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## **EXECUTIVE SUMMARY**

### **Introduction**

1. The purpose of the survey is to collect data on the existing manpower situation in order to project future manpower requirements and training needs of the hotel industry. The fieldwork took place from 5<sup>th</sup> October 2005 to 5<sup>th</sup> December 2005 with follow up cases completed on 7 March 2006.

2. The survey had a full coverage of the listed 102 hotel establishments and 39 Chinese restaurants operated by hotels in the Central Register 1 of the Census and Statistics Department. 3 new hotels were added in the survey when the field work took place in October 2005. The two main HSIC branches of the industry are as follows:

Branch 1: Hotels (HSIC 6511)  
105 establishments

Branch 2: Chinese Restaurants Operated by Hotels (HSIC 6411-6415)  
39 establishments

3. Out of the 105 establishments surveyed, 92 completed and returned the questionnaires and there were 10 refusal cases. Taking into consideration the remaining 3 which had not yet started operations, the effective response rate was 90.20 %.

### **Business Outlook**

4. With the continuous recovery of the economy, the hotel industry of Hong Kong had seen exciting growth in 2005 and the projection for 2006 is also positive. There has been a rebound of international visitor arrivals to Hong Kong in 2005 which reached a new height of more than 23 million visitor arrivals. The Tourism Expenditures Associated to Inbound Tourism registered a double-digit growth of 14.1% compared with 2004, reaching a total of HK\$105.66 billion. Hotel occupancy was at an average of 86% for the full year of 2005. While this is a slight drop from the 88% of 2004, it does reflect a significant growth in the supply of hotel rooms, which rose from 39,128 rooms in 101 properties at the end of 2004 to 43,866 rooms in 118 properties at the end of 2005. The average hotel room rate achieved across all hotel categories and districts in 2005 was HK\$934, representing a 16.4% improvement on the 2004 figure (Source: Hong Kong Tourism Board).

5. According to the "Hotel Supply Situation – as at Mar 2006" published by the Hong Kong Tourism Board, the total hotel room supply at the end of 2005 was 118 hotels with 43,866 rooms. The number of hotels and rooms is expected to increase to 132 hotels with 51,110 rooms by the end of 2006, an increase of 14 hotels with 7,244 rooms (Source: Hong Kong Tourism Board). The escalating number of new hotels in 2005 and 2006 would certainly have an impact on the average room occupancy rate, average room rate, and the manpower and talent requirement of the industry in 2005 and 2006. It is evident that the demand for hotel accommodation and manpower is expected to grow. Completion of new tourism attractions and new hotel projects in 2005 and 2006 would require additional manpower to sustain the growth. The industry would need more talents to fill vacancies created by the newly completed hotel projects, as well as staff turnover caused by rapid tourism developments in the neighboring region.

## **Implications on Manpower**

6. One major challenge that the hotel industry in Hong Kong currently facing is the growing demand for qualified hotel staff and the acute shortage of manpower supply to this rapidly growing industry. In addition, new tourism attractions planned by the Hong Kong Government would also have an impact on the demand for trained hotel staff.

7. Exciting new tourism projects and strong government commitment to continually upgrade popular attractions will make Hong Kong more appealing and create new reasons to visit by the travelers. These projects include: Ngong Ping 360 Cable Car, the Hong Kong Wetland Park, Tsim Sha Tsui Beautification – Waterfront Promenade, and the new Asia World Expo at the airport (Source: Tourism Commission, HKSAR Government). The implications on manpower have been highlighted below based on the portfolio of travelers visiting Hong Kong as well as the new tourism developments in Hong Kong and within the neighboring region:

- (i) Visitor arrivals to Hong Kong reached a record breaking figure of more than 23 million in 2005, an increase of 7.1% compared with the previous year. All Hong Kong's long-haul and short-haul market regions grew in 2005, with most showing double-digit increases over 2004. Visitor numbers from international markets increased by 13.1% to a record of 10.8 million. Arrivals from Mainland China increased to a new high of more than 12.5 million in 2005, a rise of 2.4% over the previous year (Source: Hong Kong Tourism Board).
- (ii) The Individual Visit Scheme (IVS) is extended to the remaining six provincial cities of the Pan-Pearl River Delta region as of 1 May 2006. This brings the number of IVS cities to 44. Since the introduction of the Scheme in July 2003, some 12.7 million Mainland residents have already traveled to Hong Kong as individual visitors as at the end of March 2006.
- (iii) According to the Hong Kong Hotels Association, it is estimated that approximately 10,000 new positions have either been or will be created in 2005 and 2006 as a result of the new hotel developments in Hong Kong (Source: Executive Director's Review 2004-2005, Hong Kong Hotels Association).
- (iv) The launch of the 2006 Discover Hong Kong Year (DHKY) global campaign will not only generate immediate visitor arrivals and spending, but also sustain the tourism industry's long-term development and provide the impetus for growth during the 2008 Beijing Olympics and 2009 East Asian Games (Source: Hong Kong Tourism Board).
- (v) Hong Kong Disneyland, which opened in September 2005 on Lantau Island, was the third Disney Theme Park outside the US and the first in China. In its first full year of operation, the Hong Kong Disneyland is expected to attract over 5 million visitors.

- (vi) A major eco-tourism facility, the Hong Kong Wetland Park opened in May 2006. It showcases Hong Kong's ecological richness and complement the internationally recognized wildlife conservation area in the adjacent Mai Po Marshes.
- (vii) On Lantau Island, 'Ngong Ping 360' will open in June 2006. The Ngong Ping Skyrail, a 20-minute cable-car ride, will link Tung Chung with the Giant Buddha, Po Lin Monastery and Ngong Ping Village, a new attraction to highlight and preserve the cultural and spiritual integrity of the Ngong Ping area.
- (viii) Data compiled by the Hong Kong Tourism Board also indicates that the Meeting, Incentives, Conventions and Exhibitions (MICE) sectors continued their growth momentum in 2005, attracting over 630,000 overseas visitors. In 2006, a total of 83 international trade exhibitions have been confirmed, representing a growth of 51% over 2005.
- (ix) The heritage tourism development at the former Marine Police Headquarters Compound in Tsim Sha Tsui is expected to be completed by 2008. Similarly, a heritage, entertainment and dining area will be developed in the heart of Central, radiating from the site of the existing Central Police Station, Victoria Prison and the Former Central Magistracy Compound.
- (x) The Government is also working on the other tourism development projects, including: the development of new cruise terminal facilities in Hong Kong in order for Hong Kong to capitalize on the rapid growth of the cruise industry worldwide; the strategic re-development plan of the Ocean Park; and the development plan of the Aberdeen harbor tourism node.
- (xi) Furthermore, the ecological richness and diversity of Hong Kong is also quite vast and is another aspect which has not been fully recognized. The Tourism Commission is looking systematically into how to open up the countryside and make sensible and sustainable use of natural resources to promote green tourism.
- (xii) The rapid tourism developments in the Pearl River Delta Region, including Macau have resulted in an outflow of service industry talents from Hong Kong. This trend is expected to continue in the next few years and would put added pressure on the already insufficient manpower supply locally.

8. While the Training Board considered the survey generally reflected the future manpower requirements, it was worth noting that due to the change in operations, some new hotel projects operated with minimal level of staff which would affect the staff to room ratio. Outsourcing of key services was another trend in some of the new hotels. Furthermore, the projected figures for the new hotels should be viewed with caution as some of the planned hotel projects might not materialize due to cost factors, such as land premiums.

9. The future of the hotel industry would rely heavily on the supply of qualified staff to deliver world-class quality customer service that has earned Hong Kong a world reputation as one of the great travel destinations. Vocational training on entry level for the hotel industry would be crucial to a successful future of the hotel industry. With the number of new hotel projects coming up in Hong Kong and the competition for staff from neighboring areas, the demand for well-trained staff at the operative and supervisory levels would certainly be a priority. The Training Board believes that increased provisions for the further upgrading of training facilities and capacity would be essential.

### **Modifications on Survey Questionnaire**

10. A Working Party meeting for the 2005/06 Hotel Industry Manpower Survey was held on 1<sup>st</sup> August 2005 to discuss ideas and suggestions on revising and updating the survey questionnaire. The modifications made to the survey questionnaire resulted from the feedback gathered from the industry as well as suggestions from the Census and Statistics Department. It was concluded during the meeting that the questionnaire should adopt a user-friendly presentation for the respondents and surveyors' easy compilation. The modifications to the questionnaire include:

- (i) Reduce the number of jobs listed on the job code list and the job descriptions has been updated to reflect the actual job natures of the current market situation;
- (ii) Questions on salary were revised to capture the monthly salary and the average annual income of an employee;
- (iii) New questions were added to capture the whereabouts of resigned employees, no. of employees who decided to work in places other than Hong Kong, as well as the age range of craft/operative level employees;
- (iv) Concise explanatory notes were placed next to the questions for respondents' easy reference;
- (v) A few questions were combined and re-structured and were categorized by job level instead of individual job title;
- (vi) Two new questions were added to capture the number of fresh graduates of hospitality programs joining the industry; and
- (vii) A new question was added to capture the number of hotels operating spa facilities and services.

11. It was also decided that the reference day of the survey should be on a Saturday to better capture the actual number of part-time/casual workers in the industry. Please refer to Appendix 4 for the revised survey questionnaire, explanatory notes and the lists of job code and job descriptions for the principal jobs in the hotel industry.

### **Highlights of Survey Findings**

12. The survey reveals that in October 2005, a total of 25 476 persons were employed in the hotel industry, of which 1 556 (6.11%) were in the managerial and professional level, 7 124 (27.96%) in supervisory and technician level, 15 898 (62.4%) in craft/operative level\*, and 898 (3.52%) in administrative and others level.

13. The Training Board has examined the survey findings and is of the opinion that they generally reflect the manpower situation of the hotel industry at the time of the survey. The Training Board considered that the trends for the increase in the number of craft/operative employees will continue.

\* Some positions, such as Front Desk Clerk/Receptionist/Reservation Clerk were classified as Clerical Staff in the previous surveys, but are grouped under Craft/Operative level in the 2005/06 survey.

### **Manpower Projection for 2006-2008**

14. Based on the staff-to-room ratio of 0.6:1, the projected number of hotel rooms and manpower for 2006 to 2008 are as follows:

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2005	25 476			43 866
2006		26 542	29 822 (+17.06%)*	51 110
2007			31 489 (+5.59%)**	53 888
2008			32 665 (+3.73%)**	55 848

# Source: The Hotel Supply Situation Report as at March 2006 published by the Hong Kong Tourism Board

@ Subject to eventual realization of all listed hotel projects in 2006.

\* As percentage increase/decrease of the projected manpower as compared with actual manpower in 2005.

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

## **Projected Additional Training Requirements**

15. Based on the projection of manpower growth and the wastage of employees for existing and forecast new hotels, the Training Board has projected the additional manpower requirements of the industry for 2006 as follows:

### **Projected Additional Training Requirements for 2006**

	No. of Employees (2005/2006)	Estimated Additional Training Requirements
Managerial and Professional	1 556	649
Supervisory and Technician	7 124	2 752
Craft / Operative	15 898	6 327
Administrative and Others	898	490
<b>Total</b>	<b>25 476</b>	<b>10 218</b>

## **Recommendations**

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

- (i) The Training Board is of the view that the existing 25 476 strong in-service employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.
- (ii) The Training Board supports the Skills Upgrading Scheme (SUS) for the hotel industry. Courses under the hotel SUS scheme include: Language Course in English (Food and Beverage), Language Course in English (Housekeeping), Language Course in English (Front Office), Putonghua in Hotel Industry, Concierge and Security Service, Food and Beverage Service, Cleaning and Maintenance Service, Hotel Crisis Management, Hotel Revenue Management, Food Cost Control as well as Western Food Preparation related short courses. Both employers and employees should make use of the Continuing Education Fund and various government funded skills upgrading schemes for further skills enhancement.



- (iii) With the increasing number of Mainland and international travelers to Hong Kong, the Training Board is of the opinion that there is an urgent need to upgrade the standard of English and Putonghua. Providing more opportunities for education and training in the hotel industry would further raise service standards and staff quality. More education and training are needed to upgrade the expertise in western culinary skills, crisis management skills, cost control, yield management skills and techniques, public relations and media handling skills. Knowledge on the cultural diversities of visitors, such as Mainland visitors is also of growing importance.
- (iv) The Training Board believes that providing long term career development and training opportunities to hotel employees will help retain staff and reduce staff turnover and wastage rate.
- (v) The Training Board is concerned that while there have been significant increases in the provision of hotel and hospitality related training places, especially in the tertiary education sector, the quality and trade relevance of the training programmes are of paramount importance to ensure the effectiveness of these training programmes. The Training Board is of the opinion that the Government should establish and strengthen the quality assurance mechanism to monitor and ensure the quality and standards of the exploding number of hotel and hospitality related programs provided by various training institutions in order to avoid wastage of government and community resources.
- (vi) The Training Board recommends the Government to increase the level of resources to support the manpower growth of the industry by increasing resources provisions, especially for established hotel and hospitality programmes.
- (vii) The Training Board will continue to support and to sponsor out-centre training courses and organize conference and experience-sharing seminars for the practitioners in the industry.

## SECTION I

### INTRODUCTION

#### **The Training Board**

1.1 The Hotel, Catering and Tourism Training Board of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the hospitality industry and recommending to the VTC the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board and its Working Party on the 2005/2006 Hotel Industry Manpower Survey are given in Appendices 1 to 3.

#### **The Manpower Survey**

1.2 In pursuance of its terms of reference, the Training Board conducted the Hotel Industry Manpower Survey during the period from 5<sup>th</sup> October 2005 to 5<sup>th</sup> December 2005 to collect up-to-date manpower information on the principal jobs of the hotel industry. The Survey was carried out with the assistance of the Census and Statistics Department. A Manpower Survey Report was published in June 2006 by the Training Board in which conclusions and recommendation of the manpower survey findings were released.

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

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

#### **Method of Survey**

1.4 The fieldwork took place from 5<sup>th</sup> October 2005 to 5<sup>th</sup> December 2005 with follow-up cases completed on 7 March 2006.

1.5 Questionnaires with explanatory notes and job descriptions were sent to the sampled hotels two weeks before the survey.

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

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

### **Scope of the Survey**

1.8 The survey had a full coverage of the listed 105 hotel establishments and 39 Chinese restaurants operated by hotels in the Central Register 1 of the Census and Statistics Department. The two main HSIC branches of the industry are as follows:

Branch 1 : Hotels (HSIC 6511)  
105 establishments

Branch 2 : Chinese Restaurants Operated by Hotels (HSIC 6411-6415)  
39 establishments

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

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by October 2006;
- (iii) the number of existing vacancies;
- (iv) the number of employees under training;
- (v) the average monthly income of employees; and
- (vi) employers' views on the preferred education, training mode and training period of employees by job level.

1.10 In addition, the following information on part-time staff was also included in the survey. Data on 1 October 2005 (Saturday), a designated reference day were collected:

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

### **Analysis of the Response**

1.11 Out of the 105 establishments surveyed, 92 completed and returned the questionnaires and there were 10 refusal cases. Taking into consideration the remaining 3 which had not yet started operations, the effective response rate was 90.20%.

## **Manpower Assessment Procedure**

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

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

## **Definition of Employees**

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

1.14 “Part-time” employees may be employed on an hourly (or per job), daily, or monthly basis.

## **Presentation of Findings**

1.15 A summary of the survey findings is presented in Section II. The Training Board’s conclusions will be set out in Section III and its recommendations in Section IV.

## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Number of Persons Employed

2.1 The survey reveals that in October 2005, a total of 25 476 persons were employed in the hotel industry as compared to 21 915 in 2003/2004, representing an increase of 3 561 (16.24%). Their distribution by job level is as follows:

**Table 2.1: Distribution of Employees by Job Level**

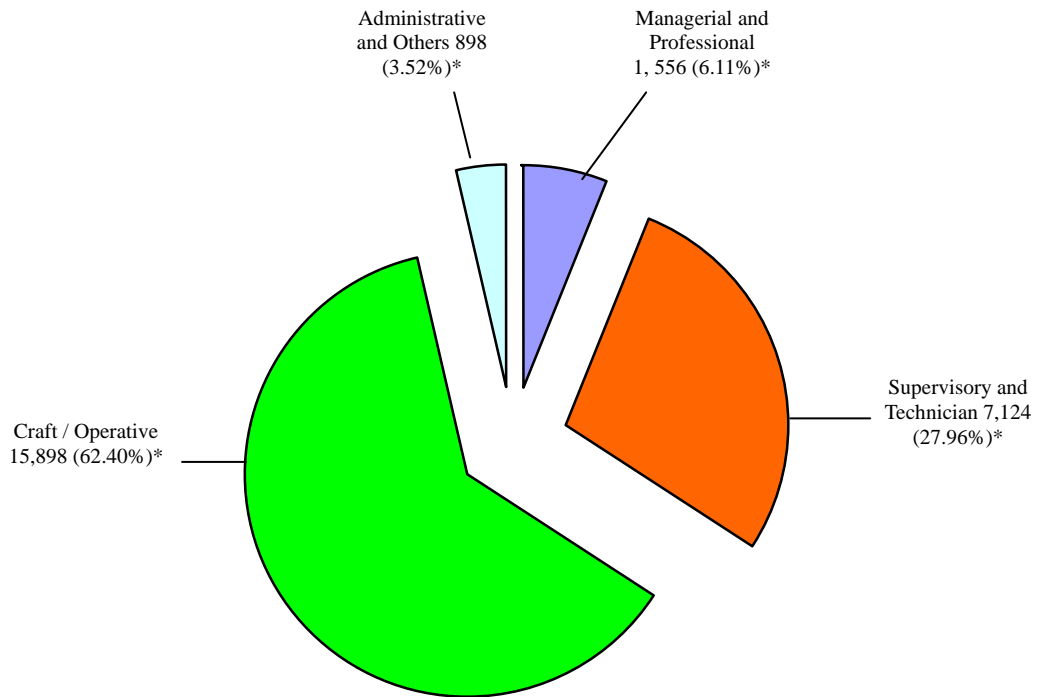
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<u>Job Level</u>	<u>Number of Employees</u>	<u>Percentage of Total number employed</u>
Managerial and Professional	1,556	6.11%
Supervisory and Technician	7,124	27.96%
Craft / Operative	15,898	62.40%
Administrative and Others	898	3.53%
<b>Total</b>	<b>25,476</b>	<b>100.00%</b>

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**Figure 2.1: Distribution of Employees by Job Level**

**Total: 25,476**



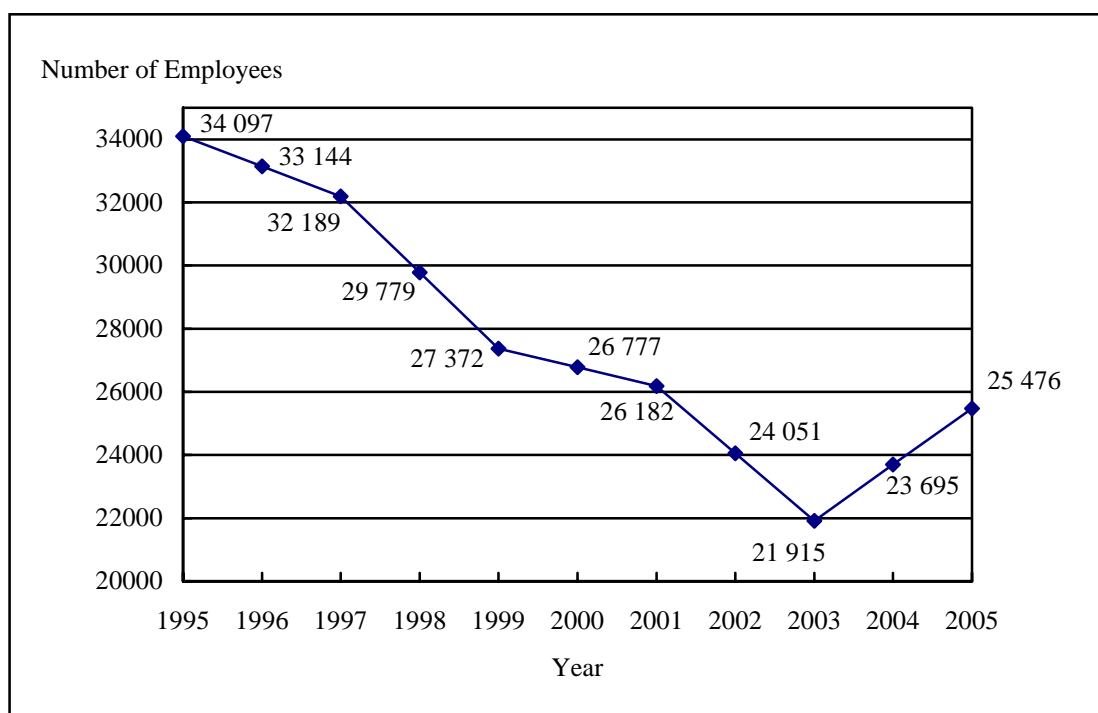
(\*) Percentage (%) of total number of employees

### Trend of the Number of Employees

2.2 Tables 2.2 (a) and (b) present a comparison on the trend of the number of employees in recent years. Table 2.2(c) presents the number of hotels in Hong Kong from 1995 to 2005.

**Table 2.2 (a)**

**Trend of the Number of Employees**  
**(1995 - 2005)**



Source: Data obtained from the Manpower Survey Reports on Hotel Industry in 1995-2005

**Table 2.2(b)**

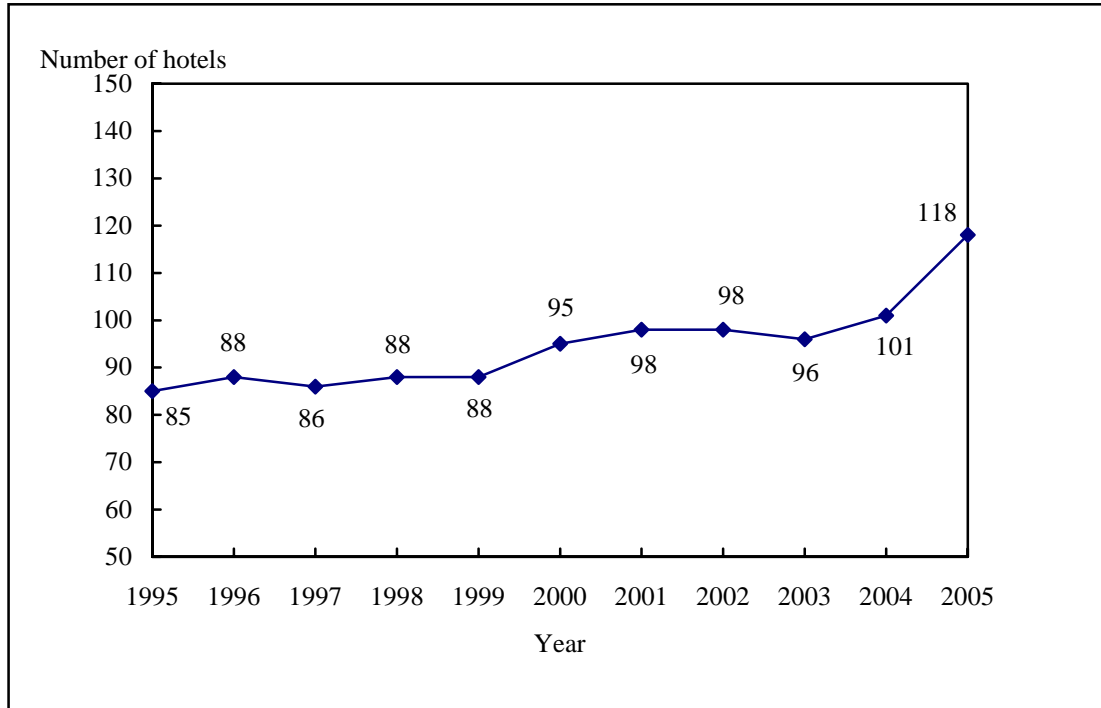
**Trend of the Number of Employees by Job Levels**  
**(1995 - 2005)**

<u>Year</u>	<u>Managerial &amp; Professional</u>	<u>Supervisory &amp; Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
1995	1,684	8,353	19,502	4,558	34,097
1996*	1,625	8,151	18,975	4,393	33,144
1997	1,566	7,949	18,447	4,227	32,189
1998*	1,571	7,468	17,090	3,650	29,779
1999	1,576	6,988	15,734	3,074	27,372
2000*	1,591	6,930	15,424	2,832	26,777
2001	1,605	6,871	15,115	2,591	26,182
2002*	1,515	6,363	13,656	2,517	24,051
2003	1,424	5,854	12,195	2,442	21,915
2004*	1,490	6,489	14,046	1,670	23,695
2005	1,556	7,124	15,898	898	25,476

\*Computed by interpolation

**Table 2.2 (c)**

**Total Number of hotels**  
**(1995 - 2005)**



Source: Hotel Supply Situation Reports as at March 2001, as at March 2004 and as at March 2006, Hong Kong Tourism Board.



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

**Table 2.3: Number of Employees by Branch by Job Level**

---

<b><u>Job Level</u></b>	<b><u>Hotels</u></b>	<b><u>Chinese Restaurants Operated by Hotels</u></b>	<b><u>Total</u></b>	<b><u>% of Total No. Employed</u></b>
Managerial and Professional	1,485	71	1,556	6.11%
Supervisory and Technician	6,368	756	7,124	27.96%
Craft / Operative	15,257	641	15,898	62.40%
Administrative and Others	898	0	898	3.53%
<b>Total</b>	<b>24,008</b>	<b>1,468</b>	<b>25,476</b>	<b>100.00%</b>

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## **Number of Existing Vacancies**

2.4 At the time of the survey, employers reported 623 vacancies, or 2.45% of the existing 25 476 posts. Details of number of vacancies by job level are presented below:

**Table 2.4: Number of Existing Vacancies by Job Level**

<b><u>Job Level</u></b>	<b><u>Hotels</u></b>	<b><u>Chinese Restaurants Operated by Hotels</u></b>	<b><u>Total (%)*</u></b>
Managerial and Professional	29	0	29 (4.65%)
Supervisory and Technician	118	25	143 (22.95%)
Craft / Operative	398	42	440 (70.63%)
Administrative and Others	11	0	11 (1.77%)
<b>Total</b>	<b>556</b>	<b>67</b>	<b>623 (100.00%)</b>

(\*) As percentage of the total number of vacancies

### **Distribution of Existing Vacancies by Job Level**

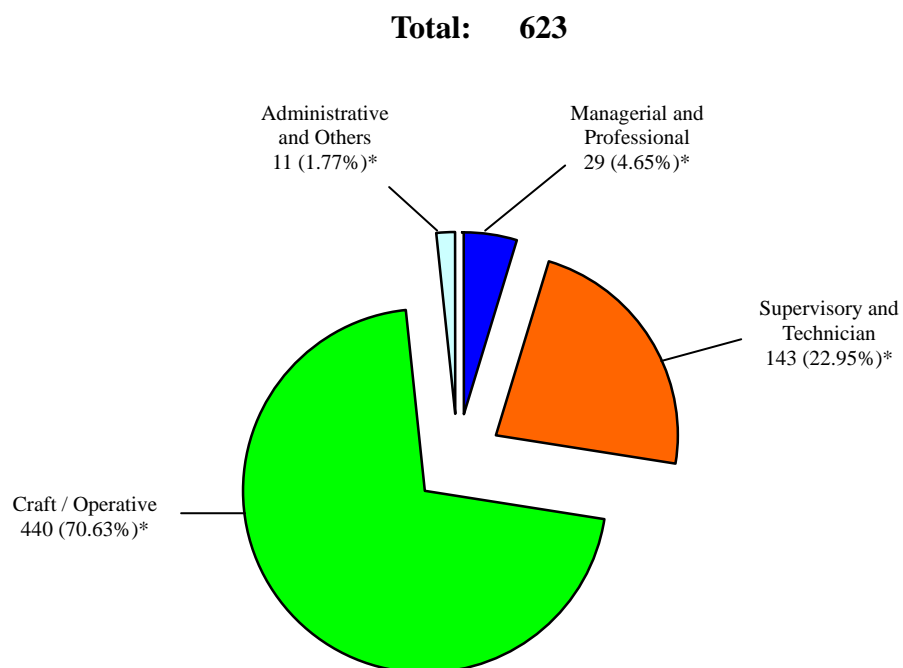
2.5 Of the 623 vacancies, 29 were at managerial and professional level, 143 at the supervisory and technician level, 440 at the craft / operative level, 11 at the administrative and others levels. The number of vacancies with the existing workforce at the same job level is shown in Table 2.5 and Figure 2.5:

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

<b><u>Job Level</u></b>	<b><u>Number of Employees</u></b>	<b><u>Number of Vacancies</u></b>	<b><u>Percentage of Employees at the same Job Level</u></b>
Managerial and Professional	1,556	29 (4.65%)*	1.86%
Supervisory and Technician	7,124	143 (22.95%)*	2.01%
Craft / Operative	15,898	440 (70.63%)*	2.77%
Administrative and Others	898	11 (1.77%)*	1.22%
<b>Total</b>	<b>25,476</b>	<b>623</b> <b>(100.00%)*</b>	<b>2.45%</b>

(\*) As percentage of the total number of vacancies

**Figure 2.5: Distribution of Existing Vacancies by Job Level**



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

**Distribution of Number of Trainees/Apprentices by Job Level**

2.6 The survey findings indicated that there were 143 trainees/apprentices in the hotel industry in October 2005. The distribution by job level is given below:

**Table 2.6: Number of Trainees/Apprentices by Job Level**

<u>Branch</u>	<u>Managerial and Professional</u>	<u>Supervisory and Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
Hotels	1	26	99	10	136
Chinese restaurants operated by hotels	0	0	7	0	7
<b>Total</b>	<b>1</b>	<b>26</b>	<b>106</b>	<b>10</b>	<b>143</b>

## Employers' Forecast Manpower Demand by October 2006

2.7 Employers forecasted that there would be a total of 26 542 employees by October 2006, an increase of 1,066 (4.18%) over the number employed in October 2005. The Employers' 12-month forecast of additional employees and manpower demand by job level are presented in Tables 2.7(a)-(b) and Figure 2.7 respectively:

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

<u>Branch</u>	<u>Total Statistics for 2005</u>	<u>Managerial and Professional</u>	<u>Supervisory and Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>	<u>Employers' Forecast Total for 2006</u>
Hotels	24,008	96	203	573	152	1,024	25,032
Chinese restaurants operated by hotels	1,468	-1	18	25	0	42	1,510
<b>Total</b>	<b>25,476</b>	<b>+95</b> <b>(+6.11%)*</b>	<b>+221</b> <b>(+3.10%)*</b>	<b>+598</b> <b>(+3.76%)*</b>	<b>+152</b> <b>(+16.93%)*</b>	<b>+1,066</b> <b>(+4.18%)**</b>	<b>26,542</b>

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

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

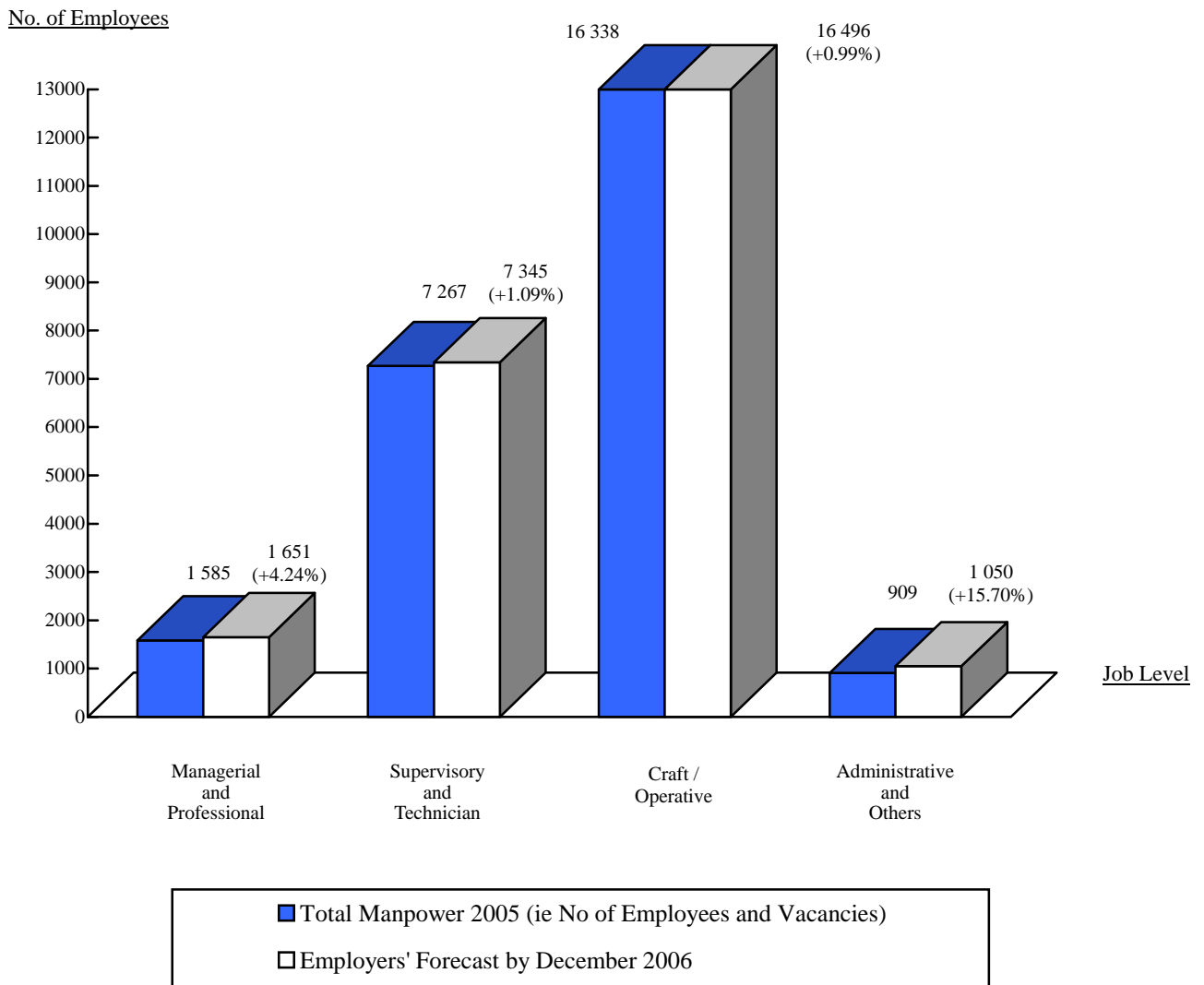
**Table 2.7(b): Employers' Forecast of Manpower Demand by October 2006 by Job Level**

<u>Job Level</u>	<u>(a) No. of Employees in Oct. 2005</u>	<u>(b) No. of Vacancies in Oct. 2005</u>	<u>(a) + (b) Total No. of Posts in Oct. 2005</u>	<u>Employers' Forecast of manpower in Oct. 2006</u>	<u>Growth</u>	<u>(%)*</u>
Managerial and Professional	1,556	29	1,585	1,651	+66	(+4.24%)
Supervisory and Technician	7,124	143	7,267	7,345	+78	(+1.09%)
Craft / Operative	15,898	440	16,338	16,496	+158	(+0.99%)
Administrative and Others	898	11	909	1,050	+141	(+15.70%)
<b>Total</b>	<b>25,476</b>	<b>623</b>	<b>26,099</b>	<b>26,542</b>	<b>+443</b> <b>(+1.74%)**</b>	

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

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

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



**Internal Promotion in the Past 12 months by Job Level**

2.8 The survey reveals that 249 employees (0.98% of the total number of employees) had been promoted from within the industry. Of the 249 employees, 75 (30.12%) were at the managerial and professional level and 174 (69.88%) at the supervisory and technician level. A summary of the promotion pattern is given in Table 2.8.

**Table 2.8: Promotion Pattern of Hotel Employees by Job Level**

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<b><u>Job Level</u></b>	<b><u>Number Employed</u></b>	<b><u>Number of Promotion</u></b>	<b><u>(%)*</u></b>
Managerial and Professional	1,556	75	4.82%
Supervisory and Technician	7,124	174	2.44%
Craft / Operative	15,898	0	0.00%
Administrative and Others	898	0	0.00%
<b>Total</b>	<b>25,476</b>	<b>249</b>	<b>0.98%**</b>

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

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

## **Staff Turnover in the Past 12 Months**

2.9 Employers reported that 4 111 employees or 16.13% of the total number of employees in the industry had left in the past 12 months. Details of the number of employees left by branch by job level are presented in Table 20 of Appendix 5. The craft/operative levels had the highest number of staff turnover: 2 869 or 69.79% of the total number left in the past 12 months. The survey results also indicated that out of 4 111 employees, 2 404 (58.48%) changed jobs within the hospitality industry, such as joining other hotels, theme parks, travel/tourism and catering sectors or clubs. 47 employees (1.14%) left Hong Kong and went to Macau, Mainland or other countries. 246 employees (5.98%) took up/started own business in non-hospitality related jobs. 366 employees (8.90%) either emigrated to other countries, retired or pursued further studies. The whereabouts of the remaining 1 048 employees (25.49%) were unknown. Table 2.9 indicates the whereabouts of the staff left in the past 12 months in the hotel industry and Figure 2.9 presents the distribution of staff turnover among major job levels:

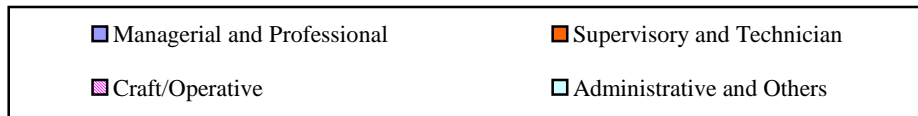
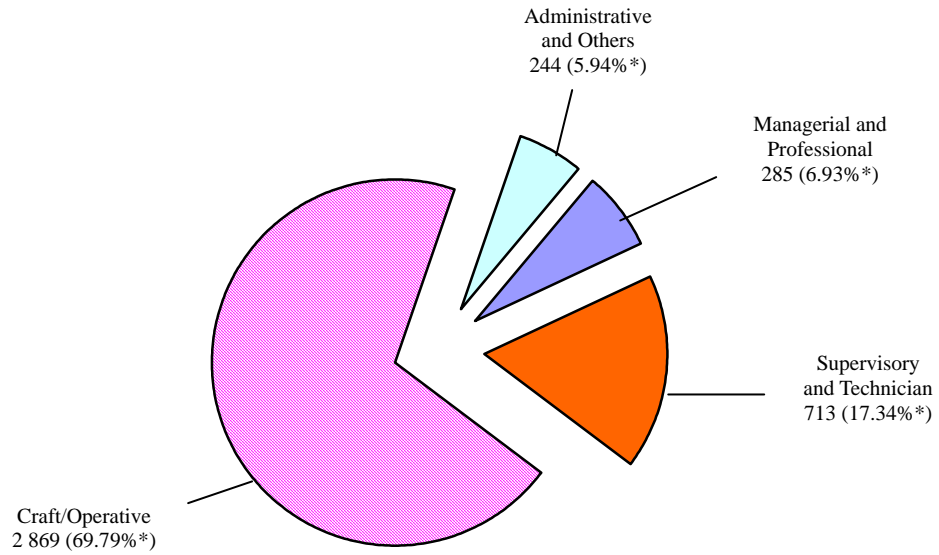
**Table 2.9: Whereabouts of Staff Left in the Past 12 months**

Job Level	Hospitality Related Jobs						Taking up / Starting own business in non-hospitality related jobs	Emigration, retirement, further study or other reasons	others	unknown	Total
	In Hong Kong			To Macau	To China	Countries other than China					
	Other Hotels	Theme Parks / Leisure / Travel and Tourism	Catering Industry and Clubs								
Managerial / Professional	96	1	25	9	9	8	13	24	0	100	285
Supervisory / Technician	337	10	80	5	1	1	33	36	0	210	713
Craft / Operative	1,454	45	265	6	3	5	167	291	0	633	2,869
Administrative and Others	79	6	6	0	0	0	33	15	0	105	244
<b>Total</b>	<b>1,966</b>	<b>62</b>	<b>376</b>	<b>20</b>	<b>13</b>	<b>14</b>	<b>246</b>	<b>366</b>	<b>0</b>	<b>1,048</b>	<b>4,111</b>
<b>(%)*</b>	<b>58.48</b>			<b>1.14</b>			<b>5.98</b>	<b>8.90</b>	<b>0</b>	<b>25.49</b>	<b>100</b>

(%)\* As percentage of the total number of employees left in the past 12 months



**Figure 2.9: Distribution of Staff Turnover by Job Level**

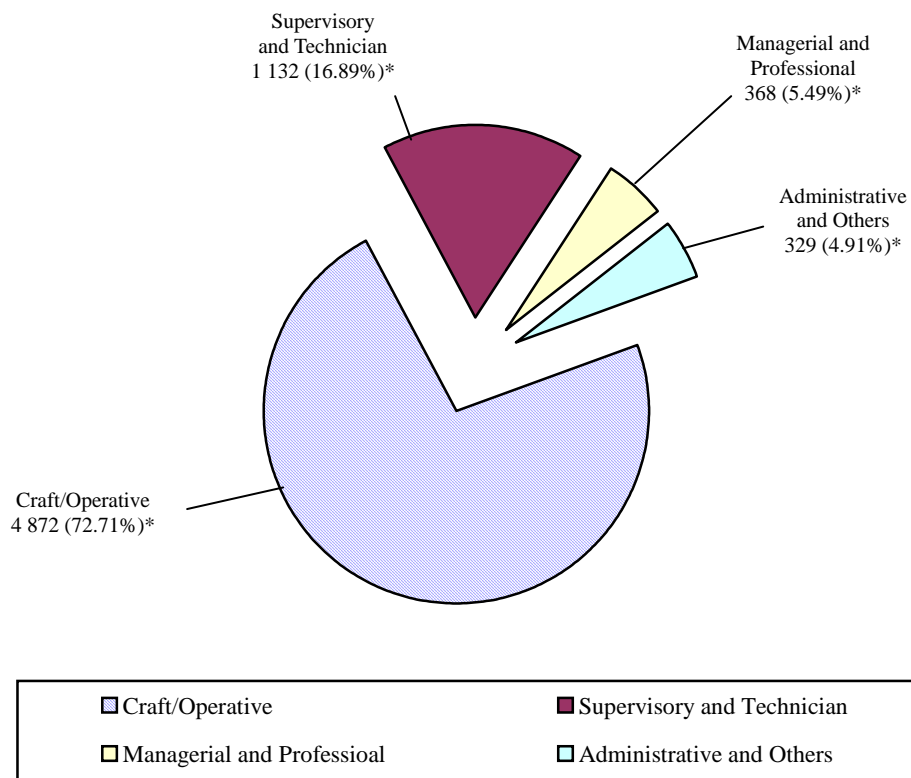


(\*) Percentage of total number of Staff Turnover.

## New Recruits in the Past 12 Months

2.10 Employers reported that they had recruited 6 701 new employees in the past 12 months. The largest number of recruits were found in the craft/operative levels (4 872 or 72.71% of total number of new recruits). The distribution of the number of new recruits by job level is presented in Figure 2.10 below:

**Figure 2.10: Distribution of New Recruits by Job Level**



(\*) Percentage of total number of New Recruits.

## Preferred Level of Education

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

**Table 2.11 : Two Most Preferred Qualifications of Employees**

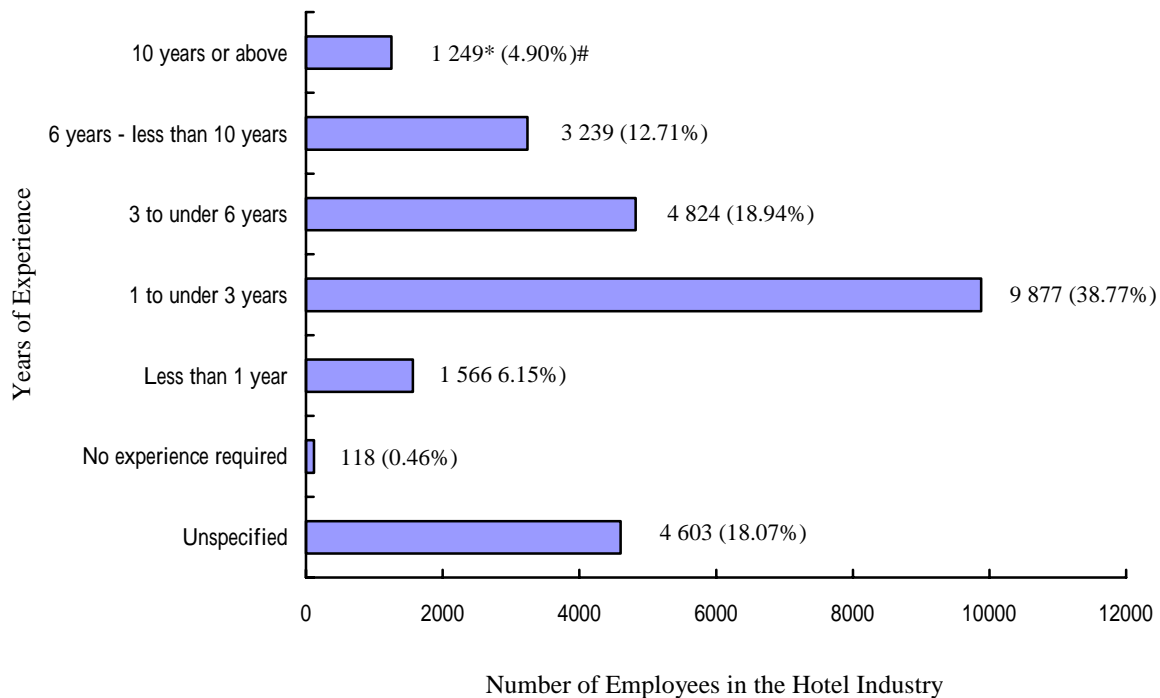
<u>Job Level</u>	<u>Type (No. of Employees)</u>	<u>% of the No. Employed at the Job Level</u>
Managerial and Professional	University Degree of above (803)	51.60%
	Professional Diploma/ Higher Diploma / Diploma or Equivalent (253)	16.26%
Supervisory and Technician	Professional Diploma / Higher Diploma / Diploma or Equivalent (1 998)	28.05%
	Certificate / Advanced Certificate or Equivalent (1 880)	26.39%
Craft / Operative	Certificate / Advanced Certificate or Equivalent (4 368)	27.48%
	Secondary 3 - 4 (3 660)	23.02%
Administrative and Others	Professional Diploma / Higher Diploma / Diploma or Equivalent (302)	33.63%
	Certificate / Advanced Certificate or Equivalent (266)	29.62%

## Preferred Relevant Experience

2.12 The majority of employers reported that 38.77% of their employees possessed 1 to 3 years of experience, 18.94% possessed 3 to 5 years of experience, and 12.71% possessed 6 to 10 years of experience. It should be noted that only 0.46% of employees possessed no previous experience. The number of employees by average years of hotel industry experience before occupying the post are presented in Figure 2.12 below:-

**Figure 2.12: Years of Experience of Employees**

**Total: 25 476**



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

# As a percentage of the total number of employees in the hotel industry

**Income Distribution of Full-Time Employees**

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

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

<u>Job Level</u>	<u>\$6,000 or below</u>	<u>\$6,001 to \$8,000</u>	<u>\$8,001 to \$10,000</u>	<u>\$10,001 to \$15,000</u>	<u>\$15,001 to \$20,000</u>	<u>\$20,001 to \$30,000</u>	<u>\$30,001 to \$40,000</u>	<u>\$40,001 or above</u>	<u>Unspecified</u>	<u>Total</u>
Managerial and Professional	-	1	1	29	161	368	270	145	581	1 556
Supervisory and Technician	-	43	340	3 157	1 579	675	76	-	1 254	7 124
Craft / Operative	88	2 750	6 395	4 322	207	2	-	-	2 134	15 898
Administrative and Others	-	54	182	382	71	42	-	-	167	898
<b>Total</b>	<b>88</b> <b>(0.35)*</b>	<b>2 848</b> <b>(11.18)</b>	<b>6 918</b> <b>(27.15)</b>	<b>7 890</b> <b>(30.97)</b>	<b>2 018</b> <b>(7.92)</b>	<b>1 087</b> <b>(4.27)</b>	<b>346</b> <b>(1.36)</b>	<b>145</b> <b>(0.57)</b>	<b>4 136</b> <b>(16.23)</b>	<b>25 476</b> <b>(100.00)</b>

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

2.14 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. Tables 5-7 of Appendix 5 show the income distribution by job level. The majority of employees earned a total monthly income from \$20,001 to HK\$30,000 for managerial/professional level, from HK\$10,001 to HK\$15,000 for supervisory / technician employees and \$8,001 to \$10,000 for craft / operative level, and \$10,001 to \$15,000 for administrative and others level of employees. Since this is not an income survey, the information obtained is for cross-reference purpose only.

### **Income Distribution of Part-Time Employees**

2.15 Tables 2.15 (a) - (c) show the demand and income distribution of part-time employees on 1 Oct 2005, the reference day of the survey, as reported by the employers, on an hourly, daily and monthly fee basis. The survey indicated that a total of 872 part-time employees were hired by the hotel industry on the reference day.

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

<u>Job Level</u>	<u>\$20 or below</u>	<u>\$21 - \$40</u>	<u>\$41 - \$60</u>	<u>\$60 or above</u>	<u>Unspecified</u>	<u>Total</u>
Managerial and Professional	-	-	-	-	-	-
Supervisory and Technician	-	-	-	-	-	-
Craft / Operative	9	160	539	60	8	<b>776</b>
Administrative and Others	-	-	-	-	-	-
<b>Total</b>	<b>9</b>	<b>160</b>	<b>539</b>	<b>60</b>	<b>8</b>	<b>776</b>

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

<u>Job Level</u>	<u>\$101-\$200</u>	<u>\$201-\$300</u>	<u>\$301-\$400</u>	<u>\$401-\$500</u>	<u>\$501-\$600</u>	<u>Total</u>
Managerial and Professional	-	-	-	-		-
Supervisory and Technician	-	-	-	-		-
Craft / Operative	2	10	22	17	3	<b>54</b>
Administrative and Others	-	-	-	-	-	-
<b>Total</b>	<b>2</b>	<b>10</b>	<b>22</b>	<b>17</b>	<b>3</b>	<b>54</b>

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

<u>Job Level</u>	<u>\$6,000 or below</u>	<u>\$6,001 - \$8,000</u>	<u>\$8,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>Total</u>
Managerial and Professional	-	-	-	-	-
Supervisory and Technician	3	-	-	-	<b>3</b>
Craft / Operative	26	1	8	4	<b>39</b>
Administrative and Others	-	-	-	-	-
<b>Total</b>	<b>29</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>42</b>

## Training to Employees

2.16 The analysis shown in Table 2.16 indicated that 10 632 (41.74%) of the employees received less than 5 days internal training and 883 (3.47%) received no training.

**Table 2.16: No. of Employees by Average Man-days Spent on Internal Training in 2005/2006**

Man-days	Total / % of Total Number
Nil	883 / 3.47%
< 5 days	9 749 / 38.27%
5 Days to < 10 Days	4 083 / 16.03%
10 Days to < 15 Days	2 129 / 8.36%
15 Days to < 20 Days	1 203 / 4.72%
20 Days to < 1 Month	2 600 / 10.21%
1 Month or Above	263 / 1.03%
Unspecified	4 566 / 17.92%
<b>Total</b>	<b>25 476 / 100.00%</b>



### Priority Accorded to Mode of Training By Employers

2.17 From employers' feedback, seminar/workshop was ranked as the most preferred mode of training whereas evening mode of training was ranked as the least preferred. Details of the priorities were shown in Table 2.17:

**Table 2.17: No. of Employees by Priority Accorded to Mode of Training**

Mode of Training	Level of Priority Perceived	Total / % of Total Number of Employees
Part-time Day Release	1 <sup>st</sup> Priority	8 145 / 31.97%
	2 <sup>nd</sup> Priority	8 119 / 31.87%
	3 <sup>rd</sup> Priority	5 249 / 20.60%
	Unspecified	3 963 / 15.56%
	<b>Total</b>	<b>25 476 / 100.00%</b>
Evening	1 <sup>st</sup> Priority	4 227 / 16.58%
	2 <sup>nd</sup> Priority	7 145 / 28.05%
	3 <sup>rd</sup> Priority	10 141 / 39.81%
	Unspecified	3 963 / 15.56%
	<b>Total</b>	<b>25 476 / 100.00%</b>
Seminar/Workshop	1 <sup>st</sup> Priority	9 141 / 35.88%
	2 <sup>nd</sup> Priority	6 249 / 24.53%
	3 <sup>rd</sup> Priority	6 123 / 24.03%
	Unspecified	3 963 / 15.56%
	<b>Total</b>	<b>25 476 / 100.00%</b>

## Spa facilities and services

2.18 In recent years, there has been a growing trend for the development of spa and resort facilities in Hong Kong. Spa and resort facilities are particularly attractive to the high end tourism market. A new question has thus been added in this year's survey to capture the number of hotels operating spa facilities in order to record the trend in this development. The following Table 2.18 indicates the survey results:

**Table 2.18: No. of Hotels that Operate Spa**

<b>Branch</b>	<b>Operated by the Hotel</b>	<b>Operated by Outsourced Contractor</b>	<b>No Spa Facilities</b>	<b>Unspecified</b>	<b>Total number of hotels responded</b>
Hotels	11	5	78	11	105
(%)*	10.47%	4.76%	74.29%	10.48%	100.00

\* as percentage of the total number of hotels responded.

## Average Age Range of Craft/Operative Employees

2.19 Another new question added in the survey this year captured the distribution and age range of craft/operative employees. This data will help identify the mix of age range and lay the foundation for the tracking of future trends. The following Table 2.19 presents the findings of the survey:

**Table 2.19: Distribution of Employees by Average Age Range (Craft/Operative Level)**

<b>Age Range</b>	<b>18-25</b>	<b>26-30</b>	<b>31-35</b>	<b>36-40</b>	<b>41-49</b>	<b>50 or above</b>	<b>Unspecified</b>	<b>Total</b>
No. of Employees	1 746	2 873	2 388	2 562	2 495	334	3 500	15 898
% of Total	10.98	18.07	15.02	16.12	15.69	2.10	22.02	100.00

## SECTION III

### CONCLUSIONS

#### **Industry Outlook**

3.1 The Hong Kong economy was robust throughout 2005. GDP growth was well above-trend in all four quarters, culminating to a 7.3% growth for the year as a whole. Inbound tourism benefited from the strong economic growth and achieved another new height in 2005 with more than 23 million visitor arrivals. Mainland was still the largest source market with arrivals breaking another record of more than 12.5 million. Visitors from major long and short haul markets, including the Americas, Europe, Australia and South and Southeast Asian markets picked up strongly with double-digit growth. Tourism Expenditures Associated to Inbound Tourism also registered double-digit growth of 14.1% compared with 2004, reaching a total of HK\$105.66 billion (Source: Tourism Commission).

3.2 By the end of 2005, Hong Kong had 118 hotels with 43,866 rooms. The average occupancy rate for 2005 was 86%, a slight drop of 2% as compared with 2004. While this is a drop from the 88% of 2004, it reflects a significant growth in the supply of hotel rooms, which rose from 39,128 rooms in 101 properties at the end of 2004 to 43,866 rooms in 118 properties at the end of 2005. The average daily room rate for 2005 of all hotel categories reached HK\$934, representing a 16.4% growth as compared with 2004 (Source: Hong Kong Tourism Board).

3.3 Visitors arrivals for the 1<sup>st</sup> Quarter of 2006 continued to show significant increase as compared to 2005: 2.18 millions in January 2006, 15.6% more than in 2005; 1.93 millions in February 2006, 10.9% higher than in the same month in 2005; and 2.1 millions in March 2006, 14.8% increase over the same month in 2005. The average hotel occupancy for January to March 2006 across all categories of hotels was 87%, a 3% increase as compared with the 2005 figure. The average achieved hotel room rate for all hotel categories was HK\$1,027, 15.2% higher than in the first three months of 2005 (Source: Hong Kong Tourism Board).

3.4 The encouraging growth momentum in visitor arrivals in the 1<sup>st</sup> Quarter of 2006, the impending completion of several major tourist attractions including Ngong Ping 360 and the Hong Kong Wetland Park, together with the new promotional initiatives and mega events to be staged by the Hong Kong Tourism Board, the outlook of the hotel industry in Hong Kong is expected to remain strong in 2006.

## **New Tourism Attractions and Projects**

3.5 In 2006, a number of new tourism attractions are due for completion and massive promotional activities have also been planned. The Tourism Commission is also planning the development of new tourism projects to promote Hong Kong as one of the best tourist destinations in the Region. These developments include:

- (i) The launch of the 2006 Discover Hong Kong Year (DHKY) global campaign will not only generate immediate visitor arrivals and spending, but also sustain the tourism industry's long-term development and provide the impetus for growth during the 2008 Beijing Olympics and 2009 East Asian Games. The DHKY global campaign includes mounting of new Mega Events, namely International Chinese New Year Night Parade, Hong Kong Shopping Festival, Best of the Best Culinary Awards and Hong Kong WinterFest. The Hong Kong Tourism Board will also stage two new Mega Events, the Cultural and Heritage Celebration and Mid-Autumn Lantern Celebration, to allow visitors fully experience Hong Kong's unique culture and heritage and traditional lifestyle (Source: Hong Kong Tourism Board).
- (ii) A major eco-tourism facility, the Hong Kong Wetland Park opened in May 2006. It showcases Hong Kong's ecological richness and complements the internationally recognized wildlife conservation area in the adjacent Mai Po Marshes. The 61-hectare Wetland Park is the first major green tourism facility in Hong Kong and it is expected that 540,000 nature lovers would be attracted to visit the Park annually. The Hong Kong Wetland Park demonstrates the diversity of the Hong Kong's wetland ecosystem and highlights the need to conserve them. It presents an opportunity to provide an education and recreation venue for use by local residents and overseas visitors.
- (iii) On Lantau Island, 'Ngong Ping 360' will open in June 2006. The Ngong Ping Skyrail, a 20-minute cable-car ride, is a visually spectacular 5.7km cable car journey, travelling between Tung Chung Town Centre and Ngong Ping on Lantau Island. Visitors will enjoy some of the best views in Hong Kong including the Hong Kong International Airport, verdant, mountains terrain of Lantau and the Tian Tan Buddha Statute. The Skyrail will link Tung Chung with the giant Buddha, Po Lin Monastery and Ngong Ping Village, a new attraction to highlight and preserve the cultural and spiritual integrity of the Ngong Ping area.
- (iv) Data compiled by the Hong Kong Tourism Board also indicates that the Meeting, Incentives, Conventions and Exhibitions (MICE) sectors continued their growth momentum in 2005, with 237 conventions and 55 exhibitions taking place in Hong Kong, which attracted over 630,000 overseas visitors, representing a growth of 17% over 2004. A total of 83 international trade exhibitions have been confirmed for 2006, representing a growth of 51% over 2005.

- (v) The heritage tourism development at the former Marine Police Headquarters Compound in Tsim Sha Tsui is expected to be completed by 2008. Similarly, a heritage, entertainment and dining area will be developed in the heart of Central, radiating from the site of the existing Central Police Station, Victoria Prison and the Former Central Magistracy Compound.
- (vi) The Government is also working on the timely development of new cruise terminal facilities in Hong Kong in order for Hong Kong to capitalize on the rapid growth of the cruise industry worldwide and in the region by developing Hong Kong into a regional cruise hub.
- (vii) The strategic re-development plan of the Ocean Park will turn the theme park into a world-class marine-themed attraction and will also form the basis for the development plan of the Aberdeen harbor tourism node.
- (viii) The ecological richness and diversity of Hong Kong is also quite vast and is another aspect which has not been fully recognized. The Tourism Commission is looking systematically into how to open up the countryside and make sensible and sustainable use of natural resources to promote green tourism in the Northern New Territories anchoring 2 pilot projects in the Plover Cove and Tolo Channel area and on Tung Ping Chau respectively, with an emphasis on nature conservation and sustainable development.

### **Implications on Manpower**

3.6 According to the periodic Economic Report published by the Economic Analysis Division of the HK SAR Government, the improvements in the labour market over the past two years have been remarkable. Over 240,000 additional jobs had been created since mid 2003, pushing total employment to successive new heights in 2006, reaching a record high of 3.43 million in the 4<sup>th</sup> Quarter of 2005, and bringing down the overall unemployment rate to a 4-year low of 5.3% by end of 2005. The improvement was across-the-board in all sectors, and spanned across all age groups and most occupation categories. As employment conditions improved, labour income continued to increase.

3.7 With the development of a number of new hotel and tourism related projects, there would be a steady increase in manpower requirements for the hotel industry in the coming years and more job opportunities would be created in the near future:

- (i) According to the Hotel Supply Situation Report as at March 2006 published by the Hong Kong Tourism Board, it was noted that over 37 new hotels with 12,994 additional rooms will be completed in 2005-2010. Based on a staff to room ratio of 0.6:1, approximately 8,000 new vacancies will be created in the next 5 years with these 37 hotels opening for business. The Hong Kong Hotels Association also estimated that some 10,000 new positions in the hotel industry have been and will be created in 2005 and 2006, and this number did not even include new hotel staff requirements in Macau (Source: Hong Kong Hotels Association Annual Report 2004-05).

- (ii) The Individual Visit Scheme (IVS) is extended to the remaining six provincial cities of the Pan-Pearl River Delta region as of 1 May 2006. This brings the number of IVS cities to 44. Since the introduction of the Scheme in July 2003, some 12.7 million Mainland residents have already travelled to Hong Kong as individual visitors as at the end of March 2006. Underpinned by the robust economic development in the Mainland, implementation of the Closer Economic Partnership Arrangement (CEPA) and further expansion of the IVS, Mainland visitors can be expected to play an even more important role in Hong Kong's inbound tourism in the future. With the China market continuing its surge, the Putonghua speaking capability of hotel staff requires continuous upgrading. More experienced travelers from China on individual travel to Hong Kong would expect to see more native speaking Putonghua staff in hotels.
- (iii) With the recovery and further development in other local service industry sectors, such as the airline and retail sectors, the demand for experienced workers with sound customer service skills would increase and competition for skilful and experienced front-line staff is expected to worsen.
- (iv) Hong Kong's hospitality and tourism industry, including the hotel sector and tourist operators, will benefit from the enormous opportunities in the Mainland. As a major gateway and travel hub to the mainland, the Beijing Olympic Games in 2008 would prop up visitor arrivals and spending in Hong Kong. Hong Kong will also gain from the "spill-over effect" of an upsurge in visitors to China and benefit directly from the expected tourist boom on the mainland. Thus more job vacancies will be expected within the hotel and tourism industry.
- (v) The future of the hospitality and tourism industry would depend highly on the availability of qualified frontline staff to deliver the service quality that has earned Hong Kong a world reputation of a great tourist destination. A work force with higher quality is needed to maintain and improve the competitiveness of the Hotel Industry in Hong Kong.
- (vi) According to the Macau Government Tourist Office (MGTO), 2005 is a fruitful year for the Macau's tourism industry. Total visitor arrivals reached a new record of 18.7 million, representing 12% growth over 2004. MGTO has set 2006 as "Macau World Heritage Year" and will continue to promote the theme "Macau: A world of difference", with focus on the "Historic Centre for Macau" to promote Macau tourism in 2006. In addition, MGTO will further develop Macau as a MICE and business travel destination. As at the end of March 2006, there are 47 hotels providing a total of 11,322 rooms in Macau. It is estimated that 28 new hotel projects with more than 14,000 additional rooms will be planned and built in the next 5 years. Obviously, the hotel industry of Macau faces similar human resources issues like Hong Kong. To meet the upsurge in manpower requirements due to the rapid developments of the industry would be a common challenge (Source: Macau Government Tourist Office).

- (vii) The demand for skilled and professional talents in the Pearl River Delta region will continue as the economy grows, as Pearl River Delta firms begin to expand into international markets and as China's entry into the WTO spawns tougher competition in the Chinese domestic market. This will undoubtedly create demand for skilful and experienced staff from Hong Kong, in particular within the hotel and tourism sectors. A drain of skilful and experienced manpower from the Hong Kong tourism/hotel industry has already taken place. This manpower drain is anticipated to continue and become more acute with the continuous development of the region.

3.8 While the Training Board considered the survey generally reflected the future manpower requirements, it was worth noting that due to the change in operations, some new hotel projects operated with minimal level of staff which would affect the staff to room ratio. Outsourcing of key services was another trend in some of the new hotels. Furthermore, the projected figures for the new hotels should be viewed with caution as some of the planned hotel projects might not materialize due to cost factors, such as land premiums.

3.9 Due to the service nature of the Hotel Industry, the total product offering provided to the customer is not just the physical environment in the premises. The quality of the service delivered by service staff would make a tremendous difference towards the customer's experience. Friendly and skilful staff could retain customers and ensure repeated patronage in the hotel. The difference between two hotels often lies in the quality of employees who deliver the service.

3.10 In this connection, the future success of the Hotel Industry in Hong Kong relies very much on the availability of well-trained and qualified staff who actually delivers the service. With the increasing surge in demand for skilful and experienced staff in the hotel industry within the region, including Macau and the Pearl River Delta, the Training Board believes that a sufficient supply of well-trained workforce is a must to ensure the successful future of the Hotel Industry in Hong Kong.

## The Survey Findings

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

## Manpower Changes by Job Level

3.12 In October 2005, there were 25 476 employees (excluding trainees/apprentices) in the hotel industry, representing an increase of 3 561 (16.25%) over the 2003/2004 figure. An analysis of the manpower changes by job level is given in the following table:

<u>Job Levels</u> <sup>#</sup>	<u>2003/04</u>	<u>2005/06</u>	<u>Increase / Decrease</u> (%)*	
Managerial and Professional	1,424	1,556	132	9.27%
Supervisory and Technician	5,854	7,124	1,270	21.69%
Craft / Operative	12,195	15,898	3,703	30.36%
Administrative and Others	2,442	898	-1,544	-63.23% <sup>#</sup>
<b>Total</b>	<b>21,915</b>	<b>25,476</b>	<b>3,561</b>	<b>16.25%**</b>

# Some positions, such as Front Desk Clerk/Receptionist/Reservation Clerk were classified as Clerical Staff in previous surveys, but are grouped under Craft/Operative level in the 2005/06 survey. This resulted in a significant reduction in the percentage of the Administrative and Others Level employees.

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

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



## Vacancies

3.13 At the time of the survey, there were 623 reported vacancies as compared to 397 in 2003/2004. The present vacancies attributed to 2.45% of the total workforce as compared to 1.81% in 2003/2004. The largest number of vacancies (440) was found in craft / operative level jobs in food and beverage services and housekeeping. The Training Board is of the opinion that most employers would still be cautious in filling the vacancies under a volatile business environment. They might not fill all vacancies substantively but chose to employ part-time or temporary employees and continue to exercise multi-tasking in the existing operation to increase cost efficiency.

## Employer's Manpower Forecast for October 2006

3.14 Employers' forecast of the 12-month manpower growth in the 2005/2006 survey indicated a positive growth rate.

**Table 3.14: Additional Manpower by Job Level in 2006**

<u>Job Levels</u>	(a) No. of Employees in Oct. 2005	(b) No. of vacancies in Oct. 2005	(c) = (a) + (b) Total No. of Posts in Oct. 2005	(d) Employers' Forecast of Manpower in Oct. 2006	(e) = (d) - (c) Manpower Growth in Oct. 2006	(b) + (e) Additional Manpower in Oct. 2006	
Managerial and Professional	1,556	29	1,585	1,651	66	95	6.11%*
Supervisory and Technician	7,124	143	7,267	7,345	78	221	3.10%*
Craft / Operative	15,898	440	16,338	16,496	158	598	3.76%*
Administrative and Others	898	11	909	1,050	141	152	16.93%*
<b>Total</b>	<b>25,476</b>	<b>623</b>	<b>26,099</b>	<b>26,542</b>	<b>443</b>	<b>1,066</b>	<b>4.18%**</b>

\* As percentage of number employed at the same job level

\*\* As percentage of the total number employed in industry

### **Manpower Projection for 2006 - 2008**

3.15 The Training Board observed that additional manpower requirements would be needed for 14 planned new hotels with 7,244 rooms in 2006, 10 new hotels with 2,778 rooms in 2007 and 10 new hotels with 1,960 rooms in 2008. The projected number of hotels and hotel rooms were quoted from the Hotel Supply Situation Report as at March 2006 published by the Hong Kong Tourism Board. However, it should be noted that given the dynamic of the hotel industry, the projected figures for the new hotels must be viewed with caution as some of the planned hotel projects might not materialise.

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

3.17 For the purpose of manpower projection, a constant labour productivity (i.e. same as 2005) of the hotel industry is assumed. A staff to room ratio of 0.6:1 would therefore be adopted to obtain the manpower projection. The projected number of hotel rooms by the Hong Kong Tourism Board will be used as a basis to project manpower as follows:

**Table 3.17: Projection of Manpower in 2006 – 2008**

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower (%)</u>	<u>(%)<sup>@</sup></u>
2005	25 476			
2006		26 542	29 822 (+17.06%)*	+17.06%
2007			31 489 (+5.59%)**	+23.60%
2008			32 665 (+3.73%)**	+28.22%

\* as percentage of increase/decrease in projected manpower as compared with the actual manpower in 2005.

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

@ as percentage of increase/decrease in projected manpower as compared with the actual manpower in 2005.

### **Promotion Pattern**

3.18 Based on the number employed at the same job level, the survey indicated that 4.82% of managerial and professional positions and 2.44% of supervisory and technician positions were filled by internal promotion. It appears that hotels are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that hotels should strive to provide long term career development and training opportunities for their employees to enhance staff retention.

### **Preferred Mode of Training**

3.19 On the whole, employers preferred to provide training to their employees at all job levels utilising the seminars/workshops mode at education/training institutions than to sending staff to attend part-time day release mode of training as compared to 2003/2004.

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

### **Preferred Qualifications of Employees**

3.21 The survey indicated that employers generally preferred Degree and Professional Diploma/Higher Diploma/Diploma holders for managerial/professional level positions, Professional Diploma/Higher Diploma/Diploma and Certificate/Advanced Certificate holders for supervisory and technical level positions. Certificate/Advanced Certificate holders and candidates of Secondary 3-4 were preferred for jobs in the Craft/Operative levels. The Training Board is of the view that possessing the right personality and positive attitude would be extremely important for the hotel workforce regardless of qualifications.

### **Wastage**

3.22 The annual training requirement is based on employers' forecast manpower growth and wastage rate. Wastage rate refers to those leaving the hotel industry because of change of jobs to other sectors, retirement, emigration and other causes. The Hong Kong Hotels Association (HKHA) and Hong Kong Tourism Board (HKTB) have collected data on the turnover of hotel employees for the past few years and on tourism trends respectively. The Training Board considers that those data are consistent and reliable and it is noted that some hotels reported the staff turnover rate in 2005 was approximately 26%. They may be used as a basis for estimating the industry's wastage rate and training requirement. After consultation with the industry, the Training Board considers that the annual wastage rates for managerial/professional and supervisory/technical levels and other job levels in existing hotels and new hotels would be as follows:

**Table 3.22a: Wastage Rates for Existing Hotels**

<u>Job Level</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Managerial and Supervisory	18%	18%	18%
Other Levels	18%	18%	18%

**Table 3.22b: Wastage Rates for New Hotels**

<u>Job Level</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Managerial and Supervisory	8%	8%	8%
Other Levels	15%	15%	15%

**Training Requirement Forecast**

3.23 The projected training requirements of existing hotels for 2006 to 2008 are shown below:

**Table 3.23: Projected Training Requirement of Existing Hotels for 2006 – 2008**  
(based on wastage rates at different job levels in Table 3.21)

Job Level	2006				2007			2008		
	No. of Employees in October 2005 (A)	Training Requirement to Meet Employers' 12 Months Forecast of Additional Employees in October 2005 (B)	Training Requirement at 18% Wastage Rate of Employees in October 2005 (C) = (A) x 18%	<b>Total Training Requirement in 2006 (D) = (B) + (C)</b>	Training Requirement to Meet Estimated Employers' Forecast of Additional Employee in October 2006* (E) = [(A) + (D)] x % of the Relevant Job Level in Table 2.7(a)	Training Requirement at 18% Wastage Rate of Employees in 2006 (F) = [(A) + (E)] x 18%	<b>Total Training Requirement in 2007 (G)=(E) + (F)</b>	Training Requirement to Meet Estimated Employers' Forecast of Additional Employee in October 2006* (H) = [(A) + (G)] x % of the Relevant Job Level in Table 2.7(a)	Training Requirement at 18% Wastage Rate of Employees in 2007 (I) = [(A) + (H)] x 18%	<b>Total Training Requirement in 2008 (J)=(H) + (I)</b>
Managerial and Professional	1 556	+66	280	<b>346</b>	+116	301	<b>417</b>	+121	302	<b>423</b>
Supervisory and Technician	7 124	+78	1 282	<b>1 360</b>	+263	1 330	<b>1 593</b>	+270	1 331	<b>1 601</b>
Craft / Operative	15 898	+158	2 862	<b>3 020</b>	+711	2 990	<b>3 701</b>	+737	2 994	<b>3 731</b>
Administrative and Others	898	+141	162	<b>303</b>	+203	198	<b>401</b>	220	201	<b>421</b>
<b>Total</b>	<b>25 476</b>	<b>+443</b>	<b>4 586</b>	<b>5 029</b>	<b>+1 293</b>	<b>4 819</b>	<b>6 112</b>	<b>+1 348</b>	<b>4 828</b>	<b>6 176</b>

\* Based on employers' forecast growth rate for 2005/2006

3.24 Based on confirmed hotel projects there would be an additional supply of 12 422 rooms from 2005 to 2008. Please refer to Statistical Table 15 which summarizes the number of hotel rooms, actual and forecasted, over the period of 2006 to 2008.

**Table 3.24: Projected Additional Manpower Requirement up to 2008 by Job Level for New Hotels**

Projected Additional Manpower Demand by Job Level Based on Percentages of Number Employed and Staff to Room Ratio of 0.6:1

Year Ending	Projected No. of Rooms	Job Levels			Administrative and Others (3.53%)	Total (100.00%)
		Managerial and Professional (6.11%)	Supervisory and Technician (27.96%)	Craft / Operative (62.40%)		
2006	7,681	281	1,289	2,876	163	4,609
2007	2,589	95	434	969	55	1,553
2008	2,172	80	364	813	46	1,303
<b>Total</b>	<b>12,442</b>	<b>456</b>	<b>2,087</b>	<b>4,658</b>	<b>264</b>	<b>7,465</b>

3.25 Based on the projected hotel rooms supply up to 2008 and a staff to room ratio of 0.6:1 as adopted by the Training Board, the projected additional number of employees required by the new hotels will be 7 465 by 2008. Table 3.25 presents the annual training requirement of projected new hotels for 2006. The wastage rate of 8% for managerial/professional and supervisory/technician levels, and 15% for other job levels will be adopted.

3.26 The estimated additional training requirements for 2006 to 2008 are presented in the Table 3.26.

**Table 3.25: Forecast Training Requirement of Projected New Hotels for 2006-2008**  
(based on 8%/15% wastage rates at different job levels)

Job Level	2006				2007			2008		
	% of Total Number Employed in Table 2.1	No. of Additional Employees Required by New Hotels (*) (A)	Training Requirement at 8%/15% Wastage Rate (B) = (A) x 8%/15%	Total Training Requirement in 2006 (A) + (B)	No. of Additional Employees Required by New Hotels (*) (C)	Training Requirement at 8%/15% Wastage Rate (D) = (C) x 8%/15%	Total Training Requirement in 2007 (C) + (D)	No. of Additional Employees Required by New Hotels (*) (E)	Training Requirement at 8%/15% Wastage Rate (F) = (E) x 8%/15%	Total Training Requirement in 2008 (E) + (F)
			<u>(B) = (A) x 8%</u>			<u>(D) = (C) x 8%</u>			<u>(F) = (E) x 8%</u>	
Managerial and Professional	6.11	281	22	<b>303</b>	95	8	<b>103</b>	80	6	<b>86</b>
Supervisory and Technician	27.96	1 289	103	<b>1 392</b>	434	35	<b>469</b>	364	29	<b>393</b>
			<u>(B) = (A) x 15%</u>			<u>(D) = (C) x 15%</u>			<u>(F) = (E) x 15%</u>	
Craft / Operative	62.40	2 876	431	<b>3 307</b>	969	145	<b>1 114</b>	813	122	<b>935</b>
Administrative and Others	3.53	163	24	<b>187</b>	55	8	<b>63</b>	46	7	<b>53</b>
Total	100.0	4 609	580	<b>5 189</b>	1 553	196	<b>1 749</b>	1 303	164	<b>1 467</b>

(\*) Based on staff to room ratio of 0.6:1 and number of projected hotel rooms supply given in Table 3.23

**Table 3.26: Estimated Additional Training Requirements 2006-2008**

Job Level	2006			2007			2008		
	Training Requirements for Existing Hotels (A)	Training Requirements for Projected New Hotels (B)	Estimated Additional Training Requirements (C) = (A) + (B)	Training Requirements for Existing Hotels (A)	Training Requirements for Projected New Hotels (B)	Estimated Additional Training Requirements (C) = (A) + (B)	Training Requirements for Existing Hotels (A)	Training Requirements for Projected New Hotels (B)	Estimated Additional Training Requirements (C) = (A) + (B)
Managerial and Professional	346	303	<b>649</b>	417	103	<b>520</b>	423	86	<b>509</b>
Supervisory and Technician	1 360	1 392	<b>2 752</b>	1 593	469	<b>2 062</b>	1 601	393	<b>1 994</b>
Craft / Operative	3 020	3 307	<b>6 327</b>	3 701	1114	<b>4 815</b>	3 731	935	<b>4 666</b>
Administrative and Others	303	187	<b>490</b>	401	63	<b>464</b>	421	53	<b>474</b>
<b>Total</b>	<b>5 029</b>	<b>5 189</b>	<b>10 218</b>	<b>6 112</b>	<b>1 749</b>	<b>7 861</b>	<b>6 176</b>	<b>1 467</b>	<b>7 643</b>



## SECTION IV

### RECOMMENDATIONS

#### **Recommended Additional Training Requirements**

4.1 The Training Board is of the view that the existing 25 476 strong in-service employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.

4.2 From the projection of manpower demand of existing hotels and projected new hotels in Tables 3.23 and 3.25, the following table presents the total recommended training requirements of the hotel industry for 2006-2008 (as illustrated in Table 3.26):

**Table 4.2: Recommended Training Requirements of the Hotel Industry in 2006 - 2008**

<u>Job Level</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Managerial and Professional	649	520	509
Supervisory and Technician	2 752	2 062	1 994
Craft / Operative	6 327	4 815	4 666
Administrative and Others	490	464	474
<b>Total</b>	<b>10 218</b>	<b>7 861</b>	<b>7 643</b>

### **Recommended Training Routes for Managerial and Professional Level**

4.3 Managers and professionals are members of the management team involved in policy making of a company and responsible for the day-to-day operations of a major function or department of the organisation. For jobs at this level, the Training Board recommends that employers recruit degree and higher diploma holders as management trainees.

### **Recommended Training Routes for Technician and Supervisory Level**

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

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

### **Recommended Training for Craftsman/Operative Level**

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

### **Technical Education and Training Institutions**

4.7 The Hotel, Catering and Tourism Industry Training Board, estimated that there were approximately over 27,000 hospitality and tourism related full-time, part-time day-release and part-time evening training places available in the market in Hong Kong in the 2005/06 academic year. Training providers include the Chinese University of Hong Kong, the Hong Kong Polytechnic University, Hong Kong Baptist University, Caritas Bianchi College of Careers, Caritas Institute for Further & Adult Education, Hong Kong Christian Service Kwun Tong Vocational Training Centre, and Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses), Hospitality Industry Training and Development Centre and Chinese Cuisine Training Institute of the Vocational Training Council, amongst others.

4.8 A list of the relevant full-time and part-time courses offered by the Chinese University of Hong Kong, Hong Kong Polytechnic University, Hong Kong Institute of Vocational Education, the Hospitality Industry Training and Development Centre and Chinese Cuisine Training Institute of the Vocational Training Council are presented in Tables 4.9(a)-(e). Employers are encouraged to make full use of the training facilities in these institutions and sponsor their employees to attend the relevant courses. In addition, seminars and workshops organised by these bodies will help employers learn new technologies and train up their staff.

4.9 Due to a shortage of qualified young people trained in vocational skills, language and attitude to join the hotel industry, the Training Board believes that the hotel education and training institutions at both vocational and tertiary levels must increase their intake of students/trainees and provide additional resources to expand their facilities.

**Table 4.9(a): List of Hotel and Catering Undergraduate Programmes offered by the Chinese University of Hong Kong (CUHK)**

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2005/06</u>	
Bachelor of Business Administration Program in Hotel and Tourism Management	3 years

**Table 4.9(b): List of Hotel and Catering Undergraduate Programmes offered by the Hong Kong Polytechnic University (Poly U)**

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2005/2006</u>	
Bachelor of Science (Honors) in Hotel Management	3 years
Bachelor of Science (Honors) in Tourism Management	3 years
Bachelor of Science (Honors) in Hotel Management*	1.5 years
Bachelor of Science (Honors) in Tourism Management*	1.5 years
Higher Diploma in Hotel Management	3 years
Higher Diploma in Tourism Management	3 years
<u>Part-time Day Courses 2005/2006</u>	
Higher Diploma in Hotel Management	4 years

\*Conversion course tailored for current Higher Diploma holders who would like to upgrade their qualification

**Table 4.9(c): List of Hotel and Catering Courses Conducted by the Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong), VTC**

Hong Kong Institute of Vocational Education (Chai Wan), VTC

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2005/06</u>	
Higher Diploma in Hotel and Catering*	3 years
Higher Diploma in Travel and Tourism	3 years
Higher Diploma in Leisure Studies	3 years
Higher Diploma in Sports Management and Training Science	3 years
Higher Diploma in Entertainment Business Operations	4 years
Higher Diploma in e-Tourism	4 years
Higher Diploma in Sustainable Tourism (Ecotourism, Culture and Harbor Tourism)	4 years
Higher Diploma in Theme Park and 'MICE' Tourism	2 years
Higher Diploma in Hotel and Catering*	2 years
Higher Diploma in Media Relations and Campaign Management	2 years
Foundation Diploma (Sports Stream)	1 year

\*Course duration is different due to different entry requirements

Hong Kong Institute of Vocational Education (Haking Wong), VTC

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2005/06</u>	
Foundation Diploma (Hospitality Stream)	1 year
Foundation Diploma (Hotel and Catering Stream)	1 year
Foundation Diploma (Travel and Tourism Stream)	1 year
Foundation Diploma (Retail Operations Stream)	1 year
Foundation Diploma (Recreation and Theme Park Operations Stream)	1 year
Diploma in Hotel and Catering	2 years
Diploma in Travel and Tourism	2 years
Diploma in Leisure Studies	2 years
Diploma in Hotel Chinese Catering Studies	2 years
Higher Diploma in International Hospitality Management <sup>#</sup>	1 year
Higher Diploma in International Hospitality Management <sup>#</sup>	4 years
<sup>#</sup> Course duration is different due to different entry requirements	
<u>Part-time Evening Courses</u>	
Foundation Diploma (Hospitality Stream)	2 years

**Table 4.9(d): List of Hotel and Catering Courses Conducted by the Hospitality Industry Training and Development Centre, VTC for 2005/06 academic year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Courses 2005/06</u>	
	Certificate in Front Office and Housekeeping Operations	6 months
	Certificate in Bakery and Pastry (Western)	1 year
	Certificate in Western Cuisine and Food and Beverage Operations	1 year
	Certificate in Food Preparation (Western)	1 year
	Certificate in Food Preparation (Western) – Raw Food Processing	1 year
	Modular Certificate in Hotel and Catering Operations	1 year
	Hospitality Industry Foundation Certificate Course	2 years
2.	<u>Full-time Short Courses 2005/06</u>	
	Certificate in Food and Beverage Service	4 months
	Certificate in Front Office Service	4 months
	Certificate in Housekeeping Service	3 months
	Certificate in Tour Guide and Service Culture	4 months
	Certificate in Basic Ticketing and Travel Agency Operations	4 months
	Certificate in Hotel Apartment Housekeeping Service	3 months

3. Part-time Courses 2005/06

A. Part-time Day Courses

Food and Beverage Supervisory Certificate Course	60 hours
Front Office Supervisory Certificate Course	60 hours
Housekeeping Supervisory Certificate Course	60 hours
Advanced Certificate in Supervisory Hospitality Operations – Food and Beverage Module	33 hours
– Front Office Module	33 hours
– Housekeeping Module	33 hours
Basic Food Hygiene Certificate for Hygiene Managers	20 hours
Basic Food Hygiene Certificate for Hygiene Supervisors	7 hours

B. Part-time Evening Courses

Certificate in Restaurant and Bartending Service	72 hours
Certificate in Accommodation Service	72 hours
Certificate in Sales and Service Culture	72 hours

**Table 4.9(e): List of Chinese Catering Courses Conducted by Chinese Cuisine Training Institute for 2005/06 academic year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course 2005/06</u>	
	Certificate in Elementary Chinese Cuisine (Full-Time)	2 years
2.	<u>Full time Short Course 2005/06</u>	
	Certificate in Chinese Food and Beverage Service	4 months
3.	<u>Part-time Courses 2005/06</u>	
A.	<u>Part-time Day Courses</u>	
	Certificate in Elementary Chinese Cuisine (Part-Time)	3 years
	Intermediate Certificate in Chinese Cuisine	1 year
	Advanced Certificate in Chinese Cuisine	2 years
	Master Chef Course in Chinese Cuisine	6 months
	Basic Course in Northern Chinese Cuisine	24 hours
	Basic Course in Northern Chinese Appetizers and Dumplings	24 hours
	Basic Course in Sichuan Cuisine	24 hours
	Basic Course in Sichuan Appetizers and Dumplings	24 hours
	Chinese Tonic Food	30 hours
	Basic Food Hygiene Certificate for Hygiene Managers	20 hours
	Basic Food Hygiene Certificate for Hygiene Supervisors	7 hours



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

### **Institute of Vocational Education and Training Centres of the Vocational Training Council**

4.11 The Hong Kong Institute of Vocational Education/(Chai Wan and Haking Wong Campuses) estimated that there will be 972 full-time graduates in 2005/2006 and an estimated output of 1 296 full-time graduates and 112 part-time graduates for 2006/2007.

4.12 The Hospitality Industry Training and Development Centre expects to have an annual trainee through-put of 1 942 for its full-time courses and 955 for its part-time courses in 2005/2006. In 2006/07, 1 995 full-time and 1 045 part-time training places have been planned.

4.13 The Chinese Cuisine Training Institute expects to have an annual trainee through-put of 220 for its full-time courses and 1 002 for its part-time courses for 2005/2006. In 2006/07, 220 full-time and 990 part-time places have been planned.

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

### **Training for Employees**

4.15 To enhance staff quality, the Training Board encourages employers to provide in-house training and/or sponsor their employees for life-long learning and continuous professional development to upgrade their knowledge and skills.

### **Skills Upgrading Courses (SUS)**

4.16 The Training Board supports the Skills Upgrading Scheme (SUS) for the hotel industry. Courses under the hotel SUS scheme include: Language Course in English (Food and Beverage), Language Course in English (Housekeeping), Language Course in English (Front Office), Putonghua in Hotel Industry, Concierge and Security Service, Food and Beverage Service, Cleaning and Maintenance Service, Hotel Crisis Management, Hotel Revenue Management, Food Cost Control as well as Western Food Preparation related short courses. Both employers and employees should make use of the Continuing Education Fund and various government funded skills upgrading schemes for further skills enhancement.

4.17 With the increasing number of Mainland and international travelers to Hong Kong, the Training Board is of the opinion that there is an urgent need to upgrade the standard of English and Putonghua. Providing more opportunities for education and training in the hotel industry would further raise service standards and staff quality. More education and training are needed to upgrade the expertise in western culinary skills, crisis management, cost control, yield management skills and techniques, public relations and media handling skills. Knowledge on the cultural diversities of visitors, such as Mainland visitors is also of growing importance.

### **Staff Turnover**

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

### **Quality of Training Programmes**

4.19 Due to the rapid development of the hotel and tourism industry, various hotel and hospitality related training programmes have been offered by an increasing number of providers in recent years. The Training Board is concerned that while there has been significant increase in the provisions of hotel and hospitality related training places, especially in the tertiary education sector, the quality and trade relevance of the training programmes are of paramount importance to ensure the effectiveness of these training programmes. The Training Board is of the opinion that the Government should establish and strengthen the quality assurance mechanism to monitor and ensure the quality and standards of the exploding number of hotel and hospitality related programs provided by various training institutions in order to avoid wastage of government and community resources.

### **Competition for Talents in the Pearl River Delta Region**

4.20 Close geographic, cultural and family links between Hong Kong and the Pearl River Delta region provide a solid foundation for the development of tourism. With the implementation of the Closer Economic Partnership Arrangement (CEPA) and the extended Individual Visit Scheme (IVS), it is expected that tourism in the Greater Pearl River Delta will grow substantially in the next few years. Hong Kong is a major international tourist destination, as well as an increasingly popular location for visitors from the Mainland. Hong Kong attracts visitors interested in its east-meets-west life style as well as its modern and metropolitan setting. On the other hand, Macau builds off its history and is branding itself as the gaming and entertainment centre for the entire Asia region.

4.21 With the rapid development of the tourism industry in the Pearl River Delta Region including Macau, the demand for hotel industry talents will continue to be an important issue. Macau has already been actively sourcing middle-level hotel managers, executives and experienced staff from Hong Kong. This trend is expected to continue for the coming years. The Training Board, therefore, recommends the Government to increase the level of resources to support the manpower growth of the industry by increasing resources provisions, especially for established hotel and hospitality programmes, and to take appropriate measures to counter the outflow of industry talents to Macau and the Pearl River Delta Region.

### **Training Conferences / Seminars**

4.22 In response to the prevailing training demand, the Training Board will continue to support and sponsor out-centre training courses and organize conference and experience-sharing seminars for practitioners in the industry.

### **Future Surveys**

4.23 The Training Board recommends conducting the manpower survey once every two years to assess the manpower demand and supply in the industry.

**COMPOSITION OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD**

**(appointed from 15 April 2005 and up to 31 March 2007)**

**CHAIRMAN:**

MR. LARRY TCHOU MING-KONG (NOMINATED BY A MAJOR INTERNATIONAL HOTEL CHAIN)

**VICE-CHAIRMAN:**

MR. JAMES LU SHIEN-HWAI (NOMINATED BY THE HONG KONG HOTELS ASSOCIATION)

**MEMBERS:**

MRS. ALICE CHAN CHEUNG LOK-YEE (NOMINATED BY THE TRAVEL INDUSTRY COUNCIL OF HONG KONG)

MS. REBECCA WONG HOI-JEN (NOMINATED BY A LOCAL BASED HOTEL CHAIN)  
(up to 31.10.2005)

\*MR. ROMAIN CHAN WAI-SHING

PROFESSOR CATHY HSU HUI-CHUN (NOMINATED BY A LOCAL EDUCATION/TRAINING INSTITUTION)

MR. WILLIAM MARK YIU-TONG (NOMINATED BY THE FEDERATION OF HONG KONG RESTAURANT OWNERS LTD.)  
(up to 31.3.2006)

MR. HARDY KAM SHUN-YUEN (In Attendance)

MS. LAU SHAU-CHUN (ON AD PERSONAM)

MRS. GRACE LEE CHAN KA-YAN (NOMINATED BY THE HONG KONG TOURISM BOARD)

\*MR. ANDREW LEUNG CHI-KWAN (ON AD PERSONAM)

MR. MICHAEL LI HON-SHING, B.B.S., J.P. (NOMINATED BY THE FEDERATION OF HONG KONG HOTEL OWNERS LTD.)

MR. KLAUS MAGER (ON AD PERSONAM)

MR. MOK MING-TAK (NOMINATED BY A MAJOR RESTAURANT CHAIN)

MR. MICHAEL TAO (NOMINATED BY A LOCAL CLUB CATERING OUTLET)

MR. STEVE WONG KWAI-FUN (NOMINATED BY A SMALL AND MEDIUM HOTEL)

THE HONOURABLE HOWARD YOUNG, S.B.S., J.P. (NOMINATED BY THE BOARD OF AIRLINE REPRESENTATIVES)

MR. PERRY YUEN KAM-HUNG (NOMINATED BY THE HONG KONG CHEFS ASSOCIATION)

MISS EVA LEUNG LAI-YIN (REPRESENTING THE COMMISSIONER FOR LABOUR)

PROFESSOR LAU WAI-SHING (REPRESENTING THE EXECUTIVE DIRECTOR OF THE VOCATIONAL TRAINING COUNCIL)

**IN ATTENDANCE:**

MR. LAWRENCE WONG (VOCATIONAL TRAINING COUNCIL/HOSPITALITY INDUSTRY TRAINING AND DEVELOPMENT CENTRE AND CHINESE CUISINE TRAINING INSTITUTE)

MS. CATHERINE POON (VOCATIONAL TRAINING COUNCIL/HONG KONG INSTITUTE OF VOCATIONAL EDUCATION (CHAI WAN))

MR. EDWIN LEUNG SAI CHING (VOCATIONAL TRAINING COUNCIL/HONG KONG INSTITUTE OF VOCATIONAL EDUCATION (HAKING WONG))

**SECRETARY:**

MS. MIMI FU (up to 26.4.2006) (VOCATIONAL TRAINING COUNCIL)

MRS. ANDREA LEUNG (VOCATIONAL TRAINING COUNCIL)  
(from 27.4.2006 to 25.6.2006)

MS. CLAUDIA AU (from 26.6.2006 onwards) (VOCATIONAL TRAINING COUNCIL)

\* appointment term from 18 April 2006 and up to 31 March 2007

Membership List of the  
Working Party on the 2005/2006 Hotel Industry Manpower Survey

Convenor

Mr. James LU Hong Kong Hotels Association

Training Board Member

Mr. Steve WONG The Kimberley Hotel

Working Party Members

Ms. Diana CHIK Renaissance Harbour View Hotel

Mr. David WONG Holiday Inn Golden Mile

Mr. Jerry YOUNG Harbour Plaza Hong Kong and  
Harbour Plaza Resort City

Ms. Winnie NGAN Hospitality Industry Training and Development Centre/  
Chinese Cuisine Training Institute

Ms. Sue WONG Hong Kong Institute of Vocational Education

Dr. Anthony CHENG Vocational Training Council

Ms. Gigi HO Vocational Training Council

In Attendance

Ms. Stella CHEUNG Census & Statistics Department

Secretary

Ms. Mimi FU (up to 26.4.2006) Hospitality Industry Training and Development Centre/  
Chinese Cuisine Training Institute (VTC)

Mr. Stanley CHUI Hospitality Industry Training and Development Centre/  
(from 27.4.2006 to 25.6.2006) Chinese Cuisine Training Institute (VTC)

**Terms of Reference of the  
Hotel, Catering and Tourism Training Board**

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and 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.

Our Reference  
本局檔號：( 39 ) in HO/ 1/2 (2005/06)(H)  
Your Reference  
來函檔號：  
Telephone No.  
電話：  
Facsimile No.  
圖文傳真：

28<sup>th</sup> September 2005

Dear Sir/Madam,

The 2005/06 Manpower Survey of the Hotel Industry

I am writing to ask for your cooperation in the 2005/06 Manpower Survey of the Hotel Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the hotel industry, the Training Board will conduct the captioned survey from 5<sup>th</sup> October 2005 to 5<sup>th</sup> November 2005 to collect the following information on the principal jobs:

- (i) the number of existing employees,
- (ii) the number of existing vacancies,
- (iii) forecast total number of employees in October 2006, and
- (iv) the number of employees under training at present.

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

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

- (i) a copy of the questionnaire (Appendix A),
- (ii) explanatory notes (Appendix B), and
- (iii) descriptions of principal jobs (Appendix C).

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

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the Census and Statistics Department by telephoning 2887 5153.

Yours faithfully,

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



**THE 2005/06 MANPOWER SURVEY OF THE HOTEL INDUSTRY**  
酒 店 業 二 五 / 二 六 年 人 力 調 查

**QUESTIONNAIRE**  
調 查 表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

( 填 表 前 , 請 參 閱 附 註 )

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

NAME OF COMPANY: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
公 司 名 稱 地 址

Principal Line of Business:  Hotel  Others TOTAL NUMBER OF PERSONS ENGAGED: \_\_\_\_\_  
主要業務 酒店 其他 僱 員 總 人 數

NAME OF PERSON TO CONTACT: \_\_\_\_\_ POSITION: \_\_\_\_\_  
聯 絡 人 姓 名 28 47 職 位

TEL. NO.: \_\_\_\_\_ - \_\_\_\_\_ FAX NO.: \_\_\_\_\_  
電 話 48 55 56 63 圖 文 傳 真

E-mail : \_\_\_\_\_  
電 郵 64 98

(A) Job 工作			(I) Average Monthly Rate Code 平均月薪編號	(J) Number Employed (by monthly rate) at Date of Survey 調查時的月薪員工人數	(K) Average Daily Rate Code 平均日薪編號	(L) Number employed (by daily rate) at Date of Survey 調查時的日薪員工人數	(M) Average Hourly Rate Code 平均時薪編號	(N) Number Employed (by hourly rate) at Date of Survey 調查時的時薪員工人數
Title 職稱	Rec. Type	No. 編號	26 - 27	28 - 31	32	33 - 36	37	38 - 41
		8-10						
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**Column "I" / (I)欄**  
The part-time employee's average basic salary only  
兼職僱員每月之平均底薪  
Average Monthly Income (Basic Salary) Code  
平均每月收入 ( 底薪 ) 編號  
\$6,000 or below 或以下 1  
\$6,001 - \$8,000 2  
\$8,001 - \$10,000 3  
\$10,001 - \$15,000 4  
\$15,001 - \$20,000 5  
\$20,001 - \$25,000 6  
\$25,001 - \$30,000 7  
\$30,001 - \$35,000 8  
\$35,001 - \$40,000 9  
\$40,001 or above 或以上 10

**Column "K" / (K)欄**  
Enter in Column (K) the average daily rate according to the following codes:  
請將兼職員工的平均日薪按下列編號填入 ( K ) 欄內：  
Average Daily Rate Code  
平均日薪 編號  
\$100 or below 或以下 1  
\$101 - \$200 2  
\$201 - \$300 3  
\$301 - \$400 4  
\$401 - \$500 5  
\$501 - \$600 6  
\$601 or above 或以上 7

**Column "M" / (M)欄**  
Enter in Column (M) the average hourly rate according to the following codes:  
請將兼職員工的平均時薪按下列編號填入 ( M ) 欄內：  
Average Hourly Rate Code  
平均時薪 編號  
\$20 or below 或以下 1  
\$21 - \$40 2  
\$41 - \$60 3  
\$61 or above 或以上 4

If additional lines are necessary, please tick here and enter on supplementary sheet(s)  
如此頁已填滿，請先將 (✓) 號填入 內，然後附頁繼續填寫。

For Official Use Only  
 此欄毋須填寫  
 Est. No. \_\_\_\_\_

10 Whereabouts of staff left in the past 12 months  
 過去十二個月內離職的僱員人數的就業去向

	Managerial/ Professional 經理/ 專業人員	Supervisor/ Technician 督導員/ 技術員	Craft/Operative 技工/操作工	Administrative and Others 文員及 其他員工
(I) Hospitality Related Jobs:				
(a) In Hong Kong 於香港				
(1) Other Hotels 其他酒店	138	141	144	147
(2) Theme Parks/ Leisure/ Travel and Tourism 主題公園/ 休閒設 施/ 旅遊業	150	153	156	159
(3) Catering Industry & Clubs 飲食業及會所	162	165	168	171
(b) To Macau 於澳門	174	177	180	183
(c) To Mainland 於中國大陸	186	189	192	195
(d) Countries other than China 中國以外其他國家	198	201	204	207
(II) Taking up/starting own business in non-hospitality related jobs 擔任/ 創業與酒店、飲食及旅遊業無關的職位	210	213	216	219
(III) Emigration, retirement, further study or other reasons 移民、退休、進修或其他原因	222	225	228	231

For Official Use Only:  
 此欄毋須填寫

234	237	240	243	
246	247	251	255	
262	263	264	265	266

The 2005/06 Manpower Survey of the Hotel Industry  
酒店業二零零五 / 二零零六年人力調查

Explanatory Notes

附註

1. Please complete all columns ('A' to 'N') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.  
請填寫表內 (A) 至 (N) 欄。如不適用，請填 (0) 符號。
  
2. Column 'A' - Titles of Principal Jobs in the Hotel Industry  
(A) 欄 — 酒店業主要職務名稱
  - (a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.  
表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。
  - (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your organization. Please briefly outline their job descriptions and indicate their skill levels.  
請在 'A' 欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。
  - (c) Please enter the information of employees in your establishment by their skill levels, and provide information as required by Columns 'B' to 'H' of the questionnaire.  
請按類別及技能等級，填寫貴機構的人員數目及調查表 (B) 至 (H) 欄所需的資料。
  - (d) 'Administrative and others' level staff refers to those employees whose activities are not usually specific to hotel industry, such as secretaries and messengers.  
「文員及其他員工」是指並非專責酒店業事務的員工，例如秘書及信差等。

3. Column 'B' - Monthly Income Range (Basic Salary Only)  
(B) 欄 — 每月收入幅度 (只須填寫底薪)

Please enter in this column the appropriate code number showing the monthly income range for the employee(s). The monthly income should include basic salary only. (See notes\* in the last page)

請填寫僱員平均每月底薪幅度的編號。(見尾頁備註\*)

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

4. Column 'C' – Average Annual Supplementary Benefits (Other than Basic Salary)  
(C) 欄 - 僱員每年平均其他津貼總收入 (除底薪外)

Please enter in this column the appropriate code number showing the total amount of overtime pay, cost of living, meal allowance, housing allowance, travel allowance, commission and bonus on an annual basis.

除此僱員底薪以外，請填寫僱員每年平均其他津貼之總收入編號。包括逾時工作津貼，生活津貼，膳食津貼，房屋津貼，旅行津貼，佣金及花紅等。

<u>Average Annual Supplementary Benefits</u>	<u>Code</u>
僱員每年平均其他津貼總收入	編號
\$5,000 or below \$5,000 或以下	1
\$5,001 - \$10,000	2
\$10,001 - \$20,000	3
\$20,001 - \$30,000	4
\$30,001 - \$40,000	5
\$40,001 or above \$40,001 或以上	6

5. Column 'D' - Number of Employees (Excluding Trainees/Apprentices)  
(D) 欄 — 僱員人數 (受訓者除外)

'Employees' refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment but exclude those working in branch offices of 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及合夥人，但不包括在各分公司工作的僱員。調查表內所出現的「僱員」一詞，定義亦同。

6. Column 'E' - Number of Vacancies at Date of Survey  
(E) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

7. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in this column the appropriate code number showing the highest education level which an employer prefers his employees to have.

請按下列編號將僱主認為僱員宜有最高教育程度填入 (F) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
University Degree or above 大學學位或以上	1
Associate Degree or equivalent 副學士學位或同等學歷	2
Professional Diploma/Higher Diploma/Diploma or equivalent 專業文憑 / 高級文憑 / 文憑或同等學歷	3
Certificate/Advanced Certificate or equivalent 証書 / 高級証書或同等學歷	4
Secondary 5 - 7 中學五年級至七年級	5
Secondary 3 - 4 中學三至四年級	6
Others 其他	7

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

(G) 欄 — 調查期間受訓者人數

Please fill in the total number of employees undergoing training. This includes trainees receiving any form of training and apprentices under a contract of apprenticeship.

請填寫正在接受訓練的僱員總數，包括正在接受各種形式訓練的受訓者，以及根據學徒合約受聘的學徒。

9. Column 'H' – Staff's Average Age Range (for craft/operative staff only)  
(H) 欄 — 受僱僱員之平均年齡 (只適用於技工 / 操作工)

Please enter in Column (H) the average age range according to the following codes:  
請將員工平均年齡按下列編號填入 (H) 欄內：

<u>Code</u> 編號	<u>Average Age Range</u> 平均年齡
1	18 – 25
2	26 – 30
3	31 – 35
4	36 – 40
5	41 – 49
6	50 or above 50 歲或以上

Part II  
第二部份

10. Part-time Staff / 兼職員工

Column 'I' – Average Monthly Rate Code  
(I) 欄 - 平均每月薪幅

Please enter in this column the appropriate code number showing the average monthly income range for part-time staff.  
請填寫僱員平均每月收入幅度的編號。

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



11. Column ‘J’ – Number of Part-time Staff Employed (by Monthly Rate) at Date of Survey  
(J) 欄 - 調查時的兼職月薪員工人數

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

請填入貴機構在調查時的兼職月薪僱員人數

12. Column ‘K’ – Average Daily Rate Code  
(K) 平均日薪編號

Enter in Column (K) the average daily rate according to the following codes:

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

13. Column ‘L’ – Number of Part-time Staff Employed (by Daily Rate) at Date of Survey  
(L) 欄 - 調查時的兼職日薪員工人數

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

請填入貴機構在調查時的兼職日薪員工人數

14. Column ‘M’ – Average Hourly Rate Code

(M) 欄 - 平均時薪幅度

<u>Code</u> 編號	<u>Average Hourly Rate</u> 平均時薪
1	\$20 or below \$20 或以下
2	\$21 - \$40
3	\$41 - \$60
4	\$61 or above \$61 或以上

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

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

請填入貴機構在調查時的兼職時薪員工人數

Part III  
第三部份

1. Internal Promotion  
內部晉升

An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from "Supervisor/Technician to Managerial/Professional Level", and from "Craft/Operative to Supervisor/Technician" in the past 12 months in the respective columns.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於所屬欄內填寫過去十二個月機構內部由督導員 / 技術員晉升至經理 / 專業人員，以及由技工 / 操作工晉升至督導員 / 技術員的人數。

2. Forecast of Number Employed 12 Months from Now  
預測十二個月後僱員人數

The forecast of number employed means the number of employees you will be employing 12 months from now. The number given could be less than that in column 'D' if a contraction is expected.

預計僱員人數指貴公司在十二個月後的僱員人數。如估計業務屆時可能收縮，此欄所填數字應少於 (D) 欄。

3. Number of recruits in the past 12 months

過去十二個月內招聘的僱員人數

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

請在本部份回答在過去十二個月貴公司招聘的僱員人數。

4. Number of New Recruits without Hotel Industry Experience in the past 12 months

過去十二個月內新招聘無酒店經驗僱員人數

‘New Recruits without Hotel Industry Experience’ refers to the employees joining your establishment without previous hotel industry experience such as fresh non-hospitality programs school leavers or persons not experienced in hotel industry related jobs.

「新招聘無酒店業經驗僱員」指加入貴機構前並無酒店經驗的僱員，例如非酒店及旅遊培訓課程應屆畢業生或無酒店業工作經驗的人士。

5. Number of New Recruits who are fresh graduates of hospitality programs in the past 12 months

過去十二個月內新招聘的應屆酒店及旅遊培訓課程畢業生人數

‘New Recruits who are fresh graduates of hospitality programs in the past 12 months’ refers to the employees joining your establishment who are fresh graduates of hospitality programs.

「新招聘酒店及旅遊培訓課程畢業生」指加入貴機構之應屆酒店及旅遊培訓課程畢業生。

6. Average Years of Hotel Industry Experience before Occupying the Post

擔任現職從事酒店業工作平均年數

Please enter the average number of years of actual hotel industry experience the employee(s) possessed before he/she/they occupied the present post. (See note in the last page\*)

請按照從事業務之年期，填寫各職級僱員擔任現職前，實際從事酒店業工作的平均年數。

7. Average Man-day Spent on Internal Training in 2005

二零零五年內用於內部訓練平均日數

Please enter the average number of man-day spent on formal organized on-the-job or in-house training and attachment programme for the number of employee(s) who had received such training in 2005. (See note\* in last page)

按其內部訓練平均日數，請填寫於二零零五年間，曾經接受正式有系統的在職訓練或內部訓練的僱員。（見尾頁備註\*）

8. Priority Accorded to Mode of Training Courses for Employees

### 僱主認為僱員宜有訓練方式之優先次序

Please enter the modes of training most suitable to your employees by order of priority (1: Very Suitable to 3: Least Suitable).

請按優先次序，填寫貴公司認為適合僱員的訓練方式。

(1：十分適合至3：不適合)

### 9. Whereabouts of staff left in the past 12 months

過去十二個月內離職的僱員人數的就業去向

Please fill in the whereabouts of staff who left the company in the past 12 months according to locations, job natures, and staff levels.

請按照僱員於過去十二個月內離職的就業去向，具體例出新工作之地點、工作性質、以及不同職級的僱員人數。

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

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

\*備註：若從事同類工作的有關僱員超過一名，請以下列算式取其加權平均數值：

$$\frac{\text{該類工作的有關僱員的總計數值}}{\text{從事該類工作的有關僱員人數}}$$

2005/06 Manpower Survey on the Hotel IndustryHotel Industry (Job Description for Principal Jobs)

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

HOTEL INDUSTRY

Code No.	Job Title	Job Description
<b>ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
101	General Manager	Assumes the total responsibility of managing a hospitality establishment, usually with other managers/executives as direct subordinates. Implements the company's policies with a view to achieving their objectives.
102	Resident Manager/ Executive Assistant Manager/Director of Operations	Takes charge of the daily operations and management of the hotel.
<u>Supervisory and Technician Level</u>		
248	Flower Shop Manager or Supervisor/Kiosk Shop Manager or Supervisor/Cake Shop Manager or Supervisor/Gift Shop Manager or Supervisor	In charge of the operation of the Flower Shop, and/or Kiosk, Cake Shop and Gift Shop.
250	Health Club or Spa Manager or Supervisor	In Charge of the operation of the Health Club and Spa.

Code No.	Job Title	Job Description
<u>Operative Level</u>		
418	Staff of Kiosk Shop/Flower Shop Staff/Cake Shop Staff/Minor Supporting Staff	Supporting staff to the operations of kiosk, flower shop, and cake shop.
419	Health Club/Spa/Gym Attendant, Beauty Therapist, Masseur or masseuse, Swimming Pool Attendant/ Life Guard and related supporting Staff	Supporting staff to the operations of health club, gym and spa.
<u>Administrative and Others Level</u>		
501	Executive Secretary/ Secretary/Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries, maintains daily calendar and appointment schedules and receives personal callers, takes meeting minutes and maintain filing system; provides administrative supports.
503	Typist/Office Assistant/ Messenger/Runner	Performs stenographic and related secretarial duties; handles odd jobs and despatch errands for the general office.

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

Supervisory and Technician Level

Code No.	Job Title	Job Description
201	Personnel Officer/Human Resources Officer/Training Officer/Compensation and Benefits Officer/Employee Relations Officer	Recruits, interviews and hires employees for the hotels; counsels, transfers and dismisses employees based on supervisors' appraisal; counsels and advises Department Heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials, co-ordinates and controls internal and external training, advises management on training and management development trends, acts as course leader in specific training programs.
<u>Administrative and Others Level</u>		
504	Personnel Assistant/Training Assistant/Personnel Clerk/ Training Clerk/Human Resources Assistant	Supporting staff to the operations of the Personnel, Training and Human Resources Departments; provides clerical supports to these departments on day-to-day basis.
<b>ACCOUNTS DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
105	Financial Controller/ Chief Accountant/ Director of Finance	Controls budgets and expenditure, company financial policies and procedures, contracts and licences, senior executive personnel records and fringe benefits; manages cash flow, loan and money charger; supervises the credit department, general accounting, cashier, income audit, costing sections and hotel kiosk; co-ordinates with purchasing department.
106	Materials Manager/ Procurement Manager/ Purchasing Manager	Manages and directs the sourcing and procurement activities of the hotel; liaise with clients and other departments in developing procurement specifications; negotiates and takes quotations from selective purveyors; makes budget-approved requisitions; submits monthly operation reports to senior management.
107	EDP Manager/Computer Systems Manager/	Responsible for all the computer processing including functions such as office automation,



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

Code No.	Job Title	Job Description
203	Credit Manager	Follows up overdue accounts; controls the credit card system of the hotel; liaises with accounts receivable supervisor on account disputes; liaises with credit managers of other hotels on bad account and skipper lists; conducts credit investigation and justifies extension of credit to hotel guests, travel agents and their customers.
204	Assistant Controller/ Assistant Purchasing Manager	Assist controller on daily financial operations; assists the purchasing manager in the controls of purchase and stock of commodities for sale or internal consumption according to the demand of various departments in the hotel.
205	Chief Store Supervisor/ Store Supervisor	Performs routine store-keeping; supervises storeporters; be responsible for record routines in storerooms; maintains a stock and places purchase requests for regular replenishment.
206	Income Auditor/Night Auditor	Performs checking on hotel's total income revenue and other checking related to revenue; summarizes checking on daily basis; produces daily revenue report.
207	EDP Supervisor/ System Analyst	Defines problems; reviews methods and evaluates alternative solutions to business problems; constructs information and logic flow-charts; prepares procedural block diagrams; designs input forms and reports specifications; makes comparative cost analyses when necessary, and recommends required organizational improvements.

Operative Level

Code No.	Job Title	Job Description
401	Systems Support Operator/ EDP Operator/ Computer Operator/ Web Designer	Operates and controls data processing equipment; enters prepared data source into data entry machine; records data on card, magnetic tape and disk; despatches computer print-outs to users; helps design/update company web site and supports all on-line services to customers, if available.
<u>Administrative and Others Level</u>		
502	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, Purchasing, store and receiving, costing)	Performs a variety of routine calculating, posting, recording, filing and typing duties in Accounts department; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet; checks all merchandise entering the hotel and their proper documentation, maintains per stocks in storeroom.
<b>SALES AND MARKETING DIVISION</b>		
<u>Managerial and Professional Level</u>		
109	Director of Marketing/ Director of Sales/ Director of Promotions	Compiles marketing plan; establishes policy on rates, discounts; submits annual sales and marketing budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's sales promotion and sales rates, develops local and overseas sales contacts regarding group and convention activities.
110	Director of Public Relations/ Public Relations Manager/ Director of Communications	Responsible for publicity campaigns of special events and promotion in the hotel; liaises with the press and entertainment media; writes and edits all materials for in-house promotions; handles photo captions, news stories and magazine features of the hotel for press release locally and internationally; work closely with food and beverage manager regarding special promotion; liaises with in-house guests and writes daily guest letters; prepares annual advertising budget.

Code No.	Job Title	Job Description
111	Marketing Manager/ Sales Manager/ Convention Manager/ Catering Sales Manager/ Event Manager	Plans, organizes, directs and controls the hotel's marketing functions; reviews market and sales analysis to determine local and overseas market requirements; co-ordinates public relations activities relating to sales promotion; chairs the daily briefing of Sales Department, controls the Sales/Clients System. Submits a monthly sales report, solicits for group and convention business; conducts sales campaign and contacts all visiting travel trade and business personnel; co-ordinates with Front Office Manager on short-term forecasting.
<u>Supervisory and Technician Level</u>		
208	Account Executive/ Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	Develops new accounts and additional business by regularly calling on potential clients, obtains marketing information, follows referrals from clients and competition; follows up on future booking and attends to complaints; completes weekly call reports.
209	Public Relations Officer	Helps implement publicity campaigns of special events and promotions in the hotel; co-ordinates with the press and entertainment media and all PR related functions as instructed by PRM or the PR management team.
210	Printshop Supervisor/Art Director/Designer/Layout Artist	Supervises printing room staff; familiar with the operation of duplicating machines for printing office memos and in-house publications; manages and administers the planning of art and photographic budgets on the hotel's promotional publication; designs creative works to meet the marketing objectives of the hotel.
<u>Operative Level</u>		
402	Draftsman/Photographer/ Printshop Staff	Prepares artworks for in-house promotions and special events according to directions of management; takes social pictures for hotel functions; provides limited photographic services for guests and management; produces hard and photographic screen stencils and prepares and operates printing equipment and machinery; sets up and operates letterpress machines for the hotels' publications and promotional materials.

Code No.	Job Title	Job Description
<b>FRONT OFFICE</b>		
<u>Managerial and Professional Level</u>		
112	Director of Security/Security Manager/Chief Security Officer	Monitors the Security Department on all security aspects to ensure a safe environment for both internal staff and hotel guests; informs Department Heads concerned of any necessary procedures on internal security matters; liaises with the police, arranges staff safety training, fire drill tests, and security screening of new employees; investigates all incidents and thefts within the hotel.
113	Director of Front Office/ Front Office Manager	Monitors room occupancy forecasts on 3-days, weekly and monthly basis; advises with management and sales staff on reservation status, forecasts and tariffs; determines rate structure for daily pick-up; supervises room rates offered; spot checks VIP guest rooms; ensures and supervises all departments, housekeeping, accounts, security, engineering, and F & B work cohesively together.
114	Director of Rooms Division/ Rooms Division Manager	Supervises the front office, concierge, telephone, housekeeping, laundry, flower shop and kiosk shop operations and those other duties assigned by the management; co-ordinates with the Sales and Marketing Division regarding reservation status; liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance; conducts training for staff.
<u>Supervisory and Technician Level</u>		
211	Airport Manager/Chief Airport Representative	Supervises the hotel's airport representatives, liaises with other hotels' representatives at the airport, keeps close contact with the Concierge Department regarding VIP and group arrivals; liaises with airline staff and the hotel reservation centre at the airport.

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

Code No.	Job Title	Job Description
214	Bell Captain/ Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	Supervises guest services in the lobby area and by bell boys, assists guests with parcel packing/delivery requirement; co-ordinates with front office cashiers for collection of unpaid accounts from departing guests before their baggage leaves the hotel; arranges newspaper/guest letter distribution to guests rooms; set up signage boards according to daily event orders and group orders.
215	Reception Supervisor/ Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/Lobby Services Supervisor	Compiles duty roster for receptionists; makes appropriate room assignments for arriving guests; provides daily departure information to reservations; maintains daily room availability control by checking housekeeping reports and reports room discrepancy to duty assistant manager; advises reservations and airport representatives on current space availability; maintains updated local and hotel information for guests; handles guest enquiries; oversees the distribution of guests' mail and telex messages.
216	Reservations Manager	Updates master booking chart for space allocation and forecast; prepares monthly group reservations lists for sales office follow up; assists front office manager in preparing room occupancy forecasts; approves all reservation confirmation slips before they are sent out; prepares duty roster of all reservations staff; supervises handling of guest history records; informs all departments of close-out dates.
249	Security Supervisor	Assists in monitoring the Security Department on all security aspects to ensure a safe environment for both internal staff and hotel guests; reports to the Security Manager and supervises the operative security staff on all security related matters.
<u>Operative Level</u>		
403	Airport Representative/ Tour Co-ordinator/ Group Co-ordinator	Meets all arriving guests and arranges their transfer to the hotel, liaises with bell captain and chief room clerk regarding baggage handling and

Code No.	Job Title	Job Description
		<p>informs about flight arrival/departure changes; liaises with all airline staff at airport and hotel reservation centre; completes group reservations and space request for approval by Director of Sales; issue group orders; provides in-house co-ordination of group arrival/departure; works closely with front office.</p>
404	<p>Bell Attendant/ Baggage Porter/ Door Attendant</p>	<p>Picks up and delivers guests' baggage in and out of the hotel; escorts guests from front desk to their rooms and introduces room facilities; runs errands for executive office; delivers newspaper/guest letter; operates guest elevators for VIP arrival, ensures flags are flying in the right position. Directs traffic and parking of vehicles at main entrance; provides door service to guests arriving and departing; orders taxis or hires car for guests upon request; summons bell boys to assist arriving guests.</p>
405	<p>Front Office Clerk/ Guest Service Agent/ Guest Service Officer/ Front Desk Agent/ Front Office Clerk/ Guest Relations Officer/ Business Centre Officer/ Reservation Clerk</p>	<p>Greets and checks in all FITs and commercial accounts and airline crews; promotes hotel facilities to guests; processes all arrival and departure records; reconfirms all local billing instructions for FIT guests; informs assistant manager of doubtful billing instructions; hands out room keys to guests; provides local information for guests; promotes in-house functions, assists front desk staff when they are busy and assists guests to check out; handles reservation requests; prepares room daily arrival lists and daily special attention/VIP lists; updates guest history records; prepares reservation/confirmation slips; prepares group arrival lists.</p>
406	<p>Security Officer/ Uniform Guard/ House Officer</p>	<p>Patrols hotel premises; conducts full enquiry on incidents occurred; ensures all items found in the hotel premises are properly recorded and kept; checks all exists and back staircases. Carries out guard duty in the shopping arcade, hotel entrances and passageway in the rear service area; provides protection to VIP guests.</p>



Code No.	Job Title	Job Description
<b>TELEPHONE</b>		
<u>Supervisory and Technician Level</u>		
217	Telephone Service Manager/ Telephone Supervisor	Keeps an up-to-date information list on all in-house guests; operates the paging system; screen calls as requested by guests; supervises and compiles staff schedule according to hotel occupancy; logs daily long distance call charges and checks for billings.
<u>Operative Level</u>		
407	Telephone Operator	Processes local and overseas calls, provides wake-up service; keeps close communication between departments after office hours; provides directory service to guests; knows all hotel services and service hours; follows management instructions on emergency procedures.
<b>HOUSEKEEPING AND LAUNDRY DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	Monitors the overall departmental-related matters; submits a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; monitors and supervises on all day-to-day housekeeping activities.
<u>Supervisory and Technician Level</u>		
218	Assistant Executive Housekeeper/Housekeeping Manager/Head Housekeeper	Reports to Director of Housekeeping or Executive Housekeeper on day-to-day operations; conducts inventory taking and tight control of guest room and service apartment items; co-ordinates with engineering department on guest room maintenance; co-ordinates with purchasing department on market price comparison and testing of new products; liaises with front office on daily arrival/departure pattern for proper staff allocation. Supervises all laundry and valet attendants; provides training to staff.

Code No.	Job Title	Job Description
219	Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	Chairs daily briefing with all morning and afternoon duty supervisors and assign daily work schedules; spot-checks occupied and vacant guest rooms after cleaning; ensures that all public and back of the house areas are regularly sprayed by outside pest control contractor; inspects all room blocked for VIP arrivals; maintains records and storage of all lost and found items.
220	Laundry Manager/Laundry and Valet Manager/Laundry Supervisor/Dry Clean/Wash Supervisor	Provides valet service to guests; distributes linen and uniforms to other departments as required and minimizes the costs incurred in cleaning; supervises washers, pressers, linen sorters and valet attendants, provides training to junior staff to maintain quality of service to guests.

Operative Level

408	Cloakroom Attendant/ Lobby Attendant/Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	Monitor cloakroom for hotel guests; cleans office areas, public areas and F & B outlets, cleans guest toilets; makes requisition for cleaning materials, linen, tissue rolls etc.
409	Uniform and Linen Room Attendant/Runner/Tailor/ Seamstress	Checks uniform supply; stores and controls replacement of household supplies; controls supply and distribution of all house linen; keeps up-to-date stock records; checks and repairs staff uniforms/house linen, provides service to guests when required; repairs curtains and drapes.

Code No.	Job Title	Job Description
410	Laundry and Valet Attendant/Laundry and Valet Clerk/Order Taker (Laundry)	Operates all linen finishing equipments and laundry machinery; reports to laundry manager of any machinery's malfunction; handles the daily distribution requirements for all bed and bathroom linen and monitors that linen is loaded onto bins for the housekeeping departments; maintains adequate supplies of food and beverage linen on shelves for distribution; fills requisitions after proper authorization, makes regular inspections of the quality of laundering; sorts out laundry garments from the dry clean garments; makes sure of proper identification by use of tags and tickets; checks and bags the order to be distributed by runner. Maintain records on all guest items; prepares laundry and valet bills and other routine office duties.
411	Sorter/Washer/Ironer/Presser/Checker/Dry Cleaner/Marker	Presses clothes with iron and pressing machines. Loads, cycles and unloading of all washer extractors; undertakes regular inspections of the wash cycle and keeps all equipment clean. Sorts out all bathroom and bed linen and food and beverage linen.
412	Room Attendant/Room Services Butler/Floor Attendant/Housekeeping Clerk/Order-taker/Co-ordinator (Housekeeping)	Cleans guest rooms; provides services to guests; replenishes supplies in guest rooms. Maintains records on all items such as extra linen, hair dryers required by in-house guests, prepares laundry and valet bills and other routine office duties.
<b>FOOD AND BEVERAGE DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
116	Executive Chef	Establishes standards of food quality and preparation; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market times.
118	Executive Assistant	Plans, organises, directs and controls operation of

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

Code No.	Job Title	Job Description
223	Banquet Headwaiter/ Headwaiter/Maitre d'Hotel	Supervises and co-ordinates the work of restaurant staff; arranges table reservations; greets and escorts guests; handles complaints on food and service; may take guests' order and pass to waiters; assists in preparing menu. Follows instructions of event orders; makes necessary adjustments according to guest; schedules banquet staff for different functions.
224	Beverage Manager/ Bar Manager/Head Barman	Ensures bar is equipped with supplies and that correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipment; prepares work schedules and checks on staff performance.
225	Restaurant Manager/ Outlet Manager/Outlet Heads (coffee shop, lobby lounge, etc.)/Room Service Manager	Provides overall supervision of the restaurant and service; advises management on all guest comments and complaints; schedules staff duties according to forecasts and special events; trains staff; maintains personalized service to guests, liaises with the executive chef in menu preparation; supervises operation of room services, makes requisitions for room services supplies.
226	Captain (Food and Beverage Department)	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flamble dishes at table; advises on the selection of wines and serves them.
227	Chief Steward/ Stewarding Manager	Co-operates with accounting department during quarterly stock-taking; ensures proper hygiene and sanitation in all areas; prepares staff work schedules; supervises requisition and storage of silver/china/glass/copper ware; checks on all kitchen equipment and utensils for cleanliness.
228	Executive Sous Chef/ Sous Chef	Develops new menus; co-ordinates with other departments on food selection and storage; prepares cost lists and requisitions on market times; assists executive chef on standards of food quality and preparation; Supervises presentation

Code No.	Job Title	Job Description
		<p>and preparation of food items for daily banquet functions; conducts staff training classes; prepares weekly work schedule; controls food and storeroom requisitions and inter-kitchen transfer.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>
230	Gardemanger/Chef de Partie (Cold Production)/Pastry Chef/Chef de Pâtissier/Rôtisseur/Chef de Partie (Grill)/Saucier/Chef de Partie (Sauce)	<p>Supervises preparation of all cold foods; responsible for table and food decorations; checks function sheets and menus daily for distribution of work loads to helpers; ensures that all required food items for each outlets are ready in time; keeps professional records of recipes and working methods; Supervises the bakery cooks in the preparation of all doughs, pastries, cakes, sweets petit fours, sugar decorations and butter carvings; operates all machinery in pastry and bakery room; maintains quality standard set by executive chef; Supervises the cookery of grilled and roasted meat, poultry and games, deep-fried foods and fish, garnishing of the grills and roasts; Supervises presentation of all meats, poultry and seafood for main courses and appetizers by means of cooking; braising and panfrying; prepares sauces of all food items and sets up daily 'mis-en-place'; checks condition of cold room and refrigerator daily.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>
231	Specialist Cook	<p>Chefs in charge of special authentic cuisines other than Chinese or Western (e.g. Italian, Indian, Thai, Japanese, Korean, South East Asian (SEA) cuisines.....etc.)</p>
232	Staff Canteen Manager/Staff Canteen Supervisor/Staff Facilities Supervisor/Employee Restaurant Supervisor	<p>Supervises the operations and activities of the staff Cafeteria/Canteen and the maintenance of men's and ladies' locker room.</p>
233	Wine Steward/	<p>Pushes for beverage sales; takes care of the wine</p>

Code No.	Job Title	Job Description
	Sommelier	and liquor stocks in the restaurant; has good knowledge of wine and advises guests on selection; serves wine at the required temperatures.

Craftsman Level

301	Baker/Pastry Cook	Prepares and designs bread and loaf for the hotel; supervises work of apprentice cook; Prepares cakes, pastry confectionery and desserts for hotel, supervises the work of apprentice cook.
302	Cook (Western)/Junior Cook (Western)	Checks daily and weekly menus; operates utensils and crockery used in kitchen; performs different types of cookery and meal preparation; checks stocks in his location in kitchen area; may specialize in sauce, soup, roast, butchery, fish, cold cut and vegetable; assist cook, and senior cook from food preparations to food orders.

Operative Level

413	Restaurant Receptionist/ Hostess	Welcomes and greets guests to their seats; takes reservations, reports guests comments to restaurant manager; keeps trace on guests history; serves guests in assigned station under a captain's supervision, prepares table setting and removes dishes; knows all menu items; keeps good guests relations and extends personalized service.
414	Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	Collects food from kitchen, cleans up table and changes linen, knows all items on menu; good understanding of the common menu items.
415	Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	Washes crockeries by hand and by machine, sweeps the floor and wipes stainless counters in kitchen; disposes garbage; cleans stove and top of exhaust fans; delivers dishes from the kitchen to the food and beverage outlets.

Code No.	Job Title	Job Description
416	Bartender/Soda Fountain Server	Follows specified drink and cocktail by free pouring jigger quantities; checks on supplies of wines and spirits; prepares daily supply requisition for bar manager's approval.



## HOTEL - CHINESE RESTAURANT

Code No.	Job Title	Job Description
<u>Managerial and Professional Level</u>		
117	Executive Chinese Chef/ Chief Chef	<p>Establishes standards of food quality and preparation for the hotel's Chinese Restaurant; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market times.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>
120	Chinese Restaurant Manager	<p>Plans and prepares Chinese menus for the Chinese Restaurant within a hotel; supervises both front-of-the-house and back-of-the-house staff of the Chinese Restaurant; liaises with other departments on all Chinese Restaurant related matters.</p>
<u>Supervisory and Technician Level</u>		
229	Executive Chinese Sous Chef	<p>Assists Executive Chinese Chef or Chief Chef on all kitchen or food related matters; ensures food quality standards; develops new menus and works with other departments on food selection and storage; provides training to staff.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>

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Code No.	Job Title	Job Description
234	Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/Sales Manager (Chinese Restaurant)	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menus and dishes to clients; assists in coordinating the activities of the restaurant, sales promotion, services and keeping good rapport with clients; liaises with suppliers on special food promotions.
235	Captain (Chinese Restaurant)/Headwaiter (Chinese Restaurant)	Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; liaises with clients; assists the restaurant manager in table planning, staffing training, menu recommendations and arrangement of duty rosters for staff.
236	Pantry Captain	Supervises pantry helpers and arranges their duty roster according to workload of the kitchen; liaises with cashiers regarding the billing of each dining party; supervises serving schedule of the ordered dishes.
237 *	Senior Cook	Handles preparation of sauces, sharks; fin soup, fried crispy chicken and trimming of pan-fried dishes; responsible for steaming, broiling and frying.
238 *	Service Cook/Kitchen Supervisor/General Cook	Supervises the sequence and timing of serving; assigns duties to junior cooks.
239 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.

\* = Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.

Code		
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No.	Job Title	Job Description
240 *	Chief Butcher	Assists the executive Chinese chef in kitchen administration; prepares portion standards of meat, poultry and seafood for various usages and cookery.
241 *	Chief Cook	Supervises the preparation of sauces, sharks' fin soup and the seasoning of food and pan-fry duties.
242 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan fried glutinous rice, sweetened soup and Chinese petit four.
243 *	No. 2 Cooks(barbecue, dim sum, vegetable, butchery)	Assists the chief cooks and senior cooks in carrying out specific duties of the kitchen; performs assignments in food preparation.
244 *	No. 3 Cooks(barbecue, dim sum, vegetable, butchery)	Works under the supervision of the senior cooks in food preparations and specific duties of different sections of the kitchen.
245 *	Second Butcher	Handles the preparation of fresh seafood; prepares vegetables, poultry and ingredients for soup base.
<u>Craftsman Level</u>		
303	Junior Cook(Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	Assists cooks in preparing the different varieties of dishes and carries out general duties in the kitchen.

\* = Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.

Code No.	Job Title	Job Description
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<u>Operative Level</u>		
417	Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	Prepares the stuffings and dough for dim sum and noodle products; attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the seasoning of dried seafood, abalone, sharks' fins and salt-baked dishes; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.  Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
<b>ENGINEERING AND MAINTENANCE DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
121	Director of Engineering/ Chief Engineer/Technical Manager/Property Maintenance Manager	Monitors and responsible for the overall engineering division. Ensure smooth day-to-day operations within the premises; compiles regular budget reports on repair and maintenance; contacts outside contractors for hotel projects; conducts thorough inspection of entire hotel premises, supervises staff performance; assists in renovations, supervises and liaises with contractors.
<u>Supervisory and Technician Level</u>		
246	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	Supervises duty crew; enters all data as specified in the engineers' log book and all specific events relevant to engineering.
247	Foreman/Technical Supervisor/Assistant Engineer/Audio-visual Technician/Sound Technician	Inspects hotel's air-conditioning, sound and lighting systems; contacts outside contractors for maintenance and repair works.

Code No.	Job Title	Job Description
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<u>Craftsman Level</u>		
304	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic, mason/(plasterer) painter, plumber)	Maintains and repairs all necessary mechanical and electrical engineering works of a hotel including restaurant outlets guestrooms, and public areas.
<b>OTHERS</b>		
159	Managerial and Professional Level	Should there be job titles that cannot be found from the Job Code List provided, and these jobs were considered as principle jobs within your organization, kindly state the job titles and provide the brief job descriptions of the said jobs according to their job levels. Also, please fill in the job details at Part I to III of the survey questionnaire.
259	Supervisory and Technician Level	
359	Craftsman Level	
459	Operative Level	
559	Administrative and Others Level	

Job Code List for the 2005/06 Manpower Survey on the Hotel Industry

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
<u>Managerial and Professional Level</u>			
101	General Manager	110	Director of Public Relations/ Public Relations Manager/ Director of Communications
102	Resident Manager/Executive Assistant Manager/Director of Operations	111	Marketing Manager/Sales Manager/Convention Manager/Catering Sales Manager/Event Manager
103	Director of Personnel and Training/Director of Human Resources/Personnel and Training Manager/Human Resources Manager	112	Director of Security/Security Manager/Chief Security Officer
104	Personnel Manager/ Training Manager	113	Director of Front Office/ Front Office Manager
105	Financial Controller/Chief Accountant/Director of Finance	114	Director of Rooms Division/ Rooms Division Manager
106	Materials Manager/ Procurement Manager/ Purchasing Manager	115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager
107	EDP Manager/Computer Systems Manager/ Information Systems Service Manager	116	Executive Chef
108	Food and Beverage Cost Controller/Cost Controller	117	Executive Chinese Chef/ Chief Chef
109	Director of Marketing/ Director of Sales/Director of Promotions	118	Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/Food and Beverage Manager

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
119	Director of Catering/ Assistant Food and Beverage Manager	204	Assistant Controller/ Assistant Purchasing Manager
120	Chinese Restaurant Manager	205	Chief Store Supervisor/Store Supervisor
121	Director of Engineering/ Chief Engineer/Technical Manager/Property Maintenance Manager	206	Income Auditor/ Night Auditor
159	Others	207	EDP Supervisor/ System Analyst
		208	Account Executive/Sales Executive/Marketing Officer/ Group Sales Co-ordinator
		209	Public Relations Officer
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<u>Supervisory and Technician Level</u>			
201	Personnel Officer/Human Resources Officer/Training Officer/Compensation and Benefits Officer/Employee Relations Officer	210	Printshop Supervisor/ Art Director/Designer/ Layout Artist
202	Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	211	Airport Manager/Chief Airport Representative
203	Credit Manager	212	Assistant Front Office Manager/Front Desk Manager/Reception Manager/Assistant Manager/ Duty Manager/Guest Service Manager/Business Centre Manager/Executive Services Manager/Executive Floor Manager/Service Apartment Manager/ Night Manager

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
213	Chief Concierge/ Concierge/Bell Superintendent	223	Banquet Headwaiter/ Headwaiter/Maitre d'Hotel
214	Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	224	Beverage Manager/Bar Manager/Head Barman
215	Reception Supervisor/Chief Receptionist/Chief Room Clerk/Front Office Supervisor/Reservations Supervisor/Mail and Information Supervisor/ Lobby Services Supervisor	225	Restaurant Manager/Outlet Manager/Outlet Heads (coffee shop, lobby lounge, etc.)/Room Service Manager
216	Reservations Manager	226	Captain (Food and Beverage Department)
217	Telephone Service Manager/ Telephone Supervisor	227	Chief Steward/Stewarding Manager
218	Assistant Executive Housekeeper/Housekeeping Manager/Head Housekeeper	228	Executive Sous Chef/ Sous Chef
219	Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/Assistant Housekeeper (Public Area)/Public Area Supervisor/Public Area Housekeeper/General Area Housekeeper/General Service Supervisor	229	Executive Chinese Sous Chef
220	Laundry Manager/Laundry and Valet Manager/Laundry Supervisor/Dry Clean/Wash Supervisor	230	Gardemanger/Chef de Partie (Cold Production)/Pastry Chef/Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/Saucier/Chef de Partie (Sauce)
221	Catering Manager/Banquet Manager/Banquet Services Manager	231	Specialist Cook
222	Catering or Banquet Sales Executive/Catering or Banquet Co-ordinator	232	Staff Canteen Manager/Staff Canteen Supervisor/Staff Facilities Supervisor/ Employee Restaurant Supervisor



<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
233	Wine Steward/Sommelier	246	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor
234	Assistant Chinese Restaurant Manager/Chinese Food Services Manager/Sales Manager (Chinese Restaurant)	247	Foreman/Technical Supervisor/Assistant Engineer/Audio-visual Technician/Sound Technician
235	Captain (Chinese Restaurant)/Headwaiter (Chinese Restaurant)	248	Flower Shop Manager or Supervisor/Kiosk Shop Manager or Supervisor/Cake Shop Manager or Supervisor/Gift Shop Manager or Supervisor
236	Pantry Captain	249	Security Supervisor
237	Senior Cook	250	Health Club or Spa Manager or Supervisor
238	Service Cook/Kitchen Supervisor/General Cook	259	Others
239	Barbecue Cook	<hr/> <u>Craftsman Level</u>	
240	Chief Butcher	301	Baker/Pastry Cook
241	Chief Cook	302	Cook (Western)/Junior Cook (Western)
242	Chief Dim Sum Cook	303	Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)
243	No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	304	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)
244	No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	359	Others
245	Second Butcher		

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<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
<u>Operative Level</u>			
401	Systems Support Operator/ EDP Operator/Computer Operator/Web Designer	411	Sorter/Washer/Ironer/ Presser/Checker/Dry Cleaner/Marker
402	Draftsman/Photographer/ Printshop Staff	412	Room Attendant/Room Services Butler/Floor Attendant/Housekeeping Clerk/Order-taker/ Co-ordinator (Housekeeping)
403	Airport Representative/Tour Co-ordinator/Group Co-ordinator	413	Restaurant Receptionist/ Hostess
404	Bell Attendant/Baggage Porter/Door Attendant	414	Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/Service Attendant
405	Front Office Clerk/Guest Service Agent/Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/Business Centre Officer/Reservation Clerk	415	Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Houseman/Yardman/ General Staff (kitchen/ restaurant)
406	Security Officer/Uniform Guard/House Officer	416	Bartender/Soda Fountain Server
407	Telephone Operator	417	Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook
408	Cloakroom Attendant/Lobby Attendant/Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	418	Staff of Kiosk Shop/Flower Shop Staff/Cake Shop Staff/Minor Supporting Staff
409	Uniform and Linen Room Attendant/Runner/Tailor/ Seamstress	419	Health Club/Spa/Gym Attendant/Beauty Therapist, Masseur or Masseuse/ Swimming Pool Attendant/ Life Guard and related supporting Staff
410	Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	459	Others

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<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
<u>Administrative and Others Level</u>			
501	Executive Secretary/ Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/Executive Assistant		
502	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)		
503	Typist/Office Assistant/ Messenger/Runner		
504	Personnel Assistant/Training Assistant/Personnel Clerk/ Training Clerk/Human Resources Assistant		
559	Others		

**TABLE 1 : DIRECT AND PART TIME EMPLOYEE**

**HOTEL INDUSTRY**

<b>Branch</b>	<b>Number Employed at Date of Survey</b>				<b>Total</b>
	<b>Excluding Trainees/Apprentices</b>	<b>By Monthly Rate</b>	<b>By Daily Rate</b>	<b>By Hourly Rate</b>	
Hotels	24008	38	51	644	<b>24741</b>
Chinese Restaurants Operated by Hotels	1468	4	3	132	<b>1607</b>
<b>All Branch</b>	<b>25476</b>	<b>42</b>	<b>54</b>	<b>776</b>	<b>26348</b>

**TABLE 2 : NUMBER OF VACANCIES AND TRAINEES APPRENTICES EMPLOYED****HOTEL INDUSTRY****INCLUDING HOTELS AND RESTAURANTS OPERATED BY HOTELS**

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager	84	1	1.19%	-	-
Resident Manager/Executive Assistant Manager/ Director of Operations	50	-	-	-	-
Director of Personnel and Training/Director of Human Resources/Personnel and Training Manager/Human Resources Manager	70	1	1.43%	-	-
Personnel Manager/Training Manager	43	1	2.33%	-	-
Financial Controller/Chief Accountant/ Director of Finance	112	1	0.89%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	37	-	-	-	-
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	41	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	34	-	-	-	-
Director of Marketing/Director of Sales/ Director of Promotions	131	2	1.53%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Communications	45	-	-	-	-
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	244	11	4.51%	1	0.41%
Director of Security/Security Manager/ Chief Security Officer	38	1	2.63%	-	-
Director of Front Office/ Front Office Manager	76	2	2.63%	-	-
Director of Rooms Division/ Rooms Division Manager	30	-	-	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>					
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	88	3	3.41%	-	-
Executive Chef	71	2	2.82%	-	-
Executive Chinese Chef/Chief Chef	34	-	-	-	-
Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	68	4	5.88%	-	-
Director of Catering/ Assistant Food and Beverage Manager	66	-	-	-	-
Chinese Restaurant Manager	39	-	-	-	-
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	94	-	-	-	-
Others	61	-	-	-	-
<b>Sub-total</b>	<b>1556</b>	<b>29</b>	<b>1.86%</b>	<b>1</b>	<b>0.06%</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>					
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	87	4	4.60%	1	1.15%
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	319	-	-	3	0.94%
Credit Manager	43	1	2.33%	-	-
Assistant Controller/ Assistant Purchasing Manager	55	-	-	1	1.82%
Chief Store Supervisor/Store Supervisor	52	-	-	-	-
Income Auditor/Night Auditor	73	1	1.37%	-	-
EDP Supervisor/System Analyst	39	1	2.56%	-	-
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	385	9	2.34%	12	3.12%
Public Relations Officer	41	-	-	2	4.88%
Printshop Supervisor/Art Director/Designer/ Layout Artist	36	-	-	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>					
Airport Manager/Chief Airport Representative	17	-	-	-	-
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/Night Manager	453	10	2.21%	1	0.22%
Chief Concierge/Concierge/ Bell Superintendent	83	3	3.61%	1	1.20%
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/Assostamt Chief Concierge/Valet Services Supervisor	229	7	3.06%	1	0.44%
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/Mail and information Supervisor/Lobby Services Supervisor	243	6	2.47%	-	-
Reservations Manager	68	2	2.94%	-	-
Telephone Service Manager/ Telephone Supervisor	84	-	-	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	110	3	2.73%	-	-
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	634	7	1.10%	1	0.16%
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Clean/ Wash Supervisor	72	-	-	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager	99	5	5.05%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	102	5	4.90%	1	0.98%
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	90	5	5.56%	-	-
Beverage Manager/Bar Manager/ Head Barman	32	-	-	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>					
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	267	13	4.87%	-	-
Captain (Food and Beverage Department)	870	13	1.49%	1	0.11%
Chief Steward/Stewarding Manager	88	-	-	1	1.14%
Executive Sous Chef/Sous Chef	177	3	1.69%	-	-
Executive Chinese Sous Chef	27	-	-	-	-
Gardemgr/Chef de Partie (Cold Prod./ Grill/sSauce)/ Pastry Chef/Chef de Patisserie/ Rotisseur/Saucier	488	10	2.05%	-	-
Specialist Cook	125	-	-	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	25	-	-	-	-
Wine Steward/Sommelier	15	-	-	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	35	10	28.57%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	165	10	6.06%	-	-
Pantry Captain	21	1	4.76%	-	-
Senior Cook	39	1	2.56%	-	-
Service Cook/Kitchen Supervisor/ General Cook	82	-	-	-	-
Barbecue Cook	47	1	2.13%	-	-
Chief Butcher	41	1	2.44%	-	-
Chief Cook	46	1	2.17%	-	-
Chief Dim Sum Cook	47	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	86	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	97	-	-	-	-
Second Butcher	40	-	-	-	-
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	243	1	0.41%	-	-



Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>					
Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/ Sound Technician	298	6	2.01%	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	16	-	-	-	-
Security Supervisor	105	1	0.95%	-	-
Health Club or Spa Manager or Supervisor	48	1	2.08%	-	-
Others	140	1	0.71%	-	-
<b>Sub-total</b>	<b>7124</b>	<b>143</b>	<b>2.01%</b>	<b>26</b>	<b>0.36%</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Baker/Pastry Cook	266	6	2.26%	4	1.50%
Cook (Western)/Junior Cook (Western)	1493	22	1.47%	20	1.34%
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	131	2	1.53%	1	0.76%
Engineering Craftsman (eg air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	831	12	1.44%	3	0.36%
Others	21	-	-	-	-
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	14	-	-	-	-
Draftsman/Photographer/Printshop Staff	9	1	11.11%	-	-
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	120	-	-	-	-
Bell Attendant/Baggage Porter/Door Attendant	623	11	1.77%	2	0.32%
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	1479	64	4.33%	21	1.42%
Security Officer/Uniform Guard/House Officer	454	13	2.86%	-	-
Telephone Operator	329	10	3.04%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	1062	9	0.85%	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	380	-	-	-	-
Laundry and Valet Attendant/ Laundry and Valet Clerk/Order-taker (laundry)	183	1	0.55%	-	-
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	179	-	-	-	-
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	3343	118	3.53%	10	0.30%
Restaurant Receptionist/Hostess	1514	64	4.23%	16	1.06%
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	456	13	2.85%	21	4.61%
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	1572	33	2.10%	-	-
Bartender/Soda Fountain Server	143	1	0.70%	-	-
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	92	4	4.35%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	46	2	4.35%	-	-
Health Club/Spa/Gym Attendant/ Beauty Therapist, Masseur/Masseuse/ Swimming Pool Attendant/ Life Guard and related supporting Staff	445	12	2.70%	2	0.45%
Waiter/Waitress	307	23	7.49%	6	1.95%
Junior Waiter/Junior Waitress	52	9	17.31%	-	-
Others	354	10	2.82%	-	-
<b>Sub-total</b>	<b>15898</b>	<b>440</b>	<b>2.77%</b>	<b>106</b>	<b>0.67%</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Executive Secretary/Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/ Executive Assistant	301	5	1.66%	5	1.66%
Accounting Clerk(payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	382	2	0.52%	3	0.79%
Typist/Office Assistant/Messenger/Runner	13	-	-	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>ADMINISTRATIVE AND OTHERS LEVEL (Continued)</b>					
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	43	3	6.98%	2	4.65%
Others	159	1	0.63%	-	-
<b>Sub-total</b>	<b>898</b>	<b>11</b>	<b>1.22%</b>	<b>10</b>	<b>1.11%</b>
<b>GRAND TOTAL</b>	<b>25476</b>	<b>623</b>	<b>2.45%</b>	<b>143</b>	<b>0.56%</b>

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

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager	84	1	1.19%	-	-
Resident Manager/Executive Assistant Manager/ Director of Operations	50	-	-	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	70	1	1.43%	-	-
Personnel Manager/Training Manager	43	1	2.33%	-	-
Financial Controller/Chief Accountant/ Director of Finance	112	1	0.89%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	37	-	-	-	-
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	41	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	34	-	-	-	-
Director of Marketing/Director of Sales/ Director of Promotions	131	2	1.53%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Communications	45	-	-	-	-
Marketing Manager/Sales Manager/ Convention Manager/Catering Sales Manager/ Event Manager	244	11	4.51%	1	0.41%
Director of Security/Security Manager/ Chief Security Officer	38	1	2.63%	-	-
Director of Front Office/Front Office Manager	76	2	2.63%	-	-
Director of Rooms Division/ Rooms Division Manager	30	-	-	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	88	3	3.41%	-	-
Executive Chef	71	2	2.82%	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>					
Executive Chinese Chef/Chief Chef	2	-	-	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	68	4	5.88%	-	-
Director of Catering/ Assistant Food and Beverage Manager	66	-	-	-	-
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	94	-	-	-	-
Others	61	-	-	-	-
<b>Sub-total</b>	<b>1485</b>	<b>29</b>	<b>1.95%</b>	<b>1</b>	<b>0.07%</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>					
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	87	4	4.60%	1	1.15%
Account Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	319	-	-	3	0.94%
Credit Manager	43	1	2.33%	-	-
Assistant Controller/ Assistant Purchasing Manager	55	-	-	1	1.82%
Chief Store Supervisor/Store Supervisor	52	-	-	-	-
Income Auditor/Night Auditor	73	1	1.37%	-	-
EDP Supervisor/System Analyst	39	1	2.56%	-	-
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	385	9	2.34%	12	3.12%
Public Relations Officer	41	-	-	2	4.88%
Printshop Supervisor/Art Director/Designer/ Layout Artist	36	-	-	-	-
Airport Manager/Chief Airport Representative	17	-	-	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>					
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/Night Manager	453	10	2.21%	1	0.22%
Chief Concierge/Concierge/ Bell Superintendent	83	3	3.61%	1	1.20%
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor.	229	7	3.06%	1	0.44%
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	243	6	2.47%	0	0.00%
Reservations Manager	68	2	2.94%	0	0.00%
Telephone Service Manager/ Telephone Supervisor	84	0	0.00%	0	0.00%
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	110	3	2.73%	0	0.00%
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	634	7	1.10%	1	0.16%
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Clean/Wash Supervisor	72	-	-	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager	99	5	5.05%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	102	5	4.90%	1	0.98%
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	90	5	5.56%	-	-
Beverage Manager/Bar Manager/ Head Barman	32	-	-	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>					
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	267	13	4.87%	-	-
Captain (Food and Beverage Department)	870	13	1.49%	1	0.11%
Chief Steward/Stewarding Manager	88	-	-	1	1.14%
Executive Sous Chef/Sous Chef	177	3	1.69%	-	-
Gardemanger/Chef de Partie(Cold Production)/ Pastry Chef/Chef de Patisserie/Rotisseur/ Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	488	10	2.05%	-	-
Specialist Cook	125	-	-	-	-
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	25	-	-	-	-
Wine Steward/Sommelier	11	-	-	-	-
Senior Cook	3	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	14	-	-	-	-
Chief Butcher	2	-	-	-	-
Chief Cook	3	-	-	-	-
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	243	1	0.41%	-	-
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	298	6	2.01%	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	16	-	-	-	-
Security Supervisor	105	1	0.95%	-	-
Health Club or Spa Manager or Supervisor	48	1	2.08%	-	-
Others	139	1	0.72%	-	-
<b>Sub-total</b>	<b>6368</b>	<b>118</b>	<b>1.85%</b>	<b>26</b>	<b>0.41%</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Baker/Pastry Cook	266	6	2.26%	4	1.50%
Cook (Western)/Junior Cook (Western)	1493	22	1.47%	20	1.34%

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	2	-	-	-	-
Engineering Craftsman(eg air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	831	12	1.44%	3	0.36%
Others	21	-	-	-	-
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	14	-	-	-	-
Draftsman/Photographer/Printshop Staff	9	1	11.11%	-	-
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	120	-	-	-	-
Bell Attendant/Baggage Porter/Door Attendant	623	11	1.77%	2	0.32%
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	1479	64	4.33%	21	1.42%
Security Officer/Uniform Guard/House Officer	454	13	2.86%	-	-
Telephone Operator	329	10	3.04%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	1062	9	0.85%	-	-
Uniform and Linen Room Attendant/Runner/ Tailor/Seamstress	380	-	-	-	-
Laundry and Valet Attendant/ Laundry and Valet Clerk/Order-taker (laundry)	183	1	0.55%	-	-
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleraner/Marker	179	-	-	-	-
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	3343	118	3.53%	10	0.30%
Restaurant Receptionist/Hostess	1514	64	4.23%	16	1.06%
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	455	13	2.86%	21	4.62%
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	1514	30	1.98%	-	-



Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Bartender/Soda Fountain Server	143	1	0.70%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	46	2	4.35%	-	-
Health Club/Spa/Gym Attendant/ Beauty Therapist, Masseur or Masseuse/ Swimming Pool Attendant/ Life Guard and related supporting Staff	445	12	2.70%	2	0.45%
Waiter/Waitress	-	-	-	-	-
Others	352	9	2.56%	-	-
<b>Sub-total</b>	<b>15257</b>	<b>398</b>	<b>2.61%</b>	<b>99</b>	<b>0.65%</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Executive Secretary/Secretary/ Personal Assistant/ Admin. Assistant/ Admin. Officer/Executive Assistant	301	5	1.66%	5	1.66%
Accounting Clerk(payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	382	2	0.52%	3	0.79%
Typist/Office Assistant/Messenger/Runner	13	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	43	3	6.98%	2	4.65%
Others	159	1	0.63%	-	-
<b>Sub-total</b>	<b>898</b>	<b>11</b>	<b>1.22%</b>	<b>10</b>	<b>1.11%</b>
<b>GRAND TOTAL</b>	<b>24008</b>	<b>556</b>	<b>2.32%</b>	<b>136</b>	<b>0.57%</b>

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

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
Executive Chinese Chef/Chief Chef	32	-	-	-	-
Chinese Restaurant Manager	39	-	-	-	-
<b>Sub-total</b>	<b>71</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>					
Executive Chinese Sous Chef	27	-	-	-	-
Wine Steward/Sommelier	4	-	-	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	35	10	28.57%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	165	10	6.06%	-	-
Pantry Captain	21	1	4.76%	-	-
Senior Cook	36	1	2.78%	-	-
Service Cook/Kitchen Supervisor/Genera Cook	68	-	-	-	-
Barbecue Cook	47	1	2.13%	-	-
Chief Butcher	39	1	2.56%	-	-
Chief Cook	43	1	2.33%	-	-
Chief Dim Sum Cook	47	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	86	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	97	-	-	-	-
Second Butcher	40	-	-	-	-
Others	1	-	-	-	-
<b>Sub-total</b>	<b>756</b>	<b>25</b>	<b>3.31%</b>	<b>-</b>	<b>-</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	129	2	1.55%	1	0.78%
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	1	-	-	-	-

Job Title	Number of Employees (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Hseman/Yardman/ Gen Sff (kitchen/restaurant)	58	3	5.17%	-	-
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	92	4	4.35%	-	-
Waiter/Waitress	307	23	7.49%	6	1.95%
Junior Waiter/Junior Waitress	52	9	17.31%	-	-
Others	2	1	50.00%	-	-
<b>Sub-total</b>	<b>641</b>	<b>42</b>	<b>6.55%</b>	<b>7</b>	<b>1.09%</b>
<b>GRAND TOTAL</b>	<b>1468</b>	<b>67</b>	<b>4.56%</b>	<b>7</b>	<b>0.48%</b>

**TABLE 3 : NUMBER OF ESTABLISHMENTS AND EMPLOYEES BY PREFERRED EDUCATION**

**HOTEL INDUSTRY**

**INCLUDING HOTELS AND RESTAURANTS OPERATED BY HOTELS**

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total		
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>																			
General Manager	59	56	5	5	3	3	-	-	-	-	-	-	-	-	-	17	17	84	81
Resident Manager/Executive Assistant Manager/ Director of Operations	30	27	3	3	5	5	-	-	-	-	-	-	-	-	-	12	11	50	46
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	50	39	3	3	3	3	-	-	-	-	-	-	-	-	-	14	10	70	55
Personnel Manager/Training Manager	25	18	2	2	3	2	-	-	-	-	-	-	-	-	-	13	7	43	29
Financial Controller/Chief Accountant/ Director of Finance	66	44	8	6	14	14	-	-	-	-	-	-	-	-	-	24	12	112	76
Materials Manager/Procurement Manager/ Purchasing Manager	16	16	2	2	8	8	3	3	-	-	-	-	-	-	-	8	7	37	36
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	25	23	4	4	4	4	-	-	-	-	-	-	-	-	-	8	8	41	39
Food and Beverage Cost Controller/ Cost Controller	16	13	2	2	7	7	-	-	-	-	-	-	-	-	-	9	8	34	30
Director of Marketing/Director of Sales/ Director of Promotions	96	50	7	6	7	7	-	-	-	-	-	-	-	-	-	21	13	131	76
Director of Public Relations/ Public Relations Manager/ Director of Communications	34	26	2	2	-	-	-	-	-	-	-	-	-	-	-	9	8	45	36

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>																		
Marketing Manager/Sales Manager/ Convention Manager/Catering Sales Manager/ Event Manager	121	33	21	6	49	17	2	1	-	-	-	-	-	-	51	10	244	67
Director of Security/Security Manager/ Chief Security Officer	15	11	3	3	7	7	3	3	3	3	-	-	-	-	7	5	38	32
Director of Front Office/Front Office Manager	40	34	2	2	21	18	1	1	-	-	-	-	-	-	12	12	76	67
Director of Rooms Division/ Rooms Division Manager	14	14	5	4	6	6	-	-	1	1	-	-	-	-	4	4	30	29
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	35	29	6	6	17	17	13	11	-	-	-	-	-	-	17	14	88	77
Executive Chef	16	14	5	3	26	24	6	6	5	5	-	-	-	-	13	10	71	62
Executive Chinese Chef/Chief Chef	5	5	-	-	12	10	10	8	-	-	-	-	-	-	7	6	34	29
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	35	25	9	7	8	8	3	3	1	1	-	-	-	-	12	10	68	54
Director of Catering/ Assistant Food and Beverage Manager	25	19	2	1	20	4	3	2	2	2	-	-	-	-	14	10	66	38
Chinese Restaurant Manager	8	8	2	2	18	15	2	2	2	2	-	-	-	-	7	4	39	33
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	56	38	5	5	10	9	2	2	2	2	-	-	-	-	19	14	94	70
Others	16	10	6	1	5	1	-	-	-	-	-	-	-	-	34	2	61	14
<b>Sub-total</b>	<b>803</b>	<b>552</b>	<b>104</b>	<b>75</b>	<b>253</b>	<b>189</b>	<b>48</b>	<b>42</b>	<b>16</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>332</b>	<b>202</b>	<b>1556</b>	<b>1076</b>

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
<b>SUPERVISOR / TECHNICIAN LEVEL</b>																		
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/ Employee Relations Officer	29	21	7	3	34	22	5	5	-	-	-	-	-	-	12	7	87	58
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	46	10	17	6	129	36	54	16	11	7	-	-	-	-	62	12	319	87
Credit Manager	11	10	3	3	19	17	2	2	1	1	-	-	-	-	7	6	43	39
Assistant Controller/ Assistant Purchasing Manager	10	9	6	5	22	15	8	8	1	1	-	-	-	-	8	6	55	44
Chief Store Supervisor/Store Supervisor	1	1	-	-	14	11	18	11	13	10	-	-	-	-	6	6	52	39
Income Auditor/Night Auditor	11	10	6	4	30	20	11	10	4	3	-	-	-	-	11	8	73	55
EDP Supervisor/System Analyst	15	13	4	4	12	11	-	-	-	-	-	-	-	-	8	8	39	36
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	87	18	11	6	110	31	31	10	29	9	-	-	-	-	117	11	385	85
Public Relations Officer	15	14	2	2	12	7	4	3	2	2	-	-	-	-	6	6	41	34
Printshop Supervisor/Art Director/Designer/ Layout Artist	-	-	4	3	19	11	8	5	1	1	-	-	-	-	4	4	36	24
Airport Manager/Chief Airport Representative	2	2	-	-	9	9	1	1	-	-	-	-	-	-	5	4	17	16
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/Business Centre Manager/ Executive Service Manager/ Executive Floor Manager/ Service Apartment Manager/Night Manager	72	15	59	14	184	37	46	10	20	6	-	-	-	-	72	14	453	96

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>																		
Chief Concierge/Concierge/ Bell Superintendent	4	4	10	5	17	13	25	21	13	11	-	-	-	-	14	10	83	64
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	-	2	1	44	14	79	29	54	25	-	-	-	-	50	11	229	80
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and information Supervisor/ Lobby Services Supervisor	12	3	27	6	65	25	54	28	20	8	-	-	-	-	65	10	243	80
Reservations Manager	6	5	7	7	22	19	19	19	3	2	-	-	-	-	11	8	68	60
Telephone Service Manager/ Telephone Supervisor	7	4	3	1	30	19	19	15	12	10	-	-	-	-	13	9	84	58
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	7	5	12	3	30	15	43	15	12	7	-	-	-	-	6	6	110	51
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	-	36	3	205	22	205	35	71	20	8	1	-	-	109	13	634	94
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Clean/Wash Supervisor	5	1	6	2	12	7	31	18	10	7	-	-	-	-	8	6	72	41
Catering Manager/Banquet Manager/ Banquet Services Manager	9	4	8	3	41	16	18	7	5	2	-	-	-	-	18	8	99	40
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	7	4	1	1	34	16	33	10	9	4	-	-	-	-	18	5	102	40

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>																		
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	-	-	44	11	28	13	5	4	-	-	-	-	13	7	90	35
Beverage Manager/Bar Manager/Head Barman	-	-	-	-	15	8	11	9	3	3	-	-	-	-	3	3	32	23
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	8	1	9	4	100	19	53	24	23	11	-	-	-	-	74	12	267	71
Captain (Food and Beverage Department)	-	-	-	-	255	9	173	27	217	27	16	3	-	-	209	12	870	78
Chief Steward/Stewarding Manager	-	-	1	1	22	9	28	19	14	12	-	-	-	-	23	10	88	51
Executive Sous Chef/Sous Chef	-	-	3	1	61	14	51	30	17	12	6	5	-	-	39	11	177	73
Executive Chinese Sous Chef	-	-	-	-	5	4	11	9	3	3	2	2	-	-	6	3	27	21
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patissier/ Rotisseur/ Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	9	1	-	-	61	9	216	33	76	11	4	1	-	-	122	12	488	67
Specialist Cook	1	1	-	-	40	5	32	7	18	5	7	2	-	-	27	5	125	25
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	-	-	6	5	7	4	3	3	2	2	-	-	7	7	25	21
Wine Steward/Sommelier	-	-	-	-	2	2	4	3	3	3	-	-	-	-	6	3	15	11
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	1	1	-	-	15	6	8	8	7	6	-	-	-	-	4	3	35	24
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	-	-	29	5	60	15	43	12	7	1	-	-	26	5	165	38
Pantry Captain	-	-	-	-	2	1	4	3	10	8	1	1	-	-	4	3	21	16



Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>																		
Senior Cook	-	-	-	-	6	3	18	13	3	3	7	6	-	-	5	5	39	30
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	-	17	2	25	8	3	3	13	6	11	4	13	4	82	27
Barbecue Cook	-	-	-	-	2	1	22	12	10	6	4	3	2	2	7	5	47	29
Chief Butcher	-	-	-	-	1	1	19	15	7	7	7	5	1	1	6	5	41	34
Chief Cook	-	-	-	-	4	3	16	12	9	8	12	5	2	2	3	3	46	33
Chief Dim Sum Cook	-	-	-	-	3	3	18	13	9	9	9	6	2	2	6	5	47	38
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	-	-	-	32	14	27	9	10	6	-	-	17	5	86	34
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	-	-	-	29	11	13	4	40	10	7	3	8	3	97	31
Second Butcher	-	-	-	-	-	-	11	7	9	8	10	6	2	2	8	5	40	28
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	9	3	13	4	89	31	75	26	10	6	-	-	-	-	47	14	243	84
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	-	-	67	14	159	40	12	3	4	1	-	-	56	14	298	72
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	8	2	1	1	-	-	2	1	3	3	-	-	-	-	2	1	16	8
Security Supervisor	-	-	-	-	36	9	32	17	25	12	1	1	-	-	11	7	105	46
Health Club or Spa Manager or Supervisor	3	3	2	2	15	9	11	4	-	-	-	-	-	-	17	7	48	25
Others	-	-	7	1	7	2	11	2	60	3	-	-	-	-	55	6	140	14

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
<b>Sub-total</b>	<b>395</b>	<b>165</b>	<b>267</b>	<b>96</b>	<b>1998</b>	<b>578</b>	<b>1880</b>	<b>677</b>	<b>933</b>	<b>340</b>	<b>170</b>	<b>73</b>	<b>27</b>	<b>16</b>	<b>1454</b>	<b>363</b>	<b>7124</b>	<b>2308</b>
<b>CRAFT / OPERATIVE LEVEL</b>																		
Baker/Pastry Cook	-	-	-	-	7	1	141	24	25	8	9	5	28	5	56	10	266	53
Cook (Western)/Junior Cook (Western)	-	-	-	-	50	2	678	34	202	19	230	14	33	3	300	13	1493	85
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	-	-	-	29	9	22	6	29	7	26	4	25	5	131	31
Engineering Craftsman (eg air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	-	-	-	-	73	7	467	46	68	13	67	12	-	-	156	14	831	92
Others	-	-	-	-	-	-	-	-	21	2	-	-	-	-	-	-	21	2
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	-	-	3	3	4	3	3	3	-	-	2	1	-	-	2	2	14	12
Draftsman/Photographer/Printshop Staff	-	-	-	-	-	-	3	2	5	1	-	-	-	-	1	1	9	4
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	-	-	1	1	32	5	18	5	45	13	-	-	-	-	24	5	120	29
Bell Attendant/Baggage Porter/Door Attendant	-	-	-	-	7	2	93	15	306	44	92	16	3	1	122	14	623	92
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	-	-	-	365	16	569	44	345	29	23	2	-	-	177	14	1479	105
Security Officer/Uniform Guard/House Officer	-	-	8	1	15	3	152	19	146	19	56	8	-	-	77	10	454	60
Telephone Operator	-	-	-	-	28	5	95	20	151	34	-	-	-	-	55	12	329	71
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	-	-	-	-	9	1	10	2	65	8	584	44	190	12	204	15	1062	82

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	-	-	-	16	2	32	10	234	48	43	9	55	12	380	81
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>																		
Laundry and Valet Attendant/ Laundry and Valet Clerk/Order-taker (laundry)	-	-	-	-	-	-	7	1	41	9	102	13	3	3	30	7	183	33
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	-	-	-	-	-	35	1	24	3	58	5	13	1	49	3	179	13
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	-	-	-	-	984	24	793	25	936	36	51	5	579	14	3343	104
Restaurant Receptionist/Hostess	-	-	-	-	275	3	515	25	348	34	98	9	-	-	278	13	1514	84
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	-	-	-	-	-	173	15	63	14	96	14	-	-	124	5	456	48
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	-	-	-	-	127	2	79	5	24	6	785	49	303	20	254	15	1572	97
Bartender/Soda Fountain Server	-	-	-	-	5	1	79	22	33	18	10	5	-	-	16	5	143	51
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	-	-	-	-	-	-	26	11	9	3	33	11	4	3	20	5	92	33
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	-	-	-	3	1	21	3	6	4	11	6	-	-	5	1	46	15
Health Club/Spa/Gym Attendant/ Beauty Therapist, Masseur or Masseuse/ Swimming Pool Attendant/ Life Guard and related supporting Staff	-	-	-	-	99	4	60	14	77	13	2	1	2	1	205	9	445	42
Waiter/Waitress	-	-	-	-	50	2	87	13	83	10	43	8	-	-	44	5	307	38

Job Title	University Degrees or above		Associate Degree or equivalent		Professional Diploma/ Higher Diploma/ Diploma or equivalent		Certificate/ Advanced Certificate or equivalent		Secondary 5 - 7		Secondary 3 - 4		Others		Refusal		Total	
	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm	Number Employed	No. of firm
Junior Waiter/Junior Waitress	-	-	-	-	9	1	23	7	11	4			2	1	7	3	52	16
Others	-	-	-	-	12	1	5	1	81	18	160	23	3	1	93	8	354	52
<b>Sub-total</b>	-	-	<b>12</b>	<b>5</b>	<b>1170</b>	<b>60</b>	<b>4368</b>	<b>367</b>	<b>3026</b>	<b>367</b>	<b>3660</b>	<b>337</b>	<b>704</b>	<b>69</b>	<b>2958</b>	<b>220</b>	<b>15898</b>	<b>1425</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>																		
Executive Secretary/Secretary/ Personal Assttiant/Admin. Assttiant/ Admin. Officer/ Executive Assttiant	-	-	4	3	159	41	73	23	5	4	-	-	-	-	60	15	301	86
Accounting Clerk(payload, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	-	-	124	27	161	36	52	15	-	-	-	-	45	14	382	92
Typist/Office Assistant/Messenger/Runner	-	-	-	-	-	-	-	-	11	8	2	2	-	-	-	-	13	10
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	-	10	5	6	6	15	10	7	7	-	-	-	-	5	5	43	33
Others	-	-	-	-	13	5	17	7	59	7	-	-	-	-	70	4	159	23
<b>Sub-total</b>	-	-	<b>14</b>	<b>8</b>	<b>302</b>	<b>79</b>	<b>266</b>	<b>76</b>	<b>134</b>	<b>41</b>	<b>2</b>	<b>2</b>	-	-	<b>180</b>	<b>38</b>	<b>898</b>	<b>244</b>
<b>GRAND TOTAL</b>	<b>1198</b>	<b>717</b>	<b>397</b>	<b>184</b>	<b>3723</b>	<b>906</b>	<b>6562</b>	<b>1162</b>	<b>4109</b>	<b>764</b>	<b>3832</b>	<b>412</b>	<b>731</b>	<b>85</b>	<b>4924</b>	<b>823</b>	<b>25476</b>	<b>5053</b>

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

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager	-	-	-	1	1	8	2	4	6	31	31	84
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	1	-	-	4	5	2	3	2	10	23	50
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	-	5	13	8	1	6	14	23	70
Personnel Manager/Training Manager	-	-	-	2	1	6	6	1	4	1	22	43
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	2	14	11	7	7	8	20	43	112
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	2	4	4	4	2	3	2	16	37
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	-	-	-	-	6	10	2	4	2	1	16	41
Food and Beverage Cost Controller/ Cost Controller	-	-	-	1	8	3	3	2	-	1	16	34

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Director of Marketing/Director of Sales/ Director of Promotions	-	-	-	2	3	2	19	22	8	20	55	131
Director of Public Relations/ Public Relations Manager/ Director of Communications	-	-	-	2	3	2	3	3	6	-	26	45
Marketing Manager/Sales Manager/ Convention Manager/Catering Sales Manager/ Event Manager	-	-	1	6	49	39	54	-	16	7	72	244
Director of Security/Security Manager/ Chief Security Officer	-	-	-	4	4	4	2	4	2	1	17	38
Director of Front Office/Front Office Manager	-	-	-	1	9	12	18	5	7	-	24	76
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	1	2	6	4	4	2	11	30
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	2	14	6	21	8	9	1	27	88
Executive Chef	-	-	-	-	2	7	9	10	7	7	29	71
Executive Chinese Chef/Chief Chef	-	-	-	-	-	5	6	3	6	4	10	34
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	7	3	9	4	5	12	28	68
Director of Catering/ Assistant Food and Beverage Manager	-	-	-	2	3	1	5	7	26	-	22	66

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Chinese Restaurant Manager	-	-	-	-	12	5	6	2	2	-	12	39
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	-	-	-	2	9	9	10	8	11	10	35	94
Others	-	-	-	-	2	-	9	1	25	1	23	61
<b>Sub-total</b>	-	<b>1</b>	<b>1</b>	<b>29</b>	<b>161</b>	<b>157</b>	<b>211</b>	<b>105</b>	<b>165</b>	<b>145</b>	<b>581</b>	<b>1556</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>												
Personnel Officer/Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	1	49	15	2	-	-	-	-	20	87
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	-	-	12	192	58	11	-	-	-	-	46	319
Credit Manager	-	-	-	6	13	7	7	-	-	-	10	43
Assistant Controller/ Assistant Purchasing Manager	-	-	1	23	11	6	2	1	-	-	11	55
Chief Store Supervisor/Store Supervisor	-	-	5	37	-	1	-	-	-	-	9	52
Income Auditor/Night Auditor	-	-	5	41	18	-	-	-	-	-	9	73
EDP Supervisor/System Analyst	-	-	2	12	14	1	-	-	-	-	10	39
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	-	3	24	166	80	5	1	-	-	-	106	385

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Public Relations Officer	-	-	1	28	5	1		-	-	-	6	41
Printshop Supervisor/Art Director/Designer/Layout Artist	-	-	2	13	4	2	10	-	-	-	5	36
Airport Manager/Chief Airport Representative	-	-	-	8	3	1	1	-	-	-	4	17
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/Night Manager	-	-	2	125	153	53	43	-	-	-	77	453
Chief Concierge/Concierge/ Bell Superintendent	-	-	3	41	17	3	6	1	-	-	12	83
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	16	79	84	9	-	-	2	-	-	39	229
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and information Supervisor/ Lobby Services Supervisor	-	-	11	132	40	16	-	-	-	-	44	243
Reservations Manager	-	-	1	16	31	3	5	-	-	-	12	68
Telephone Service Manager/ Telephone Supervisor	-	-	2	32	31	4	2	-	-	-	13	84



Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	-	-	-	32	50	12	7	-	-	-	9	110
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	2	39	425	75	-	-	-	-	-	93	634
Laundry Manager/ Laundry and Valet Manager/ Laundry Supervisor/ Dry Clean/ Wash Supervisor	-	-	5	21	30	1	6	-	-	-	9	72
Catering Manager/Banquet Manager/ Banquet Services Manager	-	-	-	20	26	18	16	-	-	-	19	99
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	-	-	14	53	12	7	-	-	-	-	16	102
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	5	57	21	-	-	-	-	-	7	90
Beverage Manager/Bar Manager/Head Barman	-	-	1	12	5	9	2	-	-	-	3	32
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	-	-	-	33	61	61	29	11	-	-	72	267
Captain (Food and Beverage Department)	-	1	30	621	51	-	-	-	-	-	167	870
Chief Steward/Stewarding Manager	-	-	3	21	27	8	8	1	-	-	20	88

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Executive Sous Chef/Sous Chef	-	-	-	16	27	37	37	3	4	-	53	177
Executive Chinese Sous Chef	-	-	-	-	6	5	7	-	2	-	7	27
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtisseries/ Rotisseur/ Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	-	-	1	118	208	18	49	-	-	-	94	488
Specialist Cook	-	-	-	49	41	7	1	-	-	-	27	125
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	-	8	8	-	-	-	-	-	9	25
Wine Steward/Sommelier	-	-	1	1	6	-	-	-	-	-	7	15
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	14	9	8	-	-	-	-	4	35
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	-	132	8	-	-	-	-	-	25	165
Pantry Captain	-	-	7	12	-	-	-	-	-	-	2	21
Senior Cook	-	-	5	7	14	4	2	-	2	-	5	39
Service Cook/Kitchen Supervisor/ General Cook	-	-	3	37	31	-	-	-	-	-	11	82
Barbecue Cook	-	-	-	12	25	4	-	-	-	-	6	47
Chief Butcher	-	-	-	9	14	10	2	-	-	-	6	41

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Chief Cook	-	-	6	4	22	9	2	-	-	-	3	46
Chief Dim Sum Cook	-	-	-	6	30	4	2	-	-	-	5	47
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	6	27	29	5	3	-	-	-	16	86
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	21	5	52	7	5	-	-	-	-	7	97
Second Butcher	-	-	1	15	13	4	-	-	-	-	7	40
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	-	-	5	47	137	6	10	-	-	-	38	243
Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/ Sound Technician	-	-	42	172	45	-	-	-	-	-	39	298
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	10	2	-	-	-	-	-	4	16
Security Supervisor	-	-	10	59	26	-	-	-	-	-	10	105
Health Club or Spa Manager or Supervisor	-	-	-	15	6	6	5	-	-	-	16	48
Others	-	-	-	35	5	7	39	-	49	-	5	140
<b>Sub-total</b>	-	<b>43</b>	<b>340</b>	<b>3157</b>	<b>1579</b>	<b>371</b>	<b>304</b>	<b>19</b>	<b>57</b>	-	<b>1254</b>	<b>7124</b>
<b>CRAFT / OPERATIVE LEVEL</b>												
Baker/Pastry Cook	-	-	16	168	47	-	-	-	-	-	35	266

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Cook (Western)/Junior Cook (Western)	-	6	436	720	111	-	-	-	-	-	220	1493
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	1	26	64	11	-	-	-	-	-	29	131
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	-	14	105	574	23	-	-	-	-	-	115	831
Others	-	-	12	9	-	-	-	-	-	-		21
Systems Support Operator/EDP Operator/Computer Operator/Web Designer	-	1	1	6	2	2	-	-	-	-	2	14
Draftsman/Photographer/Printshop Staff	-	-	1	8	-	-	-	-	-	-		9
Airport Representative/Tour Co-ordinator/Group Co-ordinator	-	-	24	82	-	-	-	-	-	-	14	120
Bell Attendant/Baggage Porter/Door Attendant	18	442	56	19	-	-	-	-	-	-	88	623
Front Office Clerk/Guest Service Agent/Guest Service Officer/Front Desk Agent/Front Office Clerk/Guest Relations Officer/Business Centre Officer/Reservation Clerk	-	49	743	566	-	-	-	-	-	-	121	1479
Security Officer/Uniform Guard/House Officer	-	45	216	138	-	-	-	-	-	-	55	454
Telephone Operator	-	21	163	109	-	-	-	-	-	-	36	329
Cloakroom Attendant/Lobby Attendant/Public Area Cleaners/Upholsterer/Houseman/Toilet Attendant	1	527	308	67	-	-	-	-	-	-	159	1062



Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Health Club/Spa/Gym Attendant/ Beauty Therapist, Masseur or Masseur/ Swimming Pool Attendant/Life Guard and related supporting Staff	23	10	108	106	-	-	-	-	-	-	198	445
Waiter/Waitress	-	16	161	93	-	-	-	-	-	-	37	307
Junior Waiter/Junior Waitress	2	21	13	9	-	-	-	-	-	-	7	52
Others	-	40	120	128	-	-	-	-	-	-	66	354
<b>Sub-total</b>	<b>88</b>	<b>2750</b>	<b>6395</b>	<b>4322</b>	<b>207</b>	<b>2</b>	-	-	-	-	<b>2134</b>	<b>15898</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	-	8	15	109	52	26	16	-	-	-	75	301
Accounting Clerk(payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	37	137	172	7	-	-	-	-	-	29	382
Typist/Office Assistant/Messenger/Runner	-	2	7	4	-	-	-	-	-	-	-	13
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	4	13	15	-	-	-	-	-	-	11	43
Others	-	3	10	82	12	-	-	-	-	-	52	159
<b>Sub-total</b>	<b>-</b>	<b>54</b>	<b>182</b>	<b>382</b>	<b>71</b>	<b>26</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>167</b>	<b>898</b>
<b>GRAND TOTAL</b>	<b>88</b>	<b>2848</b>	<b>6918</b>	<b>7890</b>	<b>2018</b>	<b>556</b>	<b>531</b>	<b>124</b>	<b>222</b>	<b>145</b>	<b>4136</b>	<b>25476</b>

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

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager	-	-	-	1	1	8	2	4	6	31	31	84
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	1	-	-	4	5	2	3	2	10	23	50
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	-	5	13	8	1	6	14	23	70
Personnel Manager/Training Manager	-	-	-	2	1	6	6	1	4	1	22	43
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	2	14	11	7	7	8	20	43	112
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	2	4	4	4	2	3	2	16	37
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	-	-	-	-	6	10	2	4	2	1	16	41
Food and Beverage Cost Controller/ Cost Controller	-	-	-	1	8	3	3	2	-	1	16	34

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Director of Marketing/Director of Sales/ Director of Promotions	-	-	-	2	3	2	19	22	8	20	55	131
Director of Public Relations/ Public Relations Manager/ Director of Communications	-	-	-	2	3	2	3	3	6	-	26	45
Marketing Manager/Sales Manager/ Convention Manager/Catering Sales Manager/ Event Manager	-	-	1	6	49	39	54	-	16	7	72	244
Director of Security/Security Manager/ Chief Security Officer	-	-	-	4	4	4	2	4	2	1	17	38
Director of Front Office/Front Office Manager	-	-	-	1	9	12	18	5	7	-	24	76
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	1	2	6	4	4	2	11	30
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	2	14	6	21	8	9	1	27	88
Executive Chef	-	-	-	-	2	7	9	10	7	7	29	71
Executive Chinese Chef/Chief Chef	-	-	-	-	-	2	-	-	-	-	-	2
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	7	3	9	4	5	12	28	68
Director of Catering/ Assistant Food and Beverage Manager	-	-	-	2	3	1	5	7	26	-	22	66



Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	-	-	-	2	9	9	10	8	11	10	35	94
Others	-	-	-	-	2	-	9	1	25	1	23	61
<b>Sub-total</b>	-	<b>1</b>	<b>1</b>	<b>29</b>	<b>149</b>	<b>149</b>	<b>199</b>	<b>100</b>	<b>157</b>	<b>141</b>	<b>559</b>	<b>1485</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>												
Personnel Officer/Human Resources Officer/ Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	1	49	15	2	-	-	-	-	20	87
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	-	-	12	192	58	11	-	-	-	-	46	319
Credit Manager	-	-	-	6	13	7	7	-	-	-	10	43
Assistant Controller/ Assistant Purchasing Manager	-	-	1	23	11	6	2	1	-	-	11	55
Chief Store Supervisor/Store Supervisor	-	-	5	37	-	1	-	-	-	-	9	52
Income Auditor/Night Auditor	-	-	5	41	18	-	-	-	-	-	9	73
EDP Supervisor/System Analyst	-	-	2	12	14	1	-	-	-	-	10	39
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	-	3	24	166	80	5	1	-	-	-	106	385
Public Relations Officer	-	-	1	28	5	1	-	-	-	-	6	41

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Printshop Supervisor/Art Director/Designer/ Layout Artist	-	-	2	13	4	2	10	-	-	-	5	36
Airport Manager/Chief Airport Representative	-	-	-	8	3	1	1	-	-	-	4	17
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/Night Manager	-	-	2	125	153	53	43	-	-	-	77	453
Chief Concierge/Concierge/ Bell Superintendent	-	-	3	41	17	3	6	1	-	-	12	83
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	-	16	79	84	9	-	-	2	-	-	39	229
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and information Supervisor/ Lobby Services Supervisor	-	-	11	132	40	16	-	-	-	-	44	243
Reservations Manager	-	-	1	16	31	3	5	-	-	-	12	68
Telephone Service Manager/ Telephone Supervisor	-	-	2	32	31	4	2	-	-	-	13	84

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	-	-	-	32	50	12	7	-	-	-	9	110
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	2	39	425	75	-	-	-	-	-	93	634
Laundry Manager/ Laundry and Valet Manager/ Laundry Supervisor/ Dry Clean/ Wash Supervisor	-	-	5	21	30	1	6	-	-	-	9	72
Catering Manager/Banquet Manager/ Banquet Services Manager	-	-	-	20	26	18	16	-	-	-	19	99
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	-	-	14	53	12	7	-	-	-	-	16	102
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	5	57	21	-	-	-	-	-	7	90
Beverage Manager/Bar Manager/Head Barman	-	-	1	12	5	9	2	-	-	-	3	32
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	-	-	-	33	61	61	29	11	-	-	72	267
Captain (Food and Beverage Department)	-	1	30	621	51	-	-	-	-	-	167	870
Chief Steward/Stewarding Manager	-	-	3	21	27	8	8	1	-	-	20	88

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Executive Sous Chef/Sous Chef	-	-	-	16	27	37	37	3	4	-	53	177
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtissier/ Rotisseur/ Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	-	-	1	118	208	18	49	-	-	-	94	488
Specialist Cook	-	-	-	49	41	7	1	-	-	-	27	125
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	-	8	8	-	-	-	-	-	9	25
Wine Steward/Sommelier	-	-	1	1	4	-	-	-	-	-	5	11
Senior Cook	-	-	-	2	-	-	-	-	-	-	1	3
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	4	10	-	-	-	-	-	-	14
Chief Butcher	-	-	-	2	-	-	-	-	-	-	-	2
Chief Cook	-	-	-	-	-	2	-	-	-	-	1	3
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	-	-	5	47	137	6	10	-	-	-	38	243
Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/ Sound Technician	-	-	42	172	45	-	-	-	-	-	39	298

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISOR / TECHNICIAN LEVEL (Continued)</b>												
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	10	2	-	-	-	-	-	4	16
Security Supervisor	-	-	10	59	26	-	-	-	-	-	10	105
Health Club or Spa Manager or Supervisor	-	-	-	15	6	6	5	-	-	-	16	48
Others	-	-	-	35	5	7	38	-	49	-	5	139
<b>Sub-total</b>	-	<b>22</b>	<b>307</b>	<b>2838</b>	<b>1379</b>	<b>315</b>	<b>285</b>	<b>19</b>	<b>53</b>	-	<b>1150</b>	<b>6368</b>
<b>CRAFT / OPERATIVE LEVEL</b>												
Baker/Pastry Cook	-	-	16	168	47	-	-	-	-	-	35	266
Cook (Western)/Junior Cook (Western)	-	6	436	720	111	-	-	-	-	-	220	1493
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	2	-	-	-	-	-	-	-	2
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	-	14	105	574	23	-	-	-	-	-	115	831
Others	-	-	12	9	-	-	-	-	-	-	-	21
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	-	1	1	6	2	2	-	-	-	-	2	14
Draftsman/Photographer/Printshop Staff	-	-	1	8	-	-	-	-	-	-	-	9
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	-	-	24	82	-	-	-	-	-	-	14	120

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Bell Attendant/Baggage Porter/Door Attendant	18	442	56	19	-	-	-	-	-	-	88	623
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	49	743	566	-	-	-	-	-	-	121	1479
Security Officer/Uniform Guard/House Officer	-	45	216	138	-	-	-	-	-	-	55	454
Telephone Operator	-	21	163	109	-	-	-	-	-	-	36	329
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	1	527	308	67	-	-	-	-	-	-	159	1062
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	164	175	14	-	-	-	-	-	-	27	380
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	47	100	11	-	-	-	-	-	-	25	183
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleraner/Marker	-	2	135	-	-	-	-	-	-	-	42	179
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	23	308	2213	462	-	-	-	-	-	-	337	3343
Restaurant Receptionist/Hostess	-	91	501	703	-	-	-	-	-	-	219	1514
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	1	111	162	85	-	-	-	-	-	-	96	455

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	19	774	535	17	-	-	-	-	-	-	169	1514
Bartender/Soda Fountain Server	-	4	40	86	-	-	-	-	-	-	13	143
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	1	6	11	23	-	-	-	-	-	-	5	46
Health Club/Spa/Gym Attendant/ Beauty Therapist, Masseur or Masseuse/ Swimming Pool Attendant/Life Guard and related supporting Staff	23	10	108	106	-	-	-	-	-	-	198	445
Others	-	38	120	128	-	-	-	-	-	-	66	352
<b>Sub-total</b>	<b>86</b>	<b>2660</b>	<b>6181</b>	<b>4103</b>	<b>183</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2042</b>	<b>15257</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	-	8	15	109	52	26	16	-	-	-	75	301
Accounting Clerk(payload, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	37	137	172	7	-	-	-	-	-	29	382
Typist/Office Assistant/Messenger/Runner	-	2	7	4	-	-	-	-	-	-		13
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	4	13	15	-	-	-	-	-	-	11	43
Others	-	3	10	82	12	-	-	-	-	-	52	159
<b>Sub-total</b>	<b>-</b>	<b>54</b>	<b>182</b>	<b>382</b>	<b>71</b>	<b>26</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>167</b>	<b>898</b>
<b>GRAND TOTAL</b>	<b>86</b>	<b>2737</b>	<b>6671</b>	<b>7352</b>	<b>1782</b>	<b>492</b>	<b>500</b>	<b>119</b>	<b>210</b>	<b>141</b>	<b>3918</b>	<b>24008</b>

**TABLE 4B : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**

**(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)**

**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
Executive Chinese Chef/Chief Chef	-	-	-	-	-	3	6	3	6	4	10	32
Chinese Restaurant Manager	-	-	-	-	12	5	6	2	2	-	12	39
<b>Sub-total</b>	-	-	-	-	<b>12</b>	<b>8</b>	<b>12</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>22</b>	<b>71</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>												
Executive Chinese Sous Chef	-	-	-	-	6	5	7	-	2	-	7	27
Wine Steward/Sommelier	-	-	-	-	2	-	-	-	-	-	2	4
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	14	9	8	-	-	-	-	4	35
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	-	132	8	-	-	-	-	-	25	165
Pantry Captain	-	-	7	12	-	-	-	-	-	-	2	21
Senior Cook	-	-	5	5	14	4	2	-	2	-	4	36
Service Cook/Kitchen Supervisor/ General Cook	-	-	3	33	21	-	-	-	-	-	11	68
Barbecue Cook	-	-	-	12	25	4	-	-	-	-	6	47
Chief Butcher	-	-	-	7	14	10	2	-	-	-	6	39





Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Others	-	2	-	-	-	-	-	-	-	-	-	2
<b>Sub-total</b>	<b>2</b>	<b>90</b>	<b>214</b>	<b>219</b>	<b>24</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>92</b>	<b>641</b>
<b>GRAND TOTAL</b>	<b>2</b>	<b>111</b>	<b>247</b>	<b>538</b>	<b>236</b>	<b>64</b>	<b>31</b>	<b>5</b>	<b>12</b>	<b>4</b>	<b>218</b>	<b>1468</b>

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

<b>Job Level</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>Total</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>					
Banquet Headwaiter/Headwaiter/Maitre d'Hotel	3	-	-	-	3
<b>Sub-total</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Cook (Western)/Junior Cook (Western)	-	-	-	4	4
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	-	-	5	-	5
Security Officer/Uniform Guard/House Officer	1	-	-	-	1
Telephone Operator	1	-	-	-	1
Uniform and Linen Room Attendant/Runner/Tailor/ Seamstress	-	1	-	-	1
Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/ Co-ordinator (Housekeeping)	18	-	3	-	21

Job Level	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/ Service Attendant	1	-	-	-	1
Health Club/Spa/Gym Attendant/Beauty Therapist, Masseur or Masseur/Swimming Pool Attendant/Life Guard and related supporting Staff	1	-	-	-	1
Waiter/Waitress	4	-	-	-	4
<b>Sub-total</b>	<b>26</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>39</b>
<b>GRAND TOTAL</b>	<b>29</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>42</b>

**TABLE 5A : DISTRIBUTION OF PART-TIME EMPLOYEES BY MONTHLY INCOME RANGE****BRANCH 1 : HOTELS**

<b>Job Level</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>Total</b>
<b>SUPERVISOR / TECHNICIAN LEVEL</b>					
Banquet Headwaiter/Headwaiter/Maitre d'Hotel	3	-	-	-	3
<b>Sub-total</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Cook (Western)/Junior Cook (Western)	-	-	-	4	4
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	-	-	5	-	5
Security Officer/Uniform Guard/House Officer	1	-	-	-	1
Telephone Operator	1	-	-	-	1
Uniform and Linen Room Attendant/Runner/Tailor/ Seamstress	-	1	-	-	1
Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	18	-	3	-	21

Job Level	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/ Service Attendant	1	-	-	-	1
Health Club/Spa/Gym Attendant/Beauty Therapist, Masseur or Masseur/Swimming Pool Attendant/Life Guard and related supporting Staff	1	-	-	-	1
<b>Sub-total</b>	<b>22</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>35</b>
<b>GRAND TOTAL</b>	<b>25</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>38</b>

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

**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

<b>Job Level</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>Total</b>
<b>CTAFT / OPERATIVE LEVEL</b>					
Waiter/Waitress	4	-	-	-	4
<b>Sub-total</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>
<b>GRAND TOTAL</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>

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

**HOTEL INDUSTRY**

**INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

<b>Job Level</b>	<b>\$101 - \$200</b>	<b>\$201 - \$300</b>	<b>\$301 - \$400</b>	<b>\$401 - \$500</b>	<b>\$501 - \$600</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	-	3	3
Security Officer/Uniform Guard/House Officer	-	-	1	-	-	1
Telephone Operator	-	1	-	-	-	1
Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/Co-ordinator (Housekeeping)	2	3	21	17	-	43
Restaurant Receptionist/Hostess	-	2	-	-	-	2
Waiter/Waitress	-	4	-	-	-	4
<b>Sub-total</b>	<b>2</b>	<b>10</b>	<b>22</b>	<b>17</b>	<b>3</b>	<b>51</b>
<b>GRAND TOTAL</b>	<b>2</b>	<b>10</b>	<b>22</b>	<b>17</b>	<b>3</b>	<b>54</b>



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

**BRANCH 1 : HOTELS**

<b>Job Level</b>	<b>\$101 - \$200</b>	<b>\$201 - \$300</b>	<b>\$301 - \$400</b>	<b>\$401 - \$500</b>	<b>\$501 - \$600</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Security Officer/Uniform Guard/House Officer	-	-	1	-	-	1
Telephone Operator	-	1	-	-	-	1
Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/Co-ordinator (Housekeeping)	2	3	21	17	-	43
Restaurant Receptionist/Hostess	-	2	-	-	-	2
Waiter/Waitress	-	4	-	-	-	4
<b>Sub-total</b>	<b>2</b>	<b>10</b>	<b>22</b>	<b>17</b>	<b>-</b>	<b>51</b>
<b>GRAND TOTAL</b>	<b>2</b>	<b>10</b>	<b>22</b>	<b>17</b>	<b>-</b>	<b>51</b>

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

**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

<b>Job Level</b>	<b>\$101 - \$200</b>	<b>\$201 - \$300</b>	<b>\$301 - \$400</b>	<b>\$401 - \$500</b>	<b>\$501 - \$600</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	-	3	3
<b>Sub-total</b>	-	-	-	-	<b>3</b>	<b>3</b>
<b>GRAND TOTAL</b>	-	-	-	-	<b>3</b>	<b>3</b>

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

<b>Job Level</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Cook (Western)/Junior Cook (Western)	1	1	53	-	-	55
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	13	-	-	13
Bell Attendant/Baggage Porter/Door Attendant	-	5	-	-	-	5
Security Officer/Uniform Guard/House Officer	-	1	-	-	-	1
Telephone Operator	-	4	-	-	-	4
Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/Co-ordinator (Housekeeping)	6	19	24	-	8	57
Restaurant Receptionist/Hostess	-	18	47	60	-	125
Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/ Service Attendant	1	24	300	-	-	325
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/ Houseman/Yardman/ General Staff (kitchen/restaurant)	1	75	8	-	-	84

<b>Job Level</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>						
Health Club/Spa/Gym Attendant/Beauty Therapist, Masseur or Masseuse/Swimming Pool Attendant/Life Guard and related supporting Staff	-	3	5	-	-	8
Waiter/Waitress	-	-	89	-	-	89
Junior Waiter/Junior Waitress	-	10	-	-	-	10
<b>Sub-total</b>	<b>9</b>	<b>160</b>	<b>539</b>	<b>60</b>	<b>8</b>	<b>776</b>
<b>GRAND TOTAL</b>	<b>9</b>	<b>160</b>	<b>539</b>	<b>60</b>	<b>8</b>	<b>776</b>

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

<b>Job Level</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Cook (Western)/Junior Cook (Western)	1	1	53	-	-	55
Bell Attendant/Baggage Porter/Door Attendant	-	5	-	-	-	5
Security Officer/Uniform Guard/House Officer	-	1	-	-	-	1
Telephone Operator	-	4	-	-	-	4
Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/Co-ordinator (Housekeeping)	6	19	24	-	8	57
Restaurant Receptionist/Hostess	-	18	47	60	-	125
Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/ Service Attendant	1	24	300	-	-	325
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	1	55	8	-	-	64
Health Club/Spa/Gym Attendant/Beauty Therapist, Masseur or Masseur/Swimming Pool Attendant/Life Guard and related supporting Staff	-	3	5	-	-	8
<b>Sub-total</b>	<b>9</b>	<b>130</b>	<b>437</b>	<b>60</b>	<b>8</b>	<b>644</b>
<b>GRAND TOTAL</b>	<b>9</b>	<b>130</b>	<b>437</b>	<b>60</b>	<b>8</b>	<b>644</b>

**TABLE 7B : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**

**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

<b>Job Level</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	13	-	-	13
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	-	20	-	-	-	20
Waiter/Waitress	-	-	89	-	-	89
Junior Waiter/Junior Waitress	-	10	-	-	-	10
<b>Sub-total</b>	-	<b>30</b>	<b>102</b>	-	-	<b>132</b>
<b>GRAND TOTAL</b>	-	<b>30</b>	<b>102</b>	-	-	<b>132</b>

**TABLE 8 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE****HOTEL INDUSTRY****INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Level	Average Age Range						Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above		
<b>CRAFT / OPERATIVE LEVEL</b>								
Baker/Pastry Cook	3	39	81	56	9	4	74	<b>266</b>
Cook (Western)/Junior Cook (Western)	118	243	400	331	43	-	358	<b>1493</b>
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	6	12	18	16	38	1	40	<b>131</b>
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	9	16	178	226	202	1	199	<b>831</b>
Others	-	-	-	-	-	-	21	<b>21</b>
Systems Support Operator/EDP Operator/Computer Operator/Web Designer	1	7	3	1	-	-	2	<b>14</b>
Draftsman/Photographer/Printshop Staff	-	1	-	-	2	-	6	<b>9</b>
Airport Representative/Tour Co-ordinator/Group Co-ordinator	1	56	23	11	2	-	27	<b>120</b>
Bell Attendant/Baggage Porter/Door Attendant	227	201	35	11	4	1	144	<b>623</b>
Front Office Clerk/Guest Service Agent/Guest Service Officer/Front Desk Agent/Front Office Clerk/Guest Relations Officer/Business Centre Officer/Reservation Clerk	374	648	95	17	129	-	216	<b>1479</b>
Security Officer/Uniform Guard/House Officer	-	71	77	124	107	6	69	<b>454</b>
Telephone Operator	37	146	62	9	9	1	65	<b>329</b>
Cloakroom Attendant/Lobby Attendant/Public Area Cleaners/Upholsterer/Houseman/Toilet Attendant	-	5	3	232	474	88	260	<b>1062</b>
Uniform and Linen Room Attendant/Runner/Tailor/Seamstress	-	3	5	78	187	24	83	<b>380</b>
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	1	18	39	78	-	47	<b>183</b>
Sorter/Washer/Ironer/Presser/Checker/Dry Cleaner/Marker	-	-	4	28	121	-	26	<b>179</b>

Job Level	Average Age Range							Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above			
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	89	251	1081	987	261	38	636	<b>3343</b>	
Restaurant Receptionist/Hostess	438	631	85	32	5	-	323	<b>1514</b>	
Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/Service Attendant	118	120	104	1	-	1	112	<b>456</b>	
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	146	76	15	120	737	157	321	<b>1572</b>	
Bartender/Soda Fountain Server	3	45	23	5	12	2	53	<b>143</b>	
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	1	1	11	38	13	-	28	<b>92</b>	
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	4	8	22	5	2	-	5	<b>46</b>	
Health Club/Spa/Gym Attendant/ Beauty Therapist, Masseur or Masseur/ Swimming Pool Attendant/ Life Guard and related supporting Staff	53	143	5	48	-	-	196	<b>445</b>	
Waiter/Waitress	86	127	32	-	2	-	60	<b>307</b>	
Junior Waiter/Junior Waitress	20	12	6	-	2	-	12	<b>52</b>	
Others	12	10	2	147	56	10	117	<b>354</b>	
<b>Sub-total</b>	<b>1746</b>	<b>2873</b>	<b>2388</b>	<b>2562</b>	<b>2495</b>	<b>334</b>	<b>3500</b>	<b>15898</b>	
<b>GRAND TOTAL</b>	<b>1746</b>	<b>2873</b>	<b>2388</b>	<b>2562</b>	<b>2495</b>	<b>334</b>	<b>3500</b>	<b>15898</b>	



**TABLE 8A : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE****BRANCH 1 : HOTELS**

Job Level \ Average Age Range	Average Age Range							Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above			
<b>CRAFT / OPERATIVE LEVEL</b>									
Baker/Pastry Cook	3	39	81	56	9	4	74	<b>266</b>	
Cook (Western)/Junior Cook (Western)	118	243	400	331	43	-	358	<b>1493</b>	
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	2	-	-	-	-	<b>2</b>	
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/plasterer, painter, plumber)	9	16	178	226	202	1	199	<b>831</b>	
Others	-	-	-	-	-	-	21	<b>21</b>	
Systems Support Operator/EDP Operator/Computer Operator/Web Designer	1	7	3	1	-	-	2	<b>14</b>	
Draftsman/Photographer/Printshop Staff	-	1	-	-	2	-	6	<b>9</b>	
Airport Representative/Tour Co-ordinator/Group Co-ordinator	1	56	23	11	2	-	27	<b>120</b>	
Bell Attendant/Baggage Porter/Door Attendant	227	201	35	11	4	1	144	<b>623</b>	
Front Office Clerk/Guest Service Agent/Guest Service Officer/Front Desk Agent/Front Office Clerk/Guest Relations Officer/Business Centre Officer/Reservation Clerk	374	648	95	17	129	-	216	<b>1479</b>	
Security Officer/Uniform Guard/House Officer	-	71	77	124	107	6	69	<b>454</b>	
Telephone Operator	37	146	62	9	9	1	65	<b>329</b>	
Cloakroom Attendant/Lobby Attendant/Public Area Cleaners/Upholsterer/Houseman/Toilet Attendant	-	5	3	232	474	88	260	<b>1062</b>	
Uniform and Linen Room Attendant/Runner/Tailor/Seamstress	-	3	5	78	187	24	83	<b>380</b>	
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	1	18	39	78	-	47	<b>183</b>	
Sorter/Washer/Ironer/Presser/Checker/Dry Cleaner/Marker	-	-	4	28	121	-	26	<b>179</b>	

Job Level	Average Age Range							Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above			
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Room Attendant/Room Service Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	89	251	1081	987	261	38	636	<b>3343</b>	
Restaurant Receptionist/Hostess	438	631	85	32	5	-	323	<b>1514</b>	
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	118	120	104	1	-	-	112	<b>455</b>	
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	128	76	13	112	725	147	313	<b>1514</b>	
Bartender/Soda Fountain Server	3	45	23	5	12	2	53	<b>143</b>	
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	4	8	22	5	2	-	5	<b>46</b>	
Health Club/Spa/Gym Attendant/Beauty Therapist, Masseur or Masseuse/Swimming Pool Attendant/ Life Guard and related supporting Staff	53	143	5	48	-	-	196	<b>445</b>	
Others	12	10	-	147	56	10	117	<b>352</b>	
<b>Sub-total</b>	<b>1615</b>	<b>2721</b>	<b>2319</b>	<b>2500</b>	<b>2428</b>	<b>322</b>	<b>3352</b>	<b>15257</b>	
<b>GRAND TOTAL</b>	<b>1615</b>	<b>2721</b>	<b>2319</b>	<b>2500</b>	<b>2428</b>	<b>322</b>	<b>3352</b>	<b>15257</b>	

**TABLE 8B : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE****BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Level \ Average Age Range	Average Age Range							Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above			
<b>CRAFT / OPERATIVE LEVEL</b>									
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	6	12	16	16	38	1	40	<b>129</b>	
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	-	-	-	-	1	-	<b>1</b>	
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Houseman/Yardman/ General Staff (kitchen/restaurant)	18	-	2	8	12	10	8	<b>58</b>	
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	1	1	11	38	13	-	28	<b>92</b>	
Waiter/Waitress	86	127	32	-	2	-	60	<b>307</b>	
Junior Waiter/Junior Waitress	20	12	6	-	2	-	12	<b>52</b>	
Others	-	-	2	-	-	-	-	<b>2</b>	
<b>Sub-total</b>	<b>131</b>	<b>152</b>	<b>69</b>	<b>62</b>	<b>67</b>	<b>12</b>	<b>148</b>	<b>641</b>	
<b>GRAND TOTAL</b>	<b>131</b>	<b>152</b>	<b>69</b>	<b>62</b>	<b>67</b>	<b>12</b>	<b>148</b>	<b>641</b>	

**TABLE 9 : NUMBER OF EMPLOYEES**

**HOTEL INDUSTRY**

<b>Branch</b>	<b>Number Employed</b>	<b>Total</b>
Hotels	24008	<b>24008</b>
Chinese Restaurants Operated by Hotels	1468	<b>1468</b>
<b>All Branch</b>	<b>25476</b>	<b>25476</b>

**TABLE 10 : ESTIMATED NUMBER OF ESTABLISHMENTS**

<b>Branch</b>	<b>Stratum Employment Size</b>	<b>Number of Firms</b>
Hotels	10 - 49	18
	50 - 99	17
	100 - 199	23
	200 - 499	35
	500 and Over	12
	<b>Total</b>	<b>105</b>
Chinese Restaurants Operated by Hotels	10 - 49	32
	50 - 99	6
	100 - 199	1
	<b>Total</b>	<b>39</b>
All Branch	10 - 49	50
	50 - 99	23
	100 - 199	24
	200 - 499	35
	500 and Over	12
	<b>Total</b>	<b>144</b>

**TABLE 11 : NUMBER OF INTERNAL PROMOTION IN THE PAST 12 MONTHS**

<b>Branch</b>	<b>From Supervisor/Technician to Managerial/Professional</b>	<b>From Craft/Operative to Supervisor/Technician</b>	<b>Total</b>
Hotels	59	141	<b>200</b>
Chinese Restaurants Operated by Hotels	16	33	<b>49</b>
<b>All Branch</b>	<b>75</b>	<b>174</b>	<b>249</b>

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

<b>Job Level</b> <b>Branch</b>	<b>Managerial Professional</b>	<b>Supervisor/Technician</b>	<b>Craft/Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	1581	6571	15830	1050	<b>25032</b>
Chinese Restaurants Operated by Hotels	70	774	666	-	<b>1510</b>
<b>All Branch</b>	<b>1651</b>	<b>7345</b>	<b>16496</b>	<b>1050</b>	<b>26542</b>

**TABLE 13 : NUMBER OF RECRUITS IN THE PAST 12 MONTHS BY BRANCH BY JOB LEVEL**

<b>Job Level</b> <b>Branch</b>	<b>Managerial/Professional</b>	<b>Supervisor/Technician</b>	<b>Craft/Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	358	1039	4618	329	<b>6344</b>
Chinese Restaurants Operated by Hotels	10	93	254	-	<b>357</b>
<b>All Branch</b>	<b>368</b>	<b>1132</b>	<b>4872</b>	<b>329</b>	<b>6701</b>



**TABLE 14 : NUMBER OF NEW RECRUITS WITHOUT HOTEL INDUSTRY EXPERIENCE IN THE PAST 12 MONTHS**

<b>Branch \ Job Level</b>	<b>Managerial/Professional</b>	<b>Supervisor/Technician</b>	<b>Craft/Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	29	109	1832	110	<b>2080</b>
Chinese Restaurants Operated by Hotels	-	2	81	-	<b>83</b>
<b>All Branch</b>	<b>29</b>	<b>111</b>	<b>1913</b>	<b>110</b>	<b>2163</b>

**TABLE 15 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATES OF HOTEL PROGRAMS IN THE PAST 12 MONTHS**

<b>Branch \ Job Level</b>	<b>Supervisor/Technician</b>	<b>Craft/Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	40	827	27	<b>894</b>
Chinese Restaurants Operated by Hotels	-	57	-	<b>57</b>
<b>All Branch</b>	<b>40</b>	<b>884</b>	<b>27</b>	<b>951</b>

**TABLE 16 : NUMBER OF EMPLOYEES BY BRANCH BY AVERAGE YEARS OF HOTEL INDUSTRY EXPERIENCE BEFORE OCCUPYING THE POST BY JOB LEVEL**

Branch	Experience	No Experience	Less than 1 year	1 year - less than 3 years	3 years - less than 6 years	6 years - less than 10 years	10 years or above	Total
	Job Level							
Hotels	Managerial/Professional	-	6	18	133	344	709	1210
	Supervisor/Technician	-	78	570	2761	1323	396	5128
	Craft/Operative	111	1345	8576	1512	1286	49	12879
	Administrative and Others	7	137	433	104	49	-	730
	<b>Total</b>	<b>118</b>	<b>1566</b>	<b>9597</b>	<b>4510</b>	<b>3002</b>	<b>1154</b>	<b>19947</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	-	-	-	4	11	31	46
	Supervisor/Technician	-	-	23	241	167	55	486
	Craft/Operative	-	-	257	69	59	9	394
	Administrative and Others	-	-	-	-	-	-	-
	<b>Total</b>	<b>-</b>	<b>-</b>	<b>280</b>	<b>314</b>	<b>237</b>	<b>95</b>	<b>926</b>
All Branch	Managerial/Professional	-	6	18	137	355	740	1256
	Supervisor/Technician	-	78	593	3002	1490	451	5614
	Craft/Operative	111	1345	8833	1581	1345	58	13273
	Administrative and Others	7	137	433	104	49	-	730
	Unspecified	-	-	-	-	-	-	4603
	<b>Total</b>	<b>118</b>	<b>1566</b>	<b>9877</b>	<b>4824</b>	<b>3239</b>	<b>1249</b>	<b>25476</b>

**TABLE 17 : NUMBER OF EMPLOYEES BY BRANCH BY AVERAGE MAN-DAYS SPENT ON INTERNAL TRAINING IN 2005 BY JOB LEVEL**

Branch	Man-days Job Level	Nil	Less than 5 days	5 days - less than 10 days	10 days - less than 15 days	15 days - less than 20 days	20 days - less than 1 month	1 month or above	Total	
		Hotels	Managerial/Professional	132	478	395	134	38	13	33
Supervisor/Technician	227		2106	1496	525	482	285	32	5153	
Craft/Operative	437		6239	1911	1294	599	2231	149	12860	
Administrative and Others	60		395	191	39	19	19	5	728	
<b>Total</b>	<b>856</b>		<b>9218</b>	<b>3993</b>	<b>1992</b>	<b>1138</b>	<b>2548</b>	<b>219</b>	<b>19964</b>	
Chinese Restaurants Operated by Hotels	Managerial/Professional	5	23	6	10	2	-	-	46	
	Supervisor/Technician	15	285	43	65	63	-	26	497	
	Craft/Operative	7	223	41	62	-	52	18	403	
	Administrative and Others	-	-	-	-	-	-	-	-	
	<b>Total</b>	<b>27</b>	<b>531</b>	<b>90</b>	<b>137</b>	<b>65</b>	<b>52</b>	<b>44</b>	<b>946</b>	
All Branch	Managerial/Professional	137	501	401	144	40	13	33	1269	
	Supervisor/Technician	242	2391	1539	590	545	285	58	5650	
	Craft/Operative	444	6462	1952	1356	599	2283	167	13263	
	Administrative and Others	60	395	191	39	19	19	5	728	
	Unspecified	-	-	-	-	-	-	-	-	4566
	<b>Total</b>	<b>883</b>	<b>9749</b>	<b>4083</b>	<b>2129</b>	<b>1203</b>	<b>2600</b>	<b>263</b>	<b>25476</b>	

表18.1 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL

PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority	NA / Refusal	Priority 1	Priority 2	Priority 3	Total
	Job Level					
Hotels	Managerial/Professional	227	956	252	50	1485
	Supervisor/Technician	1040	2517	1640	1171	6368
	Craft/Operative	2024	4827	3844	4562	15257
	Administrative and Others	146	386	212	154	898
	<b>Total</b>	<b>3437</b>	<b>8686</b>	<b>5948</b>	<b>5937</b>	<b>24008</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	29	32	10		71
	Supervisor/Technician	259	251	141	105	756
	Craft/Operative	238	172	150	81	641
	Administrative and Others	-	-	-	-	-
	<b>Total</b>	<b>526</b>	<b>455</b>	<b>301</b>	<b>186</b>	<b>1468</b>
All Branch	Managerial/Professional	256	988	262	50	1556
	Supervisor/Technician	1299	2768	1781	1276	7124
	Craft/Operative	2262	4999	3994	4643	15898
	Administrative and Others	146	386	212	154	898
	<b>Total</b>	<b>3963</b>	<b>9141</b>	<b>6249</b>	<b>6123</b>	<b>25476</b>

**TABLE 18.2 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL**  
**PRIORITY RANKED FOR EVENING COURSE**

Branch	Priority	NA / Refusal	Priority 1	Priority 2	Priority 3	Total
	Job Level					
Hotels	Managerial/Professional	227	127	399	732	1485
	Supervisor/Technician	1040	736	2000	2592	6368
	Craft/Operative	2024	2974	4165	6094	15257
	Administrative and Others	146	233	204	315	898
	<b>Total</b>	<b>3437</b>	<b>4070</b>	<b>6768</b>	<b>9733</b>	<b>24008</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	29	4	19	19	71
	Supervisor/Technician	259	76	212	209	756
	Craft/Operative	238	77	146	180	641
	Administrative and Others	-	-	-	-	-
	<b>Total</b>	<b>526</b>	<b>157</b>	<b>377</b>	<b>408</b>	<b>1468</b>
All Branch	Managerial/Professional	256	131	418	751	1556
	Supervisor/Technician	1299	812	2212	2801	7124
	Craft/Operative	2262	3051	4311	6274	15898
	Administrative and Others	146	233	204	315	898
	<b>Total</b>	<b>3963</b>	<b>4227</b>	<b>7145</b>	<b>10141</b>	<b>25476</b>

**TABLE 18.3 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL**

**PRIORITY RANKED FOR PART-TIME DAY RELEASE**

Branch	Priority	NA / Refusal	Priority 1	Priority 2	Priority 3	Total
	Job Level					
Hotels	Managerial/Professional	227	175	607	476	1485
	Supervisor/Technician	1040	2075	1688	1565	6368
	Craft/Operative	2024	5432	5224	2577	15257
	Administrative and Others	146	133	336	283	898
	<b>Total</b>	<b>3437</b>	<b>7815</b>	<b>7855</b>	<b>4901</b>	<b>24008</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	29	6	13	23	71
	Supervisor/Technician	259	170	144	183	756
	Craft/Operative	238	154	107	142	641
	Administrative and Others	-	-	-	-	-
	<b>Total</b>	<b>526</b>	<b>330</b>	<b>264</b>	<b>348</b>	<b>1468</b>
All Branch	Managerial/Professional	256	181	620	499	1556
	Supervisor/Technician	1299	2245	1832	1748	7124
	Craft/Operative	2262	5586	5331	2719	15898
	Administrative and Others	146	133	336	283	898
	<b>Total</b>	<b>3963</b>	<b>8145</b>	<b>8119</b>	<b>5249</b>	<b>25476</b>

**TABLE 19 : NUMBER OF HOTEL OPERATE A SPA**

<b>Branch</b>	<b>Operated by the Hotel</b>	<b>Operated by Outsourced Contractor</b>	<b>No Operated</b>	<b>Refusal</b>	<b>Total</b>
Hotels	11	5	78	11	<b>105</b>
<b>Total</b>	<b>11</b>	<b>5</b>	<b>78</b>	<b>11</b>	<b>105</b>



**TABLE 20 : WHEREABOUTS OF STAFF LEFT IN THE PAST 12 MONTHES**

**HOTEL INDUSTRY**

Job Level	Hospitality Related Jobs						Taking up / starting own business in non-hospitality related jobs	Emigration, retirement, further study or other reasons	Others	Unknown	Total
	In Hong Kong			To Macau	To Mainland	Countries other than China					
	Others Hotels	Theme Parks/ Leisure/Travel and Tourism	Catering Industry and Clubs								
Managerial / Professional	96	1	25	9	9	8	13	24	-	100	<b>285</b>
Supervisor / Technician	337	10	80	5	1	1	33	36	-	210	<b>713</b>
Craft / Operative	1454	45	265	6	3	5	167	291	-	633	<b>2869</b>
Administrative and Others	79	6	6	-	-	-	33	15	-	105	<b>244</b>
<b>Total</b>	<b>1966</b>	<b>62</b>	<b>376</b>	<b>20</b>	<b>13</b>	<b>14</b>	<b>246</b>	<b>366</b>	<b>-</b>	<b>1048</b>	<b>4111</b>

**TABLE 20A : WHEREABOUTS OF STAFF LEFT IN THE PAST 12 MONTHES**

**BRANCH 1 : HOTELS**

Job Level	Hospitality Related Jobs						Taking up / starting own business in non-hospitality related jobs	Emigration, retirement, further study or other reasons	Others	Unknown	Total
	In Hong Kong			To Macau	To Mainland	Countries other than China					
	Others Hotels	Theme Parks/ Leisure/Travel and Tourism	Catering Industry and Clubs								
Managerial / Professional	92	1	23	9	9	8	13	24	-	100	<b>279</b>
Supervisor / Technician	304	10	64	5	1	1	33	36	-	201	<b>655</b>
Craft / Operative	1329	45	229	6	3	5	163	287	-	590	<b>2657</b>
Administrative and Others	79	6	6	-	-	-	33	15	-	105	<b>244</b>
<b>Total</b>	<b>1804</b>	<b>62</b>	<b>322</b>	<b>20</b>	<b>13</b>	<b>14</b>	<b>242</b>	<b>362</b>	<b>-</b>	<b>996</b>	<b>3835</b>

**TABLE 20B : WHEREABOUTS OF STAFF LEFT IN THE PAST 12 MONTHES**

**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Level	Hospitality Related Jobs						Taking up / starting own business in non-hospitality related jobs	Emigration, retirement, further study or other reasons	Others	Unknown	Total
	In Hong Kong			To Macau	To Mainland	Countries other than China					
	Others Hotels	Theme Parks/ Leisure/Travel and Tourism	Catering Industry and Clubs								
Managerial / Professional	4	-	2	-	-	-	-	-	-	-	6
Supervisor / Technician	33	-	16	-	-	-	-	-	-	9	58
Craft / Operative	125	-	36	-	-	-	4	4	-	43	212
Administrative and Others	-	-	-	-	-	-	-	-	-	-	0
<b>Total</b>	<b>162</b>	<b>-</b>	<b>54</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>4</b>	<b>-</b>	<b>52</b>	<b>276</b>

**TABLE 21 : TYPES OF TRAINING PROGRAM REQUIRED FOR DIFFERENT LEVELS OF EMPLOYEES**

**HOTEL INDUSTRY**

Type of Training  Job Level	Language			Service, Supervisory and Management Skills				Others Skills	Total
	English	Putongua	Others	Services Attitude / Customer Services	Communication Skills	Problem Solving	Others		
Managerial / Professional	27	51	13	40	57	70	10	31	<b>299</b>
Supervisor / Technician	73	87	21	88	92	85	11	35	<b>492</b>
Craft / Operative	96	96	26	94	80	52	8	28	<b>480</b>
Administrative and Others	35	43	6	34	45	32	4	12	<b>211</b>
<b>Total</b>	<b>231</b>	<b>277</b>	<b>66</b>	<b>256</b>	<b>274</b>	<b>239</b>	<b>33</b>	<b>106</b>	<b>1482</b>

**TABLE 21A : TYPES OF TRAINING PROGRAM REQUIRED FOR DIFFERENT LEVELS OF EMPLOYEES**

**BRANCH 1 : HOTELS**

Type of Training  Job Level	Language			Service, Supervisory and Management Skills				Others Skills	Total
	English	Putonghua	Others	Services Attitude / Customer Services	Communication Skills	Problem Solving	Others		
Managerial / Professional	23	40	12	36	45	54	8	28	<b>246</b>
Supervisor / Technician	54	65	19	68	73	67	9	34	<b>389</b>
Craft / Operative	75	73	22	73	64	42	6	27	<b>382</b>
Administrative and Others	34	42	5	33	43	30	4	12	<b>203</b>
<b>Total</b>	<b>186</b>	<b>220</b>	<b>58</b>	<b>210</b>	<b>225</b>	<b>193</b>	<b>27</b>	<b>101</b>	<b>1220</b>

**TABLE 21B : TYPES OF TRAINING PROGRAM REQUIRED FOR DIFFERENT LEVELS OF EMPLOYEES****BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

<b>Type of Training</b>  <b>Job Level</b>	<b>Language</b>			<b>Service, Supervisory and Management Skills</b>				<b>Others Skills</b>	<b>Total</b>
	<b>English</b>	<b>Putonghua</b>	<b>Others</b>	<b>Services Attitude / Customer Services</b>	<b>Communication Skills</b>	<b>Problem Solving</b>	<b>Others</b>		
Managerial / Professional	4	11	1	4	12	16	2	3	<b>53</b>
Supervisor / Technician	19	22	2	20	19	18	2	1	<b>103</b>
Craft / Operative	21	23	4	21	16	10	2	1	<b>98</b>
Administrative and Others	1	1	1	1	2	2	-	-	<b>8</b>
<b>Total</b>	<b>45</b>	<b>57</b>	<b>8</b>	<b>46</b>	<b>49</b>	<b>46</b>	<b>6</b>	<b>5</b>	<b>262</b>

**TABLE 22 : NUMBER OF QUALIFIED CERTIFIED HYGIENE MANAGERS/SUPERVISORS**  
**IN THE PAST 12 MONTHS**

<b>Branch</b>	<b>Number of Qualified Certified Hygiene Managers</b>	<b>Number of Qualified Certified Hygiene Supervisors</b>
Hotels	294	464
Chinese Restaurants Operated by Hotels	63	93
<b>All Branch</b>	<b>357</b>	<b>557</b>