICE events. (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.)
- (viii) The Government is committed to developing Hong Kong into a leading regional cruise hub and to promote cruise tourism in Hong Kong and the region by enhancing both the hardware and software developments in Hong Kong. The Tourism Commission has been actively co-operating with neighbouring coastal provinces in developing cruise itineraries, as well as working with four Mainland China provinces, namely Fujian, Hainan, Guangdong and Guangxi to set up an information exchange platform and to step up joint promotion. Total arrivals ships calls in Hong Kong amounted at 2 508 in 2013, with a total cruise passenger throughput (i.e. arrivals and departures) at over 1.5 million (+8.7%) against the figure in 2012.

To boost cruise tourism, the HKTB has since 2009 hosted a website, "Cruise South China", sharing information on port facilities and tourism resources of Hong Kong and neighbouring provinces. The Kai Tak Cruise Terminal (KTCT), received the biggest cruise liner based in Asia, the Mariner of the Seas, on 12 June 2013, marking a milestone in Hong Kong's development into a regional cruise hub. The second berth of the KTCT is due for completion within 2014. Both berths can accommodate the largest cruise ships in the world. Together with the two existing berths at the Ocean Terminal, it greatly enhances the berthing capacity for cruise ships in Hong Kong, thereby enhancing our competitiveness and attractiveness. With the commissioning of the KTCT and appropriate marketing strategies, it is estimated that the economic benefits that the cruise industry will bring to Hong Kong's economy may range from \$1.5 billion to \$2.6 billion per year, and the additional jobs created will be around 5 300 to 8 900 by 2023. (Sources: Tourism Commission, Commerce and Economic Development Branch, The HKSAR Government; 51st Issue Hong Kong Maritime News, Marine Department, The HKSAR Government, July 2013; Cruise Passengers Statistics by Nationality/Territory, HKTB, The HKSAR Government, January 2014.)

- (ix) In the Policy Address of 2012, the International Culinary Institute under the Vocational Training Council (VTC) is proposed to be established and is expected to progressively admit its first cohort of students in the 2014/15 Academic Year. The Institute will provide training for people aspiring to become professional chefs proficient in international cuisines, wine studies, catering and events operations. Graduates will be ready to take up positions in a range of hospitality establishments, including hotels, catering groups, private clubs and theme parks, etc. This new initiative of the HKSAR Government indicates that a consistent supply of professional, equipped employees will be required for supporting the growing hospitality industry.

17. As a result of social, demographic and educational changes in recent years, there are more opportunities for the younger generations to receive higher and better education for a longer period rather than expecting them to enter the workforce at an early age. Secondary school leavers have multiple alternatives to continue with their education routes and this may affect the continuous supply of operational level staff to enter the hotel industry. In addition, the low birth rate which leads to the declining projected number of secondary students (decrease by 35% in 10 years' time) and the ageing population in Hong Kong, create an enormous burden on the operations of the hotels and in the long run will negatively affect the service quality and standard of the industry. Traditional academic education is not a straightjacket that fits all young people as everyone has his or her own unique interests, abilities and attributes. Vocational education and training is another valued choice of education articulation and career development.

18. The post-80s generation, commonly referred to as Generation Y or Gen Y (born between 1981-1994) will become the major workforce. To reach a win-win situation, employers need to be aware of the characteristics of Gen Y in order to tailor appropriate recruitment strategies, working environment plus training, development, retention and succession plans for tapping and retaining the appropriate talents of the new generation in the industry. Gen Y are different to previous generations due to the education they receive, the technology and the changes in the living and working environment. They adapt quickly to new environment and are therefore easy to jump into new career adventures. They are less prepared to work long hours as previous generations did as they tend to seek for a balance between work and private life. While the older generations are used to rules and regulations in the work place, Gen Y are open-minded to new ideas and eager to try new approaches in handling things and with more flexibility. Flexible hours and workplaces, and work around mobile connections are seen to be in place while working with this new generation. They are eager to learn and are driven by recognition. They have a desire to climb the career ladder at a much faster pace than the older generations. Moreover, they are more aware of sustainability, healthy lifestyle and environmental issues. Technology has brought about the concept of an ever-changing environment and everything in the living environment is characterized by convenience at the click of a button. This availability of everything at any time instills a mindset made up of short cuts, bearing the name of efficiency. It may result in a lack of challenging situations and therefore no incentive to face difficulties. They have a strong self-assurance and want a strong self-identity but they tend to be more attention-craving. They need efficient feedback and therefore coaching and guidance from supervisors may need to be readily available. Teamwork has become the norm in working places and Gen Y is able to perform well because of their abilities to connect and respond to the fast-changing environments, more mobile and adaptable than the previous generations.

19. While Gen Y are different, this does not mean inferior. Its members are capable of working towards their organisation's objectives while also realizing their own. As the hospitality industry handles visitors and guests from all parts of the world, flexibility and high adaptability in managing various unforeseeable circumstances are important attributes for success in the industry. Employers have to provide them with opportunities to grow and learn, be available to communicate with them effectively and efficiently, and to apply flexibility as appropriate when working with Gen Y members. Yet, moral principles and ethical standards have to be maintained at all times. (Source: "Tweeting 'about my generation'", Asian Hotel and Catering Times, March 2014.) It is necessary that educators, trainers, employers and existing employees should join hands to unleash the potentials of the new generations and to nurture them for the future development and sustainability of the hotel industry.

Highlights of Survey Findings

20. The survey reveals that as at September 2013, a total of 36 759 persons were employed in the hotel industry, of which 2 823 (7.7%) were in the managerial / professional level, 10 746 (29.2%) in supervisory / technician level, 22 071 (60.04%) in craft / operative level, and 1 119 (3.04%) in administrative and others level.

21. The Training Board has examined the survey findings and is of the opinion that those generally reflect the manpower situation of the hotel industry at the time of the survey. The Training Board considered that the trend for the increase in the total number of employees will continue.

Manpower Projection for 2014-2016

22. Based on the staff-to-room ratio of 0.7:1, the projected number of hotel rooms and manpower for 2014 to 2016 are as follows:

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2013	36 759			70 017
2014		37 919	39 117 (+6.4%)*	73 385
2015			40 022 (+2.3%)**	74 678
2016			42 224 (+5.5%)**	77 823

Source: - The Hotel Supply Situation Report as at March 2014 published by the Hong Kong Tourism Board

- Manpower Projection for the Hotel Industry for 2014-2016 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2014.

* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2013.

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

Projected Additional Training Requirements

23. Based on the LMA forecast of manpower growth and adopting the wastage rates of 2% and 10% for the managerial / professional / supervisory / technician levels and craft / operative / administrative and others levels 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</u> <u>(% of all levels)</u>	<u>No. of</u> <u>Employees</u> <u>(2013)</u>	<u>Annual</u> <u>Wastage</u> <u>(2% / 10%)</u> <u>(A)</u> <u>(A) = 2%</u>	<u>Forecast</u> <u>Manpower</u> <u>Growth</u> <u>(6.4%)</u> <u>(B)</u>	<u>Estimated</u> <u>Additional</u> <u>Annual</u> <u>Requirements</u> <u>(A) + (B)</u>
Managerial / Professional (7.7%)	2 823	56	181	237
Supervisory / Technician (29.2%)	10 746	215	688	903
		<u>(A) = 10%</u>		
Craft / Operative (60.04%)	22 071	2 207	1 413	3 620
Administrative and Others (3.04%)	1 119	112	72	184
Total	36 759	2 590	2 354	4 944

Recommendations

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

- (i) Global economic prospects have improved over the recent past, as the eurozone economy emerged from recession and as signs of the U.S. economy gaining traction; moreover, with the Mainland China's resilient domestic demand, these should benefit the economic growth of Hong Kong in the short to medium term. Hong Kong's economy is forecast to grow by 3 - 4% and the number of tourist arrivals is expected to increase by around 14% in 2014. With the HKSAR Government's initiatives to boost tourism which included upgrading our tourist facilities, hosting attractive mega events and maintaining an adequate supply of hotel accommodation, the development of the hotel industry is expected to be generally positive. The Training Board indicates that despite the positive growth in the number of hotels and tourist arrivals of Hong Kong, there exists a severe shortage of trained skilled manpower to match the corresponding job vacancies particularly at the operational level. This would in turn adversely affect the quality of service and would be detrimental to the viability of the industry as well as the overall economy of Hong Kong if the issue could not be resolved on a timely basis. As the hotel industry is service oriented, a sufficient supply of operational level manpower in fortifying a strong basis of the industry should be available consistently to sustain the quality standard of hotels under a competitive regional environment. Vocational education and training supports our economic development by providing youngsters with wider and meaningful employment choices, it offers an alternative to the traditional academic route. With close industry partnership, vocational education and training imparts relevant knowledge and practical skills readily applicable to the industry. To allow wider acceptance of vocational education by the general public and to attract young people to join the industry, the Training Board urges the HKSAR Government to strengthen the support for accredited vocational education and training course providers in their training and development functions, marketing and promotion strategies plus student and staff recruitment initiatives.
- (ii) The Training Board is of the view that the existing in-service employees need a systematic and flexible development pathway for continuous upgrading and cross-functional training to cope with the forecasted increasing and evolving business demand. With the development of tourism and hotel projects in our neighbouring regions, there are ample opportunities for staff mobility. The Training Board believes that unleashing the potentials of the working population contributes to the steady supply of quality manpower for the sustainability and long-term development of the industry and Hong Kong. The Training Board recommends that the HKSAR Government to join hands with the industry and training providers to tap the potential of the exiting population including new arrivals and persons of varied backgrounds, abilities and age groups to join the industry. The training capacities and facilities of accredited hotel and related industry course providers will need to be expanded and upgraded for furthering the manpower training, re-training and development purposes.

- (iii) In a fast-changing market economy, utilizing relevant knowledge and applying skills timely create competitive advantages. To stay ahead in the contemporary hotel industry, it is essential to acquire the best practices, latest methods and updated technologies through continuous training. The Training Board is of the opinion that staff training should not be viewed as a burden to the operations as more effective and efficient service delivery and production methods result in higher customer satisfaction as well as costs and time savings. Staff morale will be boosted as more effective and efficient work applications ease workload. Employees are recommended to attend in-house training activities or to leverage on the highly flexible training programmes with result-oriented curriculum which are readily available at reputable vocational education and training institutions.
- (iv) Developing employees at all levels is essential to providing a consistent level of guest satisfaction over time. Top performers and potential employees should take part in advanced training that may be associated with career advancement. The offering of progressive employee advancement demonstrates confidence in staff and prepares the succession manpower pool especially under the current tight manpower situation. The Training Board believes that supervisory and managerial level staff should be provided the opportunities to receive enhancement training in various forms such as industry vocational upgrading programmes, skills and technical demonstrations, workshops and seminars provided by reputable local and overseas industry institutions.
- (v) Better trained and more competent graduates for accommodating the hotel industry trends and development at operative, supervisory and management levels will be continuously in demand for the growing industry. The Training Board acknowledges the manpower demand on the expanding MICE and cruise business would also lead to the rising demand for hotel personnel in supporting conferences, meetings, events, large-scale catering operations and management, preparing international cuisines, delivering wine and sommelier services.
- (vi) With the advent in online technology, changes in the purchasing behavior and consumption patterns by customers of the hospitality services have been witnessed. Industry training providers should stay alert and respond fast in enhancing and updating their current programmes to meet the emerging market needs. With the increasing number of tech-savvy guests globally, the Training Board indicates that knowledge in the latest trends and developments of industry-specific technology should be given relevant importance in designing training programmes so as to meet internal and external expectations of the hotel environment. As a result, the industry personnel will be developed to capture and apply updated technological know-how together with a continuous drive towards self-improvement.

- (vii) While younger generations are adept at working and communicating via technology such as the internet or social media, this dependency on technology and perhaps internally focused habit may affect the interpersonal skills as required when dealing with people from different generations, backgrounds and cultures. The ability to work with industry associates and to handle customer relationships effectively are pivotal in this ‘people industry’ as face-to-face contact is still considered a major mode of interaction in the industry. As communications through technology is speedy, highly interactive and can generate instant responses with stimulating graphics, frequent users may gradually have lower attention span and become impatient when handling real-life people’s relationship. The verbal and written languages are very different when communicating in social groups and the working environment in which guests may expect other mode and means of communications. Other than technical knowledge and skills, soft skills mark a difference in the hotel industry. The Training Board reminds the course providers to forge the basis of interpersonal and communications skills in the vocational training curriculum with real-life customer handling opportunities throughout the training.
- (viii) As the hotel industry is dynamic and highly competitive, the ability to handle situations in unfamiliar contexts appropriately with impeccable customer service marks a positive difference and increases brand loyalty. The younger generations will become the major workforce in years to come. Amongst other things, the younger generations are highly creative, flexible, multi-tasking and adaptive to changes. To harness these strengths, the Training Board opines that other than operational skills training, vocational education and training programmes should also aim at guiding students to solve problems from multiple angles having regard to the varied cultural and social backgrounds of international guests and staff nowadays. Students should be prepared to be positive and open-minded when encountering challenges, and be able to work as a team player as well as a team leader for the future development of the industry. The Training Board recommends that work-integrated learning modules which aim to consolidate students’ trade-specific knowledge and nurture their work attitude and people management skills should be embedded in training programmes. Furthermore, upholding corporate social responsibilities not only generates positive publicity, it also saves money through operational efficiencies. Training programmes should therefore give weight to awareness of work ethics, environmental, sustainability, socio-cultural, properties quality system, health and safety issues pertaining to the well-being of the stakeholders.
- (ix) For the long term development of the industry and personal growth, industry personnel should continuously excel in their skills and expertise by learning from counterparts in the local and international arena. The Training Board supports industry personnel to participate in skills competitions held locally and overseas, as well gaining professional accreditation through skills trade tests organized by reputable organisations.

- (x) With the abundant numbers of hotel related training course providers in the market, the Training Board advises that participants should exercise prudence when selecting course providers for ensuring quality training. The Training Board suggests that the Government, reputable training providers and the hotel operators to join hands in providing informed choices of industry-supported vocational education and training institutions to potential course participants.
- (xi) The Training Board supports the Skills Upgrading Scheme (SUS) Plus for the hotel industry. Both employers and employees should make use of the Continuing Education Fund and various government-funded training programmes for further skills enhancement and lifelong development.
- (xii) The Training Board will continue to support the conference and experience-sharing seminars / workshops for the practitioners in the industry.

SECTION I

INTRODUCTION

The Training Board

1.1 The Hotel, Catering and Tourism Training Board of the 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 Hotel Industry Manpower Survey are given in Appendices 1 to 3.

The Manpower Survey

1.2 In pursuance of its terms of reference, the Training Board conducted the Hotel Industry 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 hotel industry. 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 in which conclusions and recommendation of the manpower survey findings were released.

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

- (i) to assess the manpower and training needs of principal jobs of the hotel industry;
- (ii) to project the manpower growth of the hotel industry; and
- (iii) to recommend measures to meet the manpower demand and training needs at the managerial / professional, supervisory / technician, craft / operative and administrative and other supporting 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 sampled hotels two weeks before the survey.

1.6 Survey interviewing officers from the Census and Statistics Department (C & SD) visited the sampled hotels to ensure proper collection of information. The completed questionnaires were checked, coded and where necessary verified with the respondents. The survey data were then processed and tabulated by the C & SD.

1.7 The collected data were treated in strict confidence. Only aggregate information without reference to individual organizations would be published.

Scope of the Survey

1.8 The survey had a full coverage of the listed 214 hotel establishments and 52 Chinese restaurants operated by hotels in the Central Register of Establishments of the C & SD. The two main HSIC branches of the industry are as follows:

Branch 1 : Hotels (HSIC 5501)
214 establishments

Branch 2: Chinese Restaurants Operated by Hotels (HSIC 561109-561111)
52 establishments

1.9 The following information on full-time staff 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 number of employees under training;
- (v) the average monthly income of employees; and
- (vi) employers' views on the preferred education, training mode and training period of employees by job level.

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

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

Analysis of the Response

1.11 Out of the 266 establishments surveyed, 186 completed and returned the questionnaires and there were 43 refusal cases. The effective response rate was 83%.

Manpower Assessment Procedure

1.12 The method of assessment consists of essentially the following steps:

- (i) collect up-to-date information on manpower situation by major job level;
- (ii) analyse the survey data; and
- (iii) project the manpower supply and demand of the hotel industry.

Definition of Employees

1.13 “Employees” refers to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment but exclude those working in branch offices of the organization.

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 will be set out in Section III and its recommendations in Section IV.

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Persons Employed

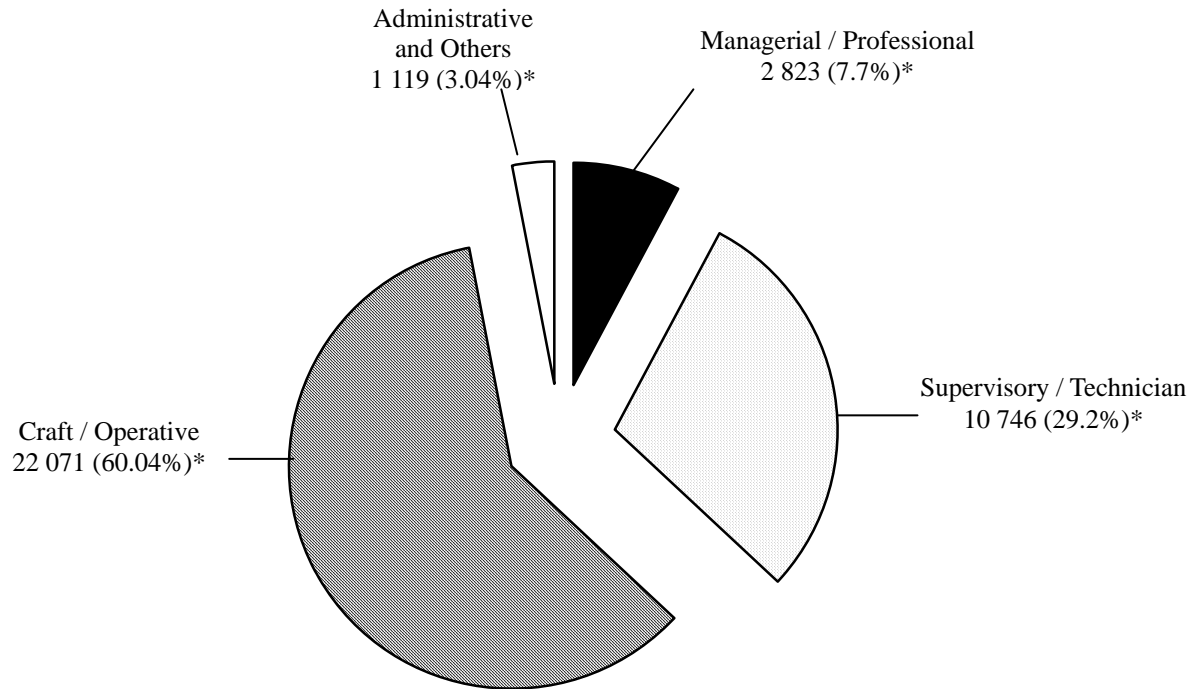
2.1 The survey reveals that as at September 2013, a total of 36 759 persons were employed in the hotel industry as compared to 32 377 in 2011, representing an increase of 4 382 (13.5%). Their distribution by job level is as follows:

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	2 823	7.7%
Supervisory / Technician	10 746	29.2%
Craft / Operative	22 071	60.04%
Administrative and Others	1 119	3.04%
Total	36 759	100.0%

Figure 2.1: Distribution of Employees by Job Level

Total: 36 759



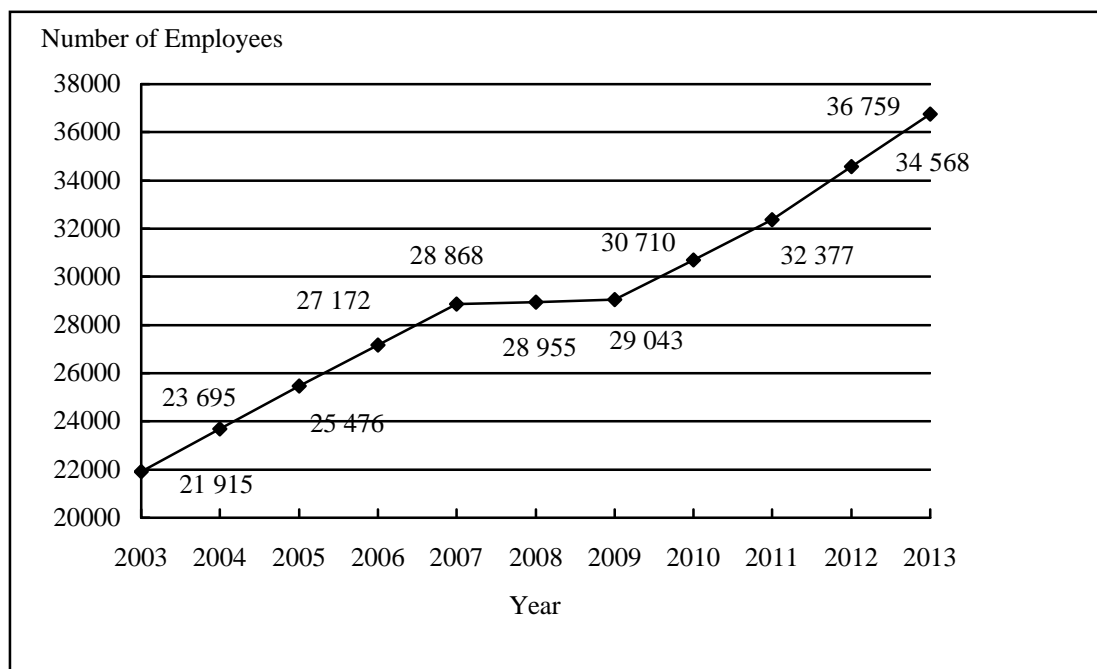
(*) As percentage of total number of employees

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(c) and 2.2(d) present the number of hotels and hotel rooms in Hong Kong from 2003 to 2013.

Table 2.2 (a)

Trend of the Number of Employees
(2003 - 2013)



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

Table 2.2(b)

Trend of the Number of Employees by Job Levels
(2003 - 2013)

<u>Year</u>	<u>Managerial / Professional</u>	<u>Supervisory / Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
2003	1 424	5 854	12 195	2 442	21 915
2004*	1 490	6 489	14 046	1 670	23 695
2005	1 556	7 124	15 898	898	25 476
2006*	1 669	7 674	16 913	914	27 172
2007	1 783	8 225	17 929	931	28 868
2008*	1 870	8 474	17 681	930	28 955
2009	1 957	8 723	17 433	930	29 043
2010*	2 098	9 208	18 459	944	30 710
2011	2 240	9 694	19 485	958	32 377
2012*	2 532	10 220	20 778	1 039	34 568
2013	2 823	10 746	22 071	1 119	36 759

*Computed by interpolation

Table 2.2 (c)

Total Number of Hotels
(2003 - 2013)

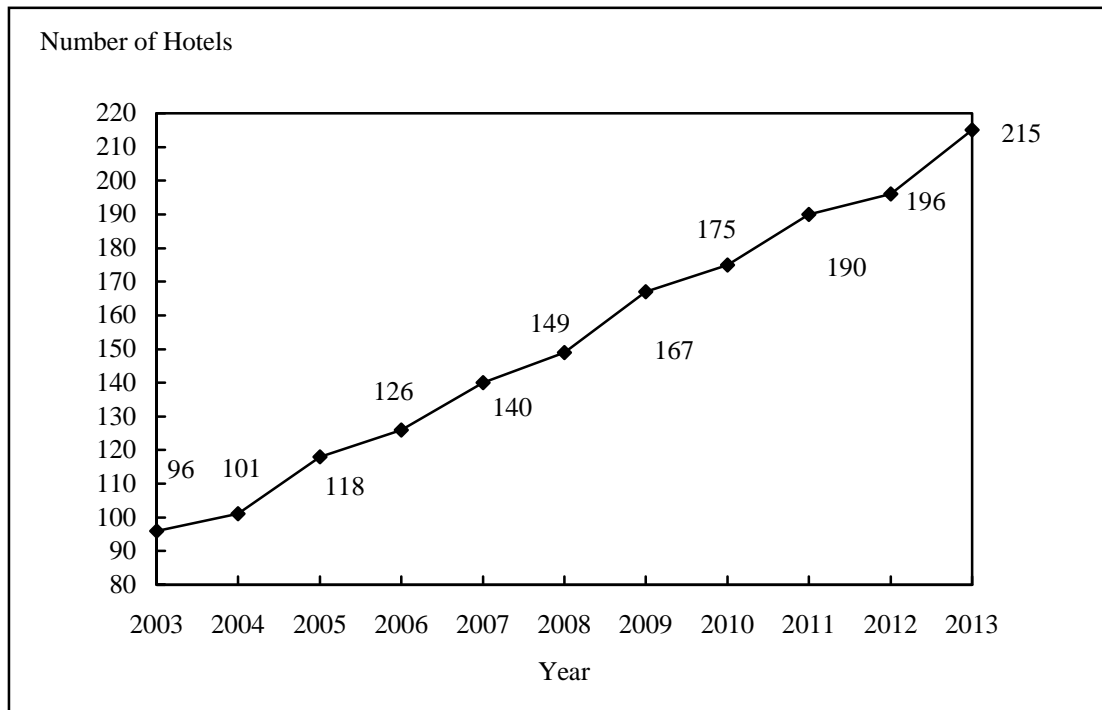
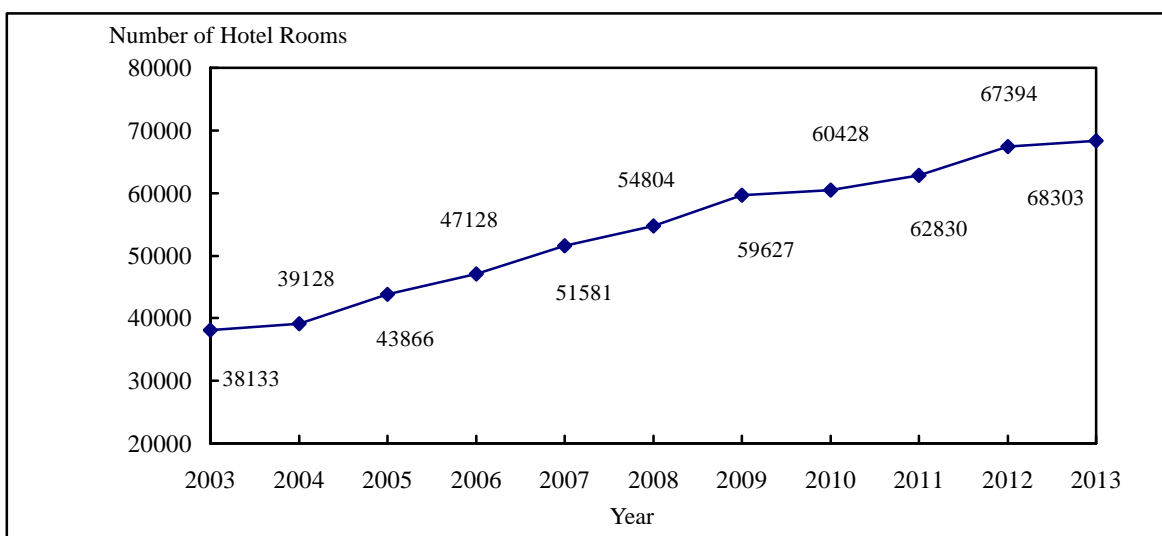


Table 2.2 (d)

Total Number of Hotel Rooms
(2003 - 2013)



Sources: Hotel Supply Situation Reports as at March 2004, as March 2006, as at March 2007, as at March 2010, as at March 2012 and as at March 2013, Hong Kong Tourism Board.

2.3 The number of employees by branch by job level is given in Table 2.3 below:

Table 2.3: Number of Employees by Job Level

<u>Job Level</u>	<u>Hotels</u>	<u>Chinese Restaurants Operated by Hotels</u>	<u>Total</u>	<u>% of Total No. Employed</u>
Managerial / Professional	2 706	117	2 823	7.7%
Supervisory / Technician	9 689	1 057	10 746	29.2%
Craft / Operative	21 247	824	22 071	60.04%
Administrative and Others	1 119	0	1 119	3.04%
Total	34 761	1 998	36 759	100.0%

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 1 203 vacancies, or 3.3% of the existing 36 759 posts. Details of number of vacancies by job level are presented below:

Table 2.4: Number of Existing Vacancies by Job Level

<u>Job Level</u>	<u>Hotels</u>	<u>Chinese Restaurants Operated by Hotels</u>	<u>Total (%)*</u>
Managerial / Professional	40	1	41 (3.4%)
Supervisory / Technician	169	3	172 (14.3%)
Craft / Operative	924	45	969 (80.5%)
Administrative and Others	21	0	21 (1.7%)
Total	1 154	49	1 203 (100.0%)

(*) As percentage of the total number of vacancies

Distribution of Existing Vacancies by Job Level

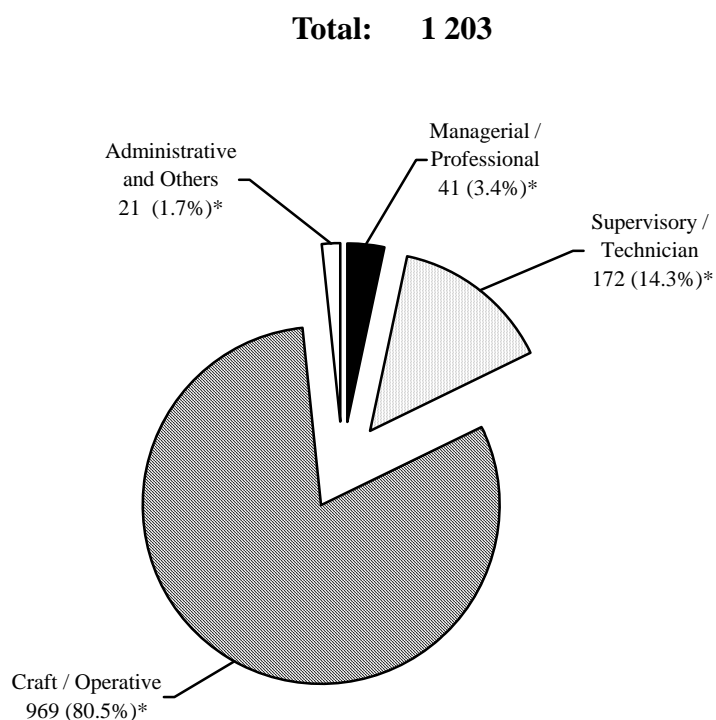
2.5 Of the 1 203 vacancies, 41 were at managerial / professional level, 172 at the supervisory / technician level, 969 at the craft / operative level, 21 at the administrative and others levels. The number of vacancies with the existing workforce at the same job level is shown in Table 2.5 and Figure 2.5:

Table 2.5: Number of Employees and Existing Vacancies by Job Level

<u>Job Level</u>	<u>Number of Employees</u>	<u>Number of Vacancies</u>	<u>Percentage of Employees at the same Job Level</u>
Managerial / Professional	2 823	41 (3.4%)*	1.5%
Supervisory / Technician	10 746	172 (14.3%)*	1.6%
Craft / Operative	22 071	969 (80.5%)*	4.4%
Administrative and Others	1 119	21 (1.7%)*	1.9%
Total	36 759	1 203 (100.0%)*	3.3%

(*) As percentage of the total number of vacancies

Figure 2.5: Distribution of Existing Vacancies by Job Level



(*) Percentage (%) of total number of vacancies

Distribution of Number of Trainees / Apprentices by Job Level

2.6 The survey findings indicated that there were 89 trainees / apprentices in the hotel industry as at September 2013. The distribution by job level is given below:

Table 2.6: Number of Trainees / Apprentices by Job Level

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory / Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
Hotels	9	14	60	1	84
Chinese Restaurants Operated by Hotels	0	0	5	0	5
Total	9	14	65	1	89

Employers' Forecast Manpower Demand by September 2014

2.7 Employers forecasted that there would be a total of 37 919 employees by September 2014, an increase of 1 160 (3.2%) over the number employed in September 2013. The Employers' 12-month forecast of additional employees and manpower demand by job level are presented in Tables 2.7(a)-(b) and Figure 2.7 respectively:

Table 2.7(a): Employers' Forecast by Job Level

<u>Branch</u>	<u>Total Employees in 2013</u>	<u>Managerial / Professional</u>	<u>Supervisory / Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>	<u>Employers' Forecast Total for 2014</u>
Hotels	34 761	41	173	876	21	1 111	35 872
Chinese Restaurants Operated by Hotels	1 998	1	3	45	0	49	2 047
Total	36 759	+42 (+1.5%)*	+176 (+1.6%)*	+921 (+4.2%)*	+21 (+1.9%)*	+1 160 (+3.2%)**	37 919

(%)* As percentage of the number of employees at the same job level

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

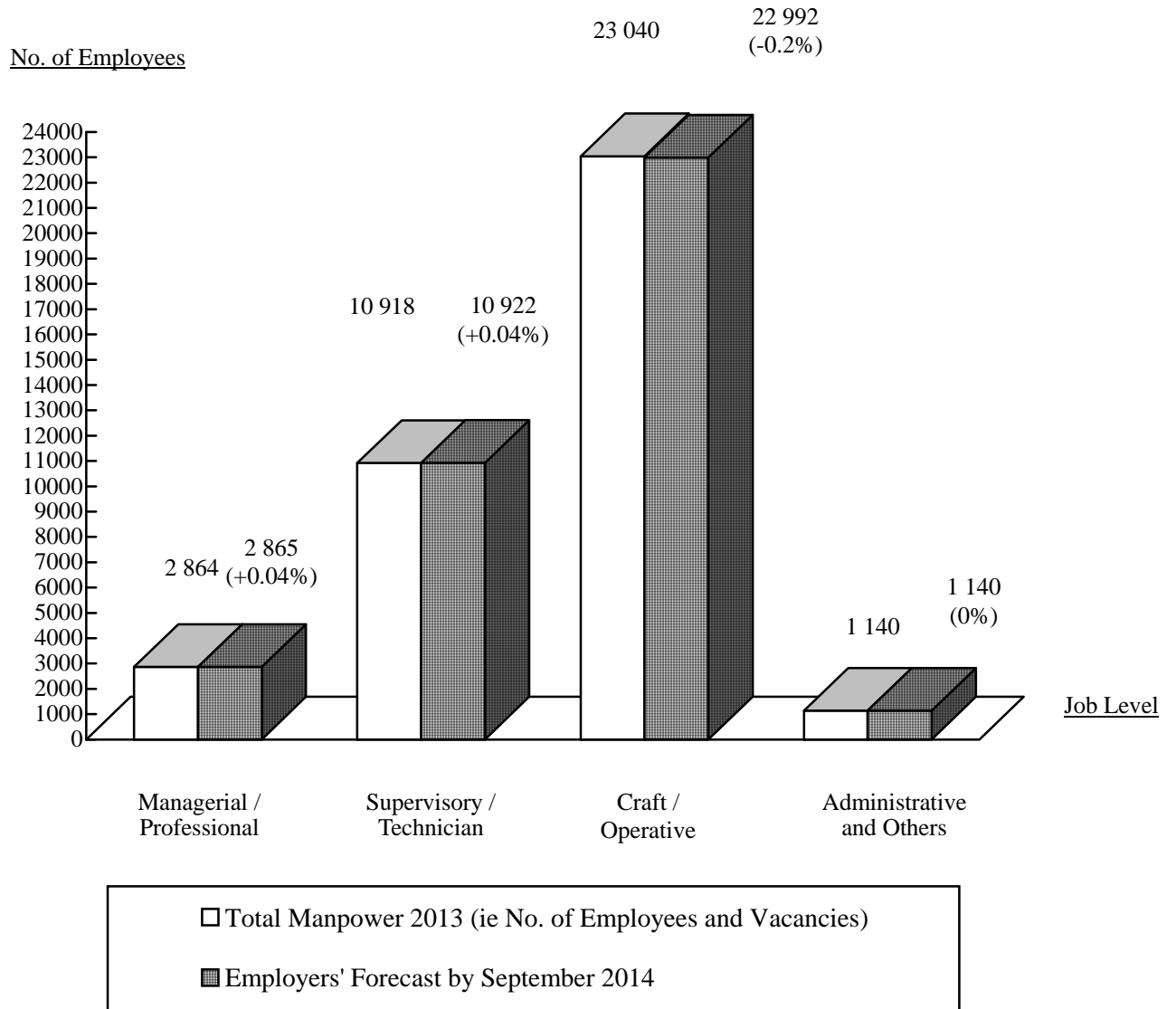
Table 2.7(b): Employers' Forecast of Manpower Demand by September 2014 by Job Level

<u>Job Level</u>	<u>(a) No. of Employees in Sept. 2013</u>	<u>(b) No. of Vacancies in Sept. 2013</u>	<u>(a) + (b) Total No. of Posts in Sept. 2013</u>	<u>Employers' Forecast of Manpower in Sept. 2014</u>	<u>Growth</u>	<u>(%)*</u>
Managerial / Professional	2 823	41	2 864	2 865	+1	(+0.04%)
Supervisory / Technician	10 746	172	10 918	10 922	+4	(+0.04%)
Craft / Operative	22 071	969	23 040	22 992	-48	(-0.2%)
Administrative and Others	1 119	21	1 140	1 140	0	(0%)
Total	36 759	1 203	37 962	37 919	-43	(-0.1%)**

(%)* As percentage of the number of posts at the same job level

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

Figure 2.7: Employers' Forecast of Manpower Demand by Job Level



Internal Promotion in the Past 12 Months by Job Level

2.8 The survey reveals that 508 employees (1.4% of the total number of employees) had been promoted from within the industry. Of the 508 employees, 123 (24.2%) were at the managerial / professional level and 385 (75.8%) at the supervisory / technician level. A summary of the promotion pattern is given in Table 2.8.

Table 2.8: Promotion Pattern of Hotel Employees by Job Level

<u>Job Level</u>	<u>Number Employed</u>	<u>Number of Promotion</u>	<u>(%)*</u>
Managerial / Professional	2 823	123	4.4%
Supervisory / Technician	10 746	385	3.6%
Craft / Operative	22 071	0	0.0%
Administrative and Others	1 119	0	0.0%
Total	36 759	508	1.4%**

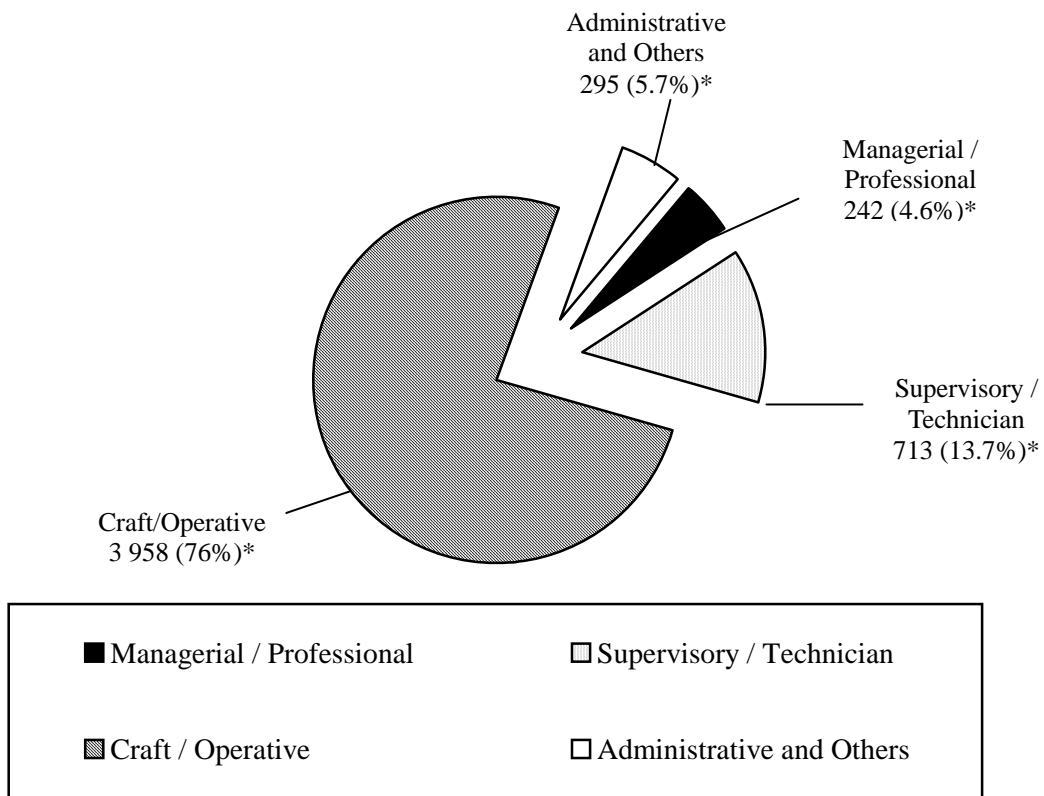
(%)* As percentage of the number employed at the same job level

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

Staff Turnover in the Past 12 Months

2.9 Employers reported that 5 208 employees or 14.2% of the total number of employees in the industry had left in the past 12 months.

Figure 2.9: Distribution of Staff Turnover by Job Level

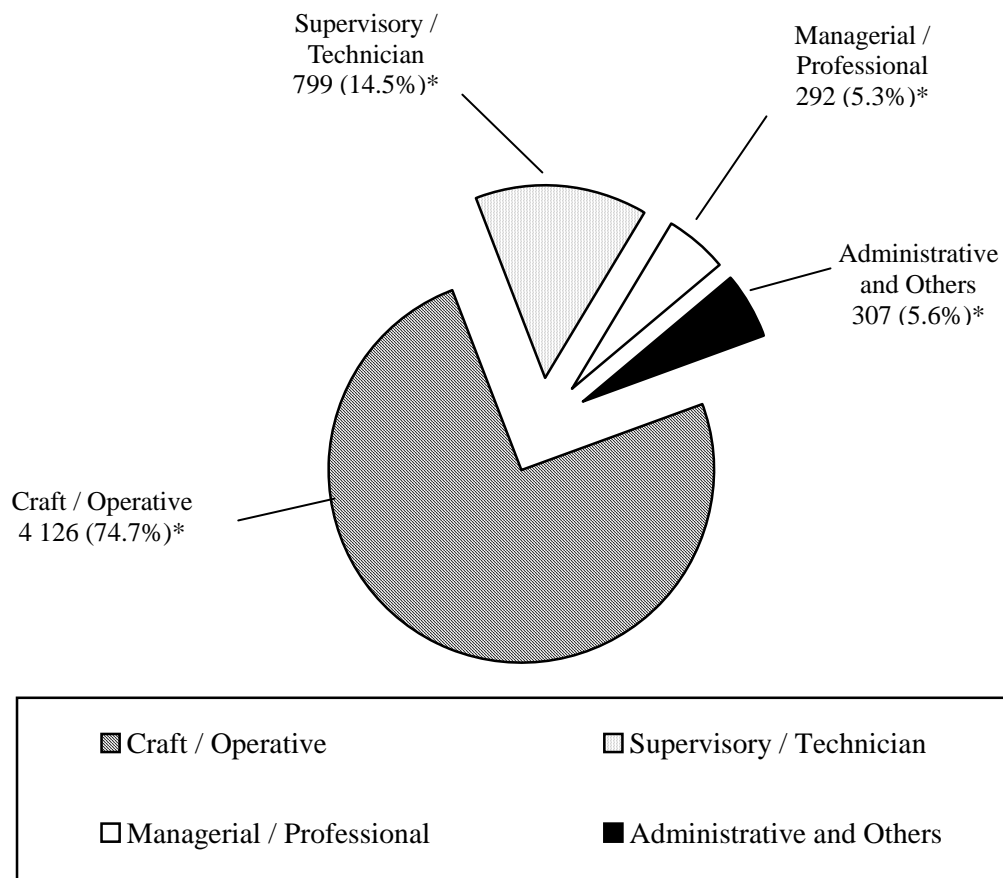


(*) As percentage of total number of staff turnover

New Recruits in the Past 12 Months

2.10 Employers reported that they had recruited 5 524 new employees in the past 12 months. The largest number of recruits was found in the craft / operative levels (4 126 or 74.7% of total number of new recruits). The distribution of the number of new recruits by job level is presented in Figure 2.10 below:

Figure 2.10: Distribution of New Recruits by Job Level



(*) As percentage of total number of new recruits

Preferred Level of Education

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

Table 2.11 : Two Most Preferred Qualifications of Employees

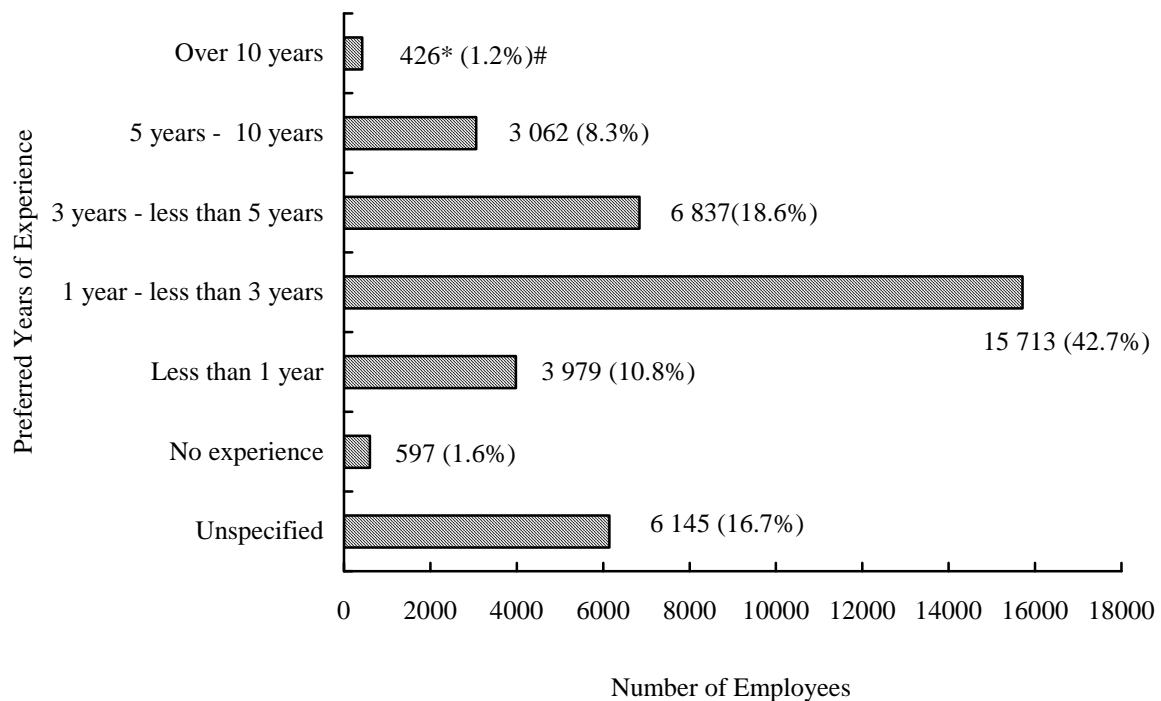
<u>Job Level</u>	<u>Type (No. of Employees)</u>	<u>% of the No. Employed at each Job Level</u>
Managerial / Professional	University Degree or above (1 508)	53.4%
	Higher Diploma / Associate Degree or equivalent (315)	11.2%
Supervisory / Technician	Professional Diploma / Diploma or equivalent (2 110)	19.6%
	Secondary 5 - 7 (2 039)	19.0%
Craft / Operative	Secondary 5 - 7 (6 634)	30.1%
	Secondary 3 - 4 (4 955)	22.5%
Administrative and Others	Secondary 5 - 7 (373)	33.3%
	Advanced Certificate / Certificate or equivalent (233)	20.9%

Preferred Years of Relevant Experience

2.12 The majority of employers reported that 42.7% of their employees possessed 1 to less than 3 years of experience, 18.6% possessed 3 to less than 5 years of experience, and 10.8% possessed less than 1 year of experience. It should be noted that only 1.6% of employees possessed no previous experience. The number of employees by average years of hotel industry experience before occupying the post are presented in Figure 2.12 below:-

Figure 2.12: Years of Experience of Employees

Total: 36 759



* Total number of employees by years of experience in the hotel industry

As percentage of the total number of employees in the hotel industry, there may be minor differences in the figures due to rounding off

Income Distribution of Full-time Employees

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

Table 2.13: Monthly Income Distribution by Income Range by Job Level

<u>Job Level</u>	<u>\$8,000 or below</u>	<u>\$8,001 to \$10,000</u>	<u>\$10,001 to \$15,000</u>	<u>\$15,001 to \$20,000</u>	<u>\$20,001 to \$25,000</u>	<u>\$25,001 to \$30,000</u>	<u>\$30,001 to \$35,000</u>	<u>\$35,001 to \$40,000</u>	<u>\$40,001 or above</u>	<u>Unspecified</u>	<u>Total</u>
Managerial / Professional	-	-	2	84	285	264	268	249	362	1 309	2 823
Supervisory / Technician	-	9	1 799	3 241	1 786	310	66	34	14	3 487	10 746
Craft / Operative	24	3 221	11 007	559	2	9	3	-	-	7 426	22 071
Administrative and Others	-	28	493	180	52	17	10	5	-	334	1 119
Total	24 (0.07)*	3 258 (8.9)	13 301 (36.2)	4 064 (11.1)	2 125 (5.8)	600 (1.6)	347 (0.9)	288 (0.8)	376 (1.0)	12 376 (33.7)	36 759 (100.0)

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

2.14 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. Tables 5-7 of Appendix 5 show the income distribution by job level. The majority of employees earned a total monthly income \$40,001 or above for managerial / professional level, from \$15,001 to \$20,000 for supervisory / technician level, and from \$10,001 to \$15,000 for all remaining levels which include craft / operative / administrative and others levels of employees. Since this is not an income survey, the information obtained is for cross-reference purpose only.

Income Distribution of Part-Time Employees

2.15 Tables 2.15 (a) - (c) show the demand and income distribution of part-time employees in September 2013, as reported by the employers, on an hourly, daily and monthly fee basis. The survey indicated that a total of 1 427 part-time employees were hired by the hotel industry as at September 2013.

Table 2.15 (a): Number of Part-time Employees by Average Hourly Income Range by Job Level

<u>Job Level</u>	<u>\$30 - \$40</u>	<u>\$41 - \$60</u>	<u>\$61 or above</u>	<u>Total</u>
Managerial / Professional	-	-	-	-
Supervisory / Technician	-	9	7	16
Craft / Operative	220	1 051	5	1 276
Administrative and Others	-	-	-	-
Total	220	1 060	12	1 292

**Table 2.15 (b): Number of Part-time Employees by
Average Daily Income Range by Job Level**

<u>Job Level</u>	<u>\$201-\$300</u>	<u>\$301-\$400</u>	<u>\$401-\$500</u>	<u>\$501-\$600</u>	<u>Total</u>
Managerial / Professional	-	-	-	-	-
Supervisory / Technician	-	-	-	3	3
Craft / Operative	23	25	29	10	87
Administrative and Others	-	-	-	-	-
Total	23	25	29	13	90

**Table 2.15 (c): Number of Part-time Employees by
Monthly Income Range by Job Level**

<u>Job Level</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>Total</u>
Managerial / Professional	-	-	-	-	-
Supervisory / Technician	-	-	-	-	-
Craft / Operative	14	1	1	3	19
Administrative and Others	-	-	-	1	1
Total	14	1	1	4	20

Training to Employees

2.16 The analysis shown in Table 2.16 indicated that 13 179 (35.9%) of the employees received less than 5 days internal training and 8 706 (23.7%) received no training.

Table 2.16: No. of Employees by Average Man-days Spent on Internal Training in 2013

Man-days	Total / % of Total Number #
Nil	8 706 / 23.7%
< 5 days	13 179 / 35.9%
5 Days to < 10 Days	5 305 / 14.4%
10 Days to 15 Days	1 030 / 2.8%
Over 15 Days	806 / 2.2%
Unspecified	7 733 / 21.04%
Total	36 759 / 100.00%

There may be minor differences in the figures due to rounding off

2.17 As reported by employers, improvement in skills sets on service attitude and customer service is required for the employees at supervisory / technician and craft / operative job levels. Further, upgrading on supervisory techniques, leadership skills, risk management and communication skills is required for managerial / professional and administrative and others job levels. Details are shown at Table 18 of Appendix 5.

2.18 The survey findings shown that 22.9% 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 20 at Appendix 5.

Priority Accorded to Mode of Training By Employers

2.19 From employers’ feedback, seminar / workshop was ranked as the most preferred mode of training whereas evening mode of training was ranked as the least preferred. Details of the priorities were shown in Table 2.19:

Table 2.19: No. of Employees by Priority Accorded to Mode of Training

Mode of Training	Level of Priority	Total / % of Total Number of Employees #
Part-time Day Release	1 st Priority	6 155 / 16.7%
	2 nd Priority	10 618 / 28.9%
	3 rd Priority	11 856 / 32.3%
	Unspecified	8 130 / 22.1%
	Total	36 759 / 100.0%
Evening	1 st Priority	4 853 / 13.2%
	2 nd Priority	13 273 / 36.1%
	3 rd Priority	10 503 / 28.6%
	Unspecified	8 130 / 22.1%
	Total	36 759 / 100.0%
Seminar / Workshop	1 st Priority	17 733 / 48.2%
	2 nd Priority	4 738 / 12.9%
	3 rd Priority	6 270 / 17.1%
	Unspecified	8 018 / 21.8%
	Total	36 759 / 100.0%

There may be minor differences in the figures due to rounding off

Spa Facilities and Services

2.20 In recent years, there has been a growing trend for the development of spa and resort facilities in Hong Kong. Spa and resort facilities are particularly attractive to the high-end tourism market. The following Table 2.20 indicates the survey results:

Table 2.20: No. of Hotels that Operate Spa

Branch	Operated by the Hotel	Operated by Outsourced Contractor	No Spa Facilities	Total Number of Hotels Responded
Hotels	15	3	182	200
Total	15	3	182	200
(%)*	(7.5%)	(1.5%)	(91.0%)	(100.0%)

(*) As percentage of the total number of hotels responded, there may be minor differences in the figures due to rounding off

Average Age Range of Craft / Operative Employees

2.21 The distribution and age range of craft / operative employees will help identify the mix of age range and lay the foundation for the tracking of future trends. The following Table 2.21 presents the findings of the survey:

Table 2.21: Distribution of Employees by Average Age Range (Craft / Operative Level)

Age Range	18-25	26-30	31-35	36-40	41-49	50 or above	Unspecified	Total
No. of Employees	1 424	2 742	3 607	2 942	4 633	1 155	5 568	22 071
% of Total	6.5%	12.4%	16.3%	13.3%	21.0%	5.2%	25.2%	100.0%

SECTION III

CONCLUSIONS

Industry Outlook

3.1 The global economy remained clouded by the European sovereign debt crisis and the U.S. fiscal cliff in 2013. The financial policies adopted by the U.S.A. and European governments are prone to causing inflation, dampening consumer confidence and travel sentiments. Looking into 2014, economic recovery in the U.S.A. is expected to accelerate, while the European economy will remain encumbered by the sovereign debt crises and high unemployment rates. Considerable banking and fiscal risks in individual European countries may also hamper economic recovery in Europe and the world at large. With slow economic recovery and climbing inflation and unemployment rates, consumers are generally less inclined to spend money and travel. Meanwhile, the volatile economy has also made commercial corporations cut down their budgets for business travel. Economic recovery will be slow, the International Monetary Fund (IMF) and the Economist Intelligence Unit (EIU) predicted that the world's GDP growth in 2014 to be 3.7% and 3.6% respectively. In 2013, after steady and relatively rapid growth in the past few years, the Asian economy experienced a slowdown in growth. In 2014, it is expected that solid domestic demand will support growth in markets like Thailand, Malaysia and India. Economy of the Mainland China is expected to undergo steady and relatively fast growth, despite measures that the Central Government may carry out to maintain economic stability. As for Japan, the effectiveness of the implementation of fiscal stimuli in 2013, is expected to fade in 2014. According to the EIU, the U.S. dollar, which has strengthened since late 2013, will become even stronger in 2014. Pegged to the U.S. dollar, the Hong Kong dollar will therefore gradually strengthen against many global currencies, thus reducing the spending power of travellers from many countries and regions. The Indian rupee is also expected to depreciate again in 2014. However, some major currencies, including the renminbi, the Korean won, the Singapore dollar and the British pound are expected to remain strong against the Hong Kong dollar. Meanwhile, the Central Government's tightening of control over the budgets of state-owned enterprises and business travel spending will likely present challenges for the tourism industry not only in Hong Kong but also in destinations worldwide. According to a forecast by the United Nations World Tourism Organization (UNWTO), global tourism will grow mildly by 4% to 4.5% in 2014. (Sources: Legislative Council Panel on Economic Development, HKTB, Work Plan for 2013 – 14 [CB(1)565/12-13(03)] and Work Plan for 2014 – 2015 [CB(1)899/13-14(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

3.2 Whilst all these shall pose considerable challenges to the global and Hong Kong tourism market place, with the concerted efforts of the HKSAR Government, public and private sectors, Hong Kong's tourism continued to achieve steady growth in 2013, with total visitor arrivals increased by 11.7% year-on-year to 54.3 million. (Source: Economic and Trade Information on Hong Kong, Hong Kong Trade Development Research, 26 March 2014.) Tourism is a lucrative industry and there is keen competition for tourist arrivals within the region. To attract visitors, travel destinations from around the world are set to

vigorously step up their promotions, launch new tourism products and special offers. In particular, Hong Kong's neighbouring cities and countries have been heavily investing in new tourism infrastructure and large-scale promotions in recent years. For instance, South Korea and Taiwan have been appealing to visitors with tourism products themed around K-pop and Taiwanese movies respectively. Other destinations, such as Thailand, have launched tactical promotions and pricing strategies, seeing that consumers have become more price-conscious amidst the uncertain economy.

3.3 These destinations are also eager to gain a greater share of the high-potential Mainland China outbound travel market, such as by relaxing the visa requirements for Mainland China travellers, as in the case of Malaysia, South Korea, the United Kingdom and India. Mainland China citizens can visit 116 countries under the Approved Destination Status (ADS) policy adopted by the Mainland China authorities, and it is expected that more countries will join the list in the near future. In addition, since 2011, residents of 26 Mainland China cities can visit Taiwan as independent travellers. All these arrangements, which give Mainland China tourists greater choices in their travel destinations, will mean tougher competition for Hong Kong in attracting Mainland China visitors, especially those from non-Southern China. (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board, Work Plan for 2013-2014 [CB(1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

3.4 In addition to a volatile economy and intensifying competition, the territorial issues in the region such as Mainland China's dispute with Japan on the Diaoyu Islands and the sovereignty of the South China Sea may spark shifts in the political landscape, and cause visitors to change their travel plans. (Sources: Legislative Council Panel on Economic Development, HKTb, Work Plan for 2013-2014 [CB(1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

3.5 In 2013, Mainland China continued to be our largest visitor source market with 40.7 million arrivals (+16.7%), accounting for 75% of our total arrivals. Amongst all Mainland China arrivals, 23.65 million (58.1%) were same-day visitors, up by 19.5% year-on-year. 27.5 million (67.4%) Mainland China visitors came to Hong Kong under the Individual Visit Scheme (IVS), up by 18.7% over 2012. (Source: Visitor Arrivals Statistics in January – December 2013, PartnerNet, HKTb, January 2014 and Mainland China – IVS, Visitor Arrival Statistics – December 2013, PartnerNet, HKTb, January 2014.)

3.6 For long-haul markets, the uncertain economic environment led to a slight drop of 2.3% in arrivals in 2013. The U.S.A. remained the largest long-haul market, but registered a 6.3% decrease in arrivals. With regard to the total short-haul arrivals, although a mild 0.4% decrease was recorded, growth from Vietnam (+14.4%), Thailand (6.6%), India (+4.9%) and Malaysia (+3.9%) were noted in 2013. Arrivals from the Middle East recorded a 2.7% increase. (Sources: "Visitor Arrivals Statistics in January – December 2013, PartnerNet, HKTb, January 2014; "India emerges as largest new market for Hong Kong", Express Travel World, 9 April 2014.)

3.7 Based on the existing trend and assuming a steady growth of Mainland China and short-haul visitor arrivals, as well as a very mild growth from the long-haul markets, it is projected that visitor arrivals in 2017 would exceed 70 million, while that in 2023 could exceed 100 million under rather conservative assumptions. (Source: Assessment Report on Hong Kong's Capacity to Receive Tourists, Commerce and Economic Development Bureau, The HKSAR Government, December 2013.) Tourism is one of our economy's pillar industries. The healthy development of the tourism sector can create a large number of jobs for lower-skilled workers and facilitate the diversification and growth of our economy. We must expand our receiving capacity, focusing on high-spending visitors, to achieve the greatest economic benefits with limited resources and to balance the wellbeing of concerned parties in the society. (Source: Policy Address 2014, The HKSAR Government, 15 January 2014.)

3.8 The HKSAR Government undertook an assessment on Hong Kong's capacity to receive tourists at the end of 2013. The assessment report acknowledges that with the continuous growth in visitor arrivals, Hong Kong should increase the capacity to receive tourists on various fronts. One of the initiatives is to devise and implement a visionary plan for the Kai Tak Fantasy project, another is to study the possibility of building more hotels and leisure tourism facilities on Lantau Island. To attract more high value-added visitors, six sites within the 'hotel belt' of the Kai Tak Runway Precinct will be released to the market for development into a distinctive hotel cluster. (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.)

3.9 The HKSAR Government has been investing to enrich the tourism portfolio. The new and enhanced tourism infrastructure and attractions will create jobs, promote economic activities and encourage the sustainable development of the industry. According to information provided by the HKSAR Government, major tourism and transportation projects being implemented and under planning include:

- (i) Aberdeen Tourism Project – In order to improve the existing tourist attractions and facilities in Aberdeen, the Government will fund the improvement works for the promenade on both sides of the Aberdeen harbour as well as Ap Lei Chau Main Street and adjacent streets, with the theme of a traditional fishermen's village. The project will be completed in phases by 2014.
- (ii) Development Project of Ocean Park's Tai Shue Wan – The development of the Tai Shue Wan area into a new integrated theme zone with the main focus on an all-weather indoor cum outdoor waterpark. A Government loan of \$2.29 billion equivalent to the project's estimated capital cost was approved by the Finance Committee of the Legislative Council in May 2013 to facilitate the early commencement of the project. The project is scheduled for completion in the second half of 2017.
- (iii) Development Project of KTCT – With the aim to develop Hong Kong into a premier regional cruise hub, the first berth of the terminal commenced operation in June 2013 and is capable of berthing the world's largest cruise vessel. The second berth will be commissioned in 2014 and will also be

able to accommodate the largest cruise vessels in 2015 after the relevant dredging works at the seabed are completed. The former runway tip in the Kai Tak Development Area has excellent potential to be developed into a tourism and entertainment hub. The HKSAR Government proposed to set up on this site a recreational landmark — Kai Tak Fantasy. On top of recreation facilities, it can be turned into an "edutainment" destination which will reflect Kai Tak's unique aviation, maritime and transportation history. (Source: 2014 Policy Address, The HKSAR Government, January 2014.)

- (iv) Lei Yue Mun Waterfront Enhancement Project - To enhance the attractiveness of the area, further improvements on the facilities along its waterfront will be conducted. The key features of the design include the construction of a public landing facility, a breakwater and a waterfront promenade, and five lookout points along the Lei Yue Mun Waterfront plus the development of a new viewing terrace and other streetscape improvement and landscaping works.
- (v) The Three-Runway System by Airport Authority – It is estimated that the airport will reach its maximum capacity sometime between 2019 and 2022. The proposed Three-Runway System will be able to accommodate 620 000 flight movements per year, meeting demand projections up to 2030. (Source: Hong Kong International Airport, Project Overview of the Three-Runway System, 24 January 2014.) The recommendation on the development of a three-runway system for Hong Kong International Airport by the Airport Authority to the HKSAR Government not only addresses the demand arising from the growth in international and regional business and tourism activities, but also upholds Hong Kong's leading position as a regional aviation hub and international travel destination.
- (vi) The proposed HZMB will be linking Hong Kong, Zhuhai City of Guangdong Province and Macao. The function of the Bridge is to meet the demand of passenger and freight land transport among these three major cities on the Pearl River Delta and will enhance the economic and sustainable development of the three places. Construction of the HZMB Main Bridge which commenced in 2009 will be due for completion in around 2016. The Guangzhou–Shenzhen–Hong Kong Express Rail Link is expected to conclude in around 2017. (Source: <http://www.expressrailink.hk>, MTR.) Ease of transportation facilitates tourism and business growth and a surge in tourist and business arrivals can be expected in the coming years. (Source: <http://www.hzmb.hk>, Hong Kong-Zhuhai-Macao Bridge Related Hong Kong Projects, Highways Department, The HKSAR Government.)

3.10 Benefiting from the commissioning of several cross-boundary major infrastructure projects in the coming years, our tourism industry would continue to grow despite global economic uncertainties. Tourism Board statistics showed that the number of hotels by end 2013 was 225 with over 70 000 rooms. The estimated number of hotels in 2014 will be 250 providing a total of around 73 400 rooms. (Source: Hotel Supply Situation - as at December 2013, PartnerNet, HKTB, The HKSAR Government, March 2014.) To cater for the demand for hotel rooms arising from the continuous visitor growth, the HKSAR Government has

taken a multi-pronged strategy to boost hotel room supply in recent years. These included the Land Sale Programme which invitation of tender limited to “hotel only” site providing about 300 hotel rooms was issued in June 2013; a total of three cases of ease modification/land exchange opting for “hotel only” development, providing about 1 300 hotel rooms; and 3 000 hotel rooms will be expected from 14 applicants in redevelopment or wholesale conversion of industrial buildings as hotels. Another 950 rooms and 750 rooms will be provided by two theme parks – Ocean Park and the Hong Kong Disneyland. Assuming all these hotel projects will proceed as planned, the estimated number of hotel room supply in 2017 will be around 84 000. (Sources: “Hong Kong Needs to double hotel rooms in 10 years”, SCMP, 4 July 2013; Policy Address 2014, The HKSAR Government, 15 January 2014; Assessment Report on Hong Kong’s Capacity to Receive Tourists, Commerce and Economic Development Bureau, The HKSAR Government, December 2013.)

3.11 Hong Kong has been hosting a diverse variety of mega events, such as the Hong Kong Sevens, Hong Kong Marathon, Hong Kong Wine & Dine Festival and Hong Kong Dragon Boat Carnival. These mega events not only reinforce our status as the Events Capital of Asia which add colour and vibrancy to our city, but also enrich visitors' experience and will also fuel the growth of tourism-related sectors as hotels, air transport, catering and retail in Hong Kong, thereby creating more jobs. (Source: LCQ6: Staging of Formula E motor racing championship series in Hong Kong, LegCo Business, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 08 January 2014.) The HKSAR Government will provide additional funding of HK\$50 million to the Hong Kong Tourism Board in the coming two years to add new elements to popular mega events. (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.) In 2014-15, the HKTb will continue to utilise the “Hong Kong - Asia’s World City” marketing platform for its worldwide promotions. To strengthen the brand proposition and ensure consistent messages, the HKTb will fully integrate Asia’s World City in all its marketing campaigns. The HKTb will use the theme “Events Capital of Asia” to highlight the year-round events that take place in Hong Kong, “World’s Meeting Place” to uphold Hong Kong’s advantages as a MICE destination, and “Asia’s Cruise Hub” to promote Hong Kong’s leading position in the region’s cruise tourism. It will increase the penetration and reach of these brand messages through digital marketing and PR initiatives globally, so as to project a powerful image of Hong Kong’s tourism brand. (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board, Work Plan for 2013-2014 [CB(1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

Implications on Manpower

3.12 The annual overall unemployment rate was 3.4% in 2013, signifying full employment. With the growth in labour demand broadly matching that of the labour supply, the number of unemployed persons declined by 15 800 over the preceding quarter to 118 400 in the fourth quarter of 2013. Job creation remained vibrant towards end-2013, with a 6.3% job gain in accommodation services. (Sources: Third Quarter Economic Report and First Quarter Economic Report; Financial Secretary's Officer, The HKSAR Government; November 2013 and May 2014 respectively.)

3.13 Inbound tourism maintained solid performance in 2013. With the positive overall tourist arrivals, the total Tourism Expenditure Associated to Inbound Tourism (TEAIT) recorded a 15.7% increase amounting at HK\$343 billion in 2013. Overnight arrivals increased by 8% as compared to the figures of 2012 with overnight visitor per capita spending at HK\$8,123 representing an increase of 3.9%. (Sources: Tourism Performance, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 10 April 2014; First Quarter Economic Report, Financial Secretary's Officer, The HKSAR Government; May 2014.)

3.14 After rising visibly over the past three years, the average achieved hotel room rate reverted to a decline since early 2013, and resulted at HK\$1,447 which was a 2.8% decrease from that of the previous year. Meanwhile, the average hotel room occupancy rate stood at a high level of 89% in 2013, which was the same as in 2012. (Source: Tourism Performance, Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, 10 April 2014.)

3.15 Other than the aforementioned positive indicators, new hotel and tourism-related projects plus infrastructure developments in Hong Kong, together with the development of Mainland China and our neighbouring areas, more job opportunities are expected to be created in the near future and a steady increase in trained quality manpower requirements for the hotel industry is expected in the coming years:

- (i) According to the Hotel Supply Situation Report as in the Fourth Quarter 2013 published by the Hong Kong Tourism Board, there will be 40 new hotels with some 7 777 additional rooms to be completed between 2014 to 2019. (Source: Hotel Supply Situation Report, HKTB, The HKSAR Government, March 2014.) Based on a staff to room ratio of 0.7:1, approximately 5 444 new vacancies will be created in the next 5 years for these new hotels. These new hotel developments reflect the positive projection of potential visitors who may travel to Hong Kong in future years and indicate an upward demand in manpower requirements to cope with the industry development.
- (ii) There are many current and future hotel projects to meet rapidly increasing tourist numbers visiting Hong Kong. To name a few, Ocean Park is planning two hotels, Ocean Hotel at the main entrance and Fisherman's Wharf Hotel at Tai Shue Wan, with expected completion dates to be in around 2016. The Boathouse Restaurant, on Stanley Main Street is also planned for conversion into a 10-storey hotel with serviced apartments and

restaurants. A historic police station in Gloucester Road, Wanchai is to be converted into a hotel. The Kai Tak Development Project, expected to be completed by around 2022, will bring in new hotels with restaurants, retail and entertainment business. (Source: 'New, Future and Renamed Hotels', Hong Kong Extras, February 2014.)

- (iii) Mainland China continues to serve as a major source of arrivals which has increased by 16.7% to 40.74 million in 2013 over 2012. (Source: Visitor Arrivals to Hong Kong in 2013, HKTB, The HKSAR Government, January 2014.)
- (iv) The proposed HZMB will be linking Hong Kong, Zhuhai City of Guangdong Province and Macao. The function of the Bridge is to meet the demand of passenger and freight land transport among these three major cities on the Pearl River Delta and will enhance the economic and sustainable development of the three places. Construction of the HZMB Main Bridge which commenced in 2009 will be due for completion in around 2016. The Guangzhou-Shenzhen-Hong Kong Express Rail Link is expected to conclude in around 2017. (Source: <http://www.expressrailink.hk>, MTR.) Ease of transportation facilitates tourism and business growth and a surge in tourist and business arrivals can be expected in the coming years. (Source: <http://www.hzmb.hk>, Hong Kong-Zhuhai-Macao Bridge Related Hong Kong Projects, Highways Department, The HKSAR Government.)
- (v) The former runway tip in the Kai Tak Development Area has excellent potential to be developed into a tourism and entertainment hub. The HKSAR Government proposed to set up on this site a recreational landmark — Kai Tak Fantasy. On top of recreation facilities, it can be turned into an "edutainment" destination which will reflect Kai Tak's unique aviation, maritime and transportation history. (Source: 2014 Policy Address, the HKSAR Government, January 2014.)
- (vi) Hong Kong's MICE industry is proving to be an important component of its tourism sector, generating millions of dollars as revenue each year. With the global economy showing signs of recovery in the past few years, there was a rise in the number of MICE events that were held in Hong Kong early this year. In fact, a New York Times article cited Hong Kong and Singapore as the unrivaled and most popular MICE destinations in Asia. (Source: Meeting & Exhibitions Hong Kong, HKTB, The HKSAR Government, February 2014.) Despite the volatile global economy, there is potential for the growth of Hong Kong's MICE tourism, given the continued expansion of the Mainland China's economy and Hong Kong's strategic position as the gateway to the Mainland China. Many corporations have tightened their budgets for business travel, but with the advantage of the strength of most currencies against the Hong Kong dollar, it serves to attract business visitors to Hong Kong. It is expected that there will be relatively mild growth for meetings and incentive travels in 2014-15, with the major source of business from the Mainland China and other short-haul markets such as Southeast Asia and India. In 2014-15, the HKTB will continue to

leverage on the theme “Hong Kong, The World’s Meeting Place” for its MICE promotions to highlight Hong Kong’s advantages as a MICE destination. (Sources: Legislative Council Panel on Economic Development, HKTb, Work Plan for 2013-2014 [CB (1)565/12-13(03)] and Work Plan for 2014-2015 [CB(1)899/13-14/(03)], Tourism Commission, Commerce and Economic Development Bureau, February 2013 and February 2014 respectively.)

- (vii) Following the completion of the HZMB and other cross-boundary infrastructural facilities by 2016, AsiaWorld-Expo and the entire Hong Kong International Airport district will be seamlessly integrated with the Pearl River Delta region, providing a dramatically enlarged catchment area for MICE events. Overnight MICE visitors have high spending power and are Hong Kong’s prime targets. The HKSAR Government will allocate an additional annual provision of HK\$15 million to the HKTb from 2014-15 onwards for three years to provide more attractive and targeted supporting services and hospitality offers for organisers and participants of MICE events. (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.)
- (viii) The Government is committed to developing Hong Kong into a leading regional cruise hub and to promote cruise tourism in Hong Kong and the region by enhancing both the hardware and software developments in Hong Kong. The Tourism Commission has been actively co-operating with neighbouring coastal provinces in developing cruise itineraries, as well as working with four Mainland China provinces, namely Fujian, Hainan, Guangdong and Guangxi to set up an information exchange platform and to step up joint promotion. Total arrivals ships calls in Hong Kong amounted at 2 508 in 2013, with a total cruise passenger throughput (i.e. arrivals and departures) at over 1.5 million (+8.7%) against the figure in 2012.

To boost cruise tourism, the HKTb has since 2009 hosted a website, “Cruise South China”, sharing information on port facilities and tourism resources of Hong Kong and neighbouring provinces. The KTCT received the biggest cruise liner based in Asia, the Mariner of the Seas, on 12 June 2013, marking a milestone in Hong Kong’s development into a regional cruise hub. The second berth of the KTCT is due for completion within 2014. Both berths can accommodate the largest cruise ships in the world. Together with the two existing berths at the Ocean Terminal, it greatly enhances the berthing capacity for cruise ships in Hong Kong, thereby enhancing our competitiveness and attractiveness. With the commissioning of the KTCT and appropriate marketing strategies, it is estimated that the economic benefits that the cruise industry will bring to Hong Kong’s economy may range from \$1.5 billion to \$2.6 billion per year, and the additional jobs created will be around 5 300 to 8 900 by 2023. (Sources: Tourism Commission, Commerce and Economic Development Branch, The HKSAR Government; 51st Issue Hong Kong Maritime News, Marine Department,

The HKSAR Government, July 2013; Cruise Passengers Statistics by Nationality/Territory, HKTB, The HKSAR Government, January 2014.)

- (ix) In the Policy Address of 2012, the International Culinary Institute under the VTC is proposed to be established and is expected to progressively admit its first cohort of students in the 2014/15 Academic Year. The Institute will provide training for people aspiring to become professional chefs proficient in international cuisines, wine studies, catering and events operations. Graduates will be ready to take up positions in a range of hospitality establishments, including hotels, catering groups, private clubs and theme parks, etc. This new initiative of the HKSAR Government indicates that a consistent supply of professional, equipped employees will be required for supporting the growing hospitality industry.

3.16 As a result of social, demographic and educational changes in recent years, there are more opportunities for the younger generations to receive higher and better education for a longer period rather than expecting them to enter the workforce at an early age. Secondary school leavers have multiple alternatives to continue with their education routes and this may affect the continuous supply of operational level staff to enter the hotel industry. In addition, the low birth rate which leads to the declining projected number of secondary students (decrease by 35% in 10 years' time) and the ageing population in Hong Kong, create an enormous burden on the operations of the hotels and in the long run will negatively affect the service quality and standard of the industry. Traditional academic education is not a straightjacket that fits all young people as everyone has his or her own unique interests, abilities and attributes. Vocational education and training is another valued choice of education articulation and career development.

3.17 The post-80s generation, commonly referred to as Generation Y or Gen Y (born between 1981-1994) will become the major workforce. To reach a win-win situation, employers need to be aware of the characteristics of Gen Y in order to tailor appropriate recruitment strategies, working environment plus training, development, retention and succession plans for tapping and retaining the appropriate talents of the new generation in the industry. Gen Y are different to previous generations due to the education they receive, the technology and the changes in the living and working environment. They adapt quickly to new environment and are therefore easy to jump into new career adventures. They are less prepared to work long hours as previous generations did as they tend to seek for a balance between work and private life. While the older generations are used to rules and regulations in the work place, Gen Y are open-minded to new ideas and eager to try new approaches in handling things and with more flexibility. Flexible hours and workplaces, and work around mobile connections are seen to be in place while working with this new generation. They are eager to learn and are driven by recognition. They have a desire to climb the career ladder at a much faster pace than the older generations. Moreover, they are more aware of sustainability, healthy lifestyle and environmental issues. Technology has brought about the concept of an ever-changing environment and everything in the living environment is characterized by convenience at the click of a button. This availability of everything at any time instills a mindset made up of short cuts, bearing the name of efficiency. It may result in a lack of challenging situations and therefore no incentive to face difficulties. They have a strong self-assurance and want a strong self-identity but they tend to be more attention-craving. They need efficient feedback and therefore coaching and guidance from

supervisors may need to be readily available. Teamwork has become the norm in working places and Gen Y is able to perform well because of their abilities to connect and respond to the fast-changing environments, more mobile and adaptable than the previous generations.

3.18 While Gen Y are different, this does not mean inferior. Its members are capable of working towards their organisation’s objectives while also realizing their own. As the hospitality industry handles visitors and guests from all parts of the world, flexibility and high adaptability in managing various unforeseeable circumstances are important attributes for success in the industry. Employers have to provide them with opportunities to grow and learn, be available to communicate with them effectively and efficiently, and to apply flexibility as appropriate when working with Gen Y members. Yet, moral principles and ethical standards have to be maintained at all times. (Source: “Tweeting ‘about my generation”, Asian Hotel and Catering Times, March 2014.) It is necessary that educators, trainers, employers and existing employees should join hands to unleash the potentials of the new generations and to nurture them for the future development and sustainability of the hotel industry.

The Survey Findings

3.19 The Training Board has examined the survey findings and is of the opinion that those generally reflect the manpower situation of the hotel industry at the time of the survey. The Training Board considered that the trend for the increase in the total number of employees would continue. To enhance cost efficiency, it is anticipated that the trend of hiring part-time and casual employees would persist in the industry.

Manpower Changes by Job Level

3.20 In September 2013, there were 36 759 employees (excluding trainees / apprentices) in the hotel industry, representing an increase of 4 382 (13.5%) over the 2011 figure. An analysis of the manpower changes by job level is given in the following table:

<u>Job Levels</u>	<u>2011</u>	<u>2013</u>	<u>Increase (%)*</u>	
Managerial / Professional	2 240	2 823	+583	+26.0%
Supervisory / Technician	9 694	10 746	+1 052	+10.9%
Craft / Operative	19 485	22 071	+2 586	+13.3%
Administrative and Others	958	1 119	+161	+16.8%
Total	32 377	36 759	+4 382	13.5%**

()* Percentage of the total number of employees at the same job level

()** Percentage of the total number of employees in the industry

Vacancies

3.21 At the time of the survey, there were 1 203 reported vacancies as compared to 818 in 2011. The present vacancies attributed to 3.3% of the total workforce as compared to 2.5% in 2011. The largest number of vacancies (969) was found in craft / operative level jobs. The Training Board is of the opinion that most employers would still be cautious in filling the vacancies under a volatile business environment. They might not fill all vacancies substantively but chose to employ part-time or temporary employees and continue to exercise multi-tasking in the existing operation to increase cost efficiency.

Employer's Manpower Forecast for September 2014

3.22 Employers' forecast of the 12-month manpower growth in the 2013 survey indicated a positive growth rate.

Table 3.22: Additional Manpower by Job Level in 2014

<u>Job Levels</u>	(a) No. of Employees in <u>Sept. 2013</u>	(b) No. of vacancies in <u>Sept. 2013</u>	(c) = (a) + (b) Total No. of Posts in <u>Sept. 2013</u>	(d) Employers' Forecast of Manpower in <u>Sept. 2014</u>	(e) = (d) - (c) Manpower Growth in <u>Sept. 2014</u>	(b) + (e) Additional Manpower in <u>Sept. 2014</u>	
Managerial / Professional	2 823	41	2 864	2 865	+1	42	1.5%*
Supervisory / Technician	10 746	172	10 918	10 922	+4	176	1.6%*
Craft / Operative	22 071	969	23 040	22 992	-48	921	4.2%*
Administrative and Others	1 119	21	1 140	1 140	0	21	1.9%*
Total	36 759	1 203	37 962	37 919	-43	1 160	3.2%**

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

Manpower Projection for 2014 - 2016

3.23 The Training Board observed that additional manpower requirements would be needed for 24 planned new hotels with 3 368 rooms in 2014, 14 new hotels with 1 293 rooms in 2015 and 17 new hotels with 3 145 rooms in 2016. The projected number of hotels and hotel rooms were quoted from the Hotel Supply Situation Report as at March 2014 published by the Hong Kong Tourism Board. However, it should be noted that given the dynamics of the hotel industry, the projected figures for the new hotels must be viewed with caution as some of the planned hotel projects might not materialise.

3.24 While new hotel projects are being planned, existing hotels will also be undergoing expansion and modernization to enhance their competitiveness. Furthermore, with rapid development in the tourism and hotel sectors, Macau also encounters serious manpower shortage in the hotel industry. Some experienced middle-level hotel executives and staff in Hong Kong have been head-hunted to work in Macau. It is anticipated that this would continue in the next few years, putting more pressure on the already shrinking talent pool of the local hotel industry.

3.25 For the purpose of manpower projection, a constant labour productivity (i.e. same as 2011) of the hotel industry is assumed. A staff to room ratio of 0.7:1 would therefore be adopted to obtain the manpower projection. The projected number of hotel rooms by the Hong Kong Tourism Board will be used as a basis to project manpower as follows:

Table 3.25: Projection of Manpower in 2014 – 2016

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2013	36 759			70 017
2014		37 919	39 117 (+6.4%)*	73 385
2015			40 022 (+2.3%)**	74 678
2016			42 224 (+5.5%)**	77 823

Source: - The Hotel Supply Situation Report as at March 2014 published by the Hong Kong Tourism Board
- Manpower Projection for the Hotel Industry for 2014-2016 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2014.

* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2013.

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

Promotion Pattern

3.26 Based on the number employed at the same job level, the survey indicated that 4.4% of the managerial / professional positions and 3.6% supervisory / technician positions were filled by internal promotion. It appears that hotels are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that hotels should strive to provide long-term career development and training opportunities for their employees to enhance staff retention.

Preferred Mode of Training

3.27 On the whole, employers preferred to provide training to their employees at all job levels utilising the seminars / workshops mode at education / training institutions than to sending staff to attend part-time day release or evening mode of training.

3.28 The pre-employment and upgrading courses of the Vocational Training Council provide a stable source of trained personnel to the industry.

Preferred Qualifications of Employees

3.29 The survey indicated that employers generally preferred University Degree and Higher Diploma / Associate Degree for managerial / professional level positions, Professional Diploma / Diploma and Secondary 5 – 7 for supervisory / technician level positions. Secondary 5-7 and Secondary 3-4 were preferred for jobs in the Craft / Operative level positions, Secondary 5-7 was preferred for jobs in the Administrative and Others levels positions. The Training Board is of the view that possessing the right personality and positive attitude would be extremely important for the hotel workforce regardless of qualifications.

Wastage

3.30 The annual training requirement is based on employers' forecast manpower growth and wastage rate. Wastage rate refers to those leaving the hotel 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 / technician levels and 10% for other job levels in the hotel industry would be appropriate.

Training Requirement Forecast

3.31 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 3.31 below:

Table 3.31 : Projected Additional Training Requirements for 2014

<u>Job Level</u> (% of all levels)	No. of Employees (2013)	Annual Wastage (2% / 10%) (A)	Forecast Manpower Growth (6.4%) (B)	Estimated Additional Annual Requirements (A) + (B)
		<u>(A) = 2%</u>		
Managerial / Professional (7.7%)	2 823	56	181	237
Supervisory / Technician (29.2%)	10 746	215	688	903
		<u>(A) = 10%</u>		
Craft / Operative (60.0%)	22 071	2 207	1 413	3 620
Administrative and Others (3.0%)	1 119	112	72	184
Total	36 759	2 590	2 354	4 944

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 The hotel industry is a people's business, quality human resources in meeting guests' needs are one of the most important means to face keen competition. In a fast-moving market economy where changes happen every other moment, updated industry knowledge and skills serve as competitive advantages. One of the most effective ways in acquiring useful and up-to-date knowledge skills applicable to the revolving hotel industry is through systematic vocational education and training. Through appropriate training and education organised in-house or by professional and accredited institutions, staff performance would be enhanced and further developed, thereby contributing to their own personal development and career advancement as well. When their skills and expertise are steered positively upwards and forward, the overall performance of the hotel establishment will be upgraded simultaneously. Continuous quality training and education are indispensable for the sustainable development of the contemporary hotel industry.

4.2 From the projection of manpower demand of the hotels, the following table presents the recommended training requirements of the hotel industry for 2014:

**Table 4.2: Recommended Training Requirements
of the Hotel Industry in 2014**

<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	2 823	56	181	237
Supervisory / Technician	10 746	215	688	903
Craft / Operative	22 071	2 207	1 413	3 620
Administrative and Others	1 119	112	72	184
Total	36 759	2 590	2 354	4 944

Recommended Training Routes for Managerial and Professional Levels

4.3 Managers and professionals are members of the management team involved in policy making of a company and / or responsible for managing the day-to-day operations of a major function or department of the organisation. For jobs at this level, the Training Board recommends that employers recruit degree and higher diploma or equivalent qualifications holders to enrich their management knowledge and skills. For continuous upgrading and development, 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 and / or they can attend relevant workshops, seminars and conferences offered by reputable training and education institutions locally or overseas. Job rotations at various locations and even industrial attachments can be arranged to share the best practices amongst industry practitioners.

Recommended Training Routes for Technician and Supervisory Levels

4.4 A technician or 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 technical and supervisory responsibilities under the supervision of a managerial / professional staff member. Technicians and supervisors play an important role at the middle management level.

4.5 To prepare for career advancement and continuous development, technicians and supervisors could be trained through part-time or full-time technician / supervisory courses offered by quality training providers.

Recommended Training Routes for Craftsman / Operative Levels

4.6 Craft and Operative level workers normally engage in repetitive work which requires a specific range of skills. Operative training should be well-planned and interesting. Practical skills and language 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 level staff opportunities for career advancement through proper training.

Technical Education and Training Institutions

4.7 A wide range of full-time, part-time day-release and part-time evening training courses relevant to the hotel industry are being offered by a number of tertiary, vocational and training institutions and government body. These include, among others, The Chinese University of Hong Kong, The Hong Kong Polytechnic University, The University of Hong Kong (SPACE), Hong Kong Baptist University, City University of Hong Kong, The Open University of Hong Kong, 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 and Chinese

Cuisine Training Institute, International Culinary Institute and the Technological and Higher Education Institute of Hong Kong of the Vocational Training Council.

4.8 A list of the relevant full-time and part-time courses offered by the members of Vocational Training Council in 2014/15 Academic Year is presented in Tables 4.9(a)-(d). Graduates from these courses are well received by the industry as they possess hands-on experience and could readily contribute to the industry. Employers are encouraged to recruit graduates of these training courses. In addition, seminars, workshops and demonstrations organised by these bodies will help employers, managers and supervisors to acquire new knowledge, technologies and skills which in turn assist them in training up their staff.

4.9 Mainstream education is not a straightjacket that fits all young people as everyone has his or her own interests, aptitude and abilities. The positioning of vocational education in our education system should be enhanced. The values and virtues of this alternative route of education leading to career success and lifelong personal development should be reinforced in the society. This will not only provided more study paths for youngsters, it will contribute to providing a continuous supply of trained quality manpower for 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 Stream	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 Stream	1 year

Hong Kong Institute of Vocational Education - In-service Training

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
Advanced Certificate in Hotel Spa Body Therapies	6 months
Advanced Certificate in Hotel Spa Beauty Therapies	6 months
Certificate in Hotel Operations	2 years

	<u>Course Title</u>	<u>Duration</u>
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
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
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

**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
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 Catering Courses Conducted 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
	Diploma in Butchery, Delicatessen and Grade Manger	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 - 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 Hospitality Related 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) Culinary Arts and Management	4 years
	Bachelor of Arts (Honours) in Hotel Operations Management	4 years

4.10 To cope with the changing needs of the hospitality industry, it is vital for in-service employees to embark on life-long learning. It is important that employers should recognise such a need and support their employees to attend up-grading courses / training programmes / workshops / seminars for the acquisition of new knowledge and skills.

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

4.11 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 2013. In 2014, 963 full-time and 1 470 part-time training places have been planned.

4.12 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 2013. In 2014, 444 full-time and 893 part-time places have been planned. 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.

4.13 The International Culinary Institute expects to have an annual trainee through-put of 725 for 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.

4.14 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 graduates in 2014.

4.15 The Training Board strongly urges employers to give full support to the training providers by recruiting trainees / graduates from these institutions and send their in-service employees to attend the relevant up-grading / refresher courses.

Training for Employee

4.16 Staff quality is without doubt one of the major factors in determining the viability and profitability of a hotel business. Training is often considered necessary for new entrants or only to fulfill a special objective on an ad hoc basis. However, continuous training for existing employees of all levels strengthens their skill sets and brings in new knowledge to improve their work and to adjust to rapidly changing job requirements. Reasons for emphasizing the growth and development of employee include a) creating a pool of readily available and adequate replacements for employee who may leave or move up in the organization; b) enhancing the hotel's ability to adopt and use advances in technology because of a sufficiently knowledgeable staff; c) building a more efficient, effective and highly motivated team, which enhances the hotel's competitive position and improves employee morale; and, d) ensuring adequate human resources for expansion into new programs.

4.17 The Training Board is of the view that the existing 36 759 strong in-service employees will need upgrading and updated training to remain competitive and efficient to cope with the forecasted increasing customer and business demand.

Quality of Training Programmes

4.18 The Training Board acknowledges the changing needs of the hotel industry, and agrees that it is vital for in-service employees to embark on life-long learning. It is equally important that employers recognise such needs and support their employees to attend upgrading courses / training programmes / workshops / seminars / competition for the acquisition of new knowledge and skills with reputable training institutes. The Training Board is also concerned with the quality of hotel courses being offered to the general public, and recommends that course participants should enroll in courses offered by reputable and accredited education and training institutions.

4.19 With the increasing number of Mainland and international travelers to Hong Kong, the Training Board is of the opinion that there is an urgent need to upgrade the standard of English, Putonghua, but not limited to other language of emerging markets, such as Russian and Korean. Providing more opportunities for practical-based training and workshops in the areas of hotel services and food and beverage services, plus taking part in relevant trade-specific competitions and trade tests would further enhance the employees' exposure, knowledge and skills. More education and training are required for international culinary operations and service, wine, bartending and coffee making. Knowledge on the social, cultural, geographical, economic, political aspects of new and emerging markets; MICE, cruise, spa, health club facilities and services, as well as awareness in work ethics, social and corporate responsibilities, and communication, inter-personal and problem solving skills. As the new generations of the technological era are joining the hotel workforce, the employers and employees, trainers and educators should join hands to unleash the potentials of the new entrants and to nurture them for the future development and sustainability of the hotel industry. In order to create a quality difference in the hotel staff of Hong Kong, the value-added element should be incorporated into training courses to stimulate the creativity and sensitivity in providing the 'extra-touch' to first-timers and sophisticated visitors.

Skills Upgrading Scheme Plus Courses (SUS Plus)

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

Competition for Talents in the Pearl River Delta Region

4.21 With the rapid development of the tourism industry in the Pearl River Delta (PRD) Region, including Macau, the demand for hotel industry talents will continue to be an important issue. It is expected that the development of Macau tourism market will have impact on the supply of talented and experienced staff when they move to explore opportunities in Macau. The Training Board, therefore, recommends the Government to increase the level of resources to support the manpower growth of the industry by increasing resources provisions, especially for established hotel and hospitality programmes, and to take appropriate measures to counter the outflow of industry to Macau and the PRD.

Staff Turnover

4.22 The Training Board believes that providing long term career development and training opportunities to hotel employees will help retain staff and reduce the staff turnover and wastage rates.

Training Conferences / Seminars

4.23 The Training Board will continue to support the conference and experience-sharing seminars / workshops for the practitioners in the industry.

Future Surveys

4.24 The Training Board recommends conducting the manpower survey once every two years to assess the manpower demand and supply in the 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) } (Nominated by the Club Managers' Association of Hong Kong)
 (since 1.8.2014)

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 } (Nominated by the Hong Kong Tourism Board)
 (since 1.8.13 and up to 15.10.13)
 Mr James TUNG Pui-chuen (since 1.4.14)

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 } (Nominated by a travel agent)
 (since 1.8.13 and up to 31.10.13)
 Mr Stephen CHAN Choy-wing (since 1.4.14)

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)

Hotel, Catering and Tourism Training Board

Membership List of the Working Party on
2013 Hotel Industry Manpower Survey

Convenor

Mr. LU Shien-hwai James Hong Kong Hotels Association

Members

Mr. BESMER Urs Viktor Hong Kong Chefs Association
Ms. HO Cecilia Hong Kong Disneyland Resort
Ms. KWAN Rebecca Lan Kwai Fong Hotel @ Kau U Fong
Ms. MO Emily Tourism Commission
Mr. TUNG Pui-chuen James Hong Kong Tourism Board
Ms. WONG Hoi-jen Rebecca HOTB Advisor
Mr. YUNG Joseph Regal Hotels International
Dr. CHEUNG Joanna Hong Kong Institute of Vocational Education/VTC
Dr. WONG Simon Technological and Higher Education Institute of Hong Kong/VTC
Mr. IP Alan Hospitality Industry Training and Development Centre/VTC

Secretary

Ms. AU Claudia 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.

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: (10) in HO/1/2 (2013) (H)

8th October 2013

Dear Sir/Madam,

The 2013 Manpower Survey of the Hotel Industry

I am writing to ask for your cooperation in the 2013 Manpower Survey of the Hotel 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 hotel 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.

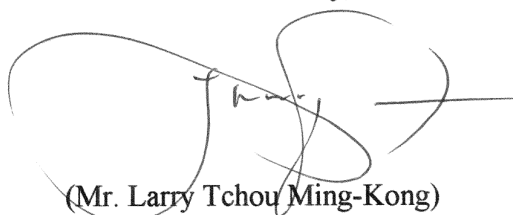
I am enclosing for your reference and completion the following documents in both English and Chinese:

- (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

Questionnaire - 2013 Manpower Survey of the Hotel Industry
酒店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 (Employee's basic monthly salary + Average Monthly Supplementary Benefits) 在2013年9月之 平均每月 收入編號 (底薪 + 平均 每月其他 津貼收入)	(C) Number Employed as at 27.9.2013 (Excluding trainees/ apprentices) 在2013年9月27日 之僱員人數 (實習生/ 學徒除外)	(D) Number of Vacancies as at 27.9.2013 在2013年9月27日 之空缺額	(E) Forecast Number of Employees in 12 Months' Time 預計十二個月後 之僱員人數	(F) Preferred Education of Employees 僱員宜有 教育程度	(G) No. of Trainees/ Apprentices as at 27.9.2013 在2013年9月27日 之實習生/ 學徒人數	(H) Average Age Range as at 9.2013 (for craft/ operative staff only) 在2013年9月 之僱員 平均年齡 (只適用於技 工/ 操作工)	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 and bonus. 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、佣金及花紅。		
Title 職稱	Rec. Type	No. 編號	8-10	11	12 - 15	16 - 18	19 - 22	23	24 - 26	27	Average Monthly Income 平均每月收入	Code 編號
	2										\$8,000 or below 或以下	1
	2										\$8,001 - \$10,000	2
	2										\$10,001 - \$15,000	3
	2										\$15,001 - \$20,000	4
	2										\$20,001 - \$25,000	5
	2										\$25,001 - \$30,000	6
	2										\$30,001 - \$35,000	7
	2										\$35,001 - \$40,000	8
	2										\$40,001 or above 或以上	9
	2											
	2											
	2											
	2											
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	2											
	2											

17	2									<p style="text-align: center;">Column (F) / (F)欄</p> <p>Education 教育程度</p> <p>University Degree or above 大學學位或以上</p> <p>Higher Dip./Associate Degree or equivalent 高級文憑／副學士或同等學歷</p> <p>Professional Dip./Dip.or equivalent 專業文憑／文憑或同等學歷</p> <p>Advanced Certificate/Certificate or equivalent 高級證書／證書或同等學歷</p> <p>Secondary 5 - 7 中學五年級至七年級</p> <p>Secondary 3 - 4 中學三年級至四年級</p> <p>Others 其他</p> <p style="text-align: center;">Column (H) / (H)欄</p> <p>Enter in Column (H) the average age range according to the following codes: (for craft/operative staff only)</p> <p>請將員工平均年齡按下列編號填入(H)欄內： (只適用於技工／操作工)</p> <p>Average Age Range 平均年齡</p> <p>17 or below 或以下</p> <p>18 - 25</p> <p>26 - 30</p> <p>31 - 35</p> <p>36 - 40</p> <p>41 - 49</p> <p>50 or above 或以上</p>	<p style="text-align: center;">Code 編號</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p>
18	2										
19	2										
20	2										
21	2										
22	2										
23	2										
24	2										
25	2										
26	2										
27	2										
28	2										
29	2										
30	2										
31	2										
32	2										
33	2										
34	2										
35	2										
36	2										
37	2										
38	2										
39	2										
40	2										

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。

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 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> (Basic Salary only) 平均每月收入 (底薪)	Code 編號	
Title 職稱	Rec. Type	No. 編號	8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26		
										\$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
										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：	
										<u>Average Daily Wage</u> 平均日薪	Code 編號
										\$100 or below 或以下	1
										\$101 - \$200	2
										\$201 - \$300	3
										\$301 - \$400	4
										\$401 - \$500	5
										\$501 - \$600	6
										\$601 or above 或以上	7
										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：	
										<u>Average Hourly Wage</u> 平均時薪	Code 編號
										\$30 - \$40	1
										\$41 - \$60	2
										\$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。

Part III 第三部份

Est. No. _____

Q. 1 Internal Promotion

ER No. _____

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。

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

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

8				

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

Supervisory/
Technician
督導員/技術員

Craft/Operative
技工/操作工

Administrative and
Others
文員及其他員工

15				

19				

23				

27				

31				

Q. 3 Number of New Recruits Without Hotel 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) 新招聘無酒店業經驗的僱員人數。

Managerial/
Professional
經理/專業人員

Supervisory/
Technician
督導員/技術員

Craft/Operative
技工/操作工

Administrative and
Others
文員及其他員工

32				

36				

40				

44				

48				

Q. 4 Number of New Recruits Who are Fresh Graduates of Hospitality or Tourism 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) 新招聘的應屆酒店或旅遊業培訓課程畢業生人數。

Supervisory/
Technician
督導員/技術員

Craft/Operative
技工/操作工

Administrative and
Others
文員及其他員工

49			

52			

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 (27.9.2012 至 26.9.2013) 內在招聘僱員方面有否遇到困難?

Yes (Please go to Q6)

No (Please go to Q7)

No recruitment nor tried to recruit (Please go to Q7)

59 有 (請答第 6 題)

60 沒有 (請答第 7 題)

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/ Technician 督導員/技術員	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/ Technician 督導員／技術員	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 Hotel Industry Experience Before Occupying the Post (Please tick "✓").
各僱員擔任現職前宜具有從事酒店業工作的年數 (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/Technician 督導員／技術員	<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/Technician 督導員／技術員	<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="text"/>	<input type="text"/>	<input type="text"/>
	164	165	166
Supervisory/Technician 督導員／技術員	<input type="text"/>	<input type="text"/>	<input type="text"/>
	167	168	169
Craft / Operative 技工／操作工	<input type="text"/>	<input type="text"/>	<input type="text"/>
	170	171	172
Administrative and Others 文員及 其他員工	<input type="text"/>	<input type="text"/>	<input type="text"/>
	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 Following Training 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/ Technician 督導員／技術員	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 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	284	287	290	293
205 Restaurant Service 餐飲服務	296	299	302	305
206 Housekeeping Service 房務服務	308	311	314	317
207 Front Office Service 客務服務	320	323	326	329
208 Spa and Wellness 水療及健樂	332	335	338	341
209 Convention and Banquet / Event Management 會議及宴會／項目管理	344	347	350	353
210 Hygiene and Food Safety 衛生及食品安全	356	359	362	365
211 Others (please specify) _____ 其他 (請描述)	368	371	374	377
C. Generic Skills 通用技巧				
301 Service Attitude, Customer Service 服務態度、顧客服務	380	383	386	389
302 Communication 溝通	392	395	398	401
303 Problem Solving 難題解決	404	407	410	413
304 Others (please specify) _____ 其他 (請描述)	416	419	422	425

D. Language 語言

401 Putonghua 普通話	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
402 English 英語	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
403 Others (please specify) _____ 其他 (請描述)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
464	467	470	473	476

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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/ Technician 督導員/技術員		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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(II) Trade Skills 行業技能	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(III) Generic Skills 通用技巧	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(IV) Language 語言	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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
542 會

No
543 不會

544

Q.14 Does your Hotel Operate a Spa? (Please tick "✓").

貴酒店是否設有水療中心之設施及服務？（請"✓"）

Yes, operated by the Hotel
545 有，由酒店經營管理

Yes, operated by Outsourced Contractor
546 有，由外判公司經營管理

No, but does intend to introduce this facility in the next 2 years
547 沒有，但擬於兩年內引入該項設施及服務

No, and doesn't intend to introduce this facility in the next 2 years
548 沒有，亦未有計劃於兩年內引入該項設施及服務

549

End of questionnaire
問卷完

The 2013 Manpower Survey of the Hotel Industry
酒店業二〇一三年人力調查

Explanatory Notes
附註

1. 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。

2. 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。

3. Column 'A' - Titles of Principal Jobs in the Hotel Industry
(A) 欄 — 酒店業主要職務名稱

- (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 establishment. 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 establishment 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 hotel industry, such as secretaries and messengers.

「文員及其他員工」是指並非專責酒店業事務的員工，例如秘書及信差等。

4. 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 and bonus. (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、佣金及花紅。（見尾頁備註*）

<u>Average Monthly Income</u> 平均每月收入	<u>Code</u> 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

5. 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。

6. 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 日之該職位仍懸空，需立刻填補而現正積極招聘人員填補。

7. 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。

8. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in this column 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 中學三至四年級	6
Others 其他	7

9. 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。

10. 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

11. Column 'A' - Titles of Principal Jobs in the Hotel Industry

(A) 欄 — 酒店業主要職務名稱

- (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 establishment. 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 establishment 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。

12. 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 wage for part-time staff.

請填寫僱員平均月薪編號。

<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

13. 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。

14. Column ‘K’ – Average Daily Wage Code

(K) 欄 – 平均日薪編號

Enter in Column (K) the average daily wage 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

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

(L) 欄 – 在 2013 年 9 月 27 日的兼職日薪員工人數

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。

16. 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

17. 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 as at 27.9.2013.

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，請以下列算式取其加權平均數值：

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

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/Technician to Managerial/Professional Level”, and from “Craft/Operative to Supervisory/Technician” 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／技術員晉升至經理／專業人員，以及由技工／操作工晉升至督導員／技術員的人數。

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內 (27.9.2012 至 26.9.2013) 貴機構新招聘的僱員人數。

3. Number of New Recruits Without Hotel 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) 新招聘無酒店經驗的僱員人數

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

請提供在加入貴機構前並無酒店業經驗的僱員（例如非酒店及旅遊業培訓課程應屆畢業生或無酒店業工作經驗的人士）人數。

4. Number of New Recruits Who are Fresh Graduates of Hospitality or Tourism 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) 新招聘的應屆酒店或旅遊業培訓課程畢業生人數

‘New Recruits Who are Fresh Graduates of Hospitality or Tourism 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 hospitality or tourism programmes.

「過去十二個月內 (27.9.2012 至 26.9.2013) 新招聘的應屆酒店或旅遊業培訓課程畢業生」指加入貴機構之應屆酒店或旅遊業培訓課程畢業生。

5. Whether 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

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. Please Choose the Possible Reasons for Encountering Recruitment Difficulties. You May Wish to Tick More Than 1 Box for Each Job Level.

請選擇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.

請選擇遇到招聘困難的原因，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 Hotel Industry Experience before Occupying the Post

各僱員擔任現職前宜具有從事酒店業工作的年數

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

請按僱主欲各職級僱員擔任現職前，其宜有從事酒店業工作的年數。

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，填寫貴公司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).

請提供過去十二個月 (27.9.2012 至 26.9.2013) 內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 change 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

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。

14. Does Your Hotel Operate a Spa?

貴酒店是否設有水療中心之設施及服務

Please state whether your establishment has spa facilities, and if so, whether the facilities are operated by the hotel or by an outsourced contractor and if not, whether your establishment intends to introduce the facilities in the next 2 years.

請填報貴機構有否設有水療設施，及如有的話，是由貴機構或外判公司經營管理，如沒有的話，請回答貴機構會否擬於兩年內引入該設施及服務。

2013 Manpower Survey on the Hotel IndustryHotel Industry (Job Description for Principal Jobs)

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

HOTEL INDUSTRY

Code No.	Job Title	Job Description
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT		
<u>Managerial and Professional Level</u>		
101	General Manager	Assumes the total responsibility of managing a hospitality establishment, usually with other managers/executives as direct subordinates. Implements the company's policies with a view to achieving their objectives.
102	Resident Manager/ Executive Assistant Manager/Director of Operations	Takes charge of the daily operations and management of the hotel.
<u>Administrative and Others Level</u>		
501	Executive Secretary/ Secretary/Personal Assistant/ Admin. Assistant/ Admin. Officer/ Executive Assistant	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 and receives personal callers; takes meeting minutes and maintains filing system; provides administrative supports.
502	Typist/Office Assistant/ Messenger/Runner	Performs stenographic and related secretarial duties; handles odd jobs and despatch errands for the general office.

Code No.	Job Title	Job Description
HUMAN RESOURCES DEPARTMENT		
<u>Managerial and Professional Level</u>		
103	Director of Personnel and Training/Director of Human Resources/Personnel and Training Manager/Human Resources Manager	Establishes general personnel policies and adheres to labour laws; oversees staff recruitment, selection and replacement; assists Department Heads in scheduling staff vacation; strengthens employee relations with special incentive and activity programmes; handles staff grievances; prepares staff magazine; works with operation analyst in staff control; involves in staff development; assists Department Heads on scheduling staff vacation; plans and implements effective personnel management and training procedures for all levels of staff; co-ordinates and controls internal and external training; advises management on personnel/training/development and management development trends; acts as course leader in specific training and development programmes; provides counselling for employees; determines the effectiveness of personnel and training activities.
104	Personnel Manager/ Training Manager/ Training and Development Manager/ Learning and Development Manager	Duties include employment, training and development, performance appraisal, salary administration, employee relations, safety procedures, medical and other benefits; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training and development programmes. Provision of staff consultation, evaluate the effectiveness of training activities in personnel management.

Code No.	Job Title	Job Description
<u>Supervisory and Technician Level</u>		
202	Personnel Officer/ Human Resources Officer/ Training Officer/Training and Development Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	Recruits, interviews and hires employees for the hotels; counsels, transfers and dismisses employees based on supervisors' appraisal; 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 programs.
<u>Administrative and Others Level</u>		
503	Personnel Assistant/ Training Assistant/ Personnel Clerk/ Training Clerk/ Human Resources Assistant	Supporting staff to the operations of the Personnel, Training and Human Resources Departments; provides clerical supports to these departments on day-to-day basis.
ACCOUNTS DEPARTMENT		
<u>Managerial and Professional Level</u>		
105	Financial Controller/ Chief Accountant/ Director of Finance	Controls budgets and expenditure, company financial policies and procedures, contracts and licences, senior executive personnel records and fringe benefits; manages cash flow, loan and money charger; supervises the credit department, general accounting, cashier, income audit, costing sections and hotel kiosk; co-ordinates with purchasing department.
106	Materials Manager/ Procurement Manager/ Purchasing Manager	Manages and directs the sourcing and procurement activities of the hotel; liaises with clients and other departments in developing procurement specifications; negotiates and takes quotations from selective purveyors; makes budget-approved requisitions; submits monthly operation reports to senior management.

Code No.	Job Title	Job Description
107	Director of Information System/ Information Technology Manager/ Management Information System Manager/ EDP Manager/ Computer Systems Manager/ Information Systems Service Manager	Responsible for all the computer processing including functions such as office automation, information resources and telecommunication. Takes charge of long range planning and operations. Analyses how electronic data processing (EDP) can be applied to specific user problems, and designs EDP solutions.
108	Food and Beverage Cost 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.
<u>Supervisory and Technician Level</u>		
203	Accounts Supervisors (e.g. accounts payable, receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	Accounting duties which include the following: Audits and processes the payments of all of the hotel's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps proper record of all amounts due to the hotel on a timely basis; computes all travel agents commissions payable; control and balance all advance deposits; responds to account disputes and queries; prepares the monthly accounts receivable report; keeps all records relating to payroll; prepares and remits payroll reports; compiles all tax returns; trains all food and beverage/front office cashiers; issues guest checks daily to all F & B/front office cashiers and follow-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the front office cashier; prepares cashier's daily report.

Code No.	Job Title	Job Description
204	Credit Manager	Follows up overdue accounts; controls the credit card system of the hotel; liaises with accounts receivable supervisor on account disputes; liaises with credit managers of other hotels on bad account and skipper lists; conducts credit investigation and justifies extension of credit to hotel guests, travel agents and their customers.
205	Assistant Controller/ Assistant Purchasing Manager	Assists controller on daily financial operations; assists the purchasing manager in the controls of purchase and stock of commodities for sale or internal consumption according to the demand of various departments in the hotel.
206	Chief Store Supervisor/ Store Supervisor	Performs routine store-keeping; supervises storeporters; be responsible for record routines in storerooms; maintains a stock and places purchase requests for regular replenishment.
207	Income Auditor/ Night Auditor	Performs checking on hotel's total income revenue and other checking related to revenue; summarises checking on daily basis; produces daily revenue report.
208	EDP Supervisor/ System Analyst/Information Technology Supervisor	Defines problems; reviews methods and evaluates alternative solutions to business problems; constructs information and logic flow-charts; prepares procedural block diagrams; designs input forms and reports specifications; makes comparative cost analyses when necessary, and recommends required organisational improvements.
<u>Operative Level</u>		
401	Systems Support Operator/ EDP Operator/ Computer Operator/ Information Technology Officer/Web Designer	Operates and controls data processing equipment; enters prepared data source into data entry machine; records data on card, magnetic tape and disk; dispatches computer print-outs to users; helps design/update company web site and supports all on-line services to customers, if available.

<u>Administrative and Others Level</u>		
504	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	Performs a variety of routine calculating, posting, recording, filing and typing duties in Accounts Department; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet; checks all merchandise entering the hotel and their proper documentation; maintains per stocks in storeroom.
SALES AND MARKETING DEPARTMENT		
<u>Managerial and Professional Level</u>		
109	Director of Marketing/ Director of Sales/ Director of Promotions	Compiles marketing plan; establishes policy on rates, discounts; submits annual sales and marketing budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's sales promotion and sales rates; develops local and overseas sales contacts regarding group and convention activities.
110	Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	Responsible for publicity campaigns of special events and promotion in the hotel; liaises with the press and entertainment media; writes and edits all materials for in-house promotions; handles photo captions, news stories and magazine features of the hotel for press release locally and internationally; works closely with food and beverage manager regarding special promotion; liaises with in-house guests and writes daily guest letters; prepares annual advertising budget.
111	Marketing Manager/ Sales Manager/ Business Development Manager	Plans, organises, directs and controls the hotel's marketing functions; reviews market and sales analysis to determine local and overseas market requirements; co-ordinates public relations to sales promotion; chairs the daily briefing of Sales and Marketing Department, controls the Sales/Clients System. Submits a monthly sales report; solicits for travel and commercial group business; conducts sales campaign; co-ordinates with Front Office Manager on short-term forecasting.

Code No.	Job Title	Job Description
112	Convention Sales Manager/ Event Sales Manager	Plans, organises and promotes group business from the Meetings, Incentives, Conventions and Exhibitions (MICE) sector; conducts sales campaign and contacts all visiting trade and business personnel; co-ordinates public relations and sales promotion; submits a monthly sales report; works closely with Banquet Service Manager on service delivery.
<u>Supervisory and Technician Level</u>		
201	Revenue Manager/ Reservations Manager/ Revenue Analyst	Contributes to the maximisation of revenue and ensures room selling strategies and yield management principles are applied in conjunction with the Marketing and Sales Team; develops and maintains long-term relationships with key hotel accounts; examines booking efficiency; records and analyses departmental statistics and proactively taking remedial measures to improve sales and services; oversees the reservations process to ensure the smooth operation of the Revenue/Reservations Department.
209	Account Executive/ Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	Develops new accounts and additional business by regularly calling on potential clients; obtains marketing information; follows referrals from clients and competition; follows up on future booking and attends to complaints; completes weekly call reports.
210	Public Relations Officer/ Corporate Communications Officer	Helps implement publicity campaigns of special events and promotions in the hotel; co-ordinates with the press and entertainment media and all PR related functions as instructed by PRM or the PR management team.
211	Printshop Supervisor/ Art Director/Designer/ Layout Artist	Supervises printing room staff; familiar with the operation of duplicating machines for printing office memos and in-house publications; manages and administers the planning of art and photographic budgets on the hotel's promotional publication; designs creative works to meet the marketing objectives of the hotel.

Code No.	Job Title	Job Description
218	Reservations Supervisor	Supervises the Reservations team and assists to manage hotel rooms selling strategies; tracks and records departmental statistics and taking remedial measures to improve sales and services; supervises and handles all reservations and telephone inquiries; coordinates with other departments to ensure guest satisfaction on arrival.
255	Tour Co-ordinator/ Group Co-ordinator	Assists to prepare proposals, contracts and handle all group logistics; provides in-house co-ordination of group arrival/departure; works closely with front office to ensure overall group satisfaction. Obtains customer feedback and updates group movement.
<u>Operative Level</u>		
402	Draftsman/Photographer/ Printshop Staff	Prepares artworks for in-house promotions and special events according to directions of management; takes social pictures for hotel functions; provides limited photographic services for guests and management; produces hard and photographic screen stencils and prepares and operates printing equipment and machinery; sets up and operates letterpress machines for the hotel's publications and promotional materials.
405	Reservation Clerk/Guest Services Ambassador/Agent/ Assistant	Processes all reservation inquiries, bookings and customer service requests; prepares reservation confirmation and arrival reports for departments.
FRONT OFFICE DEPARTMENT		
<u>Managerial and Professional Level</u>		
113	Director of Front Office/ Front Office Manager	Monitors room occupancy forecasts on 3-day, weekly and monthly basis; advises with management and sales staff on reservation status, forecasts and tariffs; determines rate structure for daily pick-up; supervises room rates offered; spot checks VIP guest rooms; ensures and supervises all departments, housekeeping, accounts, security, engineering, and F & B work cohesively together.

Code No.	Job Title	Job Description
114	Director of Rooms Division/ Rooms Division Manager	Supervises the front office, concierge, telephone, housekeeping, laundry, flower shop and kiosk shop operations and those other duties assigned by the management; co-ordinates with the Sales and Marketing Division regarding reservation status; liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance; conducts training for staff.
<u>Supervisory and Technician Level</u>		
212	Airport Manager/ Chief Airport Representative	Supervises the hotel's airport representatives; liaises with other hotels' representatives at the airport; keeps close contact with the Concierge Section regarding VIP and group arrivals; liaises with airline staff and the hotel reservation centre at the airport.
213	Telephone Service Manager/ Telephone Supervisor	Keeps an up-to-date information list on all in-house guests; operates the paging system; screen calls as requested by guests; supervises and compiles staff schedule according to hotel occupancy; logs daily long distance call charges and checks for billings.
214	Front Office Cashier Supervisor	Performs duties which include the following: Audits and processes the payments of all of the hotel's disbursements; prepares front office expense analysis and other reports on suppliers' invoices and monthly statements; keeps proper record of all amounts due to the hotel on a timely basis; computes all travel agents commissions payable; controls and balances all advance deposits; responds to account disputes and queries; prepares the monthly accounts receivable report; trains all front office cashiers; issues guest checks daily to all front office cashiers and follows-up on missing checks; picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; posts ledgers for food and beverage sales; prepares cashier's daily report.

Code No.	Job Title	Job Description
215	Assistant Front Office Manager/Front Desk Manager/Reception Manager/Assistant Manager/Duty Manager/Guest Service Manager/Business Centre Manager/Executive Services Manager/Executive Floor Manager/Service Apartment Manager/ Night Manager/ Team Leader	Spot checks VIP guest rooms; greets and entertains VIP guests; co-ordinates with the Sales and Marketing Division regarding reservation status, acceptance of personal cheque and travel vouchers; records all unusual incidents or complaints in duty logbook; greets and assists all VIPs during their stay; receives and screens guests for management; maintains close liaison with security department to investigate incidents or thefts in hotel; supervises guest relation officers; carries master key of hotel and pager while on duty; solves any problems and complaints from guests regarding room reservations; checks arrival/departure list especially VIP bookings; informs the management on special hotel guests' arrival/departure and upgrades; creates more personalised contact with executive accounts and entertains hotel guests occasionally; arranges for the General Manager to meet or contact special guests upon arrival to hotel for functions and events; carries out inspection on the special attention rooms; responsible and manages the daily operation within the hotel's Business Center; up-dates master booking chart for space allocation and forecast; prepares monthly group reservations lists for sales office to follow up; assists Front Office Manager in preparing room occupancy forecasts; approves all reservation confirmation slips before sending out; prepares duty roster of all reservations staff; supervises handling of guest history records; informs all departments of close-out dates.
216	Concierge/ Bell Superintendent	Supervises all guest baggage handling; keeps control of all items in the baggage rooms; co-ordinates with Engineering Department for proper functioning of all elevators when required; compiles duty roster of bell attendants according to occupancy; co-ordinates with security and housekeeping department; arranges car services for guests.

Code No.	Job Title	Job Description
217	Bell Captain/ Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	Supervises guest services in the lobby area and by bell attendants; assists guests with parcel packing/delivery requirement; co-ordinates with front office cashiers for collection of unpaid accounts from departing guests before their baggage leaves the hotel; arranges newspaper/guest letter/message distribution to guests rooms; sets up signage boards according to daily event orders and group orders.
219	Reception Supervisor/ Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	Compiles duty roster for receptionists; makes appropriate room assignments for arriving guests; provides daily departure information to reservations; maintains daily room availability control by checking housekeeping reports and reports room discrepancy to duty assistant manager; advises reservations and airport representatives on current space availability; maintains updated local and hotel information for guests; handles guest enquiries.
<u>Operative Level</u>		
403	Airport Representative	Meets all arriving guests and arranges their transfer to the hotel; liaises with bell captain and chief room clerk regarding baggage handling and informs about flight arrival/departure changes; liaises with all airline staff at airport and hotel reservation centre.
404	Bell Attendant/ Baggage Porter/ Door Attendant/Bellman/ Bell Person	Picks up and delivers guests' baggage in and out of the hotel; escorts guests from front desk to their rooms and introduces room facilities; runs errands for executive office; delivers newspaper/guest letters; operates guest elevators for VIP arrival; ensures flags are flying in the right position. Directs traffic and parking of vehicles at main entrance; provides door service to guests arriving and departing; orders taxis or hires car for guests upon request; summons bell attendants to assist arriving guests.

Code No.	Job Title	Job Description
406	Front Office Clerk/ Guest Service Officer / Guest Service Agent / Front Desk Agent/ Guest Relations Officer/ Welcome Host/ Executive Floor Agent/ Business Centre Officer	Greets and checks in all Free Independent Travellers (FITs) and commercial accounts and airline crews; promotes hotel facilities to guests; processes all arrival and departure records; reconfirms all local billing instructions for FIT guests; informs assistant manager of doubtful billing instructions; hands out room keys to guests; provides local information for guests; promotes in-house functions, assists front desk staff when they are busy and assists guests to check out; handles reservation requests; prepares room daily arrival lists and daily special attention/VIP lists; handles meeting room reservations; arranges equipment rental, printing request, part-time secretaries, translation and interpretation services via outside company; provides local and international courier, packing service and advice on customs procedures; handles faxes and incoming e-mails, makes photocopies, transparencies and binding service; assists guests in the use of computers, AV equipment, IT equipment and telecommunication devices; and arranges conference calls and video conferencing.
407	Services Centre Agent/ Telephone Operator	Processes local and overseas calls; provides wake-up service; keeps close communication between departments after office hours; provides directory service to guests; knows all hotel services and service hours; assists in dispersing management's instructions on emergency procedures.
HOUSEKEEPING DEPARTMENT		
<u>Managerial and Professional Level</u>		
115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	Monitors the overall departmental-related matters; submits a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; monitors and supervises on all day-to-day housekeeping activities.

Code No.	Job Title	Job Description
<u>Supervisory and Technician Level</u>		
220	Assistant Executive Housekeeper/Housekeeping Manager/Head Housekeeper	Reports to Director of Housekeeping or Executive Housekeeper on day-to-day operations; conducts inventory taking and tight control of guest room and service apartment items; co-ordinates with Engineering Department on guest room maintenance; co-ordinates with Purchasing Department on market price comparison and testing of new products; liaises with Front Office on daily arrival/departure pattern for proper staff allocation. Supervises all laundry and valet attendants; provides training to staff.
221	Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	Chairs daily briefing with all morning and afternoon duty supervisors and assign daily work schedules; spot-checks occupied and vacant guest rooms after cleaning; ensures all public and back of the house areas are regularly sprayed by outside pest control contractor; inspects all room blocked for VIP arrivals; maintains records and storage of all lost and found items.
222	Laundry Manager/ Laundry Supervisor/Officer	Provides valet service to guests; distributes linen and uniforms to other departments as required and minimises the costs incurred in cleaning; supervises washers, pressers, linen sorters and valet attendants; provides training to junior staff to maintain quality of service to guests.
<u>Operative Level</u>		
408	Cloakroom Attendant/ Lobby Attendant/Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	Monitors cloakroom for hotel guests; cleans office areas, public areas and F & B outlets, guest toilets; makes requisition for cleaning materials, linen, tissue rolls etc.
409	Uniform and Linen Room Attendant/Runner/Tailor/ Seamstress	Checks uniform supply; stores and controls replacement of household supplies; controls supply and distribution of all house linen; keeps up-to-date stock records; checks and repairs staff uniforms/house linen; provides service to guests when required; repairs curtains and drapes.

Code No.	Job Title	Job Description
410	Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	Operates all linen finishing equipments and laundry machinery; reports to Laundry Manager of any machinery malfunction; handles the daily distribution requirements for all bed and bathroom linen and monitors that linen is loaded into bins for the Housekeeping Department; maintains adequate supplies of food and beverage linen on shelves for distribution; fills requisitions after proper authorisation; makes regular inspections of the quality of laundering; sorts out laundry garments from the dry clean garments and makes sure proper identification by use of tags and tickets; checks and bags the order to be distributed by runner. Maintains records on all guest items; prepares laundry and valet bills and other routine office duties.
411	Sorter/Washer/Ironer/Presser/Checker/Dry Cleaner/Marker	Presses clothes with iron and pressing machines; loads, cycles and unloads all washer extractors; undertakes regular inspections of the wash cycle and keeps all equipment clean; sorts out all bathroom and bed linen and food and beverage linen.
412	Room Attendant/ Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/ Co-ordinator (Housekeeping)	Cleans guest rooms; provides services to guests; replenishes supplies in guest rooms. Maintains records on all items such as extra linen, hair dryers as required by in-house guests; prepares laundry and valet bills and other routine office duties.
SPA		
<u>Managerial and Professional Level</u>		
116	Health Club/Gym/ Spa Director	Takes charge of the overall management and business volume of the health club/gym/spa, responsible for regional business development, usually with managers as subordinates.

Code No.	Job Title	Job Description
<u>Supervisory and Technician Level</u>		
223	Health Club/Gym/ Spa Manager/Supervisor/ Officer/Spa Trainer	Takes charge of the operation of the health club/gym/spa and/or to assist the health club/gym/spa director in managing or running the health club/gym/spa. Supervises supporting staff. Promotes service and packages to hotel guests/members/customers. Provides customer service and handles customer reservations, enquiries and complaints. Provides detail and clear safety instructions to users of facilities and equipment. Posts all sales transactions into the computer system. Prepares daily/weekly/monthly reports.
<u>Operative Level</u>		
413	Health Club/Gym/ Spa Attendant/ Supporting Staff	Provides supporting services to the operations of the health club/gym/spa. Maintains facilities and equipment in good condition. Ensures the cleanliness and tidiness of the changing rooms, lockers, massage rooms.
414	Masseuse/Body Therapist	Provides massage/body treatment service for guests, members and customers; carries out massage/body treatment. Checks massage/body treatment and retail sales stock on a regular basis. Prepares clean towels for guests. Checks towel stock on a regular basis. Carries consultation to client to ensure treatment safety.
415	Beautician/Facial Therapist	Provides facial/beauty services for guests, members and customers; carries out facial treatment. To be aware of treatment room maintenance. Checks beauty treatment and retail stock on a regular basis. Prepares clean towels for guests. Checks towel stock on a regular basis. Carries on consultation for guests to ensure treatment safety.
416	Spa Concierge	Monitors the spa appointment booking; answers clients enquires regarding spa treatments, facilities and carries on the retail of products. Makes spa bookings for the future clients. Escorts the clients to the correct locations within the spa area. Inputs client data information into the database.

Code No.	Job Title	Job Description
417	Lifeguard	To be responsible for the operation of the swimming pool. Pays attention to all swimmers and gives assistance to anyone who has difficulties in water. Performs first aid treatment to any unconscious swimmer until the arrival of medical assistance team. Maintains the cleanliness and tidiness of the pool and its surrounding areas. Monitors the swimming pool access. Maintains the cleanliness and tidiness of the guest changing rooms and lockers. Monitors the water quality by checking its pH level, chlorine level and temperature. Serves snack and beverage upon guest request. Handles clean and soiled towels. Develops conversation with guests. Takes precautionary measures to prevent accident at the pool. Reports to superior for any abnormality. Relieves health club officer duties when necessary.
FLOWER / KIOSK / GIFT SHOPS		
<u>Supervisory and Technician Level</u>		
224	Flower Shop Manager or Supervisor/Kiosk Shop Manager or Supervisor/Gift Shop Manager or Supervisor	Takes charge of the operation of the Flower Shop and/or Kiosk and Gift Shop.
<u>Operative Level</u>		
418	Staff of Kiosk Shop/ Flower Shop Staff/ Minor Supporting Staff	Serves as supporting staff to the operations of kiosk and flower shop.
ENGINEERING DEPARTMENT		
<u>Managerial and Professional Level</u>		
117	Director of Engineering/ Chief Engineer/ Technical Manager/ Property Maintenance Manager	Manages the overall engineering division. Ensures smooth day-to-day operations within the premises; compiles regular budget reports on repair and maintenance; contacts outside contractors for hotel projects; conducts thorough inspection of entire hotel premises; supervises staff performance; assists in renovations; supervises and liaises with contractors.

Code No.	Job Title	Job Description
<u>Supervisory and Technician Level</u>		
225	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	Supervises duty crew; enters all data as specified in the engineers' log book and all specific events relevant to engineering.
226	Foreman/Technical Supervisor/Assistant Engineer/Audio-visual Technician/Sound Technician	Inspects hotel's air-conditioning, sound and lighting systems; contacts outside contractors for maintenance and repair works.
<u>Craft Level</u>		
301	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic, mason/(plasterer) painter, plumber)	Maintains and repairs all necessary mechanical and electrical engineering works of a hotel including restaurant outlets guestrooms, and public areas.
SECURITY DEPARTMENT		
<u>Managerial and Professional Level</u>		
118	Director of Security/ Security Manager/ Assistant Security Manager/ Chief Security Officer	Monitors the security department on all security aspects to ensure a safe environment for both internal staff and hotel guests; informs department heads concerned of any necessary procedures on internal security matters; liaises with the police. Arranges staff safety training, fire drill tests, and security screening of new employees; investigates all incidents and thefts within the hotel.
<u>Supervisory and Technician Level</u>		
227	Security Supervisor	Assists in monitoring the security department on all security aspects to ensure a safe environment for both internal staff and hotel guests; reports to the security manager and supervises the operative security staff on all security related matters.

Code No.	Job Title	Job Description
<u>Operative Level</u>		
419	Security Officer/ Uniform Guard/ House Officer	Patrols hotel premises; conducts full enquiry on incidents occurred; ensures all items found in the hotel premises are properly recorded and kept; checks all exists and back staircases. Carries out guard duty in the shopping arcade, hotel entrances and passageway in the rear service area; provides protection to VIP guests.
FOOD AND BEVERAGE DEPARTMENT		
<u>Managerial and Professional Level</u>		
119	Director of Catering/ Director of Events	Compiles catering and event marketing plan; establishes catering and event policy on price and discounts; submits annual catering and event budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's catering and event sales promotion and sales rates; develops local and overseas food & beverage sales contacts regarding group and convention activities.
120	Catering Sales Manager/ Event Manager	Plans, organises, directs and controls the hotel's catering and event marketing functions; reviews market and sales analysis to determine local and overseas catering market requirements; co-ordinates public relations for catering and event promotion; chairs the daily briefing of Catering and Event Department; controls the Sales System. Submits a monthly catering and event sales report; conducts catering and event sales campaign.
121	Executive Chef/ Chef de Cuisine	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 times.

Code No.	Job Title	Job Description
122	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities; analyses operation costs and 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.
123	Assistant Food and Beverage Manager	Analyses operation costs and 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; assist the food and beverage manager to ensure high standards of food and service of all the food and beverage outlets.
<u>Supervisory and Technician Level</u>		
228	Catering Manager/ Banquet Manager/ Banquet/Convention Services Manager	Supervises all catering and event functions and banquet personnel; arranges necessary details in carrying out transactions for functions and other special events and negotiates terms for sales of hotel's catering services; evaluates plan for banquet sales programmes; updates banquet function log book.
229	Catering or Banquet Sales Executive/Catering or Banquet/Event Co-ordinator	Generates food and beverage revenue for the catering/banquet/event department and food and beverage outlets through creative selling and successful event co-ordinations from start to finish.

Code No.	Job Title	Job Description
230	Food and Beverage Cashier Supervisor/Cashier	<p>Performs duties which include the following: Audits and processes the payments of all food & beverage disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps proper record of all food & beverage amounts due to the hotel on a timely basis; controls and balances all advance deposits; responds to account disputes and queries; prepares the monthly accounts receivable report; trains food & beverage cashiers; issues guest checks daily to all food & beverage cashiers and follow-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the front office cashier; prepares cashier's daily report.</p>
231	Banquet Headwaiter/Headwaiter/Maître d'Hotel	<p>Supervises and co-ordinates the work of restaurant staff; arranges table reservations; greets and escorts guests; handles complaints on food and service; may take guests' order and pass to waiters; assists in preparing menu. Follows instructions of event orders; makes necessary adjustments according to guest's requirements; schedules banquet staff for different functions.</p>
232	Beverage Manager/Bar Manager/Head Barman	<p>Ensures bar is equipped with supplies and that correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipment; prepares work schedules and checks on staff performance.</p>
233	Restaurant Manager/Outlet Manager/Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	<p>Provides overall supervision of the restaurant and service; advises management on all guest comments and complaints; schedules staff duties according to forecasts and special events; trains staff; maintains personalised service to guests, liaises with the executive chef in menu preparation; supervises operation of room services; makes requisitions for room services supplies.</p>

Code No.	Job Title	Job Description
234	Cake Shop Manager or Supervisor	Takes charge of the operation of the cake shop.
235	Captain (Food and Beverage Department)	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 those.
236	Chief Steward/ Stewarding Manager	Co-operates with accounting department during quarterly stock-taking; ensures proper hygiene and sanitation in all areas; prepares staff work schedules; supervises requisition and storage of silver/china/glass/copper ware; checks on all kitchen equipment and utensils for cleanliness.
237 *	Executive Sous Chef/ Sous Chef	Develops new menus; co-ordinates with other departments on food selection and storage; prepares cost lists and requisitions on market times; assists executive chef on standards of food quality and preparation; supervises presentation and preparation of food items for daily banquet functions. Conducts staff training classes. Prepares weekly work schedule. Controls food and storeroom requisitions and inter-kitchen transfer.

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

Code No.	Job Title	Job Description
238 *	Gardemanger/Chef de Partie (Cold Production)/Pastry Chef/Chef de Pâtissier/Rôtisseur/Chef de Partie (Grill)/Saucier/Chef de Partie (Sauce)	Supervises preparation of all cold 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 items for each outlets are ready in time; keeps professional records of recipes and working methods. Supervises the bakery cooks in the preparation of all doughs, pastries, cakes, sweets petit fours, sugar decorations and butter carvings; operates all machinery in pastry and bakery room; maintains quality standard set by executive chef. Supervises the cookery of grilled and roasted meat, poultry and games, deep-fried foods and fish, garnishing of the grills and roasts. Supervises presentation of all meats, poultry and seafood for main courses and appetizers by means of cooking, braising and panfrying; prepares sauces of all food items and sets up daily 'mis-en-place'; checks condition of cold room and refrigerator daily.
239	Specialist Cook	Chefs in charge of special authentic cuisines other than Chinese or Western (e.g. Mediterranean, Indian, Thai, Japanese, Korean, South East Asian cuisines.....etc.)
240	Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	Supervises the operations and activities of the staff Cafeteria/Canteen and the maintenance of men's and ladies' locker room.
241	Wine Steward/ Sommelier	Assists in increasing beverage sales; takes care of the wine and liquor stocks in the restaurant; advises guests on wine selection; serves wine at the required temperatures.

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

Code No.	Job Title	Job Description
<u>Craft Level</u>		
302	Baker/Pastry Cook	Prepares and designs bread and loaf for the hotel; supervises work of apprentice cook; prepares cakes, pastry, confectionery and desserts. Supervises the work of apprentice cook.
303	Cook (Western)/Junior Cook (Western)	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. Assists cook, and senior cook from food preparations to completion of food orders.
<u>Operative Level</u>		
420	Cake Shop Staff	Performs duties as supporting staff to the operations of the cake shop.
421	Restaurant Receptionist/Hostess	Greets and guides guests to their seats; takes reservations. Reports guests' comments to restaurant manager; keeps trace on guests history. Serves guests in assigned station under a captain's supervision; prepares table setting and removes dishes; knows all menu items; keeps good guests relations and extends personalised service.
422	Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/Service Attendant	Collects food from kitchen; cleans up table and changes linen; good understanding of the common menu items.
423	Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Houseman/Yardman/General Staff (kitchen/restaurant)	Washes crockeries by hand and by machine; sweeps the floor and wipes stainless counters in kitchen; disposes garbage; cleans stoves and tops of exhaust fans; delivers dishes from the kitchen to the food and beverage outlets.
424	Bartender/Soda Fountain Server	Follows specified drink and cocktail by free pouring jigger quantities; checks on supplies of wines and spirits; prepares daily supply requisition for bar manager's approval.

Code No.	Job Title	Job Description
425	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.

HOTEL - CHINESE RESTAURANT

Code No.	Job Title	Job Description
<u>Managerial and Professional Level</u>		
124 *	Executive Chinese Chef/ Chief Chef	Establishes standards of food quality and preparation for the hotel's Chinese Restaurant; 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 times.
125	Chinese Restaurant Manager	Plans and prepares Chinese menus for the Chinese Restaurant within a hotel; supervises both front-of-the-house and back-of-the-house staff of the Chinese Restaurant; liaises with other departments on all Chinese Restaurant related matters.
<u>Supervisory and Technician Level</u>		
242 *	Executive Chinese Sous Chef	Assists Executive Chinese Chef or Chief Chef on all kitchen or food related matters; ensures food quality standards; develops new menus and works with other departments on food selection and storage; provides training to staff.
243	Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/Sales Manager (Chinese Restaurant)	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menus and dishes to clients; assists in coordinating the activities of the restaurant, sales promotion, services and keeping good rapport with clients; liaises with suppliers on special food promotions.
244	Captain (Chinese Restaurant)/Headwaiter (Chinese Restaurant)	Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; liaises with clients; assists the restaurant manager in table planning, staffing training, menu recommendations and arrangement of duty rosters for staff.

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

Code No.	Job Title	Job Description
245	Pantry Captain	Supervises pantry helpers and arranges their duty roster according to workload of the kitchen; liaises with cashiers regarding the billing of each dining party; supervises serving schedule of the ordered dishes.
246 *	Senior Cook	Handles preparation of sauces, sharks' fin soup, fried crispy chicken and trimming of pan-fried dishes; responsible for steaming, broiling and frying.
247 *	Service Cook/ Kitchen Supervisor/ General Cook	Supervises the sequence and timing of serving; assigns duties to junior cooks.
248 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.
249 *	Chief Cook	Supervises the preparation of sauces, sharks' fin soup and the seasoning of food and pan-fry duties.
250 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan fried glutinous rice, sweetened soup and Chinese petit four.
251 *	No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	Assists the chief cooks and senior cooks in carrying out specific duties of the kitchen; performs assignments in food preparation.
252 *	No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	Works under the supervision of the senior cooks in food preparations and specific duties of different sections of the kitchen.
253 *	Chief Butcher	Assists the executive Chinese chef in kitchen administration; prepares portion standards of meat, poultry and seafood for various usages and cookery.
254 *	Second Butcher	Handles the preparation of fresh seafood; prepares vegetables, poultry and ingredients for soup base.

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

Code No.	Job Title	Job Description
<u>Craft Level</u>		
304	Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	Assists cooks in preparing the different varieties of dishes and carries out general duties in the kitchen.
<u>Operative Level</u>		
422	Junior Waiter/ Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	Collects food from kitchen, cleans up table and changes linen; knows all items on menu; good understanding of the common menu items.
425	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.
426 *	Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	Prepares the stuffings and dough for dim sum and noodle products; attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the seasoning of dried seafood, abalone, sharks' fins and salt-baked dishes; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.
<u>OTHERS</u>		
159	Managerial and Professional Level	Should there be job titles that cannot be found from the Job Code List provided, and these jobs were considered as principle jobs within your organisation, kindly state the job titles and provide the brief job descriptions of the said jobs according to their job levels. Also, please fill in the job details at Part I to III of the survey questionnaire.
259	Supervisory and Technician Level	
359	Craft Level	
459	Operative Level	
559	Administrative and Others Level	

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

Job Code List for the 2013 Manpower Survey on the Hotel Industry

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
<u>Managerial and Professional Level</u>		108	Food and Beverage Cost Controller/ Cost Controller
101	General Manager	109	Director of Marketing/ Director of Sales/ Director of Promotions
102	Resident Manager/ Executive Assistant Manager/ Director of Operations	110	Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager
103	Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	111	Marketing Manager/Sales Manager/ Business Development Manager
104	Personnel Manager/ Training Manager/ Training and Development Manager/ Learning and Development Manager	112	Convention Sales Manager/ Event Sales Manager
105	Financial Controller/ Chief Accountant/ Director of Finance	113	Director of Front Office/ Front Office Manager
106	Materials Manager/ Procurement Manager/ Purchasing Manager	114	Director of Rooms Division/ Rooms Division Manager
107	Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager
		116	Health Club/Gym/Spa Director

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
117	Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager		<u>Supervisory and Technician Level</u>
118	Director of Security/ Security Manager/ Assistant Security Manager/ Chief Security Officer	201	Revenue Manager/ Reservations Manager/ Revenue Analyst
119	Director of Catering/ Director of Events	202	Personnel Officer/Human Resources Officer/Training Officer/Training and Development Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer
120	Catering Sales Manager/ Event Manager	203	Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)
121	Executive Chef/Chef de Cuisine	204	Credit Manager
122	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/Food and Beverage Manager	205	Assistant Controller/ Assistant Purchasing Manager
123	Assistant Food and Beverage Manager	206	Chief Store Supervisor/ Store Supervisor
124	Executive Chinese Chef/ Chief Chef	207	Income Auditor/Night Auditor
125	Chinese Restaurant Manager	208	EDP Supervisor/ System Analyst/ Information Technology Supervisor
159	Others (Managerial and Professional Level)	209	Account Executive/ Sales Executive/Marketing Officer/ Group Sales Co-ordinator
		210	Public Relations Officer/ Corporate Communications Officer

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
211	Printshop Supervisor/ Art Director/Designer/Layout Artist	220	Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper
212	Airport Manager/Chief Airport Representative	221	Housekeeping Supervisor/ Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor
213	Telephone Service Manager/ Telephone Supervisor	222	Laundry Manager/ Laundry Supervisor/Officer
214	Front Office Cashier Supervisor	223	Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer
215	Assistant Front Office Manager/ Front Desk Manager/ Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	224	Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor
216	Concierge/Bell Superintendent	225	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor
217	Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	226	Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/Sound Technician
218	Reservations Supervisor	227	Security Supervisor
219	Reception Supervisor/ Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	228	Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
229	Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	240	Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor
230	Food and Beverage Cashier Supervisor/Cashier	241	Wine Steward/Sommelier
231	Banquet Headwaiter/ Headwaiter/ Maitre d'Hotel	242	Executive Chinese Sous Chef
232	Beverage Manager/Bar Manager/ Head Barman	243	Assistant Chinese Restaurant Manager/Chinese Food Services Manager/Sales Manager (Chinese Restaurant)
233	Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	244	Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)
234	Cake Shop Manager or Supervisor	245	Pantry Captain
235	Captain (Food and Beverage Department)	246	Senior Cook
236	Chief Steward/Stewarding Manager	247	Service Cook/Kitchen Supervisor/ General Cook
237	Executive Sous Chef/Sous Chef	248	Barbecue Cook
238	Gardemanger/Chef de Partie (Cold Production)/Pastry Chef/Chef de Pâtissier/Rôtisseur/Chef de Partie (Grill)/Saucier/Chef de Partie (Sauce)	249	Chief Cook
239	Specialist Cook	250	Chief Dim Sum Cook
		251	No. 2 Cooks (barbecue, dim sum, vegetable, butchery)
		252	No. 3 Cooks (barbecue, dim sum, vegetable, butchery)
		253	Chief Butcher

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
254	Second Butcher	403	Airport Representative
255	Tour Co-ordinator/ Group Co-ordinator	404	Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person
259	Others (Supervisory and Technician Level)	405	Reservation Clerk/Guest Services Ambassador/Agent/Assistant
<u>Craft Level</u>		406	Front Office Clerk/Guest Service Officer/Guest Service Agent / Front Desk Agent/Guest Relations Officer/ Welcome Host/Executive Floor Agent/Business Centre Officer
301	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	407	Services Centre Agent/ Telephone Operator
302	Baker/Pastry Cook	408	Cloakroom Attendant/ Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant
303	Cook (Western)/Junior Cook (Western)	409	Uniform and Linen Room Attendant/ Runner/Tailor/ Seamstress
304	Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	410	Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)
359	Others (Craft Level)	411	Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker
<u>Operative Level</u>		412	Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/ Co-ordinator (Housekeeping)
401	Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	402	Draftsman/Photographer/ Printshop Staff

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
413	Health Club/gym/ Spa Attendant/ Supporting Staff	459	Others (Operative Level)
414	Masseuse/Body Therapist	<u>Administrative and Others Level</u>	
415	Beautician/Facial Therapist	501	Executive Secretary/ Secretary/ Personal Assistant/ Admin. Assistant/ Admin. Officer/Executive Assistant
416	Spa Concierge		
417	Lifeguard		
418	Staff of Kiosk Shop/ Flower Shop Staff/ Minor Supporting Staff	502	Typist/Office Assistant/ Messenger/Runner
419	Security Officer/Uniform Guard/ House Officer	503	Personnel Assistant/ Training Assistant/Personnel Clerk/ Training Clerk/Human Resources Assistant
420	Cake Shop Staff	504	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)
421	Restaurant Receptionist/ Hostess		
422	Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	559	Others (Administrative and Others Level)
423	Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/ General Staff (kitchen/ restaurant)		
424	Bartender/Soda Fountain Server		
425	Waiter/Waitress		
426	Dim Sum Cook/Steamer/ Trimmer/ Vegetable Cook		

APPENDIX 5
STATISTICAL
TABLES
(TABLES 1 - 24)

附 錄 5
統 計 表
(表 1 - 24)

TABLE 1 : DIRECT AND PART-TIME EMPLOYEE

HOTEL INDUSTRY

Branch	Number Employed at Date of Survey				Total
	Excluding Trainees/Apprentices	By Monthly Rate	By Daily Rate	By Hourly Rate	
Hotels	34761	23	105	1247	36136
Chinese Restaurants Operated by Hotels	1998	2	-	50	2050
All Branches	36759	25	105	1297	38186

TABLE 2 : NUMBER OF EMPLOYEES, VACANCIES AND TRAINEES/APPRENTICES EMPLOYED
HOTEL INDUSTRY
INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL						
General Manager	141	4.99%	-	-	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	112	3.97%	-	-	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	106	3.75%	3	7.32%	-	-
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	71	2.52%	4	9.76%	-	-
Financial Controller/Chief Accountant/ Director of Finance	139	4.92%	3	7.32%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	69	2.44%	-	-	-	-
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	69	2.44%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	46	1.63%	3	7.32%	-	-
Director of Marketing/Director of Sales/ Director of Promotions	184	6.52%	3	7.32%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	96	3.40%	-	-	-	-
Marketing Manager/Sales Manager/ Business Development Manager	405	14.35%	6	14.63%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL (Continued)						
Convention Sales Manager/ Event Sales Manager	114	4.04%	1	2.44%	-	-
Director of Front Office/ Front Office Manager	166	5.88%	6	14.63%	-	-
Director of Rooms Division/ Rooms Division Manager	57	2.02%	2	4.88%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	144	5.10%	-	-	-	-
Health Club/Gym/Spa Director	14	0.50%	1	2.44%	-	-
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	164	5.81%	1	2.44%	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	117	4.14%	2	4.88%	-	-
Director of Catering/Director of Events	52	1.84%	-	-	-	-
Catering Sales Manager/Event Manager	108	3.83%	-	-	-	-
Executive Chef/Chef de Cuisine	119	4.22%	2	4.88%	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	99	3.51%	-	-	9	100%
Assistant Food and Beverage Manager	88	3.12%	3	7.32%	-	-
Executive Chinese Chef/Chief Chef	48	1.70%	1	2.44%	-	-
Chinese Restaurant Manager	67	2.37%	-	-	-	-
Others	28	0.99%	-	-	-	-
Sub-total	2823	100%	41	100%	9	100%

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager/ Revenue Analyst	137	1.27%	3	1.74%	1	7.14%
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	180	1.68%	5	2.91%	1	7.14%
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	368	3.42%	6	3.49%	-	-
Credit Manager	59	0.55%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	103	0.96%	2	1.16%	-	-
Chief Store Supervisor/Store Supervisor	109	1.01%	-	-	-	-
Income Auditor/Night Auditor	71	0.66%	2	1.16%	-	-
EDP Supervisor/System Analyst/ Information Technology Supervisor	72	0.67%	-	-	-	-
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	578	5.38%	21	12.21%	2	14.29%
Public Relations Officer/ Corporate Communications Officer	128	1.19%	4	2.33%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	42	0.39%	-	-	-	-
Airport Manager/ Chief Airport Representative	20	0.19%	-	-	-	-
Telephone Service Manager/ Telephone Supervisor	102	0.95%	-	-	-	-
Front Office Cashier Supervisor	29	0.27%	1	0.58%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	707	6.58%	11	6.40%	4	28.57%
Concierge/Bell Superintendent	122	1.14%	-	-	-	-
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	351	3.27%	3	1.74%	-	-
Reservations Supervisor	144	1.34%	6	3.49%	-	-
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	446	4.15%	9	5.23%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	180	1.68%	2	1.16%	-	-
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	1036	9.64%	17	9.88%	-	-
Laundry Manager/ Laundry Supervisor/Officer	92	0.86%	1	0.58%	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	86	0.80%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	27	0.25%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	335	3.12%	7	4.07%	2	14.29%
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	300	2.79%	6	3.49%	-	-
Security Supervisor	195	1.81%	1	0.58%	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	110	1.02%	5	2.91%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	188	1.75%	6	3.49%	-	-
Food and Beverage Cashier Supervisor/ Cashier	100	0.93%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	137	1.27%	1	0.58%	-	-
Beverage Manager/Bar Manager/ Head Barman	46	0.43%	3	1.74%	1	7.14%
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	426	3.96%	21	12.21%	3	21.43%
Cake Shop Manager or Supervisor	16	0.15%	-	-	-	-
Captain (Food and Beverage Department)	1052	9.79%	19	11.05%	-	-
Chief Steward/Stewarding Manager	121	1.13%	-	-	-	-
Executive Sous Chef/Sous Chef	250	2.33%	1	0.58%	-	-
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	871	8.11%	6	3.49%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Specialist Cook	156	1.45%	-	-	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	49	0.46%	-	-	-	-
Wine Steward/Sommelier	32	0.30%	-	-	-	-
Executive Chinese Sous Chef	60	0.56%	-	-	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	87	0.81%	-	-	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	183	1.70%	3	1.74%	-	-
Pantry Captain	38	0.35%	-	-	-	-
Senior Cook	78	0.73%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	69	0.64%	-	-	-	-
Barbecue Cook	60	0.56%	-	-	-	-
Chief Cook	84	0.78%	-	-	-	-
Chief Dim Sum Cook	42	0.39%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	148	1.38%	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	136	1.27%	-	-	-	-
Chief Butcher	49	0.46%	-	-	-	-
Second Butcher	47	0.44%	-	-	-	-
Tour Co-ordinator/Group Co-ordinator	42	0.39%	-	-	-	-
Others	50	0.47%	-	-	-	-
Sub-total	10746	100%	172	100%	14	100%

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	1323	32.06%	38	27.34%	1	10%
Baker/Pastry Cook	359	8.70%	8	5.76%	1	10%
Cook (Western)/Junior Cook (Western)	2253	54.60%	88	63.31%	5	50%
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	191	4.63%	5	3.60%	3	30%
Sub-total	4126	100%	139	100%	10	100%
OPERATIVE LEVEL						
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	34	0.19%	-	-	-	-
Draftsman/Photographer/Printshop Staff	26	0.14%	-	-	-	-
Airport Representative	133	0.74%	-	-	-	-
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	902	5.03%	57	6.87%	2	3.64%
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	418	2.33%	7	0.84%	1	1.82%
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	2134	11.89%	90	10.84%	12	21.82%
Services Centre Agent/ Telephone Operator	439	2.45%	14	1.69%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	1393	7.76%	33	3.98%	2	3.64%

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	545	3.04%	9	1.08%	2	3.64%
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	182	1.01%	6	0.72%	6	10.91%
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	264	1.47%	7	0.84%	6	10.91%
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	4892	27.26%	211	25.42%	10	18.18%
Health Club/gym/Spa Attendant/ Supporting Staff	247	1.38%	3	0.36%	-	-
Masseuse/Body Therapist	96	0.53%	1	0.12%	-	-
Beautician/Facial Therapist	51	0.28%	-	-	-	-
Spa Concierge	44	0.25%	2	0.24%	-	-
Lifeguard	119	0.66%	1	0.12%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	66	0.37%	-	-	-	-
Security Officer/Uniform Guard/ House Officer	856	4.77%	17	2.05%	-	-
Cake Shop Staff	47	0.26%	2	0.24%	-	-
Restaurant Receptionist/Hostess	366	2.04%	13	1.57%	6	10.91%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	440	2.45%	46	5.54%	2	3.64%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1562	8.70%	58	6.99%	-	-
Bartender/Soda Fountain Server	150	0.84%	9	1.08%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Waiter/Waitress	2187	12.19%	244	29.40%	6	10.91%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	101	0.56%	-	-	-	-
Others	251	1.40%	-	-	-	-
Sub-total	17945	100%	830	100%	55	100%
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	382	34.14%	6	28.57%	-	-
Typist/Office Assistant/Messenger/Runner	31	2.77%	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	99	8.85%	1	4.76%	1	100%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	553	49.42%	13	61.90%	-	-
Others	54	4.83%	1	4.76%	-	-
Sub-total	1119	100%	21	100%	1	100%
GRAND TOTAL	36759	100%	1203	100%	89	100%

TABLE 2A : NUMBER OF EMPLOYEES, VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 1 : HOTELS**

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL						
General Manager	141	5.21%	-	-	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	112	4.14%	-	-	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	106	3.92%	3	7.50%	-	-
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	71	2.62%	4	10%	-	-
Financial Controller/Chief Accountant/ Director of Finance	139	5.14%	3	7.50%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	69	2.55%	-	-	-	-
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	69	2.55%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	46	1.70%	3	7.50%	-	-
Director of Marketing/Director of Sales/ Director of Promotions	184	6.80%	3	7.50%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	96	3.55%	-	-	-	-
Marketing Manager/Sales Manager/ Business Development Manager	405	14.97%	6	15%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL (Continued)						
Convention Sales Manager/ Event Sales Manager	114	4.21%	1	2.50%	-	-
Director of Front Office/ Front Office Manager	166	6.13%	6	15%	-	-
Director of Rooms Division/ Rooms Division Manager	57	2.11%	2	5%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	144	5.32%	-	-	-	-
Health Club/Gym/Spa Director	14	0.52%	1	2.50%	-	-
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	164	6.06%	1	2.50%	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	117	4.32%	2	5%	-	-
Director of Catering/Director of Events	52	1.92%	-	-	-	-
Catering Sales Manager/Event Manager	106	3.92%	-	-	-	-
Executive Chef/Chef de Cuisine	119	4.40%	2	5%	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	99	3.66%	-	-	9	100%
Assistant Food and Beverage Manager	88	3.25%	3	7.50%	-	-
Others	28	1.03%	-	-	-	-
Sub-total	2706	100%	40	100%	9	100%
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager/ Revenue Analyst	137	1.41%	3	1.78%	1	7.14%

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	180	1.86%	5	2.96%	1	7.14%
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	368	3.80%	6	3.55%	-	-
Credit Manager	59	0.61%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	103	1.06%	2	1.18%	-	-
Chief Store Supervisor/Store Supervisor	109	1.12%	-	-	-	-
Income Auditor/Night Auditor	71	0.73%	2	1.18%	-	-
EDP Supervisor/System Analyst/ Information Technology Supervisor	72	0.74%	-	-	-	-
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	578	5.97%	21	12.43%	2	14.29%
Public Relations Officer/ Corporate Communications Officer	128	1.32%	4	2.37%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	42	0.43%	-	-	-	-
Airport Manager/ Chief Airport Representative	20	0.21%	-	-	-	-
Telephone Service Manager/ Telephone Supervisor	102	1.05%	-	-	-	-
Front Office Cashier Supervisor	29	0.30%	1	0.59%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	707	7.30%	11	6.51%	4	28.57%
Concierge/Bell Superintendent	122	1.26%	-	-	-	-
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	351	3.62%	3	1.78%	-	-
Reservations Supervisor	144	1.49%	6	3.55%	-	-
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	446	4.60%	9	5.33%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	180	1.86%	2	1.18%	-	-
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	1036	10.69%	17	10.06%	-	-
Laundry Manager/ Laundry Supervisor/Officer	92	0.95%	1	0.59%	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	86	0.89%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	27	0.28%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	335	3.46%	7	4.14%	2	14.29%
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	300	3.10%	6	3.55%	-	-
Security Supervisor	195	2.01%	1	0.59%	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	110	1.14%	5	2.96%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	188	1.94%	6	3.55%	-	-
Food and Beverage Cashier Supervisor/ Cashier	100	1.03%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	137	1.41%	1	0.59%	-	-
Beverage Manager/Bar Manager/ Head Barman	46	0.47%	3	1.78%	1	7.14%
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	426	4.40%	21	12.43%	3	21.43%
Cake Shop Manager or Supervisor	16	0.17%	-	-	-	-
Captain (Food and Beverage Department)	1052	10.86%	19	11.24%	-	-
Chief Steward/Stewarding Manager	121	1.25%	-	-	-	-
Executive Sous Chef/Sous Chef	250	2.58%	1	0.59%	-	-
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	871	8.99%	6	3.55%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Specialist Cook	156	1.61%	-	-	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	49	0.51%	-	-	-	-
Wine Steward/Sommelier	31	0.32%	-	-	-	-
Senior Cook	24	0.25%	-	-	-	-
Barbecue Cook	1	0.01%	-	-	-	-
Tour Co-ordinator/Group Co-ordinator	42	0.43%	-	-	-	-
Others	50	0.52	-	-	-	-
Sub-total	9689	100%	169	100%	14	100%
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	1323	33.62%	38	28.36%	1	14.29%
Baker/Pastry Cook	359	9.12%	8	5.97%	1	14.29%
Cook (Western)/Junior Cook (Western)	2253	57.26%	88	65.67%	5	71.43%
Sub-total	3935	100%	134	100%	7	100%
OPERATIVE LEVEL						
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	34	0.20%	-	-	-	-
Draftsman/Photographer/Printshop Staff	26	0.15%	-	-	-	-
Airport Representative	133	0.77%	-	-	-	-
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	902	5.21%	57	7.22%	2	3.77%

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	418	2.41%	7	0.89%	1	1.89%
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	2134	12.33%	90	11.39%	12	22.64%
Services Centre Agent/ Telephone Operator	439	2.54%	14	1.77%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	1393	8.05%	33	4.18%	2	3.77%
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	545	3.15%	9	1.14%	2	3.77%
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	182	1.05%	6	0.76%	6	11.32%
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	264	1.52%	7	0.89%	6	11.32%
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	4892	28.26%	211	26.71%	10	18.87%
Health Club/gym/Spa Attendant/ Supporting Staff	247	1.43%	3	0.38%	-	-
Masseuse/Body Therapist	96	0.55%	1	0.13%	-	-
Beautician/Facial Therapist	51	0.29%	-	-	-	-
Spa Concierge	44	0.25%	2	0.25%	-	-
Lifeguard	119	0.69%	1	0.13%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	66	0.38%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Security Officer/Uniform Guard/ House Officer	856	4.94%	17	2.15%	-	-
Cake Shop Staff	47	0.27%	2	0.25%	-	-
Restaurant Receptionist/Hostess	328	1.89%	12	1.52%	6	11.32%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	336	1.94%	39	4.94%	1	1.89%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1529	8.83%	57	7.22%	-	-
Bartender/Soda Fountain Server	150	0.87%	9	1.14%	-	-
Waiter/Waitress	1831	10.58%	213	26.96%	5	9.43%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	1	0.01%	-	-	-	-
Others	249	1.44%	-	-	-	-
Sub-total	17312	100%	790	100%	53	100%
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	382	34.14%	6	28.57%	-	-
Typist/Office Assistant/Messenger/Runner	31	2.77%	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	99	8.85%	1	4.76%	1	100%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	553	49.42%	13	61.90%	-	-
Others	54	4.83%	1	4.76%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
ADMINISTRATIVE AND OTHERS LEVEL (Continued)						
Sub-total	1119	100%	21	100%	1	100%
GRAND TOTAL	34761	100%	1154	100%	84	100%

TABLE 2B : NUMBER OF EMPLOYEES, VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL						
Catering Sales Manager/Event Manager	2	1.71%	-	-	-	-
Executive Chinese Chef/Chief Chef	48	41.03%	1	100%	-	-
Chinese Restaurant Manager	67	57.26%	-	-	-	-
Sub-total	117	100%	1	100%	-	-
SUPERVISORY / TECHNICIAN LEVEL						
Wine Steward/Sommelier	1	0.09%	-	-	-	-
Executive Chinese Sous Chef	60	5.68%	-	-	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	87	8.23%	-	-	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	183	17.31%	3	100%	-	-
Pantry Captain	38	3.60%	-	-	-	-
Senior Cook	54	5.11%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	69	6.53%	-	-	-	-
Barbecue Cook	59	5.58%	-	-	-	-
Chief Cook	84	7.95%	-	-	-	-
Chief Dim Sum Cook	42	3.97%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	148	14%	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	136	12.87%	-	-	-	-
Chief Butcher	49	4.64%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Second Butcher	47	4.45%	-	-	-	-
Sub-total	1057	100%	3	100%	-	-
CRAFT LEVEL						
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	191	100%	5	100%	3	100%
Sub-total	191	100%	5	100%	3	100%
OPERATIVE LEVEL						
Restaurant Receptionist/Hostess	38	6%	1	2.50%	-	-
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	104	16.43%	7	17.50%	1	50%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	33	5.21%	1	2.50%	-	-
Waiter/Waitress	356	56.24%	31	77.50%	1	50%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	100	15.80%	-	-	-	-
Others	2	0.32%	-	-	-	-
Sub-total	633	100%	40	100%	2	100%
GRAND TOTAL	1998	100%	49	100%	5	100%

TABLE 3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)****HOTEL INDUSTRY****INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	University Degrees 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 / PROFESSIONAL LEVEL									
General Manager	114	2	4	-	1	-	-	20	141
Resident Manager/ Executive Assistant Manager/ Director of Operations	88	6	5	-	-	-	-	13	112
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	80	3	7	-	-	-	-	16	106
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	44	6	-	-	1	-	-	20	71
Financial Controller/Chief Accountant/ Director of Finance	104	9	2	-	-	-	-	24	139

Job Title	University Degrees 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 / PROFESSIONAL LEVEL (Continued)									
Materials Manager/Procurement Manager/ Purchasing Manager	44	7	5	-	-	-	-	13	69
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	41	2	10	-	-	-	-	16	69
Food and Beverage Cost Controller/ Cost Controller	25	1	4	3	-	-	-	13	46
Director of Marketing/Director of Sales/ Director of Promotions	133	11	5	-	-	-	-	35	184
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	72	2	-	-	-	-	-	22	96
Marketing Manager/Sales Manager/ Business Development Manager	233	88	23	-	-	-	-	61	405
Convention Sales Manager/ Event Sales Manager	46	23	-	-	-	-	-	45	114

Job Title	University Degrees 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 / PROFESSIONAL LEVEL (Continued)									
Director of Front Office/ Front Office Manager	109	18	15	2	1	-	-	21	166
Director of Rooms Division/ Rooms Division Manager	28	8	9	-	1	-	-	11	57
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	51	27	31	1	2	-	-	32	144
Health Club/Gym/Spa Director	10	-	1	-	-	-	-	3	14
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	87	11	23	4	6	-	-	33	164
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	39	11	26	5	13	-	-	23	117
Director of Catering/Director of Events	22	14	1	-	-	-	-	15	52
Catering Sales Manager/Event Manager	33	22	13	1	4	-	-	35	108
Executive Chef/Chef de Cuisine	25	20	29	3	15	1	-	26	119

Job Title	University Degrees 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 / PROFESSIONAL LEVEL (Continued)									
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	40	10	15	4	6	-	1	23	99
Assistant Food and Beverage Manager	19	10	33	6	6	-	-	14	88
Executive Chinese Chef/Chief Chef	5	2	22	1	11	-	-	7	48
Chinese Restaurant Manager	11	2	25	1	17	-	-	11	67
Others	5	-	-	-	-	-	-	23	28
Sub-total	1508	315	308	31	84	1	1	575	2823
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager/ Revenue Analyst	36	31	31	11	1	-	-	27	137
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	51	63	26	2	4	-	-	34	180

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	81	115	61	34	20	-	-	57	368
Credit Manager	8	19	11	4	4	-	-	13	59
Assistant Controller/ Assistant Purchasing Manager	33	44	11	4	2	-	-	9	103
Chief Store Supervisor/Store Supervisor	-	15	17	14	48	-	-	15	109
Income Auditor/Night Auditor	8	19	22	5	3	-	-	14	71
EDP Supervisor/System Analyst/ Information Technology Supervisor	21	13	15	6	1	-	-	16	72
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	89	181	102	56	53	-	-	97	578
Public Relations Officer/ Corporate Communications Officer	35	21	17	19	3	-	-	33	128
Printshop Supervisor/Art Director/ Designer/Layout Artist	7	4	13	9	-	-	-	9	42

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Airport Manager/ Chief Airport Representative	3	4	4	2	1	-	-	6	20
Telephone Service Manager/ Telephone Supervisor	12	35	26	8	7	-	-	14	102
Front Office Cashier Supervisor	-	12	13	1	3	-	-	-	29
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	131	230	124	71	31	4	-	116	707
Concierge/Bell Superintendent	13	23	25	17	33	-	-	11	122
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	6	30	89	62	105	-	-	59	351
Reservations Supervisor	3	37	48	19	21	-	-	16	144

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	19	80	116	75	97	-	-	59	446
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	16	34	52	25	34	-	-	19	180
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	5	107	190	296	239	7	4	188	1036
Laundry Manager/ Laundry Supervisor/Officer	7	9	12	26	19	-	-	19	92
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	2	15	25	13	8	-	-	23	86
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	12	-	3	-	-	-	-	12	27

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	17	53	87	68	39	2	-	69	335
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	30	100	113	9	6	-	42	300
Security Supervisor	3	21	23	23	81	-	-	44	195
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	11	29	34	8	4	-	-	24	110
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	23	47	34	24	23	-	-	37	188
Food and Beverage Cashier Supervisor/ Cashier	-	2	20	29	36	-	-	13	100
Banquet Headwaiter/Headwaiter/ Maitre d' Hotel	-	31	29	25	13	-	-	39	137

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Beverage Manager/Bar Manager/ Head Barman	-	8	11	6	2	-	-	19	46
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	28	90	81	64	52	-	-	111	426
Cake Shop Manager or Supervisor	-	2	-	2	9	-	-	3	16
Captain (Food and Beverage Department)	3	94	252	149	239	-	4	311	1052
Chief Steward/Stewarding Manager	7	2	13	24	39	-	-	36	121
Executive Sous Chef/Sous Chef	1	20	42	44	80	3	-	60	250
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	1	62	103	164	204	79	11	247	871
Specialist Cook	-	18	15	31	43	6	-	43	156
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	1	4	11	19	3	-	11	49

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Wine Steward/Sommelier	-	6	6	2	2	-	-	16	32
Executive Chinese Sous Chef	-	-	11	8	28	-	-	13	60
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	2	3	39	9	23	-	-	11	87
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	2	57	22	60	-	3	39	183
Pantry Captain	-	-	5	3	22	2	1	5	38
Senior Cook	-	-	20	34	19	3	1	1	78
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	9	35	15	1	9	69
Barbecue Cook	-	-	12	11	22	7	1	7	60
Chief Cook	-	-	3	8	48	5	1	19	84
Chief Dim Sum Cook	-	-	5	8	15	5	2	7	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	21	10	48	28	3	38	148

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	9	4	52	43	4	24	136
Chief Butcher	-	-	4	6	15	16	2	6	49
Second Butcher	-	-	-	4	15	13	2	13	47
Tour Co-ordinator/Group Co-ordinator	1	4	14	11	6	-	-	6	42
Others	1	-	3	20	-	-	-	26	50
Sub-total	696	1666	2110	1733	2039	247	40	2215	10746
CRAFT LEVEL									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	22	69	518	222	212	57	223	1323
Baker/Pastry Cook	-	15	19	152	43	38	9	83	359
Cook (Western)/Junior Cook (Western)	-	92	86	666	456	425	35	493	2253
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	44	8	50	60	7	22	191
Sub-total	-	129	218	1344	771	735	108	821	4126

Job Title	University Degrees 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
OPERATIVE LEVEL									
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	3	5	8	5	9	-	-	4	34
Draftsman/Photographer/Printshop Staff	-	-	3	20	1	-	-	2	26
Airport Representative	-	5	13	11	45	8	-	51	133
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	5	23	158	374	185	-	157	902
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	1	35	71	62	205	-	-	44	418
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	107	65	438	334	882	4	-	304	2134
Services Centre Agent/ Telephone Operator	18	18	53	62	209	-	-	79	439
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	31	232	739	116	275	1393

Job Title	University Degrees 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
OPERATIVE LEVEL (Continued)									
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	10	93	286	67	89	545
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	1	66	47	21	47	182
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	-	42	136	-	86	264
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	87	312	1244	1754	640	855	4892
Health Club/gym/Spa Attendant/ Supporting Staff	-	-	28	6	124	2	15	72	247
Masseuse/Body Therapist	-	-	5	37	19	12	-	23	96
Beautician/Facial Therapist	-	-	-	13	5	-	-	33	51
Spa Concierge	-	-	2	-	11	4	-	27	44
Lifeguard	-	-	5	13	64	14	-	23	119
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	-	34	3	-	-	29	66

Job Title	University Degrees 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
OPERATIVE LEVEL (Continued)									
Security Officer/Uniform Guard/ House Officer	-	-	21	39	363	241	11	181	856
Cake Shop Staff	-	-	-	4	32	-	-	11	47
Restaurant Receptionist/Hostess	-	8	47	35	149	24	-	103	366
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	53	74	171	6	1	135	440
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	158	595	436	373	1562
Bartender/Soda Fountain Server	-	-	15	17	80	3	1	34	150
Waiter/Waitress	-	-	117	307	1217	76	10	460	2187
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	20	1	21	39	6	14	101
Others	-	-	-	3	44	45	13	146	251
Sub-total	129	141	1009	1589	5863	4220	1337	3657	17945

Job Title	University Degrees 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									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	79	40	54	61	76	-	-	72	382
Typist/Office Assistant/Messenger/Runner	1	-	-	9	9	7	-	5	31
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	11	8	18	15	34	-	-	13	99
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	12	32	46	145	230	3	-	85	553
Others	2	-	3	3	24	-	4	18	54
Sub-total	105	80	121	233	373	10	4	193	1119
GRAND TOTAL	2438	2331	3766	4930	9130	5213	1490	7461	36759

TABLE 3A : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)****BRANCH 1 : HOTELS**

Job Title	University Degrees 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 / PROFESSIONAL LEVEL									
General Manager	114	2	4	-	1	-	-	20	141
Resident Manager/ Executive Assistant Manager/ Director of Operations	88	6	5	-	-	-	-	13	112
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	80	3	7	-	-	-	-	16	106
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	44	6	-	-	1	-	-	20	71
Financial Controller/Chief Accountant/ Director of Finance	104	9	2	-	-	-	-	24	139
Materials Manager/Procurement Manager/ Purchasing Manager	44	7	5	-	-	-	-	13	69

Job Title	University Degrees 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 / PROFESSIONAL LEVEL (Continued)									
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	41	2	10	-	-	-	-	16	69
Food and Beverage Cost Controller/ Cost Controller	25	1	4	3	-	-	-	13	46
Director of Marketing/Director of Sales/ Director of Promotions	133	11	5	-	-	-	-	35	184
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	72	2	-	-	-	-	-	22	96
Marketing Manager/Sales Manager/ Business Development Manager	233	88	23	-	-	-	-	61	405
Convention Sales Manager/ Event Sales Manager	46	23	-	-	-	-	-	45	114
Director of Front Office/ Front Office Manager	109	18	15	2	1	-	-	21	166

Job Title	University Degrees 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 / PROFESSIONAL LEVEL (Continued)									
Director of Rooms Division/ Rooms Division Manager	28	8	9	-	1	-	-	11	57
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	51	27	31	1	2	-	-	32	144
Health Club/Gym/Spa Director	10	-	1	-	-	-	-	3	14
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	87	11	23	4	6	-	-	33	164
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	39	11	26	5	13	-	-	23	117
Director of Catering/Director of Events	22	14	1	-	-	-	-	15	52
Catering Sales Manager/Event Manager	31	22	13	1	4	-	-	35	106
Executive Chef/Chef de Cuisine	25	20	29	3	15	1	-	26	119
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	40	10	15	4	6	-	1	23	99

Job Title	University Degrees 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 / PROFESSIONAL LEVEL (Continued)									
Assistant Food and Beverage Manager	19	10	33	6	6	-	-	14	88
Others	5	-	-	-	-	-	-	23	28
Sub-total	1490	311	261	29	56	1	1	557	2706
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager/ Revenue Analyst	36	31	31	11	1	-	-	27	137
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	51	63	26	2	4	-	-	34	180
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	81	115	61	34	20	-	-	57	368
Credit Manager	8	19	11	4	4	-	-	13	59
Assistant Controller/ Assistant Purchasing Manager	33	44	11	4	2	-	-	9	103

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Chief Store Supervisor/Store Supervisor	-	15	17	14	48	-	-	15	109
Income Auditor/Night Auditor	8	19	22	5	3	-	-	14	71
EDP Supervisor/System Analyst/ Information Technology Supervisor	21	13	15	6	1	-	-	16	72
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	89	181	102	56	53	-	-	97	578
Public Relations Officer/ Corporate Communications Officer	35	21	17	19	3	-	-	33	128
Printshop Supervisor/Art Director/ Designer/Layout Artist	7	4	13	9	-	-	-	9	42
Airport Manager/ Chief Airport Representative	3	4	4	2	1	-	-	6	20
Telephone Service Manager/ Telephone Supervisor	12	35	26	8	7	-	-	14	102
Front Office Cashier Supervisor	-	12	13	1	3	-	-	-	29

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	131	230	124	71	31	4	-	116	707
Concierge/Bell Superintendent	13	23	25	17	33	-	-	11	122
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	6	30	89	62	105	-	-	59	351
Reservations Supervisor	3	37	48	19	21	-	-	16	144
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	19	80	116	75	97	-	-	59	446
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	16	34	52	25	34	-	-	19	180

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	5	107	190	296	239	7	4	188	1036
Laundry Manager/ Laundry Supervisor/Officer	7	9	12	26	19	-	-	19	92
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	2	15	25	13	8	-	-	23	86
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	12	-	3	-	-	-	-	12	27
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	17	53	87	68	39	2	-	69	335
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	30	100	113	9	6	-	42	300
Security Supervisor	3	21	23	23	81	-	-	44	195

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	11	29	34	8	4	-	-	24	110
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	23	47	34	24	23	-	-	37	188
Food and Beverage Cashier Supervisor/ Cashier	-	2	20	29	36	-	-	13	100
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	31	29	25	13	-	-	39	137
Beverage Manager/Bar Manager/ Head Barman	-	8	11	6	2	-	-	19	46
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	28	90	81	64	52	-	-	111	426
Cake Shop Manager or Supervisor	-	2	-	2	9	-	-	3	16
Captain (Food and Beverage Department)	3	94	252	149	239	-	4	311	1052
Chief Steward/Stewarding Manager	7	2	13	24	39	-	-	36	121

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Executive Sous Chef/Sous Chef	1	20	42	44	80	3	-	60	250
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	1	62	103	164	204	79	11	247	871
Specialist Cook	-	18	15	31	43	6	-	43	156
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	1	4	11	19	3	-	11	49
Wine Steward/Sommelier	-	6	6	2	2	-	-	15	31
Senior Cook	-	-	-	24	-	-	-	-	24
Barbecue Cook	-	-	-	-	1	-	-	-	1
Tour Co-ordinator/Group Co-ordinator	1	4	14	11	6	-	-	6	42
Others	1	-	3	20	-	-	-	26	50
Sub-total	694	1661	1924	1621	1638	110	19	2022	9689

Job Title	University Degrees 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 LEVEL									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	22	69	518	222	212	57	223	1323
Baker/Pastry Cook	-	15	19	152	43	38	9	83	359
Cook (Western)/Junior Cook (Western)	-	92	86	666	456	425	35	493	2253
Sub-total	-	129	174	1336	721	675	101	799	3935
OPERATIVE LEVEL									
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	3	5	8	5	9	-	-	4	34
Draftsman/Photographer/Printshop Staff	-	-	3	20	1	-	-	2	26
Airport Representative	-	5	13	11	45	8	-	51	133
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	5	23	158	374	185	-	157	902

Job Title	University Degrees 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
OPERATIVE LEVEL (Continued)									
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	1	35	71	62	205	-	-	44	418
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	107	65	438	334	882	4	-	304	2134
Services Centre Agent/ Telephone Operator	18	18	53	62	209	-	-	79	439
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	31	232	739	116	275	1393
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	10	93	286	67	89	545
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	1	66	47	21	47	182
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	-	42	136	-	86	264

Job Title	University Degrees 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
OPERATIVE LEVEL (Continued)									
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	87	312	1244	1754	640	855	4892
Health Club/gym/Spa Attendant/ Supporting Staff	-	-	28	6	124	2	15	72	247
Masseuse/Body Therapist	-	-	5	37	19	12	-	23	96
Beautician/Facial Therapist	-	-	-	13	5	-	-	33	51
Spa Concierge	-	-	2	-	11	4	-	27	44
Lifeguard	-	-	5	13	64	14	-	23	119
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	-	34	3	-	-	29	66
Security Officer/Uniform Guard/ House Officer	-	-	21	39	363	241	11	181	856
Cake Shop Staff	-	-	-	4	32	-	-	11	47
Restaurant Receptionist/Hostess	-	8	29	35	134	24	-	98	328

Job Title	University Degrees 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
OPERATIVE LEVEL (Continued)									
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	28	65	131	6	-	106	336
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	147	582	430	370	1529
Bartender/Soda Fountain Server	-	-	15	17	80	3	1	34	150
Waiter/Waitress	-	-	81	297	992	52	10	399	1831
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	-	-	-	1	-	-	1
Others	-	-	-	3	42	45	13	146	249
Sub-total	129	141	910	1569	5549	4145	1324	3545	17312
ADMINISTRATIVE AND OTHERS LEVEL									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	79	40	54	61	76	-	-	72	382
Typist/Office Assistant/Messenger/Runner	1	-	-	9	9	7	-	5	31

Job Title	University Degrees 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)									
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	11	8	18	15	34	-	-	13	99
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	12	32	46	145	230	3	-	85	553
Others	2	-	3	3	24	-	4	18	54
Sub-total	105	80	121	233	373	10	4	193	1119
GRAND TOTAL	2418	2322	3390	4788	8337	4941	1449	7116	34761

TABLE 3B : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)****BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	University Degrees 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 / PROFESSIONAL LEVEL									
Catering Sales Manager/Event Manager	2	-	-	-	-	-	-	-	2
Executive Chinese Chef/Chief Chef	5	2	22	1	11	-	-	7	48
Chinese Restaurant Manager	11	2	25	1	17	-	-	11	67
Sub-total	18	4	47	2	28	-	-	18	117
SUPERVISORY / TECHNICIAN LEVEL									
Wine Steward/Sommelier	-	-	-	-	-	-	-	1	1
Executive Chinese Sous Chef	-	-	11	8	28	-	-	13	60
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	2	3	39	9	23	-	-	11	87
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	2	57	22	60	-	3	39	183

Job Title	University Degrees 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 / TECHNICIAN LEVEL (Continued)									
Pantry Captain	-	-	5	3	22	2	1	5	38
Senior Cook	-	-	20	10	19	3	1	1	54
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	9	35	15	1	9	69
Barbecue Cook	-	-	12	11	21	7	1	7	59
Chief Cook	-	-	3	8	48	5	1	19	84
Chief Dim Sum Cook	-	-	5	8	15	5	2	7	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	21	10	48	28	3	38	148
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	9	4	52	43	4	24	136
Chief Butcher	-	-	4	6	15	16	2	6	49
Second Butcher	-	-	-	4	15	13	2	13	47
Sub-total	2	5	186	112	401	137	21	193	1057

Job Title	University Degrees 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 LEVEL									
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	44	8	50	60	7	22	191
Sub-total	-	-	44	8	50	60	7	22	191
OPERATIVE LEVEL									
Restaurant Receptionist/Hostess	-	-	18	-	15	-	-	5	38
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	25	9	40	-	1	29	104
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	11	13	6	3	33
Waiter/Waitress	-	-	36	10	225	24	-	61	356
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	20	1	21	38	6	14	100

Job Title	University Degrees 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
OPERATIVE LEVEL (Continued)									
Others	-	-	-	-	2	-	-	-	2
Sub-total	-	-	99	20	314	75	13	112	633
GRAND TOTAL	20	9	376	142	793	272	41	345	1998

TABLE 4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)
HOTEL INDUSTRY
INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	\$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 / PROFESSIONAL LEVEL											
General Manager	-	-	-	1	1	7	5	10	51	66	141
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	-	7	7	7	10	8	26	47	112
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	-	4	6	9	11	26	50	106
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	-	-	1	4	10	4	6	8	3	35	71
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	3	1	4	11	11	41	68	139
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	-	6	8	9	3	9	34	69

Job Title	\$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 / PROFESSIONAL LEVEL (Continued)											
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	-	-	-	-	8	9	8	4	7	33	69
Food and Beverage Cost Controller/ Cost Controller	-	-	-	3	7	2	1	4	3	26	46
Director of Marketing/Director of Sales/ Director of Promotions	-	-	-	-	8	7	19	12	48	90	184
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	-	-	-	1	7	8	11	6	17	46	96
Marketing Manager/Sales Manager/ Business Development Manager	-	-	-	16	88	56	42	45	2	156	405
Convention Sales Manager/ Event Sales Manager	-	-	-	-	19	17	18	14	-	46	114
Director of Front Office/ Front Office Manager	-	-	1	3	14	24	19	12	12	81	166
Director of Rooms Division/ Rooms Division Manager	-	-	-	3	4	5	4	6	12	23	57

Job Title	\$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 / PROFESSIONAL LEVEL (Continued)											
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	7	14	9	14	13	12	75	144
Health Club/Gym/Spa Director	-	-	-	-	-	1	2	2	4	5	14
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	-	-	-	4	12	12	17	14	24	81	164
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	-	11	13	11	8	4	2	68	117
Director of Catering/Director of Events	-	-	-	-	-	-	12	5	6	29	52
Catering Sales Manager/Event Manager	-	-	-	1	23	22	1	9	-	52	108
Executive Chef/Chef de Cuisine	-	-	-	-	7	8	16	12	22	54	119
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	9	8	13	5	16	48	99
Assistant Food and Beverage Manager	-	-	-	20	8	21	3	14	3	19	88
Executive Chinese Chef/Chief Chef	-	-	-	-	1	2	3	9	14	19	48

Job Title	\$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 / PROFESSIONAL LEVEL (Continued)											
Chinese Restaurant Manager	-	-	-	-	10	6	6	8	2	35	67
Others	-	-	-	-	4	-	1	-	-	23	28
Sub-total	-	-	2	84	285	264	268	249	362	1309	2823
SUPERVISORY / TECHNICIAN LEVEL											
Revenue Manager/Reservations Manager/ Revenue Analyst	-	-	1	30	31	10	2	7	1	55	137
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	42	56	22	1	7	-	-	52	180
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	-	29	152	77	1	4	3	1	101	368
Credit Manager	-	-	-	12	20	4	2	1	-	20	59
Assistant Controller/ Assistant Purchasing Manager	-	-	13	27	27	3	2	3	2	26	103
Chief Store Supervisor/Store Supervisor	-	-	41	33	13	-	-	-	-	22	109

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Income Auditor/Night Auditor	-	-	6	28	8	5	-	-	-	24	71
EDP Supervisor/System Analyst/ Information Technology Supervisor	-	-	4	28	12	3	-	-	-	25	72
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	-	2	167	144	56	20	-	-	-	189	578
Public Relations Officer/ Corporate Communications Officer	-	-	16	40	21	3	-	-	-	48	128
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	-	4	19	5	5	-	-	-	9	42
Airport Manager/ Chief Airport Representative	-	-	-	5	6	-	-	-	-	9	20
Telephone Service Manager/ Telephone Supervisor	-	-	7	26	25	3	-	-	3	38	102
Front Office Cashier Supervisor	-	-	4	19	5	-	-	-	-	1	29

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	-	-	22	156	290	28	-	1	-	210	707
Concierge/Bell Superintendent	-	-	19	44	29	3	7	-	-	20	122
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	-	145	98	9	-	-	-	-	99	351
Reservations Supervisor	-	-	24	84	6	-	-	-	-	30	144
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	-	-	92	184	30	-	-	-	-	140	446
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	-	-	19	50	31	22	-	2	-	56	180

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	6	298	332	101	-	-	-	-	299	1036
Laundry Manager/ Laundry Supervisor/Officer	-	-	11	33	11	9	-	-	-	28	92
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	-	9	31	16	-	-	-	-	30	86
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	1	-	12	-	-	-	14	27
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	-	-	17	105	74	21	4	-	-	114	335
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	79	110	46	-	-	-	-	65	300
Security Supervisor	-	-	59	53	19	-	-	-	-	64	195

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	-	-	6	27	29	4	4	-	-	40	110
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	-	-	32	84	7	8	-	-	-	57	188
Food and Beverage Cashier Supervisor/ Cashier	-	-	60	20	2	-	-	-	-	18	100
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	15	66	16	3	-	-	-	37	137
Beverage Manager/Bar Manager/ Head Barman	-	-	3	10	7	1	-	-	-	25	46
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	-	-	14	131	81	37	2	10	-	151	426
Cake Shop Manager or Supervisor	-	-	4	2	2	-	-	-	-	8	16
Captain (Food and Beverage Department)	-	-	300	300	48	-	-	-	-	404	1052
Chief Steward/Stewarding Manager	-	-	18	26	14	12	2	-	-	49	121
Executive Sous Chef/Sous Chef	-	-	12	25	60	58	7	5	3	80	250

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	-	96	235	186	16	17	-	-	321	871
Specialist Cook	-	-	13	31	60	1	-	-	4	47	156
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	12	19	1	-	-	-	-	17	49
Wine Steward/Sommelier	-	-	2	7	-	2	-	-	-	21	32
Executive Chinese Sous Chef	-	-	-	2	16	4	4	2	-	32	60
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	15	48	-	-	-	-	24	87
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	24	50	43	-	-	-	-	66	183
Pantry Captain	-	1	4	20	4	-	-	-	-	9	38
Senior Cook	-	-	1	29	13	-	-	-	-	35	78
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	34	13	-	-	-	-	20	69

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Barbecue Cook	-	-	-	19	26	-	-	-	-	15	60
Chief Cook	-	-	-	12	37	7	-	-	-	28	84
Chief Dim Sum Cook	-	-	-	6	22	2	2	-	-	10	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	3	55	35	-	-	-	-	55	148
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	24	51	10	-	-	-	-	51	136
Chief Butcher	-	-	4	16	10	2	-	-	-	17	49
Second Butcher	-	-	4	15	5	-	-	-	-	23	47
Tour Co-ordinator/Group Co-ordinator	-	-	14	11	-	-	-	-	-	17	42
Others	-	-	4	23	1	-	-	-	-	22	50
Sub-total	-	9	1799	3241	1786	310	66	34	14	3487	10746
CRAFT LEVEL											
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	6	833	70	-	-	-	-	-	414	1323

Job Title	\$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 LEVEL (Continued)											
Baker/Pastry Cook	-	-	213	12	1	3	3	-	-	127	359
Cook (Western)/Junior Cook (Western)	-	58	1269	127	-	-	-	-	-	799	2253
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	1	132	10	-	-	-	-	-	48	191
Sub-total	-	65	2447	219	1	3	3	-	-	1388	4126
OPERATIVE LEVEL											
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	-	-	13	4	1	-	-	-	-	16	34
Draftsman/Photographer/Printshop Staff	-	-	24	-	-	-	-	-	-	2	26
Airport Representative	-	-	77	-	-	-	-	-	-	56	133
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	3	342	301	-	-	-	-	-	-	256	902
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	19	281	10	-	-	-	-	-	108	418

Job Title	\$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
OPERATIVE LEVEL (Continued)											
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	-	77	1419	87	-	-	-	-	-	551	2134
Services Centre Agent/ Telephone Operator	-	10	226	39	-	-	-	-	-	164	439
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	5	537	395	20	-	-	-	-	-	436	1393
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	2	205	151	-	-	-	-	-	-	187	545
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	19	114	-	-	-	-	-	-	49	182
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	48	136	-	-	-	-	-	-	80	264
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	863	2526	39	-	-	-	-	-	1464	4892
Health Club/gym/Spa Attendant/ Supporting Staff	-	23	108	-	-	-	-	-	-	116	247

Job Title	\$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
OPERATIVE LEVEL (Continued)											
Masseuse/Body Therapist	-	-	60	-	-	-	-	-	-	36	96
Beautician/Facial Therapist	-	1	15	-	-	-	-	-	-	35	51
Spa Concierge	-	1	10	-	-	-	-	-	-	33	44
Lifeguard	-	4	66	-	-	-	-	-	-	49	119
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	35	-	-	-	-	-	-	31	66
Security Officer/Uniform Guard/ House Officer	-	78	467	20	-	-	-	-	-	291	856
Cake Shop Staff	-	3	29	-	-	-	-	-	-	15	47
Restaurant Receptionist/Hostess	-	7	161	26	-	-	-	-	-	172	366
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	144	149	6	-	-	-	-	-	141	440
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	9	617	414	-	-	-	-	-	-	522	1562
Bartender/Soda Fountain Server	-	3	76	6	-	-	-	-	-	65	150

Job Title	\$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
OPERATIVE LEVEL (Continued)											
Waiter/Waitress	-	154	1179	41	-	-	-	-	-	813	2187
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	26	42	-	6	-	-	-	27	101
Others	5	1	102	-	-	-	-	-	-	143	251
Sub-total	24	3156	8560	340	1	6	-	-	-	5858	17945
ADMINISTRATIVE AND OTHERS LEVEL											
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	-	6	94	82	49	17	10	5	-	119	382
Typist/Office Assistant/Messenger/Runner	-	5	10	6	-	-	-	-	-	10	31
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	7	48	17	-	-	-	-	-	27	99
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	10	311	70	3	-	-	-	-	159	553
Others	-	-	30	5	-	-	-	-	-	19	54
Sub-total	-	28	493	180	52	17	10	5	-	334	1119
GRAND TOTAL	24	3258	13301	4064	2125	600	347	288	376	12376	36759

TABLE 4A : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)****BRANCH 1 : HOTELS**

Job Title	\$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 / PROFESSIONAL LEVEL											
General Manager	-	-	-	1	1	7	5	10	51	66	141
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	-	7	7	7	10	8	26	47	112
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	-	4	6	9	11	26	50	106
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	-	-	1	4	10	4	6	8	3	35	71
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	3	1	4	11	11	41	68	139
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	-	6	8	9	3	9	34	69

Job Title	\$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 / PROFESSIONAL LEVEL (Continued)											
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	-	-	-	-	8	9	8	4	7	33	69
Food and Beverage Cost Controller/ Cost Controller	-	-	-	3	7	2	1	4	3	26	46
Director of Marketing/Director of Sales/ Director of Promotions	-	-	-	-	8	7	19	12	48	90	184
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	-	-	-	1	7	8	11	6	17	46	96
Marketing Manager/Sales Manager/ Business Development Manager	-	-	-	16	88	56	42	45	2	156	405
Convention Sales Manager/ Event Sales Manager	-	-	-	-	19	17	18	14	-	46	114
Director of Front Office/ Front Office Manager	-	-	1	3	14	24	19	12	12	81	166
Director of Rooms Division/ Rooms Division Manager	-	-	-	3	4	5	4	6	12	23	57

Job Title	\$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 / PROFESSIONAL LEVEL (Continued)											
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	7	14	9	14	13	12	75	144
Health Club/Gym/Spa Director	-	-	-	-	-	1	2	2	4	5	14
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	-	-	-	4	12	12	17	14	24	81	164
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	-	11	13	11	8	4	2	68	117
Director of Catering/Director of Events	-	-	-	-	-	-	12	5	6	29	52
Catering Sales Manager/Event Manager	-	-	-	1	23	22	1	9	-	50	106
Executive Chef/Chef de Cuisine	-	-	-	-	7	8	16	12	22	54	119
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	9	8	13	5	16	48	99
Assistant Food and Beverage Manager	-	-	-	20	8	21	3	14	3	19	88
Others	-	-	-	-	4	-	1	-	-	23	28
Sub-total	-	-	2	84	274	256	259	232	346	1253	2706

Job Title	\$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 / TECHNICIAN LEVEL											
Revenue Manager/Reservations Manager/ Revenue Analyst	-	-	1	30	31	10	2	7	1	55	137
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	42	56	22	1	7	-	-	52	180
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	-	29	152	77	1	4	3	1	101	368
Credit Manager	-	-	-	12	20	4	2	1	-	20	59
Assistant Controller/ Assistant Purchasing Manager	-	-	13	27	27	3	2	3	2	26	103
Chief Store Supervisor/Store Supervisor	-	-	41	33	13	-	-	-	-	22	109
Income Auditor/Night Auditor	-	-	6	28	8	5	-	-	-	24	71
EDP Supervisor/System Analyst/ Information Technology Supervisor	-	-	4	28	12	3	-	-	-	25	72
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	-	2	167	144	56	20	-	-	-	189	578

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Public Relations Officer/ Corporate Communications Officer	-	-	16	40	21	3	-	-	-	48	128
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	-	4	19	5	5	-	-	-	9	42
Airport Manager/ Chief Airport Representative	-	-	-	5	6	-	-	-	-	9	20
Telephone Service Manager/ Telephone Supervisor	-	-	7	26	25	3	-	-	3	38	102
Front Office Cashier Supervisor	-	-	4	19	5	-	-	-	-	1	29
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	-	-	22	156	290	28	-	1	-	210	707
Concierge/Bell Superintendent	-	-	19	44	29	3	7	-	-	20	122
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	-	145	98	9	-	-	-	-	99	351

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Reservations Supervisor	-	-	24	84	6	-	-	-	-	30	144
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	-	-	92	184	30	-	-	-	-	140	446
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	-	-	19	50	31	22	-	2	-	56	180
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	6	298	332	101	-	-	-	-	299	1036
Laundry Manager/ Laundry Supervisor/Officer	-	-	11	33	11	9	-	-	-	28	92
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	-	9	31	16	-	-	-	-	30	86
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	1	-	12	-	-	-	14	27

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	-	-	17	105	74	21	4	-	-	114	335
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	79	110	46	-	-	-	-	65	300
Security Supervisor	-	-	59	53	19	-	-	-	-	64	195
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	-	-	6	27	29	4	4	-	-	40	110
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	-	-	32	84	7	8	-	-	-	57	188
Food and Beverage Cashier Supervisor/ Cashier	-	-	60	20	2	-	-	-	-	18	100
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	15	66	16	3	-	-	-	37	137
Beverage Manager/Bar Manager/ Head Barman	-	-	3	10	7	1	-	-	-	25	46

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	-	-	14	131	81	37	2	10	-	151	426
Cake Shop Manager or Supervisor	-	-	4	2	2	-	-	-	-	8	16
Captain (Food and Beverage Department)	-	-	300	300	48	-	-	-	-	404	1052
Chief Steward/Stewarding Manager	-	-	18	26	14	12	2	-	-	49	121
Executive Sous Chef/Sous Chef	-	-	12	25	60	58	7	5	3	80	250
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtisier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	-	96	235	186	16	17	-	-	321	871
Specialist Cook	-	-	13	31	60	1	-	-	4	47	156
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	12	19	1	-	-	-	-	17	49
Wine Steward/Sommelier	-	-	2	7	-	2	-	-	-	20	31
Senior Cook	-	-	-	-	-	-	-	-	-	24	24
Barbecue Cook	-	-	-	-	1	-	-	-	-	-	1

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Tour Co-ordinator/Group Co-ordinator	-	-	14	11	-	-	-	-	-	17	42
Others	-	-	4	23	1	-	-	-	-	22	50
Sub-total	-	8	1733	2917	1505	295	60	32	14	3125	9689
CRAFT LEVEL											
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	6	833	70	-	-	-	-	-	414	1323
Baker/Pastry Cook	-	-	213	12	1	3	3	-	-	127	359
Cook (Western)/Junior Cook (Western)	-	58	1269	127	-	-	-	-	-	799	2253
Sub-total	-	64	2315	209	1	3	3	-	-	1340	3935
OPERATIVE LEVEL											
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	-	-	13	4	1	-	-	-	-	16	34
Draftsman/Photographer/Printshop Staff	-	-	24	-	-	-	-	-	-	2	26
Airport Representative	-	-	77	-	-	-	-	-	-	56	133

Job Title	\$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
OPERATIVE LEVEL (Continued)											
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	3	342	301	-	-	-	-	-	-	256	902
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	19	281	10	-	-	-	-	-	108	418
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	-	77	1419	87	-	-	-	-	-	551	2134
Services Centre Agent/ Telephone Operator	-	10	226	39	-	-	-	-	-	164	439
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	5	537	395	20	-	-	-	-	-	436	1393
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	2	205	151	-	-	-	-	-	-	187	545
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	19	114	-	-	-	-	-	-	49	182
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	48	136	-	-	-	-	-	-	80	264

Job Title	\$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
OPERATIVE LEVEL (Continued)											
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	863	2526	39	-	-	-	-	-	1464	4892
Health Club/gym/Spa Attendant/ Supporting Staff	-	23	108	-	-	-	-	-	-	116	247
Masseuse/Body Therapist	-	-	60	-	-	-	-	-	-	36	96
Beautician/Facial Therapist	-	1	15	-	-	-	-	-	-	35	51
Spa Concierge	-	1	10	-	-	-	-	-	-	33	44
Lifeguard	-	4	66	-	-	-	-	-	-	49	119
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	35	-	-	-	-	-	-	31	66
Security Officer/Uniform Guard/ House Officer	-	78	467	20	-	-	-	-	-	291	856
Cake Shop Staff	-	3	29	-	-	-	-	-	-	15	47
Restaurant Receptionist/Hostess	-	6	132	24	-	-	-	-	-	166	328
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	117	107	4	-	-	-	-	-	108	336

Job Title	\$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
OPERATIVE LEVEL (Continued)											
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	9	605	396	-	-	-	-	-	-	519	1529
Bartender/Soda Fountain Server	-	3	76	6	-	-	-	-	-	65	150
Waiter/Waitress	-	132	946	35	-	-	-	-	-	718	1831
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	1	-	-	-	-	-	-	-	1
Others	5	1	100	-	-	-	-	-	-	143	249
Sub-total	24	3094	8211	288	1	-	-	-	-	5694	17312
ADMINISTRATIVE AND OTHERS LEVEL											
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	-	6	94	82	49	17	10	5	-	119	382
Typist/Office Assistant/Messenger/Runner	-	5	10	6	-	-	-	-	-	10	31
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	7	48	17	-	-	-	-	-	27	99

Job Title	\$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)											
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	10	311	70	3	-	-	-	-	159	553
Others	-	-	30	5	-	-	-	-	-	19	54
Sub-total	-	28	493	180	52	17	10	5	-	334	1119
GRAND TOTAL	24	3194	12754	3678	1833	571	332	269	360	11746	34761

TABLE 4B : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	\$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 / PROFESSIONAL LEVEL											
Catering Sales Manager/Event Manager	-	-	-	-	-	-	-	-	-	2	2
Executive Chinese Chef/Chief Chef	-	-	-	-	1	2	3	9	14	19	48
Chinese Restaurant Manager	-	-	-	-	10	6	6	8	2	35	67
Sub-total	-	-	-	-	11	8	9	17	16	56	117
SUPERVISORY / TECHNICIAN LEVEL											
Wine Steward/Sommelier	-	-	-	-	-	-	-	-	-	1	1
Executive Chinese Sous Chef	-	-	-	2	16	4	4	2	-	32	60
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	15	48	-	-	-	-	24	87
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	24	50	43	-	-	-	-	66	183
Pantry Captain	-	1	4	20	4	-	-	-	-	9	38

Job Title	\$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 / TECHNICIAN LEVEL (Continued)											
Senior Cook	-	-	1	29	13	-	-	-	-	11	54
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	34	13	-	-	-	-	20	69
Barbecue Cook	-	-	-	19	25	-	-	-	-	15	59
Chief Cook	-	-	-	12	37	7	-	-	-	28	84
Chief Dim Sum Cook	-	-	-	6	22	2	2	-	-	10	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	3	55	35	-	-	-	-	55	148
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	24	51	10	-	-	-	-	51	136
Chief Butcher	-	-	4	16	10	2	-	-	-	17	49
Second Butcher	-	-	4	15	5	-	-	-	-	23	47
Sub-total	-	1	66	324	281	15	6	2	-	362	1057
CRAFT LEVEL											
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	1	132	10	-	-	-	-	-	48	191
Sub-total	-	1	132	10	-	-	-	-	-	48	191

Job Title	\$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
OPERATIVE LEVEL											
Restaurant Receptionist/Hostess	-	1	29	2	-	-	-	-	-	6	38
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	27	42	2	-	-	-	-	-	33	104
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	12	18	-	-	-	-	-	-	3	33
Waiter/Waitress	-	22	233	6	-	-	-	-	-	95	356
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	25	42	-	6	-	-	-	27	100
Others	-	-	2	-	-	-	-	-	-	-	2
Sub-total	-	62	349	52	-	6	-	-	-	164	633
GRAND TOTAL	-	64	547	386	292	29	15	19	16	630	1998

TABLE 5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY MONTHLY INCOME RANGE
HOTEL INDUSTRY
INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Average Monthly Rate at Date of Survey					Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	
OPERATIVE LEVEL						
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	-	1	-	-	1
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	-	-	3	-	3
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	-	-	-	-	2	2
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	12	-	-	-	-	12
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	1	-	-	-	1
Waiter/Waitress	2	-	-	-	2	4
Others	-	-	-	-	1	1
Sub-total	14	1	1	3	5	24
ADMINISTRATIVE AND OTHERS LEVEL						
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	-	1	-	1
Sub-total	-	-	-	1	-	1
GRAND TOTAL	14	1	1	4	5	25

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

BRANCH 1 : HOTELS

Job Title	Average Monthly Rate at Date of Survey					Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	
OPERATIVE LEVEL						
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	-	1	-	-	1
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	-	-	3	-	3
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcomes Host/ Executive Floor Agent/ Business Centre Officer	-	-	-	-	2	2
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	12	-	-	-	-	12
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	1	-	-	-	1
Waiter/Waitress	2	-	-	-	-	2
Others	-	-	-	-	1	1
Sub-total	14	1	1	3	3	22
ADMINISTRATIVE AND OTHERS LEVEL						
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	-	1	-	1
Sub-total	-	-	-	1	-	1
GRAND TOTAL	14	1	1	4	3	23

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

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Average Monthly Rate at Date of Survey					Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	
OPERATIVE LEVEL						
Waiter/Waitress	-	-	-	-	2	2
Sub-total	-	-	-	-	2	2
GRAND TOTAL	-	-	-	-	2	2

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

BRANCH 1 : HOTELS

Job Title	Average Daily Rate at Date of Survey					Total
	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Refusal	
SUPERVISORY / TECHNICIAN LEVEL						
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	3	-	3
Sub-total	-	-	-	3	-	3
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	1	-	-	-	1
Cook (Western)/Junior Cook (Western)	2	-	-	-	-	2
Sub-total	2	1	-	-	-	3
OPERATIVE LEVEL						
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	18	18	25	10	10	81
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	3	-	-	-	-	3
Waiter/Waitress	-	6	4	-	5	15
Sub-total	21	24	29	10	15	99
GRAND TOTAL	23	25	29	13	15	105

TABLE 7 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**HOTEL INDUSTRY****INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	Average Hourly Rate at Date of Survey				Total
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	
SUPERVISORY / TECHNICIAN LEVEL					
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	7	-	7
Captain (Food and Beverage Department)	-	3	-	-	3
Specialist Cook	-	6	-	-	6
Sub-total	-	9	7	-	16
CRAFT LEVEL					
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	3	-	3
Baker/Pastry Cook	1	2	-	-	3
Cook (Western)/Junior Cook (Western)	39	100	-	4	143
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	13	-	-	13
Sub-total	40	115	3	4	162
OPERATIVE LEVEL					
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	3	26	-	-	29
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	1	-	-	1

Job Title	Average Hourly Rate at Date of Survey				Total
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	
OPERATIVE LEVEL (Continued)					
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	1	5	-	-	6
Services Centre Agent/ Telephone Operator	-	-	2	-	2
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	5	23	-	-	28
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	75	68	-	1	144
Lifeguard	-	16	-	-	16
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	50	-	-	50
Security Officer/Uniform Guard/ House Officer	-	17	-	-	17
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	20	-	-	20
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	25	103	-	-	128
Waiter/Waitress	71	607	-	-	678
Sub-total	180	936	2	1	1119
GRAND TOTAL	220	1060	12	5	1297

TABLE 7A : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**BRANCH 1 : HOTELS**

Job Title	Average Hourly Rate at Date of Survey				Total
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	
SUPERVISORY / TECHNICIAN LEVEL					
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	7	-	7
Captain (Food and Beverage Department)	-	3	-	-	3
Specialist Cook	-	6	-	-	6
Sub-total	-	9	7	-	16
CRAFT LEVEL					
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	3	-	3
Baker/Pastry Cook	1	2	-	-	3
Cook (Western)/Junior Cook (Western)	39	100	-	4	143
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	7	-	-	7
Sub-total	40	109	3	4	156
OPERATIVE LEVEL					
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	3	26	-	-	29
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	1	-	-	1
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	1	5	-	-	6

Job Title	Average Hourly Rate at Date of Survey				Total
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	
OPERATIVE LEVEL (Continued)					
Services Centre Agent/ Telephone Operator	-	-	2	-	2
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	5	23	-	-	28
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	75	68	-	1	144
Lifeguard	-	16	-	-	16
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	50	-	-	50
Security Officer/Uniform Guard/ House Officer	-	17	-	-	17
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	15	-	-	15
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	25	103	-	-	128
Waiter/Waitress	71	568	-	-	639
Sub-total	180	892	2	1	1075
GRAND TOTAL	220	1010	12	5	1247

TABLE 7B : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	Average Hourly Rate at Date of Survey				Total
	\$30 - \$40	\$41 - \$60	\$61 or above	Refusal	
CRAFT LEVEL					
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	6	-	-	6
Sub-total	-	6	-	-	6
OPERATIVE LEVEL					
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	5	-	-	5
Waiter/Waitress	-	39	-	-	39
Sub-total	-	44	-	-	44
GRAND TOTAL	-	50	-	-	50

TABLE 8 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE
(NUMBER EMPLOYED EXCLUDING TRAINEES/ APPRENTICES)
HOTEL INDUSTRY
INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
CRAFT LEVEL								
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	43	135	257	541	57	290	1323
Baker/Pastry Cook	23	30	116	76	21	-	93	359
Cook (Western)/Junior Cook (Western)	235	110	738	385	127	12	646	2253
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	18	35	52	21	3	30	32	191
Sub-total	276	218	1041	739	692	99	1061	4126

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL								
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	2	5	14	6	-	-	7	34
Draftsman/Photographer/Printshop Staff	3	-	18	3	-	-	2	26
Airport Representative	-	35	29	4	2	-	63	133
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	241	168	189	51	50	-	203	902
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	85	151	100	21	-	-	61	418
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	400	814	384	124	17	-	395	2134
Services Centre Agent/ Telephone Operator	28	148	101	59	13	1	89	439

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	53	42	167	612	187	332	1393
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	15	92	57	193	76	112	545
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	3	12	52	19	41	55	182
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	47	99	8	110	264
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	140	501	1183	1871	123	1074	4892
Health Club/gym/Spa Attendant/ Supporting Staff	21	61	44	29	3	-	89	247
Masseuse/Body Therapist	-	27	1	16	-	-	52	96
Beautician/Facial Therapist	-	10	6	-	-	-	35	51

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Spa Concierge	1	5	-	-	-	1	37	44
Lifeguard	9	52	21	5	-	-	32	119
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	34	2	-	-	-	-	30	66
Security Officer/Uniform Guard/ House Officer	-	24	135	173	282	44	198	856
Cake Shop Staff	10	9	14	2	-	-	12	47
Restaurant Receptionist/Hostess	53	115	46	10	-	-	142	366
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	85	147	26	20	19	-	143	440
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	1	35	29	515	549	433	1562
Bartender/Soda Fountain Server	10	37	43	6	5	3	46	150
Waiter/Waitress	164	495	677	99	184	1	567	2187

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	2	3	22	20	30	11	13	101
Others	-	4	14	20	27	11	175	251
Sub-total	1148	2524	2566	2203	3941	1056	4507	17945
GRAND TOTAL	1424	2742	3607	2942	4633	1155	5568	22071

TABLE 8A : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE**(NUMBER EMPLOYED EXCLUDING TRAINEES/ APPRENTICES)****BRANCH 1 : HOTELS**

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
CRAFT LEVEL								
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	43	135	257	541	57	290	1323
Baker/Pastry Cook	23	30	116	76	21	-	93	359
Cook (Western)/Junior Cook (Western)	235	110	738	385	127	12	646	2253
Sub-total	258	183	989	718	689	69	1029	3935
OPERATIVE LEVEL								
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	2	5	14	6	-	-	7	34
Draftsman/Photographer/Printshop Staff	3	-	18	3	-	-	2	26

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Airport Representative	-	35	29	4	2	-	63	133
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	241	168	189	51	50	-	203	902
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	85	151	100	21	-	-	61	418
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	400	814	384	124	17	-	395	2134
Services Centre Agent/ Telephone Operator	28	148	101	59	13	1	89	439
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	53	42	167	612	187	332	1393
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	15	92	57	193	76	112	545

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	3	12	52	19	41	55	182
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	47	99	8	110	264
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	140	501	1183	1871	123	1074	4892
Health Club/gym/Spa Attendant/ Supporting Staff	21	61	44	29	3	-	89	247
Masseuse/Body Therapist	-	27	1	16	-	-	52	96
Beautician/Facial Therapist	-	10	6	-	-	-	35	51
Spa Concierge	1	5	-	-	-	1	37	44
Lifeguard	9	52	21	5	-	-	32	119
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	34	2	-	-	-	-	30	66

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Security Officer/Uniform Guard/ House Officer	-	24	135	173	282	44	198	856
Cake Shop Staff	10	9	14	2	-	-	12	47
Restaurant Receptionist/Hostess	41	109	35	8	-	-	135	328
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	61	135	14	16	1	-	109	336
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	1	35	29	505	536	423	1529
Bartender/Soda Fountain Server	10	37	43	6	5	3	46	150
Waiter/Waitress	157	411	550	94	133	1	485	1831
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	-	-	-	1	-	1
Others	-	4	14	20	25	11	175	249
Sub-total	1103	2419	2394	2172	3830	1033	4361	17312
GRAND TOTAL	1361	2602	3383	2890	4519	1102	5390	21247

TABLE 8B : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE**(NUMBER EMPLOYED EXCLUDING TRAINEES/ APPRENTICES)****BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
CRAFT LEVEL								
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	18	35	52	21	3	30	32	191
Sub-total	18	35	52	21	3	30	32	191
OPERATIVE LEVEL								
Restaurant Receptionist/Hostess	12	6	11	2	-	-	7	38
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	24	12	12	4	18	-	34	104
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	10	13	10	33

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Waiter/Waitress	7	84	127	5	51	-	82	356
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	2	3	22	20	30	10	13	100
Others	-	-	-	-	2	-	-	2
Sub-total	45	105	172	31	111	23	146	633
GRAND TOTAL	63	140	224	52	114	53	178	824

TABLE 9 : ESTIMATED NUMBER OF ESTABLISHMENTS

Branch	Stratum Employment Size	Number of Firms
Hotels	1 - 9	10
	10 - 49	65
	50 - 99	32
	100 - 199	42
	200 - 499	48
	500 & over	17
	Total	214
Chinese Restaurants Operated by Hotels	10 - 49	37
	50 - 99	13
	100 - 199	2
	Total	52
All Branches	1 - 9	10
	10 - 49	102
	50 - 99	45
	100 - 199	44
	200 - 499	48
	500 & over	17
	Total	266

TABLE 10 : NUMBER OF INTERNAL PROMOTION IN THE PAST 12 MONTHS

Branch \ Job Level	From Supervisory / Technician to Managerial / Professional	From Craft / Operative to Supervisory / Technician	Total
Hotels	122	382	504
Chinese Restaurants Operated by Hotels	1	3	4
All Branches	123	385	508

TABLE 11 : NUMBER OF FORECAST EMPLOYED IN 12 MONTHS BY BRANCH BY JOB LEVEL

Branch \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	2747	9862	22123	1140	35872
Chinese Restaurants Operated by Hotels	118	1060	869	-	2047
All Branches	2865	10922	22992	1140	37919

TABLE 12 : NUMBER OF NEW RECRUITS IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	289	757	4024	307	5377
Chinese Restaurants Operated by Hotels	3	42	102	-	147
All Branches	292	799	4126	307	5524

TABLE 13 : NUMBER OF NEW RECRUITS WITHOUT HOTEL INDUSTRY EXPERIENCE IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	16	84	1152	101	1353
Chinese Restaurants Operated by Hotels	-	4	24	-	28
All Branches	16	88	1176	101	1381

**TABLE 14 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATES OF HOSPITALITY OR
TOURISM PROGRAMMES IN THE PAST 12 MONTHS**

Branch \ Job Level	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	17	525	36	578
Chinese Restaurants Operated by Hotels	-	3	-	3
All Branches	17	528	36	581

TABLE 15 : NUMBER OF EMPLOYEES BY BRANCH BY AVERAGE YEARS OF HOTEL 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								
Hotels	Managerial/Professional	-	-	17	68	1800	374	447	2706
	Supervisory/Technician	1	7	1318	5839	1100	14	1410	9689
	Craft/Operative	428	3487	13391	540	-	29	3372	21247
	Administrative and Others	168	328	443	20	2	-	158	1119
	Total	597	3822	15169	6467	2902	417	5387	34761
Chinese Restaurants Operated by Hotels	Managerial/Professional	-	-	-	9	69	9	30	117
	Supervisory/Technician	-	-	195	361	91	-	410	1057
	Craft/Operative	-	157	349	-	-	-	318	824
	Administrative and Others	-	-	-	-	-	-	-	-
	Total	-	157	544	370	160	9	758	1998
All Branches	Managerial/Professional	-	-	17	77	1869	383	477	2823
	Supervisory/Technician	1	7	1513	6200	1191	14	1820	10746
	Craft/Operative	428	3644	13740	540	-	29	3690	22071
	Administrative and Others	168	328	443	20	2	-	158	1119
	Total	597	3979	15713	6837	3062	426	6145	36759

TABLE 16 : NUMBER OF EMPLOYEES BY AVERAGE MAN-DAY OF TRAINING PER EMPLOYEE OFFERED IN THE PAST 12 MONTHS

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Branch	Average 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							
Hotels	Managerial/Professional	861	1004	111	48	129	553	2706
	Supervisory/Technician	2493	3324	1606	272	209	1785	9689
	Craft/Operative	4226	8211	3344	654	401	4411	21247
	Administrative and Others	497	289	120	11	12	190	1119
	Total	8077	12828	5181	985	751	6939	34761
Chinese Restaurants Operated by Hotels	Managerial/Professional	57	20	4	-	4	32	117
	Supervisory/Technician	330	169	89	11	31	427	1057
	Craft/Operative	242	162	31	34	20	335	824
	Administrative and Others	-	-	-	-	-	-	-
	Total	629	351	124	45	55	794	1998
All Branches	Managerial/Professional	918	1024	115	48	133	585	2823
	Supervisory/Technician	2823	3493	1695	283	240	2212	10746
	Craft/Operative	4468	8373	3375	688	421	4746	22071
	Administrative and Others	497	289	120	11	12	190	1119
	Total	8706	13179	5305	1030	806	7733	36759

TABLE 17.1 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL

PRIORITY RANKED FOR PART-TIME DAY RELEASE COURSE

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	281	816	1012	597	2706
	Supervisory/Technician	1447	2861	3336	2045	9689
	Craft/Operative	4100	6074	6558	4515	21247
	Administrative and Others	168	298	452	201	1119
	Total	5996	10049	11358	7358	34761
Chinese Restaurants Operated by Hotels	Managerial/Professional	5	45	37	30	117
	Supervisory/Technician	63	297	301	396	1057
	Craft/Operative	91	227	160	346	824
	Administrative and Others	-	-	-	-	-
	Total	159	569	498	772	1998
All Branches	Managerial/Professional	286	861	1049	627	2823
	Supervisory/Technician	1510	3158	3637	2441	10746
	Craft/Operative	4191	6301	6718	4861	22071
	Administrative and Others	168	298	452	201	1119
	Total	6155	10618	11856	8130	36759

TABLE 17.2 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL

PRIORITY RANKED FOR EVENING COURSE

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	198	1065	846	597	2706
	Supervisory/Technician	1133	3521	2990	2045	9689
	Craft/Operative	3072	7762	5898	4515	21247
	Administrative and Others	204	445	269	201	1119
	Total	4607	12793	10003	7358	34761
Chinese Restaurants Operated by Hotels	Managerial/Professional	6	41	40	30	117
	Supervisory/Technician	142	240	279	396	1057
	Craft/Operative	98	199	181	346	824
	Administrative and Others	-	-	-	-	-
	Total	246	480	500	772	1998
All Branches	Managerial/Professional	204	1106	886	627	2823
	Supervisory/Technician	1275	3761	3269	2441	10746
	Craft/Operative	3170	7961	6079	4861	22071
	Administrative and Others	204	445	269	201	1119
	Total	4853	13273	10503	8130	36759

TABLE 17.3 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL

PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	1640	228	251	587	2706
	Supervisory/Technician	5088	1262	1318	2021	9689
	Craft/Operative	9635	2896	4276	4440	21247
	Administrative and Others	549	175	197	198	1119
	Total	16912	4561	6042	7246	34761
Chinese Restaurants Operated by Hotels	Managerial/Professional	76	1	10	30	117
	Supervisory/Technician	456	124	81	396	1057
	Craft/Operative	289	52	137	346	824
	Administrative and Others	-	-	-	-	-
	Total	821	177	228	772	1998
All Branches	Managerial/Professional	1716	229	261	617	2823
	Supervisory/Technician	5544	1386	1399	2417	10746
	Craft/Operative	9924	2948	4413	4786	22071
	Administrative and Others	549	175	197	198	1119
	Total	17733	4738	6270	8018	36759

TABLE 18 : NUMBER OF EMPLOYEES HAD BEEN PROVIDED WITH TRAINING IN THE PAST 12 MONTHS**HOTELS INDUSTRY****INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
MANAGERIAL SKILLS					
Business and Financial Strategic Planning, Implementation and Evaluation	91	17	-	-	108
Human Resources Management	52	59	4	19	134
Sales and Marketing Strategic Planning, Implementation and Evaluation	93	82	25	8	208
Supervisory Techniques, Leadership Skills	276	565	133	24	998
Risk Management	246	150	318	16	730
Others	20	46	2	-	68
Sub-total	778	919	482	67	2246
TRADE SKILLS					
Sales and Marketing	43	73	19	10	145
Finance and Accounting	21	29	13	39	102
Culinary	11	55	228	-	294
Alcoholic Beverage and Wine	9	24	135	-	168
Restaurant Service	50	194	869	1	1114
Housekeeping Service	22	148	1374	3	1547
Front Office Service	62	193	855	7	1117
Spa and Wellness	4	11	102	-	117
Convention and Banquet / Event Management	6	26	122	1	155
Hygiene and Food Safety	185	260	1091	19	1555
Others	30	43	97	2	172
Sub-total	443	1056	4905	82	6486
GENERIC SKILLS					
Service Attitude, Customer Service	183	704	2355	53	3295
Communication	153	413	1073	69	1708
Problem Solving	138	301	838	36	1313
Others	55	110	309	18	492
Sub-total	529	1528	4575	176	6808

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
LANGUAGE					
Putonghua	18	109	618	5	750
English	43	208	847	62	1160
Others	-	4	36	-	40
Sub-total	61	321	1501	67	1950
Refused to breakdown	28	82	210	12	332
Sub-total	28	82	210	12	332
GRAND TOTAL	1839	3906	11673	404	17822

TABLE 18A : NUMBER OF EMPLOYEES HAD BEEN PROVIDED WITH TRAINING IN THE PAST 12 MONTHS

BRANCH 1 : HOTELS

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
MANAGERIAL SKILLS					
Business and Financial Strategic Planning, Implementation and Evaluation	89	17	-	-	106
Human Resources Management	52	59	4	19	134
Sales and Marketing Strategic Planning, Implementation and Evaluation	91	75	21	8	195
Supervisory Techniques, Leadership Skills	276	565	133	24	998
Risk Management	246	150	318	16	730
Others	20	46	2	-	68
Sub-total	774	912	478	67	2231
TRADE SKILLS					
Sales and Marketing	43	73	19	10	145
Finance and Accounting	21	29	13	39	102
Culinary	11	55	228	-	294
Alcoholic Beverage and Wine	9	22	133	-	164
Restaurant Service	46	176	843	1	1066
Housekeeping Service	22	145	1366	3	1536
Front Office Service	62	190	850	7	1109
Spa and Wellness	4	11	101	-	116
Convention and Banquet / Event Management	6	26	122	1	155
Hygiene and Food Safety	181	246	1066	19	1512
Others	28	23	77	2	130
Sub-total	433	996	4818	82	6329
GENERIC SKILLS					
Service Attitude, Customer Service	180	692	2336	53	3261
Communication	153	411	1068	69	1701
Problem Solving	138	299	833	36	1306
Others	54	104	298	18	474
Sub-total	525	1506	4535	176	6742

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
LANGUAGE					
Putonghua	18	109	618	5	750
English	43	204	832	62	1141
Others	-	4	36	-	40
Sub-total	61	317	1486	67	1931
Refused to breakdown	26	72	195	12	305
Sub-total	26	72	195	12	305
GRAND TOTAL	1819	3803	11512	404	17538

TABLE 18B : NUMBER OF EMPLOYEES HAD BEEN PROVIDED WITH TRAINING IN THE PAST 12 MONTHS

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
MANAGERIAL SKILLS					
Business and Financial Strategic Planning, Implementation and Evaluation	2	-	-	-	2
Human Resources Management	-	-	-	-	-
Sales and Marketing Strategic Planning, Implementation and Evaluation	2	7	4	-	13
Supervisory Techniques, Leadership Skills	-	-	-	-	-
Risk Management	-	-	-	-	-
Others	-	-	-	-	-
Sub-total	4	7	4	-	15
TRADE SKILLS					
Sales and Marketing	-	-	-	-	-
Finance and Accounting	-	-	-	-	-
Culinary	-	-	-	-	-
Alcoholic Beverage and Wine	-	2	2	-	4
Restaurant Service	4	18	26	-	48
Housekeeping Service	-	3	8	-	11
Front Office Service	-	3	5	-	8
Spa and Wellness	-	-	1	-	1
Convention and Banquet / Event Management	-	-	-	-	-
Hygiene and Food Safety	4	14	25	-	43
Others	2	20	20	-	42
Sub-total	10	60	87	-	157
GENERIC SKILLS					
Service Attitude, Customer Service	3	12	19	-	34
Communication	-	2	5	-	7
Problem Solving	-	2	5	-	7
Others	1	6	11	-	18
Sub-total	4	22	40	-	66

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
LANGUAGE					
Putonghua	-	-	-	-	0
English	-	4	15	-	19
Others	-	-	-	-	-
Sub-total	-	4	15	-	19
Refused to breakdown	2	10	15	-	27
Sub-total	2	10	15	-	27
GRAND TOTAL	20	103	161	-	284

**TABLE 19 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS**

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Management Skills	Past 12 Months	778	919	482	67	2246
	Next 12 Months	829	1013	492	72	2406
	% Change	6.56%	10.23%	2.07%	7.46%	7.12%
Trade Skills	Past 12 Months	443	1056	4905	82	6486
	Next 12 Months	487	1170	5167	98	6922
	% Change	9.93%	10.80%	5.34%	19.51%	6.72%
Generic Skills	Past 12 Months	529	1528	4575	176	6808
	Next 12 Months	573	1630	4892	291	7386
	% Change	8.32%	6.68%	6.93%	65.34%	8.49%
Language	Past 12 Months	61	321	1501	67	1950
	Next 12 Months	91	426	1827	83	2427
	% Change	49.18%	32.71%	21.72%	23.88%	24.46%
Refusal	Past 12 Months	28	82	210	12	332
	Next 12 Months	0	0	0	0	0
	% Change	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%
Total	Past 12 Months	1839	3906	11673	404	17822
	Next 12 Months	1980	4239	12378	544	19141
	% Change	7.67%	8.53%	6.04%	34.65%	7.40%

**TABLE 19A : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS**

BRANCH 1 : HOTELS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Management Skills	Past 12 Months	774	912	478	67	2231
	Next 12 Months	823	1000	486	72	2381
	% Change	6.33%	9.65%	1.67%	7.46%	6.72%
Trade Skills	Past 12 Months	433	996	4818	82	6329
	Next 12 Months	475	1098	5068	98	6739
	% Change	9.70%	10.24%	5.19%	19.51%	6.48%
Generic Skills	Past 12 Months	525	1506	4535	176	6742
	Next 12 Months	567	1599	4838	291	7295
	% Change	8.00%	6.18%	6.68%	65.34%	8.20%
Language	Past 12 Months	61	317	1486	67	1931
	Next 12 Months	89	414	1799	83	2385
	% Change	45.90%	30.60%	21.06%	23.88%	23.51%
Refusal	Past 12 Months	26	72	195	12	305
	Next 12 Months	0	0	0	0	0
	% Change	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%
Total	Past 12 Months	1819	3803	11512	404	17538
	Next 12 Months	1954	4111	12191	544	18800
	% Change	7.42%	8.10%	5.90%	34.65%	7.20%

**TABLE 19B : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS**

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Management Skills	Past 12 Months	4	7	4	-	15
	Next 12 Months	6	13	6	-	25
	% Change	50.00%	85.71%	50.00%	-	66.67%
Trade Skills	Past 12 Months	10	60	87	-	157
	Next 12 Months	12	72	99	-	183
	% Change	20.00%	20.00%	13.79%	-	16.56%
Generic Skills	Past 12 Months	4	22	40	-	66
	Next 12 Months	6	31	54	-	91
	% Change	50.00%	40.91%	35.00%	-	37.88%
Language	Past 12 Months	0	4	15	-	19
	Next 12 Months	2	12	28	-	42
	% Change	-	200.00%	86.67%	-	121.05%
Refusal	Past 12 Months	2	10	15	-	27
	Next 12 Months	0	0	0	-	0
	% Change	-100.00%	-100.00%	-100.00%	-	-100.00%
Total	Past 12 Months	20	103	161	-	284
	Next 12 Months	26	128	187	-	341
	% Change	30.00%	24.27%	16.15%	-	20.07%

**TABLE 20 : 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	
Hotels	49	151	14	214
Chinese Restaurants Operated by Hotels	12	29	11	52
All Branches	61	180	25	266

Table 21 : NUMBER OF HOTEL OPERATE A SPA

HOTEL INDUSTRY

Branch	Yes Operated by the Hotel	Yes Operated by Outsourced Contractor	No Spa Facilities	Total
Hotels	15	3	182	200

TABLE 22 : NUMBER OF EMPLOYEES WHO HAD LEFT THE ESTABLISHMENT IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	240	677	3858	292	5067
Chinese Restaurants Operated by Hotels	2	36	100	3	141
All Branches	242	713	3958	295	5208

**TABLE 23 : DIFFICULTIES ENCOUNTERED IN RECRUITMENT OF EMPLOYEES
AT VARIOUS JOB LEVELS IN THE PAST 12 MONTHS**

Branch	Yes	No	No recruitment nor tried to recruit	Unspecified / Refusal	Total
Hotels	148	40	10	16	214
Chinese Restaurants Operated by Hotels	24	14	2	12	52
Total	172	54	12	28	266

TABLE 24 : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Reasons \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Lack of candidates with relevant experience	36	65	124	33	258
Unsatisfactory terms of employment	8	16	56	10	90
Unsatisfactory working environment	4	9	27	3	43
Limited career prospects	1	3	16	5	25
Insufficient trained / qualified manpower in the related disciplines	3	12	30	3	48
Competition for manpower from Mainland / Macao / Other Cities	3	3	5	1	12
Others	2	8	21	3	34
Total	57	116	279	58	510

TABLE 24A : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES**BRANCH 1 : HOTELS**

Reasons \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Lack of candidates with relevant experience	34	56	107	33	230
Unsatisfactory terms of employment	8	15	51	10	84
Unsatisfactory working environment	4	8	25	3	40
Limited career prospects	1	3	14	5	23
Insufficient trained / qualified manpower in the related disciplines	3	11	28	3	45
Competition for manpower from Mainland / Macao / Other Cities	2	2	4	1	9
Others	2	8	20	3	33
Total	54	103	249	58	464

TABLE 24B : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Reasons \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Lack of candidates with relevant experience	2	9	17	-	28
Unsatisfactory terms of employment	-	1	5	-	6
Unsatisfactory working environment	-	1	2	-	3
Limited career prospects	-	-	2	-	2
Insufficient trained / qualified manpower in the related disciplines	-	1	2	-	3
Competition for manpower from Mainland / Macao / Other Cities	1	1	1	-	3
Others	-	-	1	-	1
Total	3	13	30	-	46