



美容、美髮及化妝品業  
二〇〇七年人力調查報告

**2007 Manpower Survey Report**  
**Beauty Care, Hairdressing & Cosmetics Industry**

職業訓練局

美容美髮業訓練委員會

**Beauty Care and Hairdressing Training Board**  
**Vocational Training Council**

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# 2007 年美容、美髮及化妝品業人力調查

## 報告摘要

### 人力調查

1. 美容美髮訓練委員會(本會)每兩年進行一次人力調查，以評估業內人力情況，瞭解人力需求及培訓需求。
2. 實地調查工作於 2007 年 12 月期間進行，調查數據以 2007 年 11 月 30 日作參考日。調查採用分層隨機抽樣法，從美容、美髮及化妝品業的 9 873 間登記商號中，選出 914 間作調查對象。
3. 914 間抽樣對象分布於以下 6 個類別：
  - i) 學校(美容及美髮／化妝及美甲)；
  - ii) 美容院／健康中心及水療中心；
  - iii) 髮廊；
  - iv) 化妝產品批發及出入口公司；
  - v) 化妝產品零售公司；
  - vi) 美甲中心。
4. 整體實際填覆率為 96.5%，與 2005 年相若。

### 目的

5. 調查旨在收集業內最新的人力數據，評估人力需求及培訓需求，從而建議課程發展策略及業內職務訓練的方案。

## 限制

6. 因調查與發布本報告的時間有差距，其間香港的整體經濟環境可能已經有所改變，特別受金融風暴衝擊後，令調查結果與實際情況不盡一致。

7. 礙於資源有限，調查只能以統計方法對業內公司進行抽樣，所衍生的統計誤差難以避免，可能影響調查結果的詮釋。

## 經濟前景

8. 回顧 2007 年，香港整體經濟表現強勁，實質本地生產總值全年錄得 6.4% 的增長。主要的動力大部份乃源自內部需求，包括私人消費開支 (3.1% 的增長)、政府消費開支 (0.2% 的增長) 及本地固定資本 (0.1% 的增長)。受內部增長的驅使，勞工市場持續改善，令失業率亦創復甦以來的新低 (全年為 4%)，而股市及樓市表現則創復甦以來的新高。

9. 然而，本港整體經濟表現上揚，但通脹急升至 11 年來的新高，原因是國際油價及商品價格持續上漲，蔓延至其他消費品及服務類別。受政府的一次性寬減公營房屋租金及差餉的措施影響，減緩了消費物價升幅，全年綜合消費物價為 2%。除此之外，自沙士後所簽定的中長期 (三年或以上) 租約陸續到期，商戶及寫字樓的租金大幅攀升，令業界面對頗大幅度的加租壓力，同時部份地區商舖 (用作美容護理、美髮服務及化妝品業用途) 的租金加幅更較其他行業為高。為應付租金上漲的壓力，企業必須減省其他成本開支。另一個高成本的因素是本地僱員的薪酬水平相對較其他地方為高，令整體經營成本上升。在這種營商環境下，業界經營變得非常困難，加上面對行業之間的強勁競爭，本港的優勢會減弱。最受影響的是需要較大空間的水療服務中心

之發展。隨著最低工資立法的呼聲日漸高漲，高度依賴密集勞動力的美容及美髮市場，將無可避免面對另一難關。

10. 踏入 2008 年，受全球經濟趨向放緩及通脹不斷攀升的影響下，本港的經濟增長步伐開始減慢。股市市場調整、樓市轉弱亦進一步打擊內部消費意欲，蠶食消費者的購買力。此現象亦已反映在第二季的增長數字(由第一季 7.3%放慢至第二季 4.2%)。上述情況亦影響市民對各種美容護理、美髮服務及化妝品的需求。

11. 隨著雷曼事件於 2008 年 9 月開始所引發的環球金融海嘯，令香港經濟環境急劇下滑及加快出現衰退的現象。受事件衝擊，香港股市暴跌、銀行收緊借貸，令所有企業增加信貸困難，面臨倒閉及清盤的危機。員工面對裁員或拖欠薪金的情況將漸漸浮現，失業率在短期內會持續上升。

### 行業前景及對人力的影響

12. 經過 2003 年沙士後，美容護理、美髮及化妝品業的元氣已快速回復。踏入 2007 年，行業更進入了整固期。在各種的服務類別，繼續邁向多元化的發展(例如男士的美容護理、瘦身服務、高清化妝等)。近年，顧客對不同服務和產品的質素及價格的要求相應提高了不少。為滿足顧客的需求，各服務提供者／產品供應商之間的競爭日趨激烈。在服務收費當中，開始出現兩極化的現象。一方面是以高科技旗幟的服務項目為主仍可維持一定的收費水平。而另一方面亦出現了不少以價格主導的低收費服務項目。從培訓角度，意味著提供高科技的相關服務的僱員必須接受更專業的培訓。而以低消費作招徠的服務則須以數量來維持收入，故需要更多勞動人口投入市場。兩者皆需要適宜的培訓政策作配合。

13. 在美容護理中，近年以醫學美容(透過激光、強烈脈衝光及其他與光學有關的儀器進行不同的美容護理療程)及中醫學美容(透過調理身體內的各種臟腑功能從而達到由內至外的美容效果)的發展最為明顯。與此同時亦吸引了愈來愈多不同界別的專業人才(當中包括醫生、醫療護理人員、營養師等)加入有關市場。此現象已反映在是次人力調查的數字中。

14. 美甲業自 2004 年沙士後發展迅速，但仍然屬新興行業，存有較大發展空間。其服務主要包括指甲、手足護理及甲藝等。指甲及手足護理項目已漸漸成為市民對自己儀容及個人衛生的基本要求。而甲藝(如平面或立體藝術花甲、水晶甲等)的項目，過去兩年亦愈來愈流行。為吸引更多顧客，其收費水平已非常大眾化，令業內的競爭開始擴大，但市場亦同時擴張。從人力需求角度，市場仍然需要較多擁有豐富手足護理技術及殷勤服務經驗的僱員。長遠來說，僱員應就這方面接受更多及更深入培訓，對個人或整體美甲業的發展將起正面的影響。

15. 在美髮業的發展，除了傳統美髮的服務外，近年更趨向多元化發展，一些新興與頭髮護理相關的服務亦漸漸流行。隨著人口老化問題外，現今社會面對激烈競爭及龐大壓力，飲食習慣及生活方式往往對頭髮做成不同程度的影響，引起各種頭髮問題(如脫髮、白髮及禿頭等)，此現象更出現年輕化的趨勢。市民亦開始漸漸重視頭髮的護理。其需求可助美髮業發展相關的技術及產品，帶來一定的另類機遇。

16. 除行業本身的發展外，培訓市場的發展近年亦起了重大變化。隨著政府大力推動終身學習的理念，提高本港的人力資源的生產力和競爭力，應付香港進一步邁向知識型經濟。除傳統教育外，由政府資助的不同培訓機構推出各類型的進修渠道和學習階梯，讓年青人可進修更多其他科目，對民辦的美容美髮培訓機構有一定的影響。此外，現有的教育政策(包括職業教育及再培訓計劃、資歷架構的發展等)亦

因應經濟轉型而作出配合。但與此同時亦產生了另一個現象，就是大部份青少年選擇繼續升學，延遲投身社會工作，令青少年入行的數字明顯減少，構成人手供應出現緊張。特別在前線基層員工出現招聘困難的現象已趨向白熱化。隨著政府推行 12 年免費教育，情況將更嚴重。

17. 礙於金融風暴在 2008 年 9 月發生，對本港經濟做成一定的影響。有關美容護理、美髮及化妝品業的整體發展規模相對地放緩，而業內培訓人數需求的性質作出相應的轉變。

### 2007 年人力情況

18. 因應以往人力調查的經驗及行業的獨特性，統計處在制訂是次調查的抽樣方案時已作出更多改善，此有助提高其準確性。本會審閱過調查結果後，認為數據所得大致能反映調查期間整個美容、美髮及化妝品業的人力情況。

19. 調查期間，6 個行業類別共僱用 **51 860** 人，其中 **45 293** 人 (87.3%) 為主要職能人員 (即技術僱員) [包括直接僱員 (42 491 人)、自由職人士 (1 434 人) 及兼職人士 (1 368 人)]，其餘 **6 567** 人 (12.7%) 為業內的非主要職能人員 (即非技術僱員)。與 2005 年的總技術僱員人數 39 370 人相比，是次調查錄得增加了 5 923 人，兩年之間的增幅為 15%。

20. 各行業類別的僱員情況 (包括自由職及兼職僱員)、空缺數目及預測人力增長分別見表一及二。



表一：各行業類別僱員情況

	直接僱員	自由職人士	兼職人士
學校 (美容及美髮／化妝及美甲)	370	50	64
美容院／健康中心及水療中心	14 735	303	415
髮廊	14 545	1 056	616
零售產品公司	7 772	0	130
批發及出入口產品公司	4 622	0	118
美甲中心	447	25	25
	<b>42 491</b>	<b>1 434</b>	<b>1 368</b>

21. 調查亦顯示，2007年有1 434人的自由職人士。與2005年調查相比，錄得減少了1 438人。在個別類別中，髮廊佔最多自由職人士(為1 056人)，其次則美容院／健康中心及水療中心(為303人)。值得關注的是在個別主要職務中，髮型師的自由職數目由2005年的1 951人下調至2007年的909人。而在兼職人士的情況中，2007年有1 368人。

表二：僱主預測2008年12月時各行業類別的僱員人數

	(a) 2007年 12月時 僱員人數	(b) 2007年 12月時 空缺數目	(a + b) 2007年 12月時直接 僱員人數	僱主預測 2008年 12月時的 人力數目	增幅(%)
學校 (美容及美髮／美甲及化妝)	370	25	395	<b>394</b>	<b>-0.3%</b>
美容院／健康中心及 水療中心	14 735	1 144	15 879	<b>15 858</b>	<b>-0.1%</b>
髮廊	14 545	1 309	15 854	<b>15 986</b>	<b>0.8%</b>
零售產品公司	7 772	215	7 987	<b>8 078</b>	<b>1.1%</b>
批發及出入口產品公司	4 622	144	4 766	<b>4 718</b>	<b>-1.0%</b>
美甲中心	447	123	570	<b>628</b>	<b>10.2%</b>
	<b>42 491</b>	<b>2 960</b>	<b>45 451</b>	<b>45 662</b>	<b>0.5%</b>

22. 僱主預測，2008年12月時有45 662個職位(不包括自由職及兼職人士)，整體只有0.5%增長，原因是企業面對營商成本持續高企及人手短缺等問題，令整個行業在人力需求的擴充抱着審慎的態度。

#### 僱員宜有及現有教育程度

23. 在僱員宜有教育程度中，僱主接受僱員有中五教育程度較上一次調查有所上升。但在現時招聘困難時，僱主一般放寬條件，聘用較低學歷的僱員。然而，僱主亦願意接受擁有中四或以下教育程度的僱員(由2005年的14.8%上升至2007年的20.7%)。

#### 宜有及現有工作經驗

24. 除教育程度外，僱主亦認為其技能及工作經驗是一項首要條件。調查亦指出，僱主期望僱員工作經驗的宜有年資與現有年資相若。

#### 宜有及現有職業資格

25. 有關僱員的職業資格，大部份僱主都認為僱員應持有國際性課程證書的職業資格。此與行業過去多年的發展有關。

#### 僱員須接受的技能培訓範疇

26. 調查顯示，大部份僱主認為僱員應在未來12個月內應接受不同的技能培訓。在各技能培訓範疇中，以顧客服務技巧佔最多，其次依次序為普通話及英語會話；銷售及市場推廣及處理投訴的技巧等。

#### 招聘困難

27. 共有3 172間機構進行招聘。當中2 108間(66.5%)機構表示在招聘人事方面遇上困難，情況在髮廊中較為嚴重。招聘困難的主要是市場

缺乏具相關經驗的求職者，及求職者對其職位的服務條件／薪酬要求過高。

### 國內／澳門發展對人力需求的影響

28. 在 8 188 間機構中，只有 249 間機構表示有在國內設有分行，與在 2005 年進行調查時相近。而派駐國內的香港僱員的數字亦相近。值得關注的現象是，雖然國內美容、美髮及化妝品業的發展存有較大的空間，香港營商的經驗未必完全能應用於國內市場。而且，國內與香港技術人員的薪酬水平差距較遠。

29. 在僱員數目的比較，香港僱員派駐澳門與派駐國內的相對較少，反映業界人士對澳門的美容、美髮及化妝品業發展興趣不大。

### 建議

30. 根據調查結果，本會預計會額外培訓 1 574 名人手，大部份屬於髮廊，其次為美容院、健康中心及水療中心及批發及出入口產品公司。不過，自 2008 年 9 月受金融風暴衝擊開始後，香港經濟前景在短期內會加快出現衰退現象。然而，美容、美髮及化妝品業的發展前景亦相對放緩，並面對一個較艱辛的時刻，相信其訓練人數將有較大差距。

31. 業界在過渡這困難的期間，本會亦建議：

- 業界應鼓勵僱員及中小企業僱主接受各種培訓，加強裝備，提高生產及競爭力，應付未來的新挑戰與機遇；
- 業界培訓機構可考慮提供下列課程範疇：包括(i)與顧客服務、銷售及市場推廣技巧有關的課程，有助提升行業的服務質素及顧客滿意程度；(ii)語文課程(如普通話及英話會

話)，協助改善與顧客溝通技巧；及(iii)與管理相關的課程等，有助企業提升管理及營運能力；

- 提高業內僱員對終身學習的重要性的意識，幫助他們保持競爭力，從而對美容、美髮及化妝品業提供更多貢獻；
- 政府可考慮分配更多資源培訓美容、美髮及化妝品業從業員，特別是一般缺乏資源提供培訓的中小型公司；
- 業界及企業可考慮重整其業務形式及其人力資源分配以配合大環境的轉變，例如：具規模的公司可考慮為僱員提供更廣泛及深層次培訓，就早前面對人手短缺問題而未能拓展該業務做好準備並保持優質顧客服務的質素。而中型規模的公司可考慮透過與業界不同的合作尋找更多商機，發展其業務。至於小型公司可考慮重整其人力資源或與較大規模的公司合併或加入為僱員，減低支出並增強收入。

# 第一章

## 調查範圍及方法

### 甲．美容美髮訓練委員會

#### 訓練委員會

1.1 VTC 轄下的美容美髮訓練委員會(前名美容護理訓練委員會)，於二〇〇一年成立，負責確定及評估業內的人力情況及訓練需求，並就發展訓練設施，向 VTC、僱主及教育／訓練機構提供建議，以應付業內的人力需求。本會委員職權範圍及名單見附錄一至二。

#### 人力調查工作小組

1.2 為達成上述目標，訓練委員會轄下成立了工作小組，在政府統計處協助下，統籌及指導人力調查的調查表設計、抽樣、資料分析及匯報。工作小組成員名單見附錄三。

1.3 本會曾於 2003 及 2005 年分別進行美容、美髮及化妝品業人力調查。在統計處協助下，第三次人力調查於 2007 年 12 月 3 日至 30 日期間進行。目的如下：

- i) 評估美容、美髮及化妝品業主要職務的人力及訓練需求；及
- ii) 預測業內人力增長。

#### 2007 年調查的轉變

1.4 為能全面反映化妝師(全職及自由職)的人力情況，是次調查對象亦包括婚紗攝影機構及影視娛樂事業機構。

1.5 在行業類別中，是次調查所選出學校及相關機構的抽樣形式與 2005 年的方法有所不同。其僱員人數則不能直接與 2005 年的數字作比較。

1.6 主要職務一覽表已作出檢討及更新，工作說明亦要按需要修訂。新增的主要職務包括技術總監、電染技術員、醫學美容助理員及頭髮護理顧問。

1.7 本訓練委員會認為，上述轉變可改善收集所得資料的質素，更有效辨識美容、美髮及化妝品業人力及培訓需求，從而有助各有關方面採取適當措施。

## 乙. 調查範圍及方法

### 調查範圍

1.8 是次調查包括業內六個行業類別的主要職務。六個類別列表如下：

- i) 學校(美容及美髮／化妝及美甲)；
- ii) 美容院／健康中心及水療中心；
- iii) 髮廊；
- iv) 化妝產品批發及出入口公司；
- v) 化妝產品零售公司；
- vi) 美甲中心。

1.9 上述六個類別的資料主要來自政府統計處的業內註冊機構為依據。根據統計處其註冊機構的資料庫內，相關行業分類如下：

- i) 類別 1：理髮及美容服務
- ii) 類別 2：化妝品、梳洗用品及清潔劑批發；
- iii) 類別 3：藥物及化妝品零售；
- iv) 類別 4：運動機構
- v) 類別 5：學校

- vi) 類別 6：婚紗攝影機構
- vii) 類別 7：影視娛樂事業機構

1.10 調查採用分層隨機抽樣方法，在 9 873 間機構中，分別選出 914 間作為調查對象，明細如下：

類別		選取機構數目
1.	理髮及美容服務	615
2.	化妝品、梳洗用品及清潔劑批發	83
3.	藥物及化妝品零售	91
4.	運動機構	13
5.	學校	54
6.	婚紗攝影機構	48
7.	影視娛樂事業機構	10
<b>總計</b>		<b>914</b>

### 調查方法

1.11 是次調查旨在蒐集本業人力及訓練情況資料。914 間獲選的調查機構須填寫一份有關本業人力及訓練需求的調查表(見附錄四)。政府統計處其後派員到訪各選定機構，收集填妥的調查表並於有需要時協助僱主填報。

1.12 調查要求僱主根據員工實際負責的工作，而非機構所採用的職稱分類填報。本會已特別向調查人員講解各種職務的性質。收集的調查表均經過複核，必要時亦會與填覆機構核實。調查所得資料以統計方法倍大，以反映本業的整體人力情況。

## 調查反應分析

1.13 914 間抽樣機構中，只有 26 間拒絕填覆調查表，710 間提供所需資料；其餘未有填覆的 140 間機構已結業、搬遷、無法聯絡或不再從事有關行業。實際填覆率為 96.5%。調查反應分析的詳情見附錄五。

## 限制

1.14 因調查與發布本報告的時間有差距，其間香港的整體經濟環境可能已經有所改變，特別受金融風暴衝擊後，令調查結果與實際情況不盡一致。

1.15 礙於資源有限，調查只能以統計方法對業內公司進行抽樣，所衍生的統計誤差難以避免，可能影響調查結果的詮釋。



## 第二章

### 調查結果

#### (一) 2007 年人力情況

##### 調查對象

2.1 是次調查包括業內六個類別的美容、美髮及化妝品業從業員：

- i) 學校(美容及美髮／化妝及美甲)；
- ii) 美容院／健康中心及水療中心；
- iii) 髮廊；
- iv) 美甲中心；
- v) 批發及出入口產品公司；
- vi) 零售產品公司

##### 人力總數

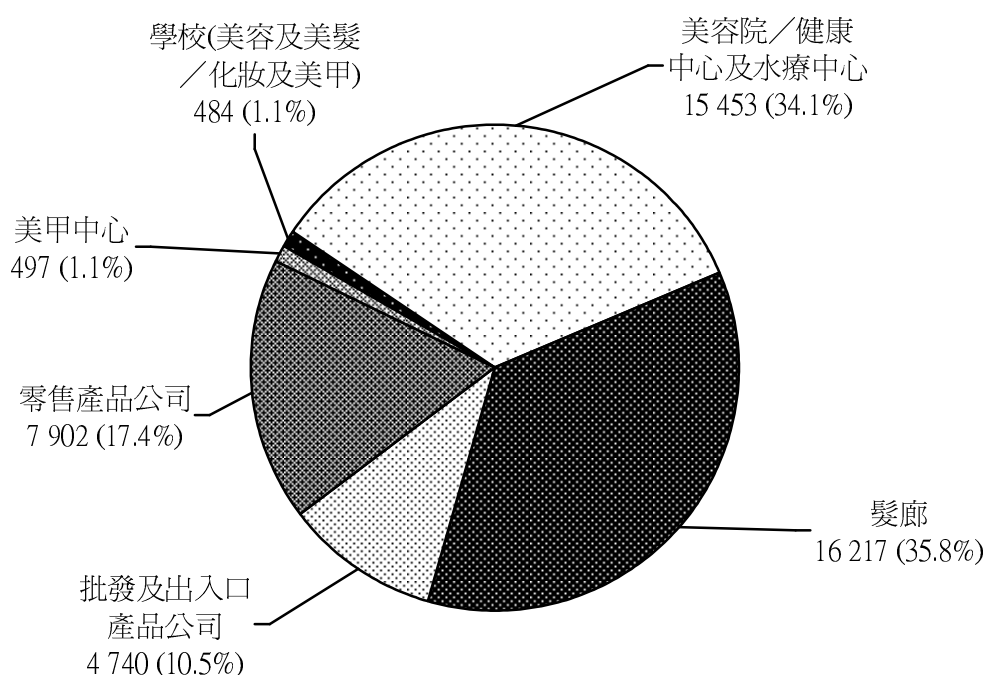
2.2 根據調查結果，六個行業類別於 2007 年 12 月共僱用 **51 860** 人，其中 **45 293** 人(**87.3%**)為美容、美髮及化妝品業的主要職能人員(即技術僱員)[包括直接僱員(42 491 人)、自由職人士(1 434 人)及兼職人士(1 368 人)]，其餘 **6 567** 人(**12.7%**)為業內的非主要職能人員(即非技術僱員)。與 2005 年的相關數據比較 85%及 14.8%相若。而 2005 年的總技術僱員人數為 39 370 人，較是次調查錄得增加了 5 923 人，兩年之間的增幅為 15%。

2.3 與上一次調查相同，是次調查內容的所有分析不涉及擔任一般的行政、會計及其他輔助工作的非技術僱員。此外，因行業有獨特的特性，於人力調查報告中所提及的僱員人數將包括直接僱員、自由職及兼職人士的數目，此有助全面反映整個行業人力情況的全貌。

## 人力分佈情況

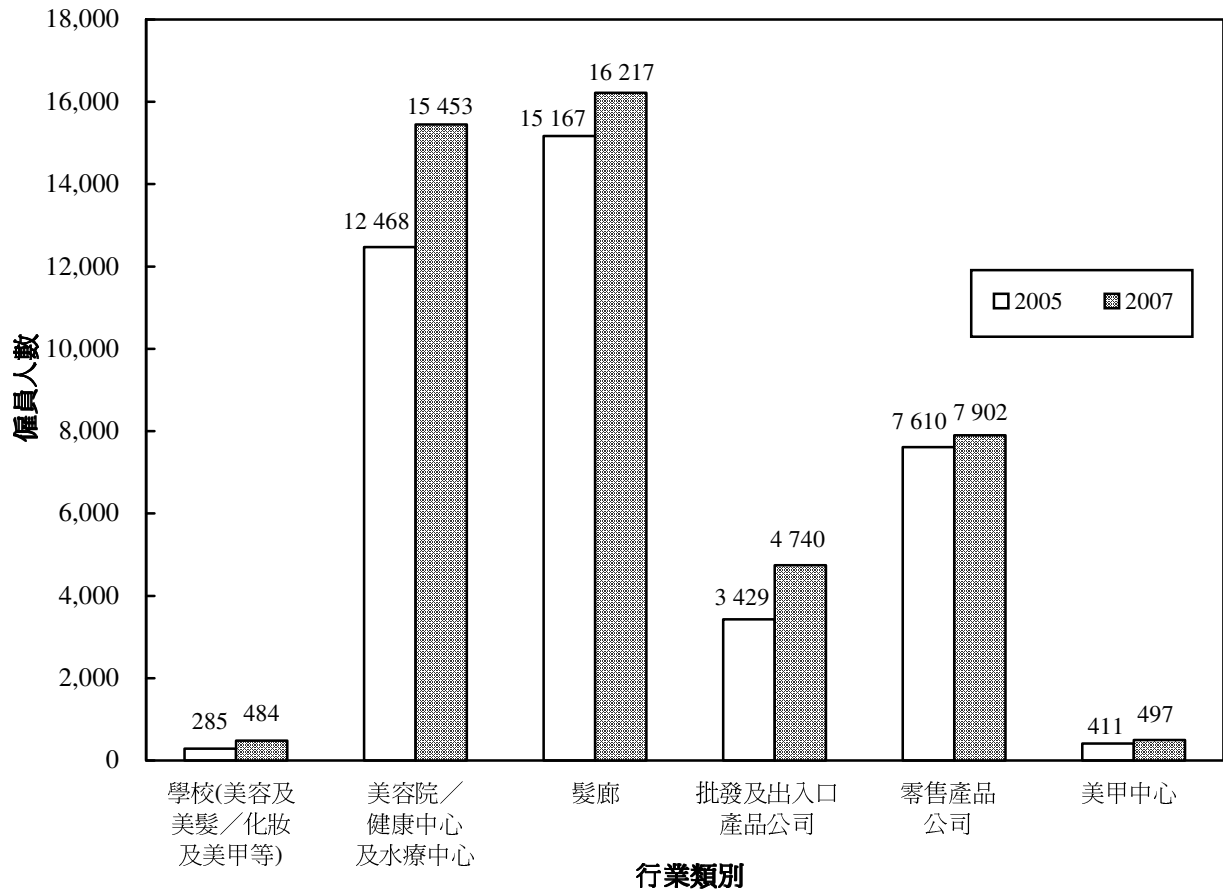
2.4 調查顯示，僱員人數最多的機構類別為髮廊(共 16 217 人，佔總數 35.8%)，其次類別依次序為美容院／健康中心及水療中心(15 453 人，佔總數 34.1%)；零售產品公司(7 902 人，佔總數 17.4%)；批發及出入口產品公司(4 740 人，佔總數 10.5%)；美甲中心(497 人，佔總數 1.1%)；以及學校(美容及美髮／化妝及美甲) (484 人，佔總數 1.1%)。各類別的僱員人數的分佈情況見圖一；詳細人力統計數字見第五章表一。

圖一：各行業類別僱員人數的分佈情況  
(直接僱員、自由職及兼職人士)  
總數：45 293



2.5 與 2005 年調查相比，美容院／健康中心及水療中心的僱員人數錄得最高增幅，增加 2 985 人(+23.9%)；其次為批發及出入口產品公司，增加 1 311 人(+38.2%)；髮廊增加 1 050 人(+6.9%)；零售產品公司增加 292 人(+3.8%)；而美甲中心則增加 86 人(+20.9%)。而在學校的類別中，基於抽樣調查的方法有所不同，其僱員人數不能直接與 2005 年的數字比較。各類別僱員人數的增長見圖二。詳細 2005 年及 2007 年人力統計數字的比較見第五章表二。

圖二：2005年及2007年各行業類別  
僱員人數的分布情況



2.6 各行業類別的僱員情況(包括自由職及兼職僱員)見表一。

表一：各行業類別僱員情況

	直接僱員	自由職人士	兼職人士
學校 (美容及美髮/美甲及化妝)	370	50	64
美容院/健康中心及水療中心	14 735	303	415
髮廊	14 545	1 056	616
零售產品公司	7 772	0	130
批發及出入口產品公司	4 622	0	118
美甲中心	447	25	25
	<b>42 491</b>	<b>1 434</b>	<b>1 368</b>

2.7 調查亦顯示，2007年有1 434人的自由職人士。與2005年調查相比，自由職人士錄得減少了1 438人。在個別類別中，髮廊佔最多自由職人士(為1 056人)，其次為美容院／健康中心及水療中心(為303人)。在主要職務中，髮型師的自由職人士數目在2007年只有909人，與上一次的調查錄得減少了1 042人。相反，髮型師的直接僱員數目在2007年有7 845人，較上一次的調查錄得增加了1 430人。此反映近年髮型師由自由職人士的身份轉為髮廊的直接僱員的情況較普遍。

2.8 而在兼職人士的情況中，2007年有1 368人。與2005年調查相比，錄得增加了259人。在個別類別中，亦以髮廊佔最多人數(為616人)、美容院／健康中心及水療中心則有415兼職人士。

2.9 在各行業類別的主要職務中，較多的僱員人數摘要如下：

職稱	僱員人數*	
	(2005年)	(2007年)
1. 高級美容師及美容師	7 792 (19.8%) <sup>#</sup>	9 689 (21.4%) <sup>#</sup>
2. 高級髮型師及髮型師	8 827 (22.4%) <sup>#</sup>	9 328 (20.6%) <sup>#</sup>
3. 美容顧問(櫃位)及髮型護理顧問	5 431 (13.7%) <sup>#</sup>	5 487 (12.1%) <sup>#</sup>
4. 髮型助理	5 184 (13.2%) <sup>#</sup>	5 777 (12.8%) <sup>#</sup>
5. 營業代表	904 (2.3%) <sup>#</sup>	1 914 (4.2%) <sup>#</sup>
	<b>28 138 (71.4%)<sup>#</sup></b>	<b>32 195 (71.1%)<sup>#</sup></b>
	<b>(總僱員人數) (39 370) (100%)</b>	<b>(45 293) (100%)</b>

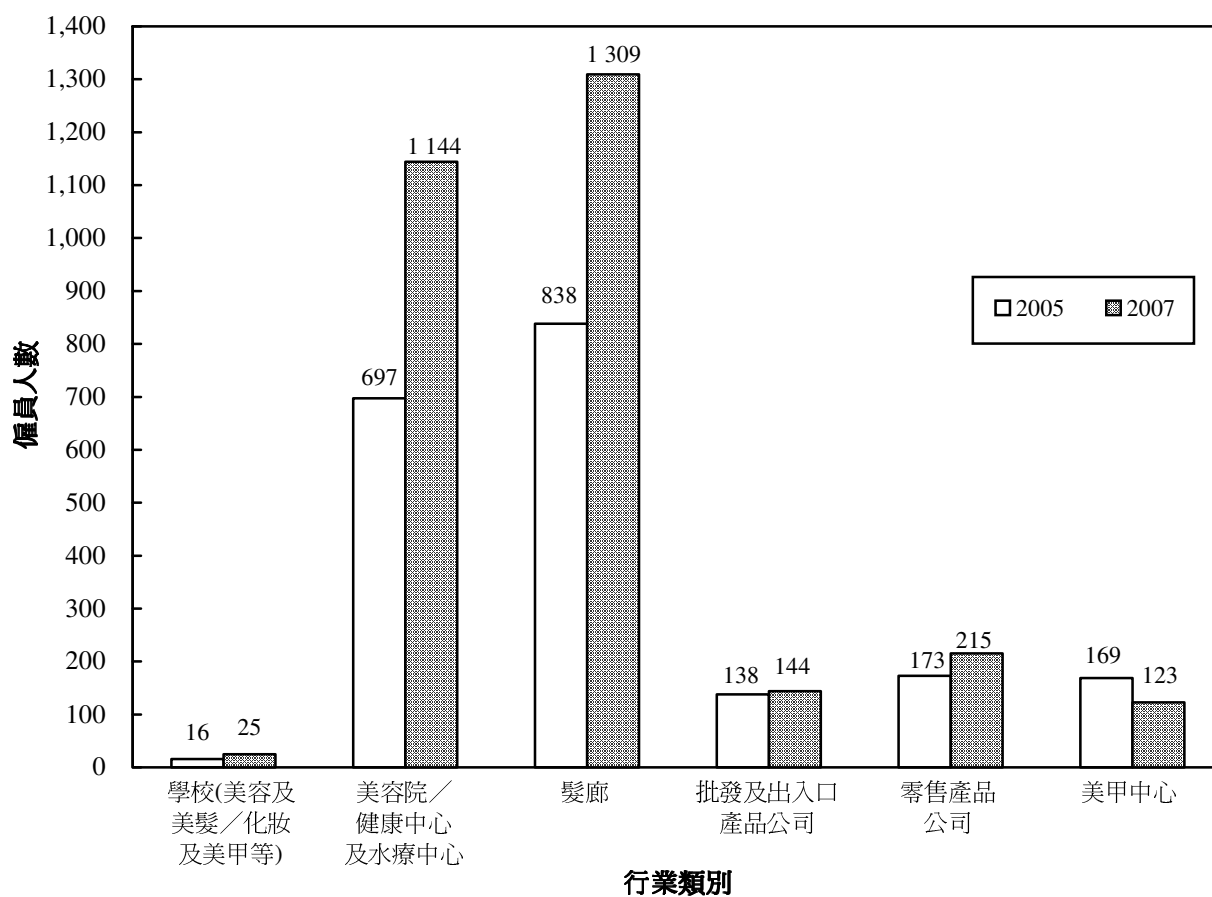
(\*：包括直接僱員、兼職及自由身人士；#：佔僱員總數的百份比)

2.10 上述主要職務佔僱員總數的百份比與2005年調查相若，各主要職務的人力情況分別出現不同程度的增長。最高的升幅為高級美容師及美容師，與上一次的調查比較，增加了1 897人(+24.3%)；其次為營業代表，增加了1 010人(+111.7%)。事實上，營業代表／銷售人員亦是大部分服務提供者／產品供應商反映最難招聘的職位之一。

## 現有職位空缺數目

2.11 調查期間，僱主報稱本業有 2 960 個空缺，佔 45 451 個現有職位數目(包括直接僱員及空缺數目)的 6.5%。與 2005 年調查相比，空缺數目亦錄得增加了 929 個。在各行業類別中，髮廊佔最多空缺，有 1 309 個。其次是美容院／健康中心及水療中心，有 1 144 個。2005 年及 2007 年各類別的現有空缺數目則載於圖三。

圖三：2005 年及 2007 年各行業類別  
現有空缺數目



\*佔同類機構職位數目為 45 451 人(包括直接僱員及空缺數目)的百份率。

2.12 主要職務的空缺數目亦表列如下：

<u>職稱</u>	<u>空缺數目</u>	<u>佔空缺數目的百份率</u>
1. 髮型助理	931	31.5%
2. 美容師	757	25.6%
3. 髮型師	338	11.4%
4. 美容顧問(櫃位)	168	5.7%
5. 美容師助理	103	3.5%
6. 營業代表	115	3.9%
<b>合共</b>	<b>2 412</b>	<b>81.5%</b>
<b>總空缺數目</b>	<b>(2 960)</b>	<b>(100%)</b>

#### 現有受訓者人數

2.13 調查顯示，六個行業分類的機構共有 139 受訓者。受訓者人數最多的機構類別為美容院／健康中心及水療中心，有 72 人；其次為美甲中心，有 33 人；零售產品公司有 26 人；髮廊則有 8 人。與 2005 年相比，受訓者數目錄得減少了 457 人。

## (二) 預測人力需求

#### 僱主預測 2008 年十二月時的人力需求

2.14 僱主預測，2008 年 12 月時，本行業將會有 45 662 個職位(不包括自由職及兼職人士)，較 2007 年增加 211 個新職位，增幅為 0.5%。各類機構當中，髮廊有 132 個新職位。而零售產品公司及美甲中心分別有 91 個及 58 個新職位。表二扼要 2007 年比對 2008 年人力預測的比較。

表二：僱主預測 2008 年 12 月時各行業類別的僱員人數

	(a) 2007 年 12 月時 僱員人數	(b) 2007 年 12 月時 空缺數目	(a + b) 2007 年 12 月時直接 僱員人數	僱主預測 2008 年 12 月時的 人力數目	增幅(%)
學校 (美容及美髮／美甲及化妝)	370	25	395	394	-0.3%
美容院／健康中心及 水療中心	14 735	1 144	15 879	15 858	-0.1%
髮廊	14 545	1 309	15 854	15 986	0.8%
零售產品公司	7 772	215	7 987	8 078	1.1%
批發及出入口產品公司	4 622	144	4 766	4 718	-1.0%
美甲中心	447	123	570	628	10.2%
	<b>42 491</b>	<b>2 960</b>	<b>45 451</b>	<b>45 662</b>	<b>0.5%</b>

2.15 較多新增職位的主要職務分佈情況摘要如下：

職稱	新增職位數目
美容師	94
髮型助理	68
美容顧問(櫃位)	65

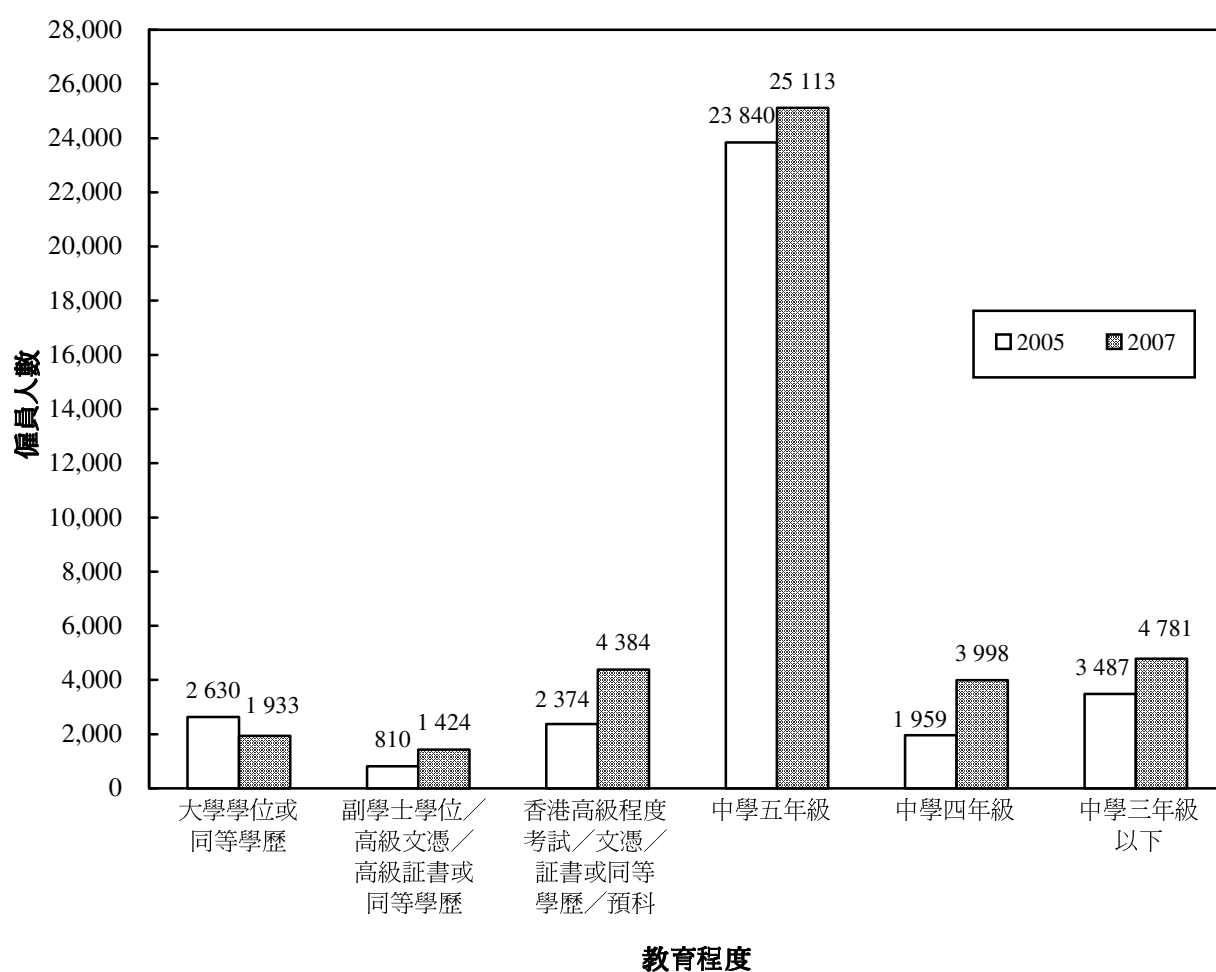
### (三) 招聘要求

#### 僱員宜有教育程度

2.16 圖四扼要就 2005 年與 2007 年僱主認為在不同行業分類中直接僱員宜有的教育程度作出比較。調查表示，59.1%僱主報稱直接僱員應能擁有中五教育程度，特別在美容院／健康中心及水療中心及髮廊。而 10.3%僱主認為他們需擁有香港高級程度考試的學歷。詳細人力統計數字見第五章表三(a)。

2.17 在人力供應不足的情況下，僱主對直接僱員的教育程度的要求相對下降。79.8%的僱主希望直接僱員擁有中三至中五的教育程度，較上一次的調查錄得減少了 3%。而對擁有大學學位的要求，從 2005 年的 7.4%減少至 2007 年的 4.5%。

**圖四：2005 年與 2007 年各行業類別  
僱員的宜有教育程度**

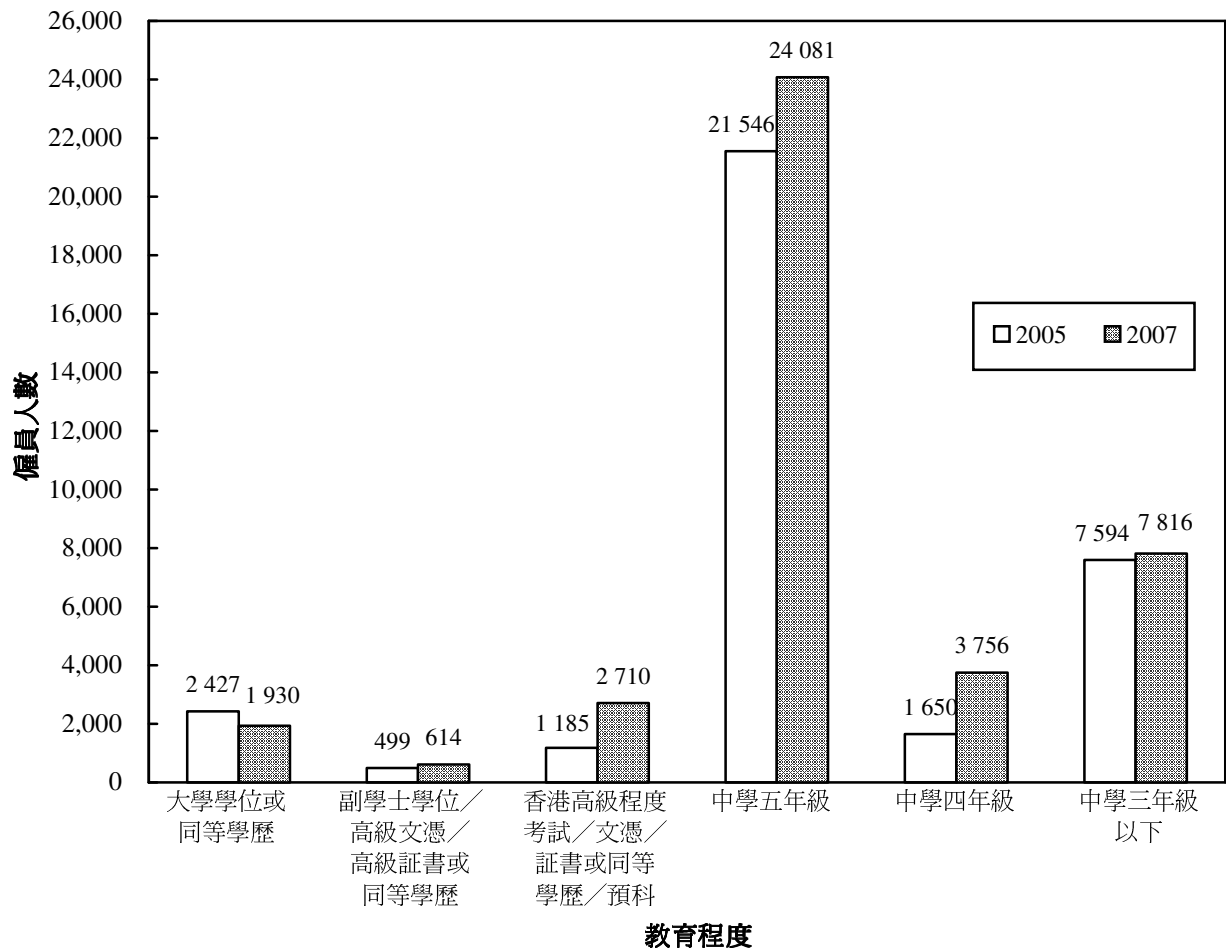


### 僱員現有教育程度

2.18 圖五扼要就 2005 年與 2007 年僱主認為在不同行業分類中直接僱員現有的教育程度作出比較。調查表示，56.7%的僱員在不同行業類別都擁有中五的教育程度。有關直接僱員現有的教育程度的調查情況亦與 2005 年相若。詳細人力統計數字見第五章表三(b)。



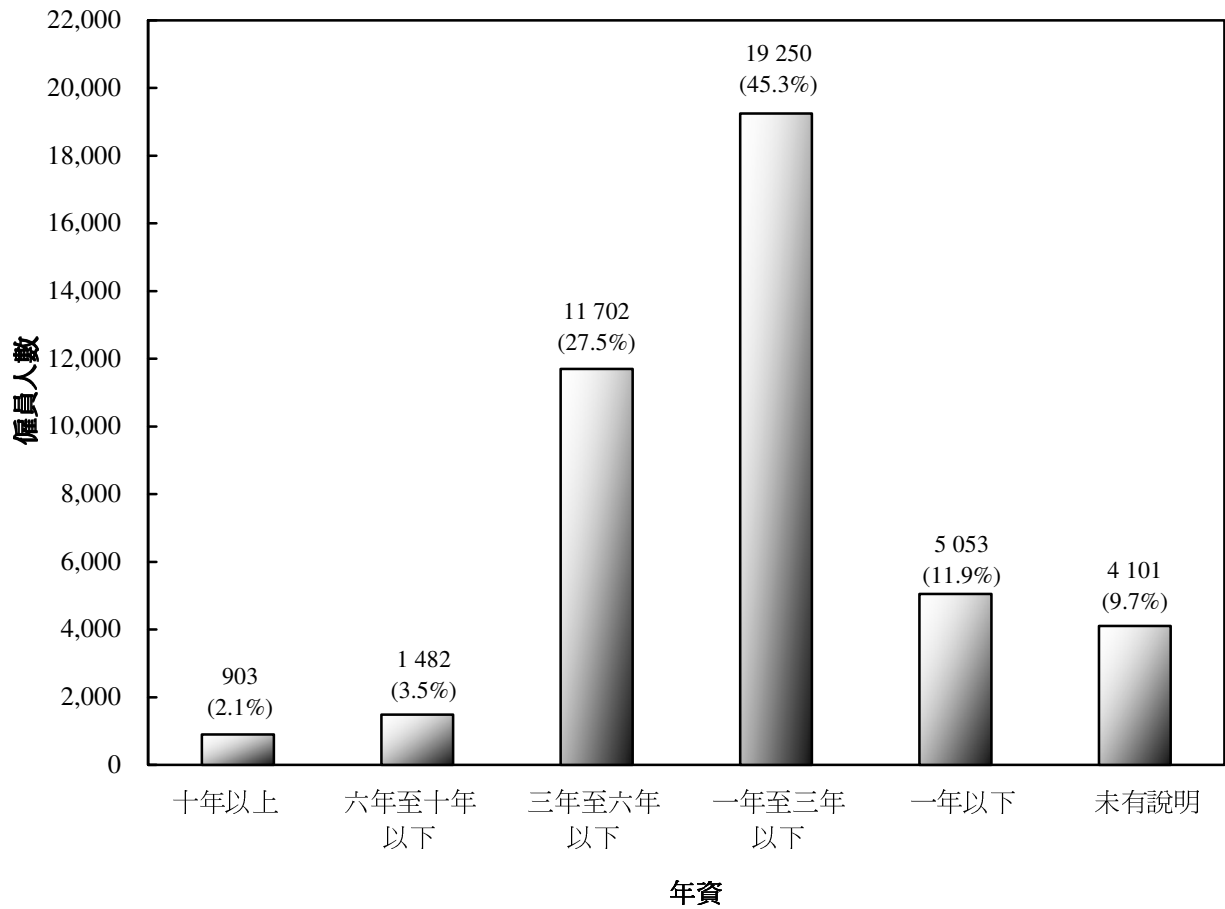
圖五：2005年與2007年各行業分類  
僱員現有教育程度



### 僱員宜有的相關工作經驗

2.19 調查表示，45.3%的直接僱員在不同行業類別需要擁有一年至三年的相關工作經驗；而27.5%的僱員亦擁有三年至六年的相關工作經驗。詳細人力統計數字見第五章表四(a)。

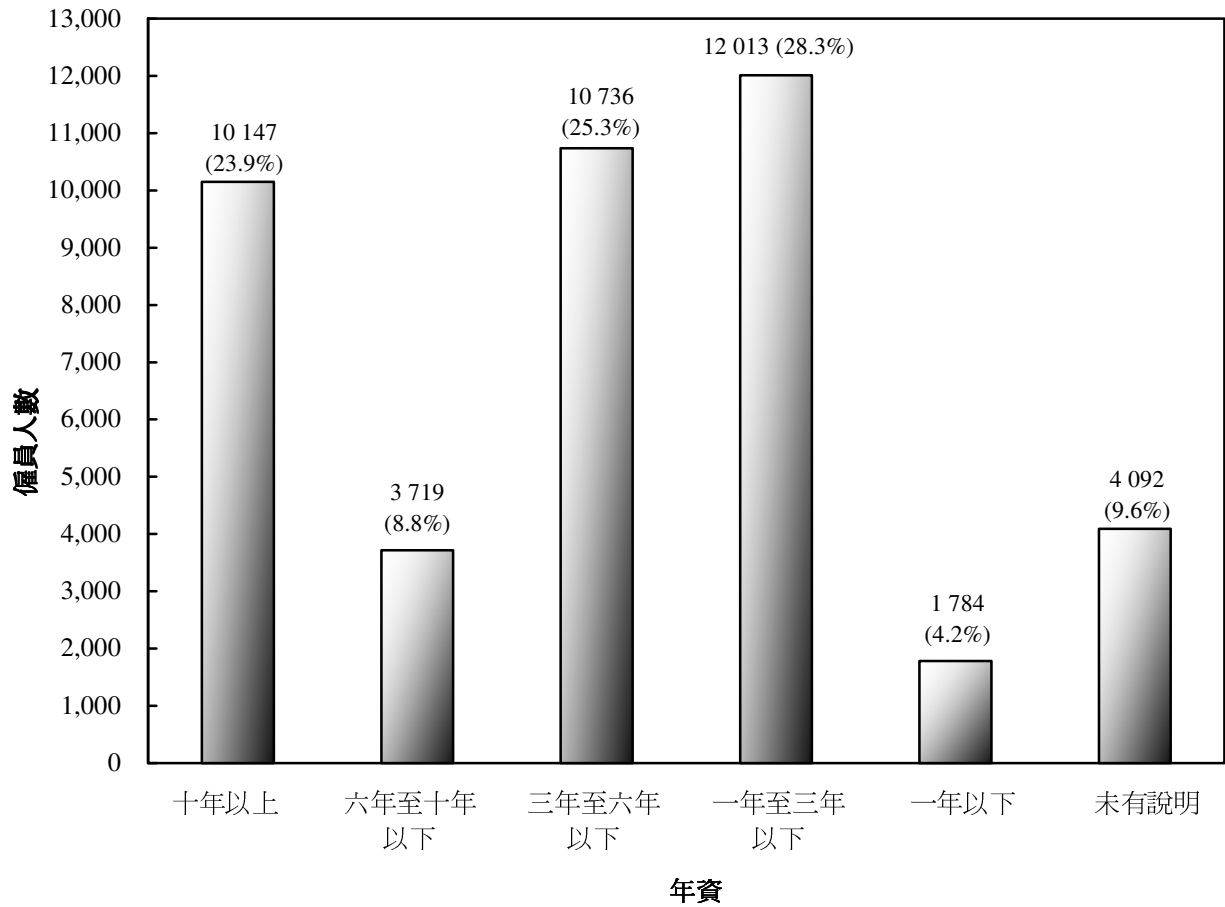
圖六：僱員的宜有相關工作經驗



### 僱員現有的相關工作經驗

2.20 只有 28.3% 的直接僱員在不同行業類別需要擁有一年至三年的相關工作經驗。相反，23.9% 的直接僱員擁有十年以上的相關工作經驗。此反映僱主均希望聘請工作經驗較多的僱員。與教育程度相比，僱主對僱員的技能及工作經驗的要求較為重要。詳細人力統計數字見第五章表四(b)。

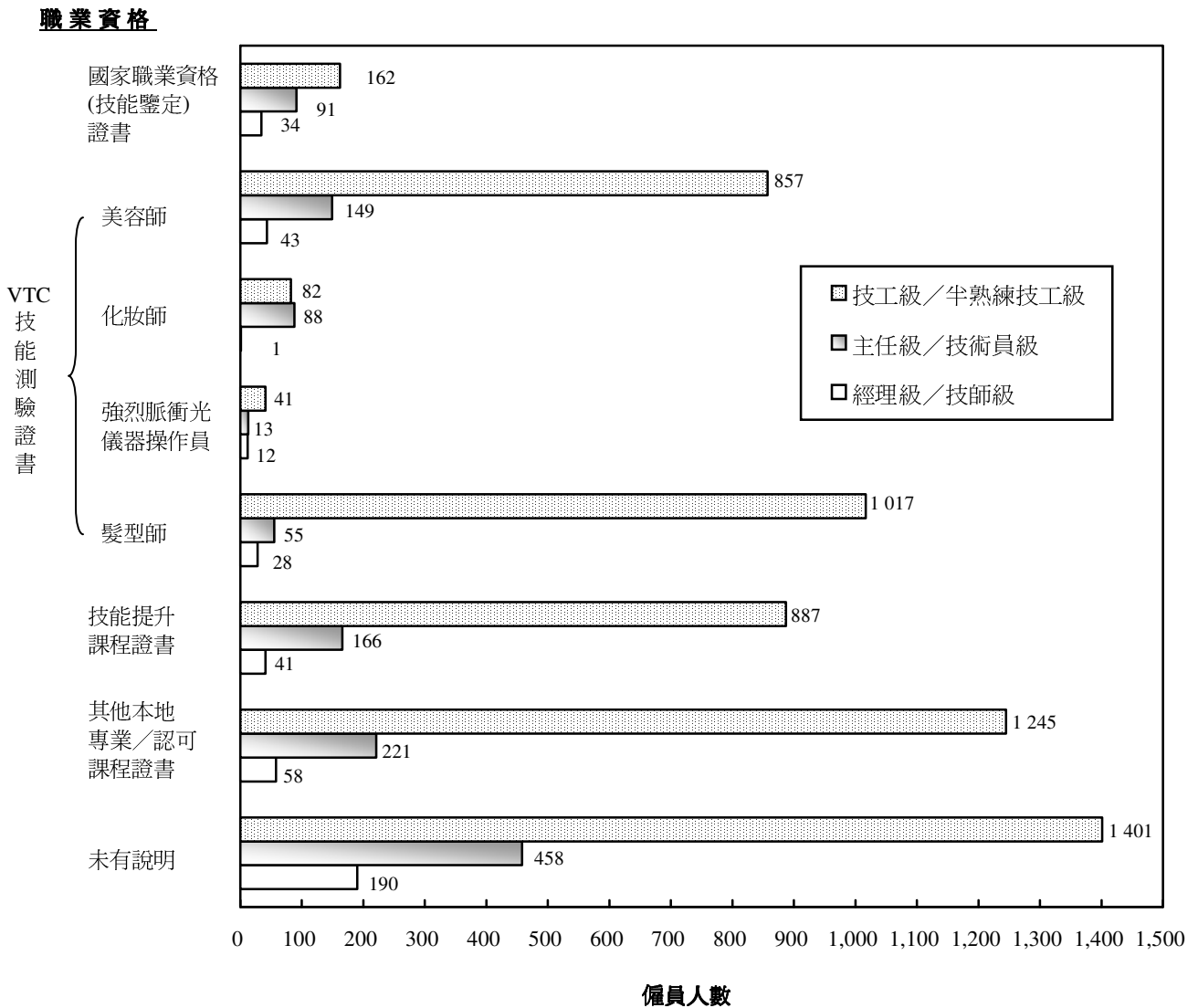
圖七：僱員的現有相關工作經驗



### 僱員宜有職業資格

2.21 大部份僱主表示，直接僱員宜持有國際性的專業／認可課程的證書；其次為本地的專業／認可課程證書。因行業所認可的職業資格都以國際性證書課程為主，此反映僱主認為國際性課程證書的質素較有保證。圖八列出僱主對僱員宜持有不同的職業資格的期望。詳細人力統計數字見第五章表五(a)。

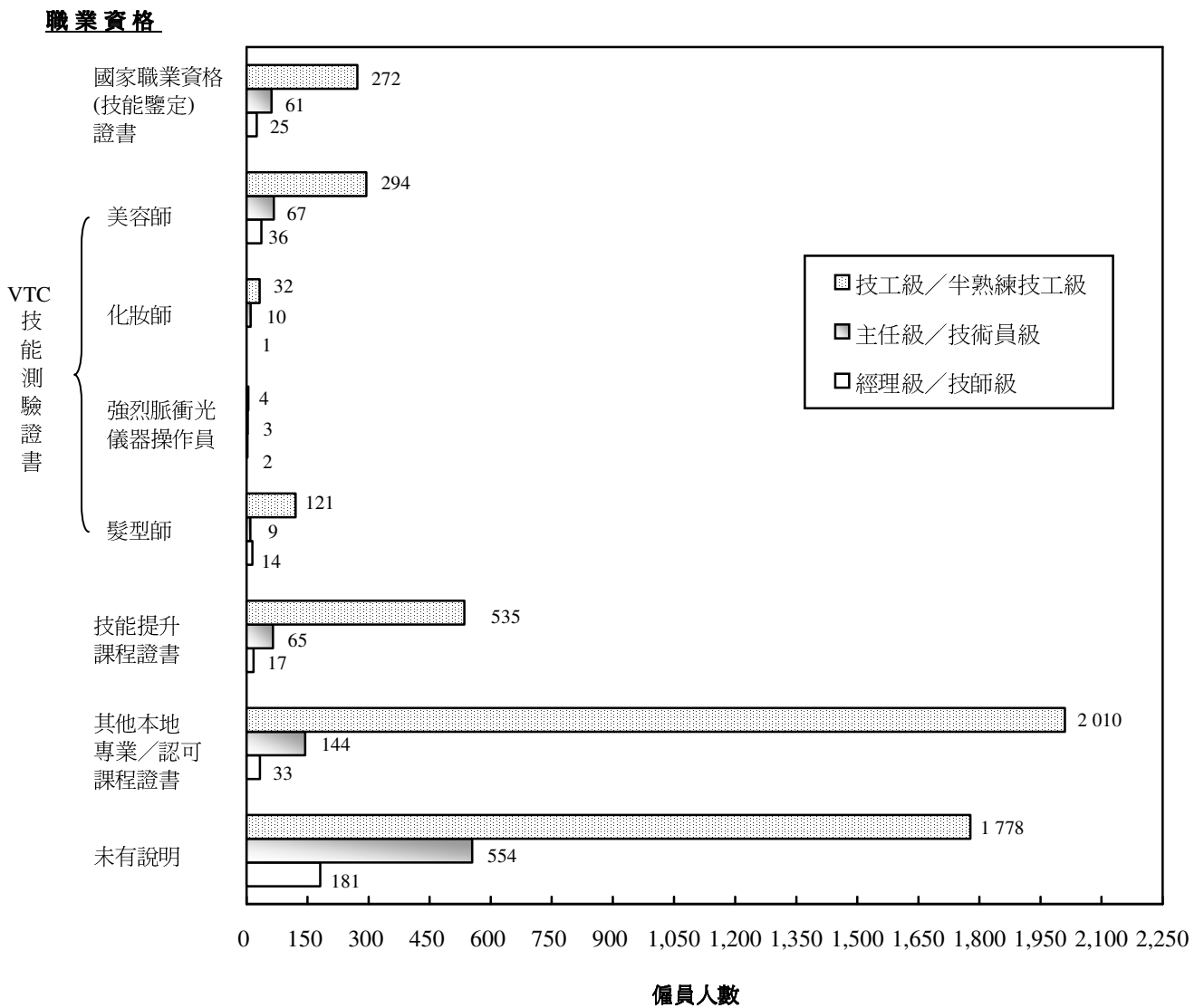
圖八：僱員宜有職業資格



僱員現有職業資格

2.22 而大部份的直接僱員現時則持有國際性的專業／認可課程的證書；其次為本地的專業／認可課程證書。詳細人力統計數字見第五章表五(b)。

圖九：僱員現有職業資格



#### (四) 人力培訓及發展

##### 僱員須接受的技能培訓範疇

2.23 調查顯示，大部份僱主認為僱員應在未來 12 個月內應接受不同的技能培訓。在各技能培訓範疇中，以顧客服務技巧佔最多，其次依次序為普通話及英語會話；銷售及市場推廣及處理投訴的技巧等。在各技能級別中，僱主認為技術員及技工級僱員應接受上述各項的培訓。詳細人力統計數字見第五章表六。

## 招聘困難

2.24 調查結果顯示，共有 3 172 間機構進行招聘。當中 2 108 間 (66.5%) 機構表示在招聘人手方面遇上困難，情況在髮廊中較為嚴重，其次為美容院／健康中心及水療中心。招聘困難主要是市場缺乏具相關經驗的求職者，及求職者對其職位的服務條件／薪酬要求過高。詳細人力統計數字見第五章表七。

## 離職人數

2.25 按技能等級劃分，僱主報稱在過去 12 個月離職的僱員有 10 983 人(相當於職位總數的 24.2%)。在各技能級別中，佔離職人數最多為技工級／半熟練技工級等，有 9 983 人(90.9%)。而按各類別劃分中，以髮廊的離職人數最多，有 5 963 人(54.3%)，其次為美容院／健康中心及水療中心，有 2 987 人(27.2%)及零售產品公司則有 1 058 人(9.6%)。

## **(五) 國內／澳門發展對人力需求的影響**

### 國內／澳門開設分行的機構數目

2.26 在 8 188 間機構中，249 間機構表示有在國內設有分行。當中佔 163 間為批發及出入口產品公司；其次有 35 間為美容院／健康中心及水療中心。情況與 2005 年調查結果相近。而只有 20 間機構表示有在澳門設有分行。

### 香港聘用的僱員派駐國內／澳門工作

2.27 在調查前十二個月，共有 137 名香港聘用的僱員派駐(長駐)國內工作。當中佔主任級人士最多(有 100 人)；其次為管理級人士(有 34 人)。管理級人士派駐國內工作的數目與上一次調查相比，相對減少。而在 137 名中，98 名為批發及出入口產品公司的僱員，其次有 29 名為零售產品公司僱員，情況亦與 2005 年相近。相反，香港聘用的僱員派駐(長駐)澳門工作只有 15 名。詳細人力統計數字見第五章表八(a)及(b)。

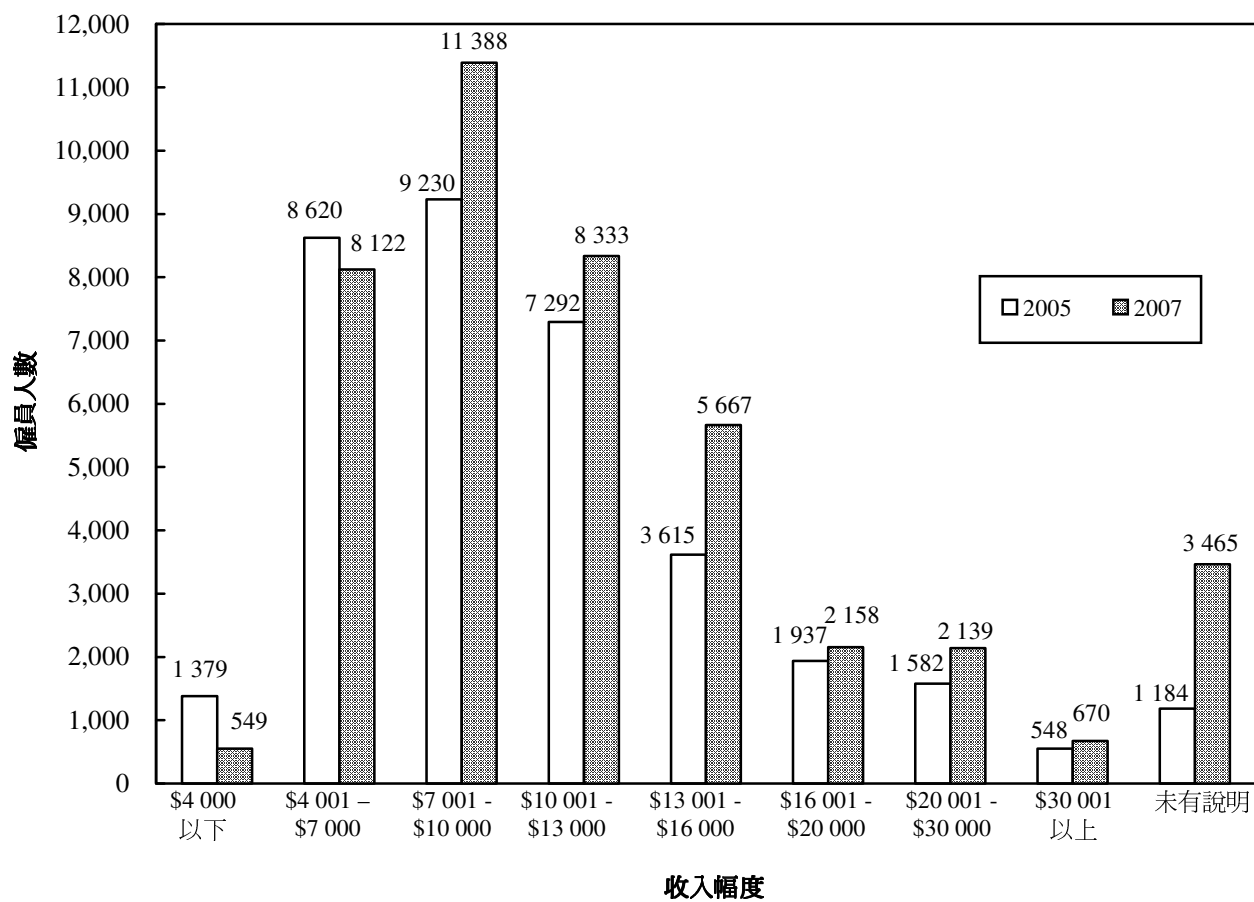
2.28 而另有 206 名為香港聘用的「非長駐」僱員在國內工作。當中佔營業員最多(有 126 人)；其次為管理級人士(有 50 人)。按各類別劃分中，以批發及出入口產品公司的僱員最多(有 141 人)；其次為美容院／健康中心及水療中心(有 36 人)。而香港聘用的僱員派駐(非長駐)澳門工作則只有 13 名。

2.29 僱主預測在調查十二個月後，將會有 317 名香港聘用的僱員「長駐」國內工作。當中技工級人士佔 120 人；其次為主任級人士(有 100 人)、營業員(有 49 人)及管理級人士(有 39 人)。在 317 名中，批發及出入口產品公司及髮廊分別表示有 147 名及 72 名僱員長駐國內工作；其次為美容院／健康中心及水療中心(有 67 人)。情況亦與 2005 年相近。

### 收入分佈

2.30 「每月總收入」包括底薪，逾時工作津貼、其他津貼、佣金及花紅。圖五列出整個行業的收入分佈情況。與 2005 年相比，大部份僱員的平均每月收入為 \$7 000 至 \$10 000，有關行業的收入水平接近統計處公佈的收入中位數。是次調查只針對業內人力需求的情況，有關薪酬情況的調查僅作參考之用。

圖十：2005 與 2007 年各類別直接僱員的收入幅度的比較





## 第三章

### 結論

#### (一) 經濟前景

3.1 回顧 2007 年，香港整體經濟表現強勁，實質本地生產總值全年錄得 6.4% 的增長。主要的動力大部份乃源自內部需求，包括私人消費開支(3.1% 的增長)、政府消費開支(0.2% 的增長)及本地固定資本(0.1% 的增長)。受內部增長的驅使，勞工市場持續改善，令失業率亦創復甦以來的新低(全年為 4%)，而股市及樓市表現則創復甦以來的新高。

3.2 然而，本港整體經濟表現上揚，但通脹急升至 11 年來的新高，原因是國際油價及商品價格持續上漲，蔓延至其他消費品及服務類別。受政府的一次性寬減公營房屋租金及差餉的措施影響，減緩了消費物價升幅，全年綜合消費物價為 2%。除此之外，自沙士後所簽定的中長期(三年或以上)租約陸續到期，商戶及寫字樓的租金大幅攀升，令業界面對頗大幅度的加租壓力，同時部份地區商舖(用作美容護理、美髮服務及化妝品業用途)的租金加幅更較其他行業為高。為應付租金上漲的壓力，企業必須減省其他成本開支。另一個高成本的因素是本地僱員的薪酬水平相對較其他地方為高，令整體經營成本上升。在這種營商環境下，業界經營變得非常困難，加上面對行業之間的強勁競爭，本港的優勢會減弱。最受影響的是需要較大空間的水療服務中心之發展。隨著最低工資立法的呼聲日漸高漲，高度依賴密集勞動力的美容及美髮市場，將無可避免面對另一難關。

3.3 踏入 2008 年，受全球經濟趨向放緩及通脹不斷攀升的影響下，本港的經濟增長步伐開始減慢。股市市場調整、樓市轉弱亦進一步打擊內部消費意欲，蠶食消費者的購買力。此現象亦已反映在第二季的增長數字(由第一季 7.3% 放慢至第二季 4.2%)。上述情況亦影響市民對各種美容護理、美髮服務及化妝品的需求。

3.4 隨著雷曼事件於 2008 年 9 月開始所引發的環球金融海嘯，令香港經濟環境急劇下滑及加快出現衰退的現象。受事件衝擊，香港股市暴跌、銀行收緊借貸，令所有企業增加信貸困難，面臨倒閉及清盤的危機。員工面對裁員或拖欠薪金的情況將漸漸浮現，失業率在短期內會持續上升。

## (二) 行業前景及對人力的影響

3.5 經過 2003 年沙士後，美容護理、美髮及化妝品業的元氣已快速回復。踏入 2007 年，行業更進入了整固期。在各種的服務類別，繼續邁向多元化的發展(例如男士的美容護理、瘦身服務、高清化妝等)。近年，顧客對不同服務和產品的質素及價格的要求相應提高了不少。為滿足顧客的需求，各服務提供者／產品供應商之間的競爭日趨激烈。在服務收費當中，開始出現兩極化的現象。一方面是以高科技旗幟的服務項目為主仍可維持一定的收費水平。而另一方面亦出現了不少以價格主導的低收費服務項目。從培訓角度，意味著提供高科技的相關服務的僱員必須接受更專業的培訓。而以低消費作招徠的服務則須以數量來維持收入，故需要更多勞動人口投入市場。兩者皆需要適宜的培訓政策作配合。

3.6 在美容護理中，近年以醫學美容(透過激光、強烈脈衝光及其他與光學有關的儀器進行不同的美容護理療程)及中醫學美容(透過調理身體內的各種臟腑功能從而達到由內至外的美容效果)的發展最為明顯。與此同時亦吸引了愈來愈多不同界別的專業人才(當中包括醫生、醫療護理人員、營養師等)加入有關市場。此現象已反映在是次人力調查的數字中。

3.7 美甲業自 2004 年沙士後發展速迅，但仍然屬新興行業，存有較大發展空間。其服務主要包括指甲、手足護理及甲藝等。指甲及手足護理項目已漸漸成為市民對自己儀容及個人衛生的基本要求。而甲藝(如平面或立體藝術花甲、水晶甲等)的項目，過去兩年亦愈來愈流行。為吸引更多顧客，其收費水平已非常大眾化，令業內的競爭開始擴大，但市場

亦同時擴張。從人力需求角度，市場仍然需要較多擁有豐富手足護理技術及殷勤服務經驗的僱員。長遠來說，僱員應就這方面接受更多及更深入培訓，對個人或整體美甲業的發展將起正面的影響。

3.8 在美髮業的發展，除了傳統美髮的服務外，近年更趨向多元化發展，一些新興與頭髮護理相關的服務亦漸漸流行。隨著人口老化問題外，現今社會面對激烈競爭及龐大壓力、飲食習慣及生活方式往往對頭髮做成不同程度的影響，引起各種頭髮問題(如脫髮、白髮及禿頭等)，此現象更出現年輕化的趨勢。市民亦開始漸漸重視頭髮的護理。其需求可助美髮業發展相關的技術及產品，帶來一定的另類機遇。

3.9 除行業本身的發展外，培訓市場的發展近年亦起了重大變化。隨著政府大力推動終身學習的理念，提高本港的人力資源的生產力和競爭力，應付香港進一步邁向知識型經濟。除傳統教育外，由政府資助的不同培訓機構推出各類型的進修渠道和學習階梯，讓年青人可進修更多其他科目，對民辦的美容美髮培訓機構有一定的影響。此外，現有的教育政策(包括職業教育及再培訓計劃、資歷架構的發展等)亦因應經濟轉型而作出配合。但與此同時亦產生了另一個現象，就是大部份青少年選擇繼續升學，延遲投身社會工作，令青少年入行的數字明顯減少，構成人手供應出現緊張。特別在前線基層員工出現招聘困難的現象已趨向白熱化。隨著政府推行 12 年免費教育，情況將更嚴重。

3.10 礙於金融風暴在 2008 年 9 月發生，對本港經濟做成一定的影響。有關美容護理、美髮及化妝品業的整體發展規模相對地放緩，而業內培訓人數需求的性質亦有相應的轉變。

### **(三) 調查結果**

3.11 因應以往人力調查的經驗及行業的獨特性，統計處在制訂是次調查的抽樣方案時已作出更多改善，此有助提高其準確性。訓練委員會審

閱過調查結果後，認為數據所得大致能反映調查期間整個美容、美髮及化妝品業的人力情況。

### 人力結構及增長

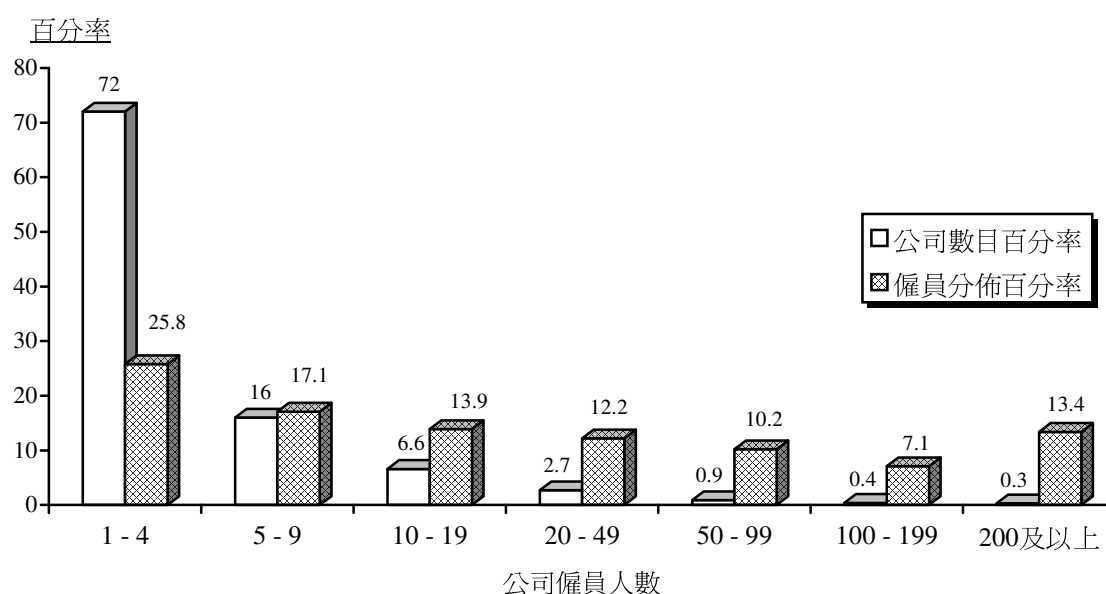
3.12 調查顯示，2007年11月時，美容、美髮及化妝品業共僱用45 293的技術僱員(包括直接僱員、自由職人士及兼職人士)。在六個行業類別中，最多僱員人數於髮廊，其次類別依次序為美容院／健康中心及水療中心。

3.13 自由職人士的情況中，調查期間只有1 434人，較2005年的2 872人比較，減少約50%。值得關注的原因是在個別主要職務中，髮型師的自由職數目由2005年的1 951人下調至2007年的909人。相反，髮型師的直接僱員數目則由2005年的6 415人上調至2007年的7 845人。

3.14 而兼職人士的情況在調查期間有1 368人，與上一次調查結果相近。

3.15 圖3.1顯示直接僱員人數在公司數目及僱員分布百分率，以便評估出業內的結構。

**圖 3.1：按直接僱員人數的公司數目及僱員分布百分率**



3.16 調查結果反映美容、美髮及化妝品業以僱員數目少於 10 人的小型公司為主。事實上，88% 的公司 在 1-9 人範圍。從僱員角度，43% 的僱員任職於 1-9 人公司。另一方面，僱員超過 100 人以上只佔整體企業的 0.7%。

3.17 美容、美髮及化妝品業的技術僱員整體空缺率約 6.5%，較 2005 年 5.4% 為高。人手不足的情況以髮廊內髮型助理的職務最為嚴重，空缺有 931 個。其次為美容院／健康中心及水療中心內美容師的職務，空缺有 757 個。事實上，受強勁經濟帶動下，業內的僱員轉往到其他行業(如零售業)發展有上升趨勢。加上政府教育政策及再培訓計劃，令青少年投身美容、美髮及化妝品業減少。隨著政府將推行 12 年免費教育，將有更多青少年選擇繼續升學，令人手供應短缺情況更加嚴重。

3.18 僱主預測，2008 年 12 月時有 45 662 個職位(不包括自由職及兼職人士)，整體只有 0.5% 增長。因營商成本持續高企及人手短缺等問題，整個行業在人力需求的擴充抱着審慎的態度。在各職務中，佔較多的新增職位只有：

#### 新增職位數目

(i) 美容師	94
(ii) 髮型助理	68
(iii) 美容顧問(櫃位)	65

#### 僱員宜有及現有教育程度

3.19 在僱員宜有教育程度中，僱主接受僱員有中五教育程度較上一次調查有所上升。但在現時招聘困難時，僱主一般放寬條件，聘用較低學歷的僱員。然而，僱主亦願意接受擁有中四或以下教育程度的僱員(由 2005 年的 14.8% 上升至 2007 年的 20.7%)。此現象亦明顯地反映在僱員的現有教育程度情況中，特別是擁有中四教育程度的僱員數字(由 2005 年的 4.7% 上升至 2007 年的 8.8%)。

### 宜有及現有工作經驗

3.20 除教育程度外，僱主亦認為其技能及工作經驗是一項首要條件。調查亦指出，僱主期望僱員工作經驗的宜有年資與現有年資相若。

### 宜有及現有職業資格

3.21 有關僱員的職業資格，大部份僱主都認為僱員應持有國際性課程證書的職業資格。此與行業過去多年的發展有關。

### 僱員須接受的技能培訓範疇

3.22 按上一章的調查指出，大部份僱主較重視前線員工(包括技術員級及技工級僱員)在「顧客服務、銷售及市場推廣」及「語文能力」等範疇的培訓，反映僱主希望提升美容、美髮及化妝品業整體服務水準。

3.23 另一個值得關注的現象是，由於大部份機構為中小型公司，僱主不鼓勵員工於辦公時間內參加不同的培訓課程，以免影響公司的日常運作。此外，從僱員角度，基於本行業選用佣金制度(即佣金屬薪金其中一部份)，僱員認為於營業時間內接受培訓或會直接影響其收入，此有機會減低僱員對技能提升及進修的意欲。

### 招聘困難

3.24 按上一章的調查指出，共有 3 172 間機構進行招聘。當中 2 108 間(66.5%)機構表示在招聘人事方面遇上困難，情況在髮廊中較為嚴重。但亦有 1 585 間髮廊表示於過去 12 個月內未有嘗試進行招聘。此反映一個特別的現象，在招聘方式中，美髮業大多數靠同業推薦合適的人才，於報章內刊登招聘廣告相對較少。

3.25 在各招聘困難的原因中，市場缺乏具經驗求職者的情況最為嚴重，特別出現於美容院／健康中心及水療中心及髮廊的兩個行業類別。此反映出隨著去年經濟表現上揚，促使業內的部份從業員轉投其他行業(如：零售業)發展，導致企業未能聘請具足夠經驗的僱員。除此以外，當技工級／半熟練技工級僱員工晉升至主任級／技術員級僱員後，因青少年減少入行，令行業未能填補最前線／初級員工的有關空缺。

#### 香港聘用的僱員派駐國內／澳門工作

3.26 在 8 188 間機構中，只有 249 間機構表示有在國內設有分行，機構數目與上一次調查所得的結果相若。而派駐國內的香港僱員的數字亦相近。值得關注的現象是，雖然國內美容、美髮及化妝品業的發展存有較大的空間，香港營商的經驗未必完全能應用於國內市場。而且，國內與香港技術人員的薪酬水平差距較遠。

3.27 在僱員數目的比較，香港僱員派駐澳門與派駐國內的相對較少，反映業界人士對澳門的美容、美髮及化妝品業發展興趣不大。基本上，澳門行業發展的情況與香港相近，同樣面對人手供應短缺問題。澳門的博彩及相關事業近數年發展活躍，其薪酬水平較高，吸引從事不同行業的僱員紛紛轉投博彩業，令人手短缺出現惡化。

## 第四章

### 建議

#### (一) 培訓需要

4.1 有關額外人力需求，根據第二章 2.14 段的結果顯示，在考慮僱主預測人力增長及預計每年員工流失後(流失率<sup>1</sup>約 3%)，本會建議美容、美髮及化妝品業增加訓練人數如下：

	2007 年 總人力需求 (直接僱員及空缺)	每年 流失人數 (a)	2008 年人力 需求預測 (b)	2008 年 額外訓練人數 (a+b)
1. 學校(美容及美髮/ 美甲及化妝)	395	11	-1	10
2. 美容院/健康 中心及水療中心	15 879	476	-21	455
3. 髮廊	15 854	476	132	608
4. 零售產品公司	7 987	240	91	331
5. 批發及出入口 產品公司	4 766	143	-48	95
6. 美甲中心	570	17	58	75
<b>合共</b>	<b>45 451</b>	<b>1 363</b>	<b>211</b>	<b>1 574</b>

4.2 在 1 574 名預計額外培訓人手中，大部份屬於髮廊，其次為美容院/健康中心及水療中心及零售產品公司。自 2008 年 9 月受金融風暴衝擊開始後，相信其訓練人數將有較大差距。

4.3 整體而言，香港經濟前景在短期內會加快出現衰退現象。然而，美容、美髮及化妝品業的發展前景亦相對放緩，並面對一個較艱辛的時刻。

<sup>1</sup> 「流失」一詞是指僱員因 投非美容、美髮及化妝品業的工作或開辦其他業內以外的業務，又或移民、返國及退休而離職。



4.4 業界在過渡這困難的期間，本訓練委員會建議：

- 業界應鼓勵僱員及中小企業僱主接受各種培訓，加強裝備，提高生產及競爭力，應付未來的新挑戰與機遇；
- 業界培訓機構可考慮提供下列課程範疇：包括(i)與顧客服務、銷售及市場推廣技巧有關的課程，有助提升行業的服務質素及顧客滿意程度；(ii)語文課程(如普通話及英語會話)，協助改善與顧客溝通技巧；及(iii)與管理相關的課程等，有助企業提升管理及營運能力；
- 提高業內僱員對終身學習的重要性的意識，幫助他們保持競爭力，從而對美容、美髮及化妝品業提供更多貢獻；
- 政府可考慮分配更多資源培訓美容、美髮及化妝品業從業員，特別是一般缺乏資源提供培訓的中小型公司；
- 業界及企業可考慮重整其業務形式及其人力資源分配以配合大環境的轉變，例如：具規模的公司可考慮為僱員提供更廣泛及深層次培訓，就早前面對人手短缺問題而未能拓展該業務做好準備並保持優質顧客服務的質素。而中型規模的公司可考慮透過與業界不同的合作尋找更多商機，發展其業務。至於小型公司可考慮重整其人力資源或與較大規模的公司合併或加入為僱員，減低支出並增強收入。

## (二) 日後調查

4.5 本訓練委員會建議日後繼續每兩年進行一次人力調查，讓有關各方更了解美容、美髮及化妝品業的人力情況，預測未來轉變，採取相應對策。

## 第五章

### 統計表

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表一(a)：直接僱員、自由職人士、兼職人士、空缺及總人力需求（按行業類別劃分）

行業類別的主要職務	直接僱員 (a)	自由職人士 (b)	兼職人士 (c)	合共 (a - c)	空缺 (d)	總人力需求 (a - d)	百分率 (%)
<b>1. 美容及美髮學校</b>							
總監／校長（學校）	25	0	0	25	0	25	0.1%
高級導師 – 美容及美髮	49	0	0	49	1	50	0.1%
美容導師	119	11	33	163	16	179	0.4%
美髮導師	5	8	15	28	6	34	0.1%
助理美容導師	29	0	0	29	2	31	0.1%
行政僱員	50	0	0	50	0	50	0.1%
接待員	27	0	0	27	0	27	0.1%
<b>小計</b>	<b>304</b>	<b>19</b>	<b>48</b>	<b>371</b>	<b>25</b>	<b>396</b>	<b>0.8%</b>
<b>2. 化妝、美甲等學校</b>							
總監／校長（學校）	6	0	0	6	0	6	0.0%
高級導師－化妝及美甲	4	0	0	4	0	4	0.0%
化妝導師	17	10	10	37	0	37	0.1%
美甲導師	6	12	3	21	0	21	0.0%
助理化妝導師	3	0	2	5	0	5	0.0%
助理美甲導師	3	9	0	12	0	12	0.0%
行政僱員	12	0	1	13	0	13	0.0%
接待員	15	0	0	15	0	15	0.0%
<b>小計</b>	<b>66</b>	<b>31</b>	<b>16</b>	<b>113</b>	<b>0</b>	<b>113</b>	<b>0.2%</b>
<b>3. 美容院、健康中心及水療中心</b>							
總監／總經理	83	0	0	83	4	87	0.2%
分區店長／營運經理	399	0	0	399	27	426	0.9%
品牌／營業／市場總監／經理	34	0	0	34	0	34	0.1%
營業／市場主任	91	0	0	91	2	93	0.2%
高級美容師	963	0	0	963	19	982	2.0%
高級化妝師	22	0	0	22	0	22	0.0%
纖體顧問	202	0	0	202	3	205	0.4%
美容師	8,397	160	169	8,726	757	9,483	19.7%
醫護人員助理員	38	0	0	38	0	38	0.1%
化妝師	203	80	9	292	0	292	0.6%
按摩及身體護理師	880	52	32	964	50	1,014	2.1%
修甲師（指甲／趾甲）	102	7	1	110	51	161	0.3%
甲藝師	116	0	1	117	1	118	0.2%
纖體師	614	4	0	618	29	647	1.3%
美容顧問	549	0	0	549	70	619	1.3%
美容師助理	881	0	194	1,075	103	1,178	2.4%
市場推廣助理	43	0	0	43	3	46	0.1%
推廣員	53	0	0	53	1	54	0.1%
行政僱員	283	0	2	285	2	287	0.6%
接待員	723	0	4	727	21	748	1.6%
醫護人員	59	0	3	62	1	63	0.1%
<b>小計</b>	<b>14,735</b>	<b>303</b>	<b>415</b>	<b>15,453</b>	<b>1,144</b>	<b>16,597</b>	<b>34.4%</b>

行業類別的主要職務	直接僱員 (a)	自由職人士 (b)	兼職人士 (c)	合共 (a - c)	空缺 (d)	總人力需求 (a - d)	百分率 (%)
<b>4. 髮廊</b>							
總監／總經理	37	0	0	37	0	37	0.1%
分區店長／營運經理	89	0	0	89	7	96	0.2%
髮型設計總監	33	0	0	33	0	33	0.1%
技術總監	19	0	0	19	0	19	0.0%
高級髮型師	400	16	26	442	8	450	0.9%
髮型師	7,845	909	132	8,886	338	9,224	19.1%
電染技術員	229	10	0	239	16	255	0.5%
修甲師（指甲／趾甲）	117	36	0	153	0	153	0.3%
甲藝師	5	25	0	30	0	30	0.1%
髮型助理	5,272	60	445	5,777	931	6,708	13.9%
行政僱員	87	0	2	89	0	89	0.2%
接待員	412	0	11	423	9	432	0.9%
<b>小計</b>	<b>14,545</b>	<b>1,056</b>	<b>616</b>	<b>16,217</b>	<b>1,309</b>	<b>17,526</b>	<b>36.3%</b>
<b>5. 批發及出入口產品公司</b>							
總監 / 總經理	232	0	0	232	0	232	0.5%
品牌／營業／市場總監／經理	306	0	0	306	0	306	0.6%
產品／技術經理	281	0	0	281	11	292	0.6%
營業／市場主任	752	0	0	752	5	757	1.6%
訓練主任	102	0	0	102	9	111	0.2%
技術顧問	24	0	0	24	0	24	0.0%
營業代表	1,816	0	98	1,914	115	2,029	4.2%
市場推廣助理	161	0	0	161	2	163	0.3%
推廣員	51	0	4	55	0	55	0.1%
行政僱員	751	0	16	767	1	768	1.6%
接待員	146	0	0	146	1	147	0.3%
<b>小計</b>	<b>4,622</b>	<b>0</b>	<b>118</b>	<b>4,740</b>	<b>144</b>	<b>4,884</b>	<b>10.1%</b>
<b>6. 零售產品公司</b>							
總監／總經理	76	0	0	76	0	76	0.2%
企業／品牌形象營業總監／經理	77	0	0	77	0	77	0.2%
分區店長／營運經理	126	0	0	126	4	130	0.3%
市場經理	80	0	0	80	0	80	0.2%
產品／技術經理	37	0	0	37	0	37	0.1%
營業／市場主任	314	0	0	314	1	315	0.7%
訓練主任	85	0	0	85	1	86	0.2%
買手	102	0	0	102	0	102	0.2%
店長	663	0	0	663	19	682	1.4%
技術顧問	38	0	0	38	2	40	0.1%
美容顧問（櫃位）	5,015	0	94	5,109	168	5,277	10.9%
頭髮護理顧問	359	0	19	378	9	387	0.8%
化妝師	72	0	14	86	2	88	0.2%
市場推廣助理	247	0	0	247	5	252	0.5%
推廣員	112	0	3	115	0	115	0.2%
行政僱員	295	0	0	295	3	298	0.6%
接待員	74	0	0	74	1	75	0.2%
<b>小計</b>	<b>7,772</b>	<b>0</b>	<b>130</b>	<b>7,902</b>	<b>215</b>	<b>8,117</b>	<b>16.8%</b>

行業類別的主要職務	直接僱員 (a)	自由職人士 (b)	兼職人士 (c)	合共 (a - c)	空缺 (d)	總人力需求 (a - d)	百分率 (%)
<b>7. 美甲中心</b>							
分區店長／營運經理	36	0	0	36	4	40	0.1%
指甲顧問 (指甲／趾甲)	27	0	0	27	24	51	0.1%
高級指甲技師(指甲／趾甲)	25	0	0	25	0	25	0.1%
指甲技師 (指甲／趾甲)	128	0	25	153	12	165	0.3%
修甲師 (指甲／趾甲)	41	0	0	41	50	91	0.2%
甲藝師	112	0	0	112	33	145	0.3%
初級指甲技師(指甲／趾甲)	50	25	0	75	0	75	0.2%
足底按摩師	5	0	0	5	0	5	0.0%
行政僱員	4	0	0	4	0	4	0.0%
接待員	19	0	0	19	0	19	0.0%
<b>小計</b>	<b>447</b>	<b>25</b>	<b>25</b>	<b>497</b>	<b>123</b>	<b>620</b>	<b>1.3%</b>
<b>總計</b>	<b>42,491</b>	<b>1,434</b>	<b>1,368</b>	<b>45,293</b>	<b>2,960</b>	<b>48,253</b>	<b>100.0%</b>

表一(b)：直接僱員、空缺、受訓者及僱主對2008年的人力需求預測（按行業類別劃分）

行業類別的主要職務	直接僱員 (a)	空缺 (b)	總人力需求 (a - b)	受訓者 (c)	僱主對2008年 的人力需求預測 (d)	2008與2007年 的比較(人數)	2008與2007年 的比較 (%)
<b>1. 美容及美髮學校</b>							
總監／校長（學校）	25	0	25	0	25	0	0.0%
高級導師 – 美容及美髮	49	1	50	0	50	0	0.0%
美容導師	119	16	135	0	134	-1	-0.7%
美髮導師	5	6	11	0	11	0	0.0%
助理美容導師	29	2	31	0	31	0	0.0%
行政僱員	50	0	50	0	50	0	0.0%
接待員	27	0	27	0	27	0	0.0%
<b>小計</b>	<b>304</b>	<b>25</b>	<b>329</b>	<b>0</b>	<b>328</b>	<b>-1</b>	<b>-0.3%</b>
<b>2. 化妝、美甲等學校</b>							
總監／校長（學校）	6	0	6	0	6	0	0.0%
高級導師－化妝及美甲	4	0	4	0	4	0	0.0%
化妝導師	17	0	17	0	17	0	0.0%
美甲導師	6	0	6	0	6	0	0.0%
助理化妝導師	3	0	3	0	3	0	0.0%
助理美甲導師	3	0	3	0	3	0	0.0%
行政僱員	12	0	12	0	12	0	0.0%
接待員	15	0	15	0	15	0	0.0%
<b>小計</b>	<b>66</b>	<b>0</b>	<b>66</b>	<b>0</b>	<b>66</b>	<b>0</b>	<b>0.0%</b>
<b>3. 美容院、健康中心及水療中心</b>							
總監／總經理	83	4	87	0	83	-4	-4.6%
分區店長／營運經理	399	27	426	0	398	-28	-6.6%
品牌／營業／市場總監／經理	34	0	34	0	34	0	0.0%
營業／市場主任	91	2	93	0	93	0	0.0%
高級美容師	963	19	982	0	976	-6	-0.6%
高級化妝師	22	0	22	0	22	0	0.0%
纖體顧問	202	3	205	0	197	-8	-3.9%
美容師	8,397	757	9,154	34	9,248	94	1.0%
醫護人員助理員	38	0	38	0	38	0	0.0%
化妝師	203	0	203	0	203	0	0.0%
按摩及身體護理師	880	50	930	1	962	32	3.4%
修甲師（指甲／趾甲）	102	51	153	0	153	0	0.0%
甲藝師	116	1	117	0	117	0	0.0%
纖體師	614	29	643	17	586	-57	-8.9%
美容顧問	549	70	619	0	603	-16	-2.6%
美容師助理	881	103	984	20	955	-29	-2.9%
市場推廣助理	43	3	46	0	46	0	0.0%
推廣員	53	1	54	0	54	0	0.0%
行政僱員	283	2	285	0	285	0	0.0%
接待員	723	21	744	0	745	1	0.1%
醫護人員	59	1	60	0	60	0	0.0%
<b>小計</b>	<b>14,735</b>	<b>1,144</b>	<b>15,879</b>	<b>72</b>	<b>15,858</b>	<b>-21</b>	<b>-0.1%</b>

行業類別的主要職務	直接僱員 (a)	空缺 (b)	總人力需求 (a - b)	受訓者 (c)	僱主對2008年 的人力需求預測 (d)	2008與2007年 的比較(人數)	2008與2007年 的比較 (%)
<b>4. 髮廊</b>							
總監／總經理	37	0	37	0	37	0	0.0%
分區店長／營運經理	89	7	96	0	93	-3	-3.1%
髮型設計總監	33	0	33	0	36	3	9.1%
技術總監	19	0	19	0	22	3	15.8%
高級髮型師	400	8	408	0	404	-4	-1.0%
髮型師	7,845	338	8,183	0	8,225	42	0.5%
電染技術員	229	16	245	0	260	15	6.1%
修甲師（指甲／趾甲）	117	0	117	0	123	6	5.1%
甲藝師	5	0	5	0	5	0	0.0%
髮型助理	5,272	931	6,203	8	6,271	68	1.1%
行政僱員	87	0	87	0	89	2	2.3%
接待員	412	9	421	0	421	0	0.0%
<b>小計</b>	<b>14,545</b>	<b>1,309</b>	<b>15,854</b>	<b>8</b>	<b>15,986</b>	<b>132</b>	<b>0.8%</b>
<b>5. 批發及出入口產品公司</b>							
總監 / 總經理	232	0	232	0	232	0	0.0%
品牌／營業／市場總監／經理	306	0	306	0	306	0	0.0%
產品／技術經理	281	11	292	0	290	-2	-0.7%
營業／市場主任	752	5	757	0	757	0	0.0%
訓練主任	102	9	111	0	111	0	0.0%
技術顧問	24	0	24	0	24	0	0.0%
營業代表	1,816	115	1,931	0	1,931	0	0.0%
市場推廣助理	161	2	163	0	163	0	0.0%
推廣員	51	0	51	0	5	-46	-90.2%
行政僱員	751	1	752	0	752	0	0.0%
接待員	146	1	147	0	147	0	0.0%
<b>小計</b>	<b>4,622</b>	<b>144</b>	<b>4,766</b>	<b>0</b>	<b>4,718</b>	<b>-48</b>	<b>-1.0%</b>
<b>6. 零售產品公司</b>							
總監／總經理	76	0	76	0	76	0	0.0%
企業／品牌形象營業總監／經理	77	0	77	0	77	0	0.0%
分區店長／營運經理	126	4	130	0	131	1	0.8%
市場經理	80	0	80	0	80	0	0.0%
產品／技術經理	37	0	37	0	37	0	0.0%
營業／市場主任	314	1	315	0	315	0	0.0%
訓練主任	85	1	86	0	87	1	1.2%
買手	102	0	102	0	102	0	0.0%
店長	663	19	682	0	688	6	0.9%
技術顧問	38	2	40	0	40	0	0.0%
美容顧問（櫃位）	5,015	168	5,183	26	5,248	65	1.3%
頭髮護理顧問	359	9	368	0	386	18	4.9%
化妝師	72	2	74	0	74	0	0.0%
市場推廣助理	247	5	252	0	252	0	0.0%
推廣員	112	0	112	0	112	0	0.0%
行政僱員	295	3	298	0	298	0	0.0%
接待員	74	1	75	0	75	0	0.0%
<b>小計</b>	<b>7,772</b>	<b>215</b>	<b>7,987</b>	<b>26</b>	<b>8,078</b>	<b>91</b>	<b>1.1%</b>

行業類別的主要職務	直接僱員 (a)	空缺 (b)	總人力需求 (a - b)	受訓者 (c)	僱主對2008年 的人力需求預測 (d)	2008與2007年 的比較(人數)	2008與2007年 的比較 (%)
<b>7. 美甲中心</b>							
分區店長／營運經理	36	4	<b>40</b>	0	<b>40</b>	0	0.0%
指甲顧問 (指甲／趾甲)	27	24	<b>51</b>	0	<b>51</b>	0	0.0%
高級指甲技師(指甲／趾甲)	25	0	<b>25</b>	0	<b>25</b>	0	0.0%
指甲技師 (指甲／趾甲)	128	12	<b>140</b>	0	<b>140</b>	0	0.0%
修甲師 (指甲／趾甲)	41	50	<b>91</b>	25	<b>116</b>	25	27.5%
甲藝師	112	33	<b>145</b>	8	<b>153</b>	8	5.5%
初級指甲技師(指甲／趾甲)	50	0	<b>50</b>	0	<b>75</b>	25	50.0%
足底按摩師	5	0	<b>5</b>	0	<b>5</b>	0	0.0%
行政僱員	4	0	<b>4</b>	0	<b>4</b>	0	0.0%
接待員	19	0	<b>19</b>	0	<b>19</b>	0	0.0%
<b>小計</b>	<b>447</b>	<b>123</b>	<b>570</b>	<b>33</b>	<b>628</b>	<b>58</b>	<b>10.2%</b>
<b>總計</b>	<b>42,491</b>	<b>2,960</b>	<b>45,451</b>	<b>139</b>	<b>45,662</b>	<b>211</b>	<b>0.5%</b>



表二：2005年與2007年直接僱員、自由職人士及兼職人士數目的比較（按行業類別劃分）

行業類別的主要職務	2005	2007	2005與2007年 的比較 (%)	2005	2007	2005與2007年 的比較 (%)	2005	2007	2005與2007年 的比較 (%)
	直接僱員			自由職人士			兼職人士		
<b>1. 美容及美髮學校</b>									
總監／校長（學校）	13	25	92.31%	0	0	N/A	0	0	N/A
高級導師－美容及美髮	13	49	276.92%	0	0	N/A	0	0	N/A
美容導師	34	119	250.00%	24	11	-54.17%	13	33	153.85%
美髮導師	2	5	150.00%	6	8	33.33%	8	15	87.50%
助理美容導師	5	29	480.00%	27	0	-100.00%	2	0	-100.00%
助理美髮導師	1	0	-100.00%	0	0	N/A	1	0	-100.00%
行政僱員	36	50	38.89%	0	0	N/A	1	0	-100.00%
接待員	11	27	145.45%	0	0	N/A	0	0	N/A
<b>小計</b>	<b>115</b>	<b>304</b>	<b>164.35%</b>	<b>57</b>	<b>19</b>	<b>-66.67%</b>	<b>25</b>	<b>48</b>	<b>92.00%</b>
<b>2. 化妝、美甲等學校</b>									
總監／校長（學校）	7	6	-14.29%	0	0	N/A	0	0	N/A
高級導師－化妝及美甲	8	4	-50.00%	0	0	N/A	0	0	N/A
化妝導師	14	17	21.43%	7	10	42.86%	14	10	-28.57%
美甲導師	1	6	500.00%	6	12	100.00%	1	3	200.00%
助理化妝導師	1	3	200.00%	0	0	N/A	1	2	100.00%
助理美甲導師	1	3	200.00%	0	9	N/A	1	0	-100.00%
行政僱員	11	12	9.09%	0	0	N/A	0	1	N/A
接待員	15	15	0.00%	0	0	N/A	0	0	N/A
<b>小計</b>	<b>58</b>	<b>66</b>	<b>13.79%</b>	<b>13</b>	<b>31</b>	<b>138.46%</b>	<b>17</b>	<b>16</b>	<b>-5.88%</b>
<b>3. 美容院、健康中心及水療中心</b>									
總監／總經理	77	83	7.79%	0	0	N/A	0	0	N/A
分區店長／營運經理	401	399	-0.50%	0	0	N/A	0	0	N/A
品牌／營業／市場總監／經理	0	34	0.00%	0	0	N/A	0	0	N/A
營業／市場主任	0	91	0.00%	0	0	N/A	0	0	N/A
高級美容師	882	963	9.18%	0	0	N/A	0	0	N/A
高級化妝師	15	22	46.67%	0	0	N/A	0	0	N/A
纖體顧問	173	202	16.76%	0	0	N/A	0	0	N/A
美容師	6,363	8,397	31.97%	294	160	-45.58%	253	169	-33.20%
醫護人員助理員	0	38	0.00%	0	0	N/A	0	0	N/A
化妝師	49	203	314.29%	99	80	-19.19%	0	9	N/A
按摩及身體護理師	610	880	44.26%	26	52	100.00%	34	32	-5.88%
修甲師（指甲／趾甲）	30	102	240.00%	16	7	-56.25%	0	1	N/A
甲藝師	40	116	190.00%	8	0	-100.00%	2	1	-50.00%
纖體師	598	614	2.68%	20	4	-80.00%	0	0	N/A
美容顧問	482	549	13.90%	0	0	N/A	28	0	-100.00%
美容師助理	653	881	34.92%	0	0	N/A	77	194	151.95%
市場推廣助理	0	43	0.00%	0	0	N/A	0	0	N/A
推廣員	0	53	0.00%	0	0	N/A	0	0	N/A
行政僱員	444	283	-36.26%	0	0	N/A	4	2	-50.00%
接待員	753	723	-3.98%	0	0	N/A	4	4	0.00%
醫護人員	29	59	103.45%	0	0	N/A	4	3	-25.00%
<b>小計</b>	<b>11,599</b>	<b>14,735</b>	<b>27.04%</b>	<b>463</b>	<b>303</b>	<b>-34.56%</b>	<b>406</b>	<b>415</b>	<b>2.22%</b>

行業類別的主要職務	2005	2007	2005與2007年 的比較 (%)	2005	2007	2005與2007年 的比較 (%)	2005	2007	2005與2007年 的比較 (%)
	直接僱員			自由職人士			兼職人士		
<b>4. 髮廊</b>									
總監／總經理	35	37	5.71%	0	0	N/A	0	0	N/A
分區店長／營運經理	67	89	32.84%	0	0	N/A	0	0	N/A
髮型設計總監	31	33	6.45%	14	0	-100.00%	0	0	N/A
技術總監	0	19	0.00%	0	0	N/A	0	0	N/A
高級髮型師	300	400	33.33%	8	16	100.00%	23	26	13.04%
髮型師	6,415	7,845	22.29%	1,951	909	-53.41%	130	132	1.54%
電染技術員	0	229	0.00%	0	10	N/A	0	0	N/A
修甲師（指甲／趾甲）	118	117	-0.85%	221	36	-83.71%	20	0	-100.00%
甲藝師	2	5	150.00%	15	25	66.67%	0	0	N/A
髮型助理	4,857	5,272	8.54%	130	60	-53.85%	197	445	125.89%
行政僱員	134	87	-35.07%	0	0	N/A	26	2	-92.31%
接待員	455	412	-9.45%	0	0	N/A	18	11	-38.89%
<b>小計</b>	<b>12,414</b>	<b>14,545</b>	<b>17.17%</b>	<b>2,339</b>	<b>1,056</b>	<b>-54.85%</b>	<b>414</b>	<b>616</b>	<b>48.79%</b>
<b>5. 批發及出入口產品公司</b>									
總監／總經理	223	232	4.04%	0	0	N/A	0	0	N/A
品牌／營業／市場總監／經理	298	306	2.68%	0	0	N/A	0	0	N/A
產品／技術經理	309	281	-9.06%	0	0	N/A	0	0	N/A
營業／市場主任	515	752	46.02%	0	0	N/A	0	0	N/A
訓練主任	75	102	36.00%	0	0	N/A	0	0	N/A
技術顧問	25	24	-4.00%	0	0	N/A	0	0	N/A
營業代表	854	1,816	112.65%	0	0	N/A	50	98	96.00%
市場推廣助理	196	161	-17.86%	0	0	N/A	0	0	N/A
推廣員	129	51	-60.47%	0	0	N/A	9	4	-55.56%
行政僱員	659	751	13.96%	0	0	N/A	0	16	N/A
接待員	87	146	67.82%	0	0	N/A	0	0	N/A
<b>小計</b>	<b>3,370</b>	<b>4,622</b>	<b>37.15%</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>59</b>	<b>118</b>	<b>100.00%</b>
<b>6. 零售產品公司</b>									
總監／總經理	52	76	46.15%	0	0	N/A	0	0	N/A
企業／品牌形象營業總監／經理	74	77	4.05%	0	0	N/A	0	0	N/A
分區店長／營運經理	108	126	16.67%	0	0	N/A	0	0	N/A
市場經理	61	80	31.15%	0	0	N/A	0	0	N/A
產品／技術經理	38	37	-2.63%	0	0	N/A	0	0	N/A
營業／市場主任	119	314	163.87%	0	0	N/A	0	0	N/A
訓練主任	68	85	25.00%	0	0	N/A	0	0	N/A
買手	78	102	30.77%	0	0	N/A	0	0	N/A
店長	567	663	16.93%	0	0	N/A	0	0	N/A
技術顧問	37	38	2.70%	0	0	N/A	0	0	N/A
美容顧問（櫃位）	5,089	5,015	-1.45%	0	0	N/A	115	94	-18.26%
頭髮護理顧問	227	359	58.15%	0	0	N/A	0	19	N/A
化妝師	80	72	-10.00%	0	0	N/A	10	14	40.00%
市場推廣助理	280	247	-11.79%	0	0	N/A	62	0	-100.00%
推廣員	281	112	-60.14%	0	0	N/A	0	3	N/A
行政僱員	228	295	29.39%	0	0	N/A	1	0	-100.00%
接待員	35	74	111.43%	0	0	N/A	0	0	N/A
<b>小計</b>	<b>7,422</b>	<b>7,772</b>	<b>4.72%</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>188</b>	<b>130</b>	<b>-30.85%</b>

行業類別的主要職務	2005	2007	2005與2007年 的比較 (%)	2005	2007	2005與2007年 的比較 (%)	2005	2007	2005與2007年 的比較 (%)
	直接僱員			自由職人士			兼職人士		
<b>7. 美甲中心</b>									
總監／總經理	0	0	0.00%	0	0	N/A	0	0	N/A
分區店長／營運經理	26	36	38.46%	0	0	N/A	0	0	N/A
指甲顧問 (指甲／趾甲)	23	27	17.39%	0	0	N/A	0	0	N/A
高級指甲技師(指甲／趾甲)	20	25	25.00%	0	0	N/A	0	0	N/A
指甲技師 (指甲／趾甲)	173	128	-26.01%	0	0	N/A	0	25	N/A
修甲師 (指甲／趾甲)	43	41	-4.65%	0	0	N/A	0	0	N/A
甲藝師	117	112	-4.27%	0	0	N/A	0	0	N/A
手足護理師	1	0	-100.00%	0	0	N/A	0	0	N/A
初級指甲技師(指甲／趾甲)	0	50	0.00%	0	25	N/A	0	0	N/A
足底按摩師	0	5	0.00%	0	0	N/A	0	0	N/A
行政僱員	0	4	0.00%	0	0	N/A	0	0	N/A
接待員	8	19	137.50%	0	0	N/A	0	0	N/A
<b>小計</b>	<b>411</b>	<b>447</b>	<b>8.76%</b>	<b>0</b>	<b>25</b>	<b>N/A</b>	<b>0</b>	<b>25</b>	<b>N/A</b>
<b>總計</b>	<b>35,389</b>	<b>42,491</b>	<b>20.07%</b>	<b>2,872</b>	<b>1,434</b>	<b>-50.07%</b>	<b>1,109</b>	<b>1,368</b>	<b>23.35%</b>

表三(a)：直接僱員宜有教育程度（按行業類別劃分）

行業類別的主要職務	大學學位或同等學歷	副學士學位／高級文憑／高級證書或同等學歷	香港高級程度考試／文憑／證書或同等學歷／預科	中學五年級	中學四年級	中學三年級或以下	未有說明	總數
<b>1. 美容及美髮學校</b>								
總監／校長（學校）	14	1	5	0	0	0	5	25
高級導師－美容及美髮	9	15	19	4	1	0	1	49
美容導師	8	5	46	56	3	0	1	119
美髮導師	0	1	4	0	0	0	0	5
助理美容導師	0	0	3	24	0	0	2	29
行政僱員	1	6	7	32	0	0	4	50
接待員	0	0	2	25	0	0	0	27
<b>小計</b>	<b>32</b>	<b>28</b>	<b>86</b>	<b>141</b>	<b>4</b>	<b>0</b>	<b>13</b>	<b>304</b>
<b>佔該教育程度的百分比(總數：304)</b>	<b>10.5%</b>	<b>9.2%</b>	<b>28.3%</b>	<b>46.4%</b>	<b>1.3%</b>	<b>0.0%</b>	<b>4.3%</b>	<b>100.0%</b>
<b>2. 化妝、美甲等學校</b>								
總監／校長（學校）	1	5	0	0	0	0	0	6
高級導師－化妝及美甲	0	2	2	0	0	0	0	4
化妝導師	0	1	0	10	0	6	0	17
美甲導師	2	1	3	0	0	0	0	6
助理化妝導師	0	0	3	0	0	0	0	3
助理美甲導師	0	0	0	3	0	0	0	3
行政僱員	3	1	0	8	0	0	0	12
接待員	0	0	5	10	0	0	0	15
<b>小計</b>	<b>6</b>	<b>10</b>	<b>13</b>	<b>31</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>66</b>
<b>佔該教育程度的百分比(總數：66)</b>	<b>9.1%</b>	<b>15.2%</b>	<b>19.7%</b>	<b>47.0%</b>	<b>0.0%</b>	<b>9.1%</b>	<b>0.0%</b>	<b>100.0%</b>
<b>3. 美容院、健康中心及水療中心</b>								
總監／總經理	19	0	41	20	0	0	3	83
分區店長／營運經理	110	41	175	66	0	0	7	399
品牌／營業／市場總監／經理	26	0	8	0	0	0	0	34
營業／市場主任	21	15	12	42	0	0	1	91
高級美容師	29	77	283	541	23	0	10	963
高級化妝師	1	2	13	4	0	0	2	22
纖體顧問	19	0	44	90	23	9	17	202
美容師	0	389	929	5,652	673	614	140	8,397
醫護人員助理員	0	38	0	0	0	0	0	38
化妝師	0	0	3	126	20	49	5	203
按摩及身體護理師	0	0	221	501	70	88	0	880
修甲師（指甲／趾甲）	0	0	12	65	0	25	0	102
甲藝師	0	0	35	67	14	0	0	116
纖體師	0	0	78	408	60	8	60	614
美容顧問	26	0	155	359	9	0	0	549
美容師助理	0	41	26	458	184	140	32	881
市場推廣助理	0	18	0	16	0	8	1	43
推廣員	0	0	11	42	0	0	0	53
行政僱員	4	3	64	207	0	0	5	283

行業類別的主要職務	大學學位或同等學歷	副學士學位／高級文憑／高級證書或同等學歷	香港高級程度考試／文憑／證書或同等學歷／預科	中學五年級	中學四年級	中學三年級或以下	未有說明	總數
<b>3. 美容院、健康中心及水療中心(續)</b>								
接待員	0	0	144	555	0	12	12	<b>723</b>
醫護人員	23	9	0	21	0	0	6	<b>59</b>
<b>小計</b>	<b>278</b>	<b>633</b>	<b>2,254</b>	<b>9,240</b>	<b>1,076</b>	<b>953</b>	<b>301</b>	<b>14,735</b>
<b>佔該教育程度的百分比(總數：14,735)</b>	<b>1.9%</b>	<b>4.3%</b>	<b>15.3%</b>	<b>62.7%</b>	<b>7.3%</b>	<b>6.5%</b>	<b>2.0%</b>	<b>100.0%</b>
<b>4. 髮廊</b>								
總監／總經理	15	3	12	3	0	4	0	<b>37</b>
分區店長／營運經理	10	34	36	5	0	4	0	<b>89</b>
髮型設計總監	5	1	6	21	0	0	0	<b>33</b>
技術總監	0	0	17	2	0	0	0	<b>19</b>
高級髮型師	3	16	23	237	46	75	0	<b>400</b>
髮型師	12	238	263	3,946	1,324	2,002	60	<b>7,845</b>
電染技術員	0	0	4	198	22	5	0	<b>229</b>
修甲師(指甲／趾甲)	0	0	12	74	10	9	12	<b>117</b>
甲藝師	0	0	0	5	0	0	0	<b>5</b>
髮型助理	0	122	101	2,126	1,227	1,654	42	<b>5,272</b>
行政僱員	16	0	10	50	11	0	0	<b>87</b>
接待員	0	0	0	314	50	44	4	<b>412</b>
<b>小計</b>	<b>61</b>	<b>414</b>	<b>484</b>	<b>6,981</b>	<b>2,690</b>	<b>3,797</b>	<b>118</b>	<b>14,545</b>
<b>佔該教育程度的百分比(總數：14,545)</b>	<b>0%</b>	<b>3%</b>	<b>3%</b>	<b>48%</b>	<b>18%</b>	<b>26%</b>	<b>1%</b>	<b>100%</b>
<b>5. 批發及出入口產品公司</b>								
總監／總經理	113	16	73	9	0	0	21	<b>232</b>
品牌／營業／市場總監／經理	242	22	28	4	0	0	10	<b>306</b>
產品／技術經理	213	3	35	9	0	0	21	<b>281</b>
營業／市場主任	375	10	176	156	0	0	35	<b>752</b>
訓練主任	20	10	68	2	0	0	2	<b>102</b>
技術顧問	8	0	16	0	0	0	0	<b>24</b>
營業代表	57	0	425	1,204	98	0	32	<b>1,816</b>
市場推廣助理	0	16	5	130	0	0	10	<b>161</b>
推廣員	0	0	0	50	0	0	1	<b>51</b>
行政僱員	64	81	186	377	6	0	37	<b>751</b>
接待員	0	0	1	134	0	0	11	<b>146</b>
<b>小計</b>	<b>1,092</b>	<b>158</b>	<b>1,013</b>	<b>2,075</b>	<b>104</b>	<b>0</b>	<b>180</b>	<b>4,622</b>
<b>佔該教育程度的百分比(總數：4,622)</b>	<b>23.6%</b>	<b>3.4%</b>	<b>21.9%</b>	<b>44.9%</b>	<b>2.3%</b>	<b>0.0%</b>	<b>3.9%</b>	<b>100.0%</b>
<b>6. 零售產品公司</b>								
總監／總經理	39	2	0	4	0	0	31	<b>76</b>
企業／品牌形象營業總監／經理	61	5	1	0	0	0	10	<b>77</b>
分區店長／營運經理	65	41	8	12	0	0	0	<b>126</b>
市場經理	49	12	6	12	0	0	1	<b>80</b>
產品／技術經理	33	0	4	0	0	0	0	<b>37</b>
營業／市場主任	113	24	36	133	0	0	8	<b>314</b>
訓練主任	31	8	5	41	0	0	0	<b>85</b>
買手	12	0	46	32	0	0	12	<b>102</b>
店長	0	45	242	341	0	0	35	<b>663</b>
技術顧問	3	0	24	11	0	0	0	<b>38</b>
美容顧問(櫃位)	0	0	48	4,844	56	0	67	<b>5,015</b>
頭髮護理顧問	0	0	12	278	29	0	40	<b>359</b>

行業類別的主要職務	大學學位或同等學歷	副學士學位／高級文憑／高級證書或同等學歷	香港高級程度考試／文憑／證書或同等學歷／預科	中學五年級	中學四年級	中學三年級或以下	未有說明	總數
<b>6. 零售產品公司(續)</b>								
化妝師	0	0	0	72	0	0	0	72
市場推廣助理	4	2	6	215	0	0	20	247
推廣員	0	0	0	112	0	0	0	112
行政僱員	50	5	85	135	0	0	20	295
接待員	0	0	3	59	10	0	2	74
<b>小計</b>	<b>460</b>	<b>144</b>	<b>526</b>	<b>6,301</b>	<b>95</b>	<b>0</b>	<b>246</b>	<b>7,772</b>
<b>佔該教育程度的百分比(總數：7,772)</b>	<b>5.9%</b>	<b>1.9%</b>	<b>6.8%</b>	<b>81.1%</b>	<b>1.2%</b>	<b>0.0%</b>	<b>3.2%</b>	<b>100.0%</b>
<b>7. 美甲中心</b>								
分區店長／營運經理	4	0	0	32	0	0	0	36
指甲顧問(指甲／趾甲)	0	12	0	15	0	0	0	27
高級指甲技師(指甲／趾甲)	0	0	0	0	25	0	0	25
指甲技師(指甲／趾甲)	0	25	0	103	0	0	0	128
修甲師(指甲／趾甲)	0	0	0	41	0	0	0	41
甲藝師	0	0	0	112	0	0	0	112
初級指甲技師(指甲／趾甲)	0	0	0	25	0	25	0	50
足底按摩師	0	0	0	1	4	0	0	5
行政僱員	0	0	4	0	0	0	0	4
接待員	0	0	4	15	0	0	0	19
<b>小計</b>	<b>4</b>	<b>37</b>	<b>8</b>	<b>344</b>	<b>29</b>	<b>25</b>	<b>0</b>	<b>447</b>
<b>佔該教育程度的百分比(總數：447)</b>	<b>0.9%</b>	<b>8.3%</b>	<b>1.8%</b>	<b>77.0%</b>	<b>6.5%</b>	<b>5.6%</b>	<b>0.0%</b>	<b>100.0%</b>
<b>總計</b>	<b>1,933</b>	<b>1,424</b>	<b>4,384</b>	<b>25,113</b>	<b>3,998</b>	<b>4,781</b>	<b>858</b>	<b>42,491</b>
<b>佔該教育程度的百分比(總數：42,491)</b>	<b>4.5%</b>	<b>3.4%</b>	<b>10.3%</b>	<b>59.1%</b>	<b>9.4%</b>	<b>11.3%</b>	<b>2.0%</b>	<b>100.0%</b>

表三(b)：直接僱員現有教育程度（按行業類別劃分）

行業類別的主要職務	大學學位或同等學歷	副學士學位／高級文憑／高級證書或同等學歷	香港高級程度考試／文憑／證書或同等學歷／預科	中學五年級	中學四年級	中學三年級或以下	未有說明	總數
<b>1. 美容及美髮學校</b>								
總監／校長（學校）	12	1	3	5	0	0	4	25
高級導師－美容及美髮	7	14	21	6	0	0	1	49
美容導師	4	17	37	57	3	0	1	119
美髮導師	0	1	4	0	0	0	0	5
助理美容導師	0	0	2	22	3	0	2	29
行政僱員	1	6	11	28	0	0	4	50
接待員	0	0	2	25	0	0	0	27
<b>小計</b>	<b>24</b>	<b>39</b>	<b>80</b>	<b>143</b>	<b>6</b>	<b>0</b>	<b>12</b>	<b>304</b>
<b>佔該教育程度的百分比(總數：304)</b>	<b>7.9%</b>	<b>12.8%</b>	<b>26.3%</b>	<b>47.0%</b>	<b>2.0%</b>	<b>0.0%</b>	<b>3.9%</b>	<b>100.0%</b>
<b>2. 化妝、美甲等學校</b>								
總監／校長（學校）	1	0	3	2	0	0	0	6
高級導師－化妝及美甲	2	0	0	2	0	0	0	4
化妝導師	0	2	0	15	0	0	0	17
美甲導師	2	1	0	3	0	0	0	6
助理化妝導師	0	3	0	0	0	0	0	3
助理美甲導師	0	0	0	3	0	0	0	3
行政僱員	3	1	0	8	0	0	0	12
接待員	0	0	2	13	0	0	0	15
<b>小計</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>46</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>66</b>
<b>佔該教育程度的百分比(總數：66)</b>	<b>12.1%</b>	<b>10.6%</b>	<b>7.6%</b>	<b>69.7%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>
<b>3. 美容院、健康中心及水療中心</b>								
總監／總經理	17	0	29	34	0	0	3	83
分區店長／營運經理	71	17	96	208	0	0	7	399
品牌／營業／市場總監／經理	24	0	10	0	0	0	0	34
營業／市場主任	16	16	14	44	0	0	1	91
高級美容師	27	45	60	768	40	13	10	963
高級化妝師	1	2	13	4	0	0	2	22
纖體顧問	22	0	34	114	15	0	17	202
美容師	100	152	390	6,083	742	770	160	8,397
醫護人員助理員	0	38	0	0	0	0	0	38
化妝師	0	0	61	123	13	1	5	203
按摩及身體護理師	0	0	75	643	40	120	2	880
修甲師（指甲／趾甲）	0	0	25	52	25	0	0	102
甲藝師	0	0	21	81	14	0	0	116
纖體師	0	0	35	469	38	12	60	614
美容顧問	27	0	57	456	9	0	0	549
美容師助理	0	0	31	515	28	275	32	881
市場推廣助理	0	18	3	13	0	8	1	43
推廣員	0	0	17	36	0	0	0	53
行政僱員	1	3	107	158	0	9	5	283

行業類別的主要職務	大學學位或同等學歷	副學士學位／高級文憑／高級證書或同等學歷	香港高級程度考試／文憑／證書或同等學歷／預科	中學五年級	中學四年級	中學三年級或以下	未有說明	總數
<b>3. 美容院、健康中心及水療中心(續)</b>								
接待員	0	0	45	650	4	12	12	723
醫護人員	21	11	0	21	0	0	6	59
<b>小計</b>	<b>327</b>	<b>302</b>	<b>1,123</b>	<b>10,472</b>	<b>968</b>	<b>1,220</b>	<b>323</b>	<b>14,735</b>
<b>佔該教育程度的百分比(總數：14,735)</b>	<b>2.2%</b>	<b>2.0%</b>	<b>7.6%</b>	<b>71.1%</b>	<b>6.6%</b>	<b>8.3%</b>	<b>2.2%</b>	<b>100.0%</b>
<b>4. 髮廊</b>								
總監／總經理	12	1	4	16	0	4	0	37
分區店長／營運經理	9	0	0	76	0	4	0	89
髮型設計總監	3	1	2	27	0	0	0	33
技術總監	0	0	0	19	0	0	0	19
高級髮型師	4	2	19	232	30	113	0	400
髮型師	12	0	86	3,150	1,033	3,544	20	7,845
電染技術員	0	0	4	201	22	2	0	229
修甲師(指甲／趾甲)	0	0	0	73	7	29	8	117
甲藝師	0	0	0	5	0	0	0	5
髮型助理	0	0	33	1,566	821	2,812	40	5,272
行政僱員	16	0	10	50	11	0	0	87
接待員	0	0	0	288	50	62	12	412
<b>小計</b>	<b>56</b>	<b>4</b>	<b>158</b>	<b>5,703</b>	<b>1,974</b>	<b>6,570</b>	<b>80</b>	<b>14,545</b>
<b>佔該教育程度的百分比(總數：14,545)</b>	<b>0.4%</b>	<b>0.0%</b>	<b>1.1%</b>	<b>39.2%</b>	<b>13.6%</b>	<b>45.2%</b>	<b>0.6%</b>	<b>100.0%</b>
<b>5. 批發及出入口產品公司</b>								
總監／總經理	110	3	89	9	0	0	21	232
品牌／營業／市場總監／經理	246	9	28	13	0	0	10	306
產品／技術經理	187	20	35	18	0	0	21	281
營業／市場主任	318	18	197	184	0	0	35	752
訓練主任	20	10	68	2	0	0	2	102
技術顧問	8	0	16	0	0	0	0	24
營業代表	107	49	322	1,306	0	0	32	1,816
市場推廣助理	50	0	20	81	0	0	10	161
推廣員	0	0	0	50	0	0	1	51
行政僱員	14	36	232	409	23	0	37	751
接待員	0	0	0	135	0	0	11	146
<b>小計</b>	<b>1,060</b>	<b>145</b>	<b>1,007</b>	<b>2,207</b>	<b>23</b>	<b>0</b>	<b>180</b>	<b>4,622</b>
<b>佔該教育程度的百分比(總數：4,622)</b>	<b>22.9%</b>	<b>3.1%</b>	<b>21.8%</b>	<b>47.7%</b>	<b>0.5%</b>	<b>0.0%</b>	<b>3.9%</b>	<b>100.0%</b>
<b>6. 零售產品公司</b>								
總監／總經理	26	2	0	4	0	0	44	76
企業／品牌形象營業總監／經理	60	5	0	1	0	0	11	77
分區店長／營運經理	46	41	6	15	0	0	18	126
市場經理	49	0	2	28	0	0	1	80
產品／技術經理	21	0	4	0	0	0	12	37
營業／市場主任	120	12	20	131	20	0	11	314
訓練主任	25	8	8	38	0	0	6	85
買手	12	0	29	13	0	0	48	102
店長	35	45	90	366	0	0	127	663
技術顧問	3	0	15	20	0	0	0	38
美容顧問(櫃位)	0	0	45	3,918	475	0	577	5,015
頭髮護理顧問	0	0	0	43	276	0	40	359



行業類別的主要職務	大學學位或同等學歷	副學士學位／高級文憑／高級證書或同等學歷	香港高級程度考試／文憑／證書或同等學歷／預科	中學五年級	中學四年級	中學三年級或以下	未有說明	總數
<b>6. 零售產品公司(續)</b>								
化妝師	0	0	0	68	0	0	4	72
市場推廣助理	4	2	44	177	0	0	20	247
推廣員	0	0	0	105	0	0	7	112
行政僱員	50	2	71	148	0	1	23	295
接待員	0	0	3	21	10	0	40	74
<b>小計</b>	<b>451</b>	<b>117</b>	<b>337</b>	<b>5,096</b>	<b>781</b>	<b>1</b>	<b>989</b>	<b>7,772</b>
<b>佔該教育程度的百分比(總數：7,772)</b>	<b>5.8%</b>	<b>1.5%</b>	<b>4.3%</b>	<b>65.6%</b>	<b>10.0%</b>	<b>0.0%</b>	<b>12.7%</b>	<b>100.0%</b>
<b>7. 美甲中心</b>								
分區店長／營運經理	4	0	0	32	0	0	0	36
指甲顧問(指甲／趾甲)	0	0	0	27	0	0	0	27
高級指甲技師(指甲／趾甲)	0	0	0	25	0	0	0	25
指甲技師(指甲／趾甲)	0	0	0	103	0	25	0	128
修甲師(指甲／趾甲)	0	0	0	41	0	0	0	41
甲藝師	0	0	0	112	0	0	0	112
初級指甲技師(指甲／趾甲)	0	0	0	50	0	0	0	50
足底按摩師	0	0	0	1	4	0	0	5
行政僱員	0	0	0	4	0	0	0	4
接待員	0	0	0	19	0	0	0	19
<b>小計</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>414</b>	<b>4</b>	<b>25</b>	<b>0</b>	<b>447</b>
<b>佔該教育程度的百分比(總數：447)</b>	<b>0.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>92.6%</b>	<b>0.9%</b>	<b>5.6%</b>	<b>0.0%</b>	<b>100.0%</b>
<b>總計</b>	<b>1,930</b>	<b>614</b>	<b>2,710</b>	<b>24,081</b>	<b>3,756</b>	<b>7,816</b>	<b>1,584</b>	<b>42,491</b>
<b>佔該教育程度的百分比(總數：42,491)</b>	<b>4.5%</b>	<b>1.4%</b>	<b>6.4%</b>	<b>56.7%</b>	<b>8.8%</b>	<b>18.4%</b>	<b>3.7%</b>	<b>100.0%</b>

表四(a)：直接僱員宜有相關年資（按行業類別劃分）

行業類別的主要職務	十年以上	六年至十年以下	三年至六年以下	一年至三年以下	一年以下	未有說明	總數
<b>1. 美容及美髮學校</b>							
總監／校長（學校）	12	5	3	0	0	5	<b>25</b>
高級導師－美容及美髮	25	13	10	0	0	1	<b>49</b>
美容導師	0	14	34	70	0	1	<b>119</b>
美髮導師	0	2	2	1	0	0	<b>5</b>
助理美容導師	0	1	12	13	1	2	<b>29</b>
行政僱員	4	0	20	22	0	4	<b>50</b>
接待員	0	0	1	17	9	0	<b>27</b>
<b>小計</b>	<b>41</b>	<b>35</b>	<b>82</b>	<b>123</b>	<b>10</b>	<b>13</b>	<b>304</b>
<i>佔該年資的百分比(總數：304)</i>	<i>13.5%</i>	<i>11.5%</i>	<i>27.0%</i>	<i>40.5%</i>	<i>3.3%</i>	<i>4.3%</i>	<i>100.0%</i>
<b>2. 化妝、美甲等學校</b>							
總監／校長（學校）	6	0	0	0	0	0	<b>6</b>
高級導師－化妝及美甲	0	2	2	0	0	0	<b>4</b>
化妝導師	1	0	6	10	0	0	<b>17</b>
美甲導師	0	0	5	1	0	0	<b>6</b>
助理化妝導師	0	0	0	3	0	0	<b>3</b>
助理美甲導師	0	0	0	3	0	0	<b>3</b>
行政僱員	0	1	4	7	0	0	<b>12</b>
接待員	0	0	0	14	1	0	<b>15</b>
<b>小計</b>	<b>7</b>	<b>3</b>	<b>17</b>	<b>38</b>	<b>1</b>	<b>0</b>	<b>66</b>
<i>佔該年資的百分比(總數：66)</i>	<i>10.6%</i>	<i>4.5%</i>	<i>25.8%</i>	<i>57.6%</i>	<i>1.5%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>3. 美容院、健康中心及水療中心</b>							
總監／總經理	29	2	36	0	0	16	<b>83</b>
分區店長／營運經理	77	71	165	21	0	65	<b>399</b>
品牌／營業／市場總監／經理	1	15	10	8	0	0	<b>34</b>
營業／市場主任	0	15	42	33	0	1	<b>91</b>
高級美容師	8	145	325	243	8	234	<b>963</b>
高級化妝師	1	14	4	0	0	3	<b>22</b>
纖體顧問	0	28	91	58	0	25	<b>202</b>
美容師	0	26	2,873	4,249	557	692	<b>8,397</b>
醫護人員助理員	0	0	38	0	0	0	<b>38</b>
化妝師	0	1	62	80	54	6	<b>203</b>
按摩及身體護理師	0	0	293	491	40	56	<b>880</b>
修甲師（指甲／趾甲）	0	0	6	94	0	2	<b>102</b>
甲藝師	0	0	31	85	0	0	<b>116</b>
纖體師	0	6	62	360	60	126	<b>614</b>
美容顧問	0	0	120	283	0	146	<b>549</b>
美容師助理	0	0	66	396	378	41	<b>881</b>
市場推廣助理	0	6	2	21	13	1	<b>43</b>
推廣員	0	0	0	49	4	0	<b>53</b>

行業類別的主要職務	十年以上	六年至十年 以下	三年至六年 以下	一年至三年 以下	一年以下	未有 說明	總數
<b>3. 美容院、健康中心及水療中心(續)</b>							
行政僱員	0	6	25	178	54	20	<b>283</b>
接待員	0	0	42	386	91	204	<b>723</b>
醫護人員	4	15	2	30	0	8	<b>59</b>
<b>小計</b>	<b>120</b>	<b>350</b>	<b>4,295</b>	<b>7,065</b>	<b>1,259</b>	<b>1,646</b>	<b>14,735</b>
<i>佔該年資的百分比(總數：14,735)</i>	<i>0.8%</i>	<i>2.4%</i>	<i>29.1%</i>	<i>47.9%</i>	<i>8.5%</i>	<i>11.2%</i>	<i>100.0%</i>
<b>4. 髮廊</b>							
總監／總經理	15	8	11	0	0	3	<b>37</b>
分區店長／營運經理	40	12	36	0	0	1	<b>89</b>
髮型設計總監	9	15	6	0	0	3	<b>33</b>
技術總監	17	2	0	0	0	0	<b>19</b>
高級髮型師	4	205	156	24	0	11	<b>400</b>
髮型師	157	344	3,668	3,327	262	87	<b>7,845</b>
電染技術員	0	0	147	82	0	0	<b>229</b>
修甲師(指甲／趾甲)	0	5	17	70	16	9	<b>117</b>
甲藝師	0	0	1	4	0	0	<b>5</b>
髮型助理	50	0	150	2,348	2,627	97	<b>5,272</b>
行政僱員	0	0	21	49	12	5	<b>87</b>
接待員	0	19	3	222	151	17	<b>412</b>
<b>小計</b>	<b>292</b>	<b>610</b>	<b>4,216</b>	<b>6,126</b>	<b>3,068</b>	<b>233</b>	<b>14,545</b>
<i>佔該年資的百分比(總數：14,545)</i>	<i>2.0%</i>	<i>4.2%</i>	<i>29.0%</i>	<i>42.1%</i>	<i>21.1%</i>	<i>1.6%</i>	<i>100.0%</i>
<b>5. 批發及出入口產品公司</b>							
總監／總經理	73	48	89	0	0	22	<b>232</b>
品牌／營業／市場總監／經理	12	97	86	29	0	82	<b>306</b>
產品／技術經理	0	24	51	176	0	30	<b>281</b>
營業／市場主任	106	36	216	331	0	63	<b>752</b>
訓練主任	8	0	66	24	0	4	<b>102</b>
技術顧問	8	0	16	0	0	0	<b>24</b>
營業代表	107	2	679	919	73	36	<b>1,816</b>
市場推廣助理	0	0	18	82	49	12	<b>161</b>
推廣員	0	0	0	0	50	1	<b>51</b>
行政僱員	16	5	90	461	130	49	<b>751</b>
接待員	0	0	49	84	0	13	<b>146</b>
<b>小計</b>	<b>330</b>	<b>212</b>	<b>1,360</b>	<b>2,106</b>	<b>302</b>	<b>312</b>	<b>4,622</b>
<i>佔該年資的百分比(總數：4,622)</i>	<i>7.1%</i>	<i>4.6%</i>	<i>29.4%</i>	<i>45.6%</i>	<i>6.5%</i>	<i>6.8%</i>	<i>100.0%</i>
<b>6. 零售產品公司</b>							
總監／總經理	11	7	21	0	0	37	<b>76</b>
企業／品牌形象營業總監／經理	20	10	8	0	0	39	<b>77</b>
分區店長／營運經理	32	12	45	0	0	37	<b>126</b>
市場經理	29	20	23	0	0	8	<b>80</b>
產品／技術經理	8	10	3	12	0	4	<b>37</b>
營業／市場主任	9	19	119	137	0	30	<b>314</b>
訓練主任	0	11	28	31	0	15	<b>85</b>

行業類別的主要職務	十年以上	六年至十年 以下	三年至六年 以下	一年至三年 以下	一年以下	未有 說明	總數
<b>6. 零售產品公司(續)</b>							
買手	0	0	7	75	0	20	<b>102</b>
店長	0	92	403	72	0	96	<b>663</b>
技術顧問	0	12	15	11	0	0	<b>38</b>
美容顧問 (櫃位)	0	0	767	2,884	80	1,284	<b>5,015</b>
頭髮護理顧問	0	12	31	29	247	40	<b>359</b>
化妝師	0	0	4	7	0	61	<b>72</b>
市場推廣助理	0	0	41	83	58	65	<b>247</b>
推廣員	0	0	88	13	0	11	<b>112</b>
行政僱員	0	22	14	133	18	108	<b>295</b>
接待員	0	0	3	51	10	10	<b>74</b>
<b>小計</b>	<b>109</b>	<b>227</b>	<b>1,620</b>	<b>3,538</b>	<b>413</b>	<b>1,865</b>	<b>7,772</b>
<b>佔該年資的百分比(總數：7,772)</b>	<b>1.4%</b>	<b>2.9%</b>	<b>20.8%</b>	<b>45.5%</b>	<b>5.3%</b>	<b>24.0%</b>	<b>100.0%</b>
<b>7. 美甲中心</b>							
分區店長／營運經理	4	29	0	0	0	3	<b>36</b>
指甲顧問 (指甲／趾甲)	0	16	0	8	0	3	<b>27</b>
高級指甲技師(指甲／趾甲)	0	0	0	25	0	0	<b>25</b>
指甲技師 (指甲／趾甲)	0	0	78	50	0	0	<b>128</b>
修甲師 (指甲／趾甲)	0	0	0	41	0	0	<b>41</b>
甲藝師	0	0	0	91	0	21	<b>112</b>
初級指甲技師(指甲／趾甲)	0	0	25	25	0	0	<b>50</b>
足底按摩師	0	0	1	4	0	0	<b>5</b>
行政僱員	0	0	4	0	0	0	<b>4</b>
接待員	0	0	4	10	0	5	<b>19</b>
<b>小計</b>	<b>4</b>	<b>45</b>	<b>112</b>	<b>254</b>	<b>0</b>	<b>32</b>	<b>447</b>
<b>佔該年資的百分比(總數：447)</b>	<b>0.9%</b>	<b>10.1%</b>	<b>25.1%</b>	<b>56.8%</b>	<b>0.0%</b>	<b>7.2%</b>	<b>100.0%</b>
<b>總計</b>	<b>903</b>	<b>1,482</b>	<b>11,702</b>	<b>19,250</b>	<b>5,053</b>	<b>4,101</b>	<b>42,491</b>
<b>佔該年資的百分比(總數：42,491)</b>	<b>2.1%</b>	<b>3.5%</b>	<b>27.5%</b>	<b>45.3%</b>	<b>11.9%</b>	<b>9.7%</b>	<b>100.0%</b>

表四(b)：直接僱員現有相關年資（按行業類別劃分）

行業類別的主要職務	十年以上	六年至十年以下	三年至六年以下	一年至三年以下	一年以下	未有說明	總數
<b>1. 美容及美髮學校</b>							
總監／校長（學校）	16	2	3	0	0	4	<b>25</b>
高級導師－美容及美髮	31	13	4	0	0	1	<b>49</b>
美容導師	9	20	21	68	0	1	<b>119</b>
美髮導師	0	2	2	1	0	0	<b>5</b>
助理美容導師	1	0	13	13	0	2	<b>29</b>
行政僱員	0	1	19	26	0	4	<b>50</b>
接待員	0	2	1	16	8	0	<b>27</b>
<b>小計</b>	<b>57</b>	<b>40</b>	<b>63</b>	<b>124</b>	<b>8</b>	<b>12</b>	<b>304</b>
<i>佔該年資的百分比(總數：304)</i>	<i>18.8%</i>	<i>13.2%</i>	<i>20.7%</i>	<i>40.8%</i>	<i>2.6%</i>	<i>3.9%</i>	<i>100.0%</i>
<b>2. 化妝、美甲等學校</b>							
總監／校長（學校）	6	0	0	0	0	0	<b>6</b>
高級導師－化妝及美甲	0	4	0	0	0	0	<b>4</b>
化妝導師	1	0	6	10	0	0	<b>17</b>
美甲導師	0	0	5	1	0	0	<b>6</b>
助理化妝導師	0	0	0	3	0	0	<b>3</b>
助理美甲導師	0	0	0	3	0	0	<b>3</b>
行政僱員	4	1	0	7	0	0	<b>12</b>
接待員	0	0	2	12	1	0	<b>15</b>
<b>小計</b>	<b>11</b>	<b>5</b>	<b>13</b>	<b>36</b>	<b>1</b>	<b>0</b>	<b>66</b>
<i>佔該年資的百分比(總數：66)</i>	<i>16.7%</i>	<i>7.6%</i>	<i>19.7%</i>	<i>54.5%</i>	<i>1.5%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>3. 美容院、健康中心及水療中心</b>							
總監／總經理	29	17	21	0	0	16	<b>83</b>
分區店長／營運經理	101	101	113	19	0	65	<b>399</b>
品牌／營業／市場總監／經理	6	15	5	8	0	0	<b>34</b>
營業／市場主任	0	15	51	24	0	1	<b>91</b>
高級美容師	136	165	341	87	0	234	<b>963</b>
高級化妝師	15	2	2	0	0	3	<b>22</b>
纖體顧問	28	9	115	25	0	25	<b>202</b>
美容師	3,117	839	2,087	1,615	27	712	<b>8,397</b>
醫護人員助理員	0	38	0	0	0	0	<b>38</b>
化妝師	24	15	156	2	0	6	<b>203</b>
按摩及身體護理師	84	13	505	206	14	58	<b>880</b>
修甲師（指甲／趾甲）	0	1	65	34	0	2	<b>102</b>
甲藝師	0	0	34	82	0	0	<b>116</b>
纖體師	25	59	150	254	0	126	<b>614</b>
美容顧問	30	8	157	208	0	146	<b>549</b>
美容師助理	25	50	56	442	267	41	<b>881</b>
市場推廣助理	0	6	5	23	8	1	<b>43</b>
推廣員	0	0	0	49	4	0	<b>53</b>

行業類別的主要職務	十年以上	六年至十年 以下	三年至六年 以下	一年至三年 以下	一年以下	未有 說明	總數
<b>3. 美容院、健康中心及水療中心(續)</b>							
行政僱員	0	14	44	199	6	20	<b>283</b>
接待員	0	0	79	342	98	204	<b>723</b>
醫護人員	19	0	22	10	0	8	<b>59</b>
<b>小計</b>	<b>3,639</b>	<b>1,367</b>	<b>4,008</b>	<b>3,629</b>	<b>424</b>	<b>1,668</b>	<b>14,735</b>
<i>佔該年資的百分比(總數：14,735)</i>	<i>24.7%</i>	<i>9.3%</i>	<i>27.2%</i>	<i>24.6%</i>	<i>2.9%</i>	<i>11.3%</i>	<i>100.0%</i>
<b>4. 髮廊</b>							
總監／總經理	20	8	6	0	0	3	<b>37</b>
分區店長／營運經理	42	23	23	0	0	1	<b>89</b>
髮型設計總監	11	15	4	0	0	3	<b>33</b>
技術總監	17	2	0	0	0	0	<b>19</b>
高級髮型師	151	145	93	0	0	11	<b>400</b>
髮型師	4,157	1,249	1,922	446	0	71	<b>7,845</b>
電染技術員	0	0	156	73	0	0	<b>229</b>
修甲師(指甲／趾甲)	56	7	16	33	0	5	<b>117</b>
甲藝師	0	0	1	4	0	0	<b>5</b>
髮型助理	611	195	617	2,832	930	87	<b>5,272</b>
行政僱員	12	0	16	50	4	5	<b>87</b>
接待員	0	27	57	279	32	17	<b>412</b>
<b>小計</b>	<b>5,077</b>	<b>1,671</b>	<b>2,911</b>	<b>3,717</b>	<b>966</b>	<b>203</b>	<b>14,545</b>
<i>佔該年資的百分比(總數：14,545)</i>	<i>34.9%</i>	<i>11.5%</i>	<i>20.0%</i>	<i>25.6%</i>	<i>6.6%</i>	<i>1.4%</i>	<i>100.0%</i>
<b>5. 批發及出入口產品公司</b>							
總監／總經理	162	28	20	0	0	22	<b>232</b>
品牌／營業／市場總監／經理	58	80	86	0	0	82	<b>306</b>
產品／技術經理	75	18	129	29	0	30	<b>281</b>
營業／市場主任	239	22	336	92	0	63	<b>752</b>
訓練主任	8	0	69	21	0	4	<b>102</b>
技術顧問	8	0	16	0	0	0	<b>24</b>
營業代表	389	100	761	530	0	36	<b>1,816</b>
市場推廣助理	0	0	85	64	0	12	<b>161</b>
推廣員	0	0	0	0	50	1	<b>51</b>
行政僱員	113	0	240	349	0	49	<b>751</b>
接待員	0	0	116	17	0	13	<b>146</b>
<b>小計</b>	<b>1,052</b>	<b>248</b>	<b>1,858</b>	<b>1,102</b>	<b>50</b>	<b>312</b>	<b>4,622</b>
<i>佔該年資的百分比(總數：4,622)</i>	<i>22.8%</i>	<i>5.4%</i>	<i>40.2%</i>	<i>23.8%</i>	<i>1.1%</i>	<i>6.8%</i>	<i>100.0%</i>
<b>6. 零售產品公司</b>							
總監／總經理	11	8	20	0	0	37	<b>76</b>
企業／品牌形象營業總監／經理	20	10	8	0	0	39	<b>77</b>
分區店長／營運經理	26	20	43	0	0	37	<b>126</b>
市場經理	33	19	20	0	0	8	<b>80</b>
產品／技術經理	8	10	15	0	0	4	<b>37</b>
營業／市場主任	48	32	90	114	0	30	<b>314</b>
訓練主任	0	14	28	28	0	15	<b>85</b>

行業類別的主要職務	十年以上	六年至十年 以下	三年至六年 以下	一年至三年 以下	一年以下	未有 說明	總數
<b>6. 零售產品公司(續)</b>							
買手	0	5	2	75	0	20	<b>102</b>
店長	0	155	340	72	0	96	<b>663</b>
技術顧問	3	12	12	11	0	0	<b>38</b>
美容顧問 (櫃位)	20	8	1,028	2,675	0	1,284	<b>5,015</b>
頭髮護理顧問	12	20	40	0	247	40	<b>359</b>
化妝師	0	0	4	7	0	61	<b>72</b>
市場推廣助理	0	3	61	98	20	65	<b>247</b>
推廣員	88	0	0	13	0	11	<b>112</b>
行政僱員	9	6	14	140	18	108	<b>295</b>
接待員	0	0	3	61	0	10	<b>74</b>
<b>小計</b>	<b>278</b>	<b>322</b>	<b>1,728</b>	<b>3,294</b>	<b>285</b>	<b>1,865</b>	<b>7,772</b>
<i>佔該年資的百分比(總數：7,772)</i>	<i>3.6%</i>	<i>4.1%</i>	<i>22.2%</i>	<i>42.4%</i>	<i>3.7%</i>	<i>24.0%</i>	<i>100.0%</i>
<b>7. 美甲中心</b>							
分區店長／營運經理	8	25	0	0	0	3	<b>36</b>
指甲顧問 (指甲／趾甲)	0	16	0	8	0	3	<b>27</b>
高級指甲技師(指甲／趾甲)	0	0	0	25	0	0	<b>25</b>
指甲技師 (指甲／趾甲)	25	25	53	0	25	0	<b>128</b>
修甲師 (指甲／趾甲)	0	0	0	16	25	0	<b>41</b>
甲藝師	0	0	41	50	0	21	<b>112</b>
初級指甲技師(指甲／趾甲)	0	0	50	0	0	0	<b>50</b>
足底按摩師	0	0	1	4	0	0	<b>5</b>
行政僱員	0	0	4	0	0	0	<b>4</b>
接待員	0	0	6	8	0	5	<b>19</b>
<b>小計</b>	<b>33</b>	<b>66</b>	<b>155</b>	<b>111</b>	<b>50</b>	<b>32</b>	<b>447</b>
<i>佔該年資的百分比(總數：447)</i>	<i>7.4%</i>	<i>14.8%</i>	<i>34.7%</i>	<i>24.8%</i>	<i>11.2%</i>	<i>7.2%</i>	<i>100.0%</i>
<b>總計</b>	<b>10,147</b>	<b>3,719</b>	<b>10,736</b>	<b>12,013</b>	<b>1,784</b>	<b>4,092</b>	<b>42,491</b>
<i>佔該年資的百分比(總數：42,491)</i>	<i>23.9%</i>	<i>8.8%</i>	<i>25.3%</i>	<i>28.3%</i>	<i>4.2%</i>	<i>9.6%</i>	<i>100.0%</i>

表五(a)：直接僱員宜有職業資格（按行業類別劃分）

行業類別	僱員宜有職業資格	經理級/ 技師級 (a)	主任級/ 技術員級 (b)	技工級/ 半熟練技工級 (c)	總數 (a - c)
<b>1. 美容及美髮學校</b>					
	國家職業資格（技能鑒定）證書	6	4	0	10
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	5	8	0	13
	• 化妝師	1	3	1	5
	• 強烈脈衝光儀器操作員	2	3	0	5
	• 髮型師	1	1	0	2
	技能提升課程證書	0	3	0	3
	其他本地專業／認可課程證書	2	7	1	10
	其他國際性專業／認可課程證書	32	35	1	68
<b>小計</b>	<b>49</b>	<b>64</b>	<b>3</b>	<b>116</b>	
<b>2. 化妝、美甲等學校</b>					
	國家職業資格（技能鑒定）證書	0	3	0	3
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	0	1	0	1
	• 化妝師	0	0	0	0
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	0	0	0
	技能提升課程證書	0	0	0	0
	其他本地專業／認可課程證書	0	4	0	4
	其他國際性專業／認可課程證書	1	8	0	9
<b>小計</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>17</b>	
<b>3. 美容院、健康中心及水療中心</b>					
	國家職業資格（技能鑒定）證書	9	28	78	115
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	26	47	784	857
	• 化妝師	0	25	51	76
	• 強烈脈衝光儀器操作員	10	10	21	41
	• 髮型師	0	25	58	83
	技能提升課程證書	15	13	434	462
	其他本地專業／認可課程證書	8	60	816	884
	其他國際性專業／認可課程證書	53	98	1,030	1,181
<b>小計</b>	<b>121</b>	<b>306</b>	<b>3,272</b>	<b>3,699</b>	
<b>4. 髮廊</b>					
	國家職業資格（技能鑒定）證書	13	0	58	71
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	0	0	17	17
	• 化妝師	0	0	0	0
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	27	26	937	990
	技能提升課程證書	13	9	386	408
	其他本地專業／認可課程證書	11	13	350	374
	其他國際性專業／認可課程證書	32	54	284	370
<b>小計</b>	<b>96</b>	<b>102</b>	<b>2,032</b>	<b>2,230</b>	



行業類別	僱員宜有職業資格	經理級/ 技師級 (a)	主任級/ 技術員級 (b)	技工級/ 半熟練技工級 (c)	總數 (a - c)
<b>5. 批發及出入口產品公司</b>					
	國家職業資格 (技能鑒定) 證書	1	0	0	1
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	6	63	0	69
	• 化妝師	0	54	0	54
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	0	0	0
	技能提升課程證書	5	70	0	75
	其他本地專業/認可課程證書	9	119	8	136
	其他國際性專業/認可課程證書	25	176	10	211
	<b>小計</b>	<b>46</b>	<b>482</b>	<b>18</b>	<b>546</b>
<b>6. 零售產品公司</b>					
	國家職業資格 (技能鑒定) 證書	1	1	1	3
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	6	30	55	91
	• 化妝師	0	3	25	28
	• 強烈脈衝光儀器操作員	0	0	20	20
	• 髮型師	0	0	20	20
	技能提升課程證書	4	7	28	39
	其他本地專業/認可課程證書	1	7	7	15
	其他國際性專業/認可課程證書	12	76	40	128
	<b>小計</b>	<b>24</b>	<b>124</b>	<b>196</b>	<b>344</b>
<b>7. 美甲中心</b>					
	國家職業資格 (技能鑒定) 證書	4	54	25	83
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	0	0	0	0
	• 化妝師	0	0	0	0
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	0	0	0
	技能提升課程證書	4	62	33	99
	其他本地專業/認可課程證書	25	8	58	91
	其他國際性專業/認可課程證書	33	8	29	70
	<b>小計</b>	<b>66</b>	<b>132</b>	<b>145</b>	<b>343</b>
<b>8. 其他 (包括婚紗攝影及影視娛樂機構)</b>					
	國家職業資格 (技能鑒定) 證書	0	1	0	1
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	0	0	1	1
	• 化妝師	0	3	5	8
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	3	2	5
	技能提升課程證書	0	2	6	8
	其他本地專業/認可課程證書	2	3	5	10
	其他國際性專業/認可課程證書	2	3	7	12
	<b>小計</b>	<b>4</b>	<b>15</b>	<b>26</b>	<b>45</b>
	<b>總計</b>	<b>407</b>	<b>1,241</b>	<b>5,692</b>	<b>7,340</b>

表五(b)：直接僱員現有職業資格（按行業類別劃分）

行業類別	僱員宜有職業資格	經理級/ 技師級 (a)	主任級/ 技術員級 (b)	技工級/ 半熟練技工級 (c)	總數 (a - c)
<b>1. 美容及美髮學校</b>					
	國家職業資格（技能鑒定）證書	9	8	0	17
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	4	6	0	10
	• 化妝師	1	2	1	4
	• 強烈脈衝光儀器操作員	0	1	0	1
	• 髮型師	1	1	0	2
	技能提升課程證書	3	3	0	6
	其他本地專業／認可課程證書	2	5	1	8
	其他國際性專業／認可課程證書	33	40	1	74
	<b>小計</b>	<b>53</b>	<b>66</b>	<b>3</b>	<b>122</b>
<b>2. 化妝、美甲等學校</b>					
	國家職業資格（技能鑒定）證書	0	4	0	4
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	0	0	0	0
	• 化妝師	0	0	0	0
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	0	0	0
	技能提升課程證書	0	3	0	3
	其他本地專業／認可課程證書	0	1	0	1
	其他國際性專業／認可課程證書	1	8	0	9
	<b>小計</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>17</b>
<b>3. 美容院、健康中心及水療中心</b>					
	國家職業資格（技能鑒定）證書	1	20	194	215
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	20	23	276	319
	• 化妝師	0	0	25	25
	• 強烈脈衝光儀器操作員	2	2	4	8
	• 髮型師	0	0	0	0
	技能提升課程證書	1	2	309	312
	其他本地專業／認可課程證書	9	60	1,199	1,268
	其他國際性專業／認可課程證書	62	100	1,327	1,489
	<b>小計</b>	<b>95</b>	<b>207</b>	<b>3,334</b>	<b>3,636</b>
<b>4. 髮廊</b>					
	國家職業資格（技能鑒定）證書	13	0	75	88
	VTC美容美髮訓練委員會技能測驗證書：				
	• 美容師	0	0	9	9
	• 化妝師	0	0	0	0
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	13	5	119	137
	技能提升課程證書	13	7	197	217
	其他本地專業／認可課程證書	1	12	752	765
	其他國際性專業／認可課程證書	23	52	317	392
	<b>小計</b>	<b>63</b>	<b>76</b>	<b>1,469</b>	<b>1,608</b>

行業類別	僱員宜有職業資格	經理級/ 技師級 (a)	主任級/ 技術員級 (b)	技工級/ 半熟練技工級 (c)	總數 (a - c)
<b>5. 批發及出入口產品公司</b>					
	國家職業資格 (技能鑒定) 證書	1	0	0	1
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	6	14	0	20
	• 化妝師	0	5	0	5
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	0	0	0
	技能提升課程證書	0	0	0	0
	其他本地專業/認可課程證書	20	4	8	32
	其他國際性專業/認可課程證書	21	177	9	207
	<b>小計</b>	<b>48</b>	<b>200</b>	<b>17</b>	<b>265</b>
<b>6. 零售產品公司</b>					
	國家職業資格 (技能鑒定) 證書	1	1	1	3
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	6	24	9	39
	• 化妝師	0	0	1	1
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	0	0	0
	技能提升課程證書	0	0	1	1
	其他本地專業/認可課程證書	1	27	7	35
	其他國際性專業/認可課程證書	12	95	40	147
	<b>小計</b>	<b>20</b>	<b>147</b>	<b>59</b>	<b>226</b>
<b>7. 美甲中心</b>					
	國家職業資格 (技能鑒定) 證書	0	25	0	25
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	0	0	0	0
	• 化妝師	0	0	0	0
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	0	0	0
	技能提升課程證書	0	50	25	75
	其他本地專業/認可課程證書	0	33	33	66
	其他國際性專業/認可課程證書	29	79	75	183
	<b>小計</b>	<b>29</b>	<b>187</b>	<b>133</b>	<b>349</b>
<b>8. 其他 (包括婚紗攝影及影視娛樂機構)</b>					
	國家職業資格 (技能鑒定) 證書	0	3	2	5
	VTC美容美髮訓練委員會技能測驗證書:				
	• 美容師	0	0	0	0
	• 化妝師	0	3	5	8
	• 強烈脈衝光儀器操作員	0	0	0	0
	• 髮型師	0	3	2	5
	技能提升課程證書	0	0	3	3
	其他本地專業/認可課程證書	0	2	10	12
	其他國際性專業/認可課程證書	0	3	9	12
	<b>小計</b>	<b>0</b>	<b>14</b>	<b>31</b>	<b>45</b>
	<b>總計</b>	<b>309</b>	<b>913</b>	<b>5,046</b>	<b>6,268</b>

表六：未來十二個月內，美容美髮業從業員須接受的技能培訓範疇（按行業類別劃分）

行業類別	技能培訓範疇	經理級	技師級	主任級	技術員級	技工級	半熟練技工級	總數
<b>1. 美容及美髮學校</b>								
	<b>一般管理技能</b>							
	管理技能（如解決問題、決策、領導才能及危機管理）	8	8	1	11	0	0	28
	人力資源	3	5	0	7	0	0	15
	市場管理	4	6	0	9	0	0	19
	優質服務管理	5	8	1	12	1	1	28
	其他	0	0	0	0	0	0	0
	<b>小計(a)</b>	<b>20</b>	<b>27</b>	<b>2</b>	<b>39</b>	<b>1</b>	<b>1</b>	<b>90</b>
	<b>通用技能</b>							
	顧客服務技巧	5	6	2	18	3	1	35
	處理投訴技巧	6	8	1	16	1	1	33
	銷售及市場推廣技巧	5	3	2	15	0	0	25
	店鋪營運技巧	5	6	1	9	0	0	21
	其他	0	1	0	5	0	0	6
	<b>小計(b)</b>	<b>21</b>	<b>24</b>	<b>6</b>	<b>63</b>	<b>4</b>	<b>2</b>	<b>120</b>
	<b>語文技能</b>							
	普通話	4	6	1	13	2	1	27
	中文書寫能力	3	3	1	9	1	1	18
	英文書寫能力	5	3	1	7	1	1	18
	英語會話	5	5	1	11	1	1	24
	其他	0	0	0	0	0	0	0
	<b>小計(c)</b>	<b>17</b>	<b>17</b>	<b>4</b>	<b>40</b>	<b>5</b>	<b>4</b>	<b>87</b>
	<b>總計(a - c)</b>	<b>58</b>	<b>68</b>	<b>12</b>	<b>142</b>	<b>10</b>	<b>7</b>	<b>297</b>
<b>2. 化妝、美甲等學校</b>								
	<b>一般管理技能</b>							
	管理技能（如解決問題、決策、領導才能及危機管理）	1	0	0	1	0	0	2
	人力資源	1	0	0	1	0	0	2
	市場管理	1	0	0	1	0	0	2
	優質服務管理	0	0	0	4	0	0	4
	其他	0	0	0	0	0	0	0
	<b>小計(a)</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>10</b>
	<b>通用技能</b>							
	顧客服務技巧	1	0	0	5	0	0	6
	處理投訴技巧	1	0	0	5	0	0	6
	銷售及市場推廣技巧	1	0	0	3	0	0	4
	店鋪營運技巧	1	0	0	3	0	0	4
	其他	0	0	0	3	0	0	3
	<b>小計(b)</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>23</b>
	<b>語文技能</b>							
	普通話	0	0	0	6	0	0	6
	中文書寫能力	0	0	0	3	0	0	3
	英文書寫能力	0	0	0	3	0	0	3
	英語會話	0	0	0	6	0	0	6
	其他	0	0	0	0	0	0	0
	<b>小計(c)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>18</b>
	<b>總計(a - c)</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>44</b>	<b>0</b>	<b>0</b>	<b>51</b>

行業類別	技能培訓範疇	經理級	技師級	主任級	技術員級	技工級	半熟練技工級	總數
<b>3. 美容院、健康中心及水療中心</b>								
	<b>一般管理技能</b>							
	管理技能 (如解決問題、決策、領導才能及危機管理)	48	0	19	24	434	0	<b>525</b>
	人力資源	35	0	18	25	316	0	<b>394</b>
	市場管理	45	0	24	5	418	0	<b>492</b>
	優質服務管理	63	0	20	47	538	33	<b>701</b>
	其他	0	0	0	0	0	0	<b>0</b>
	<b>小計(a)</b>	<b>191</b>	<b>0</b>	<b>81</b>	<b>101</b>	<b>1,706</b>	<b>33</b>	<b>2,112</b>
	<b>通用技能</b>							
	顧客服務技巧	43	0	16	123	1,627	254	<b>2,063</b>
	處理投訴技巧	38	0	16	70	1,138	179	<b>1,441</b>
	銷售及市場推廣技巧	28	0	21	114	1,209	210	<b>1,582</b>
	店鋪營運技巧	34	0	16	44	1,299	200	<b>1,593</b>
	其他	0	0	0	10	367	93	<b>470</b>
	<b>小計(b)</b>	<b>143</b>	<b>0</b>	<b>69</b>	<b>361</b>	<b>5,640</b>	<b>936</b>	<b>7,149</b>
	<b>語文技能</b>							
	普通話	34	0	15	70	1,398	281	<b>1,798</b>
	中文書寫能力	6	0	13	13	740	128	<b>900</b>
	英文書寫能力	6	0	13	38	789	128	<b>974</b>
	英語會話	30	0	15	87	1,446	252	<b>1,830</b>
	其他	0	0	0	0	33	0	<b>33</b>
	<b>小計(c)</b>	<b>76</b>	<b>0</b>	<b>56</b>	<b>208</b>	<b>4,406</b>	<b>789</b>	<b>5,535</b>
	<b>總計(a - c)</b>	<b>410</b>	<b>0</b>	<b>206</b>	<b>670</b>	<b>11,752</b>	<b>1,758</b>	<b>14,796</b>
<b>4. 髮廊</b>								
	<b>一般管理技能</b>							
	管理技能 (如解決問題、決策、領導才能及危機管理)	12	0	0	8	216	8	<b>244</b>
	人力資源	11	13	0	0	195	8	<b>227</b>
	市場管理	15	13	0	9	135	8	<b>180</b>
	優質服務管理	9	14	0	53	241	71	<b>388</b>
	其他	0	0	0	0	0	0	<b>0</b>
	<b>小計(a)</b>	<b>47</b>	<b>40</b>	<b>0</b>	<b>70</b>	<b>787</b>	<b>95</b>	<b>1,039</b>
	<b>通用技能</b>							
	顧客服務技巧	21	25	0	63	1,128	779	<b>2,016</b>
	處理投訴技巧	14	23	0	41	662	356	<b>1,096</b>
	銷售及市場推廣技巧	11	22	0	37	585	307	<b>962</b>
	店鋪營運技巧	15	22	0	50	675	351	<b>1,113</b>
	其他	1	1	0	3	170	112	<b>287</b>
	<b>小計(b)</b>	<b>62</b>	<b>93</b>	<b>0</b>	<b>194</b>	<b>3,220</b>	<b>1,905</b>	<b>5,474</b>
	<b>語文技能</b>							
	普通話	12	23	0	36	930	464	<b>1,465</b>
	中文書寫能力	3	9	0	9	383	165	<b>569</b>
	英文書寫能力	3	9	0	9	383	165	<b>569</b>
	英語會話	8	23	0	23	940	485	<b>1,479</b>
	其他	0	0	0	0	0	0	<b>0</b>
	<b>小計(c)</b>	<b>26</b>	<b>64</b>	<b>0</b>	<b>77</b>	<b>2,636</b>	<b>1,279</b>	<b>4,082</b>
	<b>總計(a - c)</b>	<b>135</b>	<b>197</b>	<b>0</b>	<b>341</b>	<b>6,643</b>	<b>3,279</b>	<b>10,595</b>

行業類別	技能培訓範疇	經理級	技師級	主任級	技術員級	技工級	半熟練技工級	總數
<b>5. 批發及出入口產品公司</b>								
	<b>一般管理技能</b>							
	管理技能 (如解決問題、決策、領導才能及危機管理)	29	0	61	354	0	0	444
	人力資源	22	0	58	353	0	0	433
	市場管理	34	0	73	377	0	0	484
	優質服務管理	20	0	64	370	0	0	454
	其他	0	0	0	0	0	0	0
	<b>小計(a)</b>	<b>105</b>	<b>0</b>	<b>256</b>	<b>1,454</b>	<b>0</b>	<b>0</b>	<b>1,815</b>
	<b>通用技能</b>							
	顧客服務技巧	10	0	80	478	13	0	581
	處理投訴技巧	6	0	77	381	4	0	468
	銷售及市場推廣技巧	26	0	154	567	13	0	760
	店鋪營運技巧	6	0	19	301	5	0	331
	其他	0	0	0	16	0	0	16
	<b>小計(b)</b>	<b>48</b>	<b>0</b>	<b>330</b>	<b>1,743</b>	<b>35</b>	<b>0</b>	<b>2,156</b>
	<b>語文技能</b>							
	普通話	22	0	133	467	5	0	627
	中文書寫能力	2	0	112	448	0	0	562
	英文書寫能力	2	0	115	448	0	0	565
	英語會話	6	0	120	448	4	0	578
	其他	0	0	0	0	0	0	0
	<b>小計(c)</b>	<b>32</b>	<b>0</b>	<b>480</b>	<b>1,811</b>	<b>9</b>	<b>0</b>	<b>2,332</b>
	<b>總計(a - c)</b>	<b>185</b>	<b>0</b>	<b>1,066</b>	<b>5,008</b>	<b>44</b>	<b>0</b>	<b>6,303</b>
<b>6. 零售產品公司</b>								
	<b>一般管理技能</b>							
	管理技能 (如解決問題、決策、領導才能及危機管理)	13	0	65	1	0	0	79
	人力資源	8	0	23	0	0	0	31
	市場管理	10	0	30	0	0	0	40
	優質服務管理	17	0	38	0	4	0	59
	其他	0	0	0	0	0	0	0
	<b>小計(a)</b>	<b>48</b>	<b>0</b>	<b>156</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>209</b>
	<b>通用技能</b>							
	顧客服務技巧	12	0	66	9	134	4	225
	處理投訴技巧	7	0	48	5	38	0	98
	銷售及市場推廣技巧	16	0	91	5	78	0	190
	店鋪營運技巧	12	0	56	5	34	0	107
	其他	0	0	10	3	29	0	42
	<b>小計(b)</b>	<b>47</b>	<b>0</b>	<b>271</b>	<b>27</b>	<b>313</b>	<b>4</b>	<b>662</b>
	<b>語文技能</b>							
	普通話	10	0	60	3	110	0	183
	中文書寫能力	7	0	16	3	10	0	36
	英文書寫能力	7	0	16	3	10	0	36
	英語會話	10	0	48	3	107	0	168
	其他	0	0	0	0	0	0	0
	<b>小計(c)</b>	<b>34</b>	<b>0</b>	<b>140</b>	<b>12</b>	<b>237</b>	<b>0</b>	<b>423</b>
	<b>總計(a - c)</b>	<b>129</b>	<b>0</b>	<b>567</b>	<b>40</b>	<b>554</b>	<b>4</b>	<b>1,294</b>

行業類別	技能培訓範疇	經理級	技師級	主任級	技術員級	技工級	半熟練技工級	總數
<b>7. 美甲中心</b>								
	<b>一般管理技能</b>							
	管理技能 (如解決問題、決策、領導才能及危機管理)	8	0	0	54	50	0	112
	人力資源	4	0	0	50	50	0	104
	市場管理	4	0	0	50	50	0	104
	優質服務管理	4	0	0	54	50	0	108
	其他	0	0	0	0	0	0	0
	<b>小計(a)</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>208</b>	<b>200</b>	<b>0</b>	<b>428</b>
	<b>通用技能</b>							
	顧客服務技巧	29	0	0	108	129	0	266
	處理投訴技巧	4	0	0	58	79	0	141
	銷售及市場推廣技巧	4	0	0	58	79	0	141
	店鋪營運技巧	4	0	0	83	79	0	166
	其他	25	0	0	0	50	0	75
	<b>小計(b)</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>307</b>	<b>416</b>	<b>0</b>	<b>789</b>
	<b>語文技能</b>							
	普通話	4	0	0	108	79	0	191
	中文書寫能力	4	0	0	83	79	0	166
	英文書寫能力	4	0	0	54	29	0	87
	英語會話	4	0	0	108	79	0	191
	其他	0	0	0	0	0	0	0
	<b>小計(c)</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>353</b>	<b>266</b>	<b>0</b>	<b>635</b>
	<b>總計(a - c)</b>	<b>102</b>	<b>0</b>	<b>0</b>	<b>868</b>	<b>882</b>	<b>0</b>	<b>1,852</b>
<b>8. 其他 (包括婚紗攝影及影視娛樂機構)</b>								
	<b>一般管理技能</b>							
	管理技能 (如解決問題、決策、領導才能及危機管理)	0	2	0	1	3	0	6
	人力資源	0	2	0	1	3	0	6
	市場管理	0	2	0	0	3	0	5
	優質服務管理	0	2	0	1	3	0	6
	其他	0	0	0	1	1	0	2
	<b>小計(a)</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>0</b>	<b>25</b>
	<b>通用技能</b>							
	顧客服務技巧	0	0	0	3	18	0	21
	處理投訴技巧	0	2	0	3	13	0	18
	銷售及市場推廣技巧	0	0	0	0	13	0	13
	店鋪營運技巧	0	0	0	0	11	0	11
	其他	0	0	0	1	2	0	3
	<b>小計(b)</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>57</b>	<b>0</b>	<b>66</b>
	<b>語文技能</b>							
	普通話	0	2	0	1	10	0	13
	中文書寫能力	0	2	0	3	7	0	12
	英文書寫能力	0	2	0	1	6	0	9
	英語會話	0	0	0	1	11	0	12
	其他	0	0	0	0	0	0	0
	<b>小計(c)</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>34</b>	<b>0</b>	<b>46</b>
	<b>總計(a - c)</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>17</b>	<b>104</b>	<b>0</b>	<b>137</b>
	<b>合共</b>	<b>1,026</b>	<b>281</b>	<b>1,851</b>	<b>7,130</b>	<b>19,989</b>	<b>5,048</b>	<b>35,325</b>

表七：過去十二個內，招聘美容美髮從業員遇上困難的原因（按行業類別劃分）

行業類別	原因	經理級/ 技師級 (a)	主任級/ 技術員級 (b)	技工級/ 半熟練技工級 (c)	總數 (a - c)
<b>1. 美容及美髮學校</b>					
	缺乏具相關訓練／資歷的人力資源	0	4	1	5
	缺乏具相關經驗求職者	0	9	2	11
	求職者對服務條件／薪酬要求過高	2	4	1	7
	工作時間過長	0	1	0	1
	地位低微	0	0	0	0
	其他	0	0	0	0
	<b>小計</b>	<b>2</b>	<b>18</b>	<b>4</b>	<b>24</b>
<b>2. 化妝、美甲等學校</b>					
	缺乏具相關訓練／資歷的人力資源	0	0	0	0
	缺乏具相關經驗求職者	0	0	0	0
	求職者對服務條件／薪酬要求過高	0	0	0	0
	工作時間過長	0	0	0	0
	地位低微	0	0	0	0
	其他	0	0	0	0
	<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>3. 美容院、健康中心及水療中心</b>					
	缺乏具相關訓練／資歷的人力資源	5	6	296	307
	缺乏具相關經驗求職者	3	13	383	399
	求職者對服務條件／薪酬要求過高	5	13	313	331
	工作時間過長	2	5	100	107
	地位低微	0	0	8	8
	其他	0	1	236	237
	<b>小計</b>	<b>15</b>	<b>38</b>	<b>1,336</b>	<b>1,389</b>
<b>4. 髮廊</b>					
	缺乏具相關訓練／資歷的人力資源	1	1	322	324
	缺乏具相關經驗求職者	2	2	474	478
	求職者對服務條件／薪酬要求過高	2	5	449	456
	工作時間過長	0	1	272	273
	地位低微	0	0	101	101
	其他	0	0	333	333
	<b>小計</b>	<b>5</b>	<b>9</b>	<b>1,951</b>	<b>1,965</b>
<b>5. 批發及出入口產品公司</b>					
	缺乏具相關訓練／資歷的人力資源	1	74	0	75
	缺乏具相關經驗求職者	12	136	1	149
	求職者對服務條件／薪酬要求過高	2	49	2	53
	工作時間過長	1	9	1	11
	地位低微	0	0	0	0
	其他	0	0	1	1
	<b>小計</b>	<b>16</b>	<b>268</b>	<b>5</b>	<b>289</b>



行業類別	原因	經理級/ 技師級 (a)	主任級/ 技術員級 (b)	技工級/ 半熟練技工級 (c)	總數 (a - c)
<b>6. 零售產品公司</b>					
	缺乏具相關訓練/資歷的人力資源	1	2	11	<b>14</b>
	缺乏具相關經驗求職者	6	21	49	<b>76</b>
	求職者對服務條件/薪酬要求過高	6	20	61	<b>87</b>
	工作時間過長	1	1	29	<b>31</b>
	地位低微	0	1	6	<b>7</b>
	其他	1	1	16	<b>18</b>
	<b>小計</b>	<b>15</b>	<b>46</b>	<b>172</b>	<b>233</b>
<b>7. 美甲中心</b>					
	缺乏具相關訓練/資歷的人力資源	0	4	25	<b>29</b>
	缺乏具相關經驗求職者	0	4	25	<b>29</b>
	求職者對服務條件/薪酬要求過高	0	4	25	<b>29</b>
	工作時間過長	0	0	0	<b>0</b>
	地位低微	0	0	0	<b>0</b>
	其他	0	0	25	<b>25</b>
	<b>小計</b>	<b>0</b>	<b>12</b>	<b>100</b>	<b>112</b>
<b>8. 其他 (包括婚紗攝影及影視娛樂機構)</b>					
	缺乏具相關訓練/資歷的人力資源	0	0	7	<b>7</b>
	缺乏具相關經驗求職者	0	2	6	<b>8</b>
	求職者對服務條件/薪酬要求過高	0	2	3	<b>5</b>
	工作時間過長	0	2	2	<b>4</b>
	地位低微	0	0	0	<b>0</b>
	其他	0	0	0	<b>0</b>
	<b>小計</b>	<b>0</b>	<b>6</b>	<b>18</b>	<b>24</b>
	<b>總計</b>	<b>53</b>	<b>397</b>	<b>3,586</b>	<b>4,036</b>

表八(a)：香港聘用的僱員派駐於國內工作的人數（按行業類別之技能等級劃分）

行業類別的技能等級	派駐於國內工作的香港僱員人數			
	調查前十二個月內 (長駐) (a)	調查前十二個月內 (非長駐) (b)	調查前十二個月內 (長駐及非長駐) (a) + (b)	預測十二個月後 (長駐)
<b>1. 美容及美髮學校</b>				
管理	3	1	4	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>
<b>2. 化妝、美甲等學校</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	2	2	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>
<b>3. 美容院、健康中心及水療中心</b>				
管理	4	35	39	8
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	1	1	59
<b>小計</b>	<b>4</b>	<b>36</b>	<b>40</b>	<b>67</b>
<b>4. 髮廊</b>				
管理	1	1	2	3
技師	2	0	2	6
主任	0	0	0	0
技術	0	3	3	3
營業員	0	0	0	0
技工	0	15	15	60
<b>小計</b>	<b>3</b>	<b>19</b>	<b>22</b>	<b>72</b>
<b>5. 批發及出入口產品公司</b>				
管理	0	12	12	0
技師	0	0	0	0
主任	98	1	99	98
技術	0	2	2	0
營業員	0	126	126	49
技工	0	0	0	0
<b>小計</b>	<b>98</b>	<b>141</b>	<b>239</b>	<b>147</b>

行業類別的技能等級	派駐於國內工作的香港僱員人數			
	調查前十二個月內 (長駐)	調查前十二個月內 (非長駐)	調查前十二個月內 (長駐及非長駐)	預測十二個月後 (長駐)
	(a)	(b)	(a) + (b)	
<b>6. 零售產品公司</b>				
管理	26	1	27	28
技師	0	0	0	0
主任	2	0	2	2
技術	0	0	0	0
營業員	0	0	0	0
技工	1	6	7	1
<b>小計</b>	<b>29</b>	<b>7</b>	<b>36</b>	<b>31</b>
<b>7. 美甲中心</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>8. 其他 (包括婚紗攝影及影視娛樂機構)</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>總計</b>	<b>137</b>	<b>206</b>	<b>343</b>	<b>317</b>

表八(b)：香港聘用的僱員派駐於澳門工作的人數（按行業類別之技能等級劃分）

按行業類別的技能等級	派駐於澳門工作的香港僱員人數			
	調查前十二個月內 (長駐) (a)	調查前十二個月內 (非長駐) (b)	調查前十二個月內 (長駐及非長駐) (a) + (b)	預測十二個月後 (長駐)
<b>1. 美容及美髮學校</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2. 化妝、美甲等學校</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>3. 美容院、健康中心及水療中心</b>				
管理	1	0	1	1
技師	0	0	0	0
主任	0	0	0	0
技術	1	0	1	1
營業員	0	0	0	0
技工	0	3	3	18
<b>小計</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>20</b>
<b>4. 髮廊</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>5. 批發及出入口產品公司</b>				
管理	0	1	1	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	1	1	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>

按行業類別的技能等級	派駐於澳門工作的香港僱員人數			
	調查前十二個月內 (長駐)	調查前十二個月內 (非長駐)	調查前十二個月內 (長駐及非長駐)	預測十二個月後 (長駐)
	(a)	(b)	(a) + (b)	
<b>6. 零售產品公司</b>				
管理	3	2	5	4
技師	0	0	0	0
主任	3	6	9	3
技術	0	0	0	0
營業員	0	0	0	0
技工	7	0	7	10
<b>小計</b>	<b>13</b>	<b>8</b>	<b>21</b>	<b>17</b>
<b>7. 美甲中心</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>8. 其他 (包括婚紗攝影及影視娛樂機構)</b>				
管理	0	0	0	0
技師	0	0	0	0
主任	0	0	0	0
技術	0	0	0	0
營業員	0	0	0	0
技工	0	0	0	0
<b>小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>總計</b>	<b>15</b>	<b>13</b>	<b>28</b>	<b>37</b>

表九：各類行業的機構數目（按規模劃分）

行業類別	僱員數目	機構數目
<b>1. 美容及美髮學校</b>		
	1 -- 4	20
	5 -- 9	15
	10 -- 19	12
	20 -- 49	5
	50 -- 99	1
	100 -- 199	0
	200及以上	0
	<b>小計</b>	<b>53</b>
<b>2. 化妝、美甲等學校</b>		
	1 -- 4	1
	5 -- 9	7
	10 -- 19	1
	20 -- 49	0
	50 -- 99	0
	100 -- 199	0
	200及以上	0
	<b>小計</b>	<b>9</b>
<b>3. 美容院、健康中心及水療中心</b>		
	1 -- 4	2,572
	5 -- 9	302
	10 -- 19	143
	20 -- 49	64
	50 -- 99	23
	100 -- 199	15
	200及以上	5
	<b>小計</b>	<b>3,124</b>
<b>4. 髮廊</b>		
	1 -- 4	2,008
	5 -- 9	786
	10 -- 19	251
	20 -- 49	74
	50 -- 99	13
	100 -- 199	0
	200及以上	3
	<b>小計</b>	<b>3,135</b>

行業類別	僱員數目	機構數目
<b>5. 批發及出入口產品公司</b>		
	1 -- 4	709
	5 -- 9	214
	10 -- 19	91
	20 -- 49	34
	50 -- 99	11
	100 -- 199	11
	200及以上	0
	<b>小計</b>	<b>1,070</b>
<b>6. 零售產品公司</b>		
	1 -- 4	370
	5 -- 9	30
	10 -- 19	33
	20 -- 49	30
	50 -- 99	32
	100 -- 199	6
	200及以上	12
	<b>小計</b>	<b>513</b>
<b>7. 美甲中心</b>		
	1 -- 4	233
	5 -- 9	0
	10 -- 19	8
	20 -- 49	0
	50 -- 99	1
	100 -- 199	0
	200及以上	0
	<b>小計</b>	<b>242</b>
<b>8. 其他（包括婚紗攝影及影視娛樂機構）</b>		
	1 -- 4	16
	5 -- 9	9
	10 -- 19	9
	20 -- 49	3
	50 -- 99	0
	100 -- 199	2
	200及以上	3
	<b>小計</b>	<b>42</b>
	<b>總計</b>	<b>8,188</b>

表十：各類行業技術及非技術的僱員人數（按規模劃分）

行業類別	僱員數目	非技術 僱員人數 (a)	技術 僱員人數 (b)	總數 (a) + (b)
<b>1. 美容及美髮學校</b>				
	1 -- 4	9	50	59
	5 -- 9	1	61	62
	10 -- 19	4	122	126
	20 -- 49	11	101	112
	50 -- 99	16	58	74
	100 -- 199	0	0	0
	200及以上	0	0	0
	<b>小計</b>	<b>41</b>	<b>392</b>	<b>433</b>
<b>2. 化妝、美甲等學校</b>				
	1 -- 4	0	1	1
	5 -- 9	0	21	21
	10 -- 19	1	8	9
	20 -- 49	0	0	0
	50 -- 99	0	0	0
	100 -- 199	0	0	0
	200及以上	0	0	0
	<b>小計</b>	<b>1</b>	<b>30</b>	<b>31</b>
<b>3. 美容院、健康中心及水療中心</b>				
	1 -- 4	50	4,718	4,768
	5 -- 9	29	1,666	1,695
	10 -- 19	128	1,628	1,756
	20 -- 49	153	1,668	1,821
	50 -- 99	72	1,487	1,559
	100 -- 199	203	1,739	1,942
	200及以上	92	1,309	1,401
	<b>小計</b>	<b>727</b>	<b>14,215</b>	<b>14,942</b>
<b>4. 髮廊</b>				
	1 -- 4	25	3,946	3,971
	5 -- 9	37	4,423	4,460
	10 -- 19	58	2,876	2,934
	20 -- 49	59	1,928	1,987
	50 -- 99	40	732	772
	100 -- 199	0	0	0
	200及以上	29	696	725
	<b>小計</b>	<b>248</b>	<b>14,601</b>	<b>14,849</b>



行業類別	僱員數目	非技術 僱員人數 (a)	技術 僱員人數 (b)	總數 (a) + (b)
<b>5. 批發及出入口產品公司</b>				
	1 -- 4	74	1,251	1,325
	5 -- 9	263	938	1,201
	10 -- 19	241	842	1,083
	20 -- 49	373	540	913
	50 -- 99	294	372	666
	100 -- 199	733	631	1,364
	200及以上	0	0	0
	<b>小計</b>	<b>1,978</b>	<b>4,574</b>	<b>6,552</b>
<b>6. 零售產品公司</b>				
	1 -- 4	12	618	630
	5 -- 9	0	168	168
	10 -- 19	64	363	427
	20 -- 49	60	943	1,003
	50 -- 99	696	1,672	2,368
	100 -- 199	112	632	744
	200及以上	2,579	3,644	6,223
	<b>小計</b>	<b>3,523</b>	<b>8,040</b>	<b>11,563</b>
<b>7. 美甲中心</b>				
	1 -- 4	25	382	407
	5 -- 9	0	0	0
	10 -- 19	20	76	96
	20 -- 49	0	0	0
	50 -- 99	4	49	53
	100 -- 199	0	0	0
	200及以上	0	0	0
	<b>小計</b>	<b>49</b>	<b>507</b>	<b>556</b>
<b>8. 其他 (包括婚紗攝影及影視娛樂機構)</b>				
	1 -- 4	0	11	11
	5 -- 9	0	8	8
	10 -- 19	0	9	9
	20 -- 49	0	9	9
	50 -- 99	0	0	0
	100 -- 199	0	20	20
	200及以上	0	75	75
	<b>小計</b>	<b>0</b>	<b>132</b>	<b>132</b>
	<b>總計</b>	<b>6,567</b>	<b>42,491</b>	<b>49,058</b>

表十一：美容美髮業2007年人力調查反應分析

行業類別* 結果	1. 理髮及美容服務	2. 化妝品、梳洗用品及清潔劑批發	3. 藥物及化妝品零售	4. 運動機構	5. 學校	6. 婚紗攝影機構	7. 視娛樂事業機構	總數
結束營業	12	0	2	0	2	5	0	21
重複	1	0	0	0	0	1	0	2
合併	2	0	0	0	0	0	0	2
搬遷、地址無法確定	22	0	2	1	1	4	0	30
無法取得聯絡	18	5	7	0	5	2	2	39
並無從事有關的單一業務	7	14	8	2	2	13	4	50
非技術僱員	2	0	0	0	2	0	1	5
未開始營業	0	2	0	0	0	0	0	2
只提供部份資料	10	3	5	0	2	0	0	20
拒絕回應	15	4	3	2	1	0	1	26
雖已註冊／有通信地址但並無營業	3	0	0	0	1	0	0	4
有回應	511	53	58	8	37	19	2	688
暫時停業	12	2	6	0	1	4	0	25
<b>合共</b>	<b>615</b>	<b>83</b>	<b>91</b>	<b>13</b>	<b>54</b>	<b>48</b>	<b>10</b>	<b>914</b>

\*行業類別：根據統計處於其註冊機構的資料庫內抽出相關機構而設計出的抽樣方案。

2007 Manpower Survey Report  
of the Beauty Care, Hairdressing and Cosmetics Industry

**Executive Summary**

Introduction

1. The Beauty Care and Hairdressing Training Board (hereinafter “the Training Board”) of the Vocational Training Council conducts a manpower survey biennially to assess the manpower situation of the industry and identify its manpower demands and training needs.
2. The fieldwork of the current manpower survey took place in December 2007, taking 30 November 2007 as the time reference of date. Out of 9 873 registered companies in the industry, 914 companies had been selected by the stratified random sampling method.
3. The 914 samples fell into the following six sectors of the industry:
  - i) School – Beauty & Hairdressing/Make-up & Nail;
  - ii) Beauty Centre/Health Centre & Spa;
  - iii) Hairdressing Salon;
  - iv) Cosmetic Product Company – Wholesale, Import & Export;
  - v) Cosmetic Product Company – Retail;
  - vi) Nail Salon.
4. The overall effective response rate was 96.5%, similar to that of 2005.

Objective

5. The manpower survey aims to collect the latest manpower data from the industry as well as assess manpower demands and training needs, hence to recommend strategies for curriculum development and training programmes for various jobs in the industry.

## Limitations

6. In consideration of time gap between carrying out the fieldwork of the survey and the publication of the report, the overall economic situation of Hong Kong might already change, especially in the aftermath of the financial tsunami. Discrepancy might exist between the survey findings and the actual scenarios.

7. Owing to limited resources, sample companies were drawn by statistical method from the trade for this survey. Hence, inherent statistical errors were inevitable and might affect the interpretation to survey findings.

## Economic Outlook

8. In retrospect, 2007 was a year of robust economic performance for Hong Kong, with the real gross domestic product achieving a 6.4% growth. The major impetus for growth mainly came from domestic demand, which comprised private consumption expenditure (up 3.1%), government consumption expenditure (up 0.2%), and gross domestic fixed capital (up 0.1%). Driven by domestic growth, the labour market was improving, with the unemployment rate dropping to the lowest since the economic recovery (4% for the whole year). Meanwhile, stock and property markets also reached new heights.

9. However, while the overall economy in Hong Kong was improving, inflation was rising sharply to the highest over the previous 11 years due to mounting international oil and commodity prices, which in turn led to price hikes for other consumer goods and services. In response, the government carried out one-off rates concession and public housing rental waiver which held back the upward consumer prices, and as a result the composite consumer price index increased by only 2% for the year. Besides, the medium and long-term (three years or above) leases started after the SARS epidemic were expiring. The marked increases in rents for both shops and offices put significant pressure on industry operators. Also, in some districts, shop premises for beauty care, hairdressing and cosmetics business posted bigger rent increases than those for other trades. Business operators therefore had to cut back on other expenses to cope with the rental pressure. Another factor for the high costs of the industry was the pay of local employees relatively higher than their counterparts elsewhere. Such business environment was hardly favourable. On addition, the business

operators had to face keen intra-trade competition, that further reduced their competitiveness in the international market. Business expansion for spas, which needed more spacious premises, was most affected. As the call for the introduction of statutory minimum wage has been gaining ground, the highly labour-intensive beauty care and hairdressing sectors will have to brace for another challenge.

10. Upon entering 2008, with the global economy slowing and inflation escalating, the momentum of Hong Kong's economic growth was beginning to lose steam. Stock market corrections and the slacking property market have also further dampened consumer sentiment and steadily eroded their purchasing power. Such trends have already been reflected in the growth figure of the second quarter (which was down to 4.2% of the second quarter from 7.3% of the first quarter), and have affected the demand for the services of beauty care, hairdressing and cosmetics.

11. The global financial tsunami first triggered by the Lehman Brothers incident in September 2008 had led to a precipitous downturn in the local economy with signs of recession emerging sooner than anticipated. By the impact Hong Kong has seen stock market slumps and credit tightening by banks, making it more difficult for all enterprises to secure financing and threatening them with closures and liquidation. Employees will eventually face more widespread layoffs or defaults in wage payment while the unemployment rate will continue to rise in the short term.

#### Industry Outlook and Implications for Manpower

12. After the SARS epidemic in 2003, the beauty care, hairdressing and cosmetics industry rebounded swiftly. In 2007, the industry entered a consolidation period and continued to pursue service diversification (e.g. beauty care for men, slimming treatment and high definition make-up). In recent years, consumers have become much more demanding in respect of quality and price for services and products. Competition among service providers/ product suppliers have been increasingly intense to satisfy customer needs. Polarization in service pricing has emerged. While services boasting high technology have still been able to maintain their pricing levels, price-driven ones that charge modestly have mushroomed. From the training perspective, more professional training is in demand by practitioners for high technology services. As for service providers that attract business

with low prices, a larger share of customers must be secured to maintain revenues and a large population of practitioners is in demand. Both categories require training policies tailored to their needs.

13. In recent years, the beauty care sector has seen the most notable growth in cosmetic dermatology (which offers a variety of treatments by using laser, intense pulsed light (IPL) and other optical equipments) and beauty treatments by means of Chinese medicine (which achieves beauty effect through regulating the functions of various internal organs of the human body). In the meantime, an increasing number of professionals from other fields (including medical doctors, health care personnel and dieticians, etc.) had been drawn to the industry, and this trend had already been reflected in this survey.

14. Since 2004, nail care sector had witnessed speedy growth in the wake of the SARS epidemic. This sector still has fairly large room for expansion in view of its brief history. Its major services include manicure, hand and foot care as well as nail art. The general public has come to consider manicure, hand and foot care essential to personal grooming and hygiene. Nail art (such as 2-D and 3-D nail designs, and acrylic nail art) had also been gaining popularity over the past two years. As operators have tried to attract more customers with affordable pricing, competition in this sector has intensified amidst market expansion. As regards manpower demands, the industry still needs more workers well versed in hand and foot care as well as quality customer service. In the long run, more extensive and in-depth training in these aspects should be provided to practitioners, which will bear positively on both personal development and the growth of the nail care sector.

15. Hairdressing services has diversified in recent years, with new services related to hair care steadily catching on alongside the usual services. Apart from an aging population, the fierce competition and immense stress characteristic of contemporary society, together with diet and lifestyles, very often have a negative impact, to varying degrees, on hair, causing all sorts of hair problems (such as hair loss, greying and balding) that tend to occur prematurely. People have also begun to pay more attention to hair care. Such needs will encourage technology and product development and open up new opportunities for this sector.

16. Besides the growth of the industry, the training market has undergone significant changes in recent years. The government has made great efforts to promote lifelong learning so as to enhance the productivity and competitiveness of the local workforce and prepare Hong Kong for further transformation into a knowledge-based economy. Alongside conventional education, various government-subsidized training bodies have offered a myriad of continuing education programmes and progression pathways to make available a greater variety of subjects for young people to further their studies. This has had certain impact on private-run training bodies specializing in beauty care and hairdressing. Also, the current education policy (which covers the development of vocational education, retraining programmes and the Qualifications Framework, etc.) has catered to economic restructuring. A concomitant trend is that most young people have preferred going on with their studies and entering the labour market at a later time. It results in much fewer young people joining the industry and thus manpower shortages. Recruitment of junior frontline staff, in particular, has become unbearably difficult. This situation will worsen when the government launches 12-year free education.

17. The financial turmoil in September 2008 has repercussions over the local economy. The expansion of the beauty care, hairdressing and cosmetics industry has slowed with a corresponding change in the demand for training needs.

#### Manpower Situation in 2007

18. In consideration of the past experiences in conducting previous manpower surveys and the uniqueness of the industry, Census and Statistics Department of the HKSAR Government had further improved the sampling framework of the 2007 survey which has improved the accuracy of the data collected. After reviewing the survey results, the Training Board is of the view that the survey findings on the whole can reflect the overall manpower situation of the industry during the survey period.

19. The survey revealed that in December 2007, a total of 51 860 workers were employed in the six sectors of the beauty care, hairdressing and cosmetics industry. Out of them, technical manpower engaged in principal jobs consisted of 45 293 (87.3%) whilst non-technical manpower consisted of 6 567 (12.7%), similar to the 85% and 14.8% respectively in 2005. Compared with the technical manpower in 2005 of 39 370, the 2007

survey recorded an increase of 5 923 employees, with a growth rate of 15% over 2 years.

20. The employment situation (including freelancers and part-time employees), number of vacancies and employers' forecast for the various sectors of the industry are shown in Table 1 and Table 2 respectively.

**Table 1: Distribution of Employees by Sector**

	<u>Direct Employees</u>	<u>Freelancers</u>	<u>Part-time Employees</u>
School (Beauty & Hairdressing/Make-up & Nail)	370	50	64
Beauty Centre/Health Centre & Spa	14 735	303	415
Hairdressing Salon	14 545	1 056	616
Cosmetic Product Company - Retail	7 772	0	130
Cosmetic Product Company - Wholesale, Import & Export)	4 622	0	118
Nail Salon	447	25	25
	<b>42 491</b>	<b>1 434</b>	<b>1 368</b>

21. The survey also revealed that 1 434 freelancers were employed in the industry in 2007. A decrease of 1 438 freelancers was recorded compared with the survey in 2005. By sector, hairdressing salons were the major employer of freelancers (1 056), followed by beauty centres, health centres and spas (303). A noteworthy point was that among the principal jobs, the number of freelancers in the hairdressing salons declined from 1 951 in 2005 to 909 in 2007. As part-time employees, there were 1 368 practitioners in the industry in 2007.



**Table 2 : Employers' Forecast of Manpower by December 2008 by Sector**

	(a) No. of Employees <u>in Dec 2007</u>	(b) No. of Vacancies <u>in Dec 2007</u>	(a + b) Total Manpower Demand <u>in Dec 2007</u>	<b>Employers' Forecast in Dec 2008</b>	<b><u>Increase</u> (%)</b>
School (Beauty & Hairdressing/Make-up & Nail)	370	25	395	<b>394</b>	<b>-0.3%</b>
Beauty Centre/Health Centre & Spa	14 735	1 144	15 879	<b>15 858</b>	<b>-0.1%</b>
Hairdressing Salon	14 545	1 309	15 854	<b>15 986</b>	<b>0.8%</b>
Cosmetic Product Company - Retail	7 772	215	7 987	<b>8 078</b>	<b>1.1%</b>
Cosmetic Product Company - Wholesale, Import & Export)	4 622	144	4 766	<b>4 718</b>	<b>-1.0%</b>
Nail Salon	447	123	570	<b>628</b>	<b>10.2%</b>
	<b>42 491</b>	<b>2 960</b>	<b>45 451</b>	<b>45 662</b>	<b>0.5%</b>

22. Employers forecasted that there would be 45 662 employees (excluding posts for freelancers and part-time employees) by December 2008, an overall increase of 0.5% only. This was led by the persistently high business costs and manpower shortages which would leave business operators cautious about hiring more staff.

#### Preferred and Actual Education of Employees

23. Regarding the education of employees, employers were more likely to hire those with completed secondary 5 than in the previous survey. However, because of difficulties in recent recruitment employers might relax their requirements and accept the applicants with lower qualifications. They were willing to employ those who had attained secondary 4 level or below (up from 14.8% in 2005 to 20.7% in 2007).

#### Preferred and Actual Working Experience of Employees

24. Apart from educational level, employers considered skills and work experience the foremost job requirement. From the survey findings, the preferred years of work experience matched the actual work experience of employees.

### Preferred and Present Vocational Qualifications of Employees

25. As for vocational qualifications, most employers believed that employees should hold relevant internationally recognized certificates, reflecting the historical development of the industry over the years.

### Training Needs

26. At the time of the survey, most employers were of the view that their employees should receive training in various skills in the next 12 months. Among all the training areas, customer service topped the list, followed in order of priority by Putonghua and spoken English, sales and marketing, and complaints handling.

### Recruitment Difficulties

27. Of the 3 172 companies, 2 108 (66.5%) found difficult to fill the posts, particularly those in the hairdressing salons. The major factors causing the difficulties were a lack of candidates with relevant experience, and candidates' unduly high expectations of working conditions / remuneration packages.

### Developments in Mainland/Macau and Implication on Manpower Demand

28. Only 249 of the 8 188 companies indicated that they had branches in the Mainland, similar to the findings reported in the 2005 survey. The number of Hong Kong employees deployed to the Mainland was also similar for the two surveys. A noteworthy point was that although the industry had relatively good potential for growth in the Mainland, the business experience in Hong Kong might not be fully applicable to the Mainland market. Moreover, there was quite a huge wage gap between the Mainland skilled workers and their Hong Kong counterparts.

29. In terms of figures, fewer Hong Kong employees were deployed in Macau than in the Mainland, which showed that business operators were not very keen on exploring the market in Macau.

## Recommendations

30. According to the survey findings, the Training Board estimates that 1 574 additional workers need to be trained, most of whom from hairdressing salons, while the rest will be employees of beauty centres, health centres, spas, and cosmetic products retail companies. However, hit by the financial turmoil in September 2008, the Hong Kong economy will show signs of worsening recession soon. The beauty care, hairdressing and cosmetics industry will see slower growth and face hardships as a result, and considerable deviation is expected between the actual number of trainees and the original estimate.

31. The Training Board has the following recommendations for the industry amidst the tough period:

- the industry should encourage employees and small and medium-sized companies' owners to better equip themselves with different kinds of training so as to enhance productivity and competitiveness and prepare themselves for new challenges and opportunities;
- training providers may consider offering courses in the following areas: (i) customer service, sales and marketing skills, which will enhance service quality and customer satisfaction, (ii) language (such as Putonghua and spoken English), which will improve communication skills with customers, and (iii) management, skills which will help the business administration and operation;
- awareness of the importance of lifelong learning should be raised to help employees to stay competitive so that they will contribute more to the industry;
- the Government may consider devoting more resources to the training of industry personnel, particularly for small and medium-sized companies which in general lack the resources for training;
- business operators may consider restructuring their business and reallocating their manpower resources in response to the changes in the macro environment. For example, large companies may consider more extensive and advanced training for their staff to prepare for business expansion that was

previously held back by manpower shortages as well as to keep up quality customer service. Medium-sized operations may consider seeking more business opportunities and expanding business through partnership. Small companies may contemplate human resources restructuring, merging with larger companies or joining them as affiliates to reduce costs and secure income.

## Section I

### Scope and Methodology of Survey

#### A. Beauty Care and Hairdressing Training Board

##### The Training Board

1.1 The Beauty Care and Hairdressing Training Board (the Training Board), formerly known as the “Beauty Care Training Board” under the Vocational Training Council (VTC) was set up in 2001 to be responsible for determining and assessing the manpower situation and training needs of the industry and to recommend the measures to VTC, employers and educational/training institutions for the development of training facilities to meet the industry’s demand for trained manpower. The terms of reference and the membership list of the Training Board are given in Appendices 1 and 2.

##### Working Group on Manpower Survey

1.2 A Working Group was formed under the Training Board to manage and guide the survey in the processes of questionnaire design, sampling, data analysis and reporting, with the assistance of the Census and Statistics Department (C&SD) of the HKSAR Government. The membership list of the working group is given in Appendix 3.

1.3 The Training Board conducted manpower surveys of the beauty care, hairdressing and cosmetics industry in 2003 and 2005. With the assistance of the C&SD, the third manpower survey was conducted from 3<sup>rd</sup> to 30<sup>th</sup> December 2007. Objectives of the survey were as follows:

- i) to identify the manpower and training needs of principal jobs of the beauty care, hairdressing and cosmetics industry; and
- ii) to forecast the manpower growth of the industry.

## Changes made in the 2007 Survey

1.4 To reflect the overall manpower situation of make-up artists (both full-time employees and freelancers), bridal salons and television and entertainment companies were also included in the survey.

1.5 A different sampling method of schools and related institutes was adopted for industry classifications; hence statistical figures were not directly comparable with those of 2005.

1.6 The principal job list was reviewed and updated with amendment made to the job descriptions where necessary. Additional principal jobs of technical director, technician (perm and color), assistant to medical practitioner and hair care adviser were included.

1.7 The Training Board is on the opinion that with the above changes would result in an improvement in the quality of data collected and better fulfill the purpose of identifying both manpower and training needs of the industry, thus enabling different stakeholders to take appropriate actions, if required.

## **B. Scope and Methodology of Survey**

### Scope of the Survey

1.8 The manpower survey covers principal jobs in the six sectors of the industry as follows:

- i) School (Beauty & Hairdressing/Make-up/Nail);
- ii) Beauty Centre/Health Centre & Spa;
- iii) Hairdressing Salon;
- iv) Cosmetic Product Company – Wholesale, Import & Export;
- v) Cosmetic Product Company – Retail;
- vi) Nail Salon.

1.9 The above six sectors are grouped with reference to the list of companies registered from the C&SD. The classifications are as follows:

- i) Branch 1: Hairdressing & Beauty Service
- ii) Branch 2: Cosmetic Products, Toilet Preparations and Cleaning Materials - Wholesale, Import & Export
- iii) Branch 3: Medicine & Cosmetic Products - Retail
- iv) Branch 4: Athletic Institute
- v) Branch 5: School
- vi) Branch 6: Bridal salon
- vii) Branch 7: Television & Entertainment Company

1.10 Stratified random sampling method was used. Out of the 9 873 companies, 914 were selected under the sampling plan as follows:

	<b>Branch</b>	<b>Sampled Companies</b>
1.	Hairdressing & Beauty Service	615
2.	Cosmetic Products, Toilet Preparations and Cleaning Materials - Wholesale, Import & Export	83
3.	Medicine & Cosmetic Products - Retail	91
4.	Athletic Institute	13
5.	School	54
6.	Bridal salon	48
7.	Television & Entertainment Company	10
	<b>Total</b>	<b>914</b>

#### Methodology of the Survey

1.11 The manpower survey aimed at collecting information on manpower and training situations of the beauty care, hairdressing and cosmetics industry. Each of these 914 sampled companies was required to complete a questionnaire on the manpower and training needs of the industry (Appendix 4). During the fieldwork, interviewing officers of the C&SD visited the companies to collect the completed questionnaires and offered assistance in completing the questionnaires when necessary.

1.12 Employers were requested to classify their employees according to the actual duties of their employees performed rather than the job titles they held in the organisation. Interviewing officers were briefed the nature of the various jobs. Questionnaires collected were checked, coded and if necessary, verified with the respondents. The survey data obtained were statistically grossed up to project the overall manpower situation of the industry.

#### Analysis of the Response

1.13 Of the 914 sampled companies, only 26 declined to respond. 710 were successfully enumerated with the required information collected. The rest of the companies were either ceased operation, had moved, were non-contactable or were not engaged in the related trade. The overall effective response rate was 96.5%. A full analysis of the response is in Appendix 5.

#### Limitations

1.14 In consideration of time gap between carrying out the fieldwork of the manpower survey and the publication of the report, the overall economic situation of Hong Kong might already change, especially after the financial tsunami. Possible discrepancy between the survey results and the actual scenarios should be noted.

1.15 Owing to limited resources, sample companies were drawn by statistical method from the trade for this survey. Hence, inherent statistical errors were inevitable and might affect the interpretation to survey findings.



## Section II

### Survey Findings

#### (1) Manpower Situation in 2007

##### Coverage of the Survey

2.1 The survey covers employees in the six sectors of the beauty, hairdressing and cosmetics industry:

- i) School (Beauty & Hairdressing/Make-up & Nail);
- ii) Beauty Centre/Health Centre & Spa;
- iii) Hairdressing Salon;
- iv) Nail Salon;
- v) Cosmetic Product Company – Wholesale, Import & Export;
- vi) Cosmetic Product Company – Retail.

##### Total Workforce

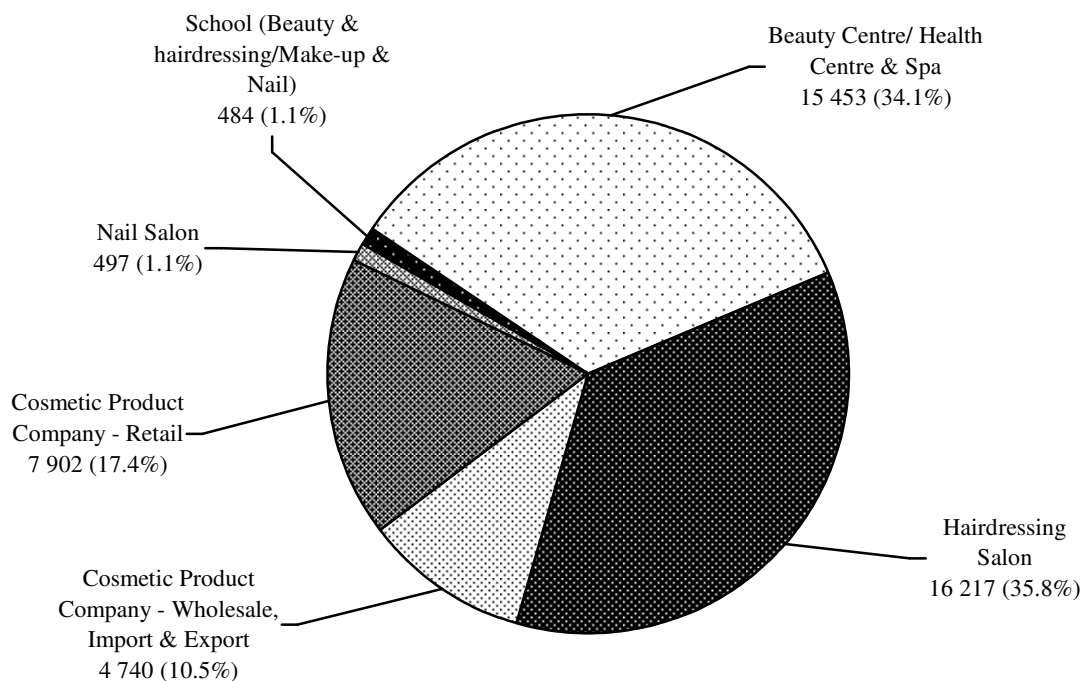
2.2 A total of **51 860** manpower were employed in the six sectors of the beauty care, hairdressing and cosmetics industry in December 2007. **45 293 (87.3%)** technical manpower were engaged in principal job (including 42 491 direct employees, 1 434 freelancers and 1 368 part-time employees), and the remaining **6 567 (12.7%)** non-technical manpower were engaged in non-principal job, more or less in line with the situation in 2005 which the percentage were 85% and 14.8% respectively. Compared with the technical manpower in 2005 of 39 370, the 2007 survey recorded an increase of 5 923 employees, with a growth rate of 15% over 2 years.

2.3 Same as the last survey, non-technical manpower have been excluded from all analysis in this report. These refer to those in administrative, accounting and other supporting duties. With due consideration to the uniqueness of the industry, the Training Board has included direct employees, freelancers and part-time employees in this survey, so as to reflect the manpower situation of the whole industry.

## Distribution of Employees

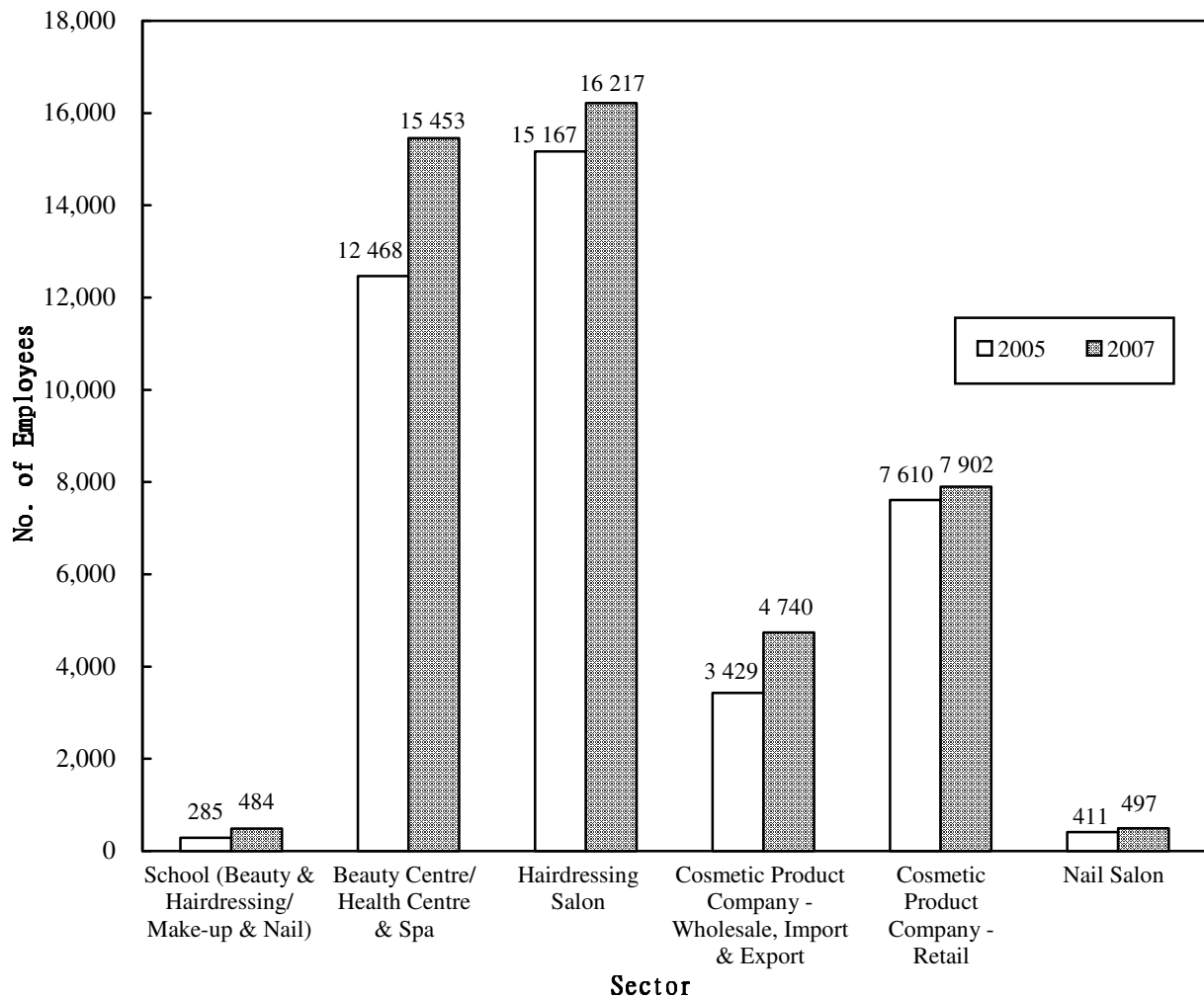
2.4 The majority of employees (16 217, accounting for 35.8% of the total workforce) were working in hairdressing salons, followed by beauty centres/health centres & spas (15 453, 34.1%), cosmetic product companies – retail (7 902, 17.4%), cosmetic product companies – wholesale, import & export (4 740, 10.5%); nail salons (497, 1.1%), and schools (beauty & hairdressing/make-up & nail) (484, 1.1%). Distribution of employees by sector is shown below in Figure 1. Detailed manpower statistics are shown in Table 1, Section 5.

**Figure 1: Distribution of Employees by Sector  
(Including Direct Employees, Freelancers and Part-time Employees)  
Total : 45 293**



2.5 Compared with the survey in 2005, beauty centres/health centres & spas recorded the highest manpower growth (2 985, +23.9%), followed by cosmetic product companies – wholesale, import & export (1 311, +38.2%), hairdressing salons (1 050, +6.9%), cosmetic product companies – retail (292, +3.8%), and nail salons (86, +20.9%). For the school sector, due to difference of sampling methods adopted in the 2005 and 2007 surveys, direct comparison of the number of employees was not applicable. Growth in the number of employees by sector is shown in Figure 2. Detailed comparison of the manpower statistics between 2005 and 2007 is shown in Table 2, Section 5.

**Figure 2 : Comparison of the Distribution of Employees between 2005 and 2007 by Sector**



2.6 Distribution of employees by sector (including freelancers and part-time employees) is shown in Table 1:

**Table 1: Distribution of Employees by Sector**

	<u>Direct Employees</u>	<u>Freelancers</u>	<u>Part-time Employees</u>
School (Beauty & Hairdressing/Make-up & Nail)	370	50	64
Beauty Centre/Health Centre & Spa	14 735	303	415
Hairdressing Salon	14 545	1 056	616
Cosmetic Product Company - Retail	7 772	0	130
Cosmetic Product Company - Wholesale, Import & Export)	4 622	0	118
Nail Salon	447	25	25
	<b>42 491</b>	<b>1 434</b>	<b>1 368</b>

2.7 The survey revealed that 1 434 freelancers were employed in the industry in 2007. A decrease of 1 438 freelancers was recorded compared with the survey in 2005. By sector, hairdressing salons had the largest number of freelancers (1 056), followed by beauty centres/health centres & spas (303). Regarding principal jobs, only 909 hair stylists were employed as freelancers in 2007, representing a decrease of 1 042 compared with the last survey. On the contrary, 7 845 hair stylists were employed as direct employees in 2007, representing an increase of 1 430 compared with the last survey. This showed that it was relatively common for freelance hair stylists to become direct employees of the hairdressing salons in recent years.

2.8 In 2007, there were 1 368 part-time employees, representing an increase of 259 compared with the survey in 2005. By sector, part-time employees were mainly engaged in the hairdressing salons (616 employees), followed by the beauty centres/health centres & spas (415 employees).

2.9 The distribution of principal jobs with most employees by sector is summarized as follows:

<b>Job Title</b>	<b>Number of Employees*</b>	
	<b>(2005)</b>	<b>(2007)</b>
1. Senior Beautician and Beautician	<b>7 792</b> (19.8%) <sup>#</sup>	<b>9 689</b> (21.4%) <sup>#</sup>
2. Senior Hair Stylist and Hair Stylist	<b>8 827</b> (22.4%) <sup>#</sup>	<b>9 328</b> (20.6%) <sup>#</sup>
3. Beauty Adviser (Counter) and Hair Care Adviser	<b>5 431</b> (13.7%) <sup>#</sup>	<b>5 487</b> (12.1%) <sup>#</sup>
4. Hairdressing Assistant	<b>5 184</b> (13.2%) <sup>#</sup>	<b>5 777</b> (12.8%) <sup>#</sup>
5. Sales Representative	<b>904</b> (2.3%) <sup>#</sup>	<b>1 914</b> (4.2%) <sup>#</sup>
	<b>28 138</b> (71.4%) <sup>#</sup>	<b>32 195</b> (71.1%) <sup>#</sup>
<b>(Total Number of Employees)</b>	<b>(39 370)</b> (100%)	<b>(45 293)</b> (100%)

(\*: Including direct employees, part-time employees and freelancers;

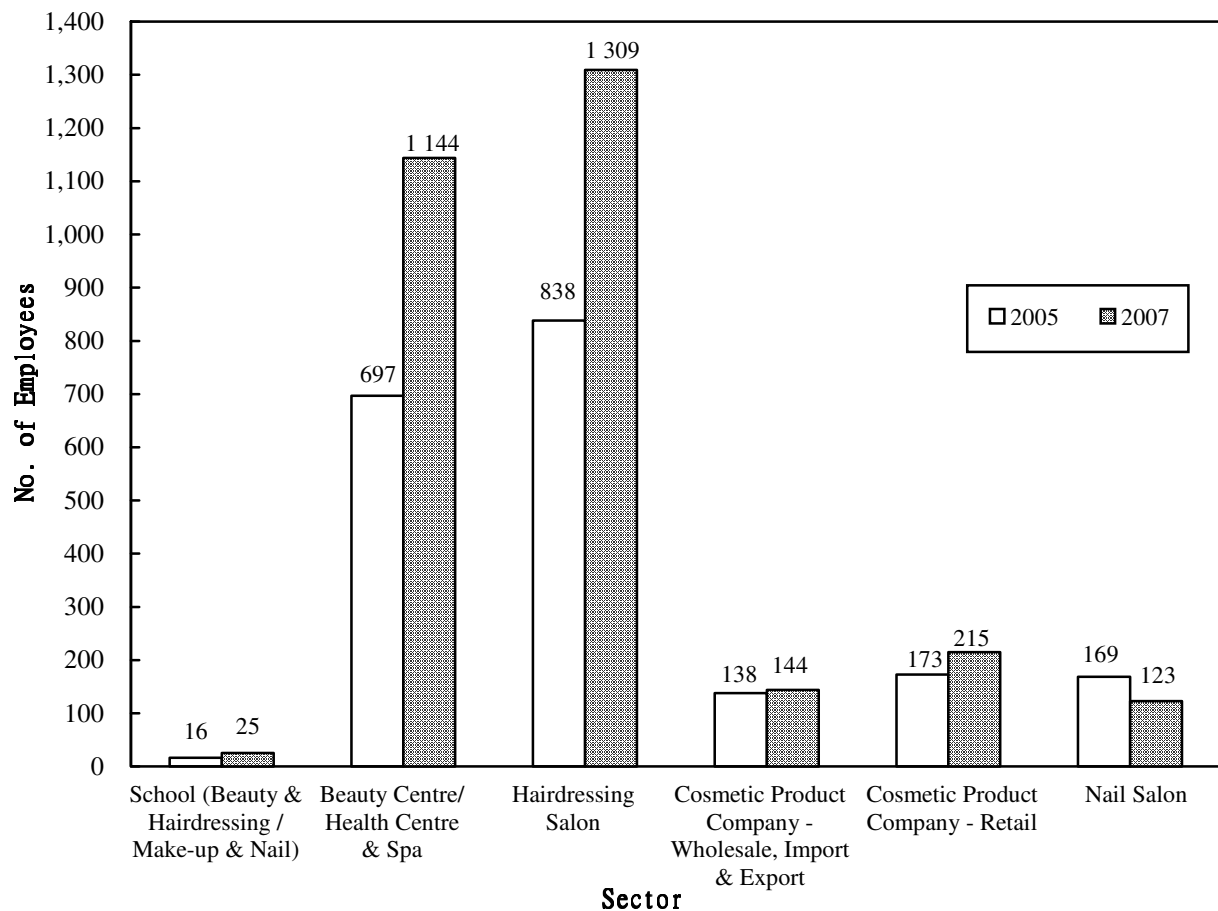
<sup>#</sup>: Percentage of employees in the particular job over the total number of employees)

2.10 The percentage of the abovementioned employees in principal jobs over the total number of employees was similar to that of 2005, with varying degree of growth in sectors. The highest growth (up 1 897, +24.3%) was recorded in the posts of senior beautician and beautician, followed by sales representative (up 1 010, +111.7%). Most of the service providers/ product suppliers reported that sales representatives/ persons were the most difficult post to be filled among the posts.

Existing Number of Vacancies

2.11 At the time of the survey, employers reported that there were 2 960 vacancies, 6.5% of the existing 45 451 manpower (including direct employees and vacancies). Compared with 2005, there were 929 more vacancies. Hairdressing salons had the largest number of 1 309 vacancies, followed by the beauty centres/health centres & spas with 1 144 vacancies. Comparison of the number of vacancies by sector between 2005 and 2007 is shown in Figure 3.

**Figure 3: Comparison of Number of Vacancies between 2005 and 2007 by Sector**



\*Percentage of the total 45 451 manpower (including direct employees and vacancies) in the same sector.

2.12 The distribution of principal jobs with most vacancies is summarized below:

<u>Job Titles</u>	<u>Number of Vacancies</u>	<u>Percentage of Total Vacancies</u>
1. Hairdressing Assistant	931	31.5%
2. Beautician	757	25.6%
3. Hair Stylist	338	11.4%
4. Beauty Adviser (Counter)	168	5.7%
5. Beauty Assistant	103	3.5%
6. Sales Representative	115	3.9%
<b>Sub-total</b>	<b>2 412</b>	<b>81.5%</b>
<b>Total Number of Vacancies</b>	<b>(2 960)</b>	<b>(100%)</b>

#### Number of Existing Trainees

2.13 A total of 139 trainees were employed in the six sectors. Beauty centres/health centres & spas had the largest number of trainees (72), followed by nail salons (33), product companies – retail (26) and hairdressing salons (8). As compared with 2005, the number of trainees dropped by 457.

## **(2) Manpower Demand Forecast**

### Employers' Forecast of Manpower Demand by December 2008

2.14 Employers forecast that there would be 45 662 manpower (excluding posts for freelancers and part-time employees) by December 2008, representing an increase of 211 or 0.5% compared with 2007. In term of sector, hairdressing salons would have 132 new posts. There would be 91 and 58 new posts offered by product companies – retail and nail salons. A comparison of the manpower forecast between 2007 and 2008 is summarized in Table 2.

**Table 2 : Employers' Forecast of Manpower by December 2008  
by Sector**

	(a) No. of Employees in Dec 2007	(b) No. of Vacancies in Dec 2007	(a + b) Total Manpower in Dec 2007	<b>Employers' Forecast in Dec 2008</b>	<b><u>Increase</u> (%)</b>
School (Beauty & Hairdressing/Make-up & Nail)	370	25	395	<b>394</b>	<b>-0.3%</b>
Beauty Centre/Health Centre & Spa	14 735	1 144	15 879	<b>15 858</b>	<b>-0.1%</b>
Hairdressing Salon	14 545	1 309	15 854	<b>15 986</b>	<b>0.8%</b>
Cosmetic Product Company - Retail	7 772	215	7 987	<b>8 078</b>	<b>1.1%</b>
Cosmetic Product Company - Wholesale, Import & Export	4 622	144	4 766	<b>4 718</b>	<b>-1.0%</b>
Nail Salon	447	123	570	<b>628</b>	<b>10.2%</b>
	<b>42 491</b>	<b>2 960</b>	<b>45 451</b>	<b>45 662</b>	<b>0.5%</b>

2.15 Distribution of principal jobs with additional posts is summarized as follows :

<b><u>Job Titles</u></b>	<b><u>Additional Number of Posts</u></b>
Beautician	<b>94</b>
Hairdressing Assistant	<b>68</b>
Beauty Adviser (Counter)	<b>65</b>

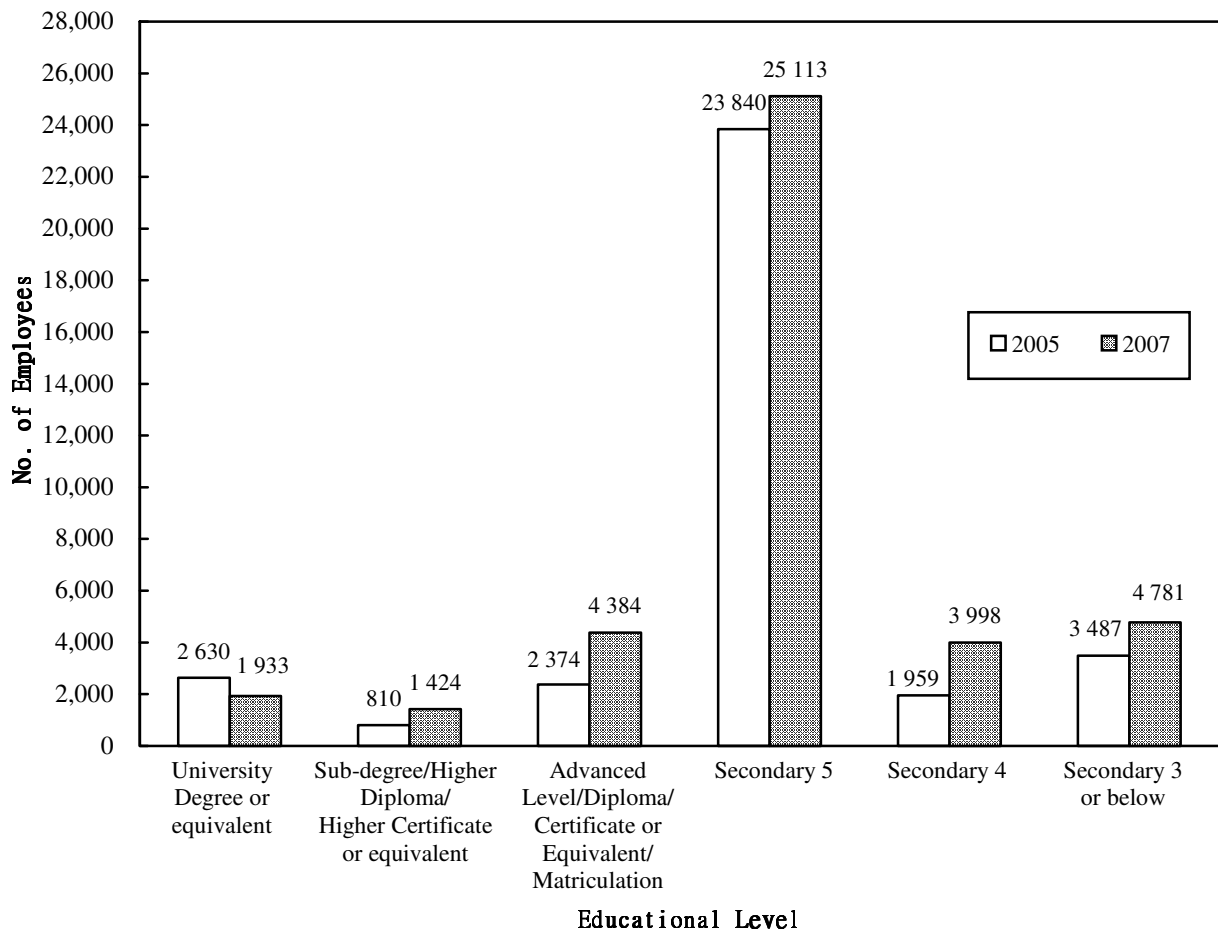
### **(3) Requirement of Qualifications**

#### **Preferred Level of Education of Employees**

2.16 As shown in Figure 4, a brief comparison of employers' preferred educational level of employees by sector between 2005 and 2007. The survey revealed that 59.1% of employers preferred employees to have secondary 5 educational level, in particular those working in the beauty centres/health centres & spas and hairdressing salons. 10.3% of the employers preferred employees with the Hong Kong Advanced Level Examination completed. Detailed statistical findings are shown in Table 3(a), Section 5.

2.17 In the face of manpower shortage, employers had lowered their requirement on the educational level of direct employees. 79.8% of employers preferred their direct employees to have secondary 3 - 5 educational level, a drop of 3% compared with the last survey. The requirement for employees to have a university degree dropped from 7.4% in 2005 to 4.5% in 2007.

**Figure 4: Preferred Level of Education of Employees between 2005 and 2007 by Sector**

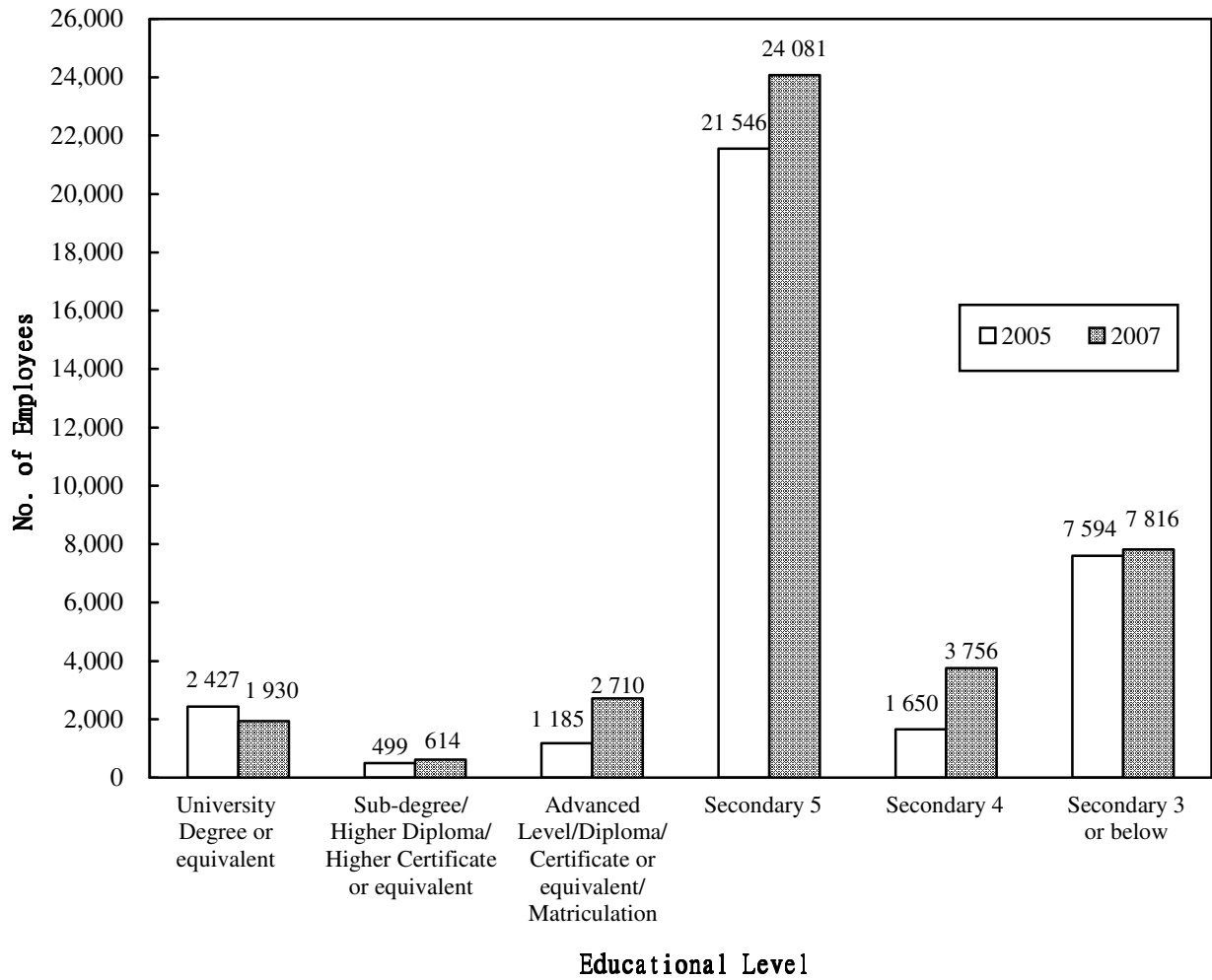


Actual Level of Education of Employees

2.18 A comparison of employers' reports on the educational level of direct employees by sector between 2005 and 2007 is shown in Figure 5. The survey revealed that 56.7% of employees from all sectors had Secondary 5 educational level. The overall education level of direct employees was comparable to that of 2005. Detailed statistical findings are given in Table 3(b), Section 5.



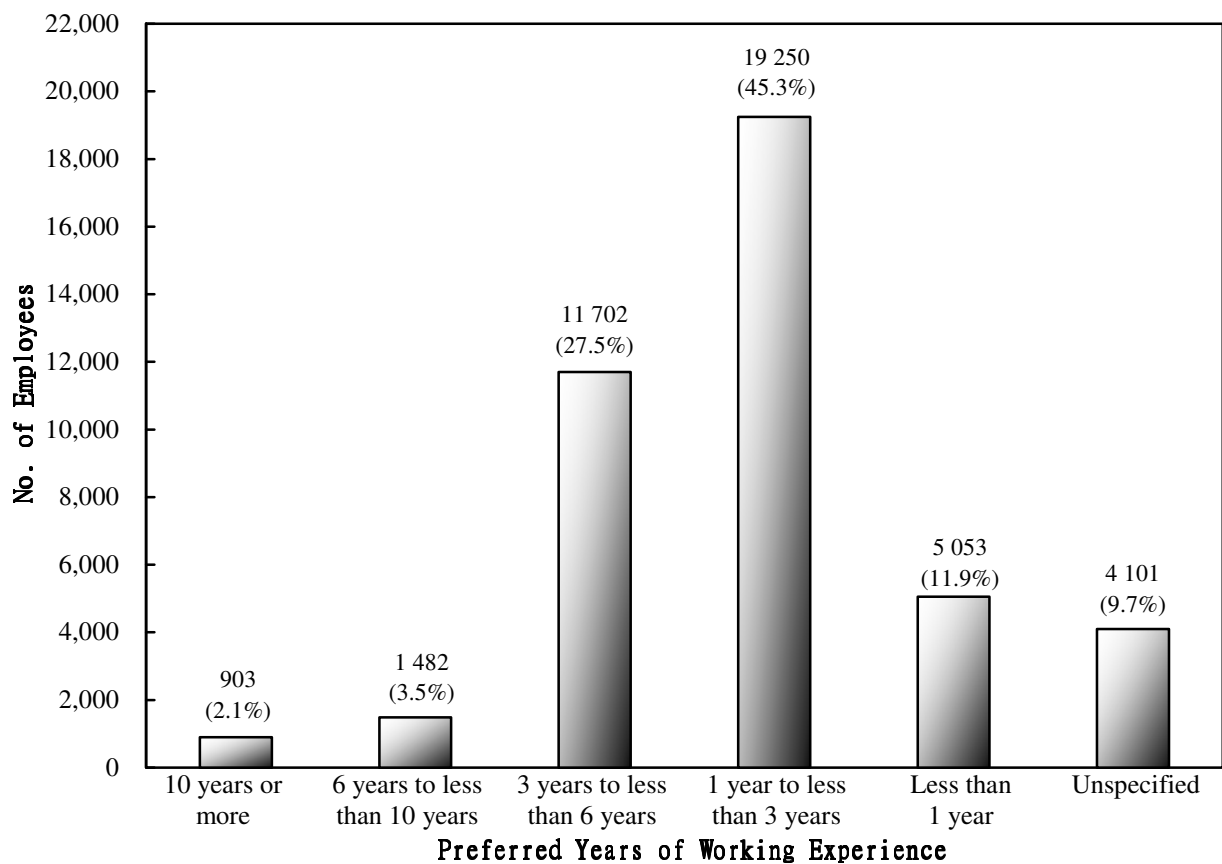
**Figure 5 : Actual Level of Education of Employees between 2005 and 2007 by Sector**



Preferred Working Experiences of Employees

2.19 45.3% of the direct employees in different sectors were required to possess 1 to 3 years of relevant working experience, and 27.5% to possess 3 to 6 years of experience. Detailed statistical findings are given in Table 4(a), Section 5.

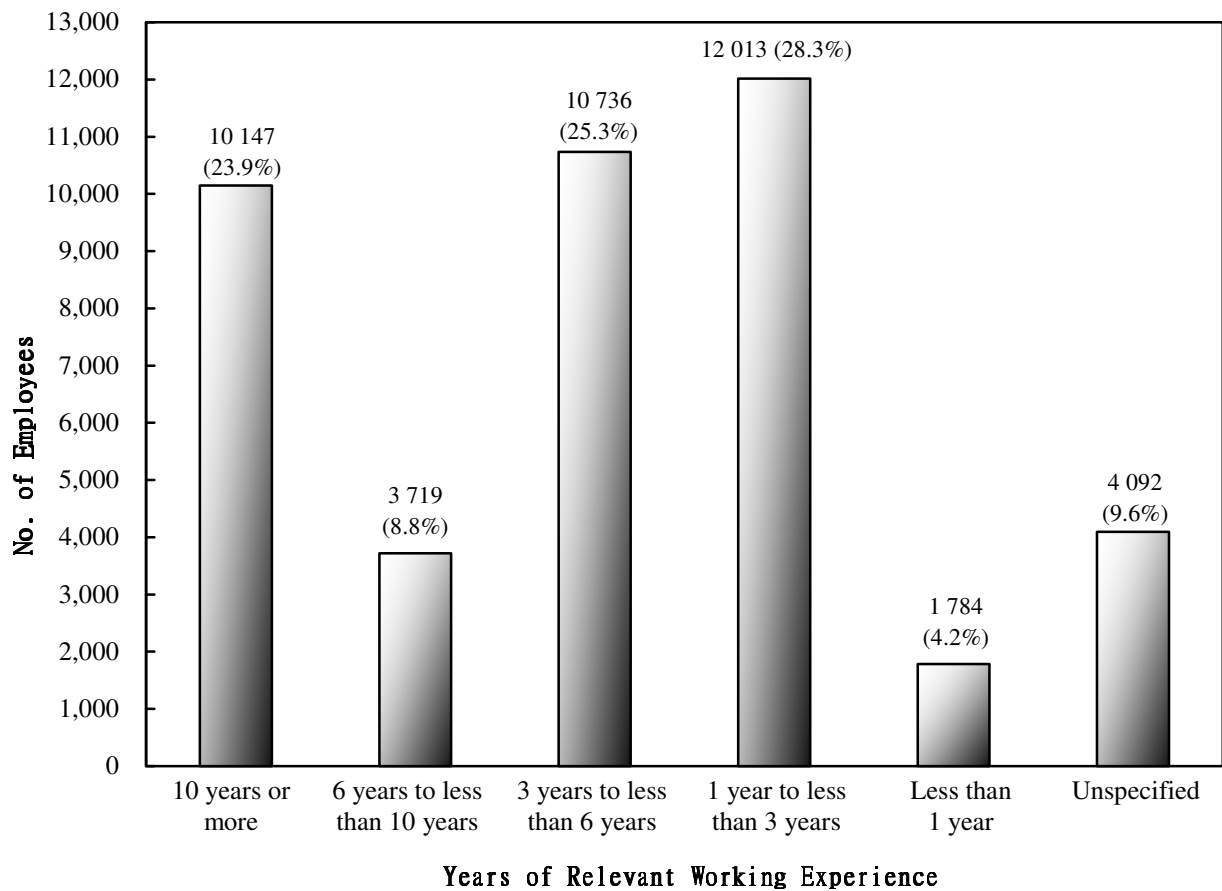
**Figure 6: Preferred Years of Working Experience of Employees**



Actual Working Experience of Employees

2.20 Among all sectors, only 28.3% of direct employees possessed 1 to 3 years of relevant working experience; however, 23.9% of them had been working in the trade over 10 years. This reflected that experienced employees were preferable. Both skills and work experience of employees considered more important than its education. Detailed statistical findings are given in Table 4(b), Section 5.

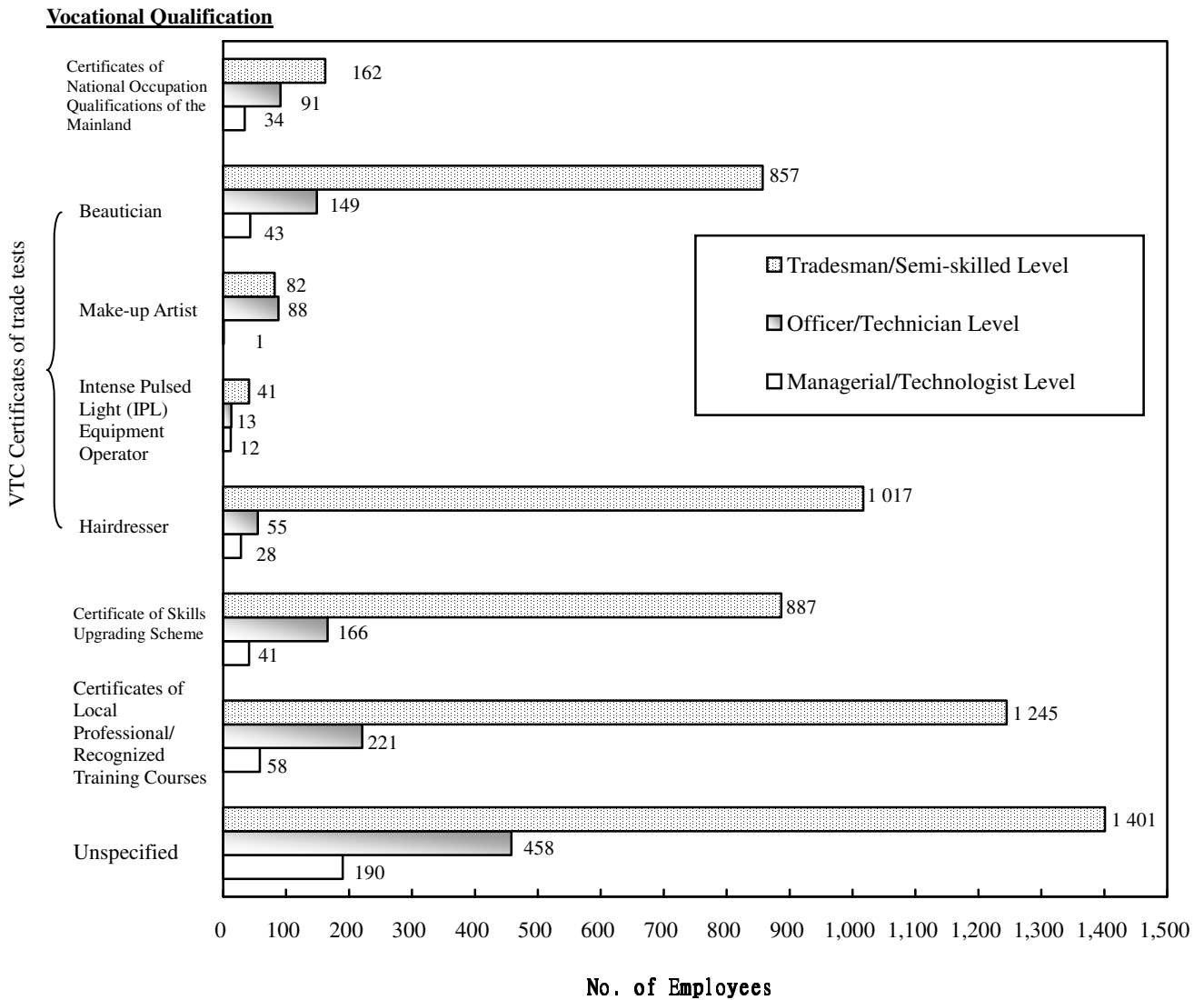
**Figure 7: Actual Years of Working Experience of Employees**



Preferred Vocational Qualifications of Employees

2.21 The majority of employers preferred their employees to possess certificates of international professional/recognized training courses; followed by certificates of local professional/recognized training courses. Professional qualifications recognized by the industry were mainly international certificate courses, indicating that employers were more assured of the quality of international courses. Detailed statistical findings are given in Table 5(a), Section 5.

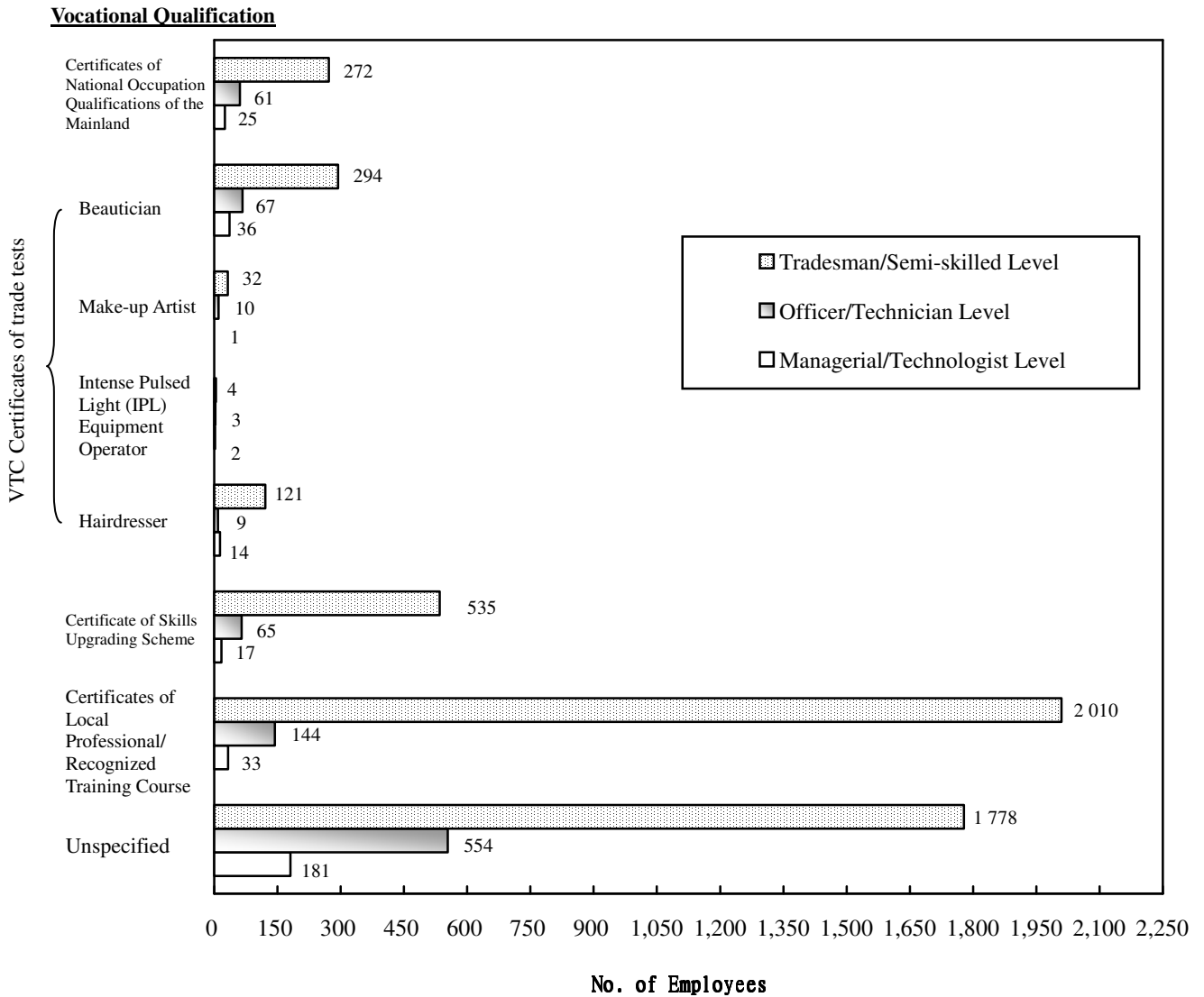
**Figure 8 : Preferred Vocational Qualifications of Employees**



Actual Vocational Qualifications of Employees

2.22 The majority of employees currently possessed certificates of international professional/recognized training courses; followed by certificates of local professional/recognized training courses. Detailed statistical findings are given in Table 5(b), Section 5.

**Figure 9: Actual Vocational Qualifications of Employees**



**(4) Manpower Training and Development**

Training Needs

2.23 At the time of the survey, majority of employers considered that employees should receive various types of skill training in the next 12 months. Among all training areas, customer services skill were the greatest demand, followed by Putonghua and spoken English, sales & marketing skill and complaints handling skill. In term of job levels, technician and tradesman considered target group to receive training. Detailed statistical findings are given in Table 6, Section 5.

### Recruitment Difficulties

2.24 Out of the 3 172 companies, 2 108 (66.5%) reported that they had faced recruitment difficulties, particularly in the hairdressing salons, followed by beauty centres/health centres & spas. The main reasons were insufficient trained / qualified manpower and higher expectation on working condition / remuneration packages from recruits. Detailed statistical findings are given in Table 7, Section 5.

### Staff Turnover

2.25 Employers reported that 10 983 employees had left in the past 12 months, representing 24.2% of the total workforce. In term of job levels, the highest turnover was reported in tradesman/semi-skilled levels (9 983 or 90.9%). In term of sector, the highest turnover was recorded in hairdressing salons (5 963 or 54.3%), followed by beauty centres/health centres & spas, (2 987 or 27.2%), and cosmetic product companies – retail (1 058 or 9.6%).

## **(5) Development in Mainland China/Macau and Implication on Manpower Needs**

### Companies with Branches in Mainland/Macau

2.26 Out of the 8 188 companies, 249 reported that they had branches in the Mainland, 163 were cosmetic product companies – wholesale, import & export; followed by 35 beauty centres/health centres & spas. The situation was similar to that of 2005. Only 20 companies reported that they had branches in Macau.

### Hong Kong Employees working in Mainland/Macau

2.27 A total of 137 employees recruited in Hong Kong were deployed (stationed basis) to work in the Mainland within 12 months before the survey was conducted. Majority of them were officers (100), followed by managers (34). The number of managers working in Mainland decreased compared with the last survey. Out of the 137 employees, 98 were employed by cosmetic product - wholesale and import & export companies, followed by 29 employees from retail companies, similar to that of 2005. On the other hand, only 15 Hong Kong employees were deployed to station in Macau. Detailed statistical findings are given in Table 8(a) and (b), Section 5.

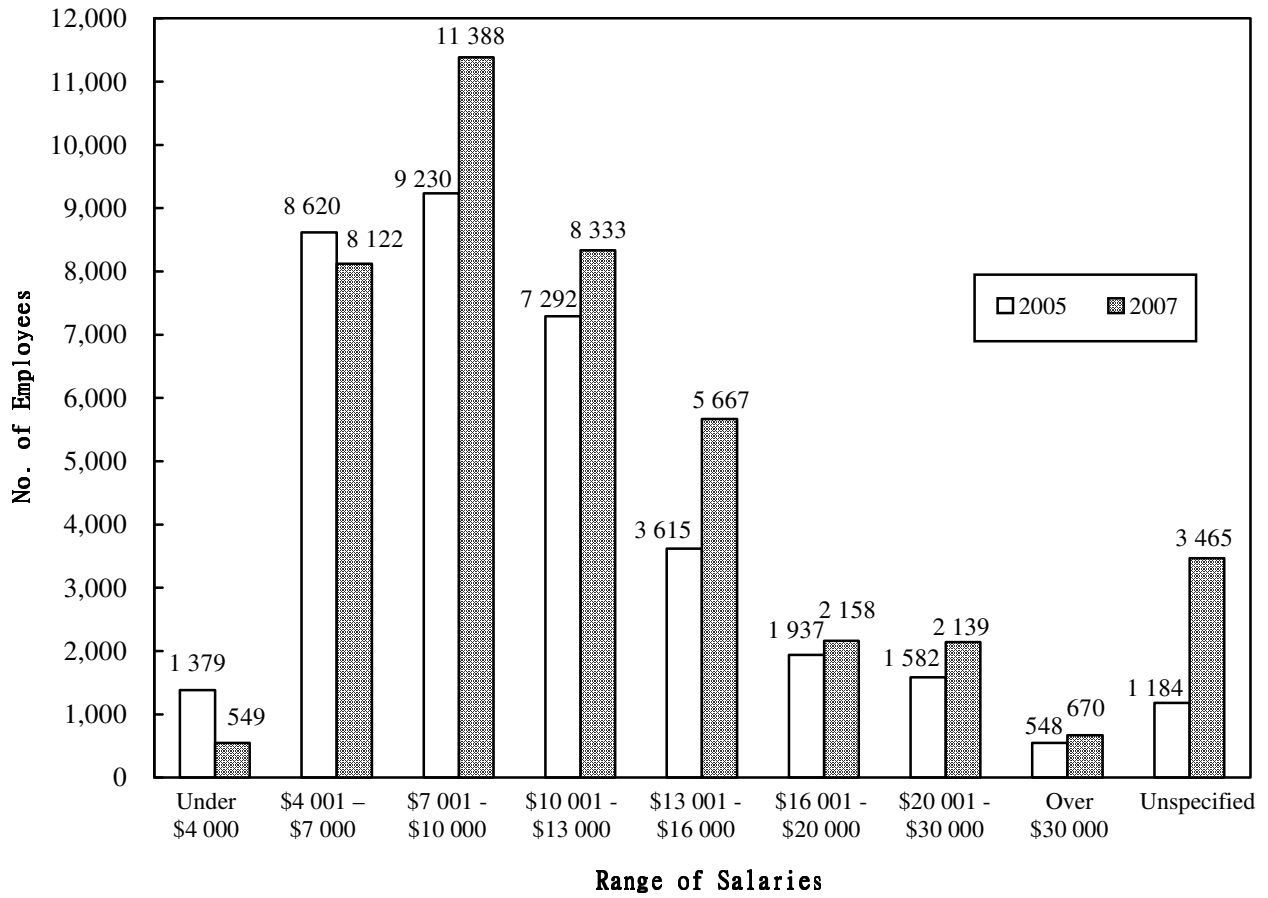
2.28 Besides, 206 Hong Kong employees were deployed to work in Mainland on a “traveling basis”. Majority of them were sales (126); followed by managers (50). By sector, the majority of them were from cosmetic product companies – wholesale, import & export (141), followed by beauty centres/health centres & spas (36). On the other hand, only 13 Hong Kong employees were deployed to work in Macau on a traveling basis.

2.29 Employers forecasted that 317 Hong Kong employees would be “stationed” in Mainland in the next 12 months. 120 of them would be tradesmen, followed by Officers (100), sales (49) and managers (39). Among the 317 employees, 147 were from cosmetic product companies – wholesale, import & export, 72 from hairdressing salons, followed by beauty centres/health centres & spas (67), similar to the situation in 2005.

### Income Distribution

2.30 “Total monthly income” includes basic salary, overtime pay, other allowances, commission and bonus. Figure 5 lists out the income distribution of the whole industry. Compared with 2005, the majority of employees earned an average from \$7 000 to \$10 000, which was close to the income median released by C&SD. Since this is a survey on manpower needs of the industry rather than salaries, the information obtained is for reference purpose only.

**Figure 10: Comparison of Salary Ranges of Direct Employees between 2005 and 2007 by Sector**





## Section III

### Conclusions

#### (1) Economic Outlook

3.1 In retrospect, 2007 was a year of robust economic performance for Hong Kong, with the real gross domestic product achieving a 6.4% growth. The major impetus for growth mainly came from domestic demand, which comprised private consumption expenditure (up 3.1%), government consumption expenditure (up 0.2%), and gross domestic fixed capital (up 0.1%). Driven by domestic growth, the labour market was improving, with the unemployment rate dropping to the lowest since the economic recovery (4% for the whole year). Meanwhile, stock and property markets also reached new heights.

3.2 However, while the overall economy in Hong Kong was improving, inflation was rising sharply to the highest over the previous 11 years due to mounting international oil and commodity prices which in turn led to price hikes for other consumer goods and services. The government's one-off rates concession and public housing rental waiver held back the upward consumer prices, and as a result the composite consumer price index increased by 2% for the year. Besides, the medium and long-term (three years or above) leases started after the SARS epidemic would be expiring. New leases for both shop and office premises having marked increases in rents, which exerted significant pressure on business operators. Also, in some districts, rent increases of shop premises for beauty care, hairdressing and cosmetics operations were higher than those for other trades. Business operators therefore had to cut back on other expenses to cope with the upward rental pressure. Another factor for the high operation costs was that local workers were paid more than their counterparts elsewhere, which contributed to the rising total operation costs. Such business environment was hardly favourable. Business operators had also to face keen competition among themselves, that further reduced their competitiveness in the international market. Business expansion for spas in demand of more spacious premises was most affected. With the call for the introduction of statutory minimum wage gaining ground, the highly labour-intensive beauty care and hairdressing sectors will have to brace for another challenge.

3.3 Upon entering 2008, with the global economy slowing and inflation escalating, the momentum of Hong Kong's economic growth was beginning to lose steam. Stock market corrections and the slacking property market have also further dampened consumer sentiment and steadily eroded their purchasing power. Such trends have already been reflected in the growth figure of the second quarter (which was down to 4.2% of the second quarter from 7.3% of the first quarter), and have affected the demand for the services of the beauty care, hairdressing and cosmetics.

3.4 The global financial tsunami first triggered by the Lehman Brothers incident in September 2008 had led to a precipitous downturn in the local economy with signs of recession emerging sooner than anticipated. Due to the impact of the incident, Hong Kong has seen stock market slumps and credit tightening by banks, making it more difficult for all businesses to secure financing and threatening them with closures and liquidation. Employees will eventually face more widespread layoffs or defaults in wage payment while the unemployment rate will continue to rise in the short term.

## **(2) Business Outlook and Manpower Implications**

3.5 After the SARS epidemic in 2003, the beauty care, hairdressing and cosmetics industry rebounded swiftly. In 2007, the industry entered a consolidation period. Service diversification (e.g. beauty care for men, slimming treatment and high definition make-up) continued. In recent years, consumers have become much more demanding in respect of quality and price for services and products. To satisfy customer needs, the competition among service providers/product suppliers has been increasingly intense. Polarization in service pricing has emerged. While services boasting high technology have still been able to maintain their pricing levels, many price-driven services charge modestly. From the training perspective, more professional training is in demand by practitioners for high technology services. As for service providers that attract business with low prices, a larger share of customers must be secured to maintain revenues and a large population of practitioners is in demand. Both categories require training policies tailored to their needs.

3.6 In recent years, the beauty care sector has seen the most notable growth in cosmetic dermatology (which offers a variety of beauty treatments by using laser, intense pulsed light (IPL) and other optical equipments) and beauty treatments by means of Chinese medicine (which achieves beauty effect through regulating the functions of various internal organs of the human body). In the meantime, an increasing number of professionals from other fields (including medical doctors, health care personnel and dieticians, etc.) had been drawn to the industry, and this trend had already been reflected in this survey.

3.7 Since 2004, nail care sector had witnessed speedy growth after the SARS epidemic. This sector still has fairly large room for expansion in view of its brief history. Its major services include manicure, hand and foot care as well as nail art. The general public has come to consider manicure, hand and foot care essential to personal grooming and hygiene. Nail art (such as 2-D and 3-D nail design, and acrylic nail art) had also been gaining popularity over the past two years. As operators have tried to attract more customers with extremely affordable pricing, competition in this sector has intensified amid market expansion. As regards manpower demands, the industry still needs more workers with ample experience in the provision of quality hand and foot care as well as customer service. In the long run, more extensive and in depth training in these aspects should be provided to practitioners, which will bear positively on both personal development and the growth of the nail care sector.

3.8 Hairdressing services had been diversified in recent years, with new services related to hair care steadily catching on alongside the conventional services. Apart from an aging population, the fierce competition and immense stress characteristic of contemporary society, together with diet and lifestyles, very often have a negative impact, to varying degrees, on the health of hair, causing all sorts of hair problems (such as hair loss, greying and balding), and even to an increasing number of young people. People have also begun to pay more attention to hair care. Such needs will encourage technology and product development and open up new opportunities for this sector.

3.9 Besides the growth of the industry, the training market has undergone significant changes in recent years. The government has made great efforts to promote lifelong learning to enhance the productivity and competitiveness of the local workforce and prepare Hong Kong for further transformation into a knowledge-based economy. Alongside

conventional education, various government-subsidized training bodies have offered a myriad of continuing education programmes and progression pathways to make available a greater variety of subjects for young people to further their studies. This has had certain impact on private-run training bodies specializing in beauty care and hairdressing. The current education policy (which covers the development of vocational education, retraining programmes and the Qualifications Framework, etc.) has been aligned with the economic restructuring. A concomitant trend is that most young people have chosen to continue with their studies and enter the labour market at a later time. It results in a marked reduction of young people joining the industry and thus manpower shortages. Recruitment of junior frontline staff, in particular, has become extremely difficult. This situation will worsen with the government's launch of 12-year free education.

3.10 The financial turmoil in September 2008 had repercussions over the local economy. The expansion of the beauty care, hairdressing and cosmetics industry has slowed with a corresponding change in the demand for training needs.

### **(3) Survey Findings**

3.11 In consideration of the past experiences in conducting manpower surveys and the uniqueness of the industry, C&SD had further improved the sampling framework of the 2007 survey which had improved the accuracy of the data collected. After reviewing the survey results, the Training Board is of the view that the findings on the whole reflect the overall manpower situation of the industry during the survey period.

#### Manpower Structure and Growth

3.12 As at November 2007, a total of 45 293 technical manpower (including direct employees, freelancers and part-time employees) were engaged in the industry. Among the six sectors, hairdressing salons had the greatest number of employees, followed by beauty centres/health centres & spas.

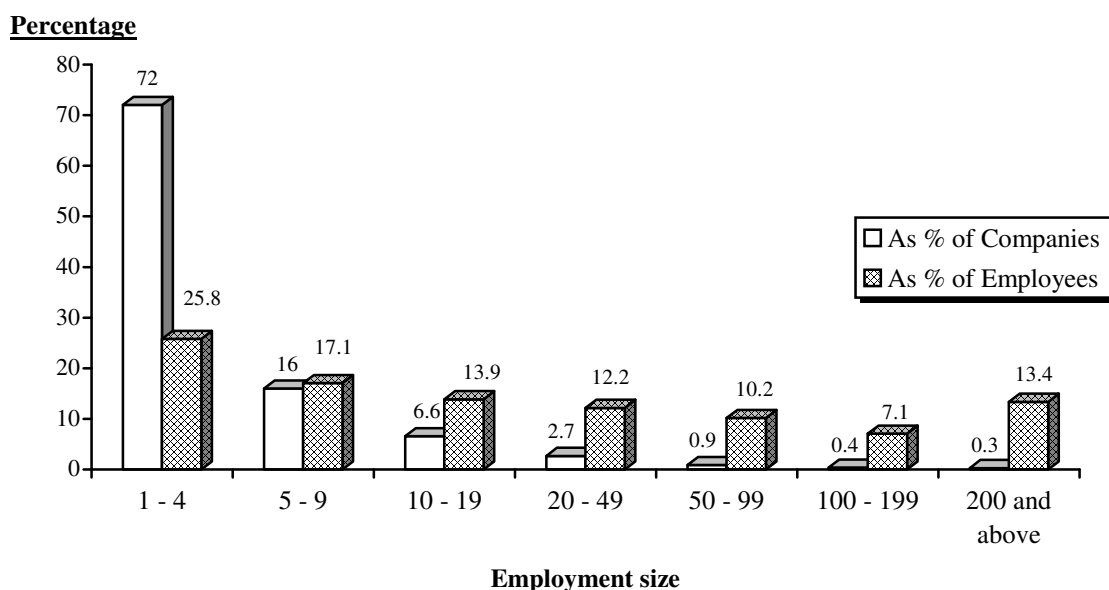
3.13 At the time of the survey, 1 434 freelancers were recorded, which represented a near 50% reduction as compared with the 2 872 freelancers in 2005. One noteworthy phenomenon was the reduction of freelance hair stylists from 1 951 in 2005 to 909 in 2007,

whereas the number of hair stylists on direct employment increased from 6 415 to 7 845 over the same period.

3.14 There were 1 368 freelancers at the time of the survey, which was comparable to the figure in the last survey.

3.15 Figure 3.1 shows the distribution of direct employees by company size, which is then used to assess the manpower structure of the industry.

**Figure 3.1: Distribution of Direct Employees by Company and Employment Size**



3.16 The survey revealed that the majority of companies in the beauty care, hairdressing and cosmetics industry engaged less than 10 employees, with 88% of the companies employing 1-9 people and 43% of the employees working in such companies. Companies with more than 100 employees amounted to only 0.7%.

3.17 A vacancy rate of 6.5% was recorded in the beauty care, hairdressing and cosmetics industry, as compared with 5.4% in 2005. Shortage was most significant in the hairdressing salons with 931 vacancies of Hairdressing Assistants, followed by 757 vacancies of Beauticians in the beauty centres/health centres and spas. Driven by the robust economy, there was an increasing number of employees leaving to join other industries (like the retail industry). Besides, the education policies and retraining programmes of the Government have resulted in less young people joining the industry. With the introduction of 12-year

free education, more youngsters would choose to continue with their studies and the problem of manpower shortage would become more acute.

3.18 Employers forecast that there would be 45 662 employees (excluding those for freelancers and part-time employees) by December 2008, which was an overall 0.5% increase merely. With high operation costs and persistent manpower shortage, the industry as a whole has become more prudent in business expansion. Jobs with more vacancies are as follows:

	<u>Number of Additional Posts</u>
(i) Beautician	94
(ii) Hairdressing Assistant	68
(iii) Beauty Adviser (Counter)	65

#### Preferred and Actual Education of Employees

3.19 Regarding the preferred education of employees, employers were more likely to hire those with secondary 5 than in the previous survey. However, because of recruitment difficulties recently, employers would generally relax their requirements and accept applicants with lower qualifications. They were willing to employ those who had attained secondary 4 level or below (up from 14.8% in 2005 to 20.7% in 2007). This trend was shown in the actual educational level of employees, especially in the number of employees with secondary 4 education (up from 4.7% in 2005 to 8.8% in 2007).

#### Preferred and Actual Working Experience of Employees

3.20 Apart from educational level, employers considered skills and work experience a prerequisite. As shown by the survey, the actual years of working experience of employees on the whole matched employers' expectations.

#### Preferred and Actual Vocational Qualifications of Employees

3.21 As for vocational qualifications, most employers believed that employees should have internationally recognized certificates, reflecting the historical development of the

industry over the years.

### Training Needs

3.22 As shown in the last section, most employers attached great importance to the training in “customer services, sales and marketing skills” and “language skills” for frontline workers (technician and tradesman). This reflected employers wish to upgrade the overall service standard of the industry.

3.23 It is worthy to note that the majority of companies are small and medium enterprises. On one hand, employers would not support employees to attend training courses during office hours. On the other hand, employees also worried that receiving training during office hours might directly affect their income (commission was often an integral component of salary in the industry). This may have a negative impact on employees’ motivation to pursue skill upgrading and further studies.

### Recruitment Difficulties

3.24 As shown in the last section, of the 3 172 companies that were recruiting employees, 2 108 (66.5%) found it difficult to fill the posts, particularly those in the hairdressing salons. 1 582 hairdressing salons also reported that there had not been attempted to recruit staff in the past 12 months. This showed the typical pattern for the hairdressing sector where the recruitment was most likely done by referral, and relatively few posts would be filled by open recruitment.

3.25 Shortage of candidates with relevant experience was the major factor causing recruitment difficulties. Beauty centres/health centres & spas and hairdressing salons were the 2 sectors affected most. This was a result of the economic upturn in the previous year which led to outflow of employees to other industries (like the retail industry), making it difficult to recruit staff with adequate relevant experience. Moreover, with fewer young people entering the industry, the front-line/junior posts would be left unfilled as a result of internal promotion of tradesman/semi-skilled personnel to officer/technician positions.

### Hong Kong Employees Working in Mainland/Macau

3.26 Only 249 of the 8 188 companies indicated that they had operations in the Mainland, similar to the findings in the previous survey. The number of Hong Kong employees deployed in the Mainland was also similar for the two surveys. A noteworthy point was that although the industry has relatively good potential for growth in the Mainland, the business experience in Hong Kong may not be fully applicable to the Mainland market. Moreover, there was quite a huge wage gap between the Mainland skilled workers and their Hong Kong counterparts.

3.27 In terms of figures, fewer Hong Kong employees were deployed in Macau than in the Mainland, which shows that business operators were not very keen on exploring the market in Macau. Business operators in Macau were facing the similar problem of manpower shortage as their Hong Kong counterparts. In the past few years, the booming gambling and related industries in Macau offering higher salary had attracted new entrants from other industries and in turn the problem of manpower shortage have worsened.



## Section IV

### Recommendations

#### (1) Training Requirements

4.1 Based on the findings as shown in paragraph 2.14 of Section II, and taking into account the manpower growth projected by employers and the estimated wastage rate<sup>1</sup> (about 3%), the Training Board recommends that the beauty care, hairdressing and cosmetics industry should train additional manpower as shown below:

	Total Manpower in 2007 (Direct Employees and Vacancies)	Wastage (a)	Projected Manpower in 2008 (b)	Additional Training Requirement in 2008 (a+b)
1. School (Beauty & Hairdressing/ Make-up & Nail)	395	11	-1	10
2. Beauty Centre/ Health Centre & Spa	15 879	476	-21	455
3. Hairdressing Salon	15 854	476	132	608
4. Cosmetic Product Company - Retail	7 987	240	91	331
5. Cosmetic Product Company - Wholesale, Import & Export	4 766	143	-48	95
6. Nail Salon	570	17	58	75
<b>Total</b>	<b>45 451</b>	<b>1 363</b>	<b>211</b>	<b>1 574</b>

4.2 Of the 1 574 additional workers to be trained, most would be those from hairdressing salons, while the rest will be employees of beauty centres/health centres & spas, and cosmetic product retail companies. However, as a result of the financial turmoil in September 2008, considerable deviation is expected between the actual number of trainees from the original estimate.

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<sup>1</sup> "Wastage" refers to the situation where employees leave and join the other industries, or start their own business other than beauty care, hairdressing and cosmetics, or leave the industry for reasons of emigration, repatriation or retirement.

4.3 The Hong Kong economy as a whole would likely see expediting recession. The growth of beauty care, hairdressing and cosmetics industry would slow down and face a time of hardship.

4.4 The Training Board has the following recommendations for the industry amidst the tough period:

- the industry should encourage employees and small and medium-sized companies owners to better equip themselves with different kinds of training so as to enhance productivity and competitiveness and prepare themselves for new challenges and opportunities;
- training providers may consider offering courses in the following areas: (i) customer service, sales and marketing skills, which will enhance service quality and customer satisfaction, (ii) language (such as Putonghua and spoken English), which will improve communication skills with customers, and (iii) management, skills which will help the business administration and operation;
- awareness of the importance of lifelong learning should be raised to help employees to stay competitive so that they will contribute more to the industry;
- the Government may consider devoting more resources to the training of industry personnel, particularly for small and medium-sized companies which in general lack the resources for training;
- business operators may consider restructuring their business and reallocating their manpower resources in response to the changes in the macro environment. For example, large companies may consider more extensive and advanced training for their staff to prepare for business expansion that was previously held back by manpower shortages as well as to keep up quality customer service. Medium-sized operations may consider seeking more business opportunities and expanding business through partnership. Small companies may contemplate human resources restructuring, merging with larger companies or joining them as affiliates to reduce costs and secure

income.

## **(2) Future Surveys**

4.5 The Training Board recommends that manpower surveys should continue to be conducted biennially with a view to bringing the stakeholders to a better understanding of the manpower situation in the Beauty Care, Hairdressing and Cosmetics industry and be proactive in taking appropriate actions in anticipation of forthcoming changes.

## Section V

### Statistical Tables

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**Table 1(a): Direct Employees, Freelancers, Part-time Employees, Vacancies and Total Manpower Demand by Sector**

Principal Jobs in the Industry	Direct Employees (a)	Freelancers (b)	Part-time Employees (c)	Total (a - c)	Vacancies (d)	Total Manpower Demand (a - d)	Percentage (%)
<b>1. Beauty &amp; Hairdressing School</b>							
Director / Principal (School)	25	0	0	25	0	25	0.1%
Senior Tutor / Senior Instructor - Beauty Care and Hairdressing	49	0	0	49	1	50	0.1%
Tutor / Instructor- Beauty Care	119	11	33	163	16	179	0.4%
Tutor / Instructor- Hairdressing	5	8	15	28	6	34	0.1%
Assistant Tutor / Instructor - Beauty Care	29	0	0	29	2	31	0.1%
Administrative Staff	50	0	0	50	0	50	0.1%
Receptionist	27	0	0	27	0	27	0.1%
<b>Sub-total</b>	<b>304</b>	<b>19</b>	<b>48</b>	<b>371</b>	<b>25</b>	<b>396</b>	<b>0.8%</b>
<b>2. Make-up &amp; Nail School</b>							
Director / Principal (School)	6	0	0	6	0	6	0.0%
Senior Tutor / Senior Instructor - Make-up and Nail	4	0	0	4	0	4	0.0%
Tutor / Instructor - Make-up	17	10	10	37	0	37	0.1%
Tutor / Instructor - Nail	6	12	3	21	0	21	0.0%
Assistant Tutor / Instructor - Make-up	3	0	2	5	0	5	0.0%
Assistant Tutor / Instructor - Nail	3	9	0	12	0	12	0.0%
Administrative Staff	12	0	1	13	0	13	0.0%
Receptionist	15	0	0	15	0	15	0.0%
<b>Sub-total</b>	<b>66</b>	<b>31</b>	<b>16</b>	<b>113</b>	<b>0</b>	<b>113</b>	<b>0.2%</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>							
Director / General Manager	83	0	0	83	4	87	0.2%
Chief Shop Manager / Operation Manager	399	0	0	399	27	426	0.9%
Brand / Sales / Marketing Director / Manager	34	0	0	34	0	34	0.1%
Sales / Marketing Officer	91	0	0	91	2	93	0.2%
Senior Beautician	963	0	0	963	19	982	2.0%
Senior Make-up Artist	22	0	0	22	0	22	0.0%
Slimming Consultant	202	0	0	202	3	205	0.4%
Beautician	8,397	160	169	8,726	757	9,483	19.7%
Assistant to Medical Practitioner	38	0	0	38	0	38	0.1%
Make-up Artist	203	80	9	292	0	292	0.6%
Body Therapist	880	52	32	964	50	1,014	2.1%
Manicurist / Pedicurist	102	7	1	110	51	161	0.3%
Nail Artist	116	0	1	117	1	118	0.2%
Slimming Therapist	614	4	0	618	29	647	1.3%
Beauty Consultant	549	0	0	549	70	619	1.3%
Beauty Assistant	881	0	194	1,075	103	1,178	2.4%
Marketing Assistant	43	0	0	43	3	46	0.1%
Promoter	53	0	0	53	1	54	0.1%
Administrative Staff	283	0	2	285	2	287	0.6%
Receptionist	723	0	4	727	21	748	1.6%
Medical Personnel	59	0	3	62	1	63	0.1%
<b>Sub-total</b>	<b>14,735</b>	<b>303</b>	<b>415</b>	<b>15,453</b>	<b>1,144</b>	<b>16,597</b>	<b>34.4%</b>

Principal Jobs in the Industry	Direct Employees (a)	Freelancers (b)	Part-time Employees (c)	Total (a - c)	Vacancies (d)	Total Manpower Demand (a - d)	Percentage (%)
<b>4. Hairdressing Salon</b>							
Director/ General Manager	37	0	0	37	0	37	0.1%
Chief Shop Manager/ Operation Manager	89	0	0	89	7	96	0.2%
Art Director	33	0	0	33	0	33	0.1%
Technical Director	19	0	0	19	0	19	0.0%
Senior Hair Stylist	400	16	26	442	8	450	0.9%
Hair Stylist	7,845	909	132	8,886	338	9,224	19.1%
Technician (perm and color)	229	10	0	239	16	255	0.5%
Manicurist / Pedicurist	117	36	0	153	0	153	0.3%
Nail Artist	5	25	0	30	0	30	0.1%
Hairdressing Assistant	5,272	60	445	5,777	931	6,708	13.9%
Administrative Staff	87	0	2	89	0	89	0.2%
Receptionist	412	0	11	423	9	432	0.9%
<b>Sub-total</b>	<b>14,545</b>	<b>1,056</b>	<b>616</b>	<b>16,217</b>	<b>1,309</b>	<b>17,526</b>	<b>36.3%</b>
<b>5. Product Company - Wholesale, Import &amp; Export</b>							
Director / General Manager	232	0	0	232	0	232	0.5%
Brand / Sales / Marketing Director / Manager	306	0	0	306	0	306	0.6%
Product / Technical Manager	281	0	0	281	11	292	0.6%
Sales/ Marketing Officer	752	0	0	752	5	757	1.6%
Trainer	102	0	0	102	9	111	0.2%
Technical Adviser	24	0	0	24	0	24	0.0%
Sales Representative	1,816	0	98	1,914	115	2,029	4.2%
Marketing Assistant	161	0	0	161	2	163	0.3%
Promoter	51	0	4	55	0	55	0.1%
Administrative Staff	751	0	16	767	1	768	1.6%
Receptionist	146	0	0	146	1	147	0.3%
<b>Sub-total</b>	<b>4,622</b>	<b>0</b>	<b>118</b>	<b>4,740</b>	<b>144</b>	<b>4,884</b>	<b>10.1%</b>
<b>6. Cosmetic Product Company - Retail</b>							
Director / General Manager	76	0	0	76	0	76	0.2%
Corporate & Brand Image Sales Director / Manager	77	0	0	77	0	77	0.2%
Chief Shop Manager / Operation Manager	126	0	0	126	4	130	0.3%
Marketing Manager	80	0	0	80	0	80	0.2%
Product / Technical Manager	37	0	0	37	0	37	0.1%
Sales / Marketing Officer	314	0	0	314	1	315	0.7%
Trainer	85	0	0	85	1	86	0.2%
Buying Officer	102	0	0	102	0	102	0.2%
Shop Manager / Supervisor	663	0	0	663	19	682	1.4%
Technical Adviser	38	0	0	38	2	40	0.1%
Beauty Adviser (Counter)	5,015	0	94	5,109	168	5,277	10.9%
Hair Care Adviser	359	0	19	378	9	387	0.8%
Make-up Artist	72	0	14	86	2	88	0.2%
Marketing Assistant	247	0	0	247	5	252	0.5%
Promoter	112	0	3	115	0	115	0.2%
Administrative Staff	295	0	0	295	3	298	0.6%
Receptionist	74	0	0	74	1	75	0.2%
<b>Sub-total</b>	<b>7,772</b>	<b>0</b>	<b>130</b>	<b>7,902</b>	<b>215</b>	<b>8,117</b>	<b>16.8%</b>

<b>Principal Jobs in the Industry</b>	<b>Direct Employees (a)</b>	<b>Freelancers (b)</b>	<b>Part-time Employees (c)</b>	<b>Total (a - c)</b>	<b>Vacancies (d)</b>	<b>Total Manpower Demand (a - d)</b>	<b>Percentage (%)</b>
<b>7. Nail Salon</b>							
Chief Shop Manager / Operation Manager	36	0	0	36	4	40	0.1%
Nail Consultant (Fingernail / Toenail)	27	0	0	27	24	51	0.1%
Senior Nail Technician (Fingernail / Toenail)	25	0	0	25	0	25	0.1%
Nail Technician (Fingernail / Toenail)	128	0	25	153	12	165	0.3%
Manicurist / Pedicurist	41	0	0	41	50	91	0.2%
Nail Artist	112	0	0	112	33	145	0.3%
Junior Nail Technician (Fingernail / Toenail)	50	25	0	75	0	75	0.2%
Foot Reflexologist	5	0	0	5	0	5	0.0%
Administrative Staff	4	0	0	4	0	4	0.0%
Receptionist	19	0	0	19	0	19	0.0%
<b>Sub-total</b>	<b>447</b>	<b>25</b>	<b>25</b>	<b>497</b>	<b>123</b>	<b>620</b>	<b>1.3%</b>
<b>Total</b>	<b>42,491</b>	<b>1,434</b>	<b>1,368</b>	<b>45,293</b>	<b>2,960</b>	<b>48,253</b>	<b>100.0%</b>

**Table 1(b): Direct Employees, Vacancies, Trainees and Employers' Forecast for 2008 by Sector**

Principal Jobs in the Industry	Direct Employees (a)	Vacancies (b)	Total Manpower Demand (a - b)	Trainees (c)	Employers' Forecast for 2008 (d)	Comparison of 2008 and 2007	Comparison of 2008 and 2007 (%)
<b>1. Beauty &amp; Hairdressing School</b>							
Director / Principal (School)	25	0	25	0	25	0	0.0%
Senior Tutor / Senior Instructor - Beauty Care and Hairdressing	49	1	50	0	50	0	0.0%
Tutor / Instructor - Beauty Care	119	16	135	0	134	-1	-0.7%
Tutor / Instructor - Hairdressing	5	6	11	0	11	0	0.0%
Assistant Tutor / Instructor - Beauty Care	29	2	31	0	31	0	0.0%
Administrative Staff	50	0	50	0	50	0	0.0%
Receptionist	27	0	27	0	27	0	0.0%
<b>Sub-total</b>	<b>304</b>	<b>25</b>	<b>329</b>	<b>0</b>	<b>328</b>	<b>-1</b>	<b>-0.3%</b>
<b>2. Make-up &amp; Nail School</b>							
Director / Principal (School)	6	0	6	0	6	0	0.0%
Senior Tutor / Senior Instructor - Make-up and Nail	4	0	4	0	4	0	0.0%
Tutor / Instructor - Make-up	17	0	17	0	17	0	0.0%
Tutor / Instructor - Nail	6	0	6	0	6	0	0.0%
Assistant Tutor / Instructor - Make-up	3	0	3	0	3	0	0.0%
Assistant Tutor / Instructor - Nail	3	0	3	0	3	0	0.0%
Administrative Staff	12	0	12	0	12	0	0.0%
Receptionist	15	0	15	0	15	0	0.0%
<b>Sub-total</b>	<b>66</b>	<b>0</b>	<b>66</b>	<b>0</b>	<b>66</b>	<b>0</b>	<b>0.0%</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>							
Director / General Manager	83	4	87	0	83	-4	-4.6%
Chief Shop Manager / Operation Manager	399	27	426	0	398	-28	-6.6%
Brand / Sales / Marketing Director / Manager	34	0	34	0	34	0	0.0%
Sales / Marketing Officer	91	2	93	0	93	0	0.0%
Senior Beautician	963	19	982	0	976	-6	-0.6%
Senior Make-up Artist	22	0	22	0	22	0	0.0%
Slimming Consultant	202	3	205	0	197	-8	-3.9%
Beautician	8,397	757	9,154	34	9,248	94	1.0%
Assistant to Medical Practitioner	38	0	38	0	38	0	0.0%
Make-up Artist	203	0	203	0	203	0	0.0%
Body Therapist	880	50	930	1	962	32	3.4%
Manicurist/ Pedicurist	102	51	153	0	153	0	0.0%
Nail Artist	116	1	117	0	117	0	0.0%
Slimming Therapist	614	29	643	17	586	-57	-8.9%
Beauty Consultant	549	70	619	0	603	-16	-2.6%
Beauty Assistant	881	103	984	20	955	-29	-2.9%
Marketing Assistant	43	3	46	0	46	0	0.0%
Promoter	53	1	54	0	54	0	0.0%
Administrative Staff	283	2	285	0	285	0	0.0%
Receptionist	723	21	744	0	745	1	0.1%
Medical Personnel	59	1	60	0	60	0	0.0%
<b>Sub-total</b>	<b>14,735</b>	<b>1,144</b>	<b>15,879</b>	<b>72</b>	<b>15,858</b>	<b>-21</b>	<b>-0.1%</b>



Principal Jobs in the Industry	Direct Employees (a)	Vacancies (b)	Total Manpower Demand (a - b)	Trainees (c)	Employers' Forecast for 2008 (d)	Comparison of 2008 and 2007	Comparison of 2008 and 2007 (%)
<b>4. Hairdressing Salon</b>							
Director / General Manager	37	0	37	0	37	0	0.0%
Chief Shop Manager / Operation Manager	89	7	96	0	93	-3	-3.1%
Art Director	33	0	33	0	36	3	9.1%
Technical Director	19	0	19	0	22	3	15.8%
Senior Hair Stylist	400	8	408	0	404	-4	-1.0%
Hair Stylist	7,845	338	8,183	0	8,225	42	0.5%
Technician (perm and color)	229	16	245	0	260	15	6.1%
Manicurist / Pedicurist	117	0	117	0	123	6	5.1%
Nail Artist	5	0	5	0	5	0	0.0%
Hairdressing Assistant	5,272	931	6,203	8	6,271	68	1.1%
Administrative Staff	87	0	87	0	89	2	2.3%
Receptionist	412	9	421	0	421	0	0.0%
<b>Sub-total</b>	<b>14,545</b>	<b>1,309</b>	<b>15,854</b>	<b>8</b>	<b>15,986</b>	<b>132</b>	<b>0.8%</b>
<b>5. Product Company - Wholesale, Import &amp; Export</b>							
Director / General Manager	232	0	232	0	232	0	0.0%
Brand / Sales / Marketing Director / Manager	306	0	306	0	306	0	0.0%
Product / Technical Manager	281	11	292	0	290	-2	-0.7%
Sales / Marketing Officer	752	5	757	0	757	0	0.0%
Trainer	102	9	111	0	111	0	0.0%
Technical Adviser	24	0	24	0	24	0	0.0%
Sales Representative	1,816	115	1,931	0	1,931	0	0.0%
Marketing Assistant	161	2	163	0	163	0	0.0%
Promoter	51	0	51	0	5	-46	-90.2%
Administrative Staff	751	1	752	0	752	0	0.0%
Receptionist	146	1	147	0	147	0	0.0%
<b>Sub-total</b>	<b>4,622</b>	<b>144</b>	<b>4,766</b>	<b>0</b>	<b>4,718</b>	<b>-48</b>	<b>-1.0%</b>
<b>6. Product Company - Retail</b>							
Director / General Manager	76	0	76	0	76	0	0.0%
Corporate & Brand Image Sales Director / Manager	77	0	77	0	77	0	0.0%
Chief Shop Manager / Operation Manager	126	4	130	0	131	1	0.8%
Marketing Manager	80	0	80	0	80	0	0.0%
Product / Technical Manager	37	0	37	0	37	0	0.0%
Sales / Marketing Officer	314	1	315	0	315	0	0.0%
Trainer	85	1	86	0	87	1	1.2%
Buying Officer	102	0	102	0	102	0	0.0%
Shop Manager / Supervisor	663	19	682	0	688	6	0.9%
Technical Adviser	38	2	40	0	40	0	0.0%
Beauty Adviser (Counter)	5,015	168	5,183	26	5,248	65	1.3%
Hair Care Adviser	359	9	368	0	386	18	4.9%
Make-up Artist	72	2	74	0	74	0	0.0%
Marketing Assistant	247	5	252	0	252	0	0.0%
Promoter	112	0	112	0	112	0	0.0%
Administrative Staff	295	3	298	0	298	0	0.0%
Receptionist	74	1	75	0	75	0	0.0%
<b>Sub-total</b>	<b>7,772</b>	<b>215</b>	<b>7,987</b>	<b>26</b>	<b>8,078</b>	<b>91</b>	<b>1.1%</b>

Principal Jobs in the Industry	Direct Employees (a)	Vacancies (b)	Total Manpower Demand (a - b)	Trainees (c)	Employers' Forecast for 2008 (d)	Comparison of 2008 and 2007	Comparison of 2008 and 2007 (%)
<b>7. Nail Salon</b>							
Chief Shop Manager / Operation Manager	36	4	40	0	40	0	0.0%
Nail Consultant (Fingernail / Toenail)	27	24	51	0	51	0	0.0%
Senior Nail Technician (Fingernail / Toenail)	25	0	25	0	25	0	0.0%
Nail Technician (Fingernail / Toenail)	128	12	140	0	140	0	0.0%
Manicurist / Pedicurist	41	50	91	25	116	25	27.5%
Nail Artist	112	33	145	8	153	8	5.5%
Junior Nail Technician (Fingernail / Toenail)	50	0	50	0	75	25	50.0%
Foot Reflexologist	5	0	5	0	5	0	0.0%
Administrative Staff	4	0	4	0	4	0	0.0%
Receptionist	19	0	19	0	19	0	0.0%
<b>Sub-total</b>	<b>447</b>	<b>123</b>	<b>570</b>	<b>33</b>	<b>628</b>	<b>58</b>	<b>10.2%</b>
<b>Total</b>	<b>42,491</b>	<b>2,960</b>	<b>45,451</b>	<b>139</b>	<b>45,662</b>	<b>211</b>	<b>0.5%</b>

**Table 2: Comparison of Direct Employees, Freelancers and Part-time Employees in 2005 and 2007 by Sector**

Principal Jobs in the Industry	2005	2007	Comparison of 2005 and 2007 (%)	2005	2007	Comparison of 2005 and 2007 (%)	2005	2007	Comparison of 2005 and 2007 (%)
	Direct Employees			Freelancers			Part-time Employees		
<b>1. Beauty &amp; Hairdressing School</b>									
Director / Principal (School)	13	25	92.31%	0	0	N/A	0	0	N/A
Senior Tutor / Senior Instructor - Beauty Care and Hairdressing	13	49	276.92%	0	0	N/A	0	0	N/A
Tutor / Instructor - Beauty Care	34	119	250.00%	24	11	-54.17%	13	33	153.85%
Tutor / Instructor - Hairdressing	2	5	150.00%	6	8	33.33%	8	15	87.50%
Assistant Tutor / Instructor - Beauty Care	5	29	480.00%	27	0	-100.00%	2	0	-100.00%
Assistant Tutor / Instructor - Hairdressing	1	0	-100.00%	0	0	N/A	1	0	-100.00%
Administrative Staff	36	50	38.89%	0	0	N/A	1	0	-100.00%
Receptionist	11	27	145.45%	0	0	N/A	0	0	N/A
<b>Sub-total</b>	<b>115</b>	<b>304</b>	<b>164.35%</b>	<b>57</b>	<b>19</b>	<b>-66.67%</b>	<b>25</b>	<b>48</b>	<b>92.00%</b>
<b>2. Make-up &amp; Nail School</b>									
Director / Principal (School)	7	6	-14.29%	0	0	N/A	0	0	N/A
Senior Tutor / Senior Instructor - Make-up and Nail	8	4	-50.00%	0	0	N/A	0	0	N/A
Tutor / Instructor - Make-up	14	17	21.43%	7	10	42.86%	14	10	-28.57%
Tutor / Instructor - Nail	1	6	500.00%	6	12	100.00%	1	3	200.00%
Assistant Tutor / Instructor - Make-up	1	3	200.00%	0	0	N/A	1	2	100.00%
Assistant Tutor / Instructor- Nail	1	3	200.00%	0	9	N/A	1	0	-100.00%
Administrative Staff	11	12	9.09%	0	0	N/A	0	1	N/A
Receptionist	15	15	0.00%	0	0	N/A	0	0	N/A
<b>Sub-total</b>	<b>58</b>	<b>66</b>	<b>13.79%</b>	<b>13</b>	<b>31</b>	<b>138.46%</b>	<b>17</b>	<b>16</b>	<b>-5.88%</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>									
Director / General Manager	77	83	7.79%	0	0	N/A	0	0	N/A
Chief Shop Manager / Operation Manager	401	399	-0.50%	0	0	N/A	0	0	N/A
Brand / Sales / Marketing Director / Manager	0	34	0.00%	0	0	N/A	0	0	N/A
Sales / Marketing Officer	0	91	0.00%	0	0	N/A	0	0	N/A
Senior Beautician	882	963	9.18%	0	0	N/A	0	0	N/A
Senior Make-up Artist	15	22	46.67%	0	0	N/A	0	0	N/A
Slimming Consultant	173	202	16.76%	0	0	N/A	0	0	N/A
Beautician	6,363	8,397	31.97%	294	160	-45.58%	253	169	-33.20%
Assistant to Medical Practitioner	0	38	0.00%	0	0	N/A	0	0	N/A
Make-up Artist	49	203	314.29%	99	80	-19.19%	0	9	N/A
Body Therapist	610	880	44.26%	26	52	100.00%	34	32	-5.88%
Manicurist / Pedicurist	30	102	240.00%	16	7	-56.25%	0	1	N/A
Nail Artist	40	116	190.00%	8	0	-100.00%	2	1	-50.00%
Slimming Therapist	598	614	2.68%	20	4	-80.00%	0	0	N/A
Beauty Consultant	482	549	13.90%	0	0	N/A	28	0	-100.00%
Beauty Assistant	653	881	34.92%	0	0	N/A	77	194	151.95%
Marketing Assistant	0	43	0.00%	0	0	N/A	0	0	N/A
Promoter	0	53	0.00%	0	0	N/A	0	0	N/A
Administrative Staff	444	283	-36.26%	0	0	N/A	4	2	-50.00%
Receptionist	753	723	-3.98%	0	0	N/A	4	4	0.00%
Medical Personnel	29	59	103.45%	0	0	N/A	4	3	-25.00%
<b>Sub-total</b>	<b>11,599</b>	<b>14,735</b>	<b>27.04%</b>	<b>463</b>	<b>303</b>	<b>-34.56%</b>	<b>406</b>	<b>415</b>	<b>2.22%</b>

Principal Jobs in the Industry	2005	2007	Comparison of 2005 and 2007 (%)	2005	2007	Comparison of 2005 and 2007 (%)	2005	2007	Comparison of 2005 and 2007 (%)
	Direct Employees			Freelancers			Part-time Employees		
<b>4. Hairdressing Salon</b>									
Director / General Manager	35	37	5.71%	0	0	N/A	0	0	N/A
Chief Shop Manager / Operation Manager	67	89	32.84%	0	0	N/A	0	0	N/A
Art Director	31	33	6.45%	14	0	-100.00%	0	0	N/A
Technical Director	0	19	0.00%	0	0	N/A	0	0	N/A
Senior Hair Stylist	300	400	33.33%	8	16	100.00%	23	26	13.04%
Hair Stylist	6,415	7,845	22.29%	1,951	909	-53.41%	130	132	1.54%
Technician (perm and color)	0	229	0.00%	0	10	N/A	0	0	N/A
Manicurist / Pedicurist	118	117	-0.85%	221	36	-83.71%	20	0	-100.00%
Nail Artist	2	5	150.00%	15	25	66.67%	0	0	N/A
Hairdressing Assistant	4,857	5,272	8.54%	130	60	-53.85%	197	445	125.89%
Administrative Staff	134	87	-35.07%	0	0	N/A	26	2	-92.31%
Receptionist	455	412	-9.45%	0	0	N/A	18	11	-38.89%
<b>Sub-total</b>	<b>12,414</b>	<b>14,545</b>	<b>17.17%</b>	<b>2,339</b>	<b>1,056</b>	<b>-54.85%</b>	<b>414</b>	<b>616</b>	<b>48.79%</b>
<b>5. Product Company - Wholesale, Import &amp; Export</b>									
Director / General Manager	223	232	4.04%	0	0	N/A	0	0	N/A
Brand / Sales / Marketing Director / Manager	298	306	2.68%	0	0	N/A	0	0	N/A
Product / Technical Manager	309	281	-9.06%	0	0	N/A	0	0	N/A
Sales / Marketing Officer	515	752	46.02%	0	0	N/A	0	0	N/A
Trainer	75	102	36.00%	0	0	N/A	0	0	N/A
Technical Adviser	25	24	-4.00%	0	0	N/A	0	0	N/A
Sales Representative	854	1,816	112.65%	0	0	N/A	50	98	96.00%
Marketing Assistant	196	161	-17.86%	0	0	N/A	0	0	N/A
Promoter	129	51	-60.47%	0	0	N/A	9	4	-55.56%
Administrative Staff	659	751	13.96%	0	0	N/A	0	16	N/A
Receptionist	87	146	67.82%	0	0	N/A	0	0	N/A
<b>Sub-total</b>	<b>3,370</b>	<b>4,622</b>	<b>37.15%</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>59</b>	<b>118</b>	<b>100.00%</b>
<b>6. Product Company - Retail</b>									
Director / General Manager	52	76	46.15%	0	0	N/A	0	0	N/A
Corporate & Brand Image Sales Director / Manager	74	77	4.05%	0	0	N/A	0	0	N/A
Chief Shop Manager / Operation Manager	108	126	16.67%	0	0	N/A	0	0	N/A
Marketing Manager	61	80	31.15%	0	0	N/A	0	0	N/A
Product / Technical Manager	38	37	-2.63%	0	0	N/A	0	0	N/A
Sales / Marketing Officer	119	314	163.87%	0	0	N/A	0	0	N/A
Trainer	68	85	25.00%	0	0	N/A	0	0	N/A
Buying Officer	78	102	30.77%	0	0	N/A	0	0	N/A
Shop Manager / Supervisor	567	663	16.93%	0	0	N/A	0	0	N/A
Technical Adviser	37	38	2.70%	0	0	N/A	0	0	N/A
Beauty Adviser (Counter)	5,089	5,015	-1.45%	0	0	N/A	115	94	-18.26%
Hair Care Adviser	227	359	58.15%	0	0	N/A	0	19	N/A
Make-up Artist	80	72	-10.00%	0	0	N/A	10	14	40.00%
Marketing Assistant	280	247	-11.79%	0	0	N/A	62	0	-100.00%
Promoter	281	112	-60.14%	0	0	N/A	0	3	N/A
Administrative Staff	228	295	29.39%	0	0	N/A	1	0	-100.00%
Receptionist	35	74	111.43%	0	0	N/A	0	0	N/A
<b>Sub-total</b>	<b>7,422</b>	<b>7,772</b>	<b>4.72%</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>188</b>	<b>130</b>	<b>-30.85%</b>

Principal Jobs in the Industry	2005	2007	Comparison of 2005 and 2007 (%)	2005	2007	Comparison of 2005 and 2007 (%)	2005	2007	Comparison of 2005 and 2007 (%)
	Direct Employees			Freelancers			Part-time Employees		
<b>7. Nail Salon</b>									
Director / General Manager	0	0	0.00%	0	0	N/A	0	0	N/A
Chief Shop Manager / Operation Manager	26	36	38.46%	0	0	N/A	0	0	N/A
Nail Consultant (Fingernail / Toenail)	23	27	17.39%	0	0	N/A	0	0	N/A
Senior Nail Technician (Fingernail / Toenail)	20	25	25.00%	0	0	N/A	0	0	N/A
Nail Technician (Fingernail / Toenail)	173	128	-26.01%	0	0	N/A	0	25	N/A
Manicurist / Pedicurist	43	41	-4.65%	0	0	N/A	0	0	N/A
Nail Artist	117	112	-4.27%	0	0	N/A	0	0	N/A
Hand and Foot Care Therapist	1	0	-100.00%	0	0	N/A	0	0	N/A
Junior Nail Technician (Fingernail / Toenail)	0	50	0.00%	0	25	N/A	0	0	N/A
Foot Reflexologist	0	5	0.00%	0	0	N/A	0	0	N/A
Administrative Staff	0	4	0.00%	0	0	N/A	0	0	N/A
Receptionist	8	19	137.50%	0	0	N/A	0	0	N/A
<b>Sub-total</b>	<b>411</b>	<b>447</b>	<b>8.76%</b>	<b>0</b>	<b>25</b>	<b>N/A</b>	<b>0</b>	<b>25</b>	<b>N/A</b>
<b>Total</b>	<b>35,389</b>	<b>42,491</b>	<b>20.07%</b>	<b>2,872</b>	<b>1,434</b>	<b>-50.07%</b>	<b>1,109</b>	<b>1,368</b>	<b>23.35%</b>

**Table 3(a): Preferred Education of Direct Employees by Sector**

Principal Jobs in the Industry	University Degree or equivalent	Sub-degree/ Higher Diploma/ Higher Certificate or equivalent	Advanced Level/ Diploma/ Certificate or equivalent/ Matriculation	Secondary 5	Secondary 4	Secondary 3 or below	Unspecified	Total
<b>1. Beauty &amp; Hairdressing School</b>								
Director / Principal (School)	14	1	5	0	0	0	5	25
Senior Tutor / Senior Instructor - Beauty Care and Hairdressing	9	15	19	4	1	0	1	49
Tutor / Instructor - Beauty Care	8	5	46	56	3	0	1	119
Tutor / Instructor - Hairdressing	0	1	4	0	0	0	0	5
Assistant Tutor / Instructor - Beauty Care	0	0	3	24	0	0	2	29
Administrative Staff	1	6	7	32	0	0	4	50
Receptionist	0	0	2	25	0	0	0	27
<b>Sub-total</b>	<b>32</b>	<b>28</b>	<b>86</b>	<b>141</b>	<b>4</b>	<b>0</b>	<b>13</b>	<b>304</b>
<i>Percentage by Educational Level (Total: 304)</i>	<i>10.5%</i>	<i>9.2%</i>	<i>28.3%</i>	<i>46.4%</i>	<i>1.3%</i>	<i>0.0%</i>	<i>4.3%</i>	<i>100.0%</i>
<b>2. Make-up &amp; Nail School</b>								
Director / Principal (School)	1	5	0	0	0	0	0	6
Senior Tutor / Senior Instructor - Make-up and Nail	0	2	2	0	0	0	0	4
Tutor / Instructor - Make-up	0	1	0	10	0	6	0	17
Tutor / Instructor - Nail	2	1	3	0	0	0	0	6
Assistant Tutor / Instructor - Make-up	0	0	3	0	0	0	0	3
Assistant Tutor / Instructor - Nail	0	0	0	3	0	0	0	3
Administrative Staff	3	1	0	8	0	0	0	12
Receptionist	0	0	5	10	0	0	0	15
<b>Sub-total</b>	<b>6</b>	<b>10</b>	<b>13</b>	<b>31</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>66</b>
<i>Percentage by Educational Level (Total: 66)</i>	<i>9.1%</i>	<i>15.2%</i>	<i>19.7%</i>	<i>47.0%</i>	<i>0.0%</i>	<i>9.1%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>								
Director / General Manager	19	0	41	20	0	0	3	83
Chief Shop Manager / Operation Manager	110	41	175	66	0	0	7	399
Brand / Sales / Marketing Director / Manager	26	0	8	0	0	0	0	34
Sales / Marketing Officer	21	15	12	42	0	0	1	91
Senior Beautician	29	77	283	541	23	0	10	963
Senior Make-up Artist	1	2	13	4	0	0	2	22
Slimming Consultant	19	0	44	90	23	9	17	202
Beautician	0	389	929	5,652	673	614	140	8,397
Assistant to Medical Practitioner	0	38	0	0	0	0	0	38
Make-up Artist	0	0	3	126	20	49	5	203
Body Therapist	0	0	221	501	70	88	0	880
Manicurist / Pedicurist	0	0	12	65	0	25	0	102
Nail Artist	0	0	35	67	14	0	0	116
Slimming Therapist	0	0	78	408	60	8	60	614
Beauty Consultant	26	0	155	359	9	0	0	549
Beauty Assistant	0	41	26	458	184	140	32	881
Marketing Assistant	0	18	0	16	0	8	1	43
Promoter	0	0	11	42	0	0	0	53
Administrative Staff	4	3	64	207	0	0	5	283

Principal Jobs in the Industry	University Degree or equivalent	Sub-degree/ Higher Diploma/ Higher Certificate or equivalent	Advanced Level/ Diploma/ Certificate or equivalent/ Matriculation	Secondary 5	Secondary 4	Secondary 3 or below	Unspecified	Total
<b>3. Beauty Centre, Health Centre &amp; Spa (Cont')</b>								
Receptionist	0	0	144	555	0	12	12	723
Medical Personnel	23	9	0	21	0	0	6	59
<b>Sub-total</b>	<b>278</b>	<b>633</b>	<b>2,254</b>	<b>9,240</b>	<b>1,076</b>	<b>953</b>	<b>301</b>	<b>14,735</b>
<i>Percentage by Educational Level (Total: 14,735)</i>	<i>1.9%</i>	<i>4.3%</i>	<i>15.3%</i>	<i>62.7%</i>	<i>7.3%</i>	<i>6.5%</i>	<i>2.0%</i>	<i>100.0%</i>
<b>4. Hairdressing Salon</b>								
Director / General Manager	15	3	12	3	0	4	0	37
Chief Shop Manager / Operation Manager	10	34	36	5	0	4	0	89
Art Director	5	1	6	21	0	0	0	33
Technical Director	0	0	17	2	0	0	0	19
Senior Hair Stylist	3	16	23	237	46	75	0	400
Hair Stylist	12	238	263	3,946	1,324	2,002	60	7,845
Technician (perm and color)	0	0	4	198	22	5	0	229
Manicurist / Pedicurist	0	0	12	74	10	9	12	117
Nail Artist	0	0	0	5	0	0	0	5
Hairdressing Assistant	0	122	101	2,126	1,227	1,654	42	5,272
Administrative Staff	16	0	10	50	11	0	0	87
Receptionist	0	0	0	314	50	44	4	412
<b>Sub-total</b>	<b>61</b>	<b>414</b>	<b>484</b>	<b>6,981</b>	<b>2,690</b>	<b>3,797</b>	<b>118</b>	<b>14,545</b>
<i>Percentage by Educational Level (Total: 14,545)</i>	<i>0%</i>	<i>3%</i>	<i>3%</i>	<i>48%</i>	<i>18%</i>	<i>26%</i>	<i>1%</i>	<i>100%</i>
<b>5. Product Company - Wholesale, Import &amp; Export</b>								
Director / General Manager	113	16	73	9	0	0	21	232
Brand / Sales / Marketing Director / Manager	242	22	28	4	0	0	10	306
Product / Technical Manager	213	3	35	9	0	0	21	281
Sales/ Marketing Officer	375	10	176	156	0	0	35	752
Trainer	20	10	68	2	0	0	2	102
Technical Adviser	8	0	16	0	0	0	0	24
Sales Representative	57	0	425	1,204	98	0	32	1,816
Marketing Assistant	0	16	5	130	0	0	10	161
Promoter	0	0	0	50	0	0	1	51
Administrative Staff	64	81	186	377	6	0	37	751
Receptionist	0	0	1	134	0	0	11	146
<b>Sub-total</b>	<b>1,092</b>	<b>158</b>	<b>1,013</b>	<b>2,075</b>	<b>104</b>	<b>0</b>	<b>180</b>	<b>4,622</b>
<i>Percentage by Educational Level (Total: 4,622)</i>	<i>23.6%</i>	<i>3.4%</i>	<i>21.9%</i>	<i>44.9%</i>	<i>2.3%</i>	<i>0.0%</i>	<i>3.9%</i>	<i>100.0%</i>
<b>6. Product Company - Retail</b>								
Director / General Manager	39	2	0	4	0	0	31	76
Corporate & Brand Image Sales Director / Manager	61	5	1	0	0	0	10	77
Chief Shop Manager / Operation Manager	65	41	8	12	0	0	0	126
Marketing Manager	49	12	6	12	0	0	1	80
Product / Technical Manager	33	0	4	0	0	0	0	37
Sales / Marketing Officer	113	24	36	133	0	0	8	314
Trainer	31	8	5	41	0	0	0	85
Buying Officer	12	0	46	32	0	0	12	102
Shop Manager / Supervisor	0	45	242	341	0	0	35	663
Technical Adviser	3	0	24	11	0	0	0	38
Beauty Adviser (Counter)	0	0	48	4,844	56	0	67	5,015
Hair Care Adviser	0	0	12	278	29	0	40	359

Principal Jobs in the Industry	University Degree or equivalent	Sub-degree/ Higher Diploma/ Higher Certificate or equivalent	Advanced Level/ Diploma/ Certificate or equivalent/ Matriculation	Secondary 5	Secondary 4	Secondary 3 or below	Unspecified	Total
<b>6. Product Company - Retail (Cont')</b>								
Make-up Artist	0	0	0	72	0	0	0	72
Marketing Assistant	4	2	6	215	0	0	20	247
Promoter	0	0	0	112	0	0	0	112
Administrative Staff	50	5	85	135	0	0	20	295
Receptionist	0	0	3	59	10	0	2	74
<b>Sub-total</b>	<b>460</b>	<b>144</b>	<b>526</b>	<b>6,301</b>	<b>95</b>	<b>0</b>	<b>246</b>	<b>7,772</b>
<i>Percentage by Educational Level (Total: 7,772)</i>	<i>5.9%</i>	<i>1.9%</i>	<i>6.8%</i>	<i>81.1%</i>	<i>1.2%</i>	<i>0.0%</i>	<i>3.2%</i>	<i>100.0%</i>
<b>7. Nail Salon</b>								
Chief Shop Manager / Operation Manager	4	0	0	32	0	0	0	36
Nail Consultant (Fingernail / Toenail)	0	12	0	15	0	0	0	27
Senior Nail Technician (Fingernail / Toenail)	0	0	0	0	25	0	0	25
Nail Technician (Fingernail / Toenail)	0	25	0	103	0	0	0	128
Manicurist/ Pedicurist	0	0	0	41	0	0	0	41
Nail Artist	0	0	0	112	0	0	0	112
Junior Nail Technician (Fingernail / Toenail)	0	0	0	25	0	25	0	50
Foot Reflexologist	0	0	0	1	4	0	0	5
Administrative Staff	0	0	4	0	0	0	0	4
Receptionist	0	0	4	15	0	0	0	19
<b>Sub-total</b>	<b>4</b>	<b>37</b>	<b>8</b>	<b>344</b>	<b>29</b>	<b>25</b>	<b>0</b>	<b>447</b>
<i>Percentage by Educational Level (Total: 447)</i>	<i>0.9%</i>	<i>8.3%</i>	<i>1.8%</i>	<i>77.0%</i>	<i>6.5%</i>	<i>5.6%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>Total</b>	<b>1,933</b>	<b>1,424</b>	<b>4,384</b>	<b>25,113</b>	<b>3,998</b>	<b>4,781</b>	<b>858</b>	<b>42,491</b>
<i>Percentage by Educational Level (Total: 42,491)</i>	<i>4.5%</i>	<i>3.4%</i>	<i>10.3%</i>	<i>59.1%</i>	<i>9.4%</i>	<i>11.3%</i>	<i>2.0%</i>	<i>100.0%</i>



**Table 3(b): Actual Education of Direct Employees by Sector**

Principal Jobs in the Industry	University Degree or equivalent	Sub-degree/ Higher Diploma/ Higher Certificate or equivalent	Advanced Level/ Diploma/ Certificate or equivalent/ Matriculation	Secondary 5	Secondary 4	Secondary 3 or below	Unspecified	Total
<b>1. Beauty &amp; Hairdressing School</b>								
Director / Principal (School)	12	1	3	5	0	0	4	25
Senior Tutor / Senior Instructor - Beauty Care and Hairdressing	7	14	21	6	0	0	1	49
Tutor / Instructor - Beauty Care	4	17	37	57	3	0	1	119
Tutor / Instructor - Hairdressing	0	1	4	0	0	0	0	5
Assistant Tutor / Instructor - Beauty Care	0	0	2	22	3	0	2	29
Administrative Staff	1	6	11	28	0	0	4	50
Receptionist	0	0	2	25	0	0	0	27
<b>Sub-total</b>	<b>24</b>	<b>39</b>	<b>80</b>	<b>143</b>	<b>6</b>	<b>0</b>	<b>12</b>	<b>304</b>
<i>Percentage by Educational Level (Total: 304)</i>	<i>7.9%</i>	<i>12.8%</i>	<i>26.3%</i>	<i>47.0%</i>	<i>2.0%</i>	<i>0.0%</i>	<i>3.9%</i>	<i>100.0%</i>
<b>2. Make-up &amp; Nail School</b>								
Director / Principal (School)	1	0	3	2	0	0	0	6
Senior Tutor / Senior Instructor - Make-up and Nail	2	0	0	2	0	0	0	4
Tutor / Instructor - Make-up	0	2	0	15	0	0	0	17
Tutor / Instructor - Nail	2	1	0	3	0	0	0	6
Assistant Tutor / Instructor - Make-up	0	3	0	0	0	0	0	3
Assistant Tutor / Instructor - Nail	0	0	0	3	0	0	0	3
Administrative Staff	3	1	0	8	0	0	0	12
Receptionist	0	0	2	13	0	0	0	15
<b>Sub-total</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>46</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>66</b>
<i>Percentage by Educational Level (Total: 66)</i>	<i>12.1%</i>	<i>10.6%</i>	<i>7.6%</i>	<i>69.7%</i>	<i>0.0%</i>	<i>0.0%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>								
Director / General Manager	17	0	29	34	0	0	3	83
Chief Shop Manager / Operation Manager	71	17	96	208	0	0	7	399
Brand / Sales / Marketing Director / Manager	24	0	10	0	0	0	0	34
Sales / Marketing Officer	16	16	14	44	0	0	1	91
Senior Beautician	27	45	60	768	40	13	10	963
Senior Make-up Artist	1	2	13	4	0	0	2	22
Slimming Consultant	22	0	34	114	15	0	17	202
Beautician	100	152	390	6,083	742	770	160	8,397
Assistant to Medical Practitioner	0	38	0	0	0	0	0	38
Make-up Artist	0	0	61	123	13	1	5	203
Body Therapist	0	0	75	643	40	120	2	880
Manicurist / Pedicurist	0	0	25	52	25	0	0	102
Nail Artist	0	0	21	81	14	0	0	116
Slimming Therapist	0	0	35	469	38	12	60	614
Beauty Consultant	27	0	57	456	9	0	0	549
Beauty Assistant	0	0	31	515	28	275	32	881
Marketing Assistant	0	18	3	13	0	8	1	43
Promoter	0	0	17	36	0	0	0	53
Administrative Staff	1	3	107	158	0	9	5	283

Principal Jobs in the Industry	University Degree or equivalent	Sub-degree/ Higher Diploma/ Higher Certificate or equivalent	Advanced Level/ Diploma/ Certificate or equivalent/ Matriculation	Secondary 5	Secondary 4	Secondary 3 or below	Unspecified	Total
<b>3. Beauty Centre, Health Centre &amp; Spa (Cont')</b>								
Receptionist	0	0	45	650	4	12	12	723
Medical Personnel	21	11	0	21	0	0	6	59
<b>Sub-total</b>	<b>327</b>	<b>302</b>	<b>1,123</b>	<b>10,472</b>	<b>968</b>	<b>1,220</b>	<b>323</b>	<b>14,735</b>
<i>Percentage by Educational Level (Total: 14,735)</i>	<i>2.2%</i>	<i>2.0%</i>	<i>7.6%</i>	<i>71.1%</i>	<i>6.6%</i>	<i>8.3%</i>	<i>2.2%</i>	<i>100.0%</i>
<b>4. Hairdressing Salon</b>								
Director / General Manager	12	1	4	16	0	4	0	37
Chief Shop Manager / Operation Manager	9	0	0	76	0	4	0	89
Art Director	3	1	2	27	0	0	0	33
Technical Director	0	0	0	19	0	0	0	19
Senior Hair Stylist	4	2	19	232	30	113	0	400
Hair Stylist	12	0	86	3,150	1,033	3,544	20	7,845
Technician (perm and color)	0	0	4	201	22	2	0	229
Manicurist / Pedicurist	0	0	0	73	7	29	8	117
Nail Artist	0	0	0	5	0	0	0	5
Hairdressing Assistant	0	0	33	1,566	821	2,812	40	5,272
Administrative Staff	16	0	10	50	11	0	0	87
Receptionist	0	0	0	288	50	62	12	412
<b>Sub-total</b>	<b>56</b>	<b>4</b>	<b>158</b>	<b>5,703</b>	<b>1,974</b>	<b>6,570</b>	<b>80</b>	<b>14,545</b>
<i>Percentage by Educational Level (Total: 14,545)</i>	<i>0.4%</i>	<i>0.0%</i>	<i>1.1%</i>	<i>39.2%</i>	<i>13.6%</i>	<i>45.2%</i>	<i>0.6%</i>	<i>100.0%</i>
<b>5. Product Company - Wholesale, Import &amp; Export</b>								
Director / General Manager	110	3	89	9	0	0	21	232
Brand / Sales / Marketing Director / Manager	246	9	28	13	0	0	10	306
Product / Technical Manager	187	20	35	18	0	0	21	281
Sales / Marketing Officer	318	18	197	184	0	0	35	752
Trainer	20	10	68	2	0	0	2	102
Technical Adviser	8	0	16	0	0	0	0	24
Sales Representative	107	49	322	1,306	0	0	32	1,816
Marketing Assistant	50	0	20	81	0	0	10	161
Promoter	0	0	0	50	0	0	1	51
Administrative Staff	14	36	232	409	23	0	37	751
Receptionist	0	0	0	135	0	0	11	146
<b>Sub-total</b>	<b>1,060</b>	<b>145</b>	<b>1,007</b>	<b>2,207</b>	<b>23</b>	<b>0</b>	<b>180</b>	<b>4,622</b>
<i>Percentage by Educational Level (Total: 4,622)</i>	<i>22.9%</i>	<i>3.1%</i>	<i>21.8%</i>	<i>47.7%</i>	<i>0.5%</i>	<i>0.0%</i>	<i>3.9%</i>	<i>100.0%</i>
<b>6. Product Company - Retail</b>								
Director / General Manager	26	2	0	4	0	0	44	76
Corporate & Brand Image Sales Director / Manager	60	5	0	1	0	0	11	77
Chief Shop Manager / Operation Manager	46	41	6	15	0	0	18	126
Marketing Manager	49	0	2	28	0	0	1	80
Product / Technical Manager	21	0	4	0	0	0	12	37
Sales / Marketing Officer	120	12	20	131	20	0	11	314
Trainer	25	8	8	38	0	0	6	85
Buying Officer	12	0	29	13	0	0	48	102
Shop Manager / Supervisor	35	45	90	366	0	0	127	663
Technical Adviser	3	0	15	20	0	0	0	38
Beauty Adviser (Counter)	0	0	45	3,918	475	0	577	5,015
Hair Care Adviser	0	0	0	43	276	0	40	359

Principal Jobs in the Industry	University Degree or equivalent	Sub-degree/ Higher Diploma/ Higher Certificate or equivalent	Advanced Level/ Diploma/ Certificate or equivalent/ Matriculation	Secondary 5	Secondary 4	Secondary 3 or below	Unspecified	Total
<b>6. Product Company - Retail (Cont')</b>								
Make-up Artist	0	0	0	68	0	0	4	72
Marketing Assistant	4	2	44	177	0	0	20	247
Promoter	0	0	0	105	0	0	7	112
Administrative Staff	50	2	71	148	0	1	23	295
Receptionist	0	0	3	21	10	0	40	74
<b>Sub-total</b>	<b>451</b>	<b>117</b>	<b>337</b>	<b>5,096</b>	<b>781</b>	<b>1</b>	<b>989</b>	<b>7,772</b>
<i>Percentage by Educational Level (Total: 7,772)</i>	<i>5.8%</i>	<i>1.5%</i>	<i>4.3%</i>	<i>65.6%</i>	<i>10.0%</i>	<i>0.0%</i>	<i>12.7%</i>	<i>100.0%</i>
<b>7. Nail Salon</b>								
Chief Shop Manager / Operation Manager	4	0	0	32	0	0	0	36
Nail Consultant (Fingernail / Toenail)	0	0	0	27	0	0	0	27
Senior Nail Technician (Fingernail / Toenail)	0	0	0	25	0	0	0	25
Nail Technician (Fingernail / Toenail)	0	0	0	103	0	25	0	128
Manicurist / Pedicurist	0	0	0	41	0	0	0	41
Nail Artist	0	0	0	112	0	0	0	112
Junior Nail Technician (Fingernail / Toenail)	0	0	0	50	0	0	0	50
Foot Reflexologist	0	0	0	1	4	0	0	5
Administrative Staff	0	0	0	4	0	0	0	4
Receptionist	0	0	0	19	0	0	0	19
<b>Sub-total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>414</b>	<b>4</b>	<b>25</b>	<b>0</b>	<b>447</b>
<i>Percentage by Educational Level (Total: 447)</i>	<i>0.9%</i>	<i>0.0%</i>	<i>0.0%</i>	<i>92.6%</i>	<i>0.9%</i>	<i>5.6%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>Total</b>	<b>1,930</b>	<b>614</b>	<b>2,710</b>	<b>24,081</b>	<b>3,756</b>	<b>7,816</b>	<b>1,584</b>	<b>42,491</b>
<i>Percentage by Educational Level (Total: 42,491)</i>	<i>4.5%</i>	<i>1.4%</i>	<i>6.4%</i>	<i>56.7%</i>	<i>8.8%</i>	<i>18.4%</i>	<i>3.7%</i>	<i>100.0%</i>

**Table 4(a): Preferred Relevant Years of Experience of Direct Employees by Sector**

Principal Jobs in the Industry	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified	Total
<b>1. Beauty &amp; Hairdressing School</b>							
Director / Principal (School)	12	5	3	0	0	5	25
Senior Tutor / Senior Instructor - Beauty Care and Hairdressing	25	13	10	0	0	1	49
Tutor / Instructor - Beauty Care	0	14	34	70	0	1	119
Tutor / Instructor - Hairdressing	0	2	2	1	0	0	5
Assistant Tutor / Instructor - Beauty Care	0	1	12	13	1	2	29
Administrative Staff	4	0	20	22	0	4	50
Receptionist	0	0	1	17	9	0	27
<b>Sub-total</b>	<b>41</b>	<b>35</b>	<b>82</b>	<b>123</b>	<b>10</b>	<b>13</b>	<b>304</b>
<i>Percentage by Relevant Years of Experience (Total: 304)</i>	<i>13.5%</i>	<i>11.5%</i>	<i>27.0%</i>	<i>40.5%</i>	<i>3.3%</i>	<i>4.3%</i>	<i>100.0%</i>
<b>2. Make-up &amp; Nail School</b>							
Director / Principal (School)	6	0	0	0	0	0	6
Senior Tutor / Senior Instructor - Make-up and Nail	0	2	2	0	0	0	4
Tutor / Instructor - Make-up	1	0	6	10	0	0	17
Tutor / Instructor - Nail	0	0	5	1	0	0	6
Assistant Tutor / Instructor - Make-up	0	0	0	3	0	0	3
Assistant Tutor / Instructor - Nail	0	0	0	3	0	0	3
Administrative Staff	0	1	4	7	0	0	12
Receptionist	0	0	0	14	1	0	15
<b>Sub-total</b>	<b>7</b>	<b>3</b>	<b>17</b>	<b>38</b>	<b>1</b>	<b>0</b>	<b>66</b>
<i>Percentage by Relevant Years of Experience (Total: 66)</i>	<i>10.6%</i>	<i>4.5%</i>	<i>25.8%</i>	<i>57.6%</i>	<i>1.5%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>							
Director / General Manager	29	2	36	0	0	16	83
Chief Shop Manager / Operation Manager	77	71	165	21	0	65	399
Brand / Sales / Marketing Director / Manager	1	15	10	8	0	0	34
Sales / Marketing Officer	0	15	42	33	0	1	91
Senior Beautician	8	145	325	243	8	234	963
Senior Make-up Artist	1	14	4	0	0	3	22
Slimming Consultant	0	28	91	58	0	25	202
Beautician	0	26	2,873	4,249	557	692	8,397
Assistant to Medical Practitioner	0	0	38	0	0	0	38
Make-up Artist	0	1	62	80	54	6	203
Body Therapist	0	0	293	491	40	56	880
Manicurist / Pedicurist	0	0	6	94	0	2	102
Nail Artist	0	0	31	85	0	0	116
Slimming Therapist	0	6	62	360	60	126	614
Beauty Consultant	0	0	120	283	0	146	549
Beauty Assistant	0	0	66	396	378	41	881
Marketing Assistant	0	6	2	21	13	1	43
Promoter	0	0	0	49	4	0	53

Principal Jobs in the Industry	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified	Total
<b>3. Beauty Centre, Health Centre &amp; Spa (Cont')</b>							
Administrative Staff	0	6	25	178	54	20	283
Receptionist	0	0	42	386	91	204	723
Medical Personnel	4	15	2	30	0	8	59
<b>Sub-total</b>	<b>120</b>	<b>350</b>	<b>4,295</b>	<b>7,065</b>	<b>1,259</b>	<b>1,646</b>	<b>14,735</b>
<i>Percentage by Relevant Years of Experience (Total: 14,735)</i>	<i>0.8%</i>	<i>2.4%</i>	<i>29.1%</i>	<i>47.9%</i>	<i>8.5%</i>	<i>11.2%</i>	<i>100.0%</i>
<b>4. Hairdressing Salon</b>							
Director / General Manager	15	8	11	0	0	3	37
Chief Shop Manager / Operation Manager	40	12	36	0	0	1	89
Art Director	9	15	6	0	0	3	33
Technical Director	17	2	0	0	0	0	19
Senior Hair Stylist	4	205	156	24	0	11	400
Hair Stylist	157	344	3,668	3,327	262	87	7,845
Technician (perm and color)	0	0	147	82	0	0	229
Manicurist / Pedicurist	0	5	17	70	16	9	117
Nail Artist	0	0	1	4	0	0	5
Hairdressing Assistant	50	0	150	2,348	2,627	97	5,272
Administrative Staff	0	0	21	49	12	5	87
Receptionist	0	19	3	222	151	17	412
<b>Sub-total</b>	<b>292</b>	<b>610</b>	<b>4,216</b>	<b>6,126</b>	<b>3,068</b>	<b>233</b>	<b>14,545</b>
<i>Percentage by Relevant Years of Experience (Total: 14,545)</i>	<i>2.0%</i>	<i>4.2%</i>	<i>29.0%</i>	<i>42.1%</i>	<i>21.1%</i>	<i>1.6%</i>	<i>100.0%</i>
<b>5. Product Company - Wholesale, Import &amp; Export</b>							
Director / General Manager	73	48	89	0	0	22	232
Brand / Sales / Marketing Director / Manager	12	97	86	29	0	82	306
Product / Technical Manager	0	24	51	176	0	30	281
Sales / Marketing Officer	106	36	216	331	0	63	752
Trainer	8	0	66	24	0	4	102
Technical Adviser	8	0	16	0	0	0	24
Sales Representative	107	2	679	919	73	36	1,816
Marketing Assistant	0	0	18	82	49	12	161
Promoter	0	0	0	0	50	1	51
Administrative Staff	16	5	90	461	130	49	751
Receptionist	0	0	49	84	0	13	146
<b>Sub-total</b>	<b>330</b>	<b>212</b>	<b>1,360</b>	<b>2,106</b>	<b>302</b>	<b>312</b>	<b>4,622</b>
<i>Percentage by Relevant Years of Experience (Total: 4,622)</i>	<i>7.1%</i>	<i>4.6%</i>	<i>29.4%</i>	<i>45.6%</i>	<i>6.5%</i>	<i>6.8%</i>	<i>100.0%</i>
<b>6. Product Company - Retail</b>							
Director / General Manager	11	7	21	0	0	37	76
Corporate & Brand Image Sales Director / Manager	20	10	8	0	0	39	77
Chief Shop Manager / Operation Manager	32	12	45	0	0	37	126
Marketing Manager	29	20	23	0	0	8	80
Product / Technical Manager	8	10	3	12	0	4	37
Sales / Marketing Officer	9	19	119	137	0	30	314
Trainer	0	11	28	31	0	15	85

Principal Jobs in the Industry	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified	Total
<b>6. Product Company - Retail (Cont')</b>							
Buying Officer	0	0	7	75	0	20	102
Shop Manager / Supervisor	0	92	403	72	0	96	663
Technical Adviser	0	12	15	11	0	0	38
Beauty Adviser (Counter)	0	0	767	2,884	80	1,284	5,015
Hair Care Adviser	0	12	31	29	247	40	359
Make-up Artist	0	0	4	7	0	61	72
Marketing Assistant	0	0	41	83	58	65	247
Promoter	0	0	88	13	0	11	112
Administrative Staff	0	22	14	133	18	108	295
Receptionist	0	0	3	51	10	10	74
<b>Sub-total</b>	<b>109</b>	<b>227</b>	<b>1,620</b>	<b>3,538</b>	<b>413</b>	<b>1,865</b>	<b>7,772</b>
<i>Percentage by Relevant Years of Experience (Total: 7,772)</i>	<i>1.4%</i>	<i>2.9%</i>	<i>20.8%</i>	<i>45.5%</i>	<i>5.3%</i>	<i>24.0%</i>	<i>100.0%</i>
<b>7. Nail Salon</b>							
Chief Shop Manager / Operation Manager	4	29	0	0	0	3	36
Nail Consultant (Fingernail / Toenail)	0	16	0	8	0	3	27
Senior Nail Technician (Fingernail / Toenail)	0	0	0	25	0	0	25
Nail Technician (Fingernail / Toenail)	0	0	78	50	0	0	128
Manicurist/ Pedicurist	0	0	0	41	0	0	41
Nail Artist	0	0	0	91	0	21	112
Junior Nail Technician (Fingernail / Toenail)	0	0	25	25	0	0	50
Foot Reflexologist	0	0	1	4	0	0	5
Administrative Staff	0	0	4	0	0	0	4
Receptionist	0	0	4	10	0	5	19
<b>Sub-total</b>	<b>4</b>	<b>45</b>	<b>112</b>	<b>254</b>	<b>0</b>	<b>32</b>	<b>447</b>
<i>Percentage by Relevant Years of Experience (Total: 447)</i>	<i>0.9%</i>	<i>10.1%</i>	<i>25.1%</i>	<i>56.8%</i>	<i>0.0%</i>	<i>7.2%</i>	<i>100.0%</i>
<b>Total</b>	<b>903</b>	<b>1,482</b>	<b>11,702</b>	<b>19,250</b>	<b>5,053</b>	<b>4,101</b>	<b>42,491</b>
<i>Percentage by Relevant Years of Experience (Total: 42,491)</i>	<i>2.1%</i>	<i>3.5%</i>	<i>27.5%</i>	<i>45.3%</i>	<i>11.9%</i>	<i>9.7%</i>	<i>100.0%</i>

**Table 4(b): Actual Relevant Years of Experience of Direct Employees by Sector**

Principal Jobs in the Industry	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified	Total
<b>1. Beauty &amp; Hairdressing School</b>							
Director / Principal (School)	16	2	3	0	0	4	25
Senior Tutor / Senior Instructor - Beauty Care and Hairdressing	31	13	4	0	0	1	49
Tutor / Instructor - Beauty Care	9	20	21	68	0	1	119
Tutor / Instructor - Hairdressing	0	2	2	1	0	0	5
Assistant Tutor / Instructor - Beauty Care	1	0	13	13	0	2	29
Administrative Staff	0	1	19	26	0	4	50
Receptionist	0	2	1	16	8	0	27
<b>Sub-total</b>	<b>57</b>	<b>40</b>	<b>63</b>	<b>124</b>	<b>8</b>	<b>12</b>	<b>304</b>
<i>Percentage by Relevant Years of Experience (Total: 304)</i>	<i>18.8%</i>	<i>13.2%</i>	<i>20.7%</i>	<i>40.8%</i>	<i>2.6%</i>	<i>3.9%</i>	<i>100.0%</i>
<b>2. Make-up &amp; Nail School</b>							
Director / Principal (School)	6	0	0	0	0	0	6
Senior Tutor / Senior Instructor - Make-up and Nail	0	4	0	0	0	0	4
Tutor / Instructor - Make-up	1	0	6	10	0	0	17
Tutor / Instructor - Nail	0	0	5	1	0	0	6
Assistant Tutor / Instructor - Make-up	0	0	0	3	0	0	3
Assistant Tutor / Instructor - Nail	0	0	0	3	0	0	3
Administrative Staff	4	1	0	7	0	0	12
Receptionist	0	0	2	12	1	0	15
<b>Sub-total</b>	<b>11</b>	<b>5</b>	<b>13</b>	<b>36</b>	<b>1</b>	<b>0</b>	<b>66</b>
<i>Percentage by Relevant Years of Experience (Total: 66)</i>	<i>16.7%</i>	<i>7.6%</i>	<i>19.7%</i>	<i>54.5%</i>	<i>1.5%</i>	<i>0.0%</i>	<i>100.0%</i>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>							
Director / General Manager	29	17	21	0	0	16	83
Chief Shop Manager / Operation Manager	101	101	113	19	0	65	399
Brand / Sales / Marketing Director / Manager	6	15	5	8	0	0	34
Sales / Marketing Officer	0	15	51	24	0	1	91
Senior Beautician	136	165	341	87	0	234	963
Senior Make-up Artist	15	2	2	0	0	3	22
Slimming Consultant	28	9	115	25	0	25	202
Beautician	3,117	839	2,087	1,615	27	712	8,397
Assistant to Medical Practitioner	0	38	0	0	0	0	38
Make-up Artist	24	15	156	2	0	6	203
Body Therapist	84	13	505	206	14	58	880
Manicurist/ Pedicurist	0	1	65	34	0	2	102
Nail Artist	0	0	34	82	0	0	116
Slimming Therapist	25	59	150	254	0	126	614
Beauty Consultant	30	8	157	208	0	146	549
Beauty Assistant	25	50	56	442	267	41	881
Marketing Assistant	0	6	5	23	8	1	43
Promoter	0	0	0	49	4	0	53

Principal Jobs in the Industry	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified	Total
<b>3. Beauty Centre, Health Centre &amp; Spa (Cont')</b>							
Administrative Staff	0	14	44	199	6	20	283
Receptionist	0	0	79	342	98	204	723
Medical Personnel	19	0	22	10	0	8	59
<b>Sub-total</b>	<b>3,639</b>	<b>1,367</b>	<b>4,008</b>	<b>3,629</b>	<b>424</b>	<b>1,668</b>	<b>14,735</b>
<i>Percentage by Relevant Years of Experience (Total: 14,735)</i>	<i>24.7%</i>	<i>9.3%</i>	<i>27.2%</i>	<i>24.6%</i>	<i>2.9%</i>	<i>11.3%</i>	<i>100.0%</i>
<b>4. Hairdressing Salon</b>							
Director / General Manager	20	8	6	0	0	3	37
Chief Shop Manager / Operation Manager	42	23	23	0	0	1	89
Art Director	11	15	4	0	0	3	33
Technical Director	17	2	0	0	0	0	19
Senior Hair Stylist	151	145	93	0	0	11	400
Hair Stylist	4,157	1,249	1,922	446	0	71	7,845
Technician (perm and color)	0	0	156	73	0	0	229
Manicurist / Pedicurist	56	7	16	33	0	5	117
Nail Artist	0	0	1	4	0	0	5
Hairdressing Assistant	611	195	617	2,832	930	87	5,272
Administrative Staff	12	0	16	50	4	5	87
Receptionist	0	27	57	279	32	17	412
<b>Sub-total</b>	<b>5,077</b>	<b>1,671</b>	<b>2,911</b>	<b>3,717</b>	<b>966</b>	<b>203</b>	<b>14,545</b>
<i>Percentage by Relevant Years of Experience (Total: 14,545)</i>	<i>34.9%</i>	<i>11.5%</i>	<i>20.0%</i>	<i>25.6%</i>	<i>6.6%</i>	<i>1.4%</i>	<i>100.0%</i>
<b>5. Product Company - Wholesale, Import &amp; Export</b>							
Director / General Manager	162	28	20	0	0	22	232
Brand / Sales / Marketing Director / Manager	58	80	86	0	0	82	306
Product / Technical Manager	75	18	129	29	0	30	281
Sales / Marketing Officer	239	22	336	92	0	63	752
Trainer	8	0	69	21	0	4	102
Technical Adviser	8	0	16	0	0	0	24
Sales Representative	389	100	761	530	0	36	1,816
Marketing Assistant	0	0	85	64	0	12	161
Promoter	0	0	0	0	50	1	51
Administrative Staff	113	0	240	349	0	49	751
Receptionist	0	0	116	17	0	13	146
<b>Sub-total</b>	<b>1,052</b>	<b>248</b>	<b>1,858</b>	<b>1,102</b>	<b>50</b>	<b>312</b>	<b>4,622</b>
<i>Percentage by Relevant Years of Experience (Total: 4,622)</i>	<i>22.8%</i>	<i>5.4%</i>	<i>40.2%</i>	<i>23.8%</i>	<i>1.1%</i>	<i>6.8%</i>	<i>100.0%</i>
<b>6. Product Company - Retail</b>							
Director / General Manager	11	8	20	0	0	37	76
Corporate & Brand Image Sales Director / Manager	20	10	8	0	0	39	77
Chief Shop Manager / Operation Manager	26	20	43	0	0	37	126
Marketing Manager	33	19	20	0	0	8	80
Product / Technical Manager	8	10	15	0	0	4	37
Sales / Marketing Officer	48	32	90	114	0	30	314
Trainer	0	14	28	28	0	15	85



Principal Jobs in the Industry	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified	Total
<b>6. Product Company - Retail (Cont')</b>							
Buying Officer	0	5	2	75	0	20	<b>102</b>
Shop Manager / Supervisor	0	155	340	72	0	96	<b>663</b>
Technical Adviser	3	12	12	11	0	0	<b>38</b>
Beauty Adviser (Counter)	20	8	1,028	2,675	0	1,284	<b>5,015</b>
Hair Care Adviser	12	20	40	0	247	40	<b>359</b>
Make-up Artist	0	0	4	7	0	61	<b>72</b>
Marketing Assistant	0	3	61	98	20	65	<b>247</b>
Promoter	88	0	0	13	0	11	<b>112</b>
Administrative Staff	9	6	14	140	18	108	<b>295</b>
Receptionist	0	0	3	61	0	10	<b>74</b>
<b>Sub-total</b>	<b>278</b>	<b>322</b>	<b>1,728</b>	<b>3,294</b>	<b>285</b>	<b>1,865</b>	<b>7,772</b>
<b>Percentage by Relevant Years of Experience (Total: 7,772)</b>	<b>3.6%</b>	<b>4.1%</b>	<b>22.2%</b>	<b>42.4%</b>	<b>3.7%</b>	<b>24.0%</b>	<b>100.0%</b>
<b>7. Nail Salon</b>							
Chief Shop Manager / Operation Manager	8	25	0	0	0	3	<b>36</b>
Nail Consultant (Fingernail / Toenail)	0	16	0	8	0	3	<b>27</b>
Senior Nail Technician (Fingernail / Toenail)	0	0	0	25	0	0	<b>25</b>
Nail Technician (Fingernail / Toenail)	25	25	53	0	25	0	<b>128</b>
Manicurist / Pedicurist	0	0	0	16	25	0	<b>41</b>
Nail Artist	0	0	41	50	0	21	<b>112</b>
Junior Nail Technician (Fingernail / Toenail)	0	0	50	0	0	0	<b>50</b>
Foot Reflexologist	0	0	1	4	0	0	<b>5</b>
Administrative Staff	0	0	4	0	0	0	<b>4</b>
Receptionist	0	0	6	8	0	5	<b>19</b>
<b>Sub-total</b>	<b>33</b>	<b>66</b>	<b>155</b>	<b>111</b>	<b>50</b>	<b>32</b>	<b>447</b>
<b>Percentage by Relevant Years of Experience (Total: 447)</b>	<b>7.4%</b>	<b>14.8%</b>	<b>34.7%</b>	<b>24.8%</b>	<b>11.2%</b>	<b>7.2%</b>	<b>100.0%</b>
<b>Total</b>	<b>10,147</b>	<b>3,719</b>	<b>10,736</b>	<b>12,013</b>	<b>1,784</b>	<b>4,092</b>	<b>42,491</b>
<b>Percentage by Relevant Years of Experience (Total: 42,491)</b>	<b>23.9%</b>	<b>8.8%</b>	<b>25.3%</b>	<b>28.3%</b>	<b>4.2%</b>	<b>9.6%</b>	<b>100.0%</b>

**Table 5(a): Preferred Vocational Qualification of Direct Employees by Sector**

Sector	Preferred Vocational Qualification of Employees	Manager / Technologist (a)	Officer / Technician (b)	Tradesman / Semi-skilled (c)	Total (a - c)
<b>1. Beauty &amp; Hairdressing School</b>					
	Certificates of National Occupation Qualifications of the Mainland	6	4	0	10
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	5	8	0	13
	• Make-up Artist	1	3	1	5
	• Intense Pulsed Light (IPL) Equipment Operator	2	3	0	5
	• Hairdresser	1	1	0	2
	Certificates of Skills Upgrading Scheme	0	3	0	3
	Certificates of local professional / recognized training courses	2	7	1	10
	Certificates of international professional / recognized training courses	32	35	1	68
	<b>Sub-total</b>	<b>49</b>	<b>64</b>	<b>3</b>	<b>116</b>
<b>2. Make-up &amp; Nail School</b>					
	Certificates of National Occupation Qualifications of the Mainland	0	3	0	3
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	1	0	1
	• Make-up Artist	0	0	0	0
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	0	0	0	0
	Certificates of local professional / recognized training courses	0	4	0	4
	Certificates of international professional / recognized training courses	1	8	0	9
	<b>Sub-total</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>17</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>					
	Certificates of National Occupation Qualifications of the Mainland	9	28	78	115
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	26	47	784	857
	• Make-up Artist	0	25	51	76
	• Intense Pulsed Light (IPL) Equipment Operator	10	10	21	41
	• Hairdresser	0	25	58	83
	Certificates of Skills Upgrading Scheme	15	13	434	462
	Certificates of local professional / recognized training courses	8	60	816	884
	Certificates of international professional / recognized training courses	53	98	1,030	1,181
	<b>Sub-total</b>	<b>121</b>	<b>306</b>	<b>3,272</b>	<b>3,699</b>
<b>4. Hairdressing Salon</b>					
	Certificates of National Occupation Qualifications of the Mainland	13	0	58	71
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	0	17	17
	• Make-up Artist	0	0	0	0
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	27	26	937	990
	Certificates of Skills Upgrading Scheme	13	9	386	408
	Certificates of local professional / recognized training courses	11	13	350	374
	Certificates of international professional / recognized training courses	32	54	284	370
	<b>Sub-total</b>	<b>96</b>	<b>102</b>	<b>2,032</b>	<b>2,230</b>

Sector	Preferred Vocational Qualification of Employees	Manager / Technologist (a)	Officer / Technician (b)	Tradesman / Semi-skilled (c)	Total (a - c)
<b>5. Product Company - Wholesale, Import &amp; Export</b>					
	Certificates of National Occupation Qualifications of the Mainland	1	0	0	1
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	6	63	0	69
	• Make-up Artist	0	54	0	54
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	5	70	0	75
	Certificates of local professional / recognized training courses	9	119	8	136
	Certificates of international professional / recognized training courses	25	176	10	211
	<b>Sub-total</b>	<b>46</b>	<b>482</b>	<b>18</b>	<b>546</b>
<b>6. Product Company - Retail</b>					
	Certificates of National Occupation Qualifications of the Mainland	1	1	1	3
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	6	30	55	91
	• Make-up Artist	0	3	25	28
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	20	20
	• Hairdresser	0	0	20	20
	Certificates of Skills Upgrading Scheme	4	7	28	39
	Certificates of local professional / recognized training courses	1	7	7	15
	Certificates of international professional / recognized training courses	12	76	40	128
	<b>Sub-total</b>	<b>24</b>	<b>124</b>	<b>196</b>	<b>344</b>
<b>7. Nail Salon</b>					
	Certificates of National Occupation Qualifications of the Mainland	4	54	25	83
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	0	0	0
	• Make-up Artist	0	0	0	0
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	4	62	33	99
	Certificates of local professional / recognized training courses	25	8	58	91
	Certificates of international professional / recognized training courses	33	8	29	70
	<b>Sub-total</b>	<b>66</b>	<b>132</b>	<b>145</b>	<b>343</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>					
	Certificates of National Occupation Qualifications of the Mainland	0	1	0	1
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	0	1	1
	• Make-up Artist	0	3	5	8
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	3	2	5
	Certificates of Skills Upgrading Scheme	0	2	6	8
	Certificates of local professional / recognized training courses	2	3	5	10
	Certificates of international professional / recognized training courses	2	3	7	12
	<b>Sub-total</b>	<b>4</b>	<b>15</b>	<b>26</b>	<b>45</b>
	<b>Total</b>	<b>407</b>	<b>1,241</b>	<b>5,692</b>	<b>7,340</b>

**Table 5(b): Actual Vocational Qualification of Direct Employees by Sector**

Sector	Actual Vocational Qualification of Employees	Manager/ Technologist (a)	Officer/ Technician (b)	Tradesman / Semi-skilled (c)	Total (a - c)
<b>1. Beauty &amp; Hairdressing School</b>					
	Certificates of National Occupation Qualifications of the Mainland	9	8	0	17
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	4	6	0	10
	• Make-up Artist	1	2	1	4
	• Intense Pulsed Light (IPL) Equipment Operator	0	1	0	1
	• Hairdresser	1	1	0	2
	Certificates of Skills Upgrading Scheme	3	3	0	6
	Certificates of local professional / recognized training courses	2	5	1	8
	Certificates of international professional / recognized training courses	33	40	1	74
	<b>Sub-total</b>	<b>53</b>	<b>66</b>	<b>3</b>	<b>122</b>
<b>2. Make-up &amp; Nail School</b>					
	Certificates of National Occupation Qualifications of the Mainland	0	4	0	4
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	0	0	0
	• Make-up Artist	0	0	0	0
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	0	3	0	3
	Certificates of local professional / recognized training courses	0	1	0	1
	Certificates of international professional / recognized training courses	1	8	0	9
	<b>Sub-total</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>17</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>					
	Certificates of National Occupation Qualifications of the Mainland	1	20	194	215
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	20	23	276	319
	• Make-up Artist	0	0	25	25
	• Intense Pulsed Light (IPL) Equipment Operator	2	2	4	8
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	1	2	309	312
	Certificates of local professional / recognized training courses	9	60	1,199	1,268
	Certificates of international professional / recognized training courses	62	100	1,327	1,489
	<b>Sub-total</b>	<b>95</b>	<b>207</b>	<b>3,334</b>	<b>3,636</b>
<b>4. Hairdressing Salon</b>					
	Certificates of National Occupation Qualifications of the Mainland	13	0	75	88
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	0	9	9
	• Make-up Artist	0	0	0	0
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	13	5	119	137
	Certificates of Skills Upgrading Scheme	13	7	197	217
	Certificates of local professional / recognized training courses	1	12	752	765
	Certificates of international professional / recognized training courses	23	52	317	392
	<b>Sub-total</b>	<b>63</b>	<b>76</b>	<b>1,469</b>	<b>1,608</b>

Sector	Actual Vocational Qualification of Employees	Manager/ Technologist (a)	Officer/ Technician (b)	Tradesman / Semi-skilled (c)	Total (a - c)
<b>5. Product Company - Wholesale, Import &amp; Export</b>					
	Certificates of National Occupation Qualifications of the Mainland	1	0	0	1
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	6	14	0	20
	• Make-up Artist	0	5	0	5
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	0	0	0	0
	Certificates of local professional / recognized training courses	20	4	8	32
	Certificates of international professional / recognized training courses	21	177	9	207
	<b>Sub-total</b>	<b>48</b>	<b>200</b>	<b>17</b>	<b>265</b>
<b>6. Product Company - Retail</b>					
	Certificates of National Occupation Qualifications of the Mainland	1	1	1	3
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	6	24	9	39
	• Make-up Artist	0	0	1	1
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	0	0	1	1
	Certificates of local professional / recognized training courses	1	27	7	35
	Certificates of international professional / recognized training courses	12	95	40	147
	<b>Sub-total</b>	<b>20</b>	<b>147</b>	<b>59</b>	<b>226</b>
<b>7. Nail Salon</b>					
	Certificates of National Occupation Qualifications of the Mainland	0	25	0	25
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	0	0	0
	• Make-up Artist	0	0	0	0
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	0	0	0
	Certificates of Skills Upgrading Scheme	0	50	25	75
	Certificates of local professional / recognized training courses	0	33	33	66
	Certificates of international professional / recognized training courses	29	79	75	183
	<b>Sub-total</b>	<b>29</b>	<b>187</b>	<b>133</b>	<b>349</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>					
	Certificates of National Occupation Qualifications of the Mainland	0	3	2	5
	Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC:				
	• Beautician	0	0	0	0
	• Make-up Artist	0	3	5	8
	• Intense Pulsed Light (IPL) Equipment Operator	0	0	0	0
	• Hairdresser	0	3	2	5
	Certificates of Skills Upgrading Scheme	0	0	3	3
	Certificates of local professional / recognized training courses	0	2	10	12
	Certificates of international professional / recognized training courses	0	3	9	12
	<b>Sub-total</b>	<b>0</b>	<b>14</b>	<b>31</b>	<b>45</b>
	<b>Total</b>	<b>309</b>	<b>913</b>	<b>5,046</b>	<b>6,268</b>

**Table 6: Types of Training Needs for Employees in the Next 12 Months by Sector**

Sector	Areas of Training	Manager	Technologist	Officer	Technician	Tradesman	Semi-skilled	Total
<b>1. Beauty &amp; Hairdressing School</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	8	8	1	11	0	0	28
	Human Resource Management	3	5	0	7	0	0	15
	Marketing Management	4	6	0	9	0	0	19
	Quality Management	5	8	1	12	1	1	28
	Others	0	0	0	0	0	0	0
	<b>Sub-total (a)</b>	<b>20</b>	<b>27</b>	<b>2</b>	<b>39</b>	<b>1</b>	<b>1</b>	<b>90</b>
	<b>Generic Skills</b>							
	Customer Services	5	6	2	18	3	1	35
	Complaints Handling	6	8	1	16	1	1	33
	Sales & Marketing	5	3	2	15	0	0	25
	Stores Operations	5	6	1	9	0	0	21
	Others	0	1	0	5	0	0	6
	<b>Sub-total (b)</b>	<b>21</b>	<b>24</b>	<b>6</b>	<b>63</b>	<b>4</b>	<b>2</b>	<b>120</b>
	<b>Language Skills</b>							
	Putonghua	4	6	1	13	2	1	27
	Written Chinese	3	3	1	9	1	1	18
	Written English	5	3	1	7	1	1	18
	Spoken English	5	5	1	11	1	1	24
	Others	0	0	0	0	0	0	0
	<b>Sub-total (c)</b>	<b>17</b>	<b>17</b>	<b>4</b>	<b>40</b>	<b>5</b>	<b>4</b>	<b>87</b>
	<b>Total (a - c)</b>	<b>58</b>	<b>68</b>	<b>12</b>	<b>142</b>	<b>10</b>	<b>7</b>	<b>297</b>
<b>2. Make-up &amp; Nail School</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	1	0	0	1	0	0	2
	Human Resource Management	1	0	0	1	0	0	2
	Marketing Management	1	0	0	1	0	0	2
	Quality Management	0	0	0	4	0	0	4
	Others	0	0	0	0	0	0	0
	<b>Sub-total (a)</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>10</b>
	<b>Generic Skills</b>							
	Customer Services	1	0	0	5	0	0	6
	Complaints Handling	1	0	0	5	0	0	6
	Sales & Marketing	1	0	0	3	0	0	4
	Stores Operations	1	0	0	3	0	0	4
	Others	0	0	0	3	0	0	3
	<b>Sub-total (b)</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>23</b>
	<b>Language Skills</b>							
	Putonghua	0	0	0	6	0	0	6
	Written Chinese	0	0	0	3	0	0	3
	Written English	0	0	0	3	0	0	3
	Spoken English	0	0	0	6	0	0	6
	Others	0	0	0	0	0	0	0
	<b>Sub-total (c)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>18</b>
	<b>Total (a - c)</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>44</b>	<b>0</b>	<b>0</b>	<b>51</b>

Sector	Areas of Training	Manager	Technologist	Officer	Technician	Tradesman	Semi-skilled	Total
<b>3. Beauty Centre, Health Centre &amp; Spa</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	48	0	19	24	434	0	525
	Human Resource Management	35	0	18	25	316	0	394
	Marketing Management	45	0	24	5	418	0	492
	Quality Management	63	0	20	47	538	33	701
	Others	0	0	0	0	0	0	0
	<b>Sub-total (a)</b>	<b>191</b>	<b>0</b>	<b>81</b>	<b>101</b>	<b>1,706</b>	<b>33</b>	<b>2,112</b>
	<b>Generic Skills</b>							
	Customer Services	43	0	16	123	1,627	254	2,063
	Complaints Handling	38	0	16	70	1,138	179	1,441
	Sales & Marketing	28	0	21	114	1,209	210	1,582
	Stores Operations	34	0	16	44	1,299	200	1,593
	Others	0	0	0	10	367	93	470
	<b>Sub-total (b)</b>	<b>143</b>	<b>0</b>	<b>69</b>	<b>361</b>	<b>5,640</b>	<b>936</b>	<b>7,149</b>
	<b>Language Skills</b>							
	Putonghua	34	0	15	70	1,398	281	1,798
	Written Chinese	6	0	13	13	740	128	900
	Written English	6	0	13	38	789	128	974
	Spoken English	30	0	15	87	1,446	252	1,830
	Others	0	0	0	0	33	0	33
	<b>Sub-total (c)</b>	<b>76</b>	<b>0</b>	<b>56</b>	<b>208</b>	<b>4,406</b>	<b>789</b>	<b>5,535</b>
	<b>Total (a - c)</b>	<b>410</b>	<b>0</b>	<b>206</b>	<b>670</b>	<b>11,752</b>	<b>1,758</b>	<b>14,796</b>
<b>4. Hairdressing Salon</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	12	0	0	8	216	8	244
	Human Resource Management	11	13	0	0	195	8	227
	Marketing Management	15	13	0	9	135	8	180
	Quality Management	9	14	0	53	241	71	388
	Others	0	0	0	0	0	0	0
	<b>Sub-total (a)</b>	<b>47</b>	<b>40</b>	<b>0</b>	<b>70</b>	<b>787</b>	<b>95</b>	<b>1,039</b>
	<b>Generic Skills</b>							
	Customer Services	21	25	0	63	1,128	779	2,016
	Complaints Handling	14	23	0	41	662	356	1,096
	Sales & Marketing	11	22	0	37	585	307	962
	Stores Operations	15	22	0	50	675	351	1,113
	Others	1	1	0	3	170	112	287
	<b>Sub-total (b)</b>	<b>62</b>	<b>93</b>	<b>0</b>	<b>194</b>	<b>3,220</b>	<b>1,905</b>	<b>5,474</b>
	<b>Language Skills</b>							
	Putonghua	12	23	0	36	930	464	1,465
	Written Chinese	3	9	0	9	383	165	569
	Written English	3	9	0	9	383	165	569
	Spoken English	8	23	0	23	940	485	1,479
	Others	0	0	0	0	0	0	0
	<b>Sub-total (c)</b>	<b>26</b>	<b>64</b>	<b>0</b>	<b>77</b>	<b>2,636</b>	<b>1,279</b>	<b>4,082</b>
	<b>Total (a - c)</b>	<b>135</b>	<b>197</b>	<b>0</b>	<b>341</b>	<b>6,643</b>	<b>3,279</b>	<b>10,595</b>

Sector	Areas of Training	Manager	Technologist	Officer	Technician	Tradesman	Semi-skilled	Total
<b>5. Product Company - Wholesale, Import &amp; Export</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	29	0	61	354	0	0	444
	Human Resource Management	22	0	58	353	0	0	433
	Marketing Management	34	0	73	377	0	0	484
	Quality Management	20	0	64	370	0	0	454
	Others	0	0	0	0	0	0	0
	<b>Sub-total (a)</b>	<b>105</b>	<b>0</b>	<b>256</b>	<b>1,454</b>	<b>0</b>	<b>0</b>	<b>1,815</b>
	<b>Generic Skills</b>							
	Customer Services	10	0	80	478	13	0	581
	Complaints Handling	6	0	77	381	4	0	468
	Sales & Marketing	26	0	154	567	13	0	760
	Stores Operations	6	0	19	301	5	0	331
	Others	0	0	0	16	0	0	16
	<b>Sub-total (b)</b>	<b>48</b>	<b>0</b>	<b>330</b>	<b>1,743</b>	<b>35</b>	<b>0</b>	<b>2,156</b>
	<b>Language Skills</b>							
	Putonghua	22	0	133	467	5	0	627
	Written Chinese	2	0	112	448	0	0	562
	Written English	2	0	115	448	0	0	565
	Spoken English	6	0	120	448	4	0	578
	Others	0	0	0	0	0	0	0
	<b>Sub-total (c)</b>	<b>32</b>	<b>0</b>	<b>480</b>	<b>1,811</b>	<b>9</b>	<b>0</b>	<b>2,332</b>
	<b>Total (a - c)</b>	<b>185</b>	<b>0</b>	<b>1,066</b>	<b>5,008</b>	<b>44</b>	<b>0</b>	<b>6,303</b>
<b>6. Product Company - Retail</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	13	0	65	1	0	0	79
	Human Resource Management	8	0	23	0	0	0	31
	Marketing Management	10	0	30	0	0	0	40
	Quality Management	17	0	38	0	4	0	59
	Others	0	0	0	0	0	0	0
	<b>Sub-total (a)</b>	<b>48</b>	<b>0</b>	<b>156</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>209</b>
	<b>Generic Skills</b>							
	Customer Services	12	0	66	9	134	4	225
	Complaints Handling	7	0	48	5	38	0	98
	Sales & Marketing	16	0	91	5	78	0	190
	Stores Operations	12	0	56	5	34	0	107
	Others	0	0	10	3	29	0	42
	<b>Sub-total (b)</b>	<b>47</b>	<b>0</b>	<b>271</b>	<b>27</b>	<b>313</b>	<b>4</b>	<b>662</b>
	<b>Language Skills</b>							
	Putonghua	10	0	60	3	110	0	183
	Written Chinese	7	0	16	3	10	0	36
	Written English	7	0	16	3	10	0	36
	Spoken English	10	0	48	3	107	0	168
	Others	0	0	0	0	0	0	0
	<b>Sub-total (c)</b>	<b>34</b>	<b>0</b>	<b>140</b>	<b>12</b>	<b>237</b>	<b>0</b>	<b>423</b>
	<b>Total (a - c)</b>	<b>129</b>	<b>0</b>	<b>567</b>	<b>40</b>	<b>554</b>	<b>4</b>	<b>1,294</b>



Sector	Areas of Training	Manager	Technologist	Officer	Technician	Tradesman	Semi-skilled	Total
<b>7. Nail Salon</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	8	0	0	54	50	0	112
	Human Resource Management	4	0	0	50	50	0	104
	Marketing Management	4	0	0	50	50	0	104
	Quality Management	4	0	0	54	50	0	108
	Others	0	0	0	0	0	0	0
	<b>Sub-total (a)</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>208</b>	<b>200</b>	<b>0</b>	<b>428</b>
	<b>Generic Skills</b>							
	Customer Services	29	0	0	108	129	0	266
	Complaints Handling	4	0	0	58	79	0	141
	Sales & Marketing	4	0	0	58	79	0	141
	Stores Operations	4	0	0	83	79	0	166
	Others	25	0	0	0	50	0	75
	<b>Sub-total (b)</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>307</b>	<b>416</b>	<b>0</b>	<b>789</b>
	<b>Language Skills</b>							
	Putonghua	4	0	0	108	79	0	191
	Written Chinese	4	0	0	83	79	0	166
	Written English	4	0	0	54	29	0	87
	Spoken English	4	0	0	108	79	0	191
	Others	0	0	0	0	0	0	0
	<b>Sub-total (c)</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>353</b>	<b>266</b>	<b>0</b>	<b>635</b>
	<b>Total (a - c)</b>	<b>102</b>	<b>0</b>	<b>0</b>	<b>868</b>	<b>882</b>	<b>0</b>	<b>1,852</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>								
	<b>General Management Skills</b>							
	Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management)	0	2	0	1	3	0	6
	Human Resource Management	0	2	0	1	3	0	6
	Marketing Management	0	2	0	0	3	0	5
	Quality Management	0	2	0	1	3	0	6
	Others	0	0	0	1	1	0	2
	<b>Sub-total (a)</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>0</b>	<b>25</b>
	<b>Generic Skills</b>							
	Customer Services	0	0	0	3	18	0	21
	Complaints Handling	0	2	0	3	13	0	18
	Sales & Marketing	0	0	0	0	13	0	13
	Stores Operations	0	0	0	0	11	0	11
	Others	0	0	0	1	2	0	3
	<b>Sub-total (b)</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>57</b>	<b>0</b>	<b>66</b>
	<b>Language Skills</b>							
	Putonghua	0	2	0	1	10	0	13
	Written Chinese	0	2	0	3	7	0	12
	Written English	0	2	0	1	6	0	9
	Spoken English	0	0	0	1	11	0	12
	Others	0	0	0	0	0	0	0
	<b>Sub-total (c)</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>34</b>	<b>0</b>	<b>46</b>
	<b>Total (a - c)</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>17</b>	<b>104</b>	<b>0</b>	<b>137</b>
	<b>Total</b>	<b>1,026</b>	<b>281</b>	<b>1,851</b>	<b>7,130</b>	<b>19,989</b>	<b>5,048</b>	<b>35,325</b>

**Table 7: Reasons of Recruitment Difficulties in the Past 12 Months by Sector**

Sector	Reasons	Manager / Technologist (a)	Officer / Technician (b)	Tradesman / Semi-skilled (c)	Total (a - c)
<b>1. Beauty &amp; Hairdressing School</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	0	4	1	5
	Lack of Candidates with Relevant Experiences	0	9	2	11
	High Expectation on Working Conditions / Remuneration Package from Recruits	2	4	1	7
	Long Working Hours	0	1	0	1
	Low Status	0	0	0	0
	Others	0	0	0	0
	<b>Sub-total</b>	<b>2</b>	<b>18</b>	<b>4</b>	<b>24</b>
<b>2. Make-up &amp; Nail School</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	0	0	0	0
	Lack of Candidates with Relevant Experiences	0	0	0	0
	High Expectation on Working Conditions / Remuneration Package from Recruits	0	0	0	0
	Long Working Hours	0	0	0	0
	Low Status	0	0	0	0
	Others	0	0	0	0
	<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	5	6	296	307
	Lack of Candidates with Relevant Experiences	3	13	383	399
	High Expectation on Working Conditions / Remuneration Package from Recruits	5	13	313	331
	Long Working Hours	2	5	100	107
	Low Status	0	0	8	8
	Others	0	1	236	237
	<b>Sub-total</b>	<b>15</b>	<b>38</b>	<b>1,336</b>	<b>1,389</b>
<b>4. Hairdressing Salon</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	1	1	322	324
	Lack of Candidates with Relevant Experiences	2	2	474	478
	High Expectation on Working Conditions / Remuneration Package from Recruits	2	5	449	456
	Long Working Hours	0	1	272	273
	Low Status	0	0	101	101
	Others	0	0	333	333
	<b>Sub-total</b>	<b>5</b>	<b>9</b>	<b>1,951</b>	<b>1,965</b>
<b>5. Product Company - Wholesale, Import &amp; Export</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	1	74	0	75
	Lack of Candidates with Relevant Experiences	12	136	1	149
	High Expectation on Working Conditions / Remuneration Package from Recruits	2	49	2	53
	Long Working Hours	1	9	1	11
	Low Status	0	0	0	0
	Others	0	0	1	1
	<b>Sub-total</b>	<b>16</b>	<b>268</b>	<b>5</b>	<b>289</b>

Sector	Reasons	Manager / Technologist (a)	Officer / Technician (b)	Tradesman / Semi-skilled (c)	Total (a - c)
<b>6. Product Company - Retail</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	1	2	11	14
	Lack of Candidates with Relevant Experiences	6	21	49	76
	High Expectation on Working Conditions / Remuneration Package from Recruits	6	20	61	87
	Long Working Hours	1	1	29	31
	Low Status	0	1	6	7
	Others	1	1	16	18
	<b>Sub-total</b>	<b>15</b>	<b>46</b>	<b>172</b>	<b>233</b>
<b>7. Nail Salon</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	0	4	25	29
	Lack of Candidates with Relevant Experiences	0	4	25	29
	High Expectation on Working Conditions / Remuneration Package from Recruits	0	4	25	29
	Long Working Hours	0	0	0	0
	Low Status	0	0	0	0
	Others	0	0	25	25
	<b>Sub-total</b>	<b>0</b>	<b>12</b>	<b>100</b>	<b>112</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>					
	Insufficient Trained / Qualified Manpower in Related Disciplines	0	0	7	7
	Lack of Candidates with Relevant Experiences	0	2	6	8
	High Expectation on Working Conditions / Remuneration Package from Recruits	0	2	3	5
	Long Working Hours	0	2	2	4
	Low Status	0	0	0	0
	Others	0	0	0	0
	<b>Sub-total</b>	<b>0</b>	<b>6</b>	<b>18</b>	<b>24</b>
	<b>Total</b>	<b>53</b>	<b>397</b>	<b>3,586</b>	<b>4,036</b>

**Table 8(a): Number of Employees Deployed to Work in the Mainland by Job Level by Sector**

Job Level by Sector	Number of Employees deployed to work in the Mainland			
	12 months prior to the survey (Stationed basis) (a)	12 months prior to the survey (Traveling basis) (b)	12 months prior to the survey (Stationed and Traveling basis) (a) + (b)	12 months from now (Stationed basis)
<b>1. Beauty &amp; Hairdressing School</b>				
Manager	3	1	4	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>
<b>2. Make-up &amp; Nail School</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	2	2	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>				
Manager	4	35	39	8
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	1	1	59
<b>Sub-total</b>	<b>4</b>	<b>36</b>	<b>40</b>	<b>67</b>
<b>4. Hairdressing Salon</b>				
Manager	1	1	2	3
Technologist	2	0	2	6
Officer	0	0	0	0
Technician	0	3	3	3
Sales	0	0	0	0
Tradesman	0	15	15	60
<b>Sub-total</b>	<b>3</b>	<b>19</b>	<b>22</b>	<b>72</b>
<b>5. Product Company - Wholesale, Import &amp; Export</b>				
Manager	0	12	12	0
Technologist	0	0	0	0
Officer	98	1	99	98
Technician	0	2	2	0
Sales	0	126	126	49
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>98</b>	<b>141</b>	<b>239</b>	<b>147</b>

Job Level by Sector	Number of Employees deployed to work in the Mainland			
	12 months prior to the survey ( Stationed basis ) (a)	12 months prior to the survey ( Traveling basis ) (b)	12 months prior to the survey (Stationed and Traveling basis) (a) + (b)	12 months from now ( Stationed basis )
<b>6. Product Company - Retail</b>				
Manager	26	1	27	28
Technologist	0	0	0	0
Officer	2	0	2	2
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	1	6	7	1
<b>Sub-total</b>	<b>29</b>	<b>7</b>	<b>36</b>	<b>31</b>
<b>7. Nail Salon</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>137</b>	<b>206</b>	<b>343</b>	<b>317</b>

**Table 8(b): Number of Employees Deployed to Work in Macau by Job Level by Sector**

Job Level by Sector	Number of Employees deployed to work in the Macau			
	12 months prior to the survey (Stationed basis) (a)	12 months prior to the survey (Traveling basis) (b)	12 months prior to the survey (Stationed and Traveling basis) (a) + (b)	12 months from now (Stationed basis)
<b>1. Beauty &amp; Hairdressing School</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2. Make-up &amp; Nail School</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>				
Manager	1	0	1	1
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	1	0	1	1
Sales	0	0	0	0
Tradesman	0	3	3	18
<b>Sub-total</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>20</b>
<b>4. Hairdressing Salon</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>5. Product Company - Wholesale, Import &amp; Export</b>				
Manager	0	1	1	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	1	1	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>

Job Level by Sector	Number of Employees deployed to work in the Macau			
	12 months prior to the survey (Stationed basis) (a)	12 months prior to the survey (Traveling basis) (b)	12 months prior to the survey (Stationed and Traveling basis) (a) + (b)	12 months from now (Stationed basis)
<b>6. Product Company - Retail</b>				
Manager	3	2	5	4
Technologist	0	0	0	0
Officer	3	6	9	3
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	7	0	7	10
<b>Sub-total</b>	<b>13</b>	<b>8</b>	<b>21</b>	<b>17</b>
<b>7. Nail Salon</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>				
Manager	0	0	0	0
Technologist	0	0	0	0
Officer	0	0	0	0
Technician	0	0	0	0
Sales	0	0	0	0
Tradesman	0	0	0	0
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>15</b>	<b>13</b>	<b>28</b>	<b>37</b>

**Table 9: Number of Companies in the Industry by Employment Size**

Sector	Number of Employees	Number of Companies
<b>1. Beauty &amp; Hairdressing School</b>		
	1 -- 4	20
	5 -- 9	15
	10 -- 19	12
	20 -- 49	5
	50 -- 99	1
	100 -- 199	0
	200 or above	0
	<b>Sub-total</b>	<b>53</b>
<b>2. Make-up &amp; Nail School</b>		
	1 -- 4	1
	5 -- 9	7
	10 -- 19	1
	20 -- 49	0
	50 -- 99	0
	100 -- 199	0
	200 or above	0
	<b>Sub-total</b>	<b>9</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>		
	1 -- 4	2,572
	5 -- 9	302
	10 -- 19	143
	20 -- 49	64
	50 -- 99	23
	100 -- 199	15
	200 or above	5
	<b>Sub-total</b>	<b>3,124</b>
<b>4. Hairdressing Salon</b>		
	1 -- 4	2,008
	5 -- 9	786
	10 -- 19	251
	20 -- 49	74
	50 -- 99	13
	100 -- 199	0
	200 or above	3
	<b>Sub-total</b>	<b>3,135</b>



Sector	Number of Employees	Number of Companies
<b>5. Product Company - Wholesale, Import &amp; Export</b>		
	1 -- 4	709
	5 -- 9	214
	10 -- 19	91
	20 -- 49	34
	50 -- 99	11
	100 -- 199	11
	200 or above	0
	<b>Sub-total</b>	<b>1,070</b>
<b>6. Product Company - Retail</b>		
	1 -- 4	370
	5 -- 9	30
	10 -- 19	33
	20 -- 49	30
	50 -- 99	32
	100 -- 199	6
	200 or above	12
	<b>Sub-total</b>	<b>513</b>
<b>7. Nail Salon</b>		
	1 -- 4	233
	5 -- 9	0
	10 -- 19	8
	20 -- 49	0
	50 -- 99	1
	100 -- 199	0
	200 or above	0
	<b>Sub-total</b>	<b>242</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>		
	1 -- 4	16
	5 -- 9	9
	10 -- 19	9
	20 -- 49	3
	50 -- 99	0
	100 -- 199	2
	200 or above	3
	<b>Sub-total</b>	<b>42</b>
<b>Total</b>		<b>8,188</b>

**Table 10: Number of Technical and Non-technical Employees by Company Size by Sector**

Sector	Number of Employees	Non-technical Manpower (a)	Technical Manpower (b)	Total (a) + (b)
<b>1. Beauty &amp; Hairdressing School</b>				
	1 -- 4	9	50	59
	5 -- 9	1	61	62
	10 -- 19	4	122	126
	20 -- 49	11	101	112
	50 -- 99	16	58	74
	100 -- 199	0	0	0
	200 or above	0	0	0
	<b>Sub-total</b>	<b>41</b>	<b>392</b>	<b>433</b>
<b>2. Make-up &amp; Nail School</b>				
	1 -- 4	0	1	1
	5 -- 9	0	21	21
	10 -- 19	1	8	9
	20 -- 49	0	0	0
	50 -- 99	0	0	0
	100 -- 199	0	0	0
	200 or above	0	0	0
	<b>Sub-total</b>	<b>1</b>	<b>30</b>	<b>31</b>
<b>3. Beauty Centre, Health Centre &amp; Spa</b>				
	1 -- 4	50	4,718	4,768
	5 -- 9	29	1,666	1,695
	10 -- 19	128	1,628	1,756
	20 -- 49	153	1,668	1,821
	50 -- 99	72	1,487	1,559
	100 -- 199	203	1,739	1,942
	200 or above	92	1,309	1,401
	<b>Sub-total</b>	<b>727</b>	<b>14,215</b>	<b>14,942</b>
<b>4. Hairdressing Salon</b>				
	1 -- 4	25	3,946	3,971
	5 -- 9	37	4,423	4,460
	10 -- 19	58	2,876	2,934
	20 -- 49	59	1,928	1,987
	50 -- 99	40	732	772
	100 -- 199	0	0	0
	200 or above	29	696	725
	<b>Sub-total</b>	<b>248</b>	<b>14,601</b>	<b>14,849</b>

Sector	Number of Employees	Non-technical Manpower (a)	Technical Manpower (b)	Total (a) + (b)
<b>5. Product Company - Wholesale, Import &amp; Export</b>				
	1 -- 4	74	1,251	1,325
	5 -- 9	263	938	1,201
	10 -- 19	241	842	1,083
	20 -- 49	373	540	913
	50 -- 99	294	372	666
	100 -- 199	733	631	1,364
	200 or above	0	0	0
	<b>Sub-total</b>	<b>1,978</b>	<b>4,574</b>	<b>6,552</b>
<b>6. Product Company - Retail</b>				
	1 -- 4	12	618	630
	5 -- 9	0	168	168
	10 -- 19	64	363	427
	20 -- 49	60	943	1,003
	50 -- 99	696	1,672	2,368
	100 -- 199	112	632	744
	200 or above	2,579	3,644	6,223
	<b>Sub-total</b>	<b>3,523</b>	<b>8,040</b>	<b>11,563</b>
<b>7. Nail Salon</b>				
	1 -- 4	25	382	407
	5 -- 9	0	0	0
	10 -- 19	20	76	96
	20 -- 49	0	0	0
	50 -- 99	4	49	53
	100 -- 199	0	0	0
	200 or above	0	0	0
	<b>Sub-total</b>	<b>49</b>	<b>507</b>	<b>556</b>
<b>8. Others (Including Bridal Salon and Television &amp; Entertainment Company)</b>				
	1 -- 4	0	11	11
	5 -- 9	0	8	8
	10 -- 19	0	9	9
	20 -- 49	0	9	9
	50 -- 99	0	0	0
	100 -- 199	0	20	20
	200 or above	0	75	75
	<b>Sub-total</b>	<b>0</b>	<b>132</b>	<b>132</b>
<b>Total</b>		<b>6,567</b>	<b>42,491</b>	<b>49,058</b>

**Table 11: Response Analysis of the 2007 Manpower Survey**

<b>Branch*</b> <b>Result</b>	<b>1.</b> <b>Hairdressing &amp;</b> <b>Beauty Service</b>	<b>2.</b> <b>Cosmetic Products,</b> <b>Toilet Preparations</b> <b>and Cleaning</b> <b>Materials -</b> <b>Wholesale, Import</b> <b>&amp; Export</b>	<b>3.</b> <b>Medicine &amp;</b> <b>Cosmetic</b> <b>Products - Retail</b>	<b>4.</b> <b>Athletic Institute</b>	<b>5.</b> <b>Schools</b>	<b>6.</b> <b>Bridal Salon</b>	<b>7.</b> <b>Television &amp;</b> <b>Entertainment</b> <b>Company</b>	<b>Total</b>
Closed	12	0	2	0	2	5	0	<b>21</b>
Duplicated	1	0	0	0	0	1	0	<b>2</b>
Merged	2	0	0	0	0	0	0	<b>2</b>
Moved and Address Unidentified	22	0	2	1	1	4	0	<b>30</b>
No Contact	18	5	7	0	5	2	2	<b>39</b>
Not Engaged in the Specific Business	7	14	8	2	2	13	4	<b>50</b>
Non-skilled Employees	2	0	0	0	2	0	1	<b>5</b>
Business not yet Started	0	2	0	0	0	0	0	<b>2</b>
Partial Information	10	3	5	0	2	0	0	<b>20</b>
Refused to Respond	15	4	3	2	1	0	1	<b>26</b>
Registered/ With Correspondence Address but no Ongoing Business	3	0	0	0	1	0	0	<b>4</b>
Responded	511	53	58	8	37	19	2	<b>688</b>
Temporarily Closed	12	2	6	0	1	4	0	<b>25</b>
<b>Total</b>	<b>615</b>	<b>83</b>	<b>91</b>	<b>13</b>	<b>54</b>	<b>48</b>	<b>10</b>	<b>914</b>

\*Branch: Random sampling of registered companies from the database of the Census and Statistics Department.

### 美容美髮業訓練委員會職權範圍

1. 確定業內的人力需求，包括收集、分析相關的人力和學生／學員統計數字，以及關於社會經濟、科技及人力市場發展的資料。
2. 評估及研究本業的人力供求是否平衡。
3. 就發展業內職業教育及訓練設施應付人力需求，向職業訓練局提供意見。
4. 就相關學科的課程發展方向及策略，向香港專業教育學院(IVE)、訓練及發展中心提出建議。
5. 就 IVE、訓練及發展中心的課程策劃、課程發展及質素保證制度提供意見。
6. 擬訂本業主要職務的工作範圍，界定所需的技能、知識及訓練。
7. 建議本業主要職務訓練方案，訂定每種技能所需的訓練期。
8. 對技術評估、技能測驗及證書頒發制度提供意見，以確定從業員、學徒及見習員的技能水平。
9. 就本業主要行業舉辦技能比賽提供意見，以推廣專業教育與訓練和派員參加國際賽事。
10. 就本業專業教育及訓練的發展與推廣事宜，與僱主、僱主聯會、工會、專業團體、訓練及教育機構、政府部門等聯絡。
11. 為本業舉辦有關專業教育及訓練的研討會與會議。
12. 就業內訓練委員會工作、有關職訓局專業教育及訓練課程的宣傳事宜提供意見。
13. 每年向局方呈交訓練委員會工作報告，以及相關學科課程發展策略建議。
14. 根據《職業訓練局條例》第 7 條，負責局方所委派的其他工作。

**Beauty Care and Hairdressing Training Board  
Terms of Reference**

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 training & 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 the IVE and training & 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 elements.
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 on matters pertaining to the development and promotion of vocational education and training in the industry, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments.
11. To organize 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 the 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.

美容美髮業訓練委員會  
委員名單

**主席**

蔡浩生先生 (香港化粧品同業協會提名)

**副主席**

彭錦釗先生 (香港髮型設計師聯盟提名)

**委員**

陳麗華女士 (香港美髮美容業商會提名)

陳婉儀女士 (國際專業化粧品師協會 (香港) 提名)

陳玉冰女士 (香港美髮美容業商會提名)

周惠芳女士 (香港美容業總會提名)

蔡明峰先生 (國際專業護甲師協會提名)

何紹忠先生 (香港化粧品同業協會提名)

洪德泳女士 (國際斯佳美容協會提名)

江樹林先生 (亞洲美髮美容協會提名)

郭莉女士 (聖迪斯哥國際美容協會(中國)分會提名)

劉玉棠女士 (L'Oreal Hong Kong Ltd 提名)

(11/6/2007 – 16/10/2008)

何淑娟女士

(5/12/2008 起)

羅惠芬女士 (國際專業美容師協會提名)

馬英琴女士 (國際斯佳美容協會提名)

潘佩芬女士 (香港國際專業美容師協會提名)

石志芬女士 (IBCA 國際美容文化協會提名)

曾志祥先生 (香港美容業總會提名)

蔡麗霞女士 (香港美容美髮職工會提名)

黃智美女士 (香港工會聯合會提名)

黃碧娥女士 (莎莎國際控股有限公司提名)

梁協雄博士 (職業訓練局執行幹事代表)

張淑敏小姐 (勞工處處長代表)

譚秀娥女士 (消費者委員會代表)

#### **顧問**

鄭明明教授

馮譚佩玲女士

葉世雄先生

楊慧君女士

#### **列席者**

張正嫻女士 (職業訓練局青年學院(蘇屋)代表)

#### **秘書**

何仲之小姐 (職業訓練局)



**Beauty Care and Hairdressing Training Board  
Membership List**

<u>Name</u>	<u>Nominated by</u>
<b><u>Chairman</u></b>	
Mr CHOI Ho-sang, Jacky	(The Cosmetic & Perfumery Association of Hong Kong)
<b><u>Vice-chairman</u></b>	
Mr PANG Kam-chiu	(Hong Kong Hairdesigners Associations)
<b><u>Members</u></b>	
Ms CHAN Lai-wah, Mandy	(Hong Kong Hair and Beauty Merchants Association)
Ms CHAN Yuen-ye, Angel	(International Professional Make Up Artists Federation (Hong Kong) )
Ms CHAN Yuk-bing, Josephine	(Hong Kong Hair and Beauty Merchants Association)
Ms CHOW Wai-fong, Melody	(Federation of Beauty Industry (H.K.) )
Mr CHOY Orpheus	(International Professional Nail Therapists' Association)
Mr HO Shiu-chung, Joseph	(The Cosmetic & Perfumery Association of Hong Kong)
Ms HUNG Ellen	(The International CICA Association of Esthetics)
Mr KONG Shu-lam	(Asian Hair and Beauty Association)
Ms KWOK Lee, Cally	(CIDESCO International (China) Section)
Ms LAU Yuk-tong, April (11/6/2007 – 16/10/2008)	(L' Oreal Hong Kong Ltd)
Ms HO Shuk-kuen, Gloria (since 5/12/2008)	
Ms LO Wai-fun, Fanny	(International Professional Cosmetology Association)
Ms MA Ying-kam	(The International CICA Association of Esthetics)
Ms PUN Pui-fun, Elsa	(Hong Kong Association of Professional Aestheticians International)
Ms SHEK Chi-fun	(The International Beauty Culture Association)
Mr TSANG Chi-cheung, Gordon	(Federation of Beauty Industry (H.K.))

<u>Name</u>	<u>Nominated by</u>
Ms TSOI Lai-ha, Sandra	(Hong Kong Beauty and Hair Care Employees' Union)
Ms WONG Chi-mei	(The Hong Kong Federation of Trade Unions)
Ms WONG Pik-ngo, Janet	(SA SA International Holdings Ltd)
Dr LEUNG Hip Hung	(The Executive Director of the Vocational Training Council)
Miss CHEUNG Shuk-man, Candy	(The Commissioner for Labour)
Ms TAM Sau-ngor, Vera	(The Consumer Council)

### **Advisor**

Prof CHENG Ming-ming  
Mrs FUNG TAM Pui-ling, Christine  
Mr IP Sai-hung, Nelson  
Ms YANG Hui-chun, Juliana

### **In Attendance**

Ms CHEUNG Ching-fai, Nancy (VTC Youth College (So Uk))

### **Secretary**

Miss HO Chung-chi, Gigi (The Vocational Training Council)

工作小組之委員名單

召集人

蔡明峰先生

委員

張淑敏小姐

何紹忠先生

葉世雄先生

江樹林先生

郭莉女士

劉玉棠女士 (11/6/2007 – 16/10/2008)

何淑娟女士 (5/12/2008 起)

黃智美女士

黃碧娥女士

列席者

林瑋廉先生 (統計處代表)

秘書

何仲之小姐

**Working Party on Manpower Survey  
Membership List**

**Convenor**

Mr CHOY Orpheus

**Members**

Miss CHEUNG Shuk-man, Candy

Mr HO Shiu-chung, Joseph

Mr IP Sai-hung, Nelson

Mr KONG Shu-lam

Ms KWOK Lee

Ms LAU Yuk-tong, April (11/6/2007 – 16/10/2008)

Ms HO Shuk-kuen, Gloria (Since 5/12/2008)

Ms WONG Chi-mei

Ms WONG Pik-ngo, Janet

**In Attendance**

Mr LAM Wai-lim, William (Representative of the Census and Statistics  
Department)

**Secretary**

Miss HO Chung-chi, Gigi

電話 Telephone No:  
(852)

傳真 Facsimile No:  
(852)

本局檔號 Our Reference:

來函檔號 Your Reference:

Vocational Training Council  
Headquarters Division Two  
16/FI., VTC Tower  
27 Wood Road, Wanchai  
Hong Kong

職業訓練局 總辦事處二科  
香港灣仔活道 27 號  
職業訓練局大樓 16 樓

執事先生／女士：

美容、美髮及化妝品業二〇〇七年人力調查

職業訓練局美容美髮訓練委員會將於二〇〇七年十二月三日至〇八年一月三日進行二〇〇七年人力調查，為此特致函 貴機構，懇請鼎力支持，惠予合作。

職業訓練局是香港特別行政區政府委任的法定組織，負責本地的人力培訓事宜。

本訓練委員會屬於職業訓練局核下的一般委員會及訓練委員會，負責一切與美容、美髮及化妝品業有關的人力培訓事宜。

是次美容、美髮及化妝品業人力調查將由政府統計處協助，蒐集業內最新及未來的人力狀況及培訓資料。調查結果對業界極為重要，並有助訓練委員會制訂符合業界要求的人力訓練計劃，懇請 貴機構惠予合作，提供資料。

……

隨函附上下列調查文件，以供參考及填寫：

- (i) 調查表第一及第二部份 (附錄A)
- (ii) 調查表附註 (附錄B)
- (iii) 主要職務工作說明表 (附錄C)

請以英文或中文填寫調查表。調查期間，政府統計處職員將造訪 貴辦事處與 貴機構授權代表會晤，及收取填妥的調查表；如有需要，統計處職員可解答查詢及協助填寫調查表。

調查所得資料**絕對保密**，只以摘要統計數字發表，並不會提及個別機構或人士。

如有查詢，請致電2116 8534與政府統計處人力統計組聯絡。

蔡浩生

美容美髮訓練委員會主席  
蔡浩生

二〇〇七年十一月二十七日

www.vtc.edu.hk



電話 Telephone No:  
(852)

傳真 Facsimile No:  
(852)

本局檔號 Our Reference:

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Vocational Training Council  
Headquarters Division Two

16/FI., VTC Tower  
27 Wood Road, Wanchai  
Hong Kong

職業訓練局 總辦事處二科  
香港灣仔活道 27 號  
職業訓練局大樓 16 樓

Dear Sir/Madam,

27<sup>th</sup> November 2007

The 2007 Manpower Survey of the  
Beauty Care, Hairdressing and Cosmetics Industry

We are writing to solicit your support and co-operation in the 2007 manpower survey to be conducted during 3<sup>rd</sup> December 2007 to 3<sup>rd</sup> January 2008 by the Beauty Care and Hairdressing Training Board of the Vocational Training Council (VTC).

The VTC is a statutory body appointed by the Government of the Hong Kong Special Administrative Region to be responsible for manpower training in Hong Kong.

The Training Board is one of the general committees and training boards of the VTC. It is responsible for matters pertaining to manpower training in the beauty care, hairdressing and cosmetics industry.

With the assistance of the Census and Statistics Department, the Training Board will conduct the beauty care, hairdressing and cosmetics manpower survey. The purpose of the survey is to obtain data on the present and future manpower situation and training information. The information will be benefit to the industry in general as well as to enable the Training Board to formulate appropriate training plans to meet the needs of the industry. Your co-operation will be much appreciated.

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We enclose a copy each of the following survey documents for your reference and completion:

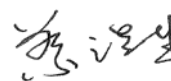
- (i) Questionnaire – Part I and II (Appendix A);
- (ii) Explanatory notes (Appendix B); and
- (iii) Job descriptions of principal jobs (Appendix C).

The questionnaire may be answered in either English or Chinese. During the survey period, an officer of the Census and Statistics Department will call at your office to see you or your authorized representative. The officer will answer any queries your may have, assist in the completion the questionnaire if necessary, and will collect the completed questionnaire for data processing.

We wish to assure you that the information collected will be **handled in strict confidence and will be published only in the form of statistical summaries** without reference to individual establishments.

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. Choi Ho Sang, Jacky)  
Chairman

Beauty Care and Hairdressing Training Board

**CONFIDENTIAL**  
WHEN ENTERED WITH DATA

填入數據後即成  
機密文件

**VOCATIONAL TRAINING COUNCIL**  
職業訓練局

**THE 2007 MANPOWER SURVEY OF THE BEAUTY CARE, HAIRDRESSING AND COSMETICS INDUSTRY**  
美容、美髮及化妝品業二零零七年人力調查  
**QUESTIONNAIRE**  
調查表

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

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

Name of Company: \_\_\_\_\_

公司名稱

Address: \_\_\_\_\_

地址

**NATURE OF BUSINESS (行業性質)**

\* Please put a "✓" in the appropriate bracket to indicate the nature of your business.

*You may choose more than one type.*  
\* 請在適當的 ( ) 內加上 "✓" 號。

可選擇多於一項。

- (1) School - Beauty & Hairdressing 學校- 美容及美髮 ( )
- (2) School - Make-up, Nail etc. 學校- 化妝、美甲等 ( )
- (3) Beauty Centre 美容院 / Health Centre & Spa 健康中心及水療中心 ( )
- (4) Hairdressing Salon 髮廊 ( )
- (5) Cosmetic Product Company - Wholesale, Import & Export 化妝產品公司 - 批發及出入口 ( )
- (6) Cosmetic Product Company - Retail 化妝產品公司 - 零售 ( )
- (7) Nail Salon 美甲中心 ( )
- (8) Others (Please specify) 其他 (請註明) ( )

Total No. of Persons Engaged in Your Company in Beauty Care, Hairdressing and Cosmetics Industry: \_\_\_\_\_

在貴機構工作之美容、美髮及化妝品業僱員總數

Name of Person to Contact: \_\_\_\_\_

聯絡人姓名

Tel. No.: \_\_\_\_\_

電話

E-mail: \_\_\_\_\_

電郵

Position: \_\_\_\_\_

職位

Fax No.: \_\_\_\_\_

傳真

28

48

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56

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Questionnaire (Part I)  
調查表 (第一部份)

(A) Job 職務		(B) Direct Employees (excluding trainees) 直接僱員 (受訓者除外)		(C) Number of Part-time Employees	(D) Number of Freelancers	(E) Forecast of Number Employed 12 Months from Now (excluding trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(F) Number of Vacancies (excluding trainees)	(G) No. of Trainees	(H) Actual Level of Education	(I) Preferred Level of Education	(J) Actual Years of Experience	(K) Preferred Years of Experience	(L) Code		
Title 職稱	Rec. Type	No. 編號	Total Monthly Income Code 每月 總收入 編號	Number 人數	兼職人士 人數	自由職 人士人數	24-27	28-30	31-33	34	35	36	37	Code 編號	
		8-10	11												12-15
1	2													under \$4,001 以下	1
														\$4,001 - \$7,000	2
2	2													\$7,001 - \$10,000	3
														\$10,001 - \$13,000	4
3	2													\$13,001 - \$16,000	5
														\$16,001 - \$20,000	6
4	2													\$20,001 - \$30,000	7
														over \$30,000 以上	8
5	2														
6	2														
7	2														
8	2														
9	2														
10	2														
11	2													University Degree or equivalent 大學學位或同等學歷	1
12	2													Sub-degree/Higher Diploma/ Higher Certificate or equivalent 副學士學位/高級文憑/高級 證書或同等學歷	2
13	2													Advanced Level/ Diploma/ Certificate or equivalent/ Matriculation 香港高級程度考試/文憑/ 證書或同等學歷 / 預科	3
14	2													Secondary 5 中學五年級	4
15	2													Secondary 4 中學四年級	5
16	2													Secondary 3 or below 中學三年級或以下	6
17	2														
18	2														
19	2														
20	2														
21	2														
22	2														
23	2														
24	2														
25	2														
26	2													10 years or more 十年或以上	1
27	2													6 years to less than 10 years 六年至十年以下	2
28	2													3 years to less than 6 years 三年至六年以下	3
29	2													1 year to less than 3 years 一年至三年以下	4
30	2													Less than 1 year 一年以下	5
31	2														
32	2														
33	2														
34	2														
35	2														

(i) Column (B) : Please base on the following appropriate code numbers, enter the average monthly income range of the employee(s) after probation period. The monthly income should include basic salary, overtime pay, other allowances, commission and bonus.

(B) 欄：請按下列編號，填上僱員試用期後平均每月收入的幅度。「每月收入」包括底薪、逾時工作津貼、其他津貼、佣金及花紅。  
Average Monthly Income Code  
平均每月收入 編號

under \$4,001 以下 1  
\$4,001 - \$7,000 2  
\$7,001 - \$10,000 3  
\$10,001 - \$13,000 4  
\$13,001 - \$16,000 5  
\$16,001 - \$20,000 6  
\$20,001 - \$30,000 7  
over \$30,000 以上 8

(ii) Column (H) & (I) : Please base on the following appropriate code number, enter the actual highest education level of the employees and the highest education level which an employer prefers his employees to have respectively.

(H) 及 (I) 欄：請按下列編號，分別填入僱員現有的最高教育程度及僱主期望僱員宜有的最高教育程度。  
Education Code  
教育程度 編號

University Degree or equivalent 1  
大學學位或同等學歷  
Sub-degree/Higher Diploma/  
Higher Certificate or equivalent 2  
副學士學位/高級文憑/高級  
證書或同等學歷  
Advanced Level/ Diploma/  
Certificate or equivalent/  
Matriculation 3  
香港高級程度考試/文憑/  
證書或同等學歷 / 預科  
Secondary 5 4  
中學五年級  
Secondary 4 5  
中學四年級  
Secondary 3 or below 6  
中學三年級或以下

(iii) Column (J) & (K) : Please base on the following appropriate code numbers, enter the actual and preferred years of experience respectively.

(J) 及 (K) 欄：請按下列編號，分別填入僱員現有及宜有的相關年資。

Actual/ Preferred  
Years of Experience Code  
現有/ 宜有的相關年資 編號  
10 years or more 1  
十年或以上  
6 years to less than 10 years 2  
六年至十年以下  
3 years to less than 6 years 3  
三年至六年以下  
1 year to less than 3 years 4  
一年至三年以下  
Less than 1 year 5  
一年以下



**2007 Manpower Survey of the Beauty Care, Hairdressing and Cosmetics Industry**  
**2007 年美容、美髮及化妝品業人力調查**

**Questionnaire (Part II)**  
**調查表 (第二部份)**

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

**I. Present / Preferred Vocational Qualification**

**僱員現有／宜有職業資格**

**1. Present Vocational Qualification**

**僱員現有職業資格**

Please tick the vocation qualification which **employees have acquired** in a particular job level in your company.  
 (You may wish to tick more than 1 box for each job level.)

請選擇貴機構內各職級類別**現有**的相關職業資格。(每職級可選擇一項或以上。)

<u>Vocational Qualifications</u> 職業資格	<u>Manager / Technologist</u> 經理／技師	<u>Officer / Technician</u> 主任／技術員	<u>Tradesman / Semi-skilled</u> 技工／半熟練技工
i. Certificates of National Occupation Qualifications of the Mainland 國家職業資格 (技能鑒定) 證書	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
ii. Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, Vocational Training Council 職業訓練局美容美髮訓練委員會技能測驗證書:			
● Beautician 美容師	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13
● Make-up Artist 化妝師	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16
● Intense Pulsed Light (IPL) Equipment Operator 強烈脈衝光儀器操作員	<input type="checkbox"/> 17	<input type="checkbox"/> 18	<input type="checkbox"/> 19
● Hairdresser 髮型師	<input type="checkbox"/> 20	<input type="checkbox"/> 21	<input type="checkbox"/> 22
iii. Certificates of Skills Upgrading Scheme 技能提升課程證書	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25
iv. Certificates of local professional / recognized training courses (please specify): 其他本地專業／認可課程證書 (請列明):	<input type="checkbox"/> 26	<input type="checkbox"/> 27	<input type="checkbox"/> 28
_____			
v. Certificates of international professional / recognized training courses (please specify): 其他國際性專業／認可課程證書 (請列明):	<input type="checkbox"/> 29	<input type="checkbox"/> 30	<input type="checkbox"/> 31
_____			

For Official Use Only 此欄無須填寫  <div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> 32</span> <span><input type="checkbox"/> 33</span> <span><input type="checkbox"/> 34</span> </div>
--

## 2. Preferred Vocational Qualification

### 僱員宜有職業資格

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

請選擇貴機構認為各職級類別**宜有**的相關職業資格。(每職級可選擇一項或以上。)

<u>Vocational Qualifications</u> 職業資格	<u>Manager / Technologist</u> 經理／技師	<u>Officer / Technician</u> 主任／技術員	<u>Tradesman/ Semi-skilled</u> 技工／半熟練技工
i. Certificates of National Occupation Qualifications of the Mainland 國家職業資格 (技能鑒定) 證書	<input type="checkbox"/> 35	<input type="checkbox"/> 36	<input type="checkbox"/> 37
ii. Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, Vocational Training Council 職業訓練局美容美髮訓練委員會技能測驗證書:			
● Beautician 美容師	<input type="checkbox"/> 38	<input type="checkbox"/> 39	<input type="checkbox"/> 40
● Make-up Artist 化妝師	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43
● Intense Pulsed Light (IPL) Equipment Operator 強烈脈衝光儀器操作員	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46
● Hairdresser 髮型師	<input type="checkbox"/> 47	<input type="checkbox"/> 48	<input type="checkbox"/> 49
iii. Certificates of Skills Upgrading Scheme 技能提升課程證書	<input type="checkbox"/> 50	<input type="checkbox"/> 51	<input type="checkbox"/> 52
iv. Certificates of local professional / recognized training courses (please specify): 其他本地專業／認可課程證書 (請列明) :	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55
<hr/>			
v. Certificates of international professional / recognized training courses (please specify): 其他國際性專業／認可課程證書 (請列明) :	<input type="checkbox"/> 56	<input type="checkbox"/> 57	<input type="checkbox"/> 58
<hr/>			

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此欄無需填寫

  
59

  
60

  
61

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

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

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

### Generic skills

通用技能

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

### Language skills

語文技能

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

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<input type="checkbox"/> 152	<input type="checkbox"/> 153	<input type="checkbox"/> 154	<input type="checkbox"/> 155	<input type="checkbox"/> 156	<input type="checkbox"/> 157
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### III. Employee Leaving the Company

#### 離職人數

4. The total number of employees left the company in the past 12 months.

過去十二個月內離職的僱員人數。

Manager / Technologist

經理／技師

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158

Officer / Technician

主任／技術員

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161

Tradesman / Semi-skilled

技工／半熟練技工

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164

### IV. Recruitment Problems

#### 招聘問題

5. Did your company encounter any difficulties in recruitment of beauty care, hairdressing and cosmetics personnel at various job levels in the past year?

貴機構在過去十二個月內在招聘美容或美髮從業員有沒有困難？

Yes

(please go to Q.6)

有 (請答第6題)

--

167

No

(please go to Q.7)

否 (請答第7題)

--

168

No recruitment nor tried to recruit

(please go to Q.7)

未有/未有嘗試招聘 (請答第7題)

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169

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

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

請選擇遇到招聘困難的原因。(每職級可選擇一項或以上。)

	Manager / <u>Technologist</u> 經理／技師	Officer / <u>Technician</u> 主任／技術員	Tradesman / <u>Semi-skilled</u> 技工／半熟練技工
i. Insufficient trained / qualified manpower in related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/> 170	<input type="checkbox"/> 171	<input type="checkbox"/> 172
ii. Lack of candidates with relevant experiences 缺乏具相關經驗求職者	<input type="checkbox"/> 173	<input type="checkbox"/> 174	<input type="checkbox"/> 175
iii. High expectation on working conditions / remuneration package from recruits 求職者對服務條件／薪酬要求過高	<input type="checkbox"/> 176	<input type="checkbox"/> 177	<input type="checkbox"/> 178
iv. Long working hours 工作時間過長	<input type="checkbox"/> 179	<input type="checkbox"/> 180	<input type="checkbox"/> 181
v. Low status 地位低微	<input type="checkbox"/> 182	<input type="checkbox"/> 183	<input type="checkbox"/> 184
vi. Others (please specify): 其他 (請說明) :	<input type="checkbox"/> 185	<input type="checkbox"/> 186	<input type="checkbox"/> 187

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**V. Impact on the Mainland's / Macau's Economic Developments**

**中國/澳門的經濟發展的影響**

7. Does your company currently have operation in the **Mainland / Macau**?

貴機構現時在**國內/澳門**是否有開設分行?

Yes 有			No 否
Mainland 國內	Macau 澳門	Mainland and Macau 國內和澳門皆有	
<input type="text"/> 193	<input type="text"/> 194	<input type="text"/> 195	<input type="text"/> 196

8. Please give the number of employees deployed to work in the **Mainland**.

請填寫貴機構於香港聘用的僱員派駐於**國內**工作的人數。

	<u>12 months prior to the survey</u> 調查前十二個月內		<u>12 months from now</u> 預測十二個月後
	<u>Stationed basis</u> 長駐	<u>Traveling basis</u> 非長駐	<u>Stationed basis</u> 長駐
i. Manager 經理	<input type="text"/> 197	<input type="text"/> 200	<input type="text"/> 203
ii. Technologist 技師	<input type="text"/> 206	<input type="text"/> 209	<input type="text"/> 212
iii. Officer 主任	<input type="text"/> 215	<input type="text"/> 218	<input type="text"/> 221
iv. Technician 技術員	<input type="text"/> 224	<input type="text"/> 227	<input type="text"/> 230
v. Sales 營業員	<input type="text"/> 233	<input type="text"/> 236	<input type="text"/> 239
vi. Tradesman 技工	<input type="text"/> 242	<input type="text"/> 245	<input type="text"/> 248

9. Please give the number of employees deployed to work in **Macau**.

請填寫貴機構於香港聘用的僱員派駐於**澳門**工作的人數。

	<u>12 months prior to the survey</u> 調查前十二個月內		<u>12 months from now</u> 預測十二個月後
	<u>Stationed basis</u> 長駐	<u>Traveling basis</u> 非長駐	<u>Stationed basis</u> 長駐
i. Manager 經理	<input type="text"/> 251	<input type="text"/> 254	<input type="text"/> 257
ii. Technologist 技師	<input type="text"/> 260	<input type="text"/> 263	<input type="text"/> 266
iii. Officer 主任	<input type="text"/> 269	<input type="text"/> 272	<input type="text"/> 275
iv. Technician 技術員	<input type="text"/> 278	<input type="text"/> 281	<input type="text"/> 284
v. Sales 營業員	<input type="text"/> 287	<input type="text"/> 290	<input type="text"/> 293
vi. Tradesman 技工	<input type="text"/> 296	<input type="text"/> 299	<input type="text"/> 302

For Official Use Only 此欄無需填寫	<input type="text"/> 305	<input type="text"/> 306	<input type="text"/> 307
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**End of questionnaire. Thank you for your cooperation.**

問卷完，多謝合作

2007 Manpower Survey of the Beauty Care, Hairdressing and Cosmetics industry  
二〇〇七年美容、美髮及化妝品業人力調查

Explanatory Notes  
附註

**Questionnaire (Part I)**  
**調查表 (第一部份)**

1. Please complete all columns ('A' to 'K') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not. Please refer to the information as at 30.11.2007.  
請填寫表內 (A) 至 (K) 欄。如不適用，請填 (0) 符號。填寫之資料請參照 2007 年 11 月 30 日當天資料作準。

2. Column 'A' - Titles of Principal Jobs in the Beauty Care, Hairdressing and Cosmetics Industry  
(A) 欄 — 美容、美髮及化妝品業主要職務名稱

Some of the job titles may not be the same as those used in your organization. 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的名稱。若員工職責與表內某職務的職責相近，可視作相同職務。請根據僱員的主要職責分類，並提供所需資料。

3. Column 'B' - Total Monthly Income Range of Direct Employees (excluding trainees)  
(B) 欄 — 直接僱員每月總收入 (受訓者除外)

Please enter in this column the appropriate code number showing the average monthly income range after probation period for the employee(s). The total monthly income should include basic salary, overtime pay, other allowances, commission and bonus. If there is more than one employee doing the same job, please enter the code of the average monthly income for the 12 months prior to the survey.

請填寫僱員試用期後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、其他津貼、佣金及花紅。如多於一名僱員擔任同一職位，請填上調查前十二個月該職務僱員的平均每月收入編號。

<u>Average Monthly Income</u> 平均每月收入	<u>Code</u> 編號
Under \$4,001 以下	1
\$4001 - \$7,000	2
\$7,001 - \$10,000	3
\$10,001 - \$13,000	4
\$13,001 - \$16,000	5
\$16,001 - \$20,000	6
\$20,001 - \$30,000	7
Over \$30,000 以上	8

4. Column 'B' - Number of Direct Employees (excluding trainees)  
(B) 欄 — 直接僱員人數 (受訓者除外)

'Employees' refer to those working full-time under the payroll of the organization. These include proprietors, partners and sales working full-time for the organization. This definition also applies to 'employee (s)' appearing in other parts of the questionnaire.

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主、合夥人及營業員。在調查表其他地方出現的「僱員」一詞，定義亦同。

5. Column 'C' - Number of Part-time Employees (at 30.11.2007)  
(C) 欄 — 兼職人士人數 (在 2007 年 11 月 30 日)

'Part-time Employees' refer to those working part-time under the payroll of the organization. These include proprietors, partners and sales working part-time for the organization. This definition also applies to 'part-time employee (s)' appearing in other parts of the questionnaire.

「兼職人士」指在貴機構內兼職工作的受薪人員，其中包括在機構內兼職工作的東主、合夥人及營業員。在調查表其他地方出現的「兼職人士」一詞，定義亦同。

6. Column 'D' - Number of Freelancers (at 30.11.2007)  
(D) 欄 — 自由職人士人數 (在 2007 年 11 月 30 日)

'Freelancers' refer to those providing services on appointment basis and not under the payroll of the organization. This definition also applies to 'freelancer (s)' appearing in other parts of the questionnaire.

「自由職人士」指非貴機構職員而在貴機構以差事形式提供服務的人士。在調查表其他地方出現的「自由職人士」一詞，定義亦同。

7. Column 'E' - Forecast of Number Employed 12 Months from Now (excluding trainees)  
(E) 欄 — 預計十二個月後僱員人數 (受訓者除外)

The forecast of number employed means the number of employees the organization will be employing 12 months from now (30.11.2008). The number given could be more/less than that in column 'B' if a expansion/contraction is expected.

預計僱員人數指貴機構在十二個月後 (2008 年 11 月 30 日) 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 (B) 欄。

8. Column 'F' - Number of Vacancies

(F) 欄 — 空缺額 \_\_\_\_\_

'Vacancies' refer to those unfilled, immediately available job openings for which the organisation is actively trying to recruit personnel.

「空缺額」指該職位仍懸空，須立刻填補而現正積極招聘人員填補。

9. Column 'G' - Number of Trainees

(G) 欄 — 受訓者人數 \_\_\_\_\_

Please fill in the total number of trainees undergoing training or apprentices.

請填寫正在接受訓練的僱員總數。

10. Column 'H' & 'I' – Actual and Preferred Education of Employees

(H) 及 (I) 欄 — 僱員現有及僱主期望僱員宜有教育程度 \_\_\_\_\_

Please enter in column (H) & (I) the appropriate code number showing actual highest education level of the employees and the highest education level which an employer prefers his employees to have respectively.

請按下列編號，分別將僱員現有的最高教育程度及僱主期望僱員宜有的最高教育程度填入 (H) 及 (I) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
University Degree or equivalent 大學學位或同等學歷	1
Sub-degree/Higher Diploma/Higher Certificate or equivalent 副學士學位/高級文憑/高級證書或同等學歷	2
Advanced Level/Diploma/Certificate or equivalent/ Matriculation 香港高級程度考試/文憑/證書或同等學歷/預科	3
Secondary 5 中學五年級	4
Secondary 4 中學四年級	5
Secondary 3 or below 中學三年級或以下	6



11. Column 'J' & 'K' – Actual and Preferred Relevant Years of Experience  
(J) 及 (K)欄 — 僱員現有及宜有的相關年資

Please enter in Column (J) & (K) the actual and preferred relevant years of experience according to the following codes:

請將僱員現有及宜有的相關年資，按下列編號分別填入 (J) 及 (K)欄內。

<u>Actual/ Preferred Years of Experience</u> 宜有的相關年資	<u>Code</u> 編號
10 years or more 十年或以上	1
6 years to less than 10 years 六年至十年以下	2
3 years to less than 6 years 三年至六年以下	3
1 year to less than 3 years 一年至三年以下	4
Less than 1 year 一年以下	5

**Questionnaire (Part II)**  
調查表 (第二部份)

12. Question 8/ 9 - Number of Employees Deployed to Work in the Mainland / Macau  
問題 8/9 - 香港聘用的僱員派駐於國內 / 澳門工作的人數

Please enter the number of employees deployed to work in the Mainland / Macau. 'Stationed Employees' refer to the continuous or aggregated periods of stay exceeding 183 days in Mainland / Macau in a calendar year.

請填寫貴機構於香港聘用的僱員派駐於國內/ 澳門工作的人數。「長駐僱員」指在某一曆年內在國內 / 澳門停留連續或累計超過 183 天。

Note: The information received will be treated in strict confidence and will be published only in the form of statistical summaries without reference to any individual company.

註：調查所得資料絕對保密，只以統計摘要方式發表，並不提及個別機構。

**Job Descriptions for the Principal Jobs  
in the Beauty & Hairdressing Schools**  
美容及美髮學校主要職務的工作說明

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL 管理人員級</b>		
111	Director/Principal (School)  總監／校長（學校）	Formulates and implements educational, administrative and business development strategies. Meets with tutors to evaluate and coordinate educational programmes. Arranges different levels of appropriate training programmes to tutors. Establishes and maintains relationship with professional bodies and communities. Procures and allocates supplies, equipment and instructional materials. 制訂及執行學院教育，行政及業務發展策略。與導師舉行會議評估及統籌各項教育課程，為各導師安排合適的培訓課程。與專業機構及社群建立及維持關係。訂購及分配所需的補給品、儀器及教學材料。
<b>TECHNOLOGIST LEVEL 技師級</b>		
211	Senior Tutor / Senior Instructor – Beauty Care and Hairdressing  高級導師 – 美容及美髮	Plans and directs training programmes. Instructs and suggests tutors to improve teaching methods and techniques. Conducts follow-up studies to evaluate effectiveness of training programmes in relation to activities of the school. 策劃及指導訓練計劃，督導及建議導師改進技巧及方式。進行訓練計劃及學校有關活動的效用評估。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>TECHNICIAN LEVEL 技術員級</b>		
411	Tutor / Instructor – Beauty Care 美容導師	Conducts beauty care technique training courses. Plans and supervises students' works, tests and evaluates students' performance. 教授美容護理技術課程。策劃及督導學員習作，測試及評核學員表現。
412	Tutor / Instructor – Hairdressing 美髮導師	Conducts hairdressing technique training courses. Plans and supervises students' works, tests and evaluates students' performance. 教授美髮技術課程。策劃及督導學員習作，測試及評核學員表現。
413	Assistant Tutor / Instructor – Beauty Care 助理美容導師	Assists the Tutor / Instructor to conduct beauty care training courses. 協助導師教授美容護理課程。
414	Assistant Tutor / Instructor – Hairdressing 助理美髮導師	Assists the Tutor / Instructor to conduct hairdressing training courses. 協助導師教授美髮課程。
<b>SUPPORTING STAFF 輔助僱員級</b>		
711	Administrative Staff 行政僱員	Handles all administrative duties (including preparation of schedules, filing and record keeping etc). 負責各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。
712	Receptionist 接待員	Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。

**Job Descriptions for the Principal Jobs  
in the Make-up & Nail Schools**  
化妝、美甲等學校主要職務的工作說明

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL 管理人員級</b>		
121	Director/Principal (School)  總監／校長（學校）	Formulates and implements educational, administrative and business development strategies. Meets with tutors to evaluate and coordinate educational programmes. Arranges different levels of appropriate training programmes to tutors. Establishes and maintains relationship with professional bodies and communities. Procures and allocates supplies, equipment and instructional materials. 制訂及執行學院教育，行政及業務發展策略。與導師舉行會議評估及統籌各項教育課程，為各導師安排合適的培訓課程。與專業機構及社群建立及維持關係。訂購及分配所需的補給品、儀器及教學材料。
<b>TECHNOLOGIST LEVEL 技師級</b>		
221	Senior Tutor / Senior Instructor – Make-up and Nail  高級導師－化妝及美甲	Plans and directs training programmes. Instructs and suggests tutors to improve teaching methods and techniques. Conducts follow-up studies to evaluate effectiveness of training programmes in relation to activities of the school. 策劃及指導訓練計劃，督導及建議導師改進技巧及方式。進行訓練計劃及學校有關活動的效用評估。
<b>TECHNICIAN LEVEL 技術員級</b>		
421	Tutor / Instructor – Make-up  化妝導師	Conducts make-up technique training courses. Plans and supervises students' works, tests and evaluates students' performance. 教授化妝技術課程。策劃及督導學員習作，測試及評核學員表現。
422	Tutor / Instructor – Nail  美甲導師	Conducts nail care technique training courses. Plans and supervises students' works, tests and evaluates students' performance. 教授美甲護理技術課程。策劃及督導學員習作，測試及評核學員表現。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>TECHNICIAN LEVEL 技術員級 (Continued) (續)</b>		
423	Assistant Tutor / Instructor – Make-up 助理化妝導師	Assists the Tutor / Instructor to conduct make-up training courses. 協助導師教授化妝課程。
424	Assistant Tutor / Instructor – Nail 助理美甲導師	Assists the Tutor / Instructor to conduct nail care training courses. 協助導師教授美甲護理課程。
<b>SUPPORTING STAFF 輔助僱員級</b>		
721	Administrative Staff  行政僱員	Handles all administrative duties (including preparation of schedules, filing and record keeping etc). 負責各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。
722	Receptionist  接待員	Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。

Job Descriptions for the Principal Jobs  
in the Beauty Centre, Health Centre & Spa  
 美容院、健康中心及水療中心  
 主要職務的工作說明

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL 管理人員級</b>		
131	Director/General Manager  總監／總經理	Formulates and implements company policies. Oversees and manages the operations of all the departmental and branches in order to achieve company objectives. 策劃、監督及管理各個部門及分公司的運作，以達到公司的目標。
132	Chief Shop Manager / Operation Manager  分區店長／營運經理	Takes charge of the overall operations and managements of stores. Supervises and instructs staff for works completion. Carries out company's strategic plans. Formulates and implements sales policies and promotion plans. Controls operational costs. 負責店鋪日常營運管理。監督及指導員工完成工作。實施公司的經營策略政策。推行及制定銷售、推廣方案、控制經營成本。
133	Brand / Sales / Marketing Director / Manager  品牌 / 營業 / 市場 總監 / 經理	Plans, coordinates and implements the organizational business development strategies and sales plans. Establishes the organizational branch image. Identifies potential opportunities in order to increase business volume and market share. Arranges sales conventions and seminars. Prepares sales reports and reviews sales/marketing strategies. 策劃、協調及執行業務發展策略和市場計劃。建立公司品牌形象。留意各種機會，以拓展業務和提高市場佔有率。安排業務會議及研討會。分析銷售報告及檢討銷售／市場策略。
<b>OFFICER LEVEL 主任級</b>		
331	Sales / Marketing Officer  營業／市場主任	Assists the Sales/Marketing Director/Manager to monitor sales/marketing activities. Prepares sales reports. Organizes sales promotion programmes to sales persons. 協助營業／市場 總監／經理監察銷售／市場推廣活動。編製銷售報告。為銷售員統籌推廣活動。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>TECHNICIAN LEVEL 技術員級</b>		
431	Senior Beautician  高級美容師	Analyzes skin types. Recommends appropriate beauty services and products. Provides beauty care services. Supervises and advises beauticians on beauty care techniques and the services to customers. 分析皮膚，建議所需美容護理服務及產品，並提供美容護理服務。督導及指導美容師的美容技巧及提供予顧客的服務。
432	Senior Make-up Artist  高級化妝師	Applies appropriate cosmetics to customers. Provides proper make-up advices. Advises make-up artists on the application of make-up products and its technique. 提供適合的化妝予顧客。對顧客作出適當化妝指導。指導化妝師使用化妝品及化妝技巧。
433	Slimming Consultant  纖體顧問	Analyzes health conditions and problems based on professional knowledge and experiences. Recommends appropriate slimming programme. Advises customers to build up proper life style and suitable diets. 以專業知識及經驗分析身體狀況及問題，建議合適的纖體計劃，及指導顧客建立正確的生活和飲食習慣。
<b>TRADESMAN LEVEL 技工級</b>		
531	Beautician  美容師	Provides beauty care services including facial, body treatments and other related treatments by using electronic equipments, manicure, waxing and make-up services. 提供美容護理服務，包括面部護理、身體護理、與電子儀器有關的療程、修甲、脫毛及化粧等等。
532	Assistant to Medical Practitioner  醫學美容助理員	Assist medical practitioners to provide different lasers / intense pulsed light / other light optics or cosmetic treatments. Provide other beauty care services. Perform duties assigned by medical practitioners. 協助醫護人員進行不同激光／強烈脈衝光及其他與光學儀器有關的療程。提供其他美容護理服務。執行醫護人員所委派的職務。

Code No. 編號	Job Title 職稱	Job Description 工作說明
TRADESMAN LEVEL 技工級 (Continued) (續)		
533	Make-up Artist 化妝師	Applies cosmetics and make-up techniques in order to meet customers' requirements for improved appearance. 按要求利用化妝品及化妝技巧去改變顧客外觀。
534	Body Therapist 按摩及身體護理師	Provides massage services and body conditioning treatments for hygienic or remedial purposes. Uses different techniques (hands / equipment) and care products to facilitate blood circulation, relax muscle tension and increase metabolism. Recommends body conditioning treatments. 提供按摩服務及進行身體健康護理療程。利用手部按摩技巧、儀器或護理產品以刺激血液流通，鬆弛肌肉及促進代謝。提供身體護理服務。
535	Manicurist / Pedicurist 修甲師 (指甲／趾甲)	Removes old nail polish. Cleans, shapes and smoothes out nails with tools. Applies clear and colour polish. 清除指甲上的甲油。清洗指甲，使用工具修剪指甲及令兩側平滑。用無色或有色甲油塗甲。
536	Nail Artist 甲藝師	Provides nail painting and drawing. Applies nail sticker and builds on three dimensional (3D) sculptures in order to beautify nail appearance for customers. Excludes nail and hand conditioning treatment. 透過著色、彩繪、貼紙或加上立體雕塑，為顧客美化或突顯含藝術性外觀之指甲。不包括指甲及手部護理療程。
537	Slimming Therapist 纖體師	Uses equipments and products to reduce weight, make slimming and firm up muscles on an overall or partial basis. 運用儀器及產品，進行全身或局部減重、修身及纖體的效果。
538	Beauty Consultant 美容顧問	Provides professional analysis of skin conditions and problems. Recommends proper skin care proposal and/or advises customers to establish appropriate life style and skin care concept. 提供對皮膚狀況及問題的專業分析，建議合適的護理方案，及指導顧客建立正確的生活和護膚概念。



Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>SEMI-SKILLED LEVEL 半熟練技工級</b>		
631	Beauty Assistant  美容師助理	Assists beauticians in providing beauty care services. Performs duties as assigned and instructed by beauticians. Receives theoretical and practical training to meet services requirements. 協助美容師提供美容護理服務。執行美容師委派及指導之職務。接受理論及實務訓練以達到服務要求。
<b>SUPPORTING STAFF 輔助僱員級</b>		
731	Marketing Assistant  市場推廣助理	Implements marketing plans and promotion activities. 執行公司的業務計劃及推廣活動。
732	Promoter  推廣員	Participates in promotion activities. Sells products to customers or visitors. 參與公司的推廣活動，向顧客或訪客銷售產品。
733	Administrative Staff  行政僱員	Handles all administrative duties (including preparation of schedules, filing and record keeping etc) of the stores. 負責店舖營運上各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。
734	Receptionist  接待員	Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。
<b>OTHERS 其他</b>		
831	Medical Personnel  醫護人員	Includes Dentist, Doctor, Chinese Medicine Practitioner, Chiropractor, Occupational Therapist, Optometrist, Pharmacist, Physiotherapist, Radiographer, Dietitian, registered nurses and midwives and other personnel under the Supplementary Medical Profession Ordinance. 包括牙醫、西醫、中醫、脊醫、職業治療師、視光師、藥劑師、物理治療師、放射技師、營養師、註冊護士、助產士和其他根據輔助醫療業條例而註冊的有關人士。

Job Descriptions for the Principal Jobs  
in the Hairdressing Salon  
髮廊主要職務的工作說明

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL 管理人員級</b>		
141	Director/General Manager  總監／總經理	Formulates and implements company policies. Oversees and manages the operations of all the departmental and branches in order to achieve company objectives. 策劃、監督及管理各個部門及分公司的運作以達到公司的目標。
142	Chief Shop Manager / Operation Manager  分區店長／營運經理	Formulates and implements sales policies. Reviews sales figures and assesses market demands. Conducts sales briefings and implements sales campaigns. Supervises performance of staff. 參與推行及製訂銷售政策。檢討銷售情況及市場需要。主持簡短銷售會議，及執行推銷活動。督導僱員的表現。
<b>TECHNOLOGIST LEVEL 技師級</b>		
241	Art Director  髮型設計總監	Advises customers on appropriate hairstyle and designs tailor-made hairstyles to models for specified occasions. Provides hairdressing services. Trains and supervises hairdressers. 為顧客或模特兒美化外觀或改變外形作出建議，設計髮型配合指定場合。提供所需美髮服務。培訓及督導髮型師工作。
242	Technical Director  技術總監	Work closely with art directors and hairstylists for perm, color and related chemical treatments based on the hair image designs of customers. Conduct different treatments (i.e. perm, color and chemical etc) training to technicians (perm and color). Train and supervise technicians (perm and color). 與髮型設計總監及髮型師緊密合作，為顧客在造型設計上提供電髮、染髮及相關化學療程。教授電染技術員不同電髮、染髮及相關化學療程。培訓及指導電染技術員。

Code No. 編號	Job Title 職稱	Job Description 工作說明
TECHNICIAN LEVEL 技術員級		
441	Senior Hair Stylist  高級髮型師	Analyzes hair types and understands customer needs. Advises customers on appropriate hairstyle and designs tailor-made hairstyles to models for specified occasions. Provides hairdressing services. Assigns works to and supervises hairdressers. 分析髮質及了解顧客要求。為顧客或模特兒美化外觀或改變外形作出建議或設計髮型配合指定場合。提供所需美髮服務。策劃及督導髮型師工作。
TRADESMAN LEVEL 技工級		
541	Hair Stylist  髮型師	Analyzes hair types and provides hairdressing services. 分析髮質及提供所需美髮服務。
542	Technician (perm and color)  電染技術員	Provides technical services (e.g. perm and color treatments) to hairstylists for hair image design purpose. 根據髮型師為顧客所設計的造型要求提供電髮及染髮服務。
543	Manicurist / Pedicurist  修甲師 (指甲／趾甲)	Removes old nail polish. Cleans, shapes and smoothes out nails with tools. Applies clear or colour polish. 清除指甲上的甲油。清洗指甲，使用工具修剪指甲及令兩側平滑。用無色或有色甲油塗甲。
544	Nail Artist  甲藝師	Provides nail painting and drawing. Applies nail stickers and builds on three dimensional (3D) sculptures in order to beautify nail appearance for customers. Excludes nail and hand conditioning treatments. 透過著色、彩繪、貼紙或加上立體雕塑，為顧客美化或突顯含藝術性外觀之指甲。不包括指甲及手部護理服務。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>SEMI-SKILLED LEVEL 半熟練技工級</b>		
641	Hairdressing Assistant  髮型助理	Provides technical services (e.g. perm and color treatments) to hairstylists for hair image design purpose and basic hair services (including shampoo). Performs duties as assigned by hairdressers. Receives theoretical and practical training to meet services requirements. 根據髮型師所設計的造型要求提供電髮、染髮服務及基本髮型服務(包括洗頭服務)。執行髮型師委派及指導之職務。接受理論及實務訓練以達到服務要求。
<b>SUPPORTING STAFF 輔助僱員級</b>		
741	Administrative Staff  行政僱員	Handles all administrative duties (including preparation of schedules, filing and record keeping etc) of the stores. 負責店舖營運上各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。
742	Receptionist  接待員	Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。

**Job Descriptions for the Principal Jobs  
in the Product Company – Wholesale, Import & Export**  
批發及出入口產品公司主要職務的工作說明

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL 管理人員級</b>		
151	Director/ General Manager  總監 / 總經理	Formulates and implements company policies. Oversees and manages the operations of all the departmental and branches in order to achieve company objectives. 策劃、監督及管理各個部門及分公司的運作以達到公司的目標。
152	Brand / Sales / Marketing Director / Manager  品牌 / 營業 / 市場 總監 / 經理	Plans, coordinates and implements the organizational business development strategies and sales plans. Establishes the organizational branch image. Identifies potential opportunities in order to increase business volume and market share. Arranges sales conventions and seminars. Prepares sales reports and reviews sales/marketing strategies. 策劃、協調及執行業務發展策略和市場計劃。建立公司品牌形象。留意各種機會，以拓展業務和提高市場佔有率。安排業務會議及研討會。分析銷售報告及檢討銷售／市場策略。
<b>OFFICER LEVEL 主任級</b>		
351	Product / Technical Manager  產品／技術經理	Takes charge of the overall stock of products. Gives technical advice on the quality and application of, and provides appropriate after-sales services. Oversees and follows up buyers or sales orders and product deliveries to sales stations. 負責公司一切有關產品及存放事務，就產品之素質、應用及適當之售後服務提供專業意見。統籌及處理買手／銷售訂單，確保產品能準時傳送至銷售點。
352	Sales / Marketing Officer  營業／市場主任	Assists the Sales/Marketing Director/Manager to monitor sales/marketing activities. Prepares sales reports. Organizes sales promotion programmes to sales persons. 協助營業／市場 總監／經理監察銷售／市場推廣活動。編製銷售報告。為銷售員統籌推廣活動。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>OFFICER LEVEL (Continued) 主任級 (續)</b>		
353	Trainer  訓練主任	Organizes practical and technical courses including the demonstration of sales skills of products, and other theoretical and practical lectures. Tests and evaluates students' performance and assesses the effectiveness of training programmes. 組織實務及技術課程，包括產品的銷售技巧示範、理論、實務的講座。測試及評核學員的表現及課程的成效。
<b>TECHNICIAN LEVEL 技術員級</b>		
451	Technical Adviser  技術顧問	Provides technical advice on the quality and application of certain products. Assists managers in the preparation of technical manuals to beauty advisers / consultants for their reference. 對某類產品的素質及應用提供專業意見。協助經理級製訂技術手冊供美容顧問參考。
452	Sales Representative  營業代表	Identifies potential customers to promote products. Provides services to existing customers and gives advice on products. 確定有潛力的客戶以銷售產品。服務現有客戶及就產品提供意見。
<b>SUPPORTING STAFF 輔助僱員級</b>		
751	Marketing Assistant  市場推廣助理	Implements marketing plans and promotion activities. 執行公司的業務計劃及推廣活動。
752	Promoter  推廣員	Participates in promotion activities. Sells products to customers or visitors. 參與公司的推廣活動，向顧客或訪客銷售產品。
753	Administrative Staff  行政僱員	Handles all administrative duties (including preparation of schedules, filing and record keeping etc) of the stores. 負責店舖營運上各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。
754	Receptionist  接待員	Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。

**Job Descriptions for the Principal Jobs  
in the Product Company – Retail**  
零售產品公司主要職務的工作說明

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL 管理人員級</b>		
161	Director / General Manager  總監／總經理	Formulates and implements company policies. Oversees and manages the operations of all the departmental and branches in order to achieve company objectives. 策劃、監督及管理各個部門及分公司的運作以達到公司的目標。
162	Corporate & Brand Image Sales Director / Manager  企業／品牌形象 營業總監／經理	Plans, coordinates and implements the organizational business development strategies and sales plans. Establishes the organizational branch image. Identifies potential opportunities in order to increase business volume and market share. Arranges sales conventions and seminars. Prepares sales reports and reviews sales/marketing strategies. 策劃、協調及執行銷售計劃。建立公司的品牌形象。留意各種機會，以拓展業務和提高市場佔有率。安排業務會議及研討會。分析銷售報告及檢討銷售策略。
163	Chief Shop Manager / Operation Manager  分區店長／營運經理	Formulates and implements sales policies. Reviews sales figures and assesses market demands. Conducts sales briefings and implements sales campaigns. Supervises performance of staff. 參與推行及製訂銷售政策。檢討銷售情況及市場需要。主持簡短銷售會議，及執行推銷活動。督導僱員的表現。
<b>OFFICER LEVEL 主任級</b>		
361	Marketing Manager  市場經理	Implements and coordinates marketing activities and launches promotion campaigns. Conducts market research. Liaises with advertising agencies for the preparation of promotion kits. Provides services to sales force. 執行及協調市場推廣工作，並舉辦推銷活動。進行市場研究。與廣告公司聯絡，製備宣傳套件。為營業人員提供服務。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>OFFICER LEVEL (Continued) 主任級 (續)</b>		
362	Product / Technical Manager  產品／技術經理	Takes charge of the overall stock of products. Gives technical advice on the quality and application of, and provides appropriate after-sales services. Oversees and follows up buyers' or sales orders and product deliveries to sales stations. 負責公司一切有關產品及存放事務，就產品之素質、應用及適當之售後服務提供專業意見。統籌及處理買手／銷售訂單，確保產品能準時傳送至銷售點。
363	Sales / Marketing Officer  營業／市場主任	Assists the Sales Director / Marketing Manager to monitor sales/marketing activities. Prepares sales reports. Organizes sales promotion programmes. 協助營業總監／市場經理監察銷售／市場推廣活動。編製銷售報告。為銷售員統籌推廣活動。
364	Trainer  訓練主任	Organizes practical and technical courses including the demonstration of sales skills of products, and other theoretical and practical lectures. Tests and evaluates students' performance and assess the effectiveness of training programmes. 組織實務及技術課程，包括產品的銷售技巧示範、理論、實務的講座。測試及評核學員的表現及課程的成效。
365	Buying Officer  買手	Keeps eyes on the latest design and quality requirements of new and existing products. Collects samples and asks quotations from suppliers / manufacturers to place orders. Negotiates with suppliers / manufacturers and follows up the progress of product delivery. 密切留意市場最新及現有產品的設計及素質要求。向供應商／生產商收集樣辦及報價以便訂購。與供應商／生產商商談及留意付運進度。
366	Shop Manager / Supervisor  店長	Supervises beauty advisers to acquire business and serve customers. Contacts customers to promote sales. 督導美容顧問取得生意及為客人提供服務。與客人聯絡，推廣業務。
<b>TECHNICIAN LEVEL 技術員級</b>		
461	Technical Adviser  技術顧問	Provides technical advice on the quality and application of certain products. Assists managers in the preparation of technical manuals to beauty advisers / consultants for their reference. 對某類產品的素質及應用提供專業意見。協助經理級製訂技術手冊供美容顧問參考。



Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>TRADESMAN LEVEL 技工級</b>		
561	Beauty Adviser (Counter) 美容顧問 (櫃位)	Analyzes skin types and recommends proper skin care products to improve skin conditions. Sells beauty care products. Gives advice on other skin care and beauty services. 分析皮膚，建議美容護理產品以改善皮膚情況及銷售產品。提供其他美容護理服務及意見。
562	Hair Care Adviser 頭髮護理顧問	Analyzes hair types and scalp conditions, recommends proper hair care products to improve hair conditions. Sells hair care products. Gives advice on other hair care and related services. 分析髮質及頭皮的狀況，建議頭髮護理產品以改善頭髮情況及銷售產品。提供其他頭髮護理服務及意見。
563	Make-up Artist 化妝師	Provides cosmetics and make-up services in order to meet customers' requirements for improved appearance. 按顧客要求利用化妝品及化妝技巧去改變個人外觀。
<b>SUPPORTING STAFF 輔助僱員級</b>		
761	Marketing Assistant 市場推廣助理	Implements marketing plans and promotion activities. 執行公司的業務計劃及推廣活動。
762	Promoter 推廣員	Participates in promotion activities and sells products to customers or visitors. 參與公司的推廣活動，向顧客或訪客銷售產品。
763	Administrative Staff 行政僱員	Handles all administrative duties (including preparation of schedules, filing and record keeping etc) of the stores. 負責店舖營運上各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。
764	Receptionist 接待員	Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。

**Job Descriptions for the Principal Jobs  
in the Nail Salon**

美甲中心主要職務的工作說明

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL 管理人員級</b>		
171	Director/General Manager  總監／總經理	Formulates and implements company policies. Oversees and manages the operations of all the departmental and branches in order to achieve company objectives. 策劃、監督及管理各個部門及分公司的運作以達到公司的目標。
172	Chief Shop Manager / Operation Manager  分區店長／營運經理	Formulates and implements sales policies. Reviews sales figures and assesses market demands. Conducts sales briefings and implements sales campaigns. Supervises performance of staff. 參與推行及製訂銷售政策。檢討銷售情況及市場需要。主持簡短銷售會議，及執行推銷活動。督導僱員的表現。
<b>TECHNICIAN LEVEL 技術員級</b>		
471	Nail Consultant (Fingernail / Toenail) 指甲顧問 (指甲／趾甲)	Supports Director / Manager on daily operations. Assigns jobs to and supervises subordinates. 支援總監／總經理之日常運作。需負責督導下屬及分配工作。
472	Senior Nail Technician (Fingernail / Toenail)  高級指甲技師 (指甲／趾甲)	Accumulates adequate experience as a nail technician. Assists nail consultant to provide natural nail care, nail shape improvement, nail extension or refill services by using artificial nail materials and different techniques. Analyzes the texture of fingernail / toenail. Suggests appropriate home care products to improve nail condition. 擁有足夠指甲技師工作經驗。協助指甲顧問透過分析指甲/趾甲後，提供適當的真指甲護理或以技術及人造指甲物料改善甲形、延長指甲或修補人造指甲的服務。建議合適產品作家居護理以改善情況。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>TECHNICIAN LEVEL (Continued) 技術員級 (續)</b>		
473	Nail Technician (Fingernail / Toenail)  指甲技師 (指甲／趾甲)	Accumulates relevant experience as a junior nail technician. Provides natural nail care, nail shape improvement, nail extension or refill services by using artificial nail materials and different techniques. Analyzes the texture of fingernail / toenail. Suggests appropriate home care products to improve nail condition. Provides Nail Arts. 擁有相當初級指甲技師工作經驗。透過分析顧客指甲/趾甲後，提供適當的基本真指甲護理或以技術及人造指甲物料改善甲形、延長指甲或修補人造指甲的服務。建議合適產品作家居護理以改善情況。提供甲藝服務。
<b>TRADESMAN LEVEL 技工級</b>		
571	Manicurist / Pedicurist  修甲師 (指甲／趾甲)	Removes old nail polish. Cleans, shapes and smoothes out nails with tools. Applies clear or colour polish. 清除指甲上的甲油。清洗指甲，使用工具修剪指甲及令兩側平滑。用無色或有色甲油塗甲。
572	Nail Artist  甲藝師	Provides nail painting and drawing. Applies nail sticker and builds on three dimensional (3D) sculptures in order to beautify nail appearance for customers. Excludes nail and hand conditioning treatment. 透過著色、彩繪、貼紙或加上立體雕塑，為顧客美化或突顯含藝術性外觀之指甲。不包括指甲或手部護理服務。
573	Hand and Foot Care Therapist  手足護理師	Uses hand / foot care products to provide conditioning treatments on hand, arms, feet or legs (with or without massage) for hygienic or remedial purpose. Applies hand massage technique and uses equipment to facilitate blood circulation, relax muscle tension and release body toxins. Recommends hand, arm, feet or legs conditioning activities or treatments and furnishes with treatment records. 透過使用手足護理產品，進行手、臂、腳或腿（或連帶按摩）的健康護理療程。利用手部按摩技巧或儀器促進血液流通，鬆弛肌肉及排放體內毒素。提供手、臂、腳或腿的理方法及處理療程紀錄。

Code No. 編號	Job Title 職稱	Job Description 工作說明
<b>TRADESMAN LEVEL (Continued) 技工級 (續)</b>		
574	Junior Nail Technician (Fingernail / Toenail)  初級指甲技師 (指甲／趾甲)	Provides natural nail care, nail shape improvement, nail extension or refill services by using artificial nail materials and different techniques. Analyzes the texture of fingernail / toenail. Suggests appropriate home care products to improve nail condition. 透過分析指甲/趾甲，提供適當的基本真指甲護理或以技術及人造指甲物料改善甲形、延長指甲或修補人造指甲的服務。建議合適產品作家居護理以改善情況。
575	Foot Reflexologist  足底按摩師	Uses thumb, finger and hand pressures to concentrate on ten different reflex points which correspond to every part of the bodies in order to promote health and relaxation and achieve physiological effect. 為顧客以母指、手指及手技，對腳底十個不同的縱向身體反射部位施壓，達致身體的生理轉變效果。
<b>SUPPORTING STAFF 輔助僱員級</b>		
771	Administrative Staff  行政僱員	Handles all administrative duties (including preparation of schedules, filing and record keeping etc) of the stores. 負責店舖營運上各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。
772	Receptionist  接待員	Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。