2015 MANPOWER SURVEY REPORT

HOTEL INDUSTRY

酒店業

二〇一五年人力調查報告

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 13th October to 13th November 2015 with follow-up cases completed in February 2016.

2. The survey had a full coverage of the listed 296 establishments and Chinese restaurants operated by hotels in the Central Register of Establishments of the Census and Statistics Department (C&SD). The two main HSIC branches of the industry are as follows:

Branch 1: Hotels (HSIC 5501)
244 establishments

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

3. Out of the 296 establishments surveyed, 189 completed and returned the questionnaires and there were 35 refusal cases. The effective response rate was 86.2%.

Industry Outlook

4. In 2015, global economic activity remained subdued. Since the start of 2016, the global economic climate has continued to be unsteady, marked by increasing risks, amid the modest and patchy economic growth of advanced economies, downward pressures on emerging markets and heightened geopolitical tension. Global growth is projected at 3.4% in 2016 and 3.6% in 2017. Growth in advanced economies is projected to rise by 0.2 percentage point in 2016 to 2.1%. (Sources: World Economic Outlook (WEO) UPDATE, An update of the key WEO projections, International Monetary Fund, 19 January 2016; The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

For global tourism, 2015 marked the 6th consecutive year of above-average growth, with international arrivals increasing by 4% or more annually since 2010. In 2015, international tourist arrivals grew by 4.4% in 2015 to reach a total of 1,184 million. Growth in advanced economy destinations (+5%) exceeded that of emerging economies (+4%), boosted by the solid results of Europe (+5%).

Results from the United Nations World Tourism Organization (UNWTO) Confidence Index remain largely positive for 2016 which projects international tourist arrivals to grow by 4% worldwide. Among the world's top source markets, the Mainland China, with double-digit growth in expenditure every year since 2004, continues to lead global outbound travel, benefitting Asian destinations such as Japan and Thailand, as well as the United States and various European destinations. (Source: "International tourist arrivals up 4% reach a record 1.2 billion in 2015", UNWTO, 18 January 2016.)

Airline CFOs and heads of cargo indicated in late 2015 that although the economic

growth forecast for 2016 has been lowered, the consensus remained that 2016 should be slightly better than 2015, as continued low energy costs boost consumer incomes and spending. (Source: Economic Performance of the Airline Industry, 2015 End-year report, The International Air Transport Association (IATA) Economics, 10 December 2015.)

5. Export performance of the Asian region was hit by the global economic setback and highly volatile financial markets in 2015. Inbound tourism was weak and visitor arrivals to Hong Kong dropped 2.5% for the whole year. The value of total exports of goods and the number of visitor arrivals in Hong Kong both recorded a year-on-year decline since mid-2015, and the fall is likely to be more severe in 2016. Gross Domestic Product (GDP) growth in real terms at 1 – 2% in 2016, lower than last year's growth. Given the subdued global commodity prices, imported inflation is expected to be relatively mild. The headline inflation rate for 2016 will be 2.3%, with the underlying inflation rate at 2%. (Source: The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.) However, deepening economic integration with the Mainland China enables extensive growth opportunities, via varied economic activities, particularly in view of the National 13th Five-Year Plan and the "Belt and Road" initiative. Taking into account the challenges in the external environment and on the domestic front, the economy is expected to attain a moderate trend growth of 3% per annum from 2017 to 2020. (Source: 2015 Economic Background and 2016 Prospects, Hong Kong Economy, The HKSAR Government, 24 February 2016.) After the rapid growth over the past 10 years, Hong Kong's tourism industry has entered a consolidation period. Being affected by a volatile global economy and other macro-economic conditions, visitor arrivals to Hong Kong registered a decrease of 2.5% to 59.31 million in 2015. (Source: Legislative Council Panel on Economic Development, Hong Kong Tourism Board (HKTB) Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

The average achieved hotel room rate in 2015 was HK$1,337 which was a decrease of 9.2% from that of the previous year. The average length of stay of overnight visitors remained at 3.3 nights, same as 2014. Meanwhile, the average hotel room occupancy rate declined by 4 percentage points to 86%. (Sources: Hotel Room Occupancy Report – January 2016, PartnerNet, HKTB, February 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, February 2016.)

6. Our neighbors within the region and destinations around the world are enhancing their tourism developments and stepping up their marketing efforts in drawing incoming visitors for pleasure or business.

Macau has transformed from a gaming destination to one with a more diverse range of entertainment and recreation options for guests of all ages; Singapore has new tourist spots opening up one after another almost every year between 2008 and 2015; South Korea has managed to develop existing scenic locations into a number of new tourist attractions by leveraging on the popularity of Hallyu (Korean Wave). The significant depreciation of the Japanese Yen and the Euro made these countries more appealing to visitors. Other than the aforementioned regions, Malaysia, Indonesia, Taiwan, the U.S.A., the U.K., Australia and Canada have relaxed visa requirements or simplified their visa application procedures for Mainland China's visitors. (Sources: "Marriott openings highlight Macau growth", Asia-Pacific IHIF Hotel Investment News, June 2015; Hong Kong's tourism industry, Research Brief, Issue No. 6 2014 – 2015, Research Office, Legislative Council Secretariat, The HKSAR Government, August 2015; Press Release, "MGTO holds Annual Press Conference Fosters

smart tourism and expands international visitor markets Enhances tourism service quality and synergistic effect between tourism, culture and sports", Macao Government Tourism Office, 27 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

7. In 2015, Mainland China continued to be Hong Kong's largest visitor source market with 45.84 million arrivals despite there was a 3% decrease over 2014 in total arrivals, and a decrease of 5.7% in overnight visitor arrivals. The drop of Mainland visitor arrivals to Hong Kong was due to a range of external and internal factors, such as the depreciation of currencies and relaxed visa requirements in the aforementioned destinations which drawn Mainland visitors to those places; the slowdown of economic growth in the Mainland which affected consumers' spending pattern and their desire to travel; a few unfortunate incidents directed against Mainland tourists which affected the latter's desire to visit Hong Kong; and the implementation of the "one trip per week" measure for Shenzhen permanent residents which replaced the "multiple-entry" Individual Visit Endorsements etc. (Sources: Press Release, "Statement by the HKTB on the Adjustment of the Policy on Multiple-entry Individual Visit Endorsements for Shenzhen Residents by the Mainland Authorities", HKTB, 13 April 2015; LC Paper No. CB(4)483/15-16/03, Legislative Council, The HKSAR Government, 20 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

8. Arrivals from long-haul markets in 2015 had minor changes as compared with that in 2014, with the U.S.A. as the best performer achieving a 4.5% growth whilst arrivals from Europe slightly dropped by 1.8%.

For short-haul markets, total arrivals declined by 1.0% in 2015 though satisfactory growth was recorded for Thailand (+9.1%) and the Phillipines (+10.9%). India and Vietnam also recorded healthy growth at 3% and 7.2% respectively.

Taking account external and internal factors, the HKTB projected that there would be a decrease of 1.8% to about 58.27 million total visitor arrivals in 2016. Among them, the total number of Mainland arrivals is projected to decrease by 3.2%, while the arrivals from non-Mainland markets are expected to increase by 3%. (Sources: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

9. The HKSAR Government and industry partners consider it necessary that Hong Kong's tourism industry should not merely focus on the growth in tourist numbers, but should move towards diversified and quality-driven high value-added services. (Source: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016.) There are suggestions that Hong Kong should attract more inbound business travelers coming for meetings, conventions, exhibitions and other commercial events, and take effective measures to enable the further growth of the cruise tourism. (Source: Hong Kong's tourism industry, Research Brief, Issue No. 6 2014-2015, Research Office, Legislative Council Secretariat, The HKSAR Government, August 2015.)

In the face of the relatively strong Hong Kong dollar, overnight Meetings, Incentives,

Conventions and Exhibitions (MICE) arrivals decreased 5.2% compared to 2014. However, it is worthwhile to note that overnight Mainland business arrivals to Hong Kong in 2015 rose 11.4% due to vigorous commercial activities between the Mainland and Hong Kong, and a growth of 3.3% in total business arrivals to 8.03 million, of which overnight business arrivals increased by 4.3%. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

With the new "Belt and Road" initiative and Hong Kong's long-standing and unique role as the "super-connector" between the vast Mainland Chinese market and the rest of the world, Hong Kong is poised to benefit from this new framework for organising multinational economic development. Furthermore, the scale of tourism will be expanded and it will be made more convenient to apply for tourist visas in countries along the Belt and Road. (Sources: Press Releases, "SCED's speech at gala dinner in Berlin", Commerce and Economic Development Bureau, The HKSAR Government, 2 June 2015; Maritime Insight Issue 1 June 2015.)

10. Tourism contributes 5% to our GDP and employs 270,000* people. (* Figure according to the four key Industries provided by the C&SD which included employment of (A) Inbound tourism covering retail trade, accommodation services, food & beverage services, cross-boundary passenger transport services and others; and (B) Outbound tourism covering travel agency, reservation services and related activities, and cross-boundary passenger transport services.) Total Expenditure Associated with Inbound Tourism (TEAIT) decreased 7.0% year-on-year to HK$333.7 billion. As compared to the figures of 2014 with overnight visitor per capita spending (PCS) at HK$7,235, there was a decrease of 9.1%. Meanwhile, visitor satisfaction remained unchanged at 8.2 points on a 10-point scale. It is projected that the total visitor arrivals in 2016 will drop by 1.8% while the TEAIT and PCS will drop by 1.6% and 4% respectively. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.) To ensure that Hong Kong continues to evolve as a preferred destination for tourists and business-related arrivals, 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 facilitates the continuous healthy development of the industry. According to information provided by the HKSAR Government and various sources, major tourism and transportation projects and initiatives being implemented and under planning included:

(i) In order to attract diversified visitors, Hong Kong would expand the capacity to capture potential arrivals and divert tourists to different regions in Hong Kong. Plans have been put forward for the development of the Lantau Island into a Hong Kong's new commercial hub, as well as a tourist haven. Moreover, the development of a tourism node at Kai Tak as part of the Kai Tak Fantasy project is also under planning by the HKSAR Government. (Sources: Press Release, "Economic Development Commission holds ninth meeting", Information Services Department, The HKSAR Government, 27 November 2015; "Disneyland expansion part of massive Lantau land reclamation project to house 700,000 more by 2030", South China Morning Post, 11 January 2016.)

(ii) To celebrate the 10th anniversary, Hong Kong Disneyland Resort introduced an amazing array of new entertainment in 2015 for guests to enjoy. In June 2016, new "Star Wars"-themed offerings have also been launched. The Resort will continue to introduce new initiatives, such as a new themed area based on Marvel's "Iron Man" franchise and a new hotel with a theme dedicated to the spirit of exploration that will open in end-2016 and early 2017 respectively. In addition, the HKSAR Government is in discussion with The Walt Disney Company for further development of the Hong Kong Disneyland Resort. The Ocean Park's new Water World is scheduled for completion in the second half of 2018, together with its first hotel and second hotel to be opened in 2017 and 2020 respectively, these will transform Hong Kong's People's Park into a premier international resort destination. (Sources: Press Release, "Hong Kong Disneyland Resort to kick off year-long 10th anniversary celebration Resort to honor 10 magical years of growth in Hong Kong with new attractions and entertainment", Hong Kong Disneyland, 11 September 2015; Press Release, "Appointment of Most Preferred Proponent for the Development of The Fullerton Hotel @ Ocean Park", Ocean Park, 4 February 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(iii) The Tourism Commission plans to further improve the facilities along Lei Yue Mun waterfront area. Subject to the completion of a comprehensive Environmental Impact Assessment on the full scope of the project and the funding approval for the project, the construction works is expected to commence in 2017 the earliest for completion by end 2020.

(iv) In terms of accommodation, HKTB's statistics showed that the number of hotels by December 2015 was 253 with 73,846 rooms. The estimated number of hotels and rooms supply in 2016 will be 274 and 76,643 respectively. More than 32,000 rooms had been added over the past decade, and it is expected that another 7,200 to come on stream and will amount to around 81,000 rooms by 2017. (Source: Hotel Supply Situation – as at December 2015, PartnerNet, HKTB, February 2016.)

(v) The Hong Kong Observation Wheel came into operation in 2014 where tourists can enjoy stunning day and night time views of the spectacular Victoria Harbour. (Source: The Hong Kong Observation Wheel, HKTB, The HKSAR Government.) The new Central Waterfront has become a popular destination for visitors but is also being put to good use for large-scale events. (Source: SCED's Articles, "Hong Kong continues to evolve as a tourist destination", Commerce and Economic Development Bureau, The HKSAR Government, 2 October 2015.) To capitalize on the night vista of Victoria Harbour in promoting tourism, HKTB will continue to launch the Hong Kong Pulse 3D Light Show from 5 to 28 August 2016 and from 25 November to 28 December 2016 to complement the staging of the HKTB's mega events. Furthermore, the Tourism Commission is planning to rejuvenate "A Symphony of Lights", a nightly light and sound show.

(vi) To promote MICE tourism in 2016-17, the HKTB will continue to introduce tailored strategies for the various MICE markets near and far, as well as partnering with professional associations and convention organizers to attract more MICE events with high-spending power visitors to Hong Kong. To facilitate the development of the MICE business, the design work for the conference facilities above the proposed Exhibition Station of the Shatin to Central Link is underway. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(vii) As for cruise tourism, promotion efforts will include launching strategic promotion campaign in collaboration with international cruise lines for fly-cruise tourism; and promoting regional collaboration, such as making use of the Asian Cruise Fund to pool together financial incentives of neighbouring ports for developing and marketing cruise products featuring member ports. (Source: LC Paper No. CB(4)483/15-16(03), Legislative Council, The HKSAR Government, January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(viii) In order to actively enhance Hong Kong's attractiveness and to bring more diversified experience for tourists, leveraging revitalised historical buildings in the development of cultural and creative tourism has been one of the Government's important directions for strategic development. In recent years, newly developed tourist attractions under this strategy include PMQ, the creative industries landmark transformed from the former Police Married Quarters on Hollywood Road, as well as revitalised historic buildings such as YHA Mei Ho House Youth Hostel, Jao Tsung-I Academy (the former Lai Chi Kok Hospital), etc, which are conserved and revitalized under Development Bureau's "Revitalising Historic Buildings Through Partnership Scheme" (Source: Press Releases, "LCQ18: Regulation of tourism industry", Legislative Council, The HKSAR Government, 4 November 2015.)

(ix) Cultural and creative tourism will be further developed by the HKSAR Government. Initiatives which had been launched in 2016 include: "Ani-Com Park@Harbour"FUN"",etc. On the promotion of Hong Kong's local culture, the HKTB has launched the "New Tour Product Development Scheme" since 2012 to encourage the travel trade to develop new tourism products by partly subsidizing the marketing costs. Included are new themed tours which showcase the local living culture, for instance, "Sham Shui Po Foodie Tour" and "Hand Made in Hong Kong" (Source: Press Releases, "LCQ18: Regulation of tourism industry", Legislative Council, The HKSAR Government, 4 November 2015.)

(x) To reinvent Hong Kong's tourism image, HKTB has also planned to highlight the edges of Hong Kong's gourmet culture in future promotion efforts, such as featuring the attractiveness of Hong Kong's gourmet through international media and inviting Hong Kong chefs to perform at overseas

promotion activities of HKTB. (Source: LC Paper No. CB(4)590/15-16(05), Legislative Council, The HKSAR Government, 22 February 2016.) A food truck pilot scheme which aims to add fun and vibrancy to Hong Kong's tourist attractions by providing diverse, creative and high quality food options to tourists and the locals, while maintaining the good standard of food hygiene and safety in Hong Kong will be launched by the HKSAR Government. (Source: LC Paper No. CB(4)481/15-16, Legislative Council, The HKSAR Government, 15 December 2015.)

(xi) To maintain optimal service quality, the Executive Council endorsed the three-runway plan and asked the Airport Authority to take forward the project which has been planned for completion by 2024. (Sources: "Third runway plan endorsed", news.gov.hk, The HKSAR Government, 17 March 2015; Press Releases, "LCQ9: HKIA's capacity to receive passengers", Legislative Council, The HKSAR Government, 8 July 2015; The 2016 – 17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

(xii) With enhanced transportation network upon the completion of the Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL) planned for the third quarter of 2018, the connectivity between Hong Kong and the Mainland will be further enhanced in the coming few years. Together with the Hong Kong-Zhuhai-Macao Bridge (HZMB) planned for 2017, the HKTB will establish a co-operation platform with the Zhuhai Municipal Bureau of Culture, Sports and Tourism to pave the way for promoting multi-destination travel to Hong Kong and Zhuhai. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, February 2016.) Large-scale infrastructure, including a Tuen Mun-Chek Lap Kok link, HZMB and the third runway of the airport will turn the geographical condition of Lantau from an outlying island to a significant region of Hong Kong with commercial and tourism activities. (Source: "Disneyland expansion part of massive Lantau land reclamation project to house 700,000 more by 2030", South China Morning Post, 11 January 2016.)

(xiii) In 2016 – 17, the HKTB will continue to strengthen its partnership with destinations in the Pearl River Delta to promote multi-destination itineraries and products featuring Hong Kong, so as to consolidate the city's position as the travel hub in the region as well as to explore opportunities brought about by the "One Belt, One Road" initiative to boost multi-destination travel. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016 – 17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

11. Other than the aforementioned major tourism and transportation infrastructure projects and initiatives to facilitate tourism growth and economic activities, the HKSAR Government will launch different short-term to long-term measures to reduce industry's cost of operation and promote Hong Kong's attractiveness and competitiveness. These include

the waiving of licence fees for industry operators amongst which 2,000 hotels and guest houses will benefit for one year. For the medium-term measures, the HKSAR Government and the industry will jointly expand the scale of major events to be held and to step up publicity for international sports events. To reinvent Hong Kong's tourism image, the HKTB will formulate a new image of our tourism niches, launch a new round of publicity for short-haul market and step up publicity in the Mainland for quality and honest tours. (Sources: 2015 Economic Background and 2016 Prospects, Hong Kong Economy, The HKSAR Government, 24 February 2016; LC Paper No. CB(4)590/15-16(05), Legislative Council, The HKSAR Government, 17 February 2016.)

Different spectacular mega events will be held in town as well to attract more high-spending overnight visitors to Hong Kong, thereby bringing about more business opportunities for sectors including tourism, retail, food and beverage, hotels, etc. The Mega Events Fund, operating under a two-tier system till end March 2017, aims to promote tourism, raise the profile of Hong Kong internationally and promote Hong Kong as an events capital of Asia by providing funding support to attract more mega arts, cultural, sports and entertainment events to be held in Hong Kong. (Sources: LC Paper No. CB(4)112/15-16(01), LegCo Panel on Economic Development, Meeting of 26 October 2015, Legislative Council, 26 October 2015; Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016; Mega Events Fund official website [http://www.tourism.gov.hk/english/mef/mef.html].)

In September 2015, the HKSAR Government announced the setting up of a HK$10 million "Matching Fund for Overseas Tourism Promotion by Tourist Attractions" to provide local attractions with dollar-for-dollar subsidies to enhance their overseas promotions. The Scheme will be continued in 2016.

Implications on Manpower

12. For 2015, the labour market remained largely stable in overall terms, with the unemployment rate staying low at 3.3% in 2015. The average number of unemployed persons rose slightly by 1,500 over 2014 to 128,700. Comparing 2015 with 2014, more apparent increases were seen in tourism-related sectors such as accommodation services (up 1.1 percentage points). Wages and earnings attained real improvements as a result of the upward adjustment of the statutory minimum wage (SMW) rate since May 2015. (Source: 2015 Economic Background and 2016 Prospects, Hong Kong Economy, The HKSAR Government, 24 February 2016.) From the statistical figures, it reveals that the majority of the vacancies lies with the craft/operational level with the largest number for the positions of Room Attendant/ Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/ Coordinator (Housekeeping).

13. Despite the shortfall of industry performance, there was no significant reduction in overall industry manpower which remained relatively stable at around 37,000. According to the 2022 Labour Forecast conducted by the HKSAR Government, the manpower demand on accommodation industry will raise by an average of 2.5% on a yearly basis.

14. In view of the various aforementioned efforts to boost tourism by the HKSAR Government and industry partners, together with the continuous development of Mainland China and our neighboring areas, more job opportunities are expected to be created in the future and an ongoing demand of trained quality manpower to benefit from the business opportunities is expected in the coming years.

(i) According to the Hotel supply situation report, there will be an increase of around 53 new hotels with 10,236 additional rooms to be completed between end of 2015 and end of 2019. (Source: Hotel Supply Situation – as at December 2015, PartnerNet, HKTB, February 2016.) Based on a staff to room ratio of 0.65:1, approximately 6,650 new vacancies will be created in the aforementioned period for these new hotels. These new hotel projects indicated a positive projection of potential visitors who may travel to Hong Kong in future years where a consistent supply of trained hotel manpower is required to support the industry.

(ii) A more diversified portfolio of arrivals is expected. The HKTB will allocate 74% of the total marketing budget, which is the regular subvention provided by the Government, to overseas markets in 2016-17, of which about 70% will be invested to attract visitors from Taiwan, Japan, South Korea, Southeast Asia, India and the U.S.A. The remaining 26% will be invested in the Mainland market, 90% of which will go to the non-Guangdong areas. The HKTB's promotion efforts will be focused on drawing high-yield arrivals with diversified products and travel experiences. Families and young segment from short-haul markets visiting Hong Kong as a desirable short-break getaway destination will be expected. As for new markets, more resources will be reserved for India, which performed relatively well in 2015. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(iii) The focus of promotion efforts will be shifted from shopping to different travel experiences, including Hong Kong's gourmet culture. (Source: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016.) A consistent supply of professionally trained employees in delivering a high quality of service standard and producing local delicacies and international cuisines at hotel establishments will be required for complementing the new initiative.

(iv) The connectivity between Hong Kong and the Mainland China will be further enhanced upon the commissioning of the HZMB where Lantau will become the converging point of Guangdong, Hong Kong and Macao, which would in turn provide ample opportunities for business and travelling. The XRL will benefit Hong Kong's various service industries, promote Hong Kong's tourism, and create over 10,000 direct job opportunities. (Sources: 八幅圖同你睇高鐵, facebook of new.gov.hk, The HKSAR Government, 12 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, February 2016.)

(v) MICE as well as cruise tourism also draws high value-added visitors to Hong Kong. The HKTB will continue to strengthen promotion towards MICE

event organisers and partner with professional associations and convention organisers so as to attract more MICE events as well as MICE visitors with high spending power to Hong Kong. (Source: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016.)

(vi) It is anticipated that the number of ship calls at the Kai Tak Cruise Terminal (KTCT) in 2016 and 2017 will increase to 90 and 162 respectively from 58 in 2015. The total cruise passenger throughput of the KTCT was 228,809, which was double that of 2014. (Sources: Cruise Passenger Statistics by Nationality / Territory, HKTB, January 2016; KTCT Year-on-Year development, KTCT Official Website [http://www.kaitakcruiseterminal.com.hk/highlights/], January 2016.) The Government is also committed to developing cruise tourism in Hong Kong, including the promotion of regional co-operation with neighbouring ports to enhance the attractiveness of the whole region to cruise companies. (Source: Press Releases, "SCED's speaking notes on commerce, industry and tourism areas tabled at LegCo Finance Committee special meeting", Commerce and Economic Development Bureau, The HKSAR Government, 30 March 2015; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(vii) In 2016 – 17, the HKTB will continue to host numerous mega events and scale up these with enhanced and new elements. The core experiences Hong Kong offer will be promoted in various source markets including night life, attractions, living culture, arts and entertainment, sports and outdoor activities. (Source: Press Release, KTCT Celebrates a Year of Milestones in 2015". Worldwide Cruise Terminals, 25 January 2016.)

(viii) Since the current academic year, the Government has launched a subsidy scheme of HK$960 million for students pursuing self-financing under graduate programmes in selected disciplines, including tourism and hospitality. This reflects that a continuous supply of trained quality manpower is required for the sustainability of one of the important economic pillars of Hong Kong. (Source: The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

15. The Policy Address of 2016 indicated that young people can develop their interests and realise their potential through vocational education. The Government has accepted all the recommendations of the Task Force on Promotion of Vocational Education and will actively implement them. The recommendations include fully subsidising Applied Learning courses by secondary schools, extending the Pilot Training and Support Scheme to benefit two more cohorts of 2,000 students in total, and supporting major vocational and professional education and training providers to organise large-scale skills competitions to select representatives of Hong Kong to take part in world skills competitions. (Source: Policy Address 2016, The HKSAR Government, 13 January 2016.) As a leading Vocational and Professional Education Training (VPET) provider in the region with impact on local and global development, the

Vocational Training Council (VTC) has identified areas for development including VPET promotion and re-structuring the programme portfolio, developing local, Mainland and international strategies etc. which help Hong Kong to develop and retain a well-trained and dedicated workforce in the long run. Back by staunch support from the Government, the VTC grooms quality manpower for the hotel and related industries. Vocational and professional education and training programmes on hotel studies ranging from degree, higher diplomas and certificates are available to groom new generations of industry personnel. In-service training programmes and various upgrading training courses and also available for knowledge and skills enhancement purposes. Furthermore, the 18-month Young Hotelier Development Pilot Scheme (also called Earn and Learn Pilot Scheme) was jointly launched by the Federation of Hong Kong Hotel Owners and Hotel and Tourism Institute (HTI) (formerly Hospitality Industry Training and Development Centre (HITDC)) of the VTC in September 2015 to provide training for students who are interested in joining the industry with a promising future.

16. It is generally noted among industry personnel that retaining the Millennials or Generation Y /Gen Y (those born between around 1980 – 2000) employees has become a major concern of the management. Some possible measures to tackle the issue include providing them with higher flexibility at work, such as arranging flexible working schedules and venues to allow them for balancing their work- and non-work obligations, as long as operational effectiveness and efficiency can be maintained. (Sources: Hong Kong Economic Times, 30 June 2015; 'Generation Y at work: insight from experiences in the hotel sector", International Journal of Business and Management Vol. III (1), 2015, Robert A. Lewis, Switzerland, 2015.)

17. By 2020 it is projected that half of the money spent in the travel sector will come out of the pockets of the Millennials. Hotel location and availability of technology are very important to the Millennials. As most of the Millennials will use mobile devices for booking hotels, checking-in and checking-out of hotels, they want flexibility and a seamless process with self-service rather than interaction with staff. The rise of life style and boutique hotels shows that major hotel brands are preparing for the Millennials. Gearing a hotel with technology and media are reasonable investment towards the generations to come. (Sources: "Millennials in the hospitality industry: how hotels need to adapt", https://www.daylighted.com, 2015; "What Should Your Hotel Know About Generation Z?" http://lodgingmagazine.com, 1 March 2016.)

Highlights of Survey Findings

18. The survey reveals that as at September 2015, a total of 37 154 persons were employed in the hotel industry, of which 2 996 (8.06%) were in the managerial / professional level, 11 120 (29.9%) in supervisory / technician level, 21 823 (58.7%) in craft / operative level, and 1 215 (3.3%) in administrative and others level.

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

Manpower Projection for 2016-2018

20. For the purpose of manpower projection, a staff to room ratio of 0.65:1 would 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:

Year	Actual Manpower	Employers Forecast	@Projected Manpower	#Projected No. of Rooms
2015	37 154			73 846
2016		38 532	38 972 (+4.9%)*	76 643
2017			41 838 (+7.4%)**	81 052
2018			43 594 (+4.2%)**	83 753

Source: - The Hotel Supply Situation Report as at December 2015 published by the HKTB

- Manpower Projection for the Hotel Industry for 2016-2018 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2016.

* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2015.

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

Projected Additional Training Requirements

21. Based on the LMA forecast of manpower growth and adopting the wastage rates of 2% and 10% for the managerial / professional / supervisory / technician levels and craft / operative / administrative and others levels respectively, the Training Board projected the additional manpower requirements of the industry for 2016 as follows:

Projected Additional Training Requirements for 2016

Job Levels (% of all levels)	No. of Employees (2015)	Annual Wastage (2% / 10%) (A)	Forecast Manpower Growth (4.9%) (B)	Estimated Additional Annual Requirements (A) + (B)
		(A) = 2%		
Managerial / Professional (8.06%)	2 996	60	147	207
Supervisory / Technician (29.9%)	11 120	222	545	767
		(A) = 10%		
Craft / Operative (58.7%)	21 823	2 182	1 069	3 251
Administrative and Others (3.3%)	1 215	122	60	182
Total	**37 154**	**2 586**	**1 821**	**4 407**

Recommendations

22. Having studied the results of the manpower survey and with reference to the industry circumstances, the Training Board has made the following recommendations for manpower training and development, as well as for attracting and retaining talents.

(i) The hotel sector continues to play an important role in supporting the tourism industry which continues to be one of the four economic pillars of Hong Kong. To maintain a competitive edge, a supply of quality trained industry personnel at operative, supervisory and managerial levels will be necessary for differentiating the standard of Hong Kong's hotel service and related products from those of the regional competitors. To attract new entrants to join the hotel industry, it is vital to enhance the professional image and quality of vocational education and training of the hotel industry. The Government plays a pivotal role in propelling manpower development in meeting the industry's manpower needs. The Training Board opines that in order to create a positive mind-set of the public on the value of vocational and professional education and training, it is necessary that the Government, industry partners and training providers gather momentum for driving marketing and promotion efforts for this initiative in the community. Furthermore, the Training Board considers that increased provisions for further expansion and upgrading of training facilities and capacity will be essential for enhancing the learning environment as well as the professional image of vocational education and training.

(ii) At present there are around 74,000 hotel rooms and an additional 7,300 hotel rooms are in the pipeline over the coming three years. With the materialization of these new hotel rooms, it is anticipated that the demand for hotel employees will be more intense. A consistent supply of operational level workforce to fulfill the manpower needs of the industry is required. Importation of labour would not deem feasible in the meantime in view of costs and other social factors. Moreover, to alleviate continuous industry manpower shortage, and in view of the changes in travelling patterns and modes of accommodation by visitors, Members opine that the Government should strategically plan and approve hotel projects in alignment with target markets and industry needs.

(iii) The Training Board is of the opinion that the existing 37,154 strong in-service employees will need upgrading and updating training to remain competitive in the business arena. According to survey findings, 12.3% of the employees in the hotel industry did not receive any training in the past 12 months of the survey (Managerial: 1.3% Supervisory: 3.4% Operational: 6.6%); around 57.1% of the employees received training from less than 5 days to 2 weeks or above. Furthermore, the craft / operative level staff makes up the majority of the workforce and therefore training for this category would appear to be most demanded in the coming years. The industry indicated that 4498 new recruits were employed in the past twelve months of the survey, among whom 778 were without industry experience, with the highest number at the craft/operational level (87.7%). Also, amongst the new recruits, fresh graduates of hospitality studies accounted for

8.02%. Though sales revenue is ranked high priority in a business entity and training may give way to sales efforts especially in tougher times, the Training Board maintains that for long term sustainability of an establishment, it is important that managerial and supervisory level staff keep abreast of the changes and developments in the volatile business world, and to acquire updated knowledge, skills, best practices and industry-specific technological know-how for higher effectiveness and efficiency. Managerial and supervisory level staff should be provided with the opportunities to attend conferences, forums, seminars, skills enhancement workshops, chefs demonstrations as well as professional education and training programmes organised by accredited local or overseas training providers for embracing and navigating the bigger environment.

(iv) It is generally noted from the industry survey that establishments in the hotel industry sector would support their staff to undergo training will decrease by 10.09% in the number of employees planned for training in 2016 over 2015. However, it was noted that training planned for employees has the largest increase in language skills training (+15.5%) with English being accorded higher priority than Putonghua. Trade skills training (+2.21%) ranks second in the overall increase of planned training activities. Employers ranked seminar/workshop as the most preferred mode of training, followed by evening mode of training. The positive inclination for investing resources in employee training will assist Hong Kong to groom and retain talents for sustaining its position as Asia's World City benefiting the hotel industry. The Training Board reminds training providers that language training should be work functional so that the course participants will become well-versed with languages and communications skills which are readily transferrable to the work place.

(v) To assist in promoting Hong Kong's hospitable image and quality service culture, the Training Board urges hotel employers' commitment in supporting the training function to enhance the customer service skills in receiving the different mix of business and leisure visitors. Training on languages and cultures of the visitors mix will deem essential for the operational staff for upgrading their communications skills and language proficiency in English and Putonghua, plus other Chinese dialects but not limited to the language of target markets, such as Korean and Japanese.

(vi) To cope with the fast evolving industry and the challenging external environment, the Training Board suggests that lifelong learning is necessary for in-service personnel. The Training Board endorses continuous learning as a means for personal development and enhancing the overall manpower quality of the industry. Employers should encourage their employees to make use of various Government funded training initiatives such as the Continuing Education Fund, Skills Upgrading Scheme (SUS) Plus, Employees Retraining Fund; Out-Centre-Courses Scheme and New Technology Training Scheme administered by the VTC. Course participants should be advised to enrol with those accredited course providers whose training courses are in tandem with the latest industry developments.

(vii) The Training Board indicates that despite recent shortfalls in the hospitality industry, Hong Kong has plausible potential to upkeep herself as a preferred destination for business and leisure arrivals. It is every citizen's responsibility to uphold the friendly and hospitality image to visitors. The Government should therefore educate the public on the importance of the hospitality industry which serves to enhance employability and also contributes to the overall economy.

(viii) The Training Board is of the opinion that the HKSAR Government should continue to support the industry and professional training institutions in designing and implementing professional vocational education and training programmes so that the learning outcomes best match the industry requirements and expectations. Quality human capital is always the key to economic expansion, jobs creation and sustainable development. To groom future manpower for the industry, the Training Board suggests that the Government should divert more resources to subsidize industry partnership training programmes jointly conducted by hotel establishments and training institutions. Industrial attachment opportunities for students of vocational and professional education and training programmes are necessary to ensure a smooth transition from study to employment. Integrated structured apprenticeship training programmes provide students with opportunities to apply and enhance their skills and knowledge learnt during training in a real-life organisational context. Furthermore, they can contribute to the establishment in view of the tight manpower situation as well. These collaborations with articulation pathways and clear career goals appear plausible in attracting a consistent supply of new entrants for the hotel industry which is facing labour shortages and ageing workforce.

(ix) It is always the matter of a small and extra step that wows a guest. Hoteliers recognise the importance of guest experience and not only want to anticipate guests' needs but to excel their expectations. It is therefore important that real-life guest services should be emphasised in the training to students of hotel studies, ranging from front to back of the house in order to create a total experience for the guests. As a result of social changes and education reform, the aptitude, attitude and expectations of the new generations workforce may be different to those of their predecessors. The Training Board is of the view that since the entry requirements of the hotel industry is generally high, there happens to be a mismatch in the expectations between the young graduates and the industry. It is the unique work nature and call for duty that count and matter most in the hotel and related business. It should also be conveyed to students that in order to succeed in the industry, personal qualities such as a strong sense of discipline, high regard for service values and willingness to go the extra mile are important factors to be successful in a people-oriented and demanding industry. Vocational and professional education and training institutions could address such needs by enriching personal quality improvement programmes to prepare the readiness of graduates before joining the industry. While having a diverse workforce is ideal, to promote stronger compatibility among employees, training providers should enhance work-integrated modules, which other than consolidating trade-specific knowledge, the facilitation of whole-person

development and soft skills, including interpersonal skills, team spirit, problem-solving, analytical thinking, decision making could be developed to meet the practical needs of the working world. Students are able to come across real life problems and seek solutions that are suitable for the situation in which they are employed. The experiences and learning created structured, organized problem-solving oriented learning. It also provides the opportunity for reflection about the professional attitude in different learning spaces and improving behaviour that prepares the graduates to fit into the industry.

(x) The Training Board acknowledges the rising need for trained manpower supply in view of the efforts of the Government and industry partners in enhancing high spending and overnight visitor arrivals from MICE, business and cruise sectors. The unique and diverse wine and dining experiences of Hong Kong are strongly promoted overseas. Mega events are scheduled throughout the year to reinforce Hong Kong as an events capital of Asia which may bring in-house guests and patrons of various hotel services. Industry training providers are recommended to host programmes with reference to the manpower vacancies and future manpower demands of respective posts. These may include personnel for supporting and operations and management of meetings, conferences, exhibitions, events and the various catering and culinary functions offered by hotels. To ensure the graduate of vocational and professional education and training are work-ready, it is vital that the training institutes are equipped with state-of-the-art training facilities and a pool of qualified training staff. Additional government funding for fulfilling the aforementioned training initiatives is highly recommended by the Training Board.

(xi) The Training Board is of the opinion that providing more opportunities for students and in-service practitioners to participate in trade-specific activities and international skills competitions enables further expansion of their global vision and unlocking of greater potentials. It is important to develop our young hoteliers as well as in-service practitioners with values, skills and knowledge to create, analyse and to solve problems with an international perspective. Overseas exchange programmes enable holistic exposure to new skills, global mind-set and perspectives; participants will have a good chance to understand different cultures and lifestyles, and assist in enhancing their language skills and interpersonal skills which the industry strongly requires. By exchanging knowledge, skills and techniques with their industry counterparts locally and overseas, best practices can be shared among local industry personnel whereby total service quality standard could be raised.

(xii) To attract youngsters in choosing hotel as a career, the Training Board encourages industry practitioners to participate in Career Days, School Talks and similar school activities to introduce the work nature and bright career prospects of the industry to students, teaching staff and parents. These activities serve as effective communication platforms for exchanging information and expectations between the industry and the prospective entrants to the industry. Exemplary graduates of vocational and

professional education and training programmes and industry achievers strengthen the interest level of secondary students in entering the hotel industry and choosing relevant pre-employment training and education.

(xiii) Work-life balance is highly regarded by employees nowadays, especially among the younger generations. Industry employers are encouraged to consider appropriate measures in retaining employees, such as enhancing working conditions, allowing higher flexibility in work schedules and holiday arrangements. Furthermore, providing a clear and practicable career development path and succession planning for potential staff, extending appropriate care and attention to staff is important for improving staff morale under a tight manpower working environment. Training for coaching, leading, motivating employees of multi-generations will therefore be required.

(xiv) To maximise profits it is necessary that guest loyalty should be enhanced. The Internet of Things (IoT) is shaping the hospitality industry to improve guest experience. Big data and data mining are areas that hoteliers should look at to improve connection with guests and enhancing guest services. Investing in the right tools and people to collect and analyse that data and how to apply it to generate customer satisfaction and subsequently profits is where the true value lies. Investments in hardware and software systems, data mining programs, communications equipment, and skilled personnel to operate and manage these new technologies will be required for enhancing guest satisfaction and hotel operations efficiency.

(xv) Mobile technology provides a close and immediate relationship with hotel guests and potential customers. Increased activities on mobile devices translates to bookings, incremental revenues and can also generate customer satisfaction and loyalty. Since mobile is so important to millennials, hotels need to approach mobile by thinking the strategical approach for building long-term relationship. Customer opinions and word-of-mouth play a high importance in driving hotel business. Audiences trust the opinions expressed on social media, especially amongst the younger generations. Opinions and experiences are shared real-time as well. By optimising the establishment's positive and appealing image via its social media presence, mobile technology and marketing, the hotel's reputation can be maximised. The Training Board encourages manpower development in this area.

(xvi) The Training Board notes that the travelling, spending and hospitality service and facilities requirements of the new generations vary from those of the Generations X and before. Training on delivering and managing the expectations of the Millennial guests improves the service and products quality cycle and enhances customer engagement.

(xvii) With life expectancy, health and educational attainment improving, and coupled with less physically demanding jobs nowadays, more mature persons would be able to stay longer in the labour force. The HKSAR Government is highly supportive of friendly employment practices for mature persons. This group of veterans can share their rich work experiences, knowledge and skills with the new generations which serve as part of the coaching and

training functions of the establishment. Furthermore, merits of mature employees, amongst others, include commitment, loyalty and lower turnover, thus assist in alleviating manpower shortage problem in the industry. Training and retraining opportunities for mature employees to a quire new knowledge to cope with the industry developments and trends.

(xviii) With an ageing population worldwide, the hotel industry should cater to the senior market as well. An age-friendly and barrier-free environment with modified products and services which are based on the needs and likes of this group is to be incorporated into hotel facilities. Funding for research and development catering for these purposes should be provided for the training and education programmes of hotel studies.

(xix) The Training Board will continue to support conferences, forums and experience-sharing seminars/workshops for the practitioners in the industry.

SECTION I

INTRODUCTION

The Training Board

1.1 The Hotel, Catering and Tourism Training Board of the VTC is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the hospitality industry and recommending to the VTC the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board and its Working Party on the 2015 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 13th October to 13th November 2015 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 C&SD. A Manpower Survey Report was published in the second quarter of 2016 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 13th October to 13th November 2015 with follow-up cases completed in February 2016.

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 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 244 hotel establishments and 52 Chinese restaurants operated by hotels in the Central Register of Establishments of the C&SD. The two main HSIC branches of the industry are as follows:

Branch 1 : Hotels (HSIC 5501)
244 establishments

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

1.9 The following information on full-time staff was collected from the survey:

(i) the number of employees at the time of the survey;

(ii) employers' 12-month forecast of the total number of employees by September 2016;

(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 296 establishments surveyed, 189 completed and returned the questionnaires and there were 35 refusal cases. The effective response rate was 86.2%.

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

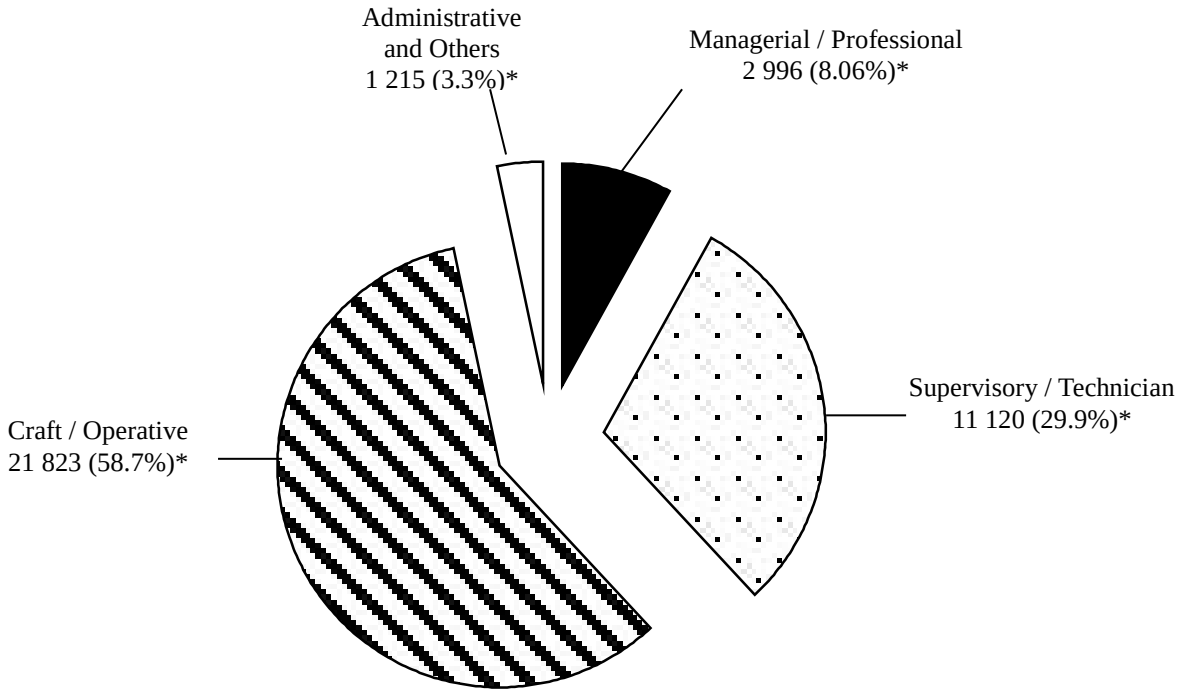
2.1 The survey reveals that as at September 2015, a total of 37 154 persons were employed in the hotel industry as compared to 36 759 in 2013, representing an increase of 395 (1.07%). Their distribution by job level is as follows:

Table 2.1: Distribution of Employees by Job Level

Job Level	Number of Employees	Percentage of Total Number Employed
Managerial / Professional	2 996	8.06%
Supervisory / Technician	11 120	29.9%
Craft / Operative	21 823	58.7%
Administrative and Others	1 215	3.3%
Total	**37 154**	**100.0%**

Figure 2.1: <u>Distribution of Employees by Job Level</u>

Total: 37 154



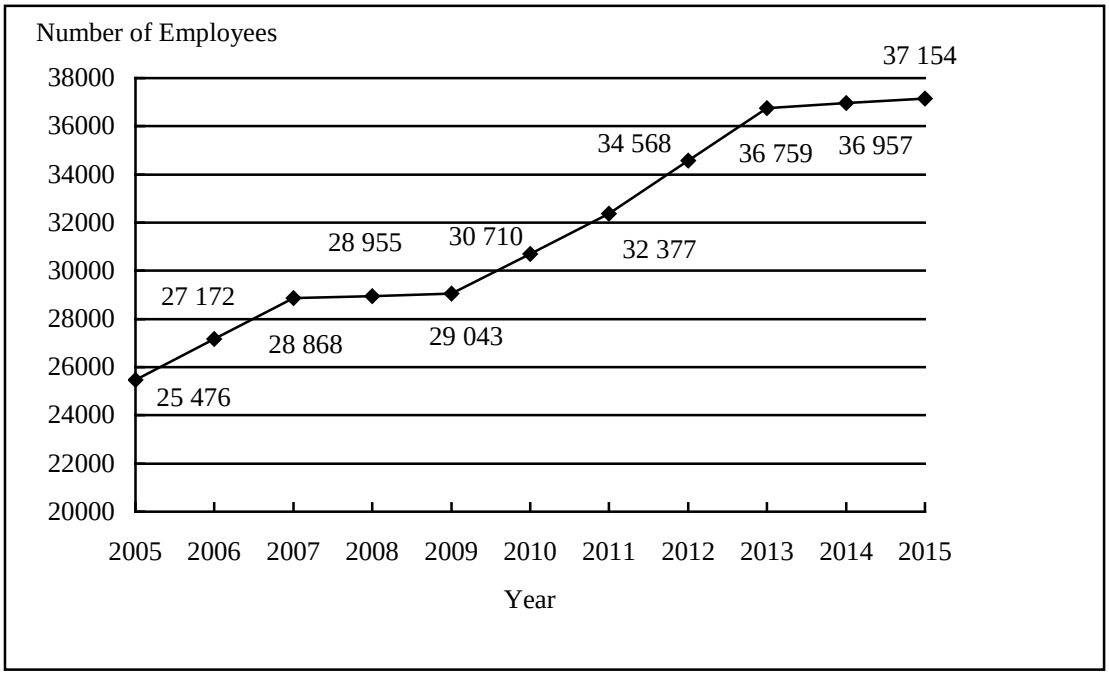
(*) As percentage of total number of employees

<u>Trend of the Number of Employees</u>

2.2 Tables 2.2 (a) and (b) present a comparison on the trend of the number of employees in recent years. Table 2.2(c) and 2.2(d) present the number of hotels and hotel rooms in Hong Kong from 2005 to 2015.

Table 2.2 (a)

Trend of the Number of Employees
(2005 - 2015)



Source: Data obtained from the Manpower Survey Reports on Hotel Industry in 2005-2015

Table 2.2(b)

Trend of the Number of Employees by Job Levels
(2005 - 2015)

Year	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
2005	1 556	7 124	15 898	898	25 476
2006*	1 669	7 674	16 913	914	27 172
2007	1 783	8 225	17 929	931	28 868
2008*	1 870	8 474	17 681	930	28 955
2009	1 957	8 723	17 433	930	29 043
2010*	2 098	9 208	18 459	944	30 710
2011	2 240	9 694	19 485	958	32 377
2012*	2 532	10 220	20 778	1 039	34 568
2013	2 823	10 746	22 071	1 119	36 759
2014*	2 910	10 933	21 947	1 167	36 957
2015	2 996	11 120	21 823	1 215	37 154

*Computed by interpolation

Table 2.2 (c)

Total Number of Hotels
(2005 - 2015)

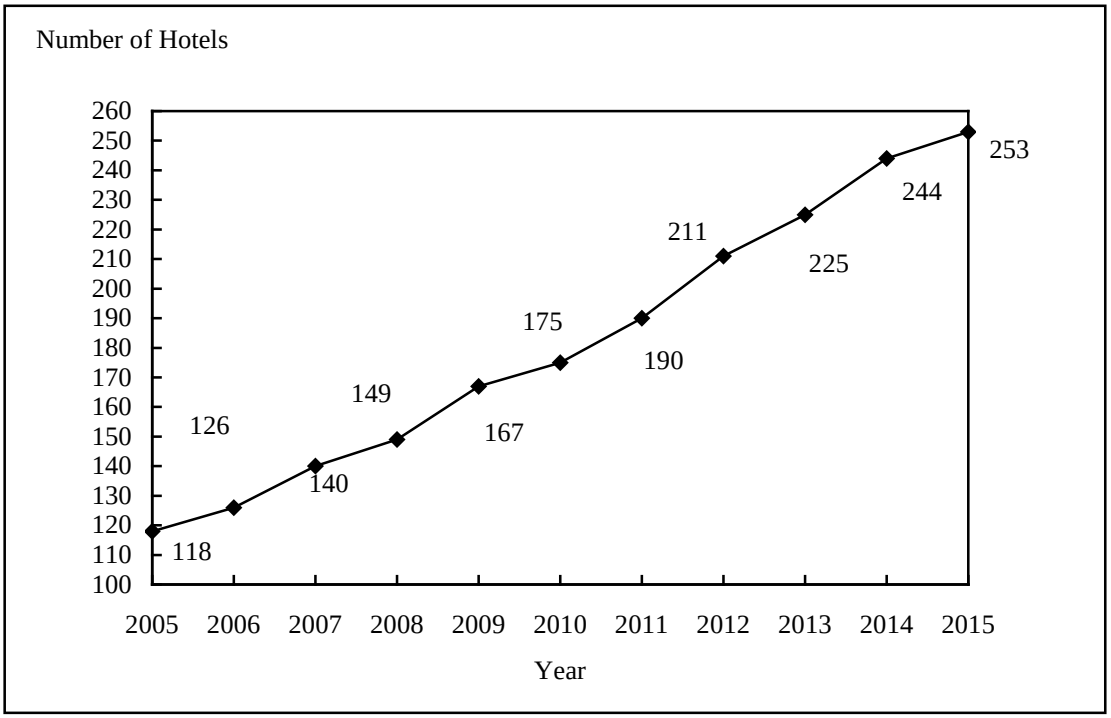
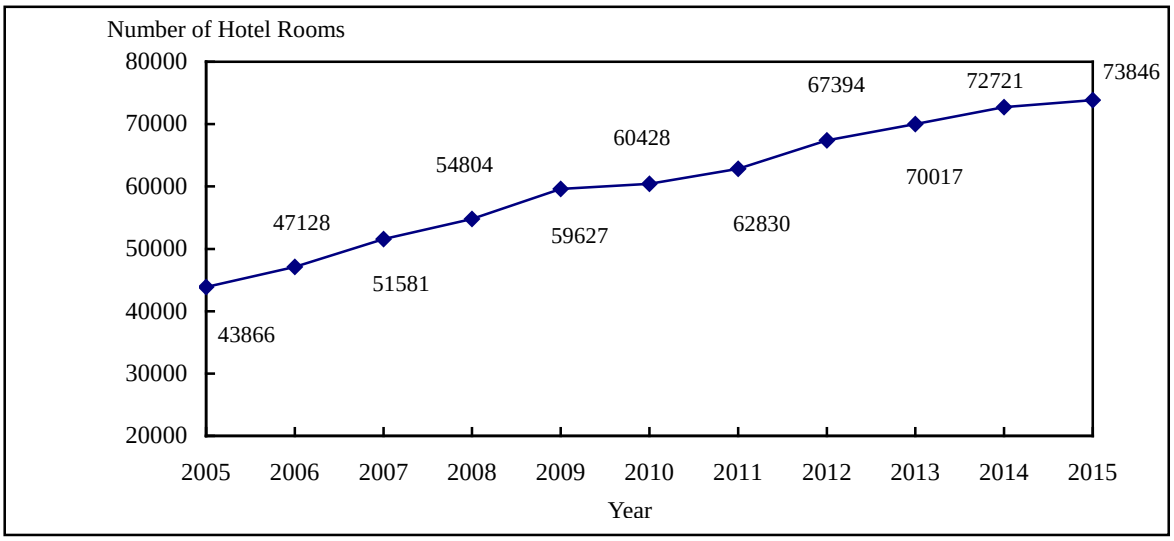


Table 2.2 (d)

Total Number of Hotel Rooms
(2005 – 2015)



Sources: Hotel Supply Situation Reports as at March 2006 - 2016, 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

Job Level	Hotels	Chinese Restaurants Operated by Hotels	Total	% of Total No. Employed
Managerial / Professional	2 885	111	2 996	8.06%
Supervisory / Technician	10 046	1 074	11 120	29.9%
Craft / Operative	21 020	803	21 823	58.7%
Administrative and Others	1 215	0	1 215	3.3%
Total	**35 166**	**1 988**	**37 154**	**100.0%**

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 1 354 vacancies, or 3.6% of the existing 37 154 posts. Details of number of vacancies by job level are presented below:

Table 2.4: Number of Existing Vacancies by Job Level

Job Level	Hotels	Chinese Restaurants Operated by Hotels	Total (%)*
Managerial / Professional	59	0	59 (4.4%)
Supervisory / Technician	213	8	221 (16.3%)
Craft / Operative	1 022	26	1 048 (77.4%)
Administrative and Others	26	0	26 (1.9%)
Total	**1 320**	**34**	**1 354 (100.0%)**

(*) As percentage of the total number of vacancies

Distribution of Existing Vacancies by Job Level

2.5 Of the 1 354 vacancies, 59 were at managerial / professional level, 221 at the supervisory / technician level, 1 048 at the craft / operative level, 26 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:

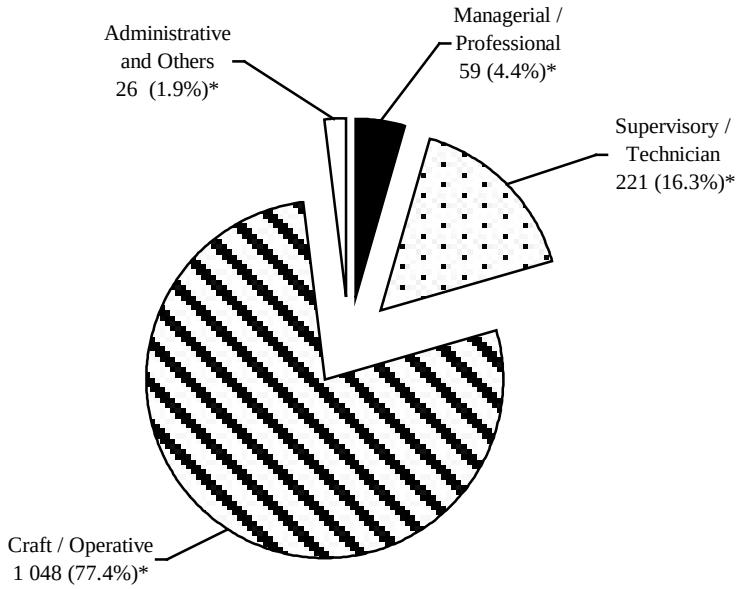
Table 2.5: Number of Employees and Existing Vacancies by Job Level

Job Level	Number of Employees	Number of Vacancies	Percentage of Employees at the same Job Level
Managerial / Professional	2 996	59 (4.4%)*	2.0%
Supervisory / Technician	11 120	221 (16.3%)*	2.0%
Craft / Operative	21 823	1 048 (77.4%)*	4.8%
Administrative and Others	1 215	26 (1.9%)*	2.1%
Total	**37 154**	**1 354 (100.0%)***	**3.6%**

(*) As percentage of the total number of vacancies

Figure 2.5: Distribution of Existing Vacancies by Job Level

Total: 1 354



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

Distribution of Number of Trainees / Apprentices by Job Level

2.6 The survey findings indicated that there were 150 trainees / apprentices in the hotel industry as at September 2015. The distribution by job level is given below:

Table 2.6: Number of Trainees / Apprentices by Job Level

Branch	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	0	6	121	3	130
Chinese Restaurants Operated by Hotels	0	0	20	0	20
Total	**0**	**6**	**141**	**3**	**150**

Employers' Forecast Manpower Demand by September 2016

2.7 Employers forecasted that there would be a total of 38 532 employees by September 2016, an increase of 1 378 (3.7%) over the number employed in September 2015. 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

Branch	Total Employees in 2015	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total	Employers' Forecast Total for 2016
Hotels	35 166	61	224	1 027	28	1 340	36 506
Chinese Restaurants Operated by Hotels	1 988	0	9	29	0	38	2 026
Total	**37 154**	**+61 (+2.0%)***	**+233 (+2.1%)***	**+1 056 (+4.8%)***	**+28 (+2.3%)***	**+1 378 (+3.7%)****	**38 532**

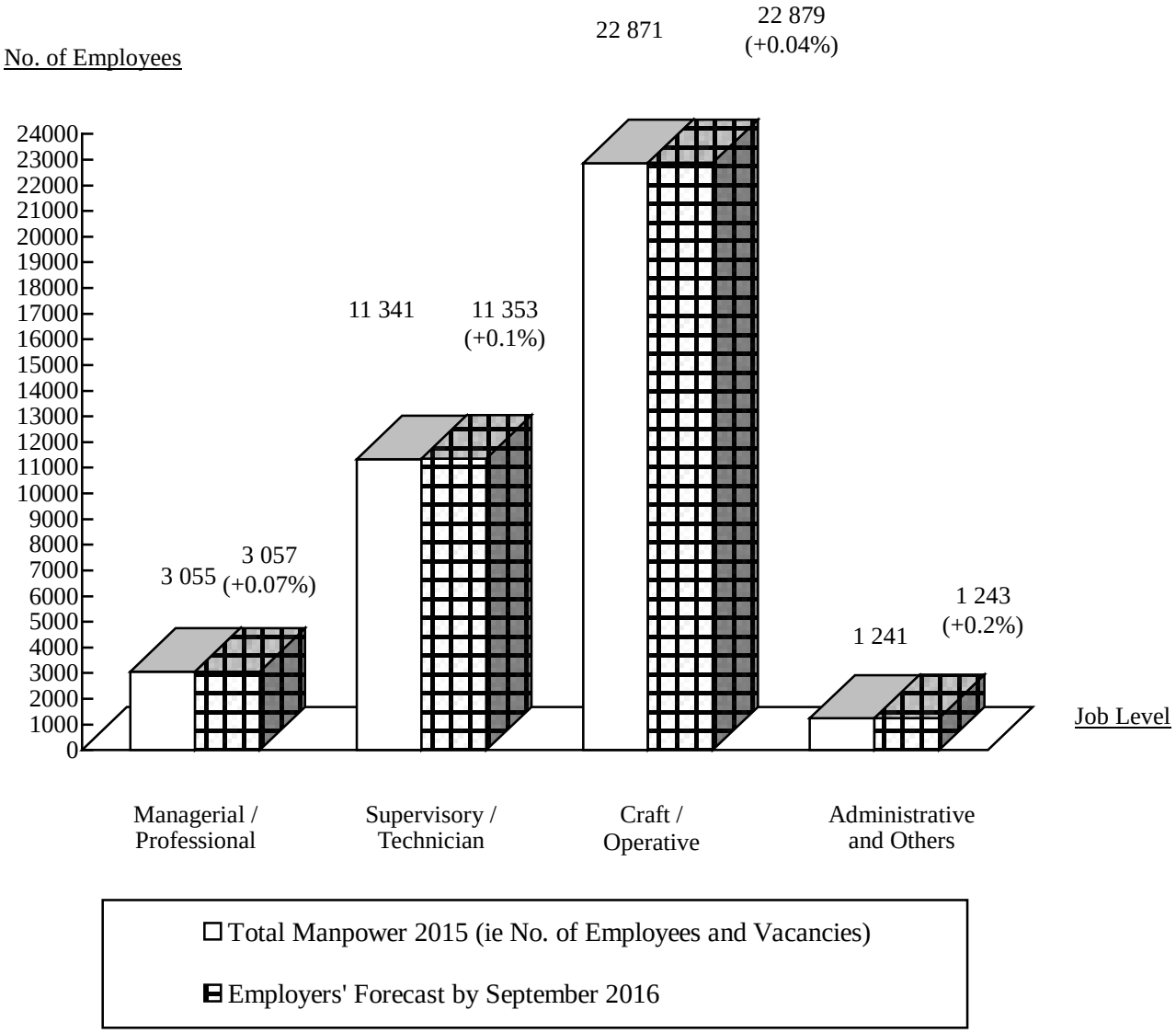
(%)* As percentage of the number of employees at the same job level
(%)** As percentage of the total number of employees in the industry

Table 2.7(b): Employers' Forecast of Manpower Demand by September 2016 by Job Level

Job Level	(a) No. of Employees in Sept. 2015	(b) No. of Vacancies in Sept. 2015	(a) + (b) Total No. of Posts in Sept. 2015	Employers' Forecast of Manpower in Sept. 2016	Growth	(%)*
Managerial / Professional	2 996	59	3 055	3 057	+2	(+0.07%)
Supervisory / Technician	11 120	221	11 341	11 353	+12	(+0.1%)
Craft / Operative	21 823	1 048	22 871	22 879	+8	(+0.04%)
Administrative and Others	1 215	26	1 241	1 243	+2	(+0.2%)
Total	**37 154**	**1 354**	**38 508**	**38 532**	**+24**	**(+0.06%)****

(%)* 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 506 employees (1.4% of the total number of employees) had been promoted from within the industry. Of the 506 employees, 111 (21.9%) were at the managerial / professional level and 395 (78.1%) 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

Job Level	Number Employed	Number of Promotion	(%)*
Managerial / Professional	2 996	111	3.7%
Supervisory / Technician	11 120	395	3.6%
Craft / Operative	21 823	0	0.0%
Administrative and Others	1 215	0	0.0%
Total	**37 154**	**506**	**1.4%****

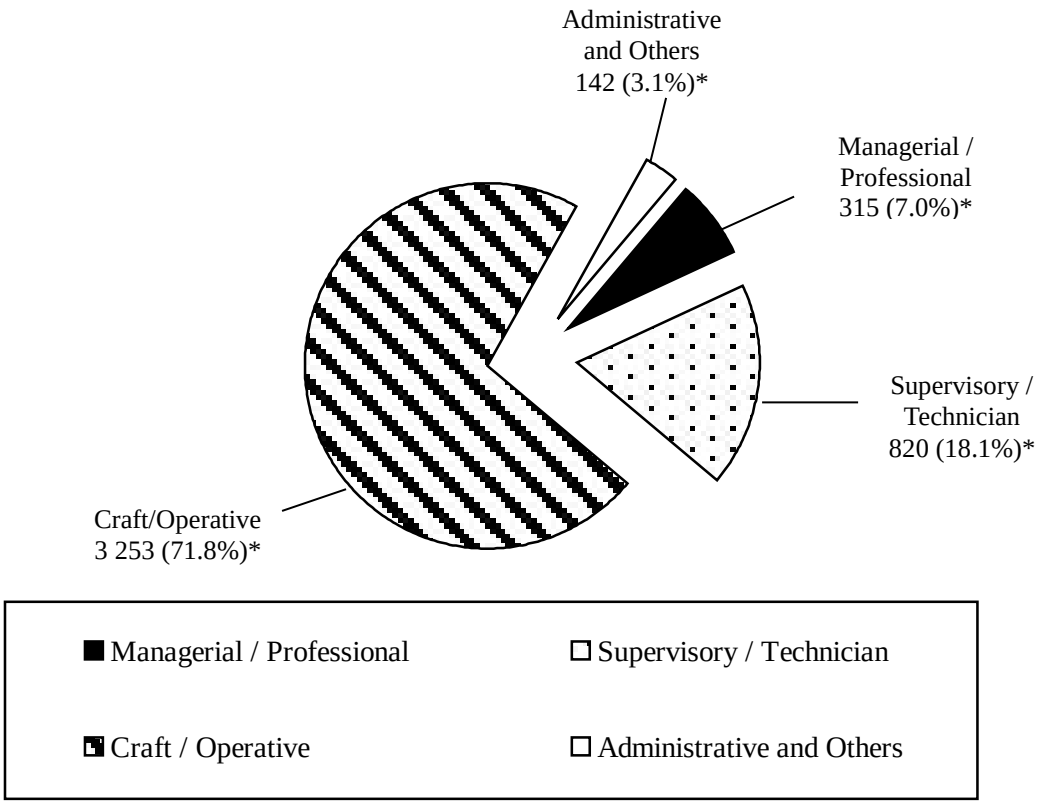
(%)* As percentage of the number employed at the same job level

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

Staff Turnover in the Past 12 Months

2.9 Employers reported that 4 530 employees or 12.2% of the total number of employees in the industry had left in the past 12 months.

Figure 2.9: Distribution of Staff Turnover by Job Level

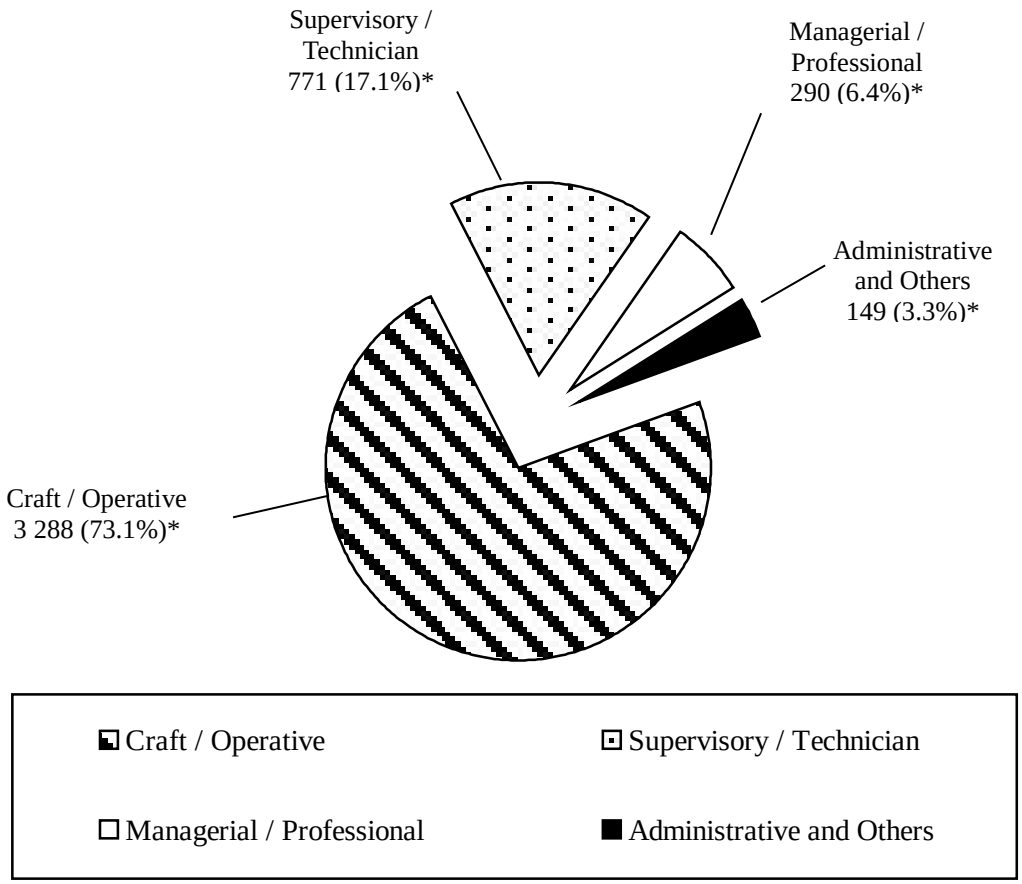


(*) As percentage of total number of staff turnover

New Recruits in the Past 12 Months

2.10 Employers reported that they had recruited 4 498 new employees in the past 12 months. The largest number of recruits was found in the craft / operative levels (3 288 or 73.1% 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

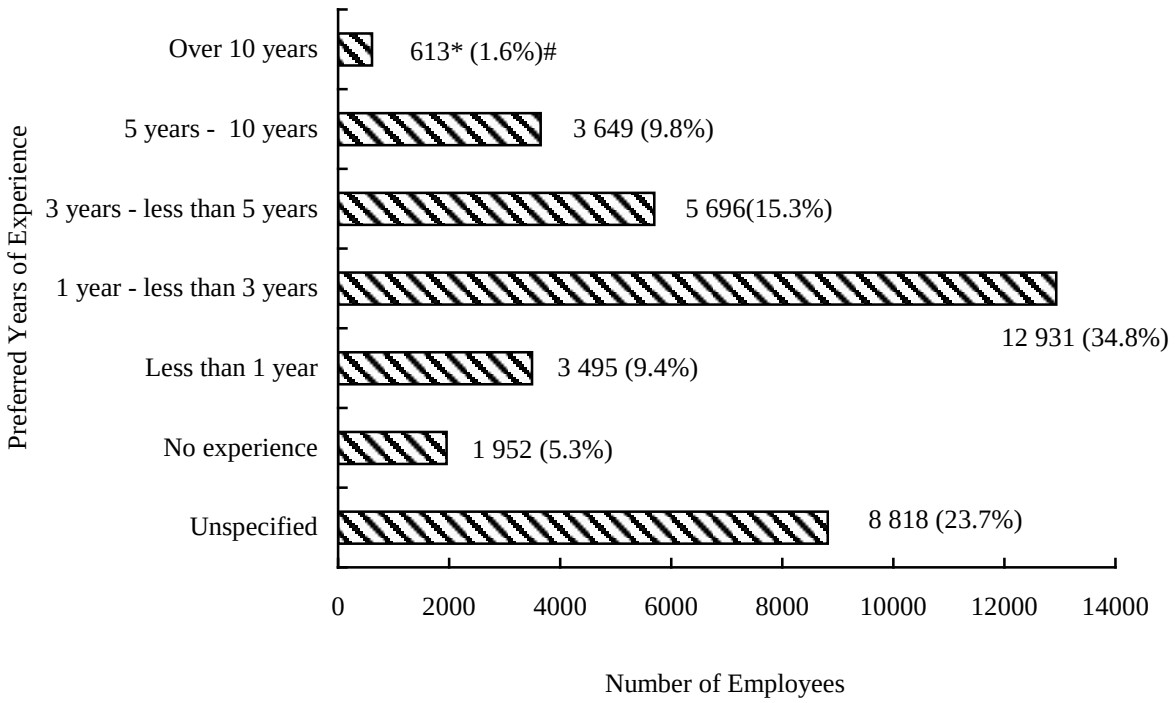
Job Level	Type (No. of Employees)	% of the No. Employed at each Job Level
Managerial / Professional	University Degree or above (1 809)	60.4%
	Professional Diploma / Diploma or equivalent (271)	9.05%
Supervisory / Technician	Professional Diploma / Diploma or equivalent (2 943)	26.5%
	Secondary 5 - 7 (1 765)	15.9%
Craft / Operative	Secondary 5 - 7 (6 523)	29.9%
	Secondary 3 - 4 (5 020)	23%
Administrative and Others	Secondary 5 - 7 (301)	24.8%
	Professional Diploma / Diploma or equivalent (231)	19.01%

Preferred Years of Relevant Experience

2.12 The majority of employers reported that 34.8% of their employees possessed 1 to less than 3 years of experience, 15.3% possessed 3 to less than 5 years of experience, and 9.8% possessed 5 years to 10 years of experience. It should be noted that only 5.3% 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: Preferred Years of Experience of Employees

Total: 37 154



* Total number of employees by preferred 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

Job Level	$8,001 to $10,000	$10,001 to $15,000	$15,001 to $20,000	$20,001 to $25,000	$25,001 to $30,000	$30,001 to $35,000	$35,001 to $40,000	$40,001 or above	Unspecified	Total
Managerial / Professional	0	0	68	221	429	310	274	482	1 212	2 996
Supervisory / Technician	0	743	3 838	1 750	409	144	78	22	4 136	11 120
Craft / Operative	977	12 285	1 016	38	6	0	0	1	8 500	21 823
Administrative and Others	13	528	137	90	9	12	9	0	417	1 215
Total	**990 (2.7)**	**12 556 (33.8)**	**5 059 (13.6)**	**2 099 (5.6)**	**853 (2.3)**	**466 (1.3)**	**361 (1.0)**	**505 (1.4)**	**14 264 (38.4)**	**37 154 (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 4-7 of Appendix 5 show the income distribution by job level. The majority of employees earned a total monthly income $40,001 or above for managerial / professional level, from $15,001 to $20,000 for supervisory / technician level, and from $10,001 to $15,000 for all remaining levels which include craft / operative / administrative and others levels of employees. Since this is not an income survey, the information obtained is for cross-reference purpose only.

Income Distribution of Part-Time Employees

2.15 Tables 2.15 (a) - (c) show the demand and income distribution of part-time employees in September 2015, as reported by the employers, on an hourly, daily and monthly fee basis. The survey indicated that a total of 1 928 part-time employees were hired by the hotel industry as at September 2015.

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

Job Level	$32.5 - $40	$41 - $60	$61 or above	**Total**
Managerial / Professional	-	-	-	**-**
Supervisory / Technician	-	1	-	**1**
Craft / Operative	55	1 129	414	**1 598**
Administrative and Others	-	2	-	**2**
Total	**55**	**1 132**	**414**	**1 601**

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

Job Level	$201-$300	$301-$400	$401-$500	$501-$600	$601 or above	**Total**
Managerial / Professional	-	-	-	-	-	-
Supervisory / Technician	-	-	-	-	-	-
Craft / Operative	8	28	82	6	12	**136**
Administrative and Others	-	-	-	-	-	-
Total	**8**	**28**	**82**	**6**	**12**	**136**

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

Job Level	$6,000 or below	$6,001 - $8,000	$8,001 - $10,000	$10,001 - $15,000	**Total**
Managerial / Professional	-	-	-	-	-
Supervisory / Technician	-	-	-	-	-
Craft / Operative	3	5	-	5	**13**
Administrative and Others	-	-	-	-	-
Total	**3**	**5**	**-**	**5**	**13**

Training to Employees

2.16 The analysis shown in Table 2.16 indicated that 13 356 (35.9%) of the employees received less than 5 days internal training and 5 319 (14.3%) received 5 days to less than 10 days.

Table 2.16: No. of Employees by Average Man-days Spent on Internal Training in 2015

Man-days	Total / % of Total Number #
Nil	4 555 / 12.3%
< 5 days	13 356 / 35.9%
5 Days to < 10 Days	5 319 / 14.3%
10 Days to < 15 Days	2 034 / 5.5%
Over 15 Days	524 / 1.4%
Unspecified	11 366 / 30.6%
Total	**37 154 / 100.00%**

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

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

2.18 The survey findings shown that 21.3% of the employers intended to purchase training from an outside training provider for their staff in the coming 12 months. For details please refer to Table 20 at Appendix 5.

Priority Accorded to Mode of Training By Employers

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

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

Mode of Training	Level of Priority	Total / % of Total Number of Employees #
Part-time Day Release	1st Priority	4 940 / 13.3%
	2nd Priority	10 010 / 26.9%
	3rd Priority	9 813 / 26.4%
	Unspecified	12 391 / 33.4%
	Total	**37 154 / 100.0%**
Evening	1st Priority	3 985 / 10.7%
	2nd Priority	10 906 / 29.4%
	3rd Priority	9 872 / 26.6%
	Unspecified	12 391 / 33.4%
	Total	**37 154 / 100.0%**
Seminar / Workshop	1st Priority	15 950 / 42.9%
	2nd Priority	3 847 / 10.4%
	3rd Priority	5 078 / 13.7%
	Unspecified	12 279 / 33.04%
	Total	**37 154 / 100.0%**

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

Spa Facilities and Services

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

Table 2.20: No. of Hotels that Operate Spa

Branch	Operated by the Hotel	Operated by Outsourced Contractor	No Spa Facilities	Total Number of Hotels Responded
Hotels	19	10	196	225
Total	19	10	196	225
(%)*	(8.4%)	(4.4%)	(87.1%)	(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	967	2 893	3 147	3 103	3 939	1 268	6 506	**21 823**
% of Total	4.4%	13.3%	14.4%	14.2%	18.05%	5.8%	29.8%	**100.0%**

SECTION III

CONCLUSIONS

3.1 In 2015, global economic activity remained subdued. Growth in emerging market and developing economies declined for the fifth consecutive year, while a modest recovery continued in advanced economies. Since the start of 2016, the global economic climate has continued to be unsteady, marked by increasing risks, amid the modest and patchy economic growth of advanced economies, downward pressures on emerging markets and heightened geopolitical tension. The US Federal Reserve Board started an interest rate increase in late 2015, but the central banks of the Eurozone and Japan have maintained their quantitative easing policies and adopted negative interest rate measures. The divergent monetary policies are causing volatility in the international financial markets and capital flows. Emerging economies will be under the dual pressure of falling commodity prices and suppressed financial markets. The Mainland's economy will also face downward pressure. Global growth is projected at 3.4% in 2016 and 3.6% in 2017. Growth in advanced economies is projected to rise by 0.2 percentage point in 2016 to 2.1%. Overall activity remains resilient in the U.S.A. In the Euro area, stronger private consumption is supported by easy financial conditions. Nevertheless, the European economy is expected to remain weak and high unemployment rates will prevail. For some European countries, the influx of refugees and the aftermath of refugees may hurt their own economics. Japan is expected to firm in 2016, on the back of fiscal support and lower oil prices. Growth in China is expected to slow to 6.3% in 2016 and 6.0% in 2017, primarily reflecting weaker investment growth as the economy continues to rebalance. India and the rest of emerging Asia are generally projected to continue growing at a robust pace, although with some countries facing strong headwinds from China's economic rebalancing and global manufacturing weakness. (Sources: WEO UPDATE, An update of the key WEO projections, International Monetary Fund, 19 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

For global tourism, 2015 marked the 6th consecutive year of above-average growth, with international arrivals increasing by 4% or more every year since the post-crisis year of 2010. International tourist arrivals grew by 4.4% in 2015 to reach a total of 1,184 million in 2015. Some 50 million more tourists (overnight visitors) travelled to international destinations around the world in 2015 as compared to 2014. Demand was strong overall, though with mixed results across individual destinations due to unusually strong exchange rate fluctuations, the drop in oil prices and other commodities which increased disposable income in importing countries but weakened demand in exporters, as well as increased safety and security concerns.

Growth in advanced economy destinations (+5%) exceeded that of emerging economies (+4%), boosted by the solid results of Europe (+5%). By region, Europe, the Americas, Asia and the Pacific all recorded around 5% growth in 2015. Arrivals to the Middle East increased by 3% while in Africa, limited data available, points to an estimated 3% decrease, mostly due to weak results in North Africa, which accounts for over one third of arrivals in the region.

Results from the UNWTO Confidence Index remain largely positive for 2016, though at a slightly lower level as compared to the previous two years. Based on the current trend and this outlook, UNWTO projects international tourist arrivals to grow by 4% worldwide in 2016. By region, growth is expected to be stronger in Asia and the Pacific (+4% to +5%) and the Americas (+4% to +5%), followed by Europe (+3.5% to +4.5%). The projections for Africa (+2% to +5%) and the Middle East (+2% to +5%) are positive, though with a larger degree of uncertainty and volatility.

A few leading source markets had driven tourism expenditure in 2015 supported by a strong currency and economy. Among the world's top source markets, the Mainland China, with double-digit growth in expenditure every year since 2004, continues to lead global outbound travel, benefitting Asian destinations such as Japan and Thailand, as well as the United States and various European destinations. By contrast, expenditure from the previously very dynamic source markets of the Russian Federation and Brazil declined significantly, reflecting the economic constraints in both countries and the depreciation of the Rouble and the Real against virtually all other currencies.

As for the traditional advanced economy source markets, expenditure from the United States (+9%), the world's second largest source market, and the United Kingdom (+6%) was boosted by a strong currency and rebounding economy. Spending from Germany, Italy and Australia grew at a slower rate (all at +2%), while demand from Canada and France was rather weak. (Source: "International tourist arrivals up 4% reach a record 1.2 billion in 2015", UNWTO, 18 January 2016.)

Airline CFOs and heads of cargo reported in late 2015 that they had become more cautious about future growth, but responses indicated expectations for similar growth rates to recent years. Though the economic growth forecast for 2016 has been lowered, the consensus remains that 2016 should be slightly better than 2015, as continued low energy costs boost consumer incomes and spending. (Source: Economic Performance of the Airline Industry, 2015 End-year report, IATA Economics, 10 December 2015.)

3.2 Export performance of the Asian region was hit by the global economic setback and highly volatile financial markets in 2015. Inbound tourism was weak and visitor arrivals to Hong Kong dropped by 8% in the fourth quarter, down by 2.5% for the whole year.

Although the investment atmosphere turned more cautious, local consumption as well as expenditures on infrastructure and private construction projects remained resilient. These, together with the stimulus effect of the relief measures introduced in last year's Hong Kong budget, led to an overall economic growth of 2.4%. This is the fourth consecutive year that our economic growth was lower than the annual average of 3.4% over the past ten years.

Local consumption and investor sentiment have been dented by concerns over the uncertainties associated with the US interest rate increases and the dimmer global economic outlook, the lull in external trade and the slowdown in inbound tourism. The pressure may spill over into the job market and business operation of enterprises. The value of total exports of goods and the number of visitor arrivals in Hong Kong have both recorded a year-on-year decline since mid-2015, and the fall is likely to be more severe in 2016. GDP growth in real terms at 1 – 2% in 2016, lower than last year's growth.

Given the subdued global commodity prices, imported inflation is expected to be relatively mild. The headline inflation rate for 2016 will be 2.3%, with the underlying inflation rate at 2%. (Source: The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.) The medium-term outlook for the Hong Kong economy will still be restrained by the below-trend growth of the global economy under the "new normal" after the Global Financial Crisis. However, deepening economic integration with the Mainland China

enables extensive growth opportunities, via varied economic activities, particularly in view of the National 13th Five-Year Plan and the "Belt and Road" initiative. Taking into account the challenges in the external environment and on the domestic front, the economy is expected to attain a moderate trend growth of 3% per annum from 2017 to 2020. (Source: 2015 Economic Background and 2016 Prospects, Hong Kong Economy, The HKSAR Government, 24 February 2016.)

During 2010-2014, visitor arrivals to Hong Kong registered an annual average growth of 15.5%. However, being affected by a volatile global economy and other macro-economic conditions, visitor arrivals to Hong Kong registered a decrease of 2.5% to 59.31 million in 2015. Overnight visitor arrivals amounted to 26.69 million, 3.9% less than in 2014. Among them, visitors from the Mainland China recorded a decrease of 5.7% while those from non-Mainland markets remained more or less the same as in 2014. The subdued performance of inbound tourism indeed mirrored largely the slowdown in the growth of Mainland visitors. Reasons such as relaxed visa requirements and favourable exchange rates in other popular tourist destinations might have resulted in tourist diversion from Hong Kong. This, coupled with the "one trip per week" measure for Shenzhen permanent residents has caused a drop in Mainland visitor arrivals. Apart from external factors, some recent incidents in Hong Kong are causing concern. These included a handful of people choosing to express their views and political demands by using unwelcomed tactics against Mainland visitors. Furthermore, problems arising from coerced shopping have been plaguing the tourism sector. (Sources: Press Releases, LegCo Secretariat releases Research Brief on "Hong Kong's tourism industry", Legislative Council Secretariat, The HKSAR Government, 5 August 2015; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

The average achieved hotel room rate in 2015 was HK$1,337 which was a decrease of 9.2% from that of the previous year. The average length of stay of overnight visitors remained at 3.3 nights, same as 2014. Meanwhile, the average hotel room occupancy rate declined by 4 percentage points to 86%. (Sources: Hotel Room Occupancy Report – January 2016, PartnerNet, HKTB, February 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, February 2016.)

Despite the aforementioned less than favourable situations, Hong Kong's tourism industry has its own merits. In 2015, Hong Kong climbed two places to 13th in a survey of the competitiveness of the tourism industry in countries around the globe. The rankings measured the competitiveness of 141 countries and economies based on 14 criteria, including business environment, travel and tourism policies, readiness of communication networks, infrastructure quality, and natural resources. The survey conducted every two years by the World Economic Forum, placed Hong Kong fourth in the Asia-Pacific region, behind Australia, which ranked seventh globally, China placed sixth in the Asia-Pacific region, Japan, which made ninth, and Singapore at 11th. (Source: "Hong Kong ranks 13th in tourism competitiveness while China jumps 28 places to 17th, South China Morning Post, 7 May 2015.)

On TripAdvisor's top 25 Asian destinations, Hong Kong was ranked sixth, Beijing 10th, Shanghai 17th and Singapore 18th. "Delectable dim sum, floating islands, and a one-of-a-kind skyline are just some unique features of Hong Kong, a 2015 Travelers' Choice Destination", TripAdvisor wrote. (Source: "HK bags spot on top travel list", The Standard, 26 March 2015.)

3.3 Tourism industry is one of the world's largest industries with vast global economic contributions. Our neighbors within the region and destinations around the world are enhancing their tourism developments and stepping up their marketing efforts in drawing incoming visitors for pleasure or business.

Macau has undoubtedly changed significantly in recent years and we are seeing the city transforms from a gaming destination to one with a more diverse range of entertainment and recreation options for guests of all ages. In 2016, other than putting more efforts in developing smart tourism with diversified products, the Macau Tourism Office will develop new tourism products, including the transformation project of Tourism Activities Centre into a theme museum on Macau Grand Prix, revitalization of palafitte on Coloane, feasibility study on launch of leisure cruise tour routes between Macao Peninsula and Taipa/Coloane etc. to attract tourists. (Press Release, "MGTO holds Annual Press Conference Fosters smart tourism and expands international visitor markets Enhances tourism service quality and synergistic effect between tourism, culture and sports", Macao Government Tourism Office, 27 January 2016.)

Singapore has new tourist spots opening up one after another almost every year between 2008 to 2015, including Singapore Flyer, rejuvenated Orchard Road (2009), Integrated Resorts at Marina Bay and Sentosa, Gardens by the Bay, River Safari, and National Gallery Singapore.

In contrast, South Korea has not launched any large-scale new tourism infrastructure projects in recent years. Indeed, the top 10 most popular tourist spots in South Korea remained the same during 2011-2015. Nevertheless, South Korea has managed to develop existing scenic locations into a number of new tourist attractions by leveraging on the popularity of Hallyu (Korean Wave). Hallyu tourism features attracting tourists coming to visit the locations used in their favourite Hallyu dramas and movies. For this type of tourism, South Korea does not need to invest in developing large-scale new tourism infrastructure, but just creating new tourist attractions based around well-known drama/movie locations. Immediately after Middle East Respiratory Syndrome (MERS) subsided, South Korea Launched large-scale marketing campaigns to revive its tourism industry. In 2016, the Korean Won is expected to drop further, and designated duty-free shops in-town will be allowed to offer instant tax refund, which will offer greater incentive to spend. All these factors will attract more visitors to South Korea and stimulate local spending.

The significant depreciation of the Japanese Yen in 2015 made Japan a more appealing destination. In 2016, the relatively weak Yen and the possible relaxation of tax-refund limits are expected to boost Japan's inbound travel and tourists' spending.

In view of macro-economic environment, the Euro depreciated in 2015 making European countries more appealing to visitors. Other than the aforementioned regions, Malaysia, Indonesia, Taiwan, the U.S.A., the U.K., Australia and Canada have relaxed visa requirements or simplified their visa application procedures for Mainland China's visitors. (Sources: "Marriott openings highlight Macau growth", Asia-Pacific IHIF Hotel Investment News, June 2015; Hong Kong's tourism industry, Research Brief, Issue No. 6 2014 – 2015, Research Office, Legislative Council Secretariat, The HKSAR Government, August 2015; (Press Release, "MGTO holds Annual Press Conference Fosters smart tourism and expands international visitor markets Enhances tourism service quality and synergistic effect between tourism, culture and sports", Macao Government Tourism Office, 27 January 2016.) Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

3.4 In 2015, Mainland China continued to be Hong Kong's largest visitor source market with 45.84 million arrivals despite there was a 3% decrease over 2014 in total arrivals, and a decrease of 5.7% in overnight visitor arrivals. The drop of Mainland visitor arrivals to Hong Kong did not come unexpected in the light of a range of external and internal factors. Other than the depreciation of currencies and relaxed visa requirements in the aforementioned destinations which drawn Mainland visitors to those places, the slowdown of economic growth in the Mainland also affected consumers' spending pattern and their desire to travel. Furthermore, protests against parallel traders and a few unfortunate incidents directed against Mainland visitors impaired some Mainlanders' impression towards Hong Kong. In addition, in response to the public's views and following the HKSAR Government's conveyance of different opinions of the community to the Central Government, the Mainland announced on 13 April 2015 that the issuance of "multiple-entry" Individual Visit Endorsements for permanent residents of Shenzhen was stopped and replaced with the "one trip per week" Individual Visit Endorsements with immediate effect. (Sources: Press Release, "Statement by the HKTB on the Adjustment of the Policy on Multiple-entry Individual Visit Endorsements for Shenzhen Residents by the Mainland Authorities", HKTB, 13 April 2015; LC Paper No. CB(4)483/15-16/03, Legislative Council, The HKSAR Government, 20 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; Press Release, "LCQ10: Measures to boost tourism and assist tourism sector", Commerce and Economic Development Bureau, The HKSAR Government, 4 May 2016).

3.5 Arrivals from long-haul markets in 2015 was little changed as compared with 2014, with the U.S.A. as the best performer achieving a 4.5% growth whilst arrivals from Europe slightly dropped by 1.8%.

For short-haul markets, total arrivals declined by 1.0% in 2015 though satisfactory growth was recorded for Thailand (+9.1%) and the Phillipines (+10.9%). India and Vietnam also recorded healthy growth at 3% and 7.2% respectively. Reasons for the decline might be attributed to the Hong Kong dollar which is pegged to the strong US dollar and has resulted in the weakening of other currencies including Japan, South Korea, Indonesia, Singapore and Malaysia, thereby affecting arrivals from these countries. The weakening of the Yen and the Won also attracted visitors to Japan and South Korea respectively. The outbreak of MERS caused a plunge in Korean arrivals from June to September 2015 as well.

Having taken into account the factors in the macro-environment including risk and opportunities, tourism-related policies, developments in visitor sources markets, and forecasts by international organisations, the HKTB projected that there would be a decrease of 1.8% to about 58.27 million total visitor arrivals in 2016. Among them, the total number of Mainland arrivals is projected to decrease by 3.2%, while the arrivals from non-Mainland are expected to increase by 3%. (Sources: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

3.6 With growing numbers of Mainland residents visiting Hong Kong in recent years, Hong Kong has encountered problems with receiving capacity and parallel trading activities. Based on 2014 visitor arrival figures, assuming the mode of visitors coming to Hong Kong remains unchanged, the implementation of the "one trip per week" measure could reduce the number of visitor arrivals under multiple-entry endorsements by about 30%, to about

4.6 million. The HKSAR Government believes the new measure can curb parallel trading activities by those who come to Hong Kong multiple times a week or a day. It will also lessen the impact of the substantial increase in visitor arrivals on affected districts in Hong Kong. The next important priority is to seize the opportunity to re-establish Hong Kong's positive image as a hospitable city to ensure the sustainable and orderly development of Hong Kong's tourism industry. While the city would continue to welcome visitors from all over the world including those from the Mainland, it will strive to attract more overnight visitors who generally spend more in Hong Kong. (Source: "One-trip-per-week cap welcomed", Information Services Department, The HKSAR Government, 13 April 2015.) After the rapid growth over the past 10 years, Hong Kong's tourism industry has entered a consolidation period. In view of the change in the mix and spending pattern of visitors to Hong Kong, coupled with the competition posed by neighbouring travel destinations, the HKSAR Government and industry partners consider it necessary that Hong Kong's tourism industry should not merely focus on the growth in tourist numbers, but should move towards diversified and quality-driven high value-added services. The goal is to strive for a balanced, healthy, and long-term development with more diversified visitor source markets and to attract more high-spending overnight visitors to Hong Kong. (Source: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016.) To do so, there are suggestions that Hong Kong should attract more inbound business travelers coming for meetings, conventions, exhibitions and other commercial events, and take effective measures to enable the further growth of the cruise tourism. Business travel is an important segment of the tourism industry for the benefits it brings to the host city. These include the commercial activities generated by the organization of exhibitions and conventions, as well as the spending of participants on transportation, accommodation and shopping during their stay in the host city. In addition, business travel is not as sensitive as leisure tourism to seasonality factors since meetings, conventions and exhibitions can take place all year round. The business travelers can help the host city by taking up some of the empty rooms available during off-peak seasons. Other intangible benefits brought by business travel include promoting the international image of the host city and network building of local businesses. (Source: Hong Kong's tourism industry, Research Brief, Issue No. 6 2014-2015, Research Office,

In the face of the relatively strong Hong Kong dollar and the various currencies in the region which have been depreciated against the Hong Kong dollar, the cost for organising MICE events in Hong Kong was relatively higher than in other regional destinations. Overnight MICE arrivals decreased 5.2% compared to 2014. However, it is worthwhile to note that overnight Mainland business arrivals to Hong Kong in 2015 rose 11.4% due to vigorous commercial activities between the Mainland and Hong Kong, and a growth of 3.3% in total business arrivals to 8.03 million, of which overnight business arrivals increased by 4.3%. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

The new Silk Road Economic Belt and 21st Century Maritime Silk Road programmes of the Mainland China, known as "One Belt, One Road", now offer tremendous growth prospects. The initiatives look to expand the Mainland's transcontinental connectivity and promote economic, political and cultural development among countries spanning three continents in Southeast Asia, Africa and Europe. With Hong Kong's long-standing and unique role as the "super-connector" between the vast Mainland Chinese market and the rest of the world, Hong Kong is poised to benefit from this new framework for organising multinational economic development. Furthermore, the scale of tourism will be expanded

and it will be made more convenient to apply for tourist visas in countries along the Belt and Road. (Sources: Press Releases, "SCED's speech at gala dinner in Berlin", Commerce and Economic Development Bureau, The HKSAR Government, 2 June 2015; Maritime lnsight Issue 1 June 2015.)

3.7 Tourism contributes 5% to our GDP and employs 270,000* people. (* Figure according to the four key Industries provided by the C&SD which included employment of (A) Inbound tourism covering retail trade, accommodation services, food & beverage services, cross-boundary passenger transport services and others; and (B) Outbound tourism covering travel agency, reservation services and related activities, and cross-boundary passenger transport services.) Due to the changing spending patterns among visitors, strong Hong Kong dollar and slowdown of economic growth in the Mainland, spending on retail and hotel accommodation recorded a considerable drop. TEAIT decreased 7.0% year-on-year to HK$333.7 billion. As compared to the figures of 2014 with overnight visitor PCS at HK$7,235, there was a decrease of 9.1%. Meanwhile, visitor satisfaction remained unchanged at 8.2 points on a 10-point scale. It is projected that the total visitor arrivals in 2016 will drop by 1.8% while the TEAIT and PCS will drop by 1.6% and 4% respectively. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.) The HKSAR Government will join hands with industry partners in pursuing tourism product diversification and attracting high spending arrivals in view of the change in the mix and spending pattern of visitors to Hong Kong. (Source: LC Paper No. CB(4)483/15-16(03), Legislative Council, The HKSAR Government, January 2016.) To ensure that Hong Kong continues to evolve as a preferred destination for tourists and business-related arrivals, 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 facilitates the continuous healthy development of the industry. According to information provided by the HKSAR Government and various sources, major tourism and transportation projects and initiatives being implemented and under planning included:

(i) In order to attract diversified visitors, Hong Kong would expand the capacity to capture potential arrivals and divert tourists to different regions in Hong Kong. Plans have been put forward for the development of the Lantau Island into a Hong Kong's new commercial hub, as well as a tourist haven. There will be a development of 14 recreation and tourism areas mostly to the south. An adventure park was to be built in Sunny Bay with facilities such as indoor surfing and skydiving. The development of a tourism node at Kai Tak as part of the Kai Tak Fantasy project is also under planning by the HKSAR Government. It is a planned tourism, leisure and entertainment destination for public enjoyment, which will create synergy with various "Energizing Kowloon East" initiatives and the planned hotel developments nearby. (Sources: Press Release, "Economic Development Commission holds ninth meeting", Information Services Department, The HKSAR Government, 27 November 2015; "Disneyland expansion part of massive Lantau land reclamation project to house 700,000 more by 2030", South China Morning Post, 11 January 2016.)

(ii) To celebrate the 10th anniversary, Hong Kong Disneyland Resort introduced an amazing array of new entertainment in 2015 for guests to enjoy, including

a new stage show "Mickey and the Wondrous Book", a new attraction "Fairy Tale Forest" and new castle video projections blending with the night time fireworks show "Disney in the Stars". In June 2016, new "Star Wars"-themed offerings, including upgrading of the "Space Mountain" roller coaster ride into the "Hyperspace Mountain" and the "Jedi Training Academy", have also been launched. The Resort will continue to introduce new initiatives, such as a new themed area based on Marvel's "Iron Man" franchise and a new hotel with a theme dedicated to the spirit of exploration that will open in end-2016 and early 2017 respectively. In addition, the HKSAR Government is in discussion with The Walt Disney Company for further development of the Hong Kong Disneyland Resort. (Sources: Press Release, "Hong Kong Disneyland Resort to kick off year-long 10th anniversary celebration Resort to honor 10 magical years of growth in Hong Kong with new attractions and entertainment", Hong Kong Disneyland, 11 September 2015; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.) The Ocean Park's new Water World is scheduled for completion in the second half of 2018, together with its first hotel and second hotel to be opened in 2017 and 2020 respectively, these will transform Hong Kong's People's Park into a premier international resort destination. (Sources: Press Release, "Appointment of Most Preferred Proponent for the Development of The Fullerton Hotel @ Ocean Park", Ocean Park, 4 February 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(iii) To enhance the attractiveness of Lei Yue Mun, the Tourism Commission plans to further improve the facilities along Lei Yue Mun waterfront area. Subject to the completion of a comprehensive Environmental Impact Assessment on the full scope of the project and the funding approval for the project, the construction works is expected to commence in 2017 the earliest for completion by end 2020.

(iv) In terms of accommodation, HKTB's statistics showed that the number of hotels by December 2015 was 253 with 73,846 rooms. The estimated number of hotels and rooms supply in 2016 will be 274 and 76,643 respectively. More than 32,000 rooms had been added over the past decade, and it is expected that another 7,200 to come on stream and will amount to around 81,000 rooms by 2017. In this case, the Government has always worked closely with the tourism industry to ensure the timely provision of enough suitable land for hotel and tourism-related development. (Source: Hotel Supply Situation – as at December 2015, PartnerNet, HKTB, February 2016.) The new hotel projects of the two flagship theme parks and the airport's North Commercial District will come on stream, providing a total of about 2,200 rooms. The Government has also included in the 2016-17 Land Sale Programme three hotel sites within the "hotel belt" along the former Kai Tak Runway. The three sites are expected to provide some 2,100 hotel rooms. (Sources: Press Releases, "SCED's speaking notes on commerce,

industry and tourism areas tabled at LegCo Finance Committee special meeting", Commerce and Economic Development Bureau, The HKSAR Government, 30 March 2015; Press Releases, "LCQ4: Hong Kong's capacity to receive visitors", Commerce and Economic Development Bureau, 15 April 2015; Press Releases, "LCQ9: Accommodation for tourists", Commerce and Economic Development Bureau, The HKSAR Government, 3 June 2015; SCED's Articles, "Hong Kong continues to evolve as a tourist destination", Commerce and Economic Development Bureau, 2 October 2015. The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

(v) Around town, for observing the stunning views of the spectacular Hong Kong harbor, there is the Hong Kong Observation Wheel which came into operation in 2014 where tourists can enjoy stunning day and nignt time views of the spectacular Victoria Harbour. (Source: The Hong Kong Observation Wheel, HKTB, The HKSAR Government.) The new Central Waterfront has become a popular destination for visitors but is also being put to good use for large-scale events such as the annual Wine and Dine Festival which goes from strength to strength. (Source: SCED's Articles, "Hong Kong continues to evolve as a tourist destination", Commerce and Economic Development Bureau, The HKSAR Government, 2 October 2015.) To capitalize on the night vista of Victoria Harbour in promoting tourism, HKTB will continue to launch the Hong Kong Pulse 3D Light Show from 5 to 28 August 2016 and from 25 November to 28 December 2016 to complement the staging of the HKTB's mega events. Furthermore, the Tourism Commission is planning to rejuvenate "A Symphony of Lights", a nightly light and sound show.

(vi) To promote MICE tourism in 2016-17, the HKTB will continue to introduce tailored strategies for the various MICE markets near and far, as well as partnering with professional associations and convention organizers to attract more MICE events with high-spending power visitors to Hong Kong. Short-haul markets include South Korea, the Mainland China, India and Indonesia. The U.S.A. and Europe will be targeted to bring in large-scale or major conventions to Hong Kong. It is envisaged that the aforementioned strategies and efforts will assist in consolidating Hong Kong's image as the world's meeting place and upholding the city's image as Asia's fair capital. To facilitate the development of the MICE business, the design work for the conference facilities above the proposed Exhibition Station of the Shatin to Central Link is underway. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(vii) As for cruise tourism, promotion efforts will include launching strategic promotion campaign in collaboration with international cruise lines for fly-cruise tourism; and promoting regional collaboration, such as making use of the Asian Cruise Fund to pool together financial incentives of neighbouring ports for developing and marketing cruise products featuring member ports.

In 2016-17, the HKTB will step up partnership with member ports to form an Asia Cruise Alliance, which member ports will promote respective tourism infrastructure and destination appeals to cruise lines for including member ports in their itineraries. (Sources: LC Paper No. CB(4)483/15-16(03), Legislative Council, The HKSAR Government, January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; Speech by SCED at Three Queens in Town Celebration Party Reception, Commerce and Economic Development Bureau, The HKSAR Government, 29 March 2016.)

(viii) In order to actively enhance Hong Kong's attractiveness and to bring more diversified experience for tourists, leveraging revitalised historical buildings in the development of cultural and creative tourism has been one of the Government's important directions for strategic development. In recent years, newly developed tourist attractions under this strategy include PMQ, the creative industries landmark transformed from the former Police Married Quarters on Hollywood Road, as well as revitalised historic buildings such as YHA Mei Ho House Youth Hostel, Jao Tsung-I Academy (the former Lai Chi Kok Hospital), etc, which are conserved and revitalized under Development Bureau's "Revitalising Historic Buildings Through Partnership Scheme". The Central Police Station Compound which is now under revitalisation will be opened to the public in end 2016. The building at the site originally known as "Hung Shing Yi Hok" will also be revitalised into the Tai Hang Fire Dragon Heritage Centre, which is expected to commence operation in 2019. (Source: Press Releases, "LCQ18: Regulation of tourism industry", Legislative Council, The HKSAR Government, 4 November 2015.)

(ix) Cultural and creative tourism will be further developed by the HKSAR Government. Initiatives which had been launched in 2016 include the "Ani-Com Park@Harbour"FUN"", adjacent to the Golden Bauhinia Square, has opened in May. These initiatives showcase a mix of Hong Kong's history, culture and arts in different ways to give visitors diversified new experiences. The West Kowloon Cultural District and the revitalized Central Police Station Compound will be in the spotlight of cultural tourism. Facilities such as the Xiqu Centre and the M+ museum for visual culture will be successively completed in the coming few years. On the promotion of Hong Kong's local culture, the HKTB has launched the "New Tour Product Development Scheme" since 2012 to encourage the travel trade to develop new tourism products by partly subsidizing the marketing costs. Included are new themed tours which showcase the local living culture, for instance, "Sham Shui Po Foodie Tour" which escorts visitors to sample the local culinary delights and "Hand Made in Hong Kong" which presents the traditional craftsmanship of Hong Kong. The HKTB will continue to run the Scheme, encouraging the trade to capitalize on their creativity and to optimize the use of tourism resources in different districts. (Source: Press Releases, "LCQ18: Regulation of tourism industry", Legislative Council, The HKSAR Government, 4 November 2015.)
At the same time, the HKTB launches extensive promotion through various

channels, including its website, mobile applications, social media platforms and visitor centres, for actively promoting to overseas visitors the four traditional festivals which are included in the third national list of intangible cultural heritage, namely Yu Lan Festival, Cheung Chau Bun Festival, Tai O Dragon Boat Water Parade and Tai Hang Fire Dragon Dance. (Sources: Press Releases, "LCQ18: Regulation of tourism industry", Legislative Council, The HKSAR Government, 4 November 2015; Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016.)

(x) To reinvent Hong Kong's tourism image, HKTB has also planned to highlight the edges of Hong Kong's gourmet culture in future promotion efforts, such as featuring the attractiveness of Hong Kong's gourmet through international media and inviting Hong Kong chefs to perform at overseas promotion activities of HKTB. (Source: LC Paper No. CB(4)590/15-16(05), Legislative Council, The HKSAR Government, 22 February 2016.) A food truck pilot scheme which aims to add fun and vibrancy to Hong Kong's tourist attractions by providing diverse, creative and high quality food options to tourists and the locals, while maintaining the good standard of food hygiene and safety in Hong Kong will be launched by the HKSAR Government. The scheme would be positioned as a tourism project to enhance and complement the existing food landscape in Hong Kong and to bring more specialty gourmet food to tourists and the locals. (Source: LC Paper No. CB(4)481/15-16, Legislative Council, The HKSAR Government, 15 December 2015.)

(xi) To maintain optimal service quality, the Hong Kong International Airport needs a third runway to maintain its competiveness as an aviation hub. The Executive Council endorsed the three-runway plan and asked the Airport Authority to take forward the project which has been planned for completion by 2024. Upon completion, the capacity target for the airport would be 620,000 flights with an additional 30 million passengers each year, i.e. 102 flights per hour, compared to 68 flights in 2015. The airport will then be able to handle 100 million passengers and nine million tonnes of cargo annually in 2030. (Sources: "Third runway plan endorsed", news.gov.hk, The HKSAR Government, 17 March 2015; Press Releases, "LCQ9: HKIA's capacity to receive passengers", Legislative Council, The HKSAR Government, 8 July 2015; The 2016 – 17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

(xii) With enhanced transportation network upon the completion of the XRL planned for the third quarter of 2018, the connectivity between Hong Kong and the Mainland will be further enhanced in the coming few years. This will not only provide Mainland visitors with greater convenience to travel to Hong Kong, but also facilitate travel by overseas visitors to the Mainland via Hong Kong, consolidating Hong Kong's position as the gateway to the Mainland. Together with the HZMB planned for 2017, the HKTB will establish a co-operation platform with the Zhuhai Municipal Bureau of

Culture, Sports and Tourism to pave the way for promoting multi-destination travel to Hong Kong and Zhuhai. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, February 2016.) In addition, the South Island line of the Mass Transit Railway which is expected to be completed in late 2016 will further enhance Hong Kong's intra-city transport network and offer visitors greater convenience.

Large-scale infrastructure, including a Tuen Mun-Chek Lap Kok link, HZMB and the third runway of the airport will turn the geographical condition of Lantau from an outlying island to a significant region of Hong Kong with commercial and tourism activities. (Source: "Disneyland expansion part of massive Lantau land reclamation project to house 700,000 more by 2030", South China Morning Post, 11 January 2016.)

(xiii) In 2016 – 17, the HKTB will continue to strengthen its partnership with destinations in the Pearl River Delta to promote multi-destination itineraries and products featuring Hong Kong, so as to consolidate the city's position as the travel hub in the region. Meanwhile, the HKTB will explore opportunities brought about by the "One Belt, One Road" initiative to boost multi-destination travel, such as collaboration with Guangdong, Macau, Shenzhen and Zhuhai; and strengthen the collaboration with other Asian countries and regions. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016 – 17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

3.8 Other than the aforementioned major tourism and transportation infrastructure projects and initiatives to facilitate tourism growth and economic activities, the HKSAR Government will launch different short-term to long-term measures to reduce industry's cost of operation and promote Hong Kong's attractiveness and competitiveness. These include the waiving of licence fees for industry operators amongst which 2,000 hotels and guest houses will benefit for one year. For the medium-term measures, the HKSAR Government and the industry will jointly expand the scale of major events to be held and to step up publicity for international sports events. To reinvent Hong Kong's tourism image, the HKTB will formulate a new image of our tourism niches, launch a new round of publicity for short-haul market and step up publicity in the Mainland for quality and honest tours. (Sources: 2015 Economic Background and 2016 Prospects, Hong Kong Economy, The HKSAR Government, 24 February 2016; LC Paper No. CB(4)590/15-16(05), Legislative Council, The HKSAR Government, 17 February 2016.)

Hong Kong's events calendar was packed with exciting offerings throughout 2015. These included the innovative Hong Kong Pulse 3D Light Show and the inaugural Hong Kong Cyclothon in October 2015. Favourites such as the Hong Kong Tennis Open, Hong Kong Open Golf Championship, Hong Kong Dragon Boat Carnival, the Rugby Sevens, the Wine and Dine Festival and the Hong Kong Arts Festival continued to enhance their appeal and attracted visitors from around the globe. (Source: SCED's Articles, "Hong Kong continues to evolve as a tourist destination", Commerce and Economic Development Bureau, 2 October 2015.)

Different spectacular mega events will be held in town as well to attract more high-spending overnight visitors to Hong Kong, thereby bringing about more business opportunities for sectors including tourism, retail, food and beverage, hotels, etc. A series of sports mega

events will take centre stage including the Rugby Sevens, the Hong Kong Cyclothon, etc., the FIA Formula E Championship will be held in the New Central Harbourfront for the first time in October 2016 as the first stop globally for the 2016/17 season.

Events such as the International Chinese New Year Parade, the Hong Kong Dragon Boat Carnival and the Hong Kong Wine and Dine Festival have gradually built up reputations. The HKTB will continue to organise more large-scale mega events and strengthen promotion efforts. The Mega Events Fund has opened to a new round of applications, and more mega arts, cultural, sports and entertainment events would be held in Hong Kong. (Sources: LC Paper No. CB(4)112/15-16(01), LegCo Panel on Economic Development, Meeting of 26 October 2015, Legislative Council, 26 October 2015; Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016.)

In September 2015, the HKSAR Government announced the setting up of a HK$10 million "Matching Fund for Overseas Tourism Promotion by Tourist Attractions" to provide local attractions with dollar-for-dollar subsidies to enhance their overseas promotions. Between November 2015 and March 2016, the approved 10 local attractions including museums resort, theme parks, observation sights etc. rolled out promotions in 12 visitor source markets near and afar. The aim is to attract visitors and motivating them to extend their stay to benefit both the attractions and related sectors of the tourism industry. The Scheme will be continued in 2016. (Source: Press Release, "Government Matching Fund Scheme Subsidies 10 Attractions To Market 69 Promotions In The Mainland And Overseas", HKTB, 10 November 2015.)

As regards the regulatory framework, the market development and mode of operation of the tourism sector have been evolving in recent years. For the sustainable and healthy development of the tourism industry in Hong Kong, the HKSAR Government, after public consultation and careful consideration of various views received, has announced that an independent statutory body, the Travel Industry Authority (TIA), will be established to take over the licensing and regulatory functions of the Travel Agents Registry and TIC. The targets of regulation will include travel agents, tourist guides and tour escorts. The HKSAR Government is pressing ahead with drafting the new legislation for the establishment of the TIA and implementing the new regulatory framework of the tourism sector, with a view to introducing the bill into the Legislative Council within the current term of the HKSAR Government. (Source: Press Releases, "LCQ18: Regulation of tourism industry" Commerce and Economic Development Bureau, The HKSAR Government, 4 November 2015; and Press Release, "LCQ8: Measures to combat unlicensed travel agents and tourist guides not holding any Tourist Guide Pass", Commerce and Economic Development Bureau, The HKSAR Government, 25 May 2016.) With the strong determination of the HKSAR Government and the industry operators to uphold one of the four economic pillars of Hong Kong, though facing external and internal challenges currently, Hong Kong's tourism will continue to develop in the long run.

Implications on Manpower

3.9 For 2015, the labour market remained largely stable in overall terms, with the unemployment rate staying low at 3.3% in 2015. The average number of unemployed persons rose slightly by 1,500 over 2014 to 128,700. Comparing 2015 with 2014, more apparent increases were seen in tourism-related sectors such as accommodation services (up 1.1 percentage points). Labour demand showed some signs of easing, particularly in segments more affected by the sluggish trade performance and the sustained weak trend in inbound tourism. Wages and earnings attained real improvements as a result of the upward adjustment of the SMW rate since May 2015. (Source: 2015 Economic Background and 2016 Prospects, Hong Kong Economy, The HKSAR Government, 24 February 2016.) From the statistical figures, it reveals that the majority of the vacancies lies with the craft/operational level with the largest number for the positions of Room Attendant/ Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/ Coordinator (Housekeeping).

3.10 As aforementioned, the average achieved hotel room rate in 2015 was lower when comparing to 2014 and the occupancy rate maintained above 80%. Despite the shortfall of industry performance, there was no significant reduction in overall industry manpower which remained relatively stable at around 37,000. Natural attrition, resignations due to varied reasons and competition for staff by new and existing hotels resulted in a consistent surge for employees. It was noted that job vacancies would take a longer period to fill. According to the 2022 Labour Forecast conducted by the HKSAR Government, the manpower demand on accommodation industry will raise by an average of 2.5% on a yearly basis.

3.11 In view of the various aforementioned efforts to boost tourism by the HKSAR Government and industry partners, together with the continuous development of Mainland China and our neighboring areas, more job opportunities are expected to be created in the future and an ongoing demand of trained quality manpower to benefit from the business opportunities is expected in the coming years.

(i) According to the Hotel supply situation report, there will be an increase of around 53 new hotels with 10,236 additional rooms to be completed between end of 2015 and end of 2019. (Source: Hotel Supply Situation – as at December 2015, PartnerNet, HKTB, February 2016.) Based on a staff to room ratio of 0.65:1, approximately 6,650 new vacancies will be created in the aforementioned period for these new hotels. These new hotel projects indicated a positive projection of potential visitors who may travel to Hong Kong in future years where a consistent supply of trained hotel manpower is required to support the industry.

(ii) A more diversified portfolio of arrivals is expected. The HKTB will allocate 74% of the total marketing budget, which is the regular subvention provided by the Government, to overseas markets in 2016-17, of which about 70% will be invested to attract visitors from Taiwan, Japan, South Korea, Southeast Asia, India and the U.S.A. The remaining 26% will be invested in the Mainland market, 90% of which will go to the non-Guangdong areas. To address the concerns of consumers in the market subsequent to a few unfortunate incidents happened in 2015, the HKTB will step up promotion of Hong Kong's hospitable image and quality service culture so as to enhance business opportunities. With changes in visitor structure and consumer

spending pattern, the HKTB's promotion efforts will be focused on drawing high-yield arrivals with diversified products and travel experiences. Families and young segment from short-haul markets visiting Hong Kong as a desirable short-break getaway destination will be expected. As for new markets, more resources will be reserved for India, which performed relatively well in 2015. In view of the popularity of multi-destination travel among long haul markets, the HKTB will collaborate with tourism authorities in the Pearl River Delta region to promote multi-destination itineraries featuring Hong Kong. (Source: Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(iii) The focus of promotion efforts will be shifted from shopping to different travel experiences, including Hong Kong's gourmet culture. (Source: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016.) Hong Kong's homegrown service and culinary talents will be exposed on the international arena. A consistent supply of professionally trained employees in delivering a high quality of service standard and producing local delicacies and international cuisines at hotel establishments will be required for complementing the new initiative.

(iv) The connectivity between Hong Kong and the Mainland China will be further enhanced in the coming few years. Not only will Mainland visitors travel to Hong Kong with ease, it facilitates travel by overseas visitors to the Mainland via Hong Kong. Upon the commissioning of the HZMB, Lantau will become the converging point of Guangdong, Hong Kong and Macao, which would in turn provide ample opportunities for business and travelling. The XRL will benefit Hong Kong's various service industries, promote Hong Kong's tourism, and create over 10,000 direct job opportunities. (Sources: 八幅圖同你睇高鐵, facebook of new.gov.hk, The HKSAR Government, 12 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, February 2016.)

(v) Asia is a fast-growing business travel market amid its growing importance in the global economy. According to the forecast by the UNWTO, business visitor arrivals to the Asia-Pacific region will increase by an annual average of 5.1% in 2010-2020 and 3.7% in 2020-2030. The figures are higher than the corresponding growth rates of 3.5% and 2.7% for the global average. (Source: Hong Kong's tourism industry, Research Brief Issue No.6 2014-15, Research office, Legislative Council Secretariat, August 2015.) MICE as well as cruise tourism also draws high value-added visitors to Hong Kong. The HKTB will continue to strengthen promotion towards MICE event organisers and partner with professional associations and convention organisers so as to attract more MICE events as well as MICE visitors with high spending power to Hong Kong. Events successfully secured include

the 55th Orient and Southern Asian Lions Forum, the World Congress of Anesthesiologists 2016, the 26th International Congress of The Transplantation Society, etc. For meetings and incentive travel, focus will be placed on short-haul markets such as South Korea, the Mainland, India and Indonesia. The U.S. and European markets will be targeted for conventions. (Sources: Press Releases, "LCQ5: Tourism promotion projects and programmes", Commerce and Economic Development Bureau, The HKSAR Government, 27 January 2016; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(vi) The number of ship calls at the KTCT has already increased from nine in 2013 to 28 in 2014 and 58 in 2015. It is anticipated that the number of ship calls in 2016 and 2017 will increase to 90 and 162 respectively. In 2015, the total cruise passenger throughput (excluding local residents) of Hong Kong was over 746,000, a decrease of 5.8% over 2014. However, the total cruise passenger throughput of the KTCT was 228,809, which was double that of 2014. (Sources: Cruise Passenger Statistics by Nationality / Territory, HKTB, January 2016; KTCT Year-on-Year development, KTCT Official Website [http://www.kaitakcruiseterminal.com.hk/highlights/], January 2016.) The Tourism Commission will work closely with the HKTB and the terminal operator to promote Hong Kong as a regional cruise hub. (Sources: Press Release, "CS visits EMSD, KTCT and Energizing Kowloon East Office", Information Services Department, The HKSAR Government, 2 July 2015; "Tourism chiefs eye big spenders", The Standard, 14 December 2015.)

Since the commissioning of the KTCT, its number of ship calls has been increasing steadily. The number of ship calls for this year will be more than double that of last year, and its passenger throughput will correspondingly increase. Furthermore, the Government is also committed to developing cruise tourism in Hong Kong, including the promotion of regional co-operation with neighbouring ports to enhance the attractiveness of the whole region to cruise companies. With the HKTB, the cruise travel trade will roll out tactical cruise packages featuring Hong Kong in various source markets, which encourage the inclusion of local excursion itineraries before and after the cruise trips or hotel accommodation options, thus assist to attract more cruise visitors and extend their stay. As "fly-cruise" tourism will be developed, these passengers will usually have a longer stay in Hong Kong and will be a welcome sources of patronage for our hotels as well. (Source: Press Releases, "SCED's speaking notes on commerce, industry and tourism areas tabled at LegCo Finance Committee special meeting", Commerce and Economic Development Bureau, The HKSAR Government, 30 March 2015; Legislative Council Panel on Economic Development, HKTB Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

(vii) In 2016 – 17, the HKTB will continue to host numerous mega events and scale up these with enhanced and new elements. The core experiences

Hong Kong offer will be promoted in various source markets including night life, attractions, living culture, arts and entertainment, sports and outdoor activities. For example, the FIA Formula E Championship is expected to bring in overseas contestants and spectators who will stay more nights in Hong Kong. These will not only enrich visitors' experience but will also create business opportunities for the hotel industry as well. Furthermore, the KTCT regularly hosts some 20 events per month, and also served as the venue for more star-studded and popular functions in 2015. It has also featured in a number of local and international films, TV programmes, and commercials. The terminal looks forward to further developments in 2016 including more events to be held. (Source: Press Release, KTCT Celebrates a Year of Milestones in 2015". Worldwide Cruise Terminals, 25 January 2016.)

(viii) The HKSAR Government is committed to nurturing professionals to meet the needs of our society. Since the current academic year, the Government has launched a subsidy scheme of HK$960 million for students pursuing self-financing under graduate programmes in selected disciplines, including tourism and hospitality. This reflects that a continuous supply of trained quality manpower is required for the sustainability of one of the important economic pillars of Hong Kong. (Source: The 2016-17 Budget, Speech by the Financial Secretary, moving the Second Reading of the Appropriation Bill 2016, The HKSAR Government, 24 February 2016.)

3.12 The Policy Address of 2016 indicated that young people can develop their interests and realise their potential through vocational education. The Government has accepted all the recommendations of the Task Force on Promotion of Vocational Education and will actively implement them. The recommendations include fully subsidising Applied Learning courses by secondary schools, extending the Pilot Training and Support Scheme to benefit two more cohorts of 2,000 students in total, and supporting major vocational and professional education and training providers to organise large-scale skills competitions to select representatives of Hong Kong to take part in world skills competitions. (Source: Policy Address 2016, The HKSAR Government, 13 January 2016.) As a leading Vocational and Professional Education Training (VPET) provider in the region with impact on local and global development, the VTC has identified areas for development including VPET promotion and re-structuring the programme portfolio, developing local, Mainland and international strategies etc. which helps Hong Kong to develop and retain a well-trained and dedicated workforce in the long run. Back by staunch support from the Government, the VTC grooms quality manpower for the hotel and related industries. Vocational and professional education and training programmes on hotel studies ranging from degree, higher diplomas and certificates are provided to groom new generations of industry personnel. In-service training programmes and various upgrading training courses and also available for knowledge and skills enhancement purposes. Furthermore, the 18-month Young Hotelier Development Pilot Scheme (also called Earn and Learn Pilot Scheme) was jointly launched by the Federation of Hong Kong Hotel Owners and HTI (formerly HITDC) of the VTC in September 2015 to provide training for students who are interested in joining the industry with a promising future. The Scheme integrates structured vocational education and on-the-job training with clear progression pathways, assisting the youngsters to make fast inroads into the manpower-demanding industry. The Scheme enables the youngsters to acquire professional knowledge and skills while receiving a steady income to develop their career further. Ample and varied opportunities are available

for people with different academic background and work experiences to develop themselves in the hotel sector, and VPET serves to be another vocational route for students under the existing education system.

3.13 It is generally noted among industry personnel that retaining the Millennials or Generation Y /Gen Y (those born between around 1980 – 2000) employees has become a major concern of the management. They have different values and expectations towards life and work from those of their previous generations as a result of the global changes in all facets of life in recent decades. They are confronted with a traditional hierarchy within conventional working environments. Some possible measures to tackle the issue include providing them with higher flexibility at work, such as arranging flexible working schedules and venues to allow them for balancing their work and non-work obligations, as long as operational effectiveness and efficiency can be maintained. To them the working teams rank higher than the establishment itself. The younger employees will enjoy their work more and have a sense of belonging if there is a high team spirit working with 'buddies'. Well versed with digital and electronic technologies, they expect instant and more communications and feedback from their supervisors or even across hierarchical levels. Other than job hopping for better remuneration packages, Millennials will plan for their next career move if they cannot see clearly the pathway for advancement or development within the establishment. The intrinsic values of what the job can offer matter most to them. (Sources: Hong Kong Economic Times, http://www.hket.com/eti, 30 June 2015; 'Generation Y at work: insight from experiences in the hotel sector", International Journal of Business and Management Vol. III (1), 2015, Robert A. Lewis, Switzerland, 2015.)

3.14 By 2020 it is projected that half of the money spent in the travel sector will come out of the pockets of the Millennials. A unique experience about greeting the new and unfamiliar during travelling is vital to this group. Hotel location is very important as the Millennials want to dive into the local culture. This group of hotel patrons places high importance on the availability of technology, including the availability of free wi-fi as one of the important determinants for choosing a hotel; additionally, easy-to-reach outlets conducive to working on electronic devices are crucial. As most of the Millennials will use mobile devices for booking hotels, checking-in and checking-out of hotels, they want flexibility and a seamless process with self-service rather than interaction with staff. The rise of lifestyle and boutique hotels shows that major hotel brands are preparing for the Millennials. Furthermore, the Generation Z (born around mid- to late-1990s through the 2010s) with the oldest of this generation will soon be working and have money to travel. This younger group of travelers have a lifelong use of technology and social media, are in constant search of information and new platforms of delivery. Though it may be several years before enough Generation Z members are booking hotel rooms to be noticeable, they have influence on their parents on choice of hotels now. Gearing a hotel with technology and media are reasonable investment towards the generations to come. (Sources: "Millennials in the hospitality industry: How hotels need to adapt", https://www.daylighted.com, 2015; "What Should Your Hotel Know About Generation Z?", http://lodgingmagazine.com, 1 March 2016.) Hotel's design, artwork, amenities and services should well be embraced for capturing the attitude and purchasing habis of these hotel guests.

The Survey Findings

3.15 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

3.16 In September 2015, there were 37 154 employees (excluding trainees / apprentices) in the hotel industry, representing an increase of 395 (1.07%) over the 2013 figure. An analysis of the manpower changes by job level is given in the following table:

Job Levels	2013	2015	Increase (%)*	
Managerial / Professional	2 823	2 996	+173	+6.1%
Supervisory / Technician	10 746	11 120	+374	+3.5%
Craft / Operative	22 071	21 823	-248	-1.1%
Administrative and Others	1 119	1 215	+96	+8.6%
Total	**36 759**	**37 154**	**+395**	**1.07%****

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

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

Vacancies

3.17 At the time of the survey, there were 1 354 reported vacancies as compared to 1 203 in 2013. The present vacancies attributed to 3.6% of the total workforce as compared to 3.3% in 2013. The largest number of vacancies (1 048) 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 2016

3.18 Employers' forecast of the 12-month manpower growth in the 2015 survey indicated a positive growth rate.

Table 3.18: Additional Manpower by Job Level in 2016

Job Levels	(a) No. of Employees in Sept. 2015	(b) No. of vacancies in Sept. 2015	(c) = (a) + (b) Total No. of Posts in Sept. 2015	(d) Employers' Forecast of Manpower in Sept. 2016	(e) = (d) - (c) Manpower Growth in Sept. 2016	(b) + (e) Additional Manpower in Sept. 2016	
Managerial / Professional	2 996	59	3 055	3 057	+2	61	2.0%*
Supervisory / Technician	11 120	221	11 341	11 353	+12	233	2.1%*
Craft / Operative	21 823	1 048	22 871	22 879	+8	1 056	4.8%*
Administrative and Others	1 215	26	1 241	1 243	+2	28	2.3%*
Total	**37 154**	**1 354**	**38 508**	**38 532**	**+24**	**1 378**	**3.7%****

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

Manpower Projection for 2016 - 2018

3.19 The Training Board observed that additional manpower requirements would be needed for 32 planned new hotels with 7 439 rooms in 2016, and 18 new hotels with 4 409 rooms in 2017 and 12 new hotels with 2 701 rooms in 2018. The projected number of hotels and hotel rooms were quoted from the Hotel Supply Situation Report as at December 2015 published by the HKTB. 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.

3.20 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 within the region, competition for manpower shortage in the hotel industry would be anticipated in the next few years, putting more pressure on the already shrinking talent pool of the local hotel industry.

3.21 For the purpose of manpower projection, a staff to room ratio of 0.65:1 would 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 3.21: Projection of Manpower in 2016 – 2018

Year	Actual Manpower	Employers Forecast	@Projected Manpower	#Projected No. of Rooms
2015	37 154			73 846
2016		38 532	38 972 (+4.9%)*	76 643
2017			41 838 (+7.4%)**	81 052
2018			43 594 (+4.2%)**	83 753

\# Source: - The Hotel Supply Situation Report as at December 2015 published by the HKTB

- Manpower Projection for the Hotel Industry for 2016-2018 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2016.

* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2015.

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

Promotion Pattern

3.22 Based on the number employed at the same job level, the survey indicated that 3.7% of the managerial / professional positions and 3.6% supervisory / technician positions were filled by internal promotion. It appears that hotels are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that hotels should strive to provide long-term career development and training opportunities for their employees to enhance staff retention.

Preferred Mode of Training

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

3.24 The pre-employment and upgrading courses of the VTC provide a stable source of trained personnel for the industry.

Preferred Qualifications of Employees

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

Wastage

3.26 The annual training requirement is based on employers' forecast manpower growth and wastage rate. Wastage rate refers to those leaving the hotel industry because of change of jobs to other sectors, retirement, emigration and other causes. After consultation with the industry, the Training Board considers that an annual wastage rate of 2% for managerial / professional and supervisory / technician levels and 10% for other job levels in the hotel industry would be appropriate.

Training Requirement Forecast

3.27 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 2016 in Table 3.27 below:

Table 3.27 : Projected Additional Training Requirements for 2016

Job Level (% of all levels)	No. of Employees (2015)	Annual Wastage (2% / 10%) (A)	Forecast Manpower Growth (4.9%) (B)	**Estimated Additional Annual Requirements (A) + (B)**
		(A) = 2%		
Managerial / Professional (8.06%)	2 996	60	147	**207**
Supervisory / Technician (29.9%)	11 120	222	545	**767**
		(A) = 10%		
Craft / Operative (58.7%)	21 823	2 182	1 069	**3 251**
Administrative and Others (3.3%)	1 215	122	60	**182**
Total	**37 154**	**2 586**	**1 821**	**4 407**

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 Though facing external and internal challenges, with the strong enthusiasm and dedicated efforts by the HKSAR Government and industry partners, Hong Kong's tourism industry has immense potentialities for further growth and development. It is often the case that during less than favourable times, the training function in businesses will often give way to other revenue generating initiatives. Throughout the years the hospitality industry has earned a high reputation in providing professional service standard within the region. However, the Training Board is of the opinion that in a fast-evolving business environment where people and technologies keep shaping the hotel industry every other moment, quality training and education is highly important for nurturing a continuous supply of manpower for differentiating the unique strengths of the industry from our competitors. To maintain viability and continuous development of the hotel industry, the Training Board recommends the HKSAR Government to take the lead and join hands with industry partners and accredited vocational education and training institutions in recruiting, equipping and retaining new and existing talents for the industry.

4.2 From the projection of manpower demand of the hotels, the following table presents the recommended training requirements of the hotel industry for 2016:

Table 4.2: Recommended Training Requirements of the Hotel Industry in 2016

Job Level	No. of Employees in Sept. 2015	Annual Wastage	Projected Manpower Growth in Sept. 2016	Estimated Additional Training Requirements
Managerial / Professional	2 996	60	159	219
Supervisory / Technician	11 120	222	589	811
Craft / Operative	21 823	2 182	1 157	3 339
Administrative and Others	1 215	122	64	186
Total	**37 154**	**2 586**	**1 969**	**4 555**

Recommended Training Routes for Managerial and Professional Levels

4.3 Managers and professionals are members of the management team involved in policy making of a company and / or responsible for managing the day-to-day operations of a major function or department of the organisation. For jobs at this level, the Training Board recommends that employers recruit degree and professional diploma / diploma or equivalent qualifications holders to enrich their management knowledge and skills. For continuous upgrading and development, they should be well equipped with updated knowledge and skills as required by the ever changing industry. Managers / professional staff could be trained through part-time managerial / supervisory level courses and / or they can attend relevant workshops, seminars and conferences offered by reputable training and education institutions locally or overseas. Job rotations at various locations and even industry attachments can be arranged to share the best practices amongst industry practitioners.

Recommended Training Routes for Technician and Supervisory Levels

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

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

Recommended Training Routes for Craftsman / Operative Levels

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

Technical Education and Training Institutions

4.7 A wide range of full-time, part-time day-release and part-time evening training courses relevant to the hotel industry are being offered by a number of tertiary, vocational and training institutions and government body. These include, among others, The Chinese University of Hong Kong, The Hong Kong Polytechnic University, The University of Hong Kong (SPACE), Hong Kong Baptist University, City University of Hong Kong (SCOPE), The Open University of Hong Kong, Caritas Bianchi College of Careers, Caritas Institute of Community Education, Employees Retraining Board, and the Technological and Higher Education Institute of Hong Kong, Hong Kong Institute of Vocational Education (Chai Wan and

Haking Wong Campuses), HTI and Chinese Culinary Institute (CCI) and International Culinary Institute (ICI) of the VTC.

4.8 A list of the relevant full-time and part-time courses offered by the members of VTC in 2016/17 Academic Year is presented in Tables 4.9(a)-(h). Graduates from these courses are well received by the industry as they possess hands-on experience and could readily contribute to the industry. Employers are encouraged to recruit graduates of these training courses. In addition, seminars, workshops and demonstrations organised by these bodies will help employers, managers and supervisors to acquire new knowledge, technologies and skills which in turn assist them in training up their staff.

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

Table 4.9(a): List of Hotel, Catering and Tourism-related Courses Conducted by the Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses) in 2016/17 Academic Year

Course Title	Duration
1. Full-time Courses	
Higher Diploma in Hotel and Catering Management	2 years
Higher Diploma in International Hospitality and Tourism Management	2 years
Higher Diploma in Tourism & MICE	2 years
Higher Diploma in Airport Operations Management	2 years
Higher Diploma in Leisure Management	2 years
Higher Diploma in Sports Administration	2 years
Higher Diploma in Sports Coaching	2 years
Diploma of Foundation Studies (Hospitality)	1 year
2. Hong Kong Institute of Vocational Education – In-service Training	
For updates please refer to : http://www.vtc.edu.hk/hosts/ivesite/html/en/inservicetraining.html	

Table 4.9(b): **List of Hotel Programmes Offered by the Hotel and Tourism Institute in 2016/17 Academic Year**

Course Title	Duration
1. Full-time Programmes	
Certificate in Hotel Operations (QF Level 2)	2 years
Diploma in Hotel Operations (QF Level 3)	1 year
Certificate in Hotel Spa Body Therapies	6 months
Certificate in Hotel Spa Beauty Therapies	6 months
Certificate in Housekeeping Operations (QF Level 3)	4 months
Certificate in Front Office Operations (QF Level 3)	4 months
Certificate in Housekeeping Service (QF Level 2)	4 months
Certificate in Hotel Spa Service (QF Level 2)	4 months
Certificate in Front Office Service (QF Level 2)	4 months
2. Part-time Programmes	
Young Hotelier Development Pilot Scheme	18 months
Certificate in Front Office Supervision	20 weeks
Certificate in Housekeeping Supervision	20 weeks
Advanced Certificate in Front Office Management	20 weeks
Advanced Certificate in Housekeeping Management	20 weeks
Foundation Certificate in Accommodation Service	8 weeks

Table 4.9(c): List of Catering Programmes Offered by the Hotel and Tourism Institute in 2016/17 Academic Year

	Course Title	Duration
1.	Full-time Programmes	
	Diploma in Catering with Event Management (QF Level 3)	1 year
	Diploma in Food and Beverage Operations (QF Level 3)	1 year
	Certificate in Catering with Event Operations (QF Level 2)	4 months
	Certificate in Food and Beverage Operations (QF Level 3)	4 months
	Certificate in Food and Beverage Service (QF Level 2)	4 months
2.	Part-time Programmes	
	Advanced Certificate in Food & Beverage Management	20 weeks
	Certificate in Food and Beverage Supervision	20 weeks
	Foundation Certificate in Restaurant & Bartending Service	8 weeks
	Basic Food Hygiene Certificate for Hygiene Managers	7 weeks
	Basic Food Hygiene Certificate for Hygiene Managers (Bridging Course)	4 weeks

Table 4.9(d): List of Catering Programmes Offered by the Chinese Culinary Institute in 2016/17 Academic Year

	Course Title	Duration
1.	Full-time Programmes	
	Diploma in Chinese Cuisine (QF Level 3)	2 years
	Certificate in Chinese Cuisine (QF Level 2)	2 years
	Certificate in Chinese Restaurant Operations for Hotels (QF Level 2)	2 years
	Certificate in Cuisines of Beijing, Sichuan and Shanghai (QF Level 2)	4 months
	Certificate in Guangdong Cuisine (QF Level 2)	4 months
	Certificate in Guangdong Barbecue Preparation (QF Level 2)	2 months
2.	Part-time Programmes	
	Diploma in Chinese Culinary Arts (QF Level 3)	2 years
	Advanced Certificate in Chinese Cuisine	2 years
	Intermediate Certificate in Chinese Cuisine	1 year
	Basic Food Hygiene Certificate for Hygiene Managers	7 weeks
	Basic Food Hygiene Certificate for Hygiene Managers (Bridging Course)	4 weeks
	Chinese Tonic Food	4 weeks
	Interest Course - Tourist	1 day

Table 4.9(e): List of Catering Programmes Offered by the International Culinary Institute in 2016/17 Academic Year

	Course Title	Duration
1.	Full-time Programmes	
	Diploma in European Cuisine (QF Level 3)	2 years
	Diploma in Bakery, Pastry and Confectionery (QF Level 3)	2 years
	Diploma in Western Food Preparation (QF Level 3)	2 years
	Certificate in Western Cuisine (QF Level 2)	4 months
	Certificate in European Pastry (QF Level 2)	4 months
	Certificate in Sushi Preparation (QF Level 2)	2 months
	Certificate in Teppanyaki Cooking (QF Level 2)	2 months
	Certificate in Cruise Cuisine (QF Level 2)	2 months
	Certificate in Bakery (QF Level 2)	2 months
	Certificate in Japanese Cuisine (QF Level 2)	2 months
	Certificate in Asian Cuisine (QF Level 2)	2 months
2.	Part-time Programmes	
	Certificate in Italian Cuisine	96 hours
	Certificate in Japanese Cuisine	96 hours
	Certificate in French Cuisine	96 hours
	Certificate in Pastry and Bakery	1 month
	Preparatory Course for Trade Test in Western Cuisine - Master Chef	300 hours
	Preparatory Course for Trade Test in Western Cuisine - Trainer Chef	96 hours
	Preparatory Course for Trade Test in Western Cuisine - Certified Cook	60 hours
	Preparatory Workshop for Trade Test in Western Cuisine - Certified Cook	8 hours

Preparatory Workshop for Trade Test in Western Cuisine - Certified Pastry Cook	8 hours

Table 4.9(f): List of Catering Programmes Offered by the Chinese Culinary Institute and International Culinary Institute in 2016/17 Academic Year

	Course Title	Duration
1.	Full-time Programmes	
	Higher Diploma in Culinary Arts	2 years

Table 4.9(g): List of Tourism Programmes Offered by the Hotel and Tourism Institute in 2016/17 Academic Year

	Course Title	Duration
1.	Full-time Programmes	
	Diploma in Tour Service and Travel Agency Operations(QF Level 3)	1 year
	Certificate in Air Ticketing and Tour Escorting Service(QF Level 3)	4 months
	Certificate in Travel Consultancy Service(QF Level 3)	4 months
	Certificate in Travel and Tourism (QF Level 2)	4 months

Table 4.9(h): List of Hospitality and Catering Programmes Offered by the Technological and Higher Education Institute of Hong Kong in 2016/17 Academic Year

	Course Title	Duration
1.	Full-time Programmes	
	Bachelor of Arts (Honours) in Culinary Arts and Management	4 Years (Year 1 Entry) / 2 Years (Year 3 Entry)
	Bachelor of Arts (Honours) in Hotel Operations Management	4 Years (Year 1 Entry) / 2 Years (Year 3 Entry)
	Bachelor of Social Sciences (Honours) in Sports and Recreation Management	4 Years (Year 1 Entry) / 2 Years (Year 3 Entry)

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

Hotel and Tourism Institute / International Culinary Institute / Chinese Culinary Institute and Institute of Vocational Education, VTC

4.11 The Hotel and Tourism Institute expects to have an annual trainee through-put of 1 006 for its full-time courses and 920 for its part-time courses in AY 2015/16. In AY 2016/17 732 full-time and 1 000 part-time training places have been planned.

4.12 The Chinese Culinary Institute expects to have an annual trainee through-put of 338 for its full-time courses and 765 for its part-time courses in AY 2015/16. In AY 2016/17, 315 full-time and 866 part-time training places have been planned.

4.13 The International Culinary Institute expects to have an annual trainee through-put of 583 for its full-time courses and 1 095 for its part-time courses in AY 2015/16. In AY 2016/17 573 full-time and 1 075 part-time training places have been planned.

4.14 The Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong) estimated that there will be 1,870 full-time graduates in AY 2015/16 and an estimated output of 1 725 full-time graduates in AY 2016/17.

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

Training for Employee

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

4.17 The Training Board is of the view that the existing 37 154 strong in–service employees will need upgrading and updated training to remain competitive and efficient to cope with the forecasted increasing customer and business demand.

Quality of Training Programmes

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

4.19 With the increasing number of 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 target markets, such as Japanese and Korean. Providing more opportunities for practical-based training and workshops in the areas of hotel services and food and beverage services, plus taking part in relevant trade-specific competitions and trade tests would further enhance the employees' exposure, knowledge and skills. More education and training are required for international culinary operations and service, wine, bartending, tea and coffee making. Knowledge on the social, cultural, geographical, economic, political aspects of new and emerging markets; MICE, cruise, spa, health club facilities and services, as well as awareness in work ethics, social and corporate responsibilities, and communication, inter-personal and problem solving skills. As the new generations of the technological era are joining the hotel workforce, the employers and employees, trainers and educators should join hands to unleash the potentials of the new entrants and to nurture them for the future development and sustainability of the hotel industry. In order to create a quality difference in the hotel staff of Hong Kong, the

value-added element should be incorporated into training courses to stimulate the creativity and sensitivity in providing the 'extra-touch' to first-timers and sophisticated visitors.

Skills Upgrading Scheme Plus Courses (SUS Plus)

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

Competition for Talents in the Pearl River Delta Region

4.21 With the rapid development of the tourism industry in the Pearl River Delta (PRD) Region, including Macau, the demand for hotel industry talents will continue to be an important issue. It is expected that the development of regional competitors will have impact on the supply of talented and experienced staff when they explore career opportunities other than in Hong Kong. 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 possible outflow of industry personnel.

Staff Turnover

4.22 The Training Board believes that other than providing attractive salary, improved working conditions, higher work flexibility, enhanced team spirit, long term career development and training opportunities provided to hotel employees will help retain staff and reduce staff turnover and wastage rates.

Training Conferences / Seminars

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

Future Surveys

4.24 The Training Board recommends conducting the full-scale manpower survey once every four years with annual qualitative update to assess the manpower demand and supply in the industry.

Appendix 1

MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD
(appointed from 1 April 2015 and up to 31 March 2017)

Chairman:

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

Vice-Chairman:

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

Members:

Mr Urs Viktor BESMER	(Nominated by the Hong Kong Chefs Association)
Mr Stephen CHAN Choy-wing (up to 31.3.16) Ms Cindy LUI Fung-kuen (since 1.4.16)	(Nominated by a travel agent)
Mr Victor CHAN Kok-wai	(Nominated by the Hong Kong Hotels Association)
Mr Marco CHEUNG Chi-fai	(Nominated by a catering association)
Ms Cecilia HO	(Nominated by a major theme park or a major attraction)
Mr Lawrence KOO Kin-yip	(Nominated by a catering association)
Ms Rebecca KWAN	(Nominated by a small and medium hotel)
Ms Lavinia LAU (up to 31.8.15) Mr Arnold CHENG Ka-kui (since 1.4.16)	(Nominated by the Board of Airline Representatives)
Mr Paul LEUNG Yiu-lam (up to 31.3.16)	(Nominated by the Travel Industry Council of Hong Kong)
Mr Wallace LI Chin-hung	(Nominated by the Club Managers' Association of Hong Kong)
Prof. Bob MCKERCHER	(Nominated by a local education/training institution)
Mr James TUNG Pui-chuen (up to 12.1.16) Ms Sarah CHAN (since 1.4.16)	(Nominated by the Hong Kong Tourism Board)
Mr Cramond WONG Yiu-cheung	(Nominated by the Meetings, Incentives, Conventions and Exhibitions (MICE) Industry)
Mr Wilson WU Wai-tsuen (up to 31.3.16) Mr MOK Ming-tak (since 1.4.16)	(Nominated by a major restaurant chain)
Mr Joseph YUNG	(Nominated by a local based hotel chain)
Mr Marco PELLIZZER (since 1.4.16)	(Nominated by a travel agent)
Ms. Emily MO	(Representing the Commissioner for Tourism)
Ms Nancy TANG (up to 24.1.16) Mr Gary WONG Kwok-lok (since 25.1.16)	(Representing the Commissioner for Labour)
Ms Winnie NGAN	(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 Martin MA (since 1.4.16)	(Nominated by the Travel Industry Council of Hong Kong)
Mr Stanley CHUI	(Representing the Hotel and Tourism Institute / Chinese Culinary Institute / International Culinary Institute / VTC)
Mr Adrian Peter ORT (since 18.2.16)	(Representing the Hotel and Tourism Institute / Chinese Culinary Institute / International Culinary Institute / VTC)
Dr Joanna CHEUNG	(Representing the Hong Kong Institute of Vocational Education / VTC)
Dr Simon WONG Chak-keung (since 1.4.16)	(Representing the Technological and Higher Education Institute of Hong Kong / VTC)
Mrs Deanna TO (since 12.11.15)	(Representing the Headquarters (Industry Partnership)/VTC))

Secretary:

Ms Claudia AU	(Vocational Training Council)

Appendix 2

Hotel, Catering and Tourism Training Board

Membership List of the Working Party on
2015 Hotel Industry Manpower Survey

Convenor

Mr. LU Shien-hwai James	Hong Kong Hotels Association

Members

Mr. CHAN Victor	The Kowloon Hotel
Ms. KWAN Rebecca	Lan Kwai Fong Hotel @ Kau U Fong
Ms. MO Emily	Tourism Commission
Mr. TUNG Pui-chuen James (up to 12.1.2016) Ms. CHAN Sarah (since 1.4.2016)	Hong Kong Tourism Board
Mr. YUNG Joseph	Regal Hotels International
Dr. WONG Chak-keung Simon	Technological and Higher Education Institute of Hong Kong/VTC
Ms. HO Roberta	Hong Kong Institute of Vocational Education/VTC
Mr. LAM Lung-chuen Francis	Hotel and Tourism Institute/Chinese Culinary Institute/ International Culinary Institute/ VTC

Secretary

Ms. AU Claudia	Vocational Training Council

Terms of Reference of the

Hotel, Catering and Tourism Training Board

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.

2. To assess and review whether the manpower supply for the industry matches with the manpower demand.

3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.

4. To advise the Hong Kong Institute of Vocational Education (IVE) and Pro-Act Training and Development Centres on the direction and strategic development of their programmes in the relevant disciplines.

5. To advise on the course planning, curriculum development and quality assurance systems of IVE and Pro-Act Training and Development Centres.

6. To prescribe job specifications for the principal jobs in the industry defining the skills, knowledge and training required.

7. To advise on training programmes for the principal jobs in the industry specifying the time a trainee needs to spend on each skill element.

8. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.

9. To advise on the conduct of skill competitions in key trades in the industry for the promotion of vocational education and training as well as participation in international competitions.

10. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of vocational education and training in the industry.

11. To organise seminars/conferences/symposia on vocational education and training for the industry.

12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of VTC.

13. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.

14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

Vocational Training Council 職業訓練局

Headquarters (Industry Partnership) 總辦事處(行業合作)
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話 Facsimile No 傳真

Our Reference 本局檔號 Your Reference 來函檔號

6th October 2015

Dear Sir/Madam,

The 2015 Manpower Survey of the Hotel Industry

I am writing to ask for your cooperation in the 2015 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 13th October to 13th November 2015. A reference day is given as 25th September 2015, to collect the following information on the principal jobs:

(i) the number of existing employees,

(ii) the number of existing vacancies,

(iii) forecast total number of employees in September 2016, and

(iv) the number of employees under training at present.

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

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

(i) a copy of the questionnaire (Appendix A),

(ii) explanatory notes (Appendix B), and

(iii) descriptions of principal jobs (Appendix C).

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

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the Census and Statistics Department by telephoning 2116 8534.

Yours faithfully,

(Mr. Larry Tchou Ming-Kong)
Chairman
Hotel, Catering and Tourism Training Board

CONFIDENTIAL WHEN ENTERED WITH DATA	填入數據後即成 機密文件

THE 2015 MANPOWER SURVEY OF THE HOTEL INDUSTRY
酒 店 業 二 〇 一 五 年 人 力 調 查

QUESTIONNAIRE
調 查 表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)
（填表前，請參閱附註）

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

NAME OF COMPANY: _____ ADDRESS: _____
機 構 名 稱 地 址

_____ _____

TOTAL NUMBER OF EMPLOYEES: _____ _____
僱 員 總 人 數

PRINCIPAL LINE OF BUSINESS: ☐ Hotel 酒店 ☐ Others 其他 Please specify 請註明 _____
主 要 業 務 性 質

NAME OF PERSON TO CONTACT: _____ (28–47) POSITION: _____
聯 絡 人 姓 名 職 位

TEL. NO.: _____ (48–55) - _____ (56–63) FAX NO.: _____
電 話 圖 文 傳 真

E-MAIL: _____ (64–98)
電 郵

VTC-HL-01

Questionnaire - 2015 Manpower Survey of the Hotel Industry

酒 店 業 二 〇 一 五 年 人 力 調 查

Part I Full Time Staff

第一部份 全職員工

	(A) Jobs 職務			(B) Average Monthly Income Code as at 9.2015 (Employee's basic monthly salary + Average Monthly Supplementary Benefits) 在2015年9月之平均每月收入編號（底薪 + 平均每月其他津貼收入）	(C) Number Employed as at 25.9.2015 (Excluding trainees/ apprentices) 在2015年9月25日之僱員人數（實習生／學徒除外）	(D) Number of Vacancies as at 25.9.2015 在2015年9月25日	(E) Forecast Number of Employees in 12 Months' Time 預計十二個月後之僱員人數	(F) Preferred Education of Employees 僱員宜有教育程度	(G) No. of Trainees/ Apprentices as at 25.9.2015 在2015年9月25日之實習生／	(H) Average Age Range as at 9.2015 (for craft/ operative staff only) 在2015年9月之僱員平均年齡（只適用於技工／操作工）
	Title 職稱	Rec. Type	No. 編號							
			8-10	11	12 - 15	16 - 18	19 - 22	23	24 - 26	27
1		2								
2		2								
3		2								
4		2								
5		2								
6		2								
7		2								
8		2								
9		2								
10		2								
11		2								
12		2								
13		2								
14		2								
15		2								
16		2								

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。

Average Monthly Income 平均每月收入	**Code 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

17		2									
18		2									
19		2									
20		2									
21		2									
22		2									
23		2									
24		2									
25		2									
26		2									
27		2									
28		2									
29		2									
30		2									
31		2									
32		2									
33		2									
34		2									
35		2									
36		2									
37		2									
38		2									
39		2									
40		2									

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/Hong Kong Diploma of Secondary Education Examination (HKDSE) 中學五年級至七年級／香港中學文憑	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 as at 9.2015 在2015年9月之平均月薪編號	(J) Number Employed (by monthly rate) as at 9.2015 在2015年9月的月薪員工人數	(K) Average Daily Wage Code as at 25.9.2015 在2015年9月25日之平均日薪編號	(L) Number Employed (by daily rate) as at 25.9.2015 在2015年9月25日的日薪員工人數	(M) Average Hourly Wage Code as at 25.9.2015 在2015年9月25日之平均時薪編號	(N) Number Employed (by hourly rate) as at 25.9.2015 在2015年9月25日的時薪員工人數
	Title 職稱	Rec. Type	No. 編號						
			8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26
1		3							
2		3							
3		3							
4		3							
5		3							
6		3							
7		3							
8		3							
9		3							
10		3							
11		3							
12		3							
13		3							
14		3							
15		3							
16		3							
17		3							
18		3							

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
$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

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：

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

Column (M) / (M)欄

Enter in Column (M) the average hourly rate according to the following codes:

請將兼職員工的平均時薪按下列編號填入（M）欄內：

Average Hourly Wage 平均時薪	**Code** 編號
$32.5 - $40	1
$41 - $60	2
$61 or above 或以上	3

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

如此頁已填滿，請先將（✓）號填入☐內，然後附頁繼續填寫。

For Official Use Only
此欄毋須填寫

Est. No. _____

ER No. _____

Part III 第三部份

Q. 1 Internal Promotion
內部晉升
Please Fill in the Number of Internal Promotion in the Past 12 Months (26.9.2014 to 25.9.2015).
請填寫過去十二個月內 (26.9.2014 至 25.9.2015)，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 [ ] 8

From Craft/Operative to Supervisory/Technician
由技工／操作工晉升為督導員／技術員 [ ] 11

[ ] 14

Q. 2 Number of New Recruits in the Past 12 months (26.9.2014 to 25.9.2015).
過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘的僱員人數。

Managerial/ Professional 經理／專業人員	Supervisory/ Technician 督導員／技術員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工	
[ ] 15	[ ] 19	[ ] 23	[ ] 27	[ ] 31

Q. 3 Number of New Recruits Without Hotel Industry Experience in the Past 12 Months (26.9.2014 to 25.9.2015).
過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘無酒店業經驗的僱員人數。

Managerial/ Professional 經理／專業人員	Supervisory/ Technician 督導員／技術員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工	
[ ] 32	[ ] 36	[ ] 40	[ ] 44	[ ] 48

Q. 4 Number of New Recruits Who are Fresh Graduates of Hospitality or Tourism Programmes in the Past 12 Months (26.9.2014 to 25.9.2015).
過去十二個月 (26.9.2014 至 25.9.2015) 新招聘的應屆酒店或旅遊業培訓課程畢業生人數。

Supervisory/ Technician 督導員／技術員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工	
[ ] 49	[ ] 52	[ ] 55	[ ] 58

Q. 5 Did Your Establishment Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months (26.9.2014 to 25.9.2015)?
貴機構在過去十二個月 (26.9.2014 至 25.9.2015) 內在招聘僱員方面有否遇到困難？

[ ] 59 Yes (Please go to Q6) 有（請答第 6 題）
[ ] 60 No (Please go to Q7) 沒有（請答第 7 題）
[ ] 61 No recuitment nor tried to recruit (Please go to Q7) 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	[ ] 63	[ ] 64	[ ] 65	[ ] 66
(b) Unsatisfactory terms of employment 聘用條件欠佳	[ ] 67	[ ] 68	[ ] 69	[ ] 70
(c) Unsatisfactory working environment 工作環境欠佳	[ ] 71	[ ] 72	[ ] 73	[ ] 74
(d) Limited career prospects 晉升機會有限	[ ] 75	[ ] 76	[ ] 77	[ ] 78
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	[ ] 79	[ ] 80	[ ] 81	[ ] 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	[ ] 83	[ ] 84	[ ] 85	[ ] 86
(g) Others (please specify) 其他（請說明） _____	[ ] 87	[ ] 88	[ ] 89	[ ] 90

[ ] 91

Q. 7 The Total Number of Employees Who Had Left Your Establishment in the Past 12 Months (26.9.2014 to 25.9.2015).
過去十二個月內(26.9.2014 至 25.9.2015) 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	
95	99	103	107	111

Q. 8 The Expected Number of Employees Who will be Retiring from Your Establishment in coming 12 Months .
貴機構預計在未來十二個月內退休的僱員人數。

Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工	
112	116	120	124	128

Q. 9 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	129	130	131	132	133	134	135
Supervisory/Technician 督導員／技術員	136	137	138	139	140	141	142
Craft / Operative 技工／操作工	143	144	145	146	147	148	149
Administrative and Others 文員及 其他員工	150	151	152	153	154	155	156

Q. 10 Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (26.9.2014 to 25.9.2015) (Please tick "✓").
過去十二個月內 (26.9.2014 至 25.9.2015) 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	157	158	159	160	161	162
Supervisory/Technician 督導員／技術員	163	164	165	166	167	168
Craft / Operative 技工／操作工	169	170	171	172	173	174
Administrative and Others 文員及 其他員工	175	176	177	178	179	180

Q. 11 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	181	182	183
Supervisory/Technician 督導員／技術員	184	185	186
Craft / Operative 技工／操作工	187	188	189
Administrative and Others 文員及 其他員工	190	191	192

Q.12 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 (26.9.2014 to 25.9.2015).

請填上在過去十二個月內 (26.9.2014 至 25.9.2015) 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	193	196	199	202
102 Human Resources Management 人力資源管理	205	208	211	214
103 Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	217	220	223	226
104 Supervisory Techniques, Leadership Skills 督導管理、領導技巧	229	232	235	238
105 Risk Management 風險管理	241	244	247	250
106 Others (please specify) _____ 其他（請描述）	253	256	259	262
B. Trade Skills 行業技能				
201 Sales and Marketing 銷售及市場拓展	265	268	271	274
202 Finance and Accounting 財務及會計	277	280	283	286
203 Culinary 烹調	289	292	295	298
204 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	301	304	307	310
205 Restaurant Service 餐飲服務	313	316	319	322
206 Housekeeping Service 房務服務	325	328	331	334
207 Front Office Service 客務服務	337	340	343	346
208 Spa and Wellness 水療及健樂	349	352	355	358
209 Convention and Banquet / Event Management 會議及宴會／項目管理	361	364	367	370
210 Hygiene and Food Safety 衛生及食品安全	373	376	379	382
211 Information Technology 資訊科技	385	388	391	394
212 Others (please specify) _____ 其他（請描述）	397	400	403	406
C. Generic Skills 通用技巧				
301 Service Attitude, Customer Service 服務態度、顧客服務	409	412	415	418
302 Communication 溝通	421	424	427	430
303 Problem Solving 難題解決	433	436	439	442
304 Others (please specify) _____ 其他（請描述）	445	448	451	454

D. Language 語言

401 Putonghua 普通話	457	460	463	466
402 English 英語	469	472	475	478
403 Others (please specify) _____ 其他（請描述）	481	484	487	490
For Official Use Only 此欄毋須填寫	493	496	499	502 505

For Official Use Only
此欄毋須填寫

Q. 13 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 (+ / -)	Persons 人數	Supervisory/ Technician 督導員／技術員 (+ / -)	Persons 人數	Craft / Operative 技工／操作工 (+ / -)	Persons 人數	Administrative and Others 文員及其他員工 (+ / -)	Persons 人數
(I) Managerial Skills 管理技巧	506	507	510	511	514	515	518	519
(II) Trade Skills 行業技能	522	523	526	527	530	531	534	535
(III) Generic Skills 通用技巧	538	539	542	543	546	547	550	551
(IV) Language 語言	554	555	558	559	562	563	566	567

570

Q.14 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 (571)　　☐ No 不會 (572)

573

Q.15 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 (574)

☐ Yes, operated by Outsourced Contractor
有，由外判公司經營管理 (575)

☐ 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 (576)

☐ 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 (577)

578

End of questionnaire
問卷完

Appendix B
附錄 B

The 2015 Manpower Survey of the Hotel Industry
酒店業二〇一五年人力調查

Explanatory Notes
附註

Part I
第一部份

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

2. Time Reference of Data
   調查參考日

   All the data entered should refer to the position as at 25th September 2015 when completing the questionnaire.
   請在填寫問卷時，以二〇一五年九月二十五日作為調查參考日。

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

   (a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
   表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。

   (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your establishment. Please briefly outline their job descriptions and indicate their skill levels.
   請在'A'欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。

   (c) Please enter the information of employees in your establishment by their skill levels, and provide information as required by Columns 'B' to 'H' of the questionnaire.
   請按類別及技能等級，填寫貴機構的人員數目及調查表（B）至（H）欄所需的資料。

   (d) 'Administrative and others' level staff refers to those employees whose activities are not usually specific to hotel industry, such as secretaries and messengers.
   「文員及其他員工」是指並非專責酒店業事務的員工，例如秘書及信差等。

4. Column ‘B’ – Average Monthly Income Code
（B）欄 — 平均每月收入編號

Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. (See Note* in the last page)
請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金及花紅。（見尾頁備註*）

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

5. Column ‘C’ - Number of Employees (Excluding Trainees/Apprentices) as at 25.9.2015
（C）欄 — 在 2015 年 9 月 25 日之僱員人數（實習生／學徒除外）

‘Employees’ refer 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. ‘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（即每月最少四週、每週不少於十八小時）的東主及合夥人。「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。調查表內所出現的「僱員」、「實習生」／「學徒」等詞，定義亦同。

6. Column ‘D’ - Number of Vacancies as at 25.9.2015
（D）欄 — 在 2015 年 9 月 25 日之空缺額

‘Existing Vacancies’ refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at 25.9.2015.
「現有空缺額」指在 2015 年 9 月 25 日之該職位仍懸空，需立刻填補而現正積極招聘人員填補。

7. Column ‘E’ - Forecast Number of Employees in 12 Months’ Time
（E）欄 — 預測十二個月後僱員人數

The forecast of number employed means the number of employees you will be employing in the next 12 months. The number given could be more / less than that in column ‘C’ if an expansion / a contraction is expected.
預測僱員人數指貴機構在十二個月後的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於（C）欄。

8. Column ‘F’ - Preferred Education of Employees
（F）欄 — 僱員宜有教育程度

Please enter in this column the appropriate code number showing the education level which an employer prefers his employees to have.
請按下列編號將僱主認為僱員宜有教育程度填入（F）欄內。

Education 教育程度	Code 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/Hong Kong Diploma of Secondary Education Examination (HKDSE) 中學五年級至七年級/ 香港中學文憑	5
Secondary 3 - 4 中學三至四年級	6
Others 其他	7

9. Column ‘G’ - No. of Trainees/Apprentices as at 25.9.2015
（G）欄 — 在 2015 年 9 月 25 日之實習生／學徒人數

Please fill in the total number of employees undergoing training. This includes trainees receiving any form of training and apprentices under a contract of apprenticeship.
請填寫正在接受訓練的僱員總數，包括正在接受各種形式訓練的實習生，以及根據學徒合約受聘的學徒。

10. Column ‘H’ – Staff’s Average Age Range as at 25.9.2015 (for craft/operative staff only)
（H）欄 — 在 2015 年 9 月 25 日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：

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

Part II
第二部份

Part-time Staff / 兼職員工

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

(a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。

(b) Please add in column ‘A’ any jobs not covered by the Job Description but are considered as principal jobs in your establishment. Please briefly outline their job descriptions and indicate their skill levels.
請在‘A’欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。

(c) Please enter the information of employees in your establishment by their skill levels, and provide information as required by Columns ‘I’ to ‘N’ of the questionnaire.
請按類別及技能等級，填寫貴機構的人員數目及調查表（I）至（N）欄所需的資料。

12. Column ‘I’ –Average Monthly Wage Code
（I）欄－平均月薪編號

Please enter in this column the appropriate code number showing the average monthly wage for part-time staff.
請填寫僱員平均月薪編號。

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

13. Column ‘J’ – Number of Part-time Staff Employed (by Monthly Rate) as at 9.2015
（J）欄－在 2015 年 9 月的兼職月薪僱員人數

Please enter in this column the number of “Part-time” staff employed who is on a monthly rate as at 9.2015.
請填入貴機構在 2015 年 9 月的兼職月薪僱員人數。

14. Column ‘K’ –Average Daily Wage Code
（K）欄－平均日薪編號

Enter in Column (K) the average daily wage according to the following codes:
請將兼職員工的平均日薪按下列編號填入（K）欄內：

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

15. Column ‘L’ – Number of Part-time Staff Employed (by Daily Rate) as at 25.9.2015
（L）欄－在 2015 年 9 月 25 日的兼職日薪員工人數

Please enter in this column the number of “Part-time” staff employed who is on a daily rate as at 25.9.2015.
請填入貴機構在 2015 年 9 月 25 日的兼職日薪員工人數。

16. Column ‘M’ – Average Hourly Wage Code
（M）欄－平均時薪編號

Code 編號	Average Hourly Wage 平均時薪
1	$32.5 - $40
2	$41 - $60
3	$61 or above 或以上

17. Column ‘N’ –Number of Part-time Staff Employed (by Hourly Rate) as at 25.9.2015
（N）欄－在 2015 年 9 月 25 日的兼職時薪員工人數

Please enter in this column the number of “Part-time” staff employed who is on an hourly rate as at 25.9.2015.
請填入貴機構在 2015 年 9 月 25 日的兼職時薪員工人數。

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

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

*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其加權平均數值：

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

Part III
第三部份

1. Internal Promotion
   內部晉升

   An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from "Supervisory/Technician to Managerial/Professional Level", and from "Craft/Operative to Supervisory/Technician" in the past 12 months (26.9.2014 to 25.9.2015) 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 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015)
   過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).
   請在本部份回答在過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015)
   過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015)
   過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015)' refers to the employees joining your establishment who are fresh graduates of hospitality or tourism programmes.
   「過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015)
貴機構在過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015). 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 (26.9.2014 至 25.9.2015) 貴機構在招聘各級僱員有否遇到困難。如有，請回答第六題，如沒有困難，或未有／未有嘗試招聘，請回答第七題。

6. The Possible Reasons for Encountering Recruitment Difficulties
遇到招聘困難的原因

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 (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).
請填報過去十二個月內 (26.9.2014 至 25.9.2015) 貴機構離職的各級僱員人數。

8. The Expected Number of Employees Who will be Retiring from the Establishment in the Coming 12 Months
貴機構預計在未來十二個月內退休的僱員人數

Please provide the estimated number of different levels of employees who will be retiring in coming 12 months.
請提供預計未來十二個月內貴機構退休的各級僱員人數。

9. 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。

10. Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).
請按貴機構於過去十二個月內 (26.9.2014 至 25.9.2015) 向每名僱員提供訓練的平均日數。

$$\frac{\text{Total No. of Man-Days Spent 總訓練日數}}{\text{Total number of the Employees concerned in that category 有關級別的總僱員人數}}$$

11. 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）

12. 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 (26.9.2014 to 25.9.2015).
請提供過去十二個月 (26.9.2014 至 25.9.2015) 內獲提供所列培訓課程的各級僱員人數。

13. 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。

14. 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 monthsby 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。

15. 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。

Appendix C

2015 Manpower Survey on the Hotel Industry

Hotel 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		
Managerial and Professional Level		
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.
Administrative and Others Level		
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		
Managerial and Professional Level		
103	Director of Personnel and Training/Director of Human Resources/Personnel and Training Manager/Human Resources Manager	Establishes general personnel policies and adheres to labour laws; oversees staff recruitment, selection and replacement; assists Department Heads in scheduling staff vacation; strengthens employee relations with special incentive and activity programmes; handles staff grievances; prepares staff magazine; works with operation analyst in staff control; involves in staff development; assists Department Heads on scheduling staff vacation; plans and implements effective personnel management and training procedures for all levels of staff; co-ordinates and controls internal and external training; advises management on personnel/training/development and management development trends; acts as course leader in specific training and development programmes; provides counselling for employees; determines the effectiveness of personnel and training activities.
104	Personnel Manager/ Training Manager/ Training and Development Manager/ Learning and Development Manager	Duties include employment, training and development, performance appraisal, salary administration, employee relations, safety procedures, medical and other benefits; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training and development programmes. Provision of staff consultation, evaluate the effectiveness of training activities in personnel management.

Code No.	Job Title	Job Description
Supervisory and Technician Level		
202	Personnel Officer/ Human Resources Officer/ Training Officer/Training and Development Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	Recruits, interviews and hires employees for the hotels; counsels, transfers and dismisses employees based on supervisors' appraisal; counsels and advises Department Heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programs.
Administrative and Others Level		
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		
Managerial and Professional Level		
105	Financial Controller/ Chief Accountant/ Director of Finance	Controls budgets and expenditure, company financial policies and procedures, contracts and licences, senior executive personnel records and fringe benefits; manages cash flow, loan and money charger; supervises the credit department, general accounting, cashier, income audit, costing sections and hotel kiosk; co-ordinates with purchasing department.
106	Materials Manager/ Procurement Manager/ Purchasing Manager	Manages and directs the sourcing and procurement activities of the hotel; liaises with clients and other departments in developing procurement specifications; negotiates and takes quotations from selective purveyors; makes budget-approved requisitions; submits monthly operation reports to senior management.

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

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

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

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

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

Code No.	Job Title	Job Description
114	Director of Rooms Division/ Rooms Division Manager	Supervises the front office, concierge, telephone, housekeeping, laundry, flower shop and kiosk shop operations and those other duties assigned by the management; co-ordinates with the Sales and Marketing Division regarding reservation status; liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance; conducts training for staff.
Supervisory and Technician Level		
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.
Operative Level		
403	Airport Representative	Meets all arriving guests and arranges their transfer to the hotel; liaises with bell captain and chief room clerk regarding baggage handling and informs about flight arrival/departure changes; liaises with all airline staff at airport and hotel reservation centre.
404	Bell Attendant/ Baggage Porter/ Door Attendant/Bellman/ Bell Person	Picks up and delivers guests' baggage in and out of the hotel; escorts guests from front desk to their rooms and introduces room facilities; runs errands for executive office; delivers newspaper/guest letters; operates guest elevators for VIP arrival; ensures flags are flying in the right position. Directs traffic and parking of vehicles at main entrance; provides door service to guests arriving and departing; orders taxis or hires car for guests upon request; summons bell attendants to assist arriving guests.

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

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

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

Code No.	Job Title	Job Description
Supervisory and Technician Level		
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.
Operative Level		
413	Health Club/Gym/ Spa Attendant/ Supporting Staff	Provides supporting services to the operations of the health club/gym/spa. Maintains facilities and equipment in good condition. Ensures the cleanliness and tidiness of the changing rooms, lockers, massage rooms.
414	Masseuse/Body Therapist	Provides massage/body treatment service for guests, members and customers; carries out massage/body treatment. Checks massage/body treatment and retail sales stock on a regular basis. Prepares clean towels for guests. Checks towel stock on a regular basis. Carries consultation to client to ensure treatment safety.
415	Beautician/Facial Therapist	Provides facial/beauty services for guests, members and customers; carries out facial treatment. To be aware of treatment room maintenance. Checks beauty treatment and retail stock on a regular basis. Prepares clean towels for guests. Checks towel stock on a regular basis. Carries on consultation for guests to ensure treatment safety.
416	Spa Concierge	Monitors the spa appointment booking; answers clients enquires regarding spa treatments, facilities and carries on the retail of products. Makes spa bookings for the future clients. Escorts the clients to the correct locations within the spa area. Inputs client data information into the database.

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

Code No.	Job Title	Job Description
Supervisory and Technician Level		
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.
Craft Level		
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		
Managerial and Professional Level		
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.
Supervisory and Technician Level		
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 maters.

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

Code No.	Job Title	Job Description
122	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities; analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing; studies market trends by visiting other establishments.
123	Assistant Food and Beverage Manager	Analyses operation costs and liaises with Purchasing Manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments; assist the food and beverage manager to ensure high standards of food and service of all the food and beverage outlets.
Supervisory and Technician Level		
228	Catering Manager/ Banquet Manager/ Banquet/Convention Services Manager	Supervises all catering and event functions and banquet personnel; arranges necessary details in carrying out transactions for functions and other special events and negotiates terms for sales of hotel's catering services; evaluates plan for banquet sales programmes; updates banquet function log book.
229	Catering or Banquet Sales Executive/Catering or Banquet/Event Co-ordinator	Generates food and beverage revenue for the catering/banquet/event department and food and beverage outlets through creative selling and successful event co-ordinations from start to finish.

Code No.	Job Title	Job Description
230	Food and Beverage Cashier Supervisor/Cashier	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.
231	Banquet Headwaiter/ Headwaiter/Maître d'Hotel	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.
232	Beverage Manager/ Bar Manager/Head Barman	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.
233	Restaurant Manager/ Outlet Manager/Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	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.

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 Patissier/ Rotisseur/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, sweats petit fours, sugar decorations and butter carvings; operates all machinery in pastry and bakery room; maintains quality standard set by executive chef. Supervises the cookery of grilled and roasted meat, poultry and games, deep-fried foods and fish, garnishing of the grills and roasts. Supervises presentation of all meats, poultry and seafood for main courses and appetizers by means of cooking, braising and panfrying; prepares sauces of all food items and sets up daily 'mis-en-place'; checks condition of cold room and refrigerator daily.
239	Specialist Cook	Chefs in charge of special authentic cuisines other than Chinese or Western (e.g. Mediterranean, Indian, Thai, Japanese, Korean, South East Asian cuisines…..etc.)
240	Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	Supervises the operations and activities of the staff Cafeteria/Canteen and the maintenance of men's and ladies' locker room.
241	Wine Steward/ Sommelier	Assists in increasing beverage sales; takes care of the wine and liquor stocks in the restaurant; advises guests on wine selection; serves wine at the required temperatures.

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

Code No.	Job Title	Job Description
Craft Level		
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.
Operative Level		
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
Managerial and Professional Level		
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.
Supervisory and Technician Level		
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
Craft Level		
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.
Operative Level		
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.
OTHERS		
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 2015 Manpower Survey on the Hotel Industry

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

Code	Job Title
117	Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager
118	Director of Security/ Security Manager/ Assistant Security Manager/ Chief Security Officer
119	Director of Catering/ Director of Events
120	Catering Sales Manager/ Event Manager
121	Executive Chef/Chef de Cuisine
122	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/Food and Beverage Manager
123	Assistant Food and Beverage Manager
124	Executive Chinese Chef/ Chief Chef
125	Chinese Restaurant Manager
159	Others (Managerial and Professional Level)

Code	Job Title
Supervisory and Technician Level	
201	Revenue Manager/ Reservations Manager/ Revenue Analyst
202	Personnel Officer/Human Resources Officer/Training Officer/Training and Development Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer
203	Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)
204	Credit Manager
205	Assistant Controller/ Assistant Purchasing Manager
206	Chief Store Supervisor/ Store Supervisor
207	Income Auditor/Night Auditor
208	EDP Supervisor/ System Analyst/ Information Technology Supervisor
209	Account Executive/ Sales Executive/Marketing Officer/ Group Sales Co-ordinator
210	Public Relations Officer/ Corporate Communications Officer

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

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

Code	Job Title
254	Second Butcher
255	Tour Co-ordinator/ Group Co-ordinator
259	Others (Supervisory and Technician Level)

Craft Level

Code	Job Title
301	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)
302	Baker/Pastry Cook
303	Cook (Western)/Junior Cook (Western)
304	Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)
359	Others (Craft Level)

Operative Level

Code	Job Title
401	Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer
402	Draftsman/Photographer/ Printshop Staff
403	Airport Representative
404	Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person
405	Reservation Clerk/Guest Services Ambassador/Agent/Assistant
406	Front Office Clerk/Guest Service Officer/Guest Service Agent / Front Desk Agent/Guest Relations Officer/ Welcome Host/Executive Floor Agent/Business Centre Officer
407	Services Centre Agent/ Telephone Operator
408	Cloakroom Attendant/ Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant
409	Uniform and Linen Room Attendant/ Runner/Tailor/ Seamstress
410	Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)
411	Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker
412	Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/ Co-ordinator (Housekeeping)

Code	Job Title
413	Health Club/gym/ Spa Attendant/ Supporting Staff
414	Masseuse/Body Therapist
415	Beautician/Facial Therapist
416	Spa Concierge
417	Lifeguard
418	Staff of Kiosk Shop/ Flower Shop Staff/ Minor Supporting Staff
419	Security Officer/Uniform Guard/ House Officer
420	Cake Shop Staff
421	Restaurant Receptionist/ Hostess
422	Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant
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

Code	Job Title
459	Others (Operative Level)

Administrative and Others Level

Code	Job Title
501	Executive Secretary/ Secretary/ Personal Assistant/ Admin. Assistant/ Admin. Officer/Executive Assistant
502	Typist/Office Assistant/ Messenger/Runner
503	Personnel Assistant/ Training Assistant/Personnel Clerk/ Training Clerk/Human Resources Assistant
504	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)
559	Others (Administrative and Others 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	35166	32	231	1604	**37033**
Chinese Restaurants Operated by Hotels	1988	2	10	49	**2049**
All Branches	**37154**	**34**	**241**	**1653**	**39082**

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	149	4.97%	-	-	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	125	4.17%	6	10.17%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	132	4.41%	2	3.39%	-	-
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	85	2.84%	2	3.39%	-	-
Financial Controller/Chief Accountant/ Director of Finance	162	5.41%	3	5.08%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	71	2.37%	1	1.69%	-	-
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	74	2.47%	1	1.69%	-	-
Food and Beverage Cost Controller/ Cost Controller	53	1.77%	1	1.69%	-	-
Director of Marketing/Director of Sales/ Director of Promotions	180	6.01%	3	5.08%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	92	3.07%	1	1.69%	-	-
Marketing Manager/Sales Manager/ Business Development Manager	413	13.79%	13	22.03%	-	-

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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)						
Convention Sales Manager/ Event Sales Manager	123	4.11%	4	6.78%	-	-
Director of Front Office/ Front Office Manager	206	6.88%	1	1.69%	-	-
Director of Rooms Division/ Rooms Division Manager	61	2.04%	1	1.69%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	149	4.97%	-	-	-	-
Health Club/Gym/Spa Director	14	0.47%	-	-	-	-
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	158	5.27%	9	15.25%	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	112	3.74%	3	5.08%	-	-
Director of Catering/Director of Events	49	1.64%	-	-	-	-
Catering Sales Manager/Event Manager	108	3.60%	2	3.39%	-	-
Executive Chef/Chef de Cuisine	121	4.04%	2	3.39%	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	119	3.97%	1	1.69%	-	-
Assistant Food and Beverage Manager	82	2.74%	3	5.08%	-	-
Executive Chinese Chef/Chief Chef	50	1.67%	-	-	-	-
Chinese Restaurant Manager	59	1.97%	-	-	-	-
Others	49	1.64%	-	-	-	-
Sub-total	**2996**	**100%**	**59**	**100%**	**-**	**-**

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager/ Revenue Analyst	159	1.43%	2	0.90%	-	-
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	181	1.63%	7	3.17%	1	16.67%
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	401	3.61%	9	4.07%	-	-
Credit Manager	58	0.52%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	115	1.03%	-	-	-	-
Chief Store Supervisor/Store Supervisor	90	0.81%	1	0.45%	-	-
Income Auditor/Night Auditor	82	0.74%	2	0.90%	-	-
EDP Supervisor/System Analyst/ Information Technology Supervisor	66	0.59%	1	0.45%	-	-
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	525	4.72%	15	6.79%	2	33.33%
Public Relations Officer/ Corporate Communications Officer	124	1.12%	2	0.90%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	49	0.44%	-	-	-	-
Airport Manager/ Chief Airport Representative	19	0.17%	-	-	-	-
Telephone Service Manager/ Telephone Supervisor	107	0.96%	4	1.81%	-	-
Front Office Cashier Supervisor	26	0.23%	1	0.45%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	787	7.08%	19	8.60%	-	-
Concierge/Bell Superintendent	126	1.13%	2	0.90%	-	-
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	332	2.99%	6	2.71%	-	-
Reservations Supervisor	145	1.30%	-	-	-	-
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	461	4.15%	15	6.79%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	186	1.67%	2	0.90%	-	-
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Hosekeeper/ General Area Housekeeper/ General Service Supervisor	1096	9.86%	12	5.43%	1	16.67%
Laundry Manager/ Laundry Supervisor/Officer	100	0.90%	-	-	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	101	0.91%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	24	0.22%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	367	3.30%	8	3.62%	1	16.67%
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	311	2.80%	17	7.69%	-	-
Security Supervisor	201	1.81%	7	3.17%	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	123	1.11%	1	0.45%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	180	1.62%	5	2.26%	-	-
Food and Beverage Cashier Supervisor/ Cashier	86	0.77%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	167	1.50%	3	1.36%	-	-
Beverage Manager/Bar Manager/ Head Barman	43	0.39%	4	1.81%	-	-
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	440	3.96%	12	5.43%	-	-
Cake Shop Manager or Supervisor	20	0.18%	-	-	-	-
Captain (Food and Beverage Department)	1083	9.74%	42	19%	-	-
Chief Steward/Stewarding Manager	133	1.20%	2	0.90%	-	-
Executive Sous Chef/Sous Chef	248	2.23%	1	0.45%	-	-
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	904	8.13%	6	2.71%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Specialist Cook	171	1.54%	2	0.90%	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	48	0.43%	1	0.45%	-	-
Wine Steward/Sommelier	39	0.35%	-	-	-	-
Executive Chinese Sous Chef	55	0.49%	-	-	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	76	0.68%	2	0.90%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	197	1.77%	3	1.36%	-	-
Pantry Captain	39	0.35%	-	-	-	-
Senior Cook	66	0.59%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	59	0.53%	-	-	-	-
Barbecue Cook	49	0.44%	-	-	-	-
Chief Cook	92	0.83%	-	-	-	-
Chief Dim Sum Cook	50	0.45%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	165	1.48%	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	138	1.24%	3	1.36%	-	-
Chief Butcher	54	0.49%	-	-	-	-
Second Butcher	53	0.48%	-	-	-	-
Tour Co-ordinator/Group Co-ordinator	44	0.40%	-	-	-	-
Others	59	0.53%	2	0.90%	1	16.67%
Sub-total	**11120**	**100%**	**221**	**100%**	**6**	**100%**

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	**% of No. Employed**	**Number**	**% of No. of Vacancy**	**Number**	**% of No. Employed**
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	1261	31.49%	57	42.54%	6	27.27%
Baker/Pastry Cook	403	10.06%	5	3.73%	1	4.55%
Cook (Western)/Junior Cook (Western)	2162	54%	68	50.75%	9	40.91%
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	178	4.45%	4	2.99%	6	27.27%
Sub-total	**4004**	**100%**	**134**	**100%**	**22**	**100%**
OPERATIVE LEVEL						
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	39	0.22%	2	0.22%	-	-
Drafsman/Photographer/Printshop Staff	22	0.12%	-	-	-	-
Airport Representative	152	0.85%	2	0.22%	-	-
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	881	4.94%	76	8.32%	1	0.84%
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	420	2.36%	30	3.28%	5	4.20%
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	2164	12.14%	110	12.04%	36	30.25%
Services Centre Agent/ Telephone Operator	411	2.31%	17	1.86%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	1269	7.12%	39	4.27%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	498	2.79%	9	0.98%	-	-
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	197	1.11%	1	0.11%	-	-
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	310	1.74%	2	0.22%	-	-
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	5020	28.17%	287	31.40%	19	15.97%
Health Club/gym/Spa Attendant/ Supporting Staff	246	1.38%	6	0.66%	4	3.36%
Masseuse/Body Therapist	117	0.66%	3	0.33%	-	-
Beautician/Facial Therapist	63	0.35%	-	-	-	-
Spa Concierge	53	0.30%	2	0.22%	-	-
Lifeguard	130	0.73%	4	0.44%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	55	0.31%	-	-	-	-
Security Officer/Uniform Guard/ House Officer	872	4.89%	24	2.63%	-	-
Cake Shop Staff	49	0.27%	6	0.66%	-	-
Restaurant Receptionist/Hostess	349	1.96%	7	0.77%	6	5.04%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	386	2.17%	29	3.17%	8	6.72%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1538	8.63%	101	11.05%	4	3.36%
Bartender/Soda Fountain Server	142	0.80%	9	0.98%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	**% of No. Employed**	**Number**	**% of No. of Vacancy**	**Number**	**% of No. Employed**
OPERATIVE LEVEL (Continued)						
Waiter/Waitress	2055	11.53%	146	15.97%	36	30.25%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	110	0.62%	-	-	-	-
Others	271	1.52%	2	0.22%	-	-
Sub-total	**17819**	**100%**	**914**	**100%**	**119**	**100%**
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	450	37.04%	5	19.23%	-	-
Typist/Office Assistant/Messenger/Runner	38	3.13%	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	96	7.90%	6	23.08%	3	100%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	577	47.49%	12	46.15%	-	-
Others	54	4.44%	3	11.54%	-	-
Sub-total	**1215**	**100%**	**26**	**100%**	**3**	**100%**
GRAND TOTAL	**37154**	**100%**	**1354**	**100%**	**150**	**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	149	5.16%	-	-	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	125	4.33%	6	10.17%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	132	4.58%	2	3.39%	-	-
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	85	2.95%	2	3.39%	-	-
Financial Controller/Chief Accountant/ Director of Finance	162	5.62%	3	5.08%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	71	2.46%	1	1.69%	-	-
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	74	2.56%	1	1.69%	-	-
Food and Beverage Cost Controller/ Cost Controller	53	1.84%	1	1.69%	-	-
Director of Marketing/Director of Sales/ Director of Promotions	180	6.24%	3	5.08%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	92	3.19%	1	1.69%	-	-
Marketing Manager/Sales Manager/ Business Development Manager	413	14.32%	13	22.03%	-	-

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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)						
Convention Sales Manager/ Event Sales Manager	123	4.26%	4	6.78%	-	-
Director of Front Office/ Front Office Manager	206	7.14%	1	1.69%	-	-
Director of Rooms Division/ Rooms Division Manager	61	2.11%	1	1.69%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	149	5.16%	-	-	-	-
Health Club/Gym/Spa Director	14	0.49%	-	-	-	-
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	158	5.48%	9	15.25%	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	112	3.88%	3	5.08%	-	-
Director of Catering/Director of Events	49	1.70%	-	-	-	-
Catering Sales Manager/Event Manager	106	3.67%	2	3.39%	-	-
Executive Chef/Chef de Cuisine	121	4.19%	2	3.39%	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	119	4.12%	1	1.69%	-	-
Assistant Food and Beverage Manager	82	2.84%	3	5.08%	-	-
Others	49	1.70%	-	-	-	-
Sub-total	**2885**	**100%**	**59**	**100%**	**-**	**-**
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager/ Revenue Analyst	159	1.58%	2	0.94%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	181	1.80%	7	3.29%	1	16.67%
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	401	3.99%	9	4.23%	-	-
Credit Manager	58	0.58%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	115	1.14%	-	-	-	-
Chief Store Supervisor/Store Supervisor	90	0.90%	1	0.47%	-	-
Income Auditor/Night Auditor	82	0.82%	2	0.94%	-	-
EDP Supervisor/System Analyst/ Information Technology Supervisor	66	0.66%	1	0.47%	-	-
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	525	5.23%	15	7.04%	2	33.33%
Public Relations Officer/ Corporate Communications Officer	124	1.23%	2	0.94%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	49	0.49%	-	-	-	-
Airport Manager/ Chief Airport Representative	19	0.19%	-	-	-	-
Telephone Service Manager/ Telephone Supervisor	107	1.07%	4	1.88%	-	-
Front Office Cashier Supervisor	26	0.26%	1	0.47%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager/Team Leader	787	7.83%	19	8.92%	-	-
Concierge/Bell Superintendent	126	1.25%	2	0.94%	-	-
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	332	3.30%	6	2.82%	-	-
Reservations Supervisor	145	1.44%	-	-	-	-
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	461	4.59%	15	7.04%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	186	1.85%	2	0.94%	-	-
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Hosekeeper/ General Area Housekeeper/ General Service Supervisor	1096	10.91%	12	5.63%	1	16.67%
Laundry Manager/ Laundry Supervisor/Officer	100	1%	-	-	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	101	1.01%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	24	0.24%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	367	3.65%	8	3.76%	1	16.67%
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	311	3.10%	17	7.98%	-	-
Security Supervisor	201	2%	7	3.29%	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	123	1.22%	1	0.47%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	180	1.79%	5	2.35%	-	-
Food and Beverage Cashier Supervisor/ Cashier	86	0.86%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	167	1.66%	3	1.41%	-	-
Beverage Manager/Bar Manager/ Head Barman	43	0.43%	4	1.88%	-	-
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	440	4.38%	12	5.63%	-	-
Cake Shop Manager or Supervisor	20	0.20%	-	-	-	-
Captain (Food and Beverage Department)	1083	10.78%	42	19.72%	-	-
Chief Steward/Stewarding Manager	133	1.32%	2	0.94%	-	-
Executive Sous Chef/Sous Chef	248	2.47%	1	0.47%	-	-

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)						
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	904	9%	6	2.82%	-	-
Specialist Cook	171	1.70%	2	0.94%	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	48	0.48%	1	0.47%	-	-
Wine Steward/Sommelier	37	0.37%	-	-	-	-
Senior Cook	19	0.19%	-	-	-	-
Chief Cook	1	0.01%	-	-	-	-
Chief Butcher	1	0.01%	-	-	-	-
Tour Co-ordinator/Group Co-ordinator	44	0.44%	-	-	-	-
Others	59	0.59%	2	0.94%	1	16.67%
Sub-total	**10046**	**100%**	**213**	**100%**	**6**	**100%**
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	1261	32.96%	57	43.85%	6	37.50%
Baker/Pastry Cook	403	10.53%	5	3.85%	1	6.25%
Cook (Western)/Junior Cook (Western)	2162	56.51%	68	52.31%	9	56.25%
Sub-total	**3826**	**100%**	**130**	**100%**	**16**	**100%**
OPERATIVE LEVEL						
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	39	0.23%	2	0.22%	-	-

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)						
Drafsman/Photographer/Printshop Staff	22	0.13%	-	-	-	-
Airport Representative	152	0.88%	2	0.22%	-	-
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	881	5.12%	76	8.52%	1	0.95%
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	420	2.44%	30	3.36%	5	4.76%
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	2164	12.59%	110	12.33%	36	34.29%
Services Centre Agent/ Telephone Operator	411	2.39%	17	1.91%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	1269	7.38%	39	4.37%	-	-
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	498	2.90%	9	1.01%	-	-
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	197	1.15%	1	0.11%	-	-
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	310	1.80%	2	0.22%	-	-
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	5020	29.20%	287	32.17%	19	18.10%
Health Club/gym/Spa Attendant/ Supporting Staff	246	1.43%	6	0.67%	4	3.81%
Masseuse/Body Therapist	117	0.68%	3	0.34%	-	-
Beautician/Facial Therapist	63	0.37%	-	-	-	-

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)						
Spa Concierge	53	0.31%	2	0.22%	-	-
Lifeguard	130	0.76%	4	0.45%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	55	0.32%	-	-	-	-
Security Officer/Uniform Guard/ House Officer	872	5.07%	24	2.69%	-	-
Cake Shop Staff	49	0.28%	6	0.67%	-	-
Restaurant Receptionist/Hostess	318	1.85%	7	0.78%	6	5.71%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	307	1.79%	27	3.03%	6	5.71%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1505	8.75%	100	11.21%	4	3.81%
Bartender/Soda Fountain Server	142	0.83%	9	1.01%	-	-
Waiter/Waitress	1684	9.79%	127	14.24%	24	22.86%
Others	270	1.57%	2	0.22%	-	-
Sub-total	**17194**	**100%**	**892**	**100%**	**105**	**100%**
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	450	37.04%	5	19.23%	-	-
Typist/Office Assistant/Messenger/Runner	38	3.13%	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	96	7.90%	6	23.08%	3	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 (Continued)						
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	577	47.49%	12	46.15%	-	-
Others	54	4.44%	3	11.54%	-	-
Sub-total	**1215**	**100%**	**26**	**100%**	**3**	**100%**
GRAND TOTAL	**35166**	**100%**	**1320**	**100%**	**130**	**100%**

TABLE 2B : NUMBER OF EMPLOYEES, VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL						
Catering Sales Manager/Event Manager	2	1.80%	-	-	-	-
Executive Chinese Chef/Chief Chef	50	45.05%	-	-	-	-
Chinese Restaurant Manager	59	53.15%	-	-	-	-
Sub-total	**111**	**100%**	**-**	**-**	**-**	**-**
SUPERVISORY / TECHNICIAN LEVEL						
Wine Steward/Sommelier	2	0.19%	-	-	-	-
Executive Chinese Sous Chef	55	5.12%	-	-	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	76	7.08%	2	25%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	197	18.34%	3	37.50%	-	-
Pantry Captain	39	3.63%	-	-	-	-
Senior Cook	47	4.38%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	59	5.49%	-	-	-	-
Barbecue Cook	49	4.56%	-	-	-	-
Chief Cook	91	8.47%	-	-	-	-
Chief Dim Sum Cook	50	4.66%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	165	15.36%	-	-	-	-

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)						
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	138	12.85%	3	37.50%	-	-
Chief Butcher	53	4.93%	-	-	-	-
Second Butcher	53	4.93%	-	-	-	-
Sub-total	**1074**	**100%**	**8**	**100%**	**-**	**-**
CRAFT LEVEL						
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	178	100%	4	100%	6	100%
Sub-total	**178**	**100%**	**4**	**100%**	**6**	**100%**
OPERATIVE LEVEL						
Restaurant Receptionist/Hostess	31	4.96%	-	-	-	-
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	79	12.64%	2	9.09%	2	14.29%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	33	5.28%	1	4.55%	-	-
Waiter/Waitress	371	59.36%	19	86.36%	12	85.71%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	110	17.60%	-	-	-	-
Others	1	0.16%	-	-	-	-
Sub-total	**625**	**100%**	**22**	**100%**	**14**	**100%**
GRAND TOTAL	**1988**	**100%**	**34**	**100%**	**20**	**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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager	107	9	3	1	1	-	-	28	**149**
Resident Manager/ Executive Assistant Manager/ Director of Operations	91	8	5	1	2	-	-	18	**125**
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	99	1	4	-	1	-	-	27	**132**
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	69	2	-	-	-	-	-	14	**85**
Financial Controller/Chief Accountant/ Director of Finance	123	3	4	-	1	-	-	31	**162**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Materials Manager/Procurement Manager/ Purchasing Manager	47	6	3	-	2	-	-	13	**71**
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	50	2	6	-	-	-	-	16	**74**
Food and Beverage Cost Controller/ Cost Controller	29	7	2	-	1	-	-	14	**53**
Director of Marketing/Director of Sales/ Director of Promotions	137	8	2	-	1	-	-	32	**180**
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	70	-	2	-	-	-	-	20	**92**
Marketing Manager/Sales Manager/ Business Development Manager	290	24	25	3	5	-	-	66	**413**
Convention Sales Manager/ Event Sales Manager	98	4	-	-	-	-	-	21	**123**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Director of Front Office/ Front Office Manager	123	19	20	1	4	-	-	39	**206**
Director of Rooms Division/ Rooms Division Manager	36	10	3	-	-	-	-	12	**61**
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	49	25	35	2	3	-	-	35	**149**
Health Club/Gym/Spa Director	9	-	2	-	-	-	-	3	**14**
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	87	17	19	2	1	-	-	32	**158**
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	25	12	40	3	11	-	-	21	**112**
Director of Catering/Director of Events	33	6	1	-	-	-	-	9	**49**
Catering Sales Manager/Event Manager	79	11	5	-	-	-	-	13	**108**
Executive Chef/Chef de Cuisine	26	18	34	6	11	2	1	23	**121**

Job Title	University Degrees or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	40	28	21	1	1	-	-	28	**119**
Assistant Food and Beverage Manager	31	15	13	1	3	-	1	18	**82**
Executive Chinese Chef/Chief Chef	3	6	9	3	9	1	1	18	**50**
Chinese Restaurant Manager	17	5	12	8	1	-	-	16	**59**
Others	41	-	1	-	-	-	-	7	**49**
Sub-total	**1809**	**246**	**271**	**32**	**58**	**3**	**3**	**574**	**2996**
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager/ Revenue Analyst	68	21	33	6	2	-	-	29	**159**
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	60	36	48	5	4	-	-	28	**181**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	61	109	119	6	35	-	-	71	**401**
Credit Manager	23	12	11	1	2	-	-	9	**58**
Assistant Controller/ Assistant Purchasing Manager	30	25	27	8	9	-	-	16	**115**
Chief Store Supervisor/Store Supervisor	-	22	25	6	13	-	-	24	**90**
Income Auditor/Night Auditor	15	25	27	1	5	-	-	9	**82**
EDP Supervisor/System Analyst/ Information Technology Supervisor	10	20	24	-	3	-	-	9	**66**
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	86	184	120	29	14	-	-	92	**525**
Public Relations Officer/ Corporate Communications Officer	36	36	18	4	5	-	-	25	**124**
Printshop Supervisor/Art Director/ Designer/Layout Artist	13	6	16	3	-	-	-	11	**49**

Job Title	University Degrees or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Airport Manager/ Chief Airport Representative	10	1	5	1	-	-	-	2	**19**
Telephone Service Manager/ Telephone Supervisor	15	21	30	13	11	-	-	17	**107**
Front Office Cashier Supervisor	6	4	15	-	-	1	-	-	**26**
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	175	210	194	47	35	-	-	126	**787**
Concierge/Bell Superintendent	16	14	47	5	25	-	-	19	**126**
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	8	8	100	47	119	-	-	50	**332**
Reservations Supervisor	11	38	36	13	20	-	-	27	**145**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	26	68	197	47	51	-	-	72	**461**
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	26	15	56	26	37	-	-	26	**186**
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Hosekeeper/ General Area Housekeeper/ General Service Supervisor	5	38	251	235	335	49	-	183	**1096**
Laundry Manager/ Laundry Supervisor/Officer	7	10	28	19	18	1	-	17	**100**
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	6	12	47	15	7	-	-	14	**101**
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	13	-	4	4	1	-	-	2	**24**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	35	85	105	46	31	1	1	63	**367**
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	1	40	125	49	42	2	2	50	**311**
Security Supervisor	2	12	43	26	83	2	1	32	**201**
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	13	20	33	15	7	-	-	35	**123**
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	23	50	51	15	16	-	-	25	**180**
Food and Beverage Cashier Supervisor/ Cashier	-	12	23	10	22	7	-	12	**86**
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	54	36	9	23	-	-	45	**167**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Beverage Manager/Bar Manager/ Head Barman	1	1	11	5	9	-	-	16	**43**
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	7	121	124	42	67	-	4	75	**440**
Cake Shop Manager or Supervisor	-	2	7	4	6	-	-	1	**20**
Captain (Food and Beverage Department)	8	169	384	133	176	-	4	209	**1083**
Chief Steward/Stewarding Manager	7	10	56	13	28	1	-	18	**133**
Executive Sous Chef/Sous Chef	1	41	70	37	50	3	7	39	**248**
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	1	38	237	352	80	60	7	129	**904**
Specialist Cook	-	35	31	18	30	5	4	48	**171**
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	1	10	9	18	2	-	8	**48**
Wine Steward/Sommelier	-	9	11	12	5	-	-	2	**39**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Executive Chinese Sous Chef	-	-	4	7	11	3	1	29	**55**
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	8	1	15	8	13	-	-	31	**76**
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	40	21	73	5	3	55	**197**
Pantry Captain	-	-	2	4	16	-	1	16	**39**
Senior Cook	-	-	5	8	4	8	2	39	**66**
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	7	13	4	3	32	**59**
Barbecue Cook	-	-	3	7	11	6	5	17	**49**
Chief Cook	-	-	4	7	40	9	6	26	**92**
Chief Dim Sum Cook	-	-	6	6	16	4	4	14	**50**
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	15	15	39	38	11	47	**165**
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	3	21	34	41	12	27	**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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Chief Butcher	-	-	2	3	14	12	5	18	**54**
Second Butcher	-	-	-	4	8	19	4	18	**53**
Tour Co-ordinator/Group Co-ordinator	-	18	9	11	6	-	-	-	**44**
Others	-	32	-	2	23	-	-	2	**59**
Sub-total	**833**	**1686**	**2943**	**1467**	**1765**	**283**	**87**	**2056**	**11120**
CRAFT LEVEL									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	54	440	344	119	66	238	**1261**
Baker/Pastry Cook	-	-	35	169	64	38	8	89	**403**
Cook (Western)/Junior Cook (Western)	-	-	282	587	587	258	60	388	**2162**
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	20	11	37	57	8	45	**178**
Sub-total	**-**	**-**	**391**	**1207**	**1032**	**472**	**142**	**760**	**4004**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
OPERATIVE LEVEL									
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	2	6	15	4	4	-	1	7	**39**
Drafsman/Photographer/Printshop Staff	-	-	-	9	7	6	-	-	**22**
Airport Representative	-	40	41	4	41	3	-	23	**152**
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	-	96	77	484	82	4	138	**881**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	19	36	133	29	131	4	-	68	**420**
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	142	238	547	149	643	46	7	392	**2164**
Services Centre Agent/ Telephone Operator	32	4	106	54	129	12	2	72	**411**
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	3	285	567	239	175	**1269**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
OPERATIVE LEVEL (Continued)									
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	2	158	178	99	61	**498**
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	1	87	34	4	71	**197**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	-	45	220	11	34	**310**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	150	115	1208	2024	624	899	**5020**
Health Club/gym/Spa Attendant/ Supporting Staff	-	-	41	19	128	3	15	40	**246**
Masseuse/Body Therapist	-	-	32	34	26	4	-	21	**117**
Beautician/Facial Therapist	-	-	18	8	5	-	-	32	**63**
Spa Concierge	-	3	13	4	8	-	-	25	**53**
Lifeguard	-	-	16	9	54	35	-	16	**130**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	-	35	11	-	-	9	**55**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
OPERATIVE LEVEL (Continued)									
Security Officer/Uniform Guard/ House Officer	-	-	37	31	380	221	46	157	**872**
Cake Shop Staff	-	-	8	5	23	-	-	13	**49**
Restaurant Receptionist/Hostess	-	8	52	58	151	48	2	30	**349**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	36	23	140	48	3	136	**386**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	121	794	302	321	**1538**
Bartender/Soda Fountain Server	-	-	27	34	48	19	-	14	**142**
Waiter/Waitress	-	-	117	361	1039	95	5	438	**2055**
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	5	4	31	47	4	19	**110**
Others	-	-	12	3	104	58	39	55	**271**
Sub-total	**195**	**335**	**1502**	**1075**	**5491**	**4548**	**1407**	**3266**	**17819**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	54	96	83	57	76	16	-	68	**450**
Typist/Office Assistant/Messenger/Runner	1	-	-	18	7	9	2	1	**38**
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	10	19	19	13	24	-	-	11	**96**
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	19	41	125	118	166	-	-	108	**577**
Others	2	3	4	10	28	-	1	6	**54**
Sub-total	**86**	**159**	**231**	**216**	**301**	**25**	**3**	**194**	**1215**
GRAND TOTAL	**2923**	**2426**	**5338**	**3997**	**8647**	**5331**	**1642**	**6850**	**37154**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager	107	9	3	1	1	-	-	28	**149**
Resident Manager/ Executive Assistant Manager/ Director of Operations	91	8	5	1	2	-	-	18	**125**
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	99	1	4	-	1	-	-	27	**132**
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	69	2	-	-	-	-	-	14	**85**
Financial Controller/Chief Accountant/ Director of Finance	123	3	4	-	1	-	-	31	**162**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Materials Manager/Procurement Manager/ Purchasing Manager	47	6	3	-	2	-	-	13	**71**
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	50	2	6	-	-	-	-	16	**74**
Food and Beverage Cost Controller/ Cost Controller	29	7	2	-	1	-	-	14	**53**
Director of Marketing/Director of Sales/ Director of Promotions	137	8	2	-	1	-	-	32	**180**
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	70	-	2	-	-	-	-	20	**92**
Marketing Manager/Sales Manager/ Business Development Manager	290	24	25	3	5	-	-	66	**413**
Convention Sales Manager/ Event Sales Manager	98	4	-	-	-	-	-	21	**123**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Director of Front Office/ Front Office Manager	123	19	20	1	4	-	-	39	**206**
Director of Rooms Division/ Rooms Division Manager	36	10	3	-	-	-	-	12	**61**
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	49	25	35	2	3	-	-	35	**149**
Health Club/Gym/Spa Director	9	-	2	-	-	-	-	3	**14**
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	87	17	19	2	1	-	-	32	**158**
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	25	12	40	3	11	-	-	21	**112**
Director of Catering/Director of Events	33	6	1	-	-	-	-	9	**49**
Catering Sales Manager/Event Manager	79	11	3	-	-	-	-	13	**106**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Executive Chef/Chef de Cuisine	26	18	34	6	11	2	1	23	**121**
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	40	28	21	1	1	-	-	28	**119**
Assistant Food and Beverage Manager	31	15	13	1	3	-	1	18	**82**
Others	41	-	1	-	-	-	-	7	**49**
Sub-total	**1789**	**235**	**248**	**21**	**48**	**2**	**2**	**540**	**2885**
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager/ Revenue Analyst	68	21	33	6	2	-	-	29	**159**
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	60	36	48	5	4	-	-	28	**181**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	61	109	119	6	35	-	-	71	**401**
Credit Manager	23	12	11	1	2	-	-	9	**58**
Assistant Controller/ Assistant Purchasing Manager	30	25	27	8	9	-	-	16	**115**
Chief Store Supervisor/Store Supervisor	-	22	25	6	13	-	-	24	**90**
Income Auditor/Night Auditor	15	25	27	1	5	-	-	9	**82**
EDP Supervisor/System Analyst/ Information Technology Supervisor	10	20	24	-	3	-	-	9	**66**
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	86	184	120	29	14	-	-	92	**525**
Public Relations Officer/ Corporate Communications Officer	36	36	18	4	5	-	-	25	**124**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Printshop Supervisor/Art Director/ Designer/Layout Artist	13	6	16	3	-	-	-	11	**49**
Airport Manager/ Chief Airport Representative	10	1	5	1	-	-	-	2	**19**
Telephone Service Manager/ Telephone Supervisor	15	21	30	13	11	-	-	17	**107**
Front Office Cashier Supervisor	6	4	15	-	-	1	-	-	**26**
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	175	210	194	47	35	-	-	126	**787**
Concierge/Bell Superintendent	16	14	47	5	25	-	-	19	**126**
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	8	8	100	47	119	-	-	50	**332**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Reservations Supervisor	11	38	36	13	20	-	-	27	**145**
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	26	68	197	47	51	-	-	72	**461**
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	26	15	56	26	37	-	-	26	**186**
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Hosekeeper/ General Area Housekeeper/ General Service Supervisor	5	38	251	235	335	49	-	183	**1096**
Laundry Manager/ Laundry Supervisor/Officer	7	10	28	19	18	1	-	17	**100**
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	6	12	47	15	7	-	-	14	**101**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	13	-	4	4	1	-	-	2	**24**
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	35	85	105	46	31	1	1	63	**367**
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	1	40	125	49	42	2	2	50	**311**
Security Supervisor	2	12	43	26	83	2	1	32	**201**
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	13	20	33	15	7	-	-	35	**123**
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	23	50	51	15	16	-	-	25	**180**

Job Title	University Degrees or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Food and Beverage Cashier Supervisor/ Cashier	-	12	23	10	22	7	-	12	**86**
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	54	36	9	23	-	-	45	**167**
Beverage Manager/Bar Manager/ Head Barman	1	1	11	5	9	-	-	16	**43**
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	7	121	124	42	67	-	4	75	**440**
Cake Shop Manager or Supervisor	-	2	7	4	6	-	-	1	**20**
Captain (Food and Beverage Department)	8	169	384	133	176	-	4	209	**1083**
Chief Steward/Stewarding Manager	7	10	56	13	28	1	-	18	**133**
Executive Sous Chef/Sous Chef	1	41	70	37	50	3	7	39	**248**
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	1	38	237	352	80	60	7	129	**904**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Specialist Cook	-	35	31	18	30	5	4	48	**171**
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	1	10	9	18	2	-	8	**48**
Wine Steward/Sommelier	-	9	10	11	5	-	-	2	**37**
Senior Cook	-	-	-	-	-	-	-	19	**19**
Chief Cook	-	-	-	-	-	-	-	1	**1**
Chief Butcher	-	-	-	-	-	-	-	1	**1**
Tour Co-ordinator/Group Co-ordinator	-	18	9	11	6	-	-	-	**44**
Others	-	32	-	2	23	-	-	2	**59**
Sub-total	**825**	**1685**	**2843**	**1348**	**1473**	**134**	**30**	**1708**	**10046**
CRAFT LEVEL									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	54	440	344	119	66	238	**1261**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT LEVEL (Continued)									
Baker/Pastry Cook	-	-	35	169	64	38	8	89	**403**
Cook (Western)/Junior Cook (Western)	-	-	282	587	587	258	60	388	**2162**
Sub-total	**-**	**-**	**371**	**1196**	**995**	**415**	**134**	**715**	**3826**
OPERATIVE LEVEL									
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	2	6	15	4	4	-	1	7	**39**
Drafsman/Photographer/Printshop Staff	-	-	-	9	7	6	-	-	**22**
Airport Representative	-	40	41	4	41	3	-	23	**152**
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	-	96	77	484	82	4	138	**881**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	19	36	133	29	131	4	-	68	**420**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
OPERATIVE LEVEL (Continued)									
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	142	238	547	149	643	46	7	392	**2164**
Services Centre Agent/ Telephone Operator	32	4	106	54	129	12	2	72	**411**
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	3	285	567	239	175	**1269**
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	2	158	178	99	61	**498**
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	1	87	34	4	71	**197**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	-	45	220	11	34	**310**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
OPERATIVE LEVEL (Continued)									
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	150	115	1208	2024	624	899	**5020**
Health Club/gym/Spa Attendant/ Supporting Staff	-	-	41	19	128	3	15	40	**246**
Masseuse/Body Therapist	-	-	32	34	26	4	-	21	**117**
Beautician/Facial Therapist	-	-	18	8	5	-	-	32	**63**
Spa Concierge	-	3	13	4	8	-	-	25	**53**
Lifeguard	-	-	16	9	54	35	-	16	**130**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	-	35	11	-	-	9	**55**
Security Officer/Uniform Guard/ House Officer	-	-	37	31	380	221	46	157	**872**
Cake Shop Staff	-	-	8	5	23	-	-	13	**49**
Restaurant Receptionist/Hostess	-	8	49	58	140	35	2	26	**318**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
OPERATIVE LEVEL (Continued)									
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	31	19	95	40	3	119	**307**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	115	791	284	315	**1505**
Bartender/Soda Fountain Server	-	-	27	34	48	19	-	14	**142**
Waiter/Waitress	-	-	95	345	844	78	5	317	**1684**
Others	-	-	12	2	104	58	39	55	**270**
Sub-total	**195**	**335**	**1467**	**1050**	**5203**	**4460**	**1385**	**3099**	**17194**
ADMINISTRATIVE AND OTHERS LEVEL									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	54	96	83	57	76	16	-	68	**450**
Typist/Office Assistant/Messenger/Runner	1	-	-	18	7	9	2	1	**38**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	10	19	19	13	24	-	-	11	**96**
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	19	41	125	118	166	-	-	108	**577**
Others	2	3	4	10	28	-	1	6	**54**
Sub-total	**86**	**159**	**231**	**216**	**301**	**25**	**3**	**194**	**1215**
GRAND TOTAL	**2895**	**2414**	**5160**	**3831**	**8020**	**5036**	**1554**	**6256**	**35166**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
Catering Sales Manager/Event Manager	-	-	2	-	-	-	-	-	**2**
Executive Chinese Chef/Chief Chef	3	6	9	3	9	1	1	18	**50**
Chinese Restaurant Manager	17	5	12	8	1	-	-	16	**59**
Sub-total	**20**	**11**	**23**	**11**	**10**	**1**	**1**	**34**	**111**
SUPERVISORY / TECHNICIAN LEVEL									
Wine Steward/Sommelier	-	-	1	1	-	-	-	-	**2**
Executive Chinese Sous Chef	-	-	4	7	11	3	1	29	**55**
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	8	1	15	8	13	-	-	31	**76**
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	40	21	73	5	3	55	**197**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Pantry Captain	-	-	2	4	16	-	1	16	**39**
Senior Cook	-	-	5	8	4	8	2	20	**47**
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	7	13	4	3	32	**59**
Barbecue Cook	-	-	3	7	11	6	5	17	**49**
Chief Cook	-	-	4	7	40	9	6	25	**91**
Chief Dim Sum Cook	-	-	6	6	16	4	4	14	**50**
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	15	15	39	38	11	47	**165**
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	3	21	34	41	12	27	**138**
Chief Butcher	-	-	2	3	14	12	5	17	**53**
Second Butcher	-	-	-	4	8	19	4	18	**53**
Sub-total	**8**	**1**	**100**	**119**	**292**	**149**	**57**	**348**	**1074**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT LEVEL									
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	20	11	37	57	8	45	**178**
Sub-total	**-**	**-**	**20**	**11**	**37**	**57**	**8**	**45**	**178**
OPERATIVE LEVEL									
Restaurant Receptionist/Hostess	-	-	3	-	11	13	-	4	**31**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	5	4	45	8	-	17	**79**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	6	3	18	6	**33**
Waiter/Waitress	-	-	22	16	195	17	-	121	**371**
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	5	4	31	47	4	19	**110**

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 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
OPERATIVE LEVEL (Continued)									
Others	-	-	-	1	-	-	-	-	**1**
Sub-total	**-**	**-**	**35**	**25**	**288**	**88**	**22**	**167**	**625**
GRAND TOTAL	**28**	**12**	**178**	**166**	**627**	**295**	**88**	**594**	**1988**

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	$8,001 - $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	-	-	-	3	7	3	10	58	68	**149**
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	3	8	13	11	10	34	46	**125**
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	6	5	23	8	32	58	**132**
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	-	-	1	8	13	17	16	3	27	**85**
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	5	6	16	12	51	72	**162**

Job Title	$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)										
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	2	5	8	9	7	9	31	**71**
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	-	-	-	7	14	6	4	11	32	**74**
Food and Beverage Cost Controller/ Cost Controller	-	-	1	10	9	3	3	6	21	**53**
Director of Marketing/Director of Sales/ Director of Promotions	-	-	-	3	16	18	24	47	72	**180**
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	-	-	5	3	8	10	5	25	36	**92**
Marketing Manager/Sales Manager/ Business Development Manager	-	-	20	48	87	67	35	5	151	**413**
Convention Sales Manager/ Event Sales Manager	-	-	3	21	32	6	15	6	40	**123**

Job Title	$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 Front Office/ Front Office Manager	-	-	2	22	32	24	15	12	99	**206**
Director of Rooms Division/ Rooms Division Manager	-	-	3	1	16	1	3	12	25	**61**
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	5	11	17	16	15	21	64	**149**
Health Club/Gym/Spa Director	-	-	-	-	4	-	1	3	6	**14**
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	-	-	2	8	21	17	8	41	61	**158**
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	14	15	21	9	2	8	43	**112**
Director of Catering/Director of Events	-	-	-	-	7	2	7	12	21	**49**
Catering Sales Manager/Event Manager	-	-	1	15	17	22	13	-	40	**108**
Executive Chef/Chef de Cuisine	-	-	1	1	10	12	15	34	48	**121**

Job Title	$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)										
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	6	29	5	10	13	56	**119**
Assistant Food and Beverage Manager	-	-	5	13	25	1	6	7	25	**82**
Executive Chinese Chef/Chief Chef	-	-	-	-	2	4	13	7	24	**50**
Chinese Restaurant Manager	-	-	-	2	9	8	6	2	32	**59**
Others	-	-	-	-	1	-	11	23	14	**49**
Sub-total	**-**	**-**	**68**	**221**	**429**	**310**	**274**	**482**	**1212**	**2996**
SUPERVISORY / TECHNICIAN LEVEL										
Revenue Manager/Reservations Manager/ Revenue Analyst	-	4	10	39	18	6	27	5	50	**159**
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	13	61	42	2	-	4	-	59	**181**

Job Title	$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)										
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	17	126	109	8	1	-	-	140	**401**
Credit Manager	-	2	3	22	6	2	-	2	21	**58**
Assistant Controller/ Assistant Purchasing Manager	-	8	20	29	4	2	2	2	48	**115**
Chief Store Supervisor/Store Supervisor	-	11	38	9	-	-	-	-	32	**90**
Income Auditor/Night Auditor	-	9	27	16	1	-	-	-	29	**82**
EDP Supervisor/System Analyst/ Information Technology Supervisor	-	1	20	24	3	-	-	-	18	**66**
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	-	77	213	36	25	-	-	-	174	**525**
Public Relations Officer/ Corporate Communications Officer	-	11	26	21	1	-	-	-	65	**124**
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	3	25	3	3	-	-	-	15	**49**

Job Title	$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)										
Airport Manager/ Chief Airport Representative	-	-	7	3	1	-	-	-	8	**19**
Telephone Service Manager/ Telephone Supervisor	-	4	31	18	-	8	-	-	46	**107**
Front Office Cashier Supervisor	-	-	12	5	-	-	-	-	9	**26**
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	-	10	245	231	51	-	2	-	248	**787**
Concierge/Bell Superintendent	-	5	41	23	1	13	-	-	43	**126**
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	92	113	11	1	-	-	-	115	**332**
Reservations Supervisor	-	14	71	8	2	-	-	-	50	**145**

Job Title	$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)										
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	-	58	200	47	4	-	-	-	152	**461**
Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	-	4	54	43	17	10	1	-	57	**186**
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Hosekeeper/ General Area Housekeeper/ General Service Supervisor	-	121	414	186	-	1	-	-	374	**1096**
Laundry Manager/ Laundry Supervisor/Officer	-	5	45	7	11	-	-	-	32	**100**
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	4	38	28	6	-	5	-	20	**101**
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	1	13	2	-	-	-	8	**24**

Job Title	$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	-	2	68	157	19	3	-	-	118	**367**
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	5	172	25	-	1	-	-	108	**311**
Security Supervisor	-	22	107	13	-	-	-	-	59	**201**
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	-	2	5	13	17	8	-	2	76	**123**
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	-	30	65	11	11	1	-	-	62	**180**
Food and Beverage Cashier Supervisor/ Cashier	-	21	41	1	-	-	-	-	23	**86**
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	11	69	26	1	-	-	-	60	**167**

Job Title	$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)										
Beverage Manager/Bar Manager/ Head Barman	-	4	8	4	2	4	-	1	20	**43**
Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	-	4	78	69	73	29	1	-	186	**440**
Cake Shop Manager or Supervisor	-	4	2	2	3	-	-	-	9	**20**
Captain (Food and Beverage Department)	-	90	503	40	-	-	-	-	450	**1083**
Chief Steward/Stewarding Manager	-	5	33	6	18	7	-	-	64	**133**
Executive Sous Chef/Sous Chef	-	-	27	56	35	16	27	4	83	**248**
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	9	440	108	17	22	3	-	305	**904**
Specialist Cook	-	2	19	55	-	-	-	4	91	**171**
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	3	22	2	-	-	-	-	21	**48**

Job Title	$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)										
Wine Steward/Sommelier	-	-	13	5	4	-	-	-	17	**39**
Executive Chinese Sous Chef	-	-	-	7	4	6	3	2	33	**55**
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	5	27	5	-	2	-	37	**76**
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	23	65	26	-	-	-	-	83	**197**
Pantry Captain	-	1	15	3	-	-	-	-	20	**39**
Senior Cook	-	1	11	7	2	-	-	-	45	**66**
Service Cook/Kitchen Supervisor/ General Cook	-	6	8	4	-	-	-	-	41	**59**
Barbecue Cook	-	-	15	14	-	-	-	-	20	49
Chief Cook	-	-	4	25	26	-	-	-	37	**92**
Chief Dim Sum Cook	-	-	3	15	3	3	1	-	25	**50**
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	1	61	32	-	-	-	-	71	**165**

Job Title	$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)										
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	3	62	7	-	-	-	-	66	**138**
Chief Butcher	-	-	12	8	2	1	-	-	31	**54**
Second Butcher	-	5	7	8	-	-	-	-	33	**53**
Tour Co-ordinator/Group Co-ordinator	-	8	21	-	-	-	-	-	15	**44**
Others	-	8	36	1	-	-	-	-	14	**59**
Sub-total	**-**	**743**	**3838**	**1750**	**409**	**144**	**78**	**22**	**4136**	**11120**
CRAFT LEVEL										
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	643	138	12	-	-	-	-	468	**1261**
Baker/Pastry Cook	3	106	66	3	-	-	-	1	224	**403**
Cook (Western)/Junior Cook (Western)	31	983	259	-	-	-	-	-	889	**2162**

Job Title	$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)	-	63	14	8	-	-	-	-	93	**178**
Sub-total	**34**	**1795**	**477**	**23**	**-**	**-**	**-**	**1**	**1674**	**4004**
OPERATIVE LEVEL										
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	-	12	7	3	-	-	-	-	17	**39**
Drafsman/Photographer/Printshop Staff	-	22	-	-	-	-	-	-	-	**22**
Airport Representative	1	108	14	-	-	-	-	-	29	**152**
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	97	507	-	-	-	-	-	-	277	**881**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	10	243	32	2	-	-	-	-	133	**420**

Job Title	$8,001 - $10,000	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $25,000	$25,001 - $30,000	$30,001 - $35,000	$35,001 - $40,000	$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)										
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	60	1288	83	-	-	-	-	-	733	**2164**
Services Centre Agent/ Telephone Operator	4	215	27	-	-	-	-	-	165	**411**
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	180	644	21	-	-	-	-	-	424	**1269**
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	66	283	-	-	-	-	-	-	149	**498**
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	100	15	-	-	-	-	-	82	**197**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	35	197	-	-	-	-	-	-	78	**310**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	235	2747	63	-	-	-	-	-	1975	**5020**

Job Title	$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)										
Health Club/gym/Spa Attendant/ Supporting Staff	15	132	14	-	-	-	-	-	85	**246**
Masseuse/Body Therapist	-	47	24	5	-	-	-	-	41	**117**
Beautician/Facial Therapist	1	10	18	-	-	-	-	-	34	**63**
Spa Concierge	-	10	12	-	-	-	-	-	31	**53**
Lifeguard	2	63	30	-	-	-	-	-	35	**130**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	36	-	-	-	-	-	-	19	**55**
Security Officer/Uniform Guard/ House Officer	9	513	30	-	-	-	-	-	320	**872**
Cake Shop Staff	-	24	8	-	-	-	-	-	17	**49**
Restaurant Receptionist/Hostess	-	181	34	-	-	-	-	-	134	**349**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	29	196	3	-	-	-	-	-	158	**386**

Job Title	$8,001 - $10,000	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $25,000	$25,001 - $30,000	$30,001 - $35,000	$35,001 - $40,000	$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)										
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	181	673	-	-	-	-	-	-	684	**1538**
Bartender/Soda Fountain Server	2	53	38	-	-	-	-	-	49	**142**
Waiter/Waitress	16	1071	40	-	-	-	-	-	928	**2055**
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	22	14	4	6	-	-	-	64	**110**
Others	-	93	12	1	-	-	-	-	165	**271**
Sub-total	**943**	**9490**	**539**	**15**	**6**	**-**	**-**	**-**	**6826**	**17819**
ADMINISTRATIVE AND OTHERS LEVEL										
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	-	103	88	90	9	12	9	-	139	**450**
Typist/Office Assistant/Messenger/Runner	5	20	6	-	-	-	-	-	7	**38**
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	50	14	-	-	-	-	-	32	**96**

Job Title	$8,001 - $10,000	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $25,000	$25,001 - $30,000	$30,001 - $35,000	$35,001 - $40,000	$40,001 or above	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)										
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	8	323	29	-	-	-	-	-	217	**577**
Others	-	32	-	-	-	-	-	-	22	**54**
Sub-total	**13**	**528**	**137**	**90**	**9**	**12**	**9**	**-**	**417**	**1215**
GRAND TOTAL	**990**	**12556**	**5059**	**2099**	**853**	**466**	**361**	**505**	**14265**	**37154**

TABLE 4A : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)

BRANCH 1 : HOTELS

Job Title	$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	-	-	-	3	7	3	10	58	68	**149**
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	3	8	13	11	10	34	46	**125**
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	6	5	23	8	32	58	**132**
Personnel Manager/Training Manager/ Training and Development Manager/ Learning and Development Manager	-	-	1	8	13	17	16	3	27	**85**
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	5	6	16	12	51	72	**162**
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	2	5	8	9	7	9	31	**71**

Job Title	$8,001 - $10,000	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $25,000	$25,001 - $30,000	$30,001 - $35,000	$35,001 - $40,000	$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)										
Director of Information System/ Information Technology Manager/ Management Information System Manager/EDP Manager/Computer Systems Manager/Information Systems Service Manager	-	-	-	7	14	6	4	11	32	**74**
Food and Beverage Cost Controller/ Cost Controller	-	-	1	10	9	3	3	6	21	**53**
Director of Marketing/Director of Sales/ Director of Promotions	-	-	-	3	16	18	24	47	72	**180**
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications/ Communications Manager	-	-	5	3	8	10	5	25	36	**92**
Marketing Manager/Sales Manager/ Business Development Manager	-	-	20	48	87	67	35	5	151	**413**
Convention Sales Manager/ Event Sales Manager	-	-	3	21	32	6	15	6	40	**123**
Director of Front Office/ Front Office Manager	-	-	2	22	32	24	15	12	99	**206**

Job Title	$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 Rooms Division/ Rooms Division Manager	-	-	3	1	16	1	3	12	25	**61**
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	5	11	17	16	15	21	64	**149**
Health Club/Gym/Spa Director	-	-	-	-	4	-	1	3	6	**14**
Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	-	-	2	8	21	17	8	41	61	**158**
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	14	15	21	9	2	8	43	**112**
Director of Catering/Director of Events	-	-	-	-	7	2	7	12	21	**49**
Catering Sales Manager/Event Manager	-	-	1	13	17	22	13	-	40	**106**
Executive Chef/Chef de Cuisine	-	-	1	1	10	12	15	34	48	**121**

Job Title	$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)										
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	6	29	5	10	13	56	**119**
Assistant Food and Beverage Manager	-	-	5	13	25	1	6	7	25	**82**
Others	-	-	-	-	1	-	11	23	14	**49**
Sub-total	**-**	**-**	**68**	**217**	**418**	**298**	**255**	**473**	**1156**	**2885**
SUPERVISORY / TECHNICIAN LEVEL										
Revenue Manager/Reservations Manager/ Revenue Analyst	-	4	10	39	18	6	27	5	50	**159**
Personnel Officer/ Human Resources Officer/ Training Officer/ Learning and Development Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	13	61	42	2	-	4	-	59	**181**
Accounts Supervisors (e.g. accounts payable/receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	17	126	109	8	1	-	-	140	**401**

Job Title	$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)										
Credit Manager	-	2	3	22	6	2	-	2	21	**58**
Assistant Controller/ Assistant Purchasing Manager	-	8	20	29	4	2	2	2	48	**115**
Chief Store Supervisor/Store Supervisor	-	11	38	9	-	-	-	-	32	**90**
Income Auditor/Night Auditor	-	9	27	16	1	-	-	-	29	**82**
EDP Supervisor/System Analyst/ Information Technology Supervisor	-	1	20	24	3	-	-	-	18	**66**
Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	-	77	213	36	25	-	-	-	174	**525**
Public Relations Officer/ Corporate Communications Officer	-	11	26	21	1	-	-	-	65	**124**
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	3	25	3	3	-	-	-	15	**49**
Airport Manager/ Chief Airport Representative	-	-	7	3	1	-	-	-	8	**19**
Telephone Service Manager/ Telephone Supervisor	-	4	31	18	-	8	-	-	46	**107**

Job Title	$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)										
Front Office Cashier Supervisor	-	-	12	5	-	-	-	-	9	**26**
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	-	10	245	231	51	-	2	-	248	**787**
Concierge/Bell Superintendent	-	5	41	23	1	13	-	-	43	**126**
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	92	113	11	1	-	-	-	115	**332**
Reservations Supervisor	-	14	71	8	2	-	-	-	50	**145**
Reception Supervisor/ Chief Receptionist/Chief Room Clerk/ Front Office Supervisor/ Lobby Services Supervisor	-	58	200	47	4	-	-	-	152	**461**

Job Title	$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 Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	-	4	54	43	17	10	1	-	57	**186**
Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Hosekeeper/ General Area Housekeeper/ General Service Supervisor	-	121	414	186	-	1	-	-	374	**1096**
Laundry Manager/ Laundry Supervisor/Officer	-	5	45	7	11	-	-	-	32	**100**
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	4	38	28	6	-	5	-	20	**101**
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	1	13	2	-	-	-	8	**24**
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	-	2	68	157	19	3	-	-	118	**367**

Job Title	$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)										
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	5	172	25	-	1	-	-	108	**311**
Security Supervisor	-	22	107	13	-	-	-	-	59	**201**
Catering Manager/Banquet Manager/ Banquet Services Manager/ Convention Service Manager	-	2	5	13	17	8	-	2	76	**123**
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator/ Event Co-ordinator	-	30	65	11	11	1	-	-	62	**180**
Food and Beverage Cashier Supervisor/ Cashier	-	21	41	1	-	-	-	-	23	**86**
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	11	69	26	1	-	-	-	60	**167**
Beverage Manager/Bar Manager/ Head Barman	-	4	8	4	2	4	-	1	20	**43**

Job Title	$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	-	4	78	69	73	29	1	-	186	**440**
Cake Shop Manager or Supervisor	-	4	2	2	3	-	-	-	9	**20**
Captain (Food and Beverage Department)	-	90	503	40	-	-	-	-	450	**1083**
Chief Steward/Stewarding Manager	-	5	33	6	18	7	-	-	64	**133**
Executive Sous Chef/Sous Chef	-	-	27	56	35	16	27	4	83	**248**
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/ Saucier/Chef de Partie (Sauce)	-	9	440	108	17	22	3	-	305	**904**
Specialist Cook	-	2	19	55	-	-	-	4	91	**171**
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	3	22	2	-	-	-	-	21	**48**
Wine Steward/Sommelier	-	-	13	4	4	-	-	-	16	**37**

Job Title	$8,001 - $10,000	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $25,000	$25,001 - $30,000	$30,001 - $35,000	$35,001 - $40,000	$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)										
Senior Cook	-	-	-	-	-	-	-	-	19	**19**
Chief Cook	-	-	-	-	-	-	-	-	1	**1**
Chief Butcher	-	-	-	-	-	-	-	-	1	**1**
Tour Co-ordinator/Group Co-ordinator	-	8	21	-	-	-	-	-	15	**44**
Others	-	8	36	1	-	-	-	-	14	**59**
Sub-total	**-**	**703**	**3570**	**1566**	**367**	**134**	**72**	**20**	**3614**	**10046**
CRAFT LEVEL										
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	643	138	12	-	-	-	-	468	**1261**
Baker/Pastry Cook	3	106	66	3	-	-	-	1	224	**403**
Cook (Western)/Junior Cook (Western)	31	983	259	-	-	-	-	-	889	**2162**
Sub-total	34	1732	463	15	-	-	-	1	1581	**3826**

Job Title	$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/ Information Technology Officer/ Web Designer	-	12	7	3	-	-	-	-	17	**39**
Drafsman/Photographer/Printshop Staff	-	22	-	-	-	-	-	-	-	**22**
Airport Representative	1	108	14	-	-	-	-	-	29	**152**
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	97	507	-	-	-	-	-	-	277	**881**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	10	243	32	2	-	-	-	-	133	**420**
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	60	1288	83	-	-	-	-	-	733	**2164**
Services Centre Agent/ Telephone Operator	4	215	27	-	-	-	-	-	165	**411**

Job Title	$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	180	644	21	-	-	-	-	-	424	**1269**
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	66	283	-	-	-	-	-	-	149	**498**
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	100	15	-	-	-	-	-	82	**197**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	35	197	-	-	-	-	-	-	78	**310**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	235	2747	63	-	-	-	-	-	1975	**5020**
Health Club/gym/Spa Attendant/ Supporting Staff	15	132	14	-	-	-	-	-	85	**246**
Masseuse/Body Therapist	-	47	24	5	-	-	-	-	41	**117**
Beautician/Facial Therapist	1	10	18	-	-	-	-	-	34	**63**
Spa Concierge	0	10	12	-	-	-	-	-	31	**53**

Job Title	$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)										
Lifeguard	2	63	30	-	-	-	-	-	35	**130**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	36	-	-	-	-	-	-	19	**55**
Security Officer/Uniform Guard/ House Officer	9	513	30	-	-	-	-	-	320	**872**
Cake Shop Staff	-	24	8	-	-	-	-	-	17	**49**
Restaurant Receptionist/Hostess	-	168	32	-	-	-	-	-	118	**318**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	20	180	-	-	-	-	-	-	107	**307**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	181	663	-	-	-	-	-	-	661	**1505**
Bartender/Soda Fountain Server	2	53	38	-	-	-	-	-	49	**142**
Waiter/Waitress	16	921	40	-	-	-	-	-	707	**1684**
Others	-	93	12	-	-	-	-	-	165	**270**
Sub-total	**934**	**9279**	**520**	**10**	**-**	**-**	**-**	**-**	**6451**	**17194**

Job Title	$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	-	103	88	90	9	12	9	-	139	**450**
Typist/Office Assistant/Messenger/Runner	5	20	6	-	-	-	-	-	7	**38**
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	50	14	-	-	-	-	-	32	**96**
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	8	323	29	-	-	-	-	-	217	**577**
Others	-	32	-	-	-	-	-	-	22	**54**
Sub-total	**13**	**528**	**137**	**90**	**9**	**12**	**9**	**-**	**417**	**1215**
GRAND TOTAL	**981**	**12242**	**4758**	**1898**	**794**	**444**	**336**	**494**	**13219**	**35166**

TABLE 4B : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	$8,001 - $10,000	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $25,000	$25,001 - $30,000	$30,001 - $35,000	$35,001 - $40,000	$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL										
Catering Sales Manager/Event Manager	-	-	-	2	-	-	-	-	-	**2**
Executive Chinese Chef/Chief Chef	-	-	-	-	2	4	13	7	24	**50**
Chinese Restaurant Manager	-	-	-	2	9	8	6	2	32	**59**
Sub-total	**-**	**-**	**-**	**4**	**11**	**12**	**19**	**9**	**56**	**111**
SUPERVISORY / TECHNICIAN LEVEL										
Wine Steward/Sommelier	-	-	-	1	-	-	-	-	1	**2**
Executive Chinese Sous Chef	-	-	-	7	4	6	3	2	33	**55**
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	5	27	5	-	2	-	37	**76**
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	23	65	26	-	-	-	-	83	**197**

Job Title	$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)										
Pantry Captain	-	1	15	3	-	-	-	-	20	**39**
Senior Cook	-	1	11	7	2	-	-	-	26	**47**
Service Cook/Kitchen Supervisor/ General Cook	-	6	8	4	-	-	-	-	41	**59**
Barbecue Cook	-	-	15	14	-	-	-	-	20	**49**
Chief Cook	-	-	4	25	26	-	-	-	36	**91**
Chief Dim Sum Cook	-	-	3	15	3	3	1	-	25	**50**
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	1	61	32	-	-	-	-	71	**165**
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	3	62	7	-	-	-	-	66	**138**
Chief Butcher	-	-	12	8	2	1	-	-	30	**53**
Second Butcher	-	5	7	8	-	-	-	-	33	**53**
Sub-total	**-**	**40**	**268**	**184**	**42**	**10**	**6**	**2**	**522**	**1074**

Job Title	$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										
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	63	14	8	-	-	-	-	93	**178**
Sub-total	**-**	**63**	**14**	**8**	**-**	**-**	**-**	**-**	**93**	**178**
OPERATIVE LEVEL										
Restaurant Receptionist/Hostess	-	13	2	-	-	-	-	-	16	**31**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	9	16	3	-	-	-	-	-	51	**79**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	10	-	-	-	-	-	-	23	**33**
Waiter/Waitress	-	150	-	-	-	-	-	-	221	**371**
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	22	14	4	6	-	-	-	64	**110**
Others	-	-	-	1	-	-	-	-	-	**1**
Sub-total	**9**	**211**	**19**	**5**	**6**	**-**	**-**	**-**	**375**	**625**
GRAND TOTAL	**9**	**314**	**301**	**201**	**59**	**22**	**25**	**11**	**1046**	**1988**

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

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Average Monthly Rate at Date of Survey					Total
	$6,000 or below	$6,001 - $8,000	$8,001 - $10,000	$10,001 - $15,000	Refusal	
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	-	1	-	**1**
Sub-total	**-**	**-**	**-**	**1**	**-**	**1**
OPERATIVE LEVEL						
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	-	3	-	-	-	**3**
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	4	-	**4**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	2	-	-	20	**22**
Waiter/Waitress	3	-	-	-	-	**3**
Others	-	-	-	-	1	**1**
Sub-total	**3**	**5**	**-**	**4**	**21**	**33**
GRAND TOTAL	**3**	**5**	**-**	**5**	**21**	**34**

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

BRANCH 1 : HOTELS

Job Title	Average Monthly Rate at Date of Survey					Total
	$6,000 or below	$6,001 - $8,000	$8,001 - $10,000	$10,001 - $15,000	Refusal	
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	-	1	-	**1**
Sub-total	**-**	**-**	**-**	**1**	**-**	**1**
OPERATIVE LEVEL						
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	-	3	-	-	-	**3**
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	4	-	**4**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	2	-	-	20	**22**
Waiter/Waitress	1	-	-	-	-	**1**
Others	-	-	-	-	1	**1**
Sub-total	**1**	**5**	**-**	**4**	**21**	**31**
GRAND TOTAL	**1**	**5**	**-**	**5**	**21**	**32**

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

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

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

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

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Average Daily Rate at Date of Survey						Total
	$201 - $300	$301 - $400	$401 - $500	$501 - $600	$601 or above	Refusal	
CRAFT LEVEL							
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	-	-	12	1	**13**
Cook (Western)/Junior Cook (Western)	-	-	-	-	-	3	**3**
Sub-total	**-**	**-**	**-**	**-**	**12**	**4**	**16**
OPERATIVE LEVEL							
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	-	4	-	3	-	-	**7**

Job Title	Average Daily Rate at Date of Survey						Total
	$201 - $300	$301 - $400	$401 - $500	$501 - $600	$601 or above	Refusal	
OPERATIVE LEVEL (Continued)							
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	8	24	74	3	-	81	**190**
Security Officer/Uniform Guard/ House Officer	-	-	2	-	-	1	**3**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	-	-	-	4	**4**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	-	3	**3**
Waiter/Waitress	-	-	6	-	-	12	**18**
Sub-total	**8**	**28**	**82**	**6**	**-**	**101**	**225**
GRAND TOTAL	**8**	**28**	**82**	**6**	**12**	**105**	**241**

TABLE 6A : 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	$601 or above	Refusal	
CRAFT LEVEL							
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	-	-	12	1	**13**
Cook (Western)/Junior Cook (Western)	-	-	-	-	-	3	**3**
Sub-total	**-**	**-**	**-**	**-**	**12**	**4**	**16**
OPERATIVE LEVEL							
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	-	4	-	3	-	-	**7**

Job Title	Average Daily Rate at Date of Survey						Total
	$201 - $300	$301 - $400	$401 - $500	$501 - $600	$601 or above	Refusal	
OPERATIVE LEVEL (Continued)							
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	8	24	74	3	-	81	**190**
Security Officer/Uniform Guard/ House Officer	-	-	2	-	-	1	**3**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	-	3	**3**
Waiter/Waitress	-	-	-	-	-	12	**12**
Sub-total	**8**	**28**	**76**	**6**	**-**	**97**	**215**
GRAND TOTAL	**8**	**28**	**76**	**6**	**12**	**101**	**231**

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

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Average Daily Rate at Date of Survey						Total
	$201 - $300	$301 - $400	$401 - $500	$501 - $600	$601 or above	Refusal	
OPERATIVE LEVEL							
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	-	-	-	-	4	**4**
Waiter/Waitress	-	-	6	-	-	-	**6**
Sub-total	**-**	**-**	**6**	**-**	**-**	**4**	**10**
GRAND TOTAL	**-**	**-**	**6**	**-**	**-**	**4**	**10**

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
	$32.5 - $40	$41 - $60	$61 or above	Refusal	
SUPERVISORY / TECHNICIAN LEVEL					
Food and Beverage Cashier Supervisor/ Cashier	-	1	-	-	**1**
Sub-total	**-**	**1**	**-**	**-**	**1**
CRAFT LEVEL					
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	3	-	**3**
Baker/Pastry Cook	-	24	-	-	**24**
Cook (Western)/Junior Cook (Western)	-	169	3	1	**173**
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	10	-	-	**10**
Sub-total	**-**	**203**	**6**	**1**	**210**
OPERATIVE LEVEL					
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	48	-	-	**48**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	1	-	-	**1**
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	1	4	2	5	**12**
Services Centre Agent/ Telephone Operator	-	13	2	2	**17**

Job Title	Average Hourly Rate at Date of Survey				Total
	$32.5 - $40	$41 - $60	$61 or above	Refusal	
OPERATIVE LEVEL (Continued)					
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	10	4	17	1	**32**
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	4	-	-	**4**
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	76	-	-	**76**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	12	-	-	**12**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	38	43	152	6	**239**
Health Club/gym/Spa Attendant/ Supporting Staff	-	4	-	-	**4**
Lifeguard	-	4	22	-	**26**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	50	-	-	**50**
Security Officer/Uniform Guard/ House Officer	-	10	6	-	**16**
Restaurant Receptionist/Hostess	-	-	-	1	**1**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	3	2	9	**14**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	2	159	-	-	**161**
Waiter/Waitress	4	489	205	27	**725**
Others	-	2	-	-	**2**
Sub-total	**55**	**926**	**408**	**51**	**1440**

Job Title	Average Hourly Rate at Date of Survey				Total
	$32.5 - $40	$41 - $60	$61 or above	Refusal	
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	2	-	-	**2**
Sub-total	**-**	**2**	**-**	**-**	**2**
GRAND TOTAL	**55**	**1132**	**414**	**52**	**1653**

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
	$32.5 - $40	$41 - $60	$61 or above	Refusal	
SUPERVISORY / TECHNICIAN LEVEL					
Food and Beverage Cashier Supervisor/ Cashier	-	1	-	-	**1**
Sub-total	**-**	**1**	**-**	**-**	**1**
CRAFT LEVEL					
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason / (plasterer) painter, plumber)	-	-	3	-	**3**
Baker/Pastry Cook	-	24	-	-	**24**
Cook (Western)/Junior Cook (Western)	-	169	3	1	**173**
Sub-total	**-**	**193**	**6**	**1**	**200**
OPERATIVE LEVEL					
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	-	48	-	-	**48**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	-	1	-	-	**1**
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	1	4	2	5	**12**
Services Centre Agent/ Telephone Operator	-	13	2	2	**17**
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	10	4	17	1	**32**

Job Title	Average Hourly Rate at Date of Survey				Total
	$32.5 - $40	$41 - $60	$61 or above	Refusal	
OPERATIVE LEVEL (Continued)					
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	4	-	-	**4**
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	76	-	-	**76**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	12	-	-	**12**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	38	43	152	6	**239**
Health Club/gym/Spa Attendant/ Supporting Staff	-	4	-	-	**4**
Lifeguard	-	4	22	-	**26**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	50	-	-	**50**
Security Officer/Uniform Guard/ House Officer	-	10	6	-	**16**
Restaurant Receptionist/Hostess	-	-	-	1	**1**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	3	2	9	**14**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	2	159	-	-	**161**
Waiter/Waitress	4	468	187	27	**686**
Others	-	2	-	-	**2**
Sub-total	**55**	**905**	**390**	**51**	**1401**

Job Title	Average Hourly Rate at Date of Survey				Total
	$32.5 - $40	$41 - $60	$61 or above	Refusal	
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	2	-	-	**2**
Sub-total	**-**	**2**	**-**	**-**	**2**
GRAND TOTAL	**55**	**1101**	**396**	**52**	**1604**

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
	$32.5 - $40	**$41 - $60**	**$61 or above**	**Refusal**	
CRAFT LEVEL					
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	10	-	-	**10**
Sub-total	**-**	**10**	**-**	**-**	**10**
OPERATIVE LEVEL					
Waiter/Waitress	-	21	18	-	**39**
Sub-total	**-**	**21**	**18**	**-**	**39**
GRAND TOTAL	**-**	**31**	**18**	**-**	**49**

TABLE 8 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/ APPRENTICES)

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title \ Average Age Range	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)	18	46	127	273	323	104	370	**1261**
Baker/Pastry Cook	12	49	139	79	7	1	116	**403**
Cook (Western)/Junior Cook (Western)	38	143	957	375	78	8	563	**2162**
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	16	32	48	20	1	1	60	**178**
Sub-total	**84**	**270**	**1271**	**747**	**409**	**114**	**1109**	**4004**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL								
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	-	8	13	4	1	-	13	**39**
Drafsman/Photographer/Printshop Staff	-	6	9	1	6	-	-	**22**
Airport Representative	-	40	34	10	2	1	65	**152**
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	108	226	210	78	7	-	252	**881**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	75	192	32	4	4	-	113	**420**
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	315	826	352	11	37	-	623	**2164**
Services Centre Agent/ Telephone Operator	33	110	113	22	8	-	125	**411**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	13	21	163	556	211	305	**1269**
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	2	18	43	244	65	126	**498**
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	1	12	39	45	21	79	**197**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	1	-	127	109	24	49	**310**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	75	15	202	1279	1684	266	1499	**5020**
Health Club/gym/Spa Attendant/ Supporting Staff	22	30	67	18	18	-	91	**246**
Masseuse/Body Therapist	-	19	34	5	13	-	46	**117**
Beautician/Facial Therapist	-	5	6	-	-	18	34	**63**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Spa Concierge	3	7	12	-	-	-	31	**53**
Lifeguard	2	63	26	7	-	-	32	**130**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	2	30	10	-	5	-	8	**55**
Security Officer/Uniform Guard/ House Officer	-	23	94	241	166	91	257	**872**
Cake Shop Staff	8	6	22	-	-	-	13	**49**
Restaurant Receptionist/Hostess	41	142	74	13	-	-	79	**349**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	66	77	14	10	12	9	198	**386**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	3	8	117	473	441	496	**1538**
Bartender/Soda Fountain Server	4	56	19	19	1	2	41	**142**
Waiter/Waitress	127	720	403	61	66	1	677	**2055**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	2	1	31	19	14	-	43	**110**
Others	-	1	40	65	59	4	102	**271**
Sub-total	**883**	**2623**	**1876**	**2356**	**3530**	**1154**	**5397**	**17819**
GRAND TOTAL	**967**	**2893**	**3147**	**3103**	**3939**	**1268**	**6506**	**21823**

TABLE 8A : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/ APPRENTICES)

BRANCH 1 : HOTELS

Job Title / Average Age Range	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)	18	46	127	273	323	104	370	**1261**
Baker/Pastry Cook	12	49	139	79	7	1	116	**403**
Cook (Western)/Junior Cook (Western)	38	143	957	375	78	8	563	**2162**
Sub-total	**68**	**238**	**1223**	**727**	**408**	**113**	**1049**	**3826**
OPERATIVE LEVEL								
Systems Support Operator/ EDP Operator/Computer Operator/ Information Technology Officer/ Web Designer	-	8	13	4	1	-	13	**39**
Drafsman/Photographer/Printshop Staff	-	6	9	1	6	-	-	**22**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Airport Representative	-	40	34	10	2	1	65	**152**
Bell Attendant/Baggage Porter/ Door Attendant/Bellman/Bell Person	108	226	210	78	7	-	252	**881**
Reservation Clerk/ Guest Services Ambassador/ Agent/Assistant	75	192	32	4	4	-	113	**420**
Front Office Clerk/Guest Service Officer/ Guest Service Agent/Front Desk Agent/ Guest Relations Office/Welcome Host/ Executive Floor Agent/ Business Centre Officer	315	826	352	11	37	-	623	**2164**
Services Centre Agent/ Telephone Operator	33	110	113	22	8	-	125	**411**
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	13	21	163	556	211	305	**1269**
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	2	18	43	244	65	126	**498**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	1	12	39	45	21	79	**197**
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	1	-	127	109	24	49	**310**
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	75	15	202	1279	1684	266	1499	**5020**
Health Club/gym/Spa Attendant/ Supporting Staff	22	30	67	18	18	-	91	**246**
Masseuse/Body Therapist	-	19	34	5	13	-	46	**117**
Beautician/Facial Therapist	-	5	6	-	-	18	34	**63**
Spa Concierge	3	7	12	-	-	-	31	**53**
Lifeguard	2	63	26	7	-	-	32	**130**
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	2	30	10	-	5	-	8	**55**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Security Officer/Uniform Guard/ House Officer	-	23	94	241	166	91	257	**872**
Cake Shop Staff	8	6	22	-	-	-	13	**49**
Restaurant Receptionist/Hostess	29	142	74	8	-	-	65	**318**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	46	75	4	7	9	7	159	**307**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	3	8	117	470	419	488	**1505**
Bartender/Soda Fountain Server	4	56	19	19	1	2	41	**142**
Waiter/Waitress	123	663	295	49	35	1	518	**1684**
Others	-	-	40	65	59	4	102	**270**
Sub-total	**845**	**2562**	**1727**	**2317**	**3479**	**1130**	**5134**	**17194**
GRAND TOTAL	**913**	**2800**	**2950**	**3044**	**3887**	**1243**	**6183**	**21020**

TABLE 8B : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/ APPRENTICES)

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title \ Average Age Range	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)	16	32	48	20	1	1	60	**178**
Sub-total	**16**	**32**	**48**	**20**	**1**	**1**	**60**	**178**
OPERATIVE LEVEL								
Restaurant Receptionist/Hostess	12	-	-	5	-	-	14	**31**
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	20	2	10	3	3	2	39	**79**
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	3	22	8	**33**

Job Title \ Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
OPERATIVE LEVEL (Continued)								
Waiter/Waitress	4	57	108	12	31	-	159	**371**
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	2	1	31	19	14	-	43	**110**
Others	-	1	-	-	-	-	-	**1**
Sub-total	**38**	**61**	**149**	**39**	**51**	**24**	**263**	**625**
GRAND TOTAL	**54**	**93**	**197**	**59**	**52**	**25**	**323**	**803**

TABLE 9 : ESTIMATED NUMBER OF ESTABLISHMENTS

Branch	Stratum Employment Size	Number of Firms
Hotels	1 - 9	19
	10 - 49	88
	50 - 99	34
	100 - 199	41
	200 - 499	42
	500 & over	20
	Total	**244**
Chinese Restaurants Operated by Hotels	10 - 49	40
	50 - 99	10
	100 - 199	2
	Total	**52**
All Branches	1 - 9	19
	10 - 49	128
	50 - 99	44
	100 - 199	43
	200 - 499	42
	500 & over	20
	Total	**296**

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

Job Level / Branch	From Supervisory / Technician to Managerial / Professional	From Craft / Operative to Supervisory / Technician	Total
Hotels	110	384	**494**
Chinese Restaurants Operated by Hotels	1	11	**12**
All Branches	**111**	**395**	**506**

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

Job Level / Branch	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	2946	10270	22047	1243	**36506**
Chinese Restaurants Operated by Hotels	111	1083	832	-	**2026**
All Branches	**3057**	**11353**	**22879**	**1243**	**38532**

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

Job Level / Branch	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	284	731	3211	149	**4375**
Chinese Restaurants Operated by Hotels	6	40	77	-	**123**
All Branches	**290**	**771**	**3288**	**149**	**4498**

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	8	36	665	52	**761**
Chinese Restaurants Operated by Hotels	-	-	17	-	**17**
All Branches	**8**	**36**	**682**	**52**	**778**

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

Job Level / Branch	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	5	343	11	**359**
Chinese Restaurants Operated by Hotels	-	2	-	**2**
All Branches	**5**	**345**	**11**	**361**

TABLE 15 : NUMBER OF EMPLOYEES BY BRANCH BY AVERAGE YEARS OF HOTEL INDUSTRY EXPERIENCE BEFORE OCCUPYING THE POST

Branch	Experience / Job Level	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
Hotels	Managerial/Professional	-	-	17	167	1496	596	609	**2885**
	Supervisory/Technician	-	2	1049	4825	1955	-	2215	**10046**
	Craft/Operative	1821	2953	11043	288	-	-	4915	**21020**
	Administrative and Others	113	294	489	66	1	-	252	**1215**
	Total	**1934**	**3249**	**12598**	**5346**	**3452**	**596**	**7991**	**35166**
Chinese Restaurants Operated by Hotels	Managerial/Professional	-	-	-	5	47	17	42	**111**
	Supervisory/Technician	-	-	91	344	150	-	489	**1074**
	Craft/Operative	18	246	242	1	-	-	296	**803**
	Administrative and Others	-	-	-	-	-	-	-	**-**
	Total	**18**	**246**	**333**	**350**	**197**	**17**	**827**	**1988**
All Branches	Managerial/Professional	-	-	17	172	1543	613	651	**2996**
	Supervisory/Technician	-	2	1140	5169	2105	-	2704	**11120**
	Craft/Operative	1839	3199	11285	289	-	-	5211	**21823**
	Administrative and Others	113	294	489	66	1	-	252	**1215**
	Total	**1952**	**3495**	**12931**	**5696**	**3649**	**613**	**8818**	**37154**

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

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Branch	Average Man-day / Job Level	Nil	Less than 5 days	5 days - less than 10 days	10 days - less than 15 days	Over 15 days	Unspecified/ Refusal	Total
Hotels	Managerial/Professional	466	1006	306	221	99	787	2885
	Supervisory/Techinican	1084	3537	1581	646	227	2971	10046
	Craft/Operative	2367	7873	3159	1148	173	6300	21020
	Administrative and Others	339	437	92	-	8	339	1215
	Total	**4256**	**12853**	**5138**	**2015**	**507**	**10397**	**35166**
Chinese Restaurants Operated by Hotels	Managerial/Professional	24	29	2	4	1	51	111
	Supervisory/Techinican	182	177	120	-	16	579	1074
	Craft/Operative	93	297	59	15	-	339	803
	Administrative and Others	-	-	-	-	-	-	-
	Total	**299**	**503**	**181**	**19**	**17**	**969**	**1988**
All Branches	Managerial/Professional	490	1035	308	225	100	838	2996
	Supervisory/Techinican	1266	3714	1701	646	243	3550	11120
	Craft/Operative	2460	8170	3218	1163	173	6639	21823
	Administrative and Others	339	437	92	-	8	339	1215
	Total	**4555**	**13356**	**5319**	**2034**	**524**	**11366**	**37154**

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 / Job Level	Priority 1	Priority 2	Priority 3	Refusal	Total
Hotels	Managerial/Professional	346	775	871	893	**2885**
	Supervisory/Technician	1169	3185	2434	3258	**10046**
	Craft/Operative	3145	5289	5642	6944	**21020**
	Administrative and Others	131	331	377	376	**1215**
	Total	**4791**	**9580**	**9324**	**11471**	**35166**
Chinese Restaurants Operated by Hotels	Managerial/Professional	9	17	37	48	**111**
	Supervisory/Technician	80	215	229	550	**1074**
	Craft/Operative	60	198	223	322	**803**
	Administrative and Others	-	-	-	-	**-**
	Total	**149**	**430**	**489**	**920**	**1988**
All Branches	Managerial/Professional	355	792	908	941	**2996**
	Supervisory/Technician	1249	3400	2663	3808	**11120**
	Craft/Operative	3205	5487	5865	7266	**21823**
	Administrative and Others	131	331	377	376	**1215**
	Total	**4940**	**10010**	**9813**	**12391**	**37154**

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

PRIORITY RANKED FOR EVENING COURSE

Branch	Priority / Job Level	Priority 1	Priority 2	Priority 3	Refusal	Total
Hotels	Managerial/Professional	198	961	833	893	**2885**
	Supervisory/Technician	941	2202	3645	3258	**10046**
	Craft/Operative	2432	6873	4771	6944	**21020**
	Administrative and Others	186	382	271	376	**1215**
	Total	**3757**	**10418**	**9520**	**11471**	**35166**
Chinese Restaurants Operated by Hotels	Managerial/Professional	4	44	15	48	**111**
	Supervisory/Technician	130	190	204	550	**1074**
	Craft/Operative	94	254	133	322	**803**
	Administrative and Others	-	-	-	-	**-**
	Total	**228**	**488**	**352**	**920**	**1988**
All Branches	Managerial/Professional	202	1005	848	941	**2996**
	Supervisory/Technician	1071	2392	3849	3808	**11120**
	Craft/Operative	2526	7127	4904	7266	**21823**
	Administrative and Others	186	382	271	376	**1215**
	Total	**3985**	**10906**	**9872**	**12391**	**37154**

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

PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority / Job Level	Priority 1	Priority 2	Priority 3	Refusal	Total
Hotels	Managerial/Professional	1458	256	288	883	**2885**
	Supervisory/Technician	4702	1401	709	3234	**10046**
	Craft/Operative	8574	1914	3663	6869	**21020**
	Administrative and Others	525	126	191	373	**1215**
	Total	**15259**	**3697**	**4851**	**11359**	**35166**
Chinese Restaurants Operated by Hotels	Managerial/Professional	50	2	11	48	**111**
	Supervisory/Technician	314	119	91	550	**1074**
	Craft/Operative	327	29	125	322	**803**
	Administrative and Others	-	-	-	-	**-**
	Total	**691**	**150**	**227**	**920**	**1988**
All Branches	Managerial/Professional	1508	258	299	931	**2996**
	Supervisory/Technician	5016	1520	800	3784	**11120**
	Craft/Operative	8901	1943	3788	7191	**21823**
	Administrative and Others	525	126	191	373	**1215**
	Total	**15950**	**3847**	**5078**	**12279**	**37154**

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	115	25	3	1	**144**
Human Resources Management	81	68	3	13	**165**
Sales and Marketing Strategic Planning, Implementation and Evaluation	75	77	4	8	**164**
Supervisory Techniques, Leadership Skills	254	506	70	5	**835**
Risk Management	51	47	43	-	**141**
Others	4	-	-	-	**4**
Sub-total	**580**	**723**	**123**	**27**	**1453**
TRADE SKILLS					
Sales and Marketing	52	79	16	15	**162**
Finance and Accounting	21	33	73	39	**166**
Culinary	9	74	104	-	**187**
Alcoholic Beverage and Wine	14	47	135	4	**200**
Restaurant Service	38	138	450	1	**627**
Housekeeping Service	37	104	623	1	**765**
Front Office Service	52	208	460	8	**728**
Spa and Wellness	1	12	39	-	**52**
Convention and Banquet / Event Management	22	41	35	2	**100**
Hygiene and Food Safety	133	495	1178	1	**1807**
Information Technology	15	19	42	15	**91**
Others	14	87	132	-	**233**
Sub-total	**408**	**1337**	**3287**	**86**	**5118**

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
GENERIC SKILLS					
Service Attitude, Customer Service	207	716	2445	36	**3404**
Communication	155	396	1055	34	**1640**
Problem Solving	127	321	887	31	**1366**
Others	42	110	159	6	**317**
Sub-total	**531**	**1543**	**4546**	**107**	**6727**
LANGUAGE					
Putonghua	19	58	261	11	**349**
English	37	74	319	6	**436**
Others	-	-	-	-	-
Sub-total	**56**	**132**	**580**	**17**	**785**
Refused to breakdown	144	438	1088	64	**1734**
Sub-total	**144**	**438**	**1088**	**64**	**1734**
GRAND TOTAL	**1719**	**4173**	**9624**	**301**	**15817**

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	114	25	3	1	**143**
Human Resources Management	80	68	3	13	**164**
Sales and Marketing Strategic Planning, Implementation and Evaluation	75	76	4	8	**163**
Supervisory Techniques, Leadership Skills	250	484	70	5	**809**
Risk Management	51	47	43	-	**141**
Others	4	-	-	-	**4**
Sub-total	**574**	**700**	**123**	**27**	**1424**
TRADE SKILLS					
Sales and Marketing	52	78	16	15	**161**
Finance and Accounting	21	33	73	39	**166**
Culinary	9	70	102	-	**181**
Alcoholic Beverage and Wine	12	40	122	4	**178**
Restaurant Service	38	130	427	1	**596**
Housekeeping Service	37	104	613	1	**755**
Front Office Service	52	208	450	8	**718**
Spa and Wellness	1	12	29	-	**42**
Convention and Banquet / Event Management	22	41	25	2	**90**
Hygiene and Food Safety	118	367	975	1	**1461**
Information Technology	15	19	42	15	**91**
Others	14	87	132	-	**233**
Sub-total	**391**	**1189**	**3006**	**86**	**4672**

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
GENERIC SKILLS					
Service Attitude, Customer Service	198	643	2311	36	**3188**
Communication	153	386	1045	34	**1618**
Problem Solving	126	315	879	31	**1351**
Others	42	110	159	6	**317**
Sub-total	**519**	**1454**	**4394**	**107**	**6474**
LANGUAGE					
Putonghua	19	57	261	11	**348**
English	37	74	314	6	**431**
Others	-	-	-	-	-
Sub-total	**56**	**131**	**575**	**17**	**779**
Refused to breakdown	144	438	1088	64	**1734**
Sub-total	**144**	**438**	**1088**	**64**	**1734**
GRAND TOTAL	**1684**	**3912**	**9186**	**301**	**15083**

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	1	-	-	-	**1**
Human Resources Management	1	-	-	-	**1**
Sales and Marketing Strategic Planning, Implementation and Evaluation	-	1	-	-	**1**
Supervisory Techniques, Leadership Skills	4	22	-	-	**26**
Risk Management	-	-	-	-	**-**
Others	-	-	-	-	**-**
Sub-total	**6**	**23**	**-**	**-**	**29**
TRADE SKILLS					
Sales and Marketing	-	1	-	-	**1**
Finance and Accounting	-	-	-	-	**-**
Culinary	-	4	2	-	**6**
Alcoholic Beverage and Wine	2	7	13	-	**22**
Restaurant Service	-	8	23	-	**31**
Housekeeping Service	-	-	10	-	**10**
Front Office Service	-	-	10	-	**10**
Spa and Wellness	-	-	10	-	**10**
Convention and Banquet / Event Management	-	-	10	-	**10**
Hygiene and Food Safety	15	128	203	-	**346**
Information Technology	-	-	-	-	**-**
Others	-	-	-	-	**-**
Sub-total	**17**	**148**	**281**	**-**	**446**

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
GENERIC SKILLS					
Service Attitude, Customer Service	9	73	134	-	**216**
Communication	2	10	10	-	**22**
Problem Solving	1	6	8	-	**15**
Others	-	-	-	-	-
Sub-total	**12**	**89**	**152**	-	**253**
LANGUAGE					
Putonghua	-	1	-	-	**1**
English	-	-	5	-	**5**
Others	-	-	-	-	-
Sub-total	-	1	5	-	**6**
Refused to breakdown	-	-	-	-	-
Sub-total	-	-	-	-	-
GRAND TOTAL	**35**	**261**	**438**	-	**734**

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 / Period	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Management Skills	Past 12 Months	580	723	123	27	**1453**
	Next 12 Months	589	733	123	26	**1471**
	% Change	1.55%	1.38%	0.00%	-3.70%	**1.24%**
Trade Skills	Past 12 Months	408	1337	3287	86	**5118**
	Next 12 Months	418	1361	3364	88	**5231**
	% Change	2.45%	1.80%	2.34%	2.33%	**2.21%**
Generic Skills	Past 12 Months	531	1543	4546	107	**6727**
	Next 12 Months	513	1490	4506	103	**6612**
	% Change	-3.39%	-3.43%	-0.88%	-3.74%	**-1.71%**
Language	Past 12 Months	56	132	580	17	**785**
	Next 12 Months	66	169	654	18	**907**
	% Change	17.86%	28.03%	12.76%	5.88%	**15.54%**
Refusal	Past 12 Months	144	438	1088	64	**1734**
	Next 12 Months	0	0	0	0	**0**
	% Change	-100.00%	-100.00%	-100.00%	-100.00%	**-100.00%**
Total	Past 12 Months	**1719**	**4173**	**9624**	**301**	**15817**
	Next 12 Months	**1586**	**3753**	**8647**	**235**	**14221**
	% Change	**-7.74%**	**-10.06%**	**-10.15%**	**-21.93%**	**-10.09%**

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 / Period	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Management Skills	Past 12 Months	574	700	123	27	**1424**
	Next 12 Months	583	710	123	26	**1442**
	% Change	1.57%	1.43%	0.00%	-3.70%	**1.26%**
Trade Skills	Past 12 Months	391	1189	3006	86	**4672**
	Next 12 Months	401	1211	3082	88	**4782**
	% Change	2.56%	1.85%	2.53%	2.33%	**2.35%**
Generic Skills	Past 12 Months	519	1454	4394	107	**6474**
	Next 12 Months	501	1399	4351	103	**6354**
	% Change	-3.47%	-3.78%	-0.98%	-3.74%	**-1.85%**
Language	Past 12 Months	56	131	575	17	**779**
	Next 12 Months	66	168	647	18	**899**
	% Change	17.86%	28.24%	12.52%	5.88%	**15.40%**
Refusal	Past 12 Months	144	438	1088	64	**1734**
	Next 12 Months	0	0	0	0	**0**
	% Change	-100.00%	-100.00%	-100.00%	-100.00%	**-100.00%**
Total	Past 12 Months	**1684**	**3912**	**9186**	**301**	**15083**
	Next 12 Months	**1551**	**3488**	**8203**	**235**	**13477**
	% Change	**-7.90%**	**-10.84%**	**-10.70%**	**-21.93%**	**-10.65%**

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 / Period	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Management Skills	Past 12 Months	6	23	0	0	**29**
	Next 12 Months	6	23	0	0	**29**
	% Change	0.00%	0.00%	0.00%	0.00%	**0.00%**
Trade Skills	Past 12 Months	17	148	281	0	**446**
	Next 12 Months	17	150	282	0	**449**
	% Change	0.00%	1.35%	0.36%	0.00%	**0.67%**
Generic Skills	Past 12 Months	12	89	152	0	**253**
	Next 12 Months	12	91	155	0	**258**
	% Change	0.00%	2.25%	1.97%	-	**1.98%**
Language	Past 12 Months	0	1	5	0	**6**
	Next 12 Months	0	1	7	0	**8**
	% Change	0.00%	0.00%	40.00%	0.00%	**33.33%**
Refusal	Past 12 Months	0	0	0	0	**0**
	Next 12 Months	0	0	0	0	**0**
	% Change	0.00%	0.00%	0.00%	0.00%	**-**
Total	Past 12 Months	**35**	**261**	**438**	**0**	**734**
	Next 12 Months	**35**	**265**	**444**	**0**	**744**
	% Change	**0.00%**	**1.53%**	**1.37%**	**0.00%**	**1.36%**

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	50	168	26	**244**
Chinese Restaurants Operated by Hotels	13	25	14	**52**
All Branches	**63**	**193**	**40**	**296**

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	19	10	196	**225**

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

Job Level / Branch	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	312	792	3176	140	**4420**
Chinese Restaurants Operated by Hotels	3	28	77	2	**110**
All Branches	**315**	**820**	**3253**	**142**	**4530**

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	Total
Hotels	160	41	17	**218**
Chinese Restaurants Operated by Hotels	23	11	3	**37**
Total	**183**	**52**	**20**	**255**

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	45	82	137	35	**299**
Unsatisfactory terms of employment	7	13	39	4	**63**
Unsatisfactory working environment	1	5	11	2	**19**
Limited career prospects	-	3	17	3	**23**
Insufficient trained / qualified manpower in the related disciplines	16	22	61	7	**106**
Competition for manpower from Mainland / Macao / Other Cities	16	18	23	6	**63**
Others	2	9	18	3	**32**
Total	**87**	**152**	**306**	**60**	**605**

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	42	73	122	35	**272**
Unsatisfactory terms of employment	7	10	35	4	**56**
Unsatisfactory working environment	1	4	10	2	**17**
Limited career prospects	-	3	14	3	**20**
Insufficient trained / qualified manpower in the related disciplines	16	21	55	7	**99**
Competition for manpower from Mainland / Macao / Other Cities	15	15	20	6	**56**
Others	2	7	17	3	**29**
Total	**83**	**133**	**273**	**60**	**549**

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	3	9	15	-	**27**
Unsatisfactory terms of employment	-	3	4	-	**7**
Unsatisfactory working environment	-	1	1	-	**2**
Limited career prospects	-	-	3	-	**3**
Insufficient trained / qualified manpower in the related disciplines	-	1	6	-	**7**
Competition for manpower from Mainland / Macao / Other Cities	1	3	3	-	**7**
Others	-	2	1	-	**3**
Total	**4**	**19**	**33**	**-**	**56**