



美容、美髮及化妝品業
二〇一二年人力調查報告

2012 Manpower Survey Report
Beauty Care, Hairdressing & Cosmetics Industry

職業訓練局
美容美髮業訓練委員會

Beauty Care and Hairdressing Training Board
Vocational Training Council

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2012 年美容、美髮及化妝品業人力調查

報告摘要

人力調查

1. 美容美髮訓練委員會(本會)每兩年進行一次人力調查，以評估業內人力情況，瞭解人力需求及培訓需求。
2. 實地調查工作已於 2012 年第 1 季進行，調查數據以 2012 年 1 月 31 日作參考日。調查採用分層隨機抽樣法，從美容、美髮及化妝品業的 11 271 間登記商號中，選出 997 間作調查對象。
3. 997 間抽樣對象分佈於以下 6 個類別：
 - i) 學校(美容及美髮／化妝及美甲)；
 - ii) 美容院／健康中心及水療中心；
 - iii) 髮廊；
 - iv) 化妝產品批發及出入口公司；
 - v) 化妝產品零售公司；
 - vi) 美甲中心。
4. 整體實際填覆率為 96.2%，與 2010 年相若。

目的

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

限制

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

經濟前景

7. 由於歐元區主權債務危機重現，環球經濟已陷入嚴峻局面，面對此危機，歐美國家至今亦未有方案足以穩定歐洲地區的財政狀況，與此同時，在亞洲地區，日本去年的大地震亦重創當地的經濟。香港是國際金融中心，經濟環境會隨外圍而有所影響，因此亦難以獨善其身，本地生產總值繼 2011 年第 1 季錄得 7.8% 的增幅後，經濟增長於第 2 季開始明顯放緩。

8. 在歐元危機的陰霾下，本地生產總值於 2012 年第 2 季及第 3 季錄得 1.2% 及 1.3% 的增長，較 2011 年同期的 5.1% 及 4.3% 明顯倒退。但在消費方面，受惠於特區政府派發的 6 000 元，市民的消費意欲增加，在 2012 年第 1 季至第 3 季的私人消費開支較 2011 年同期比較大幅上升 4.1%，唯政府消費卻只得 3.2% 增長。在勞動市場方面，基於市民的購買能力上升，致令人手需求增加，而最低工資法例的實行，亦推動更多人重新投入勞動市場，致使失業率維持於低水平。(2012 年 8 月至 10 月之失業率為 3.4%)。

9. 另一方面，本港的通脹問題亦值得關注，通脹率由 2010 年的 2.4% 明顯上升至 2011 年的 5.3%，而預期 2012 年的基本綜合消費物價指數仍會有 4.2% 的升幅，通脹率高企，雖然政府曾派發 6 000 元，但長遠仍會影響市民的消費力。

10. 除了面對收入減少的問題外，僱主亦要承受開支增加所帶來的營運壓力。香港寸金尺土，加上大量熱錢流入本地的股票及地產市場，過去一年的店舖租金持續上升，物業價格甚至超越 1997 年的高峰水平。預期在來年租金將會繼續上揚，為僱主，特別是中小企增加不少負擔。此外，為保障僱員的收入，本港亦於 2011 年 5 月開始實施最低工資，鑒於通脹率高企，加上最低工資水平將被提高，加重了業界的負擔。

行業前景及對人力的影響

11. 最低工資的實施，令從事基層工作的人員出現「不同工，但同酬」的情況，即是不論從事甚麼行業，基層員工都能獲得相近的工資待遇。這情況大大提升了基層員工的流動性。由於美容美髮行業相對需要投放更多時間及金錢以提供職前培訓，而入職後亦要熟習不同的服務流程，故在招聘基層員工時較以往困難。

12. 為符合法定最低工資，和提升吸納基層人員的競爭力，美容服務業於過去的 1 年大比例地提高了基層人員的薪酬，初入職人員之工資水平普遍高於法定要求，唯仍未見成效，不少僱主表示出現招聘困難，甚至要聘用全無相關知識和經驗的員工填補職位空缺。但與此同時，由於基層人員工資上升，與具經驗員工之薪酬差距收窄，僱主因而更樂意以較高的薪資聘用具經驗的人員。這帶動整體工資上升的效應，不單能使具經驗的從業人員願意留守此行業，更吸引一些已離開的人員重投美容服務業。

13. 醫學美容服務仍然是美容護理服務業務發展的重點項目，基於有關服務的消費金額比傳統美容服務高得多，而服務所需的時間相應

減少，十分切合現時香港高經營成本的經濟環境，前景繼續看俏。

14. 但一般而言，回報愈高的投資，所需的成本和風險便會相應提高。提供醫學美容服務所需的知識與技術對比傳統美容服務需要的更多，否則便會帶來更多的潛在風險，不單投訴的次數會有所增加，出現事故的風險亦大大提高。據現實情況而言，在醫學美容服務方面的人力資源發展，卻遠遠滯後於市場的實際增長速度。市場的短期對應方案是聘用來自其他行業、已具備相關技能的技術人員填補這方面的需求，但長遠來說，要緩和人手短缺的問題，必須向有關技術人員提供所需的訓練，透過專業培訓，通過考核，成為合資格的操作員。此舉不單可提升業內從業人員的實質工資收入，更會因發展前景理想和社會認受性提升而吸引更多新人入行，達致配合行業發展所需的雙贏局面。

15. 美容零售方面，內地市民來港自由行的政策推行多年後，有調查顯示來港旅遊的內地旅客消費模式亦有所轉變，由以往偏向購買奢侈品，轉移較多購買包括化妝護膚品在內的高級消費品，令美容零售業持續錄得增長，對前線銷售人員需求亦穩定增長。語言、溝通技巧和顧客服務等方面的能力仍是僱主最關心的培訓重點。

16. 為美容院提供產品及儀器的供應商／品牌代理商，對營業代表及技術顧問一向需求殷切，唯因需經常戶外工作，近年招聘新人已愈見困難，隨著現有人員的自然流失，若無法補充有關方面的人力需求，將難免阻礙機構的經營和發展。

17. 小型美甲店在過往數年迅速發展，各地區的商場都不難發現小

型美甲店的蹤影。這些以年青人自僱創業為主的機構一般資本較小，而美甲服務是需要以技術配合較長的服務時間以賺取收入，每月營業額普遍不高，因此若租金持續上升，將有礙行業的發展。

18. 美髮業的僱員流失率一向偏高，對行業發展也構成障礙。而政府提供更長期的免費教育，變相使基層僱員的入職年齡延後；加上現時在傳統教育系統以外，有更多的培訓機會供年青人選擇，取得更高資歷／學歷的年青人對投身這個學藝年期長、工作性質相對辛苦的行業之考慮將會來得更多。故宜提升純職業技能以外的增值培訓，例如美學、審美和藝術等方面的才能，並應鞏固學員／從業人員對美髮行業的專業認同度，並設法提升行業之社會地位，相信這有助提高從業員對行業的忠誠度和向心力，不再視進入行業為臨時或過渡性質。

19. 基於政府近來對職業培訓市場投入多種資源，多年來美容培訓市場的供應已發生了重大的結構性轉變，由以往主要由民辦美容培訓機構提供的美容培訓服務，發展至今，已漸由慈善團體、非牟利團體、公營部門和學術機構等所取代；大部份民辦美容培訓機構已退出市場，小量仍在經營者，亦可能需兼營其他相關美容業務以維持收入，故對美容培訓導師的需求亦已相對減少。唯這些流失的職位及人手，大都能被上述各類型機構所吸納。

2012 年人力情況

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

21. 是次人力調查結果中，六個行業類別於 2012 年 1 月共僱用 **58 774** 人，其中 **50 411** 人(**85.8%**)為美容、美髮及化妝品業的主要職能人員(即技術僱員)[包括直接僱員(46 075 人)、自由職人士(2 389 人)及兼職人士(1 947 人)]，其餘 **8 363** 人(**14.2%**)為業內的非主要職能人員(即非技術僱員)。與 2010 年的相關數據 86.5%及 13.5%比較，人力分佈情況相若。與 2010 年的總技術僱員人數為 47 591 人相比，是次調查錄得增加了 2 820 人，兩年之間的增幅為 5.9%。

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

表一：各行業類別僱員情況

| 行業類別 | 直接僱員 | 自由職人士 | 兼職人士 |
|--------------------|---------------|--------------|--------------|
| 1. 學校(美容／美髮及美甲／化妝) | 415 | 30 | 157 |
| 2. 美容院／健康中心及水療中心 | 17 122 | 462 | 527 |
| 3. 髮廊 | 13 230 | 1 812 | 808 |
| 4. 零售產品公司 | 9 532 | 1 | 311 |
| 5. 批發及出入口產品公司 | 4 611 | 36 | 96 |
| 6. 美甲中心 | 1 165 | 48 | 48 |
| | 46 075 | 2 389 | 1 947 |

23. 與 2010 年調查相比，直接僱員人數有少量增加，上升 2.6%

(+1 161 人)，但自由職及兼職人士的數目卻有相當大的增長，分別上升 86.3%(+1 107 人)及 39.6%(+552 人)。

人力需求預測

24. 僱主預測，2013 年 1 月時，本行業將會有 48 824 個職位(不包括自由職及兼職人士)，較 2012 年輕微減少 137 個職位。各行業類別機構當中，髮廊及美容院／健康中心及水療中心分別減少 105 及 51 個職位；相反，美甲中心及學校則分別有 30 及 2 個新增職位。表二扼要 2012 年直接僱員人數與 2013 年人力預測的比較。

表二： 僱主預測 2013 年 1 月時
各行業類別的僱員人數

| 行業類別 | 2012 年 1 月時 僱員人數 (a) | 2012 年 1 月時 空缺數目 (b) | 2012 年 1 月時直接 僱員人數 (a + b) | 僱主預測 2013 年 1 月時的 人力數目 | 增/減 幅度 (%) |
|----------------------|-------------------------------|-------------------------------|-------------------------------------|---------------------------------|------------------|
| 1. 學校 | 415 | 3 | 418 | 420 | 0.5% |
| 2. 美容院／健康 中心及水療中心 | 17 122 | 970 | 18 092 | 18 041 | -0.3% |
| 3. 髮廊 | 13 230 | 1 206 | 14 436 | 14 331 | -0.7% |
| 4. 批發及出入口 產品公司 | 4 611 | 205 | 4 816 | 4 816 | 0% |
| 5. 零售產品公司 | 9 532 | 314 | 9 846 | 9 833 | -0.1% |
| 6. 美甲中心 | 1 165 | 188 | 1 353 | 1 383 | 2.2% |
| | 46 075 | 2 886 | 48 961 | 48 824 | -0.3% |

25. 在考慮各種因素後，本會採用「調節過濾」人力預測方法 (Adaptive Filtering Method)，推算出 2012 至 2017 年間每年平均僱員數目的增長情況。除人力需求預測外，本會亦必須考慮僱員流失率的狀況。根據以上資料，美容、美髮及化妝品業的每年平均額外培訓的僱員數目如下：

**2012 至 2017 年間
各行業類別每年平均額外培訓的僱員數目**

| 行業類別 | 2012 年 流失率 | 每年平均 增長 | 每年額外 培訓人數 |
|---------------------|---------------|------------|--------------|
| 1. 學校 (美容／美髮及美甲／化妝) | 8.3% | -2.4% | 33 |
| 2. 美容院／健康中心及水療中心 | 3.0% | 1.1% | 796 |
| 3. 髮廊 | 8.7% | 4.0% | 2 375 |
| 4. 零售產品公司 | 6.0% | 3.4% | 1 037 |
| 5. 批發及出入口產品公司 | -1.2% | 0.1% | -55 |
| 6. 美甲中心 | 4.6% | 12.7% | 331 |
| 總數： | | | 4 517 |

26. 按上述推算，本行業未來五年所需的額外培訓人數大部份屬髮廊為主 (佔整體數目的 52.6%)，其次為零售產品公司 (23.0%)、美容院／健康中心及水療中心 (17.6%) 等。

僱員宜有及現有教育程度

27. 綜觀整體環境，僱主對僱員宜有的教育程度要求較以往高，多於半數的僱主認為僱員應有中四及中五程度，其次為中六至中七。而於現實情況中，僱員的教育程度大多達中四至中五。相比 2010 年，變化較大的是具中三或以下程度的人數由 17.8% 下降至 11.7%。

僱員宜有及現有工作經驗

28. 與 2010 年調查結果相比，僱員所累積的相關工作經驗亦有上升之趨勢。擁有 6 年至 10 年以下及 10 年或以上的人數分別上升了 3.9% 及 4.7%，反映了更多富經驗的從業員投身及留守於相關行業。

僱員宜有及現有職業資格

29. 有關僱員的職業資格，大部份僱主認為僱員應持有再培訓課程證書及國際性課程證書的職業資格。此反映僱主認為資歷證明的重要性。

僱員須接受的技能培訓範疇

30. 大部份僱主認為僱員應在未來 12 個月內應接受不同的管理技巧、通用技能及語文培訓。於這 3 類培訓範疇中，僱主認為僱員應接受顧客服務技巧佔最多，其次依次序為銷售及市場推廣技巧、普通話及英語會話等。

招聘困難

31. 共有 2 678 間機構正進行招聘。當中 2 011 間(75.1%)機構表示在招聘人事方面遇上困難，而其中髮廊的情況較為嚴重，其次為美容院／健康中心及水療中心。招聘困難的主要原因是求職者對其職位的服務條件／薪酬要求過高，及市場缺乏具相關經驗的求職者。

離職人數及僱員流失率

32. 調查顯示，僱主報稱在過去 12 個月離職的僱員有 9 633 人(相當於職位總數的 19.1%)。就各行業類別中，髮廊的離職人數最多，共有 3 843 人(39.9%)，其次為美容院／健康中心及水療中心，有 3 494

人(36.3%)及零售產品公司則有 1 571 人(16.3%)。而同時聘用了 8 799 人，當中具備與美容及美髮相關經驗的有 6 921 人。換言之，具經驗的僱員流失數目為 2 712 人，佔 2012 年的技術僱員總數(連同職位空缺共 53 297 人) 的 5.1%。

建議

33. 整體而言，雖然本港受惠於內地開放自由行之政策，但同時受著外圍經濟的不明朗因素影響，加上面對本港租金高企，物價上脹的壓力，經營者仍抱審慎態度發展業務。

34. 就業界及從業員的發展方向，本會作出以下建議：

- 隨著資歷架構的發展，美髮業及美容業的能力標準說明亦已推出，僱主應按員工的職業能力及職務需要，鼓勵僱員持續進修，幫助他們保持競爭力，從而對美容、美髮及化妝品業提供更多貢獻；
- 針對更多旅客來港購物，僱員的語文能力及銷售技巧皆十分重要。有見及此，僱主宜為僱員，特別是前線零售員工，提供下列的在職培訓：包括(i)與顧客服務、銷售及市場推廣技巧有關的課程及(ii)語文課程(如普通話及英語會話)，以提升行業的服務質素及顧客滿意程度並改善與顧客之溝通技巧；
- 為挽留人才，對年資較深的僱員，僱主可考慮提供與管理相關的課程，藉以提升僱員對店舖管理的認識，有助其了

解公司之運作並提升店舖之營運能力；

- 為提升從業員的專業地位及增加收入，從業員除應不斷改善其技術及針對高增值服務進修外，亦可考慮參與本地及海外認可的專業能力評估，考取認可的資格。這不單能提升自己的技術，增加日後的晉升機會及收入，對行業而言，更可提升整體專業形象，增加消費者信心；
- 為吸納更多青年人就業，培訓機構宜提供相關行業之職前訓練課程，內容除涵蓋專業理論及技術，更需加強他們對行業的認識，包括行業的現況及其個人職業發展的方向，以及一般通用知識，如語文能力、人際溝通技巧等，提升其就業心態；
- 業界亦可考慮與培訓機構合作提供見習員訓練機會(例如美容美髮業見習員訓練計劃)，透過課堂及在職培訓，讓青年人對行業有更深入的了解，同時亦能配合市場需要，可更有效防止人才流失；
- 此外，業界也可仿效其他行業訂定「持續專業發展」學分制度(即 CPD 制度)，要求從業員登記註冊，訂明學分要求。一方面鼓勵從業員進修並於行業作長遠發展，另一方面也可確保其服務質素；
- 業界及企業可考慮重整其業務形式並開拓內地市場。與內地比較，本港具較先進的經營理念和規範的企業行為，而內地則缺乏相關技術。近年已有更多大型連鎖店到內地開

拓業務，此類具規模公司與內地業界的聯繫，增加交流技術的機會，這不單有助香港更多公司打入內地市場，更提供渠道讓兩地從業員交流心得，了解不同顧客需要，有助保持優質顧客服務的質素；

- 面對經營成本不斷上升，政府可考慮分配更多資源協助中小企僱主提供培訓機會給其美容、美髮及化妝品業從業員。

第一章

調查範圍及方法

(一) 美容美髮訓練委員會

訓練委員會

1.1 VTC 轄下的美容美髮訓練委員會(前名美容護理訓練委員會)於 2001 年成立，負責確定及評估業內的人力情況及訓練需求，並就發展訓練設施，向 VTC、僱主及教育／訓練機構提供建議，以應付業內的人力需求。本會委員職權範圍及名單見附錄 1-2。

人力調查工作小組

1.2 訓練委員會轄下成立了工作小組，在政府統計處協助下，統籌及指導人力調查的調查表設計，抽樣、資料分析及滙報。工作小組成員名單見附錄 3。

1.3 自 2003 年開始，本訓練委員會已進行了 4 次的美容、美髮及化妝品業人力調查。在政府統計處協助下，第 5 次人力調查於 2012 年第 1 季進行。目的如下：

- i) 評估美容、美髮及化妝品業主要職務的人力及訓練需求；
- ii) 預測業內人力增長；及
- iii) 就業內培訓需要提供建議。

(二) 調查範圍及方法

調查範圍

1.4 由於近年業界的人力資源類別架構沒有明顯的改變，故是次調查沿用 2010 年調查的分類，其中包括業內六個行業類別的主要職務。六個類別列表如下：

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

1.5 上述六個類別的資料主要來自政府統計處於 2009 年 11 月更新的業內註冊機構為依據。根據統計處其註冊機構的資料庫內，相關行業分類如下：

- i) 類別 1：美容服務
- ii) 類別 2：理髮服務
- iii) 類別 3：化妝品及香水批發及出入口貿易；
- iv) 類別 4：化妝品零售
- v) 類別 5：體育機構
- vi) 類別 6：學校
- vii) 類別 7：結婚攝影機構
- viii) 類別 8：影視娛樂事業機構

1.6 調查採用分層隨機抽樣方法，在 11 271 間機構中，分別選出 997 間作為調查對象，詳情如下：

| 類別 | 選取機構數目 |
|-------------------|--------|
| 1. 美容服務 | 350 |
| 2. 理髮服務 | 312 |
| 3. 化妝品及香水批發及出入口貿易 | 94 |
| 4. 化妝品零售 | 98 |
| 5. 體育機構 | 11 |
| 6. 學校 | 79 |
| 7. 結婚攝影機構 | 45 |
| 8. 影視娛樂事業機構 | 8 |
| 總計 | 997 |

1.7 為了更清晰反映業內教學人員的人力情況，於學校類別的調查範圍亦包括私人營辦的培訓機構／學校及非牟利培訓機構。

調查方法

1.8 是次調查旨在蒐集本業人力及訓練情況資料。997 間獲選的調查機構須填寫一份有關本業人力及訓練需求的調查表。政府統計處其後派員到訪各選定機構，收集填妥的調查表於有需要時並協助僱主填報。

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

調查反應分析

1.10 997 間抽樣機構中，只有 28 間拒絕填覆調查表，718 間提供所需資料；其餘未有填覆的 251 間機構已結業、搬遷、無法聯絡或不再從事有關行業。實際填覆率為 96.2%。

限制

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

第二章

調查結果

(一) 2012 年人力情況

調查對象

2.1 是次調查包括業內六個類別的美容、美髮及化妝品業從業員：

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

人力總數

2.2 是次人力調查結果中，六個行業類別於 2012 年 1 月共僱用 **58 774** 人，其中 **50 411** 人(**85.8%**)為美容、美髮及化妝品業的主要職能人員(即技術僱員)[包括直接僱員(46 075 人)、自由職人士(2 389 人)及兼職人士(1 947 人)]，其餘 **8 363** 人(**14.2%**)為業內的非主要職能人員(即非技術僱員)。與 2010 年的相關數據 86.5%及 13.5%比較，人力分佈情況相若。與 2010 年的總技術僱員人數為 47 591 人相比，是次調查錄得增加了 2 820 人，兩年之間的增幅為 5.9%。

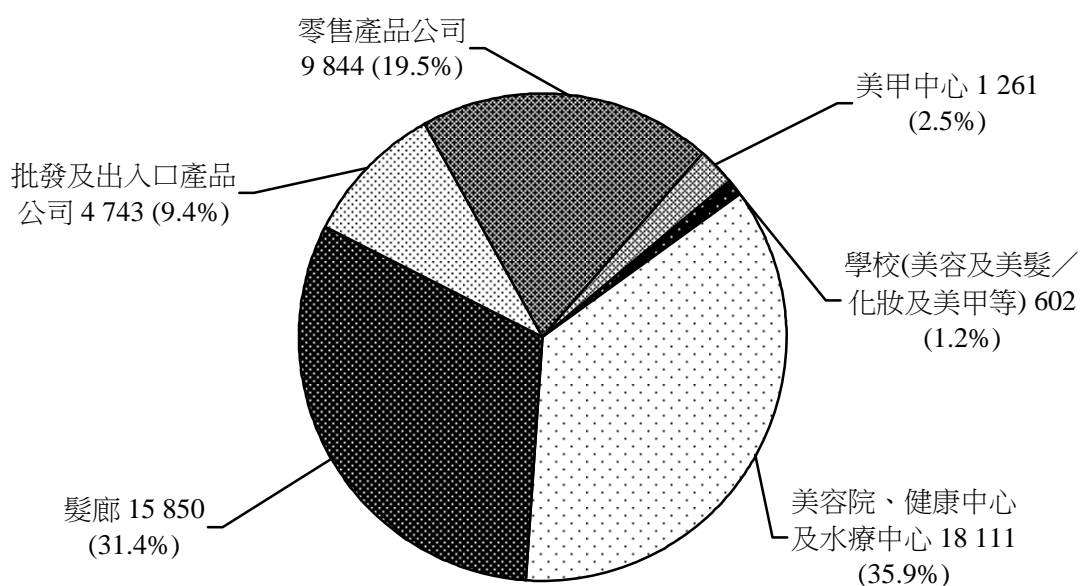
2.3 與 2010 年相同，是次調查內容的所有分析不涉及擔任一般的行政、會計及其他輔助工作的非技術僱員。此外，因行業有其獨特性，於

人力調查報告中所提及的僱員人數將包括直接僱員、自由職及兼職人士的數目，此有助全面反映整個行業人力情況的全貌。

人力分佈情況

2.4 調查顯示，僱員人數最多的機構類別為美容院／健康中心及水療中心（共 18 111 人，佔總數 35.9%），其次類別依次序為髮廊（15 850 人，佔總數 31.4%）；零售產品公司（9 844 人，佔總數 19.5%）；批發及出入口產品公司（4 743 人，佔總數 9.4%）；美甲中心（1 261 人，佔總數 2.5%）；以及學校¹（美容及美髮／化妝及美甲）（602 人，佔總數 1.2%）。各類別的僱員人數的分佈情況見圖一；詳細人力統計數字見第五章表一。

圖一：各行業類別僱員人數的分佈情況
（直接僱員、自由職及兼職人士）
總數：50 411

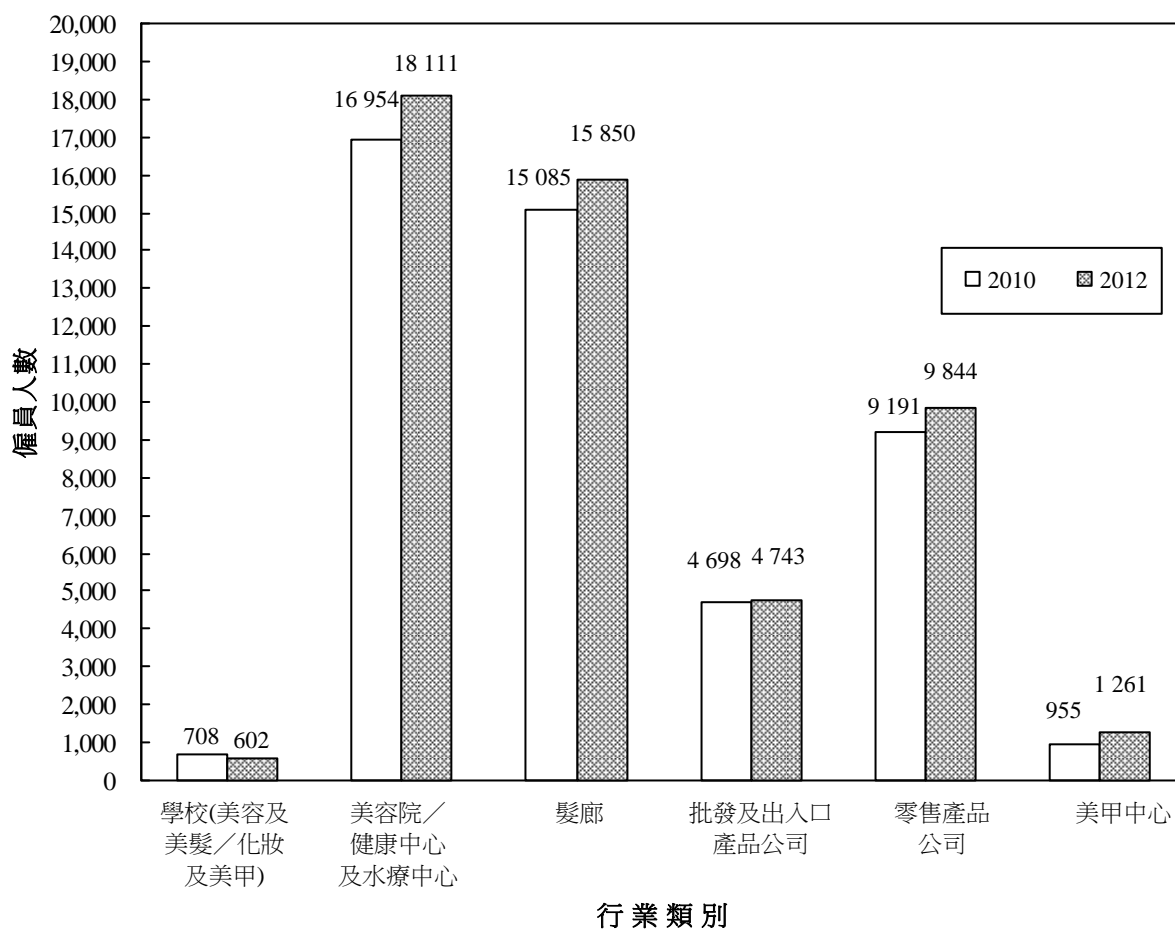


2.5 與 2010 年調查相比，美甲中心的僱員人數錄得最高增幅，增加 306 人(+32%)；其次為零售產品公司，增加 653 人(+7.1%)；美容院、健

¹ 有關學校類別的調查涵蓋範圍，包括私人營辦培訓機構／學校及非牟利培訓機構。

康中心及水療中心增加 1 157 人(+6.8%)；髮廊則增加 765 人(+5.1%)；而批發及出入口產品公司亦稍微增加 45 人(+1%)。相反，學校卻減少了 106 人(-15%)。各類別僱員人數的增長見圖二。詳細 2010 年及 2012 年人力統計數字的比較見第五章表二。

圖二：2010 年及 2012 年各行業類別
僱員人數的分佈情況



2.6 各行業類別的僱員情況(包括自由職及兼職僱員)見表一。

表一：各行業類別僱員情況

| 行業類別 | 直接僱員 | 自由職人士 | 兼職人士 |
|--------------------|---------------|--------------|--------------|
| 1. 學校(美容／美髮及美甲／化妝) | 415 | 30 | 157 |
| 2. 美容院／健康中心及水療中心 | 17 122 | 462 | 527 |
| 3. 髮廊 | 13 230 | 1 812 | 808 |
| 4. 零售產品公司 | 9 532 | 1 | 311 |
| 5. 批發及出入口產品公司 | 4 611 | 36 | 96 |
| 6. 美甲中心 | 1 165 | 48 | 48 |
| | 46 075 | 2 389 | 1 947 |

2.7 與 2010 年調查相比，自由職人士及兼職人士均錄得大幅度增長，分別上升了 86.3% (+1 107 人)及 39.6%(+552 人)，而直接僱員則只增加 2.6%(+1 161 人)。

2.8 就各行業類別的人力調查數據與 2010 年作比較，雖然美甲中心的直接僱員人數上升了 25.1%，但與 2010 年的調查相比，增幅明顯放緩，反映行業增長較往年減慢；而零售產品公司、美容院／健康中心及水療中心和批發及出入口產品公司的直接僱員人數亦仍有輕微升幅。相反，學校(美容及美髮／美甲及化妝)於直接僱員人數方面，卻有顯著下降，減幅為 27.8%。

2.9 調查亦顯示，2012 年有 2 389 名自由職人士。與 2010 年比較，自由職人士整體大幅增加了 1 107 人，其中最明顯增幅來自髮廊類別，而於各類別中，只有零售產品公司的自由職人士數目減少了。

2.10 而在兼職人士方面，2012 年有 1 947 人。與 2010 年調查相比，整體錄得增加了 552 人，其中最大增幅來自零售產品公司，其次則為髮廊。在眾類別中，只有批發及出入口產品公司之兼職人士數目明顯下降。

2.11 在各行業類別的主要職務中，較多的僱員人數摘要如下：

| 職稱 | 僱員人數* | | | |
|--------------------|----------------|----------------------------|---------------|----------------------------|
| | 2010年 | | 2012年 | |
| 1. 高級美容師及美容師 | 10 543 | (22.2%) [#] | 10 957 | (21.7%) [#] |
| 2. 高級髮型師及髮型師 | 8 950 | (18.8%) [#] | 9 825 | (19.5%) [#] |
| 3. 美容顧問(櫃位)及頭髮護理顧問 | 6 843 | (14.4%) [#] | 6 719 | (13.3%) [#] |
| 4. 髮型助理 | 4 844 | (10.2%) [#] | 4 697 | (9.3%) [#] |
| 5. 營業代表 | 1 563 | (3.2%) [#] | 1 528 | (3%) [#] |
| 6. 按摩及身體護理師 | 1 186 | (2.5%) [#] | 1 370 | (2.7%) [#] |
| | 33 929 | (71.3%)[#] | 35 096 | (69.6%)[#] |
| | (總僱員人數) | (47 591) | (100%) | (50 411) |
| | | | | (100%) |

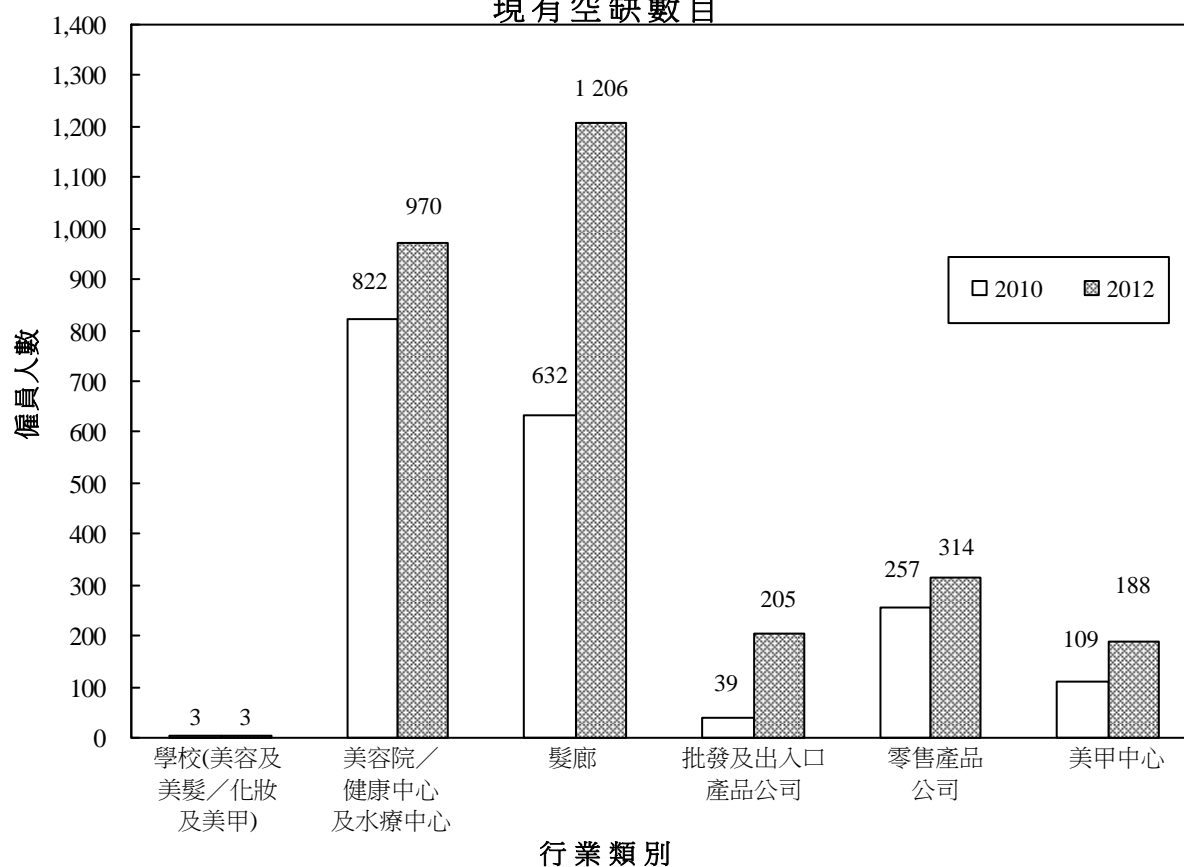
(*：包括直接僱員、兼職及自由身人士；#：佔僱員總數的百份比)

2.12 上述主要職務佔僱員總數百份比分佈與 2010 年調查相若，各主要職務的人力情況分別出現不同程度的增減。最高升幅為按摩及身體護理師，與上一次的調查比較，增幅為 15.5%(+184 人)；其次為高級髮型師及髮型師，增幅為 9.8%(+875 人)。相反，減幅最大的為髮型助理，減幅為 3%(-147 人)，其次為營業代表，減幅為 2.2%(-35 人)；事實上，髮型助理亦是大部份髮廊反映最難招聘的職位之一。

現有職位空缺數目

2.13 調查期間，僱主報稱本業有 2 886 個空缺，佔 48 961 個現有職位數目(包括直接僱員及空缺數目)的 5.9%。與 2010 年調查相比，空缺數目增加了 1 024 個。在各行業類別中，髮廊佔最多空缺，有 1 206 個。其次是美容院／健康中心及水療中心，有 970 個。2010 年及 2012 年各類別的現有空缺數目則載於圖三。

圖三：2010 年及 2012 年各行業類別
現有空缺數目



2.14 主要職務的空缺數目亦表列如下：

| 職稱 | 空缺數目 | 佔空缺數目的百份率 |
|--------------|----------------|---------------|
| 1. 髮型助理 | 856 | 29.7% |
| 2. 美容師 | 654 | 22.7% |
| 3. 髮型師 | 272 | 9.4% |
| 4. 美容顧問(櫃位) | 232 | 8.0% |
| 5. 修甲師 | 126 | 4.4% |
| 6. 美容師助理 | 89 | 3.1% |
| 合共 | 2 229 | 77.2% |
| 總空缺數目 | (2 886) | (100%) |

現有受訓者人數

2.15 六個行業分類的機構共有 91 名受訓者，主要分佈於兩個類別：髮廊(42 人)及美甲中心(30 人)。與 2010 年相比，受訓者數目增加了 35 人。

(二) 預測人力需求

僱主預測 2013 年 1 月時的人力需求

2.16 僱主預測，2013 年 1 月時，本行業將會有 48 824 個職位(不包括自由職及兼職人士)，較 2012 年輕微減少 137 個職位。各行業類別機構當中，髮廊及美容院／健康中心及水療中心分別減少 105 及 51 個職位；相反，美甲中心及學校則分別有 30 及 2 個新增職位。表二扼要 2012 年直接僱員人數與 2013 年人力預測的比較。

表二： 僱主預測 2013 年 1 月時
各行業類別的僱員人數

| 行業類別 | 2012 年 1 月時 僱員人數 (a) | 2012 年 1 月時 空缺數目 (b) | 2012 年 1 月時直接 僱員人數 (a + b) | 僱主預測 2013 年 1 月時的 人力數目 | 增/減 幅度 (%) |
|----------------------|-------------------------------|-------------------------------|-------------------------------------|---------------------------------|------------------|
| 1. 學校 | 415 | 3 | 418 | 420 | 0.5% |
| 2. 美容院／健康中 心及水療中心 | 17 122 | 970 | 18 092 | 18 041 | -0.3% |
| 3. 髮廊 | 13 230 | 1 206 | 14 436 | 14 331 | -0.7% |
| 4. 批發及出入口產 品公司 | 4 611 | 205 | 4 816 | 4 816 | 0% |
| 5. 零售產品公司 | 9 532 | 314 | 9 846 | 9 833 | -0.1% |
| 6. 美甲中心 | 1 165 | 188 | 1 353 | 1 383 | 2.2% |
| | 46 075 | 2 886 | 48 961 | 48 824 | -0.3% |

2.17 職位數目變化較大的職務分佈情況摘要如下：

| 職稱 | 職位增／減數目 |
|-------|------------|
| 高級美容師 | -34 |
| 美容師 | -25 |
| 髮型助理 | -73 |
| 甲藝師 | +30 |

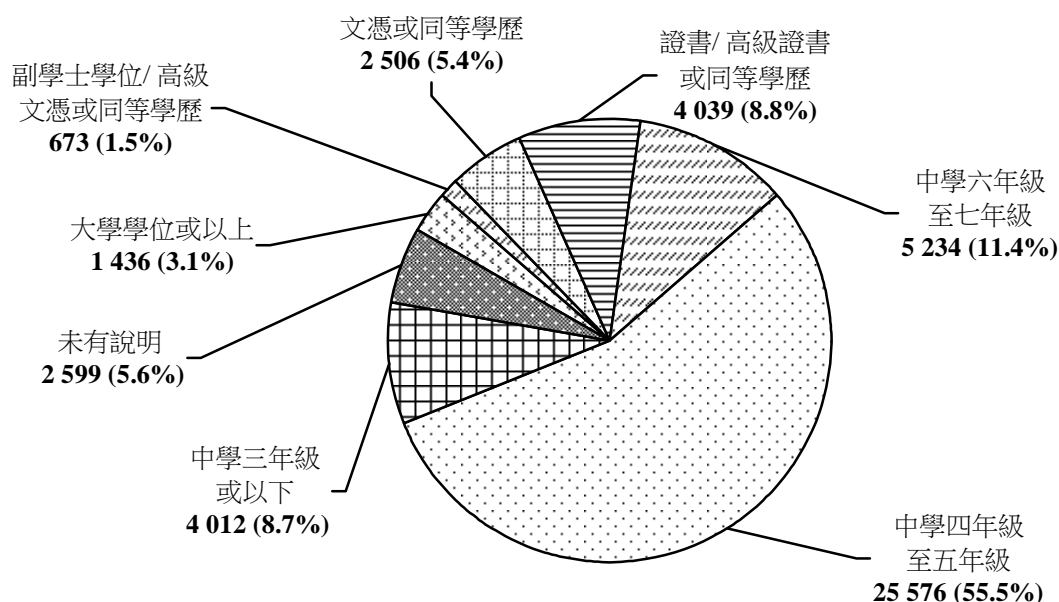
(三) 招聘要求

僱員宜有教育程度

2.18 調查顯示，僱主期望 55.5% 直接僱員應能擁有中四至中五教育程度，8.7% 需有中三或以下，及 11.4% 需擁有中六至中七的學歷。僱主對僱員的宜有教育程度分佈情況見圖四(a)；詳細人力統計數字見第五章表三(a)。

2.19 對比 2010 年僱主對僱員宜有的教育程度之調查所得，可見僱主的要求較以往高。於 2010 年僱主認為，45.3% 的直接僱員宜有教育程度需有中四及中五程度，中三或以下程度的有 20.6%；但於 2012 年，需有中四及中五程度的上升至 55.5%，而只有 8.7% 的僱主接受僱員之教育程度在中三或以下。

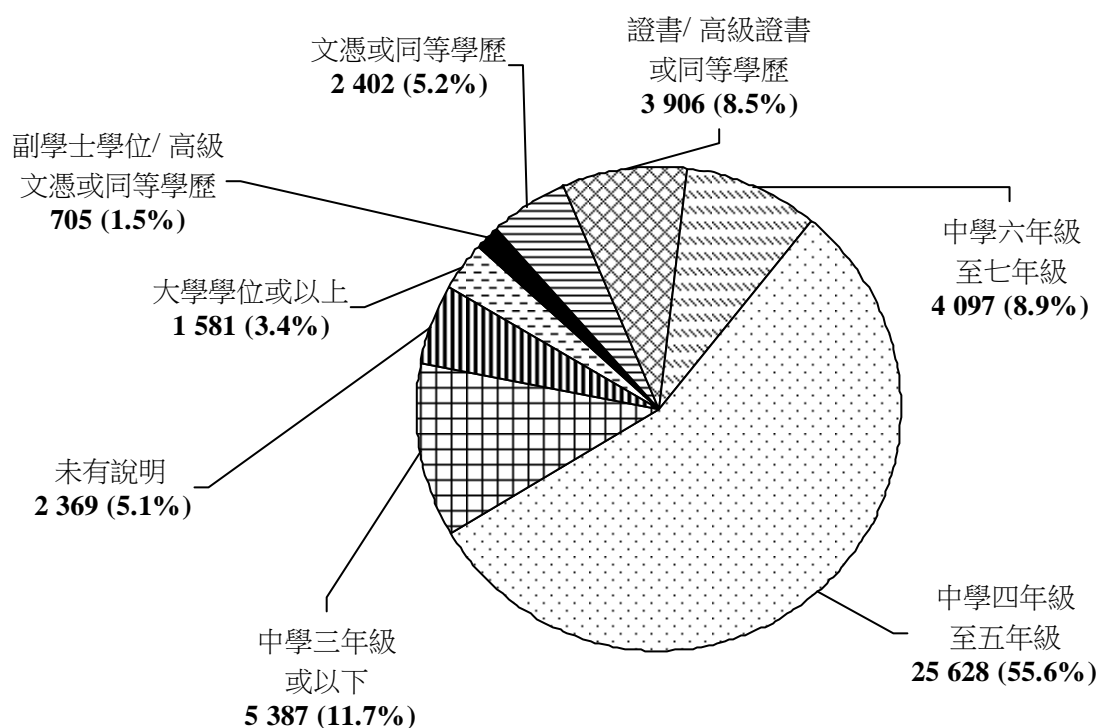
圖四 a：2012 年僱員宜有教育程度的分佈情況



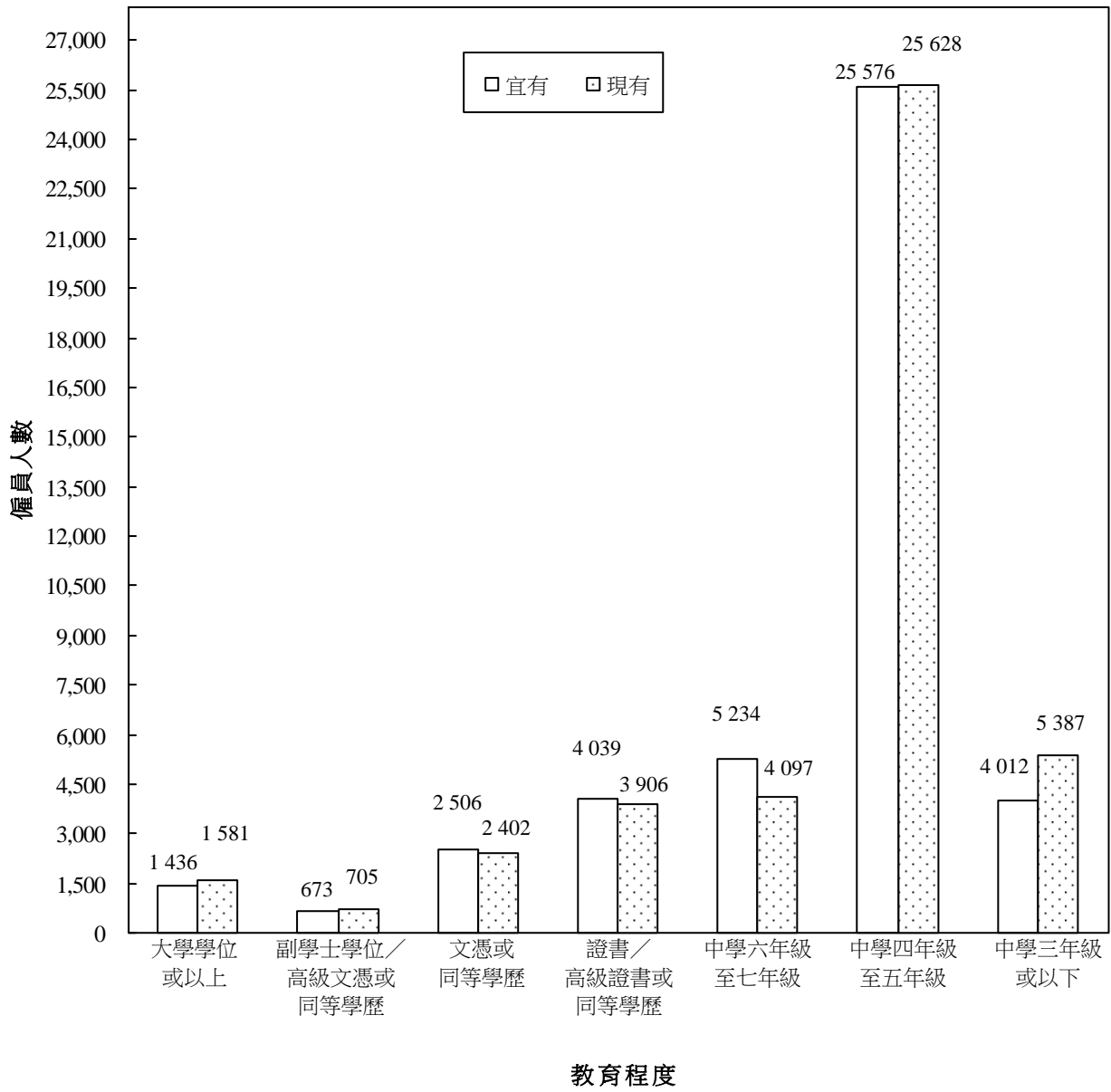
僱員現有教育程度

2.20 從調查所得，現時僱員的教育程度大多達到中學四年級至五年級程度(55.6%)，其次為中學三年級或以下程度(11.7%)，情況與 2010 年相若。變化較大的是具中學三年級或以下程度的人數由 17.8% 下降至 11.7%，而具有證書／高級證書或同等學歷人數則由 4.3% 上升至 8.5%。詳細人力統計數字見第五章表三(b)。

圖四 b：2012 年僱員現有教育程度的分佈情況



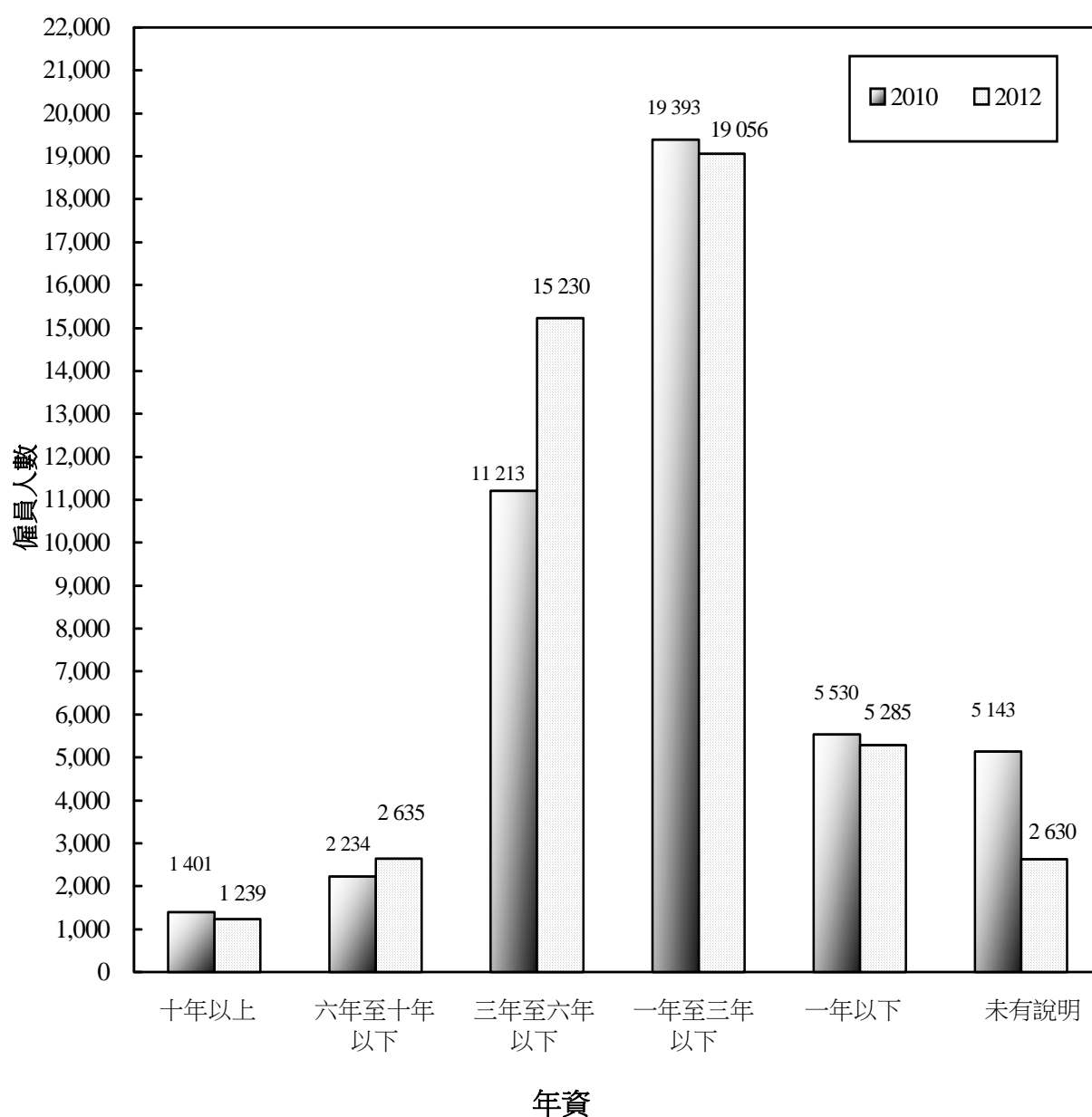
圖五： 2012年各行業類別僱員的宜有及現有教育程度



僱員宜有的相關工作經驗

2.21 調查表示，41.3%的直接僱員在不同行業類別需要擁有1年至3年的相關工作經驗；而33.1%的僱員亦擁有3年至6年的相關工作經驗；跟2010年分別43.2%及25%比較，較多僱主認為僱員宜有3年至6年的相關工作經驗，上升了8.1%。詳細人力統計數字見第五章表四(a)。

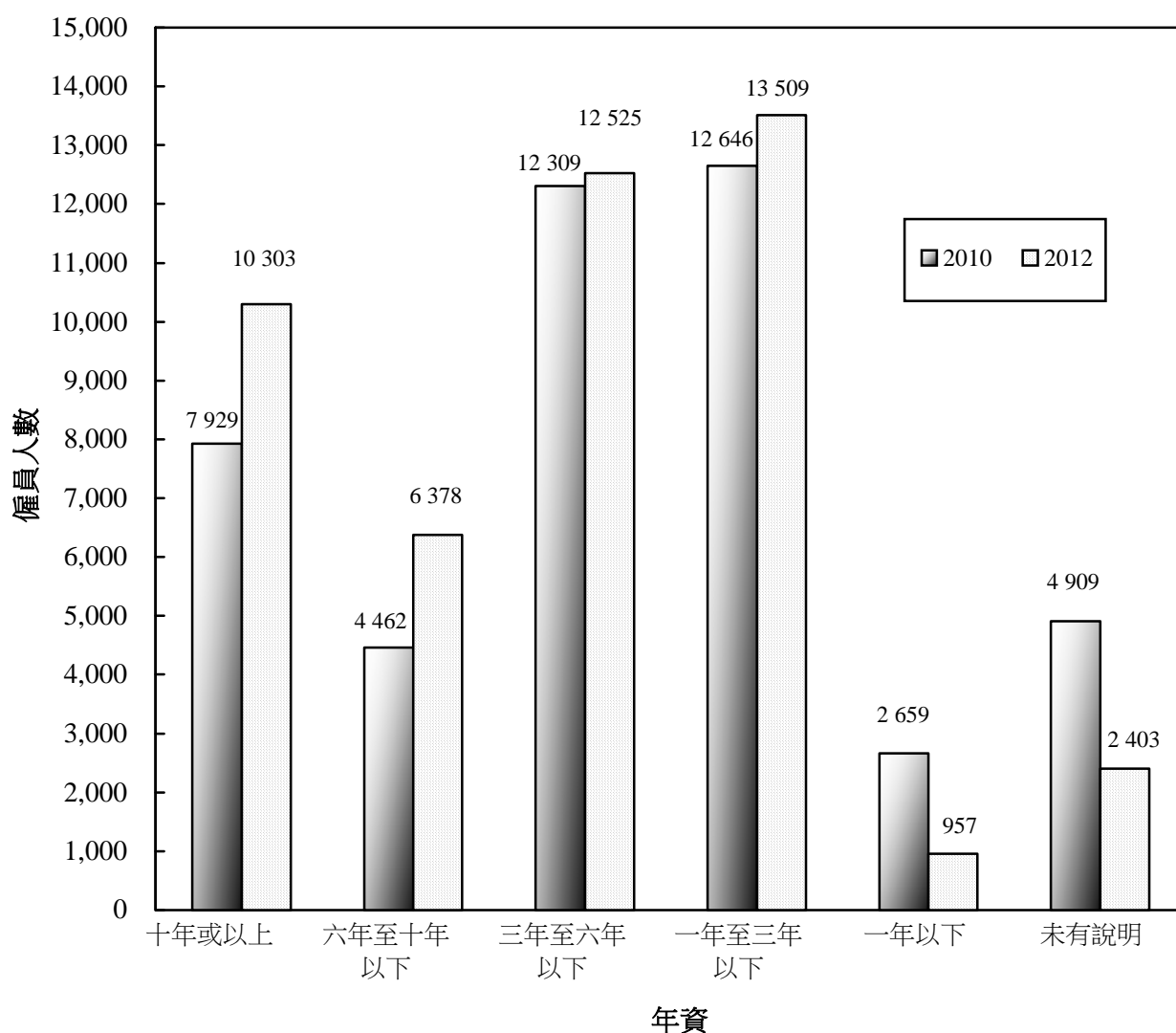
圖六：2010年及2012年僱員的宜有相關工作經驗



僱員現有的相關工作經驗

2.22 只有 29.3% 的直接僱員在不同行業類別需要擁有 1 年至 3 年的相關工作經驗，與 2010 年調查結果 28.2% 十分接近。除此以外，僱員所累積的相關工作經驗亦有上升之趨勢。擁有 6 年至 10 年以下及 10 年或以上的人數分別上升了 3.9% 及 4.7%，反映了更多富經驗的從業員投身及留守於相關行業。詳細人力統計數字見第五章表四 (b)。

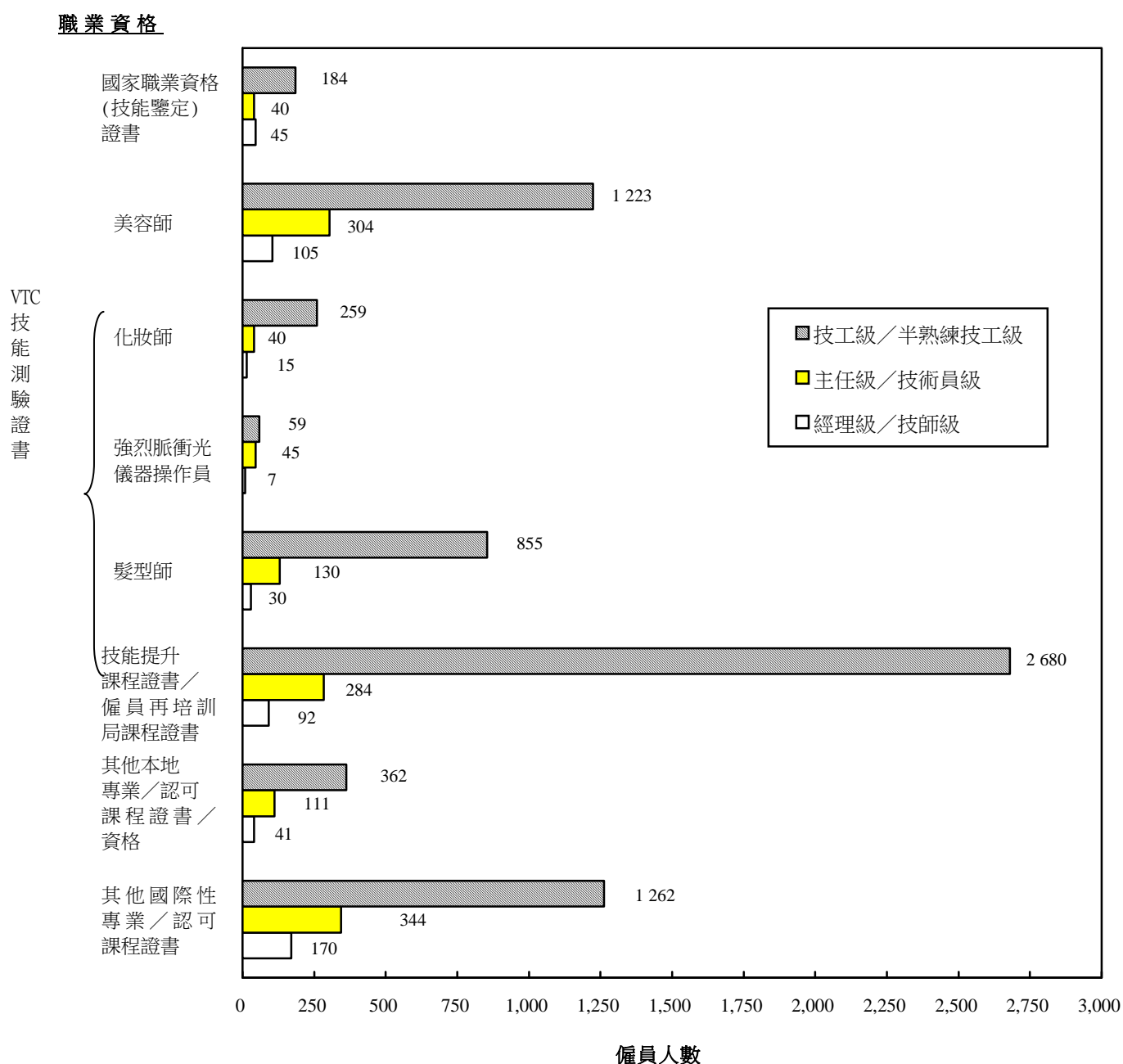
圖七：2010 年及 2012 年僱員的現有相關工作經驗



僱員宜有職業資格

2.23 調查結果表示，較多僱主認為直接僱員宜持有技能提升課程證書／僱員再培訓局課程證書(35.2%)；其次為其他國際性專業／認可課程證書(20.4%)。圖八列出僱主對僱員宜持有不同的職業資格的期望。詳細人力統計數字見第五章表五(a)。

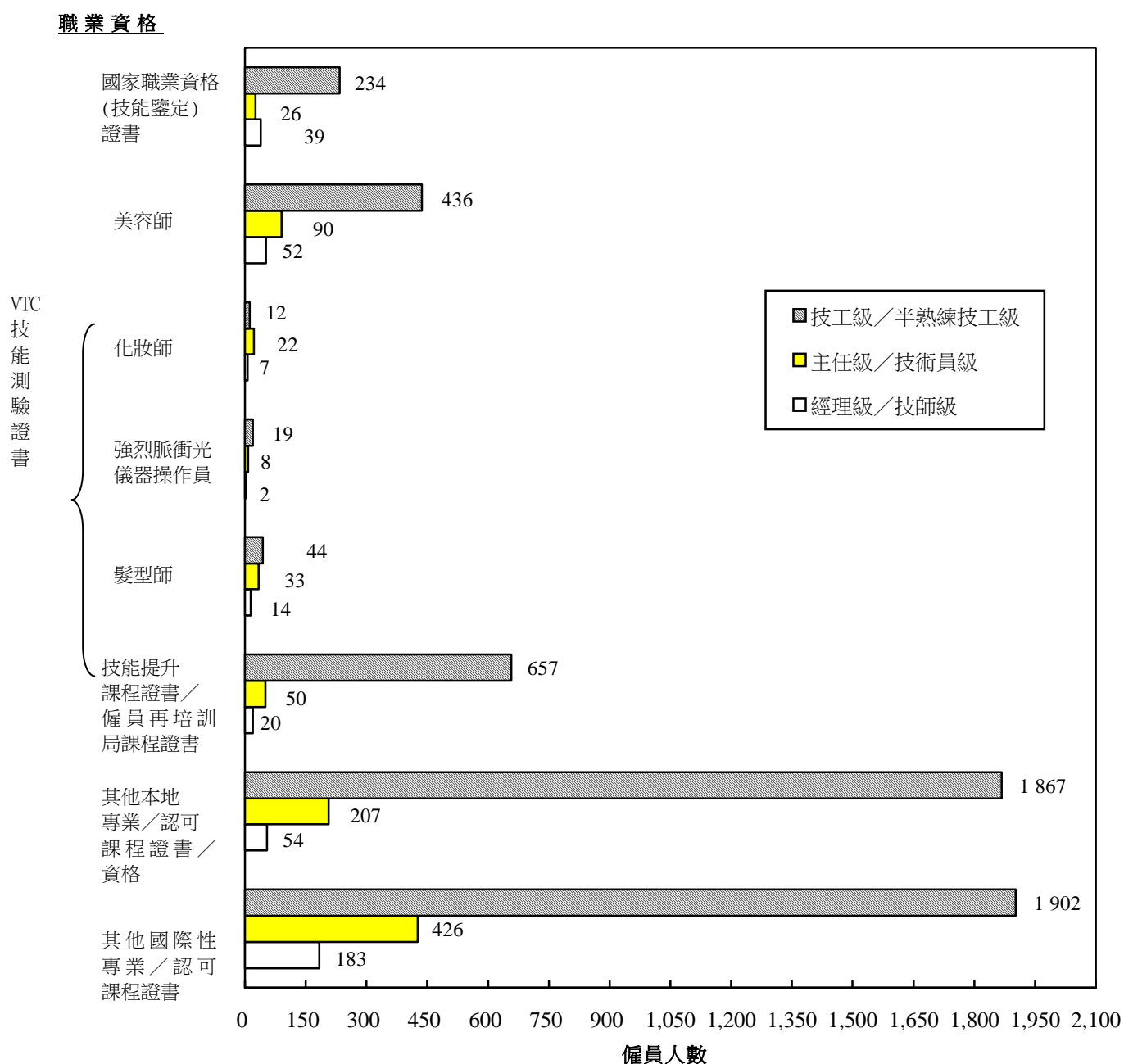
圖八：僱員宜有職業資格



僱員現有職業資格

2.24 調查顯示現時已有 39.2% 直接僱員持有國際性專業／認可課程證書；其次為本地專業／認可課程證書，佔 33.2%。而持有上述證書的技工級／半熟練技工級僱員更佔該職級整體人數 72.9%，此結果反映有關證書對此類工種人員十分重要。下圖(圖九)詳列現時僱員現有職業資格。

圖九：僱員現有職業資格



(四) 人力培訓及發展

僱員須接受的技能培訓範疇

2.25 除以上行業技能相關之訓練外，大部份僱主認為僱員應在未來 12 個月內接受不同的管理技巧、通用技能及語文培訓。於這 3 類培訓範疇中，僱主認為僱員應接受顧客服務技巧佔最多，其次依次序為銷售及市場推廣技巧、普通話及英語會話等。而以工種分類中，較多僱主認為技工、半熟練工人及技術員僱員應接受上述各項的培訓。詳細人力統計數字見第五章表六。

招聘困難

2.26 調查結果顯示，共有 2 678 間機構正進行招聘。當中 2 011 間 (75.1%) 機構表示在招聘人事方面遇上困難，而其中髮廊的情況較為嚴重，其次為美容院／健康中心及水療中心。招聘困難的主要原因是求職者對其職位的服務條件／薪酬要求過高、工作時間過長及市場缺乏具相關經驗的求職者。詳細的統計數字見第五章表七(a)及(b)。

離職人數

2.27 按技能等級劃分，僱主報稱在過去 12 個月離職的僱員有 9 633 人(相當於職位總數的 19.1%)。在各技能級別中，佔最多離職人數為技工級／半熟練技工級等，有 8 273 人(85.9%)。而按各行業類別劃分中，則以髮廊的離職人數最多，共有 3 843 人(39.9%)，其次為美容院／健康中心及水療中心，有 3 494 人(36.3%)及零售產品公司則有 1 571 人(16.3%)。

僱員流失率

2.28 在過去 12 個月內，離職的僱員共 9 633 人，亦同時聘用了 8 799 人，當中具備與美容及美髮相關經驗的有 6 921 人。換言之，具經驗的僱員流失數目為 2 712 人，佔 2012 年的技術僱員總數(連同職位空缺共 53 297 人)的 5.1%。詳細人力統計數字見第五章表八(a)。

2.29 此外，是次人力調查亦向僱主了解在過去 12 個月內，其僱員離職人數及具相關經驗的新聘僱員人數的狀況。就該 2 項數據資料，每年流失率的計算方式亦詳細表列於表三，而流失率的定義是指僱員因轉投非美容、美髮及化妝品業的工作或開辦其他業內以外的業務，又或移民、返國及退休而離職。

表三：過去 12 個月各行業類別流失率

| 行業類別 | 離職人數 (a) | 具相關經驗的新聘僱員人數 (b) | 流失人數 (c=a-b) | 整體僱員人數 [@] (d) | 流失率* (%) (c/d) |
|------------------------|--------------|---------------------|-----------------|----------------------------|------------------------|
| 1. 學校 | 65 | 15 | 50 | 605 | 8.3* |
| 2. 美容院／健康中心及水療中心 | 3 494 | 2 923 | 571 | 19 081 | 3* |
| 3. 髮廊 | 3 843 | 2 362 | 1 481 | 17 056 | 8.7* |
| 4. 零售產品公司 | 1 571 | 961 | 610 | 10 158 | 6* |
| 5. 批發及出入口產品公司 | 433 | 493 | -60 | 4 948 | -1.2* |
| 6. 美甲中心 | 200 | 134 | 66 | 1 449 | 4.6* |
| 總計⁺： | 9 633 | 6 921 | 2 712 | 53 297 | 5.1[#] |

@ 包括直接僱員人數、自由職人士人數、兼職人士人數及空缺額

* 佔該行業類別的僱員總數百分率

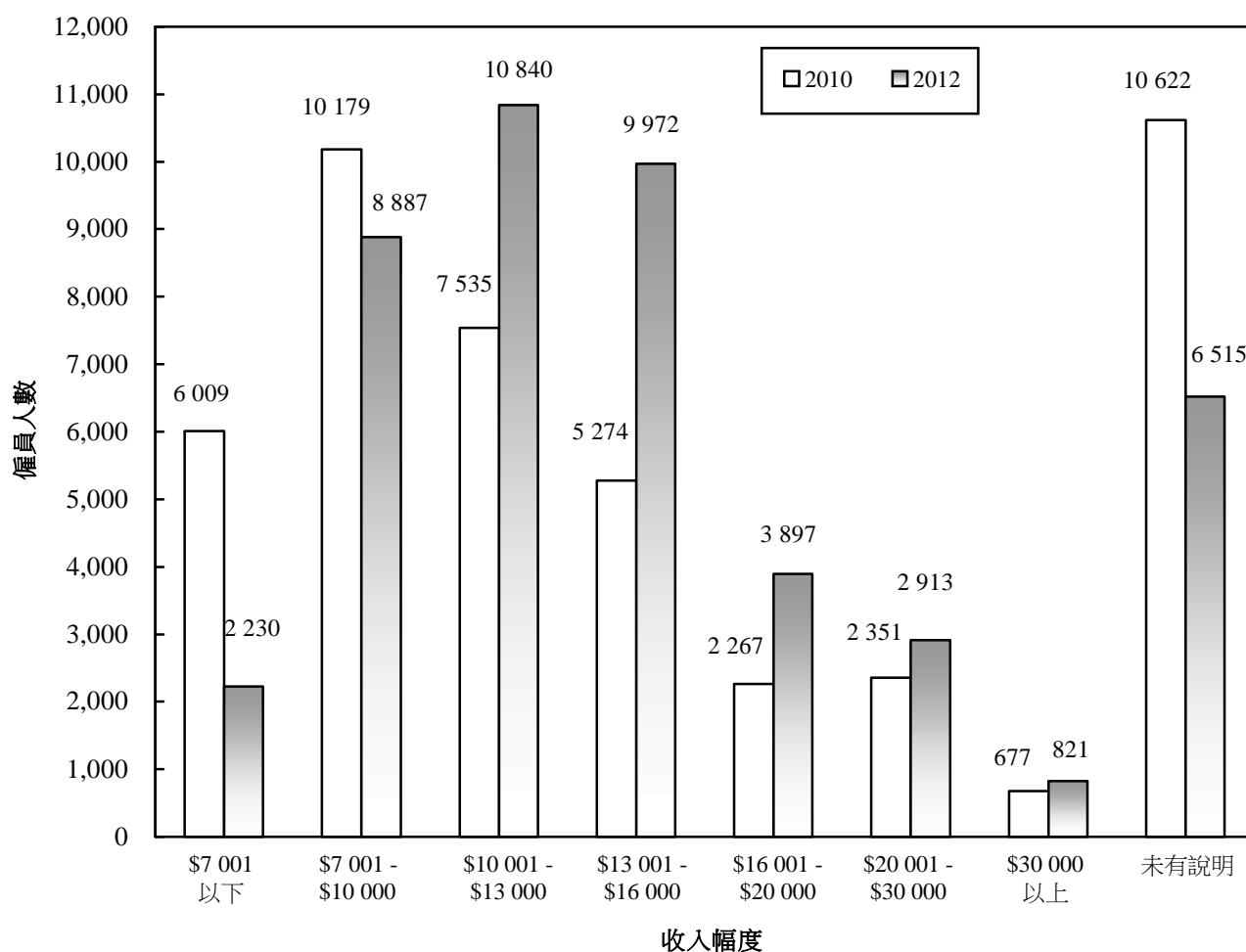
佔整體美容、美髮及化妝品業僱員總數的百分率

+ 總人數包括婚紗攝影及與美容業有關的影視娛樂行業

收入分佈

2.30 「每月總收入」包括底薪，逾時工作津貼、其他津貼、佣金及花紅。圖十列出整個行業的收入分佈情況。與 2010 年調查相比，在最低工資實施後，僱員的收入均有上升之趨勢。大部份僱員的平均每月收入為 \$10 001 至 \$13 000，有關行業的收入水平接近統計處公佈的收入中位數。是次調查只針對業內人力需求的情況，有關薪酬情況的調查僅作參考之用。

圖十：2010 與 2012 年各類別直接僱員的收入幅度的比較



第三章

結論

(一) 經濟前景

3.1 由於歐元區主權債務危機重現，環球經濟已陷入嚴峻局面，面對此危機，歐美國家至今亦未有方案足以穩定歐洲地區的財政狀況，與此同時，在亞洲地區，日本去年的大地震亦重創當地的經濟。香港是國際金融中心，經濟環境會隨外圍而有所影響，因此亦難以獨善其身，本地生產總值繼 2011 年第 1 季錄得 7.8% 的增幅後，經濟增長於第 2 季開始明顯放緩。

3.2 在歐元危機的陰霾下，本地生產總值於 2012 年第 2 季及第 3 季錄得 1.2% 及 1.3% 的增長，較 2011 年同期的 5.1% 及 4.3% 明顯倒退。但在消費方面，受惠於特區政府派發的 6 000 元，市民的消費意欲增加，在 2012 年第 1 季至第 3 季的私人消費開支較 2011 年同期比較大幅上升 4.1%，唯政府消費卻只得 3.2% 增長。在勞動市場方面，基於市民的購買能力上升，致令人手需求增加，而最低工資法例的實行，亦推動更多人重新投入勞動市場，致使失業率維持於低水平。(2012 年 8 月至 10 月之失業率為 3.4%)。

3.3 另一方面，本港的通脹問題亦值得關注，通脹率由 2010 年的 2.4% 明顯上升至 2011 年的 5.3%，而預期 2012 年的基本綜合消費物價

指數仍會有 4.2% 的升幅，通脹率高企，雖然政府曾派發 6 000 元，但長遠仍會影響市民的消費力。

3.4 除了面對收入減少的問題外，僱主亦要承受開支增加所帶來的營運壓力。香港寸金尺土，加上大量熱錢流入本地的股票及地產市場，過去 1 年的店舖租金持續上升，物業價格甚至超越 1997 年的高峰水平。預期在來年租金將會繼續上揚，為僱主，特別是中小企增加不少負擔。此外，為保障僱員的收入，本港亦於 2011 年 5 月開始實施最低工資，鑒於通脹率高企，加上最低工資水平將被提高，這勢必加據業界的負擔。

(二) 行業前景及對人力需求的影響

3.5 最低工資的實施，令從事基層工作的人員出現「不同工，但同酬」的情況，即是不論從事甚麼行業，基層員工都能獲得相近的工資待遇。這情況大大提升了基層員工的流動性。由於美容美髮行業相對需要投放更多時間及金錢以提供職前培訓，而入職後亦要熟習不同的服務流程，故在招聘基層員工時較以往困難。

3.6 為符合法定最低工資，和提升吸納基層人員的競爭力，美容服務業於過去的 1 年大比例地提高了基層人員的薪酬，初入職人員之工資水平普遍高於法定要求，唯仍未見成效，不少僱主表示出現招聘困難，甚至要聘用全無相關知識和經驗的員工填補職位空缺。但與此同時，由於基層人員工資上升，與具經驗員工之薪酬差距收窄，僱主因而更樂意以較高的薪資聘用具經驗的人員。這帶動整體工資上升的效

應，不單能使具經驗的從業人員願意留守此行業，更吸引一些已離開的人員重投美容服務業。

3.7 醫學美容服務仍然是美容護理服務業務發展的重點項目，基於有關服務的消費金額比傳統美容服務高得多，而服務所需的時間相應減少，十分切合現時香港高經營成本的經濟環境，前景繼續看俏。

3.8 但一般而言，回報愈高的投資，所需的成本和風險便會相應提高。提供醫學美容服務所需的知識與技術對比傳統美容服務需要的更多，否則便會帶來更多的潛在風險，不單投訴的次數會有所增加，出現事故的風險亦大大提高。據現實情況而言，在醫學美容服務方面的人力資源發展，卻遠遠滯後於市場的實際增長速度。市場的短期對應方案是聘用來自其他行業、已具備相關技能的技術人員填補這方面的需求，但長遠來說，要緩和人手短缺的問題，必須向有關技術人員提供所需的訓練，透過專業培訓，通過考核，成為合資格的操作員。此舉不單可提升業內從業人員的實質工資收入，更會因發展前景理想和社會認受性提升而吸引更多新人入行，達致配合行業發展所需的雙贏局面。

3.9 美容零售方面，內地市民來港自由行的政策推行多年後，有調查顯示來港旅遊的內地旅客消費模式亦有所轉變，由以往偏向購買奢侈品，轉移較多購買包括化妝護膚品在內的高級消費品，令美容零售業持續錄得增長，對前線銷售人員需求亦穩定增長。語言、溝通技巧和顧客服務等方面的能力仍是僱主最關心的培訓重點。

3.10 為美容院提供產品及儀器的供應商／品牌代理商，對營業代表

及技術顧問一向需求殷切，唯因需經常戶外工作，近年招聘新人已愈見困難，隨著現有人員的自然流失，若無法補充有關方面的人力需求，將難免阻礙機構的經營和發展。

3.11 小型美甲店在過往數年迅速發展，各地區的商場都不難發現小型美甲店的蹤影。這些以年青人自僱創業為主的機構一般資本較小，而美甲服務是需要以技術配合較長的服務時間以賺取收入，每月營業額普遍不高，因此若租金持續上升，將影響行業的發展。

3.12 美髮業的僱員流失率一向偏高，對行業發展也構成障礙。而政府提供更長期的免費教育，變相使基層僱員的入職年齡延後；加上現時在傳統教育系統以外，有更多的培訓機會供年青人選擇，取得更高資歷／學歷的青人對投身這個學藝年期長、工作性質相對辛苦的行業之考慮將會來得更多。故宜提升純職業技能以外的增值培訓，例如美學、審美和藝術等方面的才能，並應鞏固學員／從業人員對美髮行業的專業認同度，並設法提升行業之社會地位，相信這有助提高從業員對行業的忠誠度和向心力，不再視進入行業為臨時或過渡性質。

3.13 基於政府近來對職業培訓市場投入多種資源，多年來美容培訓市場的供應已發生了重大的結構性轉變，由以往主要由民辦美容培訓機構提供的美容培訓服務，發展至今，已漸由慈善團體、非牟利團體、公營部門和學術機構等所取代；大部份民辦美容培訓機構已退出市場，小量仍在經營者，亦可能需兼營其他相關美容業務以維持收入，故對美容培訓導師的需求亦已相對減少。唯這些流失的職位及人手，大都能被上述各類型機構所吸納。

(三) 調查結果

3.14 為了累積數據以提升業內長線人力調查分析的準確性，統計處是次主要沿用 2010 年調查的抽樣方案，並參考其業內註冊機構名單加以改善。訓練委員會審閱過調查結果後，認為數據所得大致能反映調查期間整個美容、美髮及化妝品業的人力情況。

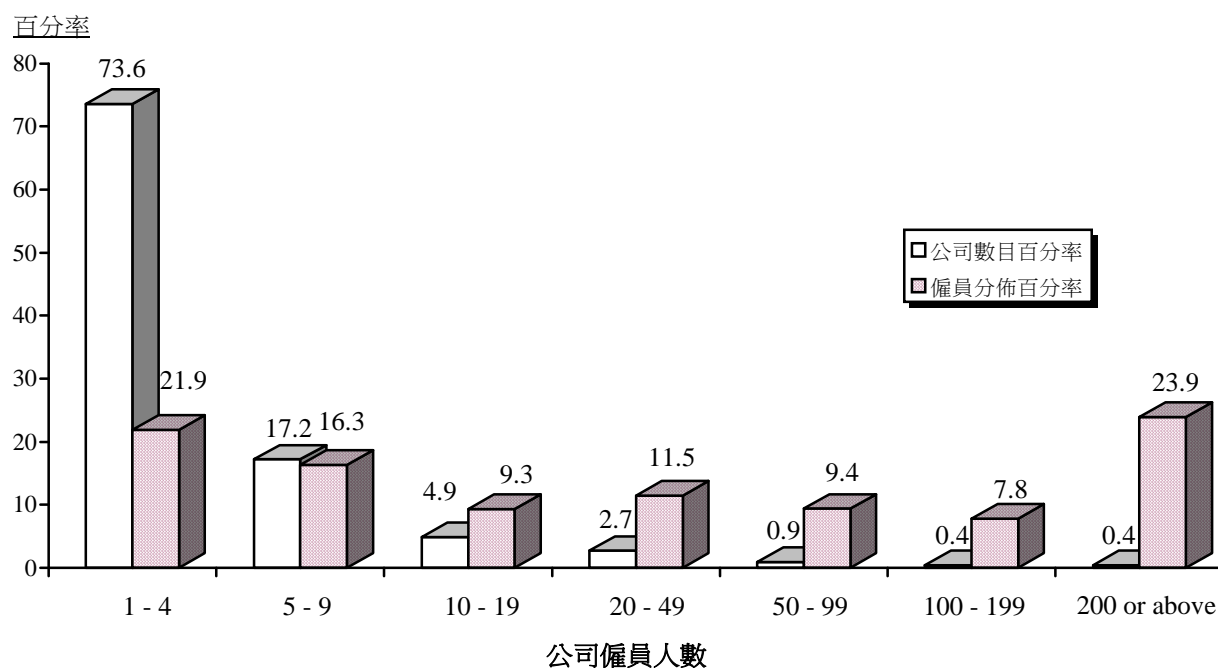
人力結構及增長

3.15 調查顯示，2012 年 1 月時，美容、美髮及化妝品業共僱用 50 411 位技術僱員(包括直接僱員、自由職人士及兼職人士)。在六個行業類別中，佔最多僱員人數於美容院／健康中心及水療中心，其次類別依次序為髮廊。

3.16 與 2010 年相比，自由職人士及兼職人士的人數分別增加了 1 107 人(+86.3%)及增加 552 人(+39.6%)。

3.17 圖十一顯示直接僱員人數在公司數目及僱員分佈百分率，以便評估出業內的結構。

圖十一：按直接僱員人數的公司數目及僱員分佈百分率



3.18 調查結果反映美容、美髮及化妝品業以僱員數目少於 10 人的小型公司為主。事實上，90.8% 的公司集中在 1-9 人範圍。但值得注意的是，從僱員角度，38.2% 的僱員任職於 1-9 人公司；而僱員數目超過 100 人以上亦佔整體企業的 31.7%，與 2010 年調查相比，結果相若。而大型公司亦集中於美容院／健康中心及水療中心及零售產品公司之兩個行業範疇。

3.19 美容、美髮及化妝品業的技術僱員整體空缺率約 5.9%，較 2010 年 4% 為高。人手不足的情況以髮廊內髮型助理的職務最為嚴重，空缺有 856 個；其次為美容院／健康中心及水療中心內美容師的職務，空缺有 654 個。受惠於經濟增長並最低工資政策之實施，僱員轉往其他

行業發展皆有上升之趨勢。與此同時，政府推出的多項教育政策及市場上提供不同類型的培訓課程以供選擇，減低青少年或新入行者投身美容、美髮及化妝品業的意欲。

僱主預測 2013 年 1 月時的人力需求

3.20 僱主預測，2013 年 1 月時在美容、美髮及化妝品業共有 48 824 個職位(不包括自由職及兼職人士)，與 2012 年比較，減幅約 0.3%。主要原因是由於店舖租金高企，本港營商成本持續增加，加上人手短缺等問題影響，整個行業在人力需求方面抱着審慎的態度。在各職務中，變化較大的職位有：

| | <u>職位增／減數目</u> |
|------------|----------------|
| (i) 髮型助理 | -73 |
| (ii) 高級美容師 | -34 |
| (iii) 甲藝師 | +30 |

採用「調節過濾」人力預測方法推算 2012 至 2017 年的人力需求

3.21 考慮各種因素，本會沿用 2010 年使用的「調節過濾」人力預測方法(Adaptive Filtering Method)，推算出 2012 至 2017 年間每年平均僱員數目的增長情況。此方法是利用電腦分析，將過去的調查數據資料權重(數據愈新，所得的權重愈大)，加入調整的加權因數(A= 0 至 1)，選取合適的推算數字進行出推算。美容美髮業訓練委員會亦會考慮影響行業人力需求的各種因素，例如市場趨勢、科技發展、經濟狀況等，從而作出適當的預測。按此方法推算，個別行業類別的於未

來 5 年的平均增長之詳情請見表四。

3.22 除人力需求預測外，本會亦必須考慮僱員流失率的狀況。按上一章的調查指出，流失率的計算方式是指各行業類別的僱員離職人數及具相關經驗的新聘僱員人數的差別。根據以上資料，美容、美髮及化妝品業的每年平均額外培訓的僱員數目如下：

**表四：2012 至 2017 年間
各行業類別每年平均額外培訓的僱員數目**

| 行業類別 | 2012 年 流失率 | 每年平均 增長 | 每年額外 培訓人數 |
|--------------------|---------------|------------|--------------|
| 1. 學校(美容／美髮及美甲／化妝) | 8.3% | -2.4% | 33 |
| 2. 美容院／健康中心及水療中心 | 3.0% | 1.1% | 796 |
| 3. 髮廊 | 8.7% | 4.0% | 2 375 |
| 4. 零售產品公司 | 6.0% | 3.4% | 1 037 |
| 5. 批發及出入口產品公司 | -1.2% | 0.1% | -55 |
| 6. 美甲中心 | 4.6% | 12.7% | 331 |
| | | 總數： | 4 517 |

3.23 表四的資料顯示，未來 5 年所需的額外培訓人數大部份屬髮廊為主(佔整體數目的 52.6%)。由於時下青少年大都認為美髮業的工作性質較其他行業辛苦，因而轉投其他行業，業內長期新血不足，加上流失率偏高，導致行業長期出現人手短缺之問題，即使增加培訓資源，亦未必能夠徹底解決人手不足的問題。為鼓勵青少年入行並願意留於業內作長遠發展，業界需要研究清晰的培訓制度及晉升階梯，吸引更多青年人入行，並建立長遠的事業發展方向，方可更全面處理業界的人力需求問題，填補流失率。

3.24 另外，需增加培訓人數的類別為零售產品公司(23.0%)、美容院／健康中心及水療中心(17.6%)等。此預測亦與現時行業發展情況相近。

3.25 不過，在考慮培訓資源分配時，亦需同時考慮教育政策的改變，例如「三三四」學制的施行，不但會推遲青少年的入行年齡，亦有可能影響其職業取向，進一步影響行業吸納青少年入行。

僱員宜有及現有教育程度

3.26 綜觀整體環境，在業內人力需求大增的情況下，僱主對直接僱員的教育程度要求較以往高。以分層作分析，僱主認為宜有中四及中五程度的直接僱員人數由 2010 年的 45.3% 上升至 2012 年的 55.5%，中三或以下程度則由 20.6% 下降至 8.7%。在另一層面，中六或以上學歷的分層中，雖然宜有副學士、高級文憑以至大學學位的人數亦由 5.4% 下降至 4.6%，但需有中六、中七、文憑、高級證書及證書的程度的卻由 19.1% 上升至 25.6%。

3.27 有關現有教育程度，據調查顯示大學學位、副學士學位、文憑或同等學歷及中六至七程度分類佔整體直接僱員人數的百份比均與 2010 年相若，唯中三或以下程度由 17.8% 下降至 11.7%，中四至中五則由 48.5% 上升到 55.6%，證書／高級證書或同等學歷的百份比則由 4.3% 大幅上升一倍至 8.5%。

3.28 此情況是由於近 2 年美容業的迅速發展，較多具中五以上學歷

的人士入行並擔任美容師、髮型師、髮型助理及美容顧問(櫃位)等職位，致令有關現有教育程度的分佈有所變化。

宜有及現有工作經驗

3.29 除教育程度外，僱員的工作年資亦是僱主其中一項主要的考慮因素。較多僱主認為僱員應有 1 年至 3 年之經驗，其次為 3 年至 6 年，這與僱員現有的工作經驗調查結果相符。但值得關注的是擁有 1 年以下新入行之僱員人數，由 2010 年的 2 659 人大幅減少至 957 人(-64%)，相反，擁有 10 年以上富工作經驗的僱員，由 7 929 人上升至 10 303 人(+29.9%)。這反映了最低工資的實行後，各行業的薪金均相應提高，吸引了青年人及年資尚淺之僱員投身其他行業，但對於富經驗的僱員，薪金之提升亦促使他們留在業界發展。

宜有及現有職業資格

3.30 有關僱員的職業資格，大部份僱主都認為僱員應持有再培訓課程證書或國際性課程證書的職業資格，而逾半數僱員現時亦持有上述兩項職業資格及其他本地課程證書。可見上述證書在業內的認受性更為明顯，同時亦反映持有上述證書對技工級／半熟練技工級僱員越來越重要。

僱員須接受的技能培訓範疇

3.31 跟 2010 年情況相似，由於有更多的內地及外地旅客訪港購物，大部份僱主認為前線員工(包括技術員級及技工級僱員)應加強在「顧

客服務、銷售及市場推廣」及「語文能力」等範疇的培訓，以持續提升美容、美髮及化妝品業整體服務水準。

招聘困難

3.32 按上一章的調查指出，共有 2 678 間機構進行招聘。當中 2 011 間(75.1%)機構表示在招聘人事方面遇上困難。一如 2010 年的情況，招聘困難多集中於技工級／半熟練技工級的職位，即業內最前線／新入行者的崗位。

3.33 遇有招聘困難的行業仍以髮廊最為嚴重，有 29.1%的髮廊反映遇有相關問題。究其原因，發現不少人認為工作時間過長，另有一些求職者對服務條件／薪酬要求過高，甚至行內缺乏具相關經驗求職者，情形與 2010 年調查近似。此亦反映本地青年人多認為美髮業工作較辛苦，故多不願長時間投身業內，基於現時坊間有不同類型的青少年培訓課程，減少了青年人就業的意慾，而最低工資的實施雖可令有經驗的僱員留於行內發展，但同時亦令不少青年人轉投其他行業，導致業內長期面對新入行人士不足的境況。

3.34 在美容院／健康中心及水療中心的範疇中，亦出現同樣狀況，有 18%公司表示有招聘困難，按僱主的意見，求職者對服務條件／薪酬要求過高，與此同時，業內亦缺乏具相關經驗求職者。

僱員流失率

3.35 按上一章調查結果顯示，調查期間共有 9 633 名僱員離職，當

中新聘用而具備相關行業經驗的僱員則有 6 921 人。按各行業類別劃分中，以髮廊流失率最高(8.7%)，其次為學校(8.3%)。而零售產品公司及美甲中心之流失率則分別為(6%)及(4.6%)。顯示現時髮廊較難聘請具相關經驗的新入職僱員。

第四章

建議

(一) 培訓需要

4.1 在計算每年需額外培訓的人數，除預測人力增長外，必須考慮員工流失的因素。本會建議美容、美髮及化妝品業未來 5 年平均每年增加訓練人數如下：

| | 2012 年 總人力 需求* | 平均每年 人力增長 (%) | 2012 年 流失率 (%) | 每年 額外訓練 人數 |
|------------------------|----------------------|---------------------|----------------------|------------------|
| 1. 學校(美容及美髮／ 化妝及美甲) | 605 | -2.4% | 8.3% | 33 |
| 2. 美容院、健康中心及 水療中心 | 19 081 | 1.1% | 3% | 796 |
| 3. 髮廊 | 17 056 | 4% | 8.7% | 2 375 |
| 4. 零售產品公司 | 4 948 | 3.4% | 6% | 1 037 |
| 5. 批發及出入口產品公 司 | 10 158 | 0.1% | -1.2% | -55 |
| 6. 美甲中心 | 1 449 | 12.7% | 4.6% | 331 |
| 合共： | 53 297 | | | 4 517 |

* 包括直接僱員人數、自由職人士人數、兼職人士人數及空缺額

4.2 在 4 517 名預計額外培訓人手中，大部份屬於髮廊，其次為零售產品公司及美容院、健康中心及水療中心。長遠來說，行業未來需提供更多的培訓課程以吸引新入職人士並挽留人才。唯以上額外訓練

人數為參考數據，業界在考慮培訓資源分配時，亦需同時考慮實際人力情況。

4.3 整體而言，雖然本港受惠於內地開放自由行之政策，但同時受著外圍經濟的不明朗因素影響，加上面對本港租金高企，物價上漲的壓力，經營者仍抱審慎態度發展業務。

4.4 就業界及從業員的發展方向，本會作出以下建議：

- 隨著資歷架構的發展，美髮業及美容業的能力標準說明亦已推出，僱主應按員工的職業能力及職務需要，鼓勵僱員持續進修，幫助他們保持競爭力，從而對美容、美髮及化妝品業提供更多貢獻；
- 針對更多旅客來港購物，僱員的語文能力及銷售技巧皆十分重要。有見及此，僱主宜為僱員(特別是前線零售員工)提供下列的在職培訓：包括(i)與顧客服務、銷售及市場推廣技巧有關的課程及(ii)語文課程(如普通話及英話會話)，以提升行業的服務質素及顧客滿意程度並改善與顧客之溝通技巧；
- 為挽留人才，對年資較深的僱員，僱主可考慮提供與管理相關的課程，藉以提升僱員對店舖管理的認識，有助其了解公司之運作並提升店舖之營運能力；
- 為提升從業員的專業地位及增加收入，從業員除應不斷改

善其技術及針對高增值服務進修外，亦可考慮參與本地及海外認可的專業能力評估，考取認可的資格。這不單能提升自己的技術，增加日後的晉升機會及收入，對行業而言，更可提升整體專業形象，增加消費者信心；

- 為吸納更多青年人就業，培訓機構宜提供相關行業之職前訓練課程，內容除涵蓋專業理論及技術，更需加強他們對行業的認識，包括行業的現況及其個人職業發展的方向，以及一般通用知識，如語文能力、人際溝通技巧等，提升其就業心態。
- 業界亦可考慮與培訓機構合作提供見習員訓練機會(例如美容美髮業見習員訓練計劃)，透過課堂及在職培訓，讓青年人對行業有更深入的了解，同時亦能配合市場需要，可更有效防止人才流失；
- 此外，業界也可仿效其他行業訂定「持續專業發展」學分制度(即 CPD 制度)，要求從業員登記註冊，訂明學分要求。一方面鼓勵從業員進修並於行業作長遠發展，另一方面也可確保其服務質素。
- 業界及企業可考慮重整其業務形式並開拓內地市場。與內地比較，本港具較先進的經營理念和規範的企業行為，而內地則缺乏相關技術。近年已有更多大型連鎖店到內地開拓業務，此類具規模公司與內地業界的聯繫，增加交流技術的機會，這不單有助香港更多公司打入內地市場，更提

供渠道讓兩地從業員交流心得，了解不同顧客需要，有助保持優質顧客服務的質素。

- 面對經營成本不斷上升，政府可考慮分配更多資源協助中小企僱主提供培訓機會給其美容、美髮及化妝品業從業員；

(二) 日後調查

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

第五章

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| 行業類別的主要職務 | 直接僱員 (a) | 自由職人士 (b) | 兼職人士 (c) | 合共 (a - c) | 空缺 (d) | 總人力需求 (a - d) | 百分率 (%) |
|-------------------------|---------------|--------------|-------------|---------------|------------|------------------|--------------|
| 1. 美容及美髮學校 | | | | | | | |
| 總監／校長（學校） | 26 | 0 | 0 | 26 | 0 | 26 | 0.0% |
| 高級導師 - 美容及美髮 | 29 | 0 | 1 | 30 | 0 | 30 | 0.1% |
| 美容導師 | 154 | 19 | 72 | 245 | 1 | 246 | 0.5% |
| 美髮導師 | 10 | 2 | 39 | 51 | 0 | 51 | 0.1% |
| 助理美容導師 | 18 | 0 | 0 | 18 | 0 | 18 | 0.0% |
| 行政僱員 | 60 | 0 | 0 | 60 | 1 | 61 | 0.1% |
| 接待員 | 19 | 0 | 0 | 19 | 0 | 19 | 0.0% |
| 小計 | 316 | 21 | 112 | 449 | 2 | 451 | 0.8% |
| 2. 化妝、美甲學校 | | | | | | | |
| 總監／校長（學校） | 5 | 0 | 0 | 5 | 0 | 5 | 0.0% |
| 高級導師 - 化妝及美甲 | 9 | 5 | 5 | 19 | 0 | 19 | 0.0% |
| 化妝導師 | 47 | 3 | 28 | 78 | 0 | 78 | 0.1% |
| 美甲導師 | 10 | 1 | 12 | 23 | 0 | 23 | 0.0% |
| 助理化妝導師 | 2 | 0 | 0 | 2 | 0 | 2 | 0.0% |
| 助理美甲導師 | 10 | 0 | 0 | 10 | 0 | 10 | 0.0% |
| 行政僱員 | 12 | 0 | 0 | 12 | 1 | 13 | 0.0% |
| 接待員 | 4 | 0 | 0 | 4 | 0 | 4 | 0.0% |
| 小計 | 99 | 9 | 45 | 153 | 1 | 154 | 0.3% |
| 3. 美容院／健康中心及水療中心 | | | | | | | |
| 總監／總經理 | 154 | 0 | 0 | 154 | 0 | 154 | 0.3% |
| 分區店長／營運經理 | 607 | 0 | 0 | 607 | 16 | 623 | 1.2% |
| 品牌／營業／市場總監／經理 | 179 | 0 | 0 | 179 | 0 | 179 | 0.3% |
| 營業／市場主任 | 279 | 0 | 0 | 279 | 2 | 281 | 0.5% |
| 高級美容師 | 1,261 | 0 | 0 | 1,261 | 6 | 1,267 | 2.4% |
| 高級化妝師 | 30 | 4 | 0 | 34 | 1 | 35 | 0.1% |
| 纖體顧問 | 127 | 0 | 0 | 127 | 1 | 128 | 0.2% |
| 美容師 | 9,184 | 186 | 326 | 9,696 | 654 | 10,350 | 19.4% |
| 醫護人員助理(美容) | 85 | 0 | 4 | 89 | 0 | 89 | 0.2% |
| 化妝師 | 269 | 174 | 20 | 463 | 2 | 465 | 0.9% |
| 按摩及身體護理師 | 1,224 | 76 | 70 | 1,370 | 60 | 1,430 | 2.7% |
| 修甲師（指甲／趾甲） | 83 | 0 | 1 | 84 | 2 | 86 | 0.2% |
| 甲藝師 | 86 | 6 | 0 | 92 | 3 | 95 | 0.2% |
| 纖體師 | 651 | 0 | 2 | 653 | 43 | 696 | 1.3% |
| 美容顧問 | 645 | 2 | 0 | 647 | 44 | 691 | 1.3% |
| 美容師助理 | 786 | 0 | 66 | 852 | 89 | 941 | 1.8% |
| 市場推廣助理 | 66 | 0 | 0 | 66 | 1 | 67 | 0.1% |
| 推廣員 | 112 | 0 | 30 | 142 | 0 | 142 | 0.3% |
| 行政僱員 | 440 | 0 | 0 | 440 | 3 | 443 | 0.8% |
| 接待員 | 788 | 1 | 8 | 797 | 42 | 839 | 1.6% |
| 醫護人員 | 66 | 13 | 0 | 79 | 1 | 80 | 0.2% |
| 小計 | 17,122 | 462 | 527 | 18,111 | 970 | 19,081 | 35.8% |

| 行業類別的主要職務 | 直接僱員 (a) | 自由職人士 (b) | 兼職人士 (c) | 合共 (a - c) | 空缺 (d) | 總人力需求 (a - d) | 百分率 (%) |
|---------------------------|---------------|--------------|-------------|---------------|--------------|------------------|--------------|
| 4. 髮廊 | | | | | | | |
| 總監／總經理 | 47 | 0 | 0 | 47 | 2 | 49 | 0.1% |
| 分區店長／營運經理 | 73 | 0 | 0 | 73 | 0 | 73 | 0.1% |
| 髮型設計總監 | 50 | 6 | 0 | 56 | 2 | 58 | 0.1% |
| 技術總監 | 5 | 4 | 0 | 9 | 2 | 11 | 0.0% |
| 高級髮型師 | 635 | 28 | 16 | 679 | 26 | 705 | 1.3% |
| 髮型師 | 7,436 | 1,564 | 146 | 9,146 | 272 | 9,418 | 17.7% |
| 電染技術員 | 271 | 11 | 26 | 308 | 10 | 318 | 0.6% |
| 修甲師 (指甲／趾甲) | 125 | 21 | 2 | 148 | 2 | 150 | 0.3% |
| 甲藝師 | 36 | 0 | 0 | 36 | 4 | 40 | 0.1% |
| 髮型助理 | 3,955 | 177 | 565 | 4,697 | 856 | 5,553 | 10.4% |
| 行政僱員 | 162 | 1 | 12 | 175 | 0 | 175 | 0.3% |
| 接待員 | 435 | 0 | 41 | 476 | 30 | 506 | 0.9% |
| 小計 | 13,230 | 1,812 | 808 | 15,850 | 1,206 | 17,056 | 32.0% |
| 5. 化妝產品公司 - 批發及出入口 | | | | | | | |
| 總監／總經理 | 243 | 0 | 0 | 243 | 0 | 243 | 0.5% |
| 品牌／營業／市場總監／經理 | 291 | 0 | 0 | 291 | 0 | 291 | 0.5% |
| 產品／技術經理 | 187 | 0 | 0 | 187 | 0 | 187 | 0.4% |
| 營業／市場主任 | 738 | 0 | 8 | 746 | 32 | 778 | 1.5% |
| 訓練主任 | 58 | 0 | 0 | 58 | 0 | 58 | 0.1% |
| 技術顧問 | 34 | 0 | 0 | 34 | 0 | 34 | 0.1% |
| 營業代表 | 1,425 | 36 | 67 | 1,528 | 78 | 1,606 | 3.0% |
| 市場推廣助理 | 169 | 0 | 6 | 175 | 0 | 175 | 0.3% |
| 推廣員 | 593 | 0 | 3 | 596 | 53 | 649 | 1.2% |
| 行政僱員 | 840 | 0 | 3 | 843 | 42 | 885 | 1.7% |
| 接待員 | 33 | 0 | 9 | 42 | 0 | 42 | 0.1% |
| 小計 | 4,611 | 36 | 96 | 4,743 | 205 | 4,948 | 9.3% |
| 6. 化妝產品公司 - 零售 | | | | | | | |
| 總監／總經理 | 100 | 0 | 0 | 100 | 0 | 100 | 0.2% |
| 企業／品牌形象營業總監／經理 | 30 | 0 | 0 | 30 | 0 | 30 | 0.1% |
| 分區店長／營運經理 | 154 | 0 | 0 | 154 | 0 | 154 | 0.3% |
| 市場經理 | 176 | 0 | 0 | 176 | 1 | 177 | 0.3% |
| 產品／技術經理 | 11 | 0 | 0 | 11 | 0 | 11 | 0.0% |
| 營業／市場主任 | 374 | 0 | 42 | 416 | 16 | 432 | 0.8% |
| 訓練主任 | 84 | 0 | 0 | 84 | 2 | 86 | 0.2% |
| 買手 | 93 | 0 | 0 | 93 | 2 | 95 | 0.2% |
| 店長 | 939 | 0 | 0 | 939 | 4 | 943 | 1.8% |
| 技術顧問 | 62 | 0 | 0 | 62 | 0 | 62 | 0.1% |
| 美容顧問 (櫃位) | 6,174 | 1 | 266 | 6,441 | 232 | 6,673 | 12.5% |
| 頭髮護理顧問 | 278 | 0 | 0 | 278 | 8 | 286 | 0.5% |
| 化妝師 | 56 | 0 | 0 | 56 | 0 | 56 | 0.1% |
| 市場推廣助理 | 108 | 0 | 2 | 110 | 1 | 111 | 0.2% |
| 推廣員 | 649 | 0 | 0 | 649 | 48 | 697 | 1.3% |
| 行政僱員 | 204 | 0 | 1 | 205 | 0 | 205 | 0.4% |
| 接待員 | 40 | 0 | 0 | 40 | 0 | 40 | 0.1% |
| 小計 | 9,532 | 1 | 311 | 9,844 | 314 | 10,158 | 19.1% |

| 行業類別的主要職務 | 直接僱員 (a) | 自由職人士 (b) | 兼職人士 (c) | 合共 (a - c) | 空缺 (d) | 總人力需求 (a - d) | 百分率 (%) |
|----------------|---------------|--------------|--------------|---------------|--------------|------------------|---------------|
| 7. 美甲中心 | | | | | | | |
| 總監／總經理 | 5 | 0 | 0 | 5 | 0 | 5 | 0.0% |
| 分區店長／營運經理 | 35 | 0 | 0 | 35 | 0 | 35 | 0.1% |
| 高級指甲技師 (指甲／趾甲) | 62 | 0 | 0 | 62 | 0 | 62 | 0.1% |
| 修甲師 (指甲／趾甲) | 398 | 0 | 40 | 438 | 126 | 564 | 1.1% |
| 甲藝師 | 436 | 0 | 8 | 444 | 36 | 480 | 0.9% |
| 初級指甲技師 (指甲／趾甲) | 88 | 0 | 0 | 88 | 18 | 106 | 0.2% |
| 足底按摩師 | 44 | 48 | 0 | 92 | 8 | 100 | 0.2% |
| 行政僱員 | 36 | 0 | 0 | 36 | 0 | 36 | 0.1% |
| 接待員 | 61 | 0 | 0 | 61 | 0 | 61 | 0.1% |
| 小計 | 1,165 | 48 | 48 | 1,261 | 188 | 1,449 | 2.7% |
| 總計 | 46,075 | 2,389 | 1,947 | 50,411 | 2,886 | 53,297 | 100.0% |

表一(b)：直接僱員、空缺、受訓者及僱主對2013年的人力需求預測(按行業類別劃分)

| 行業類別的主要職務 | 直接僱員 (a) | 空缺 (b) | 總人力需求 (a - b) | 受訓者 (c) | 僱主對2013年 的人力需求預測 (d) | 2013與2012年 的比較(人數) | 2013與2012年 的比較 (%) |
|-------------------------|---------------|------------|------------------|------------|----------------------------|-----------------------|--------------------------|
| 1. 美容及美髮學校 | | | | | | | |
| 總監／校長(學校) | 26 | 0 | 26 | 0 | 26 | 0 | 0.0% |
| 高級導師 - 美容及美髮 | 29 | 0 | 29 | 0 | 29 | 0 | 0.0% |
| 美容導師 | 154 | 1 | 155 | 2 | 157 | 2 | 1.3% |
| 美髮導師 | 10 | 0 | 10 | 0 | 10 | 0 | 0.0% |
| 助理美容導師 | 18 | 0 | 18 | 0 | 18 | 0 | 0.0% |
| 行政僱員 | 60 | 1 | 61 | 0 | 61 | 0 | 0.0% |
| 接待員 | 19 | 0 | 19 | 0 | 19 | 0 | 0.0% |
| 小計 | 316 | 2 | 318 | 2 | 320 | 2 | 0.6% |
| 2. 化妝、美甲學校 | | | | | | | |
| 總監／校長(學校) | 5 | 0 | 5 | 0 | 5 | 0 | 0.0% |
| 高級導師 - 化妝及美甲 | 9 | 0 | 9 | 0 | 9 | 0 | 0.0% |
| 化妝導師 | 47 | 0 | 47 | 0 | 47 | 0 | 0.0% |
| 美甲導師 | 10 | 0 | 10 | 0 | 10 | 0 | 0.0% |
| 助理化妝導師 | 2 | 0 | 2 | 0 | 2 | 0 | 0.0% |
| 助理美甲導師 | 10 | 0 | 10 | 0 | 10 | 0 | 0.0% |
| 行政僱員 | 12 | 1 | 13 | 0 | 13 | 0 | 0.0% |
| 接待員 | 4 | 0 | 4 | 0 | 4 | 0 | 0.0% |
| 小計 | 99 | 1 | 100 | 0 | 100 | 0 | 0.0% |
| 3. 美容院／健康中心及水療中心 | | | | | | | |
| 總監／總經理 | 154 | 0 | 154 | 0 | 154 | 0 | 0.0% |
| 分區店長／營運經理 | 607 | 16 | 623 | 0 | 623 | 0 | 0.0% |
| 品牌／營業／市場總監／經理 | 179 | 0 | 179 | 0 | 179 | 0 | 0.0% |
| 營業／市場主任 | 279 | 2 | 281 | 0 | 281 | 0 | 0.0% |
| 高級美容師 | 1,261 | 6 | 1,267 | 0 | 1,233 | -34 | -2.7% |
| 高級化妝師 | 30 | 1 | 31 | 0 | 31 | 0 | 0.0% |
| 纖體顧問 | 127 | 1 | 128 | 0 | 128 | 0 | 0.0% |
| 美容師 | 9,184 | 654 | 9,838 | 9 | 9,813 | -25 | -0.3% |
| 醫護人員助理(美容) | 85 | 0 | 85 | 0 | 85 | 0 | 0.0% |
| 化妝師 | 269 | 2 | 271 | 0 | 271 | 0 | 0.0% |
| 按摩及身體護理師 | 1,224 | 60 | 1,284 | 2 | 1,286 | 2 | 0.2% |
| 修甲師(指甲／趾甲) | 83 | 2 | 85 | 0 | 85 | 0 | 0.0% |
| 甲藝師 | 86 | 3 | 89 | 0 | 89 | 0 | 0.0% |
| 纖體師 | 651 | 43 | 694 | 0 | 694 | 0 | 0.0% |
| 美容顧問 | 645 | 44 | 689 | 0 | 689 | 0 | 0.0% |
| 美容師助理 | 786 | 89 | 875 | 6 | 881 | 6 | 0.7% |
| 市場推廣助理 | 66 | 1 | 67 | 0 | 67 | 0 | 0.0% |
| 推廣員 | 112 | 0 | 112 | 0 | 112 | 0 | 0.0% |
| 行政僱員 | 440 | 3 | 443 | 0 | 443 | 0 | 0.0% |
| 接待員 | 788 | 42 | 830 | 0 | 830 | 0 | 0.0% |
| 醫護人員 | 66 | 1 | 67 | 0 | 67 | 0 | 0.0% |
| 小計 | 17,122 | 970 | 18,092 | 17 | 18,041 | -51 | -0.3% |

| 行業類別的主要職務 | 直接僱員 (a) | 空缺 (b) | 總人力需求 (a - b) | 受訓者 (c) | 僱主對2013年 的人力需求預測 (d) | 2013與2012年 的比較(人數) | 2013與2012年 的比較 (%) |
|---------------------------|---------------|--------------|------------------|------------|----------------------------|-----------------------|--------------------------|
| 4. 髮廊 | | | | | | | |
| 總監／總經理 | 47 | 2 | 49 | 0 | 49 | 0 | 0.0% |
| 分區店長／營運經理 | 73 | 0 | 73 | 0 | 72 | -1 | -1.4% |
| 髮型設計總監 | 50 | 2 | 52 | 0 | 52 | 0 | 0.0% |
| 技術總監 | 5 | 2 | 7 | 0 | 5 | -2 | -28.6% |
| 高級髮型師 | 635 | 26 | 661 | 0 | 656 | -5 | -0.8% |
| 髮型師 | 7,436 | 272 | 7,708 | 1 | 7,693 | -15 | -0.2% |
| 電染技術員 | 271 | 10 | 281 | 5 | 278 | -3 | -1.1% |
| 修甲師（指甲／趾甲） | 125 | 2 | 127 | 0 | 127 | 0 | 0.0% |
| 甲藝師 | 36 | 4 | 40 | 0 | 40 | 0 | 0.0% |
| 髮型助理 | 3,955 | 856 | 4,811 | 36 | 4,738 | -73 | -1.5% |
| 行政僱員 | 162 | 0 | 162 | 0 | 162 | 0 | 0.0% |
| 接待員 | 435 | 30 | 465 | 0 | 459 | -6 | -1.3% |
| 小計 | 13,230 | 1,206 | 14,436 | 42 | 14,331 | -105 | -0.7% |
| 5. 化妝產品公司 - 批發及出入口 | | | | | | | |
| 總監／總經理 | 243 | 0 | 243 | 0 | 243 | 0 | 0.0% |
| 品牌／營業／市場總監／經理 | 291 | 0 | 291 | 0 | 291 | 0 | 0.0% |
| 產品／技術經理 | 187 | 0 | 187 | 0 | 187 | 0 | 0.0% |
| 營業／市場主任 | 738 | 32 | 770 | 0 | 770 | 0 | 0.0% |
| 訓練主任 | 58 | 0 | 58 | 0 | 58 | 0 | 0.0% |
| 技術顧問 | 34 | 0 | 34 | 0 | 34 | 0 | 0.0% |
| 營業代表 | 1,425 | 78 | 1,503 | 0 | 1,503 | 0 | 0.0% |
| 市場推廣助理 | 169 | 0 | 169 | 0 | 169 | 0 | 0.0% |
| 推廣員 | 593 | 53 | 646 | 0 | 646 | 0 | 0.0% |
| 行政僱員 | 840 | 42 | 882 | 0 | 882 | 0 | 0.0% |
| 接待員 | 33 | 0 | 33 | 0 | 33 | 0 | 0.0% |
| 小計 | 4,611 | 205 | 4,816 | 0 | 4,816 | 0 | 0.0% |
| 6. 化妝產品公司 - 零售 | | | | | | | |
| 總監／總經理 | 100 | 0 | 100 | 0 | 100 | 0 | 0.0% |
| 企業／品牌形象營業總監／經理 | 30 | 0 | 30 | 0 | 30 | 0 | 0.0% |
| 分區店長／營運經理 | 154 | 0 | 154 | 0 | 154 | 0 | 0.0% |
| 市場經理 | 176 | 1 | 177 | 0 | 177 | 0 | 0.0% |
| 產品／技術經理 | 11 | 0 | 11 | 0 | 11 | 0 | 0.0% |
| 營業／市場主任 | 374 | 16 | 390 | 0 | 390 | 0 | 0.0% |
| 訓練主任 | 84 | 2 | 86 | 0 | 86 | 0 | 0.0% |
| 買手 | 93 | 2 | 95 | 0 | 95 | 0 | 0.0% |
| 店長 | 939 | 4 | 943 | 0 | 943 | 0 | 0.0% |
| 技術顧問 | 62 | 0 | 62 | 0 | 62 | 0 | 0.0% |
| 美容顧問（櫃位） | 6,174 | 232 | 6,406 | 0 | 6,401 | -5 | -0.1% |
| 頭髮護理顧問 | 278 | 8 | 286 | 0 | 278 | -8 | -2.8% |
| 化妝師 | 56 | 0 | 56 | 0 | 56 | 0 | 0.0% |
| 市場推廣助理 | 108 | 1 | 109 | 0 | 109 | 0 | 0.0% |
| 推廣員 | 649 | 48 | 697 | 0 | 697 | 0 | 0.0% |
| 行政僱員 | 204 | 0 | 204 | 0 | 204 | 0 | 0.0% |
| 接待員 | 40 | 0 | 40 | 0 | 40 | 0 | 0.0% |
| 小計 | 9,532 | 314 | 9,846 | 0 | 9,833 | -13 | -0.1% |

| 行業類別的主要職務 | 直接僱員 (a) | 空缺 (b) | 總人力需求 (a - b) | 受訓者 (c) | 僱主對2013年 的人力需求預測 (d) | 2013與2012年 的比較(人數) | 2013與2012年 的比較 (%) |
|----------------|---------------|--------------|------------------|------------|----------------------------|-----------------------|--------------------------|
| 7. 美甲中心 | | | | | | | |
| 總監／總經理 | 5 | 0 | 5 | 0 | 5 | 0 | 0.0% |
| 分區店長／營運經理 | 35 | 0 | 35 | 0 | 35 | 0 | 0.0% |
| 高級指甲技師 (指甲／趾甲) | 62 | 0 | 62 | 0 | 62 | 0 | 0.0% |
| 修甲師 (指甲／趾甲) | 398 | 126 | 524 | 0 | 524 | 0 | 0.0% |
| 甲藝師 | 436 | 36 | 472 | 30 | 502 | 30 | 6.4% |
| 初級指甲技師 (指甲／趾甲) | 88 | 18 | 106 | 0 | 106 | 0 | 0.0% |
| 足底按摩師 | 44 | 8 | 52 | 0 | 52 | 0 | 0.0% |
| 行政僱員 | 36 | 0 | 36 | 0 | 36 | 0 | 0.0% |
| 接待員 | 61 | 0 | 61 | 0 | 61 | 0 | 0.0% |
| 小計 | 1,165 | 188 | 1,353 | 30 | 1,383 | 30 | 2.2% |
| 總計 | 46,075 | 2,886 | 48,961 | 91 | 48,824 | -137 | -0.3% |

表二：2010年與2012年直接僱員、自由職人士及兼職人士數目的比較 (按行業類別劃分)

| 行業類別的主要職務 | 2010 | 2012 | 2010與2012年 的比較 (%) | 2010 | 2012 | 2010與2012年 的比較 (%) | 2010 | 2012 | 2010與2012年 的比較 (%) |
|-------------------------|---------------|---------------|--------------------------|------------|------------|--------------------------|------------|------------|--------------------------|
| | 直接僱員 | | | 自由職人士 | | | 兼職人士 | | |
| 1. 美容及美髮學校 | | | | | | | | | |
| 總監／校長（學校） | 12 | 26 | 116.67% | 0 | 0 | N/A | 0 | 0 | N/A |
| 高級導師 - 美容及美髮 | 45 | 29 | -35.56% | 0 | 0 | N/A | 10 | 1 | -90.00% |
| 美容導師 | 146 | 154 | 5.48% | 12 | 19 | 58.33% | 70 | 72 | 2.86% |
| 美髮導師 | 19 | 10 | -47.37% | 1 | 2 | 100.00% | 9 | 39 | 333.33% |
| 助理美容導師 | 38 | 18 | -52.63% | 0 | 0 | N/A | 0 | 0 | N/A |
| 助理美髮導師 | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A |
| 行政僱員 | 65 | 60 | -7.69% | 0 | 0 | N/A | 1 | 0 | -100.00% |
| 接待員 | 27 | 19 | -29.63% | 0 | 0 | N/A | 1 | 0 | -100.00% |
| 小計 | 352 | 316 | -10.23% | 13 | 21 | 61.54% | 91 | 112 | 23.08% |
| 2. 化妝、美甲學校 | | | | | | | | | |
| 總監／校長（學校） | 14 | 5 | -64.29% | 0 | 0 | N/A | 0 | 0 | N/A |
| 高級導師 - 化妝及美甲 | 30 | 9 | -70.00% | 0 | 5 | N/A | 0 | 5 | N/A |
| 化妝導師 | 72 | 47 | -34.72% | 5 | 3 | -40.00% | 16 | 28 | 75.00% |
| 美甲導師 | 13 | 10 | -23.08% | 1 | 1 | 0.00% | 7 | 12 | 71.43% |
| 助理化妝導師 | 22 | 2 | -90.91% | 0 | 0 | N/A | 0 | 0 | N/A |
| 助理美甲導師 | 4 | 10 | 150.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| 行政僱員 | 57 | 12 | -78.95% | 0 | 0 | N/A | 0 | 0 | N/A |
| 接待員 | 11 | 4 | -63.64% | 0 | 0 | N/A | 0 | 0 | N/A |
| 小計 | 223 | 99 | -55.61% | 6 | 9 | 50.00% | 23 | 45 | 95.65% |
| 3. 美容院／健康中心及水療中心 | | | | | | | | | |
| 總監／總經理 | 119 | 154 | 29.41% | 0 | 0 | N/A | 0 | 0 | N/A |
| 分區店長／營運經理 | 423 | 607 | 43.50% | 0 | 0 | N/A | 0 | 0 | N/A |
| 品牌／營業／市場總監／經理 | 64 | 179 | 179.69% | 0 | 0 | N/A | 0 | 0 | N/A |
| 營業／市場主任 | 258 | 279 | 8.14% | 0 | 0 | N/A | 0 | 0 | N/A |
| 高級美容師 | 1,085 | 1,261 | 16.22% | 32 | 0 | -100.00% | 0 | 0 | N/A |
| 高級化妝師 | 23 | 30 | 30.43% | 1 | 4 | 300.00% | 0 | 0 | N/A |
| 纖體顧問 | 161 | 127 | -21.12% | 0 | 0 | N/A | 0 | 0 | N/A |
| 美容師 | 9,003 | 9,184 | 2.01% | 183 | 186 | 1.64% | 240 | 326 | 35.83% |
| 醫護人員助理(美容) | 53 | 85 | 60.38% | 0 | 0 | N/A | 2 | 4 | 100.00% |
| 化妝師 | 197 | 269 | 36.55% | 121 | 174 | 43.80% | 35 | 20 | -42.86% |
| 按摩及身體護理師 | 1,144 | 1,224 | 6.99% | 25 | 76 | 204.00% | 17 | 70 | 311.76% |
| 修甲師（指甲／趾甲） | 97 | 83 | -14.43% | 1 | 0 | -100.00% | 4 | 1 | -75.00% |
| 甲藝師 | 88 | 86 | -2.27% | 0 | 6 | N/A | 0 | 0 | N/A |
| 纖體師 | 631 | 651 | 3.17% | 0 | 0 | N/A | 1 | 2 | 100.00% |
| 美容顧問 | 586 | 645 | 10.07% | 0 | 2 | N/A | 0 | 0 | N/A |
| 美容師助理 | 775 | 786 | 1.42% | 0 | 0 | N/A | 25 | 66 | 164.00% |
| 市場推廣助理 | 112 | 66 | -41.07% | 0 | 0 | N/A | 0 | 0 | N/A |
| 推廣員 | 117 | 112 | -4.27% | 0 | 0 | N/A | 0 | 30 | N/A |
| 行政僱員 | 355 | 440 | 23.94% | 0 | 0 | N/A | 25 | 0 | -100.00% |
| 接待員 | 857 | 788 | -8.05% | 0 | 1 | N/A | 14 | 8 | -42.86% |
| 醫護人員 | 75 | 66 | -12.00% | 3 | 13 | 333.33% | 2 | 0 | -100.00% |
| 小計 | 16,223 | 17,122 | 5.54% | 366 | 462 | 26.23% | 365 | 527 | 44.38% |

| 行業類別的主要職務 | 2010 | 2012 | 2010與2012年 的比較 (%) | 2010 | 2012 | 2010與2012年 的比較 (%) | 2010 | 2012 | 2010與2012年 的比較 (%) |
|---------------------------|---------------|---------------|--------------------------|------------|--------------|--------------------------|------------|------------|--------------------------|
| | 直接僱員 | | | 自由職人士 | | | 兼職人士 | | |
| 4. 髮廊 | | | | | | | | | |
| 總監／總經理 | 32 | 47 | 46.88% | 0 | 0 | N/A | 0 | 0 | N/A |
| 分區店長／營運經理 | 66 | 73 | 10.61% | 0 | 0 | N/A | 0 | 0 | N/A |
| 髮型設計總監 | 54 | 50 | -7.41% | 0 | 6 | N/A | 0 | 0 | N/A |
| 技術總監 | 12 | 5 | -58.33% | 0 | 4 | N/A | 0 | 0 | N/A |
| 高級髮型師 | 653 | 635 | -2.76% | 148 | 28 | -81.08% | 2 | 16 | 700.00% |
| 髮型師 | 7,325 | 7,436 | 1.52% | 585 | 1,564 | 167.35% | 237 | 146 | -38.40% |
| 電染技術員 | 312 | 271 | -13.14% | 15 | 11 | -26.67% | 0 | 26 | N/A |
| 修甲師（指甲／趾甲） | 162 | 125 | -22.84% | 24 | 21 | -12.50% | 4 | 2 | -50.00% |
| 甲藝師 | 26 | 36 | 38.46% | 0 | 0 | N/A | 25 | 0 | -100.00% |
| 髮型助理 | 4,543 | 3,955 | -12.94% | 98 | 177 | 80.61% | 203 | 565 | 178.33% |
| 行政僱員 | 153 | 162 | 5.88% | 0 | 1 | N/A | 0 | 12 | N/A |
| 接待員 | 375 | 435 | 16.00% | 0 | 0 | N/A | 31 | 41 | 32.26% |
| 小計 | 13,713 | 13,230 | -3.52% | 870 | 1,812 | 108.28% | 502 | 808 | 60.96% |
| 5. 化妝產品公司 - 批發及出入口 | | | | | | | | | |
| 總監／總經理 | 173 | 243 | 40.46% | 0 | 0 | N/A | 0 | 0 | N/A |
| 品牌／營業／市場總監／經理 | 221 | 291 | 31.67% | 0 | 0 | N/A | 0 | 0 | N/A |
| 產品／技術經理 | 194 | 187 | -3.61% | 0 | 0 | N/A | 0 | 0 | N/A |
| 營業／市場主任 | 709 | 738 | 4.09% | 0 | 0 | N/A | 33 | 8 | -75.76% |
| 訓練主任 | 45 | 58 | 28.89% | 0 | 0 | N/A | 0 | 0 | N/A |
| 技術顧問 | 60 | 34 | -43.33% | 0 | 0 | N/A | 0 | 0 | N/A |
| 營業代表 | 1,547 | 1,425 | -7.89% | 0 | 36 | N/A | 16 | 67 | 318.75% |
| 市場推廣助理 | 240 | 169 | -29.58% | 0 | 0 | N/A | 0 | 6 | N/A |
| 推廣員 | 332 | 593 | 78.61% | 0 | 0 | N/A | 200 | 3 | -98.50% |
| 行政僱員 | 856 | 840 | -1.87% | 0 | 0 | N/A | 0 | 3 | N/A |
| 接待員 | 72 | 33 | -54.17% | 0 | 0 | N/A | 0 | 9 | N/A |
| 小計 | 4,449 | 4,611 | 3.64% | 0 | 36 | N/A | 249 | 96 | -61.45% |
| 6. 化妝產品公司 - 零售 | | | | | | | | | |
| 總監／總經理 | 54 | 100 | 85.19% | 0 | 0 | N/A | 0 | 0 | N/A |
| 企業／品牌形象營業總監／經理 | 70 | 30 | -57.14% | 0 | 0 | N/A | 0 | 0 | N/A |
| 分區店長／營運經理 | 109 | 154 | 41.28% | 0 | 0 | N/A | 0 | 0 | N/A |
| 市場經理 | 90 | 176 | 95.56% | 0 | 0 | N/A | 0 | 0 | N/A |
| 產品／技術經理 | 45 | 11 | -75.56% | 0 | 0 | N/A | 0 | 0 | N/A |
| 營業／市場主任 | 238 | 374 | 57.14% | 0 | 0 | N/A | 0 | 42 | N/A |
| 訓練主任 | 77 | 84 | 9.09% | 0 | 0 | N/A | 0 | 0 | N/A |
| 買手 | 95 | 93 | -2.11% | 0 | 0 | N/A | 0 | 0 | N/A |
| 店長 | 699 | 939 | 34.33% | 0 | 0 | N/A | 0 | 0 | N/A |
| 技術顧問 | 62 | 62 | 0.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| 美容顧問（櫃位） | 6,417 | 6,174 | -3.79% | 0 | 1 | N/A | 71 | 266 | 274.65% |
| 頭髮護理顧問 | 355 | 278 | -21.69% | 0 | 0 | N/A | 0 | 0 | N/A |
| 化妝師 | 72 | 56 | -22.22% | 3 | 0 | -100.00% | 0 | 0 | N/A |
| 市場推廣助理 | 160 | 108 | -32.50% | 0 | 0 | N/A | 3 | 2 | -33.33% |
| 推廣員 | 139 | 649 | 366.91% | 0 | 0 | N/A | 91 | 0 | -100.00% |
| 行政僱員 | 291 | 204 | -29.90% | 0 | 0 | N/A | 0 | 1 | N/A |
| 接待員 | 50 | 40 | -20.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| 小計 | 9,023 | 9,532 | 5.64% | 3 | 1 | -66.67% | 165 | 311 | 88.48% |

| 行業類別的主要職務 | 2010 | 2012 | 2010與2012年 的比較 (%) | 2010 | 2012 | 2010與2012年 的比較 (%) | 2010 | 2012 | 2010與2012年 的比較 (%) |
|----------------|---------------|---------------|--------------------------|--------------|--------------|--------------------------|--------------|--------------|--------------------------|
| | 直接僱員 | | | 自由職人士 | | | 兼職人士 | | |
| 7. 美甲中心 | | | | | | | | | |
| 總監／總經理 | 13 | 5 | -61.54% | 0 | 0 | N/A | 0 | 0 | N/A |
| 分區店長／營運經理 | 25 | 35 | 40.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| 指甲顧問 (指甲／趾甲) | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A |
| 高級指甲技師 (指甲／趾甲) | 83 | 62 | -25.30% | 0 | 0 | N/A | 0 | 0 | N/A |
| 指甲技師 (指甲／趾甲) | 164 | 0 | -100.00% | 24 | 0 | -100.00% | 0 | 0 | N/A |
| 修甲師 (指甲／趾甲) | 189 | 398 | 110.58% | 0 | 0 | N/A | 0 | 40 | N/A |
| 甲藝師 | 265 | 436 | 64.53% | 0 | 0 | N/A | 0 | 8 | N/A |
| 手足護理師 | 25 | 0 | -100.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| 初級指甲技師 (指甲／趾甲) | 138 | 88 | -36.23% | 0 | 0 | N/A | 0 | 0 | N/A |
| 足底按摩師 | 0 | 44 | N/A | 0 | 48 | N/A | 0 | 0 | N/A |
| 行政僱員 | 6 | 36 | 500.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| 接待員 | 23 | 61 | 165.22% | 0 | 0 | N/A | 0 | 0 | N/A |
| 小計 | 931 | 1,165 | 25.13% | 24 | 48 | 100.00% | 0 | 48 | N/A |
| 總計 | 44,914 | 46,075 | 2.58% | 1,282 | 2,389 | 86.35% | 1,395 | 1,947 | 39.57% |

表三(a)：直接僱員宜有教育程度（按行業類別劃分）

| 行業類別的主要職務 | 大學學位或以上 | 副學士學位／高級文憑或同等學歷 | 文憑或同等學歷 | 證書／高級證書或同等學歷 | 中學六年級至七年級 | 中學四年級至五年級 | 中學三年級或以下 | 未有說明 | 總數 |
|---------------------------|--------------|-----------------|--------------|--------------|-------------|--------------|-------------|--------------|---------------|
| 1. 美容及美髮學校 | | | | | | | | | |
| 總監／校長（學校） | 9 | 0 | 4 | 3 | 2 | 2 | 0 | 6 | 26 |
| 高級導師 - 美容及美髮 | 15 | 2 | 5 | 0 | 0 | 5 | 0 | 2 | 29 |
| 美容導師 | 9 | 7 | 38 | 36 | 7 | 41 | 0 | 16 | 154 |
| 美髮導師 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 10 |
| 助理美容導師 | 0 | 6 | 2 | 8 | 0 | 0 | 0 | 2 | 18 |
| 行政僱員 | 2 | 0 | 5 | 17 | 14 | 10 | 0 | 12 | 60 |
| 接待員 | 0 | 0 | 2 | 0 | 7 | 8 | 0 | 2 | 19 |
| 小計 | 35 | 15 | 66 | 64 | 30 | 66 | 0 | 40 | 316 |
| 佔該教育程度的百分比(總數：316) | 11.1% | 4.7% | 20.9% | 20.3% | 9.5% | 20.9% | 0.0% | 12.7% | 100.0% |
| 2. 化妝、美甲學校 | | | | | | | | | |
| 總監／校長（學校） | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 5 |
| 高級導師 - 化妝及美甲 | 3 | 0 | 1 | 0 | 2 | 3 | 0 | 0 | 9 |
| 化妝導師 | 4 | 0 | 13 | 0 | 0 | 17 | 0 | 13 | 47 |
| 美甲導師 | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| 助理化妝導師 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| 助理美甲導師 | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| 行政僱員 | 1 | 1 | 0 | 1 | 0 | 6 | 0 | 3 | 12 |
| 接待員 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 4 |
| 小計 | 10 | 1 | 18 | 9 | 3 | 41 | 0 | 17 | 99 |
| 佔該教育程度的百分比(總數：99) | 10.1% | 1.0% | 18.2% | 9.1% | 3.0% | 41.4% | 0.0% | 17.2% | 100.0% |
| 3. 美容院／健康中心及水療中心 | | | | | | | | | |
| 總監／總經理 | 53 | 12 | 20 | 30 | 11 | 9 | 2 | 17 | 154 |
| 分區店長／營運經理 | 94 | 47 | 319 | 47 | 34 | 27 | 0 | 39 | 607 |
| 品牌／營業／市場總監／經理 | 66 | 20 | 16 | 19 | 2 | 54 | 0 | 2 | 179 |
| 營業／市場主任 | 10 | 8 | 49 | 37 | 9 | 140 | 1 | 25 | 279 |
| 高級美容師 | 6 | 17 | 262 | 153 | 83 | 679 | 0 | 61 | 1,261 |
| 高級化妝師 | 2 | 5 | 0 | 10 | 0 | 3 | 0 | 10 | 30 |
| 纖體顧問 | 46 | 3 | 4 | 55 | 2 | 15 | 2 | 0 | 127 |
| 美容師 | 27 | 0 | 599 | 1,327 | 449 | 6,038 | 406 | 338 | 9,184 |
| 醫護人員助理(美容) | 0 | 0 | 16 | 17 | 0 | 48 | 0 | 4 | 85 |
| 化妝師 | 0 | 0 | 0 | 53 | 46 | 155 | 0 | 15 | 269 |
| 按摩及身體護理師 | 9 | 40 | 102 | 126 | 24 | 847 | 40 | 36 | 1,224 |
| 修甲師（指甲／趾甲） | 0 | 0 | 0 | 10 | 4 | 64 | 0 | 5 | 83 |
| 甲藝師 | 0 | 0 | 2 | 43 | 0 | 23 | 0 | 18 | 86 |
| 纖體師 | 24 | 0 | 3 | 260 | 65 | 289 | 0 | 10 | 651 |
| 美容顧問 | 0 | 0 | 80 | 199 | 97 | 234 | 0 | 35 | 645 |
| 美容師助理 | 0 | 0 | 0 | 53 | 2 | 661 | 60 | 10 | 786 |
| 市場推廣助理 | 7 | 2 | 0 | 0 | 0 | 32 | 0 | 25 | 66 |
| 推廣員 | 0 | 0 | 0 | 0 | 0 | 112 | 0 | 0 | 112 |
| 行政僱員 | 0 | 44 | 42 | 36 | 106 | 175 | 0 | 37 | 440 |

| 行業類別的主要職務 | 大學學位或以上 | 副學士學位／高級文憑或同等學歷 | 文憑或同等學歷 | 證書／高級證書或同等學歷 | 中學六年級至七年級 | 中學四年級至五年級 | 中學三年級或以下 | 未有說明 | 總數 |
|------------------------------|-------------|-----------------|--------------|--------------|--------------|--------------|--------------|-------------|---------------|
| 3. 美容院／健康中心及水療中心 (續) | | | | | | | | | |
| 接待員 | 12 | 20 | 61 | 9 | 241 | 365 | 4 | 76 | 788 |
| 醫護人員 | 24 | 1 | 28 | 4 | 0 | 8 | 0 | 1 | 66 |
| 小計 | 380 | 219 | 1,603 | 2,488 | 1,175 | 9,978 | 515 | 764 | 17,122 |
| <i>佔該教育程度的百分比(總數：17,122)</i> | <i>2.2%</i> | <i>1.3%</i> | <i>9.4%</i> | <i>14.5%</i> | <i>6.9%</i> | <i>58.3%</i> | <i>3.0%</i> | <i>4.5%</i> | <i>100.0%</i> |
| 4. 髮廊 | | | | | | | | | |
| 總監／總經理 | 6 | 11 | 2 | 6 | 6 | 12 | 0 | 4 | 47 |
| 分區店長／營運經理 | 9 | 4 | 2 | 8 | 16 | 28 | 0 | 6 | 73 |
| 髮型設計總監 | 0 | 4 | 12 | 6 | 9 | 6 | 0 | 13 | 50 |
| 技術總監 | 0 | 0 | 0 | 1 | 0 | 4 | 0 | 0 | 5 |
| 高級髮型師 | 0 | 0 | 33 | 70 | 68 | 422 | 4 | 38 | 635 |
| 髮型師 | 0 | 0 | 0 | 162 | 246 | 5,054 | 1,708 | 266 | 7,436 |
| 電染技術員 | 0 | 0 | 0 | 9 | 0 | 212 | 9 | 41 | 271 |
| 修甲師 (指甲／趾甲) | 0 | 0 | 0 | 1 | 3 | 79 | 30 | 12 | 125 |
| 甲藝師 | 0 | 0 | 0 | 0 | 0 | 36 | 0 | 0 | 36 |
| 髮型助理 | 0 | 0 | 0 | 0 | 0 | 2,521 | 1,285 | 149 | 3,955 |
| 行政僱員 | 1 | 0 | 0 | 0 | 81 | 68 | 4 | 8 | 162 |
| 接待員 | 0 | 0 | 0 | 3 | 17 | 342 | 41 | 32 | 435 |
| 小計 | 16 | 19 | 49 | 266 | 446 | 8,784 | 3,081 | 569 | 13,230 |
| <i>佔該教育程度的百分比(總數：13,230)</i> | <i>0.1%</i> | <i>0.1%</i> | <i>0.4%</i> | <i>2.0%</i> | <i>3.4%</i> | <i>66.4%</i> | <i>23.3%</i> | <i>4.3%</i> | <i>100%</i> |
| 5. 化妝產品公司 - 批發及出入口 | | | | | | | | | |
| 總監／總經理 | 155 | 43 | 9 | 0 | 4 | 25 | 0 | 7 | 243 |
| 品牌／營業／市場總監／經理 | 122 | 96 | 7 | 44 | 15 | 2 | 0 | 5 | 291 |
| 產品／技術經理 | 49 | 1 | 1 | 68 | 2 | 28 | 0 | 38 | 187 |
| 營業／市場主任 | 60 | 28 | 185 | 79 | 133 | 244 | 0 | 9 | 738 |
| 訓練主任 | 0 | 38 | 2 | 0 | 14 | 4 | 0 | 0 | 58 |
| 技術顧問 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 31 | 34 |
| 營業代表 | 30 | 40 | 42 | 356 | 309 | 648 | 0 | 0 | 1,425 |
| 市場推廣助理 | 0 | 4 | 0 | 24 | 102 | 32 | 0 | 7 | 169 |
| 推廣員 | 0 | 0 | 23 | 0 | 24 | 457 | 24 | 65 | 593 |
| 行政僱員 | 0 | 9 | 114 | 28 | 182 | 507 | 0 | 0 | 840 |
| 接待員 | 0 | 3 | 0 | 4 | 19 | 4 | 0 | 3 | 33 |
| 小計 | 416 | 265 | 383 | 603 | 804 | 1,951 | 24 | 165 | 4,611 |
| <i>佔該教育程度的百分比(總數：4,611)</i> | <i>9.0%</i> | <i>5.7%</i> | <i>8.3%</i> | <i>13.1%</i> | <i>17.4%</i> | <i>42.3%</i> | <i>0.5%</i> | <i>3.6%</i> | <i>100.0%</i> |
| 6. 化妝產品公司 - 零售 | | | | | | | | | |
| 總監／總經理 | 65 | 3 | 0 | 24 | 0 | 0 | 0 | 8 | 100 |
| 企業／品牌形象營業總監／經理 | 17 | 0 | 0 | 8 | 0 | 0 | 0 | 5 | 30 |
| 分區店長／營運經理 | 48 | 13 | 18 | 15 | 40 | 14 | 0 | 6 | 154 |
| 市場經理 | 128 | 31 | 4 | 3 | 0 | 1 | 0 | 9 | 176 |
| 產品／技術經理 | 6 | 0 | 4 | 0 | 0 | 0 | 0 | 1 | 11 |
| 營業／市場主任 | 209 | 0 | 31 | 0 | 11 | 73 | 50 | 0 | 374 |
| 訓練主任 | 33 | 14 | 4 | 14 | 0 | 16 | 0 | 3 | 84 |
| 買手 | 26 | 0 | 0 | 25 | 27 | 15 | 0 | 0 | 93 |
| 店長 | 38 | 36 | 232 | 255 | 154 | 147 | 0 | 77 | 939 |
| 技術顧問 | 0 | 0 | 0 | 0 | 0 | 60 | 0 | 2 | 62 |

| 行業類別的主要職務 | 大學學位或以上 | 副學士學位／高級文憑或同等學歷 | 文憑或同等學歷 | 證書／高級證書或同等學歷 | 中學六年級至七年級 | 中學四年級至五年級 | 中學三年級或以下 | 未有說明 | 總數 |
|------------------------------|--------------|-----------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|
| 6. 化妝產品公司 - 零售 (續) | | | | | | | | | |
| 美容顧問 (櫃位) | 0 | 0 | 53 | 60 | 2,212 | 2,977 | 120 | 752 | 6,174 |
| 頭髮護理顧問 | 0 | 0 | 0 | 19 | 0 | 127 | 0 | 132 | 278 |
| 化妝師 | 0 | 0 | 18 | 7 | 21 | 0 | 0 | 10 | 56 |
| 市場推廣助理 | 4 | 40 | 0 | 2 | 44 | 18 | 0 | 0 | 108 |
| 推廣員 | 0 | 0 | 0 | 0 | 35 | 431 | 181 | 2 | 649 |
| 行政僱員 | 1 | 6 | 22 | 6 | 136 | 28 | 0 | 5 | 204 |
| 接待員 | 0 | 1 | 0 | 1 | 27 | 11 | 0 | 0 | 40 |
| 小計 | 575 | 144 | 386 | 439 | 2,707 | 3,918 | 351 | 1,012 | 9,532 |
| 佔該教育程度的百分比(總數：9,532) | 6.0% | 1.5% | 4.0% | 4.6% | 28.4% | 41.1% | 3.7% | 10.6% | 100.0% |
| 7. 美甲中心 | | | | | | | | | |
| 總監／總經理 | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| 分區店長／營運經理 | 0 | 0 | 1 | 20 | 0 | 14 | 0 | 0 | 35 |
| 高級指甲技師 (指甲／趾甲) | 0 | 10 | 0 | 10 | 0 | 42 | 0 | 0 | 62 |
| 指甲技師 (指甲／趾甲) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 修甲師 (指甲／趾甲) | 0 | 0 | 0 | 110 | 4 | 262 | 22 | 0 | 398 |
| 甲藝師 | 0 | 0 | 0 | 0 | 35 | 369 | 0 | 32 | 436 |
| 手足護理師 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 初級指甲技師 (指甲／趾甲) | 0 | 0 | 0 | 0 | 20 | 52 | 16 | 0 | 88 |
| 足底按摩師 | 0 | 0 | 0 | 0 | 0 | 44 | 0 | 0 | 44 |
| 行政僱員 | 0 | 0 | 0 | 30 | 0 | 6 | 0 | 0 | 36 |
| 接待員 | 0 | 0 | 0 | 0 | 10 | 48 | 3 | 0 | 61 |
| 小計 | 4 | 10 | 1 | 170 | 69 | 838 | 41 | 32 | 1,165 |
| 佔該教育程度的百分比(總數：1,165) | 0.3% | 0.9% | 0.1% | 14.6% | 5.9% | 71.9% | 3.5% | 2.7% | 100.0% |
| 總計 | 1,436 | 673 | 2,506 | 4,039 | 5,234 | 25,576 | 4,012 | 2,599 | 46,075 |
| 佔該教育程度的百分比(總數：46,075) | 3.1% | 1.5% | 5.4% | 8.8% | 11.4% | 55.5% | 8.7% | 5.6% | 100.0% |

表三(b)：直接僱員現有教育程度 (按行業類別劃分)

| 行業類別的主要職務 | 大學學位或以上 | 副學士學位／高級文憑或同等學歷 | 文憑或同等學歷 | 證書／高級證書或同等學歷 | 中學六年級至七年級 | 中學四年級至五年級 | 中學三年級或以下 | 未有說明 | 總數 |
|---------------------------|--------------|-----------------|--------------|--------------|-------------|--------------|-------------|--------------|---------------|
| 1. 美容及美髮學校 | | | | | | | | | |
| 總監／校長(學校) | 9 | 0 | 4 | 3 | 0 | 4 | 0 | 6 | 26 |
| 高級導師 - 美容及美髮 | 17 | 2 | 3 | 0 | 0 | 5 | 0 | 2 | 29 |
| 美容導師 | 9 | 8 | 32 | 38 | 10 | 41 | 0 | 16 | 154 |
| 美髮導師 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 10 |
| 助理美容導師 | 4 | 2 | 2 | 8 | 0 | 0 | 0 | 2 | 18 |
| 行政僱員 | 2 | 0 | 5 | 17 | 14 | 10 | 0 | 12 | 60 |
| 接待員 | 0 | 0 | 2 | 0 | 7 | 8 | 0 | 2 | 19 |
| 小計 | 41 | 12 | 58 | 66 | 31 | 68 | 0 | 40 | 316 |
| 佔該教育程度的百分比(總數：316) | 13.0% | 3.8% | 18.4% | 20.9% | 9.8% | 21.5% | 0.0% | 12.7% | 100.0% |
| 2. 化妝、美甲學校 | | | | | | | | | |
| 總監／校長(學校) | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 5 |
| 高級導師 - 化妝及美甲 | 3 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 9 |
| 化妝導師 | 4 | 0 | 13 | 0 | 0 | 17 | 0 | 13 | 47 |
| 美甲導師 | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| 助理化妝導師 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| 助理美甲導師 | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| 行政僱員 | 1 | 1 | 0 | 1 | 0 | 6 | 0 | 3 | 12 |
| 接待員 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 4 |
| 小計 | 10 | 1 | 20 | 9 | 1 | 41 | 0 | 17 | 99 |
| 佔該教育程度的百分比(總數：99) | 10.1% | 1.0% | 20.2% | 9.1% | 1.0% | 41.4% | 0.0% | 17.2% | 100.0% |
| 3. 美容院／健康中心及水療中心 | | | | | | | | | |
| 總監／總經理 | 37 | 4 | 22 | 39 | 17 | 20 | 2 | 13 | 154 |
| 分區店長／營運經理 | 76 | 28 | 90 | 28 | 54 | 292 | 0 | 39 | 607 |
| 品牌／營業／市場總監／經理 | 66 | 26 | 9 | 10 | 8 | 58 | 0 | 2 | 179 |
| 營業／市場主任 | 10 | 8 | 71 | 9 | 9 | 146 | 1 | 25 | 279 |
| 高級美容師 | 38 | 2 | 276 | 180 | 12 | 700 | 0 | 53 | 1,261 |
| 高級化妝師 | 2 | 0 | 5 | 10 | 0 | 3 | 8 | 2 | 30 |
| 纖體顧問 | 46 | 0 | 0 | 52 | 0 | 27 | 2 | 0 | 127 |
| 美容師 | 62 | 8 | 859 | 1,660 | 401 | 5,424 | 440 | 330 | 9,184 |
| 醫護人員助理(美容) | 0 | 0 | 6 | 8 | 9 | 58 | 0 | 4 | 85 |
| 化妝師 | 3 | 0 | 0 | 107 | 48 | 108 | 0 | 3 | 269 |
| 按摩及身體護理師 | 9 | 40 | 68 | 114 | 7 | 920 | 30 | 36 | 1,224 |
| 修甲師(指甲／趾甲) | 0 | 0 | 0 | 10 | 0 | 60 | 8 | 5 | 83 |
| 甲藝師 | 0 | 0 | 0 | 38 | 5 | 25 | 0 | 18 | 86 |
| 纖體師 | 24 | 0 | 0 | 250 | 56 | 311 | 0 | 10 | 651 |
| 美容顧問 | 0 | 0 | 80 | 168 | 45 | 317 | 0 | 35 | 645 |
| 美容師助理 | 0 | 0 | 0 | 48 | 14 | 570 | 144 | 10 | 786 |
| 市場推廣助理 | 7 | 2 | 0 | 0 | 0 | 32 | 0 | 25 | 66 |
| 推廣員 | 0 | 0 | 0 | 0 | 0 | 112 | 0 | 0 | 112 |
| 行政僱員 | 0 | 44 | 46 | 7 | 129 | 177 | 0 | 37 | 440 |

| 行業類別的主要職務 | 大學學位或以上 | 副學士學位／高級文憑或同等學歷 | 文憑或同等學歷 | 證書／高級證書或同等學歷 | 中學六年級至七年級 | 中學四年級至五年級 | 中學三年級或以下 | 未有說明 | 總數 |
|------------------------------|--------------|-----------------|--------------|--------------|--------------|--------------|--------------|-------------|---------------|
| 3. 美容院／健康中心及水療中心 (續) | | | | | | | | | |
| 接待員 | 12 | 20 | 61 | 81 | 106 | 428 | 4 | 76 | 788 |
| 醫護人員 | 24 | 1 | 28 | 4 | 0 | 8 | 0 | 1 | 66 |
| 小計 | 416 | 183 | 1,621 | 2,823 | 920 | 9,796 | 639 | 724 | 17,122 |
| <i>佔該教育程度的百分比(總數：17,122)</i> | <i>2.4%</i> | <i>1.1%</i> | <i>9.5%</i> | <i>16.5%</i> | <i>5.4%</i> | <i>57.2%</i> | <i>3.7%</i> | <i>4.2%</i> | <i>100.0%</i> |
| 4. 髮廊 | | | | | | | | | |
| 總監／總經理 | 6 | 0 | 0 | 6 | 8 | 23 | 0 | 4 | 47 |
| 分區店長／營運經理 | 9 | 1 | 1 | 7 | 4 | 37 | 9 | 5 | 73 |
| 髮型設計總監 | 0 | 0 | 12 | 8 | 11 | 8 | 0 | 11 | 50 |
| 技術總監 | 0 | 0 | 0 | 1 | 0 | 4 | 0 | 0 | 5 |
| 高級髮型師 | 0 | 32 | 25 | 66 | 36 | 398 | 60 | 18 | 635 |
| 髮型師 | 0 | 0 | 5 | 59 | 378 | 4,223 | 2,623 | 148 | 7,436 |
| 電染技術員 | 0 | 0 | 0 | 9 | 0 | 194 | 31 | 37 | 271 |
| 修甲師 (指甲／趾甲) | 0 | 0 | 0 | 2 | 0 | 106 | 0 | 17 | 125 |
| 甲藝師 | 0 | 0 | 0 | 0 | 0 | 36 | 0 | 0 | 36 |
| 髮型助理 | 0 | 0 | 0 | 4 | 0 | 2,388 | 1,426 | 137 | 3,955 |
| 行政僱員 | 1 | 4 | 48 | 6 | 37 | 62 | 4 | 0 | 162 |
| 接待員 | 0 | 0 | 0 | 0 | 20 | 325 | 74 | 16 | 435 |
| 小計 | 16 | 37 | 91 | 168 | 494 | 7,804 | 4,227 | 393 | 13,230 |
| <i>佔該教育程度的百分比(總數：13,230)</i> | <i>0.1%</i> | <i>0.3%</i> | <i>0.7%</i> | <i>1.3%</i> | <i>3.7%</i> | <i>59.0%</i> | <i>32.0%</i> | <i>3.0%</i> | <i>100.0%</i> |
| 5. 化妝產品公司 - 批發及出入口 | | | | | | | | | |
| 總監／總經理 | 111 | 16 | 27 | 0 | 21 | 61 | 0 | 7 | 243 |
| 品牌／營業／市場總監／經理 | 137 | 79 | 4 | 18 | 31 | 17 | 0 | 5 | 291 |
| 產品／技術經理 | 46 | 0 | 57 | 16 | 2 | 28 | 0 | 38 | 187 |
| 營業／市場主任 | 36 | 184 | 36 | 59 | 99 | 315 | 0 | 9 | 738 |
| 訓練主任 | 0 | 38 | 2 | 8 | 0 | 10 | 0 | 0 | 58 |
| 技術顧問 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 31 | 34 |
| 營業代表 | 150 | 40 | 16 | 231 | 191 | 737 | 60 | 0 | 1,425 |
| 市場推廣助理 | 0 | 0 | 4 | 3 | 123 | 32 | 0 | 7 | 169 |
| 推廣員 | 0 | 0 | 23 | 0 | 96 | 385 | 24 | 65 | 593 |
| 行政僱員 | 0 | 9 | 110 | 13 | 242 | 466 | 0 | 0 | 840 |
| 接待員 | 0 | 3 | 0 | 4 | 18 | 5 | 0 | 3 | 33 |
| 小計 | 480 | 369 | 279 | 355 | 823 | 2,056 | 84 | 165 | 4,611 |
| <i>佔該教育程度的百分比(總數：4,611)</i> | <i>10.4%</i> | <i>8.0%</i> | <i>6.1%</i> | <i>7.7%</i> | <i>17.8%</i> | <i>44.6%</i> | <i>1.8%</i> | <i>3.6%</i> | <i>100.0%</i> |
| 6. 化妝產品公司 - 零售 | | | | | | | | | |
| 總監／總經理 | 64 | 3 | 3 | 24 | 2 | 0 | 0 | 4 | 100 |
| 企業／品牌形象營業總監／經理 | 17 | 0 | 0 | 8 | 0 | 0 | 0 | 5 | 30 |
| 分區店長／營運經理 | 42 | 15 | 21 | 15 | 3 | 54 | 0 | 4 | 154 |
| 市場經理 | 148 | 4 | 9 | 3 | 8 | 3 | 0 | 1 | 176 |
| 產品／技術經理 | 6 | 0 | 4 | 0 | 0 | 0 | 0 | 1 | 11 |
| 營業／市場主任 | 209 | 0 | 13 | 0 | 8 | 94 | 50 | 0 | 374 |
| 訓練主任 | 33 | 14 | 4 | 14 | 0 | 16 | 0 | 3 | 84 |
| 買手 | 26 | 0 | 0 | 0 | 27 | 40 | 0 | 0 | 93 |
| 店長 | 38 | 36 | 150 | 112 | 157 | 369 | 0 | 77 | 939 |
| 技術顧問 | 0 | 0 | 0 | 0 | 0 | 60 | 0 | 2 | 62 |
| 美容顧問 (櫃位) | 0 | 0 | 30 | 146 | 1,380 | 3,746 | 120 | 752 | 6,174 |
| 頭髮護理顧問 | 0 | 0 | 0 | 19 | 0 | 127 | 0 | 132 | 278 |

| 行業類別的主要職務 | 大學學位或以上 | 副學士學位／高級文憑或同等學歷 | 文憑或同等學歷 | 證書／高級證書或同等學歷 | 中學六年級至七年級 | 中學四年級至五年級 | 中學三年級或以下 | 未有說明 | 總數 |
|------------------------------|--------------|-----------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|
| 6. 化妝產品公司 - 零售 (續) | | | | | | | | | |
| 化妝師 | 0 | 0 | 18 | 7 | 21 | 0 | 0 | 10 | 56 |
| 市場推廣助理 | 30 | 14 | 0 | 2 | 48 | 14 | 0 | 0 | 108 |
| 推廣員 | 0 | 0 | 0 | 0 | 35 | 456 | 156 | 2 | 649 |
| 行政僱員 | 1 | 6 | 18 | 0 | 103 | 71 | 0 | 5 | 204 |
| 接待員 | 0 | 1 | 0 | 0 | 25 | 14 | 0 | 0 | 40 |
| 小計 | 614 | 93 | 270 | 350 | 1,817 | 5,064 | 326 | 998 | 9,532 |
| <i>佔該教育程度的百分比(總數：9,532)</i> | <i>6.4%</i> | <i>1.0%</i> | <i>2.8%</i> | <i>3.7%</i> | <i>19.1%</i> | <i>53.1%</i> | <i>3.4%</i> | <i>10.5%</i> | <i>100.0%</i> |
| 7. 美甲中心 | | | | | | | | | |
| 總監／總經理 | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| 分區店長／營運經理 | 0 | 0 | 1 | 8 | 0 | 26 | 0 | 0 | 35 |
| 高級指甲技師 (指甲／趾甲) | 0 | 10 | 2 | 8 | 0 | 42 | 0 | 0 | 62 |
| 指甲技師 (指甲／趾甲) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 修甲師 (指甲／趾甲) | 0 | 0 | 60 | 54 | 0 | 229 | 55 | 0 | 398 |
| 甲藝師 | 0 | 0 | 0 | 5 | 0 | 399 | 0 | 32 | 436 |
| 手足護理師 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 初級指甲技師 (指甲／趾甲) | 0 | 0 | 0 | 20 | 0 | 52 | 16 | 0 | 88 |
| 足底按摩師 | 0 | 0 | 0 | 0 | 0 | 4 | 40 | 0 | 44 |
| 行政僱員 | 0 | 0 | 0 | 30 | 1 | 5 | 0 | 0 | 36 |
| 接待員 | 0 | 0 | 0 | 10 | 10 | 41 | 0 | 0 | 61 |
| 小計 | 4 | 10 | 63 | 135 | 11 | 799 | 111 | 32 | 1,165 |
| <i>佔該教育程度的百分比(總數：1,165)</i> | <i>0.3%</i> | <i>0.9%</i> | <i>5.4%</i> | <i>11.6%</i> | <i>0.9%</i> | <i>68.6%</i> | <i>9.5%</i> | <i>2.7%</i> | <i>100.0%</i> |
| 總計 | 1,581 | 705 | 2,402 | 3,906 | 4,097 | 25,628 | 5,387 | 2,369 | 46,075 |
| <i>佔該教育程度的百分比(總數：46,075)</i> | <i>3.4%</i> | <i>1.5%</i> | <i>5.2%</i> | <i>8.5%</i> | <i>8.9%</i> | <i>55.6%</i> | <i>11.7%</i> | <i>5.2%</i> | <i>100.0%</i> |

表四(a)：直接僱員宜有相關年資 (按行業類別劃分)

| 行業類別的主要職務 | 十年或以上 | 六年至十年以下 | 三年至六年以下 | 一年至三年以下 | 一年以下 | 未有說明 | 總數 |
|-------------------------|-------------|--------------|--------------|--------------|-------------|--------------|---------------|
| 1. 美容及美髮學校 | | | | | | | |
| 總監／校長（學校） | 16 | 1 | 3 | 0 | 0 | 6 | 26 |
| 高級導師 - 美容及美髮 | 11 | 8 | 8 | 0 | 0 | 2 | 29 |
| 美容導師 | 4 | 35 | 62 | 37 | 0 | 16 | 154 |
| 美髮導師 | 0 | 10 | 0 | 0 | 0 | 0 | 10 |
| 助理美容導師 | 0 | 0 | 14 | 2 | 0 | 2 | 18 |
| 行政僱員 | 0 | 1 | 9 | 38 | 0 | 12 | 60 |
| 接待員 | 0 | 0 | 2 | 12 | 3 | 2 | 19 |
| 小計 | 31 | 55 | 98 | 89 | 3 | 40 | 316 |
| <i>佔該年資的百分比(總數：316)</i> | <i>9.8%</i> | <i>17.4%</i> | <i>31.0%</i> | <i>28.2%</i> | <i>0.9%</i> | <i>12.7%</i> | <i>100.0%</i> |
| 2. 化妝、美甲學校 | | | | | | | |
| 總監／校長（學校） | 1 | 2 | 1 | 0 | 0 | 1 | 5 |
| 高級導師 - 化妝及美甲 | 0 | 5 | 3 | 1 | 0 | 0 | 9 |
| 化妝導師 | 0 | 5 | 26 | 3 | 0 | 13 | 47 |
| 美甲導師 | 0 | 0 | 10 | 0 | 0 | 0 | 10 |
| 助理化妝導師 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| 助理美甲導師 | 0 | 0 | 4 | 2 | 4 | 0 | 10 |
| 行政僱員 | 0 | 2 | 3 | 4 | 0 | 3 | 12 |
| 接待員 | 0 | 0 | 1 | 3 | 0 | 0 | 4 |
| 小計 | 1 | 14 | 48 | 15 | 4 | 17 | 99 |
| <i>佔該年資的百分比(總數：99)</i> | <i>1.0%</i> | <i>14.1%</i> | <i>48.5%</i> | <i>15.2%</i> | <i>4.0%</i> | <i>17.2%</i> | <i>100.0%</i> |
| 3. 美容院／健康中心及水療中心 | | | | | | | |
| 總監／總經理 | 60 | 27 | 28 | 22 | 0 | 17 | 154 |
| 分區店長／營運經理 | 87 | 379 | 90 | 9 | 0 | 42 | 607 |
| 品牌／營業／市場總監／經理 | 91 | 44 | 17 | 25 | 0 | 2 | 179 |
| 營業／市場主任 | 0 | 52 | 124 | 76 | 2 | 25 | 279 |
| 高級美容師 | 145 | 238 | 683 | 134 | 0 | 61 | 1,261 |
| 高級化妝師 | 0 | 2 | 15 | 5 | 0 | 8 | 30 |
| 纖體顧問 | 0 | 15 | 81 | 19 | 0 | 12 | 127 |
| 美容師 | 133 | 122 | 3,602 | 4,506 | 469 | 352 | 9,184 |
| 醫護人員助理(美容) | 0 | 0 | 14 | 58 | 9 | 4 | 85 |
| 化妝師 | 0 | 0 | 95 | 151 | 9 | 14 | 269 |
| 按摩及身體護理師 | 8 | 5 | 360 | 549 | 266 | 36 | 1,224 |
| 修甲師（指甲／趾甲） | 0 | 0 | 44 | 34 | 0 | 5 | 83 |
| 甲藝師 | 0 | 0 | 2 | 61 | 5 | 18 | 86 |
| 纖體師 | 0 | 36 | 251 | 186 | 152 | 26 | 651 |
| 美容顧問 | 0 | 6 | 252 | 332 | 20 | 35 | 645 |
| 美容師助理 | 0 | 0 | 68 | 397 | 310 | 11 | 786 |
| 市場推廣助理 | 0 | 0 | 0 | 36 | 5 | 25 | 66 |
| 推廣員 | 0 | 0 | 0 | 96 | 16 | 0 | 112 |

| 行業類別的主要職務 | 十年或以上 | 六年至十年 以下 | 三年至六年 以下 | 一年至三年 以下 | 一年以下 | 未有 說明 | 總數 |
|-----------------------------|-------------|--------------|--------------|--------------|--------------|-------------|---------------|
| 3. 美容院/健康中心及水療中心 (續) | | | | | | | |
| 行政僱員 | 0 | 0 | 93 | 284 | 26 | 37 | 440 |
| 接待員 | 0 | 0 | 119 | 414 | 171 | 84 | 788 |
| 醫護人員 | 0 | 8 | 16 | 40 | 1 | 1 | 66 |
| 小計 | 524 | 934 | 5,954 | 7,434 | 1,461 | 815 | 17,122 |
| <i>佔該年資的百分比(總數: 17,122)</i> | <i>3.1%</i> | <i>5.5%</i> | <i>34.8%</i> | <i>43.4%</i> | <i>8.5%</i> | <i>4.8%</i> | <i>100.0%</i> |
| 4. 髮廊 | | | | | | | |
| 總監/總經理 | 18 | 17 | 8 | 0 | 0 | 4 | 47 |
| 分區店長/營運經理 | 5 | 24 | 27 | 11 | 0 | 6 | 73 |
| 髮型設計總監 | 7 | 8 | 20 | 4 | 0 | 11 | 50 |
| 技術總監 | 3 | 0 | 2 | 0 | 0 | 0 | 5 |
| 高級髮型師 | 12 | 135 | 426 | 26 | 0 | 36 | 635 |
| 髮型師 | 291 | 432 | 3,999 | 2,455 | 93 | 166 | 7,436 |
| 電染技術員 | 0 | 0 | 88 | 130 | 12 | 41 | 271 |
| 修甲師(指甲/趾甲) | 1 | 0 | 58 | 54 | 0 | 12 | 125 |
| 甲藝師 | 0 | 0 | 9 | 27 | 0 | 0 | 36 |
| 髮型助理 | 0 | 18 | 27 | 2,204 | 1,557 | 149 | 3,955 |
| 行政僱員 | 0 | 1 | 4 | 143 | 6 | 8 | 162 |
| 接待員 | 0 | 0 | 6 | 252 | 145 | 32 | 435 |
| 小計 | 337 | 635 | 4,674 | 5,306 | 1,813 | 465 | 13,230 |
| <i>佔該年資的百分比(總數: 13,230)</i> | <i>2.5%</i> | <i>4.8%</i> | <i>35.3%</i> | <i>40.1%</i> | <i>13.7%</i> | <i>3.5%</i> | <i>100.0%</i> |
| 5. 化妝產品公司 - 批發及出入口 | | | | | | | |
| 總監/總經理 | 51 | 102 | 81 | 2 | 0 | 7 | 243 |
| 品牌/營業/市場總監/經理 | 10 | 162 | 114 | 0 | 0 | 5 | 291 |
| 產品/技術經理 | 0 | 17 | 81 | 51 | 0 | 38 | 187 |
| 營業/市場主任 | 16 | 65 | 435 | 213 | 0 | 9 | 738 |
| 訓練主任 | 0 | 0 | 52 | 6 | 0 | 0 | 58 |
| 技術顧問 | 0 | 3 | 0 | 0 | 0 | 31 | 34 |
| 營業代表 | 0 | 167 | 307 | 912 | 39 | 0 | 1,425 |
| 市場推廣助理 | 0 | 0 | 28 | 134 | 0 | 7 | 169 |
| 推廣員 | 0 | 0 | 0 | 268 | 260 | 65 | 593 |
| 行政僱員 | 0 | 0 | 210 | 613 | 17 | 0 | 840 |
| 接待員 | 0 | 0 | 0 | 28 | 2 | 3 | 33 |
| 小計 | 77 | 516 | 1,308 | 2,227 | 318 | 165 | 4,611 |
| <i>佔該年資的百分比(總數: 4,611)</i> | <i>1.7%</i> | <i>11.2%</i> | <i>28.4%</i> | <i>48.3%</i> | <i>6.9%</i> | <i>3.6%</i> | <i>100.0%</i> |
| 6. 化妝產品公司 - 零售 | | | | | | | |
| 總監/總經理 | 48 | 11 | 29 | 2 | 0 | 10 | 100 |
| 企業/品牌形象營業總監/經理 | 10 | 0 | 10 | 0 | 0 | 10 | 30 |
| 分區店長/營運經理 | 62 | 26 | 45 | 6 | 0 | 15 | 154 |
| 市場經理 | 105 | 30 | 26 | 2 | 0 | 13 | 176 |
| 產品/技術經理 | 0 | 3 | 2 | 0 | 0 | 6 | 11 |
| 營業/市場主任 | 0 | 75 | 153 | 83 | 51 | 12 | 374 |
| 訓練主任 | 0 | 17 | 55 | 3 | 0 | 9 | 84 |

| 行業類別的主要職務 | 十年或以上 | 六年至十年 以下 | 三年至六年 以下 | 一年至三年 以下 | 一年以下 | 未有 說明 | 總數 |
|----------------------------|--------------|--------------|---------------|---------------|--------------|--------------|---------------|
| 6. 化妝產品公司 - 零售 (續) | | | | | | | |
| 買手 | 25 | 2 | 65 | 1 | 0 | 0 | 93 |
| 店長 | 0 | 282 | 395 | 148 | 0 | 114 | 939 |
| 技術顧問 | 0 | 0 | 60 | 0 | 0 | 2 | 62 |
| 美容顧問 (櫃位) | 0 | 20 | 1,730 | 2,356 | 1,316 | 752 | 6,174 |
| 頭髮護理顧問 | 19 | 0 | 0 | 0 | 127 | 132 | 278 |
| 化妝師 | 0 | 0 | 39 | 7 | 0 | 10 | 56 |
| 市場推廣助理 | 0 | 0 | 36 | 62 | 10 | 0 | 108 |
| 推廣員 | 0 | 0 | 4 | 581 | 62 | 2 | 649 |
| 行政僱員 | 0 | 0 | 110 | 80 | 7 | 7 | 204 |
| 接待員 | 0 | 0 | 25 | 13 | 0 | 2 | 40 |
| 小計 | 269 | 466 | 2,784 | 3,344 | 1,573 | 1,096 | 9,532 |
| <i>佔該年資的百分比(總數：9,532)</i> | <i>2.8%</i> | <i>4.9%</i> | <i>29.2%</i> | <i>35.1%</i> | <i>16.5%</i> | <i>11.5%</i> | <i>100.0%</i> |
| 7. 美甲中心 | | | | | | | |
| 總監／總經理 | 0 | 0 | 4 | 1 | 0 | 0 | 5 |
| 分區店長／營運經理 | 0 | 1 | 23 | 11 | 0 | 0 | 35 |
| 高級指甲技師 (指甲／趾甲) | 0 | 14 | 15 | 33 | 0 | 0 | 62 |
| 指甲技師 (指甲／趾甲) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 修甲師 (指甲／趾甲) | 0 | 0 | 131 | 241 | 26 | 0 | 398 |
| 甲藝師 | 0 | 0 | 128 | 276 | 0 | 32 | 436 |
| 手足護理師 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 初級指甲技師 (指甲／趾甲) | 0 | 0 | 0 | 24 | 64 | 0 | 88 |
| 足底按摩師 | 0 | 0 | 40 | 4 | 0 | 0 | 44 |
| 行政僱員 | 0 | 0 | 21 | 15 | 0 | 0 | 36 |
| 接待員 | 0 | 0 | 2 | 36 | 23 | 0 | 61 |
| 小計 | 0 | 15 | 364 | 641 | 113 | 32 | 1,165 |
| <i>佔該年資的百分比(總數：1,165)</i> | <i>0.0%</i> | <i>1.3%</i> | <i>31.2%</i> | <i>55.0%</i> | <i>9.7%</i> | <i>2.7%</i> | <i>100.0%</i> |
| 總計 | 1,239 | 2,635 | 15,230 | 19,056 | 5,285 | 2,630 | 46,075 |
| <i>佔該年資的百分比(總數：46,075)</i> | <i>2.7%</i> | <i>5.7%</i> | <i>33.0%</i> | <i>41.4%</i> | <i>11.5%</i> | <i>5.7%</i> | <i>100.0%</i> |

表四(b)：直接僱員現有相關年資（按行業類別劃分）

| 行業類別的主要職務 | 十年或以上 | 六年至十年 以下 | 三年至六年 以下 | 一年至三年 以下 | 一年以下 | 未有 說明 | 總數 |
|-------------------------|--------------|--------------|--------------|--------------|-------------|--------------|---------------|
| 1. 美容及美髮學校 | | | | | | | |
| 總監／校長（學校） | 17 | 3 | 0 | 0 | 0 | 6 | 26 |
| 高級導師 - 美容及美髮 | 13 | 14 | 0 | 0 | 0 | 2 | 29 |
| 美容導師 | 22 | 22 | 93 | 1 | 0 | 16 | 154 |
| 美髮導師 | 0 | 10 | 0 | 0 | 0 | 0 | 10 |
| 助理美容導師 | 0 | 0 | 14 | 2 | 0 | 2 | 18 |
| 行政僱員 | 4 | 1 | 12 | 31 | 0 | 12 | 60 |
| 接待員 | 2 | 0 | 3 | 10 | 2 | 2 | 19 |
| 小計 | 58 | 50 | 122 | 44 | 2 | 40 | 316 |
| <i>佔該年資的百分比(總數：316)</i> | <i>18.4%</i> | <i>15.8%</i> | <i>38.6%</i> | <i>13.9%</i> | <i>0.6%</i> | <i>12.7%</i> | <i>100.0%</i> |
| 2. 化妝、美甲學校 | | | | | | | |
| 總監／校長（學校） | 4 | 0 | 0 | 0 | 0 | 1 | 5 |
| 高級導師 - 化妝及美甲 | 8 | 0 | 1 | 0 | 0 | 0 | 9 |
| 化妝導師 | 4 | 17 | 13 | 0 | 0 | 13 | 47 |
| 美甲導師 | 0 | 3 | 7 | 0 | 0 | 0 | 10 |
| 助理化妝導師 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| 助理美甲導師 | 0 | 0 | 0 | 10 | 0 | 0 | 10 |
| 行政僱員 | 0 | 2 | 3 | 4 | 0 | 3 | 12 |
| 接待員 | 0 | 0 | 1 | 3 | 0 | 0 | 4 |
| 小計 | 16 | 22 | 25 | 19 | 0 | 17 | 99 |
| <i>佔該年資的百分比(總數：99)</i> | <i>16.2%</i> | <i>22.2%</i> | <i>25.3%</i> | <i>19.2%</i> | <i>0.0%</i> | <i>17.2%</i> | <i>100.0%</i> |
| 3. 美容院／健康中心及水療中心 | | | | | | | |
| 總監／總經理 | 91 | 9 | 24 | 22 | 0 | 8 | 154 |
| 分區店長／營運經理 | 325 | 201 | 39 | 0 | 0 | 42 | 607 |
| 品牌／營業／市場總監／經理 | 110 | 40 | 26 | 1 | 0 | 2 | 179 |
| 營業／市場主任 | 3 | 96 | 157 | 13 | 0 | 10 | 279 |
| 高級美容師 | 437 | 281 | 475 | 15 | 0 | 53 | 1,261 |
| 高級化妝師 | 10 | 0 | 17 | 3 | 0 | 0 | 30 |
| 纖體顧問 | 24 | 40 | 35 | 16 | 0 | 12 | 127 |
| 美容師 | 2,509 | 1,292 | 3,255 | 1,849 | 2 | 277 | 9,184 |
| 醫護人員助理(美容) | 0 | 4 | 25 | 52 | 0 | 4 | 85 |
| 化妝師 | 80 | 82 | 33 | 73 | 1 | 0 | 269 |
| 按摩及身體護理師 | 80 | 131 | 542 | 434 | 1 | 36 | 1,224 |
| 修甲師（指甲／趾甲） | 4 | 8 | 58 | 8 | 0 | 5 | 83 |
| 甲藝師 | 4 | 0 | 2 | 62 | 0 | 18 | 86 |
| 纖體師 | 54 | 47 | 374 | 150 | 0 | 26 | 651 |
| 美容顧問 | 21 | 126 | 230 | 233 | 0 | 35 | 645 |
| 美容師助理 | 68 | 24 | 111 | 272 | 301 | 10 | 786 |
| 市場推廣助理 | 0 | 0 | 0 | 36 | 5 | 25 | 66 |
| 推廣員 | 0 | 0 | 16 | 95 | 1 | 0 | 112 |

| 行業類別的主要職務 | 十年或以上 | 六年至十年 以下 | 三年至六年 以下 | 一年至三年 以下 | 一年以下 | 未有 說明 | 總數 |
|-----------------------------|--------------|--------------|--------------|--------------|-------------|-------------|---------------|
| 3. 美容院/健康中心及水療中心 (續) | | | | | | | |
| 行政僱員 | 1 | 26 | 156 | 230 | 0 | 27 | 440 |
| 接待員 | 0 | 6 | 263 | 414 | 21 | 84 | 788 |
| 醫護人員 | 8 | 8 | 42 | 6 | 1 | 1 | 66 |
| 小計 | 3,829 | 2,421 | 5,880 | 3,984 | 333 | 675 | 17,122 |
| <i>佔該年資的百分比(總數: 17,122)</i> | <i>22.4%</i> | <i>14.1%</i> | <i>34.3%</i> | <i>23.3%</i> | <i>1.9%</i> | <i>3.9%</i> | <i>100.0%</i> |
| 4. 髮廊 | | | | | | | |
| 總監/總經理 | 26 | 15 | 2 | 0 | 0 | 4 | 47 |
| 分區店長/營運經理 | 20 | 41 | 5 | 2 | 0 | 5 | 73 |
| 髮型設計總監 | 11 | 10 | 20 | 0 | 0 | 9 | 50 |
| 技術總監 | 3 | 0 | 2 | 0 | 0 | 0 | 5 |
| 高級髮型師 | 270 | 201 | 128 | 20 | 0 | 16 | 635 |
| 髮型師 | 4,301 | 1,084 | 1,511 | 392 | 0 | 148 | 7,436 |
| 電染技術員 | 50 | 34 | 117 | 33 | 0 | 37 | 271 |
| 修甲師(指甲/趾甲) | 51 | 11 | 20 | 26 | 0 | 17 | 125 |
| 甲藝師 | 0 | 4 | 21 | 11 | 0 | 0 | 36 |
| 髮型助理 | 149 | 177 | 682 | 2,350 | 460 | 137 | 3,955 |
| 行政僱員 | 0 | 42 | 58 | 57 | 1 | 4 | 162 |
| 接待員 | 53 | 20 | 46 | 260 | 32 | 24 | 435 |
| 小計 | 4,934 | 1,639 | 2,612 | 3,151 | 493 | 401 | 13,230 |
| <i>佔該年資的百分比(總數: 13,230)</i> | <i>37.3%</i> | <i>12.4%</i> | <i>19.7%</i> | <i>23.8%</i> | <i>3.7%</i> | <i>3.0%</i> | <i>100.0%</i> |
| 5. 化妝產品公司 - 批發及出入口 | | | | | | | |
| 總監/總經理 | 166 | 48 | 28 | 0 | 0 | 1 | 243 |
| 品牌/營業/市場總監/經理 | 111 | 156 | 19 | 0 | 0 | 5 | 291 |
| 產品/技術經理 | 12 | 35 | 63 | 39 | 0 | 38 | 187 |
| 營業/市場主任 | 209 | 137 | 340 | 43 | 0 | 9 | 738 |
| 訓練主任 | 0 | 6 | 46 | 6 | 0 | 0 | 58 |
| 技術顧問 | 0 | 0 | 3 | 0 | 0 | 31 | 34 |
| 營業代表 | 240 | 264 | 399 | 522 | 0 | 0 | 1,425 |
| 市場推廣助理 | 0 | 0 | 31 | 131 | 0 | 7 | 169 |
| 推廣員 | 0 | 0 | 102 | 426 | 0 | 65 | 593 |
| 行政僱員 | 12 | 94 | 134 | 600 | 0 | 0 | 840 |
| 接待員 | 0 | 0 | 3 | 27 | 3 | 0 | 33 |
| 小計 | 750 | 740 | 1,168 | 1,794 | 3 | 156 | 4,611 |
| <i>佔該年資的百分比(總數: 4,611)</i> | <i>16.3%</i> | <i>16.0%</i> | <i>25.3%</i> | <i>38.9%</i> | <i>0.1%</i> | <i>3.4%</i> | <i>100.0%</i> |
| 6. 化妝產品公司 - 零售 | | | | | | | |
| 總監/總經理 | 89 | 0 | 3 | 2 | 0 | 6 | 100 |
| 企業/品牌形象營業總監/經理 | 10 | 0 | 10 | 0 | 0 | 10 | 30 |
| 分區店長/營運經理 | 80 | 16 | 42 | 3 | 0 | 13 | 154 |
| 市場經理 | 108 | 37 | 24 | 0 | 2 | 5 | 176 |
| 產品/技術經理 | 0 | 5 | 0 | 0 | 0 | 6 | 11 |
| 營業/市場主任 | 2 | 76 | 224 | 10 | 50 | 12 | 374 |
| 訓練主任 | 23 | 11 | 41 | 0 | 0 | 9 | 84 |

| 行業類別的主要職務 | 十年或以上 | 六年至十年 以下 | 三年至六年 以下 | 一年至三年 以下 | 一年以下 | 未有 說明 | 總數 |
|----------------------------|---------------|--------------|---------------|---------------|-------------|--------------|---------------|
| 6. 化妝產品公司 - 零售 (續) | | | | | | | |
| 買手 | 25 | 2 | 66 | 0 | 0 | 0 | 93 |
| 店長 | 198 | 264 | 234 | 129 | 0 | 114 | 939 |
| 技術顧問 | 0 | 0 | 60 | 0 | 0 | 2 | 62 |
| 美容顧問 (櫃位) | 0 | 973 | 1,225 | 3,224 | 0 | 752 | 6,174 |
| 頭髮護理顧問 | 19 | 0 | 0 | 127 | 0 | 132 | 278 |
| 化妝師 | 0 | 0 | 39 | 7 | 0 | 10 | 56 |
| 市場推廣助理 | 26 | 0 | 15 | 67 | 0 | 0 | 108 |
| 推廣員 | 100 | 0 | 106 | 441 | 0 | 2 | 649 |
| 行政僱員 | 0 | 3 | 132 | 62 | 0 | 7 | 204 |
| 接待員 | 2 | 2 | 33 | 1 | 0 | 2 | 40 |
| 小計 | 682 | 1,389 | 2,254 | 4,073 | 52 | 1,082 | 9,532 |
| <i>佔該年資的百分比(總數：9,532)</i> | <i>7.2%</i> | <i>14.6%</i> | <i>23.6%</i> | <i>42.7%</i> | <i>0.5%</i> | <i>11.4%</i> | <i>100.0%</i> |
| 7. 美甲中心 | | | | | | | |
| 總監/總經理 | 0 | 0 | 4 | 1 | 0 | 0 | 5 |
| 分區店長/營運經理 | 0 | 1 | 23 | 11 | 0 | 0 | 35 |
| 高級指甲技師 (指甲/趾甲) | 4 | 10 | 15 | 33 | 0 | 0 | 62 |
| 指甲技師 (指甲/趾甲) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 修甲師 (指甲/趾甲) | 0 | 30 | 204 | 164 | 0 | 0 | 398 |
| 甲藝師 | 30 | 56 | 165 | 153 | 0 | 32 | 436 |
| 手足護理師 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 初級指甲技師 (指甲/趾甲) | 0 | 0 | 0 | 24 | 64 | 0 | 88 |
| 足底按摩師 | 0 | 0 | 40 | 4 | 0 | 0 | 44 |
| 行政僱員 | 0 | 20 | 1 | 15 | 0 | 0 | 36 |
| 接待員 | 0 | 0 | 12 | 39 | 10 | 0 | 61 |
| 小計 | 34 | 117 | 464 | 444 | 74 | 32 | 1,165 |
| <i>佔該年資的百分比(總數：1,165)</i> | <i>2.9%</i> | <i>10.0%</i> | <i>39.8%</i> | <i>38.1%</i> | <i>6.4%</i> | <i>2.7%</i> | <i>100.0%</i> |
| 總計 | 10,303 | 6,378 | 12,525 | 13,509 | 957 | 2,403 | 46,075 |
| <i>佔該年資的百分比(總數：46,075)</i> | <i>22.4%</i> | <i>13.8%</i> | <i>27.2%</i> | <i>29.3%</i> | <i>2.1%</i> | <i>5.2%</i> | <i>100.0%</i> |

表五(a)：直接僱員宜有職業資格 (按行業類別劃分)

| 行業類別 | 僱員宜有職業資格 | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 總數 (a - c) |
|-------------------------|-----------------------|--------------------|---------------------|-----------------------|---------------|
| 1. 美容及美髮學校 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 3 | 12 | 1 | 16 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 4 | 14 | 0 | 18 |
| | • 化妝師 | 3 | 13 | 0 | 16 |
| | • 強烈脈衝光儀器操作員 | 1 | 0 | 0 | 1 |
| | • 髮型師 | 2 | 1 | 0 | 3 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 1 | 10 | 0 | 11 |
| | 其他本地專業/認可課程證書/資格 | 1 | 1 | 0 | 2 |
| | 其他國際性專業/認可課程證書 | 11 | 19 | 1 | 31 |
| | 小計 | 26 | 70 | 2 | 98 |
| 2. 化妝及美甲學校 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 1 | 2 | 0 | 3 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 1 | 1 | 1 | 3 |
| | • 化妝師 | 3 | 2 | 0 | 5 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 1 | 0 | 0 | 1 |
| | 其他本地專業/認可課程證書/資格 | 1 | 1 | 1 | 3 |
| | 其他國際性專業/認可課程證書 | 8 | 5 | 1 | 14 |
| | 小計 | 15 | 11 | 3 | 29 |
| 3. 美容院/健康中心及水療中心 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 16 | 7 | 103 | 126 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 72 | 251 | 1,152 | 1,475 |
| | • 化妝師 | 2 | 8 | 244 | 254 |
| | • 強烈脈衝光儀器操作員 | 5 | 44 | 59 | 108 |
| | • 髮型師 | 1 | 1 | 35 | 37 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 33 | 133 | 1,354 | 1,520 |
| | 其他本地專業/認可課程證書/資格 | 24 | 85 | 194 | 303 |
| | 其他國際性專業/認可課程證書 | 126 | 226 | 1,011 | 1,363 |
| | 小計 | 279 | 755 | 4,152 | 5,186 |
| 4. 髮廊 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 16 | 13 | 65 | 94 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 0 | 0 | 25 | 25 |
| | • 化妝師 | 0 | 0 | 0 | 0 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 26 | 126 | 815 | 967 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 27 | 83 | 1,238 | 1,348 |
| | 其他本地專業/認可課程證書/資格 | 9 | 3 | 113 | 125 |
| | 其他國際性專業/認可課程證書 | 17 | 69 | 138 | 224 |
| | 小計 | 95 | 294 | 2,394 | 2,783 |

| 行業類別 | 僱員宜有職業資格 | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 總數 (a - c) |
|------------------------------|-----------------------|--------------------|---------------------|-----------------------|---------------|
| 5. 批發及出入口產品公司 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 1 | 0 | 0 | 1 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 12 | 13 | 18 | 43 |
| | • 化妝師 | 0 | 1 | 2 | 3 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 18 | 12 | 2 | 32 |
| | 其他本地專業/認可課程證書/資格 | 0 | 13 | 0 | 13 |
| | 其他國際性專業/認可課程證書 | 2 | 3 | 18 | 23 |
| | 小計 | 33 | 42 | 40 | 115 |
| 6. 零售產品公司 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 6 | 5 | 5 | 16 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 15 | 24 | 25 | 64 |
| | • 化妝師 | 6 | 14 | 4 | 24 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 6 | 43 | 23 | 72 |
| | 其他本地專業/認可課程證書/資格 | 0 | 1 | 4 | 5 |
| | 其他國際性專業/認可課程證書 | 2 | 8 | 32 | 42 |
| | 小計 | 35 | 95 | 93 | 223 |
| 7. 美甲中心 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 0 | 0 | 10 | 10 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 0 | 0 | 0 | 0 |
| | • 化妝師 | 0 | 0 | 0 | 0 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 5 | 1 | 55 | 61 |
| | 其他本地專業/認可課程證書/資格 | 4 | 5 | 48 | 57 |
| | 其他國際性專業/認可課程證書 | 1 | 11 | 56 | 68 |
| | 小計 | 10 | 17 | 169 | 196 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 2 | 1 | 0 | 3 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 1 | 1 | 2 | 4 |
| | • 化妝師 | 1 | 2 | 9 | 12 |
| | • 強烈脈衝光儀器操作員 | 1 | 1 | 0 | 2 |
| | • 髮型師 | 1 | 2 | 5 | 8 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 1 | 2 | 8 | 11 |
| | 其他本地專業/認可課程證書/資格 | 2 | 2 | 2 | 6 |
| | 其他國際性專業/認可課程證書 | 3 | 3 | 5 | 11 |
| | 小計 | 12 | 14 | 31 | 57 |
| | 總計 | 505 | 1,298 | 6,884 | 8,687 |

表五(b)：直接僱員現有職業資格(按行業類別劃分)

| 行業類別 | 僱員現有職業資格 | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 總數 (a - c) |
|-------------------------|-----------------------|--------------------|---------------------|-----------------------|---------------|
| 1. 美容及美髮學校 | | | | | |
| | 國家職業資格(技能鑒定)證書 | 3 | 2 | 0 | 5 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 4 | 2 | 0 | 6 |
| | • 化妝師 | 3 | 1 | 0 | 4 |
| | • 強烈脈衝光儀器操作員 | 1 | 0 | 0 | 1 |
| | • 髮型師 | 2 | 0 | 0 | 2 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 1 | 0 | 0 | 1 |
| | 其他本地專業/認可課程證書/資格 | 2 | 1 | 0 | 3 |
| | 其他國際性專業/認可課程證書 | 12 | 21 | 2 | 35 |
| | 小計 | 28 | 27 | 2 | 57 |
| 2. 化妝及美甲學校 | | | | | |
| | 國家職業資格(技能鑒定)證書 | 3 | 2 | 0 | 5 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 0 | 0 | 0 | 0 |
| | • 化妝師 | 0 | 0 | 0 | 0 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 0 | 0 | 0 | 0 |
| | 其他本地專業/認可課程證書/資格 | 1 | 1 | 1 | 3 |
| | 其他國際性專業/認可課程證書 | 9 | 6 | 1 | 16 |
| | 小計 | 13 | 9 | 2 | 24 |
| 3. 美容院/健康中心及水療中心 | | | | | |
| | 國家職業資格(技能鑒定)證書 | 16 | 11 | 125 | 152 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 23 | 53 | 422 | 498 |
| | • 化妝師 | 1 | 6 | 6 | 13 |
| | • 強烈脈衝光儀器操作員 | 1 | 7 | 19 | 27 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 4 | 17 | 341 | 362 |
| | 其他本地專業/認可課程證書/資格 | 34 | 159 | 992 | 1,185 |
| | 其他國際性專業/認可課程證書 | 138 | 291 | 1,473 | 1,902 |
| | 小計 | 217 | 544 | 3,378 | 4,139 |
| 4. 髮廊 | | | | | |
| | 國家職業資格(技能鑒定)證書 | 10 | 5 | 104 | 119 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 4 | 4 | 4 | 12 |
| | • 化妝師 | 0 | 0 | 0 | 0 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 12 | 32 | 42 | 86 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 9 | 10 | 274 | 293 |
| | 其他本地專業/認可課程證書/資格 | 11 | 23 | 800 | 834 |
| | 其他國際性專業/認可課程證書 | 18 | 84 | 301 | 403 |
| | 小計 | 64 | 158 | 1,525 | 1,747 |

| 行業類別 | 僱員現有職業資格 | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 總數 (a - c) |
|------------------------------|-----------------------|--------------------|---------------------|-----------------------|---------------|
| 5. 批發及出入口產品公司 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 0 | 0 | 0 | 0 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 12 | 12 | 0 | 24 |
| | • 化妝師 | 0 | 0 | 0 | 0 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 0 | 6 | 2 | 8 |
| | 其他本地專業/認可課程證書/資格 | 0 | 13 | 0 | 13 |
| | 其他國際性專業/認可課程證書 | 2 | 1 | 18 | 21 |
| | 小計 | 14 | 32 | 20 | 66 |
| 6. 零售產品公司 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 6 | 5 | 5 | 16 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 8 | 18 | 10 | 36 |
| | • 化妝師 | 2 | 14 | 4 | 20 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 1 | 16 | 17 | 34 |
| | 其他本地專業/認可課程證書/資格 | 0 | 3 | 5 | 8 |
| | 其他國際性專業/認可課程證書 | 1 | 10 | 34 | 45 |
| | 小計 | 18 | 66 | 75 | 159 |
| 7. 美甲中心 | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 0 | 0 | 0 | 0 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 0 | 0 | 0 | 0 |
| | • 化妝師 | 0 | 0 | 0 | 0 |
| | • 強烈脈衝光儀器操作員 | 0 | 0 | 0 | 0 |
| | • 髮型師 | 0 | 0 | 0 | 0 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 4 | 0 | 20 | 24 |
| | 其他本地專業/認可課程證書/資格 | 4 | 5 | 58 | 67 |
| | 其他國際性專業/認可課程證書 | 1 | 11 | 66 | 78 |
| | 小計 | 9 | 16 | 144 | 169 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | | | | | |
| | 國家職業資格 (技能鑒定) 證書 | 1 | 1 | 0 | 2 |
| | 職業訓練局美容美髮訓練委員會技能測驗證書: | | | | |
| | • 美容師 | 1 | 1 | 0 | 2 |
| | • 化妝師 | 1 | 1 | 2 | 4 |
| | • 強烈脈衝光儀器操作員 | 0 | 1 | 0 | 1 |
| | • 髮型師 | 0 | 1 | 2 | 3 |
| | 技能提升課程證書/僱員再培訓局課程證書 | 1 | 1 | 3 | 5 |
| | 其他本地專業/認可課程證書/資格 | 2 | 2 | 11 | 15 |
| | 其他國際性專業/認可課程證書 | 2 | 2 | 7 | 11 |
| | 小計 | 8 | 10 | 25 | 43 |
| | 總計 | 371 | 862 | 5,171 | 6,404 |

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

| 行業類別 | 技能培訓範疇 | 經理級 | 技師級 | 主任級 | 技術員級 | 技工級 | 半熟練技工級 | 總數 |
|-------------------|--------------------------|-----------|-----------|----------|-----------|----------|----------|------------|
| 1. 美容及美髮學校 | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能（如解決問題、決策、領導才能及危機管理） | 5 | 3 | 0 | 1 | 0 | 0 | 9 |
| | 人力資源 | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| | 市場管理 | 5 | 2 | 0 | 1 | 0 | 0 | 8 |
| | 優質服務管理 | 4 | 4 | 0 | 3 | 0 | 0 | 11 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(a) | 19 | 9 | 0 | 5 | 0 | 0 | 33 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 5 | 2 | 0 | 6 | 1 | 0 | 14 |
| | 處理投訴技巧 | 3 | 3 | 0 | 3 | 0 | 0 | 9 |
| | 銷售及市場推廣技巧 | 5 | 1 | 0 | 6 | 2 | 0 | 14 |
| | 店鋪營運技巧 | 5 | 2 | 0 | 3 | 0 | 0 | 10 |
| | 其他 | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | 小計(b) | 18 | 9 | 0 | 19 | 3 | 0 | 49 |
| | 語文技能 | | | | | | | |
| | 普通話 | 4 | 4 | 0 | 4 | 0 | 0 | 12 |
| | 中文書寫能力 | 2 | 0 | 0 | 1 | 0 | 0 | 3 |
| | 英文書寫能力 | 2 | 0 | 0 | 1 | 0 | 0 | 3 |
| | 英語會話 | 4 | 2 | 0 | 2 | 0 | 0 | 8 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(c) | 12 | 6 | 0 | 8 | 0 | 0 | 26 |
| | 總計(a - c) | 49 | 24 | 0 | 32 | 3 | 0 | 108 |
| 2. 化妝及美甲學校 | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能（如解決問題、決策、領導才能及危機管理） | 1 | 2 | 0 | 0 | 0 | 0 | 3 |
| | 人力資源 | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| | 市場管理 | 1 | 2 | 0 | 0 | 0 | 0 | 3 |
| | 優質服務管理 | 1 | 3 | 0 | 0 | 0 | 0 | 4 |
| | 其他 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| | 小計(a) | 4 | 9 | 0 | 0 | 0 | 0 | 13 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 3 | 3 | 0 | 4 | 2 | 0 | 12 |
| | 處理投訴技巧 | 1 | 2 | 0 | 1 | 1 | 0 | 5 |
| | 銷售及市場推廣技巧 | 2 | 1 | 1 | 1 | 0 | 0 | 5 |
| | 店鋪營運技巧 | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| | 其他 | 0 | 0 | 0 | 1 | 1 | 0 | 2 |
| | 小計(b) | 7 | 7 | 1 | 7 | 4 | 0 | 26 |
| | 語文技能 | | | | | | | |
| | 普通話 | 2 | 3 | 1 | 4 | 2 | 0 | 12 |
| | 中文書寫能力 | 1 | 1 | 0 | 1 | 0 | 0 | 3 |
| | 英文書寫能力 | 1 | 0 | 0 | 1 | 0 | 0 | 2 |
| | 英語會話 | 2 | 2 | 0 | 3 | 1 | 0 | 8 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(c) | 6 | 6 | 1 | 9 | 3 | 0 | 25 |
| | 總計(a - c) | 17 | 22 | 2 | 16 | 7 | 0 | 64 |

| 行業類別 | 技能培訓範疇 | 經理級 | 技師級 | 主任級 | 技術員級 | 技工級 | 半熟練技工級 | 總數 |
|-------------------------|---------------------------|------------|-----------|------------|------------|--------------|--------------|--------------|
| 3. 美容院/健康中心及水療中心 | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能 (如解決問題、決策、領導才能及危機管理) | 70 | 0 | 8 | 5 | 49 | 0 | 132 |
| | 人力資源 | 45 | 0 | 10 | 7 | 38 | 0 | 100 |
| | 市場管理 | 63 | 0 | 10 | 42 | 152 | 0 | 267 |
| | 優質服務管理 | 61 | 0 | 11 | 18 | 191 | 0 | 281 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(a) | 239 | 0 | 39 | 72 | 430 | 0 | 780 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 94 | 5 | 25 | 147 | 1270 | 184 | 1,725 |
| | 處理投訴技巧 | 58 | 0 | 26 | 34 | 204 | 42 | 364 |
| | 銷售及市場推廣技巧 | 94 | 5 | 27 | 111 | 958 | 108 | 1,303 |
| | 店鋪營運技巧 | 81 | 5 | 13 | 80 | 560 | 3 | 742 |
| | 其他 | 6 | 0 | 2 | 10 | 43 | 6 | 67 |
| | 小計(b) | 333 | 15 | 93 | 382 | 3,035 | 343 | 4,201 |
| | 語文技能 | | | | | | | |
| | 普通話 | 93 | 5 | 11 | 133 | 813 | 124 | 1,179 |
| | 中文書寫能力 | 8 | 0 | 5 | 17 | 52 | 2 | 84 |
| | 英文書寫能力 | 18 | 0 | 7 | 51 | 59 | 35 | 170 |
| | 英語會話 | 60 | 4 | 10 | 84 | 682 | 85 | 925 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(c) | 179 | 9 | 33 | 285 | 1,606 | 246 | 2,358 |
| | 總計(a - c) | 751 | 24 | 165 | 739 | 5,071 | 589 | 7,339 |
| 4. 髮廊 | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能 (如解決問題、決策、領導才能及危機管理) | 32 | 9 | 0 | 34 | 33 | 0 | 108 |
| | 人力資源 | 20 | 0 | 0 | 8 | 0 | 0 | 28 |
| | 市場管理 | 14 | 2 | 0 | 2 | 0 | 0 | 18 |
| | 優質服務管理 | 21 | 3 | 0 | 11 | 59 | 0 | 94 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(a) | 87 | 14 | 0 | 55 | 92 | 0 | 248 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 18 | 6 | 0 | 43 | 1065 | 400 | 1,532 |
| | 處理投訴技巧 | 20 | 1 | 0 | 20 | 171 | 3 | 215 |
| | 銷售及市場推廣技巧 | 23 | 4 | 0 | 59 | 697 | 260 | 1,043 |
| | 店鋪營運技巧 | 24 | 2 | 0 | 25 | 365 | 43 | 459 |
| | 其他 | 0 | 0 | 0 | 0 | 171 | 108 | 279 |
| | 小計(b) | 85 | 13 | 0 | 147 | 2,469 | 814 | 3,528 |
| | 語文技能 | | | | | | | |
| | 普通話 | 22 | 5 | 0 | 15 | 743 | 182 | 967 |
| | 中文書寫能力 | 10 | 2 | 0 | 2 | 39 | 7 | 60 |
| | 英文書寫能力 | 6 | 2 | 0 | 2 | 60 | 2 | 72 |
| | 英語會話 | 22 | 9 | 0 | 25 | 745 | 201 | 1,002 |
| | 其他 | 0 | 0 | 0 | 0 | 4 | 4 | 8 |
| | 小計(c) | 60 | 18 | 0 | 44 | 1,591 | 396 | 2,109 |
| | 總計(a - c) | 232 | 45 | 0 | 246 | 4,152 | 1,210 | 5,885 |

| 行業類別 | 技能培訓範疇 | 經理級 | 技師級 | 主任級 | 技術員級 | 技工級 | 半熟練技工級 | 總數 |
|----------------------|---------------------------|------------|----------|------------|------------|------------|-----------|--------------|
| 5. 批發及出入口產品公司 | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能 (如解決問題、決策、領導才能及危機管理) | 47 | 0 | 17 | 0 | 0 | 0 | 64 |
| | 人力資源 | 40 | 0 | 21 | 0 | 0 | 0 | 61 |
| | 市場管理 | 41 | 0 | 18 | 0 | 0 | 0 | 59 |
| | 優質服務管理 | 29 | 0 | 17 | 0 | 0 | 0 | 46 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(a) | 157 | 0 | 73 | 0 | 0 | 0 | 230 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 26 | 0 | 22 | 183 | 8 | 0 | 239 |
| | 處理投訴技巧 | 22 | 0 | 13 | 8 | 0 | 0 | 43 |
| | 銷售及市場推廣技巧 | 39 | 0 | 48 | 201 | 2 | 0 | 290 |
| | 店鋪營運技巧 | 30 | 0 | 14 | 44 | 0 | 0 | 88 |
| | 其他 | 12 | 0 | 1 | 4 | 0 | 0 | 17 |
| | 小計(b) | 129 | 0 | 98 | 440 | 10 | 0 | 677 |
| | 語文技能 | | | | | | | |
| | 普通話 | 26 | 0 | 50 | 124 | 38 | 34 | 272 |
| | 中文書寫能力 | 0 | 0 | 43 | 4 | 0 | 0 | 47 |
| | 英文書寫能力 | 24 | 0 | 44 | 0 | 0 | 0 | 68 |
| | 英語會話 | 24 | 0 | 48 | 122 | 38 | 34 | 266 |
| | 其他 | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| | 小計(c) | 75 | 0 | 186 | 250 | 76 | 68 | 655 |
| | 總計(a - c) | 361 | 0 | 357 | 690 | 86 | 68 | 1,562 |
| 6. 零售產品公司 | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能 (如解決問題、決策、領導才能及危機管理) | 22 | 0 | 60 | 0 | 0 | 0 | 82 |
| | 人力資源 | 18 | 0 | 50 | 0 | 0 | 0 | 68 |
| | 市場管理 | 24 | 0 | 67 | 0 | 0 | 0 | 91 |
| | 優質服務管理 | 22 | 0 | 66 | 0 | 10 | 0 | 98 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(a) | 86 | 0 | 243 | 0 | 10 | 0 | 339 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 15 | 0 | 134 | 0 | 179 | 0 | 328 |
| | 處理投訴技巧 | 11 | 0 | 79 | 0 | 14 | 0 | 104 |
| | 銷售及市場推廣技巧 | 33 | 0 | 136 | 1 | 167 | 0 | 337 |
| | 店鋪營運技巧 | 30 | 0 | 63 | 0 | 82 | 0 | 175 |
| | 其他 | 2 | 0 | 26 | 0 | 26 | 0 | 54 |
| | 小計(b) | 91 | 0 | 438 | 1 | 468 | 0 | 998 |
| | 語文技能 | | | | | | | |
| | 普通話 | 16 | 0 | 81 | 0 | 39 | 0 | 136 |
| | 中文書寫能力 | 4 | 0 | 29 | 0 | 1 | 0 | 34 |
| | 英文書寫能力 | 10 | 0 | 33 | 0 | 2 | 0 | 45 |
| | 英語會話 | 9 | 0 | 57 | 0 | 31 | 0 | 97 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(c) | 39 | 0 | 200 | 0 | 73 | 0 | 312 |
| | 總計(a - c) | 216 | 0 | 881 | 1 | 551 | 0 | 1,649 |

| 行業類別 | 技能培訓範疇 | 經理級 | 技師級 | 主任級 | 技術員級 | 技工級 | 半熟練技工級 | 總數 |
|------------------------------|---------------------------|--------------|------------|--------------|--------------|---------------|--------------|---------------|
| 7. 美甲中心 | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能 (如解決問題、決策、領導才能及危機管理) | 6 | 0 | 0 | 4 | 15 | 0 | 25 |
| | 人力資源 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 市場管理 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| | 優質服務管理 | 0 | 0 | 0 | 10 | 0 | 0 | 10 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(a) | 7 | 0 | 0 | 14 | 15 | 0 | 36 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 2 | 0 | 0 | 11 | 52 | 0 | 65 |
| | 處理投訴技巧 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | 銷售及市場推廣技巧 | 5 | 0 | 0 | 5 | 116 | 0 | 126 |
| | 店鋪營運技巧 | 5 | 0 | 0 | 0 | 21 | 0 | 26 |
| | 其他 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | 小計(b) | 12 | 0 | 0 | 16 | 191 | 0 | 219 |
| | 語文技能 | | | | | | | |
| | 普通話 | 0 | 0 | 0 | 33 | 53 | 0 | 86 |
| | 中文書寫能力 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 英文書寫能力 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 英語會話 | 0 | 0 | 0 | 43 | 63 | 0 | 106 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(c) | 0 | 0 | 0 | 76 | 116 | 0 | 192 |
| | 總計(a - c) | 19 | 0 | 0 | 106 | 322 | 0 | 447 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | | | | | | | | |
| | 一般管理技能 | | | | | | | |
| | 管理技能 (如解決問題、決策、領導才能及危機管理) | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| | 人力資源 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| | 市場管理 | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | 優質服務管理 | 1 | 1 | 0 | 1 | 2 | 0 | 5 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(a) | 1 | 3 | 0 | 3 | 2 | 0 | 9 |
| | 通用技能 | | | | | | | |
| | 顧客服務技巧 | 0 | 1 | 0 | 3 | 11 | 0 | 15 |
| | 處理投訴技巧 | 0 | 1 | 0 | 2 | 4 | 0 | 7 |
| | 銷售及市場推廣技巧 | 0 | 1 | 1 | 2 | 5 | 0 | 9 |
| | 店鋪營運技巧 | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | 其他 | 1 | 0 | 0 | 1 | 2 | 0 | 4 |
| | 小計(b) | 1 | 4 | 1 | 9 | 22 | 0 | 37 |
| | 語文技能 | | | | | | | |
| | 普通話 | 0 | 2 | 0 | 1 | 2 | 0 | 5 |
| | 中文書寫能力 | 0 | 2 | 0 | 2 | 1 | 0 | 5 |
| | 英文書寫能力 | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | 英語會話 | 0 | 1 | 0 | 1 | 2 | 0 | 4 |
| | 其他 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 小計(c) | 0 | 6 | 0 | 5 | 5 | 0 | 16 |
| | 總計(a - c) | 2 | 13 | 1 | 17 | 29 | 0 | 62 |
| | 合共 | 1,647 | 128 | 1,406 | 1,847 | 10,221 | 1,867 | 17,116 |

表七(a)：過去十二個月內，招聘美容美髮從業員遇上困難的原因(按行業類別劃分)

| 行業類別 | 原因 | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 總數 (a - c) |
|-------------------------|-----------------|--------------------|---------------------|-----------------------|---------------|
| 1. 美容及美髮學校 | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 0 | 2 | 0 | 2 |
| | 缺乏具相關經驗求職者 | 2 | 4 | 0 | 6 |
| | 求職者對服務條件／薪酬要求過高 | 0 | 2 | 0 | 2 |
| | 工作時間過長 | 0 | 0 | 0 | 0 |
| | 地位低微 | 0 | 0 | 0 | 0 |
| | 其他 | 0 | 0 | 0 | 0 |
| | 小計 | 2 | 8 | 0 | 10 |
| 2. 化妝及美甲學校 | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 0 | 0 | 1 | 1 |
| | 缺乏具相關經驗求職者 | 0 | 1 | 1 | 2 |
| | 求職者對服務條件／薪酬要求過高 | 0 | 1 | 0 | 1 |
| | 工作時間過長 | 0 | 0 | 0 | 0 |
| | 地位低微 | 0 | 0 | 0 | 0 |
| | 其他 | 0 | 0 | 0 | 0 |
| | 小計 | 0 | 2 | 2 | 4 |
| 3. 美容院／健康中心及水療中心 | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 5 | 11 | 221 | 237 |
| | 缺乏具相關經驗求職者 | 6 | 23 | 277 | 306 |
| | 求職者對服務條件／薪酬要求過高 | 10 | 43 | 414 | 467 |
| | 工作時間過長 | 3 | 20 | 267 | 290 |
| | 地位低微 | 0 | 36 | 4 | 40 |
| | 其他 | 1 | 12 | 90 | 103 |
| | 小計 | 25 | 145 | 1,273 | 1,443 |
| 4. 髮廊 | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 0 | 10 | 144 | 154 |
| | 缺乏具相關經驗求職者 | 0 | 12 | 327 | 339 |
| | 求職者對服務條件／薪酬要求過高 | 0 | 30 | 491 | 521 |
| | 工作時間過長 | 0 | 17 | 385 | 402 |
| | 地位低微 | 8 | 8 | 126 | 142 |
| | 其他 | 0 | 0 | 252 | 252 |
| | 小計 | 8 | 77 | 1,725 | 1,810 |
| 5. 批發及出入口產品公司 | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 0 | 40 | 0 | 40 |
| | 缺乏具相關經驗求職者 | 0 | 48 | 2 | 50 |
| | 求職者對服務條件／薪酬要求過高 | 0 | 44 | 2 | 46 |
| | 工作時間過長 | 0 | 0 | 0 | 0 |
| | 地位低微 | 0 | 0 | 0 | 0 |
| | 其他 | 0 | 0 | 2 | 2 |
| | 小計 | 0 | 132 | 6 | 138 |

| 行業類別 | 原因 | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 總數 (a - c) |
|------------------------------|-----------------|--------------------|---------------------|-----------------------|---------------|
| 6. 零售產品公司 | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 0 | 6 | 36 | 42 |
| | 缺乏具相關經驗求職者 | 0 | 9 | 27 | 36 |
| | 求職者對服務條件／薪酬要求過高 | 0 | 23 | 35 | 58 |
| | 工作時間過長 | 0 | 15 | 16 | 31 |
| | 地位低微 | 0 | 0 | 3 | 3 |
| | 其他 | 0 | 3 | 32 | 35 |
| | 小計 | 0 | 56 | 149 | 205 |
| 7. 美甲中心 | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 0 | 4 | 19 | 23 |
| | 缺乏具相關經驗求職者 | 0 | 4 | 39 | 43 |
| | 求職者對服務條件／薪酬要求過高 | 0 | 0 | 44 | 44 |
| | 工作時間過長 | 0 | 0 | 20 | 20 |
| | 地位低微 | 0 | 0 | 0 | 0 |
| | 其他 | 0 | 0 | 53 | 53 |
| | 小計 | 0 | 8 | 175 | 183 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | | | | | |
| | 缺乏具相關訓練／資歷的人力資源 | 0 | 1 | 2 | 3 |
| | 缺乏具相關經驗求職者 | 0 | 1 | 1 | 2 |
| | 求職者對服務條件／薪酬要求過高 | 0 | 1 | 4 | 5 |
| | 工作時間過長 | 0 | 0 | 0 | 0 |
| | 地位低微 | 0 | 1 | 4 | 5 |
| | 其他 | 0 | 0 | 1 | 1 |
| | 小計 | 0 | 4 | 12 | 16 |
| | 總計 | 35 | 432 | 3,342 | 3,809 |

表七(b)：過去十二個月內，招聘美容美髮從業員有否遇上困難 (按行業類別劃分)

| 行業類別 | 有 | 否 | 未有招聘/ 未有嘗試招聘 | 未有說明/ 拒絕回應 | 總數 |
|-----------------------|--------------|------------|-----------------|---------------|--------------|
| 1. 美容及美髮學校 | 6 | 3 | 20 | 5 | 34 |
| 2. 化妝及美甲學校 | 2 | 1 | 8 | 1 | 12 |
| 3. 美容院／健康中心及水療中心 | 686 | 178 | 2,885 | 67 | 3,816 |
| 4. 髮廊 | 1,031 | 293 | 2,151 | 67 | 3,542 |
| 5. 批發及出入口產品公司 | 56 | 64 | 861 | 3 | 984 |
| 6. 零售產品公司 | 109 | 113 | 199 | 2 | 423 |
| 7. 美甲中心 | 113 | 12 | 191 | 5 | 321 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | 8 | 3 | 52 | 1 | 64 |
| 總計 | 2,011 | 667 | 6,367 | 151 | 9,196 |

表八(a)：過去十二個月內: EC@@DBCC?EC@@@BCD, 離職的僱員人數 (按行業類別劃分)

| 行業類別 | 過去十二個月內離職的僱員人數 | | | |
|-----------------------|--------------------|---------------------|-----------------------|------------------|
| | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 總離職人數 (a - c) |
| 1. 美容及美髮學校 | 2 | 56 | 1 | 59 |
| 2. 化妝及美甲學校 | 0 | 3 | 3 | 6 |
| 3. 美容院／健康中心及水療中心 | 56 | 584 | 2,854 | 3,494 |
| 4. 髮廊 | 4 | 127 | 3,712 | 3,843 |
| 5. 批發及出入口產品公司 | 0 | 425 | 8 | 433 |
| 6. 零售產品公司 | 3 | 94 | 1,474 | 1,571 |
| 7. 美甲中心 | 0 | 0 | 200 | 200 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | 1 | 5 | 21 | 27 |
| 總計 | 66 | 1,294 | 8,273 | 9,633 |

表八(b)：過去十二個月內(31.1.2011-31.1.2012)聘用的僱員人數(按行業類別劃分)

| 行業類別 | 總招聘人數 | | | | 入職前是從事美容美髮業 相關職務的人數 | | | |
|--------------------------|--------------------|---------------------|-----------------------|--------------|------------------------|---------------------|-----------------------|--------------|
| | 經理級/ 技師級 (a) | 主任級/ 技術員級 (b) | 技工級/ 半熟練技工級 (c) | 小計 (a-c) | 經理級/ 技師級 (d) | 主任級/ 技術員級 (e) | 技工級/ 半熟練技工級 (f) | 小計 (d-f) |
| 1. 美容及美髮學校 | 2 | 8 | 1 | 11 | 2 | 8 | 1 | 11 |
| 2. 化妝及美甲學校 | 0 | 3 | 1 | 4 | 0 | 3 | 1 | 4 |
| 3. 美容院/健康中心及水療中心 | 75 | 635 | 2,788 | 3,498 | 69 | 598 | 2,256 | 2,923 |
| 4. 髮廊 | 2 | 100 | 2,997 | 3,099 | 2 | 100 | 2,260 | 2,362 |
| 5. 批發及出入口產品公司 | 0 | 497 | 12 | 509 | 0 | 485 | 8 | 493 |
| 6. 零售產品公司 | 3 | 107 | 1,364 | 1,474 | 3 | 105 | 853 | 961 |
| 7. 美甲中心 | 0 | 0 | 170 | 170 | 0 | 0 | 134 | 134 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | 1 | 20 | 13 | 34 | 1 | 20 | 12 | 33 |
| 總計 | 83 | 1,370 | 7,346 | 8,799 | 77 | 1,319 | 5,525 | 6,921 |

表九：各類行業的機構數目 (按規模劃分)

| 行業類別 | 僱員數目 | 機構數目 |
|-------------------------|------------|--------------|
| 1. 美容及美髮學校 | | |
| | 1 -- 4 | 2 |
| | 5 -- 9 | 19 |
| | 10 -- 19 | 7 |
| | 20 -- 49 | 5 |
| | 50 -- 99 | 1 |
| | 100 -- 199 | 0 |
| | 200及以上 | 0 |
| | 小計 | 34 |
| 2. 化妝及美甲學校 | | |
| | 1 -- 4 | 3 |
| | 5 -- 9 | 7 |
| | 10 -- 19 | 1 |
| | 20 -- 49 | 1 |
| | 50 -- 99 | 0 |
| | 100 -- 199 | 0 |
| | 200及以上 | 0 |
| | 小計 | 12 |
| 3. 美容院／健康中心及水療中心 | | |
| | 1 -- 4 | 3,218 |
| | 5 -- 9 | 301 |
| | 10 -- 19 | 133 |
| | 20 -- 49 | 112 |
| | 50 -- 99 | 27 |
| | 100 -- 199 | 16 |
| | 200及以上 | 9 |
| | 小計 | 3,816 |
| 4. 髮廊 | | |
| | 1 -- 4 | 2,422 |
| | 5 -- 9 | 902 |
| | 10 -- 19 | 148 |
| | 20 -- 49 | 51 |
| | 50 -- 99 | 17 |
| | 100 -- 199 | 2 |
| | 200及以上 | 0 |
| | 小計 | 3,542 |

| 行業類別 | 僱員數目 | 機構數目 |
|------------------------------|------------|--------------|
| 5. 批發及出入口產品公司 | | |
| | 1 -- 4 | 661 |
| | 5 -- 9 | 207 |
| | 10 -- 19 | 62 |
| | 20 -- 49 | 28 |
| | 50 -- 99 | 15 |
| | 100 -- 199 | 5 |
| | 200及以上 | 6 |
| | 小計 | 984 |
| 6. 零售產品公司 | | |
| | 1 -- 4 | 212 |
| | 5 -- 9 | 71 |
| | 10 -- 19 | 62 |
| | 20 -- 49 | 36 |
| | 50 -- 99 | 21 |
| | 100 -- 199 | 9 |
| | 200及以上 | 12 |
| | 小計 | 423 |
| 7. 美甲中心 | | |
| | 1 -- 4 | 234 |
| | 5 -- 9 | 60 |
| | 10 -- 19 | 17 |
| | 20 -- 49 | 9 |
| | 50 -- 99 | 1 |
| | 100 -- 199 | 0 |
| | 200及以上 | 0 |
| | 小計 | 321 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | | |
| | 1 -- 4 | 17 |
| | 5 -- 9 | 12 |
| | 10 -- 19 | 17 |
| | 20 -- 49 | 2 |
| | 50 -- 99 | 2 |
| | 100 -- 199 | 1 |
| | 200及以上 | 13 |
| | 小計 | 64 |
| 總計 | | 9,196 |

表十：各類行業技術及非技術的僱員人數 (按規模劃分)

| 行業類別 | 僱員數目 | 非技術 僱員人數 (a) | 技術 僱員人數 (b) | 總數 (a) + (b) |
|-------------------------|------------|--------------------|-------------------|-----------------|
| 1. 美容及美髮學校 | | | | |
| | 1 -- 4 | 0 | 4 | 4 |
| | 5 -- 9 | 2 | 86 | 88 |
| | 10 -- 19 | 3 | 71 | 74 |
| | 20 -- 49 | 4 | 102 | 106 |
| | 50 -- 99 | 25 | 28 | 53 |
| | 100 -- 199 | 0 | 0 | 0 |
| | 200及以上 | 0 | 0 | 0 |
| | 小計 | 34 | 291 | 325 |
| 2. 化妝及美甲學校 | | | | |
| | 1 -- 4 | 0 | 6 | 6 |
| | 5 -- 9 | 3 | 47 | 50 |
| | 10 -- 19 | 0 | 14 | 14 |
| | 20 -- 49 | 5 | 26 | 31 |
| | 50 -- 99 | 0 | 0 | 0 |
| | 100 -- 199 | 0 | 0 | 0 |
| | 200及以上 | 0 | 0 | 0 |
| | 小計 | 8 | 93 | 101 |
| 3. 美容院／健康中心及水療中心 | | | | |
| | 1 -- 4 | 69 | 4,889 | 4,958 |
| | 5 -- 9 | 112 | 1,599 | 1,711 |
| | 10 -- 19 | 195 | 1,485 | 1,680 |
| | 20 -- 49 | 229 | 2,864 | 3,093 |
| | 50 -- 99 | 50 | 1,626 | 1,676 |
| | 100 -- 199 | 371 | 1,585 | 1,956 |
| | 200及以上 | 586 | 2,718 | 3,304 |
| | 小計 | 1,612 | 16,766 | 18,378 |
| 4. 髮廊 | | | | |
| | 1 -- 4 | 50 | 4,827 | 4,877 |
| | 5 -- 9 | 17 | 4,698 | 4,715 |
| | 10 -- 19 | 24 | 1,504 | 1,528 |
| | 20 -- 49 | 51 | 1,210 | 1,261 |
| | 50 -- 99 | 35 | 946 | 981 |
| | 100 -- 199 | 20 | 202 | 222 |
| | 200及以上 | 0 | 0 | 0 |
| | 小計 | 197 | 13,387 | 13,584 |

| 行業類別 | 僱員數目 | 非技術 僱員人數 (a) | 技術 僱員人數 (b) | 總數 (a) + (b) |
|------------------------------|------------|--------------------|-------------------|-----------------|
| 5. 批發及出入口產品公司 | | | | |
| | 1 -- 4 | 211 | 1,011 | 1,222 |
| | 5 -- 9 | 186 | 1,287 | 1,473 |
| | 10 -- 19 | 304 | 533 | 837 |
| | 20 -- 49 | 195 | 462 | 657 |
| | 50 -- 99 | 438 | 517 | 955 |
| | 100 -- 199 | 126 | 659 | 785 |
| | 200及以上 | 442 | 1,022 | 1,464 |
| | 小計 | 1,902 | 5,491 | 7,393 |
| 6. 零售產品公司 | | | | |
| | 1 -- 4 | 0 | 424 | 424 |
| | 5 -- 9 | 0 | 513 | 513 |
| | 10 -- 19 | 2 | 665 | 667 |
| | 20 -- 49 | 103 | 881 | 984 |
| | 50 -- 99 | 128 | 1,250 | 1,378 |
| | 100 -- 199 | 379 | 892 | 1,271 |
| | 200及以上 | 3,996 | 4,093 | 8,089 |
| | 小計 | 4,608 | 8,718 | 13,326 |
| 7. 美甲中心 | | | | |
| | 1 -- 4 | 0 | 409 | 409 |
| | 5 -- 9 | 0 | 300 | 300 |
| | 10 -- 19 | 0 | 160 | 160 |
| | 20 -- 49 | 0 | 130 | 130 |
| | 50 -- 99 | 0 | 56 | 56 |
| | 100 -- 199 | 0 | 0 | 0 |
| | 200及以上 | 0 | 0 | 0 |
| | 小計 | 0 | 1,055 | 1,055 |
| 8. 其他 (包括婚紗攝影及影視娛樂機構) | | | | |
| | 1 -- 4 | 0 | 6 | 6 |
| | 5 -- 9 | 0 | 12 | 12 |
| | 10 -- 19 | 2 | 92 | 94 |
| | 20 -- 49 | 0 | 6 | 6 |
| | 50 -- 99 | 0 | 11 | 11 |
| | 100 -- 199 | 0 | 9 | 9 |
| | 200及以上 | 0 | 138 | 138 |
| | 小計 | 2 | 274 | 276 |
| | 總計 | 8,363 | 46,075 | 54,438 |

表十一：美容美髮業2012年人力調查反應分析

| 結果 \ 行業類別* | 1. 理髮服務 | 2. 美容服務 | 3. 化妝品及香水批發及出口貿易 | 4. 化妝品零售 | 5. 體育機構 | 6. 學校 | 7. 結婚攝影機構 | 8. 影視娛樂事業機構 | 總數 |
|-----------------|------------|------------|------------------|-----------|-----------|-----------|-----------|-------------|------------|
| 結束營業 | 12 | 2 | 2 | 0 | 0 | 3 | 0 | 0 | 19 |
| 重複 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 4 |
| 合併 | 1 | 3 | 0 | 3 | 1 | 0 | 0 | 0 | 8 |
| 搬遷、地址無法確定 | 13 | 10 | 2 | 5 | 1 | 1 | 3 | 0 | 35 |
| 無法取得聯絡 | 17 | 35 | 4 | 9 | 1 | 2 | 0 | 1 | 69 |
| 並無從事有關的單一業務 | 0 | 6 | 3 | 13 | 0 | 6 | 0 | 0 | 28 |
| 非技術僱員 | 0 | 2 | 3 | 2 | 0 | 4 | 22 | 1 | 34 |
| 未開始營業 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 4 |
| 只提供部份資料 | 7 | 16 | 2 | 5 | 0 | 3 | 0 | 0 | 33 |
| 拒絕回應 | 7 | 6 | 4 | 6 | 1 | 2 | 1 | 1 | 28 |
| 雖已註冊／有通信地址但並無營業 | 0 | 8 | 3 | 0 | 0 | 0 | 1 | 1 | 13 |
| 有回應 | 245 | 240 | 63 | 50 | 7 | 51 | 17 | 4 | 677 |
| 暫時停業 | 10 | 21 | 5 | 4 | 0 | 3 | 1 | 0 | 44 |
| 空置單位 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| 合共 | 312 | 350 | 94 | 98 | 11 | 79 | 45 | 8 | 997 |

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

2012 Manpower Survey Report

Beauty Care, Hairdressing and Cosmetics Industry

Executive Summary

Introduction

1. The Beauty Care and Hairdressing Training Board (“The Training Board”) conducts a biennial manpower survey for assessing the manpower situation, the manpower demands and training needs of the industry.
2. Fieldwork of the manpower survey was conducted in the first quarter of 2012, with 31 January 2012 as the reference date for all survey data. By stratified random sampling method, 997 out of a total of 11 271 registered companies were selected for this survey.
3. 997 sampled companies fall into the six sectors of the industry as follows:
 - i) School (Beauty & Hairdressing/Make-up/Nail) [abbreviated as “*School*”];
 - ii) Beauty Centre/Health Centre & Spa [abbreviated as “Beauty Centre”];
 - iii) Hairdressing Salon;
 - iv) Cosmetic Product Company –Wholesale, Import & Export [abbreviated as “Cosmetic Product Company – WIE”];
 - v) Cosmetic Product Company – Retail;
 - vi) Nail Salon.
4. The overall effective response rate was 96.2 %, similar to that of 2010.

Objective

5. The purpose of the manpower survey was to collect the updated manpower statistics of the industry, to assess and ascertain the manpower demands and training needs, for a

recommendation of curriculum development strategy and proposal for in-service training.

Limitations

6. Owing to limited resources, companies were drawn by statistical sampling methods for this survey. Hence, statistical discrepancies were inevitable and might affect the interpretation of survey findings.

Economic Outlook

7. The re-emergence of the Eurozone sovereign debt crisis has seen the global economy entering a critical stage, European and American countries have yet to come up with a stabilising plan for the financial well-being of the Eurozone. Meanwhile in Asia, last year's mega quake in Japan has dealt a severe blow to its economy. Hong Kong being an international financial centre, whose business environment is influenced by external factors, was not immuned from the crisis. After recording a GDP growth of 7.8% in the first quarter of 2011, the local economy experienced an obvious slowdown in the second quarter.

8. Clouded by the Euro crisis, the GDP for the second and third quarters of 2012 recorded a growth of 1.2% and 1.3% respectively, indicating a significant setback when measured against the 5.1% and 4.3% growth for the same period in 2011. In terms of spending, however, the consumer sentiment has improved as a result of the \$6,000 handout from the government, and the private consumption expenditure during the first to third quarter of 2012 went up drastically by 4.1% when compared to the same period in 2011; on the other hand, the government spending increased only by 3.2%. In respect of the labour market, increased purchasing power of the public has stimulated the demand for manpower, and the implementation of the Minimum Wage Ordinance has prompted more people to re-enter the labour market, making the unemployment rate to stay at a low level. (The unemployment rate for the period from August to October 2012 was 3.4%)

9. Inflation in Hong Kong is another issue that should warrant attention. The inflation rate climbed notably from 2.4% in 2010 to 5.3% in 2011, and it was expected that the underlying Composite Consumer Price Index would still record a 4.2% increase in 2012. The

perpetuation of a high inflation rate would, in the long run, dampen the spending power of the public, despite the \$6,000 cash handout by the government.

10. In addition to facing the income erosion, employers have to bear with the pressure of mounting operational costs. The scarcity of land in Hong Kong, compounded with the influx of hot money into the local stock and property markets, has caused spiralling shop rental costs in the past year, with property prices even surpassing the 1997 peak. It is anticipated that the rent will continue to escalate next year, imposing burdens to employers and especially SMEs. Added to this would be the enforcement of the Minimum Wage Ordinance to protect local employees with more reasonable income since May 2011. Persistently high inflation rate exacerbated by the imminent rise in the minimum wage level would definitely put extra burdens on the business operators.

Business Outlook and Manpower Implications

11. The implementation of minimum wage has resulted in junior level workers receiving “equal pay for different jobs”, which means that all grassroots employees will receive similar remuneration packages, no matter what industry they are in. This has greatly improved the mobility of these employees. Since the Beauty Care and Hairdressing industry requires relatively more investment of time and money for the provision of pre-employment vocational training, and employees need to familiarise themselves with different service procedures, recruitment of junior level staff is much more difficult than in the past.

12. To comply with the minimum wage legislation, and enhance the competitiveness for recruiting junior level staff, the beauty services industry has raised the wages of these staff considerably over the past year. While the wage level of new entrants in general was higher than the statutory requirement, the effects are yet to be seen. Some employers expressed difficulties they encountered in recruitment and they had to resort to filling the vacancies with staff who did not have the relevant knowledge and experience. But on the other hand, as wages of junior level staff increase and come close to those of experienced staff, some employers are more willing to pay higher to employ experienced staff. This in turn triggers the increase in overall wages, and not only will it encourage experienced staff to stay willingly but also attract leavers to come back and work for the beauty services industry.

13. Medical cosmetic services continued to be a key area of business development for the beauty care industry. As the consumer spending of medical cosmetics is much more lavish than that of the conventional beauty services, and the service time involved is comparatively less, medical cosmetic services fit in well with the business environment of Hong Kong characterised by its high operation cost, and will project a very positive business outlook..

14. However, high return investments usually come with higher costs and risks. In comparison with the conventional beauty services, medical cosmetic services will need to pass a higher knowledge and technology threshold, and is exposed to more potential risks, namely customer complaints and accidents. In reality, human resources development of the medical cosmetic services is lagging far behind market growth. As an interim measure, practitioners from other trades with the required technical skills were recruited. To alleviate the manpower shortage in the long run, however, provision of necessary training to the technical staff will be required, for turning them into qualified operators through training and assessment. This will increase their real income, and attract new blood to join the industry as the career prospect and social recognition improve, leading to a win-win situation for both the industry operators and employees much required for the development of industry.

15. For Cosmetic Product Company – Retail sector, some survey results revealed that there was a shift in the spending pattern of mainland visitors years after the implementation of Individual Visit Scheme. From a preference of luxury items, Mainland visitors now turned to high-end consumer goods including skin care and cosmetic products, contributing to the continuous growth of the sector, and a steady increase in the demand for the frontline salespersons. Languages, communication skill and customer services skill are still the key training areas most preferred by employers.

16. Product and equipment suppliers/brand agents of beauty salons always have a keen demand for sales representatives and technical advisers. But owing to its job nature of frequent outdoor work, it has become harder and harder to recruit new staff in recent years. If the natural staff wastage continues, it will undoubtedly hamper the operation and development of businesses if operators fail to replenish the manpower.

17. A rapid development in small nail salons in recent years was reported. It is

common to find small nail salons at shopping arcades in all residential districts. Mostly run by self-employed young people, these are small capital businesses. Nail Technicians employed earn their income through skills and by working long hours. Nail salons do not have high overall monthly revenue and business development will be impacted if shop rents continue to rise.

18. The Hairdressing industry has a high wastage of staff, a hindrance to its development. The government policy of extending the free education entitlement has in a way deferred junior level employees starting to work. Besides, young people have more options for training alongside the traditional education system. Young people with higher qualification/education will think twice before joining this industry which has a long apprentice period and requires relatively hard work. It is therefore advisable to enhance the value-added training, such as enhancing their art and aesthetics knowledge and related skills, other than pure occupational skills. It is also important to promote the professional recognition among trainees/employees of the hairdressing industry, and to elevate the social status of the industry. Hopefully it will foster the loyalty and sense of belonging of the employees towards the industry, so that they will treat their occupation not merely as temporary or transitional.

19. With the government provision of considerable resources in the vocational training market, a fundamental and structural change in training provision for the Beauty Care industry took place. Training services primarily provided by private organisations in the past have been gradually replaced by those of charity groups, non-profit making organisations, public bodies and academic institution. Many of these private organisations have withdrawn from the market, leaving only a few still in operation, the latter may need to run other beauty services to sustain businesses. The demand for beauty training instructors has also fallen. Nevertheless, these surplus posts and manpower were more or less absorbed by the various organisations above.

Manpower Situation in 2012

20. In consideration of the experience of the past manpower surveys and the uniqueness of the industry, the Census and Statistics Department (*C&SD*) has made further improvements in the sampling framework to increase the accuracy of the data collected. After

examining the survey findings, the Training Board was of the view that the data collected revealed the overall manpower situation of the Beauty Care, Hairdressing and Cosmetics Industry.

21. A total of **58 774** workers were employed in the six sectors of the industry in January 2012. Among them, **50 411 (85.8%)** were technical employees engaged in principal jobs (including 46 075 Direct Employees, 2 389 Freelancers and 1 947 Part-time Employees), and the remaining **8 363 (14.2%)** were non-technical employees engaged in non-principal jobs, similar to the situation in 2010 with percentages of 86.5% and 13.5% respectively. Compared with the 47 591 technical employees in 2010, the 2012 survey recorded an increase of 2 820 employees, recording a growth rate of 5.9% within 2 years.

22. Table 1 and Table 2 show the distribution of employees (including Freelancers and Part-timers), vacancies and forecast manpower growth respectively.

Table 1 : Distribution of Employees by Sector

| Sector | Direct Employees | Freelancers | Part-time Employees |
|----------------------------------------------------------|-------------------------|--------------------|----------------------------|
| 1. School (Beauty & Hairdressing/Make-up & Nail) | 415 | 30 | 157 |
| 2. Beauty Centre/Health Centre & Spa | 17 122 | 462 | 527 |
| 3. Hairdressing Salon | 13 230 | 1 812 | 808 |
| 4. Cosmetic Product Company – Retail | 9 532 | 1 | 311 |
| 5. Cosmetic Product Company – Wholesale, Import & Export | 4 611 | 36 | 96 |
| 6. Nail Salon | 1 165 | 48 | 48 |
| | 46 075 | 2 389 | 1 947 |

23. Compared with the survey findings in 2010, there has been a slight increase of Direct Employees by 2.6 % (+1 161), while a sharp increase was reported for Freelancers and Part-time Employees, by 86.3% (+1 107) and 39.6% (+552) respectively.

Manpower Projection

24. Employers forecast that by January 2013 there would be 48 824 posts (excluding posts for Freelancers and Part-time Employees), representing a slight decrease of 137 posts compared with 2012. By sector, Hairdressing Salon and Beauty Centre/Health Centre & Spa would cut 105 and 51 posts respectively. On the other hand, there would be 30 and 2 new posts offered by Nail Salon and School (Beauty & Hairdressing/Make-up & Nail) respectively. A comparison of the manpower forecast between 2012 and 2013 is summarised in **Table 2**.

**Table 2: Employers' Forecast of Manpower by Sector
(by January 2013)**

| Sector | Number of Employees by January 2012 (a) | Number of Vacancies by January 2012 (b) | Total Number of Posts in January 2012 (a + b) | Employers' Forecast in January 2013 | Increase/Decrease (%) |
|----------------------------------------------------------|----------------------------------------------------|----------------------------------------------------|----------------------------------------------------------|--------------------------------------------|------------------------------|
| 1. School (Beauty & Hairdressing/Make-up & Nail) | 415 | 3 | 418 | 420 | 0.5% |
| 2. Beauty Centre/Health Centre & Spa | 17 122 | 970 | 18 092 | 18 041 | -0.3% |
| 3. Hairdressing Salon | 13 230 | 1 206 | 14 436 | 14 331 | -0.7% |
| 4. Cosmetic Product Company - Wholesale, Import & Export | 4 611 | 205 | 4 816 | 4 816 | 0% |
| 5. Cosmetic Product Company - Retail | 9 532 | 314 | 9 846 | 9 833 | -0.1% |
| 6. Nail Salon | 1 165 | 188 | 1 353 | 1 383 | 2.2% |
| | 46 075 | 2 886 | 48 961 | 48 824 | -0.3% |

25. Having considered the various factors, the Training Board adopted the Adaptive Filtering Method for a projection for the average annual manpower growth from 2012 to 2017, taking into account the forecast manpower demand and staff wastage. Based on these factors, the average annual training requirement of the Beauty Care, Hairdressing and Cosmetics Industry is shown as follows:

**Average Annual Additional Training Demand
by Sector in 2012-2017**

| Sector | Wastage Rate in 2012 | Average Annual Growth | Annual Additional Training Requirement |
|-------------------------------------------------------------|----------------------------|-----------------------------|-------------------------------------------------|
| 1. School (Beauty & Hairdressing / Make-up & Nail) | 8.3% | -2.4% | 33 |
| 2. Beauty Centre / Health Centre & Spa | 3.0% | 1.1% | 796 |
| 3. Hairdressing Salon | 8.7% | 4.0% | 2 375 |
| 4. Cosmetic Product Company – Retail | 6.0% | 3.4% | 1 037 |
| 5. Cosmetic Product Company – Wholesale, Import & Export | -1.2% | 0.1% | -55 |
| 6. Nail Salon | 4.6% | 12.7% | 331 |
| Total: | | | 4 517 |

26. The above projection shows that the additional training requirement comes mainly from Hair Salon (52.6% of total requirement), followed by Cosmetic Product Company – Retail (23.0%) and Beauty Centre/Health Centre & Spa (17.6%).

Preferred and Actual Education of Employees

27. Generally, employers preferred their employees to have higher education level than before. Over half of the employers required their employees to have attained Secondary 4 and 5, followed by the attainment of Secondary 6 and 7. In reality, employees mostly attained Secondary 4 to 5. Compared with 2010, a more notable change was seen in employees with Secondary 3 or below education level, a drop from 17.8% to 11.7%.

Preferred and Actual Working Experience of Employees

28. Employees who have had relevant working experience were also on the rise when compared with the 2010 survey findings. Those who have had working experience of 6 to below 10 years, and those with 10 years or above have gone up by 3.9% and 4.7% respectively. This reveals that more experienced practitioners were joining and remaining in the industry.

Preferred and Actual Vocational Qualification of Employees

29. Most employers would prefer their employees to possess vocational qualifications, namely certificates of retraining courses and internationally recognised certificates. This is an indication of the importance employers attached to employee qualifications.

Training Needs

30. A majority of employers considered that their employees should receive various kinds of management skills, generic skills and language training in the coming 12 months. Of these three training areas, the highest percentage was recorded for Customer Services, followed by Sales and Marketing, Putonghua and Oral English.

Recruitment Difficulties

31. A total of 2 678 companies were recruiting. Among these, 2 011 (75.1%) companies met difficulties, most seriously felt by Hair Salon, followed by Beauty Centre/Health Centre & Spa. High expectation of working conditions/remuneration package from recruits, and lack of candidates with relevant experiences were among the main reasons.

Employees Leaving and Wastage Rate

32. Employers reported 9 633 employees leaving the industry (19.1% of the total number of posts) over the past 12 months, mostly in Hair Salon (3843, 39.9%), followed by Beauty Centre/Health Centre & Spa (3 494, 36.3%), and Cosmetic Product Company – Retail (1

571, 16.3%). A total of 8 799 employees were recruited, of whom 6 921 had relevant experience in beauty care and hairdressing. In other words, a wastage of 2 712 experienced employees was recorded, accounting for 5.1 % of the total number of technical employees (53 297 in total, including vacancies).

Recommendations

33. Generally, the local economy is benefitted by the Mainland policy of “Individual Visit Scheme”; it is however subject to the uncertainties of external economies, coupled with the high rental costs and high commodity prices. So the enterprise operators are still taking a prudent approach in business development.

34. The Training Board has the following recommendations for the industry and practitioners regarding the direction of growth:

- With development of the Qualifications Framework, and the launch of the Specifications of Competency Standards for the Hairdressing and Beauty Care industries, employers should encourage their employees to embark on continuous learning with reference to their vocational expertise and job requirements, and to help them to remain competitive, so that they can have greater contributions to the Beauty Care, Hairdressing and Cosmetics industry;
- It is vital that employees possess good language and sales skills in facing an increasing number of tourists shopping. These areas of in-service training should be provided, especially for frontline sales employees: i) customer service, sales and marketing skills; and ii) language skills (e.g. Putonghua and Oral English). These will help to upgrade the service standards, customer satisfaction, and their communication with the customers;
- To retain talents, employers can consider offering management-related training to those staff who are experienced in the field to help raise their knowledge of shop management, and this will in turn help their understanding of shop operation and improve the business viability;

- For raising their professional status and income, practitioners should take courses in skills upgrading and continuous learning in high-end services. They can also take part in the vocational assessment offered locally and overseas leading to a recognised qualification. These will upgrade their personal skills and secure a better chance for career advancement and incomes, and will help to elevate the professional image of the industry and boost consumer confidence;
- To recruit young employees, pre-employment trade specific training programmes should be provided by the institutes, covering the theory and practical skills, and to enhance their knowledge of the industry (like the industry trend and personal career development), as well as generic skills (language competency, interpersonal communication), to better equip them for employment in terms of service mindsets.
- Joint training opportunities can also be offered by the industry with course providers (like the Beauty Care and Hairdressing Traineeship Scheme). These programmes should provide theoretical knowledge and in-service training to help young people better understand the industry, to meet market needs, and to prevent staff wastage effectively.
- The industry can also draw reference from other industries by setting up a “Continuous Professional Development” Scheme (*CPD Scheme*) in the credit accumulation mode. With a registration scheme in place, specifying the credits requirement, practitioners will be encouraged to take up further study for longer term development in the industry, and will secure quality assurance of the service standards.
- Industry and business operators can consider restructuring their mode of operation and explore expansion to the Mainland market. Comparatively speaking, Hong Kong has a more advanced philosophy of business operations and a more well-established corporate behavior, while these are lacking in Mainland. In recent years more large chain stores have started business in

the Mainland. These well established companies have opened up technology exchanges with the Mainland through their networking with Mainland industries. This helps to set their footage in the Mainland market, and also opens up channels for practitioners to exchange their expertise and have better understanding of the needs of customers for maintaining a quality service.

- In face of the escalating operation costs, the Government may consider allocating more resources for SMEs to provide training for their employees in the Beauty Care, Hairdressing and Cosmetics industry.

Section I

Survey Scope and Methodology

A. Beauty Care and Hairdressing Training Board

The Training Board

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

Working Party on Manpower Survey

1.2 A Working Party was formed under the Training Board to co-ordinate and oversee the manpower survey in questionnaire design, sampling, data analysis and reporting, with the assistance of the Census and Statistics Department (C&SD) of the HKSAR Government. The membership list of the Working Party is given in Appendix 3.

1.3 The Training Board has conducted four manpower surveys of the Beauty Care, Hairdressing and Cosmetics Industry since 2003. With the assistance of the C&SD, the fifth manpower survey was conducted in the first quarter of 2012, aiming to:

- i) identify the manpower and training needs of principal jobs of the Beauty Care, Hairdressing and Cosmetics Industry;
- ii) forecast the manpower growth of the industry; and
- iii) recommend measures to meet the training needs of the industry.

B. Scope and Methodology

Scope of the Survey

1.4 There have been no significant changes in the manpower structure of the industry in recent years. In this regard, the classification in the 2010 survey was adopted, covering principal jobs in six sectors of the industry as follows:

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

1.5 Survey samples of the above six sectors were randomly selected from the list of companies registered with the C&SD (data last updated in November, 2009). In C&SD’s database, however, the following classification was adopted:

- i) Branch 1 : Beauty Service
- ii) Branch 2 : Hairdressing Service
- iii) Branch 3 : Cosmetic Products and Perfumes - Wholesale, Import & Export
- iv) Branch 4 : Cosmetic Products - Retail
- v) Branch 5 : Athletic Institute
- vi) Branch 6 : School
- vii) Branch 7 : Bridal Salon
- viii) Branch 8 : Television & Entertainment Company

1.6 By stratified random sampling method, 997 out of the 11 271 companies were selected for this survey as follows:

| Branch | Sampled Companies |
|----------------------------------------------------------------|--------------------------|
| 1. Beauty Service | 350 |
| 2. Hairdressing Service | 312 |
| 3. Cosmetic Products and Perfumes - Wholesale, Import & Export | 94 |
| 4. Cosmetic Products – Retail | 98 |
| 5. Athletic Institute | 11 |
| 6. School | 79 |
| 7. Bridal Salon | 45 |
| 8. Television & Entertainment Company | 8 |
| Total | 997 |

1.7 Private training institutes/schools and non-profit making training institutes were also included in the School Branch for a better projection of the training manpower in the industry.

Methodology of the Survey

1.8 The survey aimed at collecting information on manpower and training situation of the Beauty Care, Hairdressing and Cosmetics Industry. Each of the 997 sampled companies was required to complete a questionnaire on manpower and training needs. Interviewing officers of the C&SD then visited the companies to collect the completed questionnaires and assisted in completing the questionnaires when necessary.

1.9 Employers were requested to classify their employees by their actual duties rather than the job titles they held in the organisation. A briefing on the nature of the various jobs was arranged for interviewing officers. Questionnaires collected were checked, coded and if necessary, verified with the respondents. The survey data obtained were statistically grossed up to project the overall manpower situation of the industry.

Analysis of the Responses

1.10 Of the 997 sampled companies, only 28 declined to respond. 718 provided the required information. The remaining 251 companies had either ceased operation, moved,

were untraceable or no longer engaged in the related trade. The overall effective response rate was 96.2%.

Limitations

1.11 Owing to resources constraints, companies were drawn by statistical sampling methods for this survey. Hence, statistical discrepancies were inevitable and might affect the interpretation of survey findings.

Section II

Survey Findings

A. Manpower Situation in 2012

Coverage of the Survey

2.1 The survey covered employees in the six sectors of the Beauty, Hairdressing and Cosmetics Industry:

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

Total Workforce

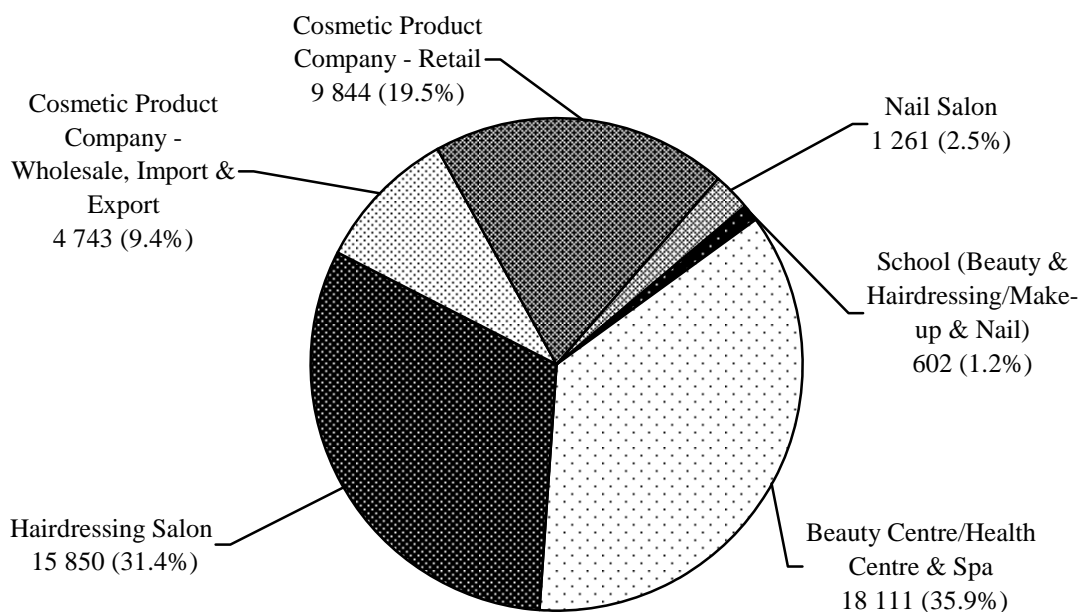
2.2 A total of **58 774** workers were employed in the six sectors of the industry in January 2012. Among them, **50 411 (85.8%)** were technical employees engaged in principal jobs (including 46 075 Direct Employees, 2 389 Freelancers and 1 947 Part-time Employees), and the remaining **8 363 (14.2%)** were non-technical employees engaged in non-principal jobs, similar to the situation in 2010 with percentages of 86.5% and 13.5% respectively. Compared with the 47 591 technical employees in 2010, the 2012 survey recorded an increase of 2 820 employees, recording a growth rate of 5.9% within 2 years.

2.3 Same as the 2010 survey, non-technical employees in general administration, accounting and other supporting jobs have been excluded from all analyses in this report. With due consideration to the peculiarities of the industry, Direct Employees, Freelancers and Part-time Employees were included in this survey so as to fully reflect the manpower situation of the whole industry.

Distribution of Employees

2.4 The survey revealed that the majority of employees (18 111, or 35.9% of the total workforce) were working in Beauty Centre, followed by Hairdressing Salon (15 850, 31.4%), Cosmetic Product Company - Retail (9 844, 19.5%), Cosmetic Product Company – WWIE (4 743, 9.4%), Nail Salon (1 261, 2.5%) and School¹ (602, 1.2%). Distribution of employees by sector is shown in **Figure 1**. Detailed manpower statistics are shown in **Table 1, Section 5**.

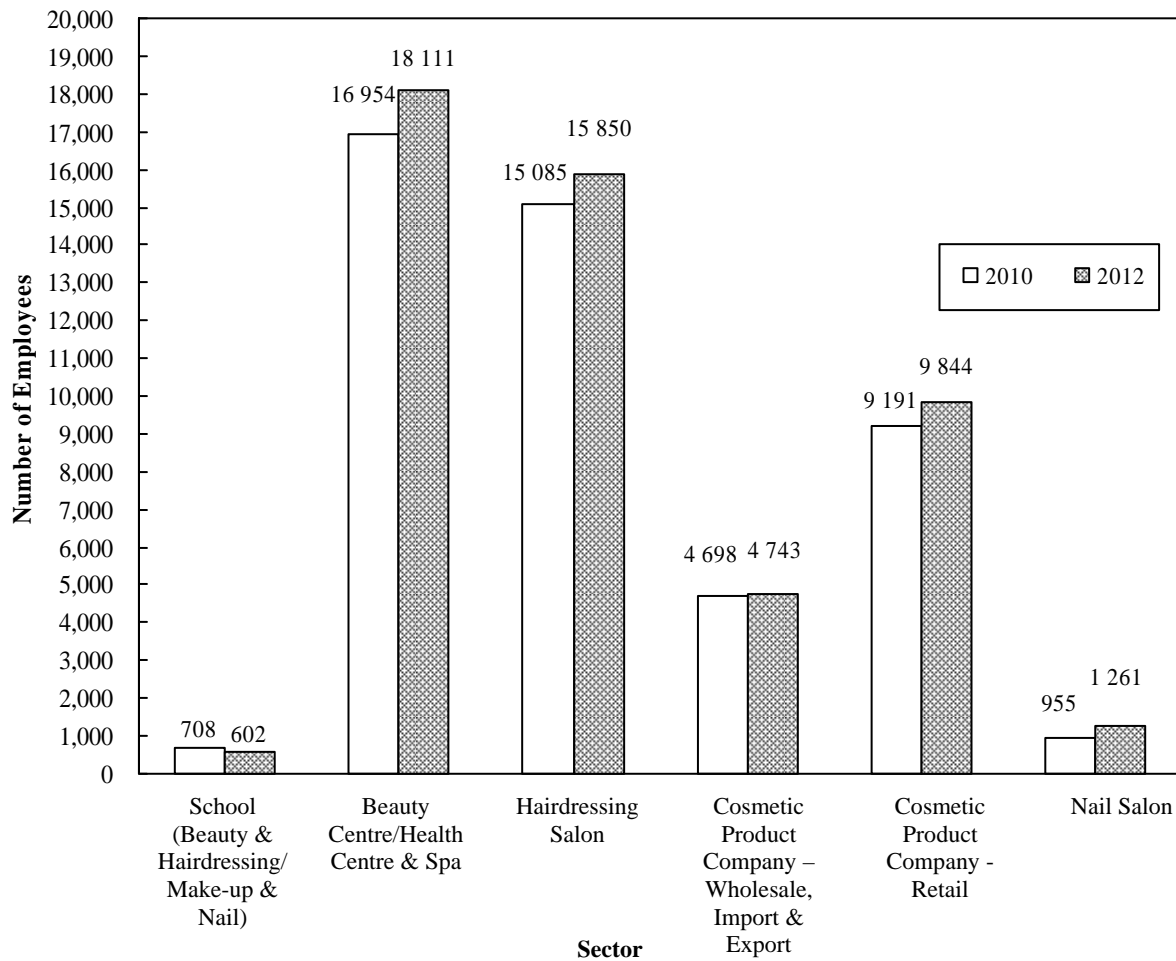
**Figure 1: Distribution of Employees by Sector
(Including Direct Employees, Freelancers and Part-time Employees)
Total : 50 411**



2.5 Compared with the survey in 2010, Nail Salon recorded the highest manpower growth (306, +32%), followed by Cosmetic Product Company - Retail (653, +7.1%), Beauty Centre (1 157, +6.8%), Hairdressing Salon (765, +5.1%) and Cosmetic Product Company - WIE(45, +1%). On the other hand, School recorded a decline (106, -15%). Manpower growth by sector is shown in **Figure 2**. Detailed comparison of the manpower statistics between 2010 and 2012 is shown in **Table 2, Section 5**.

¹ School Sector: Private training institutes/schools and non-profit making training institutes were also covered.

Figure 2: Distribution of Employees in 2010 and 2012 by Sector



2.6 Distribution of employees by sector (including Freelancers and Part-time Employees) is shown in **Table 1**:

Table 1 : Distribution of Employees by Sector

| Sector | Direct Employees | Freelancers | Part-time Employees |
|----------------------------------------------------------|------------------|--------------|---------------------|
| 1. School (Beauty & Hairdressing/Make-up & Nail) | 415 | 30 | 157 |
| 2. Beauty Centre/Health Centre & Spa | 17 122 | 462 | 527 |
| 3. Hairdressing Salon | 13 230 | 1 812 | 808 |
| 4. Cosmetic Product Company – Retail | 9 532 | 1 | 311 |
| 5. Cosmetic Product Company – Wholesale, Import & Export | 4 611 | 36 | 96 |
| 6. Nail Salon | 1 165 | 48 | 48 |
| | 46 075 | 2 389 | 1 947 |

2.7 Compared with the survey in 2010, the number of Freelancers and Part-time Employees recorded a significant increase of 86.3% (+1 107) and 39.6% (+552) respectively. As for the number of Direct Employees, only a slight increase (2.6%, +1 161) was recorded.

2.8 By sector, Nail Salon recorded a 25.1 % growth in the number of Direct Employees, but the growth rate was obviously lower than in 2010, showing a slowdown in the business. Besides, Cosmetic Product Company - Retail, Beauty Centre and Cosmetic Product Company – WIE also recorded a slight growth in the number of Direct Employees. However, School recorded a significant decrease, with a drop of 27.8%.

2.9 The survey also revealed that in 2012, there were 2 389 Freelancers, representing a marked increase of 1 107 compared with the survey in 2010. By sector, the manpower growth was most obvious in Hairdressing Salon. Among all sectors, only Cosmetic Product Company - Retail recorded a decrease in the number of Freelancers.

2.10 In 2012, there were 1 947 Part-time Employees, representing an increase of 552 compared with the survey in 2010. The growth was most obvious in Cosmetic Product Company - Retail, followed by Hairdressing Salon. Among all sectors, only Cosmetic Product Company – WIE recorded an obvious drop in the number of Part-time Employees.

2.11 The distribution of principal jobs with most employees is as follows:

| Job Titles | Number of Employees* | | | |
|---------------------------------------------------|----------------------|----------------------------|-----------------|----------------------------|
| | 2010 | | 2012 | |
| 1. Senior Beautician and Beautician | 10 543 | (22.2%) [#] | 10 957 | (21.7%) [#] |
| 2. Senior Hair Stylist and Hair Stylist | 8 950 | (18.8%) [#] | 9 825 | (19.5%) [#] |
| 3. Beauty Adviser (Counter) and Hair Care Adviser | 6 843 | (14.4%) [#] | 6 719 | (13.3%) [#] |
| 4. Hairdressing Assistant | 4 844 | (10.2%) [#] | 4 697 | (9.3%) [#] |
| 5. Sales Representative | 1 563 | (3.2%) [#] | 1 528 | (3%) [#] |
| 6. Body Therapist | 1 186 | (2.5%) [#] | 1 370 | (2.7%) [#] |
| | 33 929 | (71.3%)[#] | 35 096 | (69.6%)[#] |
| (Total Number of Employees) | (47 591) | (100%) | (50 411) | (100%) |

(*: Including Direct Employees, Part-time Employees and Freelancers;

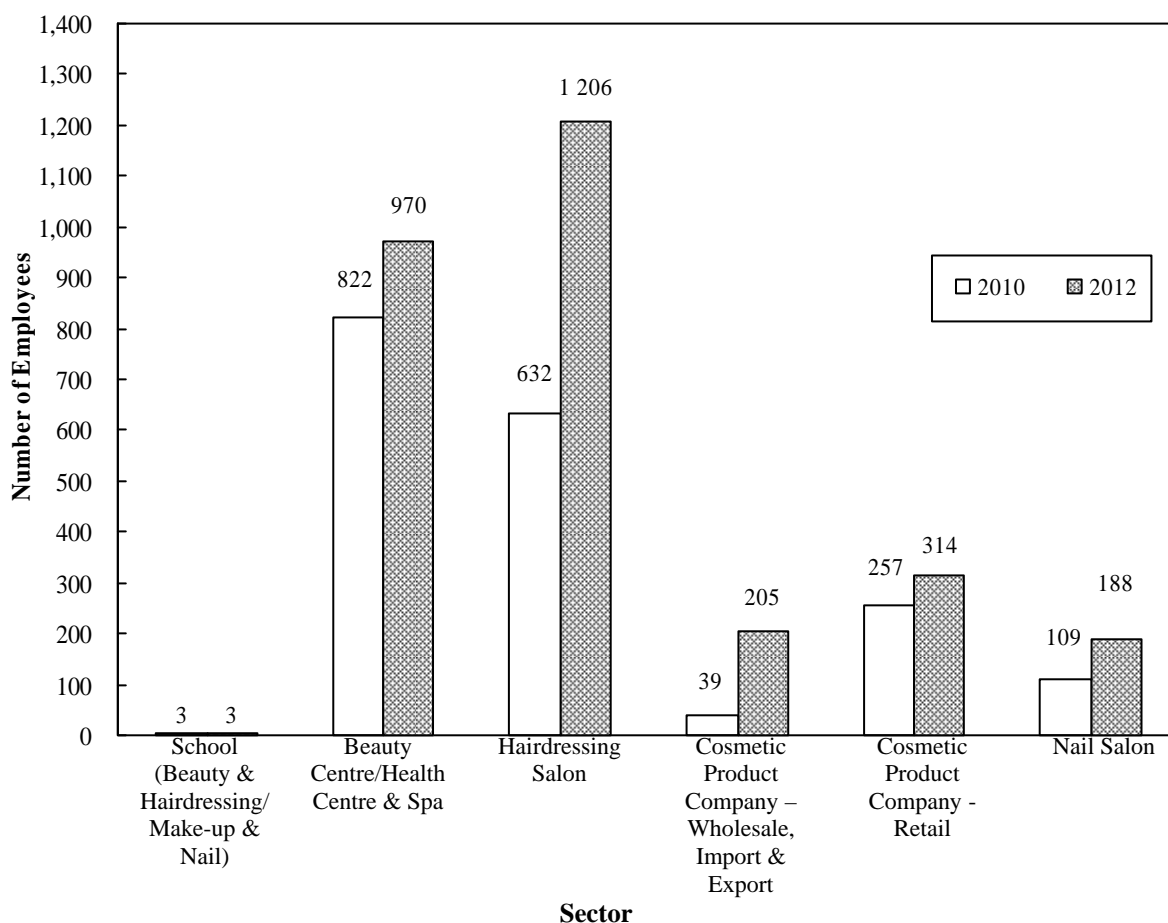
#: Percentage over the total number of employees)

2.12 The percentage of the abovementioned employees in principal jobs over the total workforce was similar to that of 2010, with varying degree of growth/decline. The highest growth (up 184, +15.5%) was recorded in Body Therapist, followed by Senior Hair Stylist and Hair Stylist (up 875, +9.8%). On the other hand, the greatest decrease was recorded in the post of Hairdressing Assistant (down 147, -3%), followed by Sales Representative (down 35, -2.2%). Indeed, Hairdressing Assistant was among the most difficult to fill, according to the majority of Hairdressing Salon owners.

Existing Number of Vacancies

2.13 At the time of the survey, employers reported 2 886 vacancies, representing 5.9% of the existing 48 961 posts (including posts for Direct Employees and vacancies). Compared with 2010, there were 1 024 more vacancies. By sector, Hairdressing Salon had the most vacancies (1 206), followed by Beauty Centre (970 vacancies). Comparison of the number of vacancies by sector between 2010 and 2012 is shown in **Figure 3**.

Figure 3: Number of Vacancies in 2010 and 2012 by Sector



2.14 Vacancies of principal jobs are summarised below:

| Job Titles | Number of Vacancies | Percentage over Total Vacancies |
|----------------------------------|----------------------------|----------------------------------------|
| 1. Hairdressing Assistant | 856 | 29.7% |
| 2. Beautician | 654 | 22.7% |
| 3. Hair Stylist | 272 | 9.4% |
| 4. Beauty Adviser (Counter) | 232 | 8.0% |
| 5. Manicurist/Pedicurist | 126 | 4.4% |
| 6. Beauty Assistant | 89 | 3.1% |
| Sub-total | 2 229 | 77.2% |
| Total Number of Vacancies | (2 886) | (100%) |

Number of Existing Trainees

2.15 A total of 91 trainees were employed in the six sectors. Hairdressing Salon had the largest number of trainees (42), followed by Nail Salon (30). Compared with 2010, the number of trainees increased by 35.

B. Forecast of Manpower Demand

Employers' Forecast of Manpower Demand by January 2013

2.16 Employers forecast that by January 2013 there would be 48 824 posts (excluding posts for Freelancers and Part-time Employees), representing a slight decrease of 137 posts compared with 2012. By sector, Hairdressing Salon and Beauty Centre would cut 105 and 51 posts respectively. On the other hand, there would be 30 and 2 new posts offered by Nail Salon and School. A comparison of the manpower forecast between 2012 and 2013 is summarised in **Table 2**.

**Table 2: Employers' Forecast of Manpower by Sector
(by January 2013)**

| Sector | Number of Employees in January 2012 (a) | Number of Vacancies in January 2012 (b) | Total Number of Posts in Jan 2012 (a + b) | Employers' Forecast in January 2013 | Increase/Decrease (%) |
|----------------------------------------------------------|----------------------------------------------------|----------------------------------------------------|------------------------------------------------------|--------------------------------------------|------------------------------|
| 1. School (Beauty & Hairdressing/Make-up & Nail) | 415 | 3 | 418 | 420 | 0.5% |
| 2. Beauty Centre/Health Centre & Spa | 17 122 | 970 | 18 092 | 18 041 | -0.3% |
| 3. Hairdressing Salon | 13 230 | 1 206 | 14 436 | 14 331 | -0.7% |
| 4. Cosmetic Product Company - Wholesale, Import & Export | 4 611 | 205 | 4 816 | 4 816 | 0% |
| 5. Cosmetic Product Company - Retail | 9 532 | 314 | 9 846 | 9 833 | -0.1% |
| 6. Nail Salon | 1 165 | 188 | 1 353 | 1 383 | 2.2% |
| | 46 075 | 2 886 | 48 961 | 48 824 | -0.3% |

2.17 In terms of number of posts, significant change is recorded in the following principal jobs:

| Job Titles | Increase/Decrease in Number of Posts |
|------------------------|---------------------------------------------|
| Senior Beautician | -34 |
| Beautician | -25 |
| Hairdressing Assistant | -73 |
| Nail Artist | +30 |

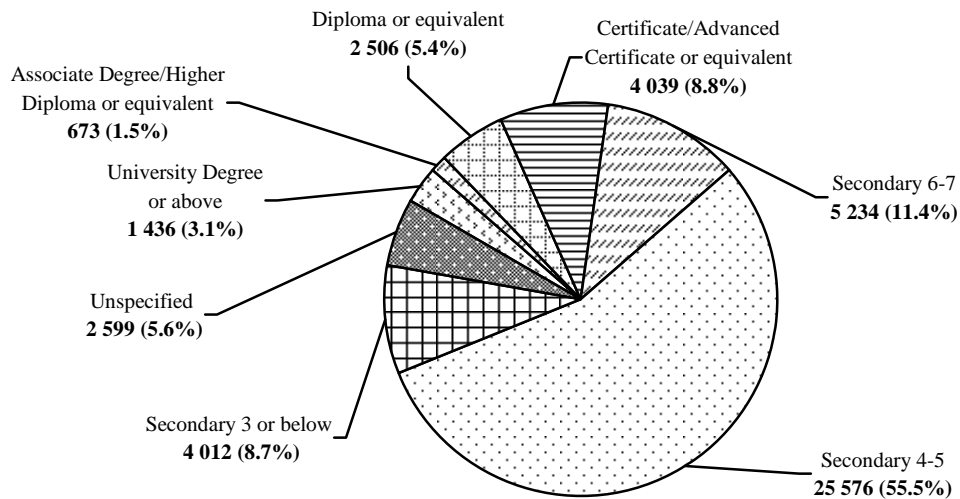
C. Recruitment Requirement

Preferred Level of Education

2.18 The survey revealed that employers preferred 55.5% of Direct Employees to have attained education level at Secondary 4-5, 8.7% at Secondary 3 or below, and 11.4% at Secondary 6-7. Distribution of preferred level of education of employees is shown in **Figure 4(a)**. Detailed statistics are shown in **Table 3(a), Section 5**.

2.19 Compared with the 2010 survey, employers had higher expectations on employees' education level. In 2010, employers preferred 45.3% of their Direct Employees to have attained education level at Secondary 4-5, and would accept 20.6% of employees to be at Secondary 3 or below. However, in 2012, they would expect a higher percentage of employees (55.5%) with education level at Secondary 4-5 and a lower percentage of employees (8.7%) at Secondary 3 or below.

Figure 4(a): Preferred Education of Employees in 2012



Actual Level of Education

2.20 Similar to the situation in 2010, the majority of employees (55.6%) have attained education level at Secondary 4-5, followed by Secondary 3 or below (11.7%). An obvious change was found in the “Secondary 3 or below” category, which dropped from 17.8% to 11.7%. On the other hand, the total number of employees with Certificate/Advanced Certificate or equivalent rose from 4.3% to 8.5%. Detailed statistics are given in **Table 3(b)**, **Section 5**.

Figure 4(b) : Actual Education of Employees in 2012

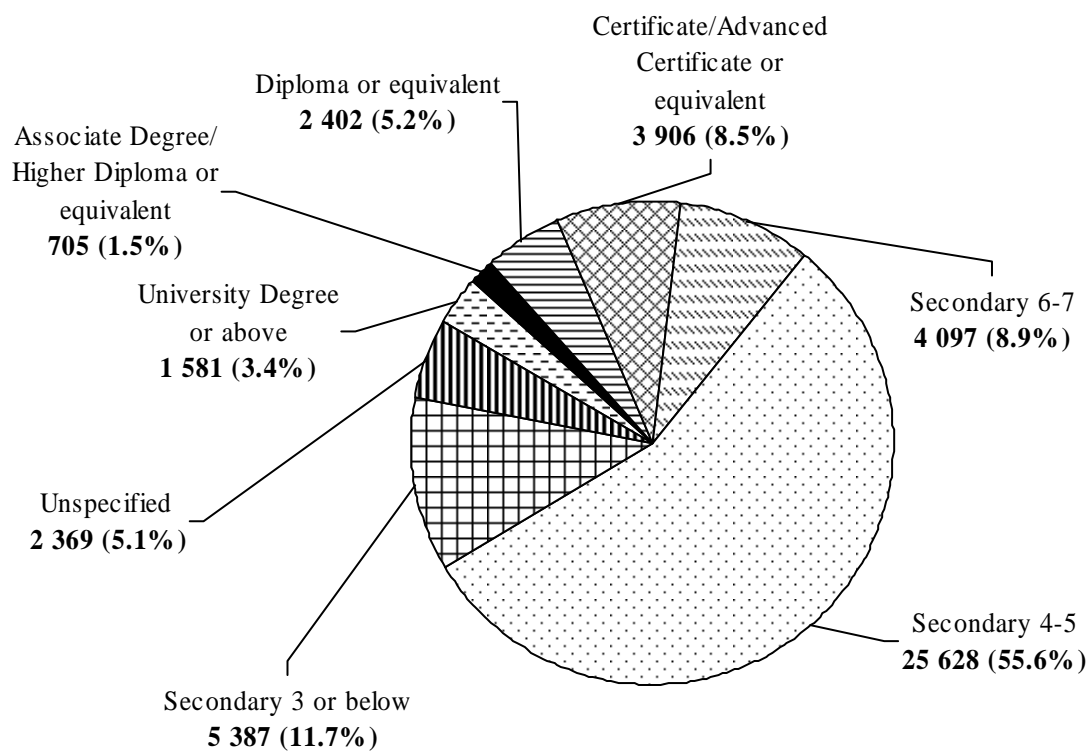
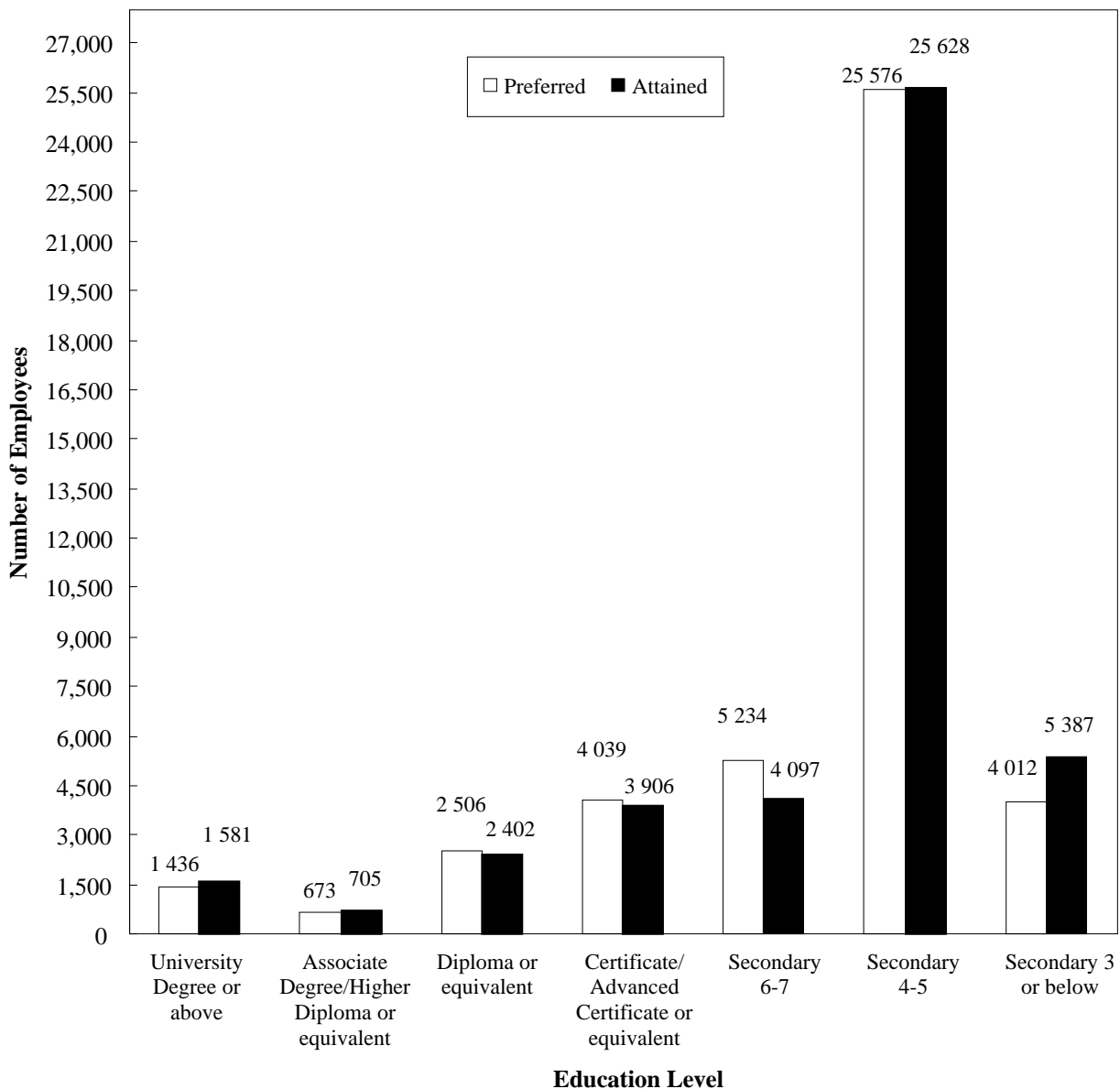


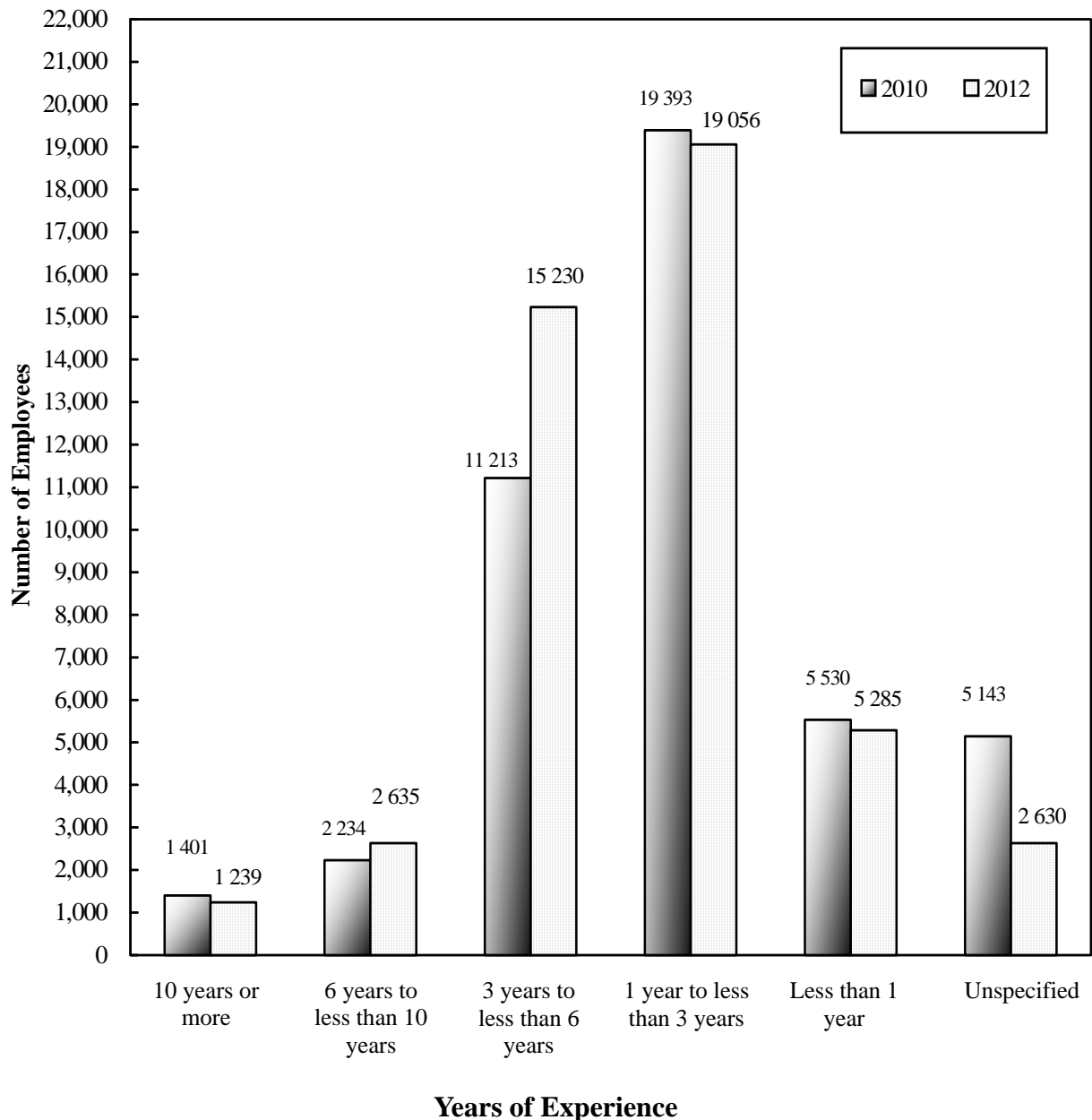
Figure 5 : Preferred and Actual Education of Employees in 2012



Preferred Working Experience

2.21 The survey found that 41.3% of Direct Employees in various sectors were required to possess 1 to 3 years of relevant working experience, and 33.1% to possess 3 to 6 years of experience. Compared with the percentages of 43.2% and 25% in 2010, employers preferred more of their employees (rose by 8.1%) to possess 3 to 6 years of relevant working experience. Detailed statistics are given in **Table 4(a), Section 5**.

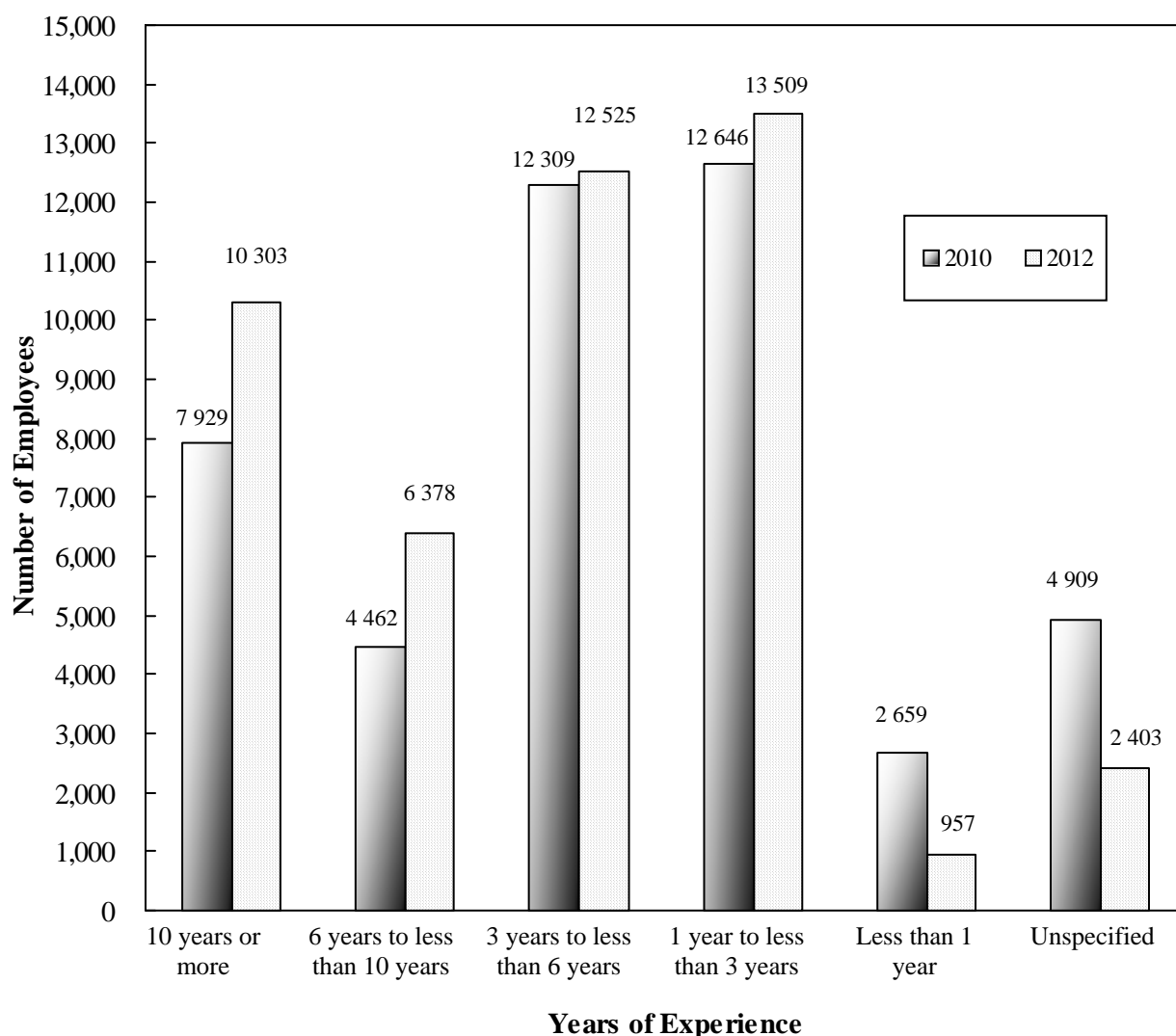
Figure 6: Preferred Years of Working Experience of Employees in 2010 and 2012



Actual Working Experience

2.22 Employers only required 29.3% of their Direct Employees in various sectors to possess 1 to 3 years of relevant working experience, which was very close to the result of 28.2% obtained in the 2010 survey. The number of experienced employees was on the rise. Those who possessed 6 to less than 10 years, and 10 years or more relevant working experience increased by 3.9% and 4.7% respectively, which indicated that more experienced employees joined and stayed in relevant trades. Detailed statistics are given in **Table 4(b), Section 5.**

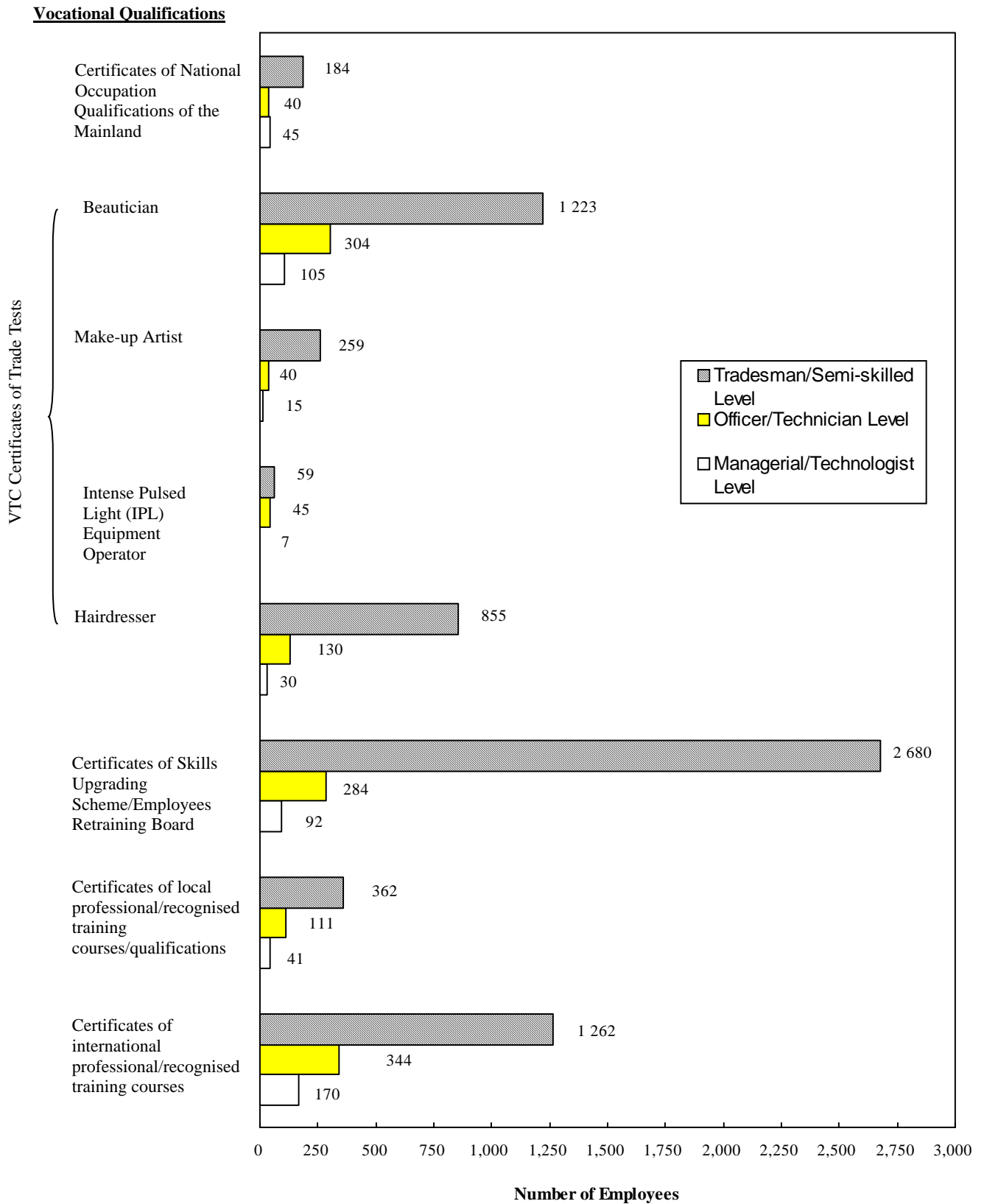
Figure 7: Working Experience of Employees in 2010 and 2012



Preferred Vocational Qualifications

2.23 The survey found that the majority of employers preferred their Direct Employees to possess certificates of Skills Upgrading Scheme/Employees Retraining Board (35.2%), followed by certificates of international professional/recognised training courses (20.4%). Types of preferred vocational qualifications of employees are shown in **Figure 8**. Detailed statistics are given in **Table 5(a), Section 5**.

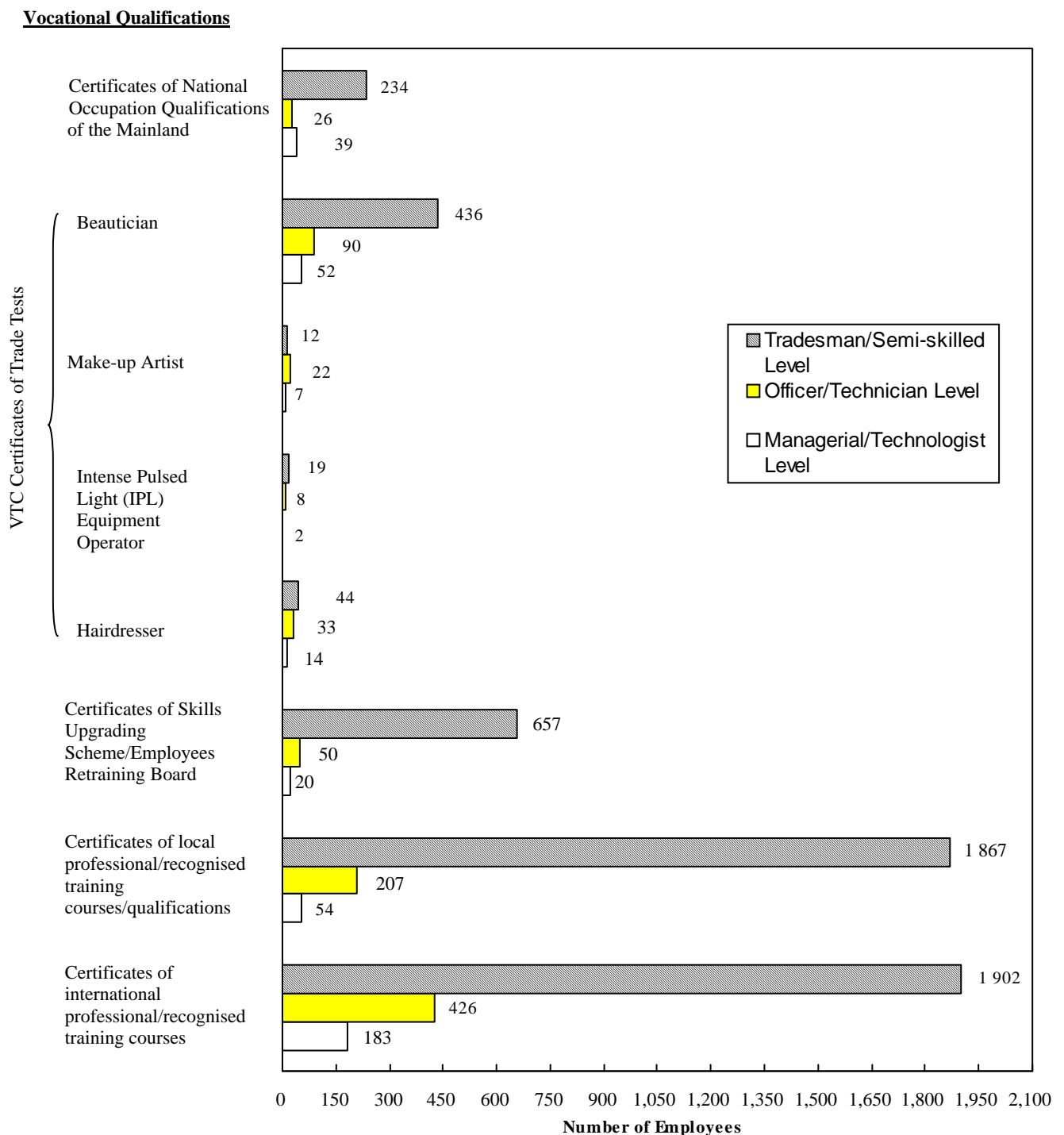
Figure 8 : Preferred Vocational Qualifications of Employees



Actual Vocational Qualifications

2.24 The survey showed that 39.2% of the Direct Employees currently possessed certificates of international professional/recognised training courses, followed by certificates of local professional/recognised training courses (33.2%). 72.9% employees at Tradesman/Semi-skilled level already possessed these certificates, which indicated the importance of such qualifications to these employees. Actual vocational qualifications of employees are shown in **Figure 9**.

Figure 9: Actual Vocational Qualifications of Employees



D. Manpower Training and Development

Training Needs

2.25 On top of the above vocational qualifications, the majority of employers considered that employees should receive various types of training, including Management Skills, Generic Skills and Language Skills in the next 12 months. Among these three training areas, Customer Services Skill was in greatest demand, followed by Sales & Marketing Skill, Putonghua and Spoken English. In terms of job level, Tradesman, Semi-skilled workers and Technicians were considered the target groups for training. Detailed statistics are given in **Table 6, Section 5**.

Recruitment Difficulties

2.26 Out of the 2 678 companies conducting recruitment exercise during the survey period, 2 011 (75.1%) reported that they encountered recruitment difficulties. The situation was most acute in the Hairdressing Salon, followed by Beauty Centre. The main reasons were “High expectation on working conditions/remuneration package from recruits”, “Long working hours” and “Lack of candidates with relevant experiences”. Detailed statistics are given in **Table 7(a) and (b), Section 5**.

Staff Turnover

2.27 Employers reported that 9 633 employees had left in the past 12 months, representing 19.1% of the total number of posts. In terms of job level, the highest turnover was reported in Tradesman/Semi-skilled workers (8 273 or 85.9%). In terms of sector, the highest turnover was recorded in Hairdressing Salon (3 843 or 39.9%), followed by Beauty Centre (3 494 or 36.3%) and Cosmetic Product Company - Retail (1 571 or 16.3%).

Wastage of Employees

2.28 Over the past 12 months, 9 633 employees left their posts, and 8 799 were recruited, of whom 6 921 were with related experience. In other words, 2 712 experienced employees had left the industry, representing 5.1% of the total technical employees (53 297, vacancies included) in 2012. Detailed statistics are given in **Table 8(a), Section 5**.

2.29 The survey also invited employers to provide information about the number of employees leaving their posts and new recruits with relevant experiences in the past 12

months. Information provided and the annual wastage rate are given in **Table 3**. “Wastage Rate” is defined as employees leaving their current jobs and taking up positions in a different industry, or establishing a different type of business, or leaving by reason of emigration, repatriation or retirement.

Table 3: Wastage in the Past 12 Months by Sector

| Sector | Number of Leaving Employees (a) | Number of New Recruits with Relevant Experiences (b) | Number of Wastage (c=a-b) | Total Number of Employees[@] (d) | Wastage Rate* (%) (c/d) |
|----------------------------------------------------------|--------------------------------------------|-----------------------------------------------------------------|--------------------------------------|------------------------------------------------------|----------------------------------------|
| 1. School (Beauty & Hairdressing/Make-up & Nail) | 65 | 15 | 50 | 605 | 8.3* |
| 2. Beauty Centre/Health Centre & Spa | 3 494 | 2 923 | 571 | 19 081 | 3* |
| 3. Hairdressing Salon | 3 843 | 2 362 | 1 481 | 17 056 | 8.7* |
| 4. Cosmetic Product Company - Retail | 1 571 | 961 | 610 | 10 158 | 6* |
| 5. Cosmetic Product Company - Wholesale, Import & Export | 433 | 493 | -60 | 4 948 | -1.2* |
| 6. Nail Salon | 200 | 134 | 66 | 1 449 | 4.6* |
| Total⁺ : | 9 633 | 6 921 | 2 712 | 53 297 | 5.1[#] |

@ Include the number of Direct Employees, Freelancers, Part-time Employees and Vacancies

* percentage over the total number of employees in the sector

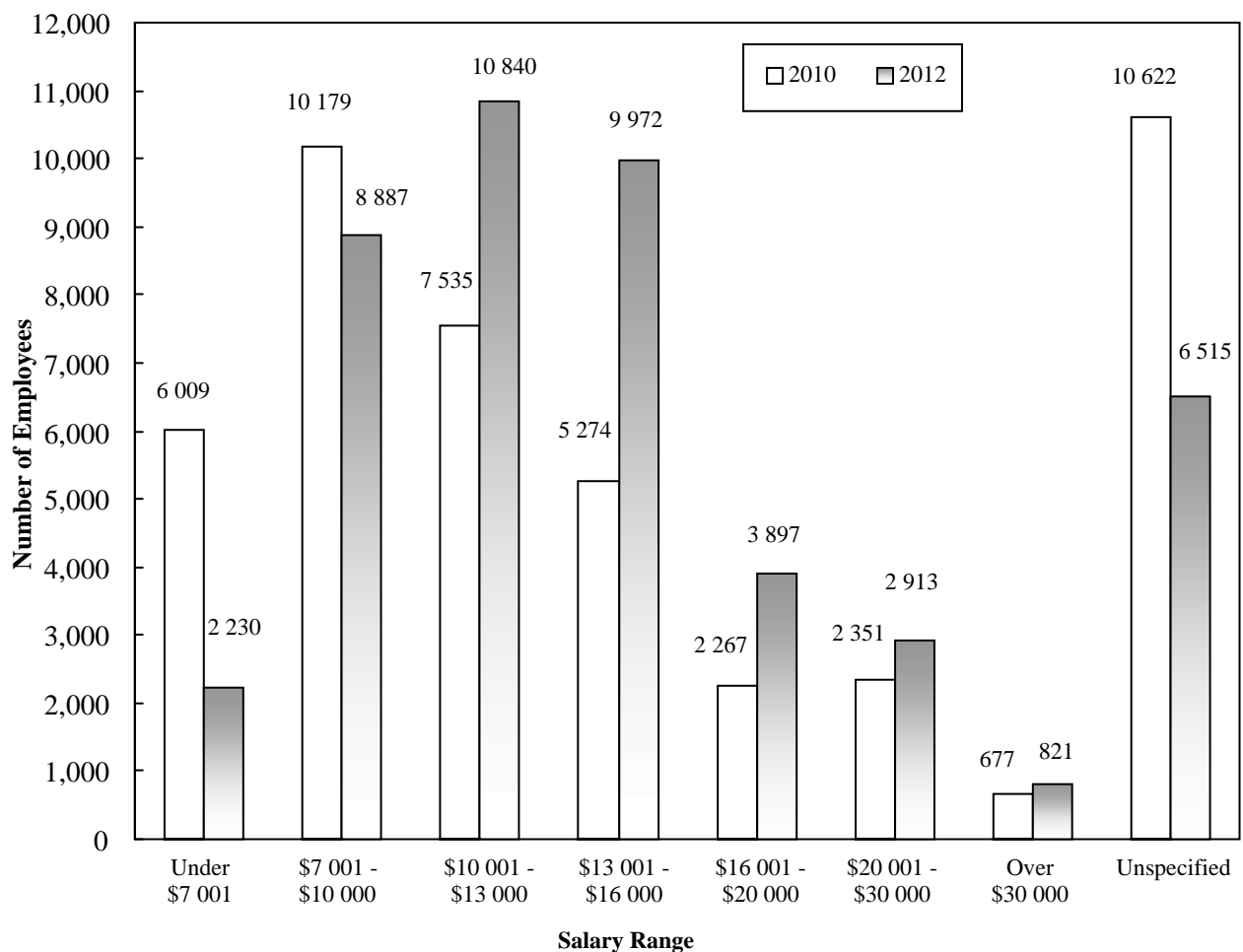
percentage over the total number of employees in the industry

+ Include Bridal Salon and Television & Entertainment Company related to the beauty care industry

Income Distribution

2.30 “Total monthly income” includes basic salary, overtime pay, other allowances, commission and bonus. **Figure 10** shows the income distribution of the whole industry. Compared with the 2010 survey, employees’ salaries continued to rise with the introduction of the Statutory Minimum Wage. The majority of employees earned an average monthly income of \$10 001 to \$13 000, which was close to the income median published by the C&SD. Since this is a survey on manpower needs of the industry rather than a salary survey, the information obtained is for reference purpose only.

Figure 10: Salary Range of Direct Employees in 2010 and 2012 by Sector



Section III

Conclusion

(1) Economic Outlook

3.1 The re-emergence of the Eurozone sovereign debt crisis has seen the global economy entering a critical stage. European and American countries have yet to come up with a stabilising plan for the financial well-being of the Eurozone. Meanwhile in Asia, last year's mega quake in Japan has dealt a severe blow to its economy. Hong Kong being an international financial centre, whose business environment is influenced by external factors, was not immune from the crisis. After recording a GDP growth of 7.8% in the first quarter of 2011, the local economy experienced an obvious slowdown in the second quarter.

3.2 Clouded by the Euro crisis, the GDP for the second and third quarters of 2012 recorded a growth of 1.2% and 1.3% respectively, indicating a significant setback when measured against the 5.1% and 4.3% growth for the same period in 2011. In terms of spending, however, the consumer sentiment has improved as a result of the \$6,000 handout from the government, and the private consumption expenditure during the first to third quarter of 2012 went up drastically by 4.1% when compared to the same period in 2011; on the other hand, the government spending increased only by 3.2%. In respect of the labour market, increased purchasing power of the public has stimulated the demand for manpower, and the implementation of the Minimum Wage Ordinance has prompted more people to re-enter the labour market, making the unemployment rate to stay at a low level. (The unemployment rate for the period from August to October 2012 was 3.4%)

3.3 Inflation in Hong Kong is another issue that should warrant attention. The inflation rate climbed notably from 2.4% in 2010 to 5.3% in 2011, and it was expected that the underlying Composite Consumer Price Index would still record a 4.2% increase in 2012. The perpetuation of a high inflation rate would, in the long run, dampen the spending power of the public, despite the \$6,000 cash handout by the government.

3.4 In addition to facing the income erosion, employers have to bear with the pressure of mounting operational costs. The scarcity of land in Hong Kong, compounded with the influx of hot money into the local stock and property markets, has caused spiralling shop rental costs in the past year, with property prices even surpassing the 1997 peak. It is anticipated that the rent will continue to escalate next year, imposing burdens to employers and especially SMEs. Added to this would be the enforcement of the Minimum Wage Ordinance to protect local employees with more reasonable income since May 2011. Persistently high inflation rate exacerbated by the imminent rise in the minimum wage level would definitely put extra burdens on the business operators.

(2) Business Outlook and Manpower Implications

3.5 The implementation of minimum wage has resulted in junior level workers receiving “equal pay for different jobs”, which means that all grassroot employees will receive similar remuneration packages, no matter what industry they are in. This has greatly improved the mobility of these employees. Since the Beauty Care and Hairdressing industry requires relatively more investment of time and money for the provision of pre-employment vocational training, and employees need to familiarise themselves with different service procedures, recruitment of junior level staff is much more difficult than in the past.

3.6 To comply with the minimum wage legislation, and enhance the competitiveness for recruiting junior level staff, the beauty services industry has raised the wages of the these staff considerably over the past year. While the wage level of new entrants in general was higher than the statutory requirement, the effects are yet to be seen. Some employers expressed difficulties they encountered in recruitment and they had to resort to filling the vacancies with staff who did not have the relevant knowledge and experience. But on the other hand, as wages of junior level staff increase and come close to those of experienced staff, some employers are more willing to pay higher to employ experienced staff. This in turn triggers the increase in overall wages, and not only will it encourage experienced staff to stay willingly but also attract leavers to come back and work for the beauty services industry.

3.7 Medical cosmetic services continued to be a key area of business development for the beauty care industry. As the consumer spending of medical cosmetics is much more lavish than that of the conventional beauty services, and the service time involved is comparatively less, medical cosmetic services fit in well with the business environment of Hong Kong characterised by its high operation cost, and will project a very positive business outlook.

3.8 However, high return investments usually come with higher costs and risks. In comparison with the conventional beauty services, medical cosmetic services will need to pass a higher knowledge and technology threshold, and is exposed to more potential risks, namely customer complaints and accidents. In reality, human resources development of the medical cosmetic services is lagging far behind market growth. As an interim measure, practitioners from other trades with the required technical skills were recruited. To alleviate the manpower shortage in the long run, however, provision of necessary training to the technical staff will be required, for turning them into qualified operators through training and assessment. This will increase their real income, and attract new blood to join the industry as the career prospect and social recognition improve, leading to a win-win situation for both the industry operators and employees much required for the development of industry.

3.9 For Cosmetic Product Company – Retail sector, some survey results revealed that there was a shift in the spending pattern of mainland visitors years after the implementation of Individual Visit Scheme. From a preference of luxury items, Mainland visitors now turned to high-end consumer goods including skin care and cosmetic products, contributing to the continuous growth of the sector, and a steady increase in the demand for the frontline salespersons. Languages, communication skill and customer services skill are still the key training areas most preferred by employers.

3.10 Product and equipment suppliers/brand agents of beauty salons always have a keen demand for sales representatives and technical advisers. But owing to its job nature of frequent outdoor work, it has become harder and harder to recruit new staff in recent years. If the natural staff wastage continues, it will undoubtedly hamper the operation and development of businesses if operators fail to replenish the manpower.

3.11 A rapid development in small nail salons in recent years was reported. It is common to find small nail salons at shopping arcades in all residential districts. Mostly run by self-employed young people, these are small capital businesses. Nail Technicians employed earn their income through skills and by working long hours. Nail salons do not have high overall monthly revenue and business development will be impacted if shop rents continue to rise.

3.12 The Hairdressing industry has a high wastage of staff, a hindrance to its development. The government policy of extending the free education entitlement has in a way deferred junior level employees starting to work. Besides, young people have more options for training alongside the traditional education system. Young people with higher qualification/education will think twice before joining this industry which has a long apprentice period and requires relatively hard work. It is therefore advisable to enhance the value-added training, such as enhancing their art and aesthetics knowledge and related skills. It is also important to promote the professional recognition among trainees/employees of the hairdressing industry, and to elevate the social status of the industry. Hopefully it will foster the loyalty and sense of belonging of the employees towards the industry, so that they will treat their occupation not merely as temporary or transitional.

3.13 With the government provision of considerable resources in the vocational training market, a fundamental and structural change in training provision for the Beauty Care industry took place. Training services primarily provided by private organisations in the past have been gradually replaced by those of charity groups, non-profit making organisations, public bodies and academic institution. Many of these private organisations have withdrawn from the market, leaving only a few still in operation, the latter may need to run other beauty services to sustain businesses. The demand for beauty training instructors has also fallen. Nevertheless, these surplus posts and manpower were more or less absorbed by the various organisations above.

(3) Survey Findings

3.14 C&SD basically adopted the sampling framework of the 2010 survey and improved it with reference to the list of companies registered, collating data for a more

accurate analysis of the long term manpower statistics of the industry, After reviewing the survey findings, the Training Board was of the view that the data on the whole reflected the overall manpower situation of the industry during the survey period.

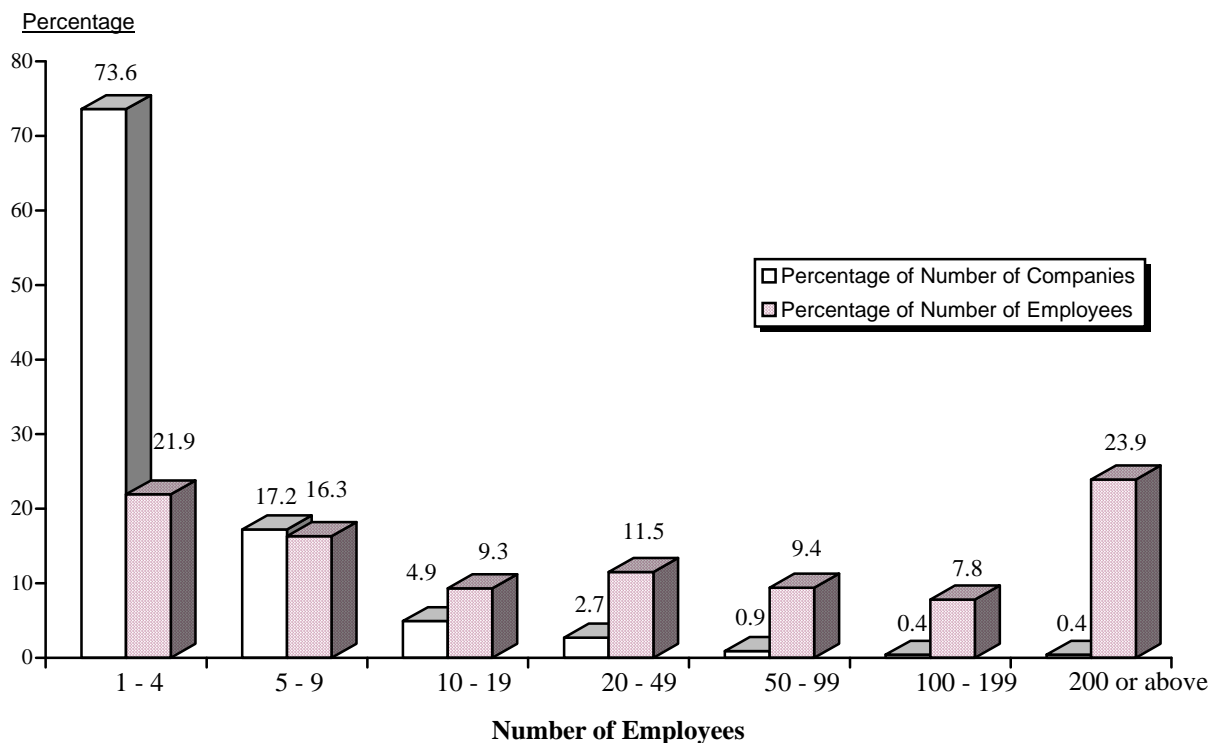
Manpower Structure and Growth

3.15 The survey revealed that a total of 50 411 technical employees (including Direct Employees, Freelancers and Part-time Employees) were engaged in the industry as at January 2012. Among the six sectors, Beauty Centre/Health Centre & Spa had the greatest number of employees, followed by Hairdressing Salon.

3.16 When compared with 2010, the number of Freelancers and Part-time Employees has increased by 1 107 (+86.3%) and 522 (+39.6%) respectively.

3.17 A picture of the manpower structure of the industry is given in Figure 11, which shows the distribution of Direct Employees by company and employment size.

Figure 11: Distribution of Direct Employees by Company and Employment Size



3.18 The survey revealed that the majority of operators in the industry were small companies with fewer than 10 employees. In fact, 90.8% of the operators employed 1-9 workers. While 38.2% of the employees worked in these small companies, companies with an employment size of 100 or more took up 31.7% of the employees within the trade, broadly the same as the employment situation in the 2010 survey. Beauty Centre and Cosmetic Product Company – Retail were the two main sectors with large employment size. .

3.19 A vacancy rate of about 5.9% was recorded for the technical manpower of the industry, higher than the 4% in 2010. Manpower shortage was most acute in Hairdressing Salon with 856 vacancies of Hairdressing Assistants, followed by 654 vacancies of Beauticians in Beauty Centre. As a result of the economic growth and the implementation of the minimum wage policy, there is a rising trend of employees switching to jobs in other industries. The launch of numerous education initiatives by the government and the offer of a diversity of training programmes in the market have to some extent lured young people and new entrants away from joining the industry.

Employers’ Forecast of Manpower Demand by January 2013

3.20 Employers forecast that the industry would have a total of 48 824 posts (excluding Freelancers and Part-time Employees) in January 2013, a decrease of roughly 0.3% over 2012. Persistence of high shop rents, operating costs and manpower shortages were the main reasons for the whole industry to be prudent in hiring employees. Jobs with significant change in demand are as follows:

| | <u>Change in Number of Posts</u> |
|-----------------------------|---------------------------------------------|
| (i) Hairdressing Assistants | -73 |
| (ii) Senior Beauticians | -34 |
| (iii) Nail Artists | +30 |

Manpower Projections for 2012-2017 by Adaptive Filtering Method

3.21 Considering the various factors, the Training Board adopted the “Adaptive Filtering Method” to project the average annual growth in manpower between 2012 and 2017. Past survey data were weighted through computer analysis and heavier weighting was given to the more recent data. By adjusting the weighting factor (A = 0 to 1), appropriate values were selected to generate the projections. The Training Board also duly considered factors that might affect the manpower demand of the industry, e.g. market trends, technological developments and the economic situation. The projections by sector for the next 5 years by Adaptive Filtering are illustrated in **Table 4**.

3.22 Besides manpower demands, the Training Board had to take into account the staff wastage rate. As noted in the preceding section, the wastage rate for each sector was calculated based on the difference in the number of leavers and experienced new recruits. Accordingly, the Beauty Care, Hairdressing and Cosmetics industry would need to train annually an average of additional workers as follows:

**Table 4: Average Annual Additional Training Demand
by Sector in 2012-2017**

| Sector | Wastage Rate in 2012 | Average Annual Growth | Annual Additional Training Requirement |
|-------------------------------------------------------------|----------------------------|-----------------------------|-------------------------------------------------|
| 1. School (Beauty & Hairdressing / Make-up & Nail) | 8.3% | -2.4% | 33 |
| 2. Beauty Centre / Health Centre & Spa | 3.0% | 1.1% | 796 |
| 3. Hairdressing Salon | 8.7% | 4.0% | 2 375 |
| 4. Cosmetic Product Company – Retail | 6.0% | 3.4% | 1 037 |
| 5. Cosmetic Product Company – Wholesale, Import & Export | -1.2% | 0.1% | -55 |
| 6. Nail Salon | 4.6% | 12.7% | 331 |
| Total: | | | 4 517 |

3.23 As shown in **Table 4**, the additional workers to be trained in the next 5 years would be mostly for Hairdressing Salon (52.6% of the total). As young people today generally perceive a career in hairdressing as more demanding than others, they may prefer a job in other fields, resulting in a persistent shortages in new recruits. Added to this is the relatively high staff wastage. The longstanding problem of manpower shortage may not be fully resolved even with an increase in training resources. To address the issue, a well-defined training system and career pathway should be in place so that young people would be willing to join the industry and have their career development here.

3.24 Additional training would also be required in Cosmetic Product Company – Retail (23.0%) and Beauty Centre (17.6%), etc. These projections are also in line with the current development of the industry.

3.25 While training resources should be allocated, industry would also need to take into account the changes in education policies. The implementation of the “3+3+4 academic system”, for example, would not only push back the age at which young people join the industry but may also have bearing on their career choices, further weakening the industry’s appeal for young recruits.

Preferred and Actual Education of Employees

3.26 As the industry as a whole saw a sharp increase in manpower demand, employers tended to have a higher expectation of the education level of Direct Employees. By education levels, in 2012 employers preferred 55.5% of Direct Employees to have attained Secondary 4 to 5, an increase from 45.3% in 2010; their preference for employees with Secondary 3 or below education lowered from 20.6% to 8.7%. In the Secondary 6 or above stratum, preference for employees having Associate Degree, Higher Diploma or even University Degree dropped from 5.4% to 4.6%; however, preference for employees having completed Secondary 6 to 7, Diploma, Advanced Certificate and Certificate went up from 19.1% to 25.6%.

3.27 Regarding their actual education, the percentages of Direct Employees with University Degree, Associate Degree, Diploma or equivalent qualifications, and Direct

Employees having completed Secondary 6 to 7 were comparable to the figures in 2010. However, the proportion of those having completed Secondary 3 or below declined from 17.8% to 11.7%, those with Secondary 4 to 5 levels of education rose from 48.5% to 55.6%, whereas those with Certificate/Higher Certificate or equivalent qualifications rose drastically from 4.3% to 8.5%.

3.28 The above situation was attributable to the rapid development of the Beauty Care industry over the past 2 years, where more candidates with Secondary 5 or above education joined the industry as Beauticians, Hairdressing Assistants and Beauty Advisers (Counter), thus leading to changes in employees distribution by education attainments.

Preferred and Actual Working Experience of Employees

3.29 On top of education, employees' length of service is also one of the substantial considerations by employers. More employers reckoned that employees should have 1 to 3 years of experience, followed by 3 to 6 years, which was in accord with findings from the survey of employees' actual working experience. But it is worth noting that the number of new entrants with experience less than 1 year greatly reduced from 2 659 in 2010 to 957 (-64%). On the other hand, the number of employees with 10 years or more experience increased from 7 929 to 10 303 (+29.9%). This indicates that the remuneration of each sector has increased accordingly, after the implementation of the minimum wage, and attracted young people and persons with little experience to invest themselves in other industries. As for experienced staff, the increase in the remuneration has prompted them to stay in the industry for further development.

Preferred and Actual Vocational Qualifications of Employees

3.30 Regarding vocational qualifications, most employers preferred employees to possess retraining courses certificates or internationally recognised certificates, and more than half of the employees possessed such qualifications and other local certificates. It is obvious that these qualifications were getting widely recognised in the industry and became increasingly important for employees at Tradesman/Semi-skill levels.

Training Needs

3.31 As in 2010, with more mainland and oversea visitors came shopping in Hong Kong, most employers considered it important to provide frontline staff (including those at Technician and Tradesman levels) with training in Customer Services, Sales and Marketing, as well as Language Skills to continuously upgrade the overall service standard of the industry.

Recruitment Difficulties

3.32 As noted in the previous section, 2 678 companies were conducting recruitment exercise during the survey period. Among them, 2 011 (75.1%) met difficulties in filling their vacancies. As in 2010, it was most difficult to recruit for vacancies at Tradesman/Semi-skilled levels, i.e. frontline or entry-level posts.

3.33 Recruitment difficulty was most acute in the Hairdressing Salon, with 29.1% of the salons affected. Long working hours, high expectation of working conditions/remuneration package from recruits, lack of candidates with relevant experiences were among the main reasons, similar to the 2010 survey findings. This reveals that local young people perceive a career in the hairdressing field as demanding, and do not want to take it for their long term career development. Moreover, a variety of training courses in the market for the youths also made them less willing to go into employment. The implementation of minimum wage has retained experienced staff to stay, it has however lured more young people away from the hairdressing field. All these have led to the chronic shortage of new entrants faced by the industry.

3.34 Beauty Centre / Health Centre & Spa was faced with the similar situation. 18% of the companies in this sector had recruitment difficulties, namely, high expectation of working conditions / remuneration package from recruits, and lack of candidates with relevant experiences.

Staff Wastage Rate

3.35 According to the findings in the preceding section, a total of 9 633 workers left the industry during the survey period, and there were 6 921 new recruits with relevant experience. A breakdown of the figures by sectors shows the highest staff wastage in Hairdressing Salon (8.7%), followed by School (8.3%), Cosmetic Product Company – Retail (6%) and Nail Salon (4.6%). Apparently, it is difficult for Hairdressing Salon to have new recruits with relevant experience.

Section 4

Recommendations

(I) Training Requirements

4.1 In estimating the additional training requirements, we have forecast the manpower growth along with the factor of staff wastage. We recommend the Beauty Care, Hairdressing and Cosmetics Industry should train up additional manpower for the next 5 years as follows:

| | Total Manpower Required for 2012 | Average Manpower Growth Per Year (%) | Wastage in 2012 (%) | Annual Additional Training Requirement |
|----------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------|------------------------------------|-----------------------------------------------------------|
| 1. School (Beauty & Hairdressing/Make-up & Nail) | 605 | -2.4% | 8.3% | 33 |
| 2. Beauty Centre/Health Centre & Spa | 19 081 | 1.1% | 3% | 796 |
| 3. Hairdressing Salon | 17 056 | 4% | 8.7% | 2 375 |
| 4. Cosmetic Product Company -- Retail | 4 948 | 3.4% | 6% | 1 037 |
| 5. Cosmetic Product Company – Wholesale, Import & Export | 10 158 | 0.1% | -1.2% | -55 |
| 6. Nail Salon | 1 449 | 12.7% | 4.6% | 331 |
| Total: | 53 297 | | | 4 517 |

* Including direct employees, freelancers, part-time employees and vacancies

4.2 The majority of the 4 517 additional staff by estimate will be from Hairdressing Salon, followed by Cosmetic Product Company-Retail, and Beauty Centre/Health Centre & Spa. In the long term, the industry needs to provide more training programmes for attracting new recruits and retaining talents. The additional training requirement is for reference only. The industry should take into consideration the actual manpower situation while allocating

their training resources.

4.3 Generally, the local economy is benefitted by the Mainland policy of “Individual Visit Scheme”; it is however subject to the uncertainties of external economies, coupled with the high rental costs and high commodity prices. So the enterprise operators are still taking a prudent approach in business development.

4.4 We have the following recommendations for the industry and practitioners regarding the direction of growth:

- With development of the Qualifications Framework, and the launch of the Specifications of Competency Standards for the Hairdressing and Beauty Care industries, employers should encourage their employees to embark on continuous learning with reference to their vocational expertise and job requirements, and to help them to remain competitive, so that they can have greater contributions to the Beauty Care, Hairdressing and Cosmetics industry;
- It is vital that employees possess good language and sales skills in facing an increasing number of tourists shopping. These areas of in-service training should be provided, especially for frontline sales employees: i) customer service, sales and marketing skills; and ii) language skills (e.g. Putonghua and Oral English). These will help to upgrade the service standards, customer satisfaction, and their communication with the customers;
- To retain talents, employers can consider offering management-related training to those staff who are experienced in the field to help raise their knowledge of shop management, and this will in turn help their understanding of shop operation and improve the business viability;
- For raising their professional status and income, practitioners should take courses in skills upgrading and continuous learning in high-end services. They can also take part in the vocational assessment offered locally and overseas leading to a recognised qualification. These will upgrade their personal skills and secure a better chance for career advancement and incomes, and will help

to elevate the professional image of the industry and boost consumer confidence;

- To recruit young employees, pre-employment trade specific training programmes should be provided by the institutes, covering the theory and practical skills, and to enhance their knowledge of the industry (like the industry trend and personal career development), as well as generic skills (language competency, interpersonal communication), to better equip them for employment in terms of service mindsets.
- Joint training opportunities can also be offered by the industry with course providers (like the Beauty Care and Hairdressing Traineeship Scheme). These programmes should provide theoretical knowledge and in-service training to help young people better understand the industry, to meet market needs, and to prevent staff wastage effectively.
- The industry can also draw reference from other industries by setting up a “Continuous Professional Development” Scheme (*CPD Scheme*) in the credit accumulation mode. With a registration scheme in place, specifying the credits requirement, practitioners will be encouraged to take up further study for longer term development in the industry, and will secure quality assurance of the service standards.
- Industry and business operators can consider restructuring their mode of operation and explore expansion to the Mainland market. Comparatively speaking, Hong Kong has a more advanced philosophy of business operations and a more well-established corporate behavior, while these are lacking in Mainland. In recent years more large chain stores have started business in the Mainland. These well established companies have opened up technology exchanges with the Mainland through their networking with Mainland industries. This helps to set their footage in the Mainland market, and also opens up channels for practitioners to exchange their expertise and have better understanding of the needs of customers for maintaining a quality service.

- In face of the escalating operation costs, the Government may consider allocating more resources for SMEs to provide training for their employees in the Beauty Care, Hairdressing and Cosmetics industry.

(II) Future Surveys

4.5 The Training Board recommends that biennial manpower surveys should continue to be conducted to collect manpower information of the industry for projecting future development and formulating of relevant policies.

Section V

Statistical Tables

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

| Principal Jobs in the Industry | Direct Employees (a) | Freelancers (b) | Part-time Employees (c) | Total (a - c) | Vacancies (d) | Total Manpower Demand (a - d) | Percentage (%) |
|-----------------------------------------------------------------|----------------------|-----------------|-------------------------|---------------|---------------|-------------------------------|----------------|
| 1. Beauty & Hairdressing School | | | | | | | |
| Director / Principal (School) | 26 | 0 | 0 | 26 | 0 | 26 | 0.0% |
| Senior Tutor / Senior Instructor - Beauty Care and Hairdressing | 29 | 0 | 1 | 30 | 0 | 30 | 0.1% |
| Tutor / Instructor - Beauty Care | 154 | 19 | 72 | 245 | 1 | 246 | 0.5% |
| Tutor / Instructor - Hairdressing | 10 | 2 | 39 | 51 | 0 | 51 | 0.1% |
| Assistant Tutor / Instructor - Beauty Care | 18 | 0 | 0 | 18 | 0 | 18 | 0.0% |
| Administrative Staff | 60 | 0 | 0 | 60 | 1 | 61 | 0.1% |
| Receptionist | 19 | 0 | 0 | 19 | 0 | 19 | 0.0% |
| Sub-total | 316 | 21 | 112 | 449 | 2 | 451 | 0.8% |
| 2. Make-up & Nail School | | | | | | | |
| Director / Principal (School) | 5 | 0 | 0 | 5 | 0 | 5 | 0.0% |
| Senior Tutor / Senior Instructor - Make-up and Nail | 9 | 5 | 5 | 19 | 0 | 19 | 0.0% |
| Tutor / Instructor - Make-up | 47 | 3 | 28 | 78 | 0 | 78 | 0.1% |
| Tutor / Instructor - Nail | 10 | 1 | 12 | 23 | 0 | 23 | 0.0% |
| Assistant Tutor / Instructor - Make-up | 2 | 0 | 0 | 2 | 0 | 2 | 0.0% |
| Assistant Tutor / Instructor - Nail | 10 | 0 | 0 | 10 | 0 | 10 | 0.0% |
| Administrative Staff | 12 | 0 | 0 | 12 | 1 | 13 | 0.0% |
| Receptionist | 4 | 0 | 0 | 4 | 0 | 4 | 0.0% |
| Sub-total | 99 | 9 | 45 | 153 | 1 | 154 | 0.3% |
| 3. Beauty Centre / Health Centre & Spa | | | | | | | |
| Director / General Manager | 154 | 0 | 0 | 154 | 0 | 154 | 0.3% |
| Chief Shop Manager / Operation Manager | 607 | 0 | 0 | 607 | 16 | 623 | 1.2% |
| Brand / Sales / Marketing Director / Manager | 179 | 0 | 0 | 179 | 0 | 179 | 0.3% |
| Sales / Marketing Officer | 279 | 0 | 0 | 279 | 2 | 281 | 0.5% |
| Senior Beautician | 1,261 | 0 | 0 | 1,261 | 6 | 1,267 | 2.4% |
| Senior Make-up Artist | 30 | 4 | 0 | 34 | 1 | 35 | 0.1% |
| Slimming Consultant | 127 | 0 | 0 | 127 | 1 | 128 | 0.2% |
| Beautician | 9,184 | 186 | 326 | 9,696 | 654 | 10,350 | 19.4% |
| Assistant to Medical Practitioner (Beauty Care) | 85 | 0 | 4 | 89 | 0 | 89 | 0.2% |
| Make-up Artist | 269 | 174 | 20 | 463 | 2 | 465 | 0.9% |
| Body Therapist | 1,224 | 76 | 70 | 1,370 | 60 | 1,430 | 2.7% |
| Manicurist / Pedicurist | 83 | 0 | 1 | 84 | 2 | 86 | 0.2% |
| Nail Artist | 86 | 6 | 0 | 92 | 3 | 95 | 0.2% |
| Slimming Therapist | 651 | 0 | 2 | 653 | 43 | 696 | 1.3% |
| Beauty Consultant | 645 | 2 | 0 | 647 | 44 | 691 | 1.3% |
| Beauty Assistant | 786 | 0 | 66 | 852 | 89 | 941 | 1.8% |
| Marketing Assistant | 66 | 0 | 0 | 66 | 1 | 67 | 0.1% |
| Promoter | 112 | 0 | 30 | 142 | 0 | 142 | 0.3% |
| Administrative Staff | 440 | 0 | 0 | 440 | 3 | 443 | 0.8% |
| Receptionist | 788 | 1 | 8 | 797 | 42 | 839 | 1.6% |
| Medical Personnel | 66 | 13 | 0 | 79 | 1 | 80 | 0.2% |
| Sub-total | 17,122 | 462 | 527 | 18,111 | 970 | 19,081 | 35.8% |

| Principal Jobs in the Industry | Direct Employees (a) | Freelancers (b) | Part-time Employees (c) | Total (a - c) | Vacancies (d) | Total Manpower Demand (a - d) | Percentage (%) |
|---------------------------------------------------------------------|----------------------|-----------------|-------------------------|---------------|---------------|-------------------------------|----------------|
| 4. Hairdressing Salon | | | | | | | |
| Director / General Manager | 47 | 0 | 0 | 47 | 2 | 49 | 0.1% |
| Chief Shop Manager / Operation Manager | 73 | 0 | 0 | 73 | 0 | 73 | 0.1% |
| Art Director | 50 | 6 | 0 | 56 | 2 | 58 | 0.1% |
| Technical Director | 5 | 4 | 0 | 9 | 2 | 11 | 0.0% |
| Senior Hair Stylist | 635 | 28 | 16 | 679 | 26 | 705 | 1.3% |
| Hair Stylist | 7,436 | 1,564 | 146 | 9,146 | 272 | 9,418 | 17.7% |
| Technician (perm and color) | 271 | 11 | 26 | 308 | 10 | 318 | 0.6% |
| Manicurist / Pedicurist | 125 | 21 | 2 | 148 | 2 | 150 | 0.3% |
| Nail Artist | 36 | 0 | 0 | 36 | 4 | 40 | 0.1% |
| Hairdressing Assistant | 3,955 | 177 | 565 | 4,697 | 856 | 5,553 | 10.4% |
| Administrative Staff | 162 | 1 | 12 | 175 | 0 | 175 | 0.3% |
| Receptionist | 435 | 0 | 41 | 476 | 30 | 506 | 0.9% |
| Sub-total | 13,230 | 1,812 | 808 | 15,850 | 1,206 | 17,056 | 32.0% |
| 5. Cosmetic Product Company - Wholesale, Import & Export | | | | | | | |
| Director / General Manager | 243 | 0 | 0 | 243 | 0 | 243 | 0.5% |
| Brand / Sales / Marketing Director / Manager | 291 | 0 | 0 | 291 | 0 | 291 | 0.5% |
| Product / Technical Manager | 187 | 0 | 0 | 187 | 0 | 187 | 0.4% |
| Sales / Marketing Officer | 738 | 0 | 8 | 746 | 32 | 778 | 1.5% |
| Trainer | 58 | 0 | 0 | 58 | 0 | 58 | 0.1% |
| Technical Adviser | 34 | 0 | 0 | 34 | 0 | 34 | 0.1% |
| Sales Representative | 1,425 | 36 | 67 | 1,528 | 78 | 1,606 | 3.0% |
| Marketing Assistant | 169 | 0 | 6 | 175 | 0 | 175 | 0.3% |
| Promoter | 593 | 0 | 3 | 596 | 53 | 649 | 1.2% |
| Administrative Staff | 840 | 0 | 3 | 843 | 42 | 885 | 1.7% |
| Receptionist | 33 | 0 | 9 | 42 | 0 | 42 | 0.1% |
| Sub-total | 4,611 | 36 | 96 | 4,743 | 205 | 4,948 | 9.3% |
| 6. Cosmetic Product Company - Retail | | | | | | | |
| Director / General Manager | 100 | 0 | 0 | 100 | 0 | 100 | 0.2% |
| Corporate & Brand Image Sales Director / Manager | 30 | 0 | 0 | 30 | 0 | 30 | 0.1% |
| Chief Shop Manager / Operation Manager | 154 | 0 | 0 | 154 | 0 | 154 | 0.3% |
| Marketing Manager | 176 | 0 | 0 | 176 | 1 | 177 | 0.3% |
| Product / Technical Manager | 11 | 0 | 0 | 11 | 0 | 11 | 0.0% |
| Sales / Marketing Officer | 374 | 0 | 42 | 416 | 16 | 432 | 0.8% |
| Trainer | 84 | 0 | 0 | 84 | 2 | 86 | 0.2% |
| Buying Officer | 93 | 0 | 0 | 93 | 2 | 95 | 0.2% |
| Shop Manager / Supervisor | 939 | 0 | 0 | 939 | 4 | 943 | 1.8% |
| Technical Adviser | 62 | 0 | 0 | 62 | 0 | 62 | 0.1% |
| Beauty Adviser (Counter) | 6,174 | 1 | 266 | 6,441 | 232 | 6,673 | 12.5% |
| Hair Care Adviser | 278 | 0 | 0 | 278 | 8 | 286 | 0.5% |
| Make-up Artist | 56 | 0 | 0 | 56 | 0 | 56 | 0.1% |
| Marketing Assistant | 108 | 0 | 2 | 110 | 1 | 111 | 0.2% |
| Promoter | 649 | 0 | 0 | 649 | 48 | 697 | 1.3% |
| Administrative Staff | 204 | 0 | 1 | 205 | 0 | 205 | 0.4% |
| Receptionist | 40 | 0 | 0 | 40 | 0 | 40 | 0.1% |
| Sub-total | 9,532 | 1 | 311 | 9,844 | 314 | 10,158 | 19.1% |

| Principal Jobs in the Industry | Direct Employees (a) | Freelancers (b) | Part-time Employees (c) | Total (a - c) | Vacancies (d) | Total Manpower Demand (a - d) | Percentage (%) |
|-----------------------------------------------|-----------------------------|------------------------|--------------------------------|----------------------|----------------------|--------------------------------------|-----------------------|
| 7. Nail Salon | | | | | | | |
| Director / General Manager | 5 | 0 | 0 | 5 | 0 | 5 | 0.0% |
| Chief Shop Manager / Operation Manager | 35 | 0 | 0 | 35 | 0 | 35 | 0.1% |
| Senior Nail Technician (Fingernail / Toenail) | 62 | 0 | 0 | 62 | 0 | 62 | 0.1% |
| Manicurist / Pedicurist | 398 | 0 | 40 | 438 | 126 | 564 | 1.1% |
| Nail Artist | 436 | 0 | 8 | 444 | 36 | 480 | 0.9% |
| Junior Nail Technician (Fingernail / Toenail) | 88 | 0 | 0 | 88 | 18 | 106 | 0.2% |
| Foot Reflexologist | 44 | 48 | 0 | 92 | 8 | 100 | 0.2% |
| Administrative Staff | 36 | 0 | 0 | 36 | 0 | 36 | 0.1% |
| Receptionist | 61 | 0 | 0 | 61 | 0 | 61 | 0.1% |
| Sub-total | 1,165 | 48 | 48 | 1,261 | 188 | 1,449 | 2.7% |
| Total | 46,075 | 2,389 | 1,947 | 50,411 | 2,886 | 53,297 | 100.0% |

Table 1(b): Direct Employees, Vacancies, Trainees and Employers' Forecast for 2013 by Sector

| Principal Jobs in the Industry | Direct Employees (a) | Vacancies (b) | Total Manpower Demand (a - b) | Trainees (c) | Employers' Forecast for 2013 (d) | Comparison of 2013 and 2012 | Comparison of 2013 and 2012 (%) |
|-----------------------------------------------------------------|----------------------|---------------|-------------------------------|--------------|----------------------------------|-----------------------------|---------------------------------|
| 1. Beauty & Hairdressing School | | | | | | | |
| Director / Principal (School) | 26 | 0 | 26 | 0 | 26 | 0 | 0.0% |
| Senior Tutor / Senior Instructor - Beauty Care and Hairdressing | 29 | 0 | 29 | 0 | 29 | 0 | 0.0% |
| Tutor / Instructor - Beauty Care | 154 | 1 | 155 | 2 | 157 | 2 | 1.3% |
| Tutor / Instructor - Hairdressing | 10 | 0 | 10 | 0 | 10 | 0 | 0.0% |
| Assistant Tutor / Instructor - Beauty Care | 18 | 0 | 18 | 0 | 18 | 0 | 0.0% |
| Administrative Staff | 60 | 1 | 61 | 0 | 61 | 0 | 0.0% |
| Receptionist | 19 | 0 | 19 | 0 | 19 | 0 | 0.0% |
| Sub-total | 316 | 2 | 318 | 2 | 320 | 2 | 0.6% |
| 2. Make-up & Nail School | | | | | | | |
| Director / Principal (School) | 5 | 0 | 5 | 0 | 5 | 0 | 0.0% |
| Senior Tutor / Senior Instructor - Make-up and Nail | 9 | 0 | 9 | 0 | 9 | 0 | 0.0% |
| Tutor / Instructor - Make-up | 47 | 0 | 47 | 0 | 47 | 0 | 0.0% |
| Tutor / Instructor - Nail | 10 | 0 | 10 | 0 | 10 | 0 | 0.0% |
| Assistant Tutor / Instructor - Make-up | 2 | 0 | 2 | 0 | 2 | 0 | 0.0% |
| Assistant Tutor / Instructor - Nail | 10 | 0 | 10 | 0 | 10 | 0 | 0.0% |
| Administrative Staff | 12 | 1 | 13 | 0 | 13 | 0 | 0.0% |
| Receptionist | 4 | 0 | 4 | 0 | 4 | 0 | 0.0% |
| Sub-total | 99 | 1 | 100 | 0 | 100 | 0 | 0.0% |
| 3. Beauty Centre / Health Centre & Spa | | | | | | | |
| Director / General Manager | 154 | 0 | 154 | 0 | 154 | 0 | 0.0% |
| Chief Shop Manager / Operation Manager | 607 | 16 | 623 | 0 | 623 | 0 | 0.0% |
| Brand / Sales / Marketing Director / Manager | 179 | 0 | 179 | 0 | 179 | 0 | 0.0% |
| Sales / Marketing Officer | 279 | 2 | 281 | 0 | 281 | 0 | 0.0% |
| Senior Beautician | 1,261 | 6 | 1,267 | 0 | 1,233 | -34 | -2.7% |
| Senior Make-up Artist | 30 | 1 | 31 | 0 | 31 | 0 | 0.0% |
| Slimming Consultant | 127 | 1 | 128 | 0 | 128 | 0 | 0.0% |
| Beautician | 9,184 | 654 | 9,838 | 9 | 9,813 | -25 | -0.3% |
| Assistant to Medical Practitioner (Beauty Care) | 85 | 0 | 85 | 0 | 85 | 0 | 0.0% |
| Make-up Artist | 269 | 2 | 271 | 0 | 271 | 0 | 0.0% |
| Body Therapist | 1,224 | 60 | 1,284 | 2 | 1,286 | 2 | 0.2% |
| Manicurist / Pedicurist | 83 | 2 | 85 | 0 | 85 | 0 | 0.0% |
| Nail Artist | 86 | 3 | 89 | 0 | 89 | 0 | 0.0% |
| Slimming Therapist | 651 | 43 | 694 | 0 | 694 | 0 | 0.0% |
| Beauty Consultant | 645 | 44 | 689 | 0 | 689 | 0 | 0.0% |
| Beauty Assistant | 786 | 89 | 875 | 6 | 881 | 6 | 0.7% |
| Marketing Assistant | 66 | 1 | 67 | 0 | 67 | 0 | 0.0% |
| Promoter | 112 | 0 | 112 | 0 | 112 | 0 | 0.0% |
| Administrative Staff | 440 | 3 | 443 | 0 | 443 | 0 | 0.0% |
| Receptionist | 788 | 42 | 830 | 0 | 830 | 0 | 0.0% |
| Medical Personnel | 66 | 1 | 67 | 0 | 67 | 0 | 0.0% |
| Sub-total | 17,122 | 970 | 18,092 | 17 | 18,041 | -51 | -0.3% |

| Principal Jobs in the Industry | Direct Employees (a) | Vacancies (b) | Total Manpower Demand (a - b) | Trainees (c) | Employers' Forecast for 2013 (d) | Comparison of 2013 and 2012 | Comparison of 2013 and 2012 (%) |
|---------------------------------------------------------------------|----------------------|---------------|-------------------------------|--------------|----------------------------------|-----------------------------|---------------------------------|
| 4. Hairdressing Salon | | | | | | | |
| Director / General Manager | 47 | 2 | 49 | 0 | 49 | 0 | 0.0% |
| Chief Shop Manager / Operation Manager | 73 | 0 | 73 | 0 | 72 | -1 | -1.4% |
| Art Director | 50 | 2 | 52 | 0 | 52 | 0 | 0.0% |
| Technical Director | 5 | 2 | 7 | 0 | 5 | -2 | -28.6% |
| Senior Hair Stylist | 635 | 26 | 661 | 0 | 656 | -5 | -0.8% |
| Hair Stylist | 7,436 | 272 | 7,708 | 1 | 7,693 | -15 | -0.2% |
| Technician (perm and color) | 271 | 10 | 281 | 5 | 278 | -3 | -1.1% |
| Manicurist / Pedicurist | 125 | 2 | 127 | 0 | 127 | 0 | 0.0% |
| Nail Artist | 36 | 4 | 40 | 0 | 40 | 0 | 0.0% |
| Hairdressing Assistant | 3,955 | 856 | 4,811 | 36 | 4,738 | -73 | -1.5% |
| Administrative Staff | 162 | 0 | 162 | 0 | 162 | 0 | 0.0% |
| Receptionist | 435 | 30 | 465 | 0 | 459 | -6 | -1.3% |
| Sub-total | 13,230 | 1,206 | 14,436 | 42 | 14,331 | -105 | -0.7% |
| 5. Cosmetic Product Company - Wholesale, Import & Export | | | | | | | |
| Director / General Manager | 243 | 0 | 243 | 0 | 243 | 0 | 0.0% |
| Brand / Sales / Marketing Director / Manager | 291 | 0 | 291 | 0 | 291 | 0 | 0.0% |
| Product / Technical Manager | 187 | 0 | 187 | 0 | 187 | 0 | 0.0% |
| Sales / Marketing Officer | 738 | 32 | 770 | 0 | 770 | 0 | 0.0% |
| Trainer | 58 | 0 | 58 | 0 | 58 | 0 | 0.0% |
| Technical Adviser | 34 | 0 | 34 | 0 | 34 | 0 | 0.0% |
| Sales Representative | 1,425 | 78 | 1,503 | 0 | 1,503 | 0 | 0.0% |
| Marketing Assistant | 169 | 0 | 169 | 0 | 169 | 0 | 0.0% |
| Promoter | 593 | 53 | 646 | 0 | 646 | 0 | 0.0% |
| Administrative Staff | 840 | 42 | 882 | 0 | 882 | 0 | 0.0% |
| Receptionist | 33 | 0 | 33 | 0 | 33 | 0 | 0.0% |
| Sub-total | 4,611 | 205 | 4,816 | 0 | 4,816 | 0 | 0.0% |
| 6. Cosmetic Product Company - Retail | | | | | | | |
| Director / General Manager | 100 | 0 | 100 | 0 | 100 | 0 | 0.0% |
| Corporate & Brand Image Sales Director / Manager | 30 | 0 | 30 | 0 | 30 | 0 | 0.0% |
| Chief Shop Manager / Operation Manager | 154 | 0 | 154 | 0 | 154 | 0 | 0.0% |
| Marketing Manager | 176 | 1 | 177 | 0 | 177 | 0 | 0.0% |
| Product / Technical Manager | 11 | 0 | 11 | 0 | 11 | 0 | 0.0% |
| Sales / Marketing Officer | 374 | 16 | 390 | 0 | 390 | 0 | 0.0% |
| Trainer | 84 | 2 | 86 | 0 | 86 | 0 | 0.0% |
| Buying Officer | 93 | 2 | 95 | 0 | 95 | 0 | 0.0% |
| Shop Manager / Supervisor | 939 | 4 | 943 | 0 | 943 | 0 | 0.0% |
| Technical Adviser | 62 | 0 | 62 | 0 | 62 | 0 | 0.0% |
| Beauty Adviser (Counter) | 6,174 | 232 | 6,406 | 0 | 6,401 | -5 | -0.1% |
| Hair Care Adviser | 278 | 8 | 286 | 0 | 278 | -8 | -2.8% |
| Make-up Artist | 56 | 0 | 56 | 0 | 56 | 0 | 0.0% |
| Marketing Assistant | 108 | 1 | 109 | 0 | 109 | 0 | 0.0% |
| Promoter | 649 | 48 | 697 | 0 | 697 | 0 | 0.0% |
| Administrative Staff | 204 | 0 | 204 | 0 | 204 | 0 | 0.0% |
| Receptionist | 40 | 0 | 40 | 0 | 40 | 0 | 0.0% |
| Sub-total | 9,532 | 314 | 9,846 | 0 | 9,833 | -13 | -0.1% |

| Principal Jobs in the Industry | Direct Employees (a) | Vacancies (b) | Total Manpower Demand (a - b) | Trainees (c) | Employers' Forecast for 2013 (d) | Comparison of 2013 and 2012 | Comparison of 2013 and 2012 (%) |
|-----------------------------------------------|----------------------|---------------|-------------------------------|--------------|----------------------------------|-----------------------------|---------------------------------|
| 7. Nail Salon | | | | | | | |
| Director / General Manager | 5 | 0 | 5 | 0 | 5 | 0 | 0.0% |
| Chief Shop Manager / Operation Manager | 35 | 0 | 35 | 0 | 35 | 0 | 0.0% |
| Senior Nail Technician (Fingernail / Toenail) | 62 | 0 | 62 | 0 | 62 | 0 | 0.0% |
| Manicurist / Pedicurist | 398 | 126 | 524 | 0 | 524 | 0 | 0.0% |
| Nail Artist | 436 | 36 | 472 | 30 | 502 | 30 | 6.4% |
| Junior Nail Technician (Fingernail / Toenail) | 88 | 18 | 106 | 0 | 106 | 0 | 0.0% |
| Foot Reflexologist | 44 | 8 | 52 | 0 | 52 | 0 | 0.0% |
| Administrative Staff | 36 | 0 | 36 | 0 | 36 | 0 | 0.0% |
| Receptionist | 61 | 0 | 61 | 0 | 61 | 0 | 0.0% |
| Sub-total | 1,165 | 188 | 1,353 | 30 | 1,383 | 30 | 2.2% |
| Total | 46,075 | 2,886 | 48,961 | 91 | 48,824 | -137 | -0.3% |

Table 2: Comparison of Direct Employees, Freelancers and Part-time Employees in 2010 and 2012 by Sector

| Principal Jobs in the Industry | 2010 | 2012 | Comparison of 2010 and 2012 (%) | 2010 | 2012 | Comparison of 2010 and 2012 (%) | 2010 | 2012 | Comparison of 2010 and 2012 (%) |
|-----------------------------------------------------------------|------------------|---------------|---------------------------------|-------------|------------|---------------------------------|---------------------|------------|---------------------------------|
| | Direct Employees | | | Freelancers | | | Part-time Employees | | |
| 1. Beauty & Hairdressing School | | | | | | | | | |
| Director / Principal (School) | 12 | 26 | 116.67% | 0 | 0 | N/A | 0 | 0 | N/A |
| Senior Tutor / Senior Instructor - Beauty Care and Hairdressing | 45 | 29 | -35.56% | 0 | 0 | N/A | 10 | 1 | -90.00% |
| Tutor / Instructor - Beauty Care | 146 | 154 | 5.48% | 12 | 19 | 58.33% | 70 | 72 | 2.86% |
| Tutor / Instructor - Hairdressing | 19 | 10 | -47.37% | 1 | 2 | 100.00% | 9 | 39 | 333.33% |
| Assistant Tutor / Instructor - Beauty Care | 38 | 18 | -52.63% | 0 | 0 | N/A | 0 | 0 | N/A |
| Assistant Tutor / Instructor - Hairdressing | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A |
| Administrative Staff | 65 | 60 | -7.69% | 0 | 0 | N/A | 1 | 0 | -100.00% |
| Receptionist | 27 | 19 | -29.63% | 0 | 0 | N/A | 1 | 0 | -100.00% |
| Sub-total | 352 | 316 | -10.23% | 13 | 21 | 61.54% | 91 | 112 | 23.08% |
| 2. Make-up & Nail School | | | | | | | | | |
| Director / Principal (School) | 14 | 5 | -64.29% | 0 | 0 | N/A | 0 | 0 | N/A |
| Senior Tutor / Senior Instructor - Make-up and Nail | 30 | 9 | -70.00% | 0 | 5 | N/A | 0 | 5 | N/A |
| Tutor / Instructor - Make-up | 72 | 47 | -34.72% | 5 | 3 | -40.00% | 16 | 28 | 75.00% |
| Tutor / Instructor - Nail | 13 | 10 | -23.08% | 1 | 1 | 0.00% | 7 | 12 | 71.43% |
| Assistant Tutor / Instructor - Make-up | 22 | 2 | -90.91% | 0 | 0 | N/A | 0 | 0 | N/A |
| Assistant Tutor / Instructor - Nail | 4 | 10 | 150.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| Administrative Staff | 57 | 12 | -78.95% | 0 | 0 | N/A | 0 | 0 | N/A |
| Receptionist | 11 | 4 | -63.64% | 0 | 0 | N/A | 0 | 0 | N/A |
| Sub-total | 223 | 99 | -55.61% | 6 | 9 | 50.00% | 23 | 45 | 95.65% |
| 3. Beauty Centre / Health Centre & Spa | | | | | | | | | |
| Director / General Manager | 119 | 154 | 29.41% | 0 | 0 | N/A | 0 | 0 | N/A |
| Chief Shop Manager / Operation Manager | 423 | 607 | 43.50% | 0 | 0 | N/A | 0 | 0 | N/A |
| Brand / Sales / Marketing Director / Manager | 64 | 179 | 179.69% | 0 | 0 | N/A | 0 | 0 | N/A |
| Sales / Marketing Officer | 258 | 279 | 8.14% | 0 | 0 | N/A | 0 | 0 | N/A |
| Senior Beautician | 1,085 | 1,261 | 16.22% | 32 | 0 | -100.00% | 0 | 0 | N/A |
| Senior Make-up Artist | 23 | 30 | 30.43% | 1 | 4 | 300.00% | 0 | 0 | N/A |
| Slimming Consultant | 161 | 127 | -21.12% | 0 | 0 | N/A | 0 | 0 | N/A |
| Beautician | 9,003 | 9,184 | 2.01% | 183 | 186 | 1.64% | 240 | 326 | 35.83% |
| Assistant to Medical Practitioner (Beauty Care) | 53 | 85 | 60.38% | 0 | 0 | N/A | 2 | 4 | 100.00% |
| Make-up Artist | 197 | 269 | 36.55% | 121 | 174 | 43.80% | 35 | 20 | -42.86% |
| Body Therapist | 1,144 | 1,224 | 6.99% | 25 | 76 | 204.00% | 17 | 70 | 311.76% |
| Manicurist / Pedicurist | 97 | 83 | -14.43% | 1 | 0 | -100.00% | 4 | 1 | -75.00% |
| Nail Artist | 88 | 86 | -2.27% | 0 | 6 | N/A | 0 | 0 | N/A |
| Slimming Therapist | 631 | 651 | 3.17% | 0 | 0 | N/A | 1 | 2 | 100.00% |
| Beauty Consultant | 586 | 645 | 10.07% | 0 | 2 | N/A | 0 | 0 | N/A |
| Beauty Assistant | 775 | 786 | 1.42% | 0 | 0 | N/A | 25 | 66 | 164.00% |
| Marketing Assistant | 112 | 66 | -41.07% | 0 | 0 | N/A | 0 | 0 | N/A |
| Promoter | 117 | 112 | -4.27% | 0 | 0 | N/A | 0 | 30 | N/A |
| Administrative Staff | 355 | 440 | 23.94% | 0 | 0 | N/A | 25 | 0 | -100.00% |
| Receptionist | 857 | 788 | -8.05% | 0 | 1 | N/A | 14 | 8 | -42.86% |
| Medical Personnel | 75 | 66 | -12.00% | 3 | 13 | 333.33% | 2 | 0 | -100.00% |
| Sub-total | 16,223 | 17,122 | 5.54% | 366 | 462 | 26.23% | 365 | 527 | 44.38% |

| Principal Jobs in the Industry | 2010 | 2012 | Comparison of 2010 and 2012 (%) | 2010 | 2012 | Comparison of 2010 and 2012 (%) | 2010 | 2012 | Comparison of 2010 and 2012 (%) |
|---------------------------------------------------------------------|------------------|---------------|---------------------------------|-------------|--------------|---------------------------------|---------------------|------------|---------------------------------|
| | Direct Employees | | | Freelancers | | | Part-time Employees | | |
| 4. Hairdressing Salon | | | | | | | | | |
| Director / General Manager | 32 | 47 | 46.88% | 0 | 0 | N/A | 0 | 0 | N/A |
| Chief Shop Manager / Operation Manager | 66 | 73 | 10.61% | 0 | 0 | N/A | 0 | 0 | N/A |
| Art Director | 54 | 50 | -7.41% | 0 | 6 | N/A | 0 | 0 | N/A |
| Technical Director | 12 | 5 | -58.33% | 0 | 4 | N/A | 0 | 0 | N/A |
| Senior Hair Stylist | 653 | 635 | -2.76% | 148 | 28 | -81.08% | 2 | 16 | 700.00% |
| Hair Stylist | 7,325 | 7,436 | 1.52% | 585 | 1,564 | 167.35% | 237 | 146 | -38.40% |
| Technician (perm and color) | 312 | 271 | -13.14% | 15 | 11 | -26.67% | 0 | 26 | N/A |
| Manicurist / Pedicurist | 162 | 125 | -22.84% | 24 | 21 | -12.50% | 4 | 2 | -50.00% |
| Nail Artist | 26 | 36 | 38.46% | 0 | 0 | N/A | 25 | 0 | -100.00% |
| Hairdressing Assistant | 4,543 | 3,955 | -12.94% | 98 | 177 | 80.61% | 203 | 565 | 178.33% |
| Administrative Staff | 153 | 162 | 5.88% | 0 | 1 | N/A | 0 | 12 | N/A |
| Receptionist | 375 | 435 | 16.00% | 0 | 0 | N/A | 31 | 41 | 32.26% |
| Sub-total | 13,713 | 13,230 | -3.52% | 870 | 1,812 | 108.28% | 502 | 808 | 60.96% |
| 5. Cosmetic Product Company - Wholesale, Import & Export | | | | | | | | | |
| Director / General Manager | 173 | 243 | 40.46% | 0 | 0 | N/A | 0 | 0 | N/A |
| Brand / Sales / Marketing Director / Manager | 221 | 291 | 31.67% | 0 | 0 | N/A | 0 | 0 | N/A |
| Product / Technical Manager | 194 | 187 | -3.61% | 0 | 0 | N/A | 0 | 0 | N/A |
| Sales / Marketing Officer | 709 | 738 | 4.09% | 0 | 0 | N/A | 33 | 8 | -75.76% |
| Trainer | 45 | 58 | 28.89% | 0 | 0 | N/A | 0 | 0 | N/A |
| Technical Adviser | 60 | 34 | -43.33% | 0 | 0 | N/A | 0 | 0 | N/A |
| Sales Representative | 1,547 | 1,425 | -7.89% | 0 | 36 | N/A | 16 | 67 | 318.75% |
| Marketing Assistant | 240 | 169 | -29.58% | 0 | 0 | N/A | 0 | 6 | N/A |
| Promoter | 332 | 593 | 78.61% | 0 | 0 | N/A | 200 | 3 | -98.50% |
| Administrative Staff | 856 | 840 | -1.87% | 0 | 0 | N/A | 0 | 3 | N/A |
| Receptionist | 72 | 33 | -54.17% | 0 | 0 | N/A | 0 | 9 | N/A |
| Sub-total | 4,449 | 4,611 | 3.64% | 0 | 36 | N/A | 249 | 96 | -61.45% |
| 6. Cosmetic Product Company - Retail | | | | | | | | | |
| Director / General Manager | 54 | 100 | 85.19% | 0 | 0 | N/A | 0 | 0 | N/A |
| Corporate & Brand Image Sales Director / Manager | 70 | 30 | -57.14% | 0 | 0 | N/A | 0 | 0 | N/A |
| Chief Shop Manager / Operation Manager | 109 | 154 | 41.28% | 0 | 0 | N/A | 0 | 0 | N/A |
| Marketing Manager | 90 | 176 | 95.56% | 0 | 0 | N/A | 0 | 0 | N/A |
| Product / Technical Manager | 45 | 11 | -75.56% | 0 | 0 | N/A | 0 | 0 | N/A |
| Sales / Marketing Officer | 238 | 374 | 57.14% | 0 | 0 | N/A | 0 | 42 | N/A |
| Trainer | 77 | 84 | 9.09% | 0 | 0 | N/A | 0 | 0 | N/A |
| Buying Officer | 95 | 93 | -2.11% | 0 | 0 | N/A | 0 | 0 | N/A |
| Shop Manager / Supervisor | 699 | 939 | 34.33% | 0 | 0 | N/A | 0 | 0 | N/A |
| Technical Adviser | 62 | 62 | 0.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| Beauty Adviser (Counter) | 6,417 | 6,174 | -3.79% | 0 | 1 | N/A | 71 | 266 | 274.65% |
| Hair Care Adviser | 355 | 278 | -21.69% | 0 | 0 | N/A | 0 | 0 | N/A |
| Make-up Artist | 72 | 56 | -22.22% | 3 | 0 | -100.00% | 0 | 0 | N/A |
| Marketing Assistant | 160 | 108 | -32.50% | 0 | 0 | N/A | 3 | 2 | -33.33% |
| Promoter | 139 | 649 | 366.91% | 0 | 0 | N/A | 91 | 0 | -100.00% |
| Administrative Staff | 291 | 204 | -29.90% | 0 | 0 | N/A | 0 | 1 | N/A |
| Receptionist | 50 | 40 | -20.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| Sub-total | 9,023 | 9,532 | 5.64% | 3 | 1 | -66.67% | 165 | 311 | 88.48% |

| Principal Jobs in the Industry | 2010 | 2012 | Comparison of 2010 and 2012 (%) | 2010 | 2012 | Comparison of 2010 and 2012 (%) | 2010 | 2012 | Comparison of 2010 and 2012 (%) |
|-----------------------------------------------|------------------|---------------|---------------------------------------|--------------|--------------|---------------------------------------|---------------------|--------------|---------------------------------------|
| | Direct Employees | | | Freelancers | | | Part-time Employees | | |
| 7. Nail Salon | | | | | | | | | |
| Director / General Manager | 13 | 5 | -61.54% | 0 | 0 | N/A | 0 | 0 | N/A |
| Chief Shop Manager / Operation Manager | 25 | 35 | 40.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| Nail Consultant (Fingernail / Toenail) | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A |
| Senior Nail Technician (Fingernail / Toenail) | 83 | 62 | -25.30% | 0 | 0 | N/A | 0 | 0 | N/A |
| Nail Technician (Fingernail / Toenail) | 164 | 0 | -100.00% | 24 | 0 | -100.00% | 0 | 0 | N/A |
| Manicurist / Pedicurist | 189 | 398 | 110.58% | 0 | 0 | N/A | 0 | 40 | N/A |
| Nail Artist | 265 | 436 | 64.53% | 0 | 0 | N/A | 0 | 8 | N/A |
| Hand and Foot Care Therapist | 25 | 0 | -100.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| Junior Nail Technician (Fingernail / Toenail) | 138 | 88 | -36.23% | 0 | 0 | N/A | 0 | 0 | N/A |
| Foot Reflexologist | 0 | 44 | N/A | 0 | 48 | N/A | 0 | 0 | N/A |
| Administrative Staff | 6 | 36 | 500.00% | 0 | 0 | N/A | 0 | 0 | N/A |
| Receptionist | 23 | 61 | 165.22% | 0 | 0 | N/A | 0 | 0 | N/A |
| Sub-total | 931 | 1,165 | 25.13% | 24 | 48 | 100.00% | 0 | 48 | N/A |
| Total | 44,914 | 46,075 | 2.58% | 1,282 | 2,389 | 86.35% | 1,395 | 1,947 | 39.57% |

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

| Principal Jobs in the Industry | University Degree or above | Associate Degree, Higher Diploma or equivalent | Diploma or equivalent | Certificate, Advanced Certificate or equivalent | Secondary 6-7 | Secondary 4-5 | Secondary 3 or below | Unspecified | Total |
|-----------------------------------------------------------------|----------------------------|------------------------------------------------|-----------------------|-------------------------------------------------|---------------|---------------|----------------------|--------------|---------------|
| 1. Beauty & Hairdressing School | | | | | | | | | |
| Director / Principal (School) | 9 | 0 | 4 | 3 | 2 | 2 | 0 | 6 | 26 |
| Senior Tutor / Senior Instructor - Beauty Care and Hairdressing | 15 | 2 | 5 | 0 | 0 | 5 | 0 | 2 | 29 |
| Tutor / Instructor - Beauty Care | 9 | 7 | 38 | 36 | 7 | 41 | 0 | 16 | 154 |
| Tutor / Instructor - Hairdressing | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Beauty Care | 0 | 6 | 2 | 8 | 0 | 0 | 0 | 2 | 18 |
| Administrative Staff | 2 | 0 | 5 | 17 | 14 | 10 | 0 | 12 | 60 |
| Receptionist | 0 | 0 | 2 | 0 | 7 | 8 | 0 | 2 | 19 |
| Sub-total | 35 | 15 | 66 | 64 | 30 | 66 | 0 | 40 | 316 |
| <i>Percentage by Educational Level (Total: 316)</i> | <i>11.1%</i> | <i>4.7%</i> | <i>20.9%</i> | <i>20.3%</i> | <i>9.5%</i> | <i>20.9%</i> | <i>0.0%</i> | <i>12.7%</i> | <i>100.0%</i> |
| 2. Make-up & Nail School | | | | | | | | | |
| Director / Principal (School) | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 5 |
| Senior Tutor / Senior Instructor - Make-up and Nail | 3 | 0 | 1 | 0 | 2 | 3 | 0 | 0 | 9 |
| Tutor / Instructor - Make-up | 4 | 0 | 13 | 0 | 0 | 17 | 0 | 13 | 47 |
| Tutor / Instructor - Nail | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Make-up | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Assistant Tutor / Instructor - Nail | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| Administrative Staff | 1 | 1 | 0 | 1 | 0 | 6 | 0 | 3 | 12 |
| Receptionist | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 4 |
| Sub-total | 10 | 1 | 18 | 9 | 3 | 41 | 0 | 17 | 99 |
| <i>Percentage by Educational Level (Total: 99)</i> | <i>10.1%</i> | <i>1.0%</i> | <i>18.2%</i> | <i>9.1%</i> | <i>3.0%</i> | <i>41.4%</i> | <i>0.0%</i> | <i>17.2%</i> | <i>100.0%</i> |
| 3. Beauty Centre / Health Centre & Spa | | | | | | | | | |
| Director / General Manager | 53 | 12 | 20 | 30 | 11 | 9 | 2 | 17 | 154 |
| Chief Shop Manager / Operation Manager | 94 | 47 | 319 | 47 | 34 | 27 | 0 | 39 | 607 |
| Brand / Sales / Marketing Director / Manager | 66 | 20 | 16 | 19 | 2 | 54 | 0 | 2 | 179 |
| Sales / Marketing Officer | 10 | 8 | 49 | 37 | 9 | 140 | 1 | 25 | 279 |
| Senior Beautician | 6 | 17 | 262 | 153 | 83 | 679 | 0 | 61 | 1,261 |
| Senior Make-up Artist | 2 | 5 | 0 | 10 | 0 | 3 | 0 | 10 | 30 |
| Slimming Consultant | 46 | 3 | 4 | 55 | 2 | 15 | 2 | 0 | 127 |
| Beautician | 27 | 0 | 599 | 1,327 | 449 | 6,038 | 406 | 338 | 9,184 |
| Assistant to Medical Practitioner (Beauty Care) | 0 | 0 | 16 | 17 | 0 | 48 | 0 | 4 | 85 |
| Make-up Artist | 0 | 0 | 0 | 53 | 46 | 155 | 0 | 15 | 269 |
| Body Therapist | 9 | 40 | 102 | 126 | 24 | 847 | 40 | 36 | 1,224 |
| Manicurist / Pedicurist | 0 | 0 | 0 | 10 | 4 | 64 | 0 | 5 | 83 |
| Nail Artist | 0 | 0 | 2 | 43 | 0 | 23 | 0 | 18 | 86 |
| Slimming Therapist | 24 | 0 | 3 | 260 | 65 | 289 | 0 | 10 | 651 |
| Beauty Consultant | 0 | 0 | 80 | 199 | 97 | 234 | 0 | 35 | 645 |
| Beauty Assistant | 0 | 0 | 0 | 53 | 2 | 661 | 60 | 10 | 786 |
| Marketing Assistant | 7 | 2 | 0 | 0 | 0 | 32 | 0 | 25 | 66 |
| Promoter | 0 | 0 | 0 | 0 | 0 | 112 | 0 | 0 | 112 |
| Administrative Staff | 0 | 44 | 42 | 36 | 106 | 175 | 0 | 37 | 440 |

| Principal Jobs in the Industry | University Degree or above | Associate Degree, Higher Diploma or equivalent | Diploma or equivalent | Certificate, Advanced Certificate or equivalent | Secondary 6-7 | Secondary 4-5 | Secondary 3 or below | Unspecified | Total |
|---------------------------------------------------------------------|----------------------------|------------------------------------------------|-----------------------|-------------------------------------------------|---------------|---------------|----------------------|--------------|---------------|
| 3. Beauty Centre, Health Centre & Spa (Cont') | | | | | | | | | |
| Receptionist | 12 | 20 | 61 | 9 | 241 | 365 | 4 | 76 | 788 |
| Medical Personnel | 24 | 1 | 28 | 4 | 0 | 8 | 0 | 1 | 66 |
| Sub-total | 380 | 219 | 1,603 | 2,488 | 1,175 | 9,978 | 515 | 764 | 17,122 |
| <i>Percentage by Educational Level (Total: 17,122)</i> | <i>2.2%</i> | <i>1.3%</i> | <i>9.4%</i> | <i>14.5%</i> | <i>6.9%</i> | <i>58.3%</i> | <i>3.0%</i> | <i>4.5%</i> | <i>100.0%</i> |
| 4. Hairdressing Salon | | | | | | | | | |
| Director / General Manager | 6 | 11 | 2 | 6 | 6 | 12 | 0 | 4 | 47 |
| Chief Shop Manager / Operation Manager | 9 | 4 | 2 | 8 | 16 | 28 | 0 | 6 | 73 |
| Art Director | 0 | 4 | 12 | 6 | 9 | 6 | 0 | 13 | 50 |
| Technical Director | 0 | 0 | 0 | 1 | 0 | 4 | 0 | 0 | 5 |
| Senior Hair Stylist | 0 | 0 | 33 | 70 | 68 | 422 | 4 | 38 | 635 |
| Hair Stylist | 0 | 0 | 0 | 162 | 246 | 5,054 | 1,708 | 266 | 7,436 |
| Technician (perm and color) | 0 | 0 | 0 | 9 | 0 | 212 | 9 | 41 | 271 |
| Manicurist / Pedicurist | 0 | 0 | 0 | 1 | 3 | 79 | 30 | 12 | 125 |
| Nail Artist | 0 | 0 | 0 | 0 | 0 | 36 | 0 | 0 | 36 |
| Hairdressing Assistant | 0 | 0 | 0 | 0 | 0 | 2,521 | 1,285 | 149 | 3,955 |
| Administrative Staff | 1 | 0 | 0 | 0 | 81 | 68 | 4 | 8 | 162 |
| Receptionist | 0 | 0 | 0 | 3 | 17 | 342 | 41 | 32 | 435 |
| Sub-total | 16 | 19 | 49 | 266 | 446 | 8,784 | 3,081 | 569 | 13,230 |
| <i>Percentage by Educational Level (Total: 13,230)</i> | <i>0.1%</i> | <i>0.1%</i> | <i>0.4%</i> | <i>2.0%</i> | <i>3.4%</i> | <i>66.4%</i> | <i>23.3%</i> | <i>4.3%</i> | <i>100%</i> |
| 5. Cosmetic Product Company - Wholesale, Import & Export | | | | | | | | | |
| Director / General Manager | 155 | 43 | 9 | 0 | 4 | 25 | 0 | 7 | 243 |
| Brand / Sales / Marketing Director / Manager | 122 | 96 | 7 | 44 | 15 | 2 | 0 | 5 | 291 |
| Product / Technical Manager | 49 | 1 | 1 | 68 | 2 | 28 | 0 | 38 | 187 |
| Sales / Marketing Officer | 60 | 28 | 185 | 79 | 133 | 244 | 0 | 9 | 738 |
| Trainer | 0 | 38 | 2 | 0 | 14 | 4 | 0 | 0 | 58 |
| Technical Adviser | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 31 | 34 |
| Sales Representative | 30 | 40 | 42 | 356 | 309 | 648 | 0 | 0 | 1,425 |
| Marketing Assistant | 0 | 4 | 0 | 24 | 102 | 32 | 0 | 7 | 169 |
| Promoter | 0 | 0 | 23 | 0 | 24 | 457 | 24 | 65 | 593 |
| Administrative Staff | 0 | 9 | 114 | 28 | 182 | 507 | 0 | 0 | 840 |
| Receptionist | 0 | 3 | 0 | 4 | 19 | 4 | 0 | 3 | 33 |
| Sub-total | 416 | 265 | 383 | 603 | 804 | 1,951 | 24 | 165 | 4,611 |
| <i>Percentage by Educational Level (Total: 4,611)</i> | <i>9.0%</i> | <i>5.7%</i> | <i>8.3%</i> | <i>13.1%</i> | <i>17.4%</i> | <i>42.3%</i> | <i>0.5%</i> | <i>3.6%</i> | <i>100.0%</i> |
| 6. Cosmetic Product Company - Retail | | | | | | | | | |
| Director / General Manager | 65 | 3 | 0 | 24 | 0 | 0 | 0 | 8 | 100 |
| Corporate & Brand Image Sales Director / Manager | 17 | 0 | 0 | 8 | 0 | 0 | 0 | 5 | 30 |
| Chief Shop Manager / Operation Manager | 48 | 13 | 18 | 15 | 40 | 14 | 0 | 6 | 154 |
| Marketing Manager | 128 | 31 | 4 | 3 | 0 | 1 | 0 | 9 | 176 |
| Product / Technical Manager | 6 | 0 | 4 | 0 | 0 | 0 | 0 | 1 | 11 |
| Sales / Marketing Officer | 209 | 0 | 31 | 0 | 11 | 73 | 50 | 0 | 374 |
| Trainer | 33 | 14 | 4 | 14 | 0 | 16 | 0 | 3 | 84 |
| Buying Officer | 26 | 0 | 0 | 25 | 27 | 15 | 0 | 0 | 93 |
| Shop Manager / Supervisor | 38 | 36 | 232 | 255 | 154 | 147 | 0 | 77 | 939 |
| Technical Adviser | 0 | 0 | 0 | 0 | 0 | 60 | 0 | 2 | 62 |
| Beauty Adviser (Counter) | 0 | 0 | 53 | 60 | 2,212 | 2,977 | 120 | 752 | 6,174 |
| Hair Care Adviser | 0 | 0 | 0 | 19 | 0 | 127 | 0 | 132 | 278 |
| Make-up Artist | 0 | 0 | 18 | 7 | 21 | 0 | 0 | 10 | 56 |
| Marketing Assistant | 4 | 40 | 0 | 2 | 44 | 18 | 0 | 0 | 108 |
| Promoter | 0 | 0 | 0 | 0 | 35 | 431 | 181 | 2 | 649 |
| Administrative Staff | 1 | 6 | 22 | 6 | 136 | 28 | 0 | 5 | 204 |
| Receptionist | 0 | 1 | 0 | 1 | 27 | 11 | 0 | 0 | 40 |
| Sub-total | 575 | 144 | 386 | 439 | 2,707 | 3,918 | 351 | 1,012 | 9,532 |
| <i>Percentage by Educational Level (Total: 9,532)</i> | <i>6.0%</i> | <i>1.5%</i> | <i>4.0%</i> | <i>4.6%</i> | <i>28.4%</i> | <i>41.1%</i> | <i>3.7%</i> | <i>10.6%</i> | <i>100.0%</i> |

| Principal Jobs in the Industry | University Degree or above | Associate Degree, Higher Diploma or equivalent | Diploma or equivalent | Certificate, Advanced Certificate or equivalent | Secondary 6-7 | Secondary 4-5 | Secondary 3 or below | Unspecified | Total |
|--------------------------------------------------------|----------------------------|------------------------------------------------|-----------------------|-------------------------------------------------|---------------|---------------|----------------------|--------------|---------------|
| 7. Nail Salon | | | | | | | | | |
| Director / General Manager | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| Chief Shop Manager / Operation Manager | 0 | 0 | 1 | 20 | 0 | 14 | 0 | 0 | 35 |
| Senior Nail Technician (Fingernail / Toenail) | 0 | 10 | 0 | 10 | 0 | 42 | 0 | 0 | 62 |
| Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manicurist / Pedicurist | 0 | 0 | 0 | 110 | 4 | 262 | 22 | 0 | 398 |
| Nail Artist | 0 | 0 | 0 | 0 | 35 | 369 | 0 | 32 | 436 |
| Hand and Foot Care Therapist | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Junior Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 0 | 20 | 52 | 16 | 0 | 88 |
| Foot Reflexologist | 0 | 0 | 0 | 0 | 0 | 44 | 0 | 0 | 44 |
| Administrative Staff | 0 | 0 | 0 | 30 | 0 | 6 | 0 | 0 | 36 |
| Receptionist | 0 | 0 | 0 | 0 | 10 | 48 | 3 | 0 | 61 |
| ALL | 4 | 10 | 1 | 170 | 69 | 838 | 41 | 32 | 1,165 |
| <i>Percentage by Educational Level (Total: 1,165)</i> | <i>0.3%</i> | <i>0.9%</i> | <i>0.1%</i> | <i>14.6%</i> | <i>5.9%</i> | <i>71.9%</i> | <i>3.5%</i> | <i>2.7%</i> | <i>100.0%</i> |
| Total | 1,436 | 673 | 2,506 | 4,039 | 5,234 | 25,576 | 4,012 | 2,599 | 46,075 |
| <i>Percentage by Educational Level (Total: 46,075)</i> | <i>3.1%</i> | <i>1.5%</i> | <i>5.4%</i> | <i>8.8%</i> | <i>11.4%</i> | <i>55.5%</i> | <i>8.7%</i> | <i>5.6%</i> | <i>100.0%</i> |

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

| Principal Jobs in the Industry | University Degree or above | Associate Degree, Higher Diploma or equivalent | Diploma or equivalent | Certificate, Advanced Certificate or equivalent | Secondary 6-7 | Secondary 4-5 | Secondary 3 or below | Unspecified | Total |
|-----------------------------------------------------------------|----------------------------|------------------------------------------------|-----------------------|-------------------------------------------------|---------------|---------------|----------------------|--------------|---------------|
| 1. Beauty & Hairdressing School | | | | | | | | | |
| Director / Principal (School) | 9 | 0 | 4 | 3 | 0 | 4 | 0 | 6 | 26 |
| Senior Tutor / Senior Instructor - Beauty Care and Hairdressing | 17 | 2 | 3 | 0 | 0 | 5 | 0 | 2 | 29 |
| Tutor / Instructor - Beauty Care | 9 | 8 | 32 | 38 | 10 | 41 | 0 | 16 | 154 |
| Tutor / Instructor - Hairdressing | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Beauty Care | 4 | 2 | 2 | 8 | 0 | 0 | 0 | 2 | 18 |
| Administrative Staff | 2 | 0 | 5 | 17 | 14 | 10 | 0 | 12 | 60 |
| Receptionist | 0 | 0 | 2 | 0 | 7 | 8 | 0 | 2 | 19 |
| Sub-total | 41 | 12 | 58 | 66 | 31 | 68 | 0 | 40 | 316 |
| <i>Percentage by Educational Level (Total: 316)</i> | <i>13.0%</i> | <i>3.8%</i> | <i>18.4%</i> | <i>20.9%</i> | <i>9.8%</i> | <i>21.5%</i> | <i>0.0%</i> | <i>12.7%</i> | <i>100.0%</i> |
| 2. Make-up & Nail School | | | | | | | | | |
| Director / Principal (School) | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 5 |
| Senior Tutor / Senior Instructor - Make-up and Nail | 3 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 9 |
| Tutor / Instructor - Make-up | 4 | 0 | 13 | 0 | 0 | 17 | 0 | 13 | 47 |
| Tutor / Instructor - Nail | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Make-up | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Assistant Tutor / Instructor - Nail | 0 | 0 | 0 | 4 | 0 | 6 | 0 | 0 | 10 |
| Administrative Staff | 1 | 1 | 0 | 1 | 0 | 6 | 0 | 3 | 12 |
| Receptionist | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 4 |
| Sub-total | 10 | 1 | 20 | 9 | 1 | 41 | 0 | 17 | 99 |
| <i>Percentage by Educational Level (Total: 99)</i> | <i>10.1%</i> | <i>1.0%</i> | <i>20.2%</i> | <i>9.1%</i> | <i>1.0%</i> | <i>41.4%</i> | <i>0.0%</i> | <i>17.2%</i> | <i>100.0%</i> |
| 3. Beauty Centre / Health Centre & Spa | | | | | | | | | |
| Director / General Manager | 37 | 4 | 22 | 39 | 17 | 20 | 2 | 13 | 154 |
| Chief Shop Manager / Operation Manager | 76 | 28 | 90 | 28 | 54 | 292 | 0 | 39 | 607 |
| Brand / Sales / Marketing Director / Manager | 66 | 26 | 9 | 10 | 8 | 58 | 0 | 2 | 179 |
| Sales / Marketing Officer | 10 | 8 | 71 | 9 | 9 | 146 | 1 | 25 | 279 |
| Senior Beautician | 38 | 2 | 276 | 180 | 12 | 700 | 0 | 53 | 1,261 |
| Senior Make-up Artist | 2 | 0 | 5 | 10 | 0 | 3 | 8 | 2 | 30 |
| Slimming Consultant | 46 | 0 | 0 | 52 | 0 | 27 | 2 | 0 | 127 |
| Beautician | 62 | 8 | 859 | 1,660 | 401 | 5,424 | 440 | 330 | 9,184 |
| Assistant to Medical Practitioner (Beauty Care) | 0 | 0 | 6 | 8 | 9 | 58 | 0 | 4 | 85 |
| Make-up Artist | 3 | 0 | 0 | 107 | 48 | 108 | 0 | 3 | 269 |
| Body Therapist | 9 | 40 | 68 | 114 | 7 | 920 | 30 | 36 | 1,224 |
| Manicurist / Pedicurist | 0 | 0 | 0 | 10 | 0 | 60 | 8 | 5 | 83 |
| Nail Artist | 0 | 0 | 0 | 38 | 5 | 25 | 0 | 18 | 86 |
| Slimming Therapist | 24 | 0 | 0 | 250 | 56 | 311 | 0 | 10 | 651 |
| Beauty Consultant | 0 | 0 | 80 | 168 | 45 | 317 | 0 | 35 | 645 |
| Beauty Assistant | 0 | 0 | 0 | 48 | 14 | 570 | 144 | 10 | 786 |
| Marketing Assistant | 7 | 2 | 0 | 0 | 0 | 32 | 0 | 25 | 66 |
| Promoter | 0 | 0 | 0 | 0 | 0 | 112 | 0 | 0 | 112 |
| Administrative Staff | 0 | 44 | 46 | 7 | 129 | 177 | 0 | 37 | 440 |

| Principal Jobs in the Industry | University Degree or above | Associate Degree, Higher Diploma or equivalent | Diploma or equivalent | Certificate, Advanced Certificate or equivalent | Secondary 6-7 | Secondary 4-5 | Secondary 3 or below | Unspecified | Total |
|---------------------------------------------------------------------|----------------------------|------------------------------------------------|-----------------------|-------------------------------------------------|---------------|---------------|----------------------|-------------|---------------|
| 3. Beauty Centre, Health Centre & Spa (Cont') | | | | | | | | | |
| Receptionist | 12 | 20 | 61 | 81 | 106 | 428 | 4 | 76 | 788 |
| Medical Personnel | 24 | 1 | 28 | 4 | 0 | 8 | 0 | 1 | 66 |
| Sub-total | 416 | 183 | 1,621 | 2,823 | 920 | 9,796 | 639 | 724 | 17,122 |
| <i>Percentage by Educational Level (Total: 17,122)</i> | <i>2.4%</i> | <i>1.1%</i> | <i>9.5%</i> | <i>16.5%</i> | <i>5.4%</i> | <i>57.2%</i> | <i>3.7%</i> | <i>4.2%</i> | <i>100.0%</i> |
| 4. Hairdressing Salon | | | | | | | | | |
| Director / General Manager | 6 | 0 | 0 | 6 | 8 | 23 | 0 | 4 | 47 |
| Chief Shop Manager / Operation Manager | 9 | 1 | 1 | 7 | 4 | 37 | 9 | 5 | 73 |
| Art Director | 0 | 0 | 12 | 8 | 11 | 8 | 0 | 11 | 50 |
| Technical Director | 0 | 0 | 0 | 1 | 0 | 4 | 0 | 0 | 5 |
| Senior Hair Stylist | 0 | 32 | 25 | 66 | 36 | 398 | 60 | 18 | 635 |
| Hair Stylist | 0 | 0 | 5 | 59 | 378 | 4,223 | 2,623 | 148 | 7,436 |
| Technician (perm and color) | 0 | 0 | 0 | 9 | 0 | 194 | 31 | 37 | 271 |
| Manicurist / Pedicurist | 0 | 0 | 0 | 2 | 0 | 106 | 0 | 17 | 125 |
| Nail Artist | 0 | 0 | 0 | 0 | 0 | 36 | 0 | 0 | 36 |
| Hairdressing Assistant | 0 | 0 | 0 | 4 | 0 | 2,388 | 1,426 | 137 | 3,955 |
| Administrative Staff | 1 | 4 | 48 | 6 | 37 | 62 | 4 | 0 | 162 |
| Receptionist | 0 | 0 | 0 | 0 | 20 | 325 | 74 | 16 | 435 |
| Sub-total | 16 | 37 | 91 | 168 | 494 | 7,804 | 4,227 | 393 | 13,230 |
| <i>Percentage by Educational Level (Total: 13,230)</i> | <i>0.1%</i> | <i>0.3%</i> | <i>0.7%</i> | <i>1.3%</i> | <i>3.7%</i> | <i>59.0%</i> | <i>32.0%</i> | <i>3.0%</i> | <i>100.0%</i> |
| 5. Cosmetic Product Company - Wholesale, Import & Export | | | | | | | | | |
| Director / General Manager | 111 | 16 | 27 | 0 | 21 | 61 | 0 | 7 | 243 |
| Brand / Sales / Marketing Director / Manager | 137 | 79 | 4 | 18 | 31 | 17 | 0 | 5 | 291 |
| Product / Technical Manager | 46 | 0 | 57 | 16 | 2 | 28 | 0 | 38 | 187 |
| Sales / Marketing Officer | 36 | 184 | 36 | 59 | 99 | 315 | 0 | 9 | 738 |
| Trainer | 0 | 38 | 2 | 8 | 0 | 10 | 0 | 0 | 58 |
| Technical Adviser | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 31 | 34 |
| Sales Representative | 150 | 40 | 16 | 231 | 191 | 737 | 60 | 0 | 1,425 |
| Marketing Assistant | 0 | 0 | 4 | 3 | 123 | 32 | 0 | 7 | 169 |
| Promoter | 0 | 0 | 23 | 0 | 96 | 385 | 24 | 65 | 593 |
| Administrative Staff | 0 | 9 | 110 | 13 | 242 | 466 | 0 | 0 | 840 |
| Receptionist | 0 | 3 | 0 | 4 | 18 | 5 | 0 | 3 | 33 |
| Sub-total | 480 | 369 | 279 | 355 | 823 | 2,056 | 84 | 165 | 4,611 |
| <i>Percentage by Educational Level (Total: 4,611)</i> | <i>10.4%</i> | <i>8.0%</i> | <i>6.1%</i> | <i>7.7%</i> | <i>17.8%</i> | <i>44.6%</i> | <i>1.8%</i> | <i>3.6%</i> | <i>100.0%</i> |
| 6. Cosmetic Product Company - Retail | | | | | | | | | |
| Director / General Manager | 64 | 3 | 3 | 24 | 2 | 0 | 0 | 4 | 100 |
| Corporate & Brand Image Sales Director / Manager | 17 | 0 | 0 | 8 | 0 | 0 | 0 | 5 | 30 |
| Chief Shop Manager / Operation Manager | 42 | 15 | 21 | 15 | 3 | 54 | 0 | 4 | 154 |
| Marketing Manager | 148 | 4 | 9 | 3 | 8 | 3 | 0 | 1 | 176 |
| Product / Technical Manager | 6 | 0 | 4 | 0 | 0 | 0 | 0 | 1 | 11 |
| Sales / Marketing Officer | 209 | 0 | 13 | 0 | 8 | 94 | 50 | 0 | 374 |
| Trainer | 33 | 14 | 4 | 14 | 0 | 16 | 0 | 3 | 84 |
| Buying Officer | 26 | 0 | 0 | 0 | 27 | 40 | 0 | 0 | 93 |
| Shop Manager / Supervisor | 38 | 36 | 150 | 112 | 157 | 369 | 0 | 77 | 939 |
| Technical Adviser | 0 | 0 | 0 | 0 | 0 | 60 | 0 | 2 | 62 |
| Beauty Adviser (Counter) | 0 | 0 | 30 | 146 | 1,380 | 3,746 | 120 | 752 | 6,174 |
| Hair Care Adviser | 0 | 0 | 0 | 19 | 0 | 127 | 0 | 132 | 278 |

| Principal Jobs in the Industry | University Degree or above | Associate Degree, Higher Diploma or equivalent | Diploma or equivalent | Certificate, Advanced Certificate or equivalent | Secondary 6-7 | Secondary 4-5 | Secondary 3 or below | Unspecified | Total |
|--------------------------------------------------------|----------------------------|------------------------------------------------|-----------------------|-------------------------------------------------|---------------|---------------|----------------------|--------------|---------------|
| 6. Cosmetic Product Company - Retail (Cont') | | | | | | | | | |
| Make-up Artist | 0 | 0 | 18 | 7 | 21 | 0 | 0 | 10 | 56 |
| Marketing Assistant | 30 | 14 | 0 | 2 | 48 | 14 | 0 | 0 | 108 |
| Promoter | 0 | 0 | 0 | 0 | 35 | 456 | 156 | 2 | 649 |
| Administrative Staff | 1 | 6 | 18 | 0 | 103 | 71 | 0 | 5 | 204 |
| Receptionist | 0 | 1 | 0 | 0 | 25 | 14 | 0 | 0 | 40 |
| Sub-total | 614 | 93 | 270 | 350 | 1,817 | 5,064 | 326 | 998 | 9,532 |
| <i>Percentage by Educational Level (Total: 9,532)</i> | <i>6.4%</i> | <i>1.0%</i> | <i>2.8%</i> | <i>3.7%</i> | <i>19.1%</i> | <i>53.1%</i> | <i>3.4%</i> | <i>10.5%</i> | <i>100.0%</i> |
| 7. Nail Salon | | | | | | | | | |
| Director / General Manager | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| Chief Shop Manager / Operation Manager | 0 | 0 | 1 | 8 | 0 | 26 | 0 | 0 | 35 |
| Senior Nail Technician (Fingernail / Toenail) | 0 | 10 | 2 | 8 | 0 | 42 | 0 | 0 | 62 |
| Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manicurist / Pedicurist | 0 | 0 | 60 | 54 | 0 | 229 | 55 | 0 | 398 |
| Nail Artist | 0 | 0 | 0 | 5 | 0 | 399 | 0 | 32 | 436 |
| Hand and Foot Care Therapist | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Junior Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 20 | 0 | 52 | 16 | 0 | 88 |
| Foot Reflexologist | 0 | 0 | 0 | 0 | 0 | 4 | 40 | 0 | 44 |
| Administrative Staff | 0 | 0 | 0 | 30 | 1 | 5 | 0 | 0 | 36 |
| Receptionist | 0 | 0 | 0 | 10 | 10 | 41 | 0 | 0 | 61 |
| Sub-total | 4 | 10 | 63 | 135 | 11 | 799 | 111 | 32 | 1,165 |
| <i>Percentage by Educational Level (Total: 1,165)</i> | <i>0.3%</i> | <i>0.9%</i> | <i>5.4%</i> | <i>11.6%</i> | <i>0.9%</i> | <i>68.6%</i> | <i>9.5%</i> | <i>2.7%</i> | <i>100.0%</i> |
| Total | 1,581 | 705 | 2,402 | 3,906 | 4,097 | 25,628 | 5,387 | 2,369 | 46,075 |
| <i>Percentage by Educational Level (Total: 46,075)</i> | <i>3.4%</i> | <i>1.5%</i> | <i>5.2%</i> | <i>8.5%</i> | <i>8.9%</i> | <i>55.6%</i> | <i>11.7%</i> | <i>5.2%</i> | <i>100.0%</i> |

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

| Principal Jobs in the Industry | 10 years or above | 6 years to less than 10 years | 3 years to less than 6 years | 1 year to less than 3 years | Less than 1 year | Unspecified | Total |
|-----------------------------------------------------------------|-------------------|-------------------------------|------------------------------|-----------------------------|------------------|--------------|---------------|
| 1. Beauty & Hairdressing School | | | | | | | |
| Director / Principal (School) | 16 | 1 | 3 | 0 | 0 | 6 | 26 |
| Senior Tutor / Senior Instructor - Beauty Care and Hairdressing | 11 | 8 | 8 | 0 | 0 | 2 | 29 |
| Tutor / Instructor - Beauty Care | 4 | 35 | 62 | 37 | 0 | 16 | 154 |
| Tutor / Instructor - Hairdressing | 0 | 10 | 0 | 0 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Beauty Care | 0 | 0 | 14 | 2 | 0 | 2 | 18 |
| Administrative Staff | 0 | 1 | 9 | 38 | 0 | 12 | 60 |
| Receptionist | 0 | 0 | 2 | 12 | 3 | 2 | 19 |
| Sub-total | 31 | 55 | 98 | 89 | 3 | 40 | 316 |
| <i>Percentage by Relevant Years of Experience (Total: 316)</i> | <i>9.8%</i> | <i>17.4%</i> | <i>31.0%</i> | <i>28.2%</i> | <i>0.9%</i> | <i>12.7%</i> | <i>100.0%</i> |
| 2. Make-up & Nail School | | | | | | | |
| Director / Principal (School) | 1 | 2 | 1 | 0 | 0 | 1 | 5 |
| Senior Tutor / Senior Instructor - Make-up and Nail | 0 | 5 | 3 | 1 | 0 | 0 | 9 |
| Tutor / Instructor - Make-up | 0 | 5 | 26 | 3 | 0 | 13 | 47 |
| Tutor / Instructor - Nail | 0 | 0 | 10 | 0 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Make-up | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| Assistant Tutor / Instructor - Nail | 0 | 0 | 4 | 2 | 4 | 0 | 10 |
| Administrative Staff | 0 | 2 | 3 | 4 | 0 | 3 | 12 |
| Receptionist | 0 | 0 | 1 | 3 | 0 | 0 | 4 |
| Sub-total | 1 | 14 | 48 | 15 | 4 | 17 | 99 |
| <i>Percentage by Relevant Years of Experience (Total: 99)</i> | <i>1.0%</i> | <i>14.1%</i> | <i>48.5%</i> | <i>15.2%</i> | <i>4.0%</i> | <i>17.2%</i> | <i>100.0%</i> |
| 3. Beauty Centre / Health Centre & Spa | | | | | | | |
| Director / General Manager | 60 | 27 | 28 | 22 | 0 | 17 | 154 |
| Chief Shop Manager / Operation Manager | 87 | 379 | 90 | 9 | 0 | 42 | 607 |
| Brand / Sales / Marketing Director / Manager | 91 | 44 | 17 | 25 | 0 | 2 | 179 |
| Sales / Marketing Officer | 0 | 52 | 124 | 76 | 2 | 25 | 279 |
| Senior Beautician | 145 | 238 | 683 | 134 | 0 | 61 | 1,261 |
| Senior Make-up Artist | 0 | 2 | 15 | 5 | 0 | 8 | 30 |
| Slimming Consultant | 0 | 15 | 81 | 19 | 0 | 12 | 127 |
| Beautician | 133 | 122 | 3,602 | 4,506 | 469 | 352 | 9,184 |
| Assistant to Medical Practitioner (Beauty Care) | 0 | 0 | 14 | 58 | 9 | 4 | 85 |
| Make-up Artist | 0 | 0 | 95 | 151 | 9 | 14 | 269 |
| Body Therapist | 8 | 5 | 360 | 549 | 266 | 36 | 1,224 |
| Manicurist / Pedicurist | 0 | 0 | 44 | 34 | 0 | 5 | 83 |
| Nail Artist | 0 | 0 | 2 | 61 | 5 | 18 | 86 |
| Slimming Therapist | 0 | 36 | 251 | 186 | 152 | 26 | 651 |
| Beauty Consultant | 0 | 6 | 252 | 332 | 20 | 35 | 645 |
| Beauty Assistant | 0 | 0 | 68 | 397 | 310 | 11 | 786 |
| Marketing Assistant | 0 | 0 | 0 | 36 | 5 | 25 | 66 |
| Promoter | 0 | 0 | 0 | 96 | 16 | 0 | 112 |

| Principal Jobs in the Industry | 10 years or above | 6 years to less than 10 years | 3 years to less than 6 years | 1 year to less than 3 years | Less than 1 year | Unspecified | Total |
|---------------------------------------------------------------------|-------------------|-------------------------------|------------------------------|-----------------------------|------------------|-------------|---------------|
| 3. Beauty Centre, Health Centre & Spa (Cont') | | | | | | | |
| Administrative Staff | 0 | 0 | 93 | 284 | 26 | 37 | 440 |
| Receptionist | 0 | 0 | 119 | 414 | 171 | 84 | 788 |
| Medical Personnel | 0 | 8 | 16 | 40 | 1 | 1 | 66 |
| Sub-total | 524 | 934 | 5,954 | 7,434 | 1,461 | 815 | 17,122 |
| <i>Percentage by Relevant Years of Experience (Total: 17,122)</i> | <i>3.1%</i> | <i>5.5%</i> | <i>34.8%</i> | <i>43.4%</i> | <i>8.5%</i> | <i>4.8%</i> | <i>100.0%</i> |
| 4. Hairdressing Salon | | | | | | | |
| Director / General Manager | 18 | 17 | 8 | 0 | 0 | 4 | 47 |
| Chief Shop Manager / Operation Manager | 5 | 24 | 27 | 11 | 0 | 6 | 73 |
| Art Director | 7 | 8 | 20 | 4 | 0 | 11 | 50 |
| Technical Director | 3 | 0 | 2 | 0 | 0 | 0 | 5 |
| Senior Hair Stylist | 12 | 135 | 426 | 26 | 0 | 36 | 635 |
| Hair Stylist | 291 | 432 | 3,999 | 2,455 | 93 | 166 | 7,436 |
| Technician (perm and color) | 0 | 0 | 88 | 130 | 12 | 41 | 271 |
| Manicurist / Pedicurist | 1 | 0 | 58 | 54 | 0 | 12 | 125 |
| Nail Artist | 0 | 0 | 9 | 27 | 0 | 0 | 36 |
| Hairdressing Assistant | 0 | 18 | 27 | 2,204 | 1,557 | 149 | 3,955 |
| Administrative Staff | 0 | 1 | 4 | 143 | 6 | 8 | 162 |
| Receptionist | 0 | 0 | 6 | 252 | 145 | 32 | 435 |
| Sub-total | 337 | 635 | 4,674 | 5,306 | 1,813 | 465 | 13,230 |
| <i>Percentage by Relevant Years of Experience (Total: 13,230)</i> | <i>2.5%</i> | <i>4.8%</i> | <i>35.3%</i> | <i>40.1%</i> | <i>13.7%</i> | <i>3.5%</i> | <i>100.0%</i> |
| 5. Cosmetic Product Company - Wholesale, Import & Export | | | | | | | |
| Director / General Manager | 51 | 102 | 81 | 2 | 0 | 7 | 243 |
| Brand / Sales / Marketing Director / Manager | 10 | 162 | 114 | 0 | 0 | 5 | 291 |
| Product / Technical Manager | 0 | 17 | 81 | 51 | 0 | 38 | 187 |
| Sales / Marketing Officer | 16 | 65 | 435 | 213 | 0 | 9 | 738 |
| Trainer | 0 | 0 | 52 | 6 | 0 | 0 | 58 |
| Technical Adviser | 0 | 3 | 0 | 0 | 0 | 31 | 34 |
| Sales Representative | 0 | 167 | 307 | 912 | 39 | 0 | 1,425 |
| Marketing Assistant | 0 | 0 | 28 | 134 | 0 | 7 | 169 |
| Promoter | 0 | 0 | 0 | 268 | 260 | 65 | 593 |
| Administrative Staff | 0 | 0 | 210 | 613 | 17 | 0 | 840 |
| Receptionist | 0 | 0 | 0 | 28 | 2 | 3 | 33 |
| Sub-total | 77 | 516 | 1,308 | 2,227 | 318 | 165 | 4,611 |
| <i>Percentage by Relevant Years of Experience (Total: 4,611)</i> | <i>1.7%</i> | <i>11.2%</i> | <i>28.4%</i> | <i>48.3%</i> | <i>6.9%</i> | <i>3.6%</i> | <i>100.0%</i> |
| 6. Cosmetic Product Company - Retail | | | | | | | |
| Director / General Manager | 48 | 11 | 29 | 2 | 0 | 10 | 100 |
| Corporate & Brand Image Sales Director / Manager | 10 | 0 | 10 | 0 | 0 | 10 | 30 |
| Chief Shop Manager / Operation Manager | 62 | 26 | 45 | 6 | 0 | 15 | 154 |
| Marketing Manager | 105 | 30 | 26 | 2 | 0 | 13 | 176 |
| Product / Technical Manager | 0 | 3 | 2 | 0 | 0 | 6 | 11 |
| Sales / Marketing Officer | 0 | 75 | 153 | 83 | 51 | 12 | 374 |
| Trainer | 0 | 17 | 55 | 3 | 0 | 9 | 84 |

| Principal Jobs in the Industry | 10 years or above | 6 years to less than 10 years | 3 years to less than 6 years | 1 year to less than 3 years | Less than 1 year | Unspecified | Total |
|-------------------------------------------------------------------|-------------------|-------------------------------|------------------------------|-----------------------------|------------------|--------------|---------------|
| 6. Cosmetic Product Company - Retail (Cont') | | | | | | | |
| Buying Officer | 25 | 2 | 65 | 1 | 0 | 0 | 93 |
| Shop Manager / Supervisor | 0 | 282 | 395 | 148 | 0 | 114 | 939 |
| Technical Adviser | 0 | 0 | 60 | 0 | 0 | 2 | 62 |
| Beauty Adviser (Counter) | 0 | 20 | 1,730 | 2,356 | 1,316 | 752 | 6,174 |
| Hair Care Adviser | 19 | 0 | 0 | 0 | 127 | 132 | 278 |
| Make-up Artist | 0 | 0 | 39 | 7 | 0 | 10 | 56 |
| Marketing Assistant | 0 | 0 | 36 | 62 | 10 | 0 | 108 |
| Promoter | 0 | 0 | 4 | 581 | 62 | 2 | 649 |
| Administrative Staff | 0 | 0 | 110 | 80 | 7 | 7 | 204 |
| Receptionist | 0 | 0 | 25 | 13 | 0 | 2 | 40 |
| Sub-total | 269 | 466 | 2,784 | 3,344 | 1,573 | 1,096 | 9,532 |
| <i>Percentage by Relevant Years of Experience (Total: 9,532)</i> | <i>2.8%</i> | <i>4.9%</i> | <i>29.2%</i> | <i>35.1%</i> | <i>16.5%</i> | <i>11.5%</i> | <i>100.0%</i> |
| 7. Nail Salon | | | | | | | |
| Director / General Manager | 0 | 0 | 4 | 1 | 0 | 0 | 5 |
| Chief Shop Manager / Operation Manager | 0 | 1 | 23 | 11 | 0 | 0 | 35 |
| Senior Nail Technician (Fingernail / Toenail) | 0 | 14 | 15 | 33 | 0 | 0 | 62 |
| Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manicurist / Pedicurist | 0 | 0 | 131 | 241 | 26 | 0 | 398 |
| Nail Artist | 0 | 0 | 128 | 276 | 0 | 32 | 436 |
| Hand and Foot Care Therapist | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Junior Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 24 | 64 | 0 | 88 |
| Foot Reflexologist | 0 | 0 | 40 | 4 | 0 | 0 | 44 |
| Administrative Staff | 0 | 0 | 21 | 15 | 0 | 0 | 36 |
| Receptionist | 0 | 0 | 2 | 36 | 23 | 0 | 61 |
| Sub-total | 0 | 15 | 364 | 641 | 113 | 32 | 1,165 |
| <i>Percentage by Relevant Years of Experience (Total: 1,165)</i> | <i>0.0%</i> | <i>1.3%</i> | <i>31.2%</i> | <i>55.0%</i> | <i>9.7%</i> | <i>2.7%</i> | <i>100.0%</i> |
| Total | 1,239 | 2,635 | 15,230 | 19,056 | 5,285 | 2,630 | 46,075 |
| <i>Percentage by Relevant Years of Experience (Total: 46,075)</i> | <i>2.7%</i> | <i>5.7%</i> | <i>33.0%</i> | <i>41.4%</i> | <i>11.5%</i> | <i>5.7%</i> | <i>100.0%</i> |

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

| Principal Jobs in the Industry | 10 years or above | 6 years to less than 10 years | 3 years to less than 6 years | 1 year to less than 3 years | Less than 1 year | Unspecified | Total |
|-----------------------------------------------------------------|-------------------|-------------------------------|------------------------------|-----------------------------|------------------|--------------|---------------|
| 1. Beauty & Hairdressing School | | | | | | | |
| Director / Principal (School) | 17 | 3 | 0 | 0 | 0 | 6 | 26 |
| Senior Tutor / Senior Instructor - Beauty Care and Hairdressing | 13 | 14 | 0 | 0 | 0 | 2 | 29 |
| Tutor / Instructor - Beauty Care | 22 | 22 | 93 | 1 | 0 | 16 | 154 |
| Tutor / Instructor - Hairdressing | 0 | 10 | 0 | 0 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Beauty Care | 0 | 0 | 14 | 2 | 0 | 2 | 18 |
| Administrative Staff | 4 | 1 | 12 | 31 | 0 | 12 | 60 |
| Receptionist | 2 | 0 | 3 | 10 | 2 | 2 | 19 |
| Sub-total | 58 | 50 | 122 | 44 | 2 | 40 | 316 |
| <i>Percentage by Relevant Years of Experience (Total: 316)</i> | <i>18.4%</i> | <i>15.8%</i> | <i>38.6%</i> | <i>13.9%</i> | <i>0.6%</i> | <i>12.7%</i> | <i>100.0%</i> |
| 2. Make-up & Nail School | | | | | | | |
| Director / Principal (School) | 4 | 0 | 0 | 0 | 0 | 1 | 5 |
| Senior Tutor / Senior Instructor - Make-up and Nail | 8 | 0 | 1 | 0 | 0 | 0 | 9 |
| Tutor / Instructor - Make-up | 4 | 17 | 13 | 0 | 0 | 13 | 47 |
| Tutor / Instructor - Nail | 0 | 3 | 7 | 0 | 0 | 0 | 10 |
| Assistant Tutor / Instructor - Make-up | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| Assistant Tutor / Instructor - Nail | 0 | 0 | 0 | 10 | 0 | 0 | 10 |
| Administrative Staff | 0 | 2 | 3 | 4 | 0 | 3 | 12 |
| Receptionist | 0 | 0 | 1 | 3 | 0 | 0 | 4 |
| Sub-total | 16 | 22 | 25 | 19 | 0 | 17 | 99 |
| <i>Percentage by Relevant Years of Experience (Total: 99)</i> | <i>16.2%</i> | <i>22.2%</i> | <i>25.3%</i> | <i>19.2%</i> | <i>0.0%</i> | <i>17.2%</i> | <i>100.0%</i> |
| 3. Beauty Centre / Health Centre & Spa | | | | | | | |
| Director / General Manager | 91 | 9 | 24 | 22 | 0 | 8 | 154 |
| Chief Shop Manager / Operation Manager | 325 | 201 | 39 | 0 | 0 | 42 | 607 |
| Brand / Sales / Marketing Director / Manager | 110 | 40 | 26 | 1 | 0 | 2 | 179 |
| Sales / Marketing Officer | 3 | 96 | 157 | 13 | 0 | 10 | 279 |
| Senior Beautician | 437 | 281 | 475 | 15 | 0 | 53 | 1,261 |
| Senior Make-up Artist | 10 | 0 | 17 | 3 | 0 | 0 | 30 |
| Slimming Consultant | 24 | 40 | 35 | 16 | 0 | 12 | 127 |
| Beautician | 2,509 | 1,292 | 3,255 | 1,849 | 2 | 277 | 9,184 |
| Assistant to Medical Practitioner (Beauty Care) | 0 | 4 | 25 | 52 | 0 | 4 | 85 |
| Make-up Artist | 80 | 82 | 33 | 73 | 1 | 0 | 269 |
| Body Therapist | 80 | 131 | 542 | 434 | 1 | 36 | 1,224 |
| Manicurist / Pedicurist | 4 | 8 | 58 | 8 | 0 | 5 | 83 |
| Nail Artist | 4 | 0 | 2 | 62 | 0 | 18 | 86 |
| Slimming Therapist | 54 | 47 | 374 | 150 | 0 | 26 | 651 |
| Beauty Consultant | 21 | 126 | 230 | 233 | 0 | 35 | 645 |
| Beauty Assistant | 68 | 24 | 111 | 272 | 301 | 10 | 786 |
| Marketing Assistant | 0 | 0 | 0 | 36 | 5 | 25 | 66 |
| Promoter | 0 | 0 | 16 | 95 | 1 | 0 | 112 |

| Principal Jobs in the Industry | 10 years or above | 6 years to less than 10 years | 3 years to less than 6 years | 1 year to less than 3 years | Less than 1 year | Unspecified | Total |
|---------------------------------------------------------------------|-------------------|-------------------------------|------------------------------|-----------------------------|------------------|-------------|---------------|
| 3. Beauty Centre, Health Centre & Spa (Cont') | | | | | | | |
| Administrative Staff | 1 | 26 | 156 | 230 | 0 | 27 | 440 |
| Receptionist | 0 | 6 | 263 | 414 | 21 | 84 | 788 |
| Medical Personnel | 8 | 8 | 42 | 6 | 1 | 1 | 66 |
| Sub-total | 3,829 | 2,421 | 5,880 | 3,984 | 333 | 675 | 17,122 |
| <i>Percentage by Relevant Years of Experience (Total: 17,122)</i> | <i>22.4%</i> | <i>14.1%</i> | <i>34.3%</i> | <i>23.3%</i> | <i>1.9%</i> | <i>3.9%</i> | <i>100.0%</i> |
| 4. Hairdressing Salon | | | | | | | |
| Director / General Manager | 26 | 15 | 2 | 0 | 0 | 4 | 47 |
| Chief Shop Manager / Operation Manager | 20 | 41 | 5 | 2 | 0 | 5 | 73 |
| Art Director | 11 | 10 | 20 | 0 | 0 | 9 | 50 |
| Technical Director | 3 | 0 | 2 | 0 | 0 | 0 | 5 |
| Senior Hair Stylist | 270 | 201 | 128 | 20 | 0 | 16 | 635 |
| Hair Stylist | 4,301 | 1,084 | 1,511 | 392 | 0 | 148 | 7,436 |
| Technician (perm and color) | 50 | 34 | 117 | 33 | 0 | 37 | 271 |
| Manicurist / Pedicurist | 51 | 11 | 20 | 26 | 0 | 17 | 125 |
| Nail Artist | 0 | 4 | 21 | 11 | 0 | 0 | 36 |
| Hairdressing Assistant | 149 | 177 | 682 | 2,350 | 460 | 137 | 3,955 |
| Administrative Staff | 0 | 42 | 58 | 57 | 1 | 4 | 162 |
| Receptionist | 53 | 20 | 46 | 260 | 32 | 24 | 435 |
| Sub-total | 4,934 | 1,639 | 2,612 | 3,151 | 493 | 401 | 13,230 |
| <i>Percentage by Relevant Years of Experience (Total: 13,230)</i> | <i>37.3%</i> | <i>12.4%</i> | <i>19.7%</i> | <i>23.8%</i> | <i>3.7%</i> | <i>3.0%</i> | <i>100.0%</i> |
| 5. Cosmetic Product Company - Wholesale, Import & Export | | | | | | | |
| Director / General Manager | 166 | 48 | 28 | 0 | 0 | 1 | 243 |
| Brand / Sales / Marketing Director / Manager | 111 | 156 | 19 | 0 | 0 | 5 | 291 |
| Product / Technical Manager | 12 | 35 | 63 | 39 | 0 | 38 | 187 |
| Sales / Marketing Officer | 209 | 137 | 340 | 43 | 0 | 9 | 738 |
| Trainer | 0 | 6 | 46 | 6 | 0 | 0 | 58 |
| Technical Adviser | 0 | 0 | 3 | 0 | 0 | 31 | 34 |
| Sales Representative | 240 | 264 | 399 | 522 | 0 | 0 | 1,425 |
| Marketing Assistant | 0 | 0 | 31 | 131 | 0 | 7 | 169 |
| Promoter | 0 | 0 | 102 | 426 | 0 | 65 | 593 |
| Administrative Staff | 12 | 94 | 134 | 600 | 0 | 0 | 840 |
| Receptionist | 0 | 0 | 3 | 27 | 3 | 0 | 33 |
| Sub-total | 750 | 740 | 1,168 | 1,794 | 3 | 156 | 4,611 |
| <i>Percentage by Relevant Years of Experience (Total: 4,611)</i> | <i>16.3%</i> | <i>16.0%</i> | <i>25.3%</i> | <i>38.9%</i> | <i>0.1%</i> | <i>3.4%</i> | <i>100.0%</i> |
| 6. Cosmetic Product Company - Retail | | | | | | | |
| Director / General Manager | 89 | 0 | 3 | 2 | 0 | 6 | 100 |
| Corporate & Brand Image Sales Director / Manager | 10 | 0 | 10 | 0 | 0 | 10 | 30 |
| Chief Shop Manager / Operation Manager | 80 | 16 | 42 | 3 | 0 | 13 | 154 |
| Marketing Manager | 108 | 37 | 24 | 0 | 2 | 5 | 176 |
| Product / Technical Manager | 0 | 5 | 0 | 0 | 0 | 6 | 11 |
| Sales / Marketing Officer | 2 | 76 | 224 | 10 | 50 | 12 | 374 |
| Trainer | 23 | 11 | 41 | 0 | 0 | 9 | 84 |

| Principal Jobs in the Industry | 10 years or above | 6 years to less than 10 years | 3 years to less than 6 years | 1 year to less than 3 years | Less than 1 year | Unspecified | Total |
|-------------------------------------------------------------------|-------------------|-------------------------------|------------------------------|-----------------------------|------------------|--------------|---------------|
| 6. Cosmetic Product Company - Retail (Cont') | | | | | | | |
| Buying Officer | 25 | 2 | 66 | 0 | 0 | 0 | 93 |
| Shop Manager / Supervisor | 198 | 264 | 234 | 129 | 0 | 114 | 939 |
| Technical Adviser | 0 | 0 | 60 | 0 | 0 | 2 | 62 |
| Beauty Adviser (Counter) | 0 | 973 | 1,225 | 3,224 | 0 | 752 | 6,174 |
| Hair Care Adviser | 19 | 0 | 0 | 127 | 0 | 132 | 278 |
| Make-up Artist | 0 | 0 | 39 | 7 | 0 | 10 | 56 |
| Marketing Assistant | 26 | 0 | 15 | 67 | 0 | 0 | 108 |
| Promoter | 100 | 0 | 106 | 441 | 0 | 2 | 649 |
| Administrative Staff | 0 | 3 | 132 | 62 | 0 | 7 | 204 |
| Receptionist | 2 | 2 | 33 | 1 | 0 | 2 | 40 |
| Sub-total | 682 | 1,389 | 2,254 | 4,073 | 52 | 1,082 | 9,532 |
| <i>Percentage by Relevant Years of Experience (Total: 9,532)</i> | <i>7.2%</i> | <i>14.6%</i> | <i>23.6%</i> | <i>42.7%</i> | <i>0.5%</i> | <i>11.4%</i> | <i>100.0%</i> |
| 7. Nail Salon | | | | | | | |
| Director / General Manager | 0 | 0 | 4 | 1 | 0 | 0 | 5 |
| Chief Shop Manager / Operation Manager | 0 | 1 | 23 | 11 | 0 | 0 | 35 |
| Senior Nail Technician (Fingernail / Toenail) | 4 | 10 | 15 | 33 | 0 | 0 | 62 |
| Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manicurist / Pedicurist | 0 | 30 | 204 | 164 | 0 | 0 | 398 |
| Nail Artist | 30 | 56 | 165 | 153 | 0 | 32 | 436 |
| Hand and Foot Care Therapist | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Junior Nail Technician (Fingernail / Toenail) | 0 | 0 | 0 | 24 | 64 | 0 | 88 |
| Foot Reflexologist | 0 | 0 | 40 | 4 | 0 | 0 | 44 |
| Administrative Staff | 0 | 20 | 1 | 15 | 0 | 0 | 36 |
| Receptionist | 0 | 0 | 12 | 39 | 10 | 0 | 61 |
| Sub-total | 34 | 117 | 464 | 444 | 74 | 32 | 1,165 |
| <i>Percentage by Relevant Years of Experience (Total: 1,165)</i> | <i>2.9%</i> | <i>10.0%</i> | <i>39.8%</i> | <i>38.1%</i> | <i>6.4%</i> | <i>2.7%</i> | <i>100.0%</i> |
| Total | 10,303 | 6,378 | 12,525 | 13,509 | 957 | 2,403 | 46,075 |
| <i>Percentage by Relevant Years of Experience (Total: 46,075)</i> | <i>22.4%</i> | <i>13.8%</i> | <i>27.2%</i> | <i>29.3%</i> | <i>2.1%</i> | <i>5.2%</i> | <i>100.0%</i> |

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

| Sector | Preferred Vocational Qualification of Employees | Managerial / Technologist (a) | Officer / Technician (b) | Tradesman / Semi-skilled (c) | Total (a - c) |
|--------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------|--------------------------|------------------------------|---------------|
| 1. Beauty & Hairdressing School | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 3 | 12 | 1 | 16 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 4 | 14 | 0 | 18 |
| | • Make-up Artist | 3 | 13 | 0 | 16 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 1 | 0 | 0 | 1 |
| | • Hairdresser | 2 | 1 | 0 | 3 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 1 | 10 | 0 | 11 |
| | Certificates of local professional / recognized training courses / qualifications | 1 | 1 | 0 | 2 |
| | Certificates of international professional / recognized training courses | 11 | 19 | 1 | 31 |
| | Sub-total | 26 | 70 | 2 | 98 |
| 2. Make-up & Nail School | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 1 | 2 | 0 | 3 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 1 | 1 | 1 | 3 |
| | • Make-up Artist | 3 | 2 | 0 | 5 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 1 | 0 | 0 | 1 |
| | Certificates of local professional / recognized training courses / qualifications | 1 | 1 | 1 | 3 |
| | Certificates of international professional / recognized training courses | 8 | 5 | 1 | 14 |
| | Sub-total | 15 | 11 | 3 | 29 |
| 3. Beauty Centre, Health Centre & Spa | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 16 | 7 | 103 | 126 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 72 | 251 | 1,152 | 1,475 |
| | • Make-up Artist | 2 | 8 | 244 | 254 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 5 | 44 | 59 | 108 |
| | • Hairdresser | 1 | 1 | 35 | 37 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 33 | 133 | 1,354 | 1,520 |
| | Certificates of local professional / recognized training courses / qualifications | 24 | 85 | 194 | 303 |
| | Certificates of international professional / recognized training courses | 126 | 226 | 1,011 | 1,363 |
| | Sub-total | 279 | 755 | 4,152 | 5,186 |
| 4. Hairdressing Salon | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 16 | 13 | 65 | 94 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 0 | 0 | 25 | 25 |
| | • Make-up Artist | 0 | 0 | 0 | 0 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 26 | 126 | 815 | 967 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 27 | 83 | 1,238 | 1,348 |
| | Certificates of local professional / recognized training courses / qualifications | 9 | 3 | 113 | 125 |
| | Certificates of international professional / recognized training courses | 17 | 69 | 138 | 224 |
| | Sub-total | 95 | 294 | 2,394 | 2,783 |

| Sector | Preferred Vocational Qualification of Employees | Managerial / Technologist (a) | Officer / Technician (b) | Tradesman / Semi-skilled (c) | Total (a - c) |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------|--------------------------------|------------------------------------|------------------|
| 5. Product Company - Wholesale, Import & Export | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 1 | 0 | 0 | 1 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 12 | 13 | 18 | 43 |
| | • Make-up Artist | 0 | 1 | 2 | 3 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 18 | 12 | 2 | 32 |
| | Certificates of local professional / recognized training courses / qualifications | 0 | 13 | 0 | 13 |
| | Certificates of international professional / recognized training courses | 2 | 3 | 18 | 23 |
| | Sub-total | 33 | 42 | 40 | 115 |
| 6. Product Company - Retail | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 6 | 5 | 5 | 16 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 15 | 24 | 25 | 64 |
| | • Make-up Artist | 6 | 14 | 4 | 24 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 6 | 43 | 23 | 72 |
| | Certificates of local professional / recognized training courses / qualifications | 0 | 1 | 4 | 5 |
| | Certificates of international professional / recognized training courses | 2 | 8 | 32 | 42 |
| | Sub-total | 35 | 95 | 93 | 223 |
| 7. Nail Salon | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 0 | 0 | 10 | 10 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 0 | 0 | 0 | 0 |
| | • Make-up Artist | 0 | 0 | 0 | 0 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 5 | 1 | 55 | 61 |
| | Certificates of local professional / recognized training courses / qualifications | 4 | 5 | 48 | 57 |
| | Certificates of international professional / recognized training courses | 1 | 11 | 56 | 68 |
| | Sub-total | 10 | 17 | 169 | 196 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 2 | 1 | 0 | 3 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 1 | 1 | 2 | 4 |
| | • Make-up Artist | 1 | 2 | 9 | 12 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 1 | 1 | 0 | 2 |
| | • Hairdresser | 1 | 2 | 5 | 8 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 1 | 2 | 8 | 11 |
| | Certificates of local professional / recognized training courses / qualifications | 2 | 2 | 2 | 6 |
| | Certificates of international professional / recognized training courses | 3 | 3 | 5 | 11 |
| | Sub-total | 12 | 14 | 31 | 57 |
| | Total | 505 | 1,298 | 6,884 | 8,687 |

Table 5(b): Present Vocational Qualification Employees Have Acquired by Sector

| Sector | Present Vocational Qualification of Employees | Managerial/ Technologist (a) | Officer/ Technician (b) | Tradesman / Semi-skilled (c) | Total (a - c) |
|--------------------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------|-------------------------------|------------------------------------|------------------|
| 1. Beauty & Hairdressing School | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 3 | 2 | 0 | 5 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 4 | 2 | 0 | 6 |
| | • Make-up Artist | 3 | 1 | 0 | 4 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 1 | 0 | 0 | 1 |
| | • Hairdresser | 2 | 0 | 0 | 2 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 1 | 0 | 0 | 1 |
| | Certificates of local professional / recognized training courses / qualifications | 2 | 1 | 0 | 3 |
| | Certificates of international professional / recognized training courses | 12 | 21 | 2 | 35 |
| | Sub-total | 28 | 27 | 2 | 57 |
| 2. Make-up & Nail School | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 3 | 2 | 0 | 5 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 0 | 0 | 0 | 0 |
| | • Make-up Artist | 0 | 0 | 0 | 0 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 0 | 0 | 0 | 0 |
| | Certificates of local professional / recognized training courses / qualifications | 1 | 1 | 1 | 3 |
| | Certificates of international professional / recognized training courses | 9 | 6 | 1 | 16 |
| | Sub-total | 13 | 9 | 2 | 24 |
| 3. Beauty Centre, Health Centre & Spa | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 16 | 11 | 125 | 152 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 23 | 53 | 422 | 498 |
| | • Make-up Artist | 1 | 6 | 6 | 13 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 1 | 7 | 19 | 27 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 4 | 17 | 341 | 362 |
| | Certificates of local professional / recognized training courses / qualifications | 34 | 159 | 992 | 1,185 |
| | Certificates of international professional / recognized training courses | 138 | 291 | 1,473 | 1,902 |
| | Sub-total | 217 | 544 | 3,378 | 4,139 |
| 4. Hairdressing Salon | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 10 | 5 | 104 | 119 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 4 | 4 | 4 | 12 |
| | • Make-up Artist | 0 | 0 | 0 | 0 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 12 | 32 | 42 | 86 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 9 | 10 | 274 | 293 |
| | Certificates of local professional / recognized training courses / qualifications | 11 | 23 | 800 | 834 |
| | Certificates of international professional / recognized training courses | 18 | 84 | 301 | 403 |
| | Sub-total | 64 | 158 | 1,525 | 1,747 |

| Sector | Present Vocational Qualification of Employees | Managerial/ Technologist (a) | Officer/ Technician (b) | Tradesman / Semi-skilled (c) | Total (a - c) |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------|-------------------------------|------------------------------------|------------------|
| 5. Product Company - Wholesale, Import & Export | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 0 | 0 | 0 | 0 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 12 | 12 | 0 | 24 |
| | • Make-up Artist | 0 | 0 | 0 | 0 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 0 | 6 | 2 | 8 |
| | Certificates of local professional / recognized training courses / qualifications | 0 | 13 | 0 | 13 |
| | Certificates of international professional / recognized training courses | 2 | 1 | 18 | 21 |
| | Sub-total | 14 | 32 | 20 | 66 |
| 6. Product Company - Retail | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 6 | 5 | 5 | 16 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 8 | 18 | 10 | 36 |
| | • Make-up Artist | 2 | 14 | 4 | 20 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 1 | 16 | 17 | 34 |
| | Certificates of local professional / recognized training courses / qualifications | 0 | 3 | 5 | 8 |
| | Certificates of international professional / recognized training courses | 1 | 10 | 34 | 45 |
| | Sub-total | 18 | 66 | 75 | 159 |
| 7. Nail Salon | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 0 | 0 | 0 | 0 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 0 | 0 | 0 | 0 |
| | • Make-up Artist | 0 | 0 | 0 | 0 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 0 | 0 | 0 |
| | • Hairdresser | 0 | 0 | 0 | 0 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 4 | 0 | 20 | 24 |
| | Certificates of local professional / recognized training courses / qualifications | 4 | 5 | 58 | 67 |
| | Certificates of international professional / recognized training courses | 1 | 11 | 66 | 78 |
| | Sub-total | 9 | 16 | 144 | 169 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | | | | | |
| | Certificates of National Occupation Qualifications of the Mainland | 1 | 1 | 0 | 2 |
| | Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, VTC: | | | | |
| | • Beautician | 1 | 1 | 0 | 2 |
| | • Make-up Artist | 1 | 1 | 2 | 4 |
| | • Intense Pulsed Light (IPL) Equipment Operator | 0 | 1 | 0 | 1 |
| | • Hairdresser | 0 | 1 | 2 | 3 |
| | Certificates of Skills Upgrading Scheme / Employees Retraining Board | 1 | 1 | 3 | 5 |
| | Certificates of local professional / recognized training courses / qualifications | 2 | 2 | 11 | 15 |
| | Certificates of international professional / recognized training courses | 2 | 2 | 7 | 11 |
| | Sub-total | 8 | 10 | 25 | 43 |
| | Total | 371 | 862 | 5,171 | 6,404 |

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

| Sector | Areas of Training | Managerial | Technologist | Officer | Technician | Tradesman | Semi-skilled | Total |
|--------------------------------------------|------------------------------------------------------------------------------------------------|------------|--------------|----------|------------|-----------|--------------|------------|
| 1. Beauty & Hairdressing School | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 5 | 3 | 0 | 1 | 0 | 0 | 9 |
| | Human Resource Management | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| | Marketing Management | 5 | 2 | 0 | 1 | 0 | 0 | 8 |
| | Quality Management | 4 | 4 | 0 | 3 | 0 | 0 | 11 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (a) | 19 | 9 | 0 | 5 | 0 | 0 | 33 |
| | Generic Skills | | | | | | | |
| | Customer Services | 5 | 2 | 0 | 6 | 1 | 0 | 14 |
| | Complaints Handling | 3 | 3 | 0 | 3 | 0 | 0 | 9 |
| | Sales & Marketing | 5 | 1 | 0 | 6 | 2 | 0 | 14 |
| | Stores Operations | 5 | 2 | 0 | 3 | 0 | 0 | 10 |
| | Others | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | Sub-total (b) | 18 | 9 | 0 | 19 | 3 | 0 | 49 |
| | Language Skills | | | | | | | |
| | Putonghua | 4 | 4 | 0 | 4 | 0 | 0 | 12 |
| | Written Chinese | 2 | 0 | 0 | 1 | 0 | 0 | 3 |
| | Written English | 2 | 0 | 0 | 1 | 0 | 0 | 3 |
| | Spoken English | 4 | 2 | 0 | 2 | 0 | 0 | 8 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (c) | 12 | 6 | 0 | 8 | 0 | 0 | 26 |
| | Total (a - c) | 49 | 24 | 0 | 32 | 3 | 0 | 108 |
| 2. Make-up & Nail School | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 1 | 2 | 0 | 0 | 0 | 0 | 3 |
| | Human Resource Management | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| | Marketing Management | 1 | 2 | 0 | 0 | 0 | 0 | 3 |
| | Quality Management | 1 | 3 | 0 | 0 | 0 | 0 | 4 |
| | Others | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| | Sub-total (a) | 4 | 9 | 0 | 0 | 0 | 0 | 13 |
| | Generic Skills | | | | | | | |
| | Customer Services | 3 | 3 | 0 | 4 | 2 | 0 | 12 |
| | Complaints Handling | 1 | 2 | 0 | 1 | 1 | 0 | 5 |
| | Sales & Marketing | 2 | 1 | 1 | 1 | 0 | 0 | 5 |
| | Stores Operations | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| | Others | 0 | 0 | 0 | 1 | 1 | 0 | 2 |
| | Sub-total (b) | 7 | 7 | 1 | 7 | 4 | 0 | 26 |
| | Language Skills | | | | | | | |
| | Putonghua | 2 | 3 | 1 | 4 | 2 | 0 | 12 |
| | Written Chinese | 1 | 1 | 0 | 1 | 0 | 0 | 3 |
| | Written English | 1 | 0 | 0 | 1 | 0 | 0 | 2 |
| | Spoken English | 2 | 2 | 0 | 3 | 1 | 0 | 8 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (c) | 6 | 6 | 1 | 9 | 3 | 0 | 25 |
| | Total (a - c) | 17 | 22 | 2 | 16 | 7 | 0 | 64 |

| Sector | Areas of Training | Managerial | Technologist | Officer | Technician | Tradesman | Semi-skilled | Total |
|--------------------------------------------------|------------------------------------------------------------------------------------------------|------------|--------------|------------|------------|--------------|--------------|--------------|
| 3. Beauty Centre, Health Centre & Spa | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 70 | 0 | 8 | 5 | 49 | 0 | 132 |
| | Human Resource Management | 45 | 0 | 10 | 7 | 38 | 0 | 100 |
| | Marketing Management | 63 | 0 | 10 | 42 | 152 | 0 | 267 |
| | Quality Management | 61 | 0 | 11 | 18 | 191 | 0 | 281 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (a) | 239 | 0 | 39 | 72 | 430 | 0 | 780 |
| | Generic Skills | | | | | | | |
| | Customer Services | 94 | 5 | 25 | 147 | 1270 | 184 | 1,725 |
| | Complaints Handling | 58 | 0 | 26 | 34 | 204 | 42 | 364 |
| | Sales & Marketing | 94 | 5 | 27 | 111 | 958 | 108 | 1,303 |
| | Stores Operations | 81 | 5 | 13 | 80 | 560 | 3 | 742 |
| | Others | 6 | 0 | 2 | 10 | 43 | 6 | 67 |
| | Sub-total (b) | 333 | 15 | 93 | 382 | 3,035 | 343 | 4,201 |
| | Language Skills | | | | | | | |
| | Putonghua | 93 | 5 | 11 | 133 | 813 | 124 | 1,179 |
| | Written Chinese | 8 | 0 | 5 | 17 | 52 | 2 | 84 |
| | Written English | 18 | 0 | 7 | 51 | 59 | 35 | 170 |
| | Spoken English | 60 | 4 | 10 | 84 | 682 | 85 | 925 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (c) | 179 | 9 | 33 | 285 | 1,606 | 246 | 2,358 |
| | Total (a - c) | 751 | 24 | 165 | 739 | 5,071 | 589 | 7,339 |
| 4. Hairdressing Salon | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 32 | 9 | 0 | 34 | 33 | 0 | 108 |
| | Human Resource Management | 20 | 0 | 0 | 8 | 0 | 0 | 28 |
| | Marketing Management | 14 | 2 | 0 | 2 | 0 | 0 | 18 |
| | Quality Management | 21 | 3 | 0 | 11 | 59 | 0 | 94 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (a) | 87 | 14 | 0 | 55 | 92 | 0 | 248 |
| | Generic Skills | | | | | | | |
| | Customer Services | 18 | 6 | 0 | 43 | 1065 | 400 | 1,532 |
| | Complaints Handling | 20 | 1 | 0 | 20 | 171 | 3 | 215 |
| | Sales & Marketing | 23 | 4 | 0 | 59 | 697 | 260 | 1,043 |
| | Stores Operations | 24 | 2 | 0 | 25 | 365 | 43 | 459 |
| | Others | 0 | 0 | 0 | 0 | 171 | 108 | 279 |
| | Sub-total (b) | 85 | 13 | 0 | 147 | 2,469 | 814 | 3,528 |
| | Language Skills | | | | | | | |
| | Putonghua | 22 | 5 | 0 | 15 | 743 | 182 | 967 |
| | Written Chinese | 10 | 2 | 0 | 2 | 39 | 7 | 60 |
| | Written English | 6 | 2 | 0 | 2 | 60 | 2 | 72 |
| | Spoken English | 22 | 9 | 0 | 25 | 745 | 201 | 1,002 |
| | Others | 0 | 0 | 0 | 0 | 4 | 4 | 8 |
| | Sub-total (c) | 60 | 18 | 0 | 44 | 1,591 | 396 | 2,109 |
| | Total (a - c) | 232 | 45 | 0 | 246 | 4,152 | 1,210 | 5,885 |

| Sector | Areas of Training | Managerial | Technologist | Officer | Technician | Tradesman | Semi-skilled | Total |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------|--------------|------------|------------|------------|--------------|--------------|
| 5. Product Company - Wholesale, Import & Export | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 47 | 0 | 17 | 0 | 0 | 0 | 64 |
| | Human Resource Management | 40 | 0 | 21 | 0 | 0 | 0 | 61 |
| | Marketing Management | 41 | 0 | 18 | 0 | 0 | 0 | 59 |
| | Quality Management | 29 | 0 | 17 | 0 | 0 | 0 | 46 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (a) | 157 | 0 | 73 | 0 | 0 | 0 | 230 |
| | Generic Skills | | | | | | | |
| | Customer Services | 26 | 0 | 22 | 183 | 8 | 0 | 239 |
| | Complaints Handling | 22 | 0 | 13 | 8 | 0 | 0 | 43 |
| | Sales & Marketing | 39 | 0 | 48 | 201 | 2 | 0 | 290 |
| | Stores Operations | 30 | 0 | 14 | 44 | 0 | 0 | 88 |
| | Others | 12 | 0 | 1 | 4 | 0 | 0 | 17 |
| | Sub-total (b) | 129 | 0 | 98 | 440 | 10 | 0 | 677 |
| | Language Skills | | | | | | | |
| | Putonghua | 26 | 0 | 50 | 124 | 38 | 34 | 272 |
| | Written Chinese | 0 | 0 | 43 | 4 | 0 | 0 | 47 |
| | Written English | 24 | 0 | 44 | 0 | 0 | 0 | 68 |
| | Spoken English | 24 | 0 | 48 | 122 | 38 | 34 | 266 |
| | Others | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| | Sub-total (c) | 75 | 0 | 186 | 250 | 76 | 68 | 655 |
| | Total (a - c) | 361 | 0 | 357 | 690 | 86 | 68 | 1,562 |
| 6. Product Company - Retail | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 22 | 0 | 60 | 0 | 0 | 0 | 82 |
| | Human Resource Management | 18 | 0 | 50 | 0 | 0 | 0 | 68 |
| | Marketing Management | 24 | 0 | 67 | 0 | 0 | 0 | 91 |
| | Quality Management | 22 | 0 | 66 | 0 | 10 | 0 | 98 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (a) | 86 | 0 | 243 | 0 | 10 | 0 | 339 |
| | Generic Skills | | | | | | | |
| | Customer Services | 15 | 0 | 134 | 0 | 179 | 0 | 328 |
| | Complaints Handling | 11 | 0 | 79 | 0 | 14 | 0 | 104 |
| | Sales & Marketing | 33 | 0 | 136 | 1 | 167 | 0 | 337 |
| | Stores Operations | 30 | 0 | 63 | 0 | 82 | 0 | 175 |
| | Others | 2 | 0 | 26 | 0 | 26 | 0 | 54 |
| | Sub-total (b) | 91 | 0 | 438 | 1 | 468 | 0 | 998 |
| | Language Skills | | | | | | | |
| | Putonghua | 16 | 0 | 81 | 0 | 39 | 0 | 136 |
| | Written Chinese | 4 | 0 | 29 | 0 | 1 | 0 | 34 |
| | Written English | 10 | 0 | 33 | 0 | 2 | 0 | 45 |
| | Spoken English | 9 | 0 | 57 | 0 | 31 | 0 | 97 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (c) | 39 | 0 | 200 | 0 | 73 | 0 | 312 |
| | Total (a - c) | 216 | 0 | 881 | 1 | 551 | 0 | 1,649 |

| Sector | Areas of Training | Managerial | Technologist | Officer | Technician | Tradesman | Semi-skilled | Total |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|---------------|--------------|---------------|
| 7. Nail Salon | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 6 | 0 | 0 | 4 | 15 | 0 | 25 |
| | Human Resource Management | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Marketing Management | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| | Quality Management | 0 | 0 | 0 | 10 | 0 | 0 | 10 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (a) | 7 | 0 | 0 | 14 | 15 | 0 | 36 |
| | Generic Skills | | | | | | | |
| | Customer Services | 2 | 0 | 0 | 11 | 52 | 0 | 65 |
| | Complaints Handling | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | Sales & Marketing | 5 | 0 | 0 | 5 | 116 | 0 | 126 |
| | Stores Operations | 5 | 0 | 0 | 0 | 21 | 0 | 26 |
| | Others | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | Sub-total (b) | 12 | 0 | 0 | 16 | 191 | 0 | 219 |
| | Language Skills | | | | | | | |
| | Putonghua | 0 | 0 | 0 | 33 | 53 | 0 | 86 |
| | Written Chinese | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Written English | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Spoken English | 0 | 0 | 0 | 43 | 63 | 0 | 106 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (c) | 0 | 0 | 0 | 76 | 116 | 0 | 192 |
| | Total (a - c) | 19 | 0 | 0 | 106 | 322 | 0 | 447 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | | | | | | | | |
| | General Management Skills | | | | | | | |
| | Principle of Management (e.g. Problem Solving, Decision Making, Leadership, Crisis Management) | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| | Human Resource Management | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| | Marketing Management | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | Quality Management | 1 | 1 | 0 | 1 | 2 | 0 | 5 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (a) | 1 | 3 | 0 | 3 | 2 | 0 | 9 |
| | Generic Skills | | | | | | | |
| | Customer Services | 0 | 1 | 0 | 3 | 11 | 0 | 15 |
| | Complaints Handling | 0 | 1 | 0 | 2 | 4 | 0 | 7 |
| | Sales & Marketing | 0 | 1 | 1 | 2 | 5 | 0 | 9 |
| | Stores Operations | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | Others | 1 | 0 | 0 | 1 | 2 | 0 | 4 |
| | Sub-total (b) | 1 | 4 | 1 | 9 | 22 | 0 | 37 |
| | Language Skills | | | | | | | |
| | Putonghua | 0 | 2 | 0 | 1 | 2 | 0 | 5 |
| | Written Chinese | 0 | 2 | 0 | 2 | 1 | 0 | 5 |
| | Written English | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| | Spoken English | 0 | 1 | 0 | 1 | 2 | 0 | 4 |
| | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Sub-total (c) | 0 | 6 | 0 | 5 | 5 | 0 | 16 |
| | Total (a - c) | 2 | 13 | 1 | 17 | 29 | 0 | 62 |
| | Total | 1,647 | 128 | 1,406 | 1,847 | 10,221 | 1,867 | 17,116 |

Table 7(a): Reasons of Recruitment Difficulties in the Past 12 Months by Sector

| Sector | Reasons | Managerial / Technologist (a) | Officer / Technician (b) | Tradesman / Semi-skilled (c) | Total (a - c) |
|------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------|--------------------------------|------------------------------------|------------------|
| 1. Beauty & Hairdressing School | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 0 | 2 | 0 | 2 |
| | Lack of Candidates with Relevant Experiences | 2 | 4 | 0 | 6 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 0 | 2 | 0 | 2 |
| | Long Working Hours | 0 | 0 | 0 | 0 |
| | Low Status | 0 | 0 | 0 | 0 |
| | Others | 0 | 0 | 0 | 0 |
| | Sub-total | 2 | 8 | 0 | 10 |
| 2. Make-up & Nail School | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 0 | 0 | 1 | 1 |
| | Lack of Candidates with Relevant Experiences | 0 | 1 | 1 | 2 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 0 | 1 | 0 | 1 |
| | Long Working Hours | 0 | 0 | 0 | 0 |
| | Low Status | 0 | 0 | 0 | 0 |
| | Others | 0 | 0 | 0 | 0 |
| | Sub-total | 0 | 2 | 2 | 4 |
| 3. Beauty Centre, Health Centre & Spa | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 5 | 11 | 221 | 237 |
| | Lack of Candidates with Relevant Experiences | 6 | 23 | 277 | 306 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 10 | 43 | 414 | 467 |
| | Long Working Hours | 3 | 20 | 267 | 290 |
| | Low Status | 0 | 36 | 4 | 40 |
| | Others | 1 | 12 | 90 | 103 |
| | Sub-total | 25 | 145 | 1,273 | 1,443 |
| 4. Hairdressing Salon | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 0 | 10 | 144 | 154 |
| | Lack of Candidates with Relevant Experiences | 0 | 12 | 327 | 339 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 0 | 30 | 491 | 521 |
| | Long Working Hours | 0 | 17 | 385 | 402 |
| | Low Status | 8 | 8 | 126 | 142 |
| | Others | 0 | 0 | 252 | 252 |
| | Sub-total | 8 | 77 | 1,725 | 1,810 |
| 5. Product Company - Wholesale, Import & Export | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 0 | 40 | 0 | 40 |
| | Lack of Candidates with Relevant Experiences | 0 | 48 | 2 | 50 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 0 | 44 | 2 | 46 |
| | Long Working Hours | 0 | 0 | 0 | 0 |
| | Low Status | 0 | 0 | 0 | 0 |
| | Others | 0 | 0 | 2 | 2 |
| | Sub-total | 0 | 132 | 6 | 138 |

| Sector | Reasons | Managerial / Technologist (a) | Officer / Technician (b) | Tradesman / Semi-skilled (c) | Total (a - c) |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------|--------------------------------|------------------------------------|------------------|
| 6. Product Company - Retail | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 0 | 6 | 36 | 42 |
| | Lack of Candidates with Relevant Experiences | 0 | 9 | 27 | 36 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 0 | 23 | 35 | 58 |
| | Long Working Hours | 0 | 15 | 16 | 31 |
| | Low Status | 0 | 0 | 3 | 3 |
| | Others | 0 | 3 | 32 | 35 |
| | Sub-total | 0 | 56 | 149 | 205 |
| 7. Nail Salon | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 0 | 4 | 19 | 23 |
| | Lack of Candidates with Relevant Experiences | 0 | 4 | 39 | 43 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 0 | 0 | 44 | 44 |
| | Long Working Hours | 0 | 0 | 20 | 20 |
| | Low Status | 0 | 0 | 0 | 0 |
| | Others | 0 | 0 | 53 | 53 |
| | Sub-total | 0 | 8 | 175 | 183 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | | | | | |
| | Insufficient Trained / Qualified Manpower in Related Disciplines | 0 | 1 | 2 | 3 |
| | Lack of Candidates with Relevant Experiences | 0 | 1 | 1 | 2 |
| | High Expectation on Working Conditions / Remuneration Package from Recruits | 0 | 1 | 4 | 5 |
| | Long Working Hours | 0 | 0 | 0 | 0 |
| | Low Status | 0 | 1 | 4 | 5 |
| | Others | 0 | 0 | 1 | 1 |
| | Sub-total | 0 | 4 | 12 | 16 |
| | Total | 35 | 432 | 3,342 | 3,809 |

Table 7(b): Difficulties encountered in recruitment in the Past 12 Months by Sector

| Sector | Yes | No | No Recruitment Nor Tried to Recruit | Unspecified/Refusal | Total |
|---------------------------------------------------------------------------|--------------|------------|-------------------------------------|---------------------|--------------|
| 1. Beauty & Hairdressing School | 6 | 3 | 20 | 5 | 34 |
| 2. Make-up & Nail School | 2 | 1 | 8 | 1 | 12 |
| 3. Beauty Centre, Health Centre & Spa | 686 | 178 | 2,885 | 67 | 3,816 |
| 4. Hairdressing Salon | 1,031 | 293 | 2,151 | 67 | 3,542 |
| 5. Product Company - Wholesale, Import & Export | 56 | 64 | 861 | 3 | 984 |
| 6. Product Company - Retail | 109 | 113 | 199 | 2 | 423 |
| 7. Nail Salon | 113 | 12 | 191 | 5 | 321 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | 8 | 3 | 52 | 1 | 64 |
| Total | 2,011 | 667 | 6,367 | 151 | 9,196 |

Table 8(a): Number of Employees left in the Past 12 Months (31.1.2011 - 31.1.2012)

| Sector | Number of Employees left in the Past 12 Months | | | |
|---------------------------------------------------------------------------|------------------------------------------------|--------------------------------|------------------------------------|------------------|
| | Managerial / Technologist (a) | Officer / Technician (b) | Tradesman / Semi-skilled (c) | Total (a - c) |
| 1. Beauty & Hairdressing School | 2 | 56 | 1 | 59 |
| 2. Make-up & Nail School | 0 | 3 | 3 | 6 |
| 3. Beauty Centre, Health Centre & Spa | 56 | 584 | 2,854 | 3,494 |
| 4. Hairdressing Salon | 4 | 127 | 3,712 | 3,843 |
| 5. Product Company - Wholesale, Import & Export | 0 | 425 | 8 | 433 |
| 6. Product Company - Retail | 3 | 94 | 1,474 | 1,571 |
| 7. Nail Salon | 0 | 0 | 200 | 200 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | 1 | 5 | 21 | 27 |
| Total | 66 | 1,294 | 8,273 | 9,633 |

Table 8(b): Number of Recruits In the Past 12 Months (31.1.2011 - 31.1.2012)

| Sector | Total number of recruits | | | | Total number of recruits have performed services related duties in their last jobs | | | |
|---------------------------------------------------------------------------|---------------------------------|-------------------------------|-----------------------------------|---------------------|------------------------------------------------------------------------------------|-------------------------------|-----------------------------------|---------------------|
| | Manager/ Technologist (a) | Officer/ Technician (b) | Tradesman/ Semi-skilled (c) | Subtotal (a - c) | Manager/ Technologist (d) | Officer/ Technician (e) | Tradesman/ Semi-skilled (f) | Subtotal (d - f) |
| 1. Beauty & Hairdressing School | 2 | 8 | 1 | 11 | 2 | 8 | 1 | 11 |
| 2. Make-up & Nail School | 0 | 3 | 1 | 4 | 0 | 3 | 1 | 4 |
| 3. Beauty Centre, Health Centre & Spa | 75 | 635 | 2,788 | 3,498 | 69 | 598 | 2,256 | 2,923 |
| 4. Hairdressing Salon | 2 | 100 | 2,997 | 3,099 | 2 | 100 | 2,260 | 2,362 |
| 5. Product Company - Wholesale, Import & Export | 0 | 497 | 12 | 509 | 0 | 485 | 8 | 493 |
| 6. Product Company - Retail | 3 | 107 | 1,364 | 1,474 | 3 | 105 | 853 | 961 |
| 7. Nail Salon | 0 | 0 | 170 | 170 | 0 | 0 | 134 | 134 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | 1 | 20 | 13 | 34 | 1 | 20 | 12 | 33 |
| Total | 83 | 1,370 | 7,346 | 8,799 | 77 | 1,319 | 5,525 | 6,921 |

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

| Sector | Number of Employees | Number of Companies |
|--------------------------------------------------|---------------------|---------------------|
| 1. Beauty & Hairdressing School | | |
| | 1 -- 4 | 2 |
| | 5 -- 9 | 19 |
| | 10 -- 19 | 7 |
| | 20 -- 49 | 5 |
| | 50 -- 99 | 1 |
| | 100 -- 199 | 0 |
| | 200 or above | 0 |
| | Sub-total | 34 |
| 2. Make-up & Nail School | | |
| | 1 -- 4 | 3 |
| | 5 -- 9 | 7 |
| | 10 -- 19 | 1 |
| | 20 -- 49 | 1 |
| | 50 -- 99 | 0 |
| | 100 -- 199 | 0 |
| | 200 or above | 0 |
| | Sub-total | 12 |
| 3. Beauty Centre, Health Centre & Spa | | |
| | 1 -- 4 | 3,218 |
| | 5 -- 9 | 301 |
| | 10 -- 19 | 133 |
| | 20 -- 49 | 112 |
| | 50 -- 99 | 27 |
| | 100 -- 199 | 16 |
| | 200 or above | 9 |
| | Sub-total | 3,816 |
| 4. Hairdressing Salon | | |
| | 1 -- 4 | 2,422 |
| | 5 -- 9 | 902 |
| | 10 -- 19 | 148 |
| | 20 -- 49 | 51 |
| | 50 -- 99 | 17 |
| | 100 -- 199 | 2 |
| | 200 or above | 0 |
| | Sub-total | 3,542 |

| Sector | Number of Employees | Number of Companies |
|--------------------------------------------------------------------------------------|---------------------|---------------------|
| 5. Product Company - Wholesale, Import & Export | | |
| | 1 -- 4 | 661 |
| | 5 -- 9 | 207 |
| | 10 -- 19 | 62 |
| | 20 -- 49 | 28 |
| | 50 -- 99 | 15 |
| | 100 -- 199 | 5 |
| | 200 or above | 6 |
| | Sub-total | 984 |
| 6. Product Company - Retail | | |
| | 1 -- 4 | 212 |
| | 5 -- 9 | 71 |
| | 10 -- 19 | 62 |
| | 20 -- 49 | 36 |
| | 50 -- 99 | 21 |
| | 100 -- 199 | 9 |
| | 200 or above | 12 |
| | Sub-total | 423 |
| 7. Nail Salon | | |
| | 1 -- 4 | 234 |
| | 5 -- 9 | 60 |
| | 10 -- 19 | 17 |
| | 20 -- 49 | 9 |
| | 50 -- 99 | 1 |
| | 100 -- 199 | 0 |
| | 200 or above | 0 |
| | Sub-total | 321 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | | |
| | 1 -- 4 | 17 |
| | 5 -- 9 | 12 |
| | 10 -- 19 | 17 |
| | 20 -- 49 | 2 |
| | 50 -- 99 | 2 |
| | 100 -- 199 | 1 |
| | 200 or above | 13 |
| | Sub-total | 64 |
| Total | | 9,196 |

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

| Sector | Number of Employees | Non-technical Manpower (a) | Technical Manpower (b) | Total (a) + (b) |
|--------------------------------------------------|---------------------|-------------------------------|---------------------------|--------------------|
| 1. Beauty & Hairdressing School | | | | |
| | 1 -- 4 | 0 | 4 | 4 |
| | 5 -- 9 | 2 | 86 | 88 |
| | 10 -- 19 | 3 | 71 | 74 |
| | 20 -- 49 | 4 | 102 | 106 |
| | 50 -- 99 | 25 | 28 | 53 |
| | 100 -- 199 | 0 | 0 | 0 |
| | 200 or above | 0 | 0 | 0 |
| | Sub-total | 34 | 291 | 325 |
| 2. Make-up & Nail School | | | | |
| | 1 -- 4 | 0 | 6 | 6 |
| | 5 -- 9 | 3 | 47 | 50 |
| | 10 -- 19 | 0 | 14 | 14 |
| | 20 -- 49 | 5 | 26 | 31 |
| | 50 -- 99 | 0 | 0 | 0 |
| | 100 -- 199 | 0 | 0 | 0 |
| | 200 or above | 0 | 0 | 0 |
| | Sub-total | 8 | 93 | 101 |
| 3. Beauty Centre, Health Centre & Spa | | | | |
| | 1 -- 4 | 69 | 4,889 | 4,958 |
| | 5 -- 9 | 112 | 1,599 | 1,711 |
| | 10 -- 19 | 195 | 1,485 | 1,680 |
| | 20 -- 49 | 229 | 2,864 | 3,093 |
| | 50 -- 99 | 50 | 1,626 | 1,676 |
| | 100 -- 199 | 371 | 1,585 | 1,956 |
| | 200 or above | 586 | 2,718 | 3,304 |
| | Sub-total | 1,612 | 16,766 | 18,378 |
| 4. Hairdressing Salon | | | | |
| | 1 -- 4 | 50 | 4,827 | 4,877 |
| | 5 -- 9 | 17 | 4,698 | 4,715 |
| | 10 -- 19 | 24 | 1,504 | 1,528 |
| | 20 -- 49 | 51 | 1,210 | 1,261 |
| | 50 -- 99 | 35 | 946 | 981 |
| | 100 -- 199 | 20 | 202 | 222 |
| | 200 or above | 0 | 0 | 0 |
| | Sub-total | 197 | 13,387 | 13,584 |

| Sector | Number of Employees | Non-technical Manpower (a) | Technical Manpower (b) | Total (a) + (b) |
|--------------------------------------------------------------------------------------|---------------------|-------------------------------|---------------------------|--------------------|
| 5. Product Company - Wholesale, Import & Export | | | | |
| | 1 -- 4 | 211 | 1,011 | 1,222 |
| | 5 -- 9 | 186 | 1,287 | 1,473 |
| | 10 -- 19 | 304 | 533 | 837 |
| | 20 -- 49 | 195 | 462 | 657 |
| | 50 -- 99 | 438 | 517 | 955 |
| | 100 -- 199 | 126 | 659 | 785 |
| | 200 or above | 442 | 1,022 | 1,464 |
| | Sub-total | 1,902 | 5,491 | 7,393 |
| 6. Product Company - Retail | | | | |
| | 1 -- 4 | 0 | 424 | 424 |
| | 5 -- 9 | 0 | 513 | 513 |
| | 10 -- 19 | 2 | 665 | 667 |
| | 20 -- 49 | 103 | 881 | 984 |
| | 50 -- 99 | 128 | 1,250 | 1,378 |
| | 100 -- 199 | 379 | 892 | 1,271 |
| | 200 or above | 3,996 | 4,093 | 8,089 |
| | Sub-total | 4,608 | 8,718 | 13,326 |
| 7. Nail Salon | | | | |
| | 1 -- 4 | 0 | 409 | 409 |
| | 5 -- 9 | 0 | 300 | 300 |
| | 10 -- 19 | 0 | 160 | 160 |
| | 20 -- 49 | 0 | 130 | 130 |
| | 50 -- 99 | 0 | 56 | 56 |
| | 100 -- 199 | 0 | 0 | 0 |
| | 200 or above | 0 | 0 | 0 |
| | Sub-total | 0 | 1,055 | 1,055 |
| 8. Others (Including Bridal Salon and Television & Entertainment Company) | | | | |
| | 1 -- 4 | 0 | 6 | 6 |
| | 5 -- 9 | 0 | 12 | 12 |
| | 10 -- 19 | 2 | 92 | 94 |
| | 20 -- 49 | 0 | 6 | 6 |
| | 50 -- 99 | 0 | 11 | 11 |
| | 100 -- 199 | 0 | 9 | 9 |
| | 200 or above | 0 | 138 | 138 |
| | Sub-total | 2 | 274 | 276 |
| Total | | 8,363 | 46,075 | 54,438 |

Table 11: Response Analysis of the 2012 Manpower Survey

| All Branch* Result | 1. Hairdressing Salon | 2. Beauty Shop | 3. Wholesales and Import / Export of Cosmetics and perfumes | 4. Retail of Cosmetics stores | 5. Athletic Institute | 6. School | 7. Wedding Photographic Service | 8. Television & Entertainment Company | Total |
|----------------------------------------------|--------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------|----------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------|
| Closed | 12 | 2 | 2 | 0 | 0 | 3 | 0 | 0 | 19 |
| Duplication | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 4 |
| Merged | 1 | 3 | 0 | 3 | 1 | 0 | 0 | 0 | 8 |
| Moved, address cannot be located/untraceable | 13 | 10 | 2 | 5 | 1 | 1 | 3 | 0 | 35 |
| Non-contact | 17 | 35 | 4 | 9 | 1 | 2 | 0 | 1 | 69 |
| Not engaged in specific trade | 0 | 6 | 3 | 13 | 0 | 6 | 0 | 0 | 28 |
| No Technical Manpower | 0 | 2 | 3 | 2 | 0 | 4 | 22 | 1 | 34 |
| Not yet start operation | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 4 |
| Partial Response | 7 | 16 | 2 | 5 | 0 | 3 | 0 | 0 | 33 |
| Refusal | 7 | 6 | 4 | 6 | 1 | 2 | 1 | 1 | 28 |
| Registered office/Corresponding address | 0 | 8 | 3 | 0 | 0 | 0 | 1 | 1 | 13 |
| Response | 245 | 240 | 63 | 50 | 7 | 51 | 17 | 4 | 677 |
| Temporary Ceased | 10 | 21 | 5 | 4 | 0 | 3 | 1 | 0 | 44 |
| Vacant | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Total | 312 | 350 | 94 | 98 | 11 | 79 | 45 | 8 | 997 |

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

美容美髮業訓練委員會職權範圍

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

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

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

美容美髮訓練委員會
委員名單

主席：

蔡浩生先生 (香港化粧品同業協會提名)

副主席：

彭錦釗先生 (香港形象設計師聯盟提名)

委員：

陳展明女士 (香港工會聯合會提名)

陳沅盈女士 (香港國際專業美容師協會提名)

陳玉冰女士 (香港美髮美容業商會提名)

張韻嫦女士 (某大型髮廊公司提名)

趙小玲女士 (香港美容業總會提名)

蔡明峰先生 (國際專業護甲師協會提名)

霍俊楊女士 (某大型美容或美髮產品零售／批發公司)

傅嘉賢女士 (國際斯佳美容協會提名)

何紹忠先生 (香港化粧品同業協會提名)

洪德泳女士 (聖迪斯哥國際美容協會(中國)分會提名)

郭莉女士 (國際專業美容師協會提名)

林玲女士 (香港美容業總會提名)

羅小華女士 (國際斯佳美容協會提名)

彭玉玲女士 (香港美髮美容業商會提名)

蔡麗霞女士 (香港美容美髮職工會提名)

王國華先生 (IBCA 國際美容文化協會提名)

楊慧君女士 (國際專業化粧品協會(香港)提名)
張岩女士 (亞洲美髮美容協會提名)
張淑敏小姐 (勞工處處長代表)
梁協雄博士 (職業訓練局執行幹事代表)
譚秀娥女士 (消費者委員會代表)

顧問：

鄭明明教授
馮譚佩玲女士
葉世雄先生

列席者：

張信屏先生 (香港知專設計學院代表)
黃偉寧博士 (香港高等科技教育學院代表)
張正嫻女士 (職業訓練局青年學院(葵芳)代表)

秘書：

何仲之小姐 (職業訓練局)

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

| <u>Name</u> | <u>Nominated by</u> |
|------------------------------|---------------------------------------------------------------------------|
| <u>Chairman</u> | |
| Mr CHOI Ho-sang, Jacky | (The Cosmetic & Perfumery Association of Hong Kong Ltd.) |
| <u>Vice-chairman</u> | |
| Mr PANG Kam-chiu | (Hong Kong Image Designer Associations) |
| <u>Members</u> | |
| Ms CHAN Chin-ming, Ada | (The Hong Kong Federation of Trade Unions) |
| Ms CHAN Yuen-ying, Jessica | (Hong Kong Association of Professional Aestheticians International) |
| Ms CHAN Yuk-bing, Josephine | (Hong Kong Hair and Beauty Merchants Association) |
| Ms Liza CHEUNG | (A major salon company) |
| Ms CHIU Siu-ling, Frances | (Federation of Beauty Industry (H.K.)) |
| Mr CHOY Orpheus | (International Professional Nail Therapists' Association) |
| Ms FOK Chun-yeung, Christine | (A major company of beauty care/hairdressing product (retail/wholesales)) |
| Ms FU Ka-yin, Doris | (International CICA Association of Esthetics) |
| Mr HO Shiu-chung, Joseph | (The Cosmetic & Perfumery Association of Hong Kong Ltd.) |
| Ms HUNG Ellen | (CIDESCO Section China) |
| Ms KWOK Lee, Cally | (International Professional Cosmetology Association) |
| Ms Posa LAM | (Federation of Beauty Industry (H.K.)) |

| <u>Name</u> | <u>Nominated by</u> |
|-----------------------------|---------------------------------------------------------------------|
| Ms LAW Siu-wa, Sara | (The International CICA Association of Esthetics) |
| Ms PANG Yuk-ling, Carmen | (Hong Kong Hair and Beauty Merchants Association) |
| Ms TSOI Lai-ha, Sandra | (Hong Kong Beauty and Hair Care Employees' Union) |
| Mr WONG Kwok-wah, Thomas | (International Beauty Culture Association (IBCA)) |
| Ms YANG Hui-chun, Juliana | (International Professional Make Up Artists Federation (Hong Kong)) |
| Ms ZHANG Yan | (Asian Hair and Beauty Association) |
| Miss CHEUNG Shuk-man, Candy | (The Commissioner for Labour) |
| Dr LEUNG Hip-hung | (The Executive Director of Vocational Training Council) |
| Ms TAM Sau-ngor, Vera | (The Consumer Council) |

Advisor

Prof CHENG Ming-ming
Mrs FUNG TAM Pui-ling, Christine
Mr IP Sai-hung, Nelson

In Attendance

Mr CHEUNG Shun-ping, Shaun (Hong Kong Design Institute)
Dr WONG Wai-ning, Kris (Technological and Higher Education Institute of Hong Kong)
Ms CHEUNG Ching-fai, Nancy (VTC Youth College (Kwai Fong))

Secretary

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

工作小組之委員名單

召集人

蔡明峰先生

委員

陳展明女士

張淑敏小姐

趙小玲女士

何紹忠先生

葉世雄先生

郭莉女士

何仲之小姐

列席者

統計處代表

秘書

關嬰小姐

**Working Party on Manpower Survey
Membership List**

Convenor

Mr CHOY Orpheus

Members

Ms CHAN Chin-ming

Miss CHEUNG Shuk-man, Candy

Ms CHIU Siu-ling, Frances

Mr HO Shiu-chung, Joseph

Mr IP Sai-hung, Nelson

Ms KWOK Lee, Cally

Miss HO Chung-chi, Gigi

In Attendance

Representative of the Census and Statistics Department

Secretary

Miss KWAN Ying, Maggie

Headquarters Division 2 總辦事處二科
20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong
香港九龍九龍灣宏光道39號宏天廣場20樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號



各位僱主：

美容、美髮及化妝品業 2012 年人力調查

謹代表職業訓練局屬下美容美髮訓練委員會致函，懇請 貴機構提供協助，以便本會進行 2012 年美容、美髮及化妝品業人力調查。

美容美髮訓練委員會由香港特別行政區行政長官委任，負責業內的訓練事宜。本會每兩年進行一次人力調查，以評估業內人力情況，以及制訂訓練計劃。2012 年人力調查將於 2 月 20 日至 3 月 20 日期間進行。

過往人力調查收集所得的數據均被僱主及培訓機構廣泛應用於制訂人力及商業計劃上，而 貴機構的參與實是人力調查取得成功的關鍵。本會期望是次人力調查能為 貴機構提供相關的人力數據，以便制訂人力資源發展計劃和策略。

---- 現隨函附上調查表、附註及主要職務工作說明表，以供參閱填寫。調查期間，政府統計處職員將聯絡 貴機構負責人或其授權代表，並協助貴機構填寫調查表。

調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。此外，香港特別行政區政府或會使用是次調查收集所得的數據，以制定人力發展政策。基於私隱條例規定，現請 貴機構明確表示，同意本會與香港特別行政區政府分享所得數據，以供政府作人力規劃之用，本會與香港特別行政區政府將會嚴格遵守保密原則。

人力調查報告書會上載本局網頁，網址為 <http://bhtb.vtc.edu.hk>，歡迎下載。請於夾附調查表內填上 貴機構的電郵地址，以便通知報告書的發表日期。

多謝貴機構積極參與及對美容、美髮及化妝品業作出貢獻。如對調查有任何疑問，可致電 2116 8301 與政府統計處人力統計組聯絡。

A handwritten signature in black ink, appearing to read '蔡浩生' (Tsang Ho-sing).

美容美髮業訓練委員會主席
蔡浩生

2012 年 2 月 16 日

Vocational Training Council 職業訓練局

Headquarters Division 2 總辦事處二科
 20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong
 香港九龍九龍灣宏光道39號宏天廣場20樓
 www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號



16 February 2012

Dear Sir/Madam,

The 2012 Manpower Survey of the
 Beauty Care, Hairdressing and Cosmetics Sector

I am writing to solicit your cooperation in the 2012 Manpower Survey, conducted by the Beauty Care and Hairdressing Training Board (BHTB) of the Vocational Training Council.

The Beauty Care and Hairdressing Training Board is appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR) to be responsible for training matters in the beauty care and hairdressing field. To enable it to assess the manpower situation of the sector and formulate training plans, the Training Board has been conducting manpower surveys on a biennial basis. The 2012 Manpower Survey will be conducted from 20 February to 20 March 2012.

Over the past years, the manpower survey findings were widely used by employers and training institutions as reference materials for formulating their manpower and business plans. Your participation in the survey is important to its success and I sincerely hope that the survey will provide you with the relevant manpower statistics to assist in the formulation of your company's human resources development plans and strategies.

---- I enclose one copy each of the Survey Questionnaire, Explanatory Notes and Job Descriptions of Principal Jobs for your reference and completion. During the survey period, an officer of the Census and Statistics Department (C&SD) will contact your office to assist you if necessary in the completion of the questionnaire which is enclosed, together with the Explanatory Note and Job Descriptions, for your processing.

I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organizations. May I also draw your kind attention to the fact that the HKSAR may use the data collected from this survey to assist in the formulation of manpower development policies. For compliance with the Privacy Ordinance, we wish to solicit your explicit consent for us to share our data with the HKSAR for the specific purpose of government's manpower planning and training, with the understanding that confidentiality will again be strictly observed.

The Manpower Survey Report will be uploaded onto the VTC website at <http://bhtb.vtc.edu.hk>. Kindly provide us with your e-mail address in the enclosed questionnaire and you will be informed of the release of the Survey Report in due course.

Thank you for your kind participation and contribution to the Beauty Care, Hairdressing and Cosmetics Sector. Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the C&SD by telephoning 2116 8301.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Choi Ho Sang', written in a cursive style.

(Choi Ho Sang, Jacky)
 Chairman

Beauty Care and Hairdressing Training Board

CONFIDENTIAL
WHEN ENTERED WITH DATA

填入數據後即成
機密文件

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2012 MANPOWER SURVEY OF THE BEAUTY CARE, HAIRDRESSING AND COSMETICS INDUSTRY
美容、美髮及化妝品業二零一二年人力調查
QUESTIONNAIRE
調查表

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

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

Name of Company: _____
 公司名稱

Address: _____
 地址

NATURE OF BUSINESS (行業性質)

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

You may choose more than one type.

* 請在適當的 () 內加上 "✓" 號。
可選擇多於一項。

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

Total No. of Persons Engaged in Your Company in Beauty Care, Hairdressing and Cosmetics Industry: _____
 在貴機構工作之美容、美髮及化妝品業僱員總數

Name of Person to Contact: _____
 聯絡人姓名

Tel. No.: _____
 電話

E-mail: _____
 電郵

Questionnaire (Part I)
調查表 (第一部份)

| (A) Job 職務 | | (B) Direct Employees (excluding trainees) 直接僱員 (受訓者除外) | | | (C) Number of Part-time Employees | (D) Number of Freelancers | (E) Forecast of Number Employed 12 Months from Now (excluding trainees) 預計 十二個月後 僱員人數 (受訓者除外) | (F) Number of Vacancies (excluding trainees) 空缺額 (受訓者 除外) | (G) No. of Trainees 受訓者 人數 | (H) Actual Level of Education 僱員現有 教育程度 | (I) Preferred Level of Education 僱員宜有 教育程度 | (J) Actual Years of Experience 僱員現有 相關年資 | (K) Preferred Years of Experience 僱員宜有 相關年資 | (i) Column (B) : Please base on the following appropriate code numbers, enter the average monthly income range of the employee(s) after probation period. The monthly income should include basic salary, overtime pay, other allowances, commission and bonus. (B) 欄：請按下列編號，填上僱員試用期後平均每月收入的幅度。「每月收入」包括底薪、逾時工作津貼、其他津貼、佣金及花紅。 Average Monthly Income Code 平均每月收入 編號 under \$4,001 以下 1 \$4,001 - \$7,000 2 \$7,001 - \$10,000 3 \$10,001 - \$13,000 4 \$13,001 - \$16,000 5 \$16,001 - \$20,000 6 \$20,001 - \$30,000 7 over \$30,000 以上 8 (ii) Column (H) & (I) : Please base on the following appropriate code number, enter the actual highest education level of the employees and the highest education level which an employer prefers his employees to have respectively. (H) 及 (I) 欄：請按下列編號，分別填入僱員現有的最高教育程度及僱主期望僱員宜有的最高教育程度。 Education Code 教育程度 編號 University Degree or above 1 大學學位或以上 Associate Degree, Higher Diploma or equivalent 2 副學士學位／高級文憑或同等學歷 Diploma or equivalent 3 文憑或同等學歷 Certificate, Advanced Certificate or equivalent 4 證書／高級證書或同等學歷 Secondary 6-7 5 中學六年級至七年級 Secondary 4-5 6 中學四年級至五年級 Secondary 3 or below 7 中學三年級或以下 (iii) Column (J) & (K) : Please base on the following appropriate code numbers, enter the actual and preferred years of experience respectively. (J) 及 (K) 欄：請按下列編號，分別填入僱員現有及宜有的相關年資。 Actual/ Preferred Years of Experience Code 現有/ 宜有的相關年資 編號 10 years or more 1 十年或以上 6 years to less than 10 years 2 六年至十年以下 3 years to less than 6 years 3 三年至六年以下 1 year to less than 3 years 4 一年至三年以下 Less than 1 year 5 一年以下 |
|------------------|--------------|-----------------------------------------------------------------------|-------------------------------------------------------|--------------|--------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title 職稱 | Rec. Type | No. 編號 | Total Monthly Income Code 每月 總收入 編號 | Number 人數 | 兼職人士 人數 | 自由職 人士人數 | 24-27 | 28-30 | 31-33 | 34 | 35 | 36 | 37 | |
| | | 8-10 | 11 | 12-15 | | | | | | | | | | |
| 1 | 2 | | | | | | | | | | | | | |
| 2 | 2 | | | | | | | | | | | | | |
| 3 | 2 | | | | | | | | | | | | | |
| 4 | 2 | | | | | | | | | | | | | |
| 5 | 2 | | | | | | | | | | | | | |
| 6 | 2 | | | | | | | | | | | | | |
| 7 | 2 | | | | | | | | | | | | | |
| 8 | 2 | | | | | | | | | | | | | |
| 9 | 2 | | | | | | | | | | | | | |
| 10 | 2 | | | | | | | | | | | | | |
| 11 | 2 | | | | | | | | | | | | | |
| 12 | 2 | | | | | | | | | | | | | |
| 13 | 2 | | | | | | | | | | | | | |
| 14 | 2 | | | | | | | | | | | | | |
| 15 | 2 | | | | | | | | | | | | | |
| 16 | 2 | | | | | | | | | | | | | |
| 17 | 2 | | | | | | | | | | | | | |
| 18 | 2 | | | | | | | | | | | | | |
| 19 | 2 | | | | | | | | | | | | | |
| 20 | 2 | | | | | | | | | | | | | |
| 21 | 2 | | | | | | | | | | | | | |
| 22 | 2 | | | | | | | | | | | | | |
| 23 | 2 | | | | | | | | | | | | | |
| 24 | 2 | | | | | | | | | | | | | |
| 25 | 2 | | | | | | | | | | | | | |
| 26 | 2 | | | | | | | | | | | | | |
| 27 | 2 | | | | | | | | | | | | | |
| 28 | 2 | | | | | | | | | | | | | |
| 29 | 2 | | | | | | | | | | | | | |
| 30 | 2 | | | | | | | | | | | | | |
| 31 | 2 | | | | | | | | | | | | | |
| 32 | 2 | | | | | | | | | | | | | |
| 33 | 2 | | | | | | | | | | | | | |
| 34 | 2 | | | | | | | | | | | | | |
| 35 | 2 | | | | | | | | | | | | | |

2012 Manpower Survey of the Beauty Care, Hairdressing and Cosmetics Industry
2012 年美容、美髮及化妝品業人力調查

Questionnaire (Part II)
調查表 (第二部份)

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

I. Present / Preferred Vocational Qualification
僱員現有／宜有職業資格

1. Present Vocational Qualification
僱員現有職業資格

Please tick the vocation qualification which employees have acquired in a particular job level in your company.

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

請選擇貴機構內各職級類別現有的相關職業資格。(每職級可選擇一項或以上。)

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

| | | | |
|---------------------------------|--------------------------------|--------------------------------|--------------------------------|
| For Official Use Only 此欄無需填寫 | <input type="checkbox"/> 32 | <input type="checkbox"/> 33 | <input type="checkbox"/> 34 |
|---------------------------------|--------------------------------|--------------------------------|--------------------------------|

2. Preferred Vocational Qualification

僱員宜有職業資格

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

請選擇貴機構認為各職級類別宜有的相關職業資格。(每職級可選擇一項或以上。)

| <u>Vocational Qualifications</u> 職業資格 | <u>Manager / Technologist</u> 經理／技師 | <u>Officer / Technician</u> 主任／技術員 | <u>Tradesman/ Semi-skilled</u> 技工／半熟練技工 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-------------------------------------------|------------------------------------------------|
| i. Certificates of National Occupation Qualifications of the Mainland 國家職業資格 (技能鑒定) 證書 | <input type="checkbox"/> 35 | <input type="checkbox"/> 36 | <input type="checkbox"/> 37 |
| ii. Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, Vocational Training Council 職業訓練局美容美髮訓練委員會技能測驗證書 | | | |
| ● Beautician 美容師 | <input type="checkbox"/> 38 | <input type="checkbox"/> 39 | <input type="checkbox"/> 40 |
| ● Make-up Artist 化妝師 | <input type="checkbox"/> 41 | <input type="checkbox"/> 42 | <input type="checkbox"/> 43 |
| ● Intense Pulsed Light (IPL) Equipment Operator 強烈脈衝光儀器操作員 | <input type="checkbox"/> 44 | <input type="checkbox"/> 45 | <input type="checkbox"/> 46 |
| ● Hairdresser 髮型師 | <input type="checkbox"/> 47 | <input type="checkbox"/> 48 | <input type="checkbox"/> 49 |
| iii. Certificates of Skills Upgrading Scheme / Employees Retraining Board 技能提升課程證書／僱員再培訓局課程證書 | <input type="checkbox"/> 50 | <input type="checkbox"/> 51 | <input type="checkbox"/> 52 |
| iv. Certificates of local professional / recognized training courses / qualifications (e.g. Recognition of Prior Learning under Qualifications Framework, please specify): 其他本地專業／認可課程證書／資格 (例如於資歷架構下的過往資歷認可，請列明)： | <input type="checkbox"/> 53 | <input type="checkbox"/> 54 | <input type="checkbox"/> 55 |
| _____ | | | |
| v. Certificates of international professional / recognized training courses (please specify): 其他國際性專業／認可課程證書 (請列明)： | <input type="checkbox"/> 56 | <input type="checkbox"/> 57 | <input type="checkbox"/> 58 |
| _____ | | | |
| For Official Use Only 此欄無需填寫 | <input type="checkbox"/> 59 | <input type="checkbox"/> 60 | <input type="checkbox"/> 61 |

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

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

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

Generic skills 通用技能

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

Language skills 語文技能

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

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|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <input type="checkbox"/> 152 | <input type="checkbox"/> 153 | <input type="checkbox"/> 154 | <input type="checkbox"/> 155 | <input type="checkbox"/> 156 | <input type="checkbox"/> 157 |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|

III. Employee Leaving the Company

離職人數

4. The total number of employees left the company in the past 12 months.
過去十二個月內(5.2.2011 - 5.2. 2012)離職的僱員人數。

Manager / Technologist
經理／技師

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158

Officer / Technician
主任／技術員

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161

Tradesman / Semi-skilled
技工／半熟練技工

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IV. Recruitment

招聘

5. Please state the number of recruits of your company in the past 12 months. (5.2.2011 - 5.2.2012)
請列出貴機構在過去十二個月內(5.2.2011 - 5.2. 2012)招聘的僱員。

Manager /
Technologist
經理／技師

Officer /
Technician
主任／技術員

Tradesman /
Semi-skilled
技工／半熟練技工

- i. Total number of recruits
總招聘人數

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- ii. Number of recruits who have performed
beauty care and hairdressing services related duties in their
last jobs from item (i) above
上列(i)項中，入職前是從事美容美髮業相關職務的人數

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V. Recruitment Problems

招聘問題

6. Did your company encounter any difficulties in recruitment of beauty care, hairdressing and cosmetics
personnel at various job levels in the past year?
貴機構在過去十二個月內在招聘美容或美髮從業員有沒有困難？

Yes
(please go to Q.7)
有 (請答第7題)

| |
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185

No
否

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| |
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186

No recruitment nor tried to recruit
未有/未有嘗試招聘

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

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

請選擇遇到招聘困難的原因。(每職級可選擇一項或以上。)

| | Manager / Technologist 經理／技師 | Officer / Technician 主任／技術員 | Tradesman / Semi-skilled 技工／半熟練技工 |
|-----------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------|-----------------------------------------|
| i. Insufficient trained / qualified manpower in related disciplines 缺乏具相關訓練／資歷的人力資源 | <input type="checkbox"/> 193 | <input type="checkbox"/> 194 | <input type="checkbox"/> 195 |
| ii. Lack of candidates with relevant experiences 缺乏具相關經驗求職者 | <input type="checkbox"/> 196 | <input type="checkbox"/> 197 | <input type="checkbox"/> 198 |
| iii. High expectation on working conditions / remuneration package from recruits 求職者對服務條件／薪酬要求過高 | <input type="checkbox"/> 199 | <input type="checkbox"/> 200 | <input type="checkbox"/> 201 |
| iv. Long working hours 工作時間過長 | <input type="checkbox"/> 202 | <input type="checkbox"/> 203 | <input type="checkbox"/> 204 |
| v. Low status 地位低微 | <input type="checkbox"/> 205 | <input type="checkbox"/> 206 | <input type="checkbox"/> 207 |
| vi. Others (please specify): 其他(請說明): | <input type="checkbox"/> 208 | <input type="checkbox"/> 209 | <input type="checkbox"/> 210 |

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End of questionnaire. Thank you for your cooperation.

問卷完，多謝合作

2012 Manpower Survey of the Beauty Care, Hairdressing and Cosmetics industry

二〇一二年美容、美髮及化妝品業人力調查

Explanatory Notes

附註

Questionnaire (Part I)

調查表 (第一部份)

1. Please complete all columns ('A' to 'K') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not. Please refer to the information as at 5.2.2012.
請填寫表內 (A) 至 (K) 欄。如不適用，請填 (0) 符號。填寫之資料請參照 2012 年 2 月 5 日當天資料作準。

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

Some of the job titles may not be the same as those used in your organization. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.

表內部分職稱可能有別於貴機構所採用的名稱。若員工職責與表內某職務的職責相近，可視作相同職務。請根據僱員的主要職責分類，並提供所需資料。

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

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

請填寫僱員試用期後平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、其他津貼、佣金及花紅。如多於一名僱員擔任同一職位，請填上調查前十二個月該職務僱員的平均每月收入編號。

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

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

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

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

5. Column 'C' - Number of Part-time Employees (at 5.2.2012)
(C) 欄 — 兼職人士人數 (在 2012 年 2 月 5 日)

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

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

6. Column 'D' - Number of Freelancers (at 5.2.2012)
(D) 欄 — 自由職人士人數 (在 2012 年 2 月 5 日)

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

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

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

The forecast of number employed means the number of employees the organization will be employing 12 months from now (5.2.2013). The number given could be more/less than that in column 'B' if a expansion/contraction is expected.

預計僱員人數指貴機構在十二個月後 (2013 年 2 月 5 日) 的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 (B) 欄。

8. Column 'F' - Number of Vacancies

(F) 欄 — 空缺額 _____

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

「空缺額」指該職位仍懸空，須立刻填補而現正積極招聘人員填補。

9. Column 'G' - Number of Trainees

(G) 欄 — 受訓者人數 _____

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

請填寫正在接受訓練的僱員總數。

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

(H) 及 (I) 欄 — 僱員現有及僱主期望僱員宜有教育程度 _____

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

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

| <u>Education</u> 教育程度 | <u>Code</u> 編號 |
|-------------------------------------------------------------------|-------------------|
| University Degree or above 大學學位或以上 | 1 |
| Associate Degree, Higher Diploma or equivalent 副學士學位／高級文憑或同等學歷 | 2 |
| Diploma or equivalent 文憑或同等學歷 | 3 |
| Certificate, Advanced Certificate or equivalent 證書／高級證書或同等學歷 | 4 |
| Secondary 6-7 中學六年級至七年級 | 5 |
| Secondary 4-5 中學四年級至五年級 | 6 |
| Secondary 3 or below 中學三年級或以下 | 7 |

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

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

請將僱員現有及宜有的相關年資，按下列編號分別填入 (J) 及 (K)欄內。

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

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

註：調查所得資料絕對保密，只以統計摘要方式發表，並不提及個別機構。

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

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

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

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

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

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

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

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

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

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

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

Job Descriptions for the Principal Jobs
in the Hairdressing Salon

髮廊主要職務的工作說明

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

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

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

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

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

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

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

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

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

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

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

美甲中心主要職務的工作說明

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

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|----------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRADESMAN LEVEL 技工級 | | |
| 571 | Manicurist / Pedicurist 修甲師 (指甲／趾甲) | Removes old nail polish. Cleans, shapes and smoothes out nails with tools. Applies clear or colour polish. 清除指甲上的甲油。清洗指甲，使用工具修剪指甲及令兩側平滑。用無色或有色甲油塗甲。 |
| 572 | Nail Artist 甲藝師 | Provides nail painting and drawing. Applies nail sticker and builds on three dimensional (3D) sculptures in order to beautify nail appearance for customers. Excludes nail and hand conditioning treatment. 透過著色、彩繪、貼紙或加上立體雕塑，為顧客美化或突顯含藝術性外觀之指甲。不包括指甲或手部護理服務。 |
| 573 | Hand and Foot Care Therapist 手足護理師 | Uses hand / foot care products to provide conditioning treatments on hand, arms, feet or legs (with or without massage) for hygienic or remedial purpose. Applies hand massage technique and uses equipment to facilitate blood circulation, relax muscle tension and release body toxins. Recommends hand, arm, feet or legs conditioning activities or treatments and furnishes with treatment records. 透過使用手足護理產品，進行手、臂、腳或腿（或連帶按摩）的健康護理療程。利用手部按摩技巧或儀器促進血液流通，鬆弛肌肉及排放體內毒素。提供手、臂、腳或腿的理方法及處理療程紀錄。 |
| 574 | Junior Nail Technician (Fingernail / Toenail) 初級指甲技師 (指甲／趾甲) | Provides natural nail care, nail shape improvement, nail extension or refill services by using artificial nail materials and different techniques. Analyzes the texture of fingernail / toenail. Suggests appropriate home care products to improve nail condition. 透過分析指甲/趾甲，提供適當的基本真指甲護理或以技術及人造指甲物料改善甲形、延長指甲或修補人造指甲的服務。建議合適產品作家居護理以改善情況。 |

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|--------------------------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRADESMAN LEVEL (Continued) 技工級 (續) | | |
| 575 | Foot Reflexologist 足底按摩師 | Uses thumb, finger and hand pressures to concentrate on ten different reflex points which correspond to every part of the bodies in order to promote health and relaxation and achieve physiological effect. 為顧客以母指、手指及手技，對腳底十個不同的縱向身體反射部位施壓，達致身體的生理轉變效果。 |
| SUPPORTING STAFF 輔助僱員級 | | |
| 771 | Administrative Staff 行政僱員 | Handles all administrative duties (including preparation of schedules, filing and record keeping etc) of the stores. 負責店舖營運上各方面的行政工作，例如編制時間表、處理檔案及資料紀錄等。 |
| 772 | Receptionist 接待員 | Handles telephone enquires. Accepts appointments arrangement. Serves customers and provide relevant information. Maintains relationship with customers. 接聽電話，回答諮詢，接受預約安排，接待顧客及提供相關資訊，與顧客保持聯繫。 |