

2011 MANPOWER SURVEY REPORT

HOTEL INDUSTRY

酒店業

二〇一一年人力調查報告

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 17th October to 18th November 2011 with follow-up cases completed in May 2012.

2. The survey had a full coverage of the listed 157 hotel establishments and 47 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)
157 establishments

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

3. Out of the 157 establishments surveyed, 123 completed and returned the questionnaires and there were 18 refusal cases. The effective response rate was 87.2 %.

Industry Outlook

4. Sustaining the recovery and upward trend in 2010, Hong Kong's tourism industry continued to achieve significant growth in 2011, as led by the soar of travel aspirations resulting from the continued improvement of the global economy and the appreciation of most major currencies against the Hong Kong dollars. Notwithstanding a receding European economy owing to the debt crisis, the Asian market, particularly Mainland China, still recorded steadfast economic growth, and became the growth drivers of Hong Kong's tourism. (Source: "Hong Kong Tourism Board (HKTB) Work Plan for 2012-13", Tourism Commission, January 2012.) In 2011, visitor arrivals to Hong Kong reached an all time high of 41.92 million, a year-on-year increase of 16.4%. (Source: HKTB Press Release, "Visitor arrivals in 2011 Surpass 41 Million", 20 January 2012.)

5. In 2011-12, the HKTB launched the 'Hong Kong. Asia's World City' platform to showcase Hong Kong appeal's as a world-class travel destination, including its international setting, cosmopolitan lifestyle, unique East-meets-West culture and great diversity of tourism attractions. It elevates Hong Kong's image as world-class travel destination and creates greater business opportunities for the tourism, retail, dining and service sectors of the city. The Total Expenditure Associated to Inbound Tourism (TEAIT) has increased by 20.5% year-on-year to HK\$253 billion in 2011. The per capita spending of both overnight and same-day went up by 9.0% to HK\$7,333 and by 4.0% to HK\$1,920 respectively. (Source: HKTB Press Release, "Visitor arrivals in 2011 Surpass 41 Million", 20 January 2012.)

6. In the past few years, the HKSAR Government has been investing to enrich the tourism portfolio. On the top of constructing a cruise terminal at Kai Tak which is expected to commence operation in mid-2013, the redevelopment of Ocean Park and Disneyland expansion project will be completed in phase by 2012 and 2013 respectively. (Source: Speech: “Welcome Ceremony for the 40-Millionth Visitor to Hong Kong”, Commerce and Economic Bureau, 21 December 2011.)

7. According to the International Monetary Fund report and the United National’s World Economic Situation and Prospects, the global economy is expected to be sluggish in 2012. (Sources: “World Economic Outlook”, International Monetary Fund, September 2011 and “World Economic Situation and Prospects”, Department of Economic and Social Affairs of the United Nations, 1 December 2011.) In contrast, the economic outlook for Mainland China and various short-haul markets is relatively optimistic. Mainland China is expected to achieve 8.0% growth in its GDP, while positive growth is also foreseen for other short-haul markets, for example Taiwan, South Korea and various Southeast Asian countries. The enlarging middle-class populations in the region, such as India, are going to raise demand for leisure, entertainment and travel. On the exchange rate, most currencies are expected to maintain their strength to the Hong Kong dollar, although Euro, the Australian dollar and the Canadian dollar may soften. On the contrary, appreciation of the currencies of most short-haul countries is expected, which in turn will favour inbound travel to Hong Kong. (Source: “HKTB Work Plan for 2012-13”, Tourism Commission, January 2012.)

Implications on Manpower

8. As a result of sustained strong growth in labour demand since 2010, unemployment continued on a downtrend in 2011. The unemployment rate for accommodation and food services sector dropped from 4.9% in the fourth quarter of 2010 to 4.2% in the fourth quarter of 2011. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.)

9. In view of the global economic uncertainties over the course of 2011, the HKSAR Government has adopted a multi-pronged strategy to strengthen and diversify our growth engines. On economic integration with the Mainland China, the National 12th Five-Year Plan was promulgated in March 2011, with a chapter dedicated to Hong Kong’s positioning in the national development strategy. In addition to consolidating its position as an international financial, trade and shipping centre, Hong Kong will continue to nurture emerging industries with clear advantages. Subsequently, cooperation with the Mainland China was further strengthened with the signing of Supplement VIII to the Mainland China and Hong Kong Closer Economic Partnership Arrangement (CEPA) on 13 December 2011. The new supplement brought the total number covered service sectors up to 47, including tourism, convention and exhibition. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.)

10. With the development of new hotel and tourism-related projects in Hong Kong and 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 at February 2012 published by the HKTB, there will be 53 new hotels with some 9 700 additional rooms to be completed between 2011 to 2015. Based on a staff to room ratio of 0.6:1, approximately 5 800 new vacancies will be created in the next 5 years for these new hotels. (Source: Hotel Supply Report, HKTB, February 2012.) These new hotel developments reflect the positive projection of potential visitors who may travel to Hong Kong in future years and indicate a possible surge in manpower requirements in the years to come.
- (ii) The booming economy of the Mainland China continues providing positive impact on Hong Kong's hotel and tourism industries. The Mainland China arrivals increased by 23.9% to 28 100 129 in 2011. Among the total Mainland arrivals, 65.3% or 18.34 million travelled on the Individual Visit Scheme, representing a 28.8% increase year-on year. (Source: HKTB Press Release, "Visitor arrivals in 2011 Surpass 41 Million", 20 January 2012.)
- (iii) Hong Kong and Guangdong will continue to step up co-operation in further opening up overseas travel market, attract international tourist and expand the Mainland China's outbound travel market. Guangdong will expedite the extension of the "144-hour facilitation visa" policy to the entire province. For the implementation of travel facilitation between the two places, in the 2012 Work Plan of the Framework Agreement on Hong Kong/Guangdong Co-operation develops three new initiatives: first, the introduction of the first phase of the trial scheme on ad hoc quotas for cross-boundary private cars in March 2012; second, launch of Lingnan Tong and Octopus two-in-one cards for public transport and retails purchases in the two places; third, extension of Hong Kong's e-Channel service at Lo Wu and Lok Ma Chau Spur Line control points to registered visitors from the Mainland China starting from January 2012. (Source: Press Release: "17th Working Meeting of the Hong Kong/Guangdong Co-operation Joint Conference held in Hong Kong", Constitutional and Mainland Affairs Bureau, 9 January 2012.)
- (iv) Following the opening of the Guangzhou-Shenzhen section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link in December 2011, visitors in Central China can travel even more conveniently to Hong Kong via Shenzhen. The new transport infrastructure will encourage more Mainland visitors to come to Hong Kong, and help enhance Hong Kong's position as a travel hub in the Pearl River Delta region.

- (v) On regional integration and developing overseas markets, Hong Kong strengthened economic relations with Shenzhen to raise the productivity of the twin cities as a whole. The Qianhai project entered the implementation stage in September 2011 with the establishment of the Inter-ministries Joint Conference on the Development of Qianhai Area in Shenzhen. In addition, the Hong Kong Economic, Trade and Cultural Office was established in Taiwan on 20 December 2011. As for overseas markets, a free trade agreement was signed with the European Free Trade Association (FTA) in June 2011, the first FTA with European economies. Linkage with emerging markets continued to deepen, with the value of Hong Kong's merchandise exports to India, Brazil and Russia surging 26%, 23% and 18% respectively in 2011. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.)

- (vi) With the transition of many countries such as Mainland China, India, and Vietnam to market economies, there has been significant rapid economic growth in these areas which fuelled higher demand and requirements for quality standards of travel-related services. (Source: "Extract: Hospitality Trends in Asia", Hotel Management Asia, 17 May 2011.) Enhanced business activities facilitate all aspects of hotel, tourism and catering sectors, more education and training are required to enhance students on cultural sensitivity and hospitality culture of the Mainland and emerging markets and the evolving changes of customer values, needs and behaviours. It is equally important to provide flexible entry and exit pathways for life-long learning, development and continuous skills upgrading for the workforce.

- (vii) At the third Wine & Dine Festival held in October 2011, nearly 300 exhibition booths are set up in the harbourfront of West Kowloon with Victoria Harbour to showcase wines from 19 wine-growing regions and over 100 Asian and Western dishes, totaling a record-breaking attendance of 116 500. As well as eliminating wine tariffs, fine-tuning customs arrangements and raising the quality of storage facilities, Hong Kong is becoming better connected with wine producers worldwide and 12 co-operation agreements were signed with wine-producing economies, including most of the major wine regions. (Source: Speech by Secretary of Commerce and Economic Development Bureau at Hong Kong International Wine and Spirit Competition Gala Wine Dinner and award presentation, 3 November 2011.) With the continuous development of the wine industry, the wine-related training and education programmes in wine knowledge, such as wine tasting, food and wine pairing and cellar management will certainly create enhanced value for our local manpower to meet the diverse needs of the sophisticated tourists.

- (viii) In 2012-13, the HKTB is planning a series of mega events, namely the Hong Kong Dragon Boat Carnival, Hong Kong Mid-Autumn Festival, Hong Kong Summer Spectacular, the Hong Kong Wine and Dine Festival and Hong Kong WinterFest, to draw more visitors to Hong Kong. (Source: 2012 Hong Kong Tourism Overview, Hong Kong Tourism Board, 29 February 2012.) In addition, it was announced in the Financial Secretary's 2012-13 Budget with an injection of \$150 million to extend the Mega Events Fund for five years, it would assist more local non-profit-making organisations to host more attractive arts, cultural and sports events so as to enrich travel experience of visitors and to maintain Hong Kong's tourism appeal.
- (ix) For MICE tourism, despite the volatile economic environment, the HKTB expects that there will be further growth in 2012. In 2012, Hong Kong will be the host city of several large-scale conventions and exhibitions, including the Fédération Dentaire Internationale (FDI) World Dental Congress, the Junior Chamber International Asia-Pacific Conference, and the Asian Attractions Expo, which are expected to bring 12 000, 5 000 and 4 000 participants respectively. (Source: 2012 Event Calendar, Hong Kong Convention and Exhibition Centre and AsiaWorld-Expo.) The international visitor arrivals are expected to increase and more job vacancies will be created within the hotel and tourism industries. The talents for hard and soft knowledge and skills for MICE-related business and supporting sectors, including hotel, food and beverage, retail and etc will be in continuous demand.
- (x) In view of the great potential of the cruise industry in the Asia-Pacific region, the HKSAR Government is pressing ahead with the construction of the new cruise terminal at Kai Tak to ensure that the first berth will commence operation in mid-2013. The total passenger throughput (the sum of passenger arrivals and departures) in 2011 reached 1.56 million, presenting 7.3% increase compared with 2010. (Source: Cruise Passenger Statistics, HKTB, January 2012.) The introduction of cruise tourism in Hong Kong will create more jobs in the cruise and related tourism industries. As the cruise-travellers are usually more experienced and knowledgeable, education, training and development are required to further enhance the existing industry practitioners and develop the new generation to provide high-quality, tailor-made, trendy and value-added services for serving the expanding tourism infrastructure.

- (xi) Spa resorts continue to develop throughout South-East Asia. Asia-Pacific has the largest number of spas and hotels under development of any region in the world, and by 2015, Mainland China will have 100 million outbound travelers, many seeking a luxury lifestyle that includes a westernised spa experience. The hotel/spa developers look to please both tourists seeking authentic ambience and indigenous treatments and local spa-goers looking for western-style spa-going. (Source: “SpaFinder’s 2011 Spa Trends Report”, SpaFinder, 16 November 2010.) These 3 500 spas currently operating in the Asia Pacific Region are generating approximately US\$ 2 billion in revenue per annum and employing over 50 000 people. (Source: “Hotel Spa Trends and Performance in Asia Pacific, Intelligent Spas, August 2011.) It is envisaged that with the development of the spa markets in Hong Kong, newly trained service staff specialising in this area will be in demand in future years.
- (xii) The HKSAR Government announced the proposed way forward for reforming the regulatory regime of the tourism sector in December 2011. The Travel Industry Authority is proposed to set up as the overall regulatory body to perform the current regulatory and licensing functions of the Travel Industry Council of Hong Kong and the Travel Agents Registry. The Government also proposed to introduce a statutory licencing system for tourist guides and tour escorts. (Source: Speech: “Government announces consultation findings on review of operation and regulatory framework of tourism sector and prosed way forward”, Commerce and Economic Development Bureau, 20 December 2011.) To align with the development of this regulatory regime, the quality training and development on the workforce in further enhancing the total quality of tourism services and for sustaining the healthy development of Hong Kong’s tourism sector in the long run is obvious.

11. As neighbouring areas (such as Macau and the Pearl-River Delta) are developing their tourism industry to stay ahead of the competition within the region, it places a stress on the supply of qualified personnel in the hotel industry. Close to 28 million arrival visitors in 2011, the Macau SAR recorded an increase of 12.2% over 2010. Currently, Macau has 65 hotels and 32 guesthouses, providing 23 222 rooms. (Source: Press Release, “Visitor arrivals to Macau exceeded 28 million last year MGTO set up working team to initiate plans in three tiers, Macau Government Tourist Office, 10 January 2012.) As the casino improvement projects and tourism-related attractions continue, it is expected that the growth of the Macau tourism market will have impact on the supply of talented manpower locally when the trained and experienced professionals move to explore opportunities in Macau.

12. With regard to post-secondary education, the HKSAR Government estimates that, by the 2014/15 academic year, over two-thirds of our young people in the relevant age group will have access to post-secondary education. (Source: Budget 2012-13, the HKSAR Government, February 2012.) With the implementation of the New Senior Secondary Education Curriculum and new 4-year university system, more senior secondary graduates may consider further education over immediate employment. While more mature and better educated youngsters are developing, this may affect the labour supply as the industry is growing and expanding, especially the demand of employees at the entrant operational level will be keen. Hotel training and education providers may consider developing programmes with flexible entry and exit pathways for professional development.

13. In the coming decades, baby boomers (born 1945-1964) will gradually retire and generation X (born 1965-1980) will succeed to their positions while generation Y (born 1981-1994) become the major workforce. Many employers have to employ this new wave of work force but are meeting challenges in working with them. According to survey findings on Generation Y / Post 80s employees conducted during March to May 2011, monetary compensation and benefits is an important factor to attract generation Y employees. Clear career pathway and interest are also factors considered in choosing/staying in a job. In addition, freshly minted University graduates are at the start of their career, they are not very independent. Instead of much freedom at work, they desire more support, guidance and trainings from employers. They also want to choose flexible working hours and instant feedback from others. (“Who is our Generation Y? Survey showed characteristics and preferences of Generation Y (Post 80s) at workplace”, Continuing Professional Development Alliance, 26 May 2011.) Another survey on analyzing the behaviour and career preferences of generation Y jobseekers indicated similar results and generation Y employees gave gradually gained acceptance in the workplace. It concluded that this is a continual challenge for human resource practitioners on recruitment and they need to review their staff acquisition and retention strategies in order to satisfy their companies’ human resource needs towards sustainable business development. (Source: Career Times Quarterly Hong Kong Salary Survey Report, November 2011.) Due to the generational differences in work-related attitude and values, employers, supervisors and managers need to review and upgrade their staff acquisition, training and retention strategies for sustainable business development not only for their respective organizations, but for the industry as a whole. At the same time, greater focus is required for hotel education and training institutes at both vocational and tertiary levels to effectively enrich their curriculum on nurturing a future workforce with stronger mindsets and positive working attitude to improve their work-preparedness and career planning in this fast-paced, dynamic and exciting industry.

14. Companies tend to strengthen their own workforce by exploring staff potential across different work levels. It is important to maintain a well-trained and high performance workforce who can help with their employee’s sustainability under different economic situations. (Source: Press Release, “Continuous Corporate Commitment to Employee Training and Development”, Hong Kong Institute of Human Resource Management, 17 October 2011.) Employers and industry training providers should join efforts in planning and establishing continuous training and development programmes and activities in such direction.

Highlights of Survey Findings

15. The survey reveals that as at September 2011, a total of 32 377 persons were employed in the hotel industry, of which 2 240 (6.9%) were in the managerial / professional level, 9 694 (29.9%) in supervisory / technician level, 19 485 (60.2%) in craft / operative level, and 958 (3.0%) in administrative and others level.

16. 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 2012-2014

17. Based on the staff-to-room ratio of 0.6:1, the projected number of hotel rooms and manpower for 2012 to 2014 are as follows:

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2011	32 377			62 830
2012		33 274	36 311 (+12.1%)*	69 386
2013			38 039 (+4.8%)**	72 266
2014			38 945 (+2.4%)**	73 777

Source: - The Hotel Supply Situation Report as at May 2012 published by the Hong Kong Tourism Board

- Manpower Projection for the Hotel Industry for 2012-2014 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2012.

* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2011.

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

Projected Additional Training Requirements

18. Based on the LMA forecast of manpower growth and adopting the wastage rates of 10% and 15% 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 2012 as follows:

Projected Additional Training Requirements for 2012

<u>Job Levels</u> <u>(% of all levels)</u>	<u>No. of</u> <u>Employees</u> <u>(2011)</u>	<u>Annual</u> <u>Wastage</u> <u>(10% / 15%)</u> <u>(A)</u> <u>(A) = 10%</u>	<u>Forecast</u> <u>Manpower</u> <u>Growth</u> <u>(12.1%)</u> <u>(B)</u>	<u>Estimated</u> <u>Additional</u> <u>Annual</u> <u>Requirements</u> <u>(A) + (B)</u>
Managerial / Professional (6.9%)	2 240	224	271	495
Supervisory / Technician (29.9%)	9 694	969	1 173	2 142
		<u>(A) = 15%</u>		
Craft / Operative (60.2%)	19 485	2 923	2 358	5 281
Administrative and Others (3.0%)	958	144	116	260
Total	32 377	4 260	3 918	8 178

Recommendations

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

- (i) Hong Kong economy should remain bright in the medium term prospects, although the Eurozone crisis adds a high degree of uncertainty to the global outlook. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.) Hong Kong will continue to ride on the growing economic prowess of the region and deepen its integration with the Mainland while continuing its stride towards a knowledge-based, high valued economy. Notwithstanding the grim outlook for the global economy in the short to medium term, the Training Board opines that it is pertinent for the HKSAR Government and employers to continue to invest in human resources development and training. This is important not only for maintaining the organisational strength and quality, but also ensuring that the hotel industry is ready to capture the opportunities once the economy rebounds.
- (ii) From a macro perspective, education and training is not only the golden key to promoting social mobility but also for equipping our younger generation to achieve their full potential which contributes to the strengthening of human capital in the long run. The Training Board is of the opinion that the Government should continue to be the key player to work closely with professional training institutions in designing and implementing education and training programmes that will enhance the employability and productivity of the workforce.
- (iii) With the challenging future of the hotel industry, a supply of better trained and more competent graduates at operative, supervisory and management levels will continue to be on demand. The Training Board acknowledges the changing of the hotel and tourism products and customer demands, in particular the trends and developments on the cruise and MICE markets, wine and sommelier services and cellar management, plus spa and wellness sectors. The institutions should enhance their current programmes to meet the emerging market needs.
- (iv) Concerning the implications of education reform particularly on the change of aptitude and attitude of the existing workforce and new generation, the Training Board is of a view that the hotel education and training institutions at both vocational and tertiary levels must enrich their curricula on developing soft skills, work ethics and professionalism, environmental awareness, problem solving, communication and interpersonal skills. More education and training are required to enhance students on cultural sensitivity and hospitality culture of the Mainland and emerging markets and the evolving changes of customer values, needs and behaviours. It is equally important to provide flexible entry and exit pathways to facilitate life-long learning, development and continuous skills upgrading for the workforce.

- (v) The future of hotel industry is shaped not just by the economic and technological changes, but also by population and generational changes. Finding the right people who will staff the expansion of the hospitality sector is proven difficult. The Training Board is of the opinion that educational and training institutes should expand their capacity to produce a workforce who are adept at cross-cultural management, have a strong sense of business ethics and be able to deliver their organisations' services in different economic contexts for the sustainable development of the hotel, catering, and tourism sectors. In addition, the education and training must prepare students to play a leadership role in the industry that is undergoing rapid and continuous change.
- (vi) Due to the generational differences in work-related attitude and values, the Training Board is of a view that employers, supervisors and managers need to review and upgrade their staff acquisition, training and retention strategies for sustainable business development not only for their respective organizations, but for the industry as a whole. At the same time, greater focus is required for hotel education and training institutes at both vocational and tertiary levels to effectively enrich their curriculum on nurturing a future workforce not only capable of mastering practical skills, but equally important are that they should possess stronger mindsets and positive working attitude to improve their work-preparedness and career planning in this fast-paced, dynamic and exciting industry.
- (vii) Facing a dilemma of a prudent manpower cost control and the need to attract, retain and engage talents in order to remain competitive, the Training Board encourages employers to pay attention to enhance or build robust human resources policies and systems which incorporate other measures such as career development opportunities and training programmes rather than focusing on the pay element only. It is equally important that employers recognise such needs and support their employees to attend up-grading courses / training programmes / workshops / seminars from accredited training / education institutions for the acquisition of new and updated knowledge and skills. In view of different quality standards amongst the pool of course providers for the industry, the Training Board recommends that course participants should carefully assess those in terms of their professionalism and accreditability prior to enrolment.
- (viii) With the rapid development of the tourism industry in the Pearl River Delta 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 accredited hotel and hospitality programmes of reputable training institutions, and to take

appropriate measures to counter the outflow of industry personnel to Macau and the PRD.

- (ix) The Training Board is of the view that the existing 32 377 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. It is important to maintain a well-trained and high performance workforce who can help with their employee's sustainability under different economic situations. Employers and industry training providers may consider joining efforts in planning and establishing continuous training and development programmes and activities.
- (x) 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.
- (xi) 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 Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the hospitality industry and recommending to the VTC the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board and its Working Party on the 2011 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 17th October to 18th November 2011 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 2012 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 17th October to 18th November 2011 with follow-up cases completed on May 2012.

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 157 hotel establishments and 47 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)
157 establishments

Branch 2: Chinese Restaurants Operated by Hotels (HSIC 561109-561111)
47 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 2012;
- (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 157 establishments surveyed, 123 completed and returned the questionnaires and there were 18 refusal cases. The effective response rate was 87.2%.

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

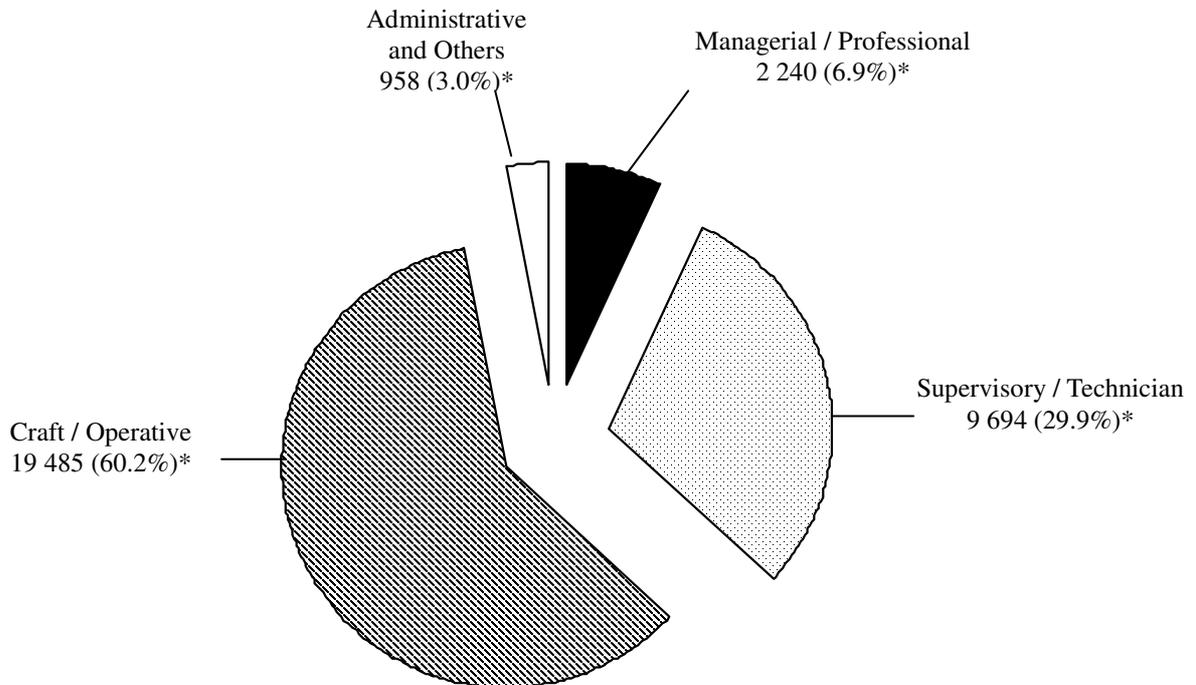
2.1 The survey reveals that as at September 2011, a total of 32 377 persons were employed in the hotel industry as compared to 29 043 in 2009, representing an increase of 3 334 (11.5%). Their distribution by job level is as follows:

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	2 240	6.9%
Supervisory / Technician	9 694	29.9%
Craft / Operative	19 485	60.2%
Administrative and Others	958	3.0%
Total	32 377	100.0%

Figure 2.1: Distribution of Employees by Job Level

Total: 32 377



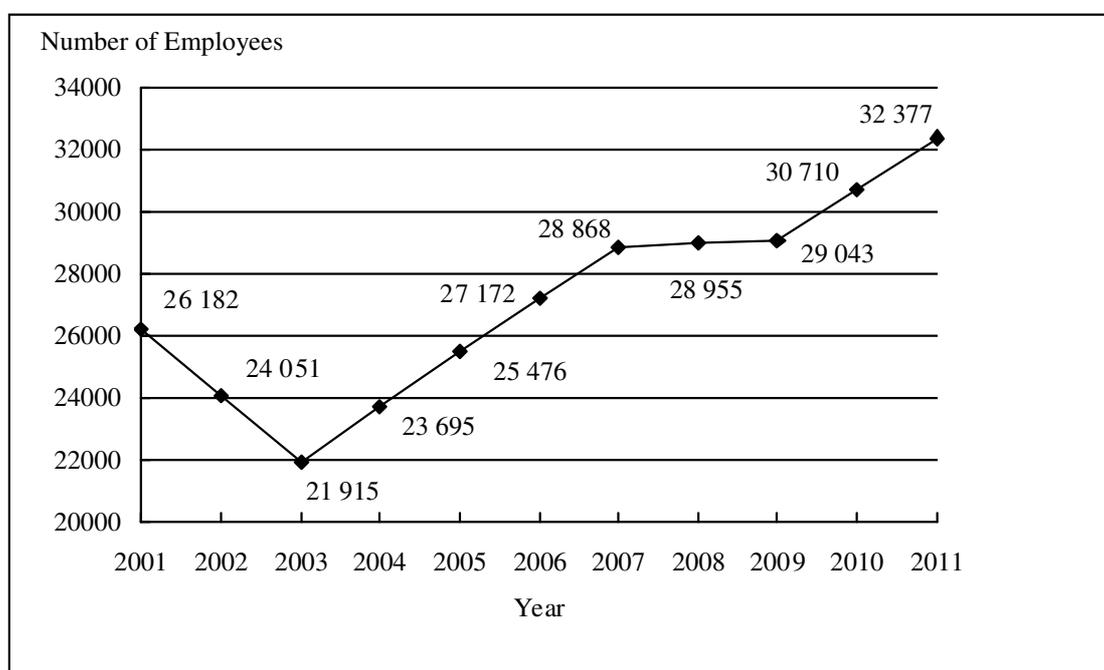
(*) As percentage of total number of employees

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) presents the number of hotels in Hong Kong from 2001 to 2011.

Table 2.2 (a)

Trend of the Number of Employees
(2001 - 2011)



Source: Data obtained from the Manpower Survey Reports on Hotel Industry in 2001-2011

Table 2.2(b)

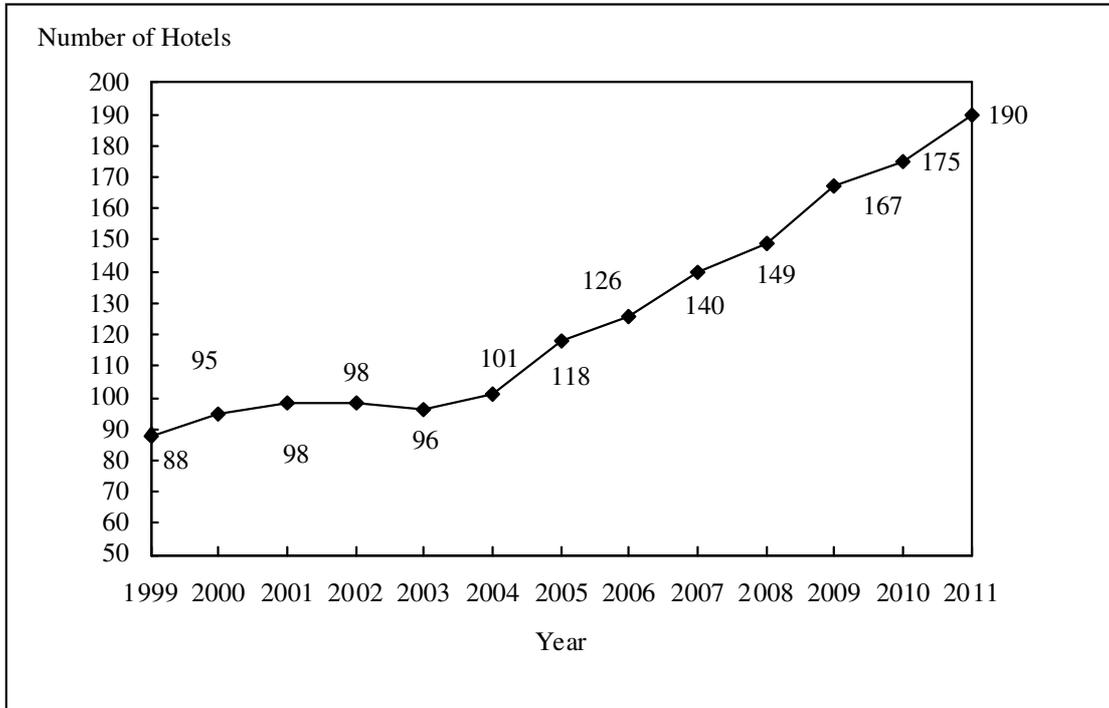
Trend of the Number of Employees by Job Levels
(2001 - 2011)

<u>Year</u>	<u>Managerial / Professional</u>	<u>Supervisory / Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
2001	1 605	6 871	15 115	2 591	26 182
2002*	1 515	6 363	13 656	2 517	24 051
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

*Computed by interpolation

Table 2.2 (c)

Total Number of Hotels
(2001 - 2011)



Source: Hotel Supply Situation Reports as at March 2001, as at March 2004, as at March 2006, as at March 2007, as at March 2010 and as at May 2012, 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	2 150	90	2 240	6.9%
Supervisory / Technician	8 718	976	9 694	29.9%
Craft / Operative	18 691	794	19 485	60.2%
Administrative and Others	958	0	958	3.0%
Total	30 517	1 860	32 377	100.0%

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 818 vacancies, or 2.5% of the existing 32 377 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	31	0	31 (3.8%)
Supervisory / Technician	142	14	156 (19.1%)
Craft / Operative	594	28	622 (76.0%)
Administrative and Others	9	0	9 (1.1%)
Total	776	42	818 (100.0%)

(*) As percentage of the total number of vacancies

Distribution of Existing Vacancies by Job Level

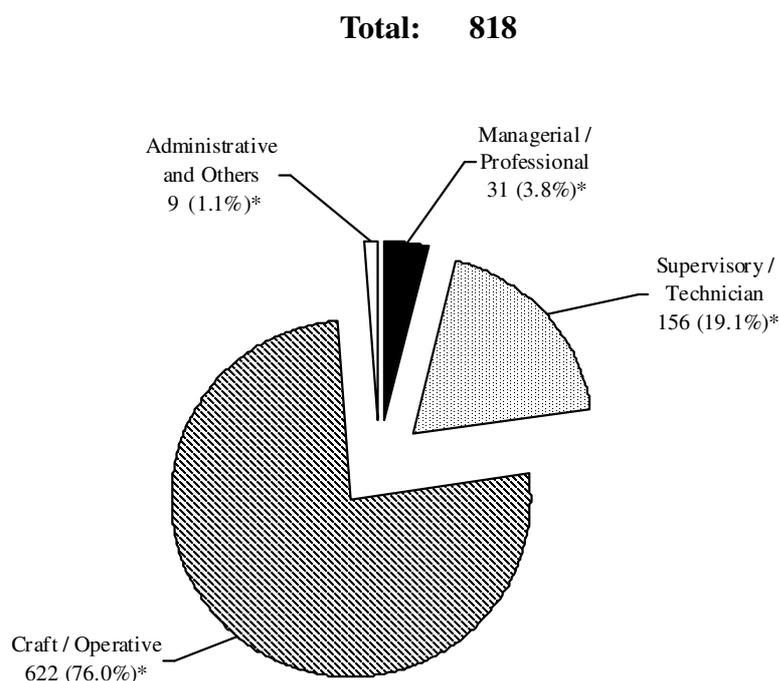
2.5 Of the 818 vacancies, 31 were at managerial / professional level, 156 at the supervisory / technician level, 622 at the craft / operative level, 9 at the administrative and others levels. The number of vacancies with the existing workforce at the same job level is shown in Table 2.5 and Figure 2.5:

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	2 240	31 (3.8%)*	1.4%
Supervisory / Technician	9 694	156 (19.1%)*	1.6%
Craft / Operative	19 485	622 (76.0%)*	3.2%
Administrative and Others	958	9 (1.1%)*	0.9%
Total	32 377	818 (100.0%)*	2.5%

(*) 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 75 trainees / apprentices in the hotel industry as at September 2011. 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	4	1	60	6	71
Chinese Restaurants Operated by Hotels	0	0	4	0	4
Total	4	1	64	6	75

Employers' Forecast Manpower Demand by September 2012

2.7 Employers forecasted that there would be a total of 33 274 employees by September 2012, an increase of 897 (2.8%) over the number employed in September 2011. 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 2011</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 2012</u>
Hotels	30 517	31	166	645	11	853	31 370
Chinese Restaurants Operated by Hotels	1 860	0	14	30	0	44	1 904
Total	32 377	+31 (+1.4%)*	+180 (+1.9%)*	+675 (+3.5%)*	+11 (+1.1%)*	+897 (+2.8%)**	33 274

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

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

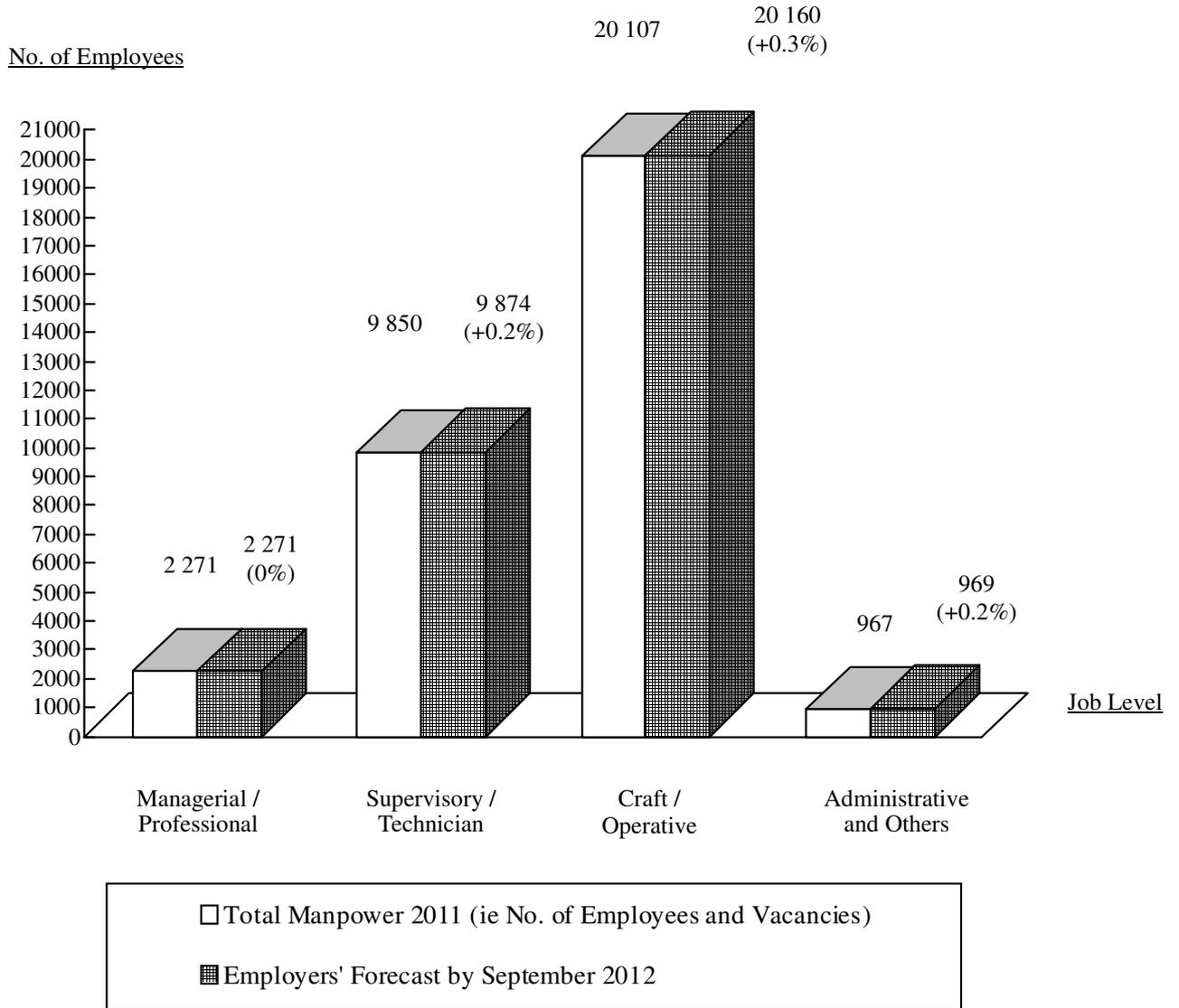
Table 2.7(b): Employers' Forecast of Manpower Demand by September 2012 by Job Level

<u>Job Level</u>	<u>(a) No. of Employees in Sept. 2011</u>	<u>(b) No. of Vacancies in Sept. 2011</u>	<u>(a) + (b) Total No. of Posts in Sept. 2011</u>	<u>Employers' Forecast of Manpower in Sept. 2012</u>	<u>Growth</u>	<u>(%)*</u>
Managerial / Professional	2 240	31	2 271	2 271	0	(0%)
Supervisory / Technician	9 694	156	9 850	9 874	+24	(+0.2%)
Craft / Operative	19 485	622	20 107	20 160	+53	(+0.3%)
Administrative and Others	958	9	967	969	+2	(+0.2%)
Total	32 377	818	33 195	33 274	+79	(+0.2%)**

(%)* 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 836 employees (2.6% of the total number of employees) had been promoted from within the industry. Of the 836 employees, 157 (18.8%) were at the managerial / professional level and 679 (81.2%) 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	2 240	157	7.0%
Supervisory / Technician	9 694	679	7.0%
Craft / Operative	19 485	0	0.0%
Administrative and Others	958	0	0.0%
Total	32 377	836	2.6%**

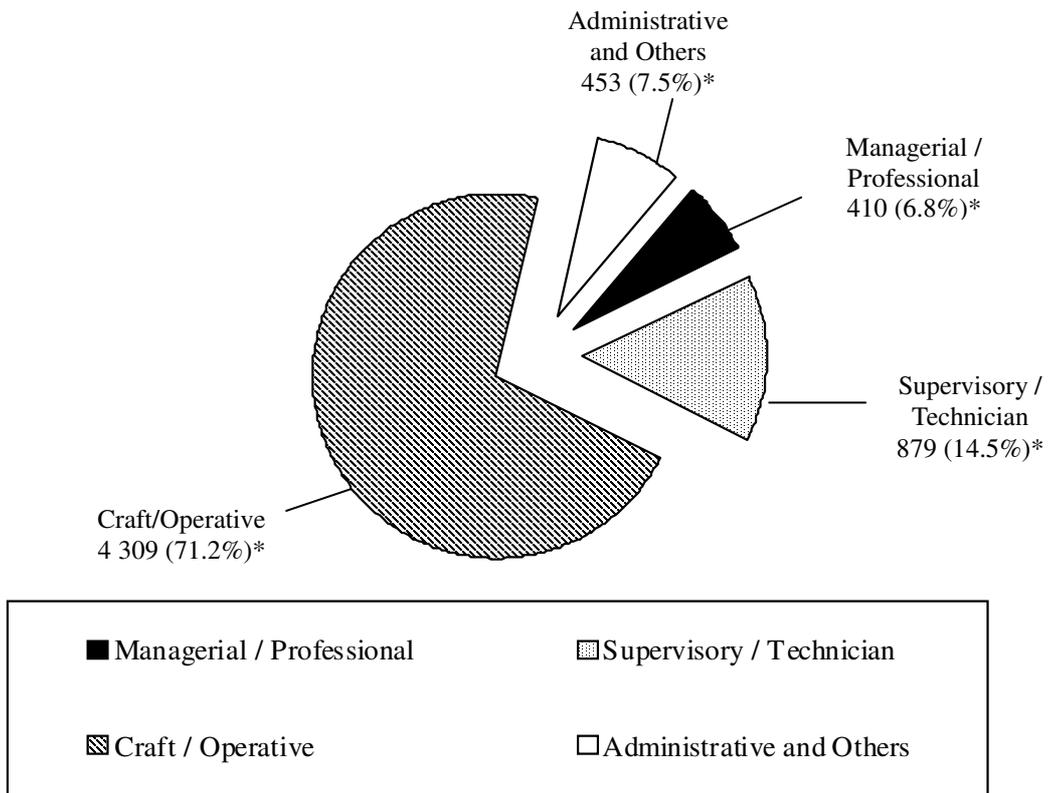
(%)* As percentage of the number employed at the same job level

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

Staff Turnover in the Past 12 Months

2.9 Employers reported that 6 051 employees or 18.7% 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

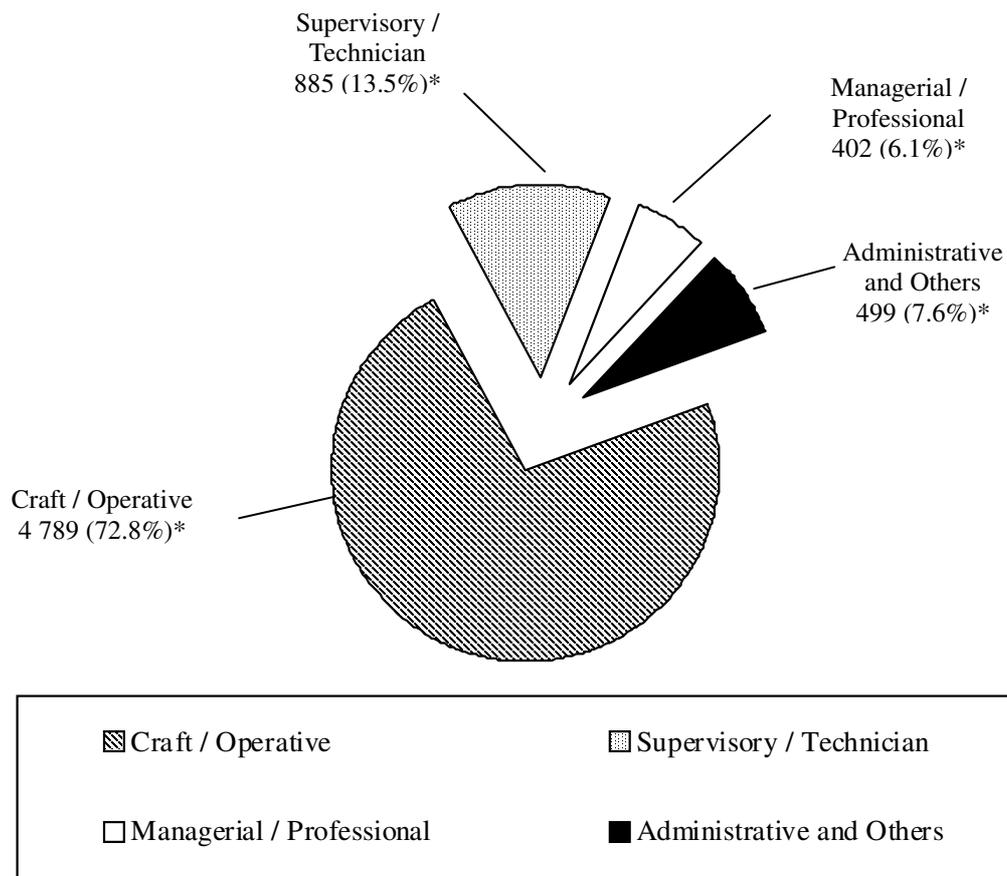


(*) As percentage of total number of staff turnover

New Recruits in the Past 12 Months

2.10 Employers reported that they had recruited 6 575 new employees in the past 12 months. The largest number of recruits was found in the craft / operative levels (4 789 or 72.8% 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

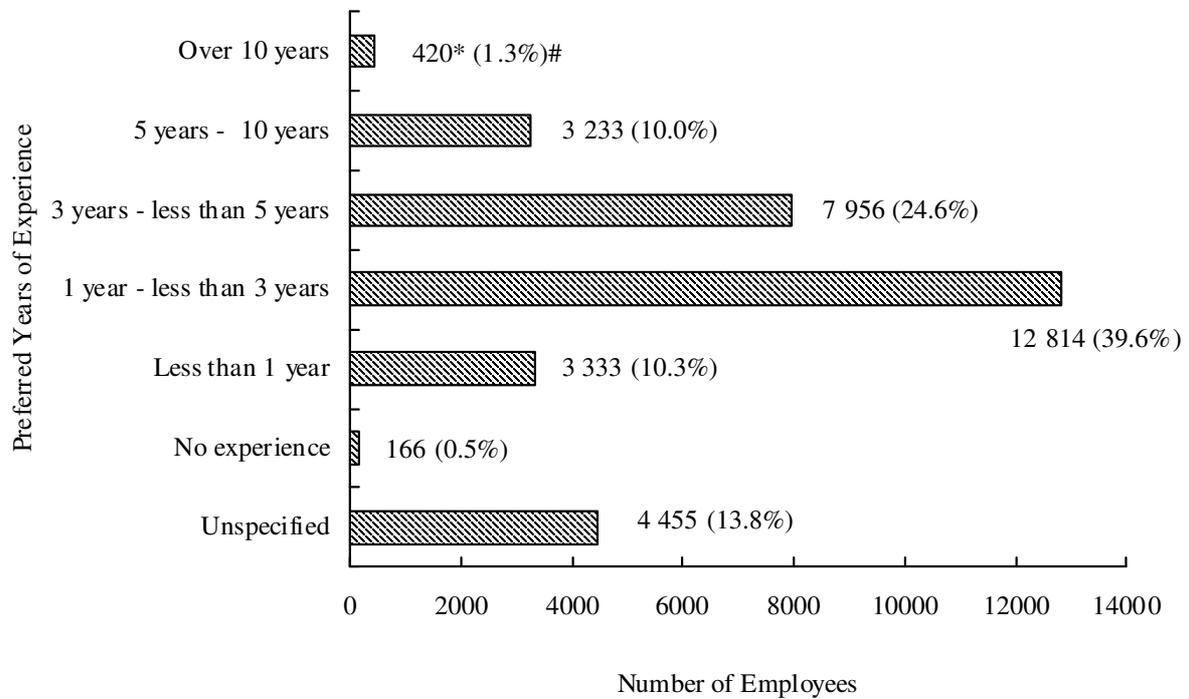
<u>Job Level</u>	<u>Type (No. of Employees)</u>	<u>% of the No. Employed at each Job Level</u>
Managerial / Professional	University Degree or above (1 360)	60.7%
	Higher Diploma / Associate Degree or equivalent (378)	16.9%
Supervisory / Technician	Professional Diploma / Diploma or equivalent (3 078)	31.8%
	Higher Diploma / Associate Degree or equivalent (1 800)	18.6%
Craft / Operative	Secondary 5 - 7 (6 146)	31.5%
	Secondary 3 - 4 (5 008)	25.7%
Administrative and Others	Secondary 5 - 7 (356)	37.2%
	Professional Diploma / Diploma or equivalent (193)	20.1%

Preferred Years of Relevant Experience

2.12 The majority of employers reported that 39.6% of their employees possessed 1 to less than 3 years of experience, 24.6% possessed 3 to less than 5 years of experience, and 10.3% possessed less than 1 year of experience. It should be noted that only 0.5% 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: 32 377



* 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	-	-	3	93	233	275	224	404	292	716	2 240
Supervisory / Technician	-	18	2 162	3 685	2 008	319	101	14	5	1 382	9 694
Craft / Operative	720	5 946	9 400	405	35	2	-	-	-	2 977	19 485
Administrative and Others	-	122	568	70	44	5	1	-	-	148	958
Total	720 (2.2)*	6 086 (18.8)	12 133 (37.5)	4 253 (13.1)	2 320 (7.2)	601 (1.9)	326 (1.0)	418 (1.3)	297 (0.9)	5 223 (16.1)	32 377 (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 from \$35,001 to \$40,000 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 2011, as reported by the employers, on an hourly, daily and monthly fee basis. The survey indicated that a total of 1 600 part-time employees were hired by the hotel industry as at September 2011.

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

<u>Job Level</u>	<u>\$28 - \$40</u>	<u>\$41 - \$60</u>	<u>\$61 or above</u>	<u>Refusal</u>	<u>Total</u>
Managerial / Professional	-	-	-	-	-
Supervisory / Technician	-	-	7	-	7
Craft / Operative	662	862	4	5	1 533
Administrative and Others	-	-	-	-	-
Total	662	862	11	5	1 540

**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	15	11	6	-	32
Administrative and Others	-	-	-	-	-
Total	15	11	6	3	35

**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>Total</u>
Managerial / Professional	-	-	-
Supervisory / Technician	-	-	-
Craft / Operative	20	3	23
Administrative and Others	1	1	2
Total	21	4	25

Training to Employees

2.16 The analysis shown in Table 2.16 indicated that 11 803 (36.45%) of the employees received less than 5 days internal training and 2 898 (8.95%) received no training.

Table 2.16: No. of Employees by Average Man-days Spent on Internal Training in 2011

Man-days	Total / % of Total Number #
Nil	2 898 / 8.95%
< 5 days	11 803 / 36.45%
5 Days to < 10 Days	7 218 / 22.29%
10 Days to 15 Days	5 008 / 15.47%
Over 15 Days	768 / 2.37%
Unspecified	4 682 / 14.46%
Total	32 377 / 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 communication skills is required for managerial / professional as well as administrative and others job levels. Details are shown at Table 18 of Appendix 5.

2.18 The survey findings shown that 40.5% 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 part-time day release 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	3 666 / 11.3%
	2 nd Priority	12 264 / 37.9%
	3 rd Priority	10 379 / 32.1%
	Unspecified	6 068 / 18.7%
	Total	32 377 / 100.0%
Evening	1 st Priority	5 869 / 18.1%
	2 nd Priority	7 829 / 24.2%
	3 rd Priority	12 611 / 39.0%
	Unspecified	6 068 / 18.7%
	Total	32 377 / 100.0%
Seminar / Workshop	1 st Priority	18 346 / 56.7%
	2 nd Priority	6 216 / 19.2%
	3 rd Priority	3 319 / 10.3%
	Unspecified	4 496 / 13.9%
	Total	32 377 / 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	Unspecified	Total Number of Hotels Responded
Hotels	17	6	120	10	153
Total	17	6	120	10	153
(%)*	(11.1%)	(3.9%)	(78.4%)	(6.5%)	(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	1 332	3 365	2 618	2 943	4 131	790	4 306	19 485
% of Total	6.8%	17.3%	13.4%	15.1%	21.2%	4.1%	22.1%	100.0%

SECTION III

CONCLUSIONS

Industry Outlook

3.1 Sustaining the recovery and upward trend in 2010, Hong Kong's tourism industry continued to achieve significant growth in 2011, as led by the soar of travel aspirations resulting from the continued improvement of the global economy and the appreciation of most major currencies against the Hong Kong dollars. Notwithstanding a receding European economy owing to the debt crisis, the Asian market, particularly Mainland China, still recorded steadfast economic growth, and became the growth drivers of Hong Kong's tourism. (Source: "Hong Kong Tourism Board (HKTB) Work Plan for 2012-13", Tourism Commission, January 2012.) In 2011, visitor arrivals to Hong Kong reached an all time high of 41.92 million, a year-on-year increase of 16.4%. (Source: HKTB Press Release, "Visitor arrivals in 2011 Surpass 41 Million", 20 January 2012.)

3.2 In 2011-12, the HKTB launched the 'Hong Kong • Asia's World City' platform to showcase Hong Kong appeal's as a world-class travel destination, including its international setting, cosmopolitan lifestyle, unique East-meets-West culture and great diversity of tourism attractions. It elevates Hong Kong's image as world-class travel destination and creates greater business opportunities for the tourism, retail, dining and service sectors of the city. The Total Expenditure Associated to Inbound Tourism (TEAIT) has increased by 20.5% year-on-year to HK\$253 billion in 2011. The per capita spending of both overnight and same-day went up by 9.0% to HK\$7,333 and by 4.0% to HK\$1,920 respectively. (Source: HKTB Press Release, "Visitor arrivals in 2011 Surpass 41 Million", 20 January 2012.)

3.3 Mainland China continued to be the largest visitor source market of Hong Kong with 28.1 million arrivals (+23.9%), accounting for 67.0% of our total arrivals in 2011. Amongst all Mainland arrivals, 14.5 million (51.6%) were same-day visitors, up by 31.7% year-on-year. 65.3% or 18.3 million visitors came to Hong Kong under the Individual Visit Scheme (IVS), up by 28.8% over 2010. For other short-haul markets, arrivals recorded an increase of 4.6%. In 2011, arrivals from Taiwan remained at the level of over two million as a result of a 22.5% increase in vacation visits, which offset the effect brought about from further expansion of direct cross-strait flights. North Asia also registered a growth of 4.4%, with a significant increase of arrivals from South Korea by 14.6%. It is also the first time that the number of arrivals from South Korea surpassed the one million mark. For South and Southeast Asia, arrivals also rose by 7.1%. The arrivals from long-haul markets recorded a 1.7% increase. In particular, the United States remained the largest long-haul market with 1.2 million arrivals in 2011, representing a 3.5% increase. Emerging markets, including Russia (+51.5%) and South America (+17.7%), also registered significant increases in arrival numbers. (Source: "Tourism Performance in 2011", Tourism Commission, 9 March 2012.)

3.4 For business arrivals, these were affected by the economic uncertainties, which caused corporations in most long-haul markets to tighten their budgets for business travel. Nevertheless, overall business arrival to Hong Kong went up by 5.7%, as contributed by satisfactory increase in overnight MICE (meetings, incentives, conventions and exhibitions) arrivals, which rose by 9.3% year-on-year. (Source: MICE Statistics Meetings and Exhibition Hong Kong, HKTB, January 2012.)

3.5 By the end of 2011, Hong Kong had 190 hotels with 62 830 rooms. The average hotel occupancy rate across all categories of hotels in 2011 was 89%, which was 2% higher than 2010. The average achieved hotel room rate across all hotel categories in 2011 was HK\$1,356, representing an increase of 16.4% (HK\$1,165) on the 2010. The number of hotels is planned to increase from 190 in 2011 to 243 in 2015, with the number of hotel rooms increase from 62 830 to 72 508 (+9 678 rooms). (Sources: HKTB Hotel Survey, January 2012 and Hotel Supply Situation by HKTB, February 2012.)

3.6 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 industry. Major tourism projects being implemented and under planning included (Source: Hong Kong Tourism Commission, February 2012.):

- (i) Redevelopment of Ocean Park – the HK\$5.55 billion phased project to turn Ocean Park a world-class marine-themed park featuring more than 70 attractions has been started and to be completed in 2012.
- (ii) Aberdeen Tourism Project – aims 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 harbor as well as Ap Lei Chai Main Street and adjacent streets, with the theme of a traditional fishermen’s village. The project will be completed in phase between 2012 and 2014.
- (iii) Enhancement of Footbridge in Tsim Sha Tsui (TST) East – aims to enhance the TST district’s attractiveness to tourists and improve the connectivity between TST East and other parts of TST such as the Avenue of Stars, TST Waterfront Promenade, the enhancement of two existing footbridges will be completed in the second half of 2012.
- (iv) Kai Tak Cruise Terminal – aims at developing Hong Kong into a premier regional cruise hub, the site formation work began in December 2009. The new cruise terminal will have two alongside berths with no air draft limit. The first berth of the terminal is expected to commence operation in mid-2013 and will be 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.

- (v) Disneyland expansion project – the expansion will enlarge the existing theme park by 23%, adding more than 30 new attractions, entertainment and interactive experiences, bringing the total number to over 100. It will be completed in phases before mid-2014.
- (vi) The Three-Runway System by Airport Authority – the submission of 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 tourism, but also upholds Hong Kong’s competitive edge as a leading aviation hub and travel destination globally. (Source: HKTB Press Release: “Hong Kong Tourism Board Welcomes Submission of Recommendation on Three-runway System by Airport Authority”, 29 December 2011.)

3.7 The global economy is expected to be sluggish in 2012. According to the International Monetary Fund report in September 2011, the world GDP is forecast to grow at 4.0%, the same as 2011. Meanwhile, the United National’s World Economic Situation and Prospects projected that the world GDP will increase by 2.6% in 2012, compared to 2.8% in 2011. (Sources: “World Economic Outlook”, International Monetary Fund, September 2011 and “World Economic Situation and Prospects”, Department of Economic and Social Affairs of the United Nations, 1 December 2011.)

3.8 Among the world economies, the American economy is expected to contend with onerous structural problems including the fragile fiscal positions, persistently high unemployment, household and depressed housing market. The intensification of the eurozone sovereign debt crisis since mid-2011 has not only dealt a severe blow to the already fragile recovery in the advanced economies, but also led to a region-wide deceleration in exports and production activities in Asia which are so closely tied to the final consumption demand in the advanced economies. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.)

3.9 In contrast, the economic outlook for Mainland China and various short-haul markets is relatively optimistic. Mainland China is expected to achieve 8.0% growth in its GDP, while positive growth is also foreseen for other short-haul markets, for example Taiwan, South Korea and various Southeast Asian countries. The enlarging middle-class populations in the region, such as India, are going to raise demand for leisure, entertainment and travel. On the exchange rate, most currencies are expected to maintain their strength to the Hong Kong dollar, although Euro, the Australian dollar and the Canadian dollar may soften. On the contrary, appreciation of the currencies of most short-haul countries is expected, which will in turn favour inbound travel to Hong Kong. (Source: “HKTB Work Plan for 2012-13”, Tourism Commission, January 2012.)

3.10 According to The World Travel Trends Report 2010/11 published by the International Tourism Bourse (ITB), it indicates that 76% of Asians who plan to travel will choose destinations within the region. Since visitors are more inclined to short-haul travel, Hong Kong is expected to benefit from the boom in intra-regional travel. (Source: The World Travel Trends Report 2010/11, ITB, December 2011.)

Implications on Manpower

3.11 As a result of sustained strong growth in labour demand since 2010, unemployment continued on a downtrend in 2011. The unemployment rate for accommodation and food services sector dropped from 4.9% in the fourth quarter of 2010 to 4.2% in the fourth quarter of 2011. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.)

3.12 In view of the global economic uncertainties over the course of 2011, the HKSAR Government has adopted a multi-pronged strategy to strengthen and diversify our growth engines. On economic integration with the Mainland China, the National 12th Five-Year Plan was promulgated in March 2011, with a chapter dedicated to Hong Kong's positioning in the national development strategy. In addition to consolidating its position as an international financial, trade and shipping centre, Hong Kong will continue to nurture emerging industries with clear advantages. Subsequently, cooperation with the Mainland China was further strengthened with the signing of Supplement VIII to the Mainland China and Hong Kong Closer Economic Partnership Arrangement (CEPA) on 13 December 2011. The new supplement brought the total number covered service sectors up to 47, including tourism, convention and exhibition. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.)

3.13 With the development of new hotel and tourism-related projects in Hong Kong and 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 at February 2012 published by the Hong Kong Tourism Board, there will be 53 new hotels with some 9 700 additional rooms to be completed between 2011 to 2015. Based on a staff to room ratio of 0.6:1, approximately 5 800 new vacancies will be created in the next 5 years for these new hotels. (Source: Hotel Supply Report, HKTB, February 2012.) These new hotel developments reflect the positive projection of potential visitors who may travel to Hong Kong in future years and indicate a possible surge in manpower requirements in the years to come.
- (ii) The booming economy of the Mainland China continues providing positive impact on Hong Kong's hotel and tourism industries. The Mainland China arrivals increased by 23.9% to 28 100 129 in 2011. Among the total Mainland arrivals, 65.3% or 18.34 million travelled on the Individual Visit Scheme, representing a 28.8% increase year-on-year. (Source: HKTB Press Release, "Visitor arrivals in 2011 Surpass 41 Million", 20 January 2012.)

- (iii) Hong Kong and Guangdong will continue to step up co-operation in further opening up overseas travel market, attract international tourist and expand the Mainland China's outbound travel market. Guangdong will expedite the extension of the "144-hour facilitation visa" policy to the entire province. For the implementation of travel facilitation between the two places, in the 2012 Work Plan of the Framework Agreement on Hong Kong/Guangdong Co-operation develops three new initiatives: first, the introduction of the first phase of the trial scheme on ad hoc quotas for cross-boundary private cars in March 2012; second, launch of Lingnan Tong and Octopus two-in-one cards for public transport and retails purchases in the two places; third, extension of Hong Kong's e-Channel service at Lo Wu and Lok Ma Chau Spur Line control points to registered visitors from the Mainland China starting from January 2012. (Source: Press Release: "17th Working Meeting of the Hong Kong/Guangdong Co-operation Joint Conference held in Hong Kong", Constitutional and Mainland Affairs Bureau, 9 January 2012.)
- (iv) Following the opening of the Guangzhou-Shenzhen section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link in December 2011, visitors in Central China can travel even more conveniently to Hong Kong via Shenzhen. The new transport infrastructure will encourage more Mainland visitors to come to Hong Kong, and help enhance Hong Kong's position as a travel hub in the Pearl River Delta region.
- (v) On regional integration and developing overseas markets, Hong Kong strengthened economic relations with Shenzhen to raise the productivity of the twin cities as a whole. The Qianhai project entered the implementation stage in September 2011 with the establishment of the Inter-ministries Joint Conference on the Development of Qianhai Area in Shenzhen. In addition, the Hong Kong Economic, Trade and Cultural Office was established in Taiwan on 20 December 2011. As for overseas markets, a free trade agreement was signed with the European Free Trade Association (FTA) in June 2011, the first FTA with European economies. Linkage with emerging markets continued to deepen, with the value of Hong Kong's merchandise exports to India, Brazil and Russia surging 26%, 23% and 18% respectively in 2011. (Source: 2011 Economic Background and 2012 Prospect, the HKSAR Government, February 2012.)
- (vi) With the transition of many countries such as Mainland China, India, and Vietnam to market economies, there has been significant rapid economic growth in these areas which fuelled higher demand and requirements for quality standards of travel-related services. (Source: "Extract: Hospitality Trends in Asia", Hotel Management Asia, 17 May 2011.) Enhanced business activities facilitate all aspects of hotel, tourism and catering sectors, more education and training are required to enhance students on cultural sensitivity and hospitality culture of the Mainland and emerging markets and the evolving changes of customer values, needs and behaviours. It is equally important to provide flexible entry and exit

pathways for life-long learning, development and continuous skills upgrading for the workforce.

- (vii) At the third Wine & Dine Festival held in October 2011, nearly 300 exhibition booths are set up in the harbourfront of West Kowloon with Victoria Harbour to showcase wines from 19 wine-growing regions and over 100 Asian and Western dishes, totaling a record-breaking attendance of 116 500. As well as eliminating wine tariffs, fine-tuning customs arrangements and raising the quality of storage facilities, Hong Kong is becoming better connected with wine producers worldwide and 12 co-operation agreements were signed with wine-producing economies, including most of the major wine regions. (Source: Speech by Secretary of Commerce and Economic Development Bureau at Hong Kong International Wine and Spirit Competition Gala Wine Dinner and award presentation, 3 November 2011.) With the continuous development of the wine industry, the wine-related training and education programmes in wine knowledge, such as wine tasting, food and wine pairing and cellar management will certainly create enhanced value for our local manpower to meet the diverse needs of the sophisticated tourists.
- (viii) In 2012-13, the HKTb is planning a series of mega events, namely the Hong Kong Dragon Boat Carnival, Hong Kong Mid-Autumn Festival, Hong Kong Summer Spectacular, the Hong Kong Wine and Dine Festival and Hong Kong WinterFest, to draw more visitors to Hong Kong. (Source: 2012 Hong Kong Tourism Overview, Hong Kong Tourism Board, 29 February 2012.) In addition, it was announced in the Financial Secretary's 2012-13 Budget that with an injection of \$150 million to extend the Mega Events Fund for five years, it would assist more local non-profit-making organisations to host more attractive arts, cultural and sports events so as to enrich travel experience of visitors and to maintain Hong Kong's tourism appeal.
- (ix) For MICE tourism, despite the volatile economic environment, the HKTb expects that there will be further growth in 2012. In 2012, Hong Kong will be the host city of several large-scale conventions and exhibitions, including the Fédération Dentaire Internationale (FDI) World Dental Congress, the Junior Chamber International Asia-Pacific Conference, and the Asian Attractions Expo, which are expected to bring 12 000, 5 000 and 4 000 participants respectively. (Source: 2012 Event Calendar, Hong Kong Convention and Exhibition Centre and AsiaWorld-Expo.) The international visitor arrivals are expected to increase and more job vacancies will be created within the hotel and tourism industries. The talents for hard and soft knowledge and skills for MICE-related business and supporting sectors, including hotel, food and beverage, retail and etc will be in continuous demand.

- (x) In view of the great potential of the cruise industry in the Asia-Pacific region, the HKSAR Government is pressing ahead with the construction of the new cruise terminal at Kai Tak to ensure that the first berth will commence operation in mid-2013. The total passenger throughput (the sum of passenger arrivals and departures) in 2011 reached 1.56 million, presenting 7.3% increase compared with 2010. (Source: Cruise Passenger Statistics, HKTB, January 2012.) The introduction of cruise tourism in Hong Kong will create more jobs in the cruise and related tourism industries. As the cruise-travellers are usually more experienced and knowledgeable, education, training and development are required to further enhance the existing industry practitioners and develop the new generation to provide high-quality, tailor-made, trendy and value-added services for serving the expanding tourism infrastructure.
- (xi) Spa resorts continue to develop throughout South-East Asia. Asia-Pacific has the largest number of spas and hotels under development of any region in the world, and by 2015, Mainland China will have 100 million outbound travelers, many seeking a luxury lifestyle that includes a westernised spa experience. The hotel/spa developers look to please both tourists seeking authentic ambience and indigenous treatments and local spa-goers looking for western-style spa-going. (Source: “SpaFinder’s 2011 Spa Trends Report”, SpaFinder, 16 November 2010.) These 3 500 spas currently operating in the Asia Pacific Region are generating approximately US\$2 billion in revenue per annum and employing over 50 000 people. (Source: “Hotel Spa Trends and Performance in Asia Pacific, Intelligent Spas, August 2011.) It is envisaged that with the development of the spa markets in Hong Kong, newly trained service staff specialising in this area will be in demand in future years.
- (xii) The HKSAR Government announced the proposed way forward for reforming the regulatory regime of the tourism sector in December 2011. The Travel Industry Authority is proposed to set up as the overall regulatory body to perform the current regulatory and licensing functions of the Travel Industry Council of Hong Kong and the Travel Agents Registry. The Government also proposed to introduce a statutory licencing system for tourist guides and tour escorts. (Source: Speech: “Government announces consultation findings on review of operation and regulatory framework of tourism sector and proposed way forward”, Commerce and Economic Development Bureau, 20 December 2011.) To align with the development of this regulatory regime, the quality training and development on the workforce in further enhancing the total quality of tourism services and for sustaining the healthy development of Hong Kong’s tourism sector in the long run is obvious.

3.14 As neighbouring areas (such as Macau and the Pearl-River Delta) are developing their tourism industry to stay ahead of the competition within the region, it places a stress on the supply of qualified personnel in the hotel industry. Close to 28 million arrival visitors in 2011, the Macau SAR recorded an increase of 12.2% over 2010. Currently, Macau has 65 hotels and 32 guesthouses, providing 23 222 rooms. (Source: Press Release, “Visitor arrivals to Macau exceeded 28 million last year MGTO set up working team to initiate plans in three tiers”, Macau Government Tourist Office, 10 January 2012.) As the casino improvement projects and tourism-related attractions continue, it is expected that the growth of the Macau tourism market will have impact on the supply of talented manpower locally when the trained and experienced professionals move to explore opportunities in Macau.

3.15 With regard to post-secondary education, the HKSAR Government estimates that, by the 2014/15 academic year, over two-thirds of our young people in the relevant age group will have access to post-secondary education. (Source: Budget 2012-13, the HKSAR Government, February 2012.) With the implementation of the New Senior Secondary Education Curriculum and new 4-year university system, more senior secondary graduates may consider further education over immediate employment. While more mature and better educated youngsters are developing, this may affect the labour supply as the industry is growing and expanding, especially the demand of employees at the entrant operational level will be keen. Hotel training and education providers may consider developing programmes with flexible entry and exit pathways for professional development.

3.16 In the coming decades, baby boomers (born 1945-1964) will gradually retire and generation X (born 1965-1980) will succeed to their positions while generation Y (born 1981-1994) become the major workforce. Many employers have to employ this new wave of work force but are meeting challenges in working with them. According to survey findings on Generation Y / Post 80s employees conducted during March to May 2011, monetary compensation and benefits is an important factor to attract generation Y employees. Clear career pathway and interest are also factors considered in choosing/staying in a job. In addition, freshly minted University graduates are at the start of their career, they are not very independent. Instead of much freedom at work, they desire more support, guidance and trainings from employers. They also want to choose flexible working hours and instant feedback from others. (“Who is our Generation Y? Survey showed characteristics and preferences of Generation Y (Post 80s) at workplace”, Continuing Professional Development Alliance, 26 May 2011.) Another survey on analyzing the behaviour and career preferences of generation Y jobseekers indicated similar results and generation Y employees gave gradually gained acceptance in the workplace. It concluded that this is a continual challenge for human resource practitioners on recruitment and they need to review their staff acquisition and retention strategies in order to satisfy their companies’ human resource needs towards sustainable business development. (Source: Career Times Quarterly Hong Kong Salary Survey Report, November 2011.) Due to the generational differences in work-related attitude and values, employers, supervisors and managers need to review and upgrade their staff acquisition, training and retention strategies for sustainable business development not only for their respective organizations, but for the industry as a whole. At the same time, greater focus is required for hotel education and training institutes at both vocational and tertiary levels to effectively enrich their curriculum on nurturing a future workforce not only capable of mastering practical skills, but equally important are that they should possess

stronger mindsets and positive working attitude to improve their work-preparedness and career planning in this fast-paced, dynamic and exciting industry.

3.17 Companies tend to strengthen their own workforce by exploring staff potential across different work levels. It is important to maintain a well-trained and high performance workforce who can help with their employee's sustainability under different economic situations. (Source: Press Release, "Continuous Corporate Commitment to Employee Training and Development", Hong Kong Institute of Human Resource Management, 17 October 2011.) Employers and industry training providers should join efforts in planning and establishing continuous training and development programmes and activities in such direction.

The Survey Findings

3.18 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

3.19 In September 2011, there were 32 377 employees (excluding trainees / apprentices) in the hotel industry, representing an increase of 3 334 (11.5%) over the 2009 figure. An analysis of the manpower changes by job level is given in the following table:

<u>Job Levels</u>	<u>2009</u>	<u>2011</u>	<u>Increase (%)*</u>	
Managerial / Professional	1 957	2 240	+283	+14.5%
Supervisory / Technician	8 723	9 694	+971	+11.1%
Craft / Operative	17 433	19 485	+2 052	+11.8%
Administrative and Others	930	958	+28	+3.0%
Total	29 043	32 377	+3 334	11.5%**

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

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

Vacancies

3.20 At the time of the survey, there were 818 reported vacancies as compared to 606 in 2009. The present vacancies attributed to 2.5% of the total workforce as compared to 2.1% in 2009. The largest number of vacancies (622) 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 2012

3.21 Employers' forecast of the 12-month manpower growth in the 2011 survey indicated a positive growth rate.

Table 3.21: Additional Manpower by Job Level in 2012

<u>Job Levels</u>	(a) No. of Employees in Sept. 2011	(b) No. of vacancies in Sept. 2011	(c) = (a) + (b) Total No. of Posts in Sept. 2011	(d) Employers' Forecast of Manpower in Sept. 2012	(e) = (d) - (c) Manpower Growth in Sept. 2012	(b) + (e) Additional Manpower in Sept. 2012	
Managerial / Professional	2 240	31	2 271	2 271	0	31	1.4%*
Supervisory / Technician	9 694	156	9 850	9 874	+24	180	1.9%*
Craft / Operative	19 485	622	20 107	20 160	+53	675	3.5%*
Administrative and Others	958	9	967	969	+2	11	1.1%*
Total	32 377	818	33 195	33 274	+79	897	2.8%**

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

Manpower Projection for 2012 - 2014

3.22 The Training Board observed that additional manpower requirements would be needed for 32 planned new hotels with 6 556 rooms in 2012, 20 new hotels with 2 880 rooms in 2013 and 9 new hotels with 1 511 rooms in 2014. The projected number of hotels and hotel rooms were quoted from the Hotel Supply Situation Report as at May 2012 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.

3.23 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.

3.24 For the purpose of manpower projection, a constant labour productivity (i.e. same as 2009) of the hotel industry is assumed. A staff to room ratio of 0.6:1 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 3.24: Projection of Manpower in 2012 – 2014

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2011	32 377			62 830
2012		33 274	36 311 (+12.1%)*	69 386
2013			38 039 (+4.8%)**	72 266
2014			38 945 (+2.4%)**	73 777

Source: - The Hotel Supply Situation Report as at May 2012 published by the Hong Kong Tourism Board

- Manpower Projection for the Hotel Industry for 2012-2014 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2012.

* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2011.

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

Promotion Pattern

3.25 Based on the number employed at the same job level, the survey indicated that 7.0% of each for the managerial / professional positions and 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

3.26 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 mode of training.

3.27 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

3.28 The survey indicated that employers generally preferred University Degree and Higher Diploma / Associate Degree for managerial / professional level positions, Professional Diploma / Diploma and Higher Diploma / Associate Degree 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

3.29 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 10% for managerial / professional and supervisory / technician levels and 15% for other job levels in the hotel industry would be appropriate.

Training Requirement Forecast

3.30 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 2012 in Table 3.30 below:

Table 3.30 : Projected Additional Training Requirements for 2012

<u>Job Level</u> (% of all levels)	<u>No. of Employees</u> (2011)	<u>Annual Wastage</u> (10% / 15%) (A)	<u>Forecast Manpower Growth</u> (12.1%) (B)	<u>Estimated Additional Annual Requirements</u> (A) + (B)
		<u>(A) = 10%</u>		
Managerial / Professional (6.9%)	2 240	224	271	495
Supervisory / Technician (29.9%)	9 694	969	1 173	2 142
		<u>(A) = 15%</u>		
Craft / Operative (60.2%)	19 485	2 923	2 358	5 281
Administrative and Others (3.0%)	958	144	116	260
Total	32 377	4 260	3 918	8 178

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 Hong Kong economy should remain bright in the medium term prospects, although the Eurozone crisis adds a high degree of uncertainty to the global outlook. Hong Kong will continue to ride on the growing economic prowess of the region and deepen its integration with the Mainland while continuing its stride towards a knowledge-based, high valued economy. Notwithstanding the grim outlook for the global economy in the short to medium term, the Training Board opines that it is pertinent for the HKSAR Government and employers to continue to invest in human resources development and training. This is important not only for maintaining the organisational strength and quality, but also ensuring that the hotel industry is ready to capture the opportunities once the economy rebounds.

4.2 From a macro perspective, education and training is not only the golden key to promoting social mobility but also for equipping our younger generation to achieve their full potential which contributes to the strengthening of human capital in the long run. The Training Board is of the opinion that the Government should continue to be the key player to work closely with professional training institutions in designing and implementing education and training programmes that will enhance the employability and productivity of the workforce.

4.3 From the projection of manpower demand of the hotels, the following table presents the recommended training requirements of the hotel industry for 2012:

**Table 4.3: Recommended Training Requirements
of the Hotel Industry in 2012**

<u>Job Level</u>	<u>No. of Employees in Sept. 2011</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Sept. 2012</u>	<u>Estimated Additional Training Requirements</u>
Managerial / Professional	2 240	224	271	495
Supervisory / Technician	9 694	969	1 173	2 142
Craft / Operative	19 485	2 923	2 358	5 281
Administrative and Others	958	144	116	260
Total:	32 377	4 260	3 918	8 178

Recommended Training Routes for Managerial and Professional Levels

4.4 Managers and professionals are members of the management team involved in policy making of a company and responsible for 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 holders to enrich their management knowledge and skills.

Recommended Training Routes for Technician and Supervisory Levels

4.5 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 and professional staff member. Technicians and supervisors play an important role at the middle management level.

4.6 Technicians and supervisors could be trained through part-time or full-time technician / supervisory courses in vocational institutions followed by on-the-job training.

Recommended Training Routes for Craftsman / Operative Levels

4.7 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 workers opportunities for career advancement through proper training.

Technical Education and Training Institutions

4.8 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, Employee 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 of the Vocational Training Council.

4.9 Concerning the implications of education reform particularly on the change of aptitude and attitude of the existing workforce and new generation, the Training Board is of a view that the hotel education and training institutions at both vocational and tertiary levels must enrich their curricula on developing soft skills, work ethics and professionalism, environmental awareness, communication and interpersonal skills. More education and training are required to enhance students on cultural sensitivity and hospitality culture of the Mainland and emerging markets and the evolving changes of customer values, needs and behaviours. It is equally important to provide flexible entry and exit pathways to facilitate life-long learning, development and continuous skills upgrading for the workforce.

4.10 With the challenging future of the hotel industry, a supply of better trained and more competent graduates at operative, supervisory and management levels will continue to be on demand. The Training Board acknowledges the changing of the hotel and tourism products and customer demands, in particular the trends and developments on the cruise and MICE markets, wine and sommelier services plus cellar management, and spa and wellness sectors. The institutions should enhance their current programmes to meet the emerging market needs.

4.11 A list of the relevant full-time and part-time courses offered by the members of Vocational Training Council in 2011/12 Academic Year is presented in Tables 4.12(a)-(c). 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 and workshops organised by the Vocational Training Council help employers learn new technologies and train up their staff.

4.12 It should be noted that there has been an increasing number of hotel course providers in both the commercial and public sectors offering an array of courses at different levels. The Training Board acknowledges the changing needs of the hotel industry, and agrees that it is vital for new generation and in-service employees to embark on life-long learning. It is equally important that employers recognise such needs and support their employees to attend up-grading courses / training programmes / workshops / seminars from accredited training / education institutions for the acquisition of new knowledge and skills. In view of different quality standards amongst the pool of course providers for the industry, the Training Board recommends that course participants should carefully assess those in terms of their professionalism and accreditability prior to enrolment.

Table 4.12(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 2011/12 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	3 years
Higher Diploma in Hotel Management	2 years
Higher Diploma in Travel and Tourism	3 years
Higher Diploma in 'MICE' Planning and Management	2 years
Higher Diploma in e-Tourism	4 years
Higher Diploma in Leisure Studies	3 years
Higher Diploma in Sports Management and Training Science	3 years
Higher Diploma in Sport Technology and Facility	3 years
Higher Diploma in Entertainment Business Operations	4 years

Hong Kong Institute of Vocational Education (Haking Wong)

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses</u>	
Higher Diploma in Hotel Management	2 years
Higher Diploma in International Hospitality Management	4 years
Diploma in Hotel and Catering	2 years
Diploma in Hotel Chinese Catering Studies	2 years
Foundation Diploma (Hospitality Stream)	1 year
Higher Diploma in Tourism Management	2 years
Higher Diploma in Tourism Studies	4 years
Diploma in Travel and Tourism	2 years
Higher Diploma in Leisure Management	2 years
Diploma in Leisure Studies	2 years
<u>Part-time Evening Courses</u>	
Foundation Diploma (Hospitality Stream)	2 years

Table 4.12(b): List of Hotel, Catering and Tourism-related Courses Conducted by the Hospitality Industry Training and Development Centre in 2011/12 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Courses</u>	
	Certificate in Hotel Spa Body Therapies	6 months
	Certificate in Hotel Spa Beauty Therapies	6 months
	Certificate in Food Preparation (Western)	1 year
	Certificate in Western Cuisine and Food and Beverage Operations	1 year
	Certificate in Bakery and Pastry (Western)	1 year
	Certificate in Food Preparation (Western) - Raw Food Processing	1 year
	Certificate in Hotel and Catering Operations	1 year
	Foundation Certificate in Hospitality Industry	2 years
2.	<u>Full-time Short Courses</u>	
	Certificate in Front Office Service	4 months
	Certificate in Tour Guide and Service Culture	4 months
	Certificate in Basic Ticketing and Travel Agency Operations	4 months
	Advanced Certificate in Front Office Service	4 months
	Advanced Certificate in Tour Guide and Service Culture	4 months
	Certificate in Hotel Spa Concierge	4 months
	Foundation Certificate in Cruise Culinary	2 months
	Foundation Certificate in European Pastry	4 months
	Foundation Certificate in Bakery	2 months
	Foundation Certificate in Japanese Cuisine	2 months
	Foundation Certificate in Sushi Preparation	2 months
	Foundation Certificate in Teppanyaki Cooking	2 months
	Foundation Certificate in Asian Cuisine	2 months
	Certificate in Food and Beverage Service	4 months
	Certificate in Housekeeping Service	3 months
	Certificate in Hotel Apartment Housekeeping Service	3 months
	Advanced Certificate in Wine and Bartending Service	4 months
	Hospitality English - Food Services	1 month

3. Part-time Courses

A. Part-time Day Courses

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
Basic Food Hygiene Certificate for Hygiene Supervisors	7 hours
Preparatory Workshop for Trade Test in Western Cuisine - Certified Cook	8 hours
Preparatory Course for Trade Test in Western Cuisine - Certified Cook (Pilot Programme)	60 hours
Preparatory Course for Trade Test in Western Cuisine - Trainer Chef	96 hours
Preparatory Course for Trade Test in Western Cuisine - Master Chef	396 hours
Module Certificate in Basic Bread Preparation	30 hours
Module Certificate in Bread Rolls Preparation	30 hours
Module Certificate in Specialty Bread Preparation	30 hours
Module Certificate in European National Breads Preparation	30 hours
Module Certificate in Artisan Bread Preparation	30 hours
An Aromatic Afternoon - Environmental Harmony	2 hours
An Aromatic Afternoon - Personal Care	2 hours
Exploration in Hotel Industry - 2	2 hours
Exploration in Hotel Industry - 3	3 hours
Exploration in Hotel and Food Preparation - 4	4 hours

B. Part-time Evening Courses

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 4.12(c): List of Chinese Catering Courses Conducted by Chinese Cuisine Training Institute in 2011/12 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course</u>	
	Certificate in Elementary Chinese Cuisine	F. 5 Level - 2 years
	Certificate in Elementary Chinese Cuisine	F. 3 Level - 3 years
2.	<u>Full time Short Course</u>	
	Certificate in Chinese Restaurant Operations for Hotels	4 months
	Foundation Certificate in Guangdong Cuisine	4 months
	Foundation Certificate in Guangdong Barbecue Preparation	2 months
3.	<u>Part-time Courses</u>	
A.	<u>Part-time Day Courses</u>	
	Elementary Certificate in Chinese Cuisine (Part-Time)	3 years
	Chinese Tonic Food	30 hours
	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
	Master Chef Course in Chinese Cuisine	6 months
	Preparatory Course for Trade Test in Chinese Cuisine - Intermediate Level	15 hours
	Preparatory Course for Trade Test in Chinese Cuisine - Advanced Level	15 hours
	Exchange Program by Koen Gakuen	67.5 hours
	Hong Kong Street Snacks Training Programme (Practical)	60 hours
B.	<u>Part-time Evening Courses</u>	
	Interest Course - Local	3 hours
	Interest Course - Tourist	4 hours
	Hong Kong Street Snacks Training Programme (Theories)	30 hours
	Hong Kong Street Snacks Training Programme (Practical)	60 hours

4.13 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 / Chinese Cuisine Training Institute and Institute of Vocational Education, VTC

4.14 The Hospitality Industry Training and Development Centre expects to have an annual trainee through-put of 1 366 for its full-time courses and 1 603 for its part-time courses in 2011. In 2012, 1 718 full-time and 1 015 part-time training places have been planned.

4.15 The Chinese Cuisine Training Institute expects to have an annual trainee through-put of 204 for its full-time courses and 1 446 for its part-time courses for 2011. In 2012, 284 full-time and 994 part-time places have been planned.

4.16 The Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong) estimated that there will be 1 320 full-time graduates and 20 part-time graduates in 2011 and an estimated output of 1 580 full-time graduates and 30 part-time graduates in 2012.

4.17 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

4.18 Facing with a dilemma of a prudent manpower cost control and the need to attract, retain and engage talents in order to remain competitive, the Training Board encourages employers to pay attention to build or enhance robust human resources policies and systems which incorporate other measures such as career development opportunities and training programmes rather than focus on pay element. While employers recognize the needs and support to their employees on attending courses / workshops / seminars, it is equally important to carefully assess the training / education institutions in terms of their professionalism and accreditability prior to enrolment.

4.19 The Training Board is of the view that the existing 32 377 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

4.20 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 the establishment of a central governing body to monitor the quality of the courses.

4.21 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. Providing more opportunities for practical-based training and workshop in the areas of hotel services and food and beverage services and taking part in relevant trade-specific competition, the employee would further enhance their skills and service quality. More education and training are required for western culinary operations and service, wine and bartending, knowledge on the social, cultural, geographical, economic, political aspects of China and emerging markets, MICE, cruise, spa, health club facilities and services, as well as communication, inter-personal and problem solving skills. 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)

4.22 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

4.23 With the rapid development of the tourism industry in the Pearl River Delta 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

4.24 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

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

Future Surveys

4.26 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 2011 and up to 31 March 2013)

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:

Ms Lily AGONROY (up to 19.6.12) (Nominated by a travel agent)

Mr Keven CHAN Tin-yau (Nominated by a small and medium hotel)

Mr Romain CHAN Wai-shing (Nominated by a local based hotel chain)

Mr Paul CHANDLER (up to 4.9.11) } (Nominated by a major theme park or a major attraction)

Ms Darlene BRADY (since 15.4.12) }

Dr Vincent HEUNG (up to 31.8.12) (Nominated by a local education/training institution)

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

Mr Hardy KAM Shun-yuen (up to 31.3.12) } (Nominated by a catering association)

Mr Lawrence KOO Kin-yip (since 15.4.12) }

Mr Patrick KWOK Chi-kit (Nominated by the Hong Kong Tourism Board)

Ms Rita LEE Shuk-fong (Nominated by a travel agent)

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

Ms Hebe SUN Hoi-yi (Nominated by a catering association)

Mr James TONG Wai-pong (Nominated by the Board of Airline Representatives)

Ms Kim TSUI (up to 29.2.12) } (Nominated by the Club Managers' Association of Hong Kong)

Mr Kenneth FAN (since 15.4.12) }

Mr Daniel WETTLING (Nominated by the Hong Kong Chefs Association)

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

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

Mr Vincent FUNG (Representing the Commissioner for Tourism)

Ms Nancy TANG (Representing the Commissioner for Labour)

Miss Annie HO (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 (Representing the Hospitality Industry Training and Development Centre/VTC)

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

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

Secretary:

Ms Claudia AU (Hospitality Industry Training and Development Centre/VTC)

Hotel, Catering and Tourism Training Board

Membership List of the Working Party on
2011 Hotel Industry Manpower Survey

Convenor

Mr James LU Shien-hwai Hong Kong Hotels Association

Members

Mr Keven CHAN Tin-yau The Royal Garden

Mr Romain CHAN Wai-shing Hopewell Hospitality Management Ltd.

Mr. Mark HEYWOOD Marco Polo Hong Kong Hotel

Mr Vincent FUNG Tourism Commission

Ms Rebecca WONG Hoi-jen Advisor of HOTB

Dr Joanna CHEUNG Hong Kong Institute of Vocational Education/VTC

Mr James LEUNG Hospitality Industry Training and Development Centre/VTC

Secretary

Ms Claudia AU Hospitality Industry Training and Development Centre/VTC

**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

Appendix 4



Our Reference: (6) in HO/1/2 (2011) (H)

10th October 2011

Dear Sir/Madam,

The 2011 Manpower Survey of the Hotel Industry

I am writing to ask for your cooperation in the 2011 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 17th October to 18th November 2011 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 October 2012; 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 above survey period, an officer of the Census and Statistics Department will contact your office, and if necessary, assist in the completion of the questionnaire for processing.

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

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Larry Tchou', written over a large, faint circular watermark or stamp.

(Mr. Larry Tchou Ming-Kong)
Chairman

Hotel, Catering and Tourism Training Board

Questionnaire - 2011 Manpower Survey of the Hotel Industry
酒店業二〇一一年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Average Monthly Income Code (Employee's basic monthly salary + Average Monthly Supplementary Benefits) 平均每月 收入編號 (底薪 + 平均 每月其他 津貼收入)	(C) Number Employed (Excluding trainees/ apprentices) 僱員人數 (實習生/ 學徒除外)	(D) Number of Vacancies at Date of Survey 調查期間 空缺額	(E) Forecast of Number Employed 12 Months from Now 預計十二個月後僱員 人數	(F) Preferred Education of Employees 僱員宜有 教育程度	(G) No. of Trainees/ Apprentices at Date of Survey 調查期間 實習生/ 學徒人數	(H) Average Age Range (for craft/ operative staff only) 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
											\$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
											Column (F) / (F)欄	
											Education 教育程度	Code 編號
											University Degree or above 大學學位或以上	1
											Higher Dip./Associate Degree or equivalent 高級文憑/副學士 或同等學歷	2
											Professional Dip./Dip.or equivalent 專業文憑/文憑或同等學歷	3
											Advanced Certificate/Certificate or equivalent 高級證書/證書或同等學歷	4
											Secondary 5 - 7 中學五年級至七年級	5
											Secondary 3 - 4 中學三年級至四年級	6
											Others 其他	7
											Column (H) / (H)欄	
											Enter in Column (H) the average age range according to the following codes: (for craft/operative staff only) 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)	
											Average Age Range 平均年齡	Code 編號
											17 or below 或以下	1
											18 - 25	2
											26 - 30	3
											31 - 35	4
											36 - 40	5
											41 - 49	6
											50 or above 或以上	7

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 平均月薪 編號	(J) Number Employed (by monthly rate) at Date of Survey 調查時的月薪 員工人數	(K) Average Daily Wage Code 平均日薪 編號	(L) Number Employed (by daily rate) at Date of Survey 調查時的日薪 員工人數	(M) Average Hourly Wage Code 平均時薪 編號	(N) Number Employed (by hourly rate) at Date of Survey 調查時的時薪 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 Average Monthly Wage (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	\$6,000 or below 或以下	1
1	3									\$8,001 - \$10,000	3
2	3									\$10,001 - \$15,000	4
3	3									\$15,001 - \$20,000	5
4	3									\$20,001 - \$25,000	6
5	3									\$25,001 - \$30,000	7
6	3									\$30,001 - \$35,000	8
7	3									\$35,001 - \$40,000	9
8	3									\$40,001 or above 或以上	10
9	3									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：	
10	3									Average Daily Wage 平均日薪	Code 編號
11	3									\$100 or below 或以下	1
12	3									\$101 - \$200	2
13	3									\$201 - \$300	3
14	3									\$301 - \$400	4
15	3									\$401 - \$500	5
16	3									\$501 - \$600	6
17	3									\$601 or above 或以上	7
18	3									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：	
19	3									Average Hourly Wage 平均時薪	Code 編號
20	3									\$28 - \$40	1
21	3									\$41 - \$60	2
22	3									\$61 or above 或以上	3

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

如此頁已填滿，請先將 (✓) 68 填入 內，然後附頁繼續填寫。

Part III 第三部份

Est. No. _____

ER No. _____

Q.1 Internal Promotion

內部晉升

Please Fill in the Number of Internal Promotion in the Past 12 Months.

請填寫過去十二個月內，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

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11

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14

Q.2 Number of New Recruits in the Past 12 months.

過去十二個月內新招聘的僱員人數。

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

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15

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19

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23

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27

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31

Q.3 Number of New Recruits Without Hotel Industry Experience in the Past 12 Months.

過去十二個月內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

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32

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36

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40

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44

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48

Q.4 Number of New Recruits Who are Fresh Graduates of Hospitality or Tourism Programmes in the Past 12 Months.

過去十二個月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

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49

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52

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58

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

貴機構在過去十二個月內在招聘僱員方面有否遇到困難？

Yes (Please go to Q6)

59 有 (請答第 6 題)

No (Please go to Q7)

60 沒有 (請答第 7 題)

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

61 未有嘗試招聘 (請答第 7 題)

62

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

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional 經理/專業人員	Supervisory/ 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	
					<input type="checkbox"/> 91

Q. 7 The Total Number of Employees Who Had Left Your Establishment in the Past 12 Months.

過去十二個月內離職的僱員人數。

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"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <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"/> 112	<input type="checkbox"/> 113	<input type="checkbox"/> 114	<input type="checkbox"/> 115	<input type="checkbox"/> 116	<input type="checkbox"/> 117	<input type="checkbox"/> 118
Supervisory/Technician 督導員／技術員	<input type="checkbox"/> 119	<input type="checkbox"/> 120	<input type="checkbox"/> 121	<input type="checkbox"/> 122	<input type="checkbox"/> 123	<input type="checkbox"/> 124	<input type="checkbox"/> 125
Craft / Operative 技工／操作工	<input type="checkbox"/> 126	<input type="checkbox"/> 127	<input type="checkbox"/> 128	<input type="checkbox"/> 129	<input type="checkbox"/> 130	<input type="checkbox"/> 131	<input type="checkbox"/> 132
Administrative and Others 文員及 其他員工	<input type="checkbox"/> 133	<input type="checkbox"/> 134	<input type="checkbox"/> 135	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138	<input type="checkbox"/> 139

Q. 9 Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (Please tick "✓").

過去十二個月內貴機構向每名僱員提供訓練的平均日數（請"✓"）。

	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"/> 140	<input type="checkbox"/> 141	<input type="checkbox"/> 142	<input type="checkbox"/> 143	<input type="checkbox"/> 144	<input type="checkbox"/> 145
Supervisory/Technician 督導員／技術員	<input type="checkbox"/> 146	<input type="checkbox"/> 147	<input type="checkbox"/> 148	<input type="checkbox"/> 149	<input type="checkbox"/> 150	<input type="checkbox"/> 151
Craft / Operative 技工／操作工	<input type="checkbox"/> 152	<input type="checkbox"/> 153	<input type="checkbox"/> 154	<input type="checkbox"/> 155	<input type="checkbox"/> 156	<input type="checkbox"/> 157
Administrative and Others 文員及 其他員工	<input type="checkbox"/> 158	<input type="checkbox"/> 159	<input type="checkbox"/> 160	<input type="checkbox"/> 161	<input type="checkbox"/> 162	<input type="checkbox"/> 163

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

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

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

請填上在過去十二個月內獲提供培訓的人數。

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"/> 428	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 431	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 434	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 437
402 English 英語	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 440	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 443	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 446	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 449
403 Others (please specify) _____ 其他 (請描述)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 452	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 455	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 458	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 461

For Official Use Only 此欄毋須填寫	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 464	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 467	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 470	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 473	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 476
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此欄毋須填寫

**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"/> 477	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 478	<input type="text"/> 481	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 482	<input type="text"/> 485	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 486	<input type="text"/> 489	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 490	
(II) Trade Skills 行業技能	<input type="text"/> 493	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 494	<input type="text"/> 497	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 498	<input type="text"/> 501	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 502	<input type="text"/> 505	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 506	
(III) Generic Skills 通用技巧	<input type="text"/> 509	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 510	<input type="text"/> 513	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 514	<input type="text"/> 517	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 518	<input type="text"/> 521	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 522	
(IV) Language 語言	<input type="text"/> 525	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 526	<input type="text"/> 529	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 530	<input type="text"/> 533	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 534	<input type="text"/> 537	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 538	<input type="text"/> 541

**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 會 No 不會

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**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
有，由酒店經營管理 Yes, operated by Outsourced Contractor
有，由外判公司經營管理
- No, but does intend to introduce this facility in the next 2 years
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
沒有，亦未有計劃於兩年內引入該項設施及服務

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End of questionnaire
問卷完

The 2011 Manpower Survey of the Hotel Industry
酒店業二〇一一年人力調查

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. 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。

3. 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

4. Column 'C' - Number of Employees (Excluding Trainees/Apprentices)

(C) 欄 — 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。

5. Column 'D' - Number of Vacancies at Date of Survey

(D) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

6. Column 'E' - Forecast of Number Employed 12 Months from Now

(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 12 months from now. 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。

7. 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

8. Column 'G' - No. of Trainees/Apprentices at Date of Survey

(G) 欄 — 調查期間實習生／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。

9. 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> 編號	<u>Average Age Range</u> 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

10. 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。

11. 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

12. Column 'J' – Number of Part-time Staff Employed (by Monthly Rate) at Date of Survey

(J) 欄 – 調查時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 at the date of Survey.

請填入貴機構在調查時的兼職月薪僱員人數。

13. 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

14. Column ‘L’ – Number of Part-time Staff Employed (by Daily Rate) at Date of Survey

(L) 欄 – 調查時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 at the date of Survey.

請填入貴機構在調查時的兼職日薪員工人數。

15. 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	\$28 - \$40
2	\$41 - \$60
3	\$61 or above 或以上

16. Column ‘N’ –Number of Part-time Staff Employed (by Hourly Rate) at Date of Survey
(N) 欄 – 調查時的兼職時薪員工人數

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

請填入貴機構在調查時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 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
過去十二個月內新招聘的僱員人數

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

請在本部份回答在過去十二個月內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
過去十二個月內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
過去十二個月內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’ refers to the employees joining your establishment who are fresh graduates of hospitality or tourism programmes.

「過去十二個月內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

貴機構在過去十二個月內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. 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

過去十二個月內離職的僱員人數

Please fill in the number of different levels of employees who left employment with your establishment in the past 12 months.

請填報過去十二個月內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

過去十二個月內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.

請按貴機構於過去十二個月內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.

請提供過去十二個月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。

2011 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 and management development trends; acts as course leader in specific training programmes; provides counselling for employees; determines the effectiveness of personnel and training activities.
104	Personnel Manager/ Training 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 programmes.

Code No.	Job Title	Job Description
<u>Supervisory and Technician Level</u>		
202	Personnel Officer/ Human Resources Officer/ Training 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	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.
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.

Code No.	Job Title	Job Description
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	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/ Web Designer	Operates and controls data processing equipment; enters prepared data source into data entry machine; records data on card, magnetic tape and disk; despatches 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.

Code No.	Job Title	Job Description
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.
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.

Code No.	Job Title	Job Description
<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.
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.

Code No.	Job Title	Job Description
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/Agent	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.
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.

Code No.	Job Title	Job Description
<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	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/ Business Centre Officer/ Executive Floor Agent	Greet and check in all Free Independent Travellers (FITs) and commercial accounts and airline crews; promote hotel facilities to guests; process all arrival and departure records; reconfirm all local billing instructions for FIT guests; inform assistant manager of doubtful billing instructions; hand out room keys to guests; provide local information for guests; promote in-house functions, assist front desk staff when they are busy and assist guests to check out; handle reservation requests; prepare room daily arrival lists and daily special attention/VIP lists.
407	Telephone Operator	Process local and overseas calls; provide wake-up service; keep close communication between departments after office hours; provide directory service to guests; know all hotel services and service hours; assist in dispersing management's instructions on emergency procedures.
HOUSEKEEPING DEPARTMENT		
<u>Managerial and Professional Level</u>		
115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	Monitor the overall departmental-related matters; submit a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; monitor and supervise on all day-to-day housekeeping activities.
<u>Supervisory and Technician Level</u>		
220	Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	Report to Director of Housekeeping or Executive Housekeeper on day-to-day operations; conduct inventory taking and tight control of guest room and service apartment items; co-ordinate with Engineering Department on guest room maintenance; co-ordinate with Purchasing Department on market price comparison and testing of new products; liaise with Front Office on daily arrival/departure pattern for proper staff allocation. Supervise all laundry and valet attendants; provide training to staff.

Code No.	Job Title	Job Description
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.
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.

Code No.	Job Title	Job Description
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.
<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.

Code No.	Job Title	Job Description
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.
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.

Code No.	Job Title	Job Description
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.
<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.

Code No.	Job Title	Job Description
<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.
<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.

Code No.	Job Title	Job Description
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.
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.

Code No.	Job Title	Job Description
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	Generats 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 pan-frying; 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 2011 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>	109	Director of Marketing/ Director of Sales/ Director of Promotions
101	General Manager		
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	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	EDP Manager/Computer Systems Manager/Information Systems Service Manager	115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager
108	Food and Beverage Cost Controller/ Cost Controller	116	Health Club/Gym/Spa Director
		117	Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
118	Director of Security/ Security Manager/ Assistant Security Manager/ Chief Security Officer	202	Personnel Officer/Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer
119	Director of Catering/ Director of Events	203	Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)
120	Catering Sales Manager/ Event Manager	204	Credit Manager
121	Executive Chef/Chef de Cuisine	205	Assistant Controller/ Assistant Purchasing Manager
122	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/Food and Beverage Manager	206	Chief Store Supervisor/ Store Supervisor
123	Assistant Food and Beverage Manager	207	Income Auditor/Night Auditor
124	Executive Chinese Chef/ Chief Chef	208	EDP Supervisor/ System Analyst
125	Chinese Restaurant Manager	209	Account Executive/ Sales Executive/Marketing Officer/ Group Sales Co-ordinator
159	Others (Managerial and Professional Level)	210	Public Relations Officer/ Corporate Communications Officer
<u>Supervisory and Technician Level</u>		211	Printshop Supervisor/ Art Director/Designer/Layout Artist
201	Revenue Manager/ Reservations Manager/ Revenue Analyst	212	Airport Manager/Chief Airport Representative
		213	Telephone Service Manager/ Telephone Supervisor

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
214	Front Office Cashier Supervisor	221	Housekeeping Supervisor/ Floor Supervisor/
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	222	Assistant Housekeeper/ Assistant Housekeeper (Public Area)/Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor
216	Concierge/Bell Superintendent	223	Laundry Manager/ Laundry Supervisor/Officer
217	Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	224	Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer
218	Reservations Supervisor	225	Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor
219	Reception Supervisor/ Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	226	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor
220	Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	227	Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/Sound Technician
		228	Security Supervisor
		229	Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager
		229	Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator

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

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
<u>Craft Level</u>		406	Front Office Clerk/Guest Service Officer/Guest Service Agent / Front Desk Agent/Guest Relations Officer/Business Centre Officer/ Executive Floor Agent
301	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	407	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/ Web Designer	413	Health Club/gym/ Spa Attendant/ Supporting Staff
402	Draftsman/Photographer/ Printshop Staff	414	Masseuse/Body Therapist
403	Airport Representative	415	Beautician/Facial Therapist
404	Bell Attendant/Baggage Porter/ Door Attendant	416	Spa Concierge
405	Reservation Clerk/Agent		

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
417	Lifeguard	<u>Administrative and Others Level</u>	
418	Staff of Kiosk Shop/ Flower Shop Staff/ Minor Supporting Staff	501	Executive Secretary/ Secretary/ Personal Assistant/ Admin. Assistant/ Admin. Officer/Executive Assistant
419	Security Officer/Uniform Guard/ House Officer	502	Typist/Office Assistant/ Messenger/Runner
420	Cake Shop Staff	503	Personnel Assistant/ Training Assistant/Personnel Clerk/ Training Clerk/Human Resources Assistant
421	Restaurant Receptionist/ Hostess	504	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)
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		
459	Others (Operative Level)		

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	30517	25	35	1520	32097
Chinese Restaurants Operated by Hotels	1860	-	-	20	1880
All Branches	32377	25	35	1540	33977

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	109	4.87%	1	3.23%	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	79	3.53%	1	3.23%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	100	4.46%	3	9.68%	-	-
Personnel Manager/Training Manager	44	1.96%	-	-	-	-
Financial Controller/Chief Accountant/ Director of Finance	127	5.67%	-	-	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	52	2.32%	-	-	-	-
EDP Manager/ Computer Systems Manager/ Information Systems Service Manager	54	2.41%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	30	1.34%	1	3.23%	-	-
Director of Marketing/ Director of Sales/Director of Promotions	164	7.32%	4	12.90%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	74	3.30%	1	3.23%	-	-
Marketing Manager/Sales Manager/ Business Development Manager	353	15.76%	5	16.13%	2	50%
Convention Sales Manager/ Event Sales Manager	87	3.88%	3	9.68%	-	-

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)						
Director of Front Office/ Front Office Manager	104	4.64%	4	12.90%	2	50%
Director of Rooms Division/ Rooms Division Manager	48	2.14%	1	3.23%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	107	4.78%	-	-	-	-
Health Club/Gym/Spa Director	15	0.67%	1	3.23%	-	-
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	126	5.63%	2	6.45%	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	85	3.79%	1	3.23%	-	-
Director of Catering/Director of Events	40	1.79%	-	-	-	-
Catering Sales Manager/Event Manager	83	3.71%	-	-	-	-
Executive Chef/Chef de Cuisine	106	4.73%	-	-	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	81	3.62%	2	6.45%	-	-
Assistant Food and Beverage Manager	66	2.95%	1	3.23%	-	-
Executive Chinese Chef/Chief Chef	42	1.88%	-	-	-	-
Chinese Restaurant Manager	51	2.28%	-	-	-	-
Others	13	0.58%	-	-	-	-
Sub-total	2240	100%	31	100%	4	100%
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager/ Revenue Analyst	114	1.18%	1	0.64%	-	-

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)						
Personnel Officer/ Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	152	1.57%	-	-	-	-
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	339	3.50%	-	-	-	-
Credit Manager	55	0.57%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	89	0.92%	2	1.28%	-	-
Chief Store Supervisor/Store Supervisor	75	0.77%	-	-	-	-
Income Auditor/Night Auditor	66	0.68%	1	0.64%	-	-
EDP Supervisor/System Analyst	68	0.70%	1	0.64%	-	-
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	491	5.06%	17	10.90%	-	-
Public Relations Officer/ Corporate Communications Officer	83	0.86%	2	1.28%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	56	0.58%	-	-	-	-
Airport Manager/ Chief Airport Representative	18	0.19%	-	-	-	-
Telephone Service Manager/ Telephone Supervisor	101	1.04%	1	0.64%	-	-
Front Office Cashier Supervisor	17	0.18%	-	-	-	-
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Services Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	626	6.46%	10	6.41%	1	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 (Continued)						
Concierge/Bell Superintendent	99	1.02%	-	-	-	-
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	311	3.21%	4	2.56%	-	-
Reservations Supervisor	83	0.86%	2	1.28%	-	-
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	356	3.67%	11	7.05%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	141	1.45%	1	0.64%	-	-
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	903	9.32%	8	5.13%	-	-
Laundry Manager/ Laundry Supervisor/Officer	102	1.05%	2	1.28%	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	74	0.76%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	19	0.20%	-	-	-	-
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	324	3.34%	10	6.41%	-	-
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	283	2.92%	5	3.21%	-	-
Security Supervisor	155	1.60%	4	2.56%	-	-

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)						
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	114	1.18%	5	3.21%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	166	1.71%	4	2.56%	-	-
Food and Beverage Cashier Supervisor/ Cashier	63	0.65%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	164	1.69%	1	0.64%	-	-
Beverage Manager/Bar Manager/ Head Barman	39	0.40%	-	-	-	-
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.) /Room Service Manager	358	3.69%	15	9.62%	-	-
Cake Shop Manager or Supervisor	15	0.15%	2	1.28%	-	-
Captain (Food and Beverage Department)	1065	10.99%	24	15.38%	-	-
Chief Steward/Stewarding Manager	138	1.42%	1	0.64%	-	-
Executive Sous Chef/Sous Chef	212	2.19%	2	1.28%	-	-
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	807	8.32%	3	1.92%	-	-
Specialist Cook	149	1.54%	-	-	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	65	0.67%	-	-	-	-
Wine Steward/Sommelier	30	0.31%	-	-	-	-
Executive Chinese Sous Chef	42	0.43%	1	0.64%	-	-

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)						
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	46	0.47%	1	0.64%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	181	1.87%	5	3.21%	-	-
Pantry Captain	36	0.37%	-	-	-	-
Senior Cook	93	0.96%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	69	0.71%	2	1.28%	-	-
Barbecue Cook	59	0.61%	-	-	-	-
Chief Cook	56	0.58%	-	-	-	-
Chief Dim Sum Cook	42	0.43%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	144	1.49%	3	1.92%	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	153	1.58%	3	1.92%	-	-
Chief Butcher	44	0.45%	-	-	-	-
Second Butcher	48	0.50%	-	-	-	-
Tour Co-ordinator/Group Co-ordinator	23	0.24%	-	-	-	-
Others	73	0.75%	2	1.28%	-	-
Sub-total	9694	100%	156	100%	1	100%
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	1126	30.16%	46	54.12%	-	-
Baker/Pastry Cook	292	7.82%	5	5.88%	1	12.50%
Cook (Western)/Junior Cook (Western)	2097	56.16%	34	40%	7	87.50%

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 (Continued)						
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	218	5.84%	-	-	-	-
Others	1	0.03%	-	-	-	-
Sub-total	3734	100%	85	100%	8	100%
OPERATIVE LEVEL						
Systems Support Operator/ EDP Operator/Computer Operator/ Web Designer	31	0.20%	-	-	-	-
Draftsman/Photographer/Printshop Staff	42	0.27%	-	-	-	-
Airport Representative	118	0.75%	-	-	2	3.57%
Bell Attendant/Baggage Porter/ Door Attendant	879	5.58%	26	4.84%	2	3.57%
Reservations Clerk/Agent	223	1.42%	10	1.86%	2	3.57%
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	1851	11.75%	64	11.92%	22	39.29%
Telephone Operator	406	2.58%	10	1.86%	1	1.79%
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	1270	8.06%	30	5.59%	-	-
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	461	2.93%	2	0.37%	-	-
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	197	1.25%	-	-	-	-
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	299	1.90%	10	1.86%	-	-

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)						
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	4205	26.70%	146	27.19%	5	8.93%
Health Club/gym/Spa Attendant/ Supporting Staff	230	1.46%	5	0.93%	-	-
Masseuse/Body Therapist	111	0.70%	1	0.19%	-	-
Beautician/Facial Therapist	30	0.19%	-	-	-	-
Spa Concierge	53	0.34%	-	-	-	-
Lifeguard	122	0.77%	1	0.19%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	62	0.39%	-	-	-	-
Security Officer/Uniform Guard/ House Officer	590	3.75%	31	5.77%	-	-
Cake Shop Staff	38	0.24%	-	-	-	-
Restaurant Receptionist/ Hostess	351	2.23%	13	2.42%	-	-
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	434	2.76%	38	7.08%	4	7.14%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1425	9.05%	27	5.03%	-	-
Bartender/Soda Fountain Server	137	0.87%	2	0.37%	-	-
Waiter/Waitress	1848	11.73%	120	22.35%	18	32.14%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	60	0.38%	-	-	-	-
Others	278	1.76%	1	0.19%	-	-
Sub-total	15751	100%	537	100%	56	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
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	353	36.85%	1	11.11%	1	16.67%
Typist/Office Assistant/ Messenger/Runner	19	1.98%	2	22.22%	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	78	8.14%	1	11.11%	1	16.67%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	481	50.21%	3	33.33%	4	66.67%
Others	27	2.82%	2	22.22%	-	-
Sub-total	958	100%	9	100%	6	100%
GRAND TOTAL	32377	100%	818	100%	75	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	109	5.07%	1	3.23%	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	79	3.67%	1	3.23%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	100	4.65%	3	9.68%	-	-
Personnel Manager/Training Manager	44	2.05%	-	-	-	-
Financial Controller/Chief Accountant/ Director of Finance	127	5.91%	-	-	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	52	2.42%	-	-	-	-
EDP Manager/ Computer Systems Manager/ Information Systems Service Manager	54	2.51%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	30	1.40%	1	3.23%	-	-
Director of Marketing/ Director of Sales/Director of Promotions	164	7.63%	4	12.90%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	74	3.44%	1	3.23%	-	-
Marketing Manager/Sales Manager/ Business Development Manager	353	16.42%	5	16.13%	2	50%
Convention Sales Manager/ Event Sales Manager	87	4.05%	3	9.68%	-	-
Director of Front Office/ Front Office Manager	104	4.84%	4	12.90%	2	50%

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)						
Director of Rooms Division/ Rooms Division Manager	48	2.23%	1	3.23%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	107	4.98%	-	-	-	-
Health Club/Gym/Spa Director	15	0.70%	1	3.23%	-	-
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	126	5.86%	2	6.45%	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	85	3.95%	1	3.23%	-	-
Director of Catering/Director of Events	40	1.86%	-	-	-	-
Catering Sales Manager/Event Manager	83	3.86%	-	-	-	-
Executive Chef/Chef de Cuisine	106	4.93%	-	-	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	81	3.77%	2	6.45%	-	-
Assistant Food and Beverage Manager	66	3.07%	1	3.23%	-	-
Executive Chinese Chef/Chief Chef	3	0.14%	-	-	-	-
Others	13	0.60%	-	-	-	-
Sub-total	2150	100%	31	100%	4	100%
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager/ Revenue Analyst	114	1.31%	1	0.70%	-	-
Personnel Officer/ Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	152	1.74%	-	-	-	-

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)						
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	339	3.89%	-	-	-	-
Credit Manager	55	0.63%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	89	1.02%	2	1.41%	-	-
Chief Store Supervisor/Store Supervisor	75	0.86%	-	-	-	-
Income Auditor/Night Auditor	66	0.76%	1	0.70%	-	-
EDP Supervisor/System Analyst	68	0.78%	1	0.70%	-	-
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	491	5.63%	17	11.97%	-	-
Public Relations Officer/ Corporate Communications Officer	83	0.95%	2	1.41%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	56	0.64%	-	-	-	-
Airport Manager/ Chief Airport Representative	18	0.21%	-	-	-	-
Telephone Service Manager/ Telephone Supervisor	101	1.16%	1	0.70%	-	-
Front Office Cashier Supervisor	17	0.19%	-	-	-	-
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Services Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	626	7.18%	10	7.04%	1	100%
Concierge/Bell Superintendent	99	1.14%	-	-	-	-

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)						
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	311	3.57%	4	2.82%	-	-
Reservations Supervisor	83	0.95%	2	1.41%	-	-
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	356	4.08%	11	7.75%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	141	1.62%	1	0.70%	-	-
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	903	10.36%	8	5.63%	-	-
Laundry Manager/ Laundry Supervisor/Officer	102	1.17%	2	1.41%	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	74	0.85%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	19	0.22%	-	-	-	-
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	324	3.72%	10	7.04%	-	-
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	283	3.25%	5	3.52%	-	-
Security Supervisor	155	1.78%	4	2.82%	-	-

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)						
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	114	1.31%	5	3.52%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	166	1.90%	4	2.82%	-	-
Food and Beverage Cashier Supervisor/ Cashier	63	0.72%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	164	1.88%	1	0.70%	-	-
Beverage Manager/Bar Manager/ Head Barman	39	0.45%	-	-	-	-
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.) /Room Service Manager	358	4.11%	15	10.56%	-	-
Cake Shop Manager or Supervisor	15	0.17%	2	1.41%	-	-
Captain (Food and Beverage Department)	1065	12.22%	24	16.90%	-	-
Chief Steward/Stewarding Manager	138	1.58%	1	0.70%	-	-
Executive Sous Chef/Sous Chef	212	2.43%	2	1.41%	-	-
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	807	9.26%	3	2.11%	-	-
Specialist Cook	149	1.71%	-	-	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	65	0.75%	-	-	-	-
Wine Steward/Sommelier	30	0.34%	-	-	-	-
Executive Chinese Sous Chef	3	0.03%	-	-	-	-

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)						
Senior Cook	25	0.29%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	10	0.11%	1	0.70%	-	-
Barbecue Cook	1	0.01%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	1	0.01%	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	1	0.01%	-	-	-	-
Second Butcher	1	0.01%	-	-	-	-
Tour Co-ordinator/Group Co-ordinator	23	0.26%	-	-	-	-
Others	68	0.78%	2	1.41%	-	-
Sub-total	8718	100%	142	100%	1	100%
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	1126	31.97%	46	54.12%	-	-
Baker/Pastry Cook	292	8.29%	5	5.88%	1	12.50%
Cook (Western)/Junior Cook (Western)	2097	59.54%	34	40%	7	87.50%
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	6	0.17%	-	-	-	-
Others	1	0.03%	-	-	-	-
Sub-total	3522	100%	85	100%	8	100%
OPERATIVE LEVEL						
Systems Support Operator/ EDP Operator/Computer Operator/ Web Designer	31	0.20%	-	-	-	-

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)						
Draftsman/Photographer/Printshop Staff	42	0.28%	-	-	-	-
Airport Representative	118	0.78%	-	-	2	3.85%
Bell Attendant/Baggage Porter/ Door Attendant	879	5.79%	26	5.11%	2	3.85%
Reservations Clerk/Agent	223	1.47%	10	1.96%	2	3.85%
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	1851	12.20%	64	12.57%	22	42.31%
Telephone Operator	406	2.68%	10	1.96%	1	1.92%
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	1270	8.37%	30	5.89%	-	-
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	461	3.04%	2	0.39%	-	-
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	197	1.30%	-	-	-	-
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	299	1.97%	10	1.96%	-	-
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	4205	27.72%	146	28.68%	5	9.62%
Health Club/gym/Spa Attendant/ Supporting Staff	230	1.52%	5	0.98%	-	-
Masseuse/Body Therapist	111	0.73%	1	0.20%	-	-
Beautician/Facial Therapist	30	0.20%	-	-	-	-
Spa Concierge	53	0.35%	-	-	-	-
Lifeguard	122	0.80%	1	0.20%	-	-

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)						
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	62	0.41%	-	-	-	-
Security Officer/Uniform Guard/ House Officer	590	3.89%	31	6.09%	-	-
Cake Shop Staff	38	0.25%	-	-	-	-
Restaurant Receptionist/ Hostess	323	2.13%	13	2.55%	-	-
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	332	2.19%	22	4.32%	1	1.92%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1379	9.09%	27	5.30%	-	-
Bartender/Soda Fountain Server	137	0.90%	2	0.39%	-	-
Waiter/Waitress	1506	9.93%	108	21.22%	17	32.69%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	1	0.01%	-	-	-	-
Others	273	1.80%	1	0.20%	-	-
Sub-total	15169	100%	509	100%	52	100%
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	353	36.85%	1	11.11%	1	16.67%
Typist/Office Assistant/ Messenger/Runner	19	1.98%	2	22.22%	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	78	8.14%	1	11.11%	1	16.67%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	481	50.21%	3	33.33%	4	66.67%

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)						
Others	27	2.82%	2	22.22%	-	-
Sub-total	958	100%	9	100%	6	100%
GRAND TOTAL	30517	100%	776	100%	71	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						
Executive Chinese Chef/Chief Chef	39	43.33%	-	-	-	-
Chinese Restaurant Manager	51	56.67%	-	-	-	-
Sub-total	90	100%	-	-	-	-
SUPERVISORY / TECHNICIAN LEVEL						
Executive Chinese Sous Chef	39	4%	1	7.14%	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	46	4.71%	1	7.14%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	181	18.55%	5	35.71%	-	-
Pantry Captain	36	3.69%	-	-	-	-
Senior Cook	68	6.97%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	59	6.05%	1	7.14%	-	-
Barbecue Cook	58	5.94%	-	-	-	-
Chief Cook	56	5.74%	-	-	-	-
Chief Dim Sum Cook	42	4.30%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	143	14.65%	3	21.43%	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	152	15.57%	3	21.43%	-	-
Chief Butcher	44	4.51%	-	-	-	-
Second Butcher	47	4.82%	-	-	-	-
Others	5	0.51%	-	-	-	-
Sub-total	976	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						
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	212	100%	-	-	-	-
Sub-total	212	100%	-	-	-	-
OPERATIVE LEVEL						
Restaurant Receptionist/ Hostess	28	4.81%	-	-	-	-
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	102	17.53%	16	57.14%	3	75%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	46	7.90%	-	-	-	-
Waiter/Waitress	342	58.76%	12	42.86%	1	25%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	59	10.14%	-	-	-	-
Others	5	0.86%	-	-	-	-
Sub-total	582	100%	28	100%	4	100%
GRAND TOTAL	1860	100%	42	100%	4	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	90	4	1	-	-	-	-	14	109
Resident Manager/ Executive Assistant Manager/ Director of Operations	65	1	4	-	-	-	-	9	79
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	83	5	1	-	-	-	-	11	100
Personnel Manager/Training Manager	38	-	-	-	1	-	-	5	44
Financial Controller/Chief Accountant/ Director of Finance	99	10	4	-	-	-	-	14	127
Materials Manager/Procurement Manager/ Purchasing Manager	29	17	1	-	-	-	-	5	52

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)									
EDP Manager/ Computer Systems Manager/ Information Systems Service Manager	36	9	3	-	-	-	-	6	54
Food and Beverage Cost Controller/ Cost Controller	21	2	3	-	-	-	-	4	30
Director of Marketing/ Director of Sales/Director of Promotions	127	13	3	-	-	-	-	21	164
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	59	4	-	-	-	-	-	11	74
Marketing Manager/Sales Manager/ Business Development Manager	205	101	13	1	-	-	-	33	353
Convention Sales Manager/ Event Sales Manager	60	17	-	-	-	-	-	10	87
Director of Front Office/ Front Office Manager	68	14	3	2	-	-	-	17	104
Director of Rooms Division/ Rooms Division Manager	22	12	4	-	-	-	-	10	48

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 Housekeeping/ Executive Housekeeper/ Housekeeping Manager	42	28	18	1	3	-	-	15	107
Health Club/Gym/Spa Director	12	-	-	-	-	-	-	3	15
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	67	24	14	2	1	-	-	18	126
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	34	17	18	1	5	-	-	10	85
Director of Catering/Director of Events	30	5	2	-	-	-	-	3	40
Catering Sales Manager/Event Manager	56	20	4	-	-	-	-	3	83
Executive Chef/Chef de Cuisine	29	24	27	5	4	2	-	15	106
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	38	20	7	1	-	-	-	15	81
Assistant Food and Beverage Manager	37	15	4	1	3	-	-	6	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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Executive Chinese Chef/Chief Chef	-	7	18	5	2	-	-	10	42
Chinese Restaurant Manager	1	9	23	6	1	-	-	11	51
Others	12	-	-	-	-	-	-	1	13
Sub-total	1360	378	175	25	20	2	-	280	2240
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager/ Revenue Analyst	25	54	21	1	2	-	-	11	114
Personnel Officer/ Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	47	65	17	2	3	-	-	18	152
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	40	158	79	24	9	-	-	29	339
Credit Manager	15	28	3	-	2	-	-	7	55
Assistant Controller/ Assistant Purchasing Manager	11	32	14	4	10	-	-	18	89

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	1	15	24	5	24	-	-	6	75
Income Auditor/Night Auditor	8	30	15	1	1	-	-	11	66
EDP Supervisor/System Analyst	13	29	15	6	-	-	-	5	68
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	89	189	125	19	13	-	-	56	491
Public Relations Officer/ Corporate Communications Officer	28	31	7	-	-	-	-	17	83
Printshop Supervisor/Art Director/ Designer/Layout Artist	1	6	40	-	2	-	-	7	56
Airport Manager/ Chief Airport Representative	2	5	10	1	-	-	-	-	18
Telephone Service Manager/ Telephone Supervisor	7	34	37	9	2	-	-	12	101
Front Office Cashier Supervisor	-	8	1	3	-	-	-	5	17

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 Services Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	97	244	136	40	14	-	-	95	626
Concierge/Bell Superintendent	2	24	37	10	15	-	-	11	99
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	20	30	139	45	44	-	-	33	311
Reservations Supervisor	3	22	19	4	2	-	-	33	83
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	20	98	141	41	35	-	-	21	356
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	9	34	55	10	8	-	-	25	141

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	10	96	417	167	77	4	-	132	903
Laundry Manager/ Laundry Supervisor/Officer	-	21	52	9	10	-	-	10	102
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	17	20	15	-	-	-	22	74
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	1	-	3	8	2	-	-	5	19
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	11	72	128	49	16	2	-	46	324
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	1	23	117	98	9	-	1	34	283
Security Supervisor	3	17	25	49	43	-	-	18	155

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	17	31	32	20	5	-	-	9	114
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	31	36	78	5	6	-	-	10	166
Food and Beverage Cashier Supervisor/ Cashier	-	12	33	3	5	-	-	10	63
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	17	62	33	20	-	-	32	164
Beverage Manager/Bar Manager/ Head Barman	4	4	14	3	3	-	-	11	39
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.) /Room Service Manager	22	82	139	57	20	-	-	38	358
Cake Shop Manager or Supervisor	-	-	8	1	-	-	-	6	15
Captain (Food and Beverage Department)	-	119	385	310	114	-	-	137	1065
Chief Steward/Stewarding Manager	1	11	66	21	30	-	-	9	138

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	-	19	67	28	62	2	-	34	212
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	51	306	128	253	3	-	66	807
Specialist Cook	-	1	47	19	41	-	-	41	149
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	10	10	37	4	-	-	4	65
Wine Steward/Sommelier	1	2	4	14	4	-	-	5	30
Executive Chinese Sous Chef	-	4	5	14	8	-	-	11	42
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	7	8	18	4	-	-	9	46
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	7	40	51	24	-	-	59	181
Pantry Captain	-	-	4	1	12	1	-	18	36

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)									
Senior Cook	-	-	17	13	44	-	3	16	93
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	11	53	-	-	3	69
Barbecue Cook	-	-	3	8	18	1	1	28	59
Chief Cook	-	-	3	7	28	1	2	15	56
Chief Dim Sum Cook	-	-	2	11	15	1	2	11	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	8	16	54	2	7	57	144
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	5	22	61	2	14	49	153
Chief Butcher	-	-	1	12	9	1	5	16	44
Second Butcher	-	-	-	5	16	2	7	18	48
Tour Co-ordinator/Group Co-ordinator	1	4	5	-	2	-	-	11	23
Others	31	1	27	8	5	-	-	1	73
Sub-total	572	1800	3078	1496	1263	22	42	1421	9694

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)	-	-	146	429	296	104	11	140	1126
Baker/Pastry Cook	-	-	47	106	71	31	4	33	292
Cook (Western)/Junior Cook (Western)	-	-	195	624	444	510	14	310	2097
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	4	6	81	11	11	105	218
Others	-	-	-	-	1	-	-	-	1
Sub-total	-	-	392	1165	893	656	40	588	3734
OPERATIVE LEVEL									
Systems Support Operator/ EDP Operator/Computer Operator/ Web Designer	5	7	2	4	9	-	-	4	31
Draftsman/Photographer/Printshop Staff	-	-	-	5	37	-	-	-	42
Airport Representative	-	35	8	13	59	-	-	3	118

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)									
Bell Attendant/Baggage Porter/Door Attendant	-	5	48	125	479	98	-	124	879
Reservations Clerk/Agent	2	2	85	31	81	-	-	22	223
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	66	119	415	122	870	8	-	251	1851
Telephone Operator	36	26	58	58	150	16	-	62	406
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	-	-	-	42	124	720	188	196	1270
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	30	127	209	48	47	461
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	15	62	88	14	18	197
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	-	127	140	29	3	299

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)	-	-	96	491	1041	1757	251	569	4205
Health Club/gym/Spa Attendant/ Supporting Staff	-	3	8	63	90	8	-	58	230
Masseuse/Body Therapist	-	-	40	22	28	-	-	21	111
Beautician/Facial Therapist	-	-	-	12	16	-	-	2	30
Spa Concierge	-	17	8	2	18	-	-	8	53
Lifeguard	-	-	20	29	22	22	-	29	122
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	3	1	-	22	-	-	36	62
Security Officer/Uniform Guard/ House Officer	-	-	42	28	331	95	5	89	590
Cake Shop Staff	-	-	3	-	35	-	-	-	38
Restaurant Receptionist/ Hostess	-	-	61	63	188	4	-	35	351

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	-	-	15	65	219	62	1	72	434
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	48	921	250	206	1425
Bartender/Soda Fountain Server	-	2	19	25	66	3	-	22	137
Waiter/Waitress	-	18	218	252	894	76	-	390	1848
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	1	23	17	9	6	4	60
Others	-	-	-	15	93	116	6	48	278
Sub-total	109	237	1148	1535	5253	4352	798	2319	15751
ADMINISTRATIVE AND OTHERS LEVEL									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	15	44	100	24	125	-	-	45	353

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)									
Typist/Office Assistant/ Messenger/Runner	-	-	-	3	16	-	-	-	19
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	11	1	21	10	23	-	-	12	78
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	30	72	116	178	-	-	85	481
Others	1	1	-	3	14	-	-	8	27
Sub-total	27	76	193	156	356	-	-	150	958
GRAND TOTAL	2068	2491	4986	4377	7785	5032	880	4758	32377

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	90	4	1	-	-	-	-	14	109
Resident Manager/ Executive Assistant Manager/ Director of Operations	65	1	4	-	-	-	-	9	79
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	83	5	1	-	-	-	-	11	100
Personnel Manager/Training Manager	38	-	-	-	1	-	-	5	44
Financial Controller/Chief Accountant/ Director of Finance	99	10	4	-	-	-	-	14	127
Materials Manager/Procurement Manager/ Purchasing Manager	29	17	1	-	-	-	-	5	52

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)									
EDP Manager/ Computer Systems Manager/ Information Systems Service Manager	36	9	3	-	-	-	-	6	54
Food and Beverage Cost Controller/ Cost Controller	21	2	3	-	-	-	-	4	30
Director of Marketing/ Director of Sales/Director of Promotions	127	13	3	-	-	-	-	21	164
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	59	4	-	-	-	-	-	11	74
Marketing Manager/Sales Manager/ Business Development Manager	205	101	13	1	-	-	-	33	353
Convention Sales Manager/ Event Sales Manager	60	17	-	-	-	-	-	10	87
Director of Front Office/ Front Office Manager	68	14	3	2	-	-	-	17	104
Director of Rooms Division/ Rooms Division Manager	22	12	4	-	-	-	-	10	48

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 Housekeeping/ Executive Housekeeper/ Housekeeping Manager	42	28	18	1	3	-	-	15	107
Health Club/Gym/Spa Director	12	-	-	-	-	-	-	3	15
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	67	24	14	2	1	-	-	18	126
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	34	17	18	1	5	-	-	10	85
Director of Catering/Director of Events	30	5	2	-	-	-	-	3	40
Catering Sales Manager/Event Manager	56	20	4	-	-	-	-	3	83
Executive Chef/Chef de Cuisine	29	24	27	5	4	2	-	15	106
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	38	20	7	1	-	-	-	15	81
Assistant Food and Beverage Manager	37	15	4	1	3	-	-	6	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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Executive Chinese Chef/Chief Chef	-	-	3	-	-	-	-	-	3
Others	12	-	-	-	-	-	-	1	13
Sub-total	1359	362	137	14	17	2	-	259	2150
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager/ Revenue Analyst	25	54	21	1	2	-	-	11	114
Personnel Officer/ Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	47	65	17	2	3	-	-	18	152
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	40	158	79	24	9	-	-	29	339
Credit Manager	15	28	3	-	2	-	-	7	55
Assistant Controller/ Assistant Purchasing Manager	11	32	14	4	10	-	-	18	89
Chief Store Supervisor/Store Supervisor	1	15	24	5	24	-	-	6	75

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)									
Income Auditor/Night Auditor	8	30	15	1	1	-	-	11	66
EDP Supervisor/System Analyst	13	29	15	6	-	-	-	5	68
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	89	189	125	19	13	-	-	56	491
Public Relations Officer/ Corporate Communications Officer	28	31	7	-	-	-	-	17	83
Printshop Supervisor/Art Director/ Designer/Layout Artist	1	6	40	-	2	-	-	7	56
Airport Manager/ Chief Airport Representative	2	5	10	1	-	-	-	-	18
Telephone Service Manager/ Telephone Supervisor	7	34	37	9	2	-	-	12	101
Front Office Cashier Supervisor	-	8	1	3	-	-	-	5	17

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 Services Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	97	244	136	40	14	-	-	95	626
Concierge/Bell Superintendent	2	24	37	10	15	-	-	11	99
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	20	30	139	45	44	-	-	33	311
Reservations Supervisor	3	22	19	4	2	-	-	33	83
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	20	98	141	41	35	-	-	21	356
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	9	34	55	10	8	-	-	25	141

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	10	96	417	167	77	4	-	132	903
Laundry Manager/ Laundry Supervisor/Officer	-	21	52	9	10	-	-	10	102
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	17	20	15	-	-	-	22	74
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	1	-	3	8	2	-	-	5	19
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	11	72	128	49	16	2	-	46	324
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	1	23	117	98	9	-	1	34	283
Security Supervisor	3	17	25	49	43	-	-	18	155

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	17	31	32	20	5	-	-	9	114
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	31	36	78	5	6	-	-	10	166
Food and Beverage Cashier Supervisor/ Cashier	-	12	33	3	5	-	-	10	63
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	17	62	33	20	-	-	32	164
Beverage Manager/Bar Manager/ Head Barman	4	4	14	3	3	-	-	11	39
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.) /Room Service Manager	22	82	139	57	20	-	-	38	358
Cake Shop Manager or Supervisor	-	-	8	1	-	-	-	6	15
Captain (Food and Beverage Department)	-	119	385	310	114	-	-	137	1065
Chief Steward/Stewarding Manager	1	11	66	21	30	-	-	9	138

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	-	19	67	28	62	2	-	34	212
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	51	306	128	253	3	-	66	807
Specialist Cook	-	1	47	19	41	-	-	41	149
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	10	10	37	4	-	-	4	65
Wine Steward/Sommelier	1	2	4	14	4	-	-	5	30
Executive Chinese Sous Chef	-	-	-	3	-	-	-	-	3
Senior Cook	-	-	1	4	20	-	-	-	25
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	2	8	-	-	-	10
Barbecue Cook	-	-	-	-	1	-	-	-	1
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	1	-	-	-	-	1

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)	-	-	-	1	-	-	-	-	1
Second Butcher	-	-	-	1	-	-	-	-	1
Tour Co-ordinator/Group Co-ordinator	1	4	5	-	2	-	-	11	23
Others	31	1	22	8	5	-	-	1	68
Sub-total	572	1782	2976	1319	946	11	1	1111	8718
CRAFT LEVEL									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	-	146	429	296	104	11	140	1126
Baker/Pastry Cook	-	-	47	106	71	31	4	33	292
Cook (Western)/Junior Cook (Western)	-	-	195	624	444	510	14	310	2097
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	-	6	-	-	-	6
Others	-	-	-	-	1	-	-	-	1

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 (Continued)									
Sub-total	-	-	388	1159	818	645	29	483	3522
OPERATIVE LEVEL									
Systems Support Operator/ EDP Operator/Computer Operator/ Web Designer	5	7	2	4	9	-	-	4	31
Draftsman/Photographer/Printshop Staff	-	-	-	5	37	-	-	-	42
Airport Representative	-	35	8	13	59	-	-	3	118
Bell Attendant/Baggage Porter/ Door Attendant	-	5	48	125	479	98	-	124	879
Reservations Clerk/Agent	2	2	85	31	81	-	-	22	223
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	66	119	415	122	870	8	-	251	1851
Telephone Operator	36	26	58	58	150	16	-	62	406

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)									
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	-	-	-	42	124	720	188	196	1270
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	30	127	209	48	47	461
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	15	62	88	14	18	197
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	-	127	140	29	3	299
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	96	491	1041	1757	251	569	4205
Health Club/gym/Spa Attendant/ Supporting Staff	-	3	8	63	90	8	-	58	230
Masseuse/Body Therapist	-	-	40	22	28	-	-	21	111
Beautician/Facial Therapist	-	-	-	12	16	-	-	2	30
Spa Concierge	-	17	8	2	18	-	-	8	53

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)									
Lifeguard	-	-	20	29	22	22	-	29	122
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	3	1	-	22	-	-	36	62
Security Officer/Uniform Guard/ House Officer	-	-	42	28	331	95	5	89	590
Cake Shop Staff	-	-	3	-	35	-	-	-	38
Restaurant Receptionist/ Hostess	-	-	43	63	178	4	-	35	323
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	6	47	184	60	-	35	332
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	35	906	235	203	1379
Bartender/Soda Fountain Server	-	2	19	25	66	3	-	22	137
Waiter/Waitress	-	-	189	198	766	64	-	289	1506
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	-	-	-	1	-	-	1

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	-	-	-	15	93	115	6	44	273
Sub-total	109	219	1091	1440	5050	4314	776	2170	15169
ADMINISTRATIVE AND OTHERS LEVEL									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	15	44	100	24	125	-	-	45	353
Typist/Office Assistant/ Messenger/Runner	-	-	-	3	16	-	-	-	19
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	11	1	21	10	23	-	-	12	78
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	30	72	116	178	-	-	85	481
Others	1	1	-	3	14	-	-	8	27
Sub-total	27	76	193	156	356	-	-	150	958
GRAND TOTAL	2067	2439	4785	4088	7187	4972	806	4173	30517

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									
Executive Chinese Chef/Chief Chef	-	7	15	5	2	-	-	10	39
Chinese Restaurant Manager	1	9	23	6	1	-	-	11	51
Sub-total	1	16	38	11	3	-	-	21	90
SUPERVISORY / TECHNICIAN LEVEL									
Executive Chinese Sous Chef	-	4	5	11	8	-	-	11	39
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	7	8	18	4	-	-	9	46
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	7	40	51	24	-	-	59	181
Pantry Captain	-	-	4	1	12	1	-	18	36
Senior Cook	-	-	16	9	24	-	3	16	68

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)									
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	9	45	-	-	3	59
Barbecue Cook	-	-	3	8	17	1	1	28	58
Chief Cook	-	-	3	7	28	1	2	15	56
Chief Dim Sum Cook	-	-	2	11	15	1	2	11	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	8	15	54	2	7	57	143
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	5	21	61	2	14	49	152
Chief Butcher	-	-	1	12	9	1	5	16	44
Second Butcher	-	-	-	4	16	2	7	18	47
Others	-	-	5	-	-	-	-	-	5
Sub-total	-	18	102	177	317	11	41	310	976
CRAFT LEVEL									
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	4	6	75	11	11	105	212

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 (Continued)									
Sub-total	-	-	4	6	75	11	11	105	212
OPERATIVE LEVEL									
Restaurant Receptionist/ Hostess	-	-	18	-	10	-	-	-	28
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	9	18	35	2	1	37	102
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	13	15	15	3	46
Waiter/Waitress	-	18	29	54	128	12	-	101	342
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	1	23	17	8	6	4	59
Others	-	-	-	-	-	1	-	4	5
Sub-total	-	18	57	95	203	38	22	149	582
GRAND TOTAL	1	52	201	289	598	60	74	585	1860

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	-	-	-	-	4	8	4	10	44	39	109
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	-	5	4	5	7	7	26	25	79
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	1	8	14	9	14	18	36	100
Personnel Manager/Training Manager	-	-	1	1	2	9	10	6	4	11	44
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	12	7	6	13	19	29	41	127
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	1	13	7	7	7	3	14	52
EDP Manager/ Computer Systems Manager/ Information Systems Service Manager	-	-	-	4	8	4	7	11	3	17	54

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)											
Food and Beverage Cost Controller/ Cost Controller	-	-	-	1	3	5	1	4	3	13	30
Director of Marketing/ Director of Sales/Director of Promotions	-	-	-	1	11	9	14	40	36	53	164
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	-	-	-	3	7	4	4	18	11	27	74
Marketing Manager/Sales Manager/ Business Development Manager	-	-	-	19	54	49	32	83	2	114	353
Convention Sales Manager/ Event Sales Manager	-	-	-	2	4	16	7	36	-	22	87
Director of Front Office/ Front Office Manager	-	-	-	4	11	17	14	12	9	37	104
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	9	2	1	8	9	19	48
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	4	13	17	16	21	4	32	107
Health Club/Gym/Spa Director	-	-	-	-	-	2	-	3	2	8	15

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 Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	-	-	-	5	14	12	13	20	20	42	126
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	2	13	9	10	11	10	1	29	85
Director of Catering/Director of Events	-	-	-	-	-	2	3	8	13	14	40
Catering Sales Manager/Event Manager	-	-	-	1	9	21	23	12	-	17	83
Executive Chef/Chef de Cuisine	-	-	-	3	12	13	13	16	19	30	106
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	1	6	7	8	11	15	33	81
Assistant Food and Beverage Manager	-	-	-	1	9	21	-	14	8	13	66
Executive Chinese Chef/Chief Chef	-	-	-		2	7	5	3	11	14	42
Chinese Restaurant Manager	-	-	-	10	11	6	2	6	2	14	51
Others	-	-	-	1	3	2	-	5	-	2	13
Sub-total	-	-	3	93	233	275	224	404	292	716	2240

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	-	-	3	29	48	6	3	4	1	20	114
Personnel Officer/ Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	30	77	22	3	-	-	-	20	152
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	-	39	168	90	1	-	1	-	40	339
Credit Manager	-	-	2	14	27	1	3	-	-	8	55
Assistant Controller/ Assistant Purchasing Manager	-	6	10	24	18	4	1	2	1	23	89
Chief Store Supervisor/Store Supervisor	-	-	26	29	11	-	-	-	-	9	75
Income Auditor/Night Auditor	-	-	14	24	13	-	-	-	-	15	66
EDP Supervisor/System Analyst	-	-	10	39	12	-	1	-	-	6	68
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	-	-	154	173	97	-	-	-	-	67	491

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	-	-	25	24	18	-	-	-	-	16	83
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	1	6	15	27	-	-	-	-	7	56
Airport Manager/ Chief Airport Representative	-	-	1	11	5	-	-	-	-	1	18
Telephone Service Manager/ Telephone Supervisor	-	-	19	40	29	3	-	-	-	10	101
Front Office Cashier Supervisor	-	-	-	10	2	-	-	-	-	5	17
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Services Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	-	-	25	262	203	20	8	-	-	108	626
Concierge/Bell Superintendent	-	5	13	47	16	8	-	1	-	9	99
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	3	147	88	39	-	-	-	-	34	311

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	34	5	-	-	-	-	20	83
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	-	-	105	179	31	-	-	-	-	41	356
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	-	-	12	51	45	9	-	-	1	23	141
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	-	335	364	54	-	-	-	-	150	903
Laundry Manager/ Laundry Supervisor/Officer	-	-	17	27	30	14	-	-	-	14	102
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	-	8	38	10	-	3	-	-	15	74
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	13	-	5	-	-	-	1	19

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	-	-	19	157	74	18	5	-	-	51	324
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	1	93	120	42	-	-	-	-	27	283
Security Supervisor	-	-	50	69	14	-	-	-	-	22	155
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	-	-	8	43	32	18	1	-	-	12	114
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	-	-	59	43	50	-	-	-	-	14	166
Food and Beverage Cashier Supervisor/ Cashier	-	-	45	3	4	-	-	-	-	11	63
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	26	88	42	-	-	1	-	7	164
Beverage Manager/Bar Manager/ Head Barman	-	-	5	9	6	2	2	-	-	15	39

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	-	-	13	114	123	56	12	-	-	40	358
Cake Shop Manager or Supervisor	-	-	3	1	4	-	-	-	-	7	15
Captain (Food and Beverage Department)	-	-	528	234	154	-	-	-	-	149	1065
Chief Steward/Stewarding Manager	-	2	16	19	80	3	1	-	-	17	138
Executive Sous Chef/Sous Chef	-	-	10	50	85	31	3	2	-	31	212
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	-	49	335	199	52	53	-	-	119	807
Specialist Cook	-	-	36	82	14	3	-	-	-	14	149
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	5	39	5	-	-	-	-	16	65
Wine Steward/Sommelier	-	-	4	8	1	1	-	-	-	16	30
Executive Chinese Sous Chef	-	-	-	6	17	3	3	3	2	8	42

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 Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	2	15	22	6	-	-	-	1	46
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	57	86	2	-	-	-	-	36	181
Pantry Captain	-	-	18	12	-	-	-	-	-	6	36
Senior Cook	-	-	8	41	21	15	-	-	-	8	93
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	55	9	-	-	-	-	3	69
Barbecue Cook	-	-	1	22	18	10	-	-	-	8	59
Chief Cook	-	-	4	9	30	5	2	-	-	6	56
Chief Dim Sum Cook	-	-	2	9	16	7	-	-	-	8	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	19	65	27	15	-	-	-	18	144
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	27	79	23	-	-	-	-	24	153
Chief Butcher	-	-	2	15	15	-	-	-	-	12	44
Second Butcher	-	-	10	19	8	-	-	-	-	11	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
SUPERVISORY / TECHNICIAN LEVEL (Continued)											
Tour Co-ordinator/Group Co-ordinator	-	-	15	6	-	-	-	-	-	2	23
Others	-	-	1	52	19	-	-	-	-	1	73
Sub-total	-	18	2162	3685	2008	319	101	14	5	1382	9694
CRAFT LEVEL											
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	25	874	73	-	-	-	-	-	154	1126
Baker/Pastry Cook	-	11	234	13	-	-	-	-	-	34	292
Cook (Western)/Junior Cook (Western)	-	275	1516	12	-	-	-	-	-	294	2097
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	35	118	37	-	-	-	-	-	28	218
Others	-	-	1	-	-	-	-	-	-	-	1
Sub-total	-	346	2743	135	-	-	-	-	-	510	3734

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											
Systems Support Operator/ EDP Operator/Computer Operator/ Web Designer	-	2	16	7	-	2	-	-	-	4	31
Draftsman/Photographer/Printshop Staff	-	1	41	-	-	-	-	-	-	-	42
Airport Representative	-	2	80	22	-	-	-	-	-	14	118
Bell Attendant/Baggage Porter/ Door Attendant	94	363	312	-	-	-	-	-	-	110	879
Reservations Clerk/Agent	-	54	134	9	-	-	-	-	-	26	223
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	11	348	1056	117	-	-	-	-	-	319	1851
Telephone Operator	-	80	253	36	-	-	-	-	-	37	406
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	145	592	358	-	-	-	-	-	-	175	1270
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	53	275	59	-	-	-	-	-	-	74	461

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)											
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	41	139	-	-	-	-	-	-	17	197
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	2	114	173	-	-	-	-	-	-	10	299
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	201	1815	1487	8	-	-	-	-	-	694	4205
Health Club/gym/Spa Attendant/ Supporting Staff	-	59	113	-	-	-	-	-	-	58	230
Masseuse/Body Therapist	-	8	43	2	20	-	-	-	-	38	111
Beautician/Facial Therapist	-	4	10	-	-	-	-	-	-	16	30
Spa Concierge	-	1	27	-	-	-	-	-	-	25	53
Lifeguard	-	-	109	-	-	-	-	-	-	13	122
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	15	40	-	-	-	-	-	-	7	62
Security Officer/Uniform Guard/ House Officer	-	215	263	24	-	-	-	-	-	88	590
Cake Shop Staff	-	1	31	-	-	-	-	-	-	6	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
OPERATIVE LEVEL (Continued)											
Restaurant Receptionist/ Hostess	-	103	182	23	-	-	-	-	-	43	351
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	14	196	160	-	-	-	-	-	-	64	434
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	194	780	244	-	-	-	-	-	-	207	1425
Bartender/Soda Fountain Server	-	14	91	2	-	-	-	-	-	30	137
Waiter/Waitress	-	405	1093	8	-	-	-	-	-	342	1848
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	5	26	10	15	-	-	-	-	4	60
Others	6	107	117	2	-	-	-	-	-	46	278
Sub-total	720	5600	6657	270	35	2	-	-	-	2467	15751
ADMINISTRATIVE AND OTHERS LEVEL											
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	-	19	179	65	44	5	1	-	-	40	353

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)											
Typist/Office Assistant/ Messenger/Runner	-	1	15	-	-	-	-	-	-	3	19
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	22	36	1	-	-	-	-	-	19	78
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	72	330	-	-	-	-	-	-	79	481
Others	-	8	8	4	-	-	-	-	-	7	27
Sub-total	-	122	568	70	44	5	1	-	-	148	958
GRAND TOTAL	720	6086	12133	4253	2320	601	326	418	297	5223	32377

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	-	-	-	-	4	8	4	10	44	39	109
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	-	5	4	5	7	7	26	25	79
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	1	8	14	9	14	18	36	100
Personnel Manager/Training Manager	-	-	1	1	2	9	10	6	4	11	44
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	12	7	6	13	19	29	41	127
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	1	13	7	7	7	3	14	52
EDP Manager/ Computer Systems Manager/ Information Systems Service Manager	-	-	-	4	8	4	7	11	3	17	54

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)											
Food and Beverage Cost Controller/ Cost Controller	-	-	-	1	3	5	1	4	3	13	30
Director of Marketing/ Director of Sales/Director of Promotions	-	-	-	1	11	9	14	40	36	53	164
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	-	-	-	3	7	4	4	18	11	27	74
Marketing Manager/Sales Manager/ Business Development Manager	-	-	-	19	54	49	32	83	2	114	353
Convention Sales Manager/ Event Sales Manager	-	-	-	2	4	16	7	36	-	22	87
Director of Front Office/ Front Office Manager	-	-	-	4	11	17	14	12	9	37	104
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	9	2	1	8	9	19	48
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	4	13	17	16	21	4	32	107
Health Club/Gym/Spa Director	-	-	-	-	-	2	-	3	2	8	15

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 Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	-	-	-	5	14	12	13	20	20	42	126
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	2	13	9	10	11	10	1	29	85
Director of Catering/Director of Events	-	-	-	-	-	2	3	8	13	14	40
Catering Sales Manager/Event Manager	-	-	-	1	9	21	23	12		17	83
Executive Chef/Chef de Cuisine	-	-	-	3	12	13	13	16	19	30	106
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	1	6	7	8	11	15	33	81
Assistant Food and Beverage Manager	-	-	-	1	9	21	-	14	8	13	66
Executive Chinese Chef/Chief Chef	-	-	-	-	-	2	-	-	-	1	3
Others	-	-	-	1	3	2	-	5	-	2	13
Sub-total	-	-	3	83	220	264	217	395	279	689	2150

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	-	-	3	29	48	6	3	4	1	20	114
Personnel Officer/ Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	30	77	22	3	-	-	-	20	152
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	-	39	168	90	1	-	1	-	40	339
Credit Manager	-	-	2	14	27	1	3	-	-	8	55
Assistant Controller/ Assistant Purchasing Manager	-	6	10	24	18	4	1	2	1	23	89
Chief Store Supervisor/Store Supervisor	-	-	26	29	11	-	-	-	-	9	75
Income Auditor/Night Auditor	-	-	14	24	13	-	-	-	-	15	66
EDP Supervisor/System Analyst	-	-	10	39	12	-	1	-	-	6	68
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	-	-	154	173	97	-	-	-	-	67	491

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	-	-	25	24	18	-	-	-	-	16	83
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	1	6	15	27	-	-	-	-	7	56
Airport Manager/ Chief Airport Representative	-	-	1	11	5	-	-	-	-	1	18
Telephone Service Manager/ Telephone Supervisor	-	-	19	40	29	3	-	-	-	10	101
Front Office Cashier Supervisor	-	-	-	10	2	-	-	-	-	5	17
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Services Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	-	-	25	262	203	20	8	-	-	108	626
Concierge/Bell Superintendent	-	5	13	47	16	8	-	1	-	9	99
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	3	147	88	39	-	-	-	-	34	311

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	34	5	-	-	-	-	20	83
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	-	-	105	179	31	-	-	-	-	41	356
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	-	-	12	51	45	9	-	-	1	23	141
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	-	335	364	54	-	-	-	-	150	903
Laundry Manager/ Laundry Supervisor/Officer	-	-	17	27	30	14	-	-	-	14	102
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	-	8	38	10	-	3	-	-	15	74
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	13	-	5	-	-	-	1	19

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	-	-	19	157	74	18	5	-	-	51	324
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	1	93	120	42	-	-	-	-	27	283
Security Supervisor	-	-	50	69	14	-	-	-	-	22	155
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	-	-	8	43	32	18	1	-	-	12	114
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	-	-	59	43	50	-	-	-	-	14	166
Food and Beverage Cashier Supervisor/ Cashier	-	-	45	3	4	-	-	-	-	11	63
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	26	88	42	-	-	1	-	7	164
Beverage Manager/Bar Manager/ Head Barman	-	-	5	9	6	2	2	-	-	15	39

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	-	-	13	114	123	56	12	-	-	40	358
Cake Shop Manager or Supervisor	-	-	3	1	4	-	-	-	-	7	15
Captain (Food and Beverage Department)	-	-	528	234	154	-	-	-	-	149	1065
Chief Steward/Stewarding Manager	-	2	16	19	80	3	1	-	-	17	138
Executive Sous Chef/Sous Chef	-	-	10	50	85	31	3	2	-	31	212
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	-	49	335	199	52	53	-	-	119	807
Specialist Cook	-	-	36	82	14	3	-	-	-	14	149
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	5	39	5	-	-	-	-	16	65
Wine Steward/Sommelier	-	-	4	8	1	1	-	-	-	16	30
Executive Chinese Sous Chef	-	-	-	1	2	-	-	-	-	-	3
Senior Cook	-	-	4	21	-	-	-	-	-	-	25

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)											
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	10	-	-	-	-	-	-	10
Barbecue Cook	-	-	-	-	1	-	-	-	-	-	1
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	1	-	-	-	-	-	-	-	1
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	1	-	-	-	-	-	-	-	1
Second Butcher	-	-	1	-	-	-	-	-	-	-	1
Tour Co-ordinator/Group Co-ordinator	-	-	15	6	-	-	-	-	-	2	23
Others	-	-	1	52	14	-	-	-	-	1	68
Sub-total	-	18	2017	3284	1798	258	96	11	3	1233	8718
CRAFT LEVEL											
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	25	874	73	-	-	-	-	-	154	1126
Baker/Pastry Cook	-	11	234	13	-	-	-	-	-	34	292
Cook (Western)/Junior Cook (Western)	-	275	1516	12	-	-	-	-	-	294	2097

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)											
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	6	-	-	-	-	-	-	-	6
Others	-	-	1	-	-	-	-	-	-	-	1
Sub-total	-	311	2631	98	-	-	-	-	-	482	3522
OPERATIVE LEVEL											
Systems Support Operator/ EDP Operator/Computer Operator/ Web Designer	-	2	16	7	-	2	-	-	-	4	31
Draftsman/Photographer/Printshop Staff	-	1	41	-	-	-	-	-	-	-	42
Airport Representative	-	2	80	22	-	-	-	-	-	14	118
Bell Attendant/Baggage Porter/ Door Attendant	94	363	312	-	-	-	-	-	-	110	879
Reservations Clerk/Agent	-	54	134	9	-	-	-	-	-	26	223
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	11	348	1056	117	-	-	-	-	-	319	1851
Telephone Operator	-	80	253	36	-	-	-	-	-	37	406

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)											
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	145	592	358	-	-	-	-	-	-	175	1270
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	53	275	59	-	-	-	-	-	-	74	461
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	41	139	-	-	-	-	-	-	17	197
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	2	114	173	-	-	-	-	-	-	10	299
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	201	1815	1487	8	-	-	-	-	-	694	4205
Health Club/gym/Spa Attendant/ Supporting Staff	-	59	113	-	-	-	-	-	-	58	230
Masseuse/Body Therapist	-	8	43	2	20	-	-	-	-	38	111
Beautician/Facial Therapist	-	4	10	-	-	-	-	-	-	16	30
Spa Concierge	-	1	27	-	-	-	-	-	-	25	53
Lifeguard	-	-	109	-	-	-	-	-	-	13	122

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)											
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	15	40	-	-	-	-	-	-	7	62
Security Officer/Uniform Guard/ House Officer	-	215	263	24	-	-	-	-	-	88	590
Cake Shop Staff	-	1	31	-	-	-	-	-	-	6	38
Restaurant Receptionist/ Hostess	-	102	166	14	-	-	-	-	-	41	323
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	10	155	109	-	-	-	-	-	-	58	332
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	183	764	225	-	-	-	-	-	-	207	1379
Bartender/Soda Fountain Server	-	14	91	2	-	-	-	-	-	30	137
Waiter/Waitress	-	357	873	8	-	-	-	-	-	268	1506
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	1	-	-	-	-	-	-	-	1
Others	5	107	113	2	-	-	-	-	-	46	273
Sub-total	704	5489	6322	251	20	2	-	-	-	2381	15169

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											
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	-	19	179	65	44	5	1	-	-	40	353
Typist/Office Assistant/ Messenger/Runner	-	1	15	-	-	-	-	-	-	3	19
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	22	36	1	-	-	-	-	-	19	78
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	72	330	-	-	-	-	-	-	79	481
Others	-	8	8	4	-	-	-	-	-	7	27
Sub-total	-	122	568	70	44	5	1	-	-	148	958
GRAND TOTAL	704	5940	11541	3786	2082	529	314	406	282	4933	30517

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											
Executive Chinese Chef/Chief Chef	-	-	-	-	2	5	5	3	11	13	39
Chinese Restaurant Manager	-	-	-	10	11	6	2	6	2	14	51
Sub-total	-	-	-	10	13	11	7	9	13	27	90
SUPERVISORY / TECHNICIAN LEVEL											
Executive Chinese Sous Chef	-	-	-	5	15	3	3	3	2	8	39
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	2	15	22	6	-	-	-	1	46
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	57	86	2	-	-	-	-	36	181
Pantry Captain	-	-	18	12	-	-	-	-	-	6	36
Senior Cook	-	-	4	20	21	15	-	-	-	8	68
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	45	9	-	-	-	-	3	59

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	-	-	1	22	17	10	-	-	-	8	58
Chief Cook	-	-	4	9	30	5	2	-	-	6	56
Chief Dim Sum Cook	-	-	2	9	16	7	-	-	-	8	42
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	18	65	27	15	-	-	-	18	143
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	26	79	23	-	-	-	-	24	152
Chief Butcher	-	-	2	15	15	-	-	-	-	12	44
Second Butcher	-	-	9	19	8	-	-	-	-	11	47
Others	-	-	-	-	5	-	-	-	-	-	5
Sub-total	-	-	145	401	210	61	5	3	2	149	976
CRAFT LEVEL											
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	35	112	37	-	-	-	-	-	28	212
Sub-total	-	35	112	37	-	-	-	-	-	28	212

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	16	9	-	-	-	-	-	2	28
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	4	41	51	-	-	-	-	-	-	6	102
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	11	16	19	-	-	-	-	-	-	-	46
Waiter/Waitress	-	48	220	-	-	-	-	-	-	74	342
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	5	25	10	15	-	-	-	-	4	59
Others	1	-	4	-	-	-	-	-	-	-	5
Sub-total	16	111	335	19	15	-	-	-	-	86	582
GRAND TOTAL	16	146	592	467	238	72	12	12	15	290	1860

TABLE 5 : 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	
OPERATIVE LEVEL			
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	2	-	2
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	17	3	20
Waiter/Waitress	1	-	1
Sub-total	20	3	23
ADMINISTRATIVE AND OTHERS LEVEL			
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	1	1
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	1	-	1
Sub-total	1	1	2
GRAND TOTAL	21	4	25

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	
SUPERVISORY / TECHNICIAN LEVEL					
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	3	3
Sub-total	-	-	-	3	3
CRAFT LEVEL					
Cook (Western)/Junior Cook (Western)	1	-	-	-	1
Sub-total	1	-	-	-	1
OPERATIVE LEVEL					
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	13	11	6	-	30
Waiter/Waitress	1	-	-	-	1
Sub-total	14	11	6	-	31
GRAND TOTAL	15	11	6	3	35

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
	\$28 - \$40	\$41 - \$60	\$61 or above	Refusal	
SUPERVISORY / TECHNICIAN LEVEL					
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	7	-	7
Sub-total	-	-	7	-	7
CRAFT LEVEL					
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	-	1	-	1
Baker/Pastry Cook	2	3	-	-	5
Cook (Western)/Junior Cook (Western)	108	118	-	-	226
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	3	7	-	-	10
Sub-total	113	128	1	-	242
OPERATIVE LEVEL					
Bell Attendant/Baggage Porter/ Door Attendant	6	17	-	-	23
Reservations Clerk/Agent	-	1	-	-	1
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	-	3	-	-	3
Telephone Operator	-	4	-	-	4
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	35	9	-	-	44
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	131	24	-	-	155

Job Title	Average Hourly Rate at Date of Survey				Total
	\$28 - \$40	\$41 - \$60	\$61 or above	Refusal	
OPERATIVE LEVEL (Continued)					
Health Club/gym/Spa Attendant/ Supporting Staff	-	1	-	-	1
Lifeguard	-	10	-	-	10
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	49	-	-	49
Security Officer/Uniform Guard/ House Officer	-	13	-	-	13
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	33	15	-	-	48
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	123	59	-	-	182
Waiter/Waitress	221	529	-	5	755
Others	-	-	3	-	3
Sub-total	549	734	3	5	1291
GRAND TOTAL	662	862	11	5	1540

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
	\$28 - \$40	\$41 - \$60	\$61 or above	Refusal	
SUPERVISORY / TECHNICIAN LEVEL					
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	7	-	7
Sub-total	-	-	7	-	7
CRAFT LEVEL					
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	-	1	-	1
Baker/Pastry Cook	2	3	-	-	5
Cook (Western)/Junior Cook (Western)	108	118	-	-	226
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	7	-	-	7
Sub-total	110	128	1	-	239
OPERATIVE LEVEL					
Bell Attendant/Baggage Porter/ Door Attendant	6	17	-	-	23
Reservations Clerk/Agent	-	1	-	-	1
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	-	3	-	-	3
Telephone Operator	-	4	-	-	4
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	35	9	-	-	44
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	131	24	-	-	155
Health Club/gym/Spa Attendant/ Supporting Staff	-	1	-	-	1

Job Title	Average Hourly Rate at Date of Survey				Total
	\$28 - \$40	\$41 - \$60	\$61 or above	Refusal	
OPERATIVE LEVEL (Continued)					
Lifeguard	-	10	-	-	10
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	49	-	-	49
Security Officer/Uniform Guard/ House Officer	-	13	-	-	13
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	25	12	-	-	37
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	123	59	-	-	182
Waiter/Waitress	221	523	-	5	749
Others	-	-	3	-	3
Sub-total	541	725	3	5	1274
GRAND TOTAL	651	853	11	5	1520

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
	\$28 - \$40	\$41 - \$60	\$61 or above	Refusal	
CRAFT LEVEL					
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	3	-	-	-	3
Sub-total	3	-	-	-	3
OPERATIVE LEVEL					
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	8	3	-	-	11
Waiter/Waitress	-	6	-	-	6
Sub-total	8	9	-	-	17
GRAND TOTAL	11	9	-	-	20

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)	-	64	203	151	430	49	229	1126
Baker/Pastry Cook	-	42	99	52	45	-	54	292
Cook (Western)/Junior Cook (Western)	6	299	523	511	309	1	448	2097
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	11	8	40	18	46	-	95	218
Others	-	1	-	-	-	-	-	1
Sub-total	17	414	865	732	830	50	826	3734

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/ Web Designer	1	10	13	1	2	-	4	31
Draftsman/Photographer/Printshop Staff	-	37	-	3	2	-	-	42
Airport Representative	-	29	41	5	28	5	10	118
Bell Attendant/Baggage Porter/ Door Attendant	162	264	161	96	2	-	194	879
Reservations Clerk/Agent	40	126	23	-	-	-	34	223
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	350	850	232	18	-	-	401	1851
Telephone Operator	49	83	138	19	32	2	83	406
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	-	-	54	126	656	161	273	1270

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	37	13	82	169	74	86	461
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	1	44	31	51	16	54	197
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	30	5	20	181	10	53	299
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	255	392	1310	1151	210	887	4205
Health Club/gym/Spa Attendant/ Supporting Staff	40	54	22	12	31	8	63	230
Masseuse/Body Therapist	-	32	40	14	-	2	23	111
Beautician/Facial Therapist	2	14	-	12	-	-	2	30
Spa Concierge	11	33	-	-	-	1	8	53
Lifeguard	28	22	25	14	-	-	33	122

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	24	-	-	-	-	-	38	62
Security Officer/Uniform Guard/ House Officer	3	60	110	143	124	10	140	590
Cake Shop Staff	33	5	-	-	-	-	-	38
Restaurant Receptionist/ Hostess	103	150	30	1	-	-	67	351
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	119	191	18	5	5	-	96	434
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	10	9	153	714	223	316	1425
Bartender/Soda Fountain Server	10	16	24	24	17	2	44	137
Waiter/Waitress	288	624	348	53	56	-	479	1848
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	16	-	7	12	16	9	60

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Others	52	2	11	62	68	-	83	278
Sub-total	1315	2951	1753	2211	3301	740	3480	15751
GRAND TOTAL	1332	3365	2618	2943	4131	790	4306	32377

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)	-	64	203	151	430	49	229	1126
Baker/Pastry Cook	-	42	99	52	45	-	54	292
Cook (Western)/Junior Cook (Western)	6	299	523	511	309	1	448	2097
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	4	-	2	-	-	-	-	6
Others	-	1	-	-	-	-	-	1
Sub-total	10	406	827	714	784	50	731	3522

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/ Web Designer	1	10	13	1	2	-	4	31
Draftsman/Photographer/Printshop Staff	-	37	-	3	2	-	-	42
Airport Representative	-	29	41	5	28	5	10	118
Bell Attendant/Baggage Porter/ Door Attendant	162	264	161	96	2	-	194	879
Reservations Clerk/Agent	40	126	23	-	-	-	34	223
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent	350	850	232	18	-	-	401	1851
Telephone Operator	49	83	138	19	32	2	83	406
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	-	-	54	126	656	161	273	1270

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	37	13	82	169	74	86	461
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	1	44	31	51	16	54	197
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	30	5	20	181	10	53	299
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	255	392	1310	1151	210	887	4205
Health Club/gym/Spa Attendant/ Supporting Staff	40	54	22	12	31	8	63	230
Masseuse/Body Therapist	-	32	40	14	-	2	23	111
Beautician/Facial Therapist	2	14	-	12	-	-	2	30
Spa Concierge	11	33	-	-	-	1	8	53
Lifeguard	28	22	25	14	-	-	33	122

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	24	-	-	-	-	-	38	62
Security Officer/Uniform Guard/ House Officer	3	60	110	143	124	10	140	590
Cake Shop Staff	33	5	-	-	-	-	-	38
Restaurant Receptionist/ Hostess	102	131	28	1	-	-	61	323
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	110	152	13	5	-	-	52	332
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	10	9	135	707	212	306	1379
Bartender/Soda Fountain Server	10	16	24	24	17	2	44	137
Waiter/Waitress	251	489	314	51	56	-	345	1506
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	-	-	-	1	-	1

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Others	52	2	11	61	68	-	79	273
Sub-total	1268	2742	1712	2183	3277	714	3273	15169
GRAND TOTAL	1278	3148	2539	2897	4061	764	4004	30517

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)	7	8	38	18	46	-	95	212
Sub-total	7	8	38	18	46	-	95	212
OPERATIVE LEVEL								
Restaurant Receptionist/ Hostess	1	19	2	-	-	-	6	28
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	9	39	5	-	5	-	44	102
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	18	7	11	10	46
Waiter/Waitress	37	135	34	2	-	-	134	342

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	-	16	-	7	12	15	9	59
Others	-	-	-	1	-	-	4	5
Sub-total	47	209	41	28	24	26	207	582
GRAND TOTAL	54	217	79	46	70	26	302	1860

TABLE 9 : ESTIMATED NUMBER OF ESTABLISHMENTS

Branch	Stratum Employment Size	Number of Firms
Hotels	1 - 9	3
	10 - 49	36
	50 - 99	23
	100 - 199	30
	200 - 499	45
	500 & over	16
	Total	153
Chinese Restaurants Operated by Hotels	10 - 49	37
	50 - 99	10
	Total	47
All Branches	1 - 9	3
	10 - 49	73
	50 - 99	33
	100 - 199	30
	200 - 499	45
	500 & over	16
	Total	200

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	156	655	811
Chinese Restaurants Operated by Hotels	1	24	25
All Branches	157	679	836

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	2181	8884	19336	969	31370
Chinese Restaurants Operated by Hotels	90	990	824	-	1904
All Branches	2271	9874	20160	969	33274

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	393	794	4665	499	6351
Chinese Restaurants Operated by Hotels	9	91	124	-	224
All Branches	402	885	4789	499	6575

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

Job Level Branch	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	25	91	1024	96	1236
Chinese Restaurants Operated by Hotels	-	5	40	-	45
All Branches	25	96	1064	96	1281

**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	15	475	108	598
Chinese Restaurants Operated by Hotels	5	20	-	25
All Branches	20	495	108	623

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	-	-	-	44	1448	375	283	2150
	Supervisory/Technician	-	-	814	5316	1493	29	1066	8718
	Craft/Operative	141	2999	11117	1858	98	-	2478	18691
	Administrative and Others	25	284	490	65	2	-	92	958
	Total	166	3283	12421	7283	3041	404	3919	30517
Chinese Restaurants Operated by Hotels	Managerial/Professional	-	-	-	11	40	16	23	90
	Supervisory/Technician	-	-	-	530	152	-	294	976
	Craft/Operative	-	50	393	132	-	-	219	794
	Administrative and Others	-	-	-	-	-	-	-	-
	Total	-	50	393	673	192	16	536	1860
All Branches	Managerial/Professional	-	-	-	55	1488	391	306	2240
	Supervisory/Technician	-	-	814	5846	1645	29	1360	9694
	Craft/Operative	141	3049	11510	1990	98	-	2697	19485
	Administrative and Others	25	284	490	65	2	-	92	958
	Total	166	3333	12814	7956	3233	420	4455	32377

TABLE 16 : NUMBER OF EMPLOYEES BY AVERAGE MAN-DAY OF TRAINING IN 2011

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	516	588	278	312	172	284	2150
	Supervisory/Technician	542	2589	3110	1215	126	1136	8718
	Craft/Operative	1089	8014	3401	3157	402	2628	18691
	Administrative and Others	425	235	61	130	9	98	958
	Total	2572	11426	6850	4814	709	4146	30517
Chinese Restaurants Operated by Hotels	Managerial/Professional	31	16	10	2	8	23	90
	Supervisory/Technician	121	165	244	121	31	294	976
	Craft/Operative	174	196	114	71	20	219	794
	Administrative and Others	-	-	-	-	-	-	-
	Total	326	377	368	194	59	536	1860
All Branches	Managerial/Professional	547	604	288	314	180	307	2240
	Supervisory/Technician	663	2754	3354	1336	157	1430	9694
	Craft/Operative	1263	8210	3515	3228	422	2847	19485
	Administrative and Others	425	235	61	130	9	98	958
	Total	2898	11803	7218	5008	768	4682	32377

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	68	905	831	346	2150
	Supervisory/Technician	569	3922	2792	1435	8718
	Craft/Operative	2852	6539	5869	3431	18691
	Administrative and Others	93	350	381	134	958
	Total	3582	11716	9873	5346	30517
Chinese Restaurants Operated by Hotels	Managerial/Professional	-	30	31	29	90
	Supervisory/Technician	-	282	304	390	976
	Craft/Operative	84	236	171	303	794
	Administrative and Others	-	-	-	-	-
	Total	84	548	506	722	1860
All Branches	Managerial/Professional	68	935	862	375	2240
	Supervisory/Technician	569	4204	3096	1825	9694
	Craft/Operative	2936	6775	6040	3734	19485
	Administrative and Others	93	350	381	134	958
	Total	3666	12264	10379	6068	32377

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	89	802	913	346	2150
	Supervisory/Technician	1245	2185	3853	1435	8718
	Craft/Operative	4006	4247	7007	3431	18691
	Administrative and Others	240	241	343	134	958
	Total	5580	7475	12116	5346	30517
Chinese Restaurants Operated by Hotels	Managerial/Professional	8	23	30	29	90
	Supervisory/Technician	165	188	233	390	976
	Craft/Operative	116	143	232	303	794
	Administrative and Others	-	-	-	-	-
	Total	289	354	495	722	1860
All Branches	Managerial/Professional	97	825	943	375	2240
	Supervisory/Technician	1410	2373	4086	1825	9694
	Craft/Operative	4122	4390	7239	3734	19485
	Administrative and Others	240	241	343	134	958
	Total	5869	7829	12611	6068	32377

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	1729	97	60	264	2150
	Supervisory/Technician	5827	1176	638	1077	8718
	Craft/Operative	9306	4474	2384	2527	18691
	Administrative and Others	531	233	100	94	958
	Total	17393	5980	3182	3962	30517
Chinese Restaurants Operated by Hotels	Managerial/Professional	61	8	-	21	90
	Supervisory/Technician	517	116	49	294	976
	Craft/Operative	375	112	88	219	794
	Administrative and Others	-	-	-	-	-
	Total	953	236	137	534	1860
All Branches	Managerial/Professional	1790	105	60	285	2240
	Supervisory/Technician	6344	1292	687	1371	9694
	Craft/Operative	9681	4586	2472	2746	19485
	Administrative and Others	531	233	100	94	958
	Total	18346	6216	3319	4496	32377

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	151	45	-	-	196
Human Resources Management	162	103	1	12	278
Sales and Marketing Strategic Planning, Implementation and Evaluation	159	87	18	1	265
Supervisory Techniques, Leadership Skills	454	726	192	37	1409
Risk Management	294	187	544	21	1046
Others	15	13	-	-	28
Sub-total	1235	1161	755	71	3222
TRADE SKILLS					
Sales and Marketing	75	94	36	10	215
Finance and Accounting	28	48	8	27	111
Culinary	17	77	259	-	353
Alcoholic Beverage and Wine	13	82	177	-	272
Restaurant Service	24	321	1290	3	1638
Housekeeping Service	8	167	1039	3	1217
Front Office Service	27	268	856	3	1154
Spa and Wellness	1	9	66	-	76
Convention and Banquet / Event Management	67	38	103	26	234
Hygiene and Food Safety	248	425	1584	48	2305
Others	1	1	5	-	7
Sub-total	509	1530	5423	120	7582
GENERIC SKILLS					
Service Attitude, Customer Service	219	1153	3895	123	5390
Communication	289	887	2674	142	3992
Problem Solving	203	468	694	30	1395
Others	35	99	270	22	426
Sub-total	746	2607	7533	317	11203

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
LANGUAGE					
Putonghua	6	166	647	77	896
English	5	237	1096	84	1422
Others	2	3	38	2	45
Sub-total	13	406	1781	163	2363
Refused to breakdown	3	-	52	-	55
Sub-total	3	-	52	-	55
GRAND TOTAL	2506	5704	15544	671	24425

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	148	45	-	-	193
Human Resources Management	159	101	1	12	273
Sales and Marketing Strategic Planning, Implementation and Evaluation	156	80	14	1	251
Supervisory Techniques, Leadership Skills	440	716	192	37	1385
Risk Management	294	187	544	21	1046
Others	14	13	-	-	27
Sub-total	1211	1142	751	71	3175
TRADE SKILLS					
Sales and Marketing	75	94	36	10	215
Finance and Accounting	28	48	8	27	111
Culinary	16	49	254	-	319
Alcoholic Beverage and Wine	13	80	175	-	268
Restaurant Service	24	280	1207	3	1514
Housekeeping Service	8	162	1022	3	1195
Front Office Service	27	262	843	3	1135
Spa and Wellness	1	9	65	-	75
Convention and Banquet / Event Management	67	38	103	26	234
Hygiene and Food Safety	239	371	1524	48	2182
Others	-	-	-	-	-
Sub-total	498	1393	5237	120	7248
GENERIC SKILLS					
Service Attitude, Customer Service	209	1090	3719	117	5135
Communication	279	835	2536	136	3786
Problem Solving	203	462	689	30	1384
Others	35	99	270	22	426
Sub-total	726	2486	7214	305	10731

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
LANGUAGE					
Putonghua	6	163	644	77	890
English	5	228	1072	84	1389
Others	2	3	38	2	45
Sub-total	13	394	1754	163	2324
Refused to breakdown	3	-	52	-	55
Sub-total	3	-	52	-	55
GRAND TOTAL	2451	5415	15008	659	23533

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	3	-	-	-	3
Human Resources Management	3	2	-	-	5
Sales and Marketing Strategic Planning, Implementation and Evaluation	3	7	4	-	14
Supervisory Techniques, Leadership Skills	14	10	-	-	24
Risk Management	-	-	-	-	-
Others	1	-	-	-	1
Sub-total	24	19	4	-	47
TRADE SKILLS					
Sales and Marketing	-	-	-	-	-
Finance and Accounting	-	-	-	-	-
Culinary	1	28	5	-	34
Alcoholic Beverage and Wine	-	2	2	-	4
Restaurant Service	-	41	83	-	124
Housekeeping Service	-	5	17	-	22
Front Office Service	-	6	13	-	19
Spa and Wellness	-	-	1	-	1
Convention and Banquet / Event Management	-	-	-	-	-
Hygiene and Food Safety	9	54	60	-	123
Others	1	1	5	-	7
Sub-total	11	137	186	-	334
GENERIC SKILLS					
Service Attitude, Customer Service	10	63	176	6	255
Communication	10	52	138	6	206
Problem Solving	-	6	5	-	11
Others	-	-	-	-	-
Sub-total	20	121	319	12	472

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
LANGUAGE					
Putonghua	-	3	3	-	6
English	-	9	24	-	33
Others	-	-	-	-	0
Sub-total	-	12	27	-	39
Refused to breakdown	-	-	-	-	0
Sub-total	-	-	-	-	0
GRAND TOTAL	55	289	536	12	892

**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	1235	1161	755	71	3222
	Next 12 Months	1306	1309	777	91	3483
	% Change	5.75%	12.75%	2.91%	28.17%	8.10%
Trade Skills	Past 12 Months	509	1530	5423	120	7582
	Next 12 Months	560	1649	5678	143	8030
	% Change	10.02%	7.78%	4.70%	19.17%	5.91%
Generic Skills	Past 12 Months	746	2607	7533	317	11203
	Next 12 Months	798	2773	7891	428	11890
	% Change	6.97%	6.37%	4.75%	35.02%	6.13%
Language	Past 12 Months	13	406	1781	163	2363
	Next 12 Months	51	641	2183	210	3085
	% Change	292.31%	57.88%	22.57%	28.83%	30.55%
Refusal	Past 12 Months	3	-	52	-	55
	Next 12 Months	0	0	0	0	0
	% Change	-100.00%	-	-100.00%	-	-100.00%
Total	Past 12 Months	2506	5704	15544	671	24425
	Next 12 Months	2715	6372	16529	872	26488
	% Change	8.34%	11.71%	6.34%	29.96%	8.45%

**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	1211	1142	751	71	3175
	Next 12 Months	1280	1281	771	91	3423
	% Change	5.70%	12.17%	2.66%	28.17%	7.81%
Trade Skills	Past 12 Months	498	1393	5237	120	7248
	Next 12 Months	547	1501	5480	143	7671
	% Change	9.84%	7.75%	4.64%	19.17%	5.84%
Generic Skills	Past 12 Months	726	2486	7214	305	10731
	Next 12 Months	776	2641	7556	416	11389
	% Change	6.89%	6.23%	4.74%	36.39%	6.13%
Language	Past 12 Months	13	394	1754	163	2324
	Next 12 Months	49	613	2135	210	3007
	% Change	276.92%	55.58%	21.72%	28.83%	29.39%
Refusal	Past 12 Months	3	-	52	-	55
	Next 12 Months	0	0	0	0	0
	% Change	-100.00%	-	-100.00%	-	-100.00%
Total	Past 12 Months	2451	5415	15008	659	23533
	Next 12 Months	2652	6036	15942	860	25490
	% Change	8.20%	11.47%	6.22%	30.50%	8.32%

**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	24	19	4	-	47
	Next 12 Months	26	28	6	-	60
	% Change	8.33%	47.37%	50.00%	-	27.66%
Trade Skills	Past 12 Months	11	137	186	-	334
	Next 12 Months	13	148	198	-	359
	% Change	18.18%	8.03%	6.45%	-	7.49%
Generic Skills	Past 12 Months	20	121	319	12	472
	Next 12 Months	22	132	335	12	501
	% Change	10.00%	9.09%	5.02%	0.00%	6.14%
Language	Past 12 Months	0	12	27	-	39
	Next 12 Months	2	28	48	-	78
	% Change	-	133.33%	77.78%	-	100.00%
Total	Past 12 Months	55	289	536	12	892
	Next 12 Months	63	336	587	12	998
	% Change	14.55%	16.26%	9.51%	0.00%	11.88%

**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	62	78	13	153
Chinese Restaurants Operated by Hotels	19	18	10	47
All Branches	81	96	23	200

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	17	6	120	143

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	402	836	4209	453	5900
Chinese Restaurants Operated by Hotels	8	43	100	-	151
All Branches	410	879	4309	453	6051

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	87	47	5	14	153
Chinese Restaurants Operated by Hotels	20	8	7	12	47
Total	107	55	12	26	200

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	24	46	82	17	169
Unsatisfactory terms of employment	7	13	42	4	66
Unsatisfactory working environment	2	4	16	1	23
Limited career prospects	2	2	7	2	13
Insufficient trained / qualified manpower in the related disciplines	9	18	31	7	65
Competition for manpower from the Mainland / Macao / other cities	10	6	7	1	24
Others	2	8	13	2	25
Unspecified / Refusal	26	26	26	16	94
Total	82	123	224	50	479

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	20	37	64	17	138
Unsatisfactory terms of employment	6	12	35	4	57
Unsatisfactory working environment	2	4	15	1	22
Limited career prospects	2	2	7	2	13
Insufficient trained / qualified manpower in the related disciplines	9	14	25	7	55
Competition for manpower from the Mainland / Macao / other cities	7	5	7	1	20
Others	2	5	10	2	19
Unspecified / Refusal	14	14	14	12	54
Total	62	93	177	46	378

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	4	9	18	-	31
Unsatisfactory terms of employment	1	1	7	-	9
Unsatisfactory working environment	-	-	1	-	1
Limited career prospects	-	-	-	-	-
Insufficient trained / qualified manpower in the related disciplines	-	4	6	-	10
Competition for manpower from the Mainland / Macao / other cities	3	1	-	-	4
Others	-	3	3	-	6
Unspecified / Refusal	12	12	12	4	40
Total	20	30	47	4	101