

**2007 MANPOWER SURVEY REPORT**

**HOTEL INDUSTRY**

酒店業

二〇〇七年人力調查報告

**HOTEL, CATERING AND TOURISM TRAINING BOARD**

**VOCATIONAL TRAINING COUNCIL**

職業訓練局

酒店業、飲食業及旅遊業訓練委員會

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## **EXECUTIVE SUMMARY**

### **Introduction**

1. The purpose of the survey is to collect data on the existing manpower situation in order to project future manpower requirements and training needs of the hotel industry. The fieldwork took place from 2 October 2007 to 30 November 2007 with follow-up cases completed on mid-February 2008.

2. The survey had a full coverage of the listed 128 hotel establishments and 39 Chinese restaurants operated by hotels in the Central Register of the Census and Statistics Department. The two main HSIC branches of the industry are as follows:

Branch 1: Hotels (HSIC 6511)  
128 establishments

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

3. Out of the 128 establishments surveyed, 106 completed and returned the questionnaires and there were 7 refusal cases. The effective response rate was 93.8 %.

### **Modifications on Survey Questionnaire**

4. In order to better inform the industry on their manpower projection for effective formulation of response strategies, Training Board Members agreed to expand the coverage of the Manpower Survey to capture information on the following areas:

- (i) Employers' requirements/expectations of employees' competencies by occupation category (Managerial/Professional, Supervisory/Technician, Clerical/Craft, Elementary/Operative), types of competency gaps, impact of competency gaps on the company and measures to tackle competency gaps;
- (ii) Recruitment difficulties and measures to tackle them;
- (iii) Impact of Mainland's developments, e.g. CEPA, QDII etc., on business and manpower needs in Hong Kong and in the Mainland; and
- (iv) Manpower training and development plan : training places, types of skills and mode of training by occupation category.

5. The survey questionnaire for the manpower survey on the Hotel Industry had therefore been revised and updated and were included under parts III(a) and III(b). General updates and amendments made to the rest of the questionnaire, explanatory notes and job descriptions were also supported by Training Board Members.

## **Implications on Manpower**

6. According to the Census and Statistics Department, the labour market was upbeat and active in 2007, which underlined the strength and growth of Hong Kong's economy. In the 4<sup>th</sup> Quarter of 2007, the labour market remained strong, with total employment surging to another record high of over 3.53 million and posting a faster increase than the labour force. Since the trough in 2003, a total of 366 300 additional new jobs had been created. In September 2007, vacancies in private sector establishments reached 52 300, up significantly by nearly 20% over a year earlier. Almost all of these vacancies emerged in the service sector, in which hotels and restaurants were among the most distinct growth sectors. (Source: 2007 Economic Background and 2008 Prospects; the HKSAR Government.)

7. The seasonally adjusted unemployment rate dropped to 3.4% in the fourth quarter of 2007, the lowest level for over 9½ years. For 2007 as a whole, the unemployment rate averaged at 4.0%, down visibly from 4.8% in 2006. According to the periodic Economic Report Published by the Economic Analysis Division of the HKSAR Government, buoyant labour demand has been observed across many major economic sectors and occupations, overall labour wages and earnings have continued to increase, though with variations among different economic sectors and job categories.

8. With the development of new hotel and tourism-related projects in Hong Kong and the development of the Mainland and our neighbouring areas, more job opportunities are expected to be created in the near future and a steady increase in trained quality manpower requirements for the hotel industry is expected in the coming years:

- (i) According to the Hotel Supply Situation Report as at March 2008 published by the Hong Kong Tourism Board, there will be around 63 new hotels with 13 312 additional rooms to be completed between 2007 to 2012. Based on a staff to room ration of 0.6:1, approximately 8 000 new vacancies will be created in the next 5 years for the these new hotels.
- (ii) The booming economy of the Mainland will provide positive impact on Hong Kong's hotel and tourism industries. Visitors' growth from the Mainland continued to be consistent and the trend is for more of these visitors to travel independently rather than in groups. The Individual Visit Scheme (IVS) is extended to cover 5 more Mainland cities, bringing the total number of IVS cities to 49 as at January 2007. Since the introduction of the IVS in July 2003, some 27.43 million Mainland residents have travelled to Hong Kong as individual visitors as at the end of February 2008. (Source: Hong Kong Tourism Board – HKTb Tourism Research; April 2008.) Ratio of visitors traveling on the IVS outnumbered those in groups at 11:1, indicating they are more seasoned and affluent. (Source: The Annual Report 2007, Hong Kong Hotels Association.) With Mainland China destined to be the world's largest tourism nation by as early as 2015, it would be to Hong Kong's best interest to attract more visitors from this source, especially the more affluent ones. (Source: The Annual Report 2007; Hong Kong Hotels Association.)

- (iii) The Action Agenda on “China’s 11<sup>th</sup> Five-year Plan and the Development of Hong Kong” will further enhance Hong Kong’s continuous integration with the Mainland under the Closer Economic Partnership Arrangement (CEPA) framework and the Pan Pearl River Delta cooperation, thereby furthering Hong Kong’s status as an international financial centre and a regional hub for tourism, trade, logistics and business. The Hong Kong Tourism Board (HKTB) will partner with the Mainland travel trade to develop more “multi-destinations” itineraries anchored on Hong Kong. Furthermore, the HKTB has introduced the Honest & Quality Tour programme in collaboration with tourism bureaux and trade partners in the Mainland. Promotion of these tours to Mainland cities, such as Nanjing, Hangzhou and Guangzhou, will encourage Mainland visitors to Hong Kong who expect quality service during their visits to Hong Kong. (Source: Hong Kong Tourism Board; Press Release: “HKTB Welcomes Action Agenda on China’s 11<sup>th</sup> Five-year Plan and the Development of Hong Kong”, 15 January 2007.) Training on understanding and appreciating visitors from different backgrounds and cultures would widen the vision of our hotel staff and assist them in delivering quality service.
- (iv) It is the HKSAR Government’s intention to press ahead with 10 large-scale transport infrastructure projects in the years ahead, which will enhance overall experience of Hong Kong’s visitors, and will also bring about more efficient transportation systems and closer transport links between Hong Kong and the neighboring regions of Shenzhen and Pearl River Delta. (Sources: Hong Kong Tourism Board; Press Release: “Hong Kong Tourism Board Welcomes Chief Executive’s Policy Address”, 10 October 2007; The HKSAR Government; Third Quarter Economic Report 2007 and Updated Economic Forecasts for 2007, 16 November 2007.) More experienced travelers from the Mainland would expect to be received by hotel staff who serves them with professionalism who can speak Putonghua and even their dialects.
- (v) Riding on the occasion of the 10<sup>th</sup> Anniversary of the establishment of the HKSAR, the HKTB has launched a series of targeted promotion and publicity activities in the Mainland China in order to arouse the interest of people in visiting Hong Kong. (Source: Hong Kong Tourism Board; Press Release: “Hong Kong Tourism Board Welcomes Chief Executive’s Policy Address”, 10 October 2007.)
- (vi) Visitors from the Mainland China have doubled from 6.83 million in 2002 to over 15 million in 2007, compared with a 30% increase for all visitors combined. Hong Kong has already achieved a huge visitor base, and it is imperative that focus should not solely rest with quantity, that is, arrival figures, but also the quality or yield of Hong Kong’s investment. (Source: Tourism Industry Council; The Voice of TIC, Issue No. 4, 2007.) While the Mainland’s strong economy and a growing middle class with increasing purchasing power are stimulating demand for outbound travel, Hong Kong’s tourism industry faces mounting challenges because visitors’ expectations are higher and competition becomes more intense. Hong Kong must continuously strive to reinforce our city’s reputation for quality by enhancing our tourism products and services. (Sources: Hong Kong Tourism Board; Press Release: “Hong Kong Tourism Board Unveils

Strategies To Grow High-Yield Visitor Segments in 2007”, 7 February 2007; Hong Kong Tourism Board: News, 28 February 2007.) A steady supply of professionally trained hotel staff tendering quality service is required for such purpose.

- (vii) While half of Hong Kong’s visitors come from the Mainland, the pace of growth of emerging markets such as Russia and the Middle East is worth our attention. In three consecutive years since 2004, arrivals of Russian visitors to Hong Kong constitute a high-spending segment. Hong Kong will ride on the “Year of China 2007” in Russia, the 2008 Beijing Olympics and the equestrian events in Hong Kong to promote us on the Russian visitors multi-destination itineraries to the Mainland and the Region in 2008. (Source: Hong Kong Tourism Board; Press Release: “HKTB Appoints Representative in Russia”, 24 August 2007.)
- (viii) The 2008 Beijing Olympic Games provides great opportunities for boosting Hong Kong’s tourism and the hotel industry will benefit from it. The HKTB has adopted the Olympics Games as the theme for its major marketing promotions in 2008 and will work with travel trade to tailor combo-itineraries that include Beijing and Hong Kong pre- and post-Olympics. While in the long run, it will offer itineraries that bundle up Hong Kong and other Mainland cities. With Hong Kong being the host city for the Equestrian Events, the HKTB will launch a series of promotions targeting countries with a strong tradition of equestrianism, e.g. Australia, New Zealand, the United Kingdom, United States, France, to enhance Hong Kong’s exposure on the international arena. (Source: Hong Kong Tourism Board; Press Release: Olympic Games offer Golden Opportunity for Hong Kong Retail Industry, 5 October 2007.) Therefore, increased international arrivals are expected, and more job vacancies will be created within the hotel and tourism industries.
- (ix) Besides travelling to Hong Kong for her famous shopping, dining and entertainment purposes, nowadays visitors arrive to Hong Kong for new travelling purposes, including attending Meetings / Incentives / Conventions / Exhibitions (MICE). The opening of exhibition facilities in Macao and other regional cities in recent years has shown that Asia is gaining prominence as a MICE destination.
- (x) To attract high quality and mega convention and exhibition projects to Hong Kong, the HKSAR Government will provide an additional HK\$150 million in the 2008-2009 Budget to step up promotional efforts for MICE in the coming five years. (Source: Hong Kong Tourism Board; Press Release: “Meeting discusses Tourism Board Work Plan on MICE Promotion”, 11 March 2008.) As the MICE industry encompasses the hotel, tourism, catering and related supporting industries, it is anticipated that with the development of MICE industry in Hong Kong, more job opportunities will be available in the hotel industry.



- (xi) It is also one of the HKSAR Government's initiatives to develop Hong Kong into a leading cruise hub in the region for local, regional and international visitors. (Source: Hong Kong Tourism Board; Press Release: "Appointments to Advisory Committee on Cruise Industry", 27 January 2008.) This lucrative market will also assist in boosting the hotel industry and therefore additional trained quality hotel staff will be in demand.
- (xii) Spa resorts and spa facilities in hotels are gaining prominence throughout S.E. Asia. This is a high-end tourism product and will enhance Hong Kong's image and reputation as a tourist destination. Spas offering traditional Chinese medicine and wellness packages are likely to attract tourists throughout the year. It is therefore envisaged that with the development of the MICE, cruise and spa markets in Hong Kong, more tourists will be arriving to Hong Kong and this will create job opportunities for the hotel and tourism industries.
- (xiii) Development within the Region posts opportunities and threats to the manpower situation of Hong Kong. Macao has seen its star rise precipitously with the opening of its casino sector to foreign investment and the loosening of travel restrictions on Chinese tourists in recent years. The number of visitors to Macao jumped almost 23% last year, putting the fast-growing gambling heaven on track to surpass Hong Kong as a tourist destination. One of the fastest growing source of visitors to Macao last year was China, accounting for 55% of the total, and grew by 24%. (Source: Hong Kong Reuters, 9 January 2008.)
- (xiv) According to the Macao Government Tourist Office (MGTO), total visitor arrivals in 2007 reached a new record of 27 million, representing 22.7% growth over 2006. Macao is developing a tourism model that will shape her into a "multi-dimensional destination". Other than gambling and entertainment, the cultural and heritage elements, and the development of MICE and business tourism industry are within their 2008 tourism promotion agenda. At the end of 2007, there were 85 hotels and similar establishments providing a total of over 17 000 rooms in Macao. It is estimated that approximately 17 new hotel projects will be planned for opening in two years' time. The projected figures for these new projects may however be limited due to the restriction in issuing casino gambling licence.
- (xv) As the integration of Hong Kong, Macao and Shenzhen continues to develop, more international hotel management companies will open new hotels in all 3 destinations. With the dramatic growth in Macao's tourism, many talented people are, and will be attracted from Hong Kong to work there. Abundant job opportunities are offered to people around the world and Hong Kong is the most vulnerable to losing large numbers of talents to Macao. This adds additional strain to the flow of talent in the hospitality industry of Hong Kong. (Source: Hong Kong Hotels Association; Annual Report 2006-2007.)

- (xvi) The wastage of hotel workers in Hong Kong has doubled in 2006. Up to 40% of senior Hong Kong hotel management personnel (around 1 000 pax) were hired to train hotel employees in Macao due to attractive pay packages at the start of the hotel and casino boom there in 2004. Competitive salary which is at least 20-30% higher than that of Hong Kong has attracted about 18-20% of Hong Kong's hotel staff to Macao. However, about 30-40% of these executives have returned due to various reasons. The back flow has put a further strain on Macao's hunt for experienced hotel personnel as the casino and hotel projects continue. The drain of our experienced hotel staff, in particular from supervisory to managerial level, to our neighbouring areas will increase as the economy of the Pan Pearl River Delta grows and tourism develops. Other than closing the salary gap between that of Hong Kong and our neighbouring employers, training programmes, skills upgrading and long-term human resources development plans must be in place to attract and retain the talents of the Hong Kong's hotel industry. (Sources: The Standard; 24 October 2007; Tai Kung Pao A17; 28 March 2008.) A positive, open-minded and caring culture in the hotel will foster a sense of belonging among the staff.
- (xvii) The Hong Kong economy has been relentlessly putting efforts into restructuring itself into a knowledge-based economy. A quality workforce which is capable of continuously upgrading the level of service remains a vital competitive edge for Hong Kong in face of keen competition in the global market place. (Source: 2007 Economic Background and 2008 Prospects; The HKSAR Government.)
- (xviii) To serve the needs of a sophisticated service economy, it is imperative for frontline staff in Hong Kong to be highly capable in providing quality customer service, acquiring the latest product knowledge, and follow strict procedures. A better performance by Hong Kong employees as regards ethics / business conduct will add value to the competitiveness of Hong Kong as a whole. (Source: Institute of Human Resources Management; Press Release: "Ethical Training Important to organizational and Business Success"; 1 August 2007.)
- (xix) Other than providing industry-related product knowledge and technical skills, employers could improve staff quality and customer service skills by providing EQ training to improve frontline staff's attitude; complaint handling and problem solving skills; techniques and skills in dealing with visitors of different cultural and ethnic backgrounds; training programs to improve communications and language skills, e.g. English, Putonghua and other Chinese dialects, and language training of countries with major tourist arrivals and of emerging markets.
- (xx) Education upgrading and experience accumulation are important in driving the growth of human capital stock in Hong Kong which provides for productivity and income growth for Hong Kong in the future. In this regard, fostering life-time learning is encouraged to enhance the competitiveness and productivity of our economy for sustained growth and development in the long term. (Sources: Third Quarter Economic Report 2007 and Updated Economic Forecasts for 2007; 16 November

2007. 2007 Economic Background and 2008 prospects; The HKSAR Government.)

9. It is also worth noting that the 3-3-4 New Senior Secondary Education structure will be in effect as of 2009/2010 academic year. The more diverse structure of the senior secondary education would further consolidate youngsters' foundation for pursuing lifelong learning; help them understand their aptitudes, interests and abilities, exploring and developing their potentials. With a good understanding of their own strengths and weaknesses, they will be in a better position to plan for their future studies and career. Senior secondary education should also help develop their generic skills (including language, communication, numeracy and information technology skills as well as ability for teamwork) and positive attitudes and values, which are the basic requirements for self reliance and employment. However, with a higher academic credential, their propensity of seeking further education may be higher than seeking for immediate employment.

10. In 2012 when the new 4 year university system come into action; more senior secondary graduates may consider further education over immediate employment. This may affect the labour supply as the industry is growing and expanding in the next 5 years. The demand on employees at entrant operational level is keen. Senior Secondary graduates who seek for employment are relatively older than the traditional S5 graduates; employers should expect them to be more mature, better educated and may have higher expectations.

11. It was also decided that the reference day of the survey to be 30 September 2007, a Sunday, to better capture the actual number of part-time/casual workers in the industry. Please refer to Appendix 4 for the revised survey questionnaire, explanatory notes and the lists of job code and job descriptions for the principal jobs in the hotel industry.

### **Highlights of Survey Findings**

12. The survey reveals that as at 30 September 2007, a total of 28 868 persons were employed in the hotel industry, of which 1 783 (6.18%) were in the managerial and professional level, 8 225 (28.49%) in supervisory and technician level, 17 929 (62.11%) in craft/operative level, and 931 (3.22%) in administrative and others level.

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

### **Manpower Projection for 2008-2010**

14. Based on the staff-to-room ratio of 0.6:1, the projected number of hotel rooms and manpower for 2008 to 2010 are as follows:

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2007	28 868			51 581
2008		29 555	32 394 (+12.2%)*	57 457
2009			34 162 (+5.5%)**	60 404
2010			35 685 (+4.5%)**	62 942

# Source: - The Hotel Supply Situation Report as at December 2007 published by the Hong Kong Tourism Board

- Manpower Projection for the Hotel Industry for 2008-2012 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2008.

\* As percentage increase/decrease of the projected manpower as compared with actual manpower in 2007.

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

### **Projected Additional Training Requirements**

15. Based on the projection of manpower growth and the wastage of employees for existing and forecast new hotels, the Training Board has projected the additional manpower requirements of the industry for 2008 as follows:

#### **Projected Additional Training Requirements for 2008**

	<u>No. of Employees (2007/2008)</u>	<u>Estimated Additional Training Requirements</u>
Managerial and Professional	1 783	587
Supervisory and Technician	8 225	2 694
Craft / Operative	17 929	5 922
Administrative and Others	931	311
<b>Total</b>	<b>28 868</b>	<b>9 514</b>

## **Recommendations**

16. The recommendations of the Training Board are as follows:-
- (i) The Training Board is of the view that the existing 28 868 strong in-service employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.
  - (ii) With the positive future of the tourism industry, the demand for well-trained staff will continue to increase in the coming years. The Training Board is of the view that increased provisions for further expansion and upgrading of training facilities and capacity will be essential to cope with the manpower demand. A surge in demand for skillful and experienced hotel staff, particularly at the supervisory and managerial levels, will be expected to become more acute as the development of our neighbouring areas, including Macao and the Pearl River Delta, continues in the coming years. The Government should channel more resources for hotel manpower development and training to acquire hard and soft skills applicable to the hotel industry.
  - (iii) The Training Board notices that not all university/college graduates of hotel-related courses enter the industry as they may hesitate to start from the bottom of the career ladder and also due to the service-oriented nature of the industry. Hotel industry workers need to start with frontline duties and work their way up, but many graduates would prefer to work in the Marketing or Sales departments. It is also noticed that a skills gap exists between the university/college graduates and the requirements of the industry as the training is mainly theoretical-based. Some tertiary institutions in Hong Kong offer programs in hotel management, but they need to be more practical rather than research intensive. To complement the requirements of the industry, the Training Board recommends that concerted efforts should be taken by the industry and the academic institutions to arrive at a curriculum which best suits the industry, and to better prepare the students to enter the hotel industry.
  - (iv) With the increasing number of Mainland and international travelers to Hong Kong, the Training Board is of the opinion that it is pertinent to upgrade the language skills of hotel staff to enable appropriate communication with customers from varied origins. In particular, the language standard of English, Putonghua and other Chinese dialects. To remain competitive in the hotel business within the Region, more training and education opportunities in the industry should be provided in order to elevate the professional service standard and staff quality of the hotel industry staff in Hong Kong. These included western culinary operations and service, wine and bartending, hotel project management, knowledge on the social, cultural, geographical, economic, political aspects of China and emerging markets, MICE, cruise, spa, health club facilities and services, as well as communications, inter-personal and problem solving skills. In order to create a quality difference in the hotel staff of Hong Kong, the value-added element should be incorporated into training courses to stimulate the creativity and sensitivity in providing the 'extra-touch' to first-timers and sophisticated visitors.

- (v) The Training Board believes that while providing a competitive remuneration package could be one of the ways in retaining hotel staff of Hong Kong, a clear career development path with long-term training and skills upgrading opportunities could be another means for minimising staff wastage. The Training Board recommends that employers to provide career development plans for their employees and to encourage them to take up life-long learning and continuous professional development for upgrading knowledge and skills of the industry.
- (vi) The Training Board recommends both employers and employees of the hotel industry to make use of the Continuing Education Funds and various government funded skills upgrading schemes for further skills enhancement in an increasingly competitive environment. The Training Board will continue to support the Skills Upgrading Scheme (SUS) for the hotel industry. Courses under the hotel SUS scheme include: Job-related Language Courses, Customer Service Training Courses, Cost control for Hotel and Catering, Food and Beverage for Banquet, Concierge and Security Service, Cleaning and Maintenance Service. (Source: The Secretariat of Skill Upgrading Scheme (SUS))
- (vii) The Training Board recommends the establishment of a central governing body to monitor the quality of the courses. As there is an increasing number of hotel course providers in both the commercial and public sectors offering a wide range of courses at different levels, the Training Board is concerned with the quality of hotel courses being offered to the general public. The Training Board acknowledges the changing needs of the hotel industry and agrees that it is vital for in-service employees to embark on life-long learning. It is equally important that employers recognize such needs and support their employees to attend up-grading courses/training programmes/workshops/seminars for the acquisition of new knowledge and skills with reputable training institutes.
- (viii) The Training Board will continue to support the sponsorship of the out-centre training courses for industry practitioners.
- (ix) The Training Board will continue to conduct manpower surveys at 2-year intervals to assess future manpower requirements of the hotel industry. Manpower projection could be regularly updated to reflect the contemporary economic situation in the future using updated economic indicators available from the Census and Statistics Department if required.

## 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 2007 Hotel Industry Manpower Survey are given in Appendices 1 to 3.

#### **The Manpower Survey**

1.2 In pursuance of its terms of reference, the Training Board conducted the Hotel Industry Manpower Survey during the period from 2 October 2007 to 30 November 2007 to collect up-to-date manpower information on the principal jobs of the hotel industry. The Survey was carried out with the assistance of the Census and Statistics Department. A Manpower Survey Report was published in July 2008 by the Training Board in which conclusions and recommendation of the manpower survey findings were released.

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

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

#### **Method of Survey**

1.4 The fieldwork took place from 2 October 2007 to 30 November 2007 with follow-up cases completed on mid-February 2008.

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

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

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

### **Scope of the Survey**

1.8 The survey had a full coverage of the listed 128 hotel establishments and 39 Chinese restaurants operated by hotels in the Central Register of the Census and Statistics Department. The two main HSIC branches of the industry are as follows:

Branch 1 : Hotels (HSIC 6511)  
128 establishments

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

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

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by September 2007;
- (iii) the number of existing vacancies;
- (iv) the number of employees under training;
- (v) the average monthly income of employees; and
- (vi) employers' views on the preferred education, training mode and training period of employees by job level.

1.10 In addition, the following information on part-time staff was also included in the survey. Data on 30 September 2007 (Sunday), a designated reference day were collected:

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

### **Analysis of the Response**

1.11 Out of the 128 establishments surveyed, 106 completed and returned the questionnaires and there were 7 refusal cases. The effective response rate was 93.8%.



## **Manpower Assessment Procedure**

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

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

## **Definition of Employees**

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

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

## **Presentation of Findings**

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

## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Number of Persons Employed

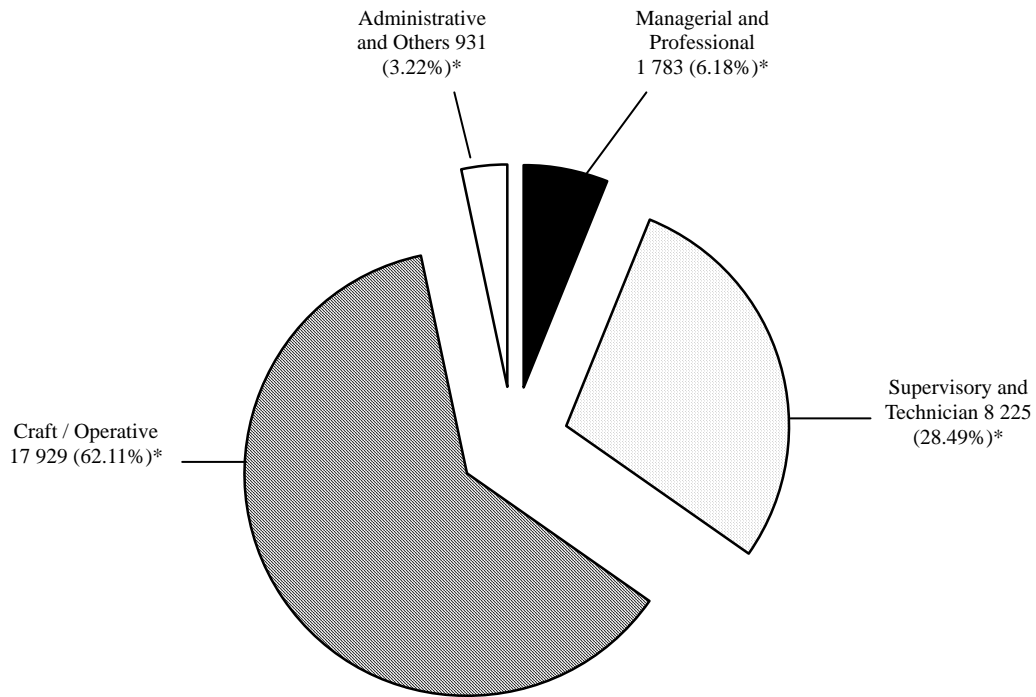
2.1 The survey reveals that as at September 2007, a total of 28 868 persons were employed in the hotel industry as compared to 25 476 in 2005/2006, representing an increase of 3 392 (13.31%). Their distribution by job level is as follows:

**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 and Professional	1 783	6.18%
Supervisory and Technician	8 225	28.49%
Craft / Operative	17 929	62.11%
Administrative and Others	931	3.22%
<b>Total</b>	<b>28 868</b>	<b>100.00%</b>

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

**Total: 28 868**



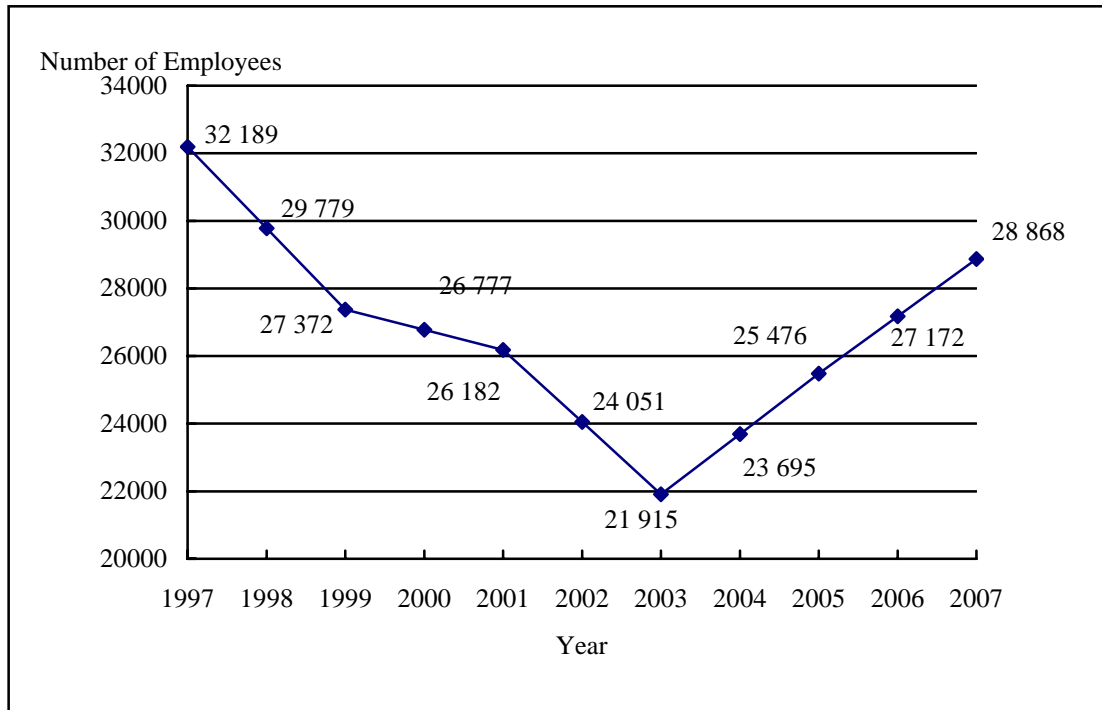
(\*) As percentage of total number of employees

**Trend of the Number of Employees**

2.2 Tables 2.2 (a) and (b) present a comparison on the trend of the number of employees in recent years. Table 2.2(c) presents the number of hotels in Hong Kong from 1997 to 2007.

**Table 2.2 (a)**

**Trend of the Number of Employees**  
**(1997 - 2007)**



Source: Data obtained from the Manpower Survey Reports on Hotel Industry in 1997-2007

**Table 2.2(b)**

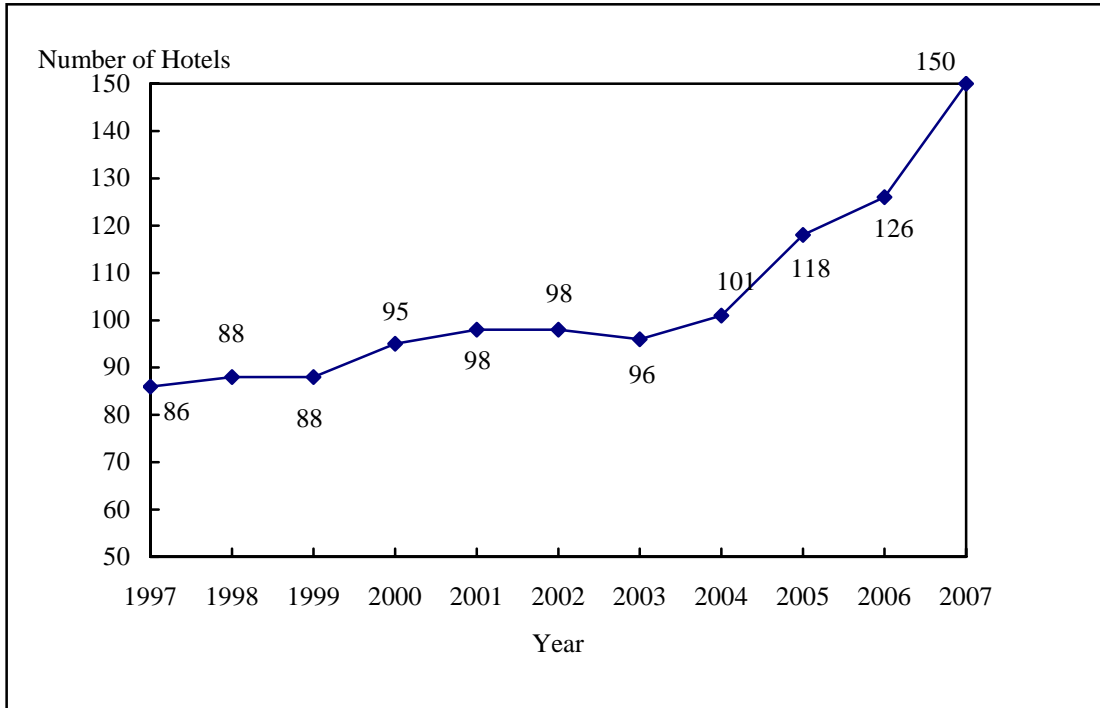
**Trend of the Number of Employees by Job Levels**  
**(1997 - 2007)**

<u>Year</u>	<u>Managerial &amp; Professional</u>	<u>Supervisory &amp; Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
1997	1 566	7 949	18 447	4 227	32 189
1998*	1 571	7 468	17 090	3 650	29 779
1999	1 576	6 988	15 734	3 074	27 372
2000*	1 591	6 930	15 424	2 832	26 777
2001	1 605	6 871	15 115	2 591	26 182
2002*	1 515	6 363	13 656	2 517	24 051
2003	1 424	5 854	12 195	2 442	21 915
2004*	1 490	6 489	14 046	1 670	23 695
2005	1 556	7 124	15 898	898	25 476
2006*	1 669	7 674	16 913	914	27 172
2007	1 783	8 225	17 929	931	28 868

\*Computed by interpolation

**Table 2.2 (c)**

**Total Number of Hotels**  
**(1997 - 2007)**



Source: Hotel Supply Situation Reports as at March 2001, as at March 2004, as at March 2006 and as at March 2007, Hong Kong Tourism Board.

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

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

---

<b><u>Job Level</u></b>	<b><u>Hotels</u></b>	<b><u>Chinese Restaurants Operated by Hotels</u></b>	<b><u>Total</u></b>	<b><u>% of Total No. Employed</u></b>
Managerial and Professional	1 710	73	1 783	6.18%
Supervisory and Technician	7 359	866	8 225	28.49%
Craft / Operative	17 073	856	17 929	62.11%
Administrative and Others	931	0	931	3.22%
<b>Total</b>	<b>27 073</b>	<b>1 795</b>	<b>28 868</b>	<b>100.00%</b>

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## **Number of Existing Vacancies**

2.4 At the time of the survey, employers reported 692 vacancies, or 2.40% of the existing 28 868 posts. Details of number of vacancies by job level are presented below:

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

<b><u>Job Level</u></b>	<b><u>Hotels</u></b>	<b><u>Chinese Restaurants Operated by Hotels</u></b>	<b><u>Total (%)*</u></b>
Managerial and Professional	30	1	31 (4.48%)
Supervisory and Technician	119	10	129 (18.64%)
Craft / Operative	506	15	521 (75.29%)
Administrative and Others	11	0	11 (1.59%)
<b>Total</b>	<b>666</b>	<b>26</b>	<b>692 (100.00%)</b>

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

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

2.5 Of the 692 vacancies, 31 were at managerial and professional level, 129 at the supervisory and technician level, 521 at the craft / operative level, 11 at the administrative and others levels. The number of vacancies with the existing workforce at the same job level is shown in Table 2.5 and Figure 2.5:

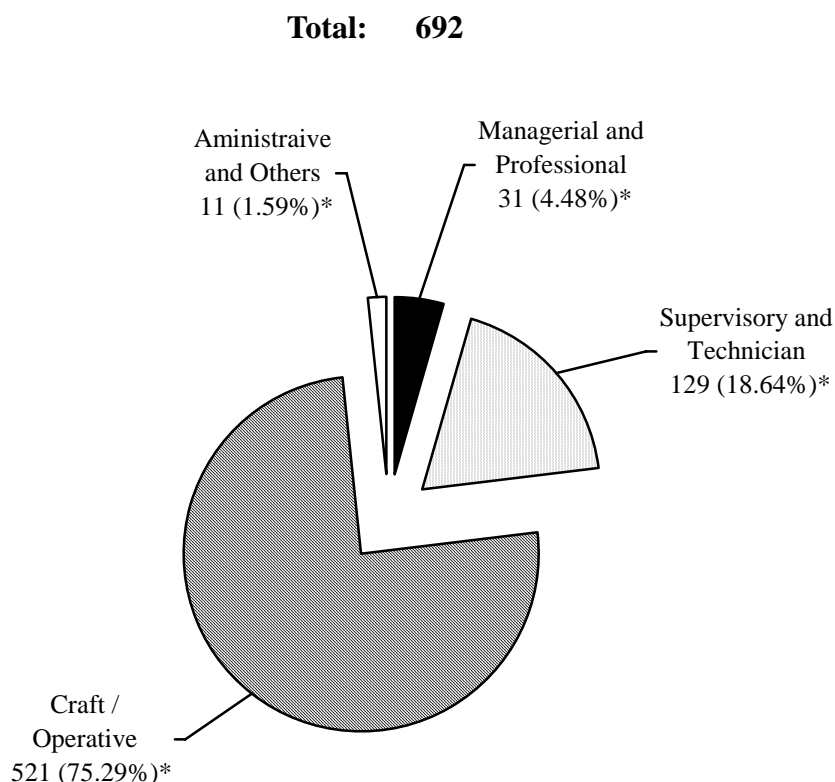
**Table 2.5: Number of Employees and Existing Vacancies by Job Level**

<b><u>Job Level</u></b>	<b><u>Number of Employees</u></b>	<b><u>Number of Vacancies</u></b>	<b><u>Percentage of Employees at the same Job Level</u></b>
Managerial and Professional	1 783	31 (4.48%)*	1.74%
Supervisory and Technician	8 225	129 (18.64%)*	1.57%
Craft / Operative	17 929	521 (75.29%)*	2.91%
Administrative and Others	931	11 (1.59%)*	1.18%
<b>Total</b>	<b>28 868</b>	<b>692</b> <b>(100.00%)*</b>	<b>2.40%</b>

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



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



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

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

2.6 The survey findings indicated that there were 120 trainees/apprentices in the hotel industry as at September 2007. The distribution by job level is given below:

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

<u>Branch</u>	<u>Managerial and Professional</u>	<u>Supervisory and Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
Hotels	2	3	88	9	102
Chinese restaurants operated by hotels	0	0	11	7	18
<b>Total</b>	<b>2</b>	<b>3</b>	<b>99</b>	<b>16</b>	<b>120</b>

## Employers' Forecast Manpower Demand by September 2008

2.7 Employers forecasted that there would be a total of 29 555 employees by September 2008, an increase of 687 (2.38%) over the number employed in September 2007. The Employers' 12-month forecast of additional employees and manpower demand by job level are presented in Tables 2.7(a)-(b) and Figure 2.7 respectively:

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

<u>Branch</u>	<u>Total Statistics for 2007</u>	<u>Managerial and Professional</u>	<u>Supervisory and Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>	<u>Employers' Forecast Total for 2008</u>
Hotels	27 073	39	149	444	12	644	27 717
Chinese restaurants operated by hotels	1 795	2	11	30	0	43	1 838
<b>Total</b>	<b>28 868</b>	<b>+41</b> (+2.3%)*	<b>+160</b> (+1.95%)*	<b>+474</b> (+2.64%)*	<b>+12</b> (+1.29%)*	<b>+687</b> (+2.38%)**	<b>29 555</b>

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

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

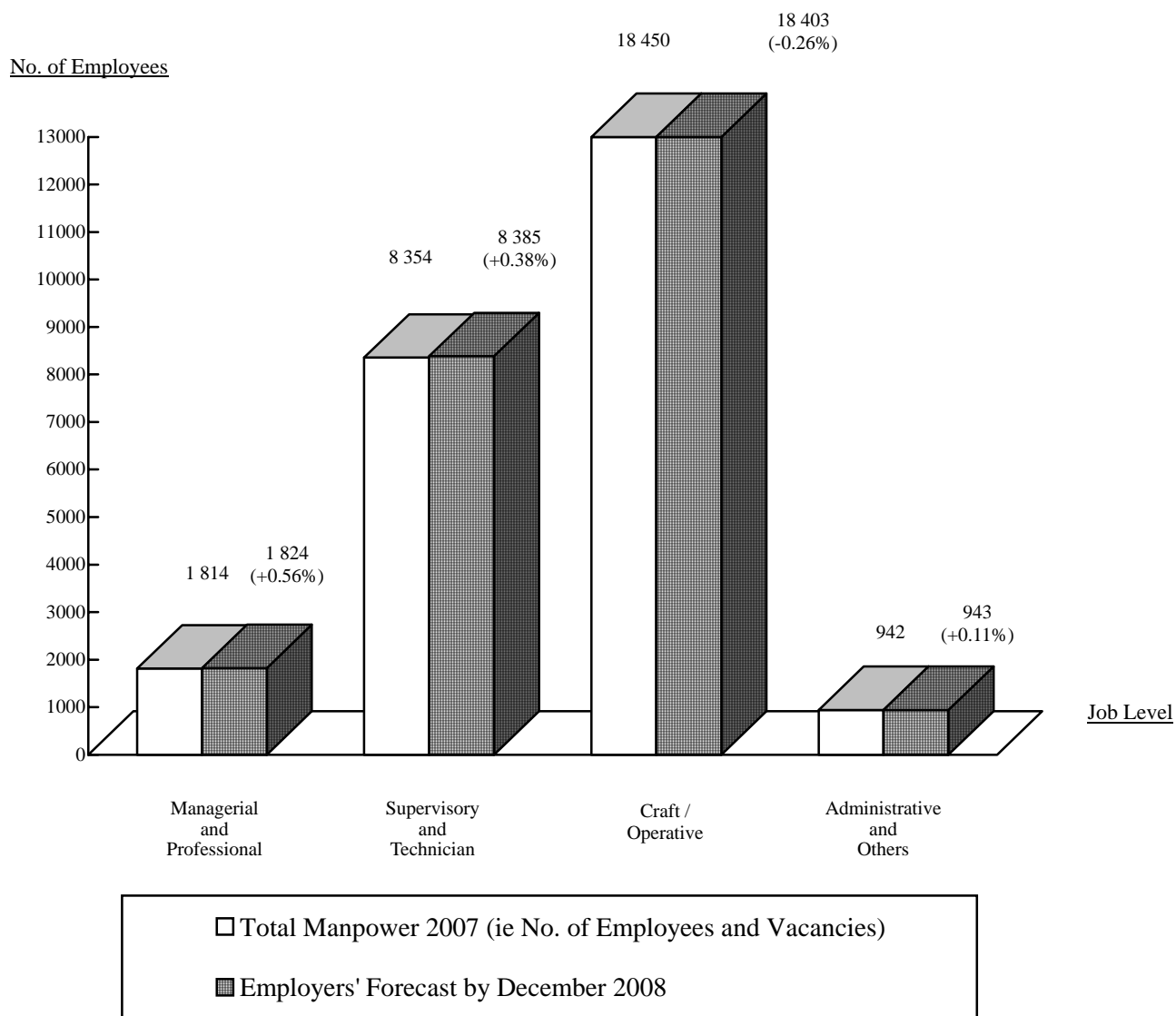
**Table 2.7(b): Employers' Forecast of Manpower Demand by September 2008 by Job Level**

<u>Job Level</u>	<u>(a) No. of Employees in Sept. 2007</u>	<u>(b) No. of Vacancies in Sept. 2007</u>	<u>(a) + (b) Total No. of Posts in Sept. 2007</u>	<u>Employers' Forecast of Manpower in Sept. 2008</u>	<u>Growth</u>	<u>(%)*</u>
Managerial and Professional	1 783	31	1 814	1 824	+10	(+0.55%)
Supervisory and Technician	8 225	129	8 354	8 385	+31	(+0.37%)
Craft / Operative	17 929	521	18 450	18 403	-47	(-0.25%)
Administrative and Others	931	11	942	943	+1	(+0.11%)
<b>Total</b>	<b>28 868</b>	<b>692</b>	<b>29 560</b>	<b>29 555</b>	<b>-5</b>	<b>(-0.02%)**</b>

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

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

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



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

2.8 The survey reveals that 716 employees (2.48% of the total number of employees) had been promoted from within the industry. Of the 716 employees, 163 (22.77%) were at the managerial and professional level and 553 (77.23%) at the supervisory and technician level. A summary of the promotion pattern is given in Table 2.8.

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

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<b><u>Job Level</u></b>	<b><u>Number Employed</u></b>	<b><u>Number of Promotion</u></b>	<b><u>(%)*</u></b>
Managerial and Professional	1 783	163	9.14%
Supervisory and Technician	8 225	553	6.72%
Craft / Operative	17 929	0	0.00%
Administrative and Others	931	0	0.00%
<b>Total</b>	<b>28 868</b>	<b>716</b>	<b>2.48%**</b>

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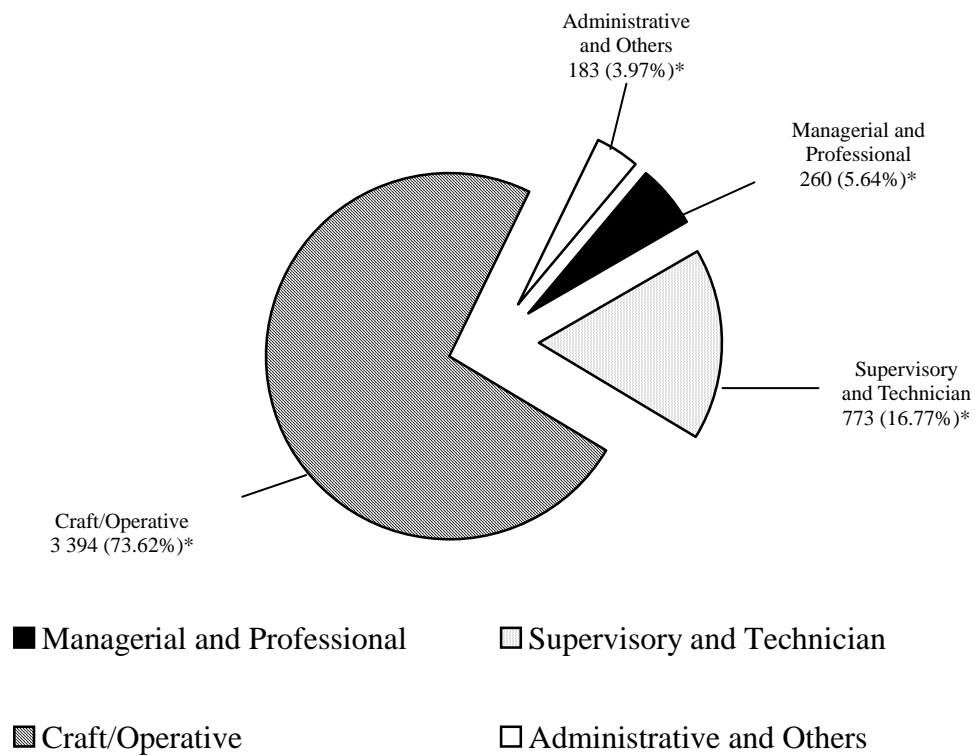
(%)\* As percentage of the number employed at the same job level

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

## Staff Turnover in the Past 12 Months

2.9 Employers reported that 4 610 employees or 15.97% of the total number of employees in the industry had left in the past 12 months.

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

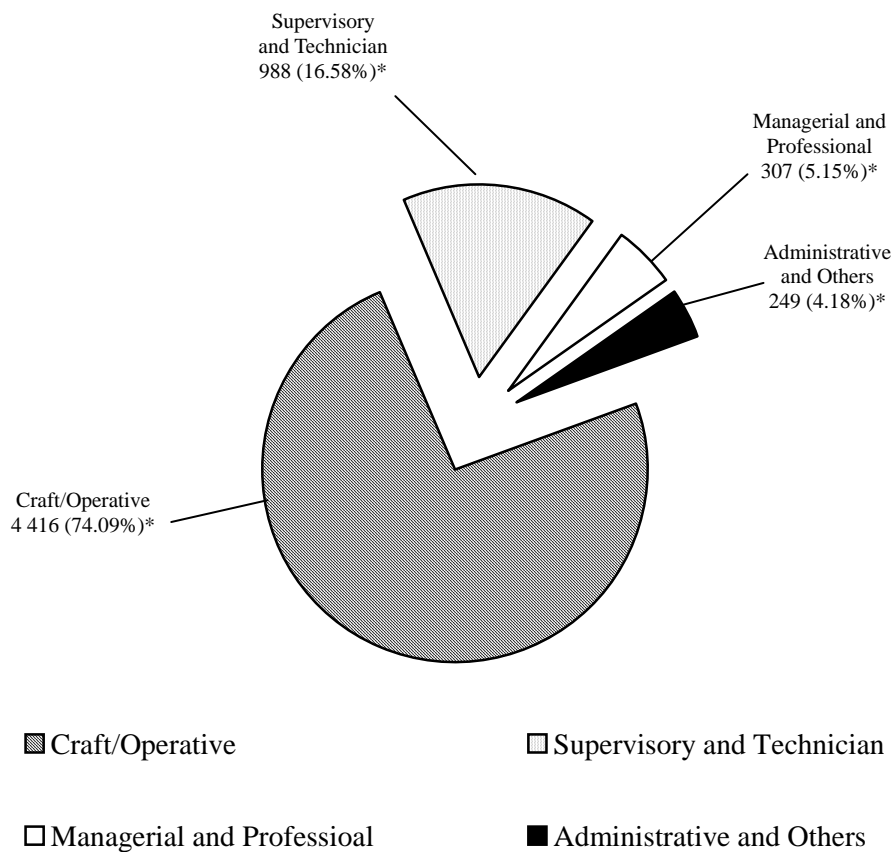


(\* ) As percentage of total number of staff turnover

## New Recruits in the Past 12 Months

2.10 Employers reported that they had recruited 5 960 new employees in the past 12 months. The largest number of recruits was found in the craft/operative levels (4 416 or 74.09% of total number of new recruits). The distribution of the number of new recruits by job level is presented in Figure 2.10 below:

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



(\*) As percentage of total number of new recruits

## **Preferred Level of Education**

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

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

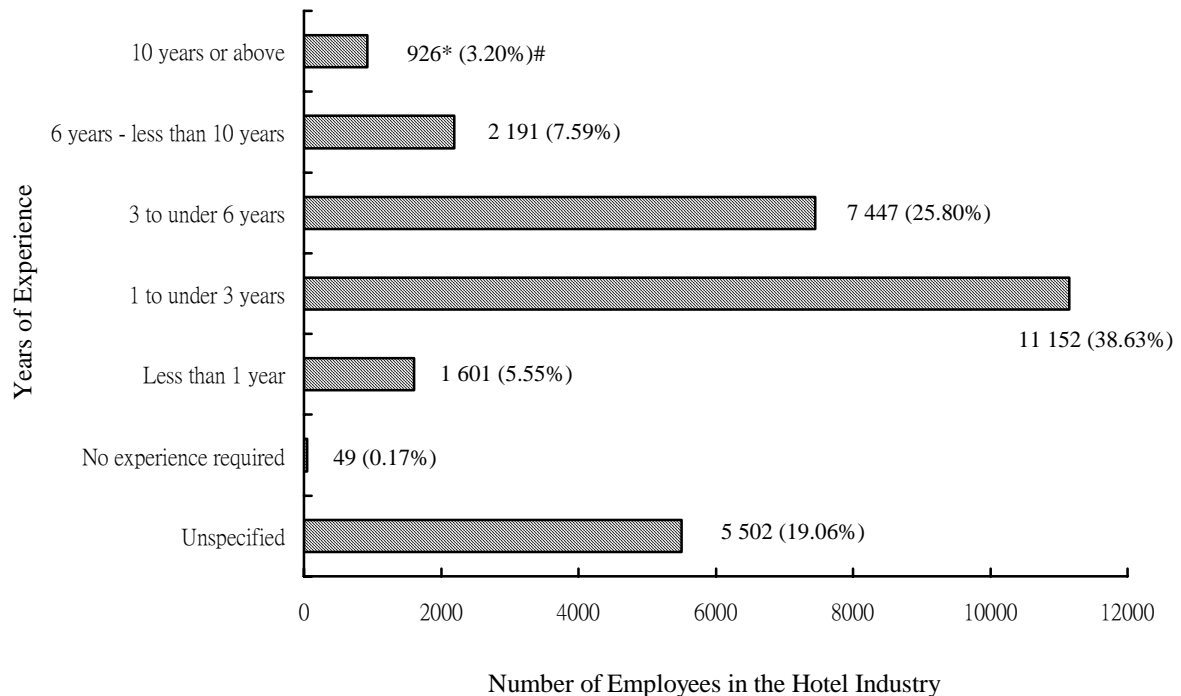
<u>Job Level</u>	<u>Type (No. of Employees)</u>	<u>% of the No. Employed at the Job Level</u>
Managerial and Professional	University Degree or above (1 062)	59.56%
	Professional Diploma/ Higher Diploma / Diploma or Equivalent (371)	20.81%
Supervisory and Technician	Professional Diploma / Higher Diploma / Diploma or Equivalent (2 753)	33.47%
	Certificate / Advanced Certificate or Equivalent (2 176)	26.46%
Craft / Operative	Secondary 5 - 7 (5 015)	27.97%
	Secondary 3 - 4 (4 337)	24.19%
Administrative and Others	Certificate / Advanced Certificate or Equivalent (294)	31.58%
	Professional Diploma / Higher Diploma / Diploma or Equivalent (271)	29.11%

**Preferred Relevant Experience**

2.12 The majority of employers reported that 38.63% of their employees possessed 1 to 2 years of experience, 25.80% possessed 3 to 5 years of experience, and 7.59% possessed 6 to 9 years of experience. It should be noted that only 0.17% of employees possessed no previous experience. The number of employees by average years of hotel industry experience before occupying the post are presented in Figure 2.12 below:-

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

**Total: 28 868**



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

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



**Income Distribution of Full-Time Employees**

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

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

<u>Job Level</u>	\$6,000 or below	\$6,001 to \$8,000	\$8,001 to \$10,000	\$10,001 to \$15,000	\$15,001 to \$20,000	\$20,001 to \$25,000	\$25,001 to \$30,000	\$30,001 to \$35,000	\$35,001 to \$40,000	\$40,001 or above	<u>Unspecified</u>	<u>Total</u>
Managerial and Professional	-	-	-	17	155	247	196	123	128	216	701	1 783
Supervisory and Technician	-	7	341	2 882	2 592	641	191	29	11	-	1 531	8 225
Craft / Operative	19	2 629	5 709	6 461	425	25	1	-	-	-	2 660	17 929
Administrative and Others	-	35	267	328	92	31	2	-	-	-	176	931
<b>Total</b>	<b>19</b> <b>(0.07)*</b>	<b>2 671</b> <b>(9.25)</b>	<b>6 317</b> <b>(21.88)</b>	<b>9 688</b> <b>(33.56)</b>	<b>3 264</b> <b>(11.31)</b>	<b>944</b> <b>(3.27)</b>	<b>390</b> <b>(1.35)</b>	<b>152</b> <b>(0.52)</b>	<b>139</b> <b>(0.48)</b>	<b>216</b> <b>(0.75)</b>	<b>5 068</b> <b>(17.56)</b>	<b>28 868</b> <b>(100.00)</b>

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

2.14 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. Tables 6-8 of Appendix 5 show the income distribution by job level. The majority of employees earned a total monthly income from \$20,001 to \$25,000 for managerial/professional level, and from \$10,001 to \$15,000 for all remaining levels which include supervisory / technician / craft / administrative and others level of employees. Since this is not an income survey, the information obtained is for cross-reference purpose only.

**Income Distribution of Part-Time Employees**

2.15 Tables 2.15 (a) - (c) show the demand and income distribution of part-time employees on 30 September 2007, the reference day of the survey, as reported by the employers, on an hourly, daily and monthly fee basis. The survey indicated that a total of 450 part-time employees were hired by the hotel industry on the reference day.

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

<u>Job Level</u>	<u>\$20 or below</u>	<u>\$21 - \$40</u>	<u>\$41 - \$60</u>	<u>\$61 or above</u>	<u>Unspecified</u>	<u>Total</u>
Managerial and Professional	-	-	-	-	-	-
Supervisory and Technician	-	-	-	-	-	-
Craft / Operative	9	161	69	79	2	<b>320</b>
Administrative and Others	-	-	-	-	-	-
<b>Total</b>	<b>9</b>	<b>161</b>	<b>69</b>	<b>79</b>	<b>2</b>	<b>320</b>

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

<u>Job Level</u>	<u>\$201-\$300</u>	<u>\$301-\$400</u>	<u>Total</u>
Managerial and Professional	-	-	-
Supervisory and Technician	-	-	-
Craft / Operative	17	13	<b>30</b>
Administrative and Others	-	-	-
<b>Total</b>	<b>17</b>	<b>13</b>	<b>30</b>

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

<u>Job Level</u>	<u>\$6,000 or below</u>	<u>\$6,001 - \$8,000</u>	<u>\$8,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>Unspecified</u>	<u>Total</u>
Managerial and Professional	-	-	-	-	-	-
Supervisory and Technician	3	-	-	-	-	<b>3</b>
Craft / Operative	14	29	41	2	10	<b>96</b>
Administrative and Others	-	-	-	1	-	<b>1</b>
<b>Total</b>	<b>17</b>	<b>29</b>	<b>41</b>	<b>3</b>	<b>10</b>	<b>100</b>

## Training to Employees

2.16 The analysis shown in Table 2.16 indicated that 8 628 (29.89%) of the employees received less than 5 days internal training and 2 415 (8.37%) received no training.

**Table 2.16: No. of Employees by Average Man-days Spent on Internal Training in 2007**

Man-days	Total / % of Total Number
Nil	2 415 / 8.37%
< 5 days	6 213 / 21.52%
5 Days to < 10 Days	4 383 / 15.18%
10 Days to < 15 Days	3 399 / 11.77%
15 Days to < 20 Days	5 793 / 20.07%
20 Days to < 1 Month	831 / 2.88%
1 Month or Above	341 / 1.18%
Unspecified	5 493 / 19.03%
<b>Total</b>	<b>28 868 / 100.00%</b>

2.17 As reported by employers, improvement in skills sets including language, customer service, supervisory, management and trade skills is required particularly for the employees at craft/operative level which represented 71% of the total number of employees by different job levels. Details are shown at Table 17 of Appendix 5.

### Priority Accorded to Mode of Training By Employers

2.18 From employers' feedback, seminar/workshop was ranked as the most preferred mode of training whereas evening mode of training was ranked as the least preferred. Details of the priorities were shown in Table 2.18:

**Table 2.18: No. of Employees by Priority Accorded to Mode of Training**

Mode of Training	Level of Priority	Total / % of Total Number of Employees
Part-time Day Release	1 <sup>st</sup> Priority	9 975 / 34.55%
	2 <sup>nd</sup> Priority	10 407 / 36.05%
	3 <sup>rd</sup> Priority	3 444 / 11.93%
	Unspecified	5 042 / 17.47%
	<b>Total</b>	<b>28 868 / 100.00%</b>
Evening	1 <sup>st</sup> Priority	3 275 / 11.34%
	2 <sup>nd</sup> Priority	6 810 / 23.59%
	3 <sup>rd</sup> Priority	13 741 / 47.60%
	Unspecified	5 042 / 17.47%
	<b>Total</b>	<b>28 868 / 100.00%</b>
Seminar/Workshop	1 <sup>st</sup> Priority	10 576 / 36.64%
	2 <sup>nd</sup> Priority	6 609 / 22.89%
	3 <sup>rd</sup> Priority	6 641 / 23.00%
	Unspecified	5 042 / 17.47%
	<b>Total</b>	<b>28 868 / 100.00%</b>

## Spa Facilities and Services

2.19 In recent years, there has been a growing trend for the development of spa and resort facilities in Hong Kong. Spa and resort facilities are particularly attractive to the high end tourism market. The following Table 2.19 indicates the survey results:

**Table 2.19: No. of Hotels that Operate Spa**

<b>Branch</b>	<b>Operated by the Hotel</b>	<b>Operated by Outsourced Contractor</b>	<b>No Spa Facilities</b>	<b>Unspecified</b>	<b>Total Number of Hotels Responded</b>
Hotels	11	11	87	15	124
Total	11	11	87	15	124
(%)*	(8.87%)	(8.87%)	(70.16%)	(12.10%)	(100.00%)

(\*) As percentage of the total number of hotels responded.

## Average Age Range of Craft/Operative Employees

2.20 The distribution and age range of craft/operative employees will help identify the mix of age range and lay the foundation for the tracking of future trends. The following Table 2.20 presents the findings of the survey:

**Table 2.20: Distribution of Employees by Average Age Range (Craft/Operative Level)**

<b>Age Range</b>	<b>Below 18</b>	<b>18-25</b>	<b>26-30</b>	<b>31-35</b>	<b>36-40</b>	<b>41-49</b>	<b>50 or above</b>	<b>Unspecified</b>	<b>Total</b>
No. of Employees	57	2 139	3 033	2 415	2 692	2 468	680	4 445	17 929
% of Total	0.32%	11.93%	16.92%	13.47%	15.01%	13.77%	3.79%	24.79%	100.00%

## SECTION III

### CONCLUSIONS

#### **Industry Outlook**

3.1 The Hong Kong economy was vibrant in 2007. Although in the latter half of the year the external economic environment was beset with the US sub-prime mortgage problem and credit crunch, Gross Domestic Product (GDP) still grew by 6.3%, higher than the trend growth for the past 10 years. (Source: “The 2008-2009 Budget” – Speech by the Financial Secretary, the Hon John C Tsang Moving the Second Reading of the Appropriation Bill 2008, 27 February 2008.) On a year-on-year comparison, economic growth was above trend throughout the four quarters of 2007, picking up from 5.5% in the first quarter and further to 6.7% in the fourth quarter. (Source: 2007 Economic Background and 2008 Prospects; The HKSAR Government.)

3.2 For tourists and business travellers looking for sophistication, excitement and fun, Hong Kong presents a unique array of attractions and events. Hong Kong is famous for our international, cosmopolitan and dynamic outlook, coupled with our Oriental feel and heritage. Hong Kong offers a diverse experience of our living culture, from shopping, dining, theme parks to entertainment. For nature lovers, our wetland and country parks can be easily and quickly reached from the urban areas. Due to the weakened US Dollar, many overseas visitors will find that they can benefit more in Hong Kong. (Source: Press Release: “SCED’s Speech at The Federation of Hong Kong Hotel Owners Gala Dinner”, 14 September 2007; The HKSAR Government.)

3.3 2007 marked 50 years of vibrant tourism development in Hong Kong and the tourism industry has become one of the major thrust of Hong Kong’s economy. The Total Expenditure Associated to Inbound Tourism (TEAIT) broke the 2006’s record of HK\$119.43 billion, rising beyond HK\$130 billion. Per Capita spending by overnight arrivals was around HK\$5,100 as compared with HK\$4,799 in 2006. Average per capita spending for same-day in-town visitors amounted at around HK\$1,100 in 2007.

3.4 The 2007 results were testament to Hong Kong’s enduring appeal as a destination in the face of ever-growing competition. Visitor arrivals in 2007 reached a record high of 28.17 million, an increase of 11.6% on the 25.25 million arrivals in 2006. All long-and short-haul market regions achieved positive gain in 2007. The appreciation of Renminbi against the Hong Kong dollar was amongst one of the factors to boost arrivals from the Mainland. Arrivals from Mainland China passed the 15-million mark for the first time, which was 13.9% more than in 2006 and 55% of the 2007 total. The number of arrivals under the Individual Visit Scheme (IVS) leaped by 28.8% in 2007. Non-Mainland arrivals also registered notable gain of 8.8% at 12.68 million. For the long-haul market regions, double-digit increases were registered for Europe, Africa and the Middle East, with arrivals growing by 14.2% to 2.19 million, followed by the Americas and Australia, New Zealand and South Pacific. As for the short-haul markets, South and Southeast Asia attained a growth of 8.6% over 2006 and become Hong Kong’s second largest source market.

3.5 Among the individual markets, South Korea and the Philippines achieved the highest growth rate at 21.9% and 21.8% respectively. Emerging markets such as the Middle East region had achieved overall growth of 23.7%, and arrivals from Russia grew by more than 30% in 3 consecutive years since 2004. (Sources: Hong Kong Tourism Board; Press Releases: “New Records of Visitor Arrivals and Spending for Hong Kong Tourism in 2007”, 7 January 2008; “HKTB Releases Final Arrivals Figures For 2007”, 30 January 2008.)

3.6 By the end of 2007, Hong Kong had 140 hotels with 51 581 rooms. For the full year 2007, the average hotel occupancy rate across all categories of hotels was 86%, which was 1% point lower over 2006. There was a 9.35% (4 400 rooms) increase in Hong Kong’s room supply between December 2006 and December 2007. The average achieved hotel room rate across all hotel categories in 2007 was HK\$1,215, a 11.4% increase on the 2006 figure. (Source: Press Release: “New Records of Visitor Arrivals and Spending for Hong Kong Tourism in 2007”, 7 January 2008; Hong Kong Tourism Board.) The number of hotels is planned to increase from 140 in 2007 to 190 in 2012, with the number of hotel rooms increased from 51 581 to 63 732 (+12 151 rooms). (Sources: Hong Kong Federation of Hotel Owners and Hong Kong Tourism Board.)

3.7 Visitor arrivals for the 1<sup>st</sup> Quarter of 2008 continued to show significant increase as compared to 2007: 25.18 million in January 2008, 16.2% more than in 2007; 23.52 million in February 2008, 2.9% higher than in the same month in 2007; and 24.04 million in March 2008, 11.2% increase over the same month in 2007. The average hotel occupancy for January to March 2008 across all categories of hotels was 84%, a 1% decrease as compared with the 2007 figure. The average achieved hotel room rate for all hotel categories was HK\$1,246, 6% higher than in the first three months of 2007. (Source: Hong Kong Tourism Board.)

3.8 With a view to boosting and ensuring sustainable development of Hong Kong’s tourism, the HKSAR Government continues to devote resources and more publicity and promotion to the development of tourism infrastructure and human capital so that the tourism sector will be more competitive and business-friendly. (Source: Tourism Commission, Commerce and Economic Development Bureau, August 2007.) To facilitate the development of the hotel industry, the HKSAR Government has designated sites as ‘restricted to hotel use’ and will provide 10 sites in the 2008 Application List for Hotel Development and will waive the Hotel Accommodation Tax. (Source: “The 2008-09 Budget” – Speech by the Financial Secretary, the Hon John C Tsang Moving the Second Reading of the Appropriation Bill 2008, 27 February 2008.)

3.9 Coupled with the encouraging growth momentum in visitor arrivals in the 1<sup>st</sup> Quarter of 2008, the implementation of several major tourism projects including the redevelopment of the Ocean Park, the Stanley Waterfront and the Peak Improvement projects, together with the major marketing promotional initiatives and mega events conducted by the Hong Kong Tourism Board for the 10<sup>th</sup> Anniversary of the establishment of the HKSAR, and for the 2008 Beijing Olympic Games, the outlook of the hotel industry in Hong Kong is expected to remain optimistic in 2008.



3.10 With the 3-3-4 New Senior Secondary Education structure in effect as of 2009/2010 academic year. The more diverse structure of the senior secondary education would further consolidate youngsters' foundation for pursuing lifelong learning; help them understand their aptitudes, interests and abilities, exploring and developing their potentials. With a good understanding of their own strengths and weaknesses, they will be in a better position to plan for their future studies and career; develop their generic skills, positive attitudes and values, which are the basic requirements for self reliance and employment. However, with a higher academic credential, their propensity of seeking further education may be higher than seeking for immediate employment.

3.11 In 2012 when the new 4 year university system come into action; more senior secondary graduates may consider further education over immediate employment. This may affect the labour supply as the industry is growing and expanding in the next 5 years. The demand on employees at entrant operational level is keen. Senior Secondary graduates who seek for employment are relatively older than the traditional S5 graduates; employers should expect them to be more mature, better educated and may have higher expectations.

### **New Tourism Attractions and Projects**

3.12 With effective marketing efforts and quality service, Hong Kong is expecting 30.40 million tourist arrivals in 2008, an increase of 8% over 2007. (Source: Business and Finance, News HKSAR Government, 28 January 2008.) Over the past few years, major tourism infrastructure such as Hong Kong Disneyland, the Asia World Expo, the Wetland Park and the Ngong Ping 360 had been launched. To further promote and support tourism development in Hong Kong, HK\$11 billion will be invested for tourism infrastructure development and facilities enhancement over the next 5 years. Major tourism projects being implemented and under planning included:

- (i) Transport Link in Tsim Sha Tsui East and Tsim Sha Tsui Beautification Project – to optimise the use of the Tsim Sha Tsui Waterfront, a new public transport interchange will be constructed with a new podium garden on top of it. Footbridges will be included in the project to enhance tourism and economic activities in all parts of Tsim Sha Tsui. The Link came into service in August 2007 and the beautification works was planned for completion in early 2008.
- (ii) Stanley Waterfront Improvement Project – improvement works for this popular visitor attraction scheduled for completion in end 2007 included general streetscape improvements, extension of the waterfront promenade outside Stanley Main Street, construction of a pier outside Murray House and beautification of the area.
- (iii) Peak Improvement Scheme – The Peak is one of the top tourist attractions in Hong Kong and improvement measures included enhancement of the walking trails, the Victorian Peak Garden and the commercial stores. The project is due to complete in early 2008.
- (iv) Redevelopment of the Ocean Park – the Park will be developed by phases until 2013 into a world-class leading marine-themed park, with education-cum-entertainment facilities featuring about 70 attractions as compared with the current 35 attractions.

- (v) Aberdeen Tourism Project – aims at bringing out the unique features of ‘traditional fishing harbour’ and the local culture of Aberdeen and, by reinforcing the elements of diversified tourism, to enhance Aberdeen’s attractiveness to both international visitors and local residents. Key features include re-developing both sides of the Aberdeen harbour under the theme of ‘Fisherman’s Wharf’; developing exhibition facilities based on the theme of traditional fishing harbour; enhancing the use of traditional sampans, which are well liked by visitors, as a water transportation shuttle between Aberdeen and Ap Lei Chau and to link with the Ocean Park.
- (vi) Development of a Piazza in Tsim Sha Tsui – the objective is to create a new public open space at the existing public transport interchange adjacent to the Star Ferry Pier with enriched features for use by both the locals and tourists. The Tsim Sha Tsui Clock Tower, which is one of the top ten attractions in Hong Kong, will be an important icon feature of the Piazza. Coupled with the world famous Victoria Harbour view, the Piazza will have tremendous potential to become another key tourist attraction.

3.13 Furthermore, to enable the visitors to explore the unique scenic spots and living culture in Hong Kong’s countryside, the Hong Kong Tourism Board has encouraged the travel trade to launch eco-oriented tours. New itineraries under the Hong Kong Natural Kaleidoscope Programme include the Wetland Tours in Long Valley and Mai Po, and the re-packaged Northeast New Territories Islands Hopping Tour. The re-packaged itinerary allowed more in-depth travel experience at different scenic spots which aims at reinforcing Hong Kong’s strength in eco-tourism. (Sources: Hong Kong Tourism Commission – Major Tourism Projects; Hong Kong Tourism Board; Press Release: “Hong Kong Tourism Board Enriches Nature Kaleidoscope Programme”, 3 September 2007; Hong Kong Tourism Board; Press Release: “Hong Kong Tourism Board Welcomes Chief Executive’s Policy Address”, 10 October 2007; Sing Pao News A04, 29 March 2008.)

3.14 The development of convention and exhibition services in Hong Kong over the years has helped to boost tourism and other sectors through the impetus to business travels. In order to enhance the appeal of Hong Kong as an international convention, exhibition and tourism capital, the HKSAR Government is working closely with the industries to improve our competitive edge amidst intense regional competition. Infrastructure development is in the pipeline to ensure an effective hardware that caters for market demand. The target completion of the atrium link extension in early 2009 is expected to increase the exhibition area of the Hong Kong Convention and Exhibition Centre by 42%. The Government is exploring with Asia World-Expo the early commencement of its Phase 2 expansion.

3.15 With the Hong Kong Convention and Exhibition Centre’s latest expansion (due to complete in 2009), HK\$1.46 billion in additional expenditure will be generated in the first year of operation. 3 630 jobs will be created. The cumulative benefits from 2009 to 2025 are expected to be HK\$40 billion in additional expenditure with 92 000 more jobs. (Sources: Travel Industry Council: The Voice of Tourism, No. 3, 2007; The HKSAR Government: Third Quarter Economic Report 2007 and Updated Economic Forecasts for 2007, 16 November 2007.)

3.16 According to the Hong Kong Tourism Board, 296 conventions and exhibitions had taken place in Hong Kong in 2006, attracting over 779 000 overseas visitors, representing a growth of 23.4% over 2005. A total of 829 000 visitor arrivals were accounted for corporate meetings and incentive movements in 2006, an increase of 14% over 2005.

3.17 2008 is expected to be a year of both opportunities and challenges for both the hotel and tourism industries. Positive factors include favourable exchange rates, increased flight capacity and continuous expansion of the Mainland's outbound market. However, a slowdown in the global economy, regional competition and the impact of new holiday arrangements for Mainland tourists represent challenges to the hotel and tourism industries in Hong Kong. (Source: Hong Kong Tourism Commission). In order to maintain a strong foothold as the most popular single city destination in Asia and the Events Capital of Asia, it is imperative that a continuous supply of quality staff with professional training be available for the hotel and tourism industries to deliver a service quality that lives up to the expectation of international visitors to Hong Kong.

### **Implications on Manpower**

3.18 According to the Census and Statistics Department, the labour market was upbeat and active in 2007, which underlined the strength and growth of Hong Kong's economy. In the 4<sup>th</sup> Quarter of 2007, the labour market remained strong, with total employment surging to another record high of over 3.53 million and posting a faster increase than the labour force. Since the trough in 2003, a total of 366 300 additional new jobs had been created. In September 2007, vacancies in private sector establishments reached 52 300, up significantly by nearly 20% over a year earlier. Almost all of these vacancies emerged in the service sector, in which hotels and restaurants were among the most distinct growth sectors. (Source: 2007 Economic Background and 2008 Prospects; the HKSAR Government.)

3.19 The seasonally adjusted unemployment rate dropped to 3.4% in the fourth quarter of 2007, the lowest level for over 9½ years. For 2007 as a whole, the unemployment rate averaged at 4.0%, down visibly from 4.8% in 2006. According to the periodic Economic Report Published by the Economic Analysis Division of the HKSAR Government, buoyant labour demand has been observed across many major economic sectors and occupations, overall labour wages and earnings have continued to increase, though with variations among different economic sectors and job categories.

3.20 With the development of new hotel and tourism-related projects in Hong Kong and the development of the Mainland and our neighbouring areas, more job opportunities are expected to be created in the near future and a steady increase in trained quality manpower requirements for the hotel industry is expected in the coming years:

- (i) According to the Hotel Supply Situation Report as at March 2008 published by the Hong Kong Tourism Board, there will be around 63 new hotels with 13 312 additional rooms to be completed between 2007 to 2012. Based on a staff to room ration of 0.6:1, approximately 8 000 new vacancies will be created in the next 5 years for the these new hotels.
- (ii) The booming economy of the Mainland will provide positive impact on Hong Kong's hotel and tourism industries. Visitors growth from the Mainland continued to be consistent and the trend is for more of these visitors to travel independently rather than in groups. The Individual Visit Scheme (IVS) is extended to cover 5 more Mainland cities, bringing the total number of IVS cities to 49 as at January 2007. Since the introduction of the IVS in July 2003, some 27.43 million Mainland residents have travelled to Hong Kong as individual visitors as at the end of February 2008. (Source: Hong Kong Tourism Board – HKTB Tourism Research; April 2008.) Ratio

of visitors traveling on the IVS outnumbered those in groups at 11:1, indicating they are more seasoned and affluent. (Source: The Annual Report 2007, Hong Kong Hotels Association.) With Mainland China destined to be the world's largest tourism nation by as early as 2015, it would be to Hong Kong's best interest to attract more visitors from this source, especially the more affluent ones. (Source: The Annual Report 2007; Hong Kong Hotels Association.)

- (iii) The Action Agenda on "China's 11<sup>th</sup> Five-year Plan and the Development of Hong Kong" will further enhance Hong Kong's continuous integration with the Mainland under the Closer Economic Partnership Arrangement (CEPA) framework and the Pan Pearl River Delta cooperation, thereby furthering Hong Kong's status as an international financial centre and a regional hub for tourism, trade, logistics and business. The Hong Kong Tourism Board (HKTB) will partner with the Mainland travel trade to develop more "multi-destinations" itineraries anchored on Hong Kong. Furthermore, the HKTB has introduced the Honest & Quality Tour programme in collaboration with tourism bureaux and trade partners in the Mainland. Promotion of these tours to Mainland cities, such as Nanjing, Hangzhou and Guangzhou, will encourage Mainland visitors to Hong Kong who expect quality service during their visits to Hong Kong. (Source: Hong Kong Tourism Board; Press Release: "HKTB Welcomes Action Agenda on China's 11<sup>th</sup> Five-year Plan and the Development of Hong Kong", 15 January 2007.) Training on understanding and appreciating visitors from different backgrounds and cultures would widen the vision of our hotel staff and assist them in delivering quality service.
- (iv) It is the HKSAR Government's intention to press ahead with 10 large-scale transport infrastructure projects in the years ahead, which will enhance overall experience of Hong Kong's visitors, and will also bring about more efficient transportation systems and closer transport links between Hong Kong and the neighbouring regions of Shenzhen and Pearl River Delta. (Sources: Hong Kong Tourism Board; Press Release: "Hong Kong Tourism Board Welcomes Chief Executive's Policy Address", 10 October 2007; The HKSAR Government; Third Quarter Economic Report 2007 and Updated Economic Forecasts for 2007, 16 November 2007.) More experienced travelers from the Mainland would expect to be received by hotel staff who serve them with professionalism who can speak Putonghua and even their dialects.
- (v) Riding on the occasion of the 10<sup>th</sup> Anniversary of the establishment of the HKSAR, the HKTB has launched a series of targeted promotion and publicity activities in the Mainland China in order to arouse the interest of people in visiting Hong Kong. (Source: Hong Kong Tourism Board; Press Release: "Hong Kong Tourism Board Welcomes Chief Executive's Policy Address", 10 October 2007.)
- (vi) Visitors from the Mainland China has doubled from 6.83 million in 2002 to over 15 million in 2007, compared with a 30% increase for all visitors combined. Hong Kong has already achieved a huge visitor base, and it is imperative that focus should not solely rest with quantity, that is, arrival figures, but also the quality or yield of Hong Kong's investment. (Source:

Tourism Industry Council; The Voice of TIC, Issue No. 4, 2007.) While the Mainland's strong economy and a growing middle class with increasing purchasing power are stimulating demand for outbound travel, Hong Kong's tourism industry faces mounting challenges because visitors' expectations are higher and competition becomes more intense. Hong Kong must continuously strive to reinforce our city's reputation for quality by enhancing our tourism products and services. (Sources: Hong Kong Tourism Board; Press Release: "Hong Kong Tourism Board Unveils Strategies To Grow High-Yield Visitor Segments in 2007", 7 February 2007; Hong Kong Tourism Board: News, 28 February 2007.) A steady supply of professionally trained hotel staff tendering quality service is required for such purpose.

- (vii) While half of Hong Kong's visitors come from the Mainland, the pace of growth of emerging markets such as Russia and the Middle East is worth our attention. In three consecutive years since 2004, arrivals from Russian visitors to Hong Kong constitute a high-spending segment. Hong Kong will ride on the "Year of China 2007" in Russia, the 2008 Beijing Olympics and the equestrian events in Hong Kong to promote us on the Russian visitors multi-destination itineraries to the Mainland and the Region in 2008. (Source: Hong Kong Tourism Board; Press Release: "HKTB Appoints Representative in Russia", 24 August 2007.)
- (viii) The 2008 Beijing Olympic Games provides great opportunities for boosting Hong Kong's tourism and the hotel industry will benefit from it. The HKTB has adopted the Olympics Games as the theme for its major marketing promotions in 2008 and will work with travel trade to tailor combo-itineraries that include Beijing and Hong Kong pre- and post-Olympics. While in the long run, it will offer itineraries that bundle up Hong Kong and other Mainland cities. With Hong Kong being the host city for the Equestrian Events, the HKTB will launch a series of promotions targeting countries with a strong tradition of equestrianism, e.g. Australia, New Zealand, the United Kingdom, United States, France, to enhance Hong Kong's exposure on the international arena. (Source: Hong Kong Tourism Board; Press Release: Olympic Games offer Golden Opportunity for Hong Kong Retail Industry, 5 October 2007.) Therefore, increased international arrivals are expected, and more job vacancies will be created within the hotel and tourism industries.
- (ix) Besides travelling to Hong Kong for her famous shopping, dining and entertainment purposes, nowadays visitors arrive to Hong Kong for new travelling purposes, including attending Meetings / Incentives / Conventions / Exhibitions (MICE). The opening of exhibition facilities in Macao and other regional cities in recent years has shown that Asia is gaining prominence as a MICE destination.
- (x) To attract high quality and mega convention and exhibition projects to Hong Kong, the HKSAR Government will provide an additional HK\$150 million in the 2008-2009 Budget to step up promotional efforts for MICE in the coming five years. (Source: Hong Kong Tourism Board; Press Release: "Meeting discusses Tourism Board Work Plan on MICE Promotion", 11 March 2008.) As the MICE industry encompasses the hotel, tourism,

catering and related supporting industries, it is anticipated that with the development of MICE industry in Hong Kong, more job opportunities will be available in the hotel industry.

- (xi) It is also one of the HKSAR Government's initiatives to develop Hong Kong into a leading cruise hub in the region for local, regional and international visitors. (Source: Hong Kong Tourism Board; Press Release: "Appointments to Advisory Committee on Cruise Industry", 27 January 2008.) This lucrative market will also assist in boosting the hotel industry and therefore additional trained quality hotel staff will be in demand.
- (xii) Spa resorts and spa facilities in hotels are gaining prominence throughout S.E. Asia. This is a high-end tourism product and will enhance Hong Kong's image and reputation as a tourist destination. Spas offering traditional Chinese medicine and wellness packages are likely to attract tourists throughout the year. It is therefore envisaged that with the development of the MICE, cruise and spa markets in Hong Kong, more tourists will be arriving to Hong Kong and this will create job opportunities for the hotel and tourism industries.
- (xiii) Development within the Region posts opportunities and threats to the manpower situation of Hong Kong. Macao has seen its star rise precipitously with the opening of its casino sector to foreign investment and the loosening of travel restrictions on Chinese tourists in recent years. The number of visitors to Macao jumped almost 23% last year, putting the fast-growing gambling heaven on track to surpass Hong Kong as a tourist destination. One of the fastest growing sources of visitors to Macao last year was China, accounting for 55% of the total, and grew by 24%. (Source: Hong Kong Reuters, 9 January 2008.)
- (xiv) According to the Macao Government Tourist Office (MGTO), total visitor arrivals in 2007 reached a new record of 27 million, representing 22.7% growth over 2006. Macao is developing a tourism model that will shape her into a "multi-dimensional destination". Other than gambling and entertainment, the cultural and heritage elements, and the development of MICE and business tourism industry are within their 2008 tourism promotion agenda. At the end of 2007, there were 85 hotels and similar establishments providing a total of over 17 000 rooms in Macao. It is estimated that approximately 17 new hotel projects will be planned for opening in two years' time. The projected figures for these new projects may however be limited due to the restriction in issuing casino gambling licence.
- (xv) As the integration of Hong Kong, Macao and Shenzhen continues to develop, more international hotel management companies will open new hotels in all 3 destinations. With the dramatic growth in Macao's tourism, many talented people are, and will be attracted from Hong Kong to work there. Abundant job opportunities are offered to people around the world and Hong Kong is the most vulnerable to losing large numbers of talents to Macao. This adds additional strain to the flow of talent in the hospitality industry of Hong Kong. (Source: Hong Kong Hotels Association; Annual Report 2006-2007.)

- (xvi) The wastage of hotel workers in Hong Kong has doubled in 2006. Up to 40% of senior Hong Kong hotel management personnel (around 1 000 pax) were hired to train hotel employees in Macao due to attractive pay packages at the start of the hotel and casino boom there in 2004. Competitive salary which is at least 20-30% higher than that of Hong Kong has attracted about 18-20% of Hong Kong's hotel staff to Macao. However, about 30-40% of these executives have returned due to various reasons. The back flow has put a further strain on Macao's hunt for experienced hotel personnel as the casino and hotel projects continue. The drain of our experienced hotel staff, in particular from supervisory to managerial level, to our neighbouring areas will increase as the economy of the Pan Pearl River Delta grows and tourism develops. Other than closing the salary gap between that of Hong Kong and our neighbouring employers, training programmes, skills upgrading and long-term human resources development plans must be in place to attract and retain the talents of the Hong Kong's hotel industry. (Sources: The Standard; 24 October 2007; Tai Kung Pao A17; 28 March 2008.) A positive, open-minded and caring culture in the hotel will foster a sense of belonging among the staff.
- (xvii) The Hong Kong economy has been relentlessly putting efforts into restructuring itself into a knowledge-based economy. A quality workforce which is capable of continuously upgrading the level of service remains a vital competitive edge for Hong Kong in face of keen competition in the global market place. (Source: 2007 Economic Background and 2008 Prospects; The HKSAR Government.)
- (xviii) To serve the needs of a sophisticated service economy, it is imperative for frontline staff in Hong Kong to be highly capable in providing quality customer service, acquiring the latest product knowledge, and follow strict procedures. A better performance by Hong Kong employees as regards ethics / business conduct will add value to the competitiveness of Hong Kong as a whole. (Source: Institute of Human Resources Management; Press Release: "Ethical Training Important to organizational and Business Success"; 1 August 2007.)
- (xix) Other than providing industry-related product knowledge and technical skills, employers could improve staff quality and customer service skills by providing EQ training to improve frontline staff's attitude; complaint handling and problem solving skills; techniques and skills in dealing with visitors of different cultural and ethnic backgrounds; training programs to improve communications and language skills, e.g. English, Putonghua and other Chinese dialects, and language training of countries with major tourist arrivals and of emerging markets.
- (xx) Education upgrading and experience accumulation are important in driving the growth of human capital stock in Hong Kong which provides for productivity and income growth for Hong Kong in the future. In this regard, fostering life-time learning is encouraged to enhance the competitiveness and productivity of our economy for sustained growth and development in the long term. (Sources: Third Quarter Economic Report 2007 and Updated Economic Forecasts for 2007; 16 November 2007. 2007 Economic Background and 2008 prospects; The HKSAR Government.)

## The Survey Findings

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

## Manpower Changes by Job Level

3.22 In October 2007, there were 28 868 employees (excluding trainees/apprentices) in the hotel industry, representing an increase of 3 392 (13.31%) over the 2005/2006 figure. An analysis of the manpower changes by job level is given in the following table:

<u>Job Levels</u>	<u>2005/2006</u>	<u>2007/2008</u>	<u>Increase (%)*</u>	
Managerial and Professional	1 556	1 783	227	14.59%
Supervisory and Technician	7 124	8 225	1 101	15.45%
Craft / Operative	15 898	17 929	2 031	12.78%
Administrative and Others	898	931	33	3.67%
<b>Total</b>	<b>25 476</b>	<b>28 868</b>	<b>3 392</b>	<b>13.31%**</b>

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

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

## Vacancies

3.23 At the time of the survey, there were 692 reported vacancies as compared to 623 in 2005/2006. The present vacancies attributed to 2.40% of the total workforce as compared to 2.45% in 2005/2006. The largest number of vacancies (521) was found in craft / operative level jobs in food and beverage services and housekeeping. The Training Board is of the opinion that most employers would still be cautious in filling the vacancies under a volatile business environment. They might not fill all vacancies substantively but chose to employ part-time or temporary employees and continue to exercise multi-tasking in the existing operation to increase cost efficiency.



## **Employer's Manpower Forecast for September 2008**

3.24 Employers' forecast of the 12-month manpower growth in the 2007 survey indicated a positive growth rate.

**Table 3.24: Additional Manpower by Job Level in 2008**

<u>Job Levels</u>	(a) No. of Employees in <u>Sept. 2007</u>	(b) No. of vacancies in <u>Sept. 2007</u>	(c) = (a) + (b) Total No. of Posts in <u>Sept. 2007</u>	(d) Employers' Forecast of Manpower in <u>Sept. 2008</u>	(e) = (d) - (c) Manpower Growth in <u>Sept. 2008</u>	(b) + (e) Additional Manpower in <u>Sept. 2008</u>	
Managerial and Professional	1 783	31	1 814	1 824	+10	41	2.30%*
Supervisory and Technician	8 225	129	8 354	8 385	+31	160	1.95%*
Craft / Operative	17 929	521	18 450	18 403	-47	474	2.64%*
Administrative and Others	931	11	942	943	+1	12	1.29%*
<b>Total</b>	<b>28 868</b>	<b>692</b>	<b>29 560</b>	<b>29 555</b>	<b>-5</b>	<b>687</b>	<b>2.38%**</b>

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

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

## **Manpower Projection for 2008 - 2010**

3.25 The Training Board observed that additional manpower requirements would be needed for 11 planned new hotels with 2 475 rooms in 2008, 8 new hotels with 2 755 rooms in 2009 and 3 new hotels with 401 rooms in 2010. The projected number of hotels and hotel rooms were quoted from the Hotel Supply Situation Report as at March 2007 published by the Hong Kong Tourism Board. However, it should be noted that given the dynamics of the hotel industry, the projected figures for the new hotels must be viewed with caution as some of the planned hotel projects might not materialise.

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

3.27 For the purpose of manpower projection, a constant labour productivity (i.e. same as 2007) of the hotel industry is assumed. A staff to room ratio of 0.6:1 would therefore be adopted to obtain the manpower projection. The projected number of hotel rooms by the Hong Kong Tourism Board will be used as a basis to project manpower as follows:

**Table 3.27: Projection of Manpower in 2006 – 2008**

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2007	28 868			51 581
2008		29 555	32 394 (+12.2%)*	57 457
2009			34,162 (+5.5%)**	60 404
2010			35 685 (+4.5%)**	62 942

# Source: - The Hotel Supply Situation Report as at December 2007 published by the Hong Kong Tourism Board

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@ Subject to eventual realization of all listed hotel projects in 2008.

\* As percentage increase/decrease of the projected manpower as compared with actual manpower in 2007.

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

### **Promotion Pattern**

3.28 Based on the number employed at the same job level, the survey indicated that 9.14% of managerial and professional positions and 6.72% of supervisory and technician positions were filled by internal promotion. It appears that hotels are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that hotels should strive to provide long-term career development and training opportunities for their employees to enhance staff retention.

### **Preferred Mode of Training**

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

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

### **Preferred Qualifications of Employees**

3.31 The survey indicated that employers generally preferred Degree and Professional Diploma/Higher Diploma/Diploma holders for managerial/professional level positions, Professional Diploma/Higher Diploma/Diploma and Certificate/Advanced Certificate holders for supervisory and technical level positions. Secondary 3-7 were preferred for jobs in the Craft/Operative levels. The Training Board is of the view that possessing the right personality and positive attitude would be extremely important for the hotel workforce regardless of qualifications.

## **Wastage**

3.32 The annual training requirement is based on employers' forecast manpower growth and wastage rate. Wastage rate refers to those leaving the hotel industry because of change of jobs to other sectors, retirement, emigration and other causes. After consultation with the industry, the Training Board considers that the annual wastage rates for managerial/professional and supervisory/technical levels and other job levels in existing hotels and new hotels would be as follows:

**Table 3.32a: Wastage Rates for Existing Hotels**

<u>Job Level</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Managerial and Supervisory	18%	23%	22%
Other Levels	18%	25%	25%

**Table 3.32b: Wastage Rates for New Hotels**

<u>Job Level</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Managerial and Supervisory	8%	10%	10%
Other Levels	15%	18%	20%

## **Training Requirement Forecast**

3.33 The projected training requirements of existing hotels for 2008 to 2010 are shown below:

**Table 3.33: Projected Training Requirement of Existing Hotels for 2008 – 2010**  
(based on wastage rates at different job levels in Table 3.32)

Job Level	2008				2009			2010		
	No. of Employees in September 2007 (A)	Training Requirement to Meet Employers' 12 Months Forecast of Additional Employees in September 2007 (B)	Training Requirement at 18% Wastage Rate of Employees in September 2007 (C) = (A) x 18%	<b>Total Training Requirement in 2008 (D) = (B) + (C)</b>	Training Requirement to Meet Estimated Employers' Forecast of Additional Employee in September 2008* (E) = [(A) + (D)] x % of the Relevant Job Level in Table 2.7(b)	Training Requirement at 23%/25% Wastage Rate of Employees in 2008 (F) = [(A) + (E)] x 23%/25%	<b>Total Training Requirement in 2009 (G) = (E) + (F)</b>	Training Requirement to Meet Estimated Employers' Forecast of Additional Employee in September 2008* (H) = [(A) + (G)] x % of the Relevant Job Level in Table 2.7(b)	Training Requirement at 22%/25% Wastage Rate of Employees in 2009 (I) = [(A) + (H)] x 22%/25%	<b>Total Training Requirement in 2010 (J) = (H) + (I)</b>
Managerial and Professional	1 783	+10	321	<b>331</b>	+49	421	<b>470</b>	+52	404	<b>456</b>
Supervisory and Technician	8 225	+31	1 481	<b>1 512</b>	+190	1 935	<b>2 125</b>	+202	1 854	<b>2 056</b>
Craft / Operative	17 929	-47	3 227	<b>3 180</b>	+557	4 622	<b>5 179</b>	+610	4 635	<b>5 245</b>
Administrative and Others	931	+1	167	<b>168</b>	+14	236	<b>250</b>	+15	237	<b>252</b>
Total	28 868	-5	5 196	<b>5 191</b>	+810	7 214	<b>8 024</b>	+879	7 130	<b>8 009</b>

\* Based on employers' forecast growth rate for 2007

3.34 Based on confirmed hotel projects there would be an additional supply of 12 354 rooms from 2007 to 2010.

**Table 3.34: Projected Additional Manpower Requirement up to 2010  
by Job Level for New Hotels**

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

Year Ending	Projected No. of Rooms	Job Levels				Total (100.00%)
		Managerial and Professional (6.18%)	Supervisory and Technician (28.49%)	Craft / Operative (62.11%)	Administrative and Others (3.22%)	
2008	6 399	237	1 094	2 384	124	3 839
2009	2 944	109	503	1 097	57	1 766
2010	3 011	112	515	1 122	58	1 807
<b>Total</b>	<b>12 354</b>	<b>458</b>	<b>2 112</b>	<b>4 603</b>	<b>239</b>	<b>7 412</b>

3.35 Based on the projected hotel rooms supply up to 2010 and a staff to room ratio of 0.6:1 as adopted by the Training Board, the projected additional number of employees required by the new hotels will be 7 412 by 2010. Table 3.35 presents the annual training requirement of projected new hotels for 2008. The wastage rate of 8% for managerial/professional and supervisory/technician levels, and 15% for other job levels will be adopted.

3.36 The estimated additional training requirements for 2008 to 2010 are presented in the Table 3.36.

Source: The Hotel Supply Situation Report as at March 2008 by the Hong Kong Tourism Board

**Table 3.35: Forecast Training Requirement of Projected New Hotels for 2008-2010  
(based on wastage rates at different job levels in Table 3.32)**

Job Level	% of Total Number Employed in Table 2.1	2008			2009			2010		
		No. of Additional Employees Required by New Hotels (*) (A)	Training Requirement at 8%/15% Wastage Rate (B) = (A) x 8%/15%	Total Training Requirement in 2008 (A) + (B)	No. of Additional Employees Required by New Hotels (*) (C)	Training Requirement at 10%/18% Wastage Rate (D) = (C) x 10%/18%	Total Training Requirement in 2009 (C) + (D)	No. of Additional Employees Required by New Hotels (*) (E)	Training Requirement at 10%/20% Wastage Rate (F) = (E) x 10%/20%	Total Training Requirement in 2010 (E) + (F)
Managerial and Professional	6.18	237	19	<b>256</b>	109	11	<b>120</b>	112	11	<b>123</b>
Supervisory and Technician	28.49	1 094	88	<b>1 182</b>	503	50	<b>553</b>	515	52	<b>567</b>
Craft / Operative	62.11	2 384	358	<b>2 742</b>	1 097	197	<b>1 294</b>	1 122	224	<b>1 346</b>
Administrative and Others	3.22	124	19	<b>143</b>	57	10	<b>67</b>	58	12	<b>70</b>
Total	100.0	3 839	484	<b>4 323</b>	1 766	268	<b>2 034</b>	1 807	299	<b>2 106</b>

(\*) Based on staff to room ratio of 0.6:1 and number of projected hotel rooms supply given in Table 3.33

**Table 3.36: Estimated Additional Training Requirements 2008-2010**

Job Level	2008			2009			2010		
	Training Requirements for Existing Hotels (A)	Training Requirements for Projected New Hotels (B)	Estimated Additional Training Requirements (C) = (A) + (B)	Training Requirements for Existing Hotels (A)	Training Requirements for Projected New Hotels (B)	Estimated Additional Training Requirements (C) = (A) + (B)	Training Requirements for Existing Hotels (A)	Training Requirements for Projected New Hotels (B)	Estimated Additional Training Requirements (C) = (A) + (B)
Managerial and Professional	331	256	<b>587</b>	470	120	<b>590</b>	456	123	<b>579</b>
Supervisory and Technician	1 512	1 182	<b>2 694</b>	2 125	553	<b>2 678</b>	2 056	567	<b>2 623</b>
Craft / Operative	3 180	2 742	<b>5 922</b>	5 179	1 294	<b>6 473</b>	5 245	1 346	<b>6 591</b>
Administrative and Others	168	143	<b>311</b>	250	67	<b>317</b>	252	70	<b>322</b>
<b>Total</b>	<b>5 191</b>	<b>4 323</b>	<b>9 514</b>	<b>8 024</b>	<b>2 034</b>	<b>10 058</b>	<b>8 009</b>	<b>2 106</b>	<b>10 115</b>



## SECTION IV

### RECOMMENDATIONS

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

4.1 The Training Board is of the view that the existing 28 868 strong in-service employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.

4.2 From the projection of manpower demand of existing hotels and projected new hotels in Tables 3.33 and 3.35, the following table presents the total recommended training requirements of the hotel industry for 2008-2010 (as illustrated in Table 3.36):

**Table 4.2: Recommended Training Requirements  
of the Hotel Industry in 2008 - 2010**

<u>Job Level</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Managerial and Professional	587	590	579
Supervisory and Technician	2 694	2 678	2 623
Craft / Operative	5 922	6 473	6 591
Administrative and Others	311	317	322
<b>Total</b>	<b>9 514</b>	<b>10 058</b>	<b>10 115</b>

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

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

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

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

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

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

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

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

4.7 The Hotel, Catering and Tourism Industry Training Board, estimated that there were approximately over 28 000 hospitality and tourism related full-time, part-time day-release and part-time evening training places available in the market in Hong Kong in the 2007/08 academic year. Training providers include the Chinese University of Hong Kong, the Hong Kong Polytechnic University, Hong Kong Baptist University, Caritas Bianchi College of Careers, Caritas Institute for Further & Adult Education, Hong Kong Christian Service Kwun Tong Vocational Training Centre, and Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses), Hospitality Industry Training and Development Centre and Chinese Cuisine Training Institute of the Vocational Training Council, amongst others.

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

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

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Bachelor of Business Administration in Hotel and Tourism Management Program	3 years

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Bachelor of Science (Honors) in Hotel Management	3 years
Bachelor of Science (Honors) in Tourism Management	3 years
Bachelor of Science (Honors) in Hotel Management*	1.5 years
Bachelor of Science (Honors) in Tourism Management*	1.5 years
Higher Diploma in Hotel Management	3 years
Higher Diploma in Tourism Management	3 years
<u>Part-time Day Courses 2007/2008</u>	
Higher Diploma in Hotel Management	4 years

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

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

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Higher Diploma in Hotel and Catering*	3 years
Higher Diploma in Travel and Tourism	3 years
Higher Diploma in Leisure Studies	3 years
Higher Diploma in Entertainment Business Operations	4 years
Higher Diploma in e-Tourism	4 years
Higher Diploma in Sustainable Tourism (Ecotourism, Culture and Harbor Tourism)	4 years
Higher Diploma in Theme Park and ‘MICE’ Tourism	2 years
Higher Diploma in Hotel and Catering*	2 years
Higher Diploma in Tourism Management	2 years
Higher Diploma in “MICE” Planning and Technology	2 years
Higher Diploma in Media Relations and Campaign Management	2 years

\*Course duration is different due to different entry requirements

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Foundation Diploma (Hospitality Stream)	1 year
Foundation Diploma (Hotel and Catering Stream)	1 year
Foundation Diploma (Travel and Tourism Stream)	1 year
Foundation Diploma (Recreation and Theme Park Operations Stream)	1 year
Diploma in Hotel and Catering	2 years
Diploma in Travel and Tourism	2 years
Diploma in Leisure Studies	2 years
Diploma in Hotel Chinese Catering Studies	2 years
Higher Diploma in Tourism Management	2 years
Higher Diploma in Leisure Management	2 years
Higher Diploma in International Hospitality Management	4 years
<u>Part-time Evening Courses</u>	
Foundation Diploma (Hospitality Stream)	2 years

**Table 4.9(d): List of Hotel, Catering and Tourism-related Courses Conducted by the Hospitality Industry Training and Development Centre, VTC for 2007/2008 Academic Year**

---

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Courses 2007/2008</u>	
	Certificate in Front Office and Housekeeping Operations	6 months
	Certificate in Bakery and Pastry (Western)	1 year
	Certificate in Western Cuisine and Food and Beverage Operations	1 year
	Certificate in Food Preparation (Western)	1 year
	Certificate in Food Preparation (Western) – Raw Food Processing	1 year
	Modular Certificate in Hotel and Catering Operations	1 year
	Hospitality Industry Foundation Certificate Course	2 years
2.	<u>Full-time Short Courses 2007/2008</u>	
	Certificate in Food and Beverage Service	4 months
	Certificate in Front Office Service	4 months
	Certificate in Housekeeping Service	3 months
	Certificate in Tour Guide and Service Culture	4 months
	Certificate in Basic Ticketing and Travel Agency Operations	4 months
	Certificate in Hotel Apartment Housekeeping Service	3 months
	Certificate in Wine and Bartending Service	4 months

	<u>Course Title</u>	<u>Duration</u>
3.	<u>Part-time Courses 2007/2008</u>	
	<u>A. Part-time Day Courses</u>	
	Food and Beverage Supervisory Certificate Course	60 hours
	Front Office Supervisory Certificate Course	60 hours
	Housekeeping Supervisory Certificate Course	60 hours
	Advanced Certificate in Supervisory Hospitality Operations – Food and Beverage Module	33 hours
	– Front Office Module	33 hours
	– Housekeeping Module	33 hours
	Basic Food Hygiene Certificate for Hygiene Managers	20 hours
	Basic Food Hygiene Certificate for Hygiene Managers – Bridging course	12 hours
	Preparatory workshop for Trade Test in Western Cuisine – Certified Cook	8 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
	<u>B. Part-time Evening Courses</u>	
	Certificate in Restaurant and Bartending Service	72 hours
	Certificate in Accommodation Service	72 hours
	Certificate in Sales and Service Culture	72 hours

**Table 4.9(e): List of Chinese Catering Courses Conducted by Chinese Cuisine Training Institute for 2007/2008 academic year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course 2007/2008</u>	
	Certificate in Elementary Chinese Cuisine (Full-Time)	F. 5 Level - 2 years
	Certificate in Elementary Chinese Cuisine (Full-Time)	F. 3 Level – 3 years
2.	<u>Full time Short Course 2007/2008</u>	
	Certificate in Chinese Food and Beverage Service	4 months
3.	<u>Part-time Courses 2007/2008</u>	
A.	<u>Part-time Day Courses</u>	
	Elementary Certificate in Chinese Cuisine (Part-Time)	3 years
	Intermediate Certificate in Chinese Cuisine	1 year
	Advanced Certificate in Chinese Cuisine	2 years
	Master Chef Course in Chinese Cuisine	6 months
	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



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

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

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4.11 The Hong Kong Institute of Vocational Education/(Chai Wan and Haking Wong Campuses) estimated that there will be 1 532 full-time graduates in 2007/2008 and an estimated output of 1 517 full-time graduates and 22 part-time graduates for 2008/2009.

4.12 The Hospitality Industry Training and Development Centre expects to have an annual trainee through-put of 2 003 for its full-time courses and 1 045 for its part-time courses in 2007/2008. In 2008/2009, 1 763 full-time and 1 015 part-time training places have been planned.

4.13 The Chinese Cuisine Training Institute expects to have an annual trainee through-put of 240 for its full-time courses and 994 for its part-time courses for 2007/2008. In 2008/2009, 240 full-time and 990 part-time places have been planned.

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

### **Training for Employees**

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

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

4.16 The Training Board supports the Skills Upgrading Scheme (SUS) for the hotel industry. Courses under the hotel SUS scheme include: Job-related Language Courses, Customer Service Training Courses, Cost control for Hotel and Catering, Food and Beverage for Banquet, Concierge and Security Service, Cleaning and Maintenance Service.

4.17 With the increasing number of Mainland and international travelers to Hong Kong, the Training Board is of the opinion that there is an urgent need to upgrade the standard of English, Putonghua and other Chinese dialects. Providing more opportunities for education and training in the hotel industry would further raise service standards and staff quality. More education and training are required for western culinary operations and service, wine and bartending, hotel project management, knowledge on the social, cultural, geographical, economic, political aspects of China and emerging markets, Meetings, Industries, Conventions and Exhibitions (MICE), cruise, spa, health club facilities and services, as well as communication, inter-personal and problem solving skills. In order to create a quality difference in the hotel staff of Hong Kong, the value-added element should be incorporated into training courses to stimulate the creativity and sensitivity in providing the 'extra-touch' to first-timers and sophisticated visitors.

### **Staff Turnover**

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

### **Quality of Training Programmes**

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

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

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

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

### **Training Conferences / Seminars**

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

### **Future Surveys**

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

**MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD**  
**(appointed from 1 April 2007 and up to 31 March 2009)**

**Chairman:**

Mr. Larry Tchou Ming-kong (Nominated by a Major International Hotel Chain)

**Vice-Chairman:**

Mr. Michael Li Hon-shing, B.B.S., J.P. (Nominated by the Federation of Hong Kong Hotel Owners Ltd.)

**Members:**

Dr. John Ap	(Nominated by a Local Education/Training Institution)
Mrs. Alice Chan Cheung Lok-yee	(Nominated by the Travel Industry Council of Hong Kong)
Mr. Keven Chan Tin-yau	(Nominated by a Small and Medium Hotel)
Mr. Romain Chan Wai-shing	(Nominated by a Local Based Hotel Chain)
Ms. Sylvia Chung Wai-man	(Nominated by the Hong Kong Hotels Association)
Mr. Hardy Kam Shun-yuen	(Nominated by the Federation of Hong Kong Restaurant Owners Ltd.)
Ms. Lau Shau-Chun (up to 31.3.2008)	(Ad Personam)
Mr. Andrew Leung Chi-kwan	(Ad Personam)
Mr. Klaus Mager (up to 31.3.2008)	(Ad Personam)
Mr. Mok Ming-tak (up to 31.3.2008)	} (Nominated by a Major Restaurant Chain)
Mr. Wilson Wu Wai-tsuen (from 1.4.2008)	
Mr. Rudolf Muller	(Nominated by the Hong Kong Chefs Association)
Mr. Michael Tao	(Nominated by a Local Club Catering Outlet)
Mr. Dennis Wu Kwok-kwong (up to 4.2.2008)	(Nominated by the Hong Kong Tourism Board)
The Honourable Howard Young, S.B.S., J.P.	(Nominated by the Board of Airline Representatives)
Miss Eva Leung Lai-yin	(Representative of the Commissioner for Labour)
Dr. K.K. Lo	(Representing the Executive Director of the Vocational Training Council)

**Training Board Advisers:** (from 13.11.2007)

Mr. Felix M. Bieger	Adviser of the Peninsula Hotels
Mr. Rudolf Greiner	Not Applicable
Mr. James LU Shien-hwai	Executive Director of Hong Kong Hotels Association
Mr. Graeme J. Reading	Chairman of Café Deco Group

**In Attendance:**

Mr. Paul Chandler	(Ad Personam)
Ms. Flora Li	(Representative of the Hong Kong Tourism Board)
Mr. Lawrence Wong	(Representative of the Hospitality Industry Training and Development Centre)
Ms. Catherine Poon	(Representative of the Hong Kong Institute of Vocational Education (Chai Wan))

**Secretary:**

Ms. Claudia Au (up to 25.6.2008)	} (Vocational Training Council)
Ms. Christa Koch-Kessler (from 26.6.2008)	

Hotel, Catering and Tourism Training Board

Membership List of the Working Party on  
Hotel Industry Manpower Survey

**Convenor**

Ms. Sylvia CHUNG Wai-man      Hong Kong Hotels Association

**Members**

Dr. John AP      The Hong Kong Polytechnic University

Mr. Keven CHAN Tin-yau      The Royal Garden

Mr. Stanley CHUI      Hospitality Industry Training and Development Centre/  
Chinese Cuisine Training Institute

Ms. Gigi HO      Vocational Training Council

Mr. Michael LI Hon-shing, BBS, JP      The Federation of Hong Kong Hotel Owners Ltd.

Ir. Bosco MAK      Vocational Training Council

Mr. Rudolf MULLER      Hong Kong Disneyland Resort Lantau Island

Ms. Catherine POON      Hong Kong Institute of Vocational Education (Chai Wan)

**Secretary**

Ms. Claudia AU (up to 25.6.08)

Ms. Christa KOCH-KESSLER  
(from 26.6.08)

} Vocational Training Council

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

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

Our Reference : ( 19 ) in HO/ 1/2 (2007/08)(H )  
本局檔號

Your Reference :  
來函檔號

Telephone No. :  
電話

Facsimile No. :  
圖文傳真

25 September 2007

Dear Sir/Madam,

The 2007 Manpower Survey of the Hotel Industry

I am writing to ask for your cooperation in the 2007 Manpower Survey of the Hotel Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the hotel industry, the Training Board will conduct the captioned survey from 2<sup>nd</sup> October 2007 to 31<sup>st</sup> October 2007 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 2008,
- (iv) the number of employees under training at present, and
- (v) the impacts on human resources due to the development of Mainland.

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

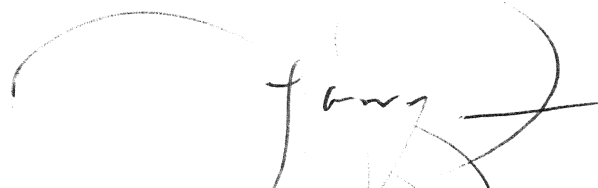
---- I am enclosing for your reference and completion the following documents in both English and Chinese:

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

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

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the Census and Statistics Department by telephoning 2116 8324.

Yours faithfully,



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



**THE 2007 MANPOWER SURVEY OF THE HOTEL INDUSTRY**  
酒店業二〇〇七年人力調查  
**QUESTIONNAIRE**  
調查表

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

<b>For Official Use Only:</b> 此欄毋須填寫							
Rec. Type	Survey Code	Industry Code	Establishment No.	Enumerator's No.	Editor's No.	Check Digit	No. of Employees Covered by the Questionnaire
1	2 4	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:  Hotel 酒店  Others 其他 Please specify \_\_\_\_\_  
主要業務性質 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 - 2007 Manpower Survey of the Hotel Industry**  
**酒店業二〇〇七年人力調查**

**Part I Full Time Staff**  
**第一部份 全職員工**

(A) Jobs 職務			(B) Total Monthly Income (Employee's basic monthly salary only) 月薪編號 (只須填寫底薪)	(C) Average Annual Supplementary Benefits (Other than Basic Salary) 僱員每年平均其他津貼總收入 (除底薪外)	(D) Number Employed (Excluding trainees/ apprentices) 僱員人數 (受訓者除外)	(E) Number of Vacancies at Date of Survey 調查期間空缺額	(F) Preferred Education of Employees 僱員宜有教育程度	(G) No. of Trainees/ Apprentices at Date of Survey 調查期間受訓者人數	(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 The monthly income should include basic salary only. 每月底薪。 <b>Average Monthly Income</b> 平均每月收入 Code 編號
Title 職稱	Rec. Type	No.								
		8-10	11-12	13	14-17	18-20	21	22-24	25	
	2									\$6,000 or below 或以下 1
	2									\$6,001 - \$8,000 2
	2									\$8,001 - \$10,000 3
	2									\$10,001 - \$15,000 4
	2									\$15,001 - \$20,000 5
	2									\$20,001 - \$25,000 6
	2									\$25,001 - \$30,000 7
	2									\$30,001 - \$35,000 8
	2									\$35,001 - \$40,000 9
	2									\$40,001 or above 或以上 10
	2									Column "C" / (C)欄 Other than the basic Salary, the average total amount of overtime pay, cost of living, meal allowance, housing allowance, travel allowance, comission and bonus on an annual basis. 除此僱員底薪以外，每年其他津貼的平均收入包括逾時工作津貼，生活津貼，膳食津貼，房屋津貼，旅行津貼，佣金及花紅等。
	2									<b>Average Annual Supplementary Benefits</b> 僱員每年其他收入津貼平均收入 Code 編號
	2									\$5,000 or below 或以下 1
	2									\$5,001 - \$10,000 2
	2									\$10,001 - \$20,000 3
	2									\$20,001 - \$30,000 4
	2									\$30,001 - \$40,000 5
	2									\$40,001 or above 或以上 6
	2									Column "F" / (F)欄 <b>Education</b> 教育程度 Code 編號
	2									University Degrees or above 大學學位或以上 1
	2									Associate Degree or equivalent 副學士學位或同等學歷 2
	2									Professional Dip./Higher Dip./Dip. Or equivalent 專業文憑/高級文憑/文憑或同等學歷 3
	2									Certificate/Advanced Certificate or equivalent 證書/高級證書或同等學歷 4
	2									Secondary 5 - 7 中學五年級至七年級 5
	2									Secondary 3 - 4 中學三年級至四年級 6
	2									Others 其他 7
	2									Column "H" / (H)欄 Enter in Column (G) the average age range according to the following codes: (for craft/operative staff only) 請將員工平均年齡按下列編號填入(G)欄內： (只適用於技工/操作工)
	2									<b>Average Age Range</b> 平均年齡 Code 編號
	2									18 or below 或以下 1
	2									18 - 25 2
	2									26 - 30 3
	2									31 - 35 4
	2									36 - 40 5
	2									41 - 49 6
	2									50 or above 或以上 7

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

**Part II Part Time Staff**

**第二部份 兼職員工**

(A) Job 工作			(I) Average Monthly Rate Code	(J) Number Employed (by monthly rate) at Date of Survey	(K) Average Daily Rate Code	(L) Number Employed (by daily rate) at Date of Survey	(M) Average Hourly Rate Code	(N) Number Employed (by hourly rate) at Date of Survey
Title 職稱	Rec. Type	No. 編號	平均月薪 編號	調查時的月薪 員工人數	平均日薪 編號	調查時的日薪 員工人數	平均時薪 編號	調查時的時薪 員工人數
		8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26
1	3							
2	3							
3	3							
4	3							
5	3							
6	3							
7	3							
8	3							
9	3							
10	3							
11	3							
12	3							
13	3							
14	3							
15	3							
16	3							
17	3							
18	3							
19	3							
20	3							

**Column "I" / (I)欄**

The part-time employee's average basic salary only  
兼職僱員每月之平均底薪

Average Monthly Income (Basic Salary only) Code  
平均每月收入(底薪) 編號

- \$6,000 or below 或以下 1
- \$6,001 - \$8,000 2
- \$8,001 - \$10,000 3
- \$10,001 - \$15,000 4
- \$15,001 - \$20,000 5
- \$20,001 - \$25,000 6
- \$25,001 - \$30,000 7
- \$30,001 - \$35,000 8
- \$35,001 - \$40,000 9
- \$40,001 or above 或以上 10

**Column "K" / (K)欄**

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

請將兼職員工的平均日薪按下列編號填入  
(K) 欄內：

Average Daily Rate Code  
平均日薪 編號

- \$100 or below 或以下 1
- \$101 - \$200 2
- \$201 - \$300 3
- \$301 - \$400 4
- \$401 - \$500 5
- \$501 - \$600 6
- \$601 or above 或以上 7

**Column "M" / (M)欄**

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

請將兼職員工的平均時薪按下列編號填入  
(M) 欄內：

Average Hourly Rate Code  
平均時薪 編號

- \$20 or below 或以下 1
- \$21 - \$40 2
- \$41 - \$60 3
- \$61 or above 或以上 4

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

如此頁已填滿，請先將 (✓) 號填入  內，然後附頁繼續填寫。

**Part III (A) 第三部份 (甲)**

**1. Internal Promotion.**  
 內部晉升。

Please fill in the no. 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 Supervisor/Technician to Managerial and Professional  
 由督導員/技術員 晉升為 經理/專業人員

--	--	--	--

8

From Craft/ Operative to Supervisor/ Technician  
 由技工/操作工 晉升為 督導員/ 技術員

--	--	--	--

11

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

Managerial/  
 Professional  
 經理/專業人員

--	--	--	--

14

Supervisor/  
 Technician  
 督導員/技術員

--	--	--	--

18

Craft/Operative  
 技工/操作工

--	--	--	--

22

Administrative and  
 Others  
 文員及其他員工

--	--	--	--

26

**3. Number of Recruits in the Past 12 Months.**  
 過去十二個月內招聘的僱員人數。

Managerial/  
 Professional  
 經理/專業人員

--	--	--	--

30

Supervisor/  
 Technician  
 督導員/技術員

--	--	--	--

34

Craft/Operative  
 技工/操作工

--	--	--	--

38

Administrative and  
 Others  
 文員及其他員工

--	--	--	--

42

**4. Number of New Recruits Without Hotel Industry Experience in the Past 12 Months.**  
 過去十二個月內新招聘無酒店業經驗僱員人數。

Managerial/  
 Professional  
 經理/專業人員

--	--	--	--

46

Supervisor/  
 Technician  
 督導員/技術員

--	--	--	--

50

Craft/Operative  
 技工/操作工

--	--	--	--

54

Administrative and  
 Others  
 文員及其他員工

--	--	--	--

58

**5. Number of New Recruits Who are Fresh Graduates of Hospitality Programs in the Past 12 Months.**  
 過去十二個月新招聘的應屆酒店及旅遊培訓課程畢業生人數。

Supervisor/  
 Technician  
 督導員/技術員

--	--	--	--

62

Craft/Operative  
 技工/操作工

--	--	--	--

65

Administrative  
 and Others  
 文員及其他員工

--	--	--	--

68

**6. 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

--	--	--	--

71

Supervisor/  
 Technician  
 督導員/技術員

--	--	--	--

75

Craft/Operative  
 技工/操作工

--	--	--	--

79

Administrative and  
 Others  
 文員及其他員工

--	--	--	--

83

7. Average Years of Hotel Industry Experience Before Occupying the Post (Please tick '✓').

擔任現職前從事酒店業工作平均年數（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 6 years 3年至6年以下	6 years - less than 10 years 6年至10年以下	10 years or above 10年或以上
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90	<input type="checkbox"/> 91	<input type="checkbox"/> 92
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	<input type="checkbox"/> 97	<input type="checkbox"/> 98
Craft/Operative 技工／操作工	<input type="checkbox"/> 99	<input type="checkbox"/> 100	<input type="checkbox"/> 101	<input type="checkbox"/> 102	<input type="checkbox"/> 103	<input type="checkbox"/> 104
Administrative and Others 文員及其他員工	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107	<input type="checkbox"/> 108	<input type="checkbox"/> 109	<input type="checkbox"/> 110

8. Average Man-day Spent on Internal Training in 2007 (Please tick '✓').

二〇〇七年內用於內部訓練平均人數和日數（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 - less than 15 days 10日至15日以下	15 days - less than 20 days 15日至20日以下	20 days - less than 1 month 20日至一個月以下	1 month or above 一個月或以上
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 111	<input type="checkbox"/> 112	<input type="checkbox"/> 113	<input type="checkbox"/> 114	<input type="checkbox"/> 115	<input type="checkbox"/> 116	<input type="checkbox"/> 117
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 118	<input type="checkbox"/> 119	<input type="checkbox"/> 120	<input type="checkbox"/> 121	<input type="checkbox"/> 122	<input type="checkbox"/> 123	<input type="checkbox"/> 124
Craft/Operative 技工／操作工	<input type="checkbox"/> 125	<input type="checkbox"/> 126	<input type="checkbox"/> 127	<input type="checkbox"/> 128	<input type="checkbox"/> 129	<input type="checkbox"/> 130	<input type="checkbox"/> 131
Administrative and Others 文員及其他員工	<input type="checkbox"/> 132	<input type="checkbox"/> 133	<input type="checkbox"/> 134	<input type="checkbox"/> 135	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138

9. 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 日間調訓班	Evening 夜間班	Seminar/Workshop 研討會／研習班
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 139	<input type="checkbox"/> 140	<input type="checkbox"/> 141
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 142	<input type="checkbox"/> 143	<input type="checkbox"/> 144
Craft/Operative 技工／操作工	<input type="checkbox"/> 145	<input type="checkbox"/> 146	<input type="checkbox"/> 147
Administrative and Others 文員及其他員工	<input type="checkbox"/> 148	<input type="checkbox"/> 149	<input type="checkbox"/> 150

10. Number of Qualified Certified Hygiene Managers/Supervisors in the Past 12 Months.

在過去十二個月內貴機構具備衛生經理或主任資格的僱員人數。

(I) Number of qualified certified hygiene managers  
具備衛生經理資格的僱員人數    
151

(II) Number of qualified certified hygiene supervisors  
具備衛生主任資格的僱員人數    
153

11. Does your Hotel Operate a Spa? (Please tick "✓").

貴酒店是否設有水療中心之設施及服務？（請"✓"）

  
155

a. Yes, Operated by the Hotel  
有，由酒店經營管理

  
156

b. Yes, Operated by Outsourced Contractor  
有，由外判公司經營管理

  
157

c. No, The Hotel Does not have a Spa  
沒有，酒店沒有水療中心之設施及服務

12. The Total Number of Employees at Different Job Levels Who Need Improvement in the Following Skills Sets.

就下列各技能類別而需作出改善的各級僱員人數。

Skills Sets 技能類別	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) Language 語言	158	161	164	167
(II) Customer Service, Supervisory and Management 顧客服務、督導及管理	170	173	176	179
(III) Trade 行業	182	185	188	191

13. The Total Number of Employees at Different Job Levels Who had been Provided with the Following Training Courses by Your Establishment in the Past 12 Months.

在過去十二個月內曾獲貴機構提供下列訓練課程的各級僱員人數。

Training Courses 訓練課程	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) Language 語言				
(a) English 英文	194	197	200	203
(b) Putonghua 普通話	206	209	212	215
(c) Others (Please specify) _____ 其他 (請註明)	218	221	224	227
(II) Customer Service, Supervisory and Management Skills 顧客服務、督導及管理技巧				
(a) Service Attitude / Customer Services 服務態度／顧客服務	230	233	236	239
(b) Communication Skills 溝通技巧	242	245	248	251
(c) Problem Solving 難題解決	254	257	260	263
(d) Others (Please specify) _____ 其他 (請註明)	266	269	272	275
(III) Trade Skills (Please specify) 行業技能 (請說明)				
(a) _____	278	281	284	287

14. The Expected Overall Percentage Changes 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百分比改動。

Skills Sets 技能類別	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
	(+ / -) (%)	(+ / -) (%)	(+ / -) (%)	(+ / -) (%)
(I) Language 語言	290 291	294 295	298 299	302 303
(II) Customer Service, Supervisory and Management 顧客服務、督導及管理	306 307	310 311	314 315	318 319
(III) Trade 行業	322 323	326 327	330 331	334 335

**PART III (B) 第三部份 (乙)**

**Impact on human resources of your establishment due to the development of the Mainland**

內地發展對貴機構人力資源的影響

**1. The Total Number of Employees (on Hong Kong Payroll) Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 Days in the Past 12 Months and in the Next 12 Months.**

貴機構於過去十二個月及未來十二個月安排長駐／常駐於內地的附屬公司工作超過180日之香港僱員（薪金由香港貴機構發放）總數。

	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) In the Past 12 Months 過去十二個月	<input type="text"/> <input type="text"/> <input type="text"/> 338	<input type="text"/> <input type="text"/> <input type="text"/> 341	<input type="text"/> <input type="text"/> <input type="text"/> 344	<input type="text"/> <input type="text"/> <input type="text"/> 347
(II) In the Next 12 Months 未來十二個月	<input type="text"/> <input type="text"/> <input type="text"/> 350	<input type="text"/> <input type="text"/> <input type="text"/> 353	<input type="text"/> <input type="text"/> <input type="text"/> 356	<input type="text"/> <input type="text"/> <input type="text"/> 359

**2. The Total Number of Employees Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 Days in the Past 12 Months and in the Next 12 Months, and They Were Under the Mainland Subsidiaries / Associates' Payroll record.**

在過去十二個月及未來十二個月，貴公司安排長駐／常駐於內地的附屬公司工作，而其薪金是由內地附屬公司發放的僱員總數。

	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) In the Past 12 Months 過去十二個月	<input type="text"/> <input type="text"/> <input type="text"/> 362	<input type="text"/> <input type="text"/> <input type="text"/> 365	<input type="text"/> <input type="text"/> <input type="text"/> 368	<input type="text"/> <input type="text"/> <input type="text"/> 371
(II) In the Next 12 Months 未來十二個月	<input type="text"/> <input type="text"/> <input type="text"/> 374	<input type="text"/> <input type="text"/> <input type="text"/> 377	<input type="text"/> <input type="text"/> <input type="text"/> 380	<input type="text"/> <input type="text"/> <input type="text"/> 383

**3. 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沒有困難？

- 386 Yes (Please go to Q4)  
有（請答第 4 題）
- 387 No (End of questionnaire)  
沒有（問卷完）
- 388 No recruitment nor tried to recruit (End of questionnaire)  
未有／未有嘗試招聘（問卷完）

**4. 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	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 389	<input type="checkbox"/> 390	<input type="checkbox"/> 391	<input type="checkbox"/> 392
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 393	<input type="checkbox"/> 394	<input type="checkbox"/> 395	<input type="checkbox"/> 396
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 397	<input type="checkbox"/> 398	<input type="checkbox"/> 399	<input type="checkbox"/> 400
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 401	<input type="checkbox"/> 402	<input type="checkbox"/> 403	<input type="checkbox"/> 404
(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"/> 405	<input type="checkbox"/> 406	<input type="checkbox"/> 407	<input type="checkbox"/> 408
(f) Competition for manpower from Mainland/Macao/Other Cities 源自內地／澳門／其他城市之人手競爭	<input type="checkbox"/> 409	<input type="checkbox"/> 410	<input type="checkbox"/> 411	<input type="checkbox"/> 412
(g) Others (please specify) _____ 其他（請說明）	<input type="checkbox"/> 413	<input type="checkbox"/> 414	<input type="checkbox"/> 415	<input type="checkbox"/> 416

問卷完 (End of questionnaire)

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Est No. \_\_\_\_\_

此欄毋須填寫

Part III (A) Q1 - Q6

417 418 419 420 421 422

Part III (A) Q7 - Q11

423 424 425 426 427 428 429 430 431 432

Part III (A) Q12 - Q14

433 434 437 440 443 446 447 448 449 450

Part III (B) Q1 - Q4

451 452 453 454 455 456 457 458 459



The 2007 Manpower Survey of the Hotel Industry  
酒店業二〇〇七年人力調查

Explanatory Notes

附註

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

3. Column 'B' - Monthly Income Range (Basic Salary Only)

(B) 欄 — 每月收入幅度 (只須填寫底薪)

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

請填寫僱員平均每月底薪幅度的編號。(見尾頁備註\*)

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

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

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

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

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

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

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

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主及合夥人，但不包括在各分公司工作的僱員。調查表內所出現的「僱員」一詞，定義亦同。

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

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

7. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

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

請按下列編號將僱主認為僱員宜有最高教育程度填入 (F) 欄內。

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

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

(G) 欄 — 調查期間受訓者人數

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

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

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

(H) 欄 — 受僱僱員之平均年齡 (只適用於技工/操作工)

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

請將員工平均年齡按下列編號填入 (H) 欄內：

<u>Code</u> 編號	<u>Average Age Range</u> 平均年齡
1	18 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

10. Part-time Staff / 兼職員工

Column 'I' – Average Monthly Rate Code

(I) 欄 — 平均每月薪幅

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

請填寫僱員平均每月收入幅度的編號。

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

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

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

請填入貴機構在調查時的兼職月薪僱員人數

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

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

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

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

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

請填入貴機構在調查時的兼職日薪員工人數

14. Column ‘M’ – Average Hourly Rate Code

(M) 欄 – 平均時薪幅度

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

15. Column ‘N’ – Number of Part-time Staff Employed (by Hourly Rate) at Date of Survey

(N) 欄 – 調查時的兼職時薪員工人數

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

請填入貴機構在調查時的兼職時薪員工人數

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

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

\*備註：若從事同類工作的有關僱員超過一名，請以下列算式取其加權平均數值：

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

Part III (a)  
第三部份 (甲)

1. Internal Promotion  
內部晉升

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

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

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

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

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

3. Number of Recruits in the Past 12 Months  
過去十二個月內招聘的僱員人數

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

請在本部份回答在過去十二個月貴公司招聘的僱員人數。

4. Number of New Recruits in the Past 12 Months Without Hotel Industry Experience  
過去十二個月內新招聘無酒店經驗僱員人數

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

請提供在加入貴機構前並無酒店經驗的僱員，例如非酒店及旅遊培訓課程應屆畢業生或無酒店業工作經驗的人士。

5. Number of New Recruits who are Fresh Graduates of Hospitality Programs in the Past 12 Months  
過去十二個月內新招聘的應屆酒店及旅遊培訓課程畢業生人數

‘New Recruits who are Fresh Graduates of Hospitality Programs in the Past 12 Months’ refers to the employees joining your establishment who are fresh graduates of hospitality programs.

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



6. 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貴機構離職的各級的僱員人數。

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

擔任現職從事酒店業工作平均年數

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

請按照從事業務之年數，填寫各職級僱員擔任現職前，實際從事酒店業工作的平均年數。（見尾頁備註\*）

8. Average Man-day Spent on Internal Training in 2007

二〇〇七年內用於內部訓練平均日數

Please enter the average number of man-day spent on formal organized on-the-job or in-house training and attachment programme for the number of employee(s) who had received such training in 2007. (See note\*\* in last page)

按其內部訓練平均日數，請填寫於二〇〇七年間，曾經接受正式有系統的在職訓練或內部訓練的僱員。（見尾頁備註\*\*）

9. Priority Accorded to Mode of Training Courses for Employees

僱主認為僱員宜有訓練方式之優先次序

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

請按優先次序，填寫貴公司認為適合僱員的訓練方式。

（1：十分適合至3：不適合）

10. Number of Qualified Certified Hygiene Managers/Supervisors in the Past 12 Months

在過去十二個月內貴機構具備衛生經理或主任資格的僱員人數

Please provide the number of qualified certified hygiene managers/supervisors certified in the past 12 months.

請填入在過去十二個月內貴機構具備衛生經理或主任資格的僱員人數。

11. Does your Hotel Operate a Spa?

貴酒店是否設有水療中心之設施及服務

Please state whether your establishment has spa facilities, and if so, whether the facilities are operated by the hotel or by an outsourced contractor.

請填報貴機構有否設有水療設施，及如有的話，是由貴機構或外判公司經營管理。

12. The Total Number of Employees at Different Job Levels Who Need Improvement in the Following Skills Sets

就下列各技能類別而需作出改善的各級僱員人數

Please provide the total number of your staff at different job levels whose skills set(s) need to be improved.

請就各種技能類別填報所需作出改善的各級僱員人數。

13. The Total Number of Employees at Different Job Levels Who had been Provided with the Following Training Courses by Your Establishment in the Past 12 Months

在過去十二個月內曾獲貴機構提供所列訓練課程的各級僱員人數

Please fill in the number of different levels of employees who had been provided with the listed training courses by your establishment in the past 12 months.

請填報過去十二個月內曾獲貴機構提供所列的訓練課程的各級僱員人數。

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

貴機構預計在未來十二月內的訓練計劃之百分比改動

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

請在適當的格內以 '+' 或 '-' 表示預計貴機構在未來十二個月內向各級僱員提供的技能訓練將會增加或減少，以及提供有關之百分比數字。

\* 
$$\frac{\text{Total No. of Years of Hotel Industry Experience}}{\text{Total number of the Employees concerned in that category}}$$

\*\* 
$$\frac{\text{Total No. of Man-Days Spent}}{\text{Total number of the Employees concerned in that category}}$$

Part III (b)  
第三部份 (乙)

This part collects information on the impact on human resources of your establishment due to the development of the Mainland.

此部份收集基於內地發展對貴機構人力資源的影響。

Note: (i) Stationed Basis means 50% or above of the working time that an employee has to stay in Mainland.  
備註：

長駐或常駐指一位僱員有百分之五十或以上的工作時間需要在內地工作。

(ii) Staff arranged to station in the Mainland means staff being transferred or recruited from Hong Kong by your establishment to the Mainland.

被貴機構安排長駐／常駐於內地的僱員，指由貴機構在香港調配或調配至內地的僱員。

1. The Total Number of Employees (on Hong Kong Payroll) Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 days in the Past 12 Months and in the Next 12 Months.

貴機構於過去十二個月及未來十二個月安排長駐／常駐於內地的附屬公司工作超過 180 日之香港僱員（薪金由香港貴機構發放）總數

Please state the number of employees under your establishment's Hong Kong payroll who were transferred or recruited from Hong Kong to station at your subsidiaries/associates in the Mainland for over 180 days in the past 12 months.

請填報在過去十二個月及未來十二個月內，由貴機構調配或招募及被安排長駐／常駐於內地工作超過 180 日之各級僱員人數，而其薪金是由香港貴機構發放。

2. The Total Number of Employees Whom your Establishment Has Arranged to Station at Your Subsidiaries/Associates in Mainland for over 180 Days in the Past 12 months and in the Next 12 Months, and They Were Under the Subsidiaries/Associates' Payroll Record

在過去十二個月及未來十二個月，貴公司安排長駐／常駐於內地的附屬公司工作，而其薪金是由內地附屬公司發放的僱員總數

Please state the number of employees who were transferred or recruited from Hong Kong to station at your subsidiaries/associates in the Mainland for over 180 days in the past 12 months and in the next 12 months, and who were under the Mainland's payroll.

請填報在過去十二個月及未來十二個月內，由貴機構調配或招募及被安排長駐／常駐於內地工作超過 180 日之各級僱員人數，而其薪金是由內地發放。

3. Whether Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months

在過去十二個月內在招聘僱員方面有否困難

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, end of questionnaire.

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，請回答第四題，如沒有困難，或未有／未有嘗試招聘，問卷完畢。

4. Please Choose the Possible Reasons for Encountering Recruitment Difficulties. You may wish to tick more than 1 box for each job level.

請選擇遇到招聘困難的原因，每職級可選一項或以上

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

2007 Manpower Survey on the Hotel IndustryHotel Industry (Job Description for Principal Jobs)

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

HOTEL INDUSTRY

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

Code No.	Job Title	Job Description
250	Health Club/Gym/Spa Manager/Supervisor/Officer	In charge of the operation of the Health Club/Gym/spa and/or to assist the Health Club/Gym/Spa Director in managing or running the Health Club/Gym/Spa. To supervise supporting staff. To promote service and packages to hotel guests/members/customers. To provide customer service and to handle customer reservations, enquiries and complaints. To provide detail and clear safety instructions to users of facilities and equipment. To post all sales transactions into the computer system. To prepare daily/weekly/monthly reports.
<u>Operative Level</u>		
418	Staff of Kiosk Shop/Flower Shop Staff/Cake Shop Staff/Minor Supporting Staff	Supporting staff to the operations of kiosk, flower shop, and cake shop.
419	Health Club/Gym/Spa Supporting Staff	To provide supporting services to the operations of the Health Club/Gym/Spa. To maintain facilities and equipment in good conditions. To ensure the cleanliness and tidiness of the changing rooms, lockers, massage rooms.
422	Masseuse	To provide massage service for guests, members and customers. To carry out massage treatment. To be aware of massage room maintenance. To check massage stock on a regular basis. To prepare clean towels for guests. To check towel stock on a regular basis.
423	Beautician	To provide facial/beauty services for guests, members and customers. To carry out facial treatment. To be aware of treatment room maintenance. To check beauty treatment and retail stock on a regular basis. To prepare clean towels for guests. To check towel stock on a regular basis. To offer beauty consultation for guests. To input client data into database.

Code No.	Job Title	Job Description
424	Lifeguard	To be responsible for the operation of the swimming pool. To pay attention to all swimmers and give assistance to anyone who has difficulties in water. To perform first aid treatment to any unconscious swimmer until the arrival of medical assistance team. To maintain the cleanliness and tidiness of the pool and its surrounding areas. To monitor the swimming pool access. To maintain the cleanliness and tidiness of the guest changing rooms and lockers. To monitor the water quality by checking its pH level, CL level and temperature. To serve snack and beverage upon guest request. To handle clean and soiled towels. To develop conversation with guests. To take precautionary measures to prevent accident at the pool. To report to superior for any abnormality. To relieve health club officer duties when necessary.
<u>Administrative and Others Level</u>		
501	Executive Secretary/ Secretary/Personal Assistant/ Admin. Assistant/ Admin. Officer/Executive Assistant	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries, maintains daily calendar and appointment schedules and receives personal callers, takes meeting minutes and maintain filing system; provides administrative supports.
503	Typist/Office Assistant/ Messenger/Runner	Performs stenographic and related secretarial duties; handles odd jobs and despatch errands for the general office.

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



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

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

Code No.	Job Title	Job Description
204	Assistant Controller/ Assistant Purchasing Manager	Assists controller on daily financial operations; assists the purchasing manager in the controls of purchase and stock of commodities for sale or internal consumption according to the demand of various departments in the hotel.
205	Chief Store Supervisor/ Store Supervisor	Performs routine store-keeping; supervises storeporters; be responsible for record routines in storerooms; maintains a stock and places purchase requests for regular replenishment.
206	Income Auditor/Night Auditor	Performs checking on hotel's total income revenue and other checking related to revenue; summarizes checking on daily basis; produces daily revenue report.
207	EDP Supervisor/ System Analyst	Defines problems; reviews methods and evaluates alternative solutions to business problems; constructs information and logic flow-charts; prepares procedural block diagrams; designs input forms and reports specifications; makes comparative cost analyses when necessary, and recommends required organizational improvements.
<u>Operative Level</u>		
401	Systems Support Operator/ EDP Operator/ Computer Operator/ Web Designer	Operates and controls data processing equipment; enters prepared data source into data entry machine; records data on card, magnetic tape and disk; despatches computer print-outs to users; helps design/update company web site and supports all on-line services to customers, if available.
<u>Administrative and Others Level</u>		
502	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, Purchasing, store and receiving, costing)	Performs a variety of routine calculating, posting, recording, filing and typing duties in Accounts department; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet; checks all merchandise entering the hotel and their proper documentation, maintains per stocks in storeroom.

Code No.	Job Title	Job Description
<b>SALES AND MARKETING DIVISION</b>		
<u>Managerial and Professional Level</u>		
109	Director of Marketing/ Director of Sales/ Director of Promotions	Compiles marketing plan; establishes policy on rates, discounts; submits annual sales and marketing budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's sales promotion and sales rates, develops local and overseas sales contacts regarding group and convention activities.
110	Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	Responsible for publicity campaigns of special events and promotion in the hotel; liaises with the press and entertainment media; writes and edits all materials for in-house promotions; handles photo captions, news stories and magazine features of the hotel for press release locally and internationally; work closely with food and beverage manager regarding special promotion; liaises with in-house guests and writes daily guest letters; prepares annual advertising budget.
111	Marketing Manager/ Sales Manager/ Convention Manager/ Catering Sales Manager/ Event Manager	Plans, organizes, directs and controls the hotel's marketing functions; reviews market and sales analysis to determine local and overseas market requirements; co-ordinates public relations activities relating to sales promotion; chairs the daily briefing of Sales Department, controls the Sales/Clients System. Submits a monthly sales report, solicits for group and convention business; conducts sales campaign and contacts all visiting travel trade and business personnel; co-ordinates with Front Office Manager on short-term forecasting.
<u>Supervisory and Technician Level</u>		
208	Account Executive/ Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	Develops new accounts and additional business by regularly calling on potential clients, obtains marketing information, follows referrals from clients and competition; follows up on future booking and attends to complaints; completes weekly call reports.

Code No.	Job Title	Job Description
209	Public Relations Officer/ Corporate Communications Officer	Helps implement publicity campaigns of special events and promotions in the hotel; co-ordinates with the press and entertainment media and all PR related functions as instructed by PRM or the PR management team.
210	Printshop Supervisor/Art Director/Designer/Layout Artist	Supervises printing room staff; familiar with the operation of duplicating machines for printing office memos and in-house publications; manages and administers the planning of art and photographic budgets on the hotel's promotional publication; designs creative works to meet the marketing objectives of the hotel.
<u>Operative Level</u>		
402	Draftsman/Photographer/ Printshop Staff	Prepares artworks for in-house promotions and special events according to directions of management; takes social pictures for hotel functions; provides limited photographic services for guests and management; produces hard and photographic screen stencils and prepares and operates printing equipment and machinery; sets up and operates letterpress machines for the hotels' publications and promotional materials.
<b>FRONT OFFICE</b>		
<u>Managerial and Professional Level</u>		
112	Director of Security/Security Manager/Chief Security Officer	Monitors the Security Department on all security aspects to ensure a safe environment for both internal staff and hotel guests; informs Department Heads concerned of any necessary procedures on internal security matters; liaises with the police, arranges staff safety training, fire drill tests, and security screening of new employees; investigates all incidents and thefts within the hotel.

Code No.	Job Title	Job Description
113	Director of Front Office/ Front Office Manager	Monitors room occupancy forecasts on 3-days, weekly and monthly basis; advises with management and sales staff on reservation status, forecasts and tariffs; determines rate structure for daily pick-up; supervises room rates offered; spot checks VIP guest rooms; ensures and supervises all departments, housekeeping, accounts, security, engineering, and F & B work cohesively together.
114	Director of Rooms Division/ Rooms Division Manager	Supervises the front office, concierge, telephone, housekeeping, laundry, flower shop and kiosk shop operations and those other duties assigned by the management; co-ordinates with the Sales and Marketing Division regarding reservation status; liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance; conducts training for staff.
<u>Supervisory and Technician Level</u>		
211	Airport Manager/Chief Airport Representative	Supervises the hotel's airport representatives, liaises with other hotels' representatives at the airport, keeps close contact with the Concierge Department regarding VIP and group arrivals; liaises with airline staff and the hotel reservation centre at the airport.

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

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



Code No.	Job Title	Job Description
<u>Operative Level</u>		
403	Airport Representative/ Tour Co-ordinator/ Group Co-ordinator	Meets all arriving guests and arranges their transfer to the hotel, liaises with bell captain and chief room clerk regarding baggage handling and informs about flight arrival/departure changes; liaises with all airline staff at airport and hotel reservation centre; completes group reservations and space request for approval by Director of Sales; issue group orders; provides in-house co-ordination of group arrival/departure; works closely with front office.
404	Bell Attendant/ Baggage Porter/ Door Attendant	Picks up and delivers guests' baggage in and out of the hotel; escorts guests from front desk to their rooms and introduces room facilities; runs errands for executive office; delivers newspaper/guest letter; operates guest elevators for VIP arrival, ensures flags are flying in the right position. Directs traffic and parking of vehicles at main entrance; provides door service to guests arriving and departing; orders taxis or hires car for guests upon request; summons bell boys to assist arriving guests.
405	Front Office Clerk/ Guest Service Agent/ Guest Service Officer/ Front Desk Agent/ Front Office Clerk/ Guest Relations Officer/ Business Centre Officer/ Reservation Clerk	Greets and checks in all FITs and commercial accounts and airline crews; promotes hotel facilities to guests; processes all arrival and departure records; reconfirms all local billing instructions for FIT guests; informs assistant manager of doubtful billing instructions; hands out room keys to guests; provides local information for guests; promotes in-house functions, assists front desk staff when they are busy and assists guests to check out; handles reservation requests; prepares room daily arrival lists and daily special attention/VIP lists; updates guest history records; prepares reservation/confirmation slips; prepares group arrival lists.

Code No.	Job Title	Job Description
406	Security Officer/ Uniform Guard/ House Officer	Patrols hotel premises; conducts full enquiry on incidents occurred; ensures all items found in the hotel premises are properly recorded and kept; checks all exists and back staircases. Carries out guard duty in the shopping arcade, hotel entrances and passageway in the rear service area; provides protection to VIP guests.
<b>TELEPHONE</b>		
<u>Supervisory and Technician Level</u>		
217	Telephone Service Manager/ Telephone Supervisor	Keeps an up-to-date information list on all in-house guests; operates the paging system; screen calls as requested by guests; supervises and compiles staff schedule according to hotel occupancy; logs daily long distance call charges and checks for billings.
<u>Operative Level</u>		
407	Telephone Operator	Processes local and overseas calls, provides wake-up service; keeps close communication between departments after office hours; provides directory service to guests; knows all hotel services and service hours; follows management instructions on emergency procedures.
<b>HOUSEKEEPING AND LAUNDRY DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	Monitors the overall departmental-related matters; submits a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; monitors and supervises on all day-to-day housekeeping activities.

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

Code No.	Job Title	Job Description
410	Laundry and Valet Attendant/Laundry and Valet Clerk/Order Taker (Laundry)	Operates all linen finishing equipments and laundry machinery; reports to laundry manager of any machinery's malfunction; handles the daily distribution requirements for all bed and bathroom linen and monitors that linen is loaded onto bins for the housekeeping departments; maintains adequate supplies of food and beverage linen on shelves for distribution; fills requisitions after proper authorization, makes regular inspections of the quality of laundering; sorts out laundry garments from the dry clean garments; makes sure of proper identification by use of tags and tickets; checks and bags the order to be distributed by runner. Maintain records on all guest items; prepares laundry and valet bills and other routine office duties.
411	Sorter/Washer/Ironer/Presser/Checker/Dry Cleaner/Marker	Presses clothes with iron and pressing machines. Loads, cycles and unloading of all washer extractors; undertakes regular inspections of the wash cycle and keeps all equipment clean. Sorts out all bathroom and bed linen and food and beverage linen.
412	Room Attendant/Room Services Butler/Floor Attendant/Housekeeping Clerk/Order-taker/Co-ordinator (Housekeeping)	Cleans guest rooms; provides services to guests; replenishes supplies in guest rooms. Maintains records on all items such as extra linen, hair dryers required by in-house guests, prepares laundry and valet bills and other routine office duties.
<b>ENGINEERING AND MAINTENANCE DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
121	Director of Engineering/Chief Engineer/Technical Manager/Property Maintenance Manager	Monitors and responsible for the overall engineering division. Ensure smooth day-to-day operations within the premises; compiles regular budget reports on repair and maintenance; contacts outside contractors for hotel projects; conducts thorough inspection of entire hotel premises, supervises staff performance; assists in renovations, supervises and liaises with contractors.

Code No.	Job Title	Job Description
<u>Supervisory and Technician Level</u>		
246	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	Supervises duty crew; enters all data as specified in the engineers' log book and all specific events relevant to engineering.
247	Foreman/Technical Supervisor/Assistant Engineer/Audio-visual Technician/Sound Technician	Inspects hotel's air-conditioning, sound and lighting systems; contacts outside contractors for maintenance and repair works.
<u>Craftsman Level</u>		
304	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic, mason/(plasterer) painter, plumber)	Maintains and repairs all necessary mechanical and electrical engineering works of a hotel including restaurant outlets guestrooms, and public areas.
<b>FOOD AND BEVERAGE DEPARTMENT</b>		
<u>Managerial and Professional Level</u>		
116	Executive Chef	Establishes standards of food quality and preparation; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market times.
118	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities; analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments.

Code No.	Job Title	Job Description
119	Director of Catering/ Assistant Food and Beverage Manager	Analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments; assist the food and beverage manager to ensure high standards of food and service of all the food and beverage outlets.
<u>Supervisory and Technician Level</u>		
221	Catering Manager/ Banquet Manager/ Banquet Services Manager	Supervises all catering, food and beverage functions and banquet personnel; arranges necessary details in carrying out transactions for functions and other special events and negotiates terms for sales of hotel's catering services; evaluates plan for banquet sales programmes; updates banquet function log book.
222	Catering or Banquet Sales Executive/Catering or Banquet Co-ordinator	Responsible for generating food and beverage revenue for the Banquet Department and Food and Beverage outlets through creative selling and successful event co-ordinations from start to finish.
223	Banquet Headwaiter/ Headwaiter/Maitre d'Hotel	Supervises and co-ordinates the work of restaurant staff; arranges table reservations; greets and escorts guests; handles complaints on food and service; may take guests' order and pass to waiters; assists in preparing menu. Follows instructions of event orders; makes necessary adjustments according to guest; schedules banquet staff for different functions.
224	Beverage Manager/ Bar Manager/Head Barman	Ensures bar is equipped with supplies and that correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipment; prepares work schedules and checks on staff performance.

Code No.	Job Title	Job Description
225	Restaurant Manager/ Outlet Manager/Outlet Heads (coffee shop, lobby lounge, etc.)/Room Service Manager	Provides overall supervision of the restaurant and service; advises management on all guest comments and complaints; schedules staff duties according to forecasts and special events; trains staff; maintains personalized service to guests, liaises with the executive chef in menu preparation; supervises operation of room services, makes requisitions for room services supplies.
226	Captain (Food and Beverage Department)	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flamble dishes at table; advises on the selection of wines and serves them.
227	Chief Steward/ Stewarding Manager	Co-operates with accounting department during quarterly stock-taking; ensures proper hygiene and sanitation in all areas; prepares staff work schedules; supervises requisition and storage of silver/china/glass/copper ware; checks on all kitchen equipment and utensils for cleanliness.
228	Executive Sous Chef/ Sous Chef	<p>Develops new menus; co-ordinates with other departments on food selection and storage; prepares cost lists and requisitions on market times; assists executive chef on standards of food quality and preparation; Supervises presentation and preparation of food items for daily banquet functions; conducts staff training classes; prepares weekly work schedule; controls food and storeroom requisitions and inter-kitchen transfer.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>

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



Code No.	Job Title	Job Description
<u>Craftsman Level</u>		
301	Baker/Pastry Cook	Prepares and designs bread and loaf for the hotel; supervises work of apprentice cook; Prepares cakes, pastry confectionery and desserts for hotel, supervises the work of apprentice cook.
302	Cook (Western)/Junior Cook (Western)	Checks daily and weekly menus; operates utensils and crockery used in kitchen; performs different types of cookery and meal preparation; checks stocks in his location in kitchen area; may specialize in sauce, soup, roast, butchery, fish, cold cut and vegetable; assist cook, and senior cook from food preparations to food orders.
<u>Operative Level</u>		
413	Restaurant Receptionist/ Hostess	Welcomes and greets guests to their seats; takes reservations, reports guests comments to restaurant manager; keeps trace on guests history; serves guests in assigned station under a captain's supervision, prepares table setting and removes dishes; knows all menu items; keeps good guests relations and extends personalized service.
414	Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	Collects food from kitchen, cleans up table and changes linen, knows all items on menu; good understanding of the common menu items.
415	Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	Washes crockeries by hand and by machine, sweeps the floor and wipes stainless counters in kitchen; disposes garbage; cleans stove and top of exhaust fans; delivers dishes from the kitchen to the food and beverage outlets.
416	Bartender/Soda Fountain Server	Follows specified drink and cocktail by free pouring jigger quantities; checks on supplies of wines and spirits; prepares daily supply requisition for bar manager's approval.
420	Waiter/Waitress	Works in an assigned station; responsible for the table-setting and dishing-up jobs; knows the preparation of common menu items and chef's daily recommendation.

HOTEL - CHINESE RESTAURANT

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

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

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

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

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

Code No.	Job Title	Job Description
<u>Operative Level</u>		
414	Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/Service Attendant	Collects food from kitchen, cleans up table and changes linen, knows all items on menu; good understanding of the common menu items.
417	Dim Sum Cook/Steamer/Trimmer/Vegetable Cook	Prepares the stuffings and dough for dim sum and noodle products; attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the seasoning of dried seafood, abalone, sharks' fins and salt-baked dishes; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.  Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
420	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.
<b>OTHERS</b>		
159	Managerial and Professional Level	Should there be job titles that cannot be found from the Job Code List provided, and these jobs were considered as principle jobs within your organization, kindly state the job titles and provide the brief job descriptions of the said jobs according to their job levels. Also, please fill in the job details at Part I to III of the survey questionnaire.
259	Supervisory and Technician Level	
359	Craftsman Level	
459	Operative Level	
559	Administrative and Others Level	

Job Code List for the 2007 Manpower Survey on the Hotel Industry

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

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
120	Chinese Restaurant Manager	207	EDP Supervisor/ System Analyst
121	Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager	208	Account Executive/Sales Executive/ Marketing Officer/ Group Sales Co-ordinator
122	Health Club/Gym/Spa Director	209	Public Relations Officer/ Corporate Communications Officer
159	Others (Managerial and Professional Level)	210	Printshop Supervisor/ Art Director/Designer/Layout Artist
		211	Airport Manager/Chief Airport Representative
<u>Supervisory and Technician Level</u>			
201	Personnel Officer/Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	212	Assistant Front Office Manager/ Front Desk Manager/ Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager
202	Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	213	Chief Concierge/ Concierge/ Bell Superintendent
203	Credit Manager	214	Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor
204	Assistant Controller/ Assistant Purchasing Manager		
205	Chief Store Supervisor/ Store Supervisor		
206	Income Auditor/Night Auditor		

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



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

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

<u>Code</u>	<u>Job Title</u>
423	Beautician
424	Lifeguard
459	Others (Operative Level)

Administrative and Others Level

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

**APPENDIX 5**  
**STATISTICAL**  
**TABLES**  
**(TABLES 1 - 26)**

**附 錄 5**  
**統 計 表**  
**(表 1 - 26)**

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

**HOTEL INDUSTRY**

<b>Branch</b>	<b>Number Employed at Date of Survey</b>				<b>Total</b>
	<b>Excluding Trainees/Apprentices</b>	<b>By Monthly Rate</b>	<b>By Daily Rate</b>	<b>By Hourly Rate</b>	
Hotels	27073	100	30	299	<b>27502</b>
Chinese Restaurants Operated by Hotels	1795	-	-	21	<b>1816</b>
<b>All Branch</b>	<b>28868</b>	<b>100</b>	<b>30</b>	<b>320</b>	<b>29318</b>

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

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>						
General Manager	94	0.33%	-	-	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	74	0.26%	1	0.14%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	75	0.26%	3	0.43%	-	-
Personnel Manager/Training Manager	55	0.19%	2	0.29%	-	-
Financial Controller/Chief Accountant/ Director of Finance	120	0.42%	-	-	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	42	0.15%	-	-	-	-
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	43	0.15%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	35	0.12%	-	-	-	-
Director of Marketing/Direcotr of Sales/ Director of Promotions	155	0.54%	4	0.58%	-	-
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	62	0.21%	-	-	-	-
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	353	1.22%	14	2.02%	1	0.83%
Director of Security/Security Manager/ Chief Security Officer	57	0.20%	-	-	-	-
Director of Front Office/ Front Office Manager	88	0.30%	1	0.14%	1	0.83%
Director of Rooms Division/ Rooms Division Manager	38	0.13%	-	-	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	89	0.31%	2	0.29%	-	-
Executive Chef	68	0.24%	1	0.14%	-	-
Executive Chinese Chef/Chief Chef	32	0.11%	-	-	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	73	0.25%	1	0.14%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>						
Director of Catering/ Assistant Food and Beverage Manager	65	0.23%	-	-	-	-
Chinese Restaurant Manager	41	0.14%	1	0.14%	-	-
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	113	0.39%	1	0.14%	-	-
Health Club/Gym/Spa Director	5	0.02%	-	-	-	-
Others	6	0.02%	-	-	-	-
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>						
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	111	0.38%	2	0.29%	1	0.83%
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	365	1.26%	4	0.58%	-	-
Credit Manager	50	0.17%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	73	0.25%	1	0.14%	-	-
Chief Store Supervisor/Store Supervisor	51	0.18%	-	-	-	-
Income Auditor/Night Auditor	71	0.25%	1	0.14%	-	-
EDP Supervisor/System Analyst	51	0.18%	2	0.29%	-	-
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	497	1.72%	7	1.01%	1	0.83%
Public Relations Officer/ Corporate Communications Officer	53	0.18%	6	0.87%	-	-
Printshop Supervisor/Art Director/Designer/ Layout Artist	35	0.12%	-	-	-	-
Airport Manager/ Chief Airport Representative	38	0.13%	-	-	-	-
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/Executive Services Manager/Executive Floor Manager/ Service Apartment Manager/Night Manager	494	1.71%	10	1.45%	1	0.83%
Chief Concierge/Concierge/ Bell Superintendent	110	0.38%	1	0.14%	-	-
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/Assistant Chief Concierge/Vale Services Supervisor	243	0.84%	4	0.58%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>						
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/Mail and Information Supervisor/Lobby Services Supervisor	300	1.04%	13	1.88%	-	-
Reservations Manager	85	0.29%	1	0.14%	-	-
Telephone Service Manager/ Telephone Supervisor	85	0.29%	1	0.14%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	120	0.42%	2	0.29%	-	-
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/Public Area Housekeeper/General Service Supervisor	755	2.62%	7	1.01%	-	-
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Cleran/ Wash Supervisor	89	0.31%	-	-	-	-
Catering Manager/Banquet Manager/ Banquet Service Manager	107	0.37%	4	0.58%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	117	0.41%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	88	0.30%	7	1.01%	-	-
Beverage Manager/Bar Manager/ Head Barman	29	0.10%	1	0.14%	-	-
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	328	1.14%	11	1.59%	-	-
Captain (Food and Beverage Department)	1032	3.57%	10	1.45%	-	-
Chief Steward/Stewarding Manager	78	0.27%	1	0.14%	-	-
Executive Sous Chef/Sous Chef	244	0.85%	2	0.29%	-	-
Executive Chinese Sous Chef	34	0.12%	-	-	-	-
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/ Chef de Patissier/ Rotisseur/Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	663	2.30%	11	1.59%	-	-
Specialist Cook	158	0.55%	4	0.58%	-	-
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	29	0.10%	-	-	-	-
Wine Steward/Sommelier	6	0.02%	-	-	-	-



Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>						
Assistnat Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	49	0.17%	2	0.29%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	145	0.50%	3	0.43%	-	-
Pantry Captain	25	0.09%	-	-	-	-
Senior Cook	40	0.14%	1	0.14%	-	-
Service Cook/Kitchen Supervisor/ General Cook	50	0.17%	-	-	-	-
Barbecue Cook	42	0.15%	-	-	-	-
Chief Butcher	44	0.15%	1	0.14%	-	-
Chief Cook	62	0.21%	1	0.14%	-	-
Chief Dim Sum Cook	44	0.15%	1	0.14%	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	133	0.46%	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	151	0.52%	1	0.14%	-	-
Second Butcher	63	0.22%	-	-	-	-
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	261	0.90%	3	0.43%	-	-
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technican	303	1.05%	2	0.29%	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	21	0.07%	-	-	-	-
Security Supervisor	133	0.46%	-	-	-	-
Health Club/Gym/Spa Manager/Supervisor/ Officer	64	0.22%	1	0.14%	-	-
Others	6	0.02%	-	-	-	-
<b>CRAFT LEVEL</b>						
Baker/Pastry Cook	259	0.90%	8	1.16%	1	0.83%
Cook (Western)/Junior Cook (Western)	1886	6.53%	67	9.68%	28	23.33%
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	243	0.84%	1	0.14%	11	9.17%
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	972	3.37%	19	2.75%	1	0.83%

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>OPERATIVE LEVEL</b>						
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	29	0.10%	-	-	-	-
Draftsman/Photographer/Printshop Staff	3	0.01%	-	-	-	-
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	117	0.41%	-	-	-	-
Bell Attendant/Baggage Porter/ Door Attendant	730	2.53%	30	4.34%	7	5.83%
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	1663	5.76%	68	9.83%	21	17.50%
Security Officer/Uniform Guard/ House Officer	571	1.98%	18	2.60%	-	-
Telephone Operator	367	1.27%	12	1.73%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	1306	4.52%	18	2.60%	-	-
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	385	1.33%	2	0.29%	-	-
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	205	0.71%	17	2.46%	-	-
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	173	0.60%	-	-	-	-
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	3770	13.06%	117	16.91%	8	6.67%
Restaurant Receptionist/Hostess	574	1.99%	30	4.34%	6	5%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	598	2.07%	24	3.47%	16	13.33%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1478	5.12%	26	3.76%	-	-
Bartender/Soda Fountain Server	137	0.47%	-	-	-	-
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	86	0.30%	1	0.14%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	86	0.30%	-	-	-	-
Health Club/Gym/Spa Supporting Staff	414	1.43%	6	0.87%	-	-
Waiter/Waitress	1539	5.33%	49	7.08%	7	5.83%
Masseuse	17	0.06%	-	-	-	-
Beautician	2	0.01%	1	0.14%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>OPERATIVE LEVEL (Continued)</b>						
Lifeguard	57	0.20%	-	-	-	-
Others	262	0.91%	7	1.01%	-	-
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>						
Executive Secretary/Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/ Executive Assistant	327	1.13%	2	0.29%	5	4.17%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	454	1.57%	6	0.87%	-	-
Typist/Office Assistant/Messenger/Runner	12	0.04%	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	63	0.22%	1	0.14%	4	3.33%
Others	75	0.26%	2	0.29%	-	-
<b>Total</b>	<b>28868</b>	<b>100%</b>	<b>692</b>	<b>100%</b>	<b>120</b>	<b>100%</b>

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

**BRANCH 1: HOTELS**

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>						
General Manager	94	0.35%	-	-	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	74	0.27%	1	0.15%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	75	0.28%	3	0.45%	-	-
Personnel Manager/Training Manager	55	0.20%	2	0.30%	-	-
Financial Controller/Chief Accountant/ Director of Finance	120	0.44%	-	-	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	42	0.16%	-	-	-	-
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	43	0.16%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	35	0.13%	-	-	-	-
Director of Marketing/Direcotr of Sales/ Director of Promotions	155	0.57%	4	0.60%	-	-
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	62	0.23%	-	-	-	-
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	353	1.30%	14	2.10%	1	0.98%
Director of Security/Security Manager/ Chief Security Officer	57	0.21%	-	-	-	-
Director of Front Office/ Front Office Manager	88	0.33%	1	0.15%	1	0.98%
Director of Rooms Division/ Rooms Division Manager	38	0.14%	-	-	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	89	0.33%	2	0.30%	-	-
Executive Chef	68	0.25%	1	0.15%	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	73	0.27%	1	0.15%	-	-
Director of Catering/ Assistant Food and Beverage Manager	65	0.24%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>						
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	113	0.42%	1	0.15%	-	-
Health Club/Gym/Spa Director	5	0.02%	-	-	-	-
Others	6	0.02%	-	-	-	-
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>						
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	111	0.41%	2	0.30%	1	0.98%
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	365	1.35%	4	0.60%	-	-
Credit Manager	50	0.18%	-	-	-	-
Assistant Controller/ Assistant Purchasing Manager	73	0.27%	1	0.15%	-	-
Chief Store Supervisor/Store Supervisor	51	0.19%	-	-	-	-
Income Auditor/Night Auditor	71	0.26%	1	0.15%	-	-
EDP Supervisor/System Analyst	51	0.19%	2	0.30%	-	-
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	497	1.84%	7	1.05%	1	0.98%
Public Relations Officer/ Corporate Communications Officer	53	0.20%	6	0.90%	-	-
Printshop Supervisor/Art Director/Designer/ Layout Artist	35	0.13%	-	-	-	-
Airport Manager/ Chief Airport Representative	38	0.14%	-	-	-	-
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/Executive Services Manager/Executive Floor Manager/	494	1.82%	10	1.50%	1	0.98%
Chief Concierge/Concierge/ Bell Superintendent	110	0.41%	1	0.15%	-	-
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/Assistant Chief Concierge/Vale Services Supervisor	243	0.90%	4	0.60%	-	-
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/Mail and Information Supervisor/Lobby Services Supervisor	300	1.11%	13	1.95%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>						
Reservations Manager	85	0.31%	1	0.15%	-	-
Telephone Service Manager/ Telephone Supervisor	85	0.31%	1	0.15%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	120	0.44%	2	0.30%	-	-
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/Public Area Housekeeper/General Service Supervisor	755	2.79%	7	1.05%	-	-
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Cleran/ Wash Supervisor	89	0.33%	-	-	-	-
Catering Manager/Banquet Manager/ Banquet Service Manager	107	0.40%	4	0.60%	-	-
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	117	0.43%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	88	0.33%	7	1.05%	-	-
Beverage Manager/Bar Manager/ Head Barman	29	0.11%	1	0.15%	-	-
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	328	1.21%	11	1.65%	-	-
Captain (Food and Beverage Department)	1032	3.81%	10	1.50%	-	-
Chief Steward/Stewarding Manager	78	0.29%	1	0.15%	-	-
Executive Sous Chef/Sous Chef	244	0.90%	2	0.30%	-	-
Executive Chinese Sous Chef	5	0.02%	-	-	-	-
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/ Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	663	2.45%	11	1.65%	-	-
Specialist Cook	158	0.58%	4	0.60%	-	-
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	29	0.11%	-	-	-	-
Wine Steward/Sommelier	6	0.02%	-	-	-	-
Barbecue Cook	1	-	-	-	-	-
Chief Cook	2	0.01%	-	-	-	-
Chief Dim Sum Cook	1	-	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>						
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	7	0.03%	-	-	-	-
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	261	0.96%	3	0.45%	-	-
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technican	303	1.12%	2	0.30%	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	21	0.08%	-	-	-	-
Security Supervisor	133	0.49%	-	-	-	-
Health Club/Gym/Spa Manager/Supervisor/ Officer	64	0.24%	1	0.15%	-	-
Others	6	0.02%	-	-	-	-
<b>CRAFT LEVEL</b>						
Baker/Pastry Cook	259	0.96%	8	1.20%	1	0.98%
Cook (Western)/Junior Cook (Western)	1886	6.97%	67	10.06%	28	27.45%
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	2	0.01%	-	-	-	-
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	972	3.59%	19	2.85%	1	0.98%
<b>OPERATIVE LEVEL</b>						
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	29	0.11%	-	-	-	-
Draftsman/Photographer/Printshop Staff	3	0.01%	-	-	-	-
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	117	0.43%	-	-	-	-
Bell Attendant/Baggage Porter/ Door Attendant	730	2.70%	30	4.50%	7	6.86%
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	1663	6.14%	68	10.21%	21	20.59%
Security Officer/Uniform Guard/ House Officer	571	2.11%	18	2.70%	-	-
Telephone Operator	367	1.36%	12	1.80%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	1306	4.82%	18	2.70%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>OPERATIVE LEVEL (Continued)</b>						
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	385	1.42%	2	0.30%	-	-
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	205	0.76%	17	2.55%	-	-
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	173	0.64%	-	-	-	-
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	3770	13.93%	117	17.57%	8	7.84%
Restaurant Receptionist/Hostess	563	2.08%	30	4.50%	6	5.88%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	447	1.65%	24	3.60%	9	8.82%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1437	5.31%	26	3.90%	-	-
Bartender/Soda Fountain Server	137	0.51%	-	-	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	86	0.32%	-	-	-	-
Health Club/Gym/Spa Supporting Staff	414	1.53%	6	0.90%	-	-
Waiter/Waitress	1224	4.52%	36	5.41%	7	6.86%
Masseuse	17	0.06%	-	-	-	-
Beautician	2	0.01%	1	0.15%	-	-
Lifeguard	57	0.21%	-	-	-	-
Others	251	0.93%	7	1.05%	-	-
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>						
Executive Secretary/Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/ Executive Assistant	327	1.21%	2	0.30%	5	4.90%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	454	1.68%	6	0.90%	-	-
Typist/Office Assistant/Messenger/Runner	12	0.04%	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	63	0.23%	1	0.15%	4	3.92%
Others	75	0.28%	2	0.30%	-	-
<b>Total</b>	<b>27073</b>	<b>100%</b>	<b>666</b>	<b>100%</b>	<b>102</b>	<b>100%</b>



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

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>						
Executive Chinese Chef/Chief Chef	32	1.78%	-	-	-	-
Chinese Restaurant Manager	41	2.28%	1	3.85%	-	-
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>						
Executive Chinese Sous Chef	29	1.62%	-	-	-	-
Assistnat Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	49	2.73%	2	7.69%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	145	8.08%	3	11.54%	-	-
Pantry Captain	25	1.39%	-	-	-	-
Senior Cook	40	2.23%	1	3.85%	-	-
Service Cook/Kitchen Supervisor/ General Cook	50	2.79%	-	-	-	-
Barbecue Cook	41	2.28%	-	-	-	-
Chief Butcher	44	2.45%	1	3.85%	-	-
Chief Cook	60	3.34%	1	3.85%	-	-
Chief Dim Sum Cook	43	2.40%	1	3.85%	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	126	7.02%	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	151	8.41%	1	3.85%	-	-
Second Butcher	63	3.51%	-	-	-	-
<b>CRAFT LEVEL</b>						
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	241	13.43%	1	3.85%	11	61.11%
<b>OPERATIVE LEVEL</b>						
Restaurant Receptionist/Hostess	11	0.61%	-	-	-	-
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	151	8.41%	-	-	7	38.89%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	41	2.28%	-	-	-	-
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	86	4.79%	1	3.85%	-	-
Waiter/Waitress	315	17.55%	13	50%	-	-
Others	11	0.61%	-	-	-	-
<b>Total</b>	<b>1795</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>18</b>	<b>100%</b>

**TABLE 3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**  
**(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)**  
**HOTEL INDUSTRY**  
**INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

<b>Job Title</b>	<b>University Degrees or above</b>	<b>Associate Degree or equivalent</b>	<b>Professional Diploma/ Higher Diploma/ Diploma or equivalent</b>	<b>Certificate/ Advanced Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>									
General Manager	80	-	7	-	-	-	-	7	94
Resident Manager/ Executive Assistant Manager/ Director of Operations	55	1	10	-	-	-	-	8	74
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	54	2	6	-	-	-	-	13	75
Personnel Manager/Training Manager	43	3	4	-	-	-	-	5	55
Financial Controller/Chief Accountant/ Director of Finance	87	2	17	-	-	-	-	14	120
Materials Manager/Procurement Manager/ Purchasing Manager	25	1	7	1	-	-	-	8	42
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	30	2	6	-	-	-	-	5	43
Food and Beverage Cost Controller/ Cost Controller	25	1	5	-	-	-	-	4	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	114	13	5	-	-	-	-	23	155

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>									
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	44	7	1	-	-	-	-	10	62
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	181	40	86	-	-	-	-	46	353
Director of Security/Security Manager/ Chief Security Officer	23	1	25	3	-	-	-	5	57
Director of Front Office/ Front Office Manager	46	7	27	-	-	-	-	8	88
Director of Rooms Division/ Rooms Division Manager	22	2	10	-	-	-	-	4	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	37	6	34	5	-	-	-	7	89
Executive Chef	20	3	31	7	-	-	-	7	68
Executive Chinese Chef/Chief Chef	5	2	17	2	1	-	-	5	32
Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	46	1	17	-	-	-	-	9	73
Director of Catering/ Assistant Food and Beverage Manager	46	2	9	-	-	-	-	8	65
Chinese Restaurant Manager	11	-	22	1	-	-	-	7	41

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>									
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	60	17	24	1	-	-	-	11	113
Health Club/Gym/Spa Director	4	-	-	-	-	-	-	1	5
Others	4	-	1	-	-	-	-	1	6
<b>Sub-total</b>	<b>1062</b>	<b>113</b>	<b>371</b>	<b>20</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>216</b>	<b>1783</b>
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>									
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	46	7	33	5	12	-	-	8	111
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	34	21	172	92	13	-	-	33	365
Credit Manager	14	1	25	3	1	-	-	6	50
Assistant Controller/ Assistant Purchasing Manager	21	9	24	11	3	-	-	5	73
Chief Store Supervisor/Store Supervisor	1	-	15	14	16	-	-	5	51
Income Auditor/Night Auditor	10	-	34	12	8	-	-	7	71
EDP Supervisor/System Analyst	5	3	30	4	3	-	-	6	51
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	217	21	144	35	34	-	-	46	497

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Public Relations Officer/ Corporate Communications Officer	26	3	8	6	3	-	-	7	53
Printshop Supervisor/Art Director/Designer/ Layout Artist	-	-	22	6	2	-	-	5	35
Airport Manager/ Chief Airport Representative	1	-	6	26	-	-	-	5	38
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Seervice Apartment Manager/Night Manager	82	30	181	106	46	-	-	49	494
Chief Concierge/Concierge/ Bell Superintendent	15	1	21	31	19	-	-	23	110
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	7	-	48	83	88	-	-	17	243
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	33	4	116	63	55	-	-	29	300
Reservations Manager	21	3	28	15	10	-	-	8	85

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Telephone Service Manager/ Telephone Supervisor	10	-	23	21	21	-	-	10	85
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	5	6	48	37	18	-	-	6	120
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	11	199	331	163	-	-	51	755
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Cleran/Wash Supervisor	-	-	32	31	19	-	-	7	89
Catering Manager/Banquet Manager/ Banquet Service Manager	9	2	53	10	19	-	-	14	107
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	12	5	49	30	14	-	-	7	117
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	0	3	21	12	46	-	-	6	88
Beverage Manager/Bar Manager/ Head Barman	-	-	18	3	4	-	-	4	29
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	14	5	150	42	73	-	-	44	328

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Captain (Food and Beverage Department)	-	-	418	216	300	-	-	98	1032
Chief Steward/Stewarding Manager	7	4	29	5	27	-	-	6	78
Executive Sous Chef/Sous Chef	6	11	116	63	27	-	-	21	244
Executive Chinese Sous Chef	-	-	9	18	6	-	-	1	34
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtisier/ Rotisseur/Chef de Partie (Grill)/Saucier/ Chef de partie (Sauce)	-	2	252	235	88	6	-	80	663
Specialist Cook	-	-	64	38	45	-	-	11	158
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	10	3	13	1	-	2	29
Wine Steward/Sommelier	-	1	3	2	-	-	-	-	6
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	3	19	12	11	-	-	4	49
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	38	47	50	-	-	10	145
Pantry Captain	-	-		6	15	-	-	4	25
Senior Cook	-	-	3	19	15	1	-	2	40
Service Cook/Kitchen Supervisor/ General Cook	-	-	3	11	24	6	1	5	50

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Barbecue Cook	-	-	5	17	14	1	1	4	42
Chief Butcher	-	-	3	12	17	4	-	8	44
Chief Cook	-	-	5	16	27	2	1	11	62
Chief Dim Sum Cook	-	-	3	14	20	2	1	4	44
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	9	40	60	4	-	20	133
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	12	34	87	3	-	15	151
Second Butcher	-	-	24	11	21	-	-	7	63
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	9	2	115	90	22	-	-	23	261
Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/ Sound Technican	3	-	65	177	27	-	-	31	303
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	9	1	2	3	4	-	-	2	21
Security Supervisor	16	1	20	44	38	-	-	14	133
Health Club/Gym/Spa Manager/ Supervisor/Officer	15	-	26	13	2	-	-	8	64
Others	-	-	-	1	3	-	-	2	6
<b>Sub-total</b>	<b>648</b>	<b>160</b>	<b>2753</b>	<b>2176</b>	<b>1653</b>	<b>30</b>	<b>4</b>	<b>801</b>	<b>8225</b>



Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>CRAFT LEVEL</b>									
Baker/Pastry Cook	-	-	45	102	65	10	-	37	259
Cook (Western)/Junior Cook (Western)	-	-	389	585	479	290	-	143	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	74	32	51	25	19	42	243
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	-	148	537	134	62	-	91	972
<b>Sub-total</b>	-	-	<b>656</b>	<b>1256</b>	<b>729</b>	<b>387</b>	<b>19</b>	<b>313</b>	<b>3360</b>
<b>OPERATIVE LEVEL</b>									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	1	-	11	3	7	3	-	4	29
Draftsman/Photographer/Printshop Staff	-	-	-	3	-	-	-	-	3
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	-	-	43	12	41	-	-	21	117
Bell Attendant/Baggage Porter/ Door Attendant	-	-	18	159	362	120	-	71	730
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	-	544	402	510	73	-	134	1663
Security Officer/Uniform Guard/ House Officer	-	-	30	114	294	67	25	41	571
Telephone Operator	-	-	85	67	169	7	-	39	367

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>									
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	26	165	881	132	102	1306
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	6	71	214	54	40	385
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	-	16	3	54	111	-	21	205
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	16	39	54	13	51	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	5	1090	1099	1270	12	294	3770
Restaurant Receptionist/Hostess	-	-	96	171	228	2	-	77	574
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	-	30	196	203	71	-	98	598
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	2	-	79	140	834	265	158	1478
Bartender/Soda Fountain Server	-	-	10	40	43	29	-	15	137
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	-	-	-	17	27	34	-	8	86
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	-	9	15	43	14	-	5	86
Health Club/Gym/Spa Supporting Staff	-	-	264	46	76	-	-	28	414

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>									
Waiter/Waitress	-	-	278	457	613	90	-	101	1539
Masseuse	-	-	2	4	-	-	-	11	17
Beautician	-	-	-	-	2	-	-	-	2
Lifeguard	-	-	4	7	41	5	-	-	57
Others	-	-	49	52	59	71	3	28	262
<b>Sub-total</b>	<b>1</b>	<b>2</b>	<b>1494</b>	<b>2985</b>	<b>4286</b>	<b>3950</b>	<b>504</b>	<b>1347</b>	<b>14569</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	10	20	155	58	47	-	-	37	327
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	90	227	96	-	-	41	454
Typist/Office Assistant/Messenger/Runner	-	-	-	-	3	8	-	1	12
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	18	6	11	5	16	-	-	7	63
Others	-	-	15	4	48	2	1	5	75
<b>Sub-total</b>	<b>28</b>	<b>26</b>	<b>271</b>	<b>294</b>	<b>210</b>	<b>10</b>	<b>1</b>	<b>91</b>	<b>931</b>
<b>GRAND TOTAL</b>	<b>1739</b>	<b>301</b>	<b>5545</b>	<b>6731</b>	<b>6879</b>	<b>4377</b>	<b>528</b>	<b>2768</b>	<b>28868</b>

**TABLE 3A : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**  
**(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)**  
**BRANCH 1: HOTELS**

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>									
General Manager	80	-	7	-	-	-	-	7	94
Resident Manager/ Executive Assistant Manager/ Director of Operations	55	1	10	-	-	-	-	8	74
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	54	2	6	-	-	-	-	13	75
Personnel Manager/Training Manager	43	3	4	-	-	-	-	5	55
Financial Controller/Chief Accountant/ Director of Finance	87	2	17	-	-	-	-	14	120
Materials Manager/Procurement Manager/ Purchasing Manager	25	1	7	1	-	-	-	8	42
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	30	2	6	-	-	-	-	5	43
Food and Beverage Cost Controller/ Cost Controller	25	1	5	-	-	-	-	4	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	114	13	5	-	-	-	-	23	155

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>									
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	44	7	1	-	-	-	-	10	62
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	181	40	86	-	-	-	-	46	353
Director of Security/Security Manager/ Chief Security Officer	23	1	25	3	-	-	-	5	57
Director of Front Office/ Front Office Manager	46	7	27	-	-	-	-	8	88
Director of Rooms Division/ Rooms Division Manager	22	2	10	-	-	-	-	4	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	37	6	34	5	-	-	-	7	89
Executive Chef	20	3	31	7	-	-	-	7	68
Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	46	1	17	-	-	-	-	9	73
Director of Catering/ Assistant Food and Beverage Manager	46	2	9	-	-	-	-	8	65
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	60	17	24	1	-	-	-	11	113
Health Club/Gym/Spa Director	4	-	-	-	-	-	-	1	5

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>									
Others	4	-	1	-	-	-	-	1	6
<b>Sub-total</b>	<b>1046</b>	<b>111</b>	<b>332</b>	<b>17</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>204</b>	<b>1710</b>
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>									
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	46	7	33	5	12	-	-	8	111
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general ashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	34	21	172	92	13	-	-	33	365
Credit Manager	14	1	25	3	1	-	-	6	50
Assistant Controller/ Assistant Purchasing Manager	21	9	24	11	3	-	-	5	73
Chief Store Supervisor/Store Supervisor	1	-	15	14	16	-	-	5	51
Income Auditor/Night Auditor	10	-	34	12	8	-	-	7	71
EDP Supervisor/System Analyst	5	3	30	4	3	-	-	6	51
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	217	21	144	35	34	-	-	46	497
Public Relations Officer/ Corporate Communications Officer	26	3	8	6	3	-	-	7	53
Printshop Supervisor/Art Director/Designer/ Layout Artist	-	-	22	6	2	-	-	5	35

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Airport Manager/ Chief Airport Representative	1	-	6	26	-	-	-	5	38
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Seervice Apartment Manager/Night Manager	82	30	181	106	46	-	-	49	494
Chief Concierge/Concierge/ Bell Superintendent	15	1	21	31	19	-	-	23	110
Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	7	-	48	83	88	-	-	17	243
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	33	4	116	63	55	-	-	29	300
Reservations Manager	21	3	28	15	10	-	-	8	85
Telephone Service Manager/ Telephone Supervisor	10	-	23	21	21	-	-	10	85
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	5	6	48	37	18	-	-	6	120

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	11	199	331	163	-	-	51	755
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Cleran/Wash Supervisor	-	-	32	31	19	-	-	7	89
Catering Manager/Banquet Manager/ Banquet Service Manager	9	2	53	10	19	-	-	14	107
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	12	5	49	30	14	-	-	7	117
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	3	21	12	46	-	-	6	88
Beverage Manager/Bar Manager/ Head Barman	-	-	18	3	4	-	-	4	29
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	14	5	150	42	73	-	-	44	328
Captain (Food and Beverage Department)	-	-	418	216	300	-	-	98	1032
Chief Steward/Stewarding Manager	7	4	29	5	27	-	-	6	78
Executive Sous Chef/Sous Chef	6	11	116	63	27	-	-	21	244
Executive Chinese Sous Chef	-	-	1	4	-	-	-	-	5



Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtisier/ Rotisseur/Chef de Partie (Grill)/Saucier/ Chef de partie (Sauce)	-	2	252	235	88	6	-	80	663
Specialist Cook	-	-	64	38	45	-	-	11	158
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	10	3	13	1	-	2	29
Wine Steward/Sommelier	-	1	3	2	-	-	-	-	6
Barbecue Cook	-	-	-	1	-	-	-	-	1
Chief Cook	-	-	1	1	-	-	-	-	2
Chief Dim Sum Cook	-	-	-	1	-	-	-	-	1
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	7	-	-	-	-	7
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	9	2	115	90	22	-	-	23	261
Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/ Sound Technician	3	-	65	177	27	-	-	31	303
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	9	1	2	3	4	-	-	2	21

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
Security Supervisor	16	1	20	44	38	-	-	14	133
Health Club/Gym/Spa Manager/ Supervisor/Officer	15	-	26	13	2	-	-	8	64
Others	-	-	-	1	3	-	-	2	6
<b>Sub-total</b>	<b>648</b>	<b>157</b>	<b>2622</b>	<b>1933</b>	<b>1286</b>	<b>7</b>	<b>-</b>	<b>706</b>	<b>7359</b>
<b>CRAFT LEVEL</b>									
Baker/Pastry Cook	-	-	45	102	65	10	-	37	259
Cook (Western)/Junior Cook (Western)	-	-	389	585	479	290	-	143	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	2	-	-	-	-	2
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	-	148	537	134	62	-	91	972
<b>Sub-total</b>	<b>-</b>	<b>-</b>	<b>582</b>	<b>1226</b>	<b>678</b>	<b>362</b>	<b>-</b>	<b>271</b>	<b>3119</b>
<b>OPERATIVE LEVEL</b>									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	1	-	11	3	7	3	-	4	29
Draftsman/Photographer/Printshop Staff	-	-	-	3	-	-	-	-	3
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	-	-	43	12	41	-	-	21	117
Bell Attendant/Baggage Porter/ Door Attendant	-	-	18	159	362	120	-	71	730

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>									
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	-	544	402	510	73	-	134	1663
Security Officer/Uniform Guard/ House Officer	-	-	30	114	294	67	25	41	571
Telephone Operator	-	-	85	67	169	7	-	39	367
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	-	-	26	165	881	132	102	1306
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	6	71	214	54	40	385
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	-	16	3	54	111	-	21	205
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	16	39	54	13	51	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	5	1090	1099	1270	12	294	3770
Restaurant Receptionist/Hostess	-	-	94	168	226	1	-	74	563
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	-	-	171	150	66	-	60	447
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	2	-	74	140	808	255	158	1437

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>									
Bartender/Soda Fountain Server	-	-	10	40	43	29	-	15	137
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	-	9	15	43	14	-	5	86
Health Club/Gym/Spa Supporting Staff	-	-	264	46	76	-	-	28	414
Waiter/Waitress	-	-	250	373	470	46	-	85	1224
Masseuse	-	-	2	4	-	-	-	11	17
Beautician	-	-	-	-	2	-	-	-	2
Lifeguard	-	-	4	7	41	5	-	-	57
Others	-	-	47	52	57	66	1	28	251
<b>Sub-total</b>	<b>1</b>	<b>2</b>	<b>1432</b>	<b>2851</b>	<b>4059</b>	<b>3835</b>	<b>492</b>	<b>1282</b>	<b>13954</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	10	20	155	58	47	-	-	37	327
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	90	227	96	-	-	41	454
Typist/Office Assistant/Messenger/Runner	-	-	-	-	3	8	-	1	12
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	18	6	11	5	16	-	-	7	63
Others	-	-	15	4	48	2	1	5	75

<b>Job Title</b>	<b>University Degrees or above</b>	<b>Associate Degree or equivalent</b>	<b>Professional Diploma/ Higher Diploma/ Diploma or equivalent</b>	<b>Certificate/ Advanced Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL (Continued)</b>									
<b>Sub-total</b>	<b>28</b>	<b>26</b>	<b>271</b>	<b>294</b>	<b>210</b>	<b>10</b>	<b>1</b>	<b>91</b>	<b>931</b>
<b>GRAND TOTAL</b>	<b>1723</b>	<b>296</b>	<b>5239</b>	<b>6321</b>	<b>6233</b>	<b>4214</b>	<b>493</b>	<b>2554</b>	<b>27073</b>

**TABLE 3B : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION  
(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)  
BRANCH 2: CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>									
Executive Chinese Chef/Chief Chef	5	2	17	2	1	-	-	5	32
Chinese Restaurant Manager	11	-	22	1	-	-	-	7	41
<b>Sub-total</b>	<b>16</b>	<b>2</b>	<b>39</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>12</b>	<b>73</b>
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>									
Executive Chinese Sous Chef	-	-	8	14	6	-	-	1	29
Assistnat Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	3	19	12	11	-	-	4	49
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	38	47	50	-	-	10	145
Pantry Captain	-	-		6	15	-	-	4	25
Senior Cook	-	-	3	19	15	1	-	2	40
Service Cook/Kitchen Supervisor/ General Cook	-	-	3	11	24	6	1	5	50
Barbecue Cook	-	-	5	16	14	1	1	4	41
Chief Butcher	-	-	3	12	17	4	-	8	44
Chief Cook	-	-	4	15	27	2	1	11	60
Chief Dim Sum Cook	-	-	3	13	20	2	1	4	43

Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>									
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	9	33	60	4	-	20	126
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	12	34	87	3	-	15	151
Second Butcher	-	-	24	11	21	-	-	7	63
<b>Sub-total</b>	-	<b>3</b>	<b>131</b>	<b>243</b>	<b>367</b>	<b>23</b>	<b>4</b>	<b>95</b>	<b>866</b>
<b>CRAFT LEVEL</b>									
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	74	30	51	25	19	42	241
<b>Sub-total</b>	-	-	<b>74</b>	<b>30</b>	<b>51</b>	<b>25</b>	<b>19</b>	<b>42</b>	<b>241</b>
<b>OPERATIVE LEVEL</b>									
Restaurant Receptionist/Hostess	-	-	2	3	2	1	-	3	11
Junior Waiter/Junior Waitress/Bar Attendant/Bar Porter/Service Attendant	-	-	30	25	53	5	-	38	151
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Houseman/Yardman/General Staff (kitchen/restaurant)	-	-	-	5	-	26	10	-	41
Dim Sum Cook/Steamer/Trimmer/Vegetable Cook	-	-	-	17	27	34	-	8	86
Waiter/Waitress	-	-	28	84	143	44	-	16	315
Others	-	-	2	-	2	5	2	-	11
<b>Sub-total</b>	-	-	<b>62</b>	<b>134</b>	<b>227</b>	<b>115</b>	<b>12</b>	<b>65</b>	<b>615</b>
<b>GRAND TOTAL</b>	<b>16</b>	<b>5</b>	<b>306</b>	<b>410</b>	<b>646</b>	<b>163</b>	<b>35</b>	<b>214</b>	<b>1795</b>

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

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager	-	-	-	-	-	4	4	3	5	37	41	94
Resident Manager/Executive Assistant Manager/Director of Operations	-	-	-	1	4	11	5	3	7	18	25	74
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	1	4	5	3	10	4	11	37	75
Personnel Manager/Training Manager	-	-	-	-	5	9	4	4	13	2	18	55
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	-	7	17	5	9	8	22	52	120
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	-	3	5	3	3	3	2	23	42
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	-	-	-	-	9	7	2	2	6	2	15	43
Food and Beverage Cost Controller/ Cost Controller	-	-	-	2	8	8	1	2	-	1	13	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	-	-	-	1	4	5	7	19	10	35	74	155



Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	-	-	-	-	5	4	4	8	10	1	30	62
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	-	-	-	4	45	100	98	-	-	11	95	353
Director of Security/Security Manager/ Chief Security Officer	-	-	-	2	10	3	2	3	5	3	29	57
Director of Front Office/ Front Office Manager	-	-	-	2	9	14	12	14	6	1	30	88
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	1	4	1	4	3	7	18	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	1	15	14	9	9	6	3	32	89
Executive Chef	-	-	-	2	3	9	1	9	4	13	27	68
Executive Chinese Chef/Chief Chef	-	-	-	-	-	1	4	-	7	7	13	32
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	2	2	5	6	4	18	36	73
Director of Catering/ Assistant Food and Beverage Manager	-	-	-	-	7	5	3	5	18	5	22	65
Chinese Restaurant Manager	-	-	-	1	5	7	2	3	7	1	15	41

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	-	-	-	-	9	12	21	7	2	12	50	113
Health Club/Gym/Spa Director	-	-	-	-	-	-	-	-	-	4	1	5
Others	-	-	-	-	-	1	-	-	-	-	5	6
<b>Sub-total</b>				<b>17</b>	<b>155</b>	<b>247</b>	<b>196</b>	<b>123</b>	<b>128</b>	<b>216</b>	<b>701</b>	<b>1783</b>
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>												
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	-	-	12	54	17	7	-	-	-	-	21	111
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	-	-	21	151	122	9	-	-	-	-	62	365
Credit Manager	-	-	2	5	16	9	3	3	-	-	12	50
Assistant Controller/ Assistant Purchasing Manager	-	-	3	14	25	11	5	-	-	-	15	73
Chief Store Supervisor/Store Supervisor	-	-	3	29	9	-	-	-	-	-	10	51
Income Auditor/Night Auditor	-	1	-	25	27	3	-	-	-	-	15	71
EDP Supervisor/System Analyst	-	-	1	18	17	3	-	-	-	-	12	51
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	-	-	37	152	219	12	-	-	-	-	77	497

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Public Relations Officer/ Corporate Communications Officer	-	-	2	25	6	3	-	-	-	-	17	53
Printshop Supervisor/Art Director/Designer/ Layout Artist	-	-	3	11	7	3	-	-	-	-	11	35
Airport Manager/ Chief Airport Representative	-	-	2	27	2	1	-	-	-	-	6	38
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/Executive Services Manager/Executive Floor Manager/ Service Apartment Manager/Night Manager	-	-	7	105	148	112	18	-	-	-	104	494
Chief Concierge/Concierge/ Bell Superintendent	-	-	2	31	27	4	8	-	-	-	38	110
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/Assistant Chief Concierge/Vale Services Supervisor	-	4	88	99	23	-	-	-	-	-	29	243
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/Mail and Information Supervisor/Lobby Services Supervisor	-	-	16	163	76	-	-	-	-	-	45	300
Reservations Manager	-	-	1	16	18	22	9	2	-	-	17	85
Telephone Service Manager/ Telephone Supervisor	-	-	5	16	44	4	-	-	-	-	16	85

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	-	-	1	23	41	22	10	-	-	-	23	120
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/Public Area Housekeeper/General Service Supervisor	-	-	35	385	215	-	-	-	-	-	120	755
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Clean/ Wash Supervisor	-	-	5	35	21	1	4	-	-	-	23	89
Catering Manager/Banquet Manager/ Banquet Service Manager	-	-	-	4	38	21	6	4	-	-	34	107
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	-	-	12	51	30	5	-	-	-	-	19	117
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	4	51	14	2	-	-	-	-	17	88
Beverage Manager/Bar Manager/ Head Barman	-	-	-	12	2	3	1	2	-	-	9	29
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	-	-	-	38	102	84	9	1	-	-	94	328
Captain (Food and Beverage Department)	-	-	20	650	212	-	-	-	-	-	150	1032
Chief Steward/Stewarding Manager	-	2	7	16	10	9	9	4	-	-	21	78
Executive Sous Chef/Sous Chef	-	-	-	16	96	50	21	10	9	-	42	244

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Executive Chinese Sous Chef	-	-	-	-	5	6	13	1	2	-	7	34
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/ Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	-	-	6	76	339	102	32	2	-	-	106	663
Specialist Cook	-	-	1	16	78	26	12	-	-	-	25	158
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	1	14	10	-	-	-	-	-	4	29
Wine Steward/Sommelier	-	-	-	-	4	-	-	-	-	-	2	6
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	7	21	10	3	-	-	-	8	49
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	2	90	23	-	-	-	-	-	30	145
Pantry Captain	-	-	3	12	4	-	-	-	-	-	6	25
Senior Cook	-	-	-	2	17	16	-	-	-	-	5	40
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	27	7	-	-	-	-	-	14	50
Barbecue Cook	-	-	1	7	22	5	-	-	-	-	7	42
Chief Butcher	-	-	1	4	15	12	-	-	-	-	12	44
Chief Cook	-	-	-	4	29	11	1	-	-	-	17	62

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Chief Dim Sum Cook	-	-	-	2	23	9	1	-	-	-	9	44
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	3	32	69	-	-	-	-	-	29	133
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	3	79	43	-	-	-	-	-	26	151
Second Butcher	-	-	3	9	37	-	-	-	-	-	14	63
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	-	-	4	30	152	11	13	-	-	-	51	261
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/ Sound Technician	-	-	10	153	79	8	-	-	-	-	53	303
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	9	1	-	5	-	-	-	6	21
Security Supervisor	-	-	8	69	19	12	-	-	-	-	25	133
Health Club/Gym/Spa Manager/Supervisor/ Officer	-	-	4	15	10	13	8	-	-	-	14	64
Others	-	-	-	3	1	-	-	-	-	-	2	6
<b>Sub-total</b>		<b>7</b>	<b>341</b>	<b>2882</b>	<b>2592</b>	<b>641</b>	<b>191</b>	<b>29</b>	<b>11</b>	<b>-</b>	<b>1531</b>	<b>8225</b>
<b>CRAFT LEVEL</b>												
Baker/Pastry Cook	-	-	8	154	49	-	1	-	-	-	47	259

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>CRAFT LEVEL (Continued)</b>												
Cook (Western)/Junior Cook (Western)	-	171	293	961	239	-	-	-	-	-	222	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	2	25	157	-	-	-	-	-	-	59	243
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	2	143	679	-	-	-	-	-	-	148	972
Sub-total		175	469	1951	288	-	1	-	-	-	476	3360
<b>OPERATIVE LEVEL</b>												
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	-	-	2	10	7	3	-	-	-	-	7	29
Draftsman/Photographer/Printshop Staff	-	-	1	2	-	-	-	-	-	-		3
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	-	-	16	73	-	-	-	-	-	-	28	117
Bell Attendant/Baggage Porter/ Door Attendant	14	421	174	4	-	-	-	-	-	-	117	730
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	116	519	720	71	-	-	-	-	-	237	1663
Security Officer/Uniform Guard/ House Officer	4	23	314	143	-	-	-	-	-	-	87	571
Telephone Operator	-	19	88	195	7	-	-	-	-	-	58	367

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>												
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	-	434	661	54	-	-	-	-	-	-	157	1306
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	133	162	27	-	-	-	-	-	-	63	385
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	37	89	52	-	-	-	-	-	-	27	205
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	3	46	73	-	-	-	-	-	-	51	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	410	1638	1185	-	-	-	-	-	-	537	3770
Restaurant Receptionist/Hostess	-	-	162	294	2	22	-	-	-	-	94	574
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	50	217	203	-	-	-	-	-	-	128	598
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1	723	481	19	-	-	-	-	-	-	254	1478
Bartender/Soda Fountain Server	-	2	36	78	-	-	-	-	-	-	21	137
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	-	11	10	38	10	-	-	-	-	-	17	86
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	2	12	67	-	-	-	-	-	-	5	86



Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>												
Health Club/Gym/Spa Supporting Staff	-	19	60	297	-	-	-	-	-	-	38	414
Waiter/Waitress	-	38	486	782	40	-	-	-	-	-	193	1539
Masseuse	-	-	2	4	-	-	-	-	-	-	11	17
Beautician	-	-	2	-	-	-	-	-	-	-	-	2
Lifeguard	-	-	12	40	-	-	-	-	-	-	5	57
Others	-	13	50	150	-	-	-	-	-	-	49	262
<b>Sub-total</b>	<b>19</b>	<b>2454</b>	<b>5240</b>	<b>4510</b>	<b>137</b>	<b>25</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2184</b>	<b>14569</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Executive Secretary/Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/ Executive Assistant	-	3	41	109	60	31	2	-	-	-	81	327
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	15	180	168	16	-	-	-	-	-	75	454
Typist/Office Assistant/Messenger/Runner	-	3	7	1	-	-	-	-	-	-	1	12
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	2	15	33	-	-	-	-	-	-	13	63
Others	-	12	24	17	16	-	-	-	-	-	6	75
<b>Sub-total</b>	<b>-</b>	<b>35</b>	<b>267</b>	<b>328</b>	<b>92</b>	<b>31</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>176</b>	<b>931</b>
<b>GRAND TOTAL</b>	<b>19</b>	<b>2671</b>	<b>6317</b>	<b>9688</b>	<b>3264</b>	<b>944</b>	<b>390</b>	<b>152</b>	<b>139</b>	<b>216</b>	<b>5068</b>	<b>28868</b>

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

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

**BRANCH 1: HOTELS**

<b>Job Title</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>\$15,001 - \$20,000</b>	<b>\$20,001 - \$25,000</b>	<b>\$25,001 - \$30,000</b>	<b>\$30,001 - \$35,000</b>	<b>\$35,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager	-	-	-	-	-	4	4	3	5	37	41	94
Resident Manager/Executive Assistant Manager/Director of Operations	-	-	-	1	4	11	5	3	7	18	25	74
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	1	4	5	3	10	4	11	37	75
Personnel Manager/Training Manager	-	-	-	-	5	9	4	4	13	2	18	55
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	-	7	17	5	9	8	22	52	120
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	-	3	5	3	3	3	2	23	42
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	-	-	-	-	9	7	2	2	6	2	15	43
Food and Beverage Cost Controller/ Cost Controller	-	-	-	2	8	8	1	2	-	1	13	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	-	-	-	1	4	5	7	19	10	35	74	155

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	-	-	-	-	5	4	4	8	10	1	30	62
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	-	-	-	4	45	100	98	-	-	11	95	353
Director of Security/Security Manager/ Chief Security Officer	-	-	-	2	10	3	2	3	5	3	29	57
Director of Front Office/ Front Office Manager	-	-	-	2	9	14	12	14	6	1	30	88
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	1	4	1	4	3	7	18	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	1	15	14	9	9	6	3	32	89
Executive Chef	-	-	-	2	3	9	1	9	4	13	27	68
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	2	2	5	6	4	18	36	73
Director of Catering/ Assistant Food and Beverage Manager	-	-	-	-	7	5	3	5	18	5	22	65
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	-	-	-	-	9	12	21	7	2	12	50	113

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Health Club/Gym/Spa Director	-	-	-	-	-	-	-	-	-	4	1	5
Others	-	-	-	-	-	1	-	-	-	-	5	6
<b>Sub-total</b>	-	-	-	<b>16</b>	<b>150</b>	<b>239</b>	<b>190</b>	<b>120</b>	<b>114</b>	<b>208</b>	<b>673</b>	<b>1710</b>
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>												
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/Employee Relations Officer	-	-	12	54	17	7	-	-	-	-	21	111
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	-	-	21	151	122	9	-	-	-	-	62	365
Credit Manager	-	-	2	5	16	9	3	3	-	-	12	50
Assistant Controller/ Assistant Purchasing Manager	-	-	3	14	25	11	5	-	-	-	15	73
Chief Store Supervisor/Store Supervisor	-	-	3	29	9	-	-	-	-	-	10	51
Income Auditor/Night Auditor	-	1		25	27	3	-	-	-	-	15	71
EDP Supervisor/System Analyst	-	-	1	18	17	3	-	-	-	-	12	51
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	-	-	37	152	219	12	-	-	-	-	77	497
Public Relations Officer/ Corporate Communications Officer	-	-	2	25	6	3	-	-	-	-	17	53

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Printshop Supervisor/Art Director/Designer/ Layout Artist	-	-	3	11	7	3	-	-	-	-	11	35
Airport Manager/ Chief Airport Representative	-	-	2	27	2	1	-	-	-	-	6	38
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/Executive Services Manager/Executive Floor Manager/ Service Apartment Manager/Night Manager	-	-	7	105	148	112	18	-	-	-	104	494
Chief Concierge/Concierge/ Bell Superintendent	-	-	2	31	27	4	8	-	-	-	38	110
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/Assistant Chief Concierge/Vale Services Supervisor	-	4	88	99	23	-	-	-	-	-	29	243
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/Mail and Information Supervisor/Lobby Services Supervisor	-	-	16	163	76	-	-	-	-	-	45	300
Reservations Manager	-	-	1	16	18	22	9	2	-	-	17	85
Telephone Service Manager/ Telephone Supervisor	-	-	5	16	44	4	-	-	-	-	16	85
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	-	-	1	23	41	22	10	-	-	-	23	120

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/Public Area Housekeeper/General Service Supervisor	-	-	35	385	215	-	-	-	-	-	120	755
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Clean/ Wash Supervisor	-	-	5	35	21	1	4	-	-	-	23	89
Catering Manager/Banquet Manager/ Banquet Service Manager	-	-	-	4	38	21	6	4	-	-	34	107
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	-	-	12	51	30	5	-	-	-	-	19	117
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	4	51	14	2	-	-	-	-	17	88
Beverage Manager/Bar Manager/ Head Barman	-	-	-	12	2	3	1	2	-	-	9	29
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	-	-	-	38	102	84	9	1	-	-	94	328
Captain (Food and Beverage Department)	-	-	20	650	212	-	-	-	-	-	150	1032
Chief Steward/Stewarding Manager	-	2	7	16	10	9	9	4	-	-	21	78
Executive Sous Chef/Sous Chef	-	-	-	16	96	50	21	10	9	-	42	244
Executive Chinese Sous Chef	-	-	-	-	1	2	2	-	-	-	-	5

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/ Chef de Patisserie/ Rotisseur/Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	-	-	6	76	339	102	32	2	-	-	106	663
Specialist Cook	-	-	1	16	78	26	12	-	-	-	25	158
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	1	14	10	-	-	-	-	-	4	29
Wine Steward/Sommelier	-	-	-	-	4	-	-	-	-	-	2	6
Barbecue Cook	-	-	-	-	1	-	-	-	-	-	-	1
Chief Cook	-	-	-	1	1	-	-	-	-	-	-	2
Chief Dim Sum Cook	-	-	-	-	-	1	-	-	-	-	-	1
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	1	6	-	-	-	-	-	-	-	7
Duty Engineer/Building Maintenance Supervisor/Building Supervisor	-	-	4	30	152	11	13	-	-	-	51	261
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/Sound Technician	-	-	10	153	79	8	-	-	-	-	53	303
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	9	1	-	5	-	-	-	6	21

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Security Supervisor	-	-	8	69	19	12	-	-	-	-	25	133
Health Club/Gym/Spa Manager/Supervisor/Officer	-	-	4	15	10	13	8	-	-	-	14	64
Others	-	-	-	3	1	-	-	-	-	-	2	6
<b>Sub-total</b>	-	<b>7</b>	<b>324</b>	<b>2614</b>	<b>2280</b>	<b>575</b>	<b>175</b>	<b>28</b>	<b>9</b>	-	<b>1347</b>	<b>7359</b>
<b>CRAFT LEVEL</b>												
Baker/Pastry Cook	-	-	8	154	49	-	1	-	-	-	47	259
Cook (Western)/Junior Cook (Western)	-	171	293	961	239	-	-	-	-	-	222	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	1	1	-	-	-	-	-	-	-	-	2
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	2	143	679	-	-	-	-	-	-	148	972
<b>Sub-total</b>	-	<b>174</b>	<b>445</b>	<b>1794</b>	<b>288</b>	-	<b>1</b>	-	-	-	<b>417</b>	<b>3119</b>
<b>OPERATIVE LEVEL</b>												
Systems Support Operator/EDP Operator/Computer Operator/Web Designer	-	-	2	10	7	3	-	-	-	-	7	29
Draftsman/Photographer/Printshop Staff	-	-	1	2	-	-	-	-	-	-	-	3
Airport Representative/Tour Co-ordinator/Group Co-ordinator	-	-	16	73	-	-	-	-	-	-	28	117



Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>												
Bell Attendant/Baggage Porter/ Door Attendant	14	421	174	4	-	-	-	-	-	-	117	730
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	116	519	720	71	-	-	-	-	-	237	1663
Security Officer/Uniform Guard/ House Officer	4	23	314	143	-	-	-	-	-	-	87	571
Telephone Operator	-	19	88	195	7	-	-	-	-	-	58	367
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	-	434	661	54	-	-	-	-	-	-	157	1306
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	133	162	27	-	-	-	-	-	-	63	385
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	37	89	52	-	-	-	-	-	-	27	205
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	3	46	73	-	-	-	-	-	-	51	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	410	1638	1185	-	-	-	-	-	-	537	3770
Restaurant Receptionist/Hostess	-	-	162	287	2	22	-	-	-	-	90	563

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>												
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	43	176	145	-	-	-	-	-	-	83	447
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1	691	476	19	-	-	-	-	-	-	250	1437
Bartender/Soda Fountain Server	-	2	36	78	-	-	-	-	-	-	21	137
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	2	12	67	-	-	-	-	-	-	5	86
Health Club/Gym/Spa Supporting Staff	-	19	60	297	-	-	-	-	-	-	38	414
Waiter/Waitress	-	35	380	638	20	-	-	-	-	-	151	1224
Masseuse	-	-	2	4	-	-	-	-	-	-	11	17
Beautician	-	-	2		-	-	-	-	-	-		2
Lifeguard	-	-	12	40	-	-	-	-	-	-	5	57
Others	-	11	47	146	-	-	-	-	-	-	47	251
<b>Sub-total</b>	<b>19</b>	<b>2399</b>	<b>5075</b>	<b>4259</b>	<b>107</b>	<b>25</b>	-	-	-	-	<b>2070</b>	<b>13954</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Executive Secretary/Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/ Executive Assistant	-	3	41	109	60	31	2	-	-	-	81	327

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>ADMINISTRATIVE AND OTHERS LEVEL (Continued)</b>												
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	15	180	168	16	-	-	-	-	-	75	454
Typist/Office Assistant/Messenger/Runner	-	3	7	1	-	-	-	-	-	-	1	12
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	2	15	33	-	-	-	-	-	-	13	63
Others	-	12	24	17	16	-	-	-	-	-	6	75
<b>Sub-total</b>	-	<b>35</b>	<b>267</b>	<b>328</b>	<b>92</b>	<b>31</b>	<b>2</b>	-	-	-	<b>176</b>	<b>931</b>
<b>GRAND TOTAL</b>	19	2615	6111	9011	2917	870	368	148	123	208	4683	27073

**TABLE 4B : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE****(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)****BRANCH 2: CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
Executive Chinese Chef/Chief Chef	-	-	-	-	-	1	4	-	7	7	13	32
Chinese Restaurant Manager	-	-	-	1	5	7	2	3	7	1	15	41
<b>Sub-total</b>	-	-	-	<b>1</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>14</b>	<b>8</b>	<b>28</b>	<b>73</b>
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>												
Executive Chinese Sous Chef	-	-	-	-	4	4	11	1	2	-	7	29
Assistnat Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	7	21	10	3	-	-	-	8	49
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	2	90	23	-	-	-	-	-	30	145
Pantry Captain	-	-	3	12	4	-	-	-	-	-	6	25
Senior Cook	-	-	-	2	17	16	-	-	-	-	5	40
Service Cook/Kitchen Supervisor/ General Cook	-	-	2	27	7	-	-	-	-	-	14	50
Barbecue Cook	-	-	1	7	21	5	-	-	-	-	7	41
Chief Butcher	-	-	1	4	15	12	-	-	-	-	12	44
Chief Cook	-	-	-	3	28	11	1	-	-	-	17	60

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL (Continued)</b>												
Chief Dim Sum Cook	-	-	-	2	23	8	1	-	-	-	9	43
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	2	26	69	-	-	-	-	-	29	126
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	3	79	43	-	-	-	-	-	26	151
Second Butcher	-	-	3	9	37	-	-	-	-	-	14	63
<b>Sub-total</b>	-	-	<b>17</b>	<b>268</b>	<b>312</b>	<b>66</b>	<b>16</b>	<b>1</b>	<b>2</b>		<b>184</b>	<b>866</b>
<b>CRAFT LEVEL</b>												
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	1	24	157	-	-	-	-	-	-	59	241
<b>Sub-total</b>	-	<b>1</b>	<b>24</b>	<b>157</b>	-	-	-	-	-	-	<b>59</b>	<b>241</b>
<b>OPERATIVE LEVEL</b>												
Restaurant Receptionist/Hostess	-	-	-	7	-	-	-	-	-	-	4	11
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	-	7	41	58	-	-	-	-	-	-	45	151
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	32	5	-	-	-	-	-	-	-	4	41
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	-	11	10	38	10	-	-	-	-	-	17	86
Waiter/Waitress	-	3	106	144	20	-	-	-	-	-	42	315

<b>Job Title</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>\$15,001 - \$20,000</b>	<b>\$20,001 - \$25,000</b>	<b>\$25,001 - \$30,000</b>	<b>\$30,001 - \$35,000</b>	<b>\$35,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>OPERATIVE LEVEL (Continued)</b>												
Others	-	2	3	4	-	-	-	-	-	-	2	11
<b>Sub-total</b>	-	<b>55</b>	<b>165</b>	<b>251</b>	<b>30</b>	-	-	-	-	-	<b>114</b>	<b>615</b>
<b>GRAND TOTAL</b>	-	<b>56</b>	<b>206</b>	<b>677</b>	<b>347</b>	<b>74</b>	<b>22</b>	<b>4</b>	<b>16</b>	<b>8</b>	<b>385</b>	<b>1795</b>

**TABLE 5 : NUMBER OF EMPLOYEES BY AVERAGE ANNUAL SUPPLEMENTARY BENEFIT (OTHER THAN BASIC SALARY)**

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

**HOTEL INDUSTRY**

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

<b>Annual Supplementary Benefit</b> <b>Job Title</b>	<b>NIL</b>	<b>\$5,000 or below</b>	<b>\$5,001 - \$10,000</b>	<b>\$10,001 - \$20,000</b>	<b>\$20,001 - \$30,000</b>	<b>\$30,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>									
General Manager	3	4	3	6	5	4	24	45	94
Resident Manager/Executive Assistant Manager/ Director of Operations	-	4	2	4	4	5	28	27	74
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	4	3	1	3	2	10	11	41	75
Personnel Manager/Training Manager	1	1	5	3	1	9	8	27	55
Financial Controller/Chief Accountant/ Director of Finance	7	3	5	6	9	12	22	56	120
Materials Manager/Procurement Manager/ Purchasing Manager	1	1	2	3	2	4	3	26	42
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	2	3	1	2	1	8	4	22	43
Food and Beverage Cost Controller/ Cost Controller	3	2	1	1	3	1	3	21	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	12	3	7	11	1	19	26	76	155
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	3	-	1	3	-	11	8	36	62

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>									
Marketing Manager/Sales Manager/ Convention Manager/Catering Sales Manager/ Event Manager	10	8	16	29	63	14	30	183	353
Director of Security/Security Manager/ Chief Security Officer	2	1	3	4	3	9	5	30	57
Director of Front Office/ Front Office Manager	3	6	7	3	6	11	12	40	88
Director of Rooms Division/ Rooms Division Manager	2	2	1	1	2	3	8	19	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	4	4	3	9	5	15	9	40	89
Executive Chef	4	5	2	7	2	9	10	29	68
Executive Chinese Chef/Chief Chef	1	1	3	-	1	6	4	16	32
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	5	1	3	1	2	12	11	38	73
Director of Catering/ Assistant Food and Beverage Manager	2		3	4	1	16	5	34	65
Chinese Restaurant Manager	2	1	3	3	1	9	2	20	41
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	4	4	4	17	6	7	15	56	113
Health Club/Gym/Spa Director	-	-	1	-	-	-	3	1	5
Others	-	-	-	-	-	-	4	2	6



Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>									
<b>Sub-total</b>	<b>75</b>	<b>57</b>	<b>77</b>	<b>120</b>	<b>120</b>	<b>194</b>	<b>255</b>	<b>885</b>	<b>1783</b>
<b>SUPERVISORY AND TECHNICAL LEVEL</b>									
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/ Employee Relations Officer	2	4	6	27	8	13	6	45	111
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	26	35	27	58	49	19	25	126	365
Credit Manager	2	2	4	4	8	4	3	23	50
Assistant Controller/ Assistant Purchasing Manager	2	5	11	7	9	6	3	30	73
Chief Store Supervisor/Store Supervisor	2	5	4	9	7	3	2	19	51
Income Auditor/Night Auditor	3	10	4	10	10	7	3	24	71
EDP Supervisor/System Analyst	1	4	4	9	2	5	5	21	51
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	9	30	30	194	51	35	7	141	497
Public Relations Officer/ Corporate Communications Officer	5	5	4	6	4	3	4	22	53
Printshop Supervisor/Art Director/Designer/ Layout Artist	5	2	2	4	5	-	3	14	35
Airport Manager/ Chief Airport Representative	-	-	1	23	-	2	1	11	38

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAL LEVEL (Continued)</b>									
Assistant Front Office Manager/Front Desk Manager/ Reception Manager/Assistant Manager/Duty Manager/ Guest Service Manager/Executive Services Manager/ Executive Floor Manager/Service Apartment Manager/ Night Manager	22	30	26	75	59	59	44	179	494
Chief Concierge/Concierge/ Bell Superintendent	4	4	10	28	5	6	5	48	110
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/Assistant Chief Concierge/ Vale Services Supervisor	10	15	38	57	19	22	8	74	243
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/Mail and Information Supervisor/ Lobby Services Supervisor	23	20	32	47	59	16	14	89	300
Reservations Manager	4	4	14	10	12	6	5	30	85
Telephone Service Manager/ Telephone Supervisor	7	3	9	11	10	2	9	34	85
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	5	9	5	30	8	13	10	40	120
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/Public Area Housekeeper/ General Service Supervisor	27	42	41	235	97	36	30	247	755

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAL LEVEL (Continued)</b>									
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Clean/ Wash Supervisor	2	6	9	10	4	8	6	44	89
Catering Manager/Banquet Manager/ Banquet Service Manager	2	-	11	11	14	7	13	49	107
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	16	-	13	19	5	8	19	37	117
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	12	1	32	4	10	1	1	27	88
Beverage Manager/Bar Manager/ Head Barman	2	-	2	2	1	2	2	18	29
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	10	6	23	64	24	15	33	153	328
Captain (Food and Beverage Department)	44	25	74	294	63	92	38	402	1032
Chief Steward/Stewarding Manager	4	5	8	5	13	7	5	31	78
Executive Sous Chef/Sous Chef	24	6	20	72	16	10	21	75	244
Executive Chinese Sous Chef	4	-	3	3	3	1	6	14	34
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/ Chef de Patisserie/Rotisseur/ Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	37	22	19	203	31	50	92	209	663
Specialist Cook	1	3	26	60	2	16	4	46	158
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	1	-	6	4	1	2	3	12	29

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAN LEVEL (Continued)</b>									
Wine Steward/Sommelier	2	-	-	-	-	1	1	2	6
Assistnat Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	1	1	5	13	3	-	8	18	49
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	8	-	19	35	3	20	13	47	145
Pantry Captain		1	10	1	3	2	1	7	25
Senior Cook	1	-	12	8	5	3	4	7	40
Service Cook/Kitchen Supervisor/ General Cook	1	-	9	16	-	-	5	19	50
Barbecue Cook	3	-	1	15	3	2	6	12	42
Chief Butcher	1	1	2	4	9	2	5	20	44
Chief Cook	2	1	2	17	3	3	9	25	62
Chief Dim Sum Cook	2	1	2	14	3	3	6	13	44
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	3	4	21	22	7	9	26	41	133
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	2	1	25	37	7	18	22	39	151
Second Butcher	1	-	5	24	4	4	6	19	63
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	21	17	22	35	22	28	19	97	261
Foreman/Technical Supervisor/Assistant Engineer/ Audio-visual Technician/Sound Technican	16	11	21	79	62	5	20	89	303

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAN LEVEL (Continued)</b>									
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	5	2	-	4	-	10	21
Security Supervisor	4	7	16	34	13	7	14	38	133
Health Club/Gym/Spa Manager/Supervisor/Officer	1	2	16	10	5	1	2	27	64
Others	1	-	1	-	-	-	-	4	6
<b>Sub-total</b>	<b>388</b>	<b>350</b>	<b>712</b>	<b>1961</b>	<b>761</b>	<b>588</b>	<b>597</b>	<b>2868</b>	<b>8225</b>
<b>CRAFT LEVEL</b>									
Baker/Pastry Cook	16	16	38	38	3	42	11	95	259
Cook (Western)/Junior Cook (Western)	90	149	290	377	96	204	65	615	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	19	7	23	86	9	11	20	68	243
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	56	116	112	201	63	93	15	316	972
<b>Sub-total</b>	<b>181</b>	<b>288</b>	<b>463</b>	<b>702</b>	<b>171</b>	<b>350</b>	<b>111</b>	<b>1094</b>	<b>3360</b>
<b>OPERATIVE LEVEL</b>									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	2	3	5	-	-	2	1	16	29
Draftsman/Photographer/Printshop Staff	2	-	-	1	-	-	-	-	3
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	9	3	-	37	-	19	-	49	117

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>									
Bell Attendant/Baggage Porter/Door Attendant	33	150	149	124	31	-	13	230	730
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	93	251	235	318	132	87	56	491	1663
Security Officer/Uniform Guard/House Officer	36	86	103	82	37	52	12	163	571
Telephone Operator	21	36	46	74	20	34	7	129	367
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	61	340	231	140	139	-	21	374	1306
Uniform and Linen Room Attendant/ Runner/ Tailor/Seamstress	27	47	76	60	29	6	14	126	385
Laundry and Valet Attendant/Laundry and Valet Clerk/ Order-taker (laundry)	7	24	51	35	17	22	2	47	205
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	13	6	22	3	-	33	18	78	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	149	393	737	740	383	134	55	1179	3770
Restaurant Receptionist/Hostess	87	61	25	153	15	88	9	136	574
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	31	99	54	59	15	25	43	272	598

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>									
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	106	243	279	128	168	-	28	526	1478
Bartender/Soda Fountain Server	7	39	29	9	8	8	-	37	137
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	1	10	25	7	10	2	7	24	86
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	5	39	1	9	2	9	6	15	86
Health Club/Gym/Spa Supporting Staff	15	44	5	169	20	11	8	142	414
Waiter/Waitress	8	229	203	335	119	109	47	489	1539
Masseuse	-	-	2	-	-	2	2	11	17
Beautician	-	2	-	-	-	-	-	-	2
Lifeguard	-	31	3	-	-	7	4	12	57
Others	13	5	19	79	6	41	26	73	262
Sub-total	726	2141	2300	2562	1151	691	379	4619	14569
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Executive Secretary/Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/ Executive Assistant	24	23	13	68	45	27	7	120	327
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	30	68	61	69	41	7	5	173	454
Typist/Office Assistant/Messenger/Runner	-	5	3	1	-	-	-	3	12

<b>Annual Supplementary Benefit</b>	<b>NIL</b>	<b>\$5,000 or below</b>	<b>\$5,001 - \$10,000</b>	<b>\$10,001 - \$20,000</b>	<b>\$20,001 - \$30,000</b>	<b>\$30,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>Job Title</b>									
<b>ADMINISTRATIVE AND OTHERS LEVEL (Continued)</b>									
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	3	10	10	3	2	2	2	31	63
Others	-	34	5	19	-	-	6	11	75
<b>Sub-total</b>	<b>57</b>	<b>140</b>	<b>92</b>	<b>160</b>	<b>88</b>	<b>36</b>	<b>20</b>	<b>338</b>	<b>931</b>
<b>GRAND TOTAL</b>	<b>1427</b>	<b>2976</b>	<b>3644</b>	<b>5505</b>	<b>2291</b>	<b>1859</b>	<b>1362</b>	<b>9804</b>	<b>28868</b>



**TABLE 5A : NUMBER OF EMPLOYEES BY AVERAGE ANNUAL SUPPLEMENTARY BENEFIT (OTHER THAN BASIC SALARY)**  
**(NUMBER OF EMPLOYED EXCLUDING TRAINEES/APPRENTICES)**

**BRANCH 1: HOTELS**

<b>Annual Supplementary Benefit</b> <b>Job Title</b>	<b>NIL</b>	<b>\$5,000 or below</b>	<b>\$5,001 - \$10,000</b>	<b>\$10,001 - \$20,000</b>	<b>\$20,001 - \$30,000</b>	<b>\$30,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>									
General Manager	3	4	3	6	5	4	24	45	94
Resident Manager/Executive Assistant Manager/ Director of Operations	-	4	2	4	4	5	28	27	74
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	4	3	1	3	2	10	11	41	75
Personnel Manager/Training Manager	1	1	5	3	1	9	8	27	55
Financial Controller/Chief Accountant/ Director of Finance	7	3	5	6	9	12	22	56	120
Materials Manager/Procurement Manager/ Purchasing Manager	1	1	2	3	2	4	3	26	42
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	2	3	1	2	1	8	4	22	43
Food and Beverage Cost Controller/ Cost Controller	3	2	1	1	3	1	3	21	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	12	3	7	11	1	19	26	76	155
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	3	-	1	3	-	11	8	36	62

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL (Continued)</b>									
Marketing Manager/Sales Manager/ Convention Manager/ Catering Sales Manager/Event Manager	10	8	16	29	63	14	30	183	353
Director of Security/Security Manager/ Chief Security Officer	2	1	3	4	3	9	5	30	57
Director of Front Office/ Front Office Manager	3	6	7	3	6	11	12	40	88
Director of Rooms Division/ Rooms Division Manager	2	2	1	1	2	3	8	19	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	4	4	3	9	5	15	9	40	89
Executive Chef	4	5	2	7	2	9	10	29	68
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	5	1	3	1	2	12	11	38	73
Director of Catering/ Assistant Food and Beverage Manager	2	-	3	4	1	16	5	34	65
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	4	4	4	17	6	7	15	56	113
Health Club/Gym/Spa Director	-	-	1	-	-	-	3	1	5
Others	-	-	-	-	-	-	4	2	6
<b>Sub-total</b>	<b>72</b>	<b>55</b>	<b>71</b>	<b>117</b>	<b>118</b>	<b>179</b>	<b>249</b>	<b>849</b>	<b>1710</b>

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAL LEVEL</b>									
Personnel Officer/Human Resources Officer/ Training Officer/Compensation and Benefits Officer/ Employee Relations Officer	2	4	6	27	8	13	6	45	111
Accounts Supervisor (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	26	35	27	58	49	19	25	126	365
Credit Manager	2	2	4	4	8	4	3	23	50
Assistant Controller/ Assistant Purchasing Manager	2	5	11	7	9	6	3	30	73
Chief Store Supervisor/Store Supervisor	2	5	4	9	7	3	2	19	51
Income Auditor/Night Auditor	3	10	4	10	10	7	3	24	71
EDP Supervisor/System Analyst	1	4	4	9	2	5	5	21	51
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	9	30	30	194	51	35	7	141	497
Public Relations Officer/ Corporate Communications Officer	5	5	4	6	4	3	4	22	53
Printshop Supervisor/Art Director/Designer/ Layout Artist	5	2	2	4	5	-	3	14	35
Airport Manager/ Chief Airport Representative	-	-	1	23	-	2	1	11	38

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAL LEVEL (Continued)</b>									
Assistant Front Office Manager/Front Desk Manager/ Reception Manager/Assistant Manager/Duty Manager/ Guest Service Manager/Executive Services Manager/ Executive Floor Manager/Service Apartment Manager/ Night Manager	22	30	26	75	59	59	44	179	494
Chief Concierge/Concierge/ Bell Superintendent	4	4	10	28	5	6	5	48	110
Bell Captain/Bell Supervisor/Baggage Master/ Transportation Supervisor/Assistant Chief Concierge/ Vale Services Supervisor	10	15	38	57	19	22	8	74	243
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/Mail and Information Supervisor/ Lobby Services Supervisor	23	20	32	47	59	16	14	89	300
Reservations Manager	4	4	14	10	12	6	5	30	85
Telephone Service Manager/ Telephone Supervisor	7	3	9	11	10	2	9	34	85
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	5	9	5	30	8	13	10	40	120
Housekeeping Supervisor/Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/Public Area Housekeeper/ General Service Supervisor	27	42	41	235	97	36	30	247	755
Laundry Manager/Laundry and Valet Manager/ Laundry Supervisor/Dry Clean/Wash Supervisor	2	6	9	10	4	8	6	44	89

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAL LEVEL (Continued)</b>									
Catering Manager/Banquet Manager/ Banquet Service Manager	2	-	11	11	14	7	13	49	107
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	16	-	13	19	5	8	19	37	117
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	12	1	32	4	10	1	1	27	88
Beverage Manager/Bar Manager/Head Barman	2	-	2	2	1	2	2	18	29
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	10	6	23	64	24	15	33	153	328
Captain (Food and Beverage Department)	44	25	74	294	63	92	38	402	1032
Chief Steward/Stewarding Manager	4	5	8	5	13	7	5	31	78
Executive Sous Chef/Sous Chef	24	6	20	72	16	10	21	75	244
Executive Chinese Sous Chef	-	-	-	-	-	-	2	3	5
Gardemanger/Chef de Partie (Cold Production)/ Pastry Chef/ Chef de Patisserie/Rotisseur/ Chef de Partie (Grill)/Saucier/ Chef de Partie (Sauce)	37	22	19	203	31	50	92	209	663
Specialist Cook	1	3	26	60	2	16	4	46	158
Staff Canteen Manager/Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	1	-	6	4	1	2	3	12	29
Wine Steward/Sommelier	2	-	-	-	-	1	1	2	6
Barbecue Cook	-	-	-	-	-	-	1	-	1

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAN LEVEL (Continued)</b>									
Chief Cook	-	-	-	-	-	-	1	1	2
Chief Dim Sum Cook	-	-	-	-	-	-	1		1
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	1	-	-	6	-	-	7
Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	21	17	22	35	22	28	19	97	261
Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/ Sound Technician	16	11	21	79	62	5	20	89	303
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Cake Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	5	2	-	4	-	10	21
Security Supervisor	4	7	16	34	13	7	14	38	133
Health Club/Gym/Spa Manager/Supervisor/Officer	1	2	16	10	5	1	2	27	64
Others	1		1	-	-	-	-	4	6
<b>Sub-total</b>	<b>359</b>	<b>340</b>	<b>597</b>	<b>1752</b>	<b>708</b>	<b>527</b>	<b>485</b>	<b>2591</b>	<b>7359</b>
<b>CRAFT LEVEL</b>									
Baker/Pastry Cook	16	16	38	38	3	42	11	95	259
Cook (Western)/Junior Cook (Western)	90	149	290	377	96	204	65	615	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	1	-	1	-	-	-	2

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>CRAFT LEVEL (Continued)</b>									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	56	116	112	201	63	93	15	316	972
<b>Sub-total</b>	<b>162</b>	<b>281</b>	<b>441</b>	<b>616</b>	<b>163</b>	<b>339</b>	<b>91</b>	<b>1026</b>	<b>3119</b>
<b>OPERATIVE LEVEL</b>									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	2	3	5	-	-	2	1	16	29
Draftsman/Photographer/Printshop Staff	2	-	-	1	-	-	-	-	3
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	9	3	-	37	-	19	-	49	117
Bell Attendant/Baggage Porter/Door Attendant	33	150	149	124	31	-	13	230	730
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	93	251	235	318	132	87	56	491	1663
Security Officer/Uniform Guard/House Officer	36	86	103	82	37	52	12	163	571
Telephone Operator	21	36	46	74	20	34	7	129	367
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	61	340	231	140	139	-	21	374	1306
Uniform and Linen Room Attendant/Runner/ Tailor/Seamstress	27	47	76	60	29	6	14	126	385

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>									
Laundry and Valet Attendant/Laundry and Valet Clerk/ Order-taker (laundry)	7	24	51	35	17	22	2	47	205
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	13	6	22	3	-	33	18	78	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	149	393	737	740	383	134	55	1179	3770
Restaurant Receptionist/Hostess	87	59	25	153	12	88	9	130	563
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	22	67	40	29	8	25	34	222	447
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	106	240	260	128	163	-	28	512	1437
Bartender/Soda Fountain Server	7	39	29	9	8	8	-	37	137
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	5	39	1	9	2	9	-	15	86
Health Club/Gym/Spa Supporting Staff	15	44	5	169	20	11	8	142	414
Waiter/Waitress	-	200	143	279	110	58	27	407	1224
Masseuse	-	-	2	-	-	2	2	11	17
Beautician	-	2	-	-	-	-	-	-	2
Lifeguard	-	31	3	-	-	7	4	12	57
Others	13	5	17	79	3	39	26	69	251
<b>Sub-total</b>	<b>708</b>	<b>2065</b>	<b>2180</b>	<b>2469</b>	<b>1114</b>	<b>636</b>	<b>343</b>	<b>4439</b>	<b>13954</b>



<b>Annual Supplementary Benefit</b>	<b>NIL</b>	<b>\$5,000 or below</b>	<b>\$5,001 - \$10,000</b>	<b>\$10,001 - \$20,000</b>	<b>\$20,001 - \$30,000</b>	<b>\$30,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>Job Title</b>									
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Executive Secretary/Secretary/Personal Assistant/ Admin. Assistant/Admin. Officer/ Executive Assistant	24	23	13	68	45	27	7	120	327
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	30	68	61	69	41	7	5	173	454
Typist/Office Assistant/Messenger/Runner	-	5	3	1	-	-	-	3	12
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	3	10	10	3	2	2	2	31	63
Others	-	34	5	19	-	-	6	11	75
<b>Sub-total</b>	<b>57</b>	<b>140</b>	<b>92</b>	<b>160</b>	<b>88</b>	<b>36</b>	<b>20</b>	<b>338</b>	<b>931</b>
<b>GRAND TOTAL</b>	<b>1358</b>	<b>2881</b>	<b>3381</b>	<b>5114</b>	<b>2191</b>	<b>1717</b>	<b>1188</b>	<b>9243</b>	<b>27073</b>

**TABLE 5B : NUMBER OF EMPLOYEES BY AVERAGE ANNUAL SUPPLEMENTARY BENEFIT (OTHER THAN BASIC SALARY)**

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

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

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>MANAGERIAL AND PROFESSIONAL LEVEL</b>									
Executive Chinese Chef/Chief Chef	1	1	3	-	1	6	4	16	32
Chinese Restaurant Manager	2	1	3	3	1	9	2	20	41
<b>Sub-total</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>15</b>	<b>6</b>	<b>36</b>	<b>73</b>
<b>SUPERVISORY AND TECHNICAN LEVEL</b>									
Executive Chinese Sous Chef	4	-	3	3	3	1	4	11	29
Assistnat Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	1	1	5	13	3	-	8	18	49
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	8	-	19	35	3	20	13	47	145
Pantry Captain	-	1	10	1	3	2	1	7	25
Senior Cook	1	-	12	8	5	3	4	7	40
Service Cook/Kitchen Supervisor/General Cook	1	-	9	16	-	-	5	19	50
Barbecue Cook	3	-	1	15	3	2	5	12	41
Chief Butcher	1	1	2	4	9	2	5	20	44
Chief Cook	2	1	2	17	3	3	8	24	60
Chief Dim Sum Cook	2	1	2	14	3	3	5	13	43
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	3	4	20	22	7	3	26	41	126

Annual Supplementary Benefit Job Title	NIL	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 or above	Refusal	Total
<b>SUPERVISORY AND TECHNICAN LEVEL (Continued)</b>									
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	2	1	25	37	7	18	22	39	151
Second Butcher	1	-	5	24	4	4	6	19	63
<b>Sub-total</b>	<b>29</b>	<b>10</b>	<b>115</b>	<b>209</b>	<b>53</b>	<b>61</b>	<b>112</b>	<b>277</b>	<b>866</b>
<b>CRAFT LEVEL</b>									
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	19	7	22	86	8	11	20	68	241
<b>Sub-total</b>	<b>19</b>	<b>7</b>	<b>22</b>	<b>86</b>	<b>8</b>	<b>11</b>	<b>20</b>	<b>68</b>	<b>241</b>
<b>OPERATIVE LEVEL</b>									
Restaurant Receptionist/Hostess	-	2	-	-	3	-	-	6	11
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	9	32	14	30	7	-	9	50	151
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	3	19	-	5	-	-	14	41
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	1	10	25	7	10	2	7	24	86
Waiter/Waitress	8	29	60	56	9	51	20	82	315
Others	-	-	2	-	3	2	-	4	11
<b>Sub-total</b>	<b>18</b>	<b>76</b>	<b>120</b>	<b>93</b>	<b>37</b>	<b>55</b>	<b>36</b>	<b>180</b>	<b>615</b>
<b>GRAND TOTAL</b>	<b>69</b>	<b>95</b>	<b>263</b>	<b>391</b>	<b>100</b>	<b>142</b>	<b>174</b>	<b>561</b>	<b>1795</b>

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

**HOTEL INDUSTRY**

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

<b>Monthly Income Range</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>Refusal</b>	<b>Total</b>
<b>Job Title</b>						
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>						
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	3	-	-	-	-	3
<b>Sub-total</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>
<b>CRAFT LEVEL</b>						
Cook (Western)/Junior Cook (Western)	-	-	-	2	-	2
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	1	-	-	-	1
<b>Sub-total</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>3</b>
<b>OPERATIVE LEVEL</b>						
Bell Attendant/Baggage Porter/ Door Attendant	-	-	-	-	2	2
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	-	6	-	-	6
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	-	2	-	-	1	3

Job Title	Monthly Income Range					
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>						
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	2	-	-	-	2
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	12	13	33	-	6	64
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	1	0	-	-	-	1
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	6	-	-	-	6
Health Club/Gym/Spa Supporting Staff	1	-	-	-	1	2
Waiter/Waitress	-	-	2	-	-	2
Masseuse	-	5	-	-	-	5
<b>Sub-total</b>	<b>14</b>	<b>28</b>	<b>41</b>	<b>-</b>	<b>10</b>	<b>93</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>						
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	-	1	-	1
<b>Sub-total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>GRAND TOTAL</b>	<b>17</b>	<b>29</b>	<b>41</b>	<b>3</b>	<b>10</b>	<b>100</b>

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

**BRANCH 1: HOTELS**

Monthly Income Range Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
<b>SUPERVISORY AND TECHNICIAN LEVEL</b>						
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	3	-	-	-	-	3
<b>Sub-total</b>	<b>3</b>	-	-	-	-	<b>3</b>
<b>CRAFT LEVEL</b>						
Cook (Western)/Junior Cook (Western)	-	-	-	2	-	2
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	1	-	-	-	1
<b>Sub-total</b>	-	<b>1</b>	-	<b>2</b>	-	<b>3</b>
<b>OPERATIVE LEVEL</b>						
Bell Attendant/Baggage Porter/ Door Attendant	-	-	-	-	2	2
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	-	6	-	-	6
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/Houseman/ Toilet Attendant	-	2	-	-	1	3

Job Title	Monthly Income Range					
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>						
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	2	-	-	-	2
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	12	13	33	-	6	64
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant	1	-	-	-	-	1
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)		6	-	-	-	6
Health Club/Gym/Spa Supporting Staff	1	-	-	-	1	2
Waiter/Waitress	-	-	2	-	-	2
Masseuse	-	5	-	-	-	5
<b>Sub-total</b>	<b>14</b>	<b>28</b>	<b>41</b>	<b>-</b>	<b>10</b>	<b>93</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>						
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	-	1	-	1
<b>Sub-total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>GRAND TOTAL</b>	<b>17</b>	<b>29</b>	<b>41</b>	<b>3</b>	<b>10</b>	<b>100</b>

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

**HOTEL INDUSTRY**

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

Daily Income Range	\$201 - \$300	\$301 - \$400	Total
<b>Job Title</b>			
<b>OPERATIVE LEVEL</b>			
Bell Attendant/Baggage Porter/ Door Attendant	1	-	1
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	1	-	1
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	15	13	28
<b>Sub-total</b>	<b>17</b>	<b>13</b>	<b>30</b>
<b>GRAND TOTAL</b>	<b>17</b>	<b>13</b>	<b>30</b>



**TABLE 8 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**

**HOTEL INDUSTRY**

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

<b>Hourly Income Range</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>Job Title</b>						
<b>CRAFT LEVEL</b>						
Cook (Western)/Junior Cook (Western)	-	-	4	15	-	19
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	1	-	-	-	1
<b>Sub-total</b>	<b>-</b>	<b>1</b>	<b>4</b>	<b>15</b>	<b>-</b>	<b>20</b>
<b>OPERATIVE LEVEL</b>						
Bell Attendant/Baggage Porter/ Door Attendant	-	1	17	-	-	18
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	1	5	-	-	6
Security Officer/Uniform Guard/ House Officer	-	4	-	-	-	4
Telephone Operator	-	-	2	-	-	2
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	8	-	-	-	8

Hourly Income Range Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
<b>OPERATIVE LEVEL (Continued)</b>						
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	64	-	-	-	64
Restaurant Receptionist/Hostess	-	-	6	-	-	6
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	9	10	22	-	2	43
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	61	-	-	-	61
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	6	9	-	-	15
Waiter/Waitress	-	3	-	64	-	67
Lifeguard	-	2	4	-	-	6
<b>Sub-total</b>	<b>9</b>	<b>160</b>	<b>65</b>	<b>64</b>	<b>2</b>	<b>300</b>
<b>GRAND TOTAL</b>	<b>9</b>	<b>161</b>	<b>69</b>	<b>79</b>	<b>2</b>	<b>320</b>

**TABLE 8A : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**

**BRANCH 1: HOTELS**

<b>Hourly Income Range</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>Job Title</b>						
<b>CRAFT LEVEL</b>						
Cook (Western)/Junior Cook (Western)	-	-	4	15	-	19
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	1	-	-	-	1
<b>Sub-total</b>	<b>-</b>	<b>1</b>	<b>4</b>	<b>15</b>	<b>-</b>	<b>20</b>
<b>OPERATIVE LEVEL</b>						
Bell Attendant/Baggage Porter/ Door Attendant	-	1	17	-	-	18
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	-	1	5	-	-	6
Security Officer/Uniform Guard/ House Officer	-	4	-	-	-	4
Telephone Operator	-	-	2	-	-	2
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	8	-	-	-	8
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	64	-	-	-	64

<b>Hourly Income Range</b> <b>Job Title</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>OPERATIVE LEVEL (Continued)</b>						
Restaurant Receptionist/Hostess	-	-	6	-	-	6
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	10	12	-	-	22
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	61	-	-	-	61
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	6	9	-	-	15
Waiter/Waitress	-	3	-	64	-	67
Lifeguard	-	2	4	-	-	6
<b>Sub-total</b>	-	<b>160</b>	<b>55</b>	<b>64</b>	-	<b>279</b>
<b>GRAND TOTAL</b>	-	<b>161</b>	<b>59</b>	<b>79</b>	-	<b>299</b>

**TABLE 8B : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**

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

<b>Hourly Income Range</b>	<b>\$20 or below</b>	<b>\$21 - \$40</b>	<b>\$41 - \$60</b>	<b>\$61 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>Job Title</b>						
<b>OPERATIVE LEVEL</b>						
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	9	-	10	-	2	21
<b>Sub-total</b>	<b>9</b>	<b>-</b>	<b>10</b>	<b>-</b>	<b>2</b>	<b>21</b>
<b>GRAND TOTAL</b>	<b>9</b>	<b>-</b>	<b>10</b>	<b>-</b>	<b>2</b>	<b>21</b>

**TABLE 9 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE**

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

**HOTEL INDUSTRY**

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

Average Age Range Job Title	18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
	<b>CRAFT LEVEL</b>								
Baker/Pastry Cook	-	12	68	48	46	18	-	67	259
Cook (Western)/Junior Cook (Western)	-	187	296	511	251	157	2	482	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	1	11	32	12	29	19	-	139	243
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	29	41	158	281	212	13	238	972
<b>Sub-total</b>	<b>1</b>	<b>239</b>	<b>437</b>	<b>729</b>	<b>607</b>	<b>406</b>	<b>15</b>	<b>926</b>	<b>3360</b>
<b>OPERATIVE LEVEL</b>									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	-	1	15	5	1	-	-	7	29
Draftsman/Photographer/Printshop Staff	-	1	-	-	-	2	-	-	3
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	-	12	48	3	15	4	-	35	117

Job Title	Average Age Range								Total
	18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	
<b>OPERATIVE LEVEL (Continued)</b>									
Bell Attendant/Baggage Porter/ Door Attendant	28	201	240	68	18	9	1	165	730
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	21	557	646	49	44	25	-	321	1663
Security Officer/Uniform Guard/ House Officer	-	21	93	96	147	113	24	77	571
Telephone Operator	7	67	96	78	11	11	2	95	367
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	69	45	69	203	450	206	264	1306
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	9	12	23	61	119	84	77	385
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	-	-	18	51	52	26	58	205
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	2	42	83	-	46	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	168	266	890	943	612	77	814	3770
Restaurant Receptionist/Hostess	-	175	248	25	15	2	-	109	574

Job Title	Average Age Range								Total
	18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	
<b>OPERATIVE LEVEL (Continued)</b>									
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	211	164	36	-	-	-	187	598
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	45	81	1	283	432	228	408	1478
Bartender/Soda Fountain Server	-	19	48	32	12	7	-	19	137
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	-	-	18	17	24	1	11	15	86
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	47	4	9	10	3	-	13	86
Health Club/Gym/Spa Supporting Staff	-	64	109	35	11	-	-	195	414
Waiter/Waitress	-	231	426	183	118	112	-	469	1539
Masseuse	-	2	-	-	-	-	2	13	17
Beautician	-	-	2	-	-	-	-	-	2
Lifeguard	-	-	35	16	2	-	-	4	57
Others	-	-	-	31	74	25	4	128	262
<b>Sub-total</b>	<b>56</b>	<b>1900</b>	<b>2596</b>	<b>1686</b>	<b>2085</b>	<b>2062</b>	<b>665</b>	<b>3519</b>	<b>14569</b>
<b>GRAND TOTAL</b>	<b>57</b>	<b>2139</b>	<b>3033</b>	<b>2415</b>	<b>2692</b>	<b>2468</b>	<b>680</b>	<b>4445</b>	<b>17929</b>



**TABLE 9A : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE****(NUMBER EMPLOYED EXCLUDING TRAINEES /APPRENTICES)****BRANCH 1: HOTELS**

Job Title	Average Age Range								Total
	18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	
<b>CRAFT LEVEL</b>									
Baker/Pastry Cook	-	12	68	48	46	18	-	67	259
Cook (Western)/Junior Cook (Western)	-	187	296	511	251	157	2	482	1886
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	1	1	-	-	-	-	-	-	2
Engineering Craftsman (e.g. air-conditioning mechanic,boilerman,carpenter, electrician fitter, general mechanic mason/(plasterer) painter, plumber)	-	29	41	158	281	212	13	238	972
<b>Sub-total</b>	<b>1</b>	<b>229</b>	<b>405</b>	<b>717</b>	<b>578</b>	<b>387</b>	<b>15</b>	<b>787</b>	<b>3119</b>
<b>OPERATIVE LEVEL</b>									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	-	1	15	5	1	-	-	7	29
Draftsman/Photographer/Printshop Staff	-	1	-	-	-	2	-	-	3
Airport Representative/Tour Co-ordinator/ Group Co-ordinator	-	12	48	3	15	4	-	35	117
Bell Attendant/Baggage Porter/ Door Attendant	28	201	240	68	18	9	1	165	730

Job Title	Average Age Range								Total
	18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	
<b>OPERATIVE LEVEL (Continued)</b>									
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/Reservation Clerk	21	557	646	49	44	25	-	321	1663
Security Officer/Uniform Guard/ House Officer	-	21	93	96	147	113	24	77	571
Telephone Operator	7	67	96	78	11	11	2	95	367
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	-	69	45	69	203	450	206	264	1306
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	9	12	23	61	119	84	77	385
Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (laundry)	-	-	-	18	51	52	26	58	205
Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker	-	-	-	2	42	83	-	46	173
Room Attendant/Room Services Butler/ Floor Attendant/Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	168	266	890	943	612	77	814	3770
Restaurant Receptionist/Hostess	-	170	248	22	15	2	-	106	563
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	189	132	19	-	-	-	107	447

Job Title	Average Age Range								Total
	18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	
<b>OPERATIVE LEVEL (Continued)</b>									
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	40	81	1	275	419	228	393	1437
Bartender/Soda Fountain Server	-	19	48	32	12	7	-	19	137
Staff of Kiosk Shop/Flower Shop Staff/ Cake Shop Staff/Minor Supporting Staff	-	47	4	9	10	3	-	13	86
Health Club/Gym/Spa Supporting Staff	-	64	109	35	11	-	-	195	414
Waiter/Waitress	-	192	312	114	96	92	-	418	1224
Masseuse	-	2	-	-	-	-	2	13	17
Beautician	-	-	2	-	-	-	-	-	2
Lifeguard	-	-	35	16	2	-	-	4	57
Others	-	-	-	27	69	25	2	128	251
<b>Sub-total</b>	<b>56</b>	<b>1829</b>	<b>2432</b>	<b>1576</b>	<b>2026</b>	<b>2028</b>	<b>652</b>	<b>3355</b>	<b>13954</b>
<b>GRAND TOTAL</b>	<b>57</b>	<b>2058</b>	<b>2837</b>	<b>2293</b>	<b>2604</b>	<b>2415</b>	<b>667</b>	<b>4142</b>	<b>17073</b>

**TABLE 9B : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE****(NUMBER EMPLOYED EXCLUDING TRAINEES /APPRENTICES)****BRANCH 2: CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	Average Age Range								Total
	18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	
<b>CRAFT LEVEL</b>									
Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	10	32	12	29	19	-	139	241
<b>Sub-total</b>	-	<b>10</b>	<b>32</b>	<b>12</b>	<b>29</b>	<b>19</b>	-	<b>139</b>	<b>241</b>
<b>OPERATIVE LEVEL</b>									
Restaurant Receptionist/Hostess	-	5	-	3	-	-	-	3	11
Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	-	22	32	17	-	-	-	80	151
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	5	-	-	8	13	-	15	41
Dim Sum Cook/Steamer/Trimmer/ Vegetable Cook	-	-	18	17	24	1	11	15	86
Waiter/Waitress	-	39	114	69	22	20	-	51	315
Others	-	-	-	4	5	-	2	-	11
<b>Sub-total</b>	-	<b>71</b>	<b>164</b>	<b>110</b>	<b>59</b>	<b>34</b>	<b>13</b>	<b>164</b>	<b>615</b>
<b>GRAND TOTAL</b>	-	<b>81</b>	<b>196</b>	<b>122</b>	<b>88</b>	<b>53</b>	<b>13</b>	<b>303</b>	<b>856</b>

**TABLE 10 : ESTIMATED NUMBER OF ESTABLISHMENTS**

<b>Branch</b>	<b>Stratum Employment Size</b>	<b>Number of Firms</b>
Hotels	1 - 9	1
	10 - 49	27
	50 - 99	18
	100 - 199	28
	200 - 499	37
	500 and Over	13
	<b>Total</b>	<b>124</b>
Chinese Restaurants Operated by Hotels	1 - 9	-
	10 - 49	25
	50 - 99	13
	100 - 199	1
	200 - 499	-
	500 and Over	-
	<b>Total</b>	<b>39</b>
All Branch	1 - 9	1
	10 - 49	52
	50 - 99	31
	100 - 199	29
	200 - 499	37
	500 and Over	13
	<b>Total</b>	<b>163</b>

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

<b>Branch</b>	<b>From Supervisor/Technician to Managerial/Professional</b>	<b>From Craft/Operative to Supervisor/Technician</b>	<b>Total</b>
Hotels	162	536	<b>698</b>
Chinese Restaurants Operated by Hotels	1	17	<b>18</b>
<b>All Branch</b>	<b>163</b>	<b>553</b>	<b>716</b>

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

<b>Branch \ Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisor / Technician</b>	<b>Craft / Opeative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	1749	7508	17517	943	<b>27717</b>
Chinese Restaurants Operated by Hotels	75	877	886	-	<b>1838</b>
<b>All Branch</b>	<b>1824</b>	<b>8385</b>	<b>18403</b>	<b>943</b>	<b>29555</b>

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

<b>Branch \ Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisor / Technician</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	303	928	4305	249	<b>5785</b>
Chinese Restaurants Operated by Hotels	4	60	111	-	<b>175</b>
<b>All Branch</b>	<b>307</b>	<b>988</b>	<b>4416</b>	<b>249</b>	<b>5960</b>



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

<b>Branch</b> / <b>Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisor / Technician</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	19	33	1121	84	<b>1257</b>
Chinese Restaurants Operated by Hotels	-	-	22	-	<b>22</b>
<b>All Branch</b>	<b>19</b>	<b>33</b>	<b>1143</b>	<b>84</b>	<b>1279</b>

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

<b>Branch</b> / <b>Job Level</b>	<b>Supervisor / Technician</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	4	734	38	776
Chinese Restaurants Operated by Hotels	-	31	-	31
<b>All Branch</b>	<b>4</b>	<b>765</b>	<b>38</b>	<b>807</b>

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

Branch	Experience Job Level	No experience	Less than 1 year	1 year - less than 3 years	3 years - less than 6 years	6 years - less than 10 years	10 years or above	Unspecified/ Refusal	Total
Hotels	Managerial/Professional	-	-	44	199	468	653	346	1710
	Supervisor/Technician	-	1	513	4123	1216	202	1304	7359
	Craft/Operative	45	1414	9816	2604	288	25	2881	17073
	Administrative and Others	4	160	463	66	27	-	211	931
	<b>Total</b>	<b>49</b>	<b>1575</b>	<b>10836</b>	<b>6992</b>	<b>1999</b>	<b>880</b>	<b>4742</b>	<b>27073</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	-	-	1	8	14	21	29	73
	Supervisor/Technician	-	-	14	319	162	25	346	866
	Craft/Operative	-	26	301	128	16	-	385	856
	Administrative and Others	-	-	-	-	-	-	-	-
	<b>Total</b>	<b>-</b>	<b>26</b>	<b>316</b>	<b>455</b>	<b>192</b>	<b>46</b>	<b>760</b>	<b>1795</b>
All Branch	Managerial/Professional	-	-	45	207	482	674	375	1783
	Supervisor/Technician	-	1	527	4442	1378	227	1650	8225
	Craft/Operative	45	1440	10117	2732	304	25	3266	17929
	Administrative and Others	4	160	463	66	27	-	211	931
	<b>Total</b>	<b>49</b>	<b>1601</b>	<b>11152</b>	<b>7447</b>	<b>2191</b>	<b>926</b>	<b>5502</b>	<b>28868</b>

**TABLE 17 : NUMBER OF EMPLOYEES BY AVERAGE MAN-DAY SPENT ON INTERNAL TRAINING IN 2007**

**HOTEL INDUSTRY**

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

Branch	Man-days	Nil	Less than 5 days	5 days - less than 10 days	10 days - less than 15 days	15 days - less than 20 days	20 days - less than 1 month	1 month or above	Unspecified / Refusal	Total
	Job Level									
Hotels	Managerial/Professional	253	454	238	294	53	64	22	332	<b>1710</b>
	Supervisor/Technician	605	1503	1577	791	1523	-	65	1295	<b>7359</b>
	Craft/Operative	1247	3810	2129	2031	3958	744	238	2916	<b>17073</b>
	Administrative and Others	153	181	245	77	59	1	16	146	<b>878</b>
	<b>Total</b>	<b>2258</b>	<b>5948</b>	<b>4189</b>	<b>3193</b>	<b>5593</b>	<b>809</b>	<b>341</b>	<b>4689</b>	<b>27020</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	9	14	3	13	4	-	-	30	<b>73</b>
	Supervisor/Technician	91	130	105	75	110	-	-	355	<b>866</b>
	Craft/Operative	57	121	86	118	86	22	-	366	<b>856</b>
	Administrative and Others	-	-	-	-	-	-	-	53	<b>53</b>
	<b>Total</b>	<b>157</b>	<b>265</b>	<b>194</b>	<b>206</b>	<b>200</b>	<b>22</b>	<b>-</b>	<b>804</b>	<b>1848</b>
All Branch	Managerial/Professional	262	468	241	307	57	64	22	362	<b>1783</b>
	Supervisor/Technician	696	1633	1682	866	1633	-	65	1650	<b>8225</b>
	Craft/Operative	1304	3931	2215	2149	4044	766	238	3282	<b>17929</b>
	Administrative and Others	153	181	245	77	59	1	16	199	<b>931</b>
	<b>Total</b>	<b>2415</b>	<b>6213</b>	<b>4383</b>	<b>3399</b>	<b>5793</b>	<b>831</b>	<b>341</b>	<b>5493</b>	<b>28868</b>

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

**PRIORITY RANKED FOR SEMINAR/WORKSHOP**

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	1050	264	96	300	1710
	Supervisor/Technician	2761	2518	896	1184	7359
	Craft/Operative	5865	3141	5421	2646	17073
	Administrative and Others	297	330	137	167	931
	<b>Total</b>	<b>9973</b>	<b>6253</b>	<b>6550</b>	<b>4297</b>	<b>27073</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	27	14	3	29	73
	Supervisor/Technician	302	185	37	342	866
	Craft/Operative	274	157	51	374	856
	Administrative and Others	-	-	-	-	-
	<b>Total</b>	<b>603</b>	<b>356</b>	<b>91</b>	<b>745</b>	<b>1795</b>
All Branch	Managerial/Professional	1077	278	99	329	1783
	Supervisor/Technician	3063	2703	933	1526	8225
	Craft/Operative	6139	3298	5472	3020	17929
	Administrative and Others	297	330	137	167	931
	<b>Total</b>	<b>10576</b>	<b>6609</b>	<b>6641</b>	<b>5042</b>	<b>28868</b>

**TABLE 18.2 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL**

**PRIORITY RANKED FOR EVENING COURSE**

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	62	525	823	300	1710
	Supervisor/Technician	848	998	4329	1184	7359
	Craft/Operative	2049	4926	7452	2646	17073
	Administrative and Others	235	165	364	167	931
	<b>Total</b>	<b>3194</b>	<b>6614</b>	<b>12968</b>	<b>4297</b>	<b>27073</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	2	12	30	29	73
	Supervisor/Technician	45	90	389	342	866
	Craft/Operative	34	94	354	374	856
	Administrative and Others	-	-	-	-	-
	<b>Total</b>	<b>81</b>	<b>196</b>	<b>773</b>	<b>745</b>	<b>1795</b>
All Branch	Managerial/Professional	64	537	853	329	1783
	Supervisor/Technician	893	1088	4718	1526	8225
	Craft/Operative	2083	5020	7806	3020	17929
	Administrative and Others	235	165	364	167	931
	<b>Total</b>	<b>3275</b>	<b>6810</b>	<b>13741</b>	<b>5042</b>	<b>28868</b>

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

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

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	298	621	491	300	1710
	Supervisor/Technician	2566	2659	950	1184	7359
	Craft/Operative	6513	6360	1554	2646	17073
	Administrative and Others	232	269	263	167	931
	<b>Total</b>	<b>9609</b>	<b>9909</b>	<b>3258</b>	<b>4297</b>	<b>27073</b>
Chinese Restaurants Operated by Hotels	Managerial/Professional	15	18	11	29	73
	Supervisor/Technician	177	249	98	342	866
	Craft/Operative	174	231	77	374	856
	Administrative and Others	-	-	-	-	-
	<b>Total</b>	<b>366</b>	<b>498</b>	<b>186</b>	<b>745</b>	<b>1795</b>
All Branch	Managerial/Professional	313	639	502	329	1783
	Supervisor/Technician	2743	2908	1048	1526	8225
	Craft/Operative	6687	6591	1631	3020	17929
	Administrative and Others	232	269	263	167	931
	<b>Total</b>	<b>9975</b>	<b>10407</b>	<b>3444</b>	<b>5042</b>	<b>28868</b>

**TABLE 19 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN DIFFERENT SKILLS SETS**

Branch	Skills Sets	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Hotels	Language	167	885	3223	126	<b>4401</b>
	Customer Service, Supervisory and Management	162	949	2968	120	<b>4199</b>
	Trade	68	524	1406	76	<b>2074</b>
	<b>Total</b>	<b>397</b>	<b>2358</b>	<b>7597</b>	<b>322</b>	<b>10674</b>
Chinese Restaurants Operated by Hotels	Language	5	64	82	-	<b>151</b>
	Customer Service, Supervisory and Management	2	61	79	-	<b>142</b>
	Trade	2	35	54	-	<b>91</b>
	<b>Total</b>	<b>9</b>	<b>160</b>	<b>215</b>	<b>-</b>	<b>384</b>
All Branch	Language	172	949	3305	126	<b>4552</b>
	Customer Service, Supervisory and Management	164	1010	3047	120	<b>4341</b>
	Trade	70	559	1460	76	<b>2165</b>
	<b>Total</b>	<b>406</b>	<b>2518</b>	<b>7812</b>	<b>322</b>	<b>11058</b>



**TABLE 20: PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**HOTEL INDUSTRY**

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

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	138	1002	2977	171	<b>4288</b>
	Next 12 Months	156	1166	3464	184	<b>4970</b>
	% Change	+13%	+16%	+16%	+8%	<b>+16%</b>
Customer Service, Supervisory and Management Skills	Past 12 Months	461	2358	6353	404	<b>9576</b>
	Next 12 Months	489	2654	7175	412	<b>10730</b>
	% Change	+6%	+13%	+13%	+2%	<b>+12%</b>
Trade Skills	Past 12 Months	34	257	542	22	<b>855</b>
	Next 12 Months	34	289	608	13	<b>944</b>
	% Change	-	+12%	+12%	-41%	<b>+10%</b>
<b>Total</b>	Past 12 Months	633	3617	9872	597	<b>14719</b>
	Next 12 Months	679	4109	11247	609	<b>16644</b>
	% Change	+7%	+14%	+14%	+2%	<b>+13%</b>

**TABLE 20A: PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**BRANCH 1: HOTELS**

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	135	970	2875	171	<b>4151</b>
	Next 12 Months	154	1120	3356	184	<b>4814</b>
	% Change	+14%	+15%	+17%	+8%	<b>+16%</b>
Customer Service, Supervisory and Management Skills	Past 12 Months	452	2236	6197	404	<b>9289</b>
	Next 12 Months	478	2517	6996	412	<b>10403</b>
	% Change	+6%	+13%	+12%	+2%	<b>+12%</b>
Trade Skills	Past 12 Months	34	257	542	22	<b>855</b>
	Next 12 Months	34	289	608	13	<b>944</b>
	% Change	-	+12%	+12%	-41%	<b>+10%</b>
<b>Total</b>	Past 12 Months	621	3463	9614	597	<b>14295</b>
	Next 12 Months	666	3926	10960	609	<b>16161</b>
	% Change	+7%	+13%	+14%	+2%	<b>+13%</b>

**TABLE 20B: PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

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

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	3	32	102	-	<b>137</b>
	Next 12 Months	2	46	108	-	<b>156</b>
	% Change	-33%	+44%	+6%	-	<b>+14%</b>
Customer Service, Supervisory and Management Skills	Past 12 Months	9	122	156	-	<b>287</b>
	Next 12 Months	11	137	179	-	<b>327</b>
	% Change	+22%	+12%	+15%	-	<b>+14%</b>
Trade Skills	Past 12 Months	-	-	-	-	-
	Next 12 Months	-	-	-	-	-
	% Change	-	-	-	-	-
<b>Total</b>	Past 12 Months	12	154	258	-	<b>424</b>
	Next 12 Months	13	183	287	-	<b>483</b>
	% Change	+8%	+19%	+11%	-	<b>+14%</b>

**TABLE 21 : NUMBER OF HOTEL OPERATE A SPA**

**HOTEL INDUSTRY**

<b>Branch</b>	<b>Operated by the Hotel</b>	<b>Operated by Outsourced Contractor</b>	<b>No Spa Facilities</b>	<b>Refusal</b>	<b>Total</b>
Hotels	11	11	87	15	124

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

<b>Branch \ Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisor / Technician</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Hotels	258	736	3309	183	4486
Chinese Restaurants Operated by Hotels	2	37	85	-	124
<b>All Branch</b>	<b>260</b>	<b>773</b>	<b>3394</b>	<b>183</b>	<b>4610</b>

**TABLE 23 : NUMBER OF EMPLOYEES (ON HONG KONG PAYROLL) HAS BEEN ARRANGED TO STATION AT SUBSIDIARIES/ASSOCIATES IN THE MAINLAND FOR OVER 180 DAYS IN THE PAST AND NEXT 12 MONTHS**

Branch	Job Level		Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period						
Hotels	Past 12 Months		1	-	-	-	<b>1</b>
	Next 12 Months		-	-	-	-	-
Chinese Restaurants Operated by Hotels	Past 12 Months		-	-	-	-	-
	Next 12 Months		-	-	-	-	-
All Branch	Past 12 Months		1	-	-	-	<b>1</b>
	Next 12 Months		-	-	-	-	-

**TABLE 24 : DIFFICULTIES ENCOUNTERED IN RECRUITMENT OF EMPLOYEES  
AT VARIOUS JOB LEVELS IN THE PAST 12 MONTHS**

<b>Branch</b>	<b>Yes</b>	<b>No</b>	<b>No Recruitment Required</b>	<b>Unspecified / Refusal</b>	<b>Total</b>
Hotels	59	38	2	25	<b>124</b>
Chinese Restaurants Operated by Hotels	10	10	-	19	<b>39</b>
<b>Total</b>	<b>69</b>	<b>48</b>	<b>2</b>	<b>44</b>	<b>163</b>

**TABLE 25 : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES****HOTEL INDUSTRY****INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

<b>Reasons</b> \ <b>Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisor / Technician</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Lack of candidates with relevant experience	20	31	48	15	<b>114</b>
Unsatisfactory terms of employment	5	8	26	5	<b>44</b>
Unsatisfactory working environment	3	5	15	1	<b>24</b>
Limited career prospects	1	6	9	4	<b>20</b>
Insufficient trained/qualified manpower in the related disciplines	8	14	28	5	<b>55</b>
Competition for manpower from Mainland/ Macao/ Other Cities	5	11	13	1	<b>30</b>
Others	3	4	4	2	<b>13</b>
Unspecified/Refusal	44	44	44	44	<b>176</b>
<b>Total</b>	<b>89</b>	<b>123</b>	<b>187</b>	<b>77</b>	<b>476</b>



**TABLE 25A : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES**

**BRANCH 1: HOTELS**

<b>Reasons</b> \ <b>Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisor / Technician</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Lack of candidates with relevant experience	18	27	43	15	<b>103</b>
Unsatisfactory terms of employment	4	6	23	5	<b>38</b>
Unsatisfactory working environment	3	5	14	1	<b>23</b>
Limited career prospects	1	6	9	4	<b>20</b>
Insufficient trained/qualified manpower in the related disciplines	7	12	25	4	<b>48</b>
Competition for manpower from Mainland/ Macao/ Other Cities	5	10	12	1	<b>28</b>
Others	2	3	3	2	<b>10</b>
Unspecified/Refusal	25	25	25	25	<b>100</b>
<b>Total</b>	<b>65</b>	<b>94</b>	<b>154</b>	<b>57</b>	<b>370</b>

**TABLE 25B : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES**

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

<b>Reasons</b> \ <b>Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisor / Technician</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Lack of candidates with relevant experience	2	4	5	-	<b>11</b>
Unsatisfactory terms of employment	1	2	3	-	<b>6</b>
Unsatisfactory working environment	-	-	1	-	<b>1</b>
Limited career prospects	-	-	-	-	<b>-</b>
Insufficient trained/qualified manpower in the related disciplines	1	2	3	1	<b>7</b>
Competition for manpower from Mainland/ Macao/ Other Cities	-	1	1	-	<b>2</b>
Others	1	1	1	-	<b>3</b>
Unspecified/Refusal	19	19	19	19	<b>76</b>
<b>Total</b>	<b>24</b>	<b>29</b>	<b>33</b>	<b>20</b>	<b>106</b>

**TABLE 26 : NUMBER OF QUALIFIED CERTIFIED  
HYGIENE MANAGERS/SUPERVISORS IN THE PAST 12 MONTHS**

<b>Branch</b>	<b>Number of Qualified Certified Hygiene Managers</b>	<b>Number of Qualified Certified Hygiene Supervisors</b>
Hotels	545	681
Chinese Restaurants Operated by Hotels	55	110
<b>All Branch</b>	<b>600</b>	<b>791</b>