

2011 MANPOWER SURVEY REPORT

CATERING INDUSTRY

飲食業

二〇一一年度人力調查報告

HOTEL, CATERING AND TOURISM TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

酒店業、飲食業及旅遊業訓練委員會

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EXECUTIVE SUMMARY

Introduction

1. The purpose of the survey is to collect data on the existing manpower situation in order to project future manpower requirements and training needs of the catering industry. The fieldwork took place from 17th October to 18th November 2011 with follow up cases completed in May 2012.

2. The main survey adopts a mixed approach in deciding the sampling frame, making use of the Hong Kong Standard Industrial Classification (HSIC) and other means. The HSIC Scheme is managed by the Census and Statistics Department (C & SD). It groups establishments in Hong Kong of similar business nature into specific branches. It was possible with the aid of HSIC for the survey to select samples from the six branches within the catering industry as follows:

Branch 1 – Chinese Restaurants
(HSIC 561109 – 561111)

Branch 2 – Restaurants other than Chinese
(HSIC 561101, 561103 – 561108, 561199)

Branch 3 – Fast food shops
(HSIC 561200)

Branch 4 – Beverage serving places
(HSIC 563100 – 563900)

Branch 5 – Event Catering and Other Meal / Food Service Activities
(HSIC 561901 – 561903, 562000)

Branch 6 – Supplementary samples

3. Out of the 721 establishments surveyed, 555 completed and returned the questionnaires and there were 36 refusal cases. Taking into account the remaining 85 establishments that had closed, moved or temporarily ceased operation, the effective response rate was 93.9%.

Improvements made on Survey Questionnaire

4. The Working Party on Catering Industry Manpower Survey under the Training Board proposed that the structure, nature and contents of the survey questionnaire and relevant documents be improved on the following basis:

- i) User friendly: ease of comprehension and simple to use;
- ii) Valid, effective and relevant: to ensure these factors are applied to the questions so as to arrive at an effective and meaningful outcome; and
- iii) Up-to-date: to incorporate updated job titles / descriptions and relevant information in accordance with industry development of the six Branches.

The Economic Impacts

5. Given the marked deterioration of the global economic situation as a result of Euro debt crisis in 2011, the advanced economies as a whole will at best see subdued growth in 2012. There will be significant downside risks, depending on how the Euro debt crisis would evolve. Indeed the recovery of the advanced economies will likely be a long drawn-out process, given their fragile fundamentals. (Source: Hong Kong Economic Report, The HKSAR Government 2012.)

6. In Asia, the Mainland China will remain the major growth engine with economic growth in 2012 forecast at 8.4%. Indeed if the emerging Asian economies as a whole can exhibit a similar degree of resilience as that during the 2008 global financial crisis, they should be able to cushion part of the negative impacts brought about by the lull in the advanced economies. (Source: Hong Kong Economic Report, The HKSAR Government 2012.)

7. The medium term prospects for the Hong Kong economy should remain bright, although the degree of uncertainty in the external environment would likely stay elevated. Hong Kong will continue to ride on the growing economic prowess of the region and deepen its integration with the Mainland while continuing its strife towards a knowledge-based, high value-added economy. New markets and growth areas will be further explored, and the continued investment in human capital and infrastructure should bolster productivity and ensure sustainable economic growth in the longer run. The trend GDP growth rate in real terms is forecast at 4% per annum from 2013 to 2016, and the trend rate of underlying consumer price inflation at 3.5% per annum. (Source: Hong Kong Economic Report, The HKSAR Government 2012.)

Industry Outlook

8. For 2012 second quarter, the value of total receipts for the restaurants sector was \$22.1 billion. This represented an increase of 4.2% in value over the second quarter of 2011. Over the same period, the value of total purchases of restaurants increased by 0.9% to \$7.8 billion. Concurrently, total receipts of Chinese restaurants increased by 3.2% in value but decreased by 3% in the second quarter of 2012 in volume, while total receipts of fast food shops increased by 8.3% in value and 3.9% in volume. As for bars, total receipts increased by 2.3% in value but decreased by 2.7% in volume. (Source: Provisional Statistic of Restaurant Receipts and Purchases for the second quarter of 2012, Census and Statistics Department.)

9. The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; number of general restaurant licenses increase from 7 845 in 2008 to 8 354 in 2010, representing an increase of 509 or 6.5%. Light refreshment restaurant licenses increased from 2 957 in 2008 to 3 053 in 2010, representing an increase of 96 or 3.2% over the last 3 years. The number of liquor licenses issued has equally increased, reaching a total of 5 291 in 2010 as compared to 4 995 in 2008. Club liquor licenses remained as 491 in 2010 as compared to 499 in 2008. These represent a total increase of 296 or 5.9% for liquor licenses while remains slightly the same in club liquor license in the last 3 years. (Source: Food and Environmental Hygiene Department website retrieved on 9 March 2012.)

10. Inflationary pressures turned more evident in 2011, reflecting the feed-through of domestic cost pressures after six quarters of above-trend economic growth up till the second quarter, as well as higher imported inflation stemming from elevated world food prices and commodity prices. The one-off increase in wage cost upon the implementation of statutory minimum wage also added to inflation over the course of the year. (Source: Hong Kong Economic Report, The HKSAR Government 2012.) As an example, a famous local fast-food chain increased its food price by 2% to 4% as at July 2011 and more increase can be expected in the next six months because of inflation and introduction of the minimum wage. (Source: The Standard, 25 July 2011.) Under such circumstance, the catering industry has to face an inflationary pressure in 2012.

11. Hong Kong's first minimum wage of HK\$28 per hour to come into effect on 1 May 2011. (Source: The Standard, 24 January 2011.) The minimum wage has brought about changes in the employment market with some employers having higher expectation in terms of the skills and productivity of their employees. (Source: The Standard, 2 September 2011.) After discounting for consumer price inflation, labour wages still rose by an appreciable 4.4% in real terms over a year earlier. Taking the first nine months of 2011 together, labour wages grew markedly by 7.6% in money terms and 2.3% in real terms over a year earlier. (Source: Hong Kong Economic Reports, The HKSAR Government 2012.)

12. International auctions houses have held multiple wine auctions in Hong Kong and in 2011, it recorded a 39% increase in value at US\$229.6 million. (Source: Wine Spectator, 10 January 2012.) Three key wine-related promotional events were successfully held in Hong Kong within 2011: (a) Burgundy of France held its first official wine promotional event during the week ending 29 October; (b) The Hong Kong Tourism Board (HKTB) organized the third “Hong Kong Wine and Dine Festival” from 27 to 30 October; and (c) The Trade Development Council, (TDC), held the fourth Hong Kong International Wine and Spirits Fair from 3 to 5 November. (Source: 2011 Economic Background & 2012 Prospects.) In the long term, those themed events again will assist in strengthening Hong Kong’s position as a wine and dine hub. Riding on the success, the Wine and Dine Festival is planned to be held in end-October 2012.

13. In June 2011, HKTB has invited Chinese culinary talents of Hong Kong to join a culinary excursion to Paris and Berlin. In these two historic European cities, Hong Kong representatives worked with local Michelin-starred chefs to create innovative menus featuring fusion dishes paired with exquisite wines. The HKTB also attended the River Festival and Vinexpo in Bordeaux in the same month. (Source: Updates@HKTB Issue 3, 2011.) In June 2012, Hong Kong was named as “City of Honour” to participate in The Bordeaux Wine Festival – one of the world’s most elaborate festivals dedicated to the appreciation of wine, food and culture. Hong Kong is being promoted at the four-day festival with a mega “Hong Kong Pavilion”. (Source: Press Releases, HKTB, 30 June 2012.) It again gives participants not merely a flavourful but also an eye-opening experience of Hong Kong and reinforcing Hong Kong’s position as the “Culinary Capital of Asia”. The Best of the Best Culinary Awards will continue in 2012 to showcase Hong Kong’s strengths as a gourmet paradise and wine hub and also provide a platform for encouraging creativity in Hong Kong culinary arena.

Implication On Manpower

14. The labour market showed distinct and broad-based improvements for the second consecutive year in 2011. With persistent strength in labour demand, unemployment rate fell to a 13-year low during the year, accompanied by a sharp rise in job vacancies and strong upward pressure on wages and earnings. Workers in the lower segment enjoyed distinctly above-average pay hikes, in part boosted by the implementation of statutory minimum wage (SMW) in May 2011, such as miscellaneous non production workers (+13.8%) and service worker (+13.3%). (Source: Hong Kong Economic Report 2012.) An upward trend of salary between 10% to 15% and a continuous competition of talent in the catering industry become challenges in various catering establishments in upcoming years. (Source: Wen Wei Po, 12 January 2012.) The duration and timing of the training programs, the curriculum and contents should be tailored according to the specific needs of the industry and be flexible and responsive to societal changes. Already saddled with rising rents and soaring food prices, Hong Kong’s catering industry is facing a new problem: a lack of staff. (Source: Workers leave grind of kitchens for an easier life, South China Morning Post, September 2011.) Vocational training for providing a continuous supply of quality skilled workers is pertinent to the future growth of the industry and Hong Kong’s overall development.

15. With regards to post-secondary education, the HKSAR Government estimates that, by the 2014/15 academic year, over two-thirds of our young people in the relevant age group will have access to post-secondary education. (Source: The 2012-13 Budget, The HKSAR Government, 1 Feb 2012.) With the implementation of New Senior Secondary Education Curriculum and the new 4-year university system, more senior secondary graduates may consider further education over immediate employment. While more mature and better educated youngsters are being developed, this may strain the labour supply as the industry is growing and expanding, especially the demand on employees at the entrant operational level will be keen. Catering and hospitality related training and education providers may consider developing programmes with flexible entry and exit pathways for continuous professional development. This is estimated that over 75 000 places will be provided at post-secondary level and 35 000 continuing education and vocational education and training places will be offered in 2012. There will be adequate places to accommodate 100 000 school graduates in the double cohort year. (Source: The 2012-13 Budget, The HKSAR Government, 1 Feb 2012.)

16. By the end of 2011, Hong Kong has 190 hotels with 62 830 rooms. The average hotel occupancy rate across all categories of hotels in 2011 was 89%, which was 2% higher than 2010. The average achieved hotel room rate across all hotel categories in 2011 was HK\$1 356, representing an increase of 16.4% (HK\$1 165) on the 2010. The number of hotels is planned to increase from 190 in 2011 to 243 in 2015, with the number of hotel rooms increase from 62 830 to 72 508 (+9 678 rooms). (Sources: HKTB Hotel Survey, January 2012 and Hotel Supply Situation by HKTB, February 2012). These new hotel developments reflect a positive projection of potential visitors and indicate a possible surge in manpower requirements in the food production and catering industries in the years to come; as well as for supporting the dining establishments in these new hotel projects.

17. For maintaining interest among tourists, Hong Kong has been investing heavily in upgrading tourism infrastructure like Ocean Park at a cost of \$5.5 billion which will be completed in 2012, “Grizzly Gulch” and “Mystic Point” in Disneyland are scheduled for completion in 2012 and 2013 respectively. (Source: The 2012-13 Budget, The HKSAR Government, 1 Feb 2012.) The development of Kai Tak new cruise terminal is making good progress, with the terminal building and the first berth expected to start operation in mid-2013. The hardware infrastructure of the border crossings will be updated to provide speedier and more convenient clearance services for tourists are in progress as well. It can be anticipated that with these new and improved infrastructure, more incoming visitors for business and leisure activities are expected. More jobs in the cruise and related tourism industries will be created of which trained quality staff is required for serving the expanding tourism infrastructure.

18. With strong promotional efforts from the HKTB, it is expected that the MICE industry will continue to develop. Hong Kong was voted “The Best City for MICE Events” at the Industry Awards 2012 organized by prominent MICE publication CEI Asia magazine. There were also top awards in two other categories: the Hong Kong Convention and Exhibition Centre (HKCEC) clinched 1st place and AsiaWorld Expo came 3rd in Best Convention/Exhibition Centre in Asia, while Meetings and Exhibitions Hong Kong (MEHK) took 2nd place under Best Convention Bureau. (Source: HKTB-MEHK e-newsletter January 2012.) The MICE industry generated HK\$358 billion revenue in 2011 representing 2.1% in GDP which offers 69 150 job opportunities to Hong Kong. (Source: Tai Kung Pao, 14 Jan 2012.) To capture this profitable business, a highly qualified pool of versatile manpower in

various job areas including operation, sales and marketing plus management positions in the catering, entertainment, conventions, international events and festivals related sectors will be required continuously.

19. The Hong Kong International Wine & Spirits Fair has become the largest international wine event in Asia since 2007 and continues to play an important role in promoting Hong Kong as the region's wine-trading hub. In 2011, some 930 exhibitors and more than 19 000 buyers from around the world participated in the Fair, with buyers up 37% over 2010. In November 2011, AsiaWorld-Expo was also used as a venue for WineFuture Hong Kong wine summit. WineFuture chose Hong Kong as its second host city in recognition of its being Asia's most influential wine trading hub and one of the most cosmopolitan, vibrant and exciting cities in the world. The event was attended by over 1 000 delegates from worldwide attending and some 200 exhibitors and over 300 wineries from 40 different wine regions around the world. (Source: HKTB-MEHK e-newsletter November 2011.) To sustain on these profitable business opportunities, vocational training to provide a supply of professional wine experts in wine trading, investment, wine appreciation, wine and food pairing needs to be further encouraged.

20. Companies tend to strengthen their own workforce by exploring staff potential across different work levels. It is important to maintain a well-trained and high performance workforce who can contribute to the company's sustainability under different economic situations. (Source: Press Release, "Continuous Corporate Commitment to Employee Training and Development", Hong Kong Institute of Human Resource Management, 17 October 2011.) The training and education needs on life-long learning, development and upgrading are obvious.

21. The future of the catering industry will depend highly on the availability of qualified staff to deliver the quality products and service that has earned Hong Kong a reputation as the Gourmets' Paradise. Other than technical competencies, staff equipped with a high standard of work ethics, problem solving skills, excellent guest communication skills and high level of motivation are some of the essential qualities for industry's future success. With competition for skilled staff from neighboring areas, the demand of well-trained staff at the entry and supervisory levels would be significant in the coming years.

Summary of Survey Findings

22. The survey reveals that in September 2011, a total of 182 721 persons were employed in the catering industry, of which 7 297 (4.0%) were in the managerial category, 33 771 (18.5%) supervisory category, 139 746 (76.5%) craft/operative category, 1 907 (1.0%) administrative and others category.

23. At the time of the survey, employers reported 5 672 vacancies, or 3.1% of the existing 182 721 posts. The job level with most vacancies was in the craft/operative level (5 258) followed by supervisory level (352), and managerial and professional level (58).

24. The Training Board has examined the survey findings and is of the opinion that those generally reflect the manpower situation of the catering industry at the time of the survey. The Training Board considered that the trends for the increase in the number of operative and supervisory employees would continue.

Employers’ Forecast Manpower Demand

25. Employers forecast that the total number of posts would be 187 689 in September 2012, accounting for a slight increase of 2.7%. The Training Board observes that the forecast of employers may be conservative. The Training Board adopted the Labour Market Analysis (LMA) approach using statistical modeling to project the manpower of the catering industry for 2012 to 2014. The manpower projection of the catering industry for 2012 to 2014 is shown in the following table:

	<u>Actual Manpower</u>	<u>Employers’ Forecast</u>	<u>Projected Manpower by LMA Approach (%)</u>
2011	182 721		
2012		187 689 (2.7%)*	192 109 (+5.1%)*
2013			197 176 (+2.6%)**
2014			202 216 (+2.6%)**

* As percentage increase / decrease of the projected manpower against the actual manpower

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

Projection on Additional Training Requirements

26. Based on the LMA forecast of manpower growth and adopting the wastage rates of 2% and 5% for the managerial/professional and craft/operative level respectively, the Training Board projected the additional manpower requirements of the industry for 2012 as follows:

Projected Additional Training Requirements for 2012

<u>Job Levels (% of all levels)</u>	<u>No. of Employees (2011)</u>	<u>Annual Wastage (2% / 5%) (A)</u> <u>(A) = 2%</u>	<u>Forecast Manpower Growth (B)</u>	<u>Estimated Additional Annual Requirements (A) + (B)</u>
Managerial / Professional (4.0%)	7 297	146	372	518
Supervisory (18.5%)	33 771	675	1 722	2 397
		<u>(A) = 5%</u>		
Craft / Operative (76.5%)	139 746	6 987	7 127	14 114
Administrative and Others (1.0%)	1 907	95	97	192
Total	182 721	7 903	9 318	17 221

Recommendations

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

- (i) Managers and professional staff are members of the management team involved in policy making of a company and are responsible for the management of functional departments of the organization. They should be well equipped with updated knowledge and skills as required by the ever changing industry. Managers/professional staff could be trained through part-time managerial/supervisory level courses or they can attend relevant workshops, seminars and conferences offered locally and overseas. Job rotations at various locations and even industrial attachments can be arranged to share the best practices amongst industry practitioners. These staff members should be encouraged to participate in industry activities such as Chef Demonstrations organized by reputable training and educational institutions in order to update and enhance their horizons on catering products as well as recent food trends.
- (ii) To prepare for career advancement and lifelong development, supervisors should be encouraged to receive training through seminars/workshops, part-time or full-time upgrading/supervisory courses offered by quality training providers.
- (iii) Craft/operative level workers normally engage in operative work which requires a specific range of skills. Operative training should be well-planned and interesting. Practical skills and language training as well as hygiene trainings 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.
- (iv) Due to a shortage of qualified young people trained in vocational skills, language capabilities and attitude to join the catering industry, the Training Board believes that the catering 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. In view of the demand for higher vocational educational qualifications, the Training Board believes that by enhancing the breadth and depth of vocational training programs catered to the requirements of the industry, it would meet the demand and also benefit the future growth of the industry.
- (v) During an economic rebound, companies usually look for recruiting quality talents to assist in the operations. Increasing salary may be one of the tools to attract new blood. However, the Training Board recommends employers may consider to engage employees' commitment by investing on developing and improving their staff capabilities and qualities through training and education. Spending an appropriate amount of time in communicating with and listening to the needs of the staff do help to ease their work pressure under the manpower shortage environment and promotes morale and team spirit as well.

- (vi) The Training Board is concerned about the implications of education reform particularly on the change of aptitude and attitude of the existing workforce and new generation. The course providers should enhance the training on the development of soft skills, problem-solving plus analytical skills and management skills. The new generation should be trained for developing a positive mindset to face the exciting but challenging characteristics of the catering industry. Sufficient practical training in a real-life working environment, will enable the new entrants to be well prepared for the industry. The Training Board considers that increased provisions for further expansion and upgrading of training facilities and capacity will be essential to cope with the latest trends of development, and requirements of industry manpower demand. The HKSAR Government should channel more resources for providing training of staff to acquire sound knowledge and quality service standards. From a macro perspective, the development of human capital is always the key to a sustainable economic development. The Training Board is of the opinion that the HKSAR Government should continue to be the key player to work closely with professional training institutions in designing and implementing education, training and retraining programmes that create an environment for continuous manpower development.
- (vii) In anticipating the completion of the huge infrastructure projects, like the cruise terminal, the express train network and the Hong Kong-Zhuhai-Macau bridge, the extension of the Hong Kong International Airport runway system, there will be influx of visitors from China and other areas in the world. The Training Board is of the opinion that there is a continuous need to upgrade the standard of English and Putonghua, plus other Chinese dialects, for the front end staff of the industry.
- (viii) To cope with the trend of enjoying gourmet food and fine wines all over the world, the Training Board opines that Hong Kong should uphold her reputation as the Gourmet Paradise by developing and strengthening manpower on international culinary knowledge and skills. As in overseas, related training and educational opportunities with high academic qualifications should be provided as progression pathways for nurturing new talents.
- (ix) The Training Board believes that the Vocational Training Council's introduction of trade tests for the Chinese and Western Cuisines at the Chinese Cuisine Training Institute and Hospitality Industry Training and Development Centre respectively would elevate the professional qualifications and status of culinary practitioners. The Training Board encourages employers to provide in-house training and/or sponsor their employees to obtain trade test qualifications; and continuous professional development to upgrade their knowledge and skills.

- (x) As the hotels and entertainment projects continue to expand in Macau and neighboring areas, the competition for staff, especially from the supervisory to managerial levels of staff, will be on a steady rise in years to come. The demand for well-trained staff at the operative and supervisory levels will continue. The Training Board is of the view that increased provisions for further expansion and/or upgrading of the training facilities and capacities must be available to cope with the escalating manpower demand.
- (xi) In view of the increased wine consumption, the need of upgrading the knowledge and mastering the skills of wine appreciation and related areas is obvious. The Training Board believes that comprehensive wine education, professional sommelier training as well as bartending skills training would enhance the aforementioned competencies of the catering industries manpower restaurant staff. Understanding the concept of food and wine pairings would be a focus in restaurant business for elevating the overall dining experience and should therefore be considered as one of the focused training areas.
- (xii) With the continuous focus on healthy diet and concerns on food safety and quality, the Training Board recommends that formal and systematic training on these aspects should be introduced or reinforced to support and sustain this trend. Business ethics, environmental consciousness, social and global responsibilities as well as relevant food science contents should be included in training and educational programmes to foster positive and constructive development of the catering industry.
- (xiii) In view of the prosperous future of MICE business in Hong Kong, the Training Board will continue to support the MICE related professional training, e.g. catering events operations and management, as the demand for professionals is urgently needed in Hong Kong.
- (xiv) The Training Board will continue to support conferences and experience-sharing seminars for practitioners in the industry.

SECTION I

INTRODUCTION

The Training Board

1.1 The Hotel, Catering and Tourism Training Board of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the hospitality industry and recommending to the VTC the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board and its Working Party on the 2011 Catering Industry Manpower Survey are given in Appendix 1 - 3.

The Manpower Survey

1.2 In pursuance to its terms of reference, the Training Board conducted the manpower survey during the period from 17th October to 18th November 2011 to collect up-to-date manpower information on the principal jobs of the catering industry and the field work and follow-up cases were completed in May 2012. The Survey was carried out with the assistance of the Census and Statistics Department. A Manpower Survey Report was published in September 2012 by the Training Board.

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

- (i) To assess the manpower and training needs of principal jobs of the catering industry;
- (ii) To forecast the manpower growth of the catering industry; and
- (iii) To recommend measures to meet the manpower demand and training needs at the various job levels.

Method of Survey

1.4 The fieldwork took place from 17th October to 18th November 2011 with follow-up cases completed in May 2012.

1.5 Questionnaires with explanatory notes and job descriptions were sent to the selected catering establishments two weeks before the survey.

Scope of the Survey

1.6 The main survey adopts a mixed approach in deciding the sampling frame, making use of the Hong Kong Standard Industrial Classification (HSIC) and other means. The HSIC Scheme is managed by the Census and Statistics Department (C & SD). It groups establishments in Hong Kong of similar business nature into specific branches. It was possible with the aid of HSIC for the survey to select samples from the six branches within the catering industry as follows:

Branch 1 – Chinese Restaurants

(HSIC 561109 – 561111)

Branch 2 – Restaurants other than Chinese

(HSIC 561101, 561103 – 561108 and 561199)

Branch 3 – Fast Food Shops

(HSIC 561200)

Branch 4 – Beverage Serving Places

(HSIC 563100 – 563900)

Branch 5 – Event Catering and Other Meal / Food Service Activities

(HSIC 561901 – 561903, 562000)

Branch 6 – Supplementary Samples

1.7 The main survey had covered all the six branches within the catering industry and a stratified random sampling method was adopted to select samples. Data collected were grossed up statistically where applicable to give an overall picture of the manpower situation of these branches.

1.8 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by September 2012;
- (iii) the number of existing vacancies;
- (iv) the average age range of craft/operative staff;
- (v) the number of employees under training;
- (vi) the number of new recruits who are fresh graduates of Catering and Hospitality programs without Catering Industry experience in the past 12 months;
- (vii) the preferred years of catering industry experience before occupying the post;
- (viii) the average monthly income of employees; and
- (ix) employers' views on the preferred education qualifications, training mode, training period of employees by principal job levels.

1.9 A total of 721 samples out of 15 344 establishments were initially selected to be surveyed in the specified six-branch frame. Please refer to Appendix 4 for the analysis of result of enumeration of the survey.

1.10 In addition, the following information on part-time staff was also included in the survey:

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

Analysis of the Response

1.11 Out of the 721 establishments surveyed, 555 completed and returned the questionnaires and there were 36 refusal cases. Taking into account the remaining 85 establishments that had either closed, moved or temporary ceased operation, the effective response rate was 93.9%.

Manpower Assessment Procedure

1.12 The method of assessment consists essentially of 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 catering industry by branch.

Definition of Employees

1.13 “Employees” refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment.

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 are set out in Section III and its recommendations in Section IV.

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Persons Employed

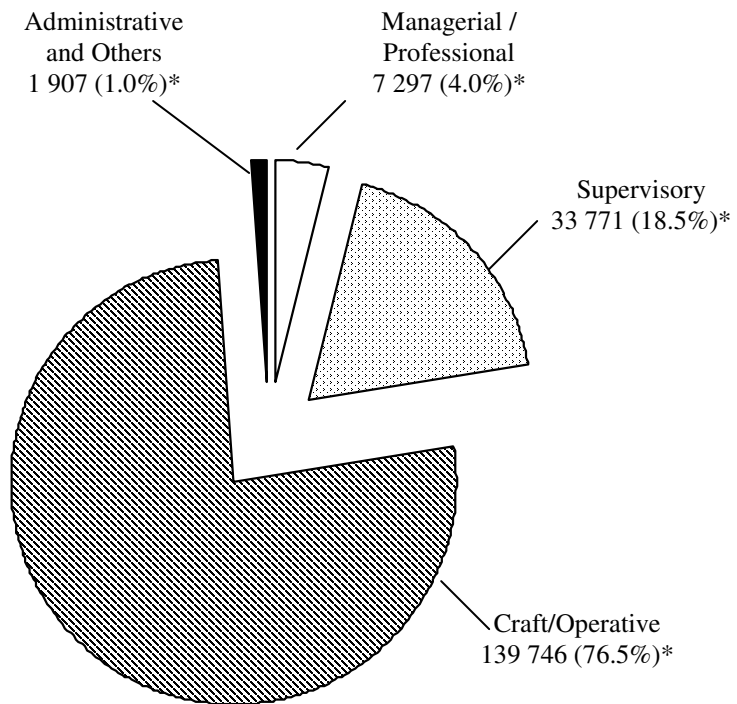
2.1 The survey reveals that in September 2011, a total of 182 721 persons were employed in the catering industry in Hong Kong as compared to 164 940 in 2009, representing an increase of 17 781 (10.8%). Their distribution by job level is as follows:

Table 2.1: Distribution of Employees by Job Level

<u>Job Level</u>	<u>Number of Employees</u>	<u>Percentage of Total Number Employed (%)</u>
Managerial / Professional	7 297	4.0%
Supervisory	33 771	18.5%
Craft / Operative	139 746	76.5%
Administrative and Others	1 907	1.0%
Total	182 721	100%

Figure 2.1: Distribution of Employees by Job Level

Total no. employed : 182 721

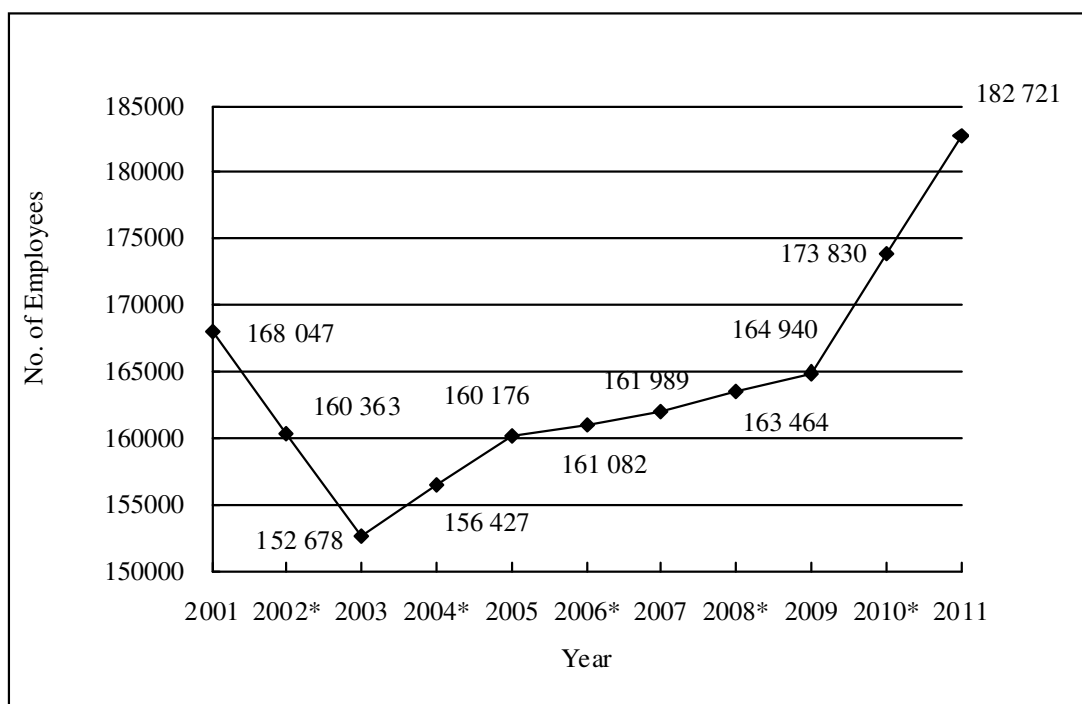


(*) As percentage of the total number of employees in the catering industry

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 (a): Trend of Manpower 2001 – 2011



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

Table 2.2 (b): Trend of the Number of Employees by Job Levels (2001 – 2011)

Year	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
2001	5 902	31 895	120 463	9 787	168 047
2002*	5 475	31 494	113 867	9 528	160 363
2003	5 047	31 092	107 270	9 269	152 678
2004*	4 770	27 505	118 332	5 820	156 427
2005	4 492	23 918	129 395	2 371	160 176
2006*	4 566	25 393	128 865	2 259	161 082
2007	4 641	26 868	128 334	2 146	161 989
2008*	5 190	28 052	128 450	1 772	163 464
2009	5 740	29 237	128 566	1 397	164 940
2010*	6 518	31 504	134 156	1 652	173 830
2011	7 297	33 771	139 746	1 907	182 721

* Computed by interpolation

2.3 The distribution of employees by job levels and by branches/sectors was as follows:

Table 2.3: Distribution of Employees by Branch by Job Level

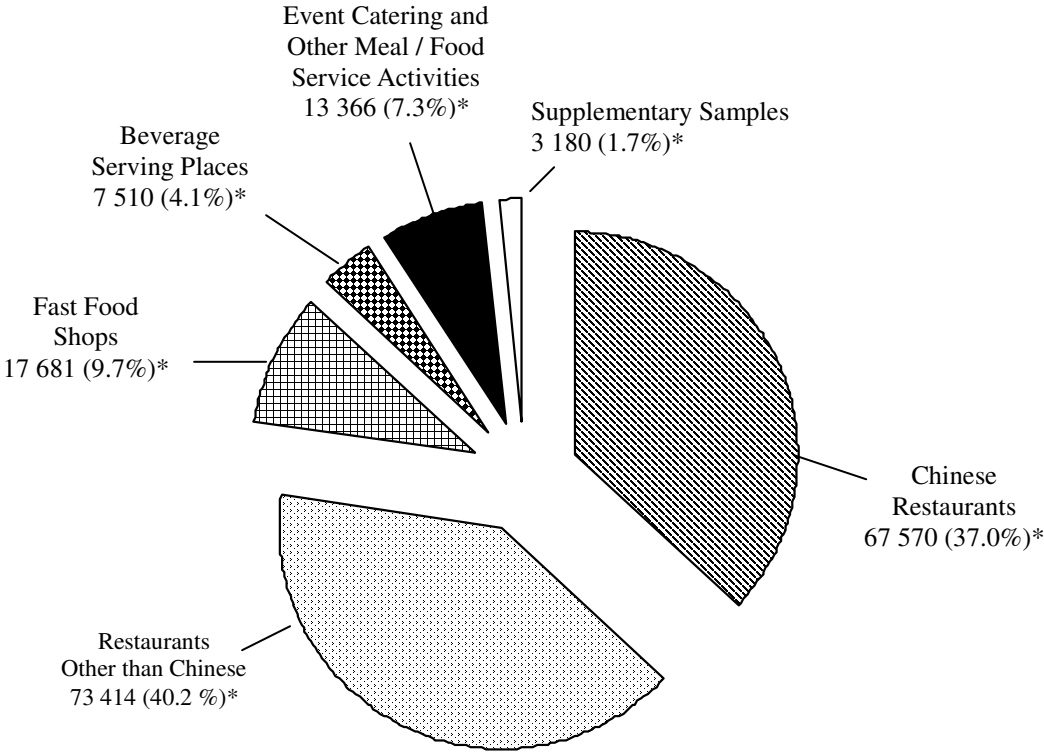
<u>Job Level</u>	<u>Number of Persons Employed</u>						<u>Total</u>
	<u>Chinese Restaurants</u>	<u>Restaurants Other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	
Managerial / Professional	2 535	2 847	1 345	164	94	312	7 297 (4.0)*
Supervisory	18 742	8 187	3 254	1 834	899	855	33 771 (18.5)
Craft / Operative	45 248	61 997	12 728	5 512	12 348	1 913	139 746 (76.5)
Administrative and Others	1 045	383	354	-	25	100	1 907 (1.0)
Total	67 570	73 414	17 681	7 510	13 366	3 180	182 721 (100.0)
(%)**	(37.0)	(40.2)	(9.7)	(4.1)	(7.3)	(1.7)	(100.0)

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

(**) As percentage of the total number employed by branch

Figure 2.3: Distribution of Employees by Branch

Total no. employed : 182 721



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

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 5 672 vacancies, or 3.1% of the existing 182 721 posts. The job level with most vacancies was in the craft/operative level (5 258) followed by supervisory level (352), managerial/professional level (58), and administrative and others level (4). Details on number of vacancies by job level and by principal jobs are presented in Table 2.4 and Figure 2.4.

Table 2.4: Distribution of Existing Vacancies by Branch by Job Level

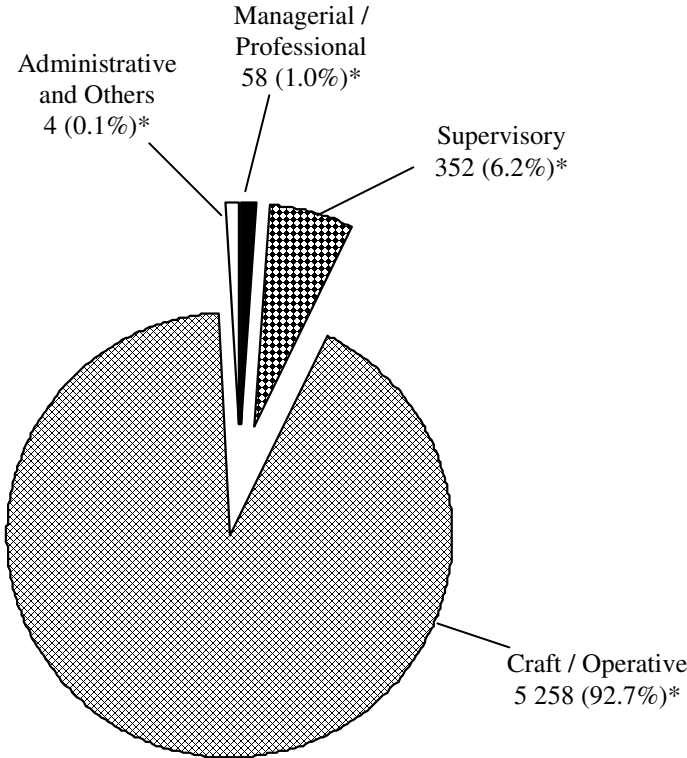
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants Other Than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	<u>Total</u>	<u>% of Employees Employed at Same Job Level</u>	<u>% of Total No. of Vacancies by Job Level</u>
Managerial / Professional	3	53	-	-	-	2	58	0.8%	1.0%
Supervisory	161	150	6	8	-	27	352	1.0%	6.2%
Craft / Operative	1 515	2 667	63	249	679	85	5 258	3.8%	92.7%
Administrative and others	4	-	-	-	-	-	4	0.2%	0.1%
Total	1 683	2 870	69	257	679	114	5 672	(3.1%)*	100.0%
(%)**	(29.7%)	(50.6%)	(1.2%)	(4.5%)	(12.0%)	(2.0%)	(100%)		

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

(**) As percentage of total number of vacancies by branch

Figure 2.4: Distribution of Existing Vacancies by Job Level

Total no. of vacancies : 5 672



(*) As percentage of the total number of vacancies

2.5 The survey findings indicated that there were 152 trainees/apprentices in the catering industry in September 2011. The distribution by job level is given below:

Table 2.5: Distribution of Number of Trainees/Apprentices by Branch and by Job Level

<u>Branch/Job Level</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)*</u>
Chinese Restaurants	-	-	-	-	-
Restaurants other than Chinese	-	-	150	-	150 (98.7%)
Fast Food Shops	-	-	-	-	-
Beverage Serving Places	-	-	-	-	-
Event Catering and Other Meal / Food Service Activities	-	-	-	-	-
Supplementary Samples	-	-	2	-	2 (1.3%)
Total	-	-	152	-	152 (100.0%)
(%)**	(0%)	(0%)	(100.0%)	(0%)	

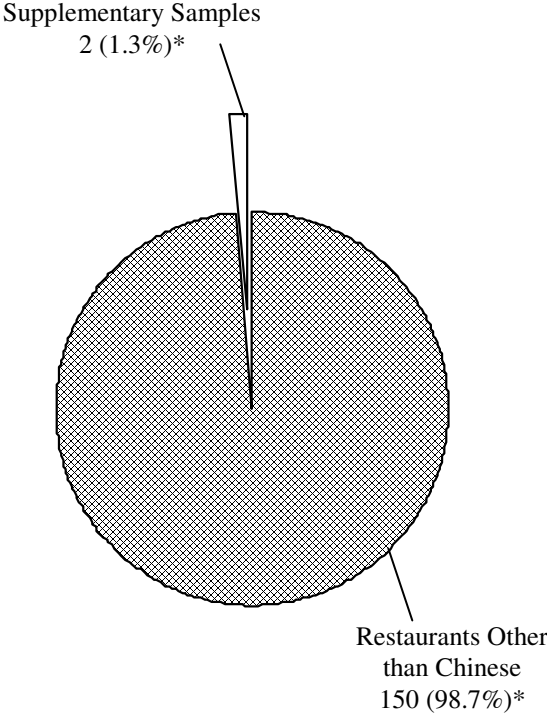
(*) As percentage of the total number of trainees/apprentices by branch

(**) As percentage of the total number of trainees/apprentices by job level

2.6 The distribution of number of trainees/apprentices in the major branches of the catering industry is given in Figure 2.6 below:

Figure 2.6: Distribution of Number of Trainees/Apprentices by Branch

Total number of trainees/apprentices : 152



(*) As percentage of the total number of trainees/apprentices by branch

Employers' Forecast Manpower Demand in September 2012

2.7 Employers forecasted that there would be a total of 187 689 employees by September 2012, an increase of 2.7% over the number employed in September 2011. The employers' 12-month forecast of manpower by branch by job level is presented in Table 2.7.

Table 2.7: Employers' Manpower Forecast by Branch by Job Level

<u>Job Level</u>	Actual Manpower Sept. 2011 (A)	Chinese Restaurants	Restaurants Other than Chinese	Fast Food Shops	Beverage Serving Places	Event Catering and Other Meal / Food Service Activities	Supplementary Samples	Forecast Additional Employees for Sept. 2012 (B) (%)*	Employer's Forecast Sept. 2012 (C)=(A)+(B)
Managerial / Professional	7 297	14	2	33	-	-	1	+50 (+1.0%)	7 347
Supervisory	33 771	191	137	-20	8	-	27	+343 (+6.9%)	34 114
Craft / Operative	139 746	1 345	2 177	-30	315	679	85	+4 571 (+92.0%)	144 317
Administrative and Others	1 907	4	-	-	-	-	-	+4 (+0.1%)	1 911
Total	182 721	1 554	2 316	-17	323	679	113	4 968 (100%)*	187 689
	(%)**	(31.3)	(46.6)	(-0.3)	(6.5)	(13.7)	(2.3)	(100.0)	

(*) As percentage of the employers' total forecast number of additional employees by job level

(**) As percentage of the employers' total forecast number of additional employees by branch, there may be minor difference in the figures due to rounding off

2.8 The comparison between the forecast manpower demand and the total number of posts available in the catering industry by job level is given in Table 2.8 below:

Table 2.8: Forecast Manpower Demand by Job Level

<u>Job Level</u>	(A) No. of Employees in Sept. 2011	(B) No. of Vacancies in Sept. 2011	(C)=(A)+(B) Total No. of Posts in Sept. 2011	(D) Employers' Forecast Manpower for Sept. 2012	(E)=(D)-(C) Growth/ Reduction (%)**	(%)*
Managerial / Professional	7 297	58	7 355	7 347	-8 (-0.004)	(-0.11)
Supervisory	33 771	352	34 123	34 114	-9 (-0.005)	(-0.03)
Craft / Operative	139 746	5 258	145 004	144 317	-687 (-0.365)	(-0.47)
Administrative and Others	1 907	4	1 911	1 911	0 (0.0)	(0.0)
Total	182 721	5 672	188 393	187 689	-704 (-0.374)**	

(*) As percentage of posts at the same job level in September 2011

(**) As percentage of the total number of posts in the industry in September 2011

Internal Promotion in the Past 12 Months by Job Level

2.9 The Survey revealed that 1 452 employees (or 0.8% of the total number of employees) had been promoted from within the industry. Of the 1 452 employees, 168 (or 11.6%) were at the managerial/professional level, 1 284 (or 88.4%) were at the supervisory level. A summary of the promotion pattern is given in Table 2.9.

Table 2.9: Promotion Pattern by the Catering Industry by Branch / Job Levels

<u>Branch / Job Level</u>	<u>Number of Internal Promotions</u>	
	<u>From Supervisory to Managerial / Professional Level</u>	<u>From Craft / Operative to Supervisory Level</u>
Chinese Restaurants	36 (21.4%)*	677 (52.7%)*
Restaurants other than Chinese	6 (3.6%)	217 (16.9%)
Fast Food Shops	111 (66.1%)	223 (17.4%)
Beverage Serving Places	-	42 (3.3%)
Event Catering and Other Meal / Food Service Activities	-	78 (6.1%)
Supplementary Samples	15 (8.9%)	47 (3.7%)
Overall	168 (11.6%)**	1 284 (88.4%)**

(*) As percentage of the total number of internal promotion by level by branch

(**) As percentage of the total number of internal promotion in the industry, there may be difference in the figures due to rounding off

2.10 From Table 2.9, it was observed that there were more internal promotion prospects in the Chinese Restaurants branch and from craft/operative level to the supervisory level jobs.

Preferred Level of Education of Employees

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

Table 2.11: The Two Most Preferred Levels of Education of Employees

<u>Job Level</u>	<u>Two Most Preferred Qualifications (No. of Responses)</u>		<u>% of Total *</u>
Managerial / Professional	(1)	Secondary 5 – 7 (4 861)	66.6%
	(2)	Professional Diploma/Diploma or equivalent (715)	9.8%
Supervisory	(1)	Secondary 5 – 7 (16 658)	49.3%
	(2)	Secondary 3 – 4 (9 492)	28.1%
Craft / Operative	(1)	Secondary 3 – 4 (74 171)	53.1%
	(2)	Secondary 5 – 7 (37 531)	26.9%
Administrative and Others	(1)	Secondary 5 – 7 (1 374)	72.1%
	(2)	Professional Diploma/Diploma or equivalent (200)	10.5%

(*) As percentage of the total number of employees by job level

Staff Turnover in the Past 12 Months

2.12 Employers reported that 45 149 employees (or 24.7% of the total number of employees in the catering industry) had left in the past 12 months. A summary of the findings is given in Table 2.12 below. The craft/operative level had the highest number of staff turnover: 42 202 or 93.5% of the total number of staff who left in the last 12 months.

Table 2.12: Number of Employees Who Left in the Past 12 Months by Branch by Job Level

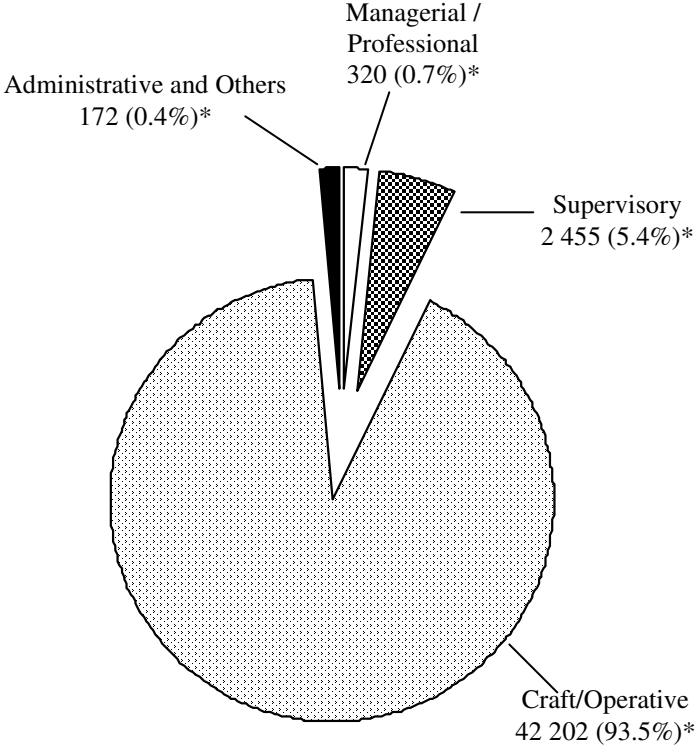
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	<u>Total (%)*</u>	<u>(%)**</u>
Managerial / Professional	97	102	81	-	13	27	320	(0.7)
Supervisory	1 179	523	632	8	13	100	2 455	(7.3) (5.4)
Craft / Operative	11 457	17 768	8 416	1 810	2 489	262	42 202	(30.2) (93.5)
Administrative and Others	46	77	30	-	-	19	172	(9.0) (0.4)
Total	12 779	18 470	9 159	1 818	2 515	408	45 149	(100.0)**
(%)**	(28.3)	(40.9)	(20.3)	(4.0)	(5.6)	(0.9)		(100.0)**

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

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

2.13 The craft/operative level had the highest number of staff turnover, representing 42 202 or 30.2% of the 139 746 employed at this job level.

Figure 2.13: Distribution of Staff Turnover by Job Level



(*) As percentage of the total number of staff turnover

Income Distribution of Full-Time Employees

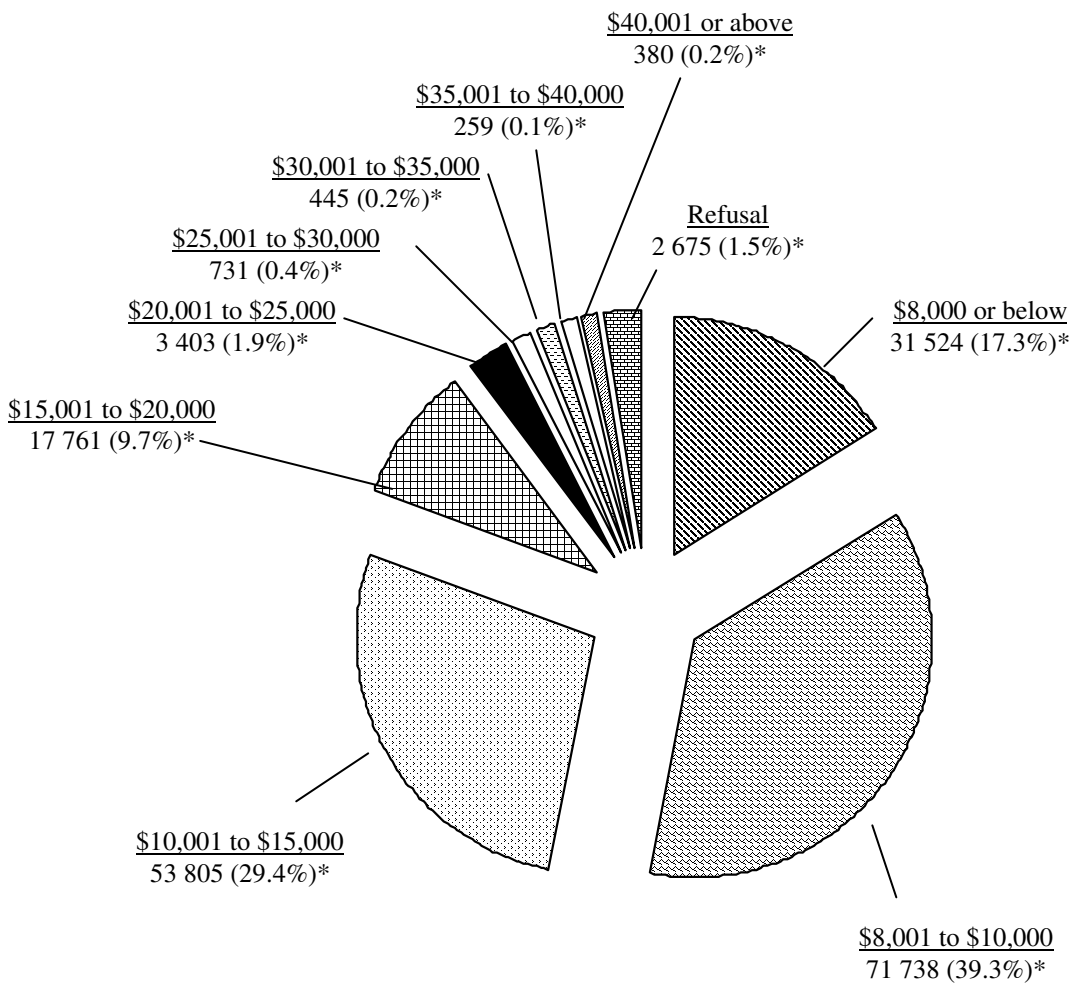
2.14 Employers were asked to provide data on the monthly income range of principal jobs in the catering industry. The figures in the table below present the distribution of income by job level.

Table 2.14: Number of Employees by Monthly Income Range

<u>Job Level</u>	<u>\$8,000 or below</u>	<u>\$8,001 to \$10,000</u>	<u>\$10,001 to \$15,000</u>	<u>\$15,001 to \$20,000</u>	<u>\$20,001 to \$25,000</u>	<u>\$25,001 to \$30,000</u>	<u>\$30,001 to \$35,000</u>	<u>\$35,001 to \$40,000</u>	<u>\$40,001 or above</u>	<u>Refusal</u>	<u>All</u>
Managerial / Professional	-	-	1 600	2 647	1 353	414	404	239	374	266	7 297
Supervisory	-	2 992	19 010	8 937	1 936	261	41	20	6	568	33 771
Craft / Operative	31 364	67 907	32 652	6 124	112	56	-	-	-	1 531	139 746
Administrative and Others	160	839	543	53	2	-	-	-	-	310	1 907
Total	31 524 (17.3)*	71 738 (39.3)	53 805 (29.4)	17 761 (9.7)	3 403 (1.9)	731 (0.4)	445 (0.2)	259 (0.1)	380 (0.2)	2 675 (1.5)	182 721 (100%)

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

**Figure 2.14: Distribution of Full-Time Employees
by Monthly Income Range**



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

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

Income Distribution of Part-Time Employees

2.16 Tables 2.16 (a) – (c) present the demand and income distribution of part-time employees in September 2011 on an hourly, daily and monthly income range as reported by employers. The survey revealed that 53 191 part-time employees were employed by the catering industry in September 2011. It is noted that the majority of part-time employees are at the craft/operative level with an average monthly income range of \$6,000 or below (52.8%), average daily income range of \$201 - \$300 (39.7%) and an average hourly income range of \$28 - \$40 (92.3%).

Table 2.16 (a): Distribution of Part-Time Employees by Monthly Income Range

<u>Job Title</u>	<u>\$6,000 or below</u>	<u>\$6,001 – \$8,000</u>	<u>\$8,001 – \$10,000</u>	<u>All</u>
Supervisory	-	6	-	6
Craft / Operative	772	569	145	1 486
Administrative and Others	55	19	-	74
Total (%)*	827 (52.8)	594 (37.9)	145 (9.3)	1 566 (100.0)

(*) As percentage of total part-time employees by monthly income range

Table 2.16 (b): Distribution of Part-Time Employees by Average Daily Income Range

<u>Job Title</u>	<u>\$100 or below</u>	<u>\$101 – \$200</u>	<u>\$201 – \$300</u>	<u>\$301 – \$400</u>	<u>\$401 – \$500</u>	<u>\$501 – \$600</u>	<u>All</u>
Supervisory	-	-	-	-	65	8	73
Craft / Operative	353	265	692	280	81	-	1 671
Total (%)*	353 (20.2)	265 (15.2)	692 (39.7)	280 (16.0)	146 (8.4)	8 (0.5)	1 744 (100.0)

(*) As percentage of total part-time employees by average daily income range

Table 2.16 (c): Distribution of Part-Time Employees by Average Hourly Income Range

<u>Job Title</u>	<u>\$28 – \$40</u>	<u>\$41 – \$60</u>	<u>Refusal</u>	<u>All</u>
Supervisory	-	162	-	162
Craft / Operative	45 978	3 590	100	49 668
Administrative and others	51	-	-	51
Total	46 029	3 752	100	49 881
(%)*	(92.3)	(7.5)	(0.2)	(100.0)

(*) As percentage of the total part-time employees by average hourly income range

New Recruits in the Past 12 Months

2.17 Employers reported that they had recruited 41 957 new employees in the past 12 months. The largest number of recruits was found in the craft/operative level, representing 39 029 or 93.0% of the total number of new recruits. The distribution of number of new recruits by branch and by job level is given in Table 2.17 and Figures 2.17(a) and (b) below:

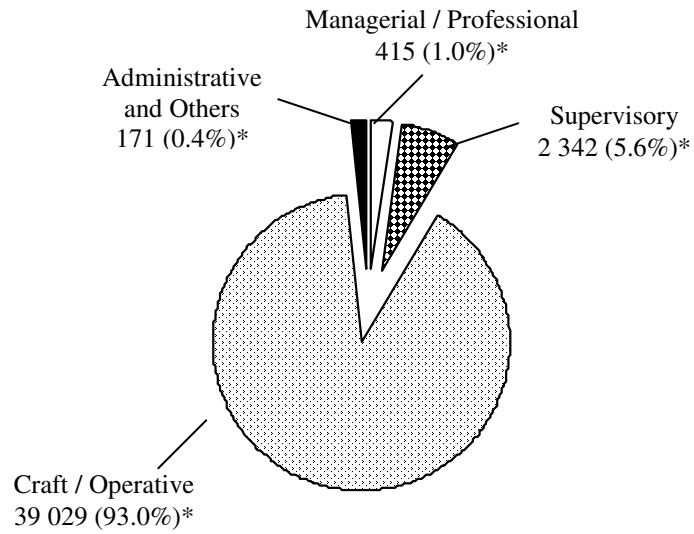
Table 2.17: Distribution of Number of New Recruits

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	239	1 360	10 817	52	12 468 (29.7)
Restaurants other than Chinese	104	437	15 743	77	16 361 (39.0)
Fast Food Shops	37	460	8 363	35	8 895 (21.2)
Beverage Serving Places	-	-	1 544	-	1 544 (3.7)
Event Catering and Other Meal / Food Service Activities	13	-	2 301	-	2 314 (5.5)
Supplementary Samples	22	85	261	7	375 (0.9)
Total (%)*	415 (1.0)	2 342 (5.6)	39 029 (93.0)	171 (0.4)	41 957 (100)** (100.0)*

(*) As percentage of the total number of new recruits by job level in the past 12 months in the catering industry

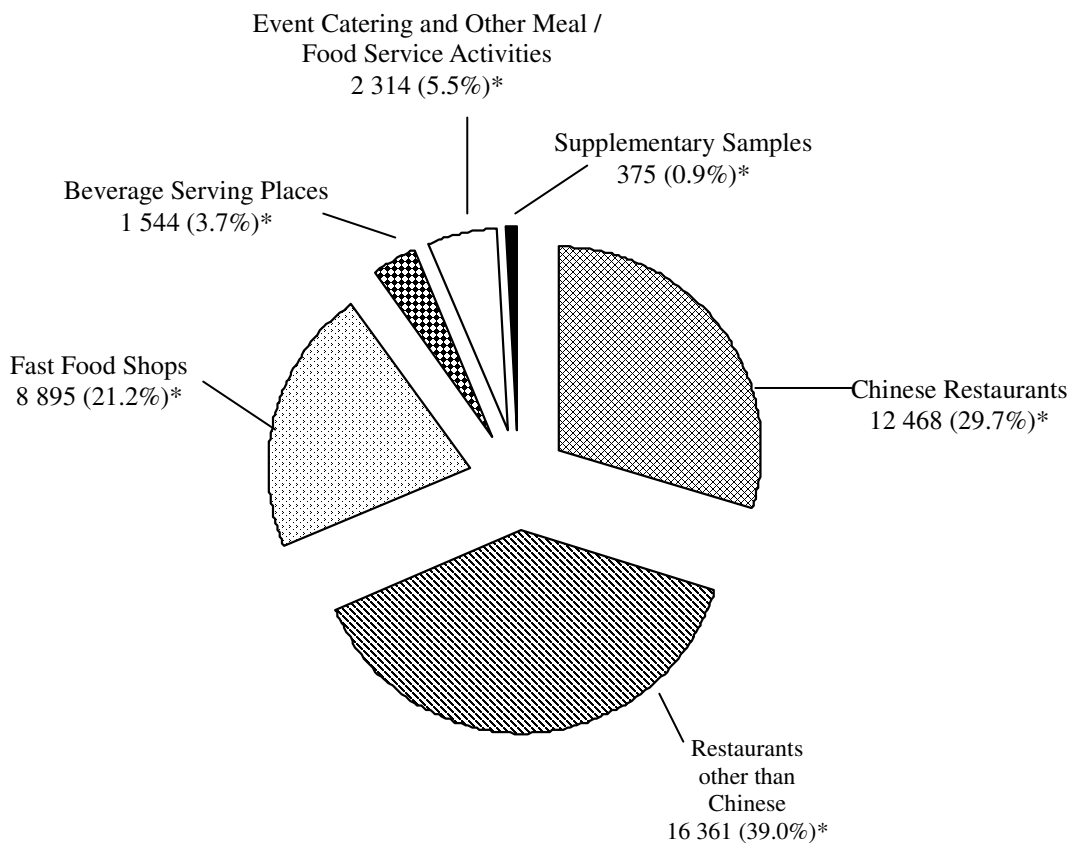
(**) As percentage of the total number of new recruits by branch in the past 12 months in the catering industry

Figure 2.17(a): Distribution of Number of Recruits by Job Level



(*) As percentage of the number of recruits by job level

Figure 2.17(b): Distribution of Number of Recruits by Branch



(*) As percentage of number of recruits by branch

Number of New Recruits Without Catering Industry Experience

2.18 Employers reported that they had recruited 9 011 new employees without catering industry experience in the past 12 months. The majority of those recruits were in the craft/operative level (8 963) among which 3 145 (34.9%) were in the Fast Food Shops. The distribution of the number of new recruits without catering industry experience in the past 12 months is given in Figures 2.18 (a) and (b) below. Employers also reported that there were 1 104 new recruits in the Craft/operative level who are fresh graduates of catering and hospitality programs in the past 12 months. The majority of new recruits who are fresh graduates of catering and hospitality programs are employed by Fast Food Shops (97.8%) sectors. The distribution of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months is given in Figure 2.18 (c) below.

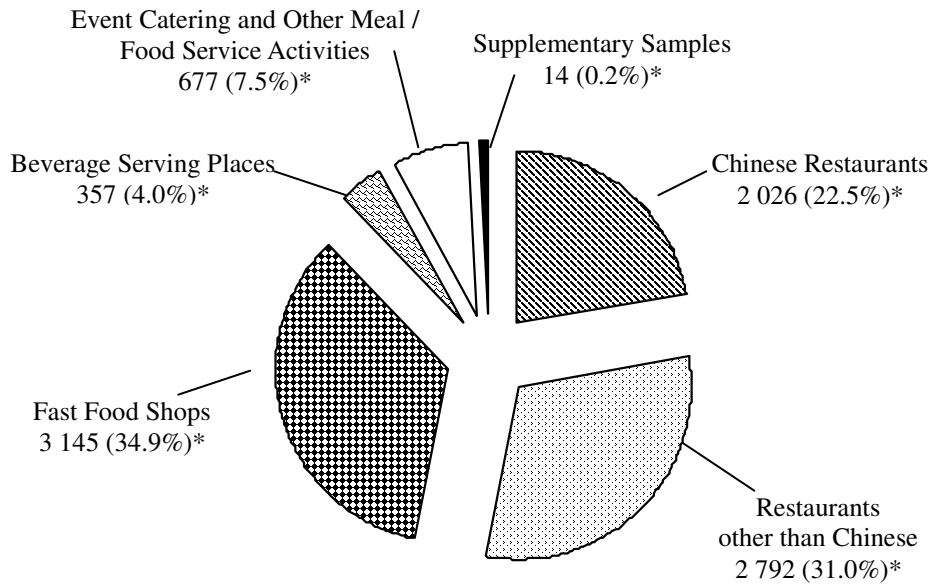
Table 2.18: Distribution of the Number of New Recruits Without Catering Industry Experience in the Past 12 Months by Branch and by Job Level

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	6	24	1 980	16	2 026 (22.5)
Restaurants other than Chinese	2	-	2 790	-	2 792 (31.0)
Fast Food Shops	-	-	3 145	-	3 145 (34.9)
Beverage Serving Places	-	-	357	-	357 (4.0)
Event Catering and Other Meal / Food Service Activities	-	-	677	-	677 (7.5)
Supplementary Samples (Clubs)	-	-	14	-	14 (0.2)
Total	8	24	8 963	16	9 011 (100)**
(%)*	(0.1)	(0.3)	(99.5)	(0.2)	(100.0)*

(*) As percentage of the total number of new recruits by job level without catering industry experience, there may be minor difference in the figure due to rounding off

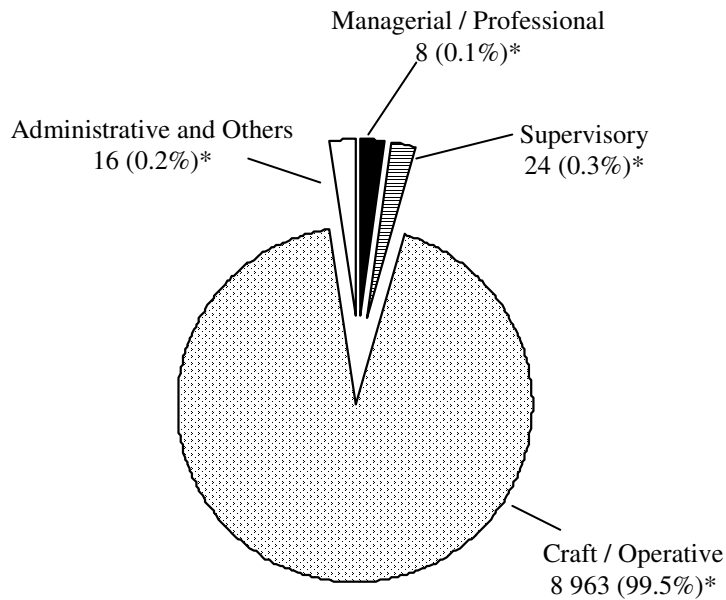
(**) As percentage of the total number of new recruits by branch without catering industry experience, there may be minor difference in the figure due to rounding off

Figure 2.18(a): Distribution of New Recruits Without Catering Industry Experience by Branch



(*) As percentage of new recruits without catering industry experience by branch

Figure 2.18(b): Distribution of New Recruits Without Catering Industry Experience by Job Level



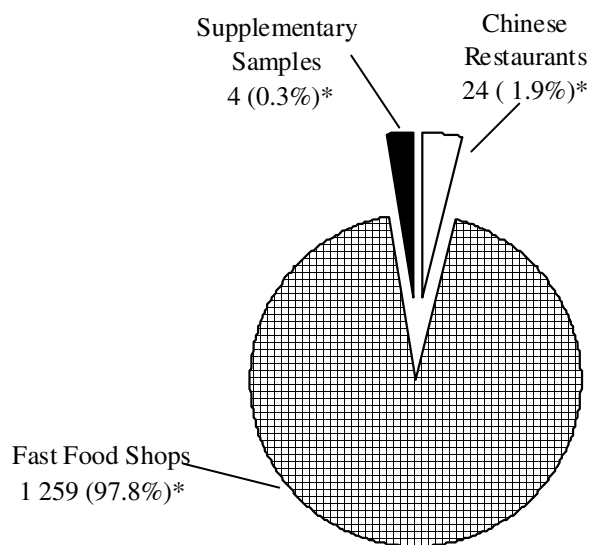
(*) As percentage of new recruits without catering industry experience by job level

Table 2.18(c): Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programs in the Past 12 Months

<u>Branch</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)</u>
Chinese Restaurants	-	20	4	24 (1.9)
Restaurants other than Chinese	-	-	-	-
Fast Food Shops	145	1 104	10	1 259 (97.8)
Beverage Serving Places		-	-	-
Event Catering and Other Meal / Food Service Activities		-	-	-
Supplementary Samples	2	2	-	4 (0.3)
Total (%)*	147	1 126	14	1 287 (100)*

(*) As percentage of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months

Figure 2.18(c): Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programs in the Past 12 Months

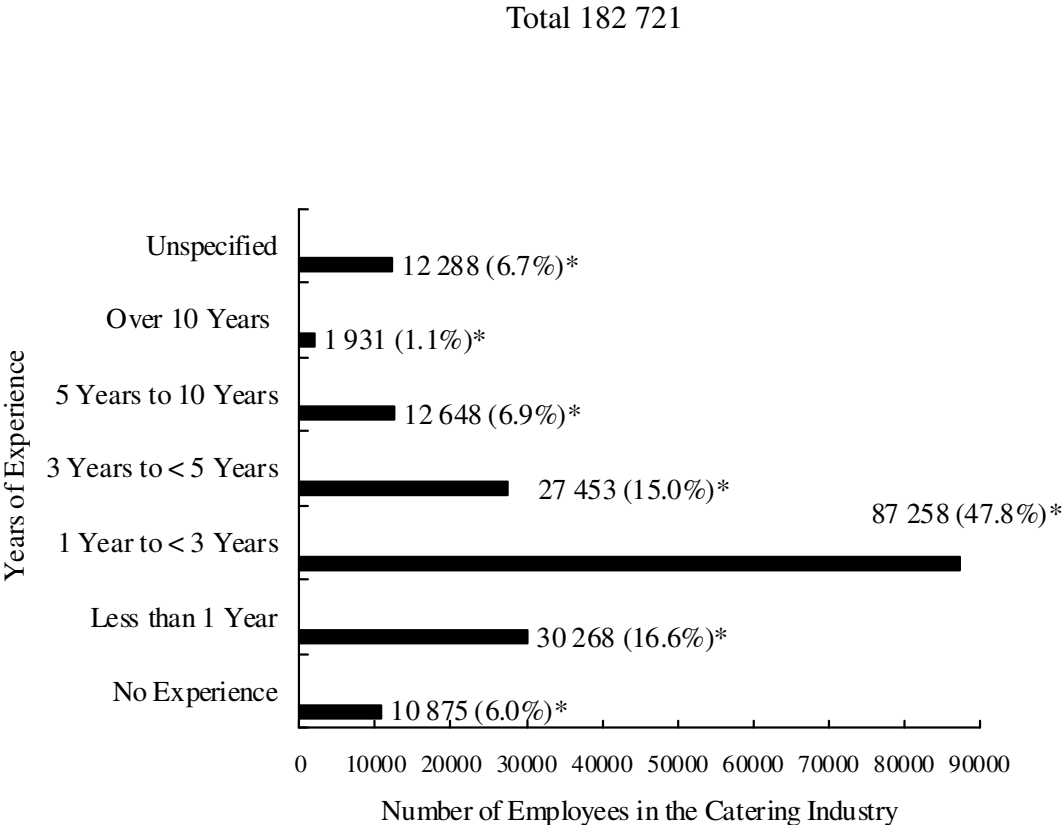


(*) As percentage of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months

Relevant Experience

2.19 The survey findings indicated that the preferred years of experience of the catering workforce to be between 1 - 3 years (87 258 or 47.8%) and less than 1 year (30 268 or 16.6%). Figure 2.19 presents an overall distribution of the number of employees with different years of catering experience before occupying the post by job level.

Figure 2.19: Preferred Years of Experience of Employees



(*) As percentage of the total number of employees in the catering industry, there may be minor difference in the figure due to rounding off

Internal Training for Employees

2.20 The analysis shown in Table 2.20 indicated that 68.6% of the employees received no internal training and 9.8% received less than 5 days of internal training:

Table 2.20: No. of Employees by Average Man-days Spent on Internal Training in 2011

Man-days	No. of Employees Involved / % of total *
Nil	125 256 / 68.6%
< 5 Days	17 922 / 9.8%
5 Days to less than 10 Days	11 659 / 6.4%
10 Days to 15 Days	9 865 / 5.4%
Over 15 Days	6 133 / 3.4%
Unspecified	11 886 / 6.5%
Total	182 721 / 100.0%

(*) There may be minor difference in the figure due to rounding off

2.21 The survey findings shown that 3.8% of the employers intended to purchase training from an outside training provider for their staff in the coming 12 months. For details please refer to Table 17 at Appendix 7.

Priority Accorded to Mode of Training by Employers

2.22 Employers rated seminar/workshop as the most preferred mode of training and part-time day release as their least preferred mode of training. Details of the priorities are shown in Table 2.22.

Table 2.22: Priority Accorded to Mode of Training

Mode of Training	Priority	Number of Responses / % of total *
Part-time Day Release	1 st Priority	26 249 / 14.4%
	2 nd Priority	64 956 / 35.5%
	3 rd Priority	63 758 / 34.9%
	Unspecified	27 758 / 15.2%
	Total	182 721 / 100.0%
Evening	1 st Priority	29 519 / 16.2%
	2 nd Priority	54 987 / 30.1%
	3 rd Priority	70 457 / 38.6%
	Unspecified	27 758 / 15.2%
	Total	182 721 / 100.0%
Seminar/Workshop	1 st Priority	99 195 / 54.3%
	2 nd Priority	35 020 / 19.2%
	3 rd Priority	20 748 / 11.4%
	Unspecified	27 758 / 15.2%
	Total	182 721 / 100.0%

(*) There may be minor difference in the figure due to rounding off

Distribution of Full-time Employees and Part-time Staff by Branch

2.23 Employers reported that there was a total of 235 912 staff employed in 2011, which includes 182 721 full-time employees and 53 191 part-time staff. For details please refer to Table 21 at Appendix 7. It is noted that the number of overall part-time staff increased 34.3% from 2009 to 2011, with the Event Catering and Other Meal / Food Service Activities sector showing a significant increase of 60.4%.

2.24 Employers were also asked about the distribution of employees by average age range at the craft/operative level. They reported that the average age range is between 41 to 49 years (33.9%) for employees at the craft/operative level.

SECTION III

CONCLUSIONS

Industry Outlook

3.1 Given the marked deterioration of the global economic situation as a result of Euro debt crisis in 2011, the advanced economies as a whole will at best see subdued growth in 2012. There will be significant downside risks, depending on how the Euro debt crisis would evolve. Indeed the recovery of the advanced economies will likely be a long drawn-out process, given their fragile fundamentals. (Source: Hong Kong Economic Report, The HKSAR Government 2012.)

3.2 In Asia, the Mainland China will remain the major growth engine with economic growth in 2012 forecast at 8.4%. Indeed if the emerging Asian economies as a whole can exhibit a similar degree of resilience as that during the 2008 global financial crisis, they should be able to cushion part of the negative impacts brought about by the lull in the advanced economies. (Source: Hong Kong Economic Report, The HKSAR Government 2012.)

3.3 The medium term prospects for the Hong Kong economy should remain bright, although the degree of uncertainty in the external environment would likely stay elevated. Hong Kong will continue to ride on the growing economic prowess of the region and deepen its integration with the Mainland while continuing its stride towards a knowledge-based, high value-added economy. New markets and growth areas will be further explored, and the continued investment in human capital and infrastructure should bolster productivity and ensure sustainable economic growth in the longer run. The trend GDP growth rate in real terms is forecast at 4% per annum from 2013 to 2016, and the trend rate of underlying consumer price inflation at 3.5% per annum. (Source: Hong Kong Economic Report, The HKSAR Government 2012.)

3.4 For 2012 second quarter, the value of total receipts for the restaurants sector was \$22.1 billion. This represented an increase of 4.2% in value over the second quarter of 2011. Over the same period, the value of total purchases of restaurants increased by 0.9% to \$7.8 billion. Concurrently, total receipts of Chinese restaurants increased by 3.2% in value but decreased by 3% in the second quarter of 2012 in volume, while total receipts of fast food shops increased by 8.3% in value and 3.9% in volume. As for bars, total receipts increased by 2.3% in value but decreased by 2.7% in volume. (Source: Provisional Statistic of Restaurant Receipts and Purchases for the second quarter of 2012, Census and Statistics Department.)

3.5 The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; number of general restaurant licenses increase from 7 845 in 2008 to 8 354 in 2010, representing an increase of 509 or 6.5%. Light refreshment restaurant licenses increased from 2 957 in 2008 to 3 053 in 2010, representing an increase of 96 or 3.2% over the last 3 years. The number of liquor licenses issued has equally increased, reaching a total of 5 291 in 2010 as compared to 4 995 in 2008. Club liquor licenses remained as 491 in 2010 as compared to 499 in 2008. These represent a total increase of 296 or 5.9% for liquor licenses while remains slightly the same in club liquor license in the last 3 years. (Source: Food and Environmental Hygiene Department website retrieved on 9 March 2012.)

3.6 Inflationary pressures turned more evident in 2011, reflecting the feed-through of domestic cost pressures after six quarters of above-trend economic growth up till the second quarter, as well as higher imported inflation stemming from elevated world food prices and commodity prices. The one-off increase in wage cost upon the implementation of statutory minimum wage also added to inflation over the course of the year. (Source: Hong Kong Economic Report, The HKSAR Government 2012.) As an example, a famous local fast-food chain increased its food price by 2% to 4% as at July 2011 and more increase can be expected in the next six months because of inflation and introduction of the minimum wage. (Source: The Standard, 25 July 2011.) Under such circumstance, the catering industry has to face an inflationary pressure in 2012.

3.7 Hong Kong's first minimum wage of HK\$28 per hour to come into effect on 1 May 2011. (Source: The Standard, 24 January 2011.) The minimum wage has brought about changes in the employment market with some employers having higher expectation in terms of the skills and productivity of their employees. (Source: The Standard, 2 September 2011.) After discounting for consumer price inflation, labour wages still rose by an appreciable 4.4% in real terms over a year earlier. Taking the first nine months of 2011 together, labour wages grew markedly by 7.6% in money terms and 2.3% in real terms over a year earlier. (Source: Hong Kong Economic Reports, The HKSAR Government 2012.)

3.8 International auctions houses have held multiple wine auctions in Hong Kong and in 2011, it recorded a 39% increase in value at US\$229.6 million. (Source: Wine Spectator, 10 January 2012.) Three key wine-related promotional events were successfully held in Hong Kong within 2011: (a) Burgundy of France held its first official wine promotional event during the week ending 29 October; (b) The Hong Kong Tourism Board (HKTb) organized the third "Hong Kong Wine and Dine Festival" from 27 to 30 October; and (c) The Trade Development Council, (TDC), held the fourth Hong Kong International Wine and Spirits Fair from 3 to 5 November. (Source: 2011 Economic Background & 2012 Prospects.) In the long term, those themed events again will assist in strengthening Hong Kong's position as a wine and dine hub. Riding on the success, the Wine and Dine Festival is planned to be held in end-October 2012.

3.9 In June 2011, HKTB has invited Chinese culinary talents of Hong Kong to join a culinary excursion to Paris and Berlin. In these two historic European cities, Hong Kong representatives worked with local Michelin-starred chefs to create innovative menus featuring fusion dishes paired with exquisite wines. The HKTB also attended the River Festival and Vinexpo in Bordeaux in the same month. (Source: Updates@HKTB Issue 3, 2011.) In June 2012, Hong Kong was named as “City of Honour” to participate in The Bordeaux Wine Festival – one of the world’s most elaborate festivals dedicated to the appreciation of wine, food and culture. Hong Kong is being promoted at the four-day festival with a mega “Hong Kong Pavilion”. (Source: Press Releases, HKTB, 30 June 2012.) It again gives participants not merely a flavourful but also an eye-opening experience of Hong Kong and reinforcing Hong Kong’s position as the “Culinary Capital of Asia”. The renovated Best of the Best Culinary Awards will continue in 2012 to showcase Hong Kong’s strengths as a gourmet paradise and wine hub and also provide a platform for encouraging creativity in Hong Kong culinary arena.

Implication On Manpower

3.10 The labour market showed distinct and broad-based improvements for the second consecutive year in 2011. With persistent strength in labour demand, unemployment rate fell to a 13-year low during the year, accompanied by a sharp rise in job vacancies and strong upward pressure on wages and earnings. Workers in the lower segment enjoyed distinctly above-average pay hikes, in part boosted by the implementation of statutory minimum wage (SMW) in May 2011, such as miscellaneous non production workers (+13.8%) and service worker (+13.3%). (Source: Hong Kong Economic Report 2012.) An upward trend of salary between 10% to 15% and a continuous competition of talent in the catering industry become challenges in various catering establishments in upcoming years. (Source: Wen Wei Po, 12 January 2012.) The duration and timing of the training programs, the curriculum and contents should be tailored according to the specific needs of the industry and be flexible and responsive to societal changes. Already saddled with rising rents and soaring food prices, Hong Kong’s catering industry is facing a new problem: a lack of staff. (Source: Workers leave grind of kitchens for an easier life, South China Morning Post, September 2011.) Vocational training for providing a continuous supply of quality skilled workers is pertinent to the future growth of the industry and Hong Kong’s overall development.

3.11 With regards to post-secondary education, the HKSAR Government estimates that, by the 2014/15 academic year, over two-thirds of our young people in the relevant age group will have access to post-secondary education. (Source: The 2012-13 Budget, The HKSAR Government, 1 Feb 2012.) With the implementation of New Senior Secondary Education Curriculum and the new 4-year university system, more senior secondary graduates may consider further education over immediate employment. While more mature and better educated youngsters are being developed, this may strain the labour supply as the industry is growing and expanding, especially the demand on employees at the entrant operational level will be keen. Catering and hospitality related training and education providers may consider developing programmes with flexible entry and exit pathways for continuous professional development. This is estimated that over 75 000 places will be provided at post-secondary level and 35 000 continuing education and vocational education and training places will be offered in 2012. There will be adequate places to accommodate 100 000 school graduates in

the double cohort year. (Source: The 2012-13 Budget, The HKSAR Government, 1 Feb 2012.)

3.12 By the end of 2011, Hong Kong has 190 hotels with 62 830 rooms. The average hotel occupancy rate across all categories of hotels in 2011 was 89%, which was 2% higher than 2010. The average achieved hotel room rate across all hotel categories in 2011 was HK\$1,356, representing an increase of 16.4% (HK\$1,165) on the 2010. The number of hotels is planned to increase from 190 in 2011 to 243 in 2015, with the number of hotel rooms increase from 62 830 to 72 508 (+9 678 rooms). (Sources: HKTB Hotel Survey, January 2012 and Hotel Supply Situation by HKTB, February 2012). These new hotel developments reflect a positive projection of potential visitors and indicate a possible surge in manpower requirements in the food production and catering industries in the years to come; as well as for supporting the dining establishments in these new hotel projects.

3.13 For maintaining interest among tourists, Hong Kong has been investing heavily in upgrading tourism infrastructure like Ocean Park at a cost of \$5.5 billion which will be completed in 2012, “Grizzly Gulch” and “Mystic Point” in Disneyland are scheduled for completion in 2012 and 2013 respectively. (Source: The 2012-13 Budget, The HKSAR Government, 1 Feb 2012.) The development of Kai Tak new cruise terminal is making good progress, with the terminal building and the first berth expected to start operation in mid-2013. The hardware infrastructure of the border crossings will be updated to provide speedier and more convenient clearance services for tourists are in progress as well. It can be anticipated that with these new and improved infrastructure, more incoming visitors for business and leisure activities are expected. More jobs in the cruise and related tourism industries will be created of which trained quality staff is required for serving the expanding tourism infrastructure.

3.14 With strong promotional efforts from the HKTB, it is expected that the MICE industry will continue to develop. Hong Kong was voted “The Best City for MICE Events” at the Industry Awards 2012 organized by prominent MICE publication CEI Asia magazine. There were also top awards in two other categories: the Hong Kong Convention and Exhibition Centre (HKCEC) clinched 1st place and AsiaWorld Expo came 3rd in Best Convention/Exhibition Centre in Asia, while Meetings and Exhibitions Hong Kong (MEHK) took 2nd place under Best Convention Bureau. (Source: HKTB-MEHK e-newsletter January 2012.) The MICE industry generated 358 billion revenue in 2011 representing 2.1% in GDP which offers 69 150 job opportunities to Hong Kong. (Source: Tai Kung Pao, 14 Jan 2012.) To capture this profitable business, a highly qualified pool of versatile manpower in various job areas including operation, sales and marketing plus management positions in the catering, entertainment, conventions, international events and festivals related sectors will be required continuously.

3.15 The Hong Kong International Wine & Spirits Fair has become the largest international wine event in Asia since 2007 and continues to play an important role in promoting Hong Kong as the region’s wine-trading hub. In 2011, some 930 exhibitors and more than 19 000 buyers from around the world participated in the Fair, with buyers up 37 per cent over 2010. In November 2011, AsiaWorld-Expo was also used as a venue for WineFuture Hong Kong wine summit. WineFuture chose Hong Kong as its second host city in recognition of its being Asia's most influential wine trading hub and one of the most cosmopolitan, vibrant and exciting cities in the world. The event was attended by over

1 000 delegates from worldwide attending and some 200 exhibitors and over 300 wineries from 40 different wine regions around the world. (Source: HKTb-MEHK e-newsletter November 2011.) To sustain on these profitable business opportunities, vocational training to provide a supply of professional wine experts in wine trading, investment, wine appreciation, wine and food pairing needs to be further encouraged.

3.16 Companies tend to strengthen their own workforce by exploring staff potential across different work levels. It is important to maintain a well-trained and high performance workforce who can contribute to the company's sustainability under different economic situations. (Source: Press Release, "Continuous Corporate Commitment to Employee Training and Development", Hong Kong Institute of Human Resource Management, 17 October 2011.) The training and education needs on life-long learning, development and upgrading are obvious.

3.17 The future of the catering industry will depend highly on the availability of qualified staff to deliver the quality products and service that has earned Hong Kong a reputation as the Gourmets' Paradise. Other than technical competencies, staff equipped with a high standard of work ethics, problem solving skills, excellent guest communication skills and high level of motivation are some of the essential qualities for industry's future success. With competition for skilled staff from neighboring areas, the demand of well-trained staff at the entry and supervisory levels would be significant in the coming years.

The Survey Findings

3.18 The survey reveals that in September 2011, a total of 182 721 persons were employed in the catering industry, of which 7 297 (4.0%) were in the managerial category, 33 771 (18.5%) supervisory category, 139 746 (76.5%) craft/operative category, 1 907 (1.0%) in administrative and others category.

3.19 At the time of the survey, employers reported 5 672 vacancies, or 3.1% of the existing 182 721 posts. The job level with the most vacancies was in the craft/operative level (5 258) followed by supervisory level (352), and managerial and professional level (58).

3.20 The Training Board has examined the survey findings and is of the opinion that those generally reflect the manpower situation of the catering industry at the time of the survey. The Training Board considered that the trends for the increase in the number of operative and supervisory level employees would continue.

Manpower Changes by Job Level

3.21 In September 2011, there were 182 721 employees (excluding trainees/apprentices) in the catering industry, representing a manpower increase of 17 781 (10.8%) over the 2009 figure. An analysis of the manpower changes by job level is given in the following tables:

Table 3.21 (a): Number of Employees by Job Level

<u>Job Level</u>	<u>2009</u>	<u>2011</u>	<u>Increase/Decrease (%)*</u>	
Managerial / Professional	5 740	7 297	+1 557	(+27.1%)*
Supervisory	29 237	33 771	+4 534	(+15.5%)
Craft / Operative	128 566	139 746	+11 180	(+8.7%)
Administrative and Others	1 397	1 907	+510	(+36.5%)
Total	164 940	182 721	+17 781	(+10.8%)

* Percentage of increase/decrease on number of employees by job levels compared with 2009

Table 3.21 (b): Number of Employees by Branch

<u>Branch</u>	<u>2009</u>	<u>2011</u>	<u>Increase/Decrease (%)*</u>	
Chinese Restaurants	60 672	67 570	+6 898	(+11.4%)*
Restaurants other than Chinese	68 367	73 414	+5 047	(+7.4%)
Fast Food Shops	17 952	17 681	-271	(-1.5%)
Beverage Serving Places	6 238	7 510	+1 272	(+20.4%)
Event Catering and Other Meal / Food Service Activities	8 495	13 366	+4 871	(+57.3%)
Supplementary Samples	3 216	3 180	-36	(-1.1%)
Total	164 940	182 721	+17 781	(+10.8%)**

(*) Percentage increase/decrease of employees at the same branch

(**) Percentage increase of the total number of employees in the industry compared to 2009

Vacancies

3.22 At the time of the survey, there were 5 672 reported vacancies as compared to 2 370 in 2009. The present vacancies attributed to 3.1% of the total workforce as compared to 1.4% in 2009. The largest number of vacancies (5 258 or 92.7%) were found in craft / operative level jobs. The Training Board is of the opinion that most employers might not be able to fill all vacancies by only salary increment but also reconsider the overall salary package as well as career development path. Besides continuous employ part-time or temporary employees as well as exercise multi-tasking in the existing operation to increase cost efficiency.

Promotion Pattern

3.23 The survey indicated that catering employers are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that catering establishments should provide more training to their employees to prepare them for career advancement as well as job rotation to enhance communication within the company.

Preferred Mode of Training

3.24 On the whole employers are reluctant to provide internal training for their employees as 68.6% of those surveyed indicated that no internal training was provided in 2011. In general, employers prefer the seminars/workshops mode of training.

3.25 The survey indicated a 21.2% decrease in the number of apprentices/trainees employed. There were 152 trainees/apprentices employed in 2011 as compared to 193 in 2009. It is believed that some of the employers in the catering industry focused on sales turnover in the 2009 financial tsunami rather than training and staff development by recruiting apprentices/trainees.

Preferred Qualifications of Employees

3.26 The survey findings indicated that employers preferred their employees of managerial and professional level, supervisory level, and administrative and others level to possess Secondary 5-7 qualifications. For the craft/operative level, the qualification of Secondary 3-4 would be acceptable.

Employer's Manpower Forecast for September 2012

3.27 Based on employers' manpower forecast, the general economic changes and trends in consumers' eating-out patterns and modified life-style, there should be limited unemployment within the various branches of the catering industry in 2012. This could also be attributed to the lower mobility of manpower within the different branches of the catering industry.

3.28 Although a slight manpower growth of 2.7% is forecasted by employers in the next 12 months, the Training Board anticipates that the current labour shortage in certain jobs, especially in the craft/operative level, would require upgrading/retraining of practical skills and related technical education to enhance a better trained workforce to fill in those shortage areas.

Table 3.28 : Additional Manpower Growth by Job Level

<u>Job Level</u>	<u>12-Month Employers Forecast on Manpower Growth</u>		
Managerial / Professional	+50	(+1.0%)*	(+1.0%)#
Supervisory	+343	(+6.9%)*	(+6.9%)#
Craft / Operative	+4 571	(+92.0%)*	(+92.0%)#
Administrative and Others	+4	(+0.1%)*	(+0.1%)#
Total	+4 968	(2.7%)**	

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

As percentage of the total forecast manpower growth

3.29 Employers anticipated that the catering manpower will grow by 2.7% in the next 12 months, with the majority of staff needed at the craft/operative level.

**Manpower Projection for 2012 to 2014 by
the Labour Market Analysis (LMA) Approach**

3.30 The Training Board has adopted the Labour Market Analysis (LMA) approach to project the manpower of the catering industry in the next three years. A description of the LMA approach is shown in Appendix 6. Applying statistical modeling, some 51 economic indicators are tested to select the most important determinants for their direct impact on manpower. For the catering industry, four determinants are identified: (a) total loans and advances (HK\$ millions), (b) restaurant receipts (value index), (c) total private consumption in non-durable goods (volume index) and (d) property price index (private domestic only). Combining the LMA approach and market intelligence, the manpower requirements for 2012 to 2014 are presented in Table 3.30 below.

Table 3.30 : Manpower Projection in 2012 - 2014

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach</u>	<u>(%)#</u>
2011	182 721			
2012		187 689 (2.7%)	192 109 (+5.1%)*	9 388 (+5.1%)
2013			197 176 (+2.6%)**	14 455 (+7.9%)
2014			202 216 (+2.6%)**	19 495 (+10.7%)

* As percentage increase / decrease of the projected manpower against the actual manpower

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

As percentage of increase / decrease in projected manpower as against 2011

Wastage

3.31 Wastage rate refers to those leaving the catering industry because of change of jobs to other sectors, retirement, emigration and other causes. After consultation with the industry, the Training Board considers that an annual wastage rate of 2% for managerial/professional and supervisory/technical levels and 5% for other job levels in the catering industry would be appropriate.

Training Requirement Forecast

3.32 Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2012 in Table 3.32 below:

Table 3.32 : Projected Additional Training Requirements for 2012

<u>Job Level</u> <u>(% of all levels)</u>	<u>No. of</u> <u>Employees</u> <u>(2011)</u>	<u>Annual</u> <u>Wastage</u> <u>(2% / 5%)</u> <u>(A)</u> <u>(A) = 2%</u>	<u>Forecast</u> <u>Manpower</u> <u>Growth</u> <u>(5.1%)</u> <u>(B)</u>	<u>Estimated</u> <u>Additional</u> <u>Annual</u> <u>Requirements</u> <u>(A) + (B)</u>
Managerial / Professional (4.0%)	7 297	146	372	518
Supervisory (18.5%)	33 771	675	1 722	2 397
		<u>(A) = 5%</u>		
Craft / Operative (76.5%)	139 746	6 987	7 127	14 114
Administrative and Others (1.0%)	1 907	95	97	192
Total	182 721	7 903	9 318	17 221

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 The Training Board is of the view that the existing 182 721 strong employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.

4.2 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the catering industry for 2012 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in Sept. 2011</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Sept. 2012</u>	<u>Estimated Additional Training Requirements</u>
Managerial / Professional	7 297	146	372	518
Supervisory	33 771	675	1 722	2 397
Craft / Operative	139 746	6 987	7 127	14 114
Administrative and Others	1 907	95	97	192
Total:	182 721	7 903	9 318	17 221

Recommended Training Routes for Managerial and Professional Level Employees

4.3 Managers and professional staff are members of the management team involved in policy making of a company and are responsible for the management of functional departments of the organization. They should be well equipped with updated knowledge and skills as required by the ever changing industry. Managers/professional staff could be trained through part-time managerial/supervisory level courses or they can attend relevant workshops, seminars and conferences offered locally and overseas. Job rotations at various locations and even industrial attachments can be arranged to share the best practices amongst industry practitioners. These staff members should be encouraged to participate in industry activities such as Chef Demonstrations organized by reputable training and educational institutions in order to update and enhance their horizons on catering products as well as recent food trends.

Recommended Training Routes for Technician and Supervisory Level Employees

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

4.5 To prepare for career advancement and lifelong development, supervisors should be encouraged to receive training through seminars/workshops, part-time or full-time upgrading/supervisory courses offered by quality training providers.

Recommended Training for Craft/Operative Level Employees

4.6 Craft/operative level workers normally engage in operative work which requires a specific range of skills. Operative training should be well-planned and interesting. Practical skills and language training as well as hygiene trainings 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 There are various hospitality, catering and tourism related full-time, part-time day-release and part-time evening training places available in the market in Hong Kong in the 2011/12 Academic Year (AY). 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, Employees Retraining Board, and Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses), Hospitality Industry Training and Development Centre and Chinese Cuisine Training Institute of the Vocational Training Council, amongst others. A list of the relevant full-time and part-time courses offered by the Members of Vocational Training Council in 2011 is presented in Table 4.9(a) – (c). Employers are encouraged to make full use of the training facilities in these institutions and sponsor their employees to attend relevant courses. In addition, seminars and workshops organised by these bodies will help employers acquire new knowledge and train up their staff.

4.8 Due to a shortage of qualified young people trained in vocational skills, language capabilities and attitude to join the catering industry, the Training Board believes that the catering 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. In view of the demand for higher vocational educational qualifications, the Training Board believes that by enhancing the breadth and depth of vocational training programs catered to the requirements of the industry, it would meet the demand and also benefit the future growth of the industry.

4.9 The Technological and Higher Education Institute of Hong Kong (THEi), a new member of the VTC, is planning to offer a degree program in 2013 on Chinese culinary management, design and food science elements so as to develop a new generation of Chinese culinary and catering management experts. As indicated in the Chief Executive's policy address, the VTC will set up an International Cuisine College (ICC) for people aspiring to become professional chefs in international cuisines. Apart from providing vocational training to those who wish to pursue a career in the international catering arena, the ICC will offer multiple study pathways for youngsters. The ICC is expected to progressively admit its first cohort of students in the 2014/15 AY, using facilities at Hospitality Industry Training and Development Centre, Chinese Cuisine Training Institute. Full set of ICC's programmes will be offered upon completion of the new campus in 2015.

Table 4.9(a): List of Hotel, Catering and Tourism-related Courses Conducted by the Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses) in 2011/12 Academic Year

Hong Kong Institute of Vocational Education (Chai Wan)

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses</u>	
Higher Diploma in Hotel and Catering	3 years
Higher Diploma in Hotel Management	2 years
Higher Diploma in Travel and Tourism	3 years
Higher Diploma in 'MICE' Planning and Management	2 years
Higher Diploma in e-Tourism	4 years
Higher Diploma in Leisure Studies	3 years
Higher Diploma in Sports Management and Training Science	3 years
Higher Diploma in Sport Technology and Facility	3 years
Higher Diploma in Entertainment Business Operations	4 years

Hong Kong Institute of Vocational Education (Haking Wong)

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

**Table 4.9(b): List of Hotel, Catering and Tourism-related Courses Conducted by
the Hospitality Industry Training and Development Centre
in 2011/12 Academic Year**

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

3. Part-time Courses

A. Part-time Day Courses

Certificate in Food and Beverage Supervision	60 hours
Certificate in Front Office Supervision	60 hours
Certificate in Housekeeping Supervision	60 hours
Advanced Certificate in Food and Beverage Management	60 hours
Advanced Certificate in Front Office Management	60 hours
Advanced Certificate in Housekeeping Management	60 hours
Basic Food Hygiene Certificate for Hygiene Managers	20 hours
Basic Food Hygiene Certificate for Hygiene Managers - Bridging course	12 hours
Basic Food Hygiene Certificate for Hygiene Supervisors	7 hours
Preparatory Workshop for Trade Test in Western Cuisine - Certified Cook	8 hours
Preparatory Course for Trade Test in Western Cuisine - Certified Cook (Pilot Programme)	60 hours
Preparatory Course for Trade Test in Western Cuisine - Trainer Chef	96 hours
Preparatory Course for Trade Test in Western Cuisine - Master Chef	396 hours
Module Certificate in Basic Bread Preparation	30 hours
Module Certificate in Bread Rolls Preparation	30 hours
Module Certificate in Specialty Bread Preparation	30 hours
Module Certificate in European National Breads Preparation	30 hours
Module Certificate in Artisan Bread Preparation	30 hours
An Aromatic Afternoon - Environmental Harmony	2 hours
An Aromatic Afternoon - Personal Care	2 hours
Exploration in Hotel Industry - 2	2 hours
Exploration in Hotel Industry - 3	3 hours
Exploration in Hotel and Food Preparation - 4	4 hours

B. Part-time Evening Courses

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

Table 4.9(c): List of Chinese Catering Courses Conducted by Chinese Cuisine Training Institute in 2011/12 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course</u>	
	Certificate in Elementary Chinese Cuisine	F. 5 Level - 2 years
	Certificate in Elementary Chinese Cuisine	F. 3 Level - 3 years
2.	<u>Full time Short Course</u>	
	Certificate in Chinese Restaurant Operations for Hotels	4 months
	Foundation Certificate in Guangdong Cuisine	4 months
	Foundation Certificate in Guangdong Barbecue Preparation	2 months
3.	<u>Part-time Courses</u>	
A.	<u>Part-time Day Courses</u>	
	Elementary Certificate in Chinese Cuisine (Part-Time)	3 years
	Chinese Tonic Food	30 hours
	Basic Food Hygiene Certificate for Hygiene Managers	20 hours
	Basic Food Hygiene Certificate for Hygiene Managers - Bridging Course	12 hours
	Intermediate Certificate in Chinese Cuisine	1 year
	Advanced Certificate in Chinese Cuisine	2 years
	Master Chef Course in Chinese Cuisine	6 months
	Preparatory Course for Trade Test in Chinese Cuisine - Intermediate Level	15 hours
	Preparatory Course for Trade Test in Chinese Cuisine - Advanced Level	15 hours
	Exchange Program by Koen Gakuen	67.5 hours
	Hong Kong Street Snacks Training Programme (Practical)	60 hours
B.	<u>Part-time Evening Courses</u>	
	Interest Course - Local	3 hours
	Interest Course - Tourist	4 hours
	Hong Kong Street Snacks Training Programme (Theories)	30 hours
	Hong Kong Street Snacks Training Programme (Practical)	60 hours

4.10 To cope with the changing needs of the hospitality industry, it is vital for in-service employees to embark on life-long learning. Employers should encourage their staff to pursue professional qualifications by participating in trade tests provided for the catering industry personnel. It is important that employers should recognise such needs and support their employees to attend up-grading courses/training programs/workshops/seminars for the acquisition of new knowledge for the service industry.

Hospitality Industry Training and Development Centre / Chinese Cuisine Training Institute and Institute of Vocational Education, VTC

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

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

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

4.14 The Training Board strongly urges employers to give full support to the VTC by recruiting trainees/apprentices from these Centre/Institutes 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 Scheme Plus Courses (SUS Plus)

4.16 The Training Board supports the Skills Upgrading Scheme Plus Courses (SUS Plus) for the Chinese Catering Industry. Both employers and employees should make use of the Continuous Education Fund and various government funded skills upgrading schemes for further skills enhancement.

4.17 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 catering industry would further raise service standards and staff quality.

Future Surveys

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

MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD**(appointed from 1 April 2011 and up to 31 March 2013)****Chairman:**

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

Vice-Chairman:

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

Members:

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

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

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

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

Ms Darlene BRADY (since 15.4.12) }

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

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

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

Mr Lawrence KOO Kin-yip (since 15.4.12) }

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

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

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

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

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

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

Mr Kenneth FAN (since 15.4.12) }

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

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

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

Mr Vincent FUNG (Representing the Commissioner for Tourism)

Ms Nancy TANG (Representing the Commissioner for Labour)

Miss Annie HO (Representing the Executive Director of the Vocational Training Council)

Advisors:

Mr Felix M BIEGER

Mr Rudolf GREINER

Mr James LU Shien-hwai

Mr Graeme J READING

Ms Rebecca WONG

In Attendance:

Mr Lawrence WONG (Representing the Hospitality Industry Training and Development Centre/VTC)

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

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

Secretary:

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

Hotel, Catering and Tourism Training Board

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

Convenor

Ms. Hebe SUN Hoi-yi The Association for HK Catering Services Management Ltd.
(since 15.5.12)

Mr Hardy KAM Shun-yuen Yung Kee Restaurant Group Ltd.
(up to 31.3.12)

Members

Ms Jennifer KUI Hong Kong Institute of Vocational Education/VTC

Mr Charen LEUNG Hospitality Industry Training and Development Centre/VTC

Secretary

Ms Claudia AU Hospitality Industry Training and Development Centre/VTC

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

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and Pro-Act Training and Development Centres on the direction and strategic development of their programmes in the relevant disciplines.
5. To advise on the course planning, curriculum development and quality assurance systems of IVE and Pro-Act Training and Development Centres.
6. To prescribe job specifications for the principal jobs in the industry defining the skills, knowledge and training required.
7. To advise on training programmes for the principal jobs in the industry specifying the time a trainee needs to spend on each skill element.
8. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.
9. To advise on the conduct of skill competitions in key trades in the industry for the promotion of vocational education and training as well as participation in international competitions.
10. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of vocational education and training in the industry.
11. To organise seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of VTC.
13. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.
14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

**2011 Catering Industry Manpower Survey
Analysis of Result of Enumeration (All Branch)**

Result	All Branch						Total
	1	2	3	4	5	6	
Closed	2	5	1	2	2	0	12
Merged with other establishment	0	0	0	0	0	3	3
Moved, address cannot be located/untraceable	16	6	4	3	7	1	37
Non-contact	13	3	1	3	2	5	27
Not engaged in specific trade	0	0	1	1	1	1	4
Not yet start operation	0	0	0	1	0	0	1
Partial response	3	1	12	2	0	2	20
Refusal	9	3	8	9	0	7	36
Registered office/corresponding address	7	3	1	2	0	0	13
Response	165	131	104	49	64	19	532
Temporary ceased	17	6	4	6	3	0	36
Total	232	158	136	78	79	38	721

Branch 1 Chinese Restaurants (HSIC 561109-561111)

Branch 2 Restaurants other than Chinese (HSIC 561101 561103-561108 and 561199)

Branch 3 Fast Food Shops (HSIC 561200)

Branch 4 Beverage Serving Places (HSIC 563100-563900)

Branch 5 Event Catering and Other Meal / Food Service Activities
(HSIC 561901-561903 and 562000)

Branch 6 Supplementary Samples

1/F VTC POKFULAM COMPLEX
145 POKFULAM ROAD, HONG KONG
香港薄扶林道 145 號
職業訓練局薄扶林大樓 1 樓
Tel No. 電話： (852) 2538 2247
Fax No. 傳真： (852) 2538 2251

Appendix 5a



Our Reference: (9) in HO/1/2 (2011) (C)

10th October 2011

Dear Sir/Madam,

The 2011 Manpower Survey of the Catering Industry
(Chinese Restaurants)

I am writing to ask for your cooperation in the 2011 Manpower Survey of the Catering 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 catering industry, the Training Board will conduct the captioned survey from 17th October to 18th November 2011 to collect the following information on the principal jobs:

- (i) the number of existing employees;
- (ii) the number of existing vacancies;
- (iii) forecast total number of employees in October 2012; and
- (iv) the number of employees under training at present.

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

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

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

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

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8172.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Larry Tchou', with a large, stylized flourish extending to the right.

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

THE 2011 MANPOWER SURVEY OF THE CATERING INDUSTRY

飲食業二〇一一年人力調查

QUESTIONNAIRE

調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(填表前, 請參閱附註)

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

NAME OF COMPANY: _____
公司名稱

ADDRESS: _____
地址

Total Number of Employees: _____
僱員總數

Principal Line of Business: _____

<input type="checkbox"/> Chinese Restaurant 中式酒樓	<input type="checkbox"/> Restaurant other than Chinese 非中式酒樓	<input type="checkbox"/> Fast Food Shops 快餐店
<input type="checkbox"/> Beverage Serving Places 提供飲料場所	<input type="checkbox"/> Other Eating and Drinking Places 其他飲食場所	<input type="checkbox"/> Others Please specify _____ 其他 請註明

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

FAX NO.: _____
圖文傳真

E-mail : _____
電郵

Questionnaire - 2011 Manpower Survey of the Catering Industry
飲食業二〇一一年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務		Rec. Type	No. 編號			(B) Average Monthly Income Code 平均 每月 收入 編號	(C) Number Employed (Excluding trainees/ apprentices) 僱員人數 (實習生/ 學徒除外)	(D) Number of Vacancies at Date of Survey 調查期間 空缺額	(E) Forecast of Number Employed 12 Months from Now 預計十二個月後 僱員人數	(F) Preferred Education of Employees 僱員宜有 教育程度	(G) No. of Trainees/ Apprentices at Date of Survey 調查期間 實習生/ 學徒人數	(H) Average Age Range (for craft/ operative staff only) 僱員平均 年齡 (只適用 於技工/ 操作工)	Column (B) / (B)欄 Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編 號。「每月收入」包括底薪、逾時工 作津貼、生活津貼、膳食津貼、房屋 津貼、旅行津貼、佣金、花紅及小 費。
Title 職稱	8-10			11	12-15	16-18	19-22	23	24-26	27	Column (F) / (F)欄 Education 教育程度 University Degree or above 大學學位或以上	Code 編號	
1 General Manager / Managing Director 總經理/董事總經理	2	1	0	1								Average Monthly Income 平均每月收入	
2 Human Resources Manager/ Personnel Manager/ Training Manager 人力資源部經理/人事部經理/培訓部經理	2	1	0	2								\$8,000 or below 或以下	1
3 Accountant / Chief Accountant / Financial Controller 會計師/總會計主任/財務總監	2	1	0	3								\$8,001 - \$10,000	2
4 Purchasing Manager 採購部經理	2	1	0	4								\$10,001 - \$15,000	3
5 Business Manager / Sales Manager 業務經理/營業部經理	2	1	0	5								\$15,001 - \$20,000	4
6 Restaurant Manager 餐廳經理	2	1	0	6								\$20,001 - \$25,000	5
7 Administration Manager 行政經理	2	1	0	7								\$25,001 - \$30,000	6
8 Executive Chinese Chef / Executive Chinese Sous Chef 中菜行政總廚/助理中菜行政總廚	2	1	0	8								\$30,001 - \$35,000	7
9 Others (Managerial and Professional Level) 其他(經理及專業人員級)	2	1	1	9								\$35,001 - \$40,000	8
10 Human Resources Officer / Personnel Officer / Training Officer 人力資源部主任/人事部主任/培訓部主任	2	2	0	1								\$40,001 or above 或以上	9
11 Public Relations Supervisor / Sales Supervisor 公共關係部主管/營業部主管	2	2	0	2								University Degree or above 大學學位或以上	1
12 Accounts Supervisor (payable/receivable) 會計主管(應付帳/應收帳)	2	2	0	3								Higher Dip./Associate Degree or equivalent 高級文憑/副學士 或同等學歷	2
13 Store Supervisor 倉務監督	2	2	0	4								Professional Dip./Dip. or equivalent 專業文憑/文憑或同等學歷	3
14 Maintenance Supervisor / Technical Supervisor 保養部主管/技術監督	2	2	0	5								Advanced Certificate/Certificate or equivalent 高級證書/證書或同等學歷	4
15 Restaurant Head Supervisor / Assistant Manager 中菜館、酒樓主管/副經理	2	2	0	6								Secondary 5 - 7 中學五年級至七年級	5
16 Head Supervisor 樓面部領班/總管	2	2	0	7								Secondary 3 - 4 中學三年級至四年級	6
17 Bar Supervisor 酒吧主管	2	2	0	8								Others 其他	7
18 Captain / Supervisor 樓面部部長	2	2	0	9									
19 Chief Butcher 砧板	2	2	1	0									
20 Seafood Butcher 水氈/魚王	2	2	1	1									
21 Second Butcher 二砧	2	2	1	2									
22 Chief Cook 頭鑊	2	2	1	3									
23 Chief Dim Sum Cook 點心總廚	2	2	1	4									
24 No. 2 Cook 二廚	2	2	1	5									
25 Senior Cook / General Cook / Service Cook 上什/打荷/普通廚師	2	2	1	6									
26 Barbecue Cook 燒烤廚師	2	2	1	7									
27 Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean & Malaysian cuisine) 特色菜總廚師(如:日本、泰國、印度、越南、韓國及星馬等地菜式)	2	2	1	8									
28 Pantry Captain 傳菜部部長	2	2	1	9									
29 Others (Supervisory Level) 其他(督導員級)	2	2	2	9									
30 Dim Sum Fryer / Steamer / Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工/蒸籠工/點心廚師(麵糰、辦餡)	2	3	0	1									
31 Pantry Cook / Vegetable Cook 幫上什/蔬菜廚師	2	3	0	2									
32 Vegetable Cook Helper 蔬菜廚師助手	2	3	0	3									
33 Specialty Cook 特色菜廚師	2	3	0	4									
34 No. 3 Cook 三廚	2	3	0	5									
35 Junior Cook / No. 4 Cook and Below 見習廚師/四廚或以下	2	3	0	6									
36 Engineering Staff 工程人員	2	3	0	7									
37 Others (Craft Level) 其他(技工級)	2	3	1	9									
38 Accounting Clerk / General Cashier 會計部文員/出納員	2	4	0	1									
39 Human Resources Clerk / Personnel Clerk / Personnel Assistant / General Office Clerk 人力資源部文員/人事部文員/人事部助理/寫字樓文員	2	4	0	2									
40 Paymaster 出納主任	2	4	0	3									

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

Questionnaire - 2011 Manpower Survey of the Catering Industry
飲食業二〇一一年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Average Monthly Income Code	(C) Number Employed (Excluding trainees/ apprentices)	(D) Number of Vacancies at Date of Survey	(E) Forecast of Number Employed 12 Months from Now	(F) Preferred Education of Employees	(G) No. of Trainees/ Apprentices at Date of Survey	(H) Average Age Range (for craft/ operative staff only)	Column (B) / (B)欄
Title 職稱	Rec. Type	No. 編號	平均 每月 收入 編號	僱員人數 (實習生/ 學徒除外)	調查期間 空缺額	預計十二個月後 僱員人數	僱員宜有 教育程度	調查期間 實習生/ 學徒人數	僱員平均 年齡 (只適用於 技工/ 操作工)	Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編 號。「每月收入」包括底薪、逾時工 作津貼、生活津貼、膳食津貼、房屋 津貼、旅行津貼、佣金、花紅及小 費。
		8-10	11	12-15	16-18	19-22	23	24-26	27	
41 Store and Receiving Clerk / Purchasing Clerk 貨倉及收貨文員/採購部文員 其他(文員級)	2	4 0 4								Average Monthly Income 平均每月收入
42 Others (Clerical Level)	2	4 1 9								\$8,000 or below 或以下
43 Telephone Operator 電話接線生	2	5 0 1								\$8,001 - \$10,000
44 Uniform and Linen Attendant 制服及布草服務員	2	5 0 2								\$10,001 - \$15,000
45 Kitchen Helper / Cleaner / Dishwasher / Steward / Pantry Helper / Washroom Attendant 廚房/清潔/洗碗碟雜工/管事/傳菜員/洗手間清潔員	2	5 0 3								\$15,001 - \$20,000
46 Bartender / Soda Fountain Captain / Bar Helper 調酒員/水吧部長/水吧服務員	2	5 0 4								\$20,001 - \$25,000
47 Receptionist / Hostess 接待員/知客	2	5 0 5								\$25,001 - \$30,000
48 Busboy / Busgirl / Junior Waiter / Junior Waitress / Dim Sum Sales 見習侍應生/初級侍應生/賣點員	2	5 0 6								\$30,001 - \$35,000
49 Waiter / Waitress 侍應生	2	5 0 7								\$35,001 - \$40,000
50 Cashier 出納員	2	5 0 8								\$40,001 or above 或以上
51 Security Officer/Guard House/Uniform Guard/Valet Parking Attendant 保安員/護衛員/代客泊車員	2	5 0 9								Column (F) / (F)欄
52 Delivery Staff / Take-Away Service Staff 外賣服務員工	2	5 1 0								Education 教育程度
53 Food Handler 堂前小食處理員工	2	5 1 1								University Degree or above 大學學位或以上
54 Others (Operative Level)	2	5 1 9								Higher Dip./Associate Degree or equivalent
55 Secretary 秘書	2	6 0 1								高級文憑/副學士 或同等學歷
56 Typist / Office Assistant / Messenger / Runner 打字員/辦公室助理員/信差	2	6 0 2								Professional Dip./Dip. or equivalent
57 Others (Administrative and Others Level)	2	6 1 9								專業文憑/文憑或同等學歷
58										Advanced Certificate/Certificate or equivalent
59										高級證書/證書或同等學歷
60										Secondary 5 - 7 中學五年級至七年級
61										Secondary 3 - 4 中學三年級至四年級
62										Others 其他
63										
64										
65										Column (H) / (H)欄
66										Enter in Column (H) the average age range according to the following codes: (for craft/operative staff only)
67										請將員工平均年齡按下列編號填入(H) 欄內:
68										(只適用於技工/操作工)
69										Average Age Range 平均年齡
70										17 or below 或以下
71										18 - 25
72										26 - 30
73										31 - 35
74										36 - 40
75										41 - 49
76										50 or above 或以上
77										
78										
79										
80										

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

Part II Part Time Staff
第二部份 兼職員工

(A) Jobs 職務			(I) Average Monthly Wage Code 平均月薪 編號	(J) Number Employed (by monthly rate) at Date of Survey 調查時的月薪 員工人數	(K) Average Daily Wage Code 平均日薪 編號	(L) Number Employed (by daily rate) at Date of Survey 調查時的日薪 員工人數	(M) Average Hourly Wage Code 平均時薪 編號	(N) Number Employed (by hourly rate) at Date of Survey 調查時的時薪 員工人數	Column (I)/ (I)欄 The part-time employee's average basic salary 兼職員工每月之平均底薪	Code 編號
Title 職稱	Rec. Type	No. 編號	11 - 12	13 - 16	17	18 - 21	22	23 - 26	<u>Average Monthly Wage</u> <u>(Basic Salary only)</u> 平均每月收入 (底薪)	Code 編號
		8-10								
1	3								\$6,000 or below 或以下	1
2	3								\$6,001 - \$8,000	2
3	3								\$8,001 - \$10,000	3
4	3								\$10,001 - \$15,000	4
5	3								\$15,001 - \$20,000	5
6	3								\$20,001 - \$25,000	6
7	3								\$25,001 - \$30,000	7
8	3								\$30,001 - \$35,000	8
9	3								\$35,001 - \$40,000	9
10	3								\$40,001 or above 或以上	10
11	3								Column (K) / (K)欄	
12	3								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:	
13	3								<u>Average Daily Wage</u> 平均日薪	<u>Code</u> 編號
14	3								\$100 or below 或以下	1
15	3								\$101 - \$200	2
16	3								\$201 - \$300	3
17	3								\$301 - \$400	4
18	3								\$401 - \$500	5
19	3								\$501 - \$600	6
20	3								\$601 or above 或以上	7
21	3								Column (M) / (M)欄	
22	3								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:	
23	3								<u>Average Hourly Wage</u> 平均時薪	<u>Code</u> 編號
24	3								\$28 - \$40	1
25	3								\$41 - \$60	2
26	3								\$61 or above 或以上	3

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

如此頁已填滿，請先將 (✓) 號填入 內，然後附頁繼續填寫。

Q. 1 Internal Promotion

內部晉升

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

請填寫過去十二個月內，內部晉升的人數。

From Supervisory to Managerial/Professional
由督導員晉升為經理/專業人員

--	--	--	--

8

From Craft/Operative to Supervisory
由技工/操作工晉升為督導員

--	--	--	--

11

Est. No. _____

ER No. _____

--	--	--	--

14

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

過去十二個月內新招聘的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--	--

15

Supervisory
督導員

--	--	--	--	--

19

Craft/Operative
技工/操作工

--	--	--	--	--

23

Administrative and
Others
文員及其他員工

--	--	--	--	--

27

--	--	--	--

31

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

過去十二個月內新招聘無飲食業經驗的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--	--

32

Supervisory
督導員

--	--	--	--	--

36

Craft/Operative
技工/操作工

--	--	--	--	--

40

Administrative and
Others
文員及其他員工

--	--	--	--	--

44

--	--	--	--

48

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

過去十二個月新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory
督導員

--	--	--	--

49

Craft/Operative
技工/操作工

--	--	--	--

52

Administrative and
Others
文員及其他員工

--	--	--	--

55

--	--	--	--

58

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

貴機構在過去十二個月內在招聘僱員方面有否遇到困難？

Yes (Please go to Q6)
59 有 (請答第 6 題)

No (Please go to Q7)
60 沒有 (請答第 7 題)

No recruitment nor tried to recruit (Please go to Q7)
61 未有嘗試招聘 (請答第 7 題)

--	--	--	--

62

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

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 67	<input type="checkbox"/> 68	<input type="checkbox"/> 69	<input type="checkbox"/> 70
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 75	<input type="checkbox"/> 76	<input type="checkbox"/> 77	<input type="checkbox"/> 78
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源	<input type="checkbox"/> 79	<input type="checkbox"/> 80	<input type="checkbox"/> 81	<input type="checkbox"/> 82
(f) Competition for manpower from the Mainland/Macao/other cities 源自內地/澳門/其他城市之人手競爭	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86
(g) Others (please specify) 其他 (請說明) _____	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90

--	--	--	--	--

91

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

過去十二個月內離職的僱員人數。

Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/Operative 技工/操作工	Administrative and Others 文員及其他員工	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
95	99	103	107	111

Q. 8 Preferred Years of Catering Industry Experience Before Occupying the Post (Please tick "✓").

各僱員擔任現職前宜具有從事飲食業工作的年數(請"✓")。

	No experience 無經驗	Less than 1 year 1年以下	1 year - less than 3 years 1年至3年以下	3 years - less than 5 years 3年至5年以下	5 years - 10 years 5年至10年	Over 10 years 10年以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Administrative and Others 文員及其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	112	113	114	115	116	117	118
	119	120	121	122	123	124	125
	126	127	128	129	130	131	132
	133	134	135	136	137	138	139

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

過去十二個月內貴機構向每名僱員提供訓練的平均日數(請"✓")。

	Nil 無	Less than 5 days 5日以下	5 days - less than 10 days 5日至10日以下	10 days - 15 days 10日至15日	Over 15 days 15日以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Administrative and Others 文員及其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	140	141	142	143	144	145
	146	147	148	149	150	151
	152	153	154	155	156	157
	158	159	160	161	162	163

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

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

	Part-time Day Release 日間兼讀班	Evening 夜間兼讀班	Seminar/Workshop 研討會/研習班
Managerial/Professional 經理/專業人員	<input type="text"/>	<input type="text"/>	<input type="text"/>
Supervisory 督導員	<input type="text"/>	<input type="text"/>	<input type="text"/>
Craft / Operative 技工/操作工	<input type="text"/>	<input type="text"/>	<input type="text"/>
Administrative and Others 文員及其他員工	<input type="text"/>	<input type="text"/>	<input type="text"/>
	164	165	166
	167	168	169
	170	171	172
	173	174	175

Q.11 Preferred Competency

僱員宜有技能

Please Fill in the Number of Persons Who Had Been Provided With the Training as Listed Below in the Past 12 Months.

請填上在過去十二個月內獲提供培訓的人數。

Number of Persons Trained
獲提供培訓的人數

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工
A. Managerial Skills 管理技巧				
101 Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	176	179	182	185
102 Human Resources Management 人力資源管理	188	191	194	197
103 Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	200	203	206	209
104 Supervisory Techniques, Leadership Skills 督導管理、領導技巧	212	215	218	221
105 Risk Management 風險管理	224	227	230	233
106 Others (please specify) _____ 其他（請描述）	236	239	242	245
B. Trade Skills 行業技能				
201 Sales and Marketing 銷售及市場拓展	248	251	254	257
202 Finance and Accounting 財務及會計	260	263	266	269
203 Culinary 烹調	272	275	278	281
204 Restaurant Service 餐飲服務	284	287	290	293
205 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	296	299	302	305
206 Convention and Banquet / Event Management 會議及宴會／項目管理	308	311	314	317
207 Hygiene and Food Safety 衛生及食品安全	320	323	326	329
208 Others (please specify) _____ 其他（請描述）	332	335	338	341
C. Generic Skills 通用技巧				
301 Service Attitude, Customer Service 服務態度、顧客服務	344	347	350	353
302 Communication 溝通	356	359	362	365
303 Problem Solving 難題解決	368	371	374	377
304 Others (please specify) _____ 其他（請描述）	380	383	386	389
D. Language 語言				
401 Putonghua 普通話	392	395	398	401
402 English 英語	404	407	410	413
403 Others (please specify) _____ 其他（請描述）	416	419	422	425
	428	431	434	437
				440

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Q.12 The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months.
貴機構預計在未來十二個月內的訓練計劃之人數改動。

Skills Sets 技能類別	Managerial/ Professional 經理／專業人員		Supervisory 督導員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工		
	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/> 441	<input type="text"/> 442 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 445	<input type="text"/> 446 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 449	<input type="text"/> 450 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 453	<input type="text"/> 454 <input type="text"/> <input type="text"/> <input type="text"/>	
(II) Trade Skills 行業技能	<input type="text"/> 457	<input type="text"/> 458 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 461	<input type="text"/> 462 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 465	<input type="text"/> 466 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 469	<input type="text"/> 470 <input type="text"/> <input type="text"/> <input type="text"/>	
(III) Generic Skills 通用技巧	<input type="text"/> 473	<input type="text"/> 474 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 477	<input type="text"/> 478 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 481	<input type="text"/> 482 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 485	<input type="text"/> 486 <input type="text"/> <input type="text"/> <input type="text"/>	
(IV) Language 語言	<input type="text"/> 489	<input type="text"/> 490 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 493	<input type="text"/> 494 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 497	<input type="text"/> 498 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 501	<input type="text"/> 502 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 505

Q.13 Are You Intending to Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Your Staff in the Coming 12 Months?

你會否在未來十二個月內從外間培訓機構為僱員引入有關管理、行業、通用或語言技巧的培訓？

Yes
506 會

No
507 不會

508

End of questionnaire
問卷完

The 2011 Manpower Survey of the Catering Industry
飲食業二〇一一年人力調查

Explanatory Notes
附註

For Part I and Part II
第一及第二部份

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。

Part I
第一部份

1. Column 'A' - Titles of Principal Jobs in the Catering Industry
(A) 欄 — 飲食業主要職務名稱

- (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 company. 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 company 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 catering industry, such as secretaries and messengers.
「文員及其他員工」是指並非專責餐飲業事務的員工，例如秘書及信差等。

2. Column 'B' – Average Monthly Income Code

(B) 欄 — 平均每月收入編號

Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. (See Note* in the last page)

請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金，花紅及小費。（見尾頁備註*）

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

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

(C) 欄 — 僱員人數（實習生／學徒除外）

'Employees' refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. 'Trainees/Apprentices' refer to those employees undergoing training, and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. These definitions also apply to 'employee(s)', 'trainee(s)/apprentice(s)' appearing in other parts of the questionnaire.

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主及合夥人。「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。調查表內所出現的「僱員」、「實習生」／「學徒」等詞，定義亦同。

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

(D) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

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

(E) 欄 — 預測十二個月後僱員人數

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

預測僱員人數指貴機構在十二個月後的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 (C) 欄。

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in Column (F) the appropriate code number showing the education level which an employer prefers his employees to have.

請按下列編號將僱主認為僱員宜有教育程度填入 (F) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
University Degree or above 大學學位或以上	1
Higher Diploma/Associate Degree or equivalent 高級文憑／副學士或同等學歷	2
Professional Diploma/Diploma or equivalent 專業文憑／文憑或同等學歷	3
Advanced Certificate/Certificate or equivalent 高級證書／證書或同等學歷	4
Secondary 5 - 7 中學五年級至七年級	5
Secondary 3 - 4 中學三年級至四年級	6
Others 其他	7

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

(G) 欄 — 調查期間實習生／學徒人數

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

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

8. Column 'H' – Staff's Average Age Range (for craft/operative staff only)

(H) 欄 — 受僱僱員之平均年齡（只適用於技工／操作工）

Please enter in Column (H) the average age range according to the following codes:

請將僱員平均年齡按下列編號填入（H）欄內：

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

Part II
第二部份

Part-time Staff / 兼職員工

9. Column 'A' - Titles of Principal Jobs in the Catering Industry

(A) 欄 — 飲食業主要職務名稱

- (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 company. 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 company by their skill levels, and provide information as required by Columns 'I' to 'N' of the questionnaire.

請按類別及技能等級，填寫貴機構的人員數目及調查表(I)至(N)欄所需的資料。

10. Column 'I' – Average Monthly Wage Code

(I) 欄 – 平均月薪編號

Please enter in this column the appropriate code number showing the average monthly income range for part-time staff.

請填寫兼職員工平均每月收入幅度的編號。

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

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

(J) 欄 – 調查時的兼職月薪僱員人數

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

請填入貴機構在調查時的兼職月薪僱員人數。

12. Column ‘K’ – Average Daily Wage Code

(K) 欄 – 平均日薪編號

Please enter in Column (K) the average daily wage of part-time staff according to the following codes:

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

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

(L) 欄 – 調查時的日薪兼職員工人數

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 Wage Code

(M) 欄 – 平均時薪編號

<u>Code</u> 編號	<u>Average Hourly Wage</u> 平均時薪
1	\$28 - \$40
2	\$41 - \$60
3	\$61 or above 或以上

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 an hourly rate at the date of Survey.

請填入貴機構在調查時的兼職時薪員工人數。

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

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

*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其平均數值：

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

Part III
第三部份

1. Internal Promotion
內部晉升

An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from “Supervisory to Managerial and Professional”, and from “Craft/Operative to Supervisory” 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級晉升為經理及專業人員級，以及由技工／操作工晉升至督導員級的人數。

2. Number of New Recruits in the Past 12 Months
過去十二個月內新招聘的僱員人數

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

請在本部份回答在過去十二個月貴機構新招聘的僱員人數。

3. Number of New Recruits Without Catering Industry Experience in the Past 12 Months
過去十二個月內新招聘無飲食業經驗的僱員人數

Please provide the total number of new employees joining your establishment without previous catering industry experience, such as fresh non-catering programmes school leavers or persons not experienced in catering industry related jobs.

請提供在加入貴機構前並無飲食業經驗的僱員（例如非飲食業培訓課程應屆畢業生或無飲食業工作經驗的人士）人數。

4. Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months
過去十二個月內新招聘的應屆飲食業及酒店業培訓課程畢業生人數

‘New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months’ refers to the employees joining your establishment who are fresh graduates of Catering and Hospitality programmes.

「過去十二個月內新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。

5. Whether Your Establishment Encounter Any Difficulties in the Recruitment of Employees at Various Job Levels in the Past 12 Months
貴機構在過去十二個月內在招聘僱員方面有否遇到困難

Please state whether your establishment encountered any difficulties in recruiting employees at various job levels in the past 12 months. If yes, please go to question 6, if not or no recruitment/nor tried to recruit, please go to question 7.

請填報在過去十二個月內貴機構在招聘各級僱員有否遇到困難。如有，請回答第六題，如沒有困難，或未有／未有嘗試招聘，請回答第七題。

6. The Possible Reasons for Encountering Recruitment Difficulties. You may Wish to Tick More Than 1 Box for Each Job Level
遇到招聘困難的原因，每職級可選一項或以上

Please choose the possible reasons for encountering recruitment difficulties. You may wish to tick more than 1 box for each job level, if appropriate.

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

7. The Total Number of Employees Who Had Left your Establishment in the Past 12 Months
過去十二個月內離職的僱員人數

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

請填報過去十二個月內貴機構離職的各級僱員人數。

8. Preferred Years of Catering Industry Experience before Occupying the Post
各僱員擔任現職前宜具有從事飲食業工作的年數

Please enter the preferred number of years of catering industry experience which your organisation prefers the employee(s) to possess before occupying the present post.

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

9. Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months
過去十二個月內貴機構向每名僱員提供訓練的平均日數

Please enter the average number of man-day of training per employee which your organisation had offered in the past 12 months.

請按貴機構於過去十二個月內向每名僱員提供訓練的平均日數。

10. Priority Accorded to Mode of Training Courses for Employees

僱主認為僱員宜有訓練方式之優先次序

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

請按優先次序，填寫貴機構認為適合僱員的訓練方式。

(1：十分適合至 3：未盡適合)

11. Preferred Competencies

僱員宜有技能

Please provide the number of different levels of employees who had been provided with the training as listed in the past 12 months.

請提供在過去十二個月內獲提供所列培訓課程的各級僱員人數。

12. The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months

貴機構預計在未來十二個月內的訓練計劃之人數改動

Please input '+' or '-' to indicate whether there will be an increase/a decrease in providing the skills sets training for employees at different job levels, and also input the relevant manpower changes figure.

請在適當的格內以 '+' 或 '-' 表示預計貴機構在未來十二個月內向各級僱員提供的技能訓練將會增加或減少，以及提供有關之人數改動數字。

13. Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Staff in the Coming 12 Months

你會否在未來十二個月內從外間供應商為僱員引入有關管理、行業、通用或語言技巧的培訓

Please indicate if you would purchase training in the relevant areas from an outside training provider for staff in the coming 12 months by putting a '✓' in the appropriate box.

請在適當格內填上 '✓' 號，回答你會否在未來十二個月內從外間培訓機構為僱員引入有關培訓。

2011 Manpower Survey of the Catering Industry

Job Descriptions for Principal Jobs
in the Catering Industry - Chinese Restaurants

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

Code No.	Job Title	Job Description
MANAGERIAL AND PROFESSIONAL LEVEL		
101	General Manager/ Managing Director	Assumes the total responsibility of managing an establishment, usually with other managers and executives as direct subordinates; implements the company's policies with a view to achieving their objectives.
102	Human Resources Manager/ Personnel Manager/ Training Manager	Formulates and supervises the implementation of personnel policies, procedures and regulations; maintains amicable staff relations; may design and carry out training programme for employees of an establishment; plans and implements effective training programmes for all levels of staff; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programmes; provides counselling for employees; determines the effectiveness of training activities.
103	Accountant/ Chief Accountant/ Financial Controller	Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; manages cash flow, loan and money changes; supervises the credit accounts, general accounting, cashier, income audit, costings; arranges Letters of Credit (LCs) for the company's purchases and liaises with suppliers.

Code No.	Job Title	Job Description
104	Purchasing Manager	Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends; formulates and implements the company's policies.
105	Business Manager/ Sales Manager	Supervises sales promotion of the restaurant and maintains good relationship with clients; liaises with suppliers on special food and beverage promotions.
106 *	Restaurant Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu items and wines to clients. Achieves revenue target; ensures guest satisfaction.
107	Administration Manager	Ensures smooth and efficient running of the internal systems and procedures and the provision of prompt and efficient centralised office and supporting services for all departments.
108 *	Executive Chinese Chef/ Executive Chinese Sous Chef	Supervises the kitchens operation, controls food cost, quality and portion control of food; oversees purchase of dry goods and fresh produce; be innovative and creative on daily special menus and maintain good relationship with customers.
119	Others (Managerial and Professional Level)	
SUPERVISORY LEVEL		
201	Human Resources Officer/ Personnel Officer/ Training Officer	Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismisses employees based on appraisal of supervisors. 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.

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

Code No.	Job Title	Job Description
202	Public Relations Supervisor/ Sales Supervisor	Promotes sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
203	Accounts Supervisor (payable/receivable)	Audits and processes the payments of all the establishments' disbursements, prepares expense analysis and other reports on suppliers' invoices and monthly statements. Keeps a record system of all amounts due to the establishment from guest/patrons; responds to account disputes and queries; prepares accounts receivable report.
204	Store Supervisor	Keeps store; informs management of the storage situation for expensive items such as sharks' fins and abalone.
205	Maintenance Supervisor/ Technical Supervisor	Conducts inspection of the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts with outside contractors regarding repair and maintenance works or renovations.
206 *	Restaurant Head Supervisor/ Assistant Manager	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; ensures guest satisfaction and handles guest complaints.
207	Head Supervisor	Provides overall supervision of the restaurant/operation and service; advises management on guests' preference; handles complaints; schedules staff duties; gives continuous training to staff.
208	Bar Supervisor	Ensures proper bar set up which is equipped with the necessary beverages and supplies; achieves hygiene standard; supervises maintenance of bar and service equipments; maintains prescribed revenue; monitors staff performance.

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

Code No.	Job Title	Job Description
209 *	Captain/Supervisor	Assists Manager/Assistant Manager in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; up selling menu and beverage items; liaises with clients and cashiering.
210 *	Chief Butcher	Assists the Executive Chef in kitchen administration and purchasing; prepares portion standards of meat, poultry and seafood for various usages and cookery.
211	Seafood Butcher	Handles the preparation of fresh seafood; monitors fish tank for direct seafood sales; makes recommendations on different cooking styles to customers.
212 *	Second Butcher	Handles the preparation of fresh seafood and meat; prepares vegetables, poultry and ingredients for soup base.
213 *	Chief Cook	Supervises the preparation of sauces, sharks' fins soup and the seasoning of food; and in pan-fry duties; assists in designing dishes.
214 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan-fried glutinous rice, sweetened soup and Chinese petit fours; designs dishes.
215 *	No. 2 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Supervises No. 3 cook, assists the No. 1 cook in carrying out specific duties of the kitchen; performs assignments in food preparation.
216 *	Senior Cook/ General Cook/ Service Cook	Handles the preparation of sauces, sharks' fins soup, fried crispy chicken and trimming of pan-fried dishes; be responsible for steaming, broiling and frying; supervises the sequence and timing of serving, assigns duties to junior cooks.
217 *	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 organisations.

Code No.	Job Title	Job Description
218	Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Plans, designs, supervises and/or prepares exotic cuisines and different national food specialities.
219	Pantry Captain	Supervises pantry helpers and arranges their duty rosters according to workload of the kitchen; supervises serving schedule of the ordered dishes. Ensures proper handling and storage of all guestware.
229	Others (Supervisory Level)	
CRAFT LEVEL		
301 *	Dim Sum Fryer/Steamer/ Dim Sum Cook (e.g. dough handler, content mixer)	Attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the stuffings and dough of dim sum and noodle products.
302 *	Pantry Cook/ Vegetable Cook	Be responsible for the stewarding duties of the kitchen; supervises the preparation of vegetable dishes and administers sauces serving; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.
303 *	Vegetable Cook Helper	Prepares vegetable carving and garnishes; in assemble the proper portions for garnishes.
304	Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Prepares/assists in preparing exotic cuisines and different national food specialities.
305 *	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Works under the supervision of the senior and No. 2 cook in food preparation and specific duties of different sections of the kitchen; supervises No. 4 cook or below.

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

Code No.	Job Title	Job Description
306 *	Junior Cook/ No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	Assists the cooks in performing different varieties of duties of the kitchen.
307	Engineering Staff (e.g. mechanic/ carpenter/ air-conditioning/ electrician/plumber)	Checks, inspects, maintains and repairs all lighting/ air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of the house; liaises with outside contractors.
319	Others (Craft Level)	
CLERICAL LEVEL		
401	Accounting Clerk/ General Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department.
402	Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	Assists in implementing personnel policies and functions; processes applications from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.
403	Paymaster	Keeps all records relating to payroll, prepares and submits payroll reports.
404	Store and Receiving Clerk/ Purchasing Clerk	Checks all merchandise entering the establishment and their proper documentation; maintains par stocks in stockroom; distributes and follows up on purchase orders and requisition requests; expedites delivery, verification of invoices and freight charges; maintains a library of catalogues, price and reference data.
419	Others (Clerical Level)	

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

Code No.	Job Title	Job Description
OPERATIVE LEVEL		
501	Telephone Operator	Processes local and overseas calls; keeps close communication between staffs and customers; provides directory service for guests, follows management instructions for handling emergencies.
502	Uniform and Linen Attendant	Controls supply and distribution of all house-use linen and staff uniforms; maintains constant checking on uniform and linen supply.
503	Kitchen Helper/ Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	Maintains cleanliness of the kitchen, cooking utensils and guestware. Delivers prepared dishes from the kitchen to the tables; knows the location of tables. Maintains cleanliness of the washrooms and replenishes items.
504	Bartender/ Soda Fountain Captain/ Bar Helper	Serves and mixes alcoholic and non-alcoholic beverage; checks on supplies of wines and spirits; prepares daily supply requisition for restaurant manager's approval. Creates different cocktail for management consideration.
505	Receptionist/ Hostess	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; maintains positive relationship with guests; keeps guest history.
506	Busboy/Busgirl/ Junior Waiter/ Junior Waitress/ Dim Sum Sales	Collects food from kitchen; cleans up tables, buffet tables and changes linen; knows and identifies all common menu items; responsible for dim sum sales; looks after dim sum cart; recommends different types of dim sum to customers.
507	Waiter/Waitress	Works in an assigned station; responsible for the table-setting and dishing-up jobs; knows the preparation of common menu items and chef's daily recommendation. Cashiering job if necessary.
508	Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records.

Code No.	Job Title	Job Description
509	Security Officer/ Guard House/ Uniform Guard/ Valet Parking Attendant	Carries out guard duty; patrols premises; checks all entrances/exits/back staircases; ensures all items found in the premises are properly recorded and kept; conducts enquiry on incidents occurred.
510	Delivery Staff/ Take-Away Service Staff	Responsible for the smooth operation of the take-away/delivery service; provides take-away/delivery food service (including taking, packaging and delivery orders); prepares take-away/delivery services utensils/items.
511	Food Handler	Monitors snack/food station counters in the restaurant; handles light cookings for a variety of snacks; provides customer service; takes and delivers food orders.
519	Others (Operative Level)	
ADMINISTRATIVE AND OTHERS LEVEL		
601	Secretary	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.
602	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
619	Others (Administrative and Others Level)	

1/F VTC POKFULAM COMPLEX
145 POKFULAM ROAD, HONG KONG
香港薄扶林道 145 號
職業訓練局薄扶林大樓 1 樓
Tel No. 電話： (852) 2538 2247
Fax No. 傳真： (852) 2538 2251

Appendix 5b



Our Reference: (9) in HO/1/2 (2011) (C)

10th October 2011

Dear Sir/Madam,

The 2011 Manpower Survey of the Catering Industry
(Restaurants other than Chinese)

I am writing to ask for your cooperation in the 2011 Manpower Survey of the Catering 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 catering industry, the Training Board will conduct the captioned survey from 17th October to 18th November 2011 to collect the following information on the principal jobs:

- (i) the number of existing employees;
- (ii) the number of existing vacancies;
- (iii) forecast total number of employees in October 2012; and
- (iv) the number of employees under training at present.

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

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

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

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

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8172.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Larry Tchou', written over a large, stylized circular flourish.

(Mr. Larry Tchou Ming-Kong)
Chairman

Hotel, Catering and Tourism Training Board

THE 2011 MANPOWER SURVEY OF THE CATERING INDUSTRY

飲食業二〇一一年人力調查

QUESTIONNAIRE

調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(填表前, 請參閱附註)

For Official Use Only: 此欄毋須填寫								
Rec. Type	Survey Code	Industry Code	Establishment No.	Enumerator's No.	Editor's No.	Check Digit	No. of Employees Covered by the Questionnaire	
1 1	3 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: _____
公司名稱

ADDRESS: _____
地址

Total Number of Employees: _____
僱員總數

Principal Line of Business: _____

<input type="checkbox"/> Chinese Restaurant 中式酒樓	<input type="checkbox"/> Restaurant other than Chinese 非中式酒樓	<input type="checkbox"/> Fast Food Shops 快餐店
<input type="checkbox"/> Beverage Serving Places 提供飲料場所	<input type="checkbox"/> Other Eating and Drinking Places 其他飲食場所	<input type="checkbox"/> Others Please specify _____ 其他 請註明

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

FAX NO.: _____
圖文傳真

E-mail : _____
電郵

Questionnaire - 2011 Manpower Survey of the Catering Industry
飲食業二〇一一年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Average Monthly Income Code	(C) Number Employed (Excluding trainees/ apprentices)	(D) Number of Vacancies at Date of Survey	(E) Forecast of Number Employed 12 Months from Now	(F) Preferred Education of Employees	(G) No. of Trainees/ Apprentices at Date of Survey	(H) Average Age Range (for craft/ operative staff only)		
Title 職稱	Rec. Type	No. 編號	平均 每月 收入 編號	僱員人數 (實習生/ 學徒除外)	調查期間 空缺額	預計十二個月後 僱員人數	僱員宜有 教育程度	調查期間 實習生/ 學徒人數	僱員平均 年齡 (只適用於 技工/ 操作工)	Column (B) / (B)欄	
		8-10								11	12 - 15
1	2									\$8,000 or below 或以下	1
2	2									\$8,001 - \$10,000	2
3	2									\$10,001 - \$15,000	3
4	2									\$15,001 - \$20,000	4
5	2									\$20,001 - \$25,000	5
6	2									\$25,001 - \$30,000	6
7	2									\$30,001 - \$35,000	7
8	2									\$35,001 - \$40,000	8
9	2									\$40,001 or above 或以上	9
10	2										
11	2										
12	2										
13	2										
14	2										
15	2										
16	2										
17	2										
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24	2										
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26	2										
27	2										
28	2										
29	2										
30	2										
31	2										
32	2										
33	2										
34	2										
35	2										
36	2										
37	2										
38	2										
39	2										
40	2										

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

Part II Part Time Staff
第二部份 兼職員工

(A) Jobs 職務			(I) Average Monthly Wage Code 平均月薪 編號	(J) Number Employed (by monthly rate) at Date of Survey 調查時的月薪 員工人數	(K) Average Daily Wage Code 平均日薪 編號	(L) Number Employed (by daily rate) at Date of Survey 調查時的日薪 員工人數	(M) Average Hourly Wage Code 平均時薪 編號	(N) Number Employed (by hourly rate) at Date of Survey 調查時的時薪 員工人數	Column (I)/ (I)欄 The part-time employee's average basic salary 兼職員工每月之平均底薪	Code 編號
Title 職稱	Rec. Type	No. 編號	11 - 12	13 - 16	17	18 - 21	22	23 - 26	<u>Average Monthly Wage</u> (Basic Salary only) 平均每月收入 (底薪)	Code 編號
		8-10							\$6,000 or below 或以下	1
1	3								\$6,001 - \$8,000	2
2	3								\$8,001 - \$10,000	3
3	3								\$10,001 - \$15,000	4
4	3								\$15,001 - \$20,000	5
5	3								\$20,001 - \$25,000	6
6	3								\$25,001 - \$30,000	7
7	3								\$30,001 - \$35,000	8
8	3								\$35,001 - \$40,000	9
9	3								\$40,001 or above 或以上	10
10	3								Column (K) / (K)欄	
11	3								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:	
12	3								<u>Average Daily Wage</u> 平均日薪	Code 編號
13	3								\$100 or below 或以下	1
14	3								\$101 - \$200	2
15	3								\$201 - \$300	3
16	3								\$301 - \$400	4
17	3								\$401 - \$500	5
18	3								\$501 - \$600	6
19	3								\$601 or above 或以上	7
20	3								Column (M) / (M)欄	
21	3								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:	
22	3								<u>Average Hourly Wage</u> 平均時薪	Code 編號
23	3								\$28- \$40	1
24	3								\$41 - \$60	2
25	3								\$61 or above 或以上	3

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

如此頁已填滿，請先將 (✓) 號填入 內，然後附頁繼續填寫。

Q. 1 Internal Promotion

內部晉升

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

請填寫過去十二個月內，內部晉升的人數。

From Supervisory to Managerial/Professional
由督導員晉升為經理/專業人員

--	--	--	--

8

From Craft/Operative to Supervisory
由技工/操作工晉升為督導員

--	--	--	--

11

Est. No. _____

ER No. _____

--	--	--	--

14

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

過去十二個月內新招聘的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

15

Supervisory
督導員

--	--	--	--

19

Craft/Operative
技工/操作工

--	--	--	--

23

Administrative and
Others
文員及其他員工

--	--	--	--

27

--	--	--	--

31

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

過去十二個月內新招聘無飲食業經驗的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

32

Supervisory
督導員

--	--	--	--

36

Craft/Operative
技工/操作工

--	--	--	--

40

Administrative and
Others
文員及其他員工

--	--	--	--

44

--	--	--	--

48

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

過去十二個月新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory
督導員

--	--	--	--

49

Craft/Operative
技工/操作工

--	--	--	--

52

Administrative and
Others
文員及其他員工

--	--	--	--

55

--	--	--	--

58

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

貴機構在過去十二個月內在招聘僱員方面有否遇到困難？

Yes (Please go to Q6)
59 有 (請答第 6 題)

No (Please go to Q7)
60 沒有 (請答第 7 題)

No recruitment nor tried to recruit (Please go to Q7)
61 未有嘗試招聘 (請答第 7 題)

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62

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

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 67	<input type="checkbox"/> 68	<input type="checkbox"/> 69	<input type="checkbox"/> 70
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 75	<input type="checkbox"/> 76	<input type="checkbox"/> 77	<input type="checkbox"/> 78
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源	<input type="checkbox"/> 79	<input type="checkbox"/> 80	<input type="checkbox"/> 81	<input type="checkbox"/> 82
(f) Competition for manpower from the Mainland/Macao/other cities 源自內地/澳門/其他城市之人手競爭	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86
(g) Others (please specify) 其他 (請說明) _____	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90

--	--	--	--

91

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

過去十二個月內離職的僱員人數。

Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/Operative 技工/操作工	Administrative and Others 文員及其他員工	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
95	99	103	107	111

Q. 8 Preferred Years of Catering Industry Experience Before Occupying the Post (Please tick "✓").

各僱員擔任現職前宜具有從事飲食業工作的年數(請"✓")。

	No experience 無經驗	Less than 1 year 1年以下	1 year - less than 3 years 1年至3年以下	3 years - less than 5 years 3年至5年以下	5 years - 10 years 5年至10年	Over 10 years 10年以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	112	113	114	115	116	117	118
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	119	120	121	122	123	124	125
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	126	127	128	129	130	131	132
Administrative and Others 文員及其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	133	134	135	136	137	138	139

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

過去十二個月內貴機構向每名僱員提供訓練的平均日數(請"✓")。

	Nil 無	Less than 5 days 5日以下	5 days - less than 10 days 5日至10日以下	10 days - 15 days 10日至15日	Over 15 days 15日以上	
Managerial/Professional 經理/專業人員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	140	141	142	143	144	145
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	146	147	148	149	150	151
Craft / Operative 技工/操作工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	152	153	154	155	156	157
Administrative and Others 文員及其他員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	158	159	160	161	162	163

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

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

	Part-time Day Release 日間兼讀班	Evening 夜間兼讀班	Seminar/Workshop 研討會/研習班
Managerial/Professional 經理/專業人員	<input type="text"/>	<input type="text"/>	<input type="text"/>
	164	165	166
Supervisory 督導員	<input type="text"/>	<input type="text"/>	<input type="text"/>
	167	168	169
Craft / Operative 技工/操作工	<input type="text"/>	<input type="text"/>	<input type="text"/>
	170	171	172
Administrative and Others 文員及其他員工	<input type="text"/>	<input type="text"/>	<input type="text"/>
	173	174	175

Q.11 Preferred Competency

僱員宜有技能

Please Fill in the Number of Persons Who Had Been Provided With the Training as Listed Below in the Past 12 Months.

請填上在過去十二個月內獲提供培訓的人數。

Number of Persons Trained
獲提供培訓的人數

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工	
A. Managerial Skills 管理技巧					
101 Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	176	179	182	185	
102 Human Resources Management 人力資源管理	188	191	194	197	
103 Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	200	203	206	209	
104 Supervisory Techniques, Leadership Skills 督導管理、領導技巧	212	215	218	221	
105 Risk Management 風險管理	224	227	230	233	
106 Others (please specify) _____ 其他（請描述）	236	239	242	245	
B. Trade Skills 行業技能					
201 Sales and Marketing 銷售及市場拓展	248	251	254	257	
202 Finance and Accounting 財務及會計	260	263	266	269	
203 Culinary 烹調	272	275	278	281	
204 Restaurant Service 餐飲服務	284	287	290	293	
205 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	296	299	302	305	
206 Convention and Banquet / Event Management 會議及宴會／項目管理	308	311	314	317	
207 Hygiene and Food Safety 衛生及食品安全	320	323	326	329	
208 Others (please specify) _____ 其他（請描述）	332	335	338	341	
C. Generic Skills 通用技巧					
301 Service Attitude, Customer Service 服務態度、顧客服務	344	347	350	353	
302 Communication 溝通	356	359	362	365	
303 Problem Solving 難題解決	368	371	374	377	
304 Others (please specify) _____ 其他（請描述）	380	383	386	389	
D. Language 語言					
401 Putonghua 普通話	392	395	398	401	
402 English 英語	404	407	410	413	
403 Others (please specify) _____ 其他（請描述）	416	419	422	425	
For Official Use Only 此欄毋須填寫	428	431	434	437	440

Q.12 The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months.
貴機構預計在未來十二個月內的訓練計劃之人數改動。

Skills Sets 技能類別	Managerial/ Professional 經理／專業人員		Supervisory 督導員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工		
	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/> 441	<input type="text"/> 442 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 445	<input type="text"/> 446 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 449	<input type="text"/> 450 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 453	<input type="text"/> 454 <input type="text"/> <input type="text"/> <input type="text"/>	
(II) Trade Skills 行業技能	<input type="text"/> 457	<input type="text"/> 458 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 461	<input type="text"/> 462 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 465	<input type="text"/> 466 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 469	<input type="text"/> 470 <input type="text"/> <input type="text"/> <input type="text"/>	
(III) Generic Skills 通用技巧	<input type="text"/> 473	<input type="text"/> 474 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 477	<input type="text"/> 478 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 481	<input type="text"/> 482 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 485	<input type="text"/> 486 <input type="text"/> <input type="text"/> <input type="text"/>	
(IV) Language 語言	<input type="text"/> 489	<input type="text"/> 490 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 493	<input type="text"/> 494 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 497	<input type="text"/> 498 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 501	<input type="text"/> 502 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 505

Q.13 Are You Intending to Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Your Staff in the Coming 12 Months?

你會否在未來十二個月內從外間培訓機構為僱員引入有關管理、行業、通用或語言技巧的培訓？

Yes
506 會

No
507 不會

508

End of questionnaire
問卷完

The 2011 Manpower Survey of the Catering Industry
飲食業二〇一一年人力調查

Explanatory Notes

附註

For Part I and Part II

第一及第二部份

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。

Part I

第一部份

1. Column 'A' - Titles of Principal Jobs in the Catering Industry

(A) 欄 — 飲食業主要職務名稱

- (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 company. 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 company 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 catering industry, such as secretaries and messengers.
「文員及其他員工」是指並非專責餐飲業事務的員工，例如秘書及信差等。

2. Column 'B' – Average Monthly Income Code

(B) 欄 — 平均每月收入編號

Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. (See Note* in the last page)

請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金，花紅及小費。（見尾頁備註*）

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

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

(C) 欄 — 僱員人數（實習生／學徒除外）

'Employees' refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. 'Trainees/Apprentices' refer to those employees undergoing training, and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. These definitions also apply to 'employee(s)', 'trainee(s)/apprentice(s)' appearing in other parts of the questionnaire.

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主及合夥人。「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。調查表內所出現的「僱員」、「實習生」／「學徒」等詞，定義亦同。

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

(D) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

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

(E) 欄 — 預測十二個月後僱員人數

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

預測僱員人數指貴機構在十二個月後的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於（C）欄。

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in Column (F) the appropriate code number showing the education level which an employer prefers his employees to have.

請按下列編號將僱主認為僱員宜有教育程度填入（F）欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
University Degree or above 大學學位或以上	1
Higher Diploma/Associate Degree or equivalent 高級文憑／副學士或同等學歷	2
Professional Diploma/Diploma or equivalent 專業文憑／文憑或同等學歷	3
Advanced Certificate/Certificate or equivalent 高級證書／證書或同等學歷	4
Secondary 5 - 7 中學五年級至七年級	5
Secondary 3 - 4 中學三年級至四年級	6
Others 其他	7

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

(G) 欄 — 調查期間實習生／學徒人數

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

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

8. Column 'H' – Staff's Average Age Range (for craft/operative staff only)

(H) 欄 — 受僱僱員之平均年齡（只適用於技工／操作工）

Please enter in Column (H) the average age range according to the following codes:

請將僱員平均年齡按下列編號填入（H）欄內：

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

Part II
第二部份

Part-time Staff / 兼職員工

9. Column 'A' - Titles of Principal Jobs in the Catering Industry

(A) 欄 — 飲食業主要職務名稱

- (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 company. 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 company by their skill levels, and provide information as required by Columns 'I' to 'N' of the questionnaire.

請按類別及技能等級，填寫貴機構的人員數目及調查表(I)至(N)欄所需的資料。

10. Column ‘I’ – Average Monthly Wage Code

(I) 欄 – 平均月薪編號

Please enter in this column the appropriate code number showing the average monthly income range for part-time staff.

請填寫兼職員工平均每月收入幅度的編號。

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

11. Column ‘J’ – Number of Part-time Staff Employed (by Monthly Rate) at Date of Survey

(J) 欄 – 調查時的兼職月薪僱員人數

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

請填入貴機構在調查時的兼職月薪僱員人數。

12. Column ‘K’ – Average Daily Wage Code

(K) 欄 – 平均日薪編號

Please enter in Column (K) the average daily wage of part-time staff according to the following codes:

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

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

(L) 欄 – 調查時的日薪兼職員工人數

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 Wage Code

(M) 欄 – 平均時薪編號

<u>Code</u> 編號	<u>Average Hourly Wage</u> 平均時薪
1	\$28 - \$40
2	\$41 - \$60
3	\$61 or above 或以上

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 an hourly rate at the date of Survey.

請填入貴機構在調查時的兼職時薪員工人數。

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

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

*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其平均數值：

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

Part III
第三部份

1. Internal Promotion
內部晉升

An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from “Supervisory to Managerial and Professional”, and from “Craft/Operative to Supervisory” 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級晉升為經理及專業人員級，以及由技工／操作工晉升至督導員級的人數。

2. Number of New Recruits in the Past 12 Months
過去十二個月內新招聘的僱員人數

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

請在本部份回答在過去十二個月貴機構新招聘的僱員人數。

3. Number of New Recruits Without Catering Industry Experience in the Past 12 Months
過去十二個月內新招聘無飲食業經驗的僱員人數

Please provide the total number of new employees joining your establishment without previous catering industry experience, such as fresh non-catering programmes school leavers or persons not experienced in catering industry related jobs.

請提供在加入貴機構前並無飲食業經驗的僱員（例如非飲食業培訓課程應屆畢業生或無飲食業工作經驗的人士）人數。

4. Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months
過去十二個月內新招聘的應屆飲食業及酒店業培訓課程畢業生人數

‘New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months’ refers to the employees joining your establishment who are fresh graduates of Catering and Hospitality programmes.

「過去十二個月內新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。

5. Whether Your Establishment Encounter Any Difficulties in the Recruitment of Employees at Various Job Levels in the Past 12 Months
貴機構在過去十二個月內在招聘僱員方面有否遇到困難

Please state whether your establishment encountered any difficulties in recruiting employees at various job levels in the past 12 months. If yes, please go to question 6, if not or no recruitment/nor tried to recruit, please go to question 7.

請填報在過去十二個月內貴機構在招聘各級僱員有否遇到困難。如有，請回答第六題，如沒有困難，或未有／未有嘗試招聘，請回答第七題。

6. The Possible Reasons for Encountering Recruitment Difficulties. You may Wish to Tick More Than 1 Box for Each Job Level
遇到招聘困難的原因，每職級可選一項或以上

Please choose the possible reasons for encountering recruitment difficulties. You may wish to tick more than 1 box for each job level, if appropriate.

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

7. The Total Number of Employees Who Had Left your Establishment in the Past 12 Months
過去十二個月內離職的僱員人數

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

請填報過去十二個月內貴機構離職的各級僱員人數。

8. Preferred Years of Catering Industry Experience before Occupying the Post
各僱員擔任現職前宜具有從事飲食業工作的年數

Please enter the preferred number of years of catering industry experience which your organisation prefers the employee(s) to possess before occupying the present post.

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

9. Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months
過去十二個月內貴機構向每名僱員提供訓練的平均日數

Please enter the average number of man-day of training per employee which your organisation had offered in the past 12 months.

請按貴機構於過去十二個月內向每名僱員提供訓練的平均日數。

10. Priority Accorded to Mode of Training Courses for Employees

僱主認為僱員宜有訓練方式之優先次序

Please enter the modes of training most suitable to your employees by order of priority

(1: Very Suitable to 3: Least Suitable).

請按優先次序，填寫貴機構認為適合僱員的訓練方式。

(1：十分適合至 3：未盡適合)

11. Preferred Competencies

僱員宜有技能

Please provide the number of different levels of employees who had been provided with the training as listed in the past 12 months.

請提供在過去十二個月內獲提供所列培訓課程的各級僱員人數。

12. The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months

貴機構預計在未來十二個月內的訓練計劃之人數改動

Please input '+' or '-' to indicate whether there will be an increase/a decrease in providing the skills sets training for employees at different job levels, and also input the relevant manpower changes figure.

請在適當的格內以 '+' 或 '-' 表示預計貴機構在未來十二個月內向各級僱員提供的技能訓練將會增加或減少，以及提供有關之人數改動數字。

13. Purchase Training in the Areas of Managerial, Trade, Generic or Language Skills from an Outside Training Provider for Staff in the Coming 12 Months

你會否在未來十二個月內從外間供應商為僱員引入有關管理、行業、通用或語言技巧的培訓

Please indicate if you would purchase training in the relevant areas from an outside training provider for staff in the coming 12 months by putting a '✓' in the appropriate box.

請在適當格內填上 '✓' 號，回答你會否在未來十二個月內從外間培訓機構為僱員引入有關培訓。

2011 Manpower Survey of the Catering Industry

Job Descriptions for Principal Jobs
in the Catering Industry - Restaurants other than Chinese

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

Code No.	Job Title	Job Description
MANAGERIAL AND PROFESSIONAL LEVEL		
131	General Manager/ Managing Director	Assumes the total responsibility of managing of hospitality establishment, usually with other managers/executives as direct subordinates; implements the company's policies and their objectives with a view to achieving them.
132	Executive Assistant Manager/Club Manager	Takes charge of the overall daily operations and management of the hospitality service establishment.
133	Human Resources Manager/ Personnel Manager/ Training Manager	Formulates and supervises the implementation of personnel policies, procedures and regulations; maintains amicable staff relations, may design and carry out training programme for employees of an establishment; plans and implements effective training programmes for all levels of staff; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programmes; provides counselling for employees; determines the effectiveness of training activities.

Code No.	Job Title	Job Description
134	Chief Accountant/ Controller/Financial Controller	Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; manages cash flow, loan and money changer; supervises the credit department, general accounting, cashier, income audit, costings sections; arranges Letters of Credit (LCs) for the company's purchases and liaises with suppliers.
135	Food and Beverage Director/Food and Beverage Manager/Senior Assistant Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities in an effective way; analyses operation costs and closely 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. Carries out food hygiene programme in the restaurant operation.
136	Purchasing Manager	Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends.
137	Marketing Manager	Plans, organises, directs and controls the marketing functions; reviews market and sales analysis to determine local and overseas market requirements; co-ordinates public relations activities relating to sales promotion.
138 *	Restaurant Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu items and wines to clients. Achieves revenue target; ensures guest satisfaction. Achieves the preset revenue target and cost involved. Provides work safety training to the team.

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

Code No.	Job Title	Job Description
139 *	Executive Chef/ Executive Pastry 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 items. Carries out hygiene inspection with hygiene manager on a regular basis.
140	Sous Chef	To assist the Executive Chef to plan, design, supervise and/or prepare food production. Effective control of food cost without damage the guest satisfaction level.
141	Pastry Chef	Supervises the pastry cooks in the preparation of all doughs, pastries, cakes, sweets, petit fours and sugar decorations; able to operate all machinery in pastry and bakery room; maintains quality standard set by executive chef.
142	Specialty Chef/Cook for Asian/Exotic cuisine. (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Plans, designs, supervises and/or prepares Asian and exotic cuisines and food specialities.
149	Others (Managerial and Professional Level)	
SUPERVISORY LEVEL		
231	Human Resources Officer/ Personnel Officer/ Training Officer	Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismisses employees based on appraisal of supervisors. 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.

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

Code No.	Job Title	Job Description
232	Accounts Supervisor (e.g. payable/receivable)	Audits and processes the payments of all the establishment's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps a record system of all amounts due to the establishment from guest/patrons; responds to accounts disputes and queries; prepares accounts receivable report.
233	Audit Supervisor/ Paymaster/General Cashier	Audits and processes the payments of the company's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps all records relating to payroll; prepares and remits payroll reports; compiles all tax returns; makes daily bank deposits and prepares a daily accounting of cash; acts as a petty cash disbursing agent; oversees the preparation of the cashier report and daily receipts.
234	Public Relations Officer	Liaises with media; handles publicity and photographic assignments; prepares press releases in both English and Chinese; liaises with sales executives and cover other duties assigned by the management.
235	Maintenance Supervisor/ Technical Supervisor	Inspects the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts outside contractors regarding repair and maintenance works or renovations.
236	Chief Security Officer	Informs department heads concerned of any necessary procedures on internal security matters; liaison with police department, arranges staff safety training and fire drill tests; security screening of new employees; investigates all incidents and thefts within the premises.
237	Beverage/Bar Manager	Ensures bar is equipped with supplies and correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipments; prepares work schedules and checks on staff performance. Maintains bar cleanliness.

Code No.	Job Title	Job Description
238	Restaurant Supervisor	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; handles guest complaints.
239	Food and Beverage 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.
240	Captain/Service Supervisor	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flambe dishes at table; advises on the selection of wines and serves them.
241	Sales Supervisor	Promotes the sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
242	Head Cashier	Trains all food and beverage cashiers; issues guest checks daily to all F & B cashiers and follows-up on missing checks; picks up cashiers' daily reports at the close of each shift; arranges cashiers for other banquet functions.
243	Gardemanger/Senior Cook	Supervises and/or prepares all 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 item for each outlets are ready in time; keeps professional records of recipes and working methods.
249	Others (Supervisory Level)	

Code No.	Job Title	Job Description
CRAFT LEVEL		
331 *	Baker/Pastry Cook/ Cook	Prepares cakes, pastry and desserts for during the day time and bread and loaf during night time; supervises work of apprentice pastry cooks; checks daily and weekly menus; operates utensils and crockery used in kitchen; performs different types of cookery and meal preparation; checks stocks in his location in kitchen area; may specialise in sauce, soup, roast, butchery, fish, cold cut and vegetable.
332	Junior Cook or Below	Assists in performing different varieties of duties of the kitchen. (e.g. butchery, barbecue, store, vegetable, dim sum, congee, noodle)
333	Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	Maintains and repairs all necessary mechanical and electrical engineering works of a catering establishment.
349	Others (Craft Level)	
CLERICAL LEVEL		
431	Accounting Clerk/Food and Beverage Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in an accounts department; records all food and beverage sales at the time of meal; prepares cashier's daily report; corrects all daily receipts; provides changes for all cashier.
432	Personnel Clerk/ General Office Clerk	Assists in implementing personnel policies and functions; processes application forms from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.

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

Code No.	Job Title	Job Description
433	Purchasing Clerk/ Quality Control Clerk	Follows up purchase orders and requisition requests; helps expedite delivery; verifies of invoices and freight charges; maintains a library of catalogues, price and reference data; performs a variety of routine calculations, posting and recording; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet.
449	Others (Clerical Level)	
OPERATIVE LEVEL		
531	Security Officer	Regular patrol in premises; conducts full enquiry on incidents occurred; ensures all items found in the premises are properly recorded and kept safety; checks all exists and back staircases. Carries out guard duty; patrols the premises entrances and passageway in the rear service area; provides protection to VIP guests on management's instruction.
532	Telephone Operator	Processes local and overseas calls; provides wake-up call service; keeps close communication between executives; provides directory service for guests; follows proper procedures for handling emergencies.
533	Food and Beverage Storekeeper/ General Storekeeper/Store and Receiving Clerk	Checks and maintains cold and dry store, wine cellar, silverware and glasses inventories and store records; checks all merchandise entering the premises and their proper documentation; maintains par stocks in storeroom; informs management of the storage situation for expensive items.
534	Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records.
535	Wine Steward/Sommelier	Conducts up-selling of beverage items; takes care of the wine and liquor stocks in the restaurant; has good knowledge of wine and advises guests on selection; serves wine at the required temperatures; conducts marketing and promotion plans for beverages.

Code No.	Job Title	Job Description
536	Bartender/Barman/ Soda Fountain Captain/ Barista	Follows specified drinks and cocktail recipes by free pouring jigger quantities; prepares coffee according to prescribed formulas or guests requests; checks on supplies of drinks/wine/spirits; prepares daily supply requisition for bar manager's approval.
537	Food Handler/ Beverage Handler	Monitors snack counter; responsible for light cookings for a variety of snacks. Monitors snack/food station counters in the restaurant; handles light cookings for a variety of snacks; provides customer service; takes and delivers food orders.
538	Delivery Staff/ Take-Away Service Staff	Handles food delivery to the designated locations as per customers orders. Responsible for the smooth operation of the take-away/delivery service; provides take-away/ delivery food service (including taking, packaging and delivery orders); prepares take-away/delivery services utensils/items.
539	Receptionist/Hostess/ Waiter/Waitress	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; keeps guest history; serves guests in assigned station under supervision of a captain; prepares table setting and removes dishes; knows all menu items; keeps good guest relations and extends personalised service. Understands the usage of Point of Sale (POS) to settle bill.
540	Bar Porter /Barboy/ Junior Waiter/ Junior Waitress	Collects food from kitchen; cleans up table and changes linen; knows all items on menu. Punches in food order in Point of Sale (POS) system.
541	Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	Washes crockeries by hand and by machine; sweeps the floor and wipes clean stainless steel counters in kitchen; disposes garbage; cleans stove and top of exhaust fans. Maintains cleanliness of the washrooms and replenish items.
542	Uniform and Linen Attendant/Cloakroom Attendant	Controls supply and distribution of all house linen; checks on inform supply; stores and controls replacement of household supplies; keeps up-to-date stock records; checks and repairs staff uniform/house linen; provides service to guests when required; repairs curtains and drapes.

Code No.	Job Title	Job Description
549	Others (Operative Level)	
ADMINISTRATIVE AND OTHERS LEVEL		
631	Secretary	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.
632	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
649	Others (Administrative and Others Level)	

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

Methodology

The Labour Market Analysis (LMA) approach first examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in the local economy, demography and labour market. It then selects some of the data as independent variables and builds a statistical model that can be used to project manpower demand in the economic sector under study. In other words, the model makes use of some relevant and reliable economic indicators to project manpower demand in the short and medium term.

2. The LMA approach has been applied to the Catering Industry since 2003. The building of a statistical model comprises two main steps. The first step is called 'Diagnostic' as two sets of statistical data are tested to select determinants. Set I comprises 9 core statistics in National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about the key economic activities. Set II comprises 42 economic indicators with more disaggregate information about the economy. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two sets of data, some determinants can be found. To minimize Types I & II errors, these determinants are statistically tested for multi-collinearity before they are grouped into Principal Components (PCs). The second step of statistical modelling is called 'Prognostic' as these principal components are used to build and maintain the statistical models for manpower projection.

Manpower Projection in the Catering Industry

3. In the Catering industry, 12 determinants have been found from the 51 economic indicators. The manpower requirements in the Catering industry can thus be explained by grouping these determinants into Principal Components (PC).

- 1) Average size of domestic household [*HS*]
- 2) Composite Consumer Price Index [*CCPI*],
- 3) Implicit price deflator of GDP [*PDPG*]
- 4) Number of catering establishments [*EST*],
- 5) Number of domestic household [*NOHH*]
- 6) Property price index (Private domestic only) [*PPI*],
- 7) Restaurant Receipts in value index [*RIVA*],
- 8) Restaurant Receipts in volume index [*RIVOL*],
- 9) Total loans and advances (HK\$ millions) [*LA*],
- 10) Total private consumption in durable goods (volume index) [*PCED*],
- 11) Total private consumption in non-durable goods (volume index) [*PCEND*],
- 12) Unemployment rate [*UR*]

4. At the 'Diagnostic' step, Principal Component Analysis (PCA) has been used to select determinants, called Principal Components (PCs), from the two original sets of economic indicators. It is found that about 99% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. For the Catering industry, the PCs comprise *LA*, *RIVA*, *PCEND* and *PPI*. At the 'Prognostic' step, linear regression technique is then applied to build the statistical model. The model indicates that there is a strong positive correlation between manpower and the PCs. The adjusted R-square worked out to be 0.7362, indicating that about 74% of the variation of the manpower requirements can be explained by the PCs at the 95% confidence level.

5. Several empirical assumptions support the manpower projection model. From the economic perspective, the decision to employ more people depends on restaurant receipts in value index (RIVA) and the total private consumption in non-durable goods (PCEND). The property price index (PPI) encourages eating out, and the total loans and advances (LA) is an indicator of economic confidence.

6 The manpower demand for Catering Industry in 2012-2014 is projected using three methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers' Forecast (EF). A summary table is provided as below.

Year	Actual Manpower	Projected Manpower (LMA)	Projected Manpower (AFM)	Employer's Forecast (EF)
2011	182,721			
2012F		192,109 (5.1%)*	189,547 (3.7%)*	187,689 (2.7%)*
2013F		197,176 (2.6%)**	195,709 (3.3%)**	
2014F		202,216 (2.6%)**	201,129 (2.8%)**	
*	as percentage change vs actual manpower in 2011			
**	as percentage change vs projected manpower in previous year			
LMA:	Labour Market Analysis			
AFM:	Adaptive Filtering Method			

**APPENDIX 7
STATISTICAL
TABLES
(TABLES 1 - 21)**

**附 錄 7
統 計 表
(表 1 - 21)**

TABLE 1 : NUMBER OF EMPLOYED
(EXCLUDING TRAINEES / APPRENTICES)
CATERING INDUSTRY

Branch	Number Employed at Date of Survey				
	Excluding Trainees / Apprentices	By Monthly Rate	By Daily Rate	By Hourly Rate	Total
Chinese Restaurants	67570	503	793	4098	72964
Restaurants other than Chinese	73414	600	904	13952	88870
Fast Food Shops	17681	325	-	24769	42775
Beverage Serving Places	7510	-	-	1911	9421
Event Catering and Other Meal / Food Service Activities	13366	134	-	4208	17708
Supplementary Samples	3180	4	47	943	4174
Total	182721	1566	1744	49881	235912

TABLE 2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**CATERING INDUSTRY****(BRANCH 1-6)**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL					
General Manager/Managing Director	532	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	159	-	-	-	-
Accountant/Chief Accountant/ Financial Controller/Controller	39	-	-	-	-
Purchasing Manager	79	-	-	-	-
Business Manager/Sales Manager	472	-	-	-	-
Restaurant Manager	4334	55	1.27%	-	-
Administration Manager	60	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	353	1	0.28%	-	-
Executive Assistant Manager/ Club Manager	20	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	124	1	0.81%	-	-
Marketing Manager	33	-	-	-	-
Executive Chef/Executive Pastry Chef	188	-	-	-	-
Sous Chef	543	-	-	-	-
Pastry Chef	102	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	130	-	-	-	-
Others	129	1	0.78%	-	-
Sub-total	7297	58	0.79%	-	-
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer	115	2	1.74%	-	-
Public Relations Supervisor/ Sales Supervisor	220	-	-	-	-
Accounts Supervisor (payable/receivable)	362	1	0.28%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Store Supervisor	35	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	21	-	-	-	-
Restaurant Head Supervisor/ Assistant Manager	763	5	0.66%	-	-
Head Supervisor	1344	5	0.37%	-	-
Bar Supervisor	91	-	-	-	-
Captain/Supervisor/Service Supervisor	6196	114	1.84%	-	-
Chief Butcher	1040	17	1.63%	-	-
Seafood Butcher	950	18	1.89%	-	-
Second Butcher	1154	7	0.61%	-	-
Chief Cook	1279	-	-	-	-
Chief Dim Sum Cook	884	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	2567	15	0.58%	-	-
Senior Cook/General Cook/Service Cook	2540	34	1.34%	-	-
Barbecue Cook	1444	4	0.28%	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	2	-	-	-	-
Pantry Captain	673	5	0.74%	-	-
Public Relations Officer	225	6	2.67%	-	-
Chief Security Officer	4	-	-	-	-
Beverage/Bar Manager	747	-	-	-	-
Restaurant Supervisor	7235	60	0.83%	-	-
Food and Beverage Controller/ Cost Controller	68	-	-	-	-
Sales Supervisor	22	-	-	-	-
Head Cashier	4	-	-	-	-
Gardemanger/Senior Cook	3379	57	1.69%	-	-
Others	407	2	0.49%	-	-
Sub-total	33771	352	1.04%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	4339	26	0.60%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Pantry Cook/Vegetable Cook	773	14	1.81%	-	-
Vegetable Cook Helper	251	-	-	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	123	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	3573	23	0.64%	-	-
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	20548	626	3.05%	102	0.50%
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/plumber)	114	4	3.51%	-	-
Baker/Pastry Cook/Cook	14820	375	2.53%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	38	1	2.63%	-	-
Telephone Operator	72	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	256	-	-	-	-
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	25890	981	3.79%	-	-
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	1844	10	0.54%	-	-
Receptionist/Hostess/Waiter/Waitress	39984	2813	7.04%	50	0.13%
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	3697	147	3.98%	-	-
Cashier	8194	7	0.09%	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	358	-	-	-	-
Delivery Staff/ Take-Away Service Staff	1286	3	0.23%	-	-
Food Handler/Beverage Handler	13090	223	1.70%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	74	-	-	-	-
Wine Steward/Sommelier	104	-	-	-	-
Others	318	5	1.57%	-	-
Sub-total	139746	5258	3.76%	152	0.11%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	848	-	-	-	-
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	178	-	-	-	-
Paymaster	83	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	365	-	-	-	-
Secretary	37	-	-	-	-
Typist/Office Assistant/Messenger/Runner	10	-	-	-	-
Others	386	4	1.04%	-	-
Sub-total	1907	4	0.21%	-	-
GRAND TOTAL	182721	5672	3.10%	152	0.08%

TABLE 2.1 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 1 : CHINESE RESTAURANTS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL					
General Manager/Managing Director	280	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	99	-	-	-	-
Accountant/Chief Accountant/ Financial Controller	23	-	-	-	-
Purchasing Manager	45	-	-	-	-
Business Manager/Sales Manager	470	-	-	-	-
Restaurant Manager	1213	2	0.16%	-	-
Administration Manager	60	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	328	-	-	-	-
Others	17	1	5.88%	-	-
Sub-total	2535	3	0.12%	-	-
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer	16	-	-	-	-
Public Relations Supervisor/ Sales Supervisor	218	-	-	-	-
Accounts Supervisor (payable/receivable)	155	-	-	-	-
Store Supervisor	35	-	-	-	-
Restaurant Head Supervisor/ Assistant Manager	759	5	0.66%	-	-
Head Supervisor	1327	5	0.38%	-	-
Bar Supervisor	91	-	-	-	-
Captain	3810	59	1.55%	-	-
Chief Butcher	1016	13	1.28%	-	-
Seafood Butcher	936	18	1.92%	-	-
Second Butcher	1126	5	0.44%	-	-
Chief Cook	1260	-	-	-	-
Chief Dim Sum Cook	873	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	2489	15	0.60%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Senior Cook/General Cook/Service Cook	2497	31	1.24%	-	-
Barbecue Cook	1359	4	0.29%	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	1	-	-	-	-
Pantry Captain	666	5	0.75%	-	-
Others	108	1	0.93%	-	-
Sub-total	18742	161	0.86%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	4311	24	0.56%	-	-
Pantry Cook/Vegetable Cook	767	14	1.83%	-	-
Vegetable Cook Helper	245	-	-	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	123	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	3494	23	0.66%	-	-
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	2595	67	2.58%	-	-
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	80	-	-	-	-
Baker/Pastry Cook/Cook	4	-	-	-	-
Telephone Operator	11	-	-	-	-
Uniform and Linen Attendant	204	-	-	-	-
Kitchen Helper/Cleaner/ Dishwasher/Steward/ Pantry Helper/Washroom Attendant	12235	594	4.85%	-	-
Bartender/Soda Fountain Captain/ Bar Helper	504	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	14819	729	4.92%	-	-
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	2118	44	2.08%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Cashier	2744	7	0.26%	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	272	-	-	-	-
Delivery Staff/Take-Away Service Staff	64	-	-	-	-
Food Handler/Beverage Handler	559	8	1.43%	-	-
Others	99	5	5.05%	-	-
Sub-total	45248	1515	3.35%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier	499	-	-	-	-
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	112	-	-	-	-
Paymaster	83	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk	335	-	-	-	-
Secretary	8	-	-	-	-
Others	8	4	50.00%	-	-
Sub-total	1045	4	0.38%	-	-
GRAND TOTAL	67570	1683	2.49%	-	-

TABLE 2.2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL					
General Manager/Managing Director	206	-	-	-	-
Executive Assistant Manager/ Club Manager	9	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	52	-	-	-	-
Chief Accountant/Controller/ Financial Controller	2	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	74	-	-	-	-
Marketing Manager	2	-	-	-	-
Restaurant Manager	1739	53	3.05%	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	2	-	-	-	-
Executive Chef/Executive Pastry Chef	159	-	-	-	-
Sous Chef	428	-	-	-	-
Pastry Chef	66	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	103	-	-	-	-
Others	5	-	-	-	-
Sub-total	2847	53	1.86%	-	-
SUPERVISORY LEVEL					
Head Supervisor	2	-	-	-	-
Chief Butcher	2	-	-	-	-
Seafood Butcher	2	-	-	-	-
Second Butcher	2	-	-	-	-
Chief Dim Sum Cook	2	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	2	-	-	-	-
Senior Cook/General Cook/Service Cook	6	-	-	-	-
Barbecue Cook	69	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Human Resources Officer/ Personnel Officer/Training Officer	51	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	165	-	-	-	-
Public Relations Officer	50	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	2	-	-	-	-
Beverage/Bar Manager	8	-	-	-	-
Restaurant Supervisor	3616	50	1.38%	-	-
Food and Beverage Controller/ Cost Controller	4	-	-	-	-
Captain/Service Supervisor	1639	50	3.05%	-	-
Sales Supervisor	2	-	-	-	-
Gardemanger/Senior Cook	2513	50	1.99%	-	-
Others	50	-	-	-	-
Sub-total	8187	150	1.83%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	2	-	-	-	-
Vegetable Cook Helper	2	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	4	-	-	-	-
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	11791	464	3.94%	100	0.85%
Baker/Pastry Cook/Cook	11288	291	2.58%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	6	-	-	-	-
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	9130	346	3.79%	-	-
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	1066	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Receptionist/Hostess/Waiter/Waitress	19379	1429	7.37%	50	0.26%
Security Officer	6	-	-	-	-
Telephone Operator	49	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	58	-	-	-	-
Cashier	2642	-	-	-	-
Wine Steward/Sommelier	101	-	-	-	-
Bartender/Barman/Soda Fountain Captain/ Barista	447	-	-	-	-
Food Handler/Beverage Handler	5448	134	2.46%	-	-
Delivery Staff/Take-Away Service Staff	559	3	0.54%	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	4	-	-	-	-
Others	15	-	-	-	-
Sub-total	61997	2667	4.30%	150	0.24%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	274	-	-	-	-
Personnel Clerk/General Office Clerk	3	-	-	-	-
Purchasing Clerk/Quality Control Clerk	2	-	-	-	-
Secretary	2	-	-	-	-
Typist/Office Assistant/Messenger/Runner	2	-	-	-	-
Others	100	-	-	-	-
Sub-total	383	-	-	-	-
GRAND TOTAL	73414	2870	3.91%	150	0.20%

TABLE 2.3 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 3 : FAST FOOD SHOPS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL					
General Manager/Managing Director	16	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	27	-	-	-	-
Purchasing Manager	25	-	-	-	-
Marketing Manager	16	-	-	-	-
Restaurant Manager	1145	-	-	-	-
Pastry Chef	10	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	5	-	-	-	-
Others	101	-	-	-	-
Sub-total	1345	-	-	-	-
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer	34	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	25	-	-	-	-
Public Relations Officer	173	6	3.47%	-	-
Restaurant Supervisor	2172	-	-	-	-
Food and Beverage Controller/ Cost Controller	32	-	-	-	-
Captain/Service Supervisor	35	-	-	-	-
Sales Supervisor	5	-	-	-	-
Head Cashier	2	-	-	-	-
Gardemanger/Senior Cook	565	-	-	-	-
Others	211	-	-	-	-
Sub-total	3254	6	0.18%	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	1802	-	-	-	-
Junior Cook or below	2519	22	0.87%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	1	-	-	-	-
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	32	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	12	-	-	-	-
Cashier	1587	-	-	-	-
Food Handler/Beverage Handler	3833	-	-	-	-
Delivery Staff/Take-Away Service Staff	73	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	379	15	3.96%	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	71	-	-	-	-
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	2215	26	1.17%	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	2	-	-	-	-
Others	202	-	-	-	-
Sub-total	12728	63	0.49%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	41	-	-	-	-
Personnel Clerk/General Office Clerk	17	-	-	-	-
Purchasing Clerk/Quality Control Clerk	5	-	-	-	-
Secretary	10	-	-	-	-
Typist/Office Assistant/Messenger/Runner	5	-	-	-	-
Others	276	-	-	-	-
Sub-total	354	-	-	-	-
GRAND TOTAL	17681	69	0.39%	-	-

TABLE 2.4 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 4 : BEVERAGE SERVING PLACES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL					
General Manager/Managing Director	16	-	-	-	-
Restaurant Manager	82	-	-	-	-
Sous Chef	66	-	-	-	-
Sub-total	164	-	-	-	-
SUPERVISORY LEVEL					
Beverage/Bar Manager	724	-	-	-	-
Restaurant Supervisor	890	8	0.90%	-	-
Captain/Service Supervisor	187	-	-	-	-
Others	33	-	-	-	-
Sub-total	1834	8	0.44%	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	181	66	36.46%	-	-
Junior Cook or below	274	-	-	-	-
Security Officer	42	-	-	-	-
Cashier	303	-	-	-	-
Bartender/Barman/Soda Fountain Captain/ Barista	821	8	0.97%	-	-
Food Handler/Beverage Handler	1311	-	-	-	-
Delivery Staff/Take-Away Service Staff	33	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	2155	74	3.43%	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	166	101	60.84%	-	-
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	226	-	-	-	-
Sub-total	5512	249	4.52%	-	-
GRAND TOTAL	7510	257	3.42%	-	-

TABLE 2.5 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED
BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL					
Purchasing Manager	1	-	-	-	-
Marketing Manager	13	-	-	-	-
Restaurant Manager	80	-	-	-	-
Sub-total	94	-	-	-	-
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer	1	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	1	-	-	-	-
Restaurant Supervisor	511	-	-	-	-
Food and Beverage Controller/ Cost Controller	26	-	-	-	-
Captain/Service Supervisor	247	-	-	-	-
Gardemanger/Senior Cook	112	-	-	-	-
Others	1	-	-	-	-
Sub-total	899	-	-	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	1373	13	0.95%	-	-
Junior Cook or below	3151	67	2.13%	-	-
Cashier	914	-	-	-	-
Food Handler/Beverage Handler	1929	81	4.20%	-	-
Delivery Staff/Take-Away Service Staff	557	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	2576	517	20.07%	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	230	-	-	-	-
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	1616	1	0.06%	-	-
Others	2	-	-	-	-
Sub-total	12348	679	5.50%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Personnel Clerk/General Office Clerk	25	-	-	-	-
Sub-total	25	-	-	-	-
GRAND TOTAL	13366	679	5.08%	-	-

TABLE 2.6 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 6 : SUPPLEMENTARY SAMPLES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL					
General Manager/Managing Director	14	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	8	-	-	-	-
Accountant/Chief Accountant/ Financial Controller/Controller	14	-	-	-	-
Business Manager/Sales Manager	2	-	-	-	-
Restaurant Manager	75	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	23	1	4.35%	-	-
Executive Assistant Manager/ Club Manager	11	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	23	1	4.35%	-	-
Purchasing Manager	8	-	-	-	-
Marketing Manager	2	-	-	-	-
Executive Chef/Executive Pastry Chef	29	-	-	-	-
Sous Chef	49	-	-	-	-
Pastry Chef	26	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	22	-	-	-	-
Others	6	-	-	-	-
Sub-total	312	2	0.64%	-	-
SUPERVISORY LEVEL					
Human Resources Officer/Personnel Officer/Training Officer	13	2	15.38%	-	-
Public Relations Supervisor/ Sales Supervisor	2	-	-	-	-
Accounts Supervisor (payable/receivable)	16	1	6.25%	-	-
Maintenance Supervisor/ Technical Supervisor	19	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Restaurant Head Supervisor/ Assistant Manager	4	-	-	-	-
Head Supervisor	15	-	-	-	-
Captain/Supervisor/Service Supervisor	278	5	1.80%	-	-
Chief Butcher	22	4	18.18%	-	-
Seafood Butcher	12	-	-	-	-
Second Butcher	26	2	7.69%	-	-
Chief Cook	19	-	-	-	-
Chief Dim Sum Cook	9	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	76	-	-	-	-
Senior Cook/General Cook/Service Cook	37	3	8.11%	-	-
Barbecue Cook	16	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	1	-	-	-	-
Pantry Captain	7	-	-	-	-
Public Relations Officer	2	-	-	-	-
Chief Security Officer	4	-	-	-	-
Beverage/Bar Manager	15	-	-	-	-
Restaurant Supervisor	46	2	4.35%	-	-
Food and Beverage Controller/ Cost Controller	6	-	-	-	-
Sales Supervisor	15	-	-	-	-
Head Cashier	2	-	-	-	-
Gardemanger/Senior Cook	189	7	3.70%	-	-
Others	4	1	25.00%	-	-
Sub-total	855	27	3.16%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	26	2	7.69%	-	-
Pantry Cook/Vegetable Cook	6	-	-	-	-
Vegetable Cook Helper	4	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	75	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	218	6	2.75%	2	0.92%
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	34	4	11.76%	-	-
Baker/Pastry Cook/Cook	172	5	2.91%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	31	1	3.23%	-	-
Telephone Operator	12	-	-	-	-
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	468	14	2.99%	-	-
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	40	2	5.00%	-	-
Receptionist/Hostess/Waiter/Waitress	676	49	7.25%	-	-
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	46	2	4.35%	-	-
Cashier	4	-	-	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	38	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	4	-	-	-	-
Wine Steward/Sommelier	3	-	-	-	-
Food Handler/Beverage Handler	10	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	46	-	-	-	-
Sub-total	1913	85	4.44%	2	0.10%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	34	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
ADMINISTRATIVE AND OTHERS LEVEL (Continued)					
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	23	-	-	-	-
Personnel Clerk/General Office Clerk	21	-	-	-	-
Secretary	17	-	-	-	-
Typist/Office Assistant/Messenger/Runner	3	-	-	-	-
Others	2	-	-	-	-
Sub-total	100	-	-	-	-
GRAND TOTAL	3180	114	3.58%	2	0.06%

TABLE 3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****CATERING INDUSTRY****(BRANCH 1-6)**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager/Managing Director	202	-	94	4	223	-	-	9	532
Human Resources Manager/ Personnel Manager/Training Manager	28	60	1	4	65	-	-	1	159
Accountant/Chief Accountant/ Financial Controller/Controller	15	4	9	-	11	-	-	-	39
Purchasing Manager	10	-	28	4	36	-	-	1	79
Business Manager/Sales Manager	62	82	14	8	298	7	-	1	472
Restaurant Manager	144	178	489	80	3252	93	18	80	4334
Administration Manager	2	11	6	-	40	-	-	1	60

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Executive Chinese Chef/ Executive Chinese Sous Chef	1	6	11	6	194	30	42	63	353
Executive Assistant Manager/ Club Manager	12	1	5	2	-	-	-	-	20
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	63	5	26	-	20	-	-	10	124
Marketing Manager	30	-	1	2	-	-	-	-	33
Executive Chef/Executive Pastry Chef	5	6	8	5	158	2	-	4	188
Sous Chef	1	8	10	15	381	117	-	11	543
Pastry Chef	-	14	2	9	64	2	-	11	102
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	6	3	9	106	2	-	4	130

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Others	22	86	8	-	13	-	-	-	129
Sub-total	597	467	715	148	4861	253	60	196	7297
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer	18	2	58	2	34	-	-	1	115
Public Relations Supervisor/ Sales Supervisor	-	1	41	8	98	42	24	6	220
Accounts Supervisor (payable/receivable)	2	3	178	75	103	-	-	1	362
Store Supervisor	1	-	2	-	18	13	-	1	35
Maintenance Supervisor/ Technical Supervisor	-	-	6	12	1	-	2	-	21
Restaurant Head Supervisor/ Assistant Manager	-	1	28	90	539	19	30	56	763

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Head Supervisor	4	19	74	74	823	120	146	84	1344
Bar Supervisor	-	1	-	36	34	2	-	18	91
Captain/Supervisor/Service Supervisor	117	13	168	710	4098	499	214	377	6196
Chief Butcher	-	-	8	22	353	523	125	9	1040
Seafood Butcher	-	-	3	18	277	510	118	24	950
Second Butcher	-	-	10	41	242	653	163	45	1154
Chief Cook	-	-	8	25	406	564	230	46	1279
Chief Dim Sum Cook	-	-	7	24	224	415	156	58	884
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	2	6	23	779	1166	459	132	2567
Senior Cook/General Cook/Service Cook	-	7	-	75	681	1306	374	97	2540
Barbecue Cook	-	-	9	24	230	937	181	63	1444

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)										
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	-	-	1	1	-	-	-	-	-	2
Pantry Captain	-	-	-	28	291	189	102	63		673
Public Relations Officer	1	1	-	-	223	-	-	-	-	225
Chief Security Officer	-	-	3	1	-	-	-	-	-	4
Beverage/Bar Manager	33	35	101	68	368	-	134	8		747
Restaurant Supervisor	50	100	58	828	4597	1589	-	13		7235
Food and Beverage Controller/ Cost Controller	-	-	8	1	58	-	-	1		68
Sales Supervisor	-	-	15	2	4	-	-	1		22
Head Cashier	-	-	2	-	2	-	-	-		4
Gardemanger/Senior Cook	-	-	29	6	2084	921	274	65		3379

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Others	96	2	32	140	91	24	22	-	407
Sub-total	322	187	855	2334	16658	9492	2754	1169	33771
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	68	20	718	2683	682	168	4339
Pantry Cook/Vegetable Cook	-	-	-	-	128	419	214	12	773
Vegetable Cook Helper	-	-	-	-	16	132	97	6	251
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	8	94	21	-	123
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	32	4	563	2263	456	255	3573

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	106	5	3463	14017	2800	157	20548	
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	-	13	30	20	22	28	1	114	
Baker/Pastry Cook/Cook	-	-	-	7	5790	7600	1351	72	14820	
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	7	22	7	2	-	38	
Telephone Operator	2	-	-	-	18	51	-	1	72	
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	2	-	95	100	59	256	

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	845	12625	11759	661	25890
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	-	-	132	8	1184	304	188	28	1844
Receptionist/Hostess/Waiter/Waitress	-	-	-	56	15633	19125	4644	526	39984
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/ Barboy	-	-	-	-	989	2450	46	212	3697
Cashier	-	-	-	-	4049	3446	628	71	8194
Security Officer/Guard House/Uniform Guard/Valet Parking Staff	-	-	-	-	29	195	123	11	358
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	856	430	-	1286
Food Handler/Beverage Handler	-	-	-	200	3944	7522	1415	9	13090

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	10	8	56	-	-	74
Wine Steward/Sommelier	-	-	50	-	53	-	-	1	104
Others	-	-	-	18	51	209	40	-	318
Sub-total	2	-	401	367	37531	74171	25024	2250	139746
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	179	82	553	32	-	2	848
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	-	6	13	28	96	17	-	18	178
Paymaster	-	3	-	8	65	-	6	1	83

Job Title / Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Store and Receiving Clerk/Purchasing Clerk/Quality Control Clerk	-	-	1	32	263	12	20	37	365
Secretary	2	-	5	17	13	-	-	-	37
Typist/Office Assistant/Messenger/Runner	-	-	-	1	-	7	2	-	10
Others	-	-	2	-	384	-	-	-	386
Sub-total	2	9	200	168	1374	68	28	58	1907
GRAND TOTAL	923	663	2171	3017	60424	83984	27866	3673	182721

TABLE 3.1 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 1 : CHINESE RESTAURANTS**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager/Managing Director	75	-	27	4	173	-	-	1	280
Human Resources Manager/ Personnel Manager/Training Manager	23	8	-	4	63	-	-	1	99
Accountant/Chief Accountant/ Financial Controller	12	-	-	-	11	-	-	-	23
Purchasing Manager	7	-	2	4	31	-	-	1	45
Business Manager/Sales Manager	62	80	14	8	298	7	-	1	470
Restaurant Manager	23	62	109	14	915	26	18	46	1213
Administration Manager	2	11	6	-	40	-	-	1	60

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Executive Chinese Chef/ Executive Chinese Sous Chef	1	-	8	4	185	30	42	58	328
Others	5	-	4	-	8	-	-	-	17
Sub-total	210	161	170	38	1724	63	60	109	2535
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer	-	1	-	-	15	-	-	-	16
Public Relations Supervisor/ Sales Supervisor	-	1	41	6	98	42	24	6	218
Accounts Supervisor (payable/receivable)	-	1	41	22	90	-	-	1	155
Store Supervisor	1	-	2	-	18	13	-	1	35
Restaurant Head Supervisor/ Assistant Manager	-	1	26	90	539	19	30	54	759

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Head Supervisor	4	19	74	74	810	116	146	84	1327
Bar Supervisor	-	1	-	36	34	2		18	91
Captain	-	13	78	358	2535	307	214	305	3810
Chief Butcher	-	-	8	20	338	518	125	7	1016
Seafood Butcher	-	-	3	18	267	506	118	24	936
Second Butcher	-	-	10	39	226	648	163	40	1126
Chief Cook	-	-	8	22	396	563	230	41	1260
Chief Dim Sum Cook	-	-	7	24	217	411	156	58	873
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	2	6	20	727	1152	459	123	2489
Senior Cook/General Cook/Service Cook	-	7	-	72	659	1294	374	91	2497
Barbecue Cook	-	-	9	24	219	866	181	60	1359

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	-	-	1	-	-	-	-	-	1
Pantry Captain	-	-	-	28	286	189	102	61	666
Others	-	-	22	40	-	24	22	-	108
Sub-total	5	46	336	893	7474	6670	2344	974	18742
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	68	18	718	2664	682	161	4311
Pantry Cook/Vegetable Cook	-	-	-	-	124	417	214	12	767
Vegetable Cook Helper	-	-	-	-	14	132	97	2	245
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	8	94	21	-	123

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	32	-	560	2208	456	238	3494
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	6	3	355	1883	297	51	2595
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	-	13	2	20	16	28	1	80
Baker/Pastry Cook/Cook	-	-	-	-	4	-	-	-	4
Telephone Operator	-	-	-	-	8	2	-	1	11
Uniform and Linen Attendant	-	-	-	2	-	80	85	37	204
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	296	6256	5176	507	12235

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)										
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	7	157	233	88	19	504	
Receptionist/Hostess/Waiter/Waitress	-	-	-	10	6299	6374	1836	300	14819	
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	-	214	1695	46	163	2118	
Cashier	-	-	-	-	1383	1072	218	71	2744	
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	-	-	-	-	20	169	81	2	272	
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	38	26	-	64	
Food Handler/Beverage Handler	-	-	-	-	-	436	123	-	559	
Others	-	-	-	18	33	8	40	-	99	
Sub-total	-	-	119	60	10213	23777	9514	1565	45248	

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier	-	-	63	45	357	32	-	2	499
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	-	6	-	28	78	-	-	-	112
Paymaster	-	3	-	8	65	-	6	1	83
Store and Receiving Clerk/ Purchasing Clerk	-	-	1	20	247	10	20	37	335
Secretary	-	-	-	6	2	-	-	-	8
Others	-	-	-	-	8	-	-	-	8
Sub-total	-	9	64	107	757	42	26	40	1045
GRAND TOTAL	215	216	689	1098	20168	30552	11944	2688	67570

TABLE 3.2 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	2	-	-	-	-	2
General Manager/Managing Director	100	-	50	-	50	-	-	6	206
Executive Assistant Manager/ Club Manager	3	-	4	2	-	-	-	-	9
Human Resources Manager/ Personnel Manager/Training Manager	2	50	-	-	-	-	-	-	52
Chief Accountant/Controller/ Financial Controller	-	-	2	-	-	-	-	-	2
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	50	-	21	-	3	-	-	-	74

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Marketing Manager	-	-	-	2	-	-	-	-	2
Restaurant Manager	103	100	102	64	1301	67	-	2	1739
Executive Chef/Executive Pastry Chef	3	-	2	-	154	-	-	-	159
Sous Chef	-	-	-	2	309	115	-	2	428
Pastry Chef	-	-	-	2	62	-	-	2	66
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	101	-	-	2	103
Others	-	-	-	-	5	-	-	-	5
Sub-total	261	150	181	74	1985	182	-	14	2847
SUPERVISORY LEVEL									
Head Supervisor	-	-	-	-	-	2	-	-	2
Chief Butcher	-	-	-	-	-	2	-	-	2

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Seafood Butcher	-	-	-	-	-	2	-	-	2
Second Butcher	-	-	-	-	-	2	-	-	2
Chief Dim Sum Cook	-	-	-	-	-	2	-	-	2
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	2	-	-	2
Senior Cook/General Cook/Service Cook	-	-	-	-	-	6	-	-	6
Barbecue Cook	-	-	-	-	-	69	-	-	69
Human Resources Officer/ Personnel Officer/Training Officer	-	-	50	-	-	-	-	1	51
Accounts Supervisor (e.g. payable/receivable)	-	-	109	50	6	-	-	-	165
Public Relations Officer	-	-	-	-	50	-	-	-	50
Maintenance Supervisor/ Technical Supervisor	-	-	-	2	-	-	-	-	2

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Beverage/Bar Manager	-	2	5	-	-	-	-	1	8
Restaurant Supervisor	50	100	50	310	1901	1205	-	-	3616
Food and Beverage Controller/ Cost Controller	-	-	4	-	-	-	-	-	4
Captain/Service Supervisor	50	-	-	317	1178	90	-	4	1639
Sales Supervisor	-	-	-	2	-	-	-	-	2
Gardemanger/Senior Cook	-	-	-	-	1856	396	250	11	2513
Others	-	-	-	-	50	-	-	-	50
Sub-total	100	102	218	681	5041	1778	250	17	8187
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	-	2	-	-	2
Vegetable Cook Helper	-	-	-	-	2	-	-	-	2

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	4	-	-	4
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	100	-	2399	7705	1580	7	11791
Baker/Pastry Cook/Cook	-	-	-	-	4747	5346	1183	12	11288
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	6	-	-	-	-	6
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	321	4126	4657	26	9130
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	-	-	-	-	422	624	-	20	1066
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	7057	10462	1856	4	19379

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Security Officer	-	-	-	-	3	3	-	-	6
Telephone Operator	-	-	-	-	-	49	-	-	49
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	2	56	-	-	58
Cashier	-	-	-	-	949	1492	201	-	2642
Wine Steward/Sommelier	-	-	50	-	50	-	-	1	101
Bartender/Barman/Soda Fountain Captain/ Barista	-	-	64	-	314	67	-	2	447
Food Handler/Beverage Handler	-	-	-	200	1307	3130	808	3	5448
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	544	15	-	559
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	2	-	2	4
Others	-	-	-	-	-	15	-	-	15

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Sub-total	-	-	214	206	17573	33627	10300	77	61997
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/ Food and Beverage Cashier	-	-	114	4	156	-	-	-	274
Personnel Clerk/General Office Clerk	-	-	-	-	3	-	-	-	3
Purchasing Clerk/Quality Control Clerk	-	-	-	2	-	-	-	-	2
Secretary	-	-	2	-	-	-	-	-	2
Typist/Office Assistant/Messenger/Runner	-	-	-	-	-	2	-	-	2
Others	-	-	-	-	100	-	-	-	100
Sub-total	-	-	116	6	159	2	-	-	283
GRAND TOTAL	361	252	729	967	24858	35589	10550	108	73414

TABLE 3.3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 3 : FAST FOOD SHOPS**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager/Managing Director	16	-	-	-	-	-	-	-	16
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	10	-	-	-	17	-	-	-	27
Purchasing Manager	-	-	25	-	-	-	-	-	25
Marketing Manager	16	-	-	-	-	-	-	-	16
Restaurant Manager	10	-	252	-	882	-	-	1	1145
Pastry Chef	-	10	-	-	-	-	-	-	10

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	5	-	-	-	-	-	-	5
Others	16	85	-	-	-	-	-	-	101
Sub-total	68	100	277	-	899	-	-	1	1345
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer	16	-	-	-	18	-	-	-	34
Accounts Supervisor (e.g. payable/receivable)	-	-	25	-	-	-	-	-	25
Public Relations Officer	-	-	-	-	173	-	-	-	173
Restaurant Supervisor	-	-	5	17	2037	109	-	4	2172

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Food and Beverage Controller/ Cost Controller	-	-	-	-	32	-	-	-	32
Captain/Service Supervisor	-	-	10	-	-	25	-	-	35
Sales Supervisor	-	-	5	-	-	-	-	-	5
Head Cashier	-	-	-	-	2	-	-	-	2
Gardemanger/Senior Cook	-	-	-	-	83	465	17	-	565
Others	96	-	10	100	5	-	-	-	211
Sub-total	112	-	55	117	2350	599	17	4	3254
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	-	-	273	1454	75	-	1802
Junior Cook or below	-	-	-	-	158	2244	117	-	2519

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	-	-	1	-	-	1
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	-	-	-	-	32	-	-	-	32
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	10	2	-	-	-	12
Cashier	-	-	-	-	1298	214	75	-	1587
Food Handler/Beverage Handler	-	-	-	-	1627	2156	50	-	3833
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	73	-	-	73
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	229	-	150	-	379
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	-	71	-	-	-	71

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	215	1233	767	-	2215
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	2	-	-	2
Others	-	-	-	-	16	186	-	-	202
Sub-total	-	-	-	10	3921	7563	1234	-	12728
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/ Food and Beverage Cashier	-	-	-	25	16	-	-	-	41
Personnel Clerk/General Office Clerk	-	-	-	-	-	17	-	-	17
Purchasing Clerk/Quality Control Clerk	-	-	-	5	-	-	-	-	5
Secretary	-	-	-	-	10	-	-	-	10

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Typist/Office Assistant/Messenger/Runner	-	-	-	-	-	5	-	-	5
Others	-	-	-	-	276	-	-	-	276
Sub-total	-	-	-	30	302	22	-	-	354
GRAND TOTAL	180	100	332	157	7472	8184	1251	5	17681

TABLE 3.4 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION
(EXCLUDING TRAINEES / APPRENTICES)
BRANCH 4 : BEVERAGE SERVING PLACES

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager/Managing Director	-	-	16	-	-	-	-	-	16
Restaurant Manager	-	-	16	-	66	-	-	-	82
Sous Chef	-	-	-	-	66	-	-	-	66
Sub-total	-	-	32	-	132	-	-	-	164
SUPERVISORY LEVEL									
Beverage/Bar Manager	33	33	96	66	362	-	134	-	724
Restaurant Supervisor	-	-	-	488	368	34	-	-	890
Captain/Service Supervisor	-	-	47	33	107	-	-	-	187

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)										
Others	-	-	-	-	-	33	-	-	-	33
Sub-total	33	33	143	587	870	34	134	-	-	1834
CRAFT / OPERATIVE LEVEL										
Baker/Pastry Cook/Cook	-	-	-	-	-	115	-	66	-	181
Junior Cook or below	-	-	-	-	-	166	41	67	-	274
Security Officer	-	-	-	-	-	-	-	42	-	42
Cashier	-	-	-	-	-	203	100	-	-	303
Bartender/Barman/Soda Fountain Captain/Barista	-	-	68	-	-	653	-	100	-	821
Food Handler/Beverage Handler	-	-	-	-	-	743	403	165	-	1311
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	-	33	-	33
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	-	1191	299	665	-	2155

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	-	166	-	-	-	166
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	-	32	194	-	226
Sub-total	-	-	68	-	3237	875	1332	-	5512
GRAND TOTAL	33	33	243	587	4239	909	1466	-	7510

TABLE 3.5 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
Purchasing Manager	-	-	-	-	1	-	-	-	1
Marketing Manager	13	-	-	-	-	-	-	-	13
Restaurant Manager	-	-	-	-	80	-	-	-	80
Sub-total	13	-	-	-	81	-	-	-	94
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	-	1	-	-	-	1
Accounts Supervisor (e.g. payable/receivable)	-	-	-	-	1	-	-	-	1
Restaurant Supervisor	-	-	-	-	274	237	-	-	511

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Food and Beverage Controller/ Cost Controller	-	-	-	-	26	-	-	-	26
Captain/Service Supervisor	67	-	-	-	113	67	-	-	247
Gardemanger/Senior Cook	-	-	-	-	67	45	-	-	112
Others	-	-	-	-	1	-	-	-	1
Sub-total	67	-	-	-	483	349	-	-	899
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	-	-	603	757	13	-	1373
Junior Cook or below	-	-	-	-	335	2080	736	-	3151
Cashier	-	-	-	-	212	568	134	-	914
Food Handler/Beverage Handler	-	-	-	-	266	1394	269	-	1929
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	201	356	-	557
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	506	1938	132	-	2576

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	-	100	130	-	-	230
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	-	840	776	-	1616
Others	-	-	-	-	2	-	-	-	2
Sub-total	-	-	-	-	2024	7908	2416	0	12348
ADMINISTRATIVE AND OTHERS LEVEL									
Personnel Clerk/General Office Clerk	-	-	13	-	12	-	-	-	25
Sub-total	-	-	13	-	12	-	-	-	25
GRAND TOTAL	80	-	13	-	2600	8257	2416	-	13366

TABLE 3.6 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 6 : SUPPLEMENTARY SAMPLES**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager/Managing Director	11	-	1	-	-	-	-	2	14
Human Resources Manager/ Personnel Manager/Training Manager	3	2	1	-	2	-	-	-	8
Accountant/Chief Accountant/ Financial Controller/Controller	3	4	7	-	-	-	-	-	14
Business Manager/Sales Manager	-	2	-	-	-	-	-	-	2
Restaurant Manager	8	16	10	2	8	-	-	31	75
Executive Chinese Chef/ Executive Chinese Sous Chef	-	6	3	-	9	-	-	5	23
Executive Assistant Manager/ Club Manager	9	1	1	-	-	-	-	-	11

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	3	5	5	-	-	-	-	10	23
Purchasing Manager	3	-	1	-	4	-	-	-	8
Marketing Manager	1	-	1	-	-	-	-	-	2
Executive Chef/Executive Pastry Chef	2	6	6	5	4	2	-	4	29
Sous Chef	1	8	10	13	6	2	-	9	49
Pastry Chef	-	4	2	7	2	2	-	9	26
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	1	3	9	5	2	-	2	22
Others	1	1	4	-	-	-	-	-	6
Sub-total	45	56	55	36	40	8	-	72	312

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer	2	1	8	2	-	-	-	-	13
Public Relations/Sales Supervisor	-	-	-	2	-	-	-	-	2
Accounts Supervisor (payable/receivable)	2	2	3	3	6	-	-	-	16
Maintenance Supervisor/ Technical Supervisor	-	-	6	10	1	-	2	-	19
Restaurant Head Supervisor/ Assistant Manager	-	-	2	-	-	-	-	2	4
Head Supervisor	-	-	-	-	13	2	-	-	15
Captain/Supervisor/Service Supervisor	-	-	33	2	165	10	-	68	278
Chief Butcher	-	-	-	2	15	3	-	2	22
Seafood Butcher	-	-	-	-	10	2	-	-	12
Second Butcher	-	-	-	2	16	3	-	5	26
Chief Cook	-	-	-	3	10	1	-	5	19

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Chief Dim Sum Cook	-	-	-	-	7	2	-	-	9
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	3	52	12	-	9	76
Senior Cook/General Cook/Service Cook	-	-	-	3	22	6	-	6	37
Barbecue Cook	-	-	-	-	11	2	-	3	16
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	-	-	-	1	-	-	-	-	1
Pantry Captain	-	-	-	-	5	-	-	2	7
Public Relations Officer	1	1	-	-	-	-	-	-	2
Chief Security Officer	-	-	3	1	-	-	-	-	4
Beverage/Bar Manager	-	-	-	2	6	-	-	7	15
Restaurant Supervisor	-	-	3	13	17	4	-	9	46
Food and Beverage Controller/ Cost Controller	-	-	4	1	-	-	-	1	6

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Sales Supervisor	-	-	10	-	4	-	-	1	15
Head Cashier	-	-	2	-	-	-	-	-	2
Gardemanger/Senior Cook	-	-	29	6	78	15	7	54	189
Others	-	2	-	-	2	-	-	-	4
Sub-total	5	6	103	56	440	62	9	174	855
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	2	-	17	-	7	26
Pantry Cook/Vegetable Cook	-	-	-	-	4	2	-	-	6
Vegetable Cook Helper	-	-	-	-	-	-	-	4	4
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	4	3	51	-	17	75
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	2	50	64	3	99	218

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	-	-	28	-	6	-	-	34
Baker/Pastry Cook/Cook	-	-	-	7	48	43	14	60	172
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	1	22	6	2	-	31
Telephone Operator	2	-	-	-	10	-	-	-	12
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	13	138	189	128	468
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	-	-	-	1	28	4	-	7	40
Receptionist/Hostess/Waiter/Waitress	-	-	-	46	351	52	5	222	676
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	-	-	-	-	16	1	-	29	46

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Cashier	-	-	-	-	4	-	-	-	4
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	-	-	-	-	6	23	-	9	38
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	4	-	-	-	4
Wine Steward/Sommelier	-	-	-	-	3	-	-	-	3
Food Handler/Beverage Handler	-	-	-	-	1	3	-	6	10
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	11	15	20	46
Sub-total	2	-	-	91	563	421	228	608	1913
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	2	8	24	-	-	-	34

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	-	-	-	5	16	2	-	-	23
Personnel Clerk/General Office Clerk	-	-	-	-	3	-	-	18	21
Secretary	2	-	3	11	1	-	-	-	17
Typist/Office Assistant/Messenger/Runner	-	-	-	1	-	-	2	-	3
Others	-	-	2	-	-	-	-	-	2
Sub-total	2	-	7	25	44	2	2	18	100
GRAND TOTAL	54	62	165	208	1087	493	239	872	3180

TABLE 4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(EXCLUDING TRAINEES/APPRENTICES)
CATERING INDUSTRY
(BRANCH 1-6)

Monthly Income Job Title	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL											
General Manager/Managing Director	-	-	50	70	55	7	134	32	165	19	532
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	71	72	-	10	2	1	3	159
Accountant/Chief Accountant/ Financial Controller/Controller	-	-	-	11	-	4	10	1	7	6	39
Purchasing Manager	-	-	17	10	38	2	9	2	-	1	79
Business Manager/Sales Manager	-	-	2	226	159	25	-	54	6	-	472
Restaurant Manager	-	-	1406	1913	472	260	92	79	20	92	4334
Administration Manager	-	-	2	8	50	-	-	-	-	-	60
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	78	167	39	9	16	32	12	353
Executive Assistant Manager/ Club Manager	-	-	-	-	5	2	3	-	7	3	20

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL (Continued)											
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	17	-	10	-	9	77	11	124
Marketing Manager	-	-	-	13	19	-	-	-	1	-	33
Executive Chef/Executive Pastry Chef	-	-	-	51	4	52	53	12	8	8	188
Sous Chef	-	-	67	103	278	5	18	7	50	15	543
Pastry Chef	-	-		20	11	3	54	1	-	13	102
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	51	56	7	-	8	-	-	8	130
Others	-	-	5	-	16	5	4	24	-	75	129
Sub-total	-	-	1600	2647	1353	414	404	239	374	266	7297
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer	-	18	32	58	3	-	-	-	-	4	115
Public Relations Supervisor/ Sales Supervisor	-	-	176	32	12	-	-	-	-	-	220

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL (Continued)											
Accounts Supervisor (payable/receivable)	-	30	112	206	6	-	7	-	-	1	362
Store Supervisor	-	-	32	3	-	-	-	-	-	-	35
Maintenance Supervisor/ Technical Supervisor	-	-	-	15	3	-	-	-	-	3	21
Restaurant Head Supervisor/ Assistant Manager	-	12	280	391	28	38	12	-	-	2	763
Head Supervisor	-	26	851	394	53	20	-	-	-	-	1344
Bar Supervisor	-	-	89	2	-	-	-	-	-	-	91
Captain/Supervisor/Service Supervisor	-	764	4370	752	159	-	-	-	-	151	6196
Chief Butcher	-	-	209	651	146	13	12	6	-	3	1040
Seafood Butcher	-	19	651	272	8	-	-	-	-	-	950
Second Butcher	-	6	628	482	26	6	-	-	-	6	1154
Chief Cook	-	-	169	668	403	23	4	-	6	6	1279
Chief Dim Sum Cook	-	-	109	519	245	5	6	-	-	-	884
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	28	1124	1348	52	6	-	-	-	9	2567

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL (Continued)											
Senior Cook/General Cook/Service Cook	-	455	1616	371	90	-	-	-	-	8	2540
Barbecue Cook	-	-	720	617	104	-	-	-	-	3	1444
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	-	-	-	2	-	-	-	-	-	-	2
Pantry Captain	-	151	507	11	2	-	-	-	-	2	673
Public Relations Officer	-	173	52	-	-	-	-	-	-	-	225
Chief Security Officer	-	-	-	-	2	-	-	-	-	2	4
Beverage/Bar Manager	-	33	287	330	41	-	-	14	-	42	747
Restaurant Supervisor	-	1095	5205	640	222	-	-	-	-	73	7235
Food and Beverage Controller/ Cost Controller	-	58	-	7	1	-	-	-	-	2	68
Sales Supervisor	-	-	8	2	10	-	-	-	-	2	22
Head Cashier	-	2	-	2	-	-	-	-	-	-	4
Gardemanger/Senior Cook	-	67	1585	1108	320	150	-	-	-	149	3379

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL (Continued)											
Others	-	55	198	54	-	-	-	-	-	100	407
Sub-total	-	2992	19010	8937	1936	261	41	20	6	568	33771
CRAFT / OPERATIVE LEVEL											
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	263	3385	684	-	-	-	-	-	7	4339
Pantry Cook/Vegetable Cook	-	281	480	12	-	-	-	-	-	-	773
Vegetable Cook Helper	76	117	52	2	-	-	-	-	-	4	251
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	83	40	-	-	-	-	-	-	123
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	24	681	2095	747	-	6	-	-	-	20	3573
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	1107	10784	7356	1021	-	-	-	-	-	280	20548
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	2	28	78	6	-	-	-	-	-	-	114

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Baker/Pastry Cook/Cook	456	3121	8056	3045	10	-	-	-	-	132	14820
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	21	12	-	-	-	-	-	5	38
Telephone Operator	59	11	-	2	-	-	-	-	-	-	72
Uniform and Linen Attendant/Cloakroom Attendant	112	99	18	-	-	-	-	-	-	27	256
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	11965	13139	517	-	-	-	-	-	-	269	25890
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	237	1085	371	92	14	-	-	-	-	45	1844
Receptionist/Hostess/Waiter/Waitress	9199	22988	6998	252	-	-	-	-	-	547	39984
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	1633	1900	76	2	-	-	-	-	-	86	3697
Cashier	2723	4909	395	79	88	-	-	-	-	-	8194
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	213	117	-	-	-	-	-	-	-	28	358

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Delivery Staff/Take-Away Service Staff	586	700	-	-	-	-	-	-	-	-	1286
Food Handler/Beverage Handler	2948	7562	2382	121	-	-	-	-	-	77	13090
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	68	5	-	-	-	-	-	-	1	74
Wine Steward/Sommelier	-	-	50	1	-	50	-	-	-	3	104
Others	24	54	234	6	-	-	-	-	-	-	318
Sub-total	31364	67907	32652	6124	112	56	-	-	-	1531	139746
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/General Cashier/ Food and Beverage Cashier	90	382	347	24	-	-	-	-	-	5	848
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	4	93	60	-	-	-	-	-	-	21	178
Paymaster	44	16	14	9	-	-	-	-	-	-	83
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	14	236	105	7	-	-	-	-	-	3	365

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
ADMINISTRATIVE AND OTHERS LEVEL (Continued)											
Secretary	2	-	15	13	2	-	-	-	-	5	37
Typist/Office Assistant/Messenger/Runner	5	4	-	-	-	-	-	-	-	1	10
Others	1	108	2	-	-	-	-	-	-	275	386
Sub-total	160	839	543	53	2	-	-	-	-	310	1907
GRAND TOTAL	31524	71738	53805	17761	3403	731	445	259	380	2675	182721

TABLE 4.1 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 1 : CHINESE RESTAURANTS**

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL											
General Manager/Managing Director	-	-	-	70	39	7	80	32	40	12	280
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	71	20	-	8	-	-	-	99
Accountant/Chief Accountant/ Financial Controller	-	-	-	11	-	-	6	-	6	-	23
Purchasing Manager	-	-	17	7	11	2	8	-	-	-	45
Business Manager/Sales Manager	-	-	2	226	159	23	-	54	6	-	470
Restaurant Manager	-	-	95	612	319	133	18	18	18	-	1213
Administration Manager	-	-	2	8	50	-	-	-	-	-	60
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	78	167	38	7	6	32	-	328
Others	-	-	-	-	-	5	4	8	-	-	17
Sub-total	-	-	116	1083	765	208	131	118	102	12	2535

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer	-	-	11	5	-	-	-	-	-	-	16
Public Relations Supervisor/ Sales Supervisor	-	-	174	32	12	-	-	-	-	-	218
Accounts Supervisor (payable/receivable)	-	30	101	24	-	-	-	-	-	-	155
Store Supervisor	-	-	32	3	-	-	-	-	-	-	35
Restaurant Head Supervisor/ Assistant Manager	-	12	280	389	28	38	12	-	-	-	759
Head Supervisor	-	26	849	388	44	20	-	-	-	-	1327
Bar Supervisor	-	-	89	2	-	-	-	-	-	-	91
Captain/Supervisor	-	212	3136	460	2	-	-	-	-	-	3810
Chief Butcher	-	-	209	649	140	-	12	6	-	-	1016
Seafood Butcher	-	19	649	268	-	-	-	-	-	-	936
Second Butcher	-	6	628	474	12	6	-	-	-	-	1126
Chief Cook	-	-	169	667	399	15	4	-	6	-	1260
Chief Dim Sum Cook	-	-	107	517	241	2	6	-	-	-	873

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL (Continued)											
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	28	1114	1291	50	6	-	-	-	-	2489
Senior Cook/General Cook/Service Cook	-	455	1602	362	78	-	-	-	-	-	2497
Barbecue Cook	-	-	653	609	97	-	-	-	-	-	1359
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	-	-	-	1	-	-	-	-	-	-	1
Pantry Captain	-	151	507	6	2	-	-	-	-	-	666
Others	-	17	37	54	-	-	-	-	-	-	108
Sub-total	-	956	10347	6201	1105	87	34	6	6	-	18742
CRAFT / OPERATIVE LEVEL											
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	263	3377	671	-	-	-	-	-	-	4311
Pantry Cook/Vegetable Cook	-	281	474	12	-	-	-	-	-	-	767
Vegetable Cook Helper	76	117	52	-	-	-	-	-	-	-	245

Job Title	Monthly Income										Total	
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal		
CRAFT / OPERATIVE LEVEL (Continued)												
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	83	40	-	-	-	-	-	-	-	123
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	24	681	2080	703	-	6	-	-	-	-	-	3494
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	72	1014	1466	43	-	-	-	-	-	-	-	2595
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	2	28	44	6	-	-	-	-	-	-	-	80
Baker/Pastry Cook/Cook	-	-	4	-	-	-	-	-	-	-	-	4
Telephone Operator	10	1	-	-	-	-	-	-	-	-	-	11
Uniform and Linen Attendant	108	90	6	-	-	-	-	-	-	-	-	204
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	4913	7016	306	-	-	-	-	-	-	-	-	12235
Bartender/Soda Fountain Captain/ Bar Helper	170	232	102	-	-	-	-	-	-	-	-	504

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Receptionist/Hostess/Waiter/Waitress	1510	10809	2490	10	-	-	-	-	-	-	14819
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	944	1108	66	-	-	-	-	-	-	-	2118
Cashier	1473	1116	105	12	38	-	-	-	-	-	2744
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	164	108	-	-	-	-	-	-	-	-	272
Delivery Staff/Take-Away Service Staff	56	8	-	-	-	-	-	-	-	-	64
Food Handler/Beverage Handler	216	337	6	-	-	-	-	-	-	-	559
Others	6	39	48	6	-	-	-	-	-	-	99
Sub-total	9744	23248	10709	1503	38	6	-	-	-	-	45248
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/General Cashier	74	257	144	24	-	-	-	-	-	-	499
Human Resources Clerk/ Personnel Clerk/Personnel Assistant/ General Office Clerk	4	76	32	-	-	-	-	-	-	-	112
Paymaster	44	16	14	9	-	-	-	-	-	-	83

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
ADMINISTRATIVE AND OTHERS LEVEL (Continued)											
Store and Receiving Clerk/ Purchasing Clerk	14	230	87	4	-	-	-	-	-	-	335
Secretary	2	-	-	6	-	-	-	-	-	-	8
Others	-	8	-	-	-	-	-	-	-	-	8
Sub-total	138	587	277	43	-	-	-	-	-	-	1045
GRAND TOTAL	9882	24791	21449	8830	1908	301	165	124	108	12	67570

TABLE 4.2 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL											
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	-	-	-	2	-	-	2
General Manager/Managing Director	-	-	50	-	-	-	54	-	100	2	206
Executive Assistant Manager/ Club Manager	-	-	-	-	4	-	3	-	2	-	9
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	-	52	-	-	-	-	-	52
Chief Accountant/Controller/ Financial Controller	-	-	-	-	-	-	2	-	-	-	2
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	-	-	-	3	71	-	74
Marketing Manager	-	-	-	-	2	-	-	-	-	-	2
Restaurant Manager	-	-	571	769	108	117	70	50	2	52	1739

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL (Continued)											
Executive Chef/Executive Pastry Chef	-	-	-	51	3	50	50	-	5	-	159
Sous Chef	-	-	67	59	243	4	3	-	50	2	428
Pastry Chef	-	-	-	14	-	-	50	-	-	2	66
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	51	50	-	-	-	-	-	2	103
Others	-	-	5	-	-	-	-	-	-	-	5
Sub-total	-	-	744	943	412	171	232	55	230	60	2847
SUPERVISORY LEVEL											
Head Supervisor	-	-	2	-	-	-	-	-	-	-	2
Chief Butcher	-	-	-	-	2	-	-	-	-	-	2
Seafood Butcher	-	-	-	2	-	-	-	-	-	-	2
Second Butcher	-	-	-	2	-	-	-	-	-	-	2
Chief Dim Sum Cook	-	-	-	-	2	-	-	-	-	-	2
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	2	-	-	-	-	-	-	2

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL (Continued)											
Senior Cook/General Cook/Service Cook	-	-	6	-	-	-	-	-	-	-	6
Barbecue Cook	-	-	67	2	-	-	-	-	-	-	69
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	50	-	-	-	-	-	1	51
Accounts Supervisor (e.g. payable/receivable)	-	-	6	152	-	-	7	-	-	-	165
Public Relations Officer	-	-	50	-	-	-	-	-	-	-	50
Maintenance Supervisor/ Technical Supervisor	-	-	-	-	2	-	-	-	-	-	2
Beverage/Bar Manager	-	-	-	2	5	-	-	-	-	1	8
Restaurant Supervisor	-	415	2349	595	207	-	-	-	-	50	3616
Food and Beverage Controller/ Cost Controller	-	-	-	4	-	-	-	-	-	-	4
Captain/Service Supervisor	-	251	1042	175	117	-	-	-	-	54	1639
Sales Supervisor	-	-	2	-	-	-	-	-	-	-	2
Gardemanger/Senior Cook	-	67	1036	937	262	150	-	-	-	61	2513

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL (Continued)											
Others	-	-	50	-	-	-	-	-	-	-	50
Sub-total	-	733	4610	1923	597	150	7	-	-	167	8187
CRAFT / OPERATIVE LEVEL											
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	2	-	-	-	-	-	-	2
Vegetable Cook Helper	-	-	-	2	-	-	-	-	-	-	2
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	4	-	-	-	-	-	-	4
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	644	5832	4402	756	-	-	-	-	-	157	11791
Baker/Pastry Cook/Cook	286	2317	5925	2698	-	-	-	-	-	62	11288
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	6	-	-	-	-	-	-	-	6
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	4804	4061	189	-	-	-	-	-	-	76	9130

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	558	482	4	2	-	-	-	-	-	20	1066
Receptionist/Hostess/Waiter/Waitress	4610	10326	4012	209	-	-	-	-	-	222	19379
Security Officer	3	3	-	-	-	-	-	-	-	-	6
Telephone Operator	49	-	-	-	-	-	-	-	-	-	49
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	56	2	-	-	-	-	-	-	-	58
Cashier	683	1581	261	67	50	-	-	-	-	-	2642
Wine Steward/Sommelier	-	-	50	-	-	50	-	-	-	1	101
Bartender/Barman/Soda Fountain Captain/ Barista	67	250	64	50	14	-	-	-	-	2	447
Food Handler/Beverage Handler	873	2288	2137	79	-	-	-	-	-	71	5448
Delivery Staff/Take-Away Service Staff	298	261	-	-	-	-	-	-	-	-	559
Uniform and Linen Attendant/ Cloakroom Attendant	-	2	-	-	-	-	-	-	-	2	4

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Others	-	15	-	-	-	-	-	-	-	-	15
Sub-total	12875	27474	17052	3869	64	50	-	-	-	613	61997
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/ Food and Beverage Cashier	-	100	174	-	-	-	-	-	-	-	274
Personnel Clerk/General Office Clerk	-	-	3	-	-	-	-	-	-	-	3
Purchasing Clerk/Quality Control Clerk	-	-	-	2	-	-	-	-	-	-	2
Secretary	-	-	-	2	-	-	-	-	-	-	2
Typist/Office Assistant/Messenger/Runner	-	2	-	-	-	-	-	-	-	-	2
Others	-	100	-	-	-	-	-	-	-	-	100
Sub-total	-	202	177	4	-	-	-	-	-	-	383
GRAND TOTAL	12875	28409	22583	6739	1073	371	239	55	230	840	73414

TABLE 4.3 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 3 : FAST FOOD SHOPS**

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL											
General Manager/Managing Director	-	-	-	-	-	-	-	-	16	-	16
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	17	-	10	-	-	-	-	27
Purchasing Manager	-	-	-	-	25	-	-	-	-	-	25
Marketing Manager	-	-	-	-	16	-	-	-	-	-	16
Restaurant Manager	-	-	596	520	28	-	-	-	-	1	1145
Pastry Chef	-	-	-	-	10	-	-	-	-	-	10
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	5	-	-	-	-	-	5
Others	-	-	-	-	10	-	-	16	-	75	101
Sub-total	-	-	596	537	94	10	-	16	16	76	1345

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer	-	18	16	-	-	-	-	-	-	-	34
Accounts Supervisor (e.g. payable/receivable)	-	-	-	25	-	-	-	-	-	-	25
Public Relations Officer	-	173	-	-	-	-	-	-	-	-	173
Restaurant Supervisor	-	272	1866	25	5	-	-	-	-	4	2172
Food and Beverage Controller/ Cost Controller	-	32	-	-	-	-	-	-	-	-	32
Captain/Service Supervisor	-	-	25	-	10	-	-	-	-	-	35
Sales Supervisor	-	-	-	-	5	-	-	-	-	-	5
Head Cashier	-	2	-	-	-	-	-	-	-	-	2
Gardemanger/Senior Cook	-	-	450	115	-	-	-	-	-	-	565
Others	-	5	106	-	-	-	-	-	-	100	211
Sub-total	-	502	2463	165	20	-	-	-	-	104	3254
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	170	76	1536	10	10	-	-	-	-	-	1802

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
CRAFT / OPERATIVE LEVEL (Continued)												
Junior Cook or below	25	2085	342	67	-	-	-	-	-	-	-	2519
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	1	-	-	-	-	-	-	-	-	1
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	-	32	-	-	-	-	-	-	-	-	-	32
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	12	-	-	-	-	-	-	-	-	-	12
Cashier	248	1314	25	-	-	-	-	-	-	-	-	1587
Food Handler/Beverage Handler	349	3315	169	-	-	-	-	-	-	-	-	3833
Delivery Staff/Take-Away Service Staff	41	32	-	-	-	-	-	-	-	-	-	73
Receptionist/Hostess/Waiter/Waitress	100	259	20	-	-	-	-	-	-	-	-	379
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	71	-	-	-	-	-	-	-	-	-	71
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	718	1497	-	-	-	-	-	-	-	-	-	2215

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Uniform and Linen Attendant/ Cloakroom Attendant	2	-	-	-	-	-	-	-	-	-	2
Others	16	-	186	-	-	-	-	-	-	-	202
Sub-total	1669	8693	2279	77	10	-	-	-	-	-	12728
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/ Food and Beverage Cashier	16	25	-	-	-	-	-	-	-	-	41
Personnel Clerk/General Office Clerk	-	17	-	-	-	-	-	-	-	-	17
Purchasing Clerk/Quality Control Clerk	-	-	5	-	-	-	-	-	-	-	5
Secretary	-	-	10	-	-	-	-	-	-	-	10
Typist/Office Assistant/Messenger/Runner	5	-	-	-	-	-	-	-	-	-	5
Others	1	-	-	-	-	-	-	-	-	275	276
Sub-total	22	42	15	-	-	-	-	-	-	275	354
GRAND TOTAL	1691	9237	5353	779	124	10	-	16	16	455	17681

TABLE 4.4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 4 : BEVERAGE SERVING PLACES**

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL											
General Manager/Managing Director	-	-	-	-	16	-	-	-	-	-	16
Restaurant Manager	-	-	66	-	16	-	-	-	-	-	82
Sous Chef	-	-	-	33	33	-	-	-	-	-	66
Sub-total	-	-	66	33	65	-	-	-	-	-	164
SUPERVISORY LEVEL											
Beverage/Bar Manager	-	33	287	323	34	-	-	14	-	33	724
Restaurant Supervisor	-	166	724	-	-	-	-	-	-	-	890
Captain/Service Supervisor	-	67	106	-	14	-	-	-	-	-	187
Others	-	33	-	-	-	-	-	-	-	-	33
Sub-total	-	299	1117	323	48	-	-	14	-	33	1834
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	-	115	66	-	-	-	-	-	-	-	181

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
CRAFT / OPERATIVE LEVEL (Continued)											
Junior Cook or below	33	100	108	33	-	-	-	-	-	-	274
Security Officer	42	-	-	-	-	-	-	-	-	-	42
Cashier	67	236	-	-	-	-	-	-	-	-	303
Bartender/Barman/ Soda Fountain Captain/Barista	-	570	176	42	-	-	-	-	-	33	821
Food Handler/Beverage Handler	469	734	66	42	-	-	-	-	-	-	1311
Delivery Staff/Take-Away Service Staff	33	-	-	-	-	-	-	-	-	-	33
Receptionist/Hostess/Waiter/Waitress	1268	692	129	33	-	-	-	-	-	33	2155
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	133	-	-	-	-	-	-	-	33	166
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	165	61	-	-	-	-	-	-	-	-	226
Sub-total	2077	2641	545	150	-	-	-	-	-	99	5512
GRAND TOTAL	2077	2940	1728	506	113	-	-	14	-	132	7510

TABLE 4.5 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL											
Purchasing Manager	-	-	-	1	-	-	-	-	-	-	1
Marketing Manager	-	-	-	13	-	-	-	-	-	-	13
Restaurant Manager	-	-	78	2	-	-	-	-	-	-	80
Sub-total	-	-	78	16	-	-	-	-	-	-	94
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer	-	-	1	-	-	-	-	-	-	-	1
Accounts Supervisor (e.g. payable/receivable)	-	-	1	-	-	-	-	-	-	-	1
Restaurant Supervisor	-	238	261	12	-	-	-	-	-	-	511
Food and Beverage Controller/ Cost Controller	-	26	-	-	-	-	-	-	-	-	26
Captain/Service Supervisor	-	234	13	-	-	-	-	-	-	-	247

Job Title	Monthly Income										
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY LEVEL (Continued)											
Gardemanger/Senior Cook	-	-	79	33	-	-	-	-	-	-	112
Others	-	-	1	-	-	-	-	-	-	-	1
Sub-total	-	498	356	45	-	-	-	-	-	-	899
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	-	610	464	299	-	-	-	-	-	-	1373
Junior Cook or below	333	1712	986	120	-	-	-	-	-	-	3151
Cashier	252	662	-	-	-	-	-	-	-	-	914
Food Handler/Beverage Handler	1041	888	-	-	-	-	-	-	-	-	1929
Delivery Staff/Take-Away Service Staff	158	399	-	-	-	-	-	-	-	-	557
Receptionist/Hostess/Waiter/Waitress	1711	865	-	-	-	-	-	-	-	-	2576
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	130	100	-	-	-	-	-	-	-	-	230
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	1294	322	-	-	-	-	-	-	-	-	1616

Job Title	Monthly Income	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
	CRAFT / OPERATIVE LEVEL (Continued)											
Others		2	-	-	-	-	-	-	-	-	-	2
Sub-total		4921	5558	1450	419	-	-	-	-	-	-	12348
ADMINISTRATIVE AND OTHERS LEVEL												
Personnel Clerk/General Office Clerk		-	-	25	-	-	-	-	-	-	-	25
Sub-total		-	-	25	-	-	-	-	-	-	-	25
GRAND TOTAL		4921	6056	1909	480	-	-	-	-	-	-	13366

TABLE 4.6 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 6 : SUPPLEMENTARY SAMPLES**

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL											
General Manager/Managing Director	-	-	-	-	-	-	-	-	9	5	14
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	-	-	-	2	2	1	3	8
Accountant/Chief Accountant/ Financial Controller/Controller	-	-	-	-	-	4	2	1	1	6	14
Business Manager/Sales Manager	-	-	-	-	-	2	-	-	-	-	2
Restaurant Manager	-	-	-	10	1	10	4	11	-	39	75
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	-	1	2	8	-	12	23
Executive Assistant Manager/ Club Manager	-	-	-	-	1	2	-	-	5	3	11
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	-	-	-	6	6	11	23

Job Title	Monthly Income										Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
MANAGERIAL / PROFESSIONAL LEVEL (Continued)											
Purchasing Manager	-	-	-	2	2	-	1	2	-	1	8
Marketing Manager	-	-	-	-	1	-	-	-	1	-	2
Executive Chef/Executive Pastry Chef	-	-	-	-	1	2	3	12	3	8	29
Sous Chef	-	-	-	11	2	1	15	7	-	13	49
Pastry Chef	-	-	-	6	1	3	4	1	-	11	26
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	6	2	-	8	-	-	6	22
Others	-	-	-	-	6	-	-	-	-	-	6
Sub-total	-	-	-	35	17	25	41	50	26	118	312
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer	-	-	4	3	3	-	-	-	-	3	13
Public Relations Supervisor/ Sales Supervisor	-	-	2	-	-	-	-	-	-	-	2
Accounts Supervisor (payable/receivable)	-	-	4	5	6	-	-	-	-	1	16

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
SUPERVISORY LEVEL (Continued)												
Maintenance Supervisor/ Technical Supervisor	-	-	-	15	1	-	-	-	-	3	19	
Restaurant Head Supervisor/ Assistant Manager	-	-	-	2	-	-	-	-	-	2	4	
Head Supervisor	-	-	-	6	9	-	-	-	-	-	15	
Captain/Service Supervisor	-	-	48	117	16	-	-	-	-	97	278	
Chief Butcher	-	-	-	2	4	13	-	-	-	3	22	
Seafood Butcher	-	-	2	2	8	-	-	-	-	-	12	
Second Butcher	-	-	-	6	14	-	-	-	-	6	26	
Chief Cook	-	-	-	1	4	8	-	-	-	6	19	
Chief Dim Sum Cook	-	-	2	2	2	3	-	-	-	-	9	
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	10	55	2	-	-	-	-	9	76	
Senior Cook/General Cook/Service Cook	-	-	8	9	12	-	-	-	-	8	37	
Barbecue Cook	-	-	-	6	7	-	-	-	-	3	16	

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
SUPERVISORY LEVEL (Continued)												
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian Cuisine)	-	-	-	1	-	-	-	-	-	-	-	1
Pantry Captain	-	-	-	5	-	-	-	-	-	-	2	7
Public Relations Officer	-	-	2	-	-	-	-	-	-	-	-	2
Chief Security Officer	-	-	-	-	2	-	-	-	-	-	2	4
Beverage/Bar Manager	-	-	-	5	2	-	-	-	-	-	8	15
Restaurant Supervisor	-	4	5	8	10	-	-	-	-	-	19	46
Food and Beverage Controller/ Cost Controller	-	-	-	3	1	-	-	-	-	-	2	6
Sales Supervisor	-	-	6	2	5	-	-	-	-	-	2	15
Head Cashier	-	-	-	2	-	-	-	-	-	-	-	2
Gardemanger/Senior Cook	-	-	20	23	58	-	-	-	-	-	88	189
Others	-	-	4	-	-	-	-	-	-	-	-	4
Sub-total	-	4	117	280	166	24	-	-	-	-	264	855

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
CRAFT / OPERATIVE LEVEL												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	8	11	-	-	-	-	-	-	7	26
Pantry Cook/Vegetable Cook	-	-	6	-	-	-	-	-	-	-	-	6
Vegetable Cook Helper	-	-	-	-	-	-	-	-	-	-	4	4
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	15	40	-	-	-	-	-	-	20	75
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	41	52	2	-	-	-	-	-	-	123	218
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	-	34	-	-	-	-	-	-	-	-	34
Baker/Pastry Cook/Cook	-	3	61	38	-	-	-	-	-	-	70	172
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	14	12	-	-	-	-	-	-	5	31
Telephone Operator	-	10	-	2	-	-	-	-	-	-	-	12

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
CRAFT / OPERATIVE LEVEL (Continued)												
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	71	182	22	-	-	-	-	-	-	193	468	
Bartender/Soda Fountain Captain/ Bar Helper/Barman/Barista	-	1	29	-	-	-	-	-	-	10	40	
Receptionist/Hostess/Waiter/Waitress	-	37	347	-	-	-	-	-	-	292	676	
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	1	6	6	-	-	-	-	-	-	33	46	
Cashier	-	-	4	-	-	-	-	-	-	-	4	
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	4	6	-	-	-	-	-	-	-	28	38	
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	3	-	-	-	-	-	-	1	4	
Wine Steward/Sommelier	-	-	-	1	-	-	-	-	-	2	3	
Food Handler/Beverage Handler	-	-	4	-	-	-	-	-	-	6	10	

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
CRAFT / OPERATIVE LEVEL (Continued)												
Uniform and Linen Attendant/ Cloakroom Attendant	2	7	12	-	-	-	-	-	-	25	46	
Sub-total	78	293	617	106	-	-	-	-	-	819	1913	
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	29	-	-	-	-	-	-	5	34	
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	-	6	13	1	-	-	-	-	-	3	23	
Personnel Clerk/General Office Clerk	-	-	-	-	-	-	-	-	-	21	21	
Secretary	-	-	5	5	2	-	-	-	-	5	17	
Typist/Office Assistant/Messenger/Runner	-	2	-	-	-	-	-	-	-	1	3	
Others	-	-	2	-	-	-	-	-	-	-	2	
Sub-total	-	8	49	6	2	-	-	-	-	35	100	
GRAND TOTAL	78	305	783	427	185	49	41	50	26	1236	3180	

TABLE 5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**CATERING INDUSTRY****(BRANCH 1-6)**

Job Title	Monthly Income Range			Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	
SUPERVISORY LEVEL				
Captain/Supervisor/Service Supervisor	-	6	-	6
Sub-total	-	6	-	6
CRAFT / OPERATIVE LEVEL				
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	2	-	2
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	195	10	6	211
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/Washroom Attendant	194	234	6	434
Receptionist/Hostess/Waiter/Waitress	272	215	54	541
Cashier	17	6	12	35
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	6	-	-	6
Food Handler/Beverage Handler	67	-	67	134
Delivery Staff/Take-Away Service Staff	-	100	-	100
Bar Porter/Barboy/Junior Waiter/Junior Waitress	15	-	-	15
Uniform and Linen Attendant/Cloakroom Attendant	-	2	-	2
Others	6	-	-	6
Sub-total	772	569	145	1486
ADMINISTRATIVE AND OTHERS LEVEL				
Accounting Clerk/General Cashier	55	19	-	74
Sub-total	55	19	-	74
GRAND TOTAL	827	594	145	1566

TABLE 5.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**BRANCH 1 : CHINESE RESTAURANTS**

Job Title \ Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	Total
SUPERVISORY LEVEL				
Captain/Supervisor	-	4	-	4
Sub-total	-	4	-	4
CRAFT / OPERATIVE LEVEL				
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	2	-	2
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	10	6	16
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/Washroom Attendant	59	-	6	65
Waiter/Waitress	58	200	54	312
Cashier	-	6	12	18
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	6	-	-	6
Others	6	-	-	6
Sub-total	129	218	78	425
ADMINISTRATIVE AND OTHERS LEVEL				
Accounting Clerk/General Cashier	55	19	-	74
Sub-total	55	19	-	74
GRAND TOTAL	184	241	78	503

TABLE 5.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	Total
Job Title				
CRAFT / OPERATIVE LEVEL				
Junior Cook or below	67	-	-	67
Food Handler/Beverage Handler	67	-	-	67
Delivery Staff/Take-Away Service Staff	-	100	-	100
Receptionist/Hostess/Waiter/Waitress	102	15	-	117
Bar Porter/Barboy/Junior Waiter/Junior Waitress	15	-	-	15
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Washroom Attendant	67	167	-	234
Sub-total	318	282	-	600
GRAND TOTAL	318	282	-	600

TABLE 5.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**BRANCH 3 : FAST FOOD SHOPS**

Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	Total
Job Title				
CRAFT / OPERATIVE LEVEL				
Junior Cook or below	128	-	-	128
Cashier	17	-	-	17
Receptionist/Hostess/Waiter/Waitress	112	-	-	112
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	68	-	-	68
Sub-total	325	-	-	325
GRAND TOTAL	325	-	-	325

TABLE 5.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES**

Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	Total
Job Title				
CRAFT / OPERATIVE LEVEL				
Food Handler/Beverage Handler	-	-	67	67
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	67	-	67
Sub-total	-	67	67	134
GRAND TOTAL	-	67	67	134

TABLE 5.5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 6 : SUPPLEMENTARY SAMPLES

Job Title	Monthly Income Range			Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	
SUPERVISORY LEVEL				
Captain/Service Supervisor	-	2	-	2
Sub-total	-	2	-	2
CRAFT / OPERATIVE LEVEL				
Uniform and Linen Attendant/Cloakroom Attendant	-	2	-	2
Sub-total	-	2	-	2
GRAND TOTAL	-	4	-	4

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

CATERING INDUSTRY

(BRANCH 1-6)

Daily Income Range Job Title	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Total
	SUPERVISORY LEVEL						
Captain/Supervisor	-	-	-	-		4	4
Second Butcher	-	-	-	-	18	-	18
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	38	2	40
Senior Cook/General Cook/Service Cook	-	-	-	-	4	2	6
Barbecue Cook	-	-	-	-	5	-	5
Sub-total	-	-	-	-	65	8	73
CRAFT / OPERATIVE LEVEL							
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	1	-	1
Pantry Cook/Vegetable Cook	-	-	-	-	12	-	12
Vegetable Cook Helper	-	-	6	-		-	6
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	18	-	18
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	68	150	8	-	40	-	266
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	-	10	121	174	-	-	305
Receptionist/Hostess/Waiter/Waitress	285	105	557	102	10	-	1059
Food Handler	-	-	-	4	-	-	4
Sub-total	353	265	692	280	81	-	1671
GRAND TOTAL	353	265	692	280	146	8	1744

TABLE 6.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 1 : CHINESE RESTAURANTS

Job Title	Daily Income Range						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
SUPERVISORY LEVEL							
Captain/Supervisor	-	-	-	-	-	4	4
Second Butcher	-	-	-	-	18	-	18
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	36	2	38
Senior Cook/General Cook/Service Cook	-	-	-	-	-	2	2
Barbecue Cook	-	-	-	-	5	-	5
Sub-total	-	-	-	-	59	8	67
CRAFT / OPERATIVE LEVEL							
Pantry Cook/Vegetable Cook	-	-	-	-	12	-	12
Vegetable Cook Helper	-	-	6	-	-	-	6
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	12	-	12
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	6	-	40	-	46
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	-	10	54	22	-	-	86
Waiter/Waitress	-	38	436	76	10	-	560
Food Handler	-	-	-	4	-	-	4
Sub-total	-	48	502	102	74	-	726
GRAND TOTAL	-	48	502	102	133	8	793

TABLE 6.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title	Daily Income Range						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
CRAFT / OPERATIVE LEVEL							
Junior Cook or below	68	150	-	-	-	-	218
Receptionist/Hostess/Waiter/Waitress	285	67	117	-	-	-	469
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	67	150	-	-	217
Sub-total	353	217	184	150	-	-	904
GRAND TOTAL	353	217	184	150	-	-	904

TABLE 6.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 6 : SUPPLEMENTARY SAMPLES

Daily Income Range Job Title	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Total
	SUPERVISORY LEVEL						
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	2	-	2
Senior Cook/General Cook/Service Cook	-	-	-	-	4	-	4
Sub-total	-	-	-	-	6	-	6
CRAFT / OPERATIVE LEVEL							
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	1	-	1
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	6	-	6
Junior Cook or below	-	-	2	-	-	-	2
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	2	-	-	2
Receptionist/Hostess/Waiter/Waitress	-	-	4	26	-	-	30
Sub-total	-	-	6	28	7	-	41
GRAND TOTAL	-	-	6	28	13	-	47

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

CATERING INDUSTRY

(BRANCH 1-6)

Hourly Income Range	\$28 - \$40	\$41 - \$60	Refusal	Total
Job Title				
SUPERVISORY LEVEL				
Captain/Supervisor/Service Supervisor	-	17	-	17
Public Relations Officer	-	7	-	7
Gardemanger/Senior Cook	-	138	-	138
Sub-total	-	162	-	162
CRAFT / OPERATIVE LEVEL				
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	18	58	-	76
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	2176	246	-	2422
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	18	-	18
Baker/Pastry Cook/Cook	871	60	-	931
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	11227	138	5	11370
Receptionist/Hostess/Waiter/Waitress	10541	2661	4	13206

Hourly Income Range Job Title	\$28 - \$40	\$41 - \$60	Refusal	Total
	CRAFT / OPERATIVE LEVEL (Continued)			
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales/ Bar Porter/Barboy	767	133	-	900
Cashier	6488	-	44	6532
Food Handler/Beverage Handler	10980	130	43	11153
Telephone Operator	11	-	-	11
Bartender/Barman/ Soda Fountain Captain/Barista	605	110	4	719
Delivery Staff/Take-Away Service Staff	2222	36	-	2258
Uniform and Linen Attendant/ Cloakroom Attendant	4	-	-	4
Others	68	-	-	68
Sub-total	45978	3590	100	49668
ADMINISTRATIVE AND OTHERS LEVEL				
Accounting Clerk/ Food and Beverage Cashier	51	-	-	51
Sub-total	51	-	-	51
GRAND TOTAL	46029	3752	100	49881

TABLE 7.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE

BRANCH 1 : CHINESE RESTAURANTS

Hourly Income Range	\$28 - \$40	\$41 - \$60	Refusal	Total
Job Title				
CRAFT / OPERATIVE LEVEL				
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	18	-	-	18
Junior Cook/Junior Cook or below/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	24	20	-	44
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	18	-	18
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	809	80	-	889
Receptionist/Hostess	1920	987	-	2907
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	160	-	-	160
Cashier	58	-	-	58
Food Handler	4	-	-	4
Sub-total	2993	1105	-	4098
GRAND TOTAL	2993	1105	-	4098

TABLE 7.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title	Hourly Income Range			
	\$28 - \$40	\$41 - \$60	Refusal	Total
CRAFT / OPERATIVE LEVEL				
Baker/Pastry Cook/Cook	704	50	-	754
Junior Cook or below	1836	139	-	1975
Telephone Operator	11	-	-	11
Cashier	378	-	-	378
Food Handler/Beverage Handler	172	-	-	172
Delivery Staff/Take-Away Service Staff	476	-	-	476
Receptionist/Hostess/Waiter/Waitress	6597	712	-	7309
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	607	13	-	620
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	2206	-	-	2206
Sub-total	12987	914	-	13901
ADMINISTRATIVE AND OTHERS LEVEL				
Accounting Clerk/ Food and Beverage Cashier	51	-	-	51
Sub-total	51	-	-	51
GRAND TOTAL	13038	914	-	13952

**TABLE 7.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 3 : FAST FOOD SHOPS

Job Title	Hourly Income Range			
	\$28 - \$40	\$41 - \$60	Refusal	Total
SUPERVISORY LEVEL				
Public Relations Officer	-	7	-	7
Sub-total	-	7	-	7
CRAFT / OPERATIVE LEVEL				
Baker/Pastry Cook/Cook	33	-	-	33
Junior Cook or below	279	39	-	318
Cashier	5947	-	44	5991
Bartender/Barman/ Soda Fountain Captain/Barista	405	-	4	409
Food Handler/Beverage Handler	9540	-	43	9583
Delivery Staff/Take-Away Service Staff	328	-	-	328
Receptionist/Hostess/Waiter/Waitress	649	15	4	668
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	7427	-	5	7432
Sub-total	24608	54	100	24762
GRAND TOTAL	24608	61	100	24769

**TABLE 7.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 4 : BEVERAGE SERVING PLACES

Hourly Income Range Job Title	\$28 - \$40	\$41 - \$60	Refusal	Total
	CRAFT / OPERATIVE LEVEL			
Junior Cook or below	-	34	-	34
Cashier	66	-	-	66
Bartender/Barman/ Soda Fountain Captain/Barista	200	102	-	302
Food Handler/Beverage Handler	316	-	-	316
Receptionist/Hostess/Waiter/Waitress	369	533	-	902
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	99	-	99
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	134	58	-	192
Sub-total	1085	826	-	1911
GRAND TOTAL	1085	826	-	1911

**TABLE 7.5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Hourly Income Range	\$28 - \$40	\$41 - \$60	Refusal	Total
CRAFT / OPERATIVE LEVEL				
Baker/Pastry Cook/Cook	134	-	-	134
Junior Cook or below	37	-	-	37
Food Handler/Beverage Handler	948	130	-	1078
Delivery Staff/Take-Away Service Staff	1418	36	-	1454
Receptionist/Hostess/Waiter/Waitress	1006	12	-	1018
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	419	-	-	419
Others	68	-	-	68
Sub-total	4030	178	-	4208
GRAND TOTAL	4030	178	-	4208

**TABLE 7.6 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 6 : SUPPLEMENTARY SAMPLES

Hourly Income Range Job Title	\$28 - \$40	\$41 - \$60	Refusal	Total
	SUPERVISORY LEVEL			
Captain/Supervisor/Service Supervisor	-	17	-	17
Gardemanger/Senior Cook	-	138	-	138
Sub-total	-	155	-	155
CRAFT / OPERATIVE LEVEL				
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	58	-	58
Baker/Pastry Cook/Cook	-	10	-	10
Junior Cook or below	-	14	-	14
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Helper/ Washroom Attendant	232	-	-	232
Receptionist/Hostess/Waiter/Waitress	-	402	-	402
Cashier	39	-	-	39
Bartender/Barman/Soda Fountain Captain/ Barista	-	8	-	8
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	21	-	21
Uniform and Linen Attendant/ Cloakroom Attendant	4	-	-	4
Sub-total	275	513	-	788
GRAND TOTAL	275	668	-	943

TABLE 8 : NUMBER OF INTERNAL PROMOTION

Branch \ Job Level	From Supervisory to Managerial / Professional	From Craft / Operative to Supervisory	Total
Chinese Restaurants	36	677	713
Restaurants other than Chinese	6	217	223
Fast Food Shops	111	223	334
Beverage Serving Places	-	42	42
Event Catering and Other Meal / Food Service Activities	-	78	78
Supplementary Samples	15	47	62
All Branches	168	1284	1452

TABLE 9 : NUMBER OF RECRUITS IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	239	1360	10817	52	12468
Restaurants other than Chinese	104	437	15743	77	16361
Fast Food Shops	37	460	8363	35	8895
Beverage Serving Places	-	-	1544	-	1544
Event Catering and Other Meal / Food Service Activities	13	-	2301	-	2314
Supplementary Samples	22	85	261	7	375
All Branches	415	2342	39029	171	41957

**TABLE 10 : NUMBER OF NEW RECRUITS WITHOUT CATERING
INDUSTRY EXPERIENCE IN THE PAST 12 MONTHS**

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	6	24	1980	16	2026
Restaurants other than Chinese	2	-	2790	-	2792
Fast Food Shops	-	-	3145	-	3145
Beverage Serving Places	-	-	357	-	357
Event Catering and Other Meal / Food Service Activities	-	-	677	-	677
Supplementary Samples	-	-	14	-	14
All Branches	8	24	8963	16	9011

TABLE 11 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATES OF CATERING AND HOSPITALITY PROGRAMMES IN THE PAST 12 MONTHS

Branch	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	-	20	4	24
Restaurants other than Chinese	-	-	-	-
Fast Food Shops	145	1104	10	1259
Beverage Serving Places	-	-	-	-
Event Catering and Other Meal / Food Service Activities	-	-	-	-
Supplementary Samples	2	2	-	4
All Branches	147	1126	14	1287

TABLE 12 : AVERAGE YEARS OF CATERING INDUSTRY EXPERIENCE BEFORE OCCUPYING THE POST

Branch	Experience	No Experience	Less than 1 year	1 year - less than 3 years	3 years - less than 5 years	5 years - 10 years	Over 10 years	Unspecified / Refusal	Total
	Job Level								
Chinese Restaurants	Managerial/Professional	-	-	72	603	1392	416	52	2535
	Supervisory	-	-	5580	8053	4458	117	534	18742
	Craft/Operative	3679	8644	24991	4940	1205	-	1789	45248
	Administrative and Others	152	208	535	122	18	-	10	1045
	Total	3831	8852	31178	13718	7073	533	2385	67570
Restaurants other than Chinese	Managerial/Professional	-	-	132	1041	906	600	168	2847
	Supervisory	-	94	3089	3516	1171	50	267	8187
	Craft/Operative	3805	13273	36645	4374	1435	406	2059	61997
	Administrative and Others	-	100	283	-	-	-	-	383
	Total	3805	13467	40149	8931	3512	1056	2494	73414
Fast Food Shops	Managerial/Professional	-	-	-	338	385	229	393	1345
	Supervisory	-	68	745	1574	196	-	671	3254
	Craft/Operative	339	1011	5874	343	-	-	5161	12728
	Administrative and Others	17	320	16	1	-	-	-	354
	Total	356	1399	6635	2256	581	229	6225	17681
Beverage Serving Places	Managerial/Professional	-	-	99	-	32	33	-	164
	Supervisory	-	-	1332	223	159	-	120	1834
	Craft/Operative	499	2857	1167	537	132	-	320	5512
	Administrative and Others	-	-	-	-	-	-	-	-
	Total	499	2857	2598	760	323	33	440	7510

Branch	Experience	No Experience	Less than 1 year	1 year - less than 3 years	3 years - less than 5 years	5 years - 10 years	Over 10 years	Unspecified / Refusal	Total
	Job Level								
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	-	-	38	16	-	-	40	94
	Supervisory	52	199	397	127	104	-	20	899
	Craft/Operative	1940	3343	5105	924	536	-	500	12348
	Administrative and Others	-	13	12	-	-	-	-	25
	Total	1992	3555	5552	1067	640	-	560	13366
Supplementary Samples	Managerial/Professional	-	-	-	36	204	58	14	312
	Supervisory	-	-	159	535	99	22	40	855
	Craft/Operative	372	122	947	142	200	-	130	1913
	Administrative and Others	20	16	40	8	16	-	-	100
	Total	392	138	1146	721	519	80	184	3180
All Branches	Managerial/Professional	-	-	341	2034	2919	1336	667	7297
	Supervisory	52	361	11302	14028	6187	189	1652	33771
	Craft/Operative	10634	29250	74729	11260	3508	406	9959	139746
	Administrative and Others	189	657	886	131	34	-	-	1907
	Total	10875	30268	87258	27453	12648	1931	12288	182721

TABLE 13 : NUMBER OF EMPLOYEES BY AVERAGE MAN-DAY OF TRAINING IN THE PAST 12 MONTHS

Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified / Refusal	Total
	Job Level							
Chinese Restaurants	Managerial/Professional	1861	216	171	212	34	41	2535
	Supervisory	13617	1712	1593	868	532	420	18742
	Craft/Operative	31774	4750	1525	3162	2720	1317	45248
	Administrative and Others	943	56	30	6	-	10	1045
	Total	48195	6734	3319	4248	3286	1788	67570
Restaurants other than Chinese	Managerial/Professional	1920	361	76	322	-	168	2847
	Supervisory	5781	1178	680	281	-	267	8187
	Craft/Operative	45373	4802	4133	3929	1701	2059	61997
	Administrative and Others	359	14	10	-	-	-	383
	Total	53433	6355	4899	4532	1701	2494	73414
Fast Food Shops	Managerial/Professional	137	131	206	297	181	393	1345
	Supervisory	564	295	1682	17	25	671	3254
	Craft/Operative	6310	217	-	425	615	5161	12728
	Administrative and Others	354	-	-	-	-	-	354
	Total	7365	643	1888	739	821	6225	17681
Beverage Serving Places	Managerial/Professional	66	98	-	-	-	-	164
	Supervisory	1029	652	-	-	33	120	1834
	Craft/Operative	3402	1226	234	198	132	320	5512
	Administrative and Others	-	-	-	-	-	-	-
	Total	4497	1976	234	198	165	440	7510

Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified / Refusal	Total
	Job Level							
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	41	13	-	-	-	40	94
	Supervisory	628	118	67	-	66	20	899
	Craft/Operative	10401	1064	383	-	-	500	12348
	Administrative and Others	12	13	-	-	-	-	25
	Total	11082	1208	450	-	66	560	13366
Supplementary Samples	Managerial/Professional	139	124	21	14	-	14	312
	Supervisory	128	234	343	46	-	104	855
	Craft/Operative	366	628	490	86	82	261	1913
	Administrative and Others	51	20	15	2	12	-	100
	Total	684	1006	869	148	94	379	3180
All Branches	Managerial/Professional	4164	943	474	845	215	656	7297
	Supervisory	21747	4189	4365	1212	656	1602	33771
	Craft/Operative	97626	12687	6765	7800	5250	9618	139746
	Administrative and Others	1719	103	55	8	12	10	1907
	Total	125256	17922	11659	9865	6133	11886	182721

TABLE 14.1 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES

PRIORITY RANKED FOR PART-TIME DAY RELEASE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	590	966	770	209	2535
	Supervisory	3320	7189	5755	2478	18742
	Craft/Operative	8393	17640	14124	5091	45248
	Administrative and Others	220	393	326	106	1045
	Total	12523	26188	20975	7884	67570
Restaurants other than Chinese	Managerial/Professional	486	1178	752	431	2847
	Supervisory	1396	2769	3023	999	8187
	Craft/Operative	7367	20037	27422	7171	61997
	Administrative and Others	56	217	110	-	383
	Total	9305	24201	31307	8601	73414
Fast Food Shops	Managerial/Professional	49	632	271	393	1345
	Supervisory	1412	717	386	739	3254
	Craft/Operative	434	5188	1467	5639	12728
	Administrative and Others	17	275	62	-	354
	Total	1912	6812	2186	6771	17681

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	-	98	66	-	164
	Supervisory	348	786	414	286	1834
	Craft/Operative	598	2633	1527	754	5512
	Administrative and Others	-	-	-	-	-
	Total	946	3517	2007	1040	7510
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	-	16	26	52	94
	Supervisory	279	228	286	106	899
	Craft/Operative	1067	3067	5128	3086	12348
	Administrative and Others	-	-	13	12	25
	Total	1346	3311	5453	3256	13366
Supplementary Samples	Managerial/Professional	17	106	174	15	312
	Supervisory	120	161	529	45	855
	Craft/Operative	78	626	1063	146	1913
	Administrative and Others	2	34	64	-	100
	Total	217	927	1830	206	3180
All Branches	Managerial/Professional	1142	2996	2059	1100	7297
	Supervisory	6875	11850	10393	4653	33771
	Craft/Operative	17937	49191	50731	21887	139746
	Administrative and Others	295	919	575	118	1907
	Total	26249	64956	63758	27758	182721

TABLE 14.2 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES

PRIORITY RANKED FOR EVENING COURSE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	251	829	1246	209	2535
	Supervisory	2314	5636	8314	2478	18742
	Craft/Operative	3794	14817	21546	5091	45248
	Administrative and Others	110	327	502	106	1045
	Total	6469	21609	31608	7884	67570
Restaurants other than Chinese	Managerial/Professional	-	1100	1316	431	2847
	Supervisory	1641	2674	2873	999	8187
	Craft/Operative	15683	19486	19657	7171	61997
	Administrative and Others	-	166	217	-	383
	Total	17324	23426	24063	8601	73414
Fast Food Shops	Managerial/Professional	25	246	681	393	1345
	Supervisory	143	1550	822	739	3254
	Craft/Operative	788	1512	4789	5639	12728
	Administrative and Others	25	37	292	-	354
	Total	981	3345	6584	6771	17681

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	-	66	98	-	164
	Supervisory	200	315	1033	286	1834
	Craft/Operative	1365	798	2595	754	5512
	Administrative and Others	-	-	-	-	-
	Total	1565	1179	3726	1040	7510
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	13	13	16	52	94
	Supervisory	51	435	307	106	899
	Craft/Operative	2614	3495	3153	3086	12348
	Administrative and Others	-	13	-	12	25
	Total	2678	3956	3476	3256	13366
Supplementary Samples	Managerial/Professional	2	178	117	15	312
	Supervisory	113	425	272	45	855
	Craft/Operative	357	835	575	146	1913
	Administrative and Others	30	34	36	-	100
	Total	502	1472	1000	206	3180
All Branches	Managerial/Professional	291	2432	3474	1100	7297
	Supervisory	4462	11035	13621	4653	33771
	Craft/Operative	24601	40943	52315	21887	139746
	Administrative and Others	165	577	1047	118	1907
	Total	29519	54987	70457	27758	182721

TABLE 14.3 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES
PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	1485	531	310	209	2535
	Supervisory	10630	3439	2195	2478	18742
	Craft/Operative	27970	7700	4487	5091	45248
	Administrative and Others	609	219	111	106	1045
	Total	40694	11889	7103	7884	67570
Restaurants other than Chinese	Managerial/Professional	1930	138	348	431	2847
	Supervisory	4151	1745	1292	999	8187
	Craft/Operative	31776	15303	7747	7171	61997
	Administrative and Others	327	-	56	-	383
	Total	38184	17186	9443	8601	73414
Fast Food Shops	Managerial/Professional	878	74	-	393	1345
	Supervisory	960	248	1307	739	3254
	Craft/Operative	5867	389	833	5639	12728
	Administrative and Others	312	42	-	-	354
	Total	8017	753	2140	6771	17681

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	164	-	-	-	164
	Supervisory	1000	447	101	286	1834
	Craft/Operative	2795	1327	636	754	5512
	Administrative and Others	-	-	-	-	-
	Total	3959	1774	737	1040	7510
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	29	13	-	52	94
	Supervisory	463	130	200	106	899
	Craft/Operative	5581	2700	981	3086	12348
	Administrative and Others	13	-	-	12	25
	Total	6086	2843	1181	3256	13366
Supplementary Samples	Managerial/Professional	278	13	6	15	312
	Supervisory	577	224	9	45	855
	Craft/Operative	1332	306	129	146	1913
	Administrative and Others	68	32	-	-	100
	Total	2255	575	144	206	3180
All Branches	Managerial/Professional	4764	769	664	1100	7297
	Supervisory	17781	6233	5104	4653	33771
	Craft/Operative	75321	27725	14813	21887	139746
	Administrative and Others	1329	293	167	118	1907
	Total	99195	35020	20748	27758	182721

TABLE 15 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

CATERING INDUSTRY

(BRANCH 1-6)

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	495	768	956	8	2227
	Human Resources Management	915	2097	957	8	3977
	Sales and Marketing Strategic Planning, Implementation and Evaluation	577	448	906	8	1939
	Supervisory Techniques, Leadership Skills	980	2271	956	8	4215
	Risk Management	497	778	906	8	2189
	Other Managerial Skills	18	24	-	-	42
	Sub-total	3482	6386	4681	40	14589
Trade Skills	Sales and Marketing	432	563	1314	8	2317
	Finance and Accounting	198	448	922	45	1613
	Culinary	151	1215	5056	8	6430
	Restaurant Service	523	2069	7391	27	10010
	Alcoholic Beverage and Wine	125	511	1493	9	2138
	Convention and Banquet/Event Management	146	676	1261	14	2097
	Hygiene and Food Safety	612	2912	8256	14	11794
	Other Trade Skills	-	54	15	-	69
	Sub-total	2187	8448	25708	125	36468

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	852	3164	11381	28	15425
	Communication	346	1640	5722	33	7741
	Problem Solving	482	1247	1592	9	3330
	Other Generic Skills	-	-	4	-	4
	Sub-total	1680	6051	18699	70	26500
Language	Putonghua	4	34	682	6	726
	English	6	109	1053	27	1195
	Others Language	-	-	-	-	-
	Sub-total	10	143	1735	33	1921
GRAND TOTAL		7359	21028	50823	268	79478

TABLE 15.1 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS**BRANCH 1 : CHINESE RESTAURANTS**

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	131	430	714	8	1283
	Human Resources Management	135	436	714	8	1293
	Sales and Marketing Strategic Planning, Implementation and Evaluation	113	430	714	8	1265
	Supervisory Techniques, Leadership Skills	200	624	714	8	1546
	Risk Management	80	440	714	8	1242
	Other Managerial Skills	18	24	-	-	42
	Sub-total	677	2384	3570	40	6671
Trade Skills	Sales and Marketing	135	470	984	8	1597
	Finance and Accounting	73	430	714	38	1255
	Culinary	88	837	1879	8	2812
	Restaurant Service	111	683	2491	14	3299
	Alcoholic Beverage and Wine	76	440	984	8	1508
	Convention and Banquet/Event Management	78	502	1056	14	1650
	Hygiene and Food Safety	102	940	2086	14	3142
	Other Trade Skills	-	54	-	-	54
	Sub-total	663	4356	10194	104	15317

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	175	1036	3430	8	4649
	Communication	40	460	1992	8	2500
	Problem Solving	40	430	984	8	1462
	Other Generic Skills	-	-	-	-	-
	Sub-total	255	1926	6406	24	8611
Language	Putonghua	-	30	30	-	60
	English	-	42	150	-	192
	Others Language	-	-	-	-	-
	Sub-total	-	72	180	-	252
GRAND TOTAL		1595	8738	20350	168	30851

TABLE 15.2 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	162	15	242	-	419
	Human Resources Management	244	68	242	-	554
	Sales and Marketing Strategic Planning, Implementation and Evaluation	262	15	192	-	469
	Supervisory Techniques, Leadership Skills	224	163	242	-	629
	Risk Management	122	78	192	-	392
	Other Managerial Skills	-	-	-	-	-
	Sub-total	1014	339	1110	-	2463
Trade Skills	Sales and Marketing	112	65	192	-	369
	Finance and Accounting	112	15	192	-	319
	Culinary	62	265	1909	-	2236
	Restaurant Service	129	803	2412	-	3344
	Alcoholic Beverage and Wine	15	21	204	-	240
	Convention and Banquet/Event Management	62	165	192	-	419
	Hygiene and Food Safety	220	1139	3943	-	5302
	Other Trade Skills	-	-	-	-	-
	Sub-total	712	2473	9044	-	12229

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	279	1015	4168	7	5469
	Communication	173	403	2239	7	2822
	Problem Solving	118	165	592	-	875
	Other Generic Skills	-	-	-	-	-
	Sub-total	570	1583	6999	14	9166
Language	Putonghua	-	-	438	-	438
	English	-	54	568	6	628
	Others Language	-	-	-	-	-
	Sub-total	-	54	1006	6	1066
GRAND TOTAL		2296	4449	18159	20	24924

TABLE 15.3 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS**BRANCH 3 : FAST FOOD SHOPS**

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	201	317	-	-	518
	Human Resources Management	535	1589	-	-	2124
	Sales and Marketing Strategic Planning, Implementation and Evaluation	201	-	-	-	201
	Supervisory Techniques, Leadership Skills	491	1382	-	-	1873
	Risk Management	289	257	-	-	546
	Other Managerial Skills	-	-	-	-	-
	Sub-total		1717	3545	-	-
Trade Skills	Sales and Marketing	184	25	125	-	334
	Finance and Accounting	10	-	-	-	10
	Culinary	-	25	261	-	286
	Restaurant Service	240	203	427	-	870
	Alcoholic Beverage and Wine	-	-	150	-	150
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	235	529	580	-	1344
	Other Trade Skills	-	-	15	-	15
	Sub-total		669	782	1558	-

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	291	203	512	-	1006
	Communication	56	161	67	-	284
	Problem Solving	257	161	-	-	418
	Other Generic Skills	-	-	-	-	-
	Sub-total	604	525	579	-	1708
Language	Putonghua	-	-	-	-	-
	English	-	-	-	-	-
	Others Language	-	-	-	-	-
	Sub-total	-	-	-	-	-
GRAND TOTAL		2990	4852	2137	-	9979

TABLE 15.4 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 4 : BEVEAGE SERVING PLACES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	-	-	-	-	-
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	-	-	-	-	-
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total	-	-	-	-	-
Trade Skills	Sales and Marketing	-	-	8	-	8
	Finance and Accounting	-	-	8	-	8
	Culinary	-	66	371	-	437
	Restaurant Service	-	33	575	-	608
	Alcoholic Beverage and Wine	32	32	122	-	186
	Convention and Banquet/Event Management	-	-	8	-	8
	Hygiene and Food Safety	-	-	206	-	206
	Other Trade Skills	-	-	-	-	-
	Sub-total	32	131	1298	-	1461

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	66	587	1277	-	1930
	Communication	66	554	978	-	1598
	Problem Solving	66	486	8	-	560
	Other Generic Skills	-	-	-	-	-
	Sub-total	198	1627	2263	-	4088
Language	Putonghua	-	-	198	-	198
	English	-	-	265	-	265
	Others Language	-	-	-	-	-
	Sub-total	-	-	463	-	463
GRAND TOTAL		230	1758	4024	-	6012

TABLE 15.5 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	-	-	-	-	-
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	13	67	-	-	80
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total	13	67	-	-	80
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	-	614	-	614
	Restaurant Service	-	106	908	13	1027
	Alcoholic Beverage and Wine	-	-	-	-	-
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	-	78	871	-	949
	Other Trade Skills	-	-	-	-	-
	Sub-total	-	184	2393	13	2590

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	-	106	1414	13	1533
	Communication	-	-	335	-	335
	Problem Solving	-	-	-	-	-
	Other Generic Skills	-	-	-	-	-
	Sub-total	-	106	1749	13	1868
Language	Putonghua	-	-	-	-	-
	English	-	-	26	13	39
	Others Language	-	-	-	-	-
	Sub-total	-	-	26	13	39
GRAND TOTAL		13	357	4168	39	4577

TABLE 15.6 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 6 : SUPPLEMENTARY SAMPLES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	1	6	-	-	7
	Human Resources Management	1	4	1	-	6
	Sales and Marketing Strategic Planning, Implementation and Evaluation	1	3	-	-	4
	Supervisory Techniques, Leadership Skills	52	35	-	-	87
	Risk Management	6	3	-	-	9
	Other Managerial Skills	-	-	-	-	-
	Sub-total	61	51	1	-	113
Trade Skills	Sales and Marketing	1	3	5	-	9
	Finance and Accounting	3	3	8	7	21
	Culinary	1	22	22	-	45
	Restaurant Service	43	241	578	-	862
	Alcoholic Beverage and Wine	2	18	33	1	54
	Convention and Banquet/Event Management	6	9	5	-	20
	Hygiene and Food Safety	55	226	570	-	851
	Other Trade Skills	-	-	-	-	-
	Sub-total	111	522	1221	8	1862

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	41	217	580	-	838
	Communication	11	62	111	18	202
	Problem Solving	1	5	8	1	15
	Other Generic Skills	-	-	4	-	4
	Sub-total	53	284	703	19	1059
Language	Putonghua	4	4	16	6	30
	English	6	13	44	8	71
	Others Language	-	-	-	-	-
	Sub-total	10	17	60	14	101
GRAND TOTAL		235	874	1985	41	3135

TABLE 16 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

CATERING INDUSTRY

(BRANCH 1-6)

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		3482	6386	4681	40	14589
	Next 12 Months		3500	6411	4687	40	14638
	% Change		0.52%	0.39%	0.13%	0.00%	0.34%
Trade Skills	Past 12 Months		2187	8448	25708	125	36468
	Next 12 Months		2126	8360	24523	127	35136
	% Change		-2.79%	-1.04%	-4.61%	1.60%	-3.65%
Generic Skills	Past 12 Months		1680	6051	18699	70	26500
	Next 12 Months		1630	6075	16694	80	24479
	% Change		-2.98%	0.40%	-10.72%	14.29%	-7.63%
Language	Past 12 Months		10	143	1735	33	1921
	Next 12 Months		11	150	1801	33	1995
	% Change		10.00%	4.90%	3.80%	0.00%	3.85%
Total	Past 12 Months		7359	21028	50823	268	79478
	Next 12 Months		7267	20996	47705	280	76248
	% Change		-1.25%	-0.15%	-6.14%	4.48%	-4.06%

TABLE 16.1 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 1 : CHINESE RESTAURANTS

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		677	2384	3570	40	6671
	Next 12 Months		688	2395	3576	40	6699
	% Change		1.62%	0.46%	0.17%	0.00%	0.42%
Trade Skills	Past 12 Months		663	4356	10194	104	15317
	Next 12 Months		663	4272	9534	104	14573
	% Change		0.00%	-1.93%	-6.47%	0.00%	-4.86%
Generic Skills	Past 12 Months		255	1926	6406	24	8611
	Next 12 Months		255	1932	5768	24	7979
	% Change		0.00%	0.31%	-9.96%	0.00%	-7.34%
Language	Past 12 Months		0	72	180	0	252
	Next 12 Months		0	72	216	0	288
	% Change		0.00%	0.00%	20.00%	0.00%	14.29%
Total	Past 12 Months		1595	8738	20350	168	30851
	Next 12 Months		1606	8671	19094	168	29539
	% Change		0.69%	-0.77%	-6.17%	0.00%	-4.25%

TABLE 16.2 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		1014	339	1110	0	2463
	Next 12 Months		1014	339	1110	0	2463
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		712	2473	9044	0	12229
	Next 12 Months		661	2422	8714	0	11797
	% Change		-7.16%	-2.06%	-3.65%	0.00%	-3.53%
Generic Skills	Past 12 Months		570	1583	6999	14	9166
	Next 12 Months		520	1583	6469	14	8586
	% Change		-8.77%	0.00%	-7.57%	0.00%	-6.33%
Language	Past 12 Months		0	54	1006	6	1066
	Next 12 Months		0	54	1015	6	1075
	% Change		0.00%	0.00%	0.89%	0.00%	0.84%
Total	Past 12 Months		2296	4449	18159	20	24924
	Next 12 Months		2195	4398	17308	20	23921
	% Change		-4.40%	-1.15%	-4.69%	0.00%	-4.02%

TABLE 16.3 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 3 : FAST FOOD SHOPS

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		1717	3545	0	0	5262
	Next 12 Months		1707	3545	0	0	5252
	% Change		-0.58%	0.00%	0.00%	0.00%	-0.19%
Trade Skills	Past 12 Months		669	782	1558	0	3009
	Next 12 Months		659	782	1361	0	2802
	% Change		-1.49%	0.00%	-12.64%	0.00%	-6.88%
Generic Skills	Past 12 Months		604	525	579	0	1708
	Next 12 Months		604	525	382	0	1511
	% Change		0.00%	0.00%	-34.02%	0.00%	-11.53%
Language	Past 12 Months		0	0	0	0	0
	Next 12 Months		0	0	0	0	0
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		2990	4852	2137	0	9979
	Next 12 Months		2970	4852	1743	0	9565
	% Change		-0.67%	0.00%	-18.44%	0.00%	-4.15%

TABLE 16.4 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 4 : BEVERAGE SERVING PLACES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		0	0	0	0	0
	Next 12 Months		0	0	0	0	0
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		32	131	1298	0	1461
	Next 12 Months		32	131	998	0	1161
	% Change		0.00%	0.00%	-23.11%	0.00%	-20.53%
Generic Skills	Past 12 Months		198	1627	2263	0	4088
	Next 12 Months		198	1627	1963	0	3788
	% Change		0.00%	0.00%	-13.26%	0.00%	-7.34%
Language	Past 12 Months		0	0	463	0	463
	Next 12 Months		0	0	397	0	397
	% Change		0.00%	0.00%	-14.25%	0.00%	-14.25%
Total	Past 12 Months		230	1758	4024	0	6012
	Next 12 Months		230	1758	3358	0	5346
	% Change		0.00%	0.00%	-16.55%	0.00%	-11.08%

TABLE 16.5 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		13	67	0	0	80
	Next 12 Months		13	67	0	0	80
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		0	184	2393	13	2590
	Next 12 Months		0	184	2590	13	2787
	% Change		0.00%	0.00%	8.23%	0.00%	7.61%
Generic Skills	Past 12 Months		0	106	1749	13	1868
	Next 12 Months		0	106	1615	13	1734
	% Change		0.00%	0.00%	-7.66%	0.00%	-7.17%
Language	Past 12 Months		0	0	26	13	39
	Next 12 Months		0	0	26	13	39
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		13	357	4168	39	4577
	Next 12 Months		13	357	4231	39	4640
	% Change		0.00%	0.00%	1.51%	0.00%	1.38%

TABLE 16.6 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 6 : SUPPLEMENTARY SAMPLES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		61	51	1	0	113
	Next 12 Months		78	65	1	0	144
	% Change		27.87%	27.45%	0.00%	0.00%	27.43%
Trade Skills	Past 12 Months		111	522	1221	8	1862
	Next 12 Months		111	569	1326	10	2016
	% Change		0.00%	9.00%	8.60%	25.00%	8.27%
Generic Skills	Past 12 Months		53	284	703	19	1059
	Next 12 Months		53	302	797	29	1181
	% Change		0.00%	6.34%	13.37%	52.63%	11.52%
Language	Past 12 Months		10	17	60	14	101
	Next 12 Months		11	24	147	14	196
	% Change		10.00%	41.18%	145.00%	0.00%	94.06%
Total	Past 12 Months		235	874	1985	41	3135
	Next 12 Months		253	960	2271	53	3537
	% Change		7.66%	9.84%	14.41%	29.27%	12.82%

TABLE 17 : INTENTION TO PURCHASE TRAINING FROM AN OUTSIDE TRAINING PROVIDER
FOR THE STAFF IN THE COMING 12 MONTHS

Branch	Response			Total
	With Intention	No Intention	Unspecified / Refusal	
Chinese Restaurants	140	1730	17	1887
Restaurants other than Chinese	209	6307	107	6623
Fast Food Shops	42	1062	415	1519
Beverage Serving Places	24	1530	40	1594
Event Catering and Other Meal / Food Service Activities	133	2885	20	3038
Supplementary Samples	12	19	2	33
All Branches	560	13533	601	14694

TABLE 18 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE**(EXCLUDING TRAINEES / APPRENTICES)****CATERING INDUSTRY**

Average Age Range										
		17 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
Branch										
	Chinese Restaurants	Craft	-	540	704	1851	2699	4675	1053	141
Operative		-	875	1792	3758	6387	13229	6480	1064	33585
Total		-	1415	2496	5609	9086	17904	7533	1205	45248
Restaurants other than Chinese	Craft	-	3075	2620	5620	3580	6054	2125	19	23093
	Operative	3	3897	5167	5046	5530	11859	7344	58	38904
	Total	3	6972	7787	10666	9110	17913	9469	77	61997
Fast Food Shops	Craft	-	115	44	362	2391	1188	408	-	4508
	Operative	-	280	417	1113	1601	3556	1253	-	8220
	Total	-	395	461	1475	3992	4744	1661	-	12728
Beverage Serving Places	Craft	-	149	66	100	66	33	41	-	455
	Operative	-	1806	813	353	622	959	504	-	5057
	Total	-	1955	879	453	688	992	545	-	5512
Event Catering and Other Meal / Food Service Activities	Craft	-	-	201	426	1019	2235	643	-	4524
	Operative	-	768	285	1069	1009	3194	1499	-	7824
	Total	-	768	486	1495	2028	5429	2142	-	12348
Supplementary Samples	Craft	-	25	47	192	191	66	-	45	566
	Operative	-	57	57	334	265	317	216	101	1347
	Total	-	82	104	526	456	383	216	146	1913
All Branches	Craft	-	3904	3682	8551	9946	14251	4270	205	44809
	Operative	3	7683	8531	11673	15414	33114	17296	1223	94937
	Total	3	11587	12213	20224	25360	47365	21566	1428	139746

TABLE 19 : TOTAL NUMBER OF EMPLOYEES WHO HAD LEFT THE ESTABLISHMENT IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	97	1179	11457	46	12779
Restaurants other than Chinese	102	523	17768	77	18470
Fast Food Shops	81	632	8416	30	9159
Beverage Serving Places	-	8	1810	-	1818
Event Catering and Other Meal / Food Service Activities	13	13	2489	-	2515
Supplementary Samples	27	100	262	19	408
All Branches	320	2455	42202	172	45149

TABEL 20 : FORECAST OF NUMBER EMPLOYED 12 MONTHS FROM NOW

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2549	18933	46593	1049	69124
Restaurants other than Chinese	2849	8324	64174	383	75730
Fast Food Shops	1378	3234	12698	354	17664
Beverage Serving Places	164	1842	5827	-	7833
Event Catering and Other Meal / Food Service Activities	94	899	13027	25	14045
Supplementary Samples	313	882	1998	100	3293
All Branches	7347	34114	144317	1911	187689

TABLE 21: DISTRIBUTION OF FULL-TIME EMPLOYEES AND PART-TIME STAFF BY BRANCH
CATERING INDUSTRY

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2009	Full-time	2460	15076	42237	899	60672
		Part-time	0	32	2303	13	2348
		Total	2460	15108	44540	912	63020
	2011	Full-time	2535	18742	45248	1045	67570
		Part-time	0	71	5249	74	5394
		Total	2535	18813	50497	1119	72964
	% change	Full-time	3.05%	24.32%	7.13%	16.24%	11.37%
		Part-time	N.A.	121.88%	127.92%	469.23%	129.73%
		Total	3.05%	24.52%	13.37%	22.70%	15.78%
Restaurants other than Chinese	2009	Full-time	2013	7579	58500	275	68367
		Part-time	0	0	9042	53	9095
		Total	2013	7579	67542	328	77462
	2011	Full-time	2847	8187	61997	383	73414
		Part-time	0	0	15405	51	15456
		Total	2847	8187	77402	434	88870
	% change	Full-time	41.43%	8.02%	5.98%	39.27%	7.38%
		Part-time	N.A.	N.A.	70.37%	-3.77%	69.94%
		Total	41.43%	8.02%	14.60%	32.32%	14.73%
Fast Food Shops	2009	Full-time	673	4132	13147	0	17952
		Part-time	0	0	22572	0	22572
		Total	673	4132	35719	0	40524
	2011	Full-time	1345	3254	12728	354	17681
		Part-time	0	7	25087	0	25094
		Total	1345	3261	37815	354	42775
	% change	Full-time	99.85%	-21.25%	-3.19%	0.00%	-1.51%
		Part-time	N.A.	0.00%	11.14%	N.A.	11.17%
		Total	99.85%	-21.08%	5.87%	0.00%	5.55%
Beverage Serving Places	2009	Full-time	175	1130	4870	63	6238
		Part-time	0	0	959	0	959
		Total	175	1130	5829	63	7197
	2011	Full-time	164	1834	5512	0	7510
		Part-time	0	0	1911	0	1911
		Total	164	1834	7423	0	9421
	% change	Full-time	-6.29%	62.30%	13.18%	-100.00%	20.39%
		Part-time	N.A.	N.A.	99.27%	N.A.	99.27%
		Total	-6.29%	62.30%	27.35%	-100.00%	30.90%

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Event Catering and Other Meal / Food Service Activities	2009	Full-time	93	670	7713	19	8495
		Part-time	0	0	2545	0	2545
		Total	93	670	10258	19	11040
	2011	Full-time	94	899	12348	25	13366
		Part-time	0	0	4342	0	4342
		Total	94	899	16690	25	17708
	% change	Full-time	1.08%	34.18%	60.09%	31.58%	57.34%
		Part-time	N.A.	N.A.	70.61%	N.A.	70.61%
		Total	1.08%	34.18%	62.70%	31.58%	60.40%
Supplementary Samples	2009	Full-time	326	650	2099	141	3216
		Part-time	1	387	1711	0	2099
		Total	327	1037	3810	141	5315
	2011	Full-time	312	855	1913	100	3180
		Part-time	0	163	831	0	994
		Total	312	1018	2744	100	4174
	% change	Full-time	-4.29%	31.54%	-8.86%	-29.08%	-1.12%
		Part-time	-100.00%	-57.88%	-51.43%	N.A.	-52.64%
		Total	-4.59%	-1.83%	-27.98%	-29.08%	-21.47%
All Branches	2009	Full-time	5740	29237	128566	1397	164940
		Part-time	1	419	39132	66	39618
		Total	5741	29656	167698	1463	204558
	2011	Full-time	7297	33771	139746	1907	182721
		Part-time	0	241	52825	125	53191
		Total	7297	34012	192571	2032	235912
	% change	Full-time	27.13%	15.51%	8.70%	36.51%	10.78%
		Part-time	-100.00%	-42.48%	34.99%	89.39%	34.26%
		Total	27.10%	14.69%	14.83%	38.89%	15.33%