

CONFIDENTIAL
WHEN ENTERED WITH DATA

填入數據後即成
機密文件

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2012 MANPOWER SURVEY OF THE BEAUTY CARE, HAIRDRESSING AND COSMETICS INDUSTRY
美容、美髮及化妝品業二零一二年人力調查
QUESTIONNAIRE
調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)
(請於填表前詳閱附註)

For Official Use Only:
此欄毋須填寫

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

Name of Company:
公司名稱

Address:
地址

NATURE OF BUSINESS (行業性質)
* Please put a "✓" in the appropriate bracket to indicate the nature of your business.
You may choose more than one type.
* 請在適當的 () 內加上 "✓" 號。
可選擇多於一項。

(1) School - Beauty & Hairdressing 學校- 美容及美髮 ()

(2) School - Make-up , Nail etc. 學校- 化妝、美甲等 ()

(3) Beauty Centre 美容院 / Health Centre & Spa 健康中心及水療中心 ()

(4) Hairdressing Salon 髮廊 ()

(5) Cosmetic Product Company - Wholesale, Import & Export 化妝產品公司 - 批發及出入口 ()

(6) Cosmetic Product Company - Retail 化妝產品公司 - 零售 ()

(7) Nail Salon 美甲中心 ()

(8) Others (Please specify) 其他 (請註明) ()

Total No. of Persons Engaged in Your Company in Beauty Care, Hairdressing and Cosmetics Industry:
在貴機構工作之美容、美髮及化妝品業僱員總數

Name of Person to Contact:
聯絡人姓名

Tel. No.:
電話

E-mail:
電郵

Position:
職位

Fax No.:
傳真

Questionnaire (Part I)
調查表 (第一部份)

(A) Job 職務				(B) Direct Employees (excluding trainees) 直接僱員 (受訓者除外)		(C) Number of Part-time Employees	(D) Number of Freelancers	(E) Forecast of Number Employed 12 Months from Now (excluding trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(F) Number of Vacancies (excluding trainees)	(G) No. of Trainees	(H) Actual Level of Education	(I) Preferred Level of Education	(J) Actual Years of Experience	(K) Preferred Years of Experience	(i) Column (B) : Please base on the following appropriate code numbers, enter the average monthly income range of the employee(s) after probation period. The monthly income should include basic salary, overtime pay, other allowances, commission and bonus. (B) 欄：請按下列編號，填上僱員試用期後平均每月收入的幅度。「每月收入」包括底薪、逾時工作津貼、其他津貼、佣金及花紅。 Average Monthly Income 平均每月收入 Code 編號 under \$4,001 以下1 \$4,001 - \$7,0002 \$7,001 - \$10,0003 \$10,001 - \$13,0004 \$13,001 - \$16,0005 \$16,001 - \$20,0006 \$20,001 - \$30,0007 over \$30,000 以上8 (ii) Column (H) & (I) : Please base on the following appropriate code number, enter the actual highest education level of the employees and the highest education level which an employer prefers his employees to have respectively. (H) 及(I)欄：請按下列編號，分別填入僱員現有的最高教育程度及僱主期望僱員宜有的最高教育程度。 Education 教育程度 Code 編號 University Degree or above 大學學位或以上1 Associate Degree, Higher Diploma or equivalent 副學士學位／高級文憑或同等學歷2 Diploma or equivalent 文憑或同等學歷3 Certificate, Advanced Certificate or equivalent 證書／高級證書或同等學歷4 Secondary 6-7 中學六年級至七年級5 Secondary 4-5 中學四年級至五年級6 Secondary 3 or below 中學三年級或以下7 (iii) Column (J) & (K) : Please base on the following appropriate code numbers, enter the actual and preferred years of experience respectively. (J) 及(K)欄：請按下列編號，分別填入僱員現有及宜有的相關年資。 Actual/ Preferred Years of Experience 現有/ 宜有的相關年資 Code 編號 10 years or more 十年或以上1 6 years to less than 10 years 六年至十年以下2 3 years to less than 6 years 三年至六年以下3 1 year to less than 3 years 一年至三年以下4 Less than 1 year 一年以下5
Title 職稱	Rec. Type	No. 編號	Total Monthly Income Code 每月 總收入 編號	Number 人數	兼職人士 人數	自由職 人士人數									
		8-10	11	12-15	16-19	20-23	24-27	28-30	31-33	34	35	36	37		
1	2														
2	2														
3	2														
4	2														
5	2														
6	2														
7	2														
8	2														
9	2														
10	2														
11	2														
12	2														
13	2														
14	2														
15	2														
16	2														
17	2														
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														

2012 Manpower Survey of the Beauty Care, Hairdressing and Cosmetics Industry
2012 年美容、美髮及化妝品業人力調查

Questionnaire (Part II)
調查表 (第二部份)

FOR OFFICIAL USE ONLY 此欄毋須填寫
Est. No. _____
ER No. _____

I. Present / Preferred Vocational Qualification
僱員現有／宜有職業資格

1. Present Vocational Qualification
僱員現有職業資格

Please tick the vocation qualification which employees have acquired in a particular job level in your company.
 (You may wish to tick more than 1 box for each job level.)
 請選擇貴機構內各職級類別現有的相關職業資格。(每職級可選擇一項或以上。)

<u>Vocational Qualifications</u> 職業資格	<u>Manager / Technologist</u> 經理／技師	<u>Officer / Technician</u> 主任／技術員	<u>Tradesman / Semi-skilled</u> 技工／半熟練技工
i. Certificates of National Occupation Qualifications of the Mainland 國家職業資格 (技能鑒定) 證書	☐ 8	☐ 9	☐ 10
ii. Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, Vocational Training Council 職業訓練局美容美髮訓練委員會技能測驗證書			
● Beautician 美容師	☐ 11	☐ 12	☐ 13
● Make-up Artist 化妝師	☐ 14	☐ 15	☐ 16
● Intense Pulsed Light (IPL) Equipment Operator 強烈脈衝光儀器操作員	☐ 17	☐ 18	☐ 19
● Hairdresser 髮型師	☐ 20	☐ 21	☐ 22
iii. Certificates of Skills Upgrading Scheme / Employees Retraining Board 技能提升課程證書／僱員再培訓局課程證書	☐ 23	☐ 24	☐ 25
iv. Certificates of local professional / recognized training courses / qualifications (e.g. Recognition of Prior Learning under Qualifications Framework, please specify): 其他本地專業／認可課程證書／資格 (例如於資歷架構下的過往資歷認可，請列明)：	☐ 26	☐ 27	☐ 28

v. Certificates of international professional / recognized training courses (please specify): 其他國際性專業／認可課程證書 (請列明)：	☐ 29	☐ 30	☐ 31

For Official Use Only 此欄無須填寫	☐ 32	☐ 33	☐ 34
---------------------------------	--------------------------------	--------------------------------	--------------------------------

2. Preferred Vocational Qualification

僱員宜有職業資格

Please tick the vocation qualification which your company prefers an employee has acquired in a particular job level. (You may wish to tick more than 1 box for each job level.)

請選擇貴機構認為各職級類別宜有的相關職業資格。(每職級可選擇一項或以上。)

<u>Vocational Qualifications</u> 職業資格	<u>Manager / Technologist</u> 經理／技師	<u>Officer / Technician</u> 主任／技術員	<u>Tradesman/ Semi-skilled</u> 技工／半熟練技工
i. Certificates of National Occupation Qualifications of the Mainland 國家職業資格（技能鑒定）證書	☐ 35	☐ 36	☐ 37
ii. Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, Vocational Training Council 職業訓練局美容美髮訓練委員會技能測驗證書			
● Beautician 美容師	☐ 38	☐ 39	☐ 40
● Make-up Artist 化妝師	☐ 41	☐ 42	☐ 43
● Intense Pulsed Light (IPL) Equipment Operator 強烈脈衝光儀器操作員	☐ 44	☐ 45	☐ 46
● Hairdresser 髮型師	☐ 47	☐ 48	☐ 49
iii. Certificates of Skills Upgrading Scheme / Employees Retraining Board 技能提升課程證書／僱員再培訓局課程證書	☐ 50	☐ 51	☐ 52
iv. Certificates of local professional / recognized training courses / qualifications (e.g. Recognition of Prior Learning under Qualifications Framework, please specify): 其他本地專業／認可課程證書／資格 (例如於資歷架構下的過往資歷認可，請列明)：	☐ 53	☐ 54	☐ 55
v. Certificates of international professional / recognized training courses (please specify): 其他國際性專業／認可課程證書（請列明）：	☐ 56	☐ 57	☐ 58
For Official Use Only 此欄無需填寫	☐ 59	☐ 60	☐ 61

II. Manpower Training and Development Plan 人力培訓及發展計劃

3. What types of training you think the personnel in the beauty care & hairdressing industry needs to enhance their skills in the next 12 months? (You may wish to choose more than one type of training.)
在未來十二個月內，閣下認為美容美髮業從業員須接受那類培訓？
(可選擇一項或以上的培訓類別。)

	<u>Manager</u> 經理	<u>Technologist</u> 技師	<u>Officer</u> 主任	<u>Technician</u> 技術員	<u>Tradesman</u> 技工	<u>Semi-skilled</u> 半熟練技工
<u>General Management skills</u> 一般管理技能						
i. Principal of management (e.g. problem solving, decision making, leadership, crisis management) 管理技能 (如解決問題、決策、領導才能及危機管理)	☐ 62	☐ 63	☐ 64	☐ 65	☐ 66	☐ 67
ii. Human resource management 人力資源	☐ 68	☐ 69	☐ 70	☐ 71	☐ 72	☐ 73
iii. Marketing management 市場管理	☐ 74	☐ 75	☐ 76	☐ 77	☐ 78	☐ 79
iv. Quality management 優質服務管理	☐ 80	☐ 81	☐ 82	☐ 83	☐ 84	☐ 85
v. Others (please specify): 其他 (請說明) :	☐ 86	☐ 87	☐ 88	☐ 89	☐ 90	☐ 91

Generic skills

通用技能

i. Customer services 顧客服務技巧	☐ 92	☐ 93	☐ 94	☐ 95	☐ 96	☐ 97
ii. Complaints handling 處理投訴技巧	☐ 98	☐ 99	☐ 100	☐ 101	☐ 102	☐ 103
iii. Sales & marketing 銷售及市場推廣技巧	☐ 104	☐ 105	☐ 106	☐ 107	☐ 108	☐ 109
iv. Stores operations 店鋪營運技巧	☐ 110	☐ 111	☐ 112	☐ 113	☐ 114	☐ 115
v. Others (please specify): 其他 (請說明) :	☐ 116	☐ 117	☐ 118	☐ 119	☐ 120	☐ 121

Language skills

語文技能

i. Putonghua 普通話	☐ 122	☐ 123	☐ 124	☐ 125	☐ 126	☐ 127
ii. Written Chinese 中文書寫能力	☐ 128	☐ 129	☐ 130	☐ 131	☐ 132	☐ 133
iii. Written English 英文書寫能力	☐ 134	☐ 135	☐ 136	☐ 137	☐ 138	☐ 139
iv. Spoken English 英語會話	☐ 140	☐ 141	☐ 142	☐ 143	☐ 144	☐ 145
v. Others (please specify): 其他 (請說明) :	☐ 146	☐ 147	☐ 148	☐ 149	☐ 150	☐ 151

For Official Use Only
此欄無需填寫

☐ 152	☐ 153	☐ 154	☐ 155	☐ 156	☐ 157
---------------------------------	---------------------------------	---------------------------------	---------------------------------	---------------------------------	---------------------------------

III. Employee Leaving the Company

離職人數

4. The total number of employees left the company in the past 12 months.
過去十二個月內(5.2.2011 - 5.2. 2012)離職的僱員人數。

Manager / Technologist
經理／技師

--	--	--

158

Officer / Technician
主任／技術員

--	--	--

161

Tradesman / Semi-skilled
技工／半熟練技工

--	--	--

164

IV. Recruitment

招聘

5. Please state the number of recruits of your company in the past 12 months. (5.2.2011 - 5.2.2012)
請列出貴機構在過去十二個月內(5.2.2011 - 5.2. 2012)招聘的僱員。

Manager /
Technologist
經理／技師

Officer /
Technician
主任／技術員

Tradesman /
Semi-skilled
技工／半熟練技工

- i. Total number of recruits
總招聘人數

--	--	--

167

--	--	--

170

--	--	--

173

- ii. Number of recruits who have performed
beauty care and hairdressing services related duties in their
last jobs from item (i) above

--	--	--

176

--	--	--

179

--	--	--

182

上列(i)項中，入職前是從事美容美髮業相關職務的人數

V. Recruitment Problems

招聘問題

6. Did your company encounter any difficulties in recruitment of beauty care, hairdressing and cosmetics personnel at various job levels in the past year?
貴機構在過去十二個月內在招聘美容或美髮從業員有沒有困難？

Yes
(please go to Q.7)
有(請答第7題)

--

185

No
否

--

186

No recruitment nor tried to recruit
未有/未有嘗試招聘

--

187

For Official Use Only
此欄無需填寫

--

188

--

189

--

190

--

191

--

192

7. Please choose the possible reasons for encountering recruitment difficulties.

(You may tick more than 1 box for each job level).

請選擇遇到招聘困難的原因。(每職級可選擇一項或以上。)

	Manager / Technologist 經理／技師	Officer / Technician 主任／技術員	Tradesman / Semi-skilled 技工／半熟練技工
i. Insufficient trained / qualified manpower in related disciplines 缺乏具相關訓練／資歷的人力資源	☐ 193	☐ 194	☐ 195
ii. Lack of candidates with relevant experiences 缺乏具相關經驗求職者	☐ 196	☐ 197	☐ 198
iii. High expectation on working conditions / remuneration package from recruits 求職者對服務條件／薪酬要求過高	☐ 199	☐ 200	☐ 201
iv. Long working hours 工作時間過長	☐ 202	☐ 203	☐ 204
v. Low status 地位低微	☐ 205	☐ 206	☐ 207
vi. Others (please specify): 其他 (請說明) :	☐ 208	☐ 209	☐ 210

For Official Use Only
此欄無需填寫

☐
211

☐
212

☐
213

☐
214

☐
215

End of questionnaire. Thank you for your cooperation.

問卷完，多謝合作