

Hotel, Catering and Tourism Training Board
酒店、飲食及旅遊業訓練委員會



Catering Industry
Manpower Survey Report
飲食業 • 人力調查報告書

2022



The 2022 Manpower Survey Report
The Catering Industry

The Hotel, Catering and Tourism Training Board
Vocational Training Council

Contents

Acknowledgement	1
1 Executive Summary	2
2 Introduction	21
Background.....	21
Objectives	21
Survey Coverage.....	22
3 Methodology	23
Sample Design	23
Questionnaire Design.....	23
Data Collection	24
Data Analysis	24
Manpower Projection Methodology	24
4 Survey Findings	25
4.1 Overview of Manpower Situation	25
4.2 Overview of Current Manpower.....	26
4.3 Number of Full-time Employees	28
4.4 Number of Part-time Employees	31
4.5 Number of Casuals	32
4.6 Overview of Vacancies	33
4.7 Number of Full-time Vacancies	35
4.8 Number of Part-time Vacancies	37
4.9 Number of Casual Vacancies	38
4.10 Average Monthly Remuneration Package of Full-time Employees	39
4.11 Average Hourly Wage of Part-time Employees.....	39
4.12 Preferred Education Level	40
4.13 Preferred Years of Experience	40
4.14 Age Distribution	41
4.15 Employees Left and Recruited in the Past 12 Months.....	42
4.16 Recruitment Difficulties in the Past 12 Months.....	43
4.17 Expected Change in Business Volume in the Next 12 Months.....	44
4.18 Preferred Mode of Training	45
4.19 Expected Change in Training and Staff Development Budget in the Next 12 Months	46
4.20 Training Areas Required for Employees to Meet the Emerging Trend of the Industry	47
5 Manpower Analysis	48
5.1 Manpower Changes between 2022 and 2018	48
5.1.1 Overview of Manpower Changes	48
5.1.2 Changes in Number of Full-time Employees.....	50
5.1.3 Changes in Number of Part-time Employees.....	52
5.1.4 Changes in Number of Full-time Vacancies.....	53

5.1.5	Changes in Average Monthly Remuneration Package	54
5.1.6	Changes in Preferred Education Level	55
5.1.7	Changes in Preferred Years of Experience.....	56
5.2	Business Outlook.....	57
5.3	Manpower Projection and Annual Additional Manpower Requirement	57
6	Recommendations	59
	Government	59
	Training Institutions.....	59
	Employers	60
	Employees.....	60
	Appendix 1 - Membership of Hotel, Catering and Tourism Training Board	62
	Appendix 2 - Terms of Reference of Hotel, Catering and Tourism Training Board.....	66
	Appendix 3 - Membership of Working Party on Manpower Survey	67
	Appendix 4 - Definition of Terms.....	70
	Appendix 5 - Survey Documents.....	72
	Appendix 6 - Quality Control Measures	112
	Appendix 7 - Response Profile	113
	Appendix 8 - Manpower Projection Methodology	114
	Appendix 9 - Statistical Tables.....	115

Acknowledgement

The Hotel, Catering and Tourism Training Board would like to express its gratitude to all the respondents of establishments for their cooperation and assistance in completing and returning the questionnaires that provide very useful information on the analysis of manpower situation and training requirements in the Catering Industry.

1 Executive Summary

Background

1.1 The Hotel, Catering and Tourism Training Board (Training Board) of the Vocational Training Council (VTC) conducted a manpower survey for the Catering Industry from October to December 2022, with the data reference date of 1 October 2022. This report presents the survey findings of the latest manpower situation of the industry and proposes recommendations on the manpower demand and training needs to different stakeholders of the industry, including employers, employees, training providers and the Government, by making reference to the business outlook.

Survey Coverage & Methodology

1.2 The survey covered 18 464 establishments in different branches of the industry. By adopting the stratified random sampling method for selecting establishments from the Central Register of Establishments of the Census and Statistics Department (C&SD) and including supplementary samples recommended by the Training Board, a total of 704 establishments were selected for the survey.

1.3 A pack of survey documents was given to each sampled establishment. The selected establishments were asked to complete a questionnaire, which comprised two parts. Part I collected quantitative manpower information by job levels and by principal jobs, and Part II collected supplementary information related to manpower situation. The respondents were asked to provide manpower information of their establishments based on a list of principal jobs, which were defined by the Training Board, with detailed job descriptions given for each job.

1.4 During the fieldwork period between October and December 2022, enumerators assisted the respondents in completing the questionnaire through phone calls or on-site visits. The data collection and enumeration processes were closely monitored, and data was verified to ensure quality and accuracy. Among the 465 valid sampled establishments, 452 were successfully enumerated, which contributed to an effective response rate of 97.2%^{Note}.

Manpower Projection Methodology

1.5 The Training Board adopts the approach of statistical modelling for projecting the manpower demand of the catering industry for the period from 2023 to 2026. The statistical model is built by considering relevant economic indicators which reflect important changes in the local economy, demography and labour market. The details of the projection methodology are provided in **Appendix 8**.

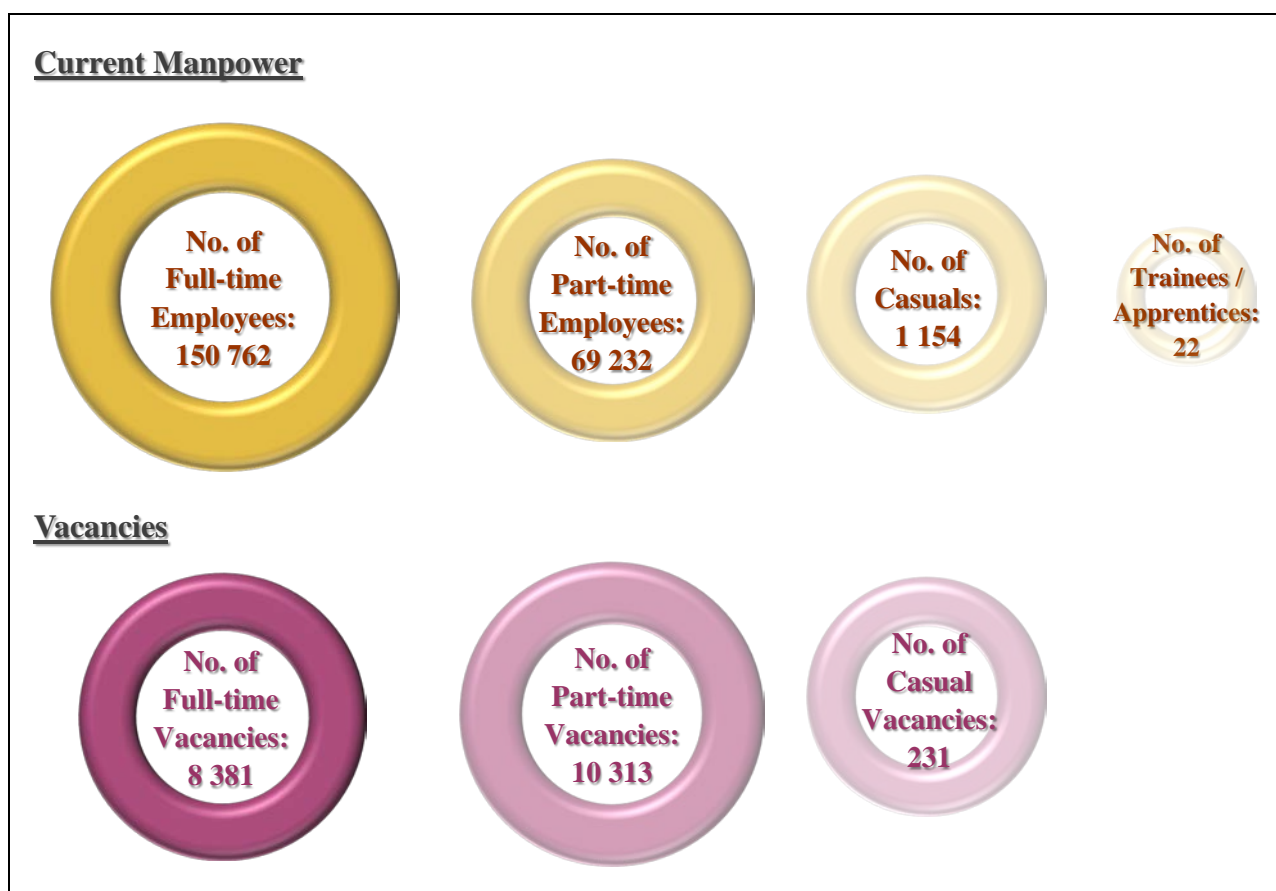
^{Note} Sampled establishments which had ceased operation, had not employed any staff for catering, etc. were classified as invalid samples.

Findings

Overview of Manpower Situation

1.6 The survey revealed that as of 1 October 2022 (i.e. the reference date of the survey), a total of 150 762 full-time employees, 69 232 part-time employees and 1 154 casuals were engaged in the Catering Industry, and 22 trainees / apprentices were reported. Moreover, there were 8 381 full-time vacancies, 10 313 part-time vacancies and 231 casual vacancies.

Chart 1a Overview of manpower situation



Note: “Vacancies” refers to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as of the survey reference date.

Overview of Current Manpower

1.7 Aggregating the number of full-time, part-time and casual employees, it was estimated that there were 221 148 employees as of 1 October 2022. Full-time employees accounted for the largest proportion (68.2%). Analysing by branch, fast food shops required a higher percentage of part-time employees (64.7%), compared to their counterparts (below 38%).

Table 1a Distribution of different types of employees – by branch

	OVERALL		Chinese restaurants	Non-Chinese restaurants	Fast food shops	Beverage serving places	Event catering & other meal / food services activities	Restaurants in clubs
	Number	(%)	(%)	(%)	(%)	(%)	(%)	(%)
Full-time	150 762	68.2%	85.0%	75.9%	35.3%	62.2%	65.8%	58.9%
Part-time	69 232	31.3%	14.2%	23.5%	64.7%	37.7%	34.2%	37.7%
Casuals	1 154	0.5%	0.8%	0.6%	0%	<0.1%	0%	3.4%
Total no. of employees:	221 148	100.0%	56 597	86 436	44 513	10 264	17 941	5 397

1.8 The percentage of part-time employees was significantly higher among the craft / operative level (38.4%; vs. below 4% among other job levels). Including full-time, part-time and casual employees, Waiter / Waitress or Server was the top prominent principal job in the industry, followed by Cook, Cleaner or Dishwasher, Food Station / Counter Handler and Beverage Assistant. The majority of Cooks (81.7%) were working on a full-time basis, whereas most of the Food Station / Counter Handlers (69.3%) were working on a part-time basis.

Table 1b Distribution of different types of employees – by job level

	Managerial & Professional	Supervisory	Craft / Operative	Administrative & Others
Full-time	100.0%	96.2%	60.9%	99.8%
Part-time	0%	3.8%	38.4%	0.2%
Casuals	0%	0%	0.7%	0%
Total no. of employees:	6 909	35 792	176 561	1 886

Table 1c Distribution of different types of employees – by top 5 prominent principal jobs

	Waiter / Waitress; Server	Cook	Cleaner; Dishwasher	Food Station / Counter Handler	Beverage Assistant
Full-time	57.2%	81.7%	52.7%	30.7%	56.2%
Part-time	41.0%	18.2%	46.7%	69.3%	43.8%
Casuals	1.7%	0.2%	0.6%	0%	0%
Total no. of employees:	49 880	22 234	20 357	16 584	12 726

Overview of Vacancies

1.9 Aggregating the number of full-time, part-time and casual vacancies, there were 18 925 vacancies as of 1 October 2022. The number of part-time vacancies (10 313 vacancies; 54.5%) was more than that of the full-time (8 381 vacancies; 44.3%).

1.10 Analysing by branch, the percentages of part-time vacancies were significantly higher among beverage serving places (84.6%), fast food shops (76.3%) as well as event catering and other meal / food services activities (67.1%), as compared with their counterparts (below 41%).

Table 1d Distribution of different types of vacancies – by branch

	OVERALL		Chinese restaurants	Non-Chinese restaurants	Fast food shops	Beverage serving places	Event catering & other meal / food services activities	Restaurants in clubs
	Number	(%)	(%)	(%)	(%)	(%)	(%)	(%)
Full-time	8 381	44.3%	67.3%	58.2%	23.6%	15.4%	32.9%	91.8%
Part-time	10 313	54.5%	29.2%	40.3%	76.3%	84.6%	67.1%	5.2%
Casuals	231	1.2%	3.6%	1.5%	0.2%	0%	0%	3.0%
Total no. of vacancies:	18 925	100.0%	2 727	7 846	5 825	1 721	672	134

1.11 More than half of the vacancies at the craft / operative level (56.0%) were on a part-time basis, while the majority of vacancies at the supervisory level (80.8%) were on a full-time basis. Including full-time, part-time and casual vacancies, the top 5 prominent vacancies were also the top 5 prominent principal jobs of current employees. Similar to the pattern of current employees, most of the vacancies for Cooks (67.6%) were on a full-time basis, whilst the majority of vacancies for Food Station / Counter Handlers (81.7%) were on a part-time basis.

Table 1e Distribution of different types of vacancies – by job level

	Managerial & Professional	Supervisory	Craft / Operative	Administrative & Others
Full-time	100.0%	80.8%	42.7%	100.0%
Part-time	0%	19.2%	56.0%	0%
Casuals	0%	0%	1.3%	0%
Total no. of vacancies:	6	776	18 142	1

Table 1f Distribution of different types of vacancies – by top 5 prominent vacancies

	Waiter / Waitress; Server	Food Station / Counter Handler	Beverage Assistant	Cook	Cleaner; Dishwasher
Full-time	46.2%	18.3%	27.9%	67.6%	49.5%
Part-time	50.8%	81.7%	71.6%	32.4%	50.4%
Casuals	3.0%	0%	0.5%	0%	0.1%
Total no. of vacancies:	7 351	1 985	1 870	1 851	1 811

Number of Full-time Employees

1.12 Among the 150 762 full-time employees, almost half of them were working in non-Chinese restaurants (43.5%; 65 582 persons), followed by Chinese restaurants (31.9%; 48 092 persons) and fast food shops (10.4%; 15 717 persons).

1.13 Analysing by job level, the largest proportion of full-time employees were working at the craft / operative level (71.3%; 107 528 persons), more than one-fifth at the supervisory level (22.8%; 34 442 persons), and a small proportion at the managerial and professional level (4.6%; 6 909 persons) and administrative level and others (1.2%; 1 883 persons).

Table 1g Number of full-time employees – by branch & job level

	OVERALL		Chinese restaurants	Non- Chinese restaurants	Fast food shops	Beverage serving places	Event catering & other meal / food services activities	Restaurants in clubs
	Number	(%)	(%)	(%)	(%)	(%)	(%)	(%)
Managerial & professional	6 909	4.6%	5.8%	3.9%	5.3%	0.4%	3.1%	10.2%
Supervisory	34 442	22.8%	33.1%	15.2%	26.4%	29.5%	13.0%	31.6%
Craft / operative	107 528	71.3%	59.6%	80.6%	68.3%	67.5%	77.9%	56.3%
Administrative & others	1 883	1.2%	1.5%	0.3%	0%	2.6%	6.0%	1.9%
Total no. of full-time employees:	150 762	100.0%	48 092	65 582	15 717	6 387	11 807	3 177
% among branches		100.0%	31.9%	43.5%	10.4%	4.2%	7.8%	2.1%

1.14 Across the various branches, the percentages of full-time craft / operative level were relatively higher in non-Chinese restaurants (80.6%) as well as event catering and other meal / food services activities (77.9%), as compared with other branches (below 69%).

1.15 In overall, the most prominent principal job of full-time employees was Waiter / Waitress or Server (28 554 persons), followed by Cook (18 162 persons) and Restaurant Head Supervisor (11 139 persons).

Number of Part-time Employees

1.16 Among the 69 232 part-time employees, a higher percentage were working in fast food shops (41.6%; 28 796 persons), followed by non-Chinese restaurants (29.4%; 20 334 persons) and Chinese restaurants (11.6%; 8 060 persons). Virtually all part-time employees were working at the craft / operative level (98.0%).

Table 1h Number of part-time employees – by branch & job level

	No. of part-time employees	(%)
By Branch		
Chinese restaurants	8 060	11.6%
Non-Chinese restaurants	20 334	29.4%
Fast food shops	28 796	41.6%
Beverage serving places	3 874	5.6%
Event catering & other meal / food services activities	6 134	8.9%
Restaurants in clubs	2 034	2.9%
By Job Level		
Managerial & professional	0	0%
Supervisory	1 350	1.9%
Craft / operative	67 879	98.0%
Administrative & others	3	< 0.1%
Overall:	69 232	100.0%

1.17 The most prominent principal job of part-time employees was Waiter / Waitress or Server (20 475 persons), followed by Food Station / Counter Handler (11 497 persons) and Cleaner or Dishwasher (9 511 persons).

Number of Casuals

1.18 Among a total of 1 154 casuals, a large proportion were employed in non-Chinese restaurants (45.1%; 520 persons), followed by Chinese restaurants (38.6%; 445 persons) and restaurants in clubs (16.1%; 186 persons). All of the casuals were working at the craft / operative level. 73.7% (851 persons) were Waiters / Waitresses or Servers.

Table 1i Number of casuals – by branch

	No. of casuals	(%)
Chinese restaurants	445	38.6%
Non-Chinese restaurants	520	45.1%
Fast food shops	0	0%
Beverage serving places	3	0.3%
Event catering & other meal / food services activities	0	0%
Restaurants in clubs	186	16.1%
Overall:	1 154	100.0%

Number of Full-time Vacancies

1.19 As of 1 October 2022, the total number of full-time vacancies was 8 381, representing a vacancy rate of 5.3% (i.e. full-time vacancies as a percentage of the total number of full-time employees and vacancies). A slightly higher vacancy rate was found in fast food shops (8.0%).

Table 1j Number of full-time vacancies – by branch & job level

	No. of full-time vacancies	Vacancy rate
By Branch		
Chinese restaurants	1 835	[3.7%]
Non-Chinese restaurants	4 564	[6.5%]
Fast food shops	1 373	[8.0%]
Beverage serving places	265	[4.0%]
Event catering & other meal / food services activities	221	[1.8%]
Restaurants in clubs	123	[3.7%]
By Job Level		
Managerial & professional	6	[0.1%]
Supervisory	627	[1.8%]
Craft / operative	7 747	[6.7%]
Administrative & others	1	[0.1%]
Overall:	8 381	[5.3%]

Vacancy rate = $\frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}}$ (for the respective branch & job level)

1.20 A larger number of full-time vacancies were jobs at the craft / operative level (7 747 vacancies). The top prominent principal job for full-time vacancies was Waiter / Waitress or Server (3 398 vacancies), followed by Cook (1 251 vacancies) and Cleaner or Dishwasher (896 vacancies).

Number of Part-time Vacancies

1.21 There were 10 313 part-time vacancies as of 1 October 2022. Relatively more part-time vacancies were found in fast food shops (4 442 vacancies), followed by non-Chinese restaurants (3 162 vacancies) and beverage serving places (1 456 vacancies).

1.22 The vast majority of part-time vacancies were jobs at the craft / operative level (10 164 vacancies), and the remaining were at the supervisory level (149 vacancies). The top prominent principal job for part-time vacancies was Waiter / Waitress or Server (3 734 vacancies), followed by Food Station / Counter Handler (1 622 vacancies) and Beverage Assistant (1 339 vacancies).

Number of Casual Vacancies

1.23 There were 231 casual vacancies as of 1 October 2022. The majority of casual vacancies were found in non-Chinese restaurants (120 vacancies) and Chinese restaurants (97 vacancies). All of the casual vacancies were jobs at the craft / operative level. 219 were casual vacancies of Waiter / Waitress / Server.

Average Monthly Remuneration Package of Full-time Employees

1.24 The average monthly remuneration package for full-time employees at the managerial and professional level is commonly in the range of \$20,001 - \$30,000 (65.3%). They were followed by \$15,001 - \$25,000 at the supervisory level (71.6%) and administrative level and others (93.4%). The common income range of the craft / operative level was \$20,000 or below (77.5%).

Table 1k Average monthly remuneration package of full-time employees – by job level

	Prominent ranges of remuneration package
Managerial & professional	\$20,001 - \$25,000 (26.9%); \$25,001 - \$30,000 (38.4%)
Supervisory	\$15,001 - \$20,000 (26.2%); \$20,001 - \$25,000 (45.4%)
Craft / operative	\$15,000 or below (28.5%); \$15,001 - \$20,000 (49.0%)
Administrative & others	\$15,001 - \$20,000 (34.6%); \$20,001 - \$25,000 (58.8%)

Average Hourly Wage of Part-time Employees

1.25 Regarding the average hourly wage of part-time employees, 50.7% of the craft / operative level had \$37.5 - \$50, while 47.2% had a higher wage of \$51 - \$80. At the supervisory level, most of them had an hourly wage of \$51 - \$80 (72.8%).

Preferred Education Level

1.26 Most of the full-time employees at the managerial and professional level were expected to have secondary 4 to 6/7 level (57.8%), while a considerable proportion were required to attain diploma / certificate (20.2%). Secondary 4 to 6/7 level was most preferred for employees at the supervisory level (80.2%), while most of those at the craft / operative level were only required to attain secondary 3 or below (64.1%).

Table 11 Preferred education level of full-time employees – by job level

	Prominent preferred education levels
Managerial & professional	Secondary 4 to 6/7 (57.8%); Diploma / certificate (20.2%)
Supervisory	Secondary 4 to 6/7 (80.2%)
Craft / operative	Secondary 3 or below (64.1%)

Preferred Years of Experience

1.27 Employers tended to require full-time employees at the managerial and professional level to have 3 years to less than 10 years of experience (68.8%). The most preferred years of experience for employees at the supervisory level was 1 year to less than 6 years (84.7%), while most of those at the craft / operative level were only required to have less than 1 year of experience (66.4%).

Table 1m Preferred years of experience of full-time employees – by job level

	Prominent preferred years of experience
Managerial & professional	3 - < 6 years (23.5%); 6 - < 10 years (45.3%)
Supervisory	1 - < 3 years (42.0%); 3 - < 6 years (42.7%)
Craft / operative	No experience required (35.5%); < 1 year (30.9%)

Age Distribution

1.28 Full-time employees at the managerial and professional level tended to be older than those at lower job levels. The majority of them aged 36 - 55 (80.8%). For supervisory and craft / operative levels, though most of them aged 36 – 55 (68.6% and 60.4% respectively), considerable proportions were younger in the age range of 26 – 35 (23.8% and 23.3% respectively).

Table 1n Age distribution of full-time employees – by job level

	56 or above	36 – 55	26 – 35	25 or below
Managerial & professional	5.2%	80.8%	13.9%	0.1%
Supervisory	7.0%	68.6%	23.8%	0.6%
Craft / operative	10.6%	60.4%	23.3%	5.7%

Employees Left and Recruited in the Past 12 Months

1.29 A total of 33 346 full-time employees have left their establishments during the 12 months before enumeration. The turnover rate (i.e. the number of full-time employees left as a percentage of the total number of full-time posts) was 21.0%. A higher turnover rate was found at the administrative level and others (32.1%), followed by the craft / operative level (26.3%).

1.30 Besides, a total of 33 744 full-time employees were recruited. Most of the new recruits (70.9%) had relevant experience. Such percentage was relatively higher among the new recruits of the supervisory level (91.6%), followed by the managerial and professional level (81.5%).

Table 1o Full-time employees left and recruited in the past 12 months – by job level

	No. of full-time employees LEFT	Turnover rate	No. of NEW RECRUITS	% of having relevant experience
Managerial & professional	178	[2.6%]	233	81.5%
Supervisory	2 302	[6.6%]	2 039	91.6%
Craft / operative	30 261	[26.3%]	31 087	69.6%
Administrative & others	605	[32.1%]	385	57.1%
Overall:	33 346	[21.0%]	33 744	70.9%

$$\text{Turnover rate} = \frac{\text{No. of full-time employees left}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective job level})$$


Recruitment Difficulties in the Past 12 Months

1.31 Of the establishments which had engaged in recruitment exercises for the respective level of full-time employees during the 12 months before enumeration, the percentages of encountering recruitment difficulties were relatively higher for those recruiting the craft / operative level (71.3%) and supervisory level (70.6%), as compared with the managerial and professional level (45.5%).

1.32 The most frequently mentioned recruitment difficulties are “working conditions (e.g. working hours, shift work)” for the craft / operative level (65.1%) and “lack of candidates with relevant experience” for the supervisory level (40.1%) and managerial and professional level (80.0%).

Table 1p Recruitment difficulties in the past 12 months before enumeration – by job level

	Managerial & Professional	Supervisory	Craft / Operative
With recruitment difficulties	45.5%	70.6%	71.3%
Top 5 difficulties (among those with difficulties):			
• Working conditions (e.g. working hours, shift work)	8.0%	30.5%	65.1%
• Competition for manpower from other industries	18.0%	15.1%	43.8%
• Terms of employment (e.g. compensation & benefits)	24.0%	35.7%	35.6%
• Lack of candidates with relevant experience	80.0%	40.1%	21.7%
• Working environment	4.0%	32.3%	14.3%
No. of establishments with recruitment exercise (% of establishments with recruitment exercise for the respective level of full-time employees)	110 (0.7%)	544 (3.5%)	9 303 (59.7%)

 denotes prominent recruitment difficulties in the respective job level.

Note: Respondents may have mentioned more than one recruitment difficulties.

Expected Change in Business Volume in the Next 12 Months

1.33 Most of the establishments (58.7%) expected that their business volume will remain stable in the next 12 months. Only 5.9% anticipated that it will be better, while 13.3% expected that it will be worse.

Preferred Mode of Training

1.34 Employers with the respective level of full-time employees generally preferred on-the-job training, both for employees at the managerial / professional and supervisory level (81.3%) and craft / operative level (88.1%).

Expected Change in Training and Staff Development Budget in the Next 12 Months

1.35 More than half of the establishments (55.1%) expected that the budget for training and staff development for the next 12 months will remain unchanged as compared with that in the last year. Besides, quite a number of establishments (42.8%) claimed that they did not arrange training in the last year or in the next 12 months.

Training Areas Required for Employees to Meet the Emerging Trend of the Industry

1.36 Some training areas were considered necessary for all job levels of full-time employees to meet the emerging trend of the industry, including:

- “Customer service”;
- “Food hygiene and safety”; and
- “Communication”.

Table 1q Top 5 training areas required for full-time employees to meet the emerging trend of the industry – by job level

	Managerial & Professional	Supervisory	Craft / Operative
• 1st	Supervisory Techniques, Leadership Skills	Food Hygiene & Safety	
	76.4%	78.4%	85.8%
• 2nd	Customer Service		
	67.3%	72.4%	78.4%
• 3rd	Food Hygiene & Safety	Supervisory Techniques, Leadership Skills	Communication
	66.9%	63.0%	61.8%
• 4th	Communication		Restaurant Service
	59.6%	56.3%	54.1%
• 5th	Cost Control	Problem Solving	
	57.5%	53.3%	42.7%

Notes: (i) Percentages of establishments with the respective level of full-time employees.
(ii) Respondents may have mentioned more than one training areas.

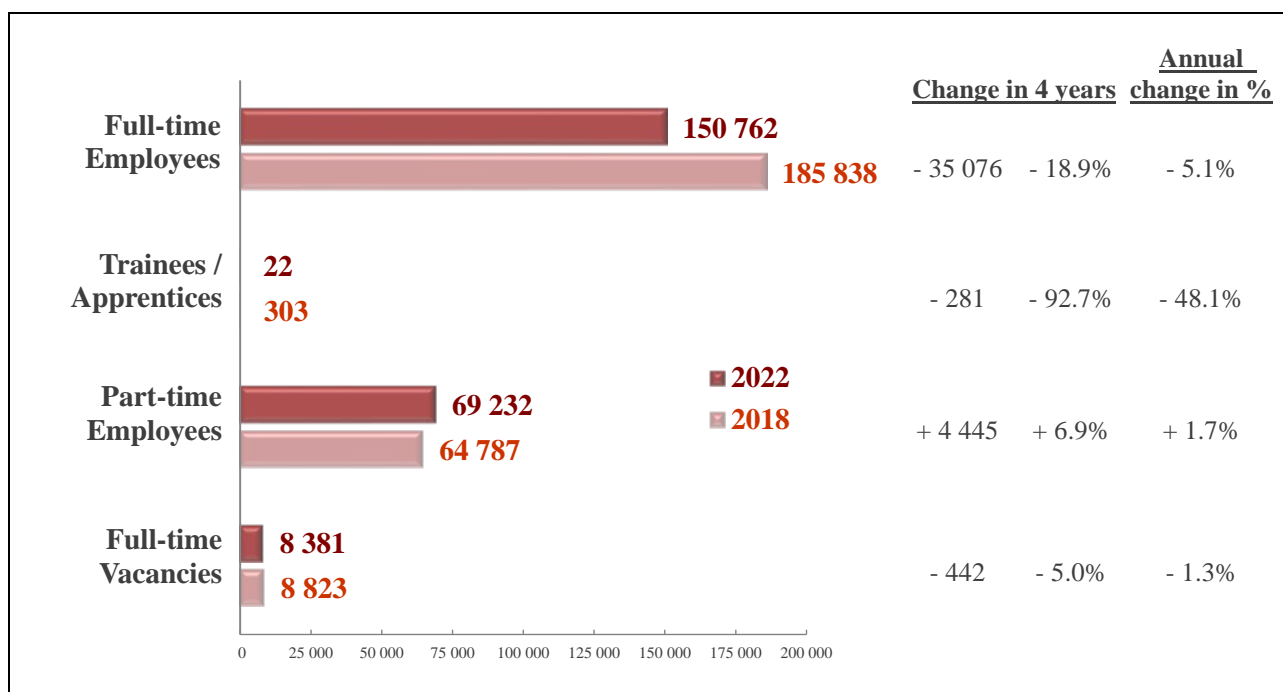
Manpower Analysis

Manpower Changes between 2022 and 2018

Overview of Manpower Changes

1.37 In general, the numbers of full-time headcounts have decreased in 2022, including full-time employees (-35 076), trainees / apprentices (-281) and full-time vacancies (-442). On the other hand, the number of part-time employees has increased (+4 445). Likely due to the impact of the COVID-19 pandemic in the past years, employing staff on a part-time basis could give more flexibility for the changes in business hours.

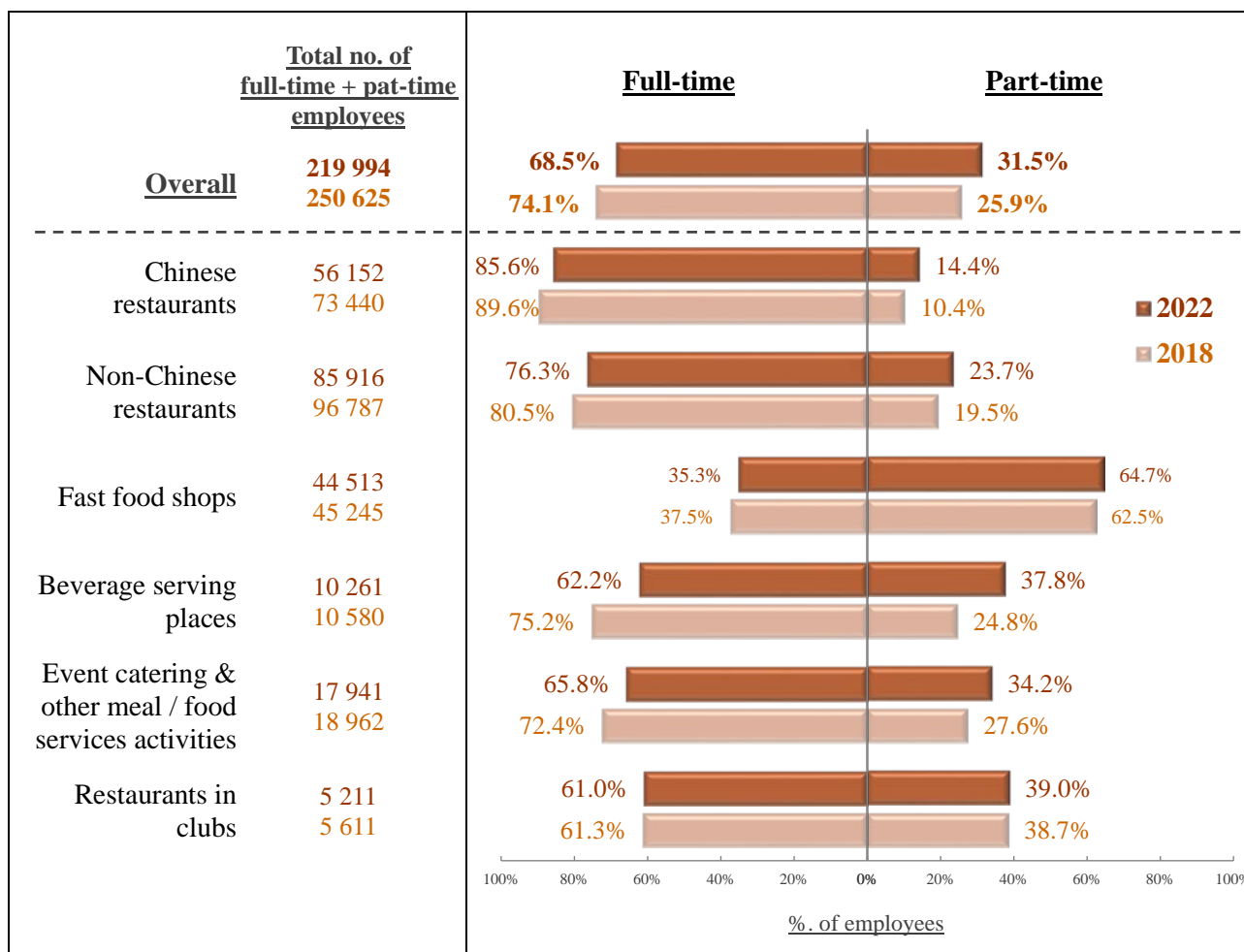
Chart 1b Overview of manpower changes



Note: In the 2018 Survey, no data was collected for the number of casuals, part-time vacancies and casual vacancies.

1.38 In overall, the proportion of part-time employees has increased from 25.9% in 2018 to 31.5% in 2022, with an increment of 5.6%. An increase in the proportion of part-time employees was found in all branches. The largest increase was found in beverage serving places (+13.0%), followed by event catering and other meal / food services activities (+6.6%).

Chart 1c Changes in the proportion of full-time and part-time employees – by branch



Changes in the Number of Full-time Employees

1.39 The total number of full-time employees has decreased from 185 838 in 2018 to 150 762 in 2022, with a decrement of 18.9% (-35 076 persons). Decreases were found in all branches. The largest decrease was found in Chinese restaurants (-17 742 persons), followed by non-Chinese restaurants (-12 341 persons). Besides, the largest decrement was also found in Chinese restaurants (-26.9%), followed by beverage serving places (-19.7%).

1.40 A decrease in the number of full-time employees was also found across all job levels. A larger decrease was recorded for the craft / operative level (-27 958 persons).

Table 1r Changes in the number of full-time employees – by branch & job level

	No. of full-time employees		Change in 4 years		Annual change in %
	2022	2018			
By Branch					
Chinese restaurants	48 092	65 834	- 17 742	- 26.9%	- 7.6%
Non-Chinese restaurants	65 582	77 923	- 12 341	- 15.8%	- 4.2%
Fast food shops	15 717	16 952	- 1 235	- 7.3%	- 1.9%
Beverage serving places	6 387	7 957	- 1 570	- 19.7%	- 5.3%
Event catering & other meal / food services activities	11 807	13 733	- 1 926	- 14.0%	- 3.7%
Restaurants in clubs	3 177	3 439	- 262	- 7.6%	- 2.0%
By Job Level					
Managerial & professional	6 909	8 742	- 1 833	- 21.0%	- 5.7%
Supervisory	34 442	39 179	- 4 737	- 12.1%	- 3.2%
Craft / operative	107 528	135 486	- 27 958	- 20.6%	- 5.6%
Administrative & others	1 883	2 431	- 548	- 22.5%	- 6.2%
Overall:	150 762	185 838	- 35 076	- 18.9%	- 5.1%

Changes in the Number of Part-time Employees

1.41 The total number of part-time employees has increased, from 64 787 in 2018 to 69 232 in 2022, with an increment of 6.9% (+4 445 persons). Except for restaurants in clubs, increases were found in all other branches. The largest increase was recorded for non-Chinese restaurants (+1 470 persons), while the largest increment was found in beverage serving places (+47.7%).

1.42 In terms of job level, the overall increase of part-time employees was basically contributed by the increase for the craft / operative level (+4 741 persons). On the other hand, a decrease of part-time employees was found for supervisory level (-297 persons).

Table 1s Changes in the number of part-time employees – by branch & job level

	No. of part-time employees		Change in 4 years		Annual change in %
	2022	2018			
By Branch					
Chinese restaurants	8 060	7 606	+ 454	+ 6.0%	+ 1.5%
Non-Chinese restaurants	20 334	18 864	+ 1 470	+ 7.8%	+ 1.9%
Fast food shops	28 796	28 293	+ 503	+ 1.8%	+ 0.4%
Beverage serving places	3 874	2 623	+ 1 251	+ 47.7%	+ 10.2%
Event catering & other meal / food services activities	6 134	5 229	+ 905	+ 17.3%	+ 4.1%
Restaurants in clubs	2 034	2 172	- 138	- 6.4%	- 1.6%
By Job Level					
Managerial & professional	0	0	0	-	-
Supervisory	1 350	1 647	- 297	- 18.0%	- 4.8%
Craft / operative	67 879	63 138	+ 4 741	+ 7.5%	+ 1.8%
Administrative & others	3	2	+ 1	+ 50.0%	+ 10.7%
Overall:	69 232	64 787	+ 4 445	+ 6.9%	+ 1.7%

Changes in the Number of Full-time Vacancies

1.43 The total number of full-time vacancies has decreased, from 8 823 in 2018 to 8 381 in 2022, with a decrement of 5.0% (-442 vacancies). The largest decrease was recorded for the craft / operative level (-618 vacancies), while an increase was recorded for the supervisory level (+201 vacancies).

Table 1t Changes in the number of full-time vacancies – by job level

	No. of full-time vacancies		Change in 4 years		Annual change in %	Vacancy rate	
	2022	2018				2022	2018
Managerial & professional	6	28	- 22	- 78.6%	- 32.0%	[0.1%]	[0.3%]
Supervisory	627	426	+ 201	+ 47.2%	+ 10.1%	[1.8%]	[1.1%]
Craft / operative	7 747	8 365	- 618	- 7.4%	- 1.9%	[6.7%]	[5.8%]
Administrative & others	1	4	- 3	- 75.0%	- 29.3%	[0.1%]	[0.2%]
Overall:	8 381	8 823	- 442	- 5.0%	- 1.3%	[5.3%]	[4.5%]

Vacancy rate = $\frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}}$ (for the respective job level)

Changes in the Average Monthly Remuneration Package

1.44 Compared with the results of the 2018 survey, a general upward trend in average monthly remuneration package was recorded in 2022 across various job levels.

Table 1u Change in the average monthly remuneration package – by job level

	Prominent ranges of remuneration package	
	2022	2018
Managerial & professional	\$20,001 - \$25,000 (26.9%); \$25,001 - \$30,000 (38.4%)	\$20,001 - \$25,000 (30.7%); \$25,001 - \$30,000 (31.4%)
Supervisory	\$15,001 - \$20,000 (26.2%); \$20,001 - \$25,000 (45.4%)	\$15,001 - \$20,000 (37.4%); \$20,001 - \$25,000 (37.2%)
Craft / operative	\$15,000 or below (28.5%); \$15,001 - \$20,000 (49.0%)	\$15,000 or below (39.2%); \$15,001 - \$20,000 (45.2%)
Administrative & others	\$15,001 - \$20,000 (34.6%); \$20,001 - \$25,000 (58.8%)	\$15,000 or below (23.3%); \$15,001 - \$20,000 (60.1%)

Changes in Preferred Education Level

1.45 Compared with the results of the 2018 survey, employers tended to have lower requirement on the education level of the craft / operative level as well as managerial and professional level.

Table 1v Change in preferred education level – by job level

	Prominent preferred education levels	
	2022	2018
Managerial & professional	Secondary 4 to 6/7 (57.8%); Diploma / certificate (20.2%)	Secondary 4 to 6/7 (47.1%); First degree or above (23.9%)
Supervisory	Secondary 4 to 6/7 (80.2%)	Secondary 4 to 6/7 (74.4%)
Craft / operative	Secondary 3 or below (64.1%)	Secondary 3 or below (49.4%); Secondary 4 to 6/7 (45.6%)

Changes in Preferred Years of Experience

1.46 Compared with the results of the 2018 survey, employers tended to have higher requirements on years of experience for middle to higher job levels, and lower requirements for the lower job level.

Table 1w Change in preferred years of experience – by job level

	Prominent preferred years of experience	
	2022	2018
Managerial & professional	3 - < 6 years (23.5%); 6 - < 10 years (45.3%)	3 - < 5 years (55.7%); 5 - < 10 years (19.0%)
Supervisory	1 - < 3 years (42.0%); 3 - < 6 years (42.7%)	1 - < 3 years (61.0%)
Craft / operative	No experience required (35.5%); < 1 year (30.9%)	No experience required (29.4%); < 1 year (44.0%)

Manpower Projection and Annual Additional Manpower Requirement

1.47 The annual additional manpower requirements have taken into account (i) projected manpower trend and (ii) wastage rate of the industry (i.e. percentage of employees leaving the industry permanently on an annual basis). A summary of estimated annual additional manpower requirements from 2023 to 2026 is shown in Table 1x below.

Table 1x Estimated Annual Additional Manpower Requirement from 2023 to 2026

Job Level	Estimated Annual Additional Manpower Requirement
Managerial / Professional	93
Supervisory	1,021
Craft / Operative	17,829
Administrative & Others	427

Recommendations

Government

1.48 Considering the staffing situation, the Government can encourage the industry to utilise multiple employment schemes to recruit different segments of the workforce, including women, young school leavers, and the elderly and middle-aged citizens who are energetic and enthusiastic about the job market. Funding schemes for lifelong learning and training of the new workforce should also be promoted to employers and employees. In addition, the Government can further promote other schemes for food waste collection and technology applications so that the industry can pool its resources for manpower.

Training Institutions

1.49 To meet the manpower needs of the industry, the training institutions should align the training contents with the latest trends and developments of the industry, as well as focusing the training on food safety and hygiene, customer service, digital skills and knowledge of Environmental, Social, Governance (ESG). Skills and knowledge on catering for large-scale events should also be included, seeing the trend of organisation of significant events after the resumption of normalcy. Promotion of catering-related vocational training programmes should also be further promoted to students, parents, teachers, career masters and other stakeholders.

Employers

1.50 Employers can capitalise on various employment schemes to recruit diversified human resources to ease staffing. At the same time, the working conditions should be reviewed and refined to improve the staff's job satisfaction, which is necessary for staff retention. Staff training should also be encouraged so that staff can reskill, upskill, and keep up-to-date with the industry environment.

Employees

1.51 Industry practitioners should better prepare themselves for changes in the ever-changing working environment. Employees are recommended to utilise the Continuing Education Fund to pursue continuing education and training for lifelong learning, reskilling, upskilling, and better preparation for the jobs.

2 Introduction

Background

2.1 The Hotel, Catering and Tourism Training Board (Training Board) of the Vocational Training Council (VTC) is appointed by the Government of the Hong Kong Special Administrative Region (HKSAR) to analyse the manpower situation and training needs of the Catering Industry. The Training Board comprises members recommended by major trade associations, trade unions, professional bodies, educational and training institutions and Government departments. The Working Party of the manpower survey is formed by selected members of the Training Board. The membership and terms of reference of the Training Board, as well as the members of the Working Party, are listed in **Appendices 1, 2 and 3**.

2.2 The manpower survey of the Catering Industry is conducted every four years, followed by two periodic manpower updates supplemented with information collected from the focus group and desk research to better reflect the changing trends of the manpower situation. This manpower survey mainly focused on the analysis of technical manpower, which refers to the personnel who are expected to apply the industrial knowledge and technical skills required to complete the work assigned.

2.3 Manpower data with respect to survey reference date of 1 October 2022 was collected from October to December 2022. This report presents the survey findings and analysis of the latest manpower situation of the Catering Industry and proposes recommendations on the manpower development to the different stakeholders of the industry, including employers, employees, training providers and the Government, by making reference to the business outlook.

Objectives

2.4 The objectives of this manpower survey are:

- (a) Collecting up-to-date manpower information by principal jobs, by job level and by branch in the industry;
- (b) Assessing the technical manpower structure;
- (c) Forecasting the training requirements in the near future; and
- (d) Recommending to the VTC and relevant stakeholders the development of training strategies to meet the needs.

Survey Coverage

2.5 The survey covered the following branches in the industry:

- Chinese Restaurants
- Non-Chinese Restaurants (e.g. Hong Kong-style tea cafes, fusion, and countries cuisines such as Western, Japanese and Korean)
- Fast Food Shops
- Beverage Serving Places (e.g. bars, coffee shops and herb tea shops)
- Event Catering and Other Meal / Food Services Activities (e.g. desserts houses, food courts and takeaway shops)
- Restaurants in Clubs

3 Methodology

Sample Design

3.1 Based on the Hong Kong Standard Industrial Classification list from the Census and Statistics Department of the HKSAR Government, the survey covered 18 464 establishments in different branches of the industry. By adopting the stratified random sampling method for selecting establishments from the Central Register of Establishments of the Census and Statistics Department (C&SD) and including supplementary samples recommended by the Training Board, a total of 704 establishments were selected for the survey, comprising 167 Chinese restaurants, 206 non-Chinese restaurants, 107 fast food shops, 97 beverage serving places, 90 operators of event catering and other meal / food services activities and 37 restaurants in clubs.

Questionnaire Design

3.2 The questionnaire designed for the survey comprised two parts. Part I collected quantitative manpower information by job levels and by principal jobs, and Part II collected supplementary information related to manpower situation. The list of principal jobs was defined by the Training Board with detailed job descriptions given for each job, and was classified into 4 sections and 4 job levels as follows:

Sections

- (a) Sales and Management Section
- (b) Table Service Section
- (c) Production Section
- (d) Beverage Section

Job Levels

- (a) Managerial and Professional Level
- (b) Supervisory Level
- (c) Craft / Operative Level
- (d) Administrative and Others

3.3 While job titles adopted in the establishments might vary with the descriptions of the principal jobs, respondents were asked to provide manpower information corresponding to the job descriptions and the skill levels of the principal jobs. The definition of terms and the survey documents, including a sample questionnaire, explanatory notes and job descriptions for the principal jobs are given in **Appendices 4 and 5**.

Data Collection

3.4 Data collection was carried out between October and December 2022. A pack of survey documents was given to each sampled establishment. The respondents of the establishments were asked to provide manpower information of their establishments at the time of the survey with the reference date of 1 October 2022. During the fieldwork period, enumerators assisted the respondents in completing the questionnaire through phone calls or on-site visits.

3.5 Various measures were taken to ensure the quality of the data collection process. These included prior fieldwork preparation, thorough training of fieldwork staff, monitoring of the fieldwork execution, measures to increase the response rate, checking of the completed questionnaires, double data entry and validation and verification of the collected data. The list of quality control measures is shown in **Appendix 6**.

Data Analysis

3.6 Among the 465 valid sampled establishments, 452 were successfully enumerated which contributed to an effective response rate of 97.2%^{Note}. Taking into account (a) the satisfactory response rate of individual branch, (b) the satisfactory response rate from a majority of prominent and sizeable establishments, and (c) the grossing-up of sample results based on the statistically-grounded method, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the Catering Industry. The response rate achieved for individual branches was also adequate to produce meaningful breakdown by branch. The response profile is shown in **Appendix 7**.

Manpower Projection Methodology

3.7 The Training Board adopts the approach of statistical modelling for projecting the manpower demand of the catering industry for the period from 2023 to 2026. The statistical model is built by considering relevant economic indicators which reflect important changes in the local economy, demography and labour market. The details of the projection methodology are provided in **Appendix 8**.

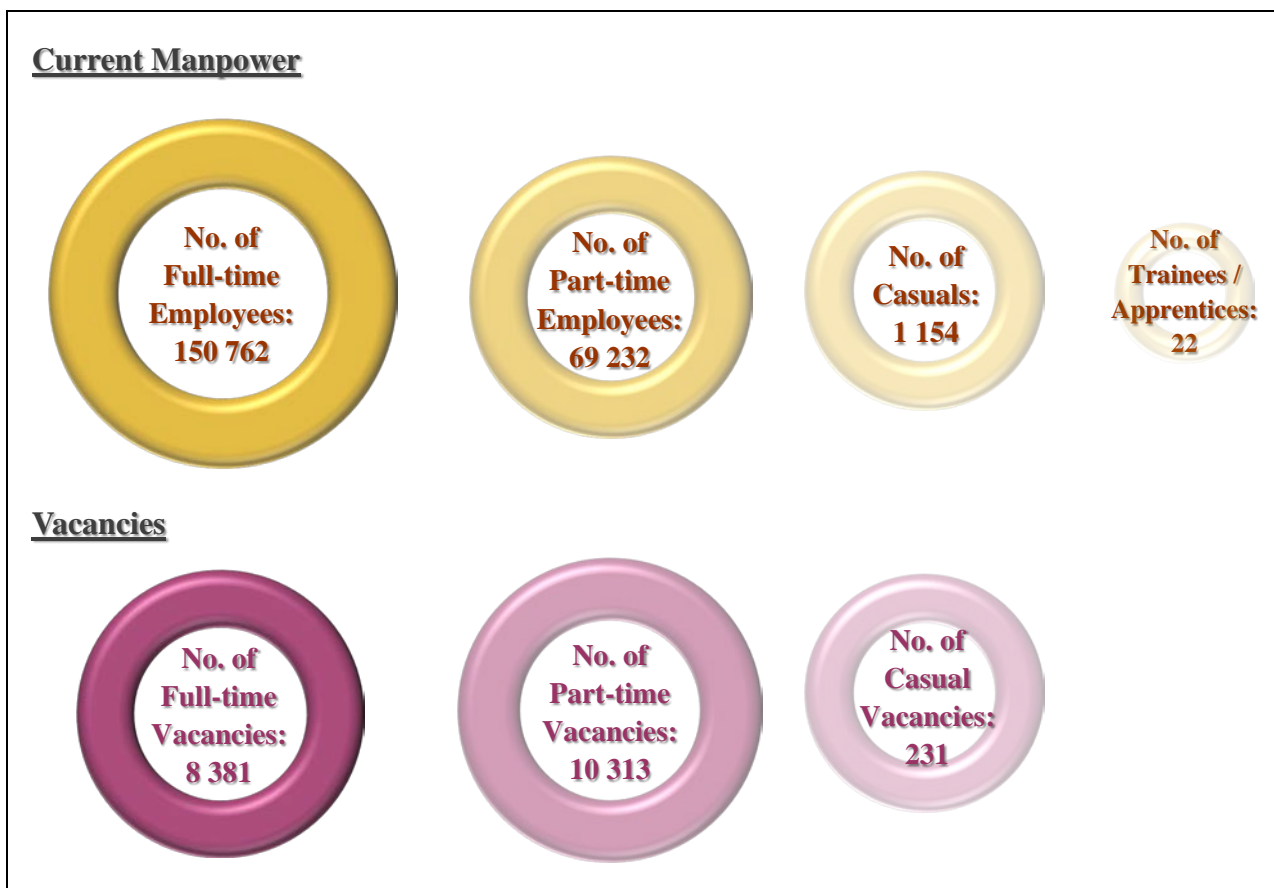
^{Note} Sampled establishments which had ceased operation, had not employed any staff for catering, etc. were classified as invalid samples.

4 Survey Findings

4.1 Overview of Manpower Situation

4.1.1 The survey revealed that as of 1 October 2022 (i.e. the reference date of the survey), a total of 150 762 full-time employees, 69 232 part-time employees and 1 154 casuals were engaged in the Catering Industry, and 22 trainees / apprentices were reported. Moreover, there were 8 381 full-time vacancies, 10 313 part-time vacancies and 231 casual vacancies.

Chart 4.1 Overview of manpower situation



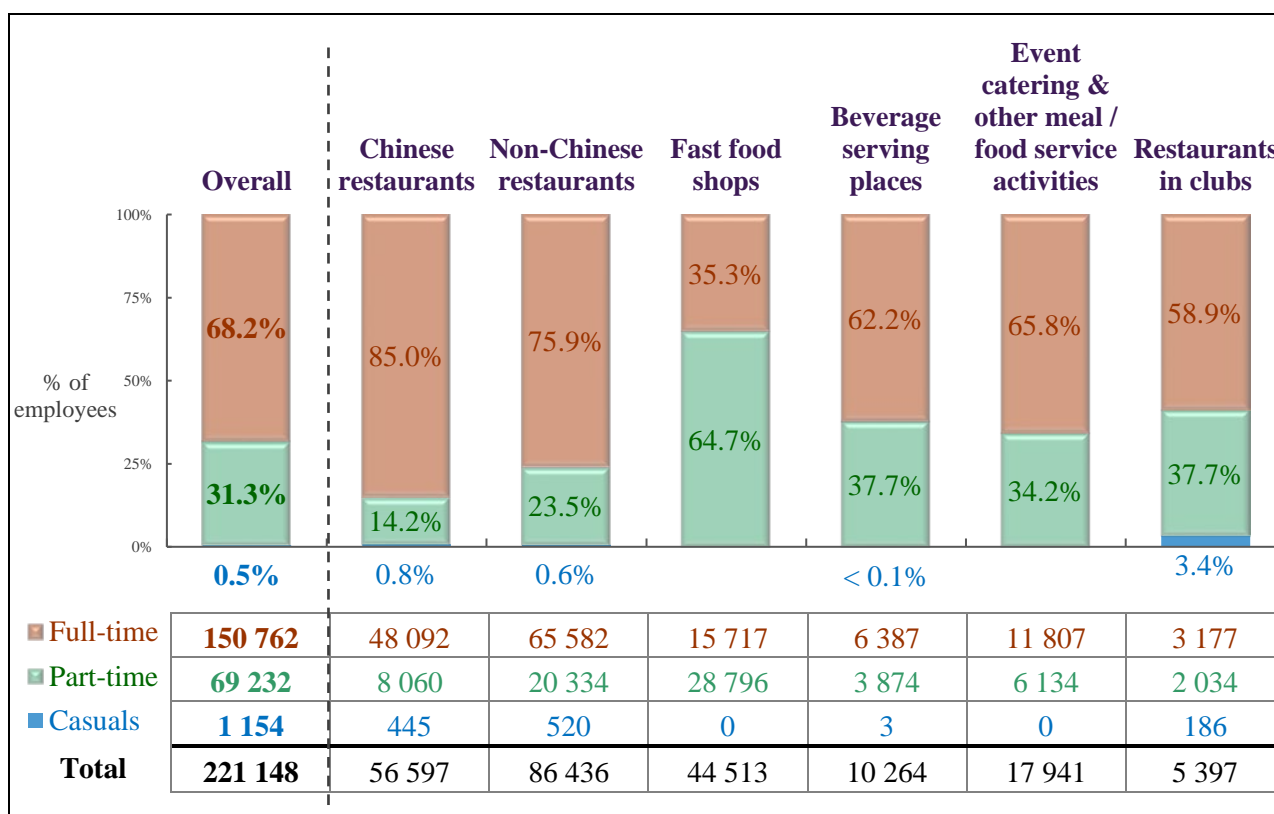
Note: “Vacancies” refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at the survey reference date.

4.2 Overview of Current Manpower

4.2.1 Aggregating the number of full-time, part-time and casual employees, it was estimated that there were 221 148 employees as of 1 October 2022. Full-time employees accounted for the largest proportion (68.2%), while only a very small proportion (0.5%) were casuals.

4.2.2 Analysing by branch, it was observed that fast food shops required a higher percentage of part-time employees (64.7%), as compared with their counterparts (below 38%).

Chart 4.2 Distribution of different types of employees – by branch



4.2.3 When analysed by job level, the percentage of part-time employees was significantly higher among the craft / operative level (38.4%; vs. below 4% among other job levels). In addition, all casuals were craft / operative level.

Table 4.2a Distribution of different types of employees – by job level

	OVERALL		Managerial & Professional		Supervisory		Craft / Operative		Administrative & Others	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	150 762	68.2%	6 909	100.0%	34 442	96.2%	107 528	60.9%	1 883	99.8%
Part-time	69 232	31.3%	0	0%	1 350	3.8%	67 879	38.4%	3	0.2%
Casuals	1 154	0.5%	0	0%	0	0%	1 154	0.7%	0	0%
Overall:	221 148	100.0%	6 909	100.0%	35 792	100.0%	176 561	100.0%	1 886	100.0%

4.2.4 Including full-time, part-time and casual employees, Waiter / Waitress or Server (49 880 persons) was the top prominent principal job in the industry, followed by Cook (22 234 persons), Cleaner or Dishwasher (20 357 persons), Food Station / Counter Handler (16 584 persons) and Beverage Assistant (12 726 persons). It was observed that the majority of Cooks (81.7%) were working on a full-time basis, whereas most of the Food Station / Counter Handlers (69.3%) were working on a part-time basis.

Table 4.2b Distribution of different types of employees – by top 5 prominent principal jobs

	Waiter / Waitress; Server		Cook		Cleaner; Dishwasher		Food Station / Counter Handler		Beverage Assistant	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	28 554	57.2%	18 162	81.7%	10 733	52.7%	5 087	30.7%	7 156	56.2%
Part-time	20 475	41.0%	4 038	18.2%	9 511	46.7%	11 497	69.3%	5 570	43.8%
Casuals	851	1.7%	34	0.2%	113	0.6%	0	0%	0	0%
Overall:	49 880	100.0%	22 234	100.0%	20 357	100.0%	16 584	100.0%	12 726	100.0%

4.3 Number of Full-time Employees

By Branch

4.3.1 Among the 150 762 full-time employees, relatively more were working in non-Chinese restaurants (43.5%; 65 582 persons), followed by Chinese restaurants (31.9%; 48 092 persons) and fast food shops (10.4%; 15 717 persons).

Table 4.3a Number of full-time employees – by branch

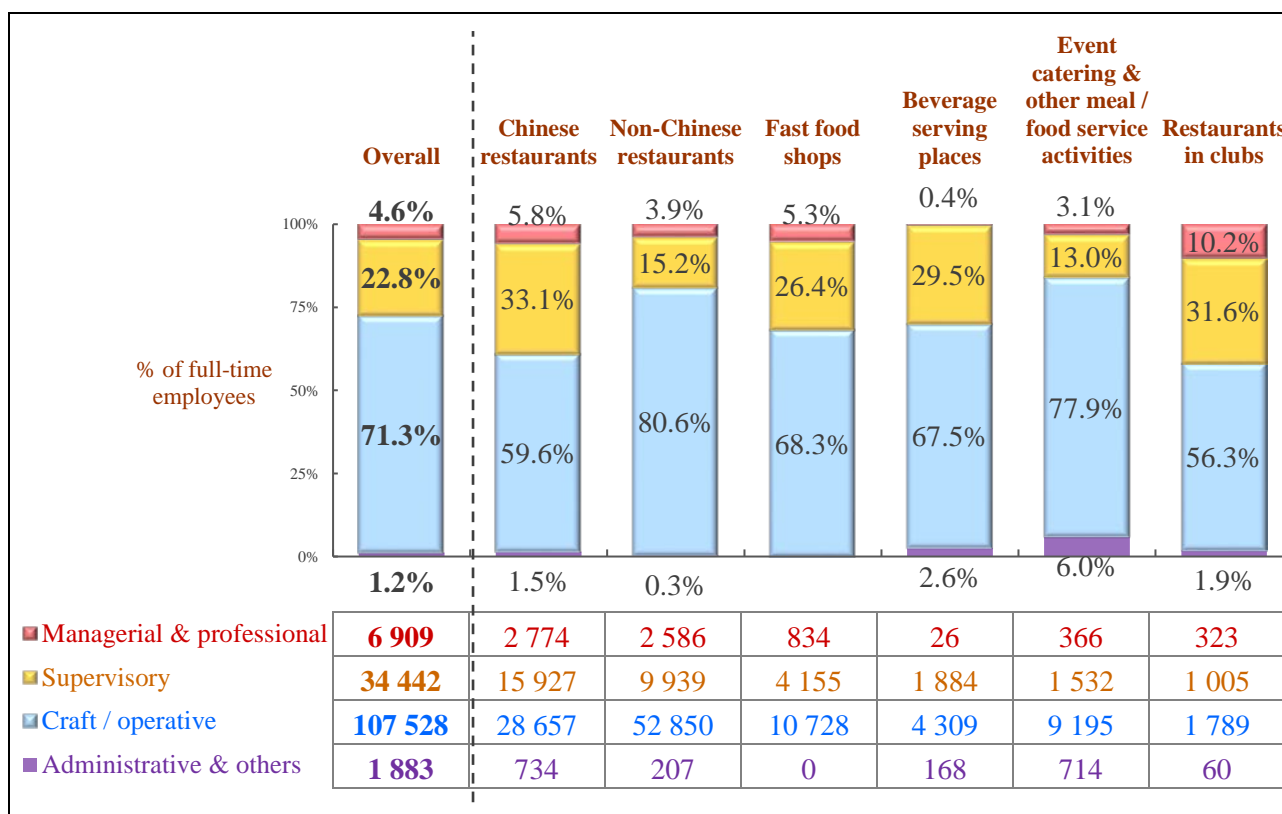
	No. of full-time employees	(%)
Chinese restaurants	48 092	31.9%
Non-Chinese restaurants	65 582	43.5%
Fast food shops	15 717	10.4%
Beverage serving places	6 387	4.2%
Event catering & other meal / food services activities	11 807	7.8%
Restaurants in clubs	3 177	2.1%
Overall:	150 762	100.0%

By Branch and Job Level

4.3.2 Analysing by job level, the largest proportion of full-time employees were working at the craft / operative level (71.3%; 107 528 persons), more than one-fifth at the supervisory level (22.8%; 34 442 persons), and small proportions at the managerial and professional level (4.6%; 6 909 persons) and administrative level and others (1.2%; 1 883 persons).

4.3.3 Across the various branches, the percentages of the craft / operative level were relatively higher in non-Chinese restaurants (80.6%) as well as event catering and other meal / food services activities (77.9%), as compared with other branches (below 69%). Besides, the percentages of the supervisory level were relatively higher in Chinese restaurants (33.1%), restaurants in clubs (31.6%), beverage serving places (29.5%) and fast food shops (26.4%), as compared with their counterparts (below 16%).

Chart 4.3 Number of full-time employees – by branch & job level



Prominent Principal Jobs

4.3.4 In overall, the most prominent principal job of full-time employees was Waiter / Waitress or Server (28 554 persons), followed by Cook (18 162 persons) and Restaurant Head Supervisor (11 139 persons). At the managerial and professional level, Restaurant / Banquet Manager (5 364 persons) was the top prominent principal job.

Table 4.3b Top 3 prominent principal jobs of full-time employees – by job level

Job level	Principal Jobs	No. of full-time employees	% among all full-time employees in the respective job level
Managerial & Professional (Total: 6 909 full-time employees)	Restaurant / Banquet Manager	5 364	77.6%
	Executive Chinese Chef / Sous Chef	359	5.2%
	Head / Sous Chef	330	4.8%
Supervisory (Total: 34 442 full-time employees)	Restaurant Head Supervisor 3	11 139	32.3%
	Captain / Restaurant Supervisor	4 691	13.6%
	Senior Cook	3 774	11.0%
Craft / Operative (Total: 107 528 full-time employees)	Waiter / Waitress; Server 1	28 554	26.6%
	Cook 2	18 162	16.9%
	Cleaner; Dishwasher	10 733	10.0%
Administrative & Others (Total: 1 883 full-time employees)	Accounting Clerk	877	46.6%
	HR / General Office Clerk	528	28.0%
	General Storekeeper; Store & Receiving / Purchasing / QC Clerk	353	18.7%

4.4 Number of Part-time Employees

4.4.1 Among the 69 232 part-time employees, relatively more were working in fast food shops (41.6%; 28 796 persons), followed by non-Chinese restaurants (29.4%; 20 334 persons) and Chinese restaurants (11.6%; 8 060 persons).

4.4.2 In terms of job level, virtually all part-time employees were working at the craft / operative level (98.0%).

Table 4.4a Number of part-time employees – by branch & job level

	No. of part-time employees	(%)
By Branch		
Chinese restaurants	8 060	11.6%
Non-Chinese restaurants	20 334	29.4%
Fast food shops	28 796	41.6%
Beverage serving places	3 874	5.6%
Event catering & other meal / food services activities	6 134	8.9%
Restaurants in clubs	2 034	2.9%
By Job Level		
Managerial & professional	0	0%
Supervisory	1 350	1.9%
Craft / operative	67 879	98.0%
Administrative & others	3	< 0.1%
Overall:	69 232	100.0%

4.4.3 The most prominent principal job of part-time employees was Waiter / Waitress or Server (20 475 persons), followed by Food Station / Counter Handler (11 497 persons) and Cleaner or Dishwasher (9 511 persons).

Table 4.4b Top 5 prominent principal jobs of part-time employees

Principal Jobs	No. of part-time employees	% among all part-time employees
Waiter / Waitress; Server	20 475	29.6%
Food Station / Counter Handler	11 497	16.6%
Cleaner; Dishwasher	9 511	13.7%
Cashier	6 366	9.2%
Beverage Assistant	5 570	8.0%

4.5 Number of Casuals

4.5.1 Among a total of 1 154 casuals, relatively more were employed in non-Chinese restaurants (45.1%; 520 persons), followed by Chinese restaurants (38.6%; 445 persons) and restaurants in clubs (16.1%; 186 persons).

4.5.2 All of the casuals were working at the craft / operative level. Nearly three-quarters of them (73.7%; 851 persons) were Waiters / Waitresses or Servers.

Table 4.5a Number of casuals – by branch & job level

	No. of casuals	(%)
By Branch		
Chinese restaurants	445	38.6%
Non-Chinese restaurants	520	45.1%
Fast food shops	0	0%
Beverage serving places	3	0.3%
Event catering & other meal / food services activities	0	0%
Restaurants in clubs	186	16.1%
By Job Level		
Managerial & professional	0	0%
Supervisory	0	0%
Craft / operative	1 154	100.0%
Administrative & others	0	0%
Overall:	1 154	100.0%

Table 4.5b Top 3 prominent principal jobs of casuals

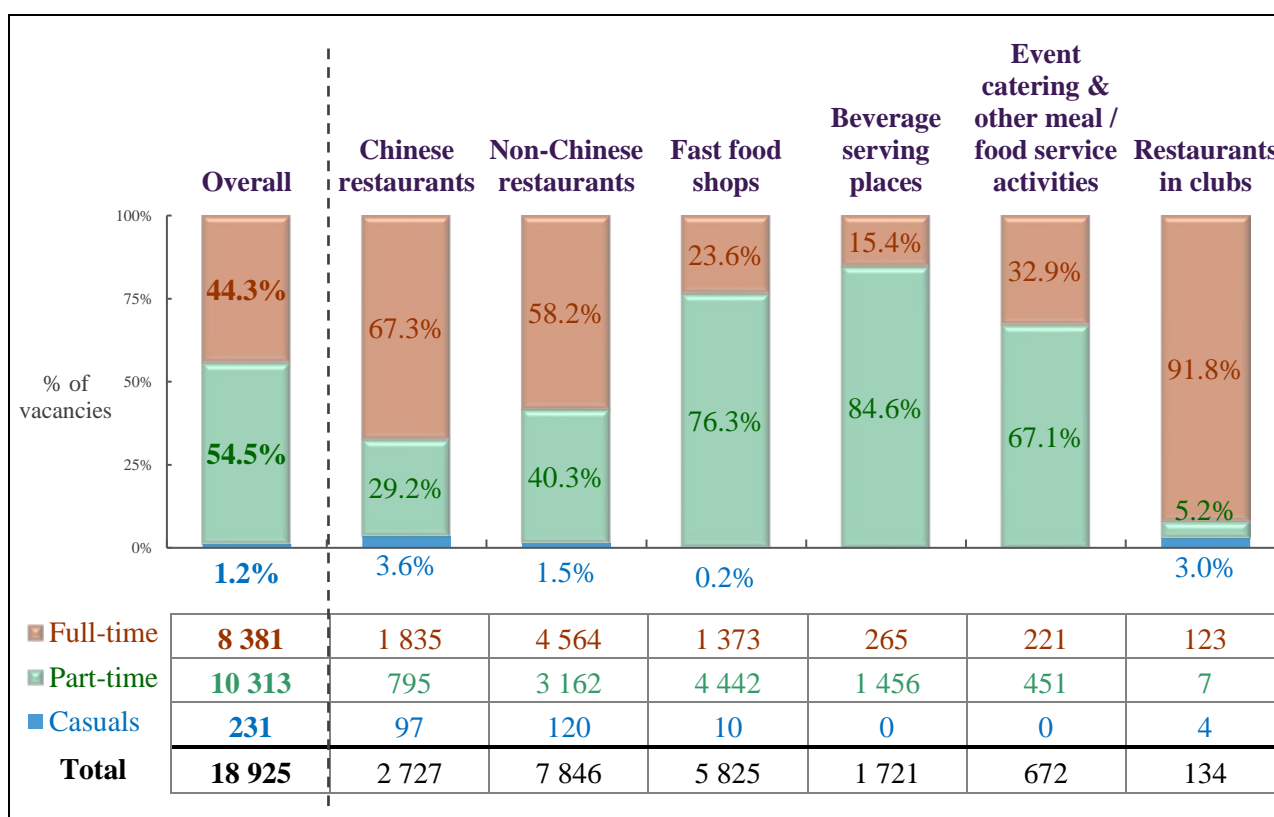
Principal Jobs	No. of casuals	% among all casuals
Waiter / Waitress; Server	851	73.7%
No. 4 Cook	129	11.2%
Cleaner; Dishwasher	113	9.8%

4.6 Overview of Vacancies

4.6.1 Aggregating the number of full-time, part-time and casual vacancies, it was estimated that there were 18 925 vacancies as of 1 October 2022. It was noted that the number of part-time vacancies (10 313 vacancies; 54.5%) was more than that of the full-time (8 381 vacancies; 44.3%).

4.6.2 Analysing by branch, it was observed that the percentages of part-time vacancies were significantly higher among beverage serving places (84.6%), fast food shops (76.3%) as well as event catering and other meal / food services activities (67.1%), as compared with their counterparts (below 41%).

Chart 4.6 Distribution of different types of vacancies – by branch



4.6.3 When analysed by job level, more than half of the vacancies for the craft / operative level (56.0%) were on a part-time basis, while the majority of vacancies for the supervisory level (80.8%) were on a full-time basis.

Table 4.6a Distribution of different types of vacancies – by job level

	OVERALL		Managerial & Professional Level		Supervisory Level		Craft / Operative Level		Administrative Level & Others	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	8 381	44.3%	6	100.0%	627	80.8%	7 747	42.7%	1	100.0%
Part-time	10 313	54.5%	0	0%	149	19.2%	10 164	56.0%	0	0%
Casuals	231	1.2%	0	0%	0	0%	231	1.3%	0	0%
Overall:	18 925	100.0%	6	100.0%	776	100.0%	18 142	100.0%	1	100.0%

4.6.4 Including full-time, part-time and casual vacancies, Waiter / Waitress or Server (7 351 vacancies) was the top prominent vacancies in the industry, followed by Food Station / Counter Handler (1 985 vacancies), Beverage Assistant (1 870 vacancies), Cook (1 851 vacancies) and Cleaner or Dishwasher (1 811 vacancies). Similar to the pattern of current employees, most of the vacancies for Cooks (67.6%) were on a full-time basis, whilst the majority of vacancies for Food Station / Counter Handlers (81.7%) were on a part-time basis.

Table 4.6b Distribution of different types of vacancies – by top 5 prominent vacancies

	Waiter / Waitress; Server		Food Station / Counter Handler		Beverage Assistant		Cook		Cleaner; Dishwasher	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	3 398	46.2%	363	18.3%	521	27.9%	1 251	67.6%	896	49.5%
Part-time	3 734	50.8%	1 622	81.7%	1 339	71.6%	600	32.4%	913	50.4%
Casuals	219	3.0%	0	0%	10	0.5%	0	0%	2	0.1%
Overall:	7 351	100.0%	1 985	100.0%	1 870	100.0%	1 851	100.0%	1 811	100.0%

4.7 Number of Full-time Vacancies

4.7.1 As of 1 October 2022, the total number of full-time vacancies was 8 381, representing a vacancy rate of 5.3% (i.e. full-time vacancies as a percentage of the total number of full-time employees and vacancies).

4.7.2 Similar to the distribution of full-time employees, relatively more full-time vacancies were found in non-Chinese restaurants (4 564 vacancies). Among the 6 branches, a slightly higher vacancy rate was found in fast food shops (8.0%), followed by non-Chinese restaurants (6.5%).

4.7.3 A larger number of full-time vacancies were jobs in the craft / operative level (7 747 vacancies). The vacancy rate was also higher among this job level (6.7%).

Table 4.7a Number of full-time vacancies – by branch & job level

	No. of full-time vacancies	Vacancy rate
By Branch		
Chinese restaurants	1 835	[3.7%]
Non-Chinese restaurants	4 564	[6.5%]
Fast food shops	1 373	[8.0%]
Beverage serving places	265	[4.0%]
Event catering & other meal / food services activities	221	[1.8%]
Restaurants in clubs	123	[3.7%]
By Job Level		
Managerial & professional	6	[0.1%]
Supervisory	627	[1.8%]
Craft / operative	7 747	[6.7%]
Administrative & others	1	[0.1%]
Overall:	8 381	[5.3%]

Vacancy rate = $\frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}}$ (for the respective branch & job level)

4.7.4 The top prominent principal job for full-time vacancies was Waiter / Waitress or Server (3 398 vacancies), followed by Cook (1 251 vacancies) and Cleaner or Dishwasher (896 vacancies).

Table 4.7b Top 5 prominent principal jobs of full-time vacancies

Principal Jobs	No. of full-time vacancies	Vacancy rate
Waiter / Waitress; Server	3 398	[10.6%]
Cook	1 251	[6.4%]
Cleaner; Dishwasher	896	[7.7%]
Beverage Assistant	521	[6.8%]
Junior Cook	375	[3.8%]

$$\text{Vacancy rate} = \frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective principal jobs})$$

4.8 Number of Part-time Vacancies

4.8.1 There were 10 313 part-time vacancies as of 1 October 2022. Similar to the distribution of part-time employees, relatively more part-time vacancies were found in fast food shops (4 442 vacancies). Among the 6 branches, a significantly higher vacancy rate was found in beverage serving places (27.3%).

4.8.2 The vast majority of part-time vacancies were jobs at the craft / operative level (10 164 vacancies), and the remaining were at the supervisory level (149 vacancies).

Table 4.8a Number of part-time vacancies – by branch & job level

	No. of part-time vacancies
By Branch	
Chinese restaurants	795
Non-Chinese restaurants	3 162
Fast food shops	4 442
Beverage serving places	1 456
Event catering & other meal / food services activities	451
Restaurants in clubs	7
By Job Level	
Managerial & professional	0
Supervisory	149
Craft / operative	10 164
Administrative & others	0
Overall:	10 313

4.8.3 The top prominent principal job for part-time vacancies was Waiter / Waitress or Server (3 734 vacancies), followed by Food Station / Counter Handler (1 622 vacancies) and Beverage Assistant (1 339 vacancies).

Table 4.8b Top 5 prominent principal jobs of part-time vacancies

Principal Jobs	No. of part-time vacancies
Waiter / Waitress; Server	3 734
Food Station / Counter Handler	1 622
Beverage Assistant	1 339
Cleaner; Dishwasher	913
Junior Cook	873

4.9 Number of Casual Vacancies

4.9.1 There were 231 casual vacancies as of 1 October 2022. The majority of casual vacancies were found in non-Chinese restaurants (120 vacancies) and Chinese restaurants (97 vacancies). In terms of job level, all of the casual vacancies were jobs at the craft / operative level.

4.9.2 Among the total of 231 casual vacancies, 219 were casual vacancies of Waiter / Waitress / Server.

Table 4.9 Number of casual vacancies – by branch & job level

	No. of casual vacancies
By Branch	
Chinese restaurants	97
Non-Chinese restaurants	120
Fast food shops	10
Beverage serving places	0
Event catering & other meal / food services activities	0
Restaurants in clubs	4
By Job Level	
Managerial & professional	0
Supervisory	0
Craft / operative	231
Administrative & others	0
Overall:	231

4.10 Average Monthly Remuneration Package of Full-time Employees

4.10.1 The average monthly remuneration package for full-time employees at the managerial and professional level is commonly in the range of \$20,001 - \$30,000 (65.3%). They were followed by \$15,001 - \$25,000 for the supervisory level (71.6%) and administrative level and others (93.4%). The common income range of the craft / operative level was \$20,000 or below (77.5%).

Table 4.10 Average monthly remuneration package of full-time employees – by job level

Job Level	Above \$40,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Managerial & professional	16.1%	17.5%	38.4%	26.9%	1.0%	0%	6 909
Supervisory	2.3%	5.5%	19.2%	45.4%	26.2%	1.4%	34 442
Craft / operative	0%	0.1%	4.5%	17.9%	49.0%	28.5%	107 528
Administrative & others	0%	0.1%	0%	58.8%	34.6%	6.5%	1 883

denotes prominent ranges of remuneration package in the respective job level.

4.11 Average Hourly Wage of Part-time Employees

4.11.1 Regarding the average hourly wage of part-time employees, half of the craft / operative level had \$37.5 - \$50 (50.7%), while nearly half had a higher hourly wage of \$51 - \$80 (47.2%). For the supervisory level, most of them had an hourly wage of \$51 - \$80 (72.8%).

Table 4.11 Average hourly wage of part-time employees – by job level

Job Level	Above \$80	\$51 - \$80	\$37.5 - \$50	No. of part-time employees
Managerial & professional	-	-	-	0
Supervisory	25.1%	72.8%	2.1%	1 350
Craft / operative	2.1%	47.2%	50.7%	67 879
Administrative & others	33.3%	66.7%	0%	3*

denotes prominent ranges of hourly wage in the respective job level.

* Caution: small base.

4.12 Preferred Education Level

4.12.1 Most of the full-time employees at the managerial and professional level were expected to have secondary 4 to 6/7 level (57.8%), while a considerable proportion were required to attain diploma / certificate (20.2%). Secondary 4 to 6/7 level was most preferred for employees at the supervisory level (80.2%), while most of those at the craft / operative level were only required to attain secondary 3 or below (64.1%).

Table 4.12 Preferred education level of full-time employees – by job level

Job Level	First degree or above	Sub-degree	Diploma / certificate	Secondary 4 to 6/7	Secondary 3 or below	No. of full-time employees
Managerial & professional	13.2%	8.9%	20.2%	57.8%	0%	6 909
Supervisory	1.1%	3.9%	11.1%	80.2%	3.6%	34 442
Craft / operative	0%	0.2%	1.1%	34.6%	64.1%	107 528

denotes prominent preferred education levels in the respective job level.

4.13 Preferred Years of Experience

4.13.1 The preferred years of experience correlated with job levels. Employers tended to require full-time employees at the managerial and professional level to have 3 years to less than 10 years of experience (68.8%). The most preferred years of experience for employees at the supervisory level was 1 year to less than 6 years (84.7%), while most of those at the craft / operative level were only required to have less than 1 year of experience (66.4%).

Table 4.13 Preferred years of experience of full-time employees – by job level

Job Level	10 years or more	6 – < 10 years	3 – < 6 years	1 – < 3 years	< 1 year	no experience required	No. of full-time employees
Managerial & professional	17.5%	45.3%	23.5%	11.6%	2.1%	< 0.1%	6 909
Supervisory	0.9%	9.2%	42.7%	42.0%	5.0%	0.3%	34 442
Craft / operative	< 0.1%	1.0%	5.7%	26.9%	30.9%	35.5%	107 528

denotes prominent preferred years of experience in the respective job level.

4.14 Age Distribution

4.14.1 Full-time employees at the managerial and professional level tended to be older than those at lower job levels. The majority of them were aged 36 - 55 (80.8%). For supervisory and craft / operative levels, though most of them were aged 36 – 55 (68.6% and 60.4% respectively), considerable proportions were younger in the age range of 26 – 35 (23.8% and 23.3% respectively).

Table 4.14 Age distribution of full-time employees – by job level

Job Level	Aged 56 or above	Aged 36 – 55	Aged 26 – 35	Aged 25 or below	No. of full-time employees
Managerial & professional	5.2%	80.8%	13.9%	0.1%	6 909
Supervisory	7.0%	68.6%	23.8%	0.6%	34 442
Craft / operative	10.6%	60.4%	23.3%	5.7%	107 528

 denotes prominent age groups in the respective sector.

4.15 Employees Left and Recruited in the Past 12 Months

Employees Left

4.15.1 A total of 33 346 full-time employees have left their establishments during the 12 months before enumeration. The turnover rate (i.e. the number of full-time employees left as a percentage of the total number of full-time posts) was 21.0%. A higher turnover rate was found at the administrative level and others (32.1%), followed by the craft / operative level (26.3%).

Employees Recruited

4.15.2 During the past 12 months before enumeration, a total of 33 744 full-time employees were recruited. The number of full-time employees left was similar to the number of new recruits.

4.15.3 Most of the new recruits (70.9%) had relevant experience. Such percentage was relatively higher among the new recruits of the supervisory level (91.6%), followed by the managerial and professional level (81.5%).

Table 4.15 Full-time employees left and recruited in the past 12 months – by job level

Job Level	No. of full-time employees LEFT	Turnover rate	No. of NEW RECRUITS	% of having relevant experience	% of catering fresh graduates
Managerial & professional	178	[2.6%]	233	81.5%	0%
Supervisory	2 302	[6.6%]	2 039	91.6%	0%
Craft / operative	30 261	[26.3%]	31 087	69.6%	0.5%
Administrative & others	605	[32.1%]	385	57.1%	0.3%
Overall:	33 346	[21.0%]	33 744	70.9%	0.4%

$$\text{Turnover rate} = \frac{\text{No. of full-time employees left}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective job level})$$

4.16 Recruitment Difficulties in the Past 12 Months


4.16.1 Of the establishments which had engaged in recruitment exercises for the respective level of full-time employees during the 12 months before enumeration, the percentages of encountering recruitment difficulties were relatively higher for those recruiting the craft / operative level (71.3%) and supervisory level (70.6%), as compared with managerial and professional level (45.5%).

4.16.2 “Working conditions (e.g. working hours, shift work)” and “terms of employment (e.g. compensation and benefits)” are commonly mentioned difficulties for the craft / operative level (65.1% and 35.6% respectively) and supervisory level (30.5% and 35.7% respectively).

4.16.3 Moreover, quite a number of employers said that “competition for manpower from other industries” made difficult recruitment for the craft / operative level (43.8%). For recruiting the supervisory level, “lack of candidates with relevant experience” (40.1%) and “working environment” (32.3%) are also key recruitment difficulties. For recruiting the managerial and professional level, “lack of candidates with relevant experience” (80.0%) is the most frequently mentioned difficulty.

Table 4.16 Recruitment difficulties in the past 12 months before enumeration – by job level

	Managerial & Professional	Supervisory	Craft / Operative
With recruitment difficulties	45.5%	70.6%	71.3%
Among those with recruitment difficulties:			
• Working conditions (e.g. working hours, shift work)	8.0%	30.5%	65.1%
• Competition for manpower from other industries	18.0%	15.1%	43.8%
• Terms of employment (e.g. compensation & benefits)	24.0%	35.7%	35.6%
• Lack of candidates with relevant experience	80.0%	40.1%	21.7%
• Working environment	4.0%	32.3%	14.3%
• Insufficient trained / qualified manpower in the related disciplines	10.0%	5.7%	0.8%
• Career prospects	0%	1.6%	0.8%
• Competition for manpower from the Mainland / Macao / other cities	0%	0.3%	0%
• Others (e.g. competition of manpower within the industry, lack of industry new entrants, etc.)	4.0%	1.8%	1.5%
Without recruitment difficulties	54.5%	29.4%	28.7%
No. of establishments with recruitment exercise	110	544	9 303
(% of establishments with recruitment exercise for the respective level of full-time employees)	(0.7%)	(3.5%)	(59.7%)

 denotes prominent recruitment difficulties in the respective job level.

Note: Respondents may be mentioned more than one recruitment difficulties.

4.17 Expected Change in Business Volume in the Next 12 Months

4.17.1 Most of the establishments (58.7%) expected that their business volume will remain stable in the next 12 months. Only a small proportion (5.9%) anticipated that it will be better, while a higher percentage (13.3%) expected that it will be worse.

Chart 4.17 Expected change in business volume in the next 12 months

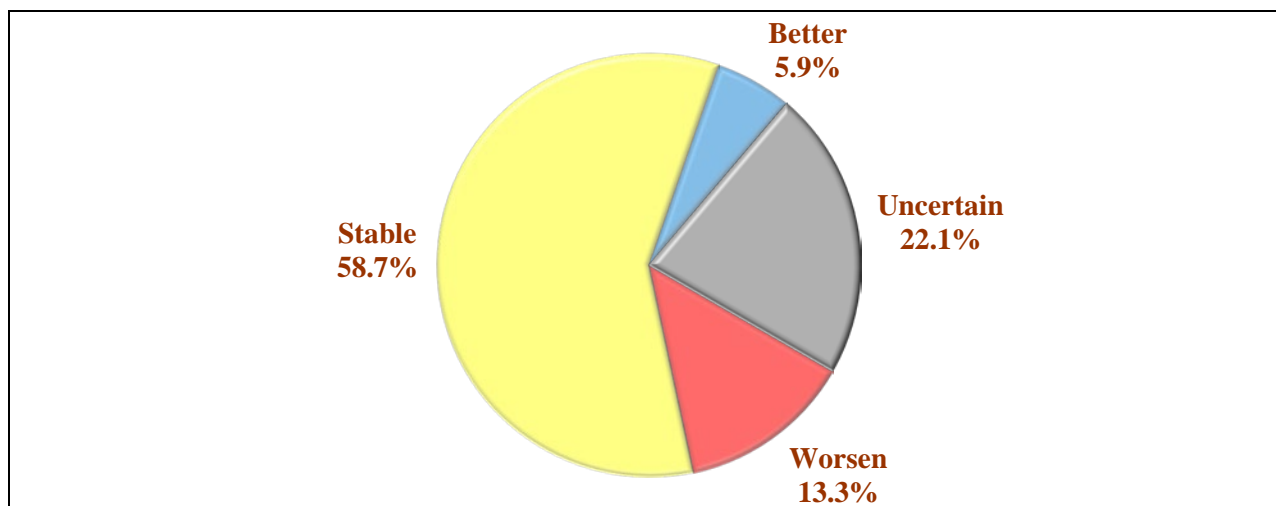


Table 4.17 Expected percentage changes in business volume in the next 12 months

Expected % of increase / decrease	Among those expecting BETTER	Among those expecting WORSEN
<= 10%	26.6%	28.4%
11% - 15%	6.2%	3.2%
16% - 20%	41.0%	17.4%
21% - 25%	0%	32.5%
26% - 50%	26.0%	15.4%
> 50%	0.2%	3.2%

4.17.2 The major reasons for expecting better business volume are:

- Anticipated that the COVID-19 pandemic situation will be eased and the prevention measures will be gradually relaxed;
- Expected that the economic condition will be recovered; and
- Expected that the number of visitors will be increased.

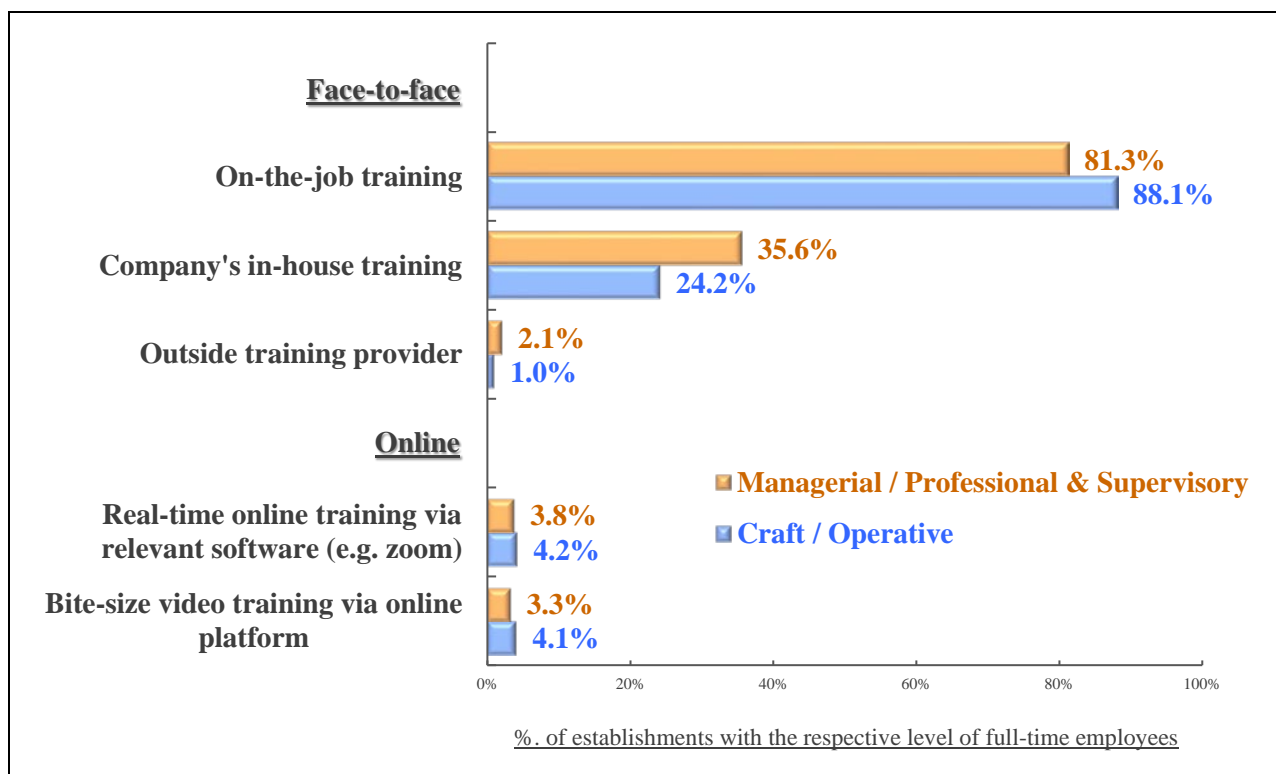
4.17.3 The major reasons for expecting worse business volume are:

- Worried that the COVID-19 pandemic situation is still unstable;
- Worried about rising costs; and
- The schedule for relaxing the cross-boundary restrictions was still not confirmed.

4.18 Preferred Mode of Training

4.18.1 Employers with the respective level of full-time employees generally preferred on-the-job training, both for employees at the managerial / professional and supervisory level (81.3%) and craft / operative level (88.1%). Only small proportions of employers preferred the online mode of training (below 5% respectively).

Chart 4.18 Preferred mode of training for full-time employees – by job level

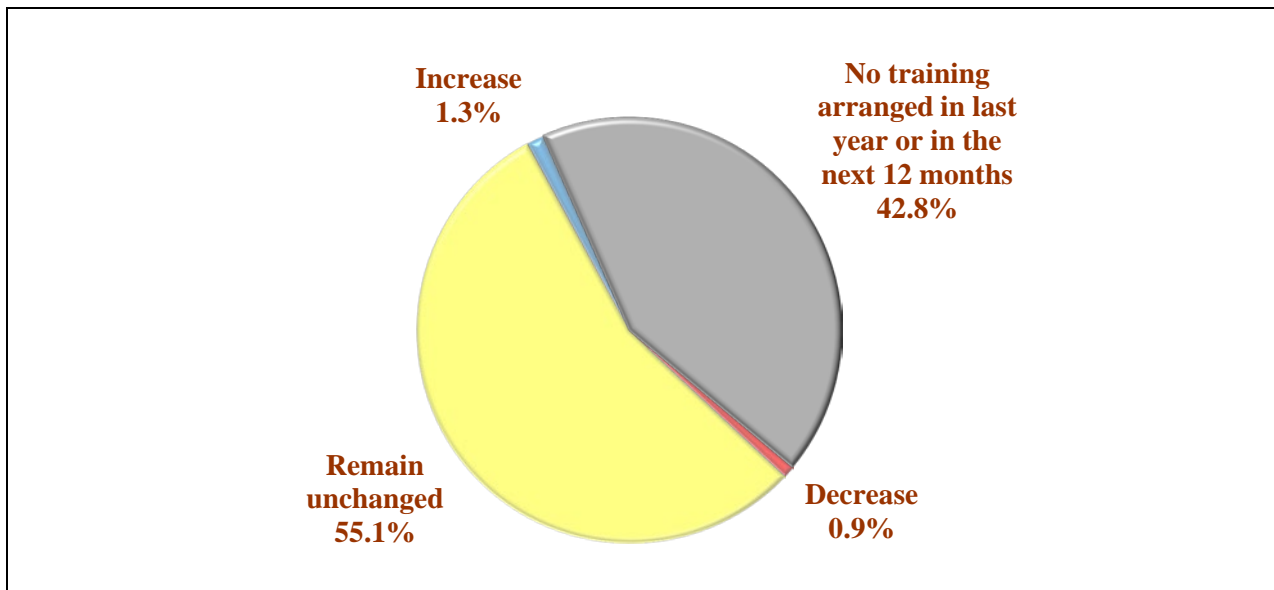


Note: Respondents may have mentioned more than one training modes.

4.19 Expected Change in Training and Staff Development Budget in the Next 12 Months

4.19.1 More than half of the establishments (55.1%) expected that the budget for training and staff development for the next 12 months will remain unchanged as compared with that in the last year. Besides, quite a number of establishments (42.8%) claimed that they did not arrange training in the last year or in the next 12 months.

Chart 4.19 Expected change in training & staff development budget in the next 12 months



4.20 Training Areas Required for Employees to Meet the Emerging Trend of the Industry

4.20.1 When asked the establishments to list the training areas which were required for full-time employees to meet the emerging trends of the industry, it was observed that some training areas were considered necessary across employees of different job levels.

4.20.2 The training areas which were commonly required for all job levels are:

- “Customer service”;
- “Food hygiene and safety”; and
- “Communication”.

4.20.3 Moreover, some training areas were commonly required for particular job levels:

- “Supervisory techniques and leadership skills” for the managerial and professional level as well as supervisory level; and
- “Problem solving” for the supervisory level and craft / operative level.

4.20.4 The details of the training areas required for employees are provided in *Appendix 9*.

Table 4.20 Top 5 training areas required for full-time employees to meet the emerging trend of the industry – by job level

	Managerial & Professional	Supervisory	Craft / Operative
• 1st	Supervisory Techniques, Leadership Skills	Food Hygiene & Safety	
	76.4%	78.4%	85.8%
• 2nd	Customer Service		
	67.3%	72.4%	78.4%
• 3rd	Food Hygiene & Safety	Supervisory Techniques, Leadership Skills	Communication
	66.9%	63.0%	61.8%
• 4th	Communication		Restaurant Service
	59.6%	56.3%	54.1%
• 5th	Cost Control	Problem Solving	
	57.5%	53.3%	42.7%

Notes: (i) Percentages of establishments with the respective level of full-time employees.

(ii) Respondents may have mentioned more than one training areas.

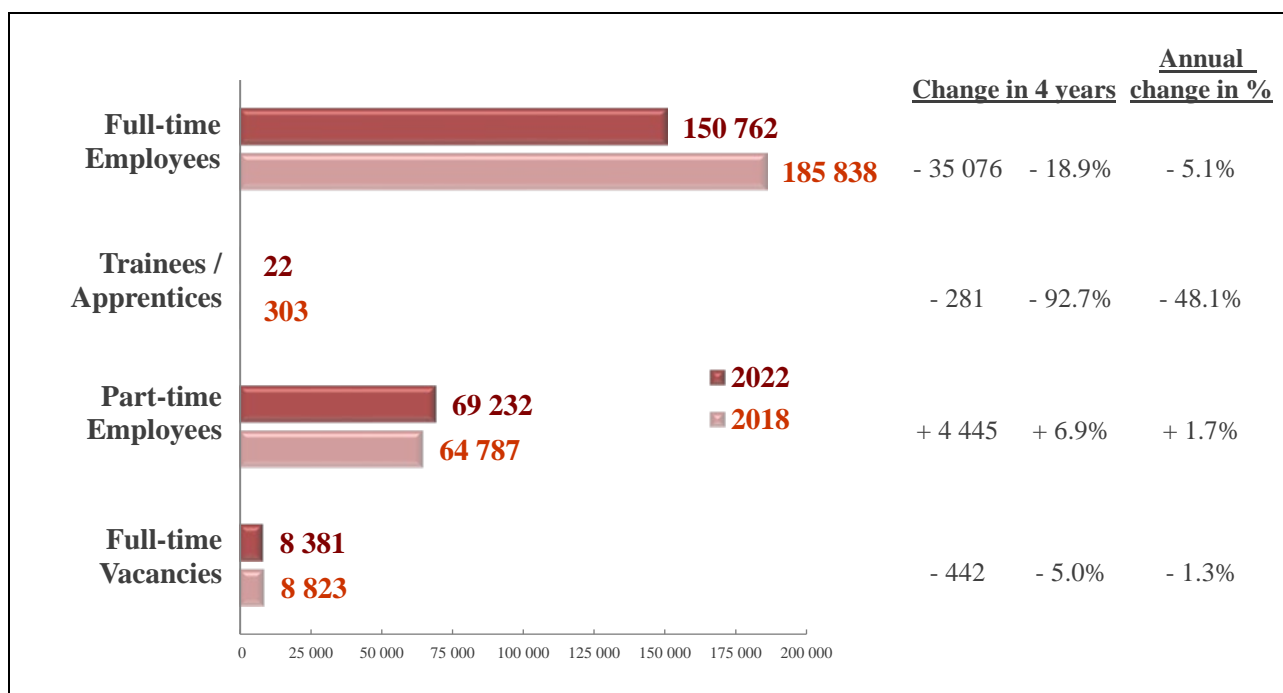
5 Manpower Analysis

5.1 Manpower Changes between 2022 and 2018

5.1.1 Overview of Manpower Changes

5.1.1.1 In general, the numbers of full-time headcounts have decreased in 2022, including full-time employees (-35 076), trainees / apprentices (-281) and full-time vacancies (-442). On the other hand, the number of part-time employees has increased (+4 445). Likely due to the impact of the COVID-19 pandemic in the past years, employing staff on a part-time basis could give more flexibility for the changes in business hours.

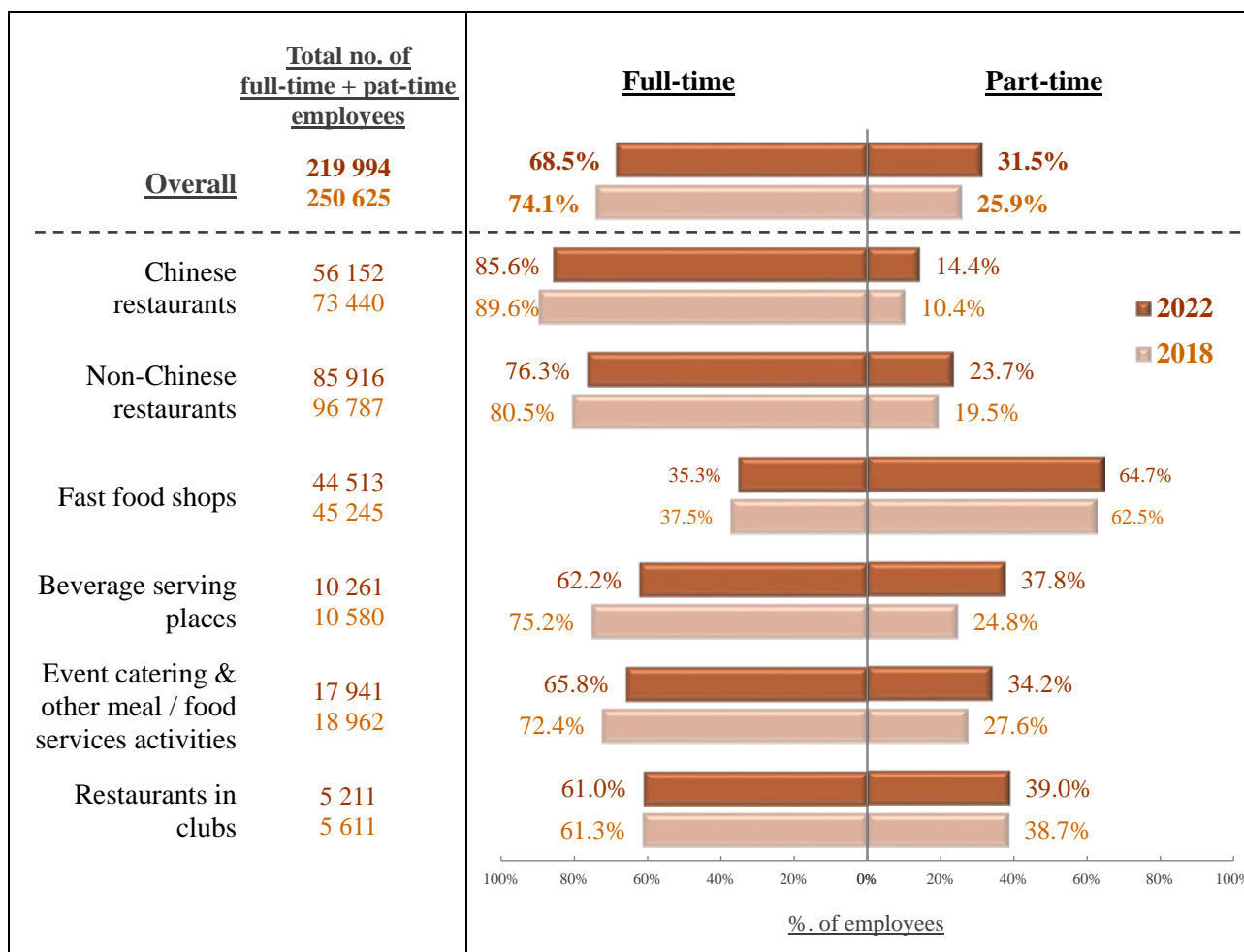
Chart 5.1.1a Overview of manpower changes



Note: In the 2018 Survey, no data was collected for the number of casuals, part-time vacancies and casual vacancies.

5.1.1.2 In overall, the proportion of part-time employees has increased from 25.9% in 2018 to 31.5% in 2022, with an increment of 5.6%. An increase in the proportion of part-time employees was found in all branches. The largest increase was found in beverage serving places (+13.0%), followed by event catering and other meal / food services activities (+6.6%).

Chart 5.1.1b Changes in proportion of full-time and part-time employees – by branch

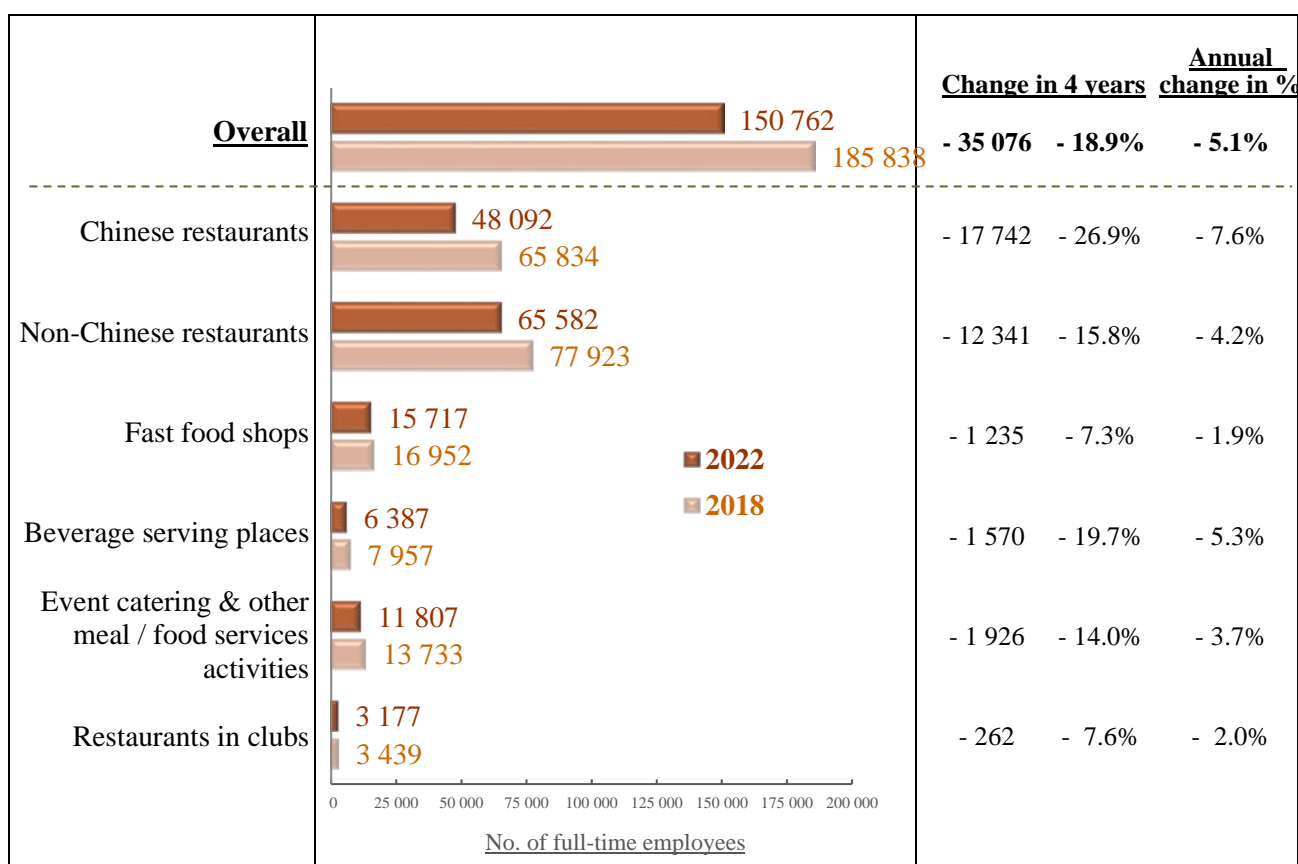


5.1.2 Changes in Number of Full-time Employees

By Branch

5.1.2.1 The total number of full-time employees has decreased from 185 838 in 2018 to 150 762 in 2022, with a decrement of 18.9% (-35 076 persons). A decrease in the number of full-time employees was found in all branches. The largest decrease was found in Chinese restaurants (-17 742 persons), followed by non-Chinese restaurants (-12 341 persons). Besides, the largest decrement was also found in Chinese restaurants (-26.9%). It was followed by beverage serving places (-19.7%).

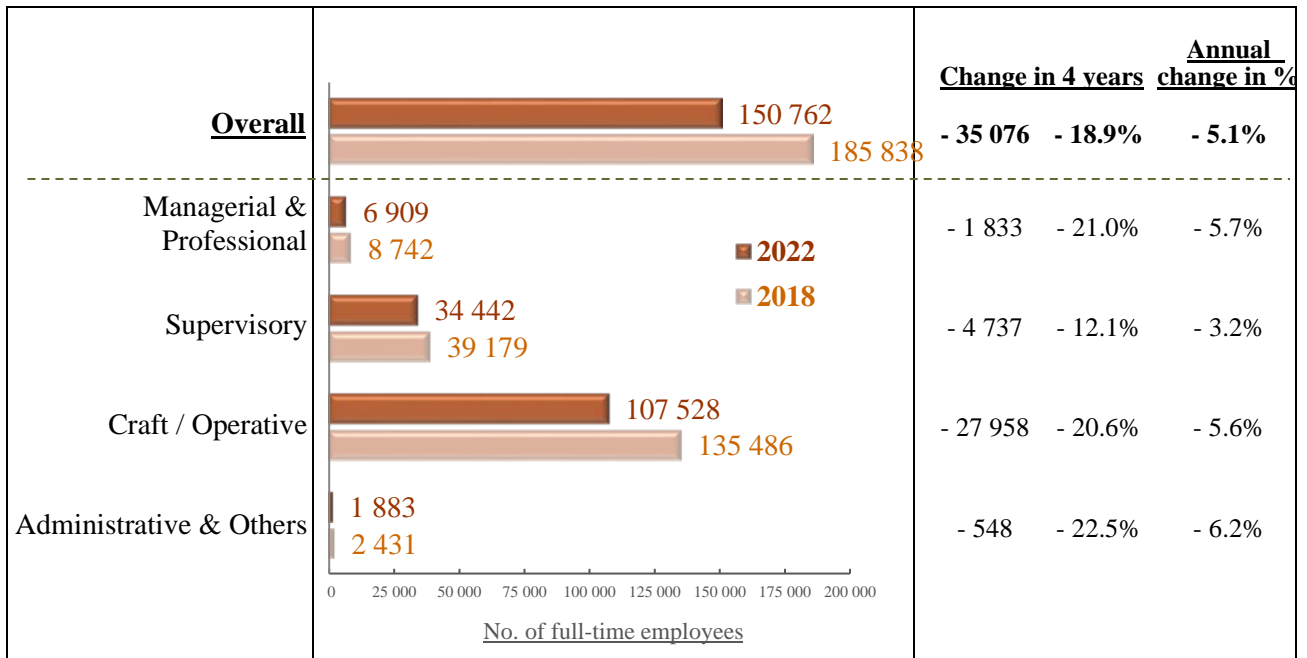
Chart 5.1.2a Changes in number of full-time employees – by branch



By Job Level

5.1.2.2 A decrease in the number of full-time employees was also found across all job levels. A larger decrease was recorded for the craft / operative level (-27 958 persons).

Chart 5.1.2b Changes in number of full-time employees – by job level



5.1.3 Changes in Number of Part-time Employees

5.1.3.1 The total number of part-time employees has increased, from 64 787 in 2018 to 69 232 in 2022, with an increment of 6.9% (+4 445 persons). Except for restaurants in clubs, increases were found in all other branches. The largest increase was recorded for non-Chinese restaurants (+1 470 persons), while the largest increment was found in beverage serving places (+47.7%).

5.1.3.2 In terms of job level, the overall increase of part-time employees was basically contributed by the increase for the craft / operative level (+4 741 persons). On the other hand, a decrease in part-time employees was found for the supervisory level (-297 persons).

Table 5.1.3 Changes in number of part-time employees – by branch & job level

	No. of part-time employees		Change in 4 years		Annual change in %
	2022	2018			
By Branch					
Chinese restaurants	8 060	7 606	+ 454	+ 6.0%	+ 1.5%
Non-Chinese restaurants	20 334	18 864	+ 1 470	+ 7.8%	+ 1.9%
Fast food shops	28 796	28 293	+ 503	+ 1.8%	+ 0.4%
Beverage serving places	3 874	2 623	+ 1 251	+ 47.7%	+ 10.2%
Event catering & other meal / food services activities	6 134	5 229	+ 905	+ 17.3%	+ 4.1%
Restaurants in clubs	2 034	2 172	- 138	- 6.4%	- 1.6%
By Job Level					
Managerial & professional	0	0	0	-	-
Supervisory	1 350	1 647	- 297	- 18.0%	- 4.8%
Craft / operative	67 879	63 138	+ 4 741	+ 7.5%	+ 1.8%
Administrative & others	3	2	+ 1	+ 50.0%	+ 10.7%
Overall:	69 232	64 787	+ 4 445	+ 6.9%	+ 1.7%

5.1.4 Changes in Number of Full-time Vacancies

5.1.4.1 The total number of full-time vacancies has decreased, from 8 823 in 2018 to 8 381 in 2022, with a decrement of 5.0% (-442 vacancies). The largest decrease was recorded for the craft / operative level (-618 vacancies), while an increase was recorded for the supervisory level (+201 vacancies).

Table 5.1.4 Changes in number of full-time vacancies – by job level

	No. of full-time vacancies		Change in 4 years		Annual change in %	Vacancy rate	
	2022	2018				2022	2018
Managerial & professional	6	28	- 22	- 78.6%	- 32.0%	[0.1%]	[0.3%]
Supervisory	627	426	+ 201	+ 47.2%	+ 10.1%	[1.8%]	[1.1%]
Craft / operative	7 747	8 365	- 618	- 7.4%	- 1.9%	[6.7%]	[5.8%]
Administrative & others	1	4	- 3	- 75.0%	- 29.3%	[0.1%]	[0.2%]
Overall:	8 381	8 823	- 442	- 5.0%	- 1.3%	[5.3%]	[4.5%]

$$\text{Vacancy rate} = \frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective job level})$$

5.1.5 Changes in Average Monthly Remuneration Package

5.1.5.1 Compared with the results of the 2018 survey, a general upward trend in average monthly remuneration package was recorded in 2022 across various job levels.


5.1.5.2 For employees at the administrative level and others, their prominent range of remuneration package shifted from \$20,000 or below in 2018 (83.5%) to \$15,001 - \$25,000 in 2022 (93.4%).

5.1.5.3 For the craft / operative level, a lower percentage ranged \$15,000 or below (from 39.2% in 2018 to 28.5% in 2022), while a slightly higher percentage ranged \$15,001 - \$20,000 (from 45.2% to 49.0%).

5.1.5.4 The situation for the supervisory level was similar. A lower percentage ranged \$15,001 - \$20,000 (from 37.4% in 2018 to 26.2% in 2022), whereas a higher percentage ranged \$20,001 - \$25,000 (from 37.2% to 45.4%).

Table 5.1.5 Changes in average monthly remuneration package – by job level

Job Level	Above \$40,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
2022							
Managerial & professional	16.1%	17.5%	38.4%	26.9%	1.0%	0%	6 909
Supervisory	2.3%	5.5%	19.2%	45.4%	26.2%	1.4%	34 442
Craft / operative	0%	0.1%	4.5%	17.9%	49.0%	28.5%	107 528
Administrative & others	0%	0.1%	0%	58.8%	34.6%	6.5%	1 883
2018							
Managerial & professional	6.7%	26.8%	31.4%	30.7%	4.4%	0%	8 742
Supervisory	0%	11.1%	11.8%	37.2%	37.4%	2.6%	39 179
Craft / operative	0%	0%	0.2%	15.5%	45.2%	39.2%	135 486
Administrative & others	0%	0%	0%	16.5%	60.1%	23.3%	2 431

 denotes prominent ranges of remuneration package in the respective job level.

5.1.6 Changes in Preferred Education Level

5.1.6.1 Compared with the results of the 2018 survey, employers tended to have lower requirements for the education level of the craft / operative level as well as the managerial and professional level. For the former, a higher percentage was accepted to have secondary 3 or below level (from 49.4% in 2018 to 64.1% in 2022). For the latter, a higher percentage was accepted to have secondary 4 to 6/7 level (from 47.1% to 57.8%).

Table 5.1.6 Changes in preferred education level – by job level

Job Level	First degree or above	Sub-degree	Diploma / certificate	Secondary 4 to 6/7	Secondary 3 or below	No. of full-time employees
2022						
Managerial & professional	13.2%	8.9%	20.2%	57.8%	0%	6 909
Supervisory	1.1%	3.9%	11.1%	80.2%	3.6%	34 442
Craft / operative	0%	0.2%	1.1%	34.6%	64.1%	107 528
2018						
Managerial & professional	23.9%	9.9%	19.2%	47.1%	0%	8 742
Supervisory	2.1%	8.2%	10.3%	74.4%	5.0%	39 179
Craft / operative	0%	0.6%	4.4%	45.6%	49.4%	135 486

denotes prominent preferred education levels in the respective job level.

5.1.7 Changes in Preferred Years of Experience

5.1.7.1 Compared with the results of the 2018 survey, employers tended to have higher requirements on years of experience for middle to higher job levels, and lower requirements for lower job levels.

5.1.7.2 For the managerial and professional level, though the prominent range remained at 3 years to less than 10 years (74.7% in 2018 and 68.8% in 2022), a higher percentage was preferred to have 10 years of experience or more (from 7.1% to 17.5%).

5.1.7.3 For the supervisory level, a lower percentage can be accepted for 1 year to less than 3 years (from 61.0% in 2018 to 42.0% in 2022), whilst a higher percentage was required to have 3 years to less than 10 years of experience (from 29.7% to 51.9%).

5.1.7.4 On the other hand, for the craft / operative level, a lower percentage was preferred to have less than 1 year of experience (from 44.0% in 2018 to 30.9% in 2022), while a higher percentage can be accepted to have no experience (from 29.4% to 35.5%).

Table 5.1.7 Changes in preferred years of experience – by job level

Job Level	10 years or more	6 – < 10 years	3 – < 6 years	1 – < 3 years	< 1 year	No experience required	No. of full-time employees
2022							
Managerial & professional	17.5%	45.3%	23.5%	11.6%	2.1%	< 0.1%	6 909
Supervisory	0.9%	9.2%	42.7%	42.0%	5.0%	0.3%	34 442
Craft / operative	< 0.1%	1.0%	5.7%	26.9%	30.9%	35.5%	107 528

Job Level	10 years or more	5 – < 10 years	3 – < 5 years	1 – < 3 years	< 1 year	No experience required	No. of full-time employees
2018							
Managerial & professional	7.1%	19.0%	55.7%	15.5%	2.6%	0.1%	8 742
Supervisory	1.0%	3.7%	26.0%	61.0%	7.1%	1.2%	39 179
Craft / operative	0%	0.8%	5.4%	20.3%	44.0%	29.4%	135 486

denotes prominent preferred years of experience in the respective job level.

5.2 Business Outlook

An encouraging business environment

Hong Kong has returned to normalcy in the post-COVID 19 era. The fast and convenient links with the Mainland and the rest of the world have resumed and different businesses in the city are gradually reviving. The Government has also launched the "Happy Hong Kong" campaign, which features a wide range of fun and interesting activities across Hong Kong for citizens to enjoy happy moments together. It is hoped that the campaign can help stimulate local consumption and boost the economy.

To consolidate the economic recovery expeditiously, the 2023-24 Budget announced the implementation of the 2023 Consumption Voucher Scheme, under which consumption vouchers will be disbursed to each eligible person in instalments. Against this backdrop, Hong Kong citizens are encouraged to enjoy dining, and the scheme will help exhibit an encouraging trend of recovery in the catering sector in Hong Kong.

According to the 2023-24 Budget, the HKSAR Government has geared up to achieve a speedy recovery, including attracting tourists and enlivening the city's image. Mega events, international meetings, incentive travels, conventions and exhibitions will take place in Hong Kong. The Government has also planned to offer shopping and dining privileges to inbound visitors and implement various measures to step up the promotion and branding of Hong Kong. With the use of multiple promotion channels, a tourist flow is expected to be drawn to Hong Kong, which helps the catering industry in the city to bounce.

5.3 Manpower Projection and Annual Additional Manpower Requirement

Manpower Projection

5.3.1 By making reference to relevant economic indicators which reflect important changes in the local economy, demography and labour market, the manpower trend for 2023-2026 is shown in Table 5.3.1 below. Further details of the method of manpower projection are shown in **Appendix 8**.

Table 5.3.1 Manpower Trend for 2023-2026

Year	Estimated manpower
2022	238,688
2023	246,761 (+3.4%)
2024	249,287 (+1.0%)
2025	251,392 (+0.8%)
2026	253,156 (+0.7%)

Notes: Percentage in the brackets refers to the percentage change over the preceding year.

Annual Additional Manpower Requirement

5.3.2 By taking into consideration (i) the projected manpower trend and (ii) the wastage rate of the industry (i.e. the percentage of employees leaving the industry permanently on an annual basis), the estimated additional annual requirement from 2023 to 2026 is shown in Table 5.3.2 below.

Table 5.3.2 Estimated Annual Additional Manpower Requirement from 2023 to 2026

Job Level	Wastage rate of the industry	Annual Additional Manpower Requirement		
		Manpower trend (a)	Industry leavers (b)	Total (a) + (b)
Managerial / Professional	-0.2%	105	-12	93
Supervisory	1.2%	554	467	1,021
Craft / Operative	7.5%	2,930	14,899	17,829
Administrative & Others	20.4%	29	398	427

6 Recommendations

Having studied the survey findings and concerning the industry circumstances, the Training Board made the following recommendations to industry stakeholders for talent acquisition, staff training and employee retention.

6.1 Government

6.1.1 In the face of the staffing situation, the Government can further promote diverse employment schemes to employers to encourage them to recruit different workforce segments, including women, young school leavers, the elderly and middle-aged citizens who are still energetic and enthusiastic about the job market. These employment schemes include the Women Re-employment Scheme, Youth Employment and Training Programme, and Employment Programme for the Elderly and Middle-aged.

6.1.2 With a view to training different types of workers, particularly those who are new to the industry, the Government can subsidise the employers to provide on-the-job training and encourage employees to utilise the Continuing Education Fund (CEF) for lifelong learning and better preparation for their jobs.

6.1.3 The Government can encourage the industry to join the scheme on Food Waste Collection launched by the Environmental Protection Department and subsidise the industry in handling high volumes of daily food waste, which incurs high costs for the industry.

6.1.4 In addition, the Government can further promote funding schemes that support local enterprises / organisations using technological services and solutions to improve productivity and upgrade or transform their business processes. Currently, these funding schemes include the Technology Voucher Programme of the Innovation and Technology Fund under the Innovation and Technology Commission.

6.2 Training Institutions

6.2.1 The training providers should keep abreast of the updated skills and knowledge in the industry and align the training contents with the latest trends and developments in the industry, particularly putting the focus on food safety and hygiene, quality customer service, digital skills and knowledge of Environmental, Social, Governance (ESG).

6.2.2 Seeing the trend of organisation of large-scale events under the resumption of normalcy in Hong Kong, training providers should further enhance students' knowledge and skills by

providing more learning opportunities for practising catering for large-scale events.

6.2.3 Expansion of the local labour market is necessary to help solve the challenging manpower situation. To attract young people to enrol in catering-related vocational training programmes, it is essential for the training institutions to step up promotion efforts to students, parents, teachers and career masters through various channels and promotional activities. State-of-the-art teaching and learning facilities of the vocational training institutes could be introduced and promoted to the stakeholders to familiarise them with the latest development of the catering industry in Hong Kong and arouse their interest in entering the catering-related profession.

6.3 Employers

6.3.1 By utilising various employment schemes, employers can acquire diversified human resources, including new immigrants, ethnic minorities, homemakers, young school leavers and early retirees. Placing the combinations of multiple types of employees according to their strengths and interests will help ease the staffing situation and improve staff retention.

6.3.2 It is important for employers to review and refine the working conditions, including the working environment, hours, shift work, and remuneration packages, for facilitating staff recruitment and employee retention. The working environment has long been proven to significantly impact job satisfaction, which is vital to staff retention.

6.3.3 Employers are recommended to encourage their staff to attend training activities to equip them with the most-updated skills and knowledge so as to keep pace with the industry environment and prepare for career advancement.

6.3.4 Employers can encourage their employees to attain higher qualifications, upskill and reskill in accordance with the latest industry developments, and/or seek recognition of prior learning for career aspiration, which usually requires a higher education level. Job rotation within and / or across sections will also help employees gain new skills and earn relevant on-the-job experience.

6.4 Employees

6.4.1 To better prepare for career advancement in the ever-changing working environment, industry practitioners with aspirations are recommended to upskill themselves, as well as pursuing further studies to hone their skills and keep abreast with industry development. Offerings of different types and levels of programmes and courses for industry practitioners with different qualifications, e.g. Advanced Certificate programmes and top-up degree programmes, Foundation Certificate programmes, are available for articulation.

6.4.2 Capitalising on the Continuing Education Fund (CEF), particularly with the increased maximum entitlement of HK\$25,000 (from HK\$20,000) with effect from 1 August 2022, employees are recommended to utilise the fund to pursue continuing education and training for lifelong learning, reskilling and better preparing themselves for the job market. There are ample opportunities for entering the catering industry, which badly needs new blood.

References:

1. Continuing Education Fund (CEF): <https://www.wfsfaa.gov.hk/tc/ce/cef/overview.php>
2. The Youth Employment and Training Programme (YETP) of the Labour Department: <https://www.yes.labour.gov.hk/aboutus/Objective>
3. Women Re-employment Scheme: <https://womencentre.org.hk/Zh/Erb/>
4. The Employment Programme for the Elderly and Middle-aged (EPEM): <https://www2.jobs.gov.hk/0/tc/information/Epem/>
5. Technology Voucher Programme (TVP) under the Innovation and Technology Commission: <https://bee.hkpc.org/tc/funding-schemes/tvp/>
6. Dedicated Fund on Branding, Upgrading and Domestic Sales under the Trade and Industry Department: <https://www.bud.hkpc.org/>
7. Pilot Scheme on Food Waste Collection under the Environmental Protection Department: https://www.epd.gov.hk/epd/english/environmentinhk/waste/prob_solutions/food_waste_challenge.html#:~:text=The%20EPD%20launched%20a%20larger%20scale%20Pilot%20Scheme,energy%2C%20and%20compost%20as%20a%20by-product%20at%20O%C2%B7PARK1.

Appendix 1

Membership of Hotel, Catering and Tourism Training Board (2021 – 2023)

Chairman:

Mr David UDELL (recommended by a major international hotel chain)

Vice-Chairman:

Mr Michael LI Hon-shing, SBS, BBS, JP (recommended by the Federation of Hong Kong Hotel Owners Limited)
(*up to October 2022*)

Members:

Mr Robert Andrew BLYTHE (recommended by the Club Managers' Association of Hong Kong)

Mr Colin CHANG Ka-lim (recommended by a major theme park or a major attraction)

Ms Anita CHENG Wai-ching (recommended by the Hong Kong Chefs Association)

Mr Ricky CHONG Wai-ki (recommended by the Board of Airline Representatives)
(*up to 2 October 2022*)

Mr Nelson CHOW Kwok-ming (recommended by a wine related association)

Mr Patrick KWOK Chi-kit (recommended by the Hong Kong Hotels Association)

Dato' Herman LAM Woo-chung, KSJ (recommended by a travel agent)

Dr Patricia LEAHY, JD, SBS, BBS (recommended by a sport/recreation organisation)

Mr Wilson LEE Po-lam (recommended by a hospitality/trade organisation with a focus on adopting technology)

Members (Con't):

Dr Paul LEUNG Kin-hang	(recommended by a local education/training institution)
Mr Paul LEUNG Yiu-lam, MH	(recommended by the Travel Industry Council of Hong Kong)
Ms Katherine LO	(recommended by the Hong Kong Tourism Board)
Dr William NG Tsz-man	(recommended by a catering association)
Mr Lenny WONG	(recommended by a small and medium hotel)
Mr Alex WU Shui-lun	(recommended by a local based hotel chain)
Mr Wilson WU Wai-tsuen	(recommended by a major restaurant chain)
Ms Brenda YAU	(recommended by the Hong Kong Exhibition & Convention Industry Association)
Mr YAU Tik-wai	(recommended by a travel agent)
Ms Christina LUI Miu-ling (since 6 April 2022)	(representing the Commissioner for Labour)
Ms Elsa HUNG Pui-ling	(representing the Commissioner for Tourism)
Mr Edmond YU Kwok-chu	(representing the Executive Director of the Vocational Training Council)

Advisors:

Mr Felix M BIEGER
Mr Rudolf GREINER
Mr Graeme J READING
Mr Larry TCHOU Ming-kong

Membership of Hotel, Catering and Tourism Training Board (2023 – 2025)

Chairman:

Mr Philip YU Siu-chun (recommended by a major international hotel chain)

Members:

Mr Stuart James BAILEY (recommended by the Hong Kong Exhibition & Convention Industry Association)

Mr Christopher Howard John BIRT (recommended by The Board of Airline Representatives)

Mr Robert Andrew BLYTHE (recommended by the Club Managers' Association of Hong Kong)

Mr Ringo CHAN (recommended by the Hong Kong Bakery and Confectionery Association)

Ms Winnie CHAN Wun-yin (recommended by the Federation of Hong Kong Hotel Owners Limited)

Mr Colin CHANG Ka-lim (recommended by a major theme park or a major attraction)

Mr Nelson CHOW Kwok-ming (recommended by a wine-related association)

Dr Monica CHOY Wai-chun (recommended by a local education/training institution)

Dr Barry IP Wah-shun (ad personam)

Ms Cannie KWOK Sze-wai (recommended by the Hong Kong Tourism Board)

Mr Patrick KWOK Chi-kit (recommended by the Hong Kong Hotels Association)

Members (Con't):

Dato' Herman LAM Woo-chung, KSJ	(recommended by a travel agent)
Mr Wilson LEE Po-lam	(recommended by a hospitality/trade organisation with a focus on adopting technology)
Mr Paul LEUNG Yiu-lam, MH	(recommended by the Travel Industry Council of Hong Kong)
Dr William NG Tsz-man	(recommended by a catering association)
Mr Lenny WONG	(recommended by a small and medium hotel)
Mr Tony WONG Man-fai	(recommended by a major restaurant chain)
Mr Alex WU Shui-lun	(recommended by a local based hotel chain)
Mr YAU Tik-wai	(recommended by a travel agent)
Ms Nancy TANG Mei-lan	(representing the Commissioner for Labour)
Ms Elsa HUNG Pui-ling	(representing the Commissioner for Tourism)
Mr Edmond YU Kwok-chu	(representing the Executive Director of the Vocational Training Council)

Advisors:

Mr BIEGER Felix M
Mr GREINER Rudolf
Mr READING Graeme J
Mr Larry TCHOU Ming-kong

Appendix 2

Terms of Reference of Hotel, Catering and Tourism Training Board

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council (the Council) the development of vocational and professional education and training (VPET) facilities to meet the assessed manpower demand.
4. To advise the Council on the strategic development and quality assurance of its programmes in the relevant disciplines.
5. To prescribe job specifications for the principal jobs in the industry defining the skills and knowledge and advise on relevant training programme specifying the time a trainee needs to spend on each skill element.
6. 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.
7. To advise on the conduct of skill competitions in key trades in the industry for the promotion of VPET as well as participation in international competitions.
8. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of VPET in the industry.
9. To organise seminars/conferences/symposia on VPET for the industry.
10. To advise on the publicity relating to the activities of the Training Board and relevant VPET programmes of the Council.
11. 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.
12. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

Appendix 3

Membership of Working Party on Manpower Survey

Catering Industry (2021 – 2023)

Convenor:

Ms Anita CHENG Wai-ching

(since 11 June 2021)

Hong Kong Chefs Association

Members:

Mr BLYTHE Robert Andrew

The Club Managers' Association of Hong Kong

Mr Nelson CHOW Kwok-ming

Hong Kong Sommelier Association (Greater China)

Dr LEAHY Patricia, JD, SBS, BBS

Hong Kong Sports Institute

Dr NG Tsz-man

The Association for HK Catering Services
Management Limited

Mr Ricky TSUI Chi-ming

Hotel and Tourism Institute/
Chinese Culinary Institute/
International Culinary Institute,
Vocational Training Council

Mr Sanford KU Kwok-ming

(since 9 June 2022)

Hong Kong Institute of Vocational Education,
Vocational Training Council

Terms of Reference for the Working Parties on Manpower Surveys - Hotel, Catering and Tourism Industries

- (1) To determine the manpower demand of the industries, including the collection and analysis of relevant manpower statistics and information on socio-economic, industry and labour market developments;
- (2) To assess and review whether the manpower supply for the industries match the manpower demand and to project the training needs in order to meet the latest market demand.

Appendix 4

Definition of Terms

Employees	“Employees” refers to persons who are under the payroll of the sampled establishment / company for the specified job, regardless of whether the employees are deployed to work in other places (including the mainland of China).
Full-Time Employees	“Full-Time Employees” refers to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment.
Trainees / Apprentices	“Trainees / Apprentices” refers to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship.
Part-Time Employees	“Part Time Employees” refers to employees who are employed under a “contract of employment” and their working hours per week are less than 30.
Casuals	“Casuals” refers to individuals who are hired on an ad-hoc basis.
Vacancies	“Vacancies” refers to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel at the time of survey.
Vacancy Rate	“Vacancy rate” refers to the vacancies as a percentage of the total number of full-time employees and full-time vacancies.
Average Monthly Remuneration Package	“Average monthly remuneration package” refers to the average monthly remuneration package during the past 12 months before enumeration, including basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. It is an average figure among employees engaging in the same principal job.

Turnover Rate	“Turnover rate” refers to the number of employees left as a percentage of the total number of full-time employees and full-time vacancies.
Postgraduate Degree	“Postgraduate degree” refers to a higher degree(s) (e.g. master’s degree) offered by local or non-local education institutions, or equivalent.
First Degree	“First degree” refers to the first degree(s) offered by local or non-local education institutions, or equivalent.
Sub-degree	“Sub-degree” refers to the Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate, Endorsement Certificate, Associateship or equivalent programmes offered by local or non-local institutions.
Diploma / Certificate	“Diploma / certificate” refers to technical and vocational education programmes, including Diploma / Certificate courses, Diploma of Foundation Studies, Diploma of Vocational Education and programmes at the craft level or equivalent.
Secondary 4 to 6/7	“Secondary 4 to 6/7” refers to the education programmes under the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.
Secondary 3 or below	“Secondary 3 or below” refers to secondary 3 or below, or equivalent.

Appendix 5 Survey Documents

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 2022 MANPOWER SURVEY OF THE CATERING INDUSTRY
飲食業 2022 年人力調查

The 2022 Manpower Survey of the Catering Industry (CA) aims at collecting manpower information of the industry concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at **1st October 2022** by answering the questionnaire. Thank you.

飲食業2022年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴機構根據 **2022年10月1日** 的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

(For official use)

Industry Code _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Category of the restaurant in your establishment:

貴機構的餐廳類別:

- | | |
|--|--|
| <input type="checkbox"/> Restaurant in Club
會所餐廳 | <input type="checkbox"/> Fast food shop
快餐店 |
| <input type="checkbox"/> Chinese restaurant
中式酒樓 / 中菜館 | <input type="checkbox"/> Beverage serving place
(incl. Bars, Coffee shops, Herb tea shops, etc.)
飲品供應場所 (包括酒吧、咖啡店、涼茶鋪等) |
| <input type="checkbox"/> Hong Kong style restaurant
(incl. Hong Kong style tea cafes, etc.)
港式餐廳 (包括港式茶餐廳等) | <input type="checkbox"/> Other meal / food service
(incl. Desserts houses, Food court, Takeaway shops, etc.)
其他餐膳服務 (包括甜品/糖水店、美食廣場、外賣店等) |
| <input type="checkbox"/> Other than Chinese restaurant (Fusion, Countries Cuisines, incl. Western, Japanese, Korean, etc.)
非中式餐廳 (融合或多國菜式, 包括西式、日式、韓式等) | <input type="checkbox"/> Event caterer
聚會餐飲服務商 |

Details of Contact Person*

聯絡人資料*

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO. : _____ - _____

電話

FAX NO. : _____

圖文傳真

E-MAIL : _____

電郵

* The information provided will be used for the purpose of this and subsequent manpower surveys.
所提供資料將用作是次及日後人力調查之用。

Part I – Manpower Information
第一部份 – 人力情況

Please complete columns 'B' to 'E' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各欄 'B' 至 'E'。

Principal Jobs (Full Time employees) 主要職務 (全職僱員)

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。				
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職僱員人數 (實習生/學 徒*除外)	(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期的 全職實習生/ 學徒*人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職空缺額 (實習生/學 徒*除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices*) 全職僱員之每月 平均薪酬 (實習生/學徒*除外)
	Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺，請在方格內 填入 '0'。			Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
e.g: Job Title A (3 employees, 1 Apprentice and 2 vacancies) 例子: 職位甲 (3名僱員, 1名學徒及2個空缺)	3	1	2	6
Sales and Management Section 營業及行政部				
Managerial and Professional Level 經理及專業人員級				
101 Executive Director ; General Manager 執行董事; 總經理				
102 Director / Manager of Human Resources 人力資源部總監/經理				
103 Chief Accountant ; Financial Director 總會計師; 財務總監				
104 Purchasing Manager 採購部經理				
105 Business Manager ; Sales Manager 業務經理; 營業部經理				
107 Administration Manager ; Executive Manager ; Executive Assistant Manager 行政經理; 行政副經理				
108 Club Manager ; Director of Operations 會所經理; 營運總監				
109 Director / Manager of Marketing ; Digital Media Manager ; Corporate Communications Manager 市場部總監/經理; 數字媒體經理; 企業傳訊經理				
110 Food and Beverage Director / Manager 餐飲部總監/經理				
Supervisory Level 督導員級				
202 Human Resources Officer 人力資源部主任				
203 Accounting / Supervisor ; Cost Control / Supervisor (Food and Beverage) 會計/主管; 飲食成本會計/主管				
205 Sales Supervisor 營業部主管				
207 Administration Officer ; Culinary Operations Officer 行政主任; 餐務營運主任				
209 Public Relations Officer ; Digital Media Officer 公共關係主任; 數字媒體主任				
211 Maintenance Supervisor ; Technical Supervisor 保養部主管; 技術監督				
212 Store Supervisor 倉務主管				
213 Security Supervisor ; Head of Security 保安主任/ 主管				
Craft/Operative Level & Administrative and Others 技工/操作工級和 文員及其他員工				
311 Engineering Craftsman 工程部技工				
313 Security Officer ; Valet Parking Attendant 保安員; 代客泊車員				
402 Human Resources Clerk ; General Office Clerk 人力資源部文員; 寫字樓文員				
403 Accounting Clerk 會計部文員				
412 General Storekeeper ; Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 管倉員; 貨倉及收貨文員; 採購部文員; 品質控制文員				
414 Secretary ; Office Assistant ; Driver 秘書; 辦公室助理; 司機				

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」/「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職僱員人數 (實習生/學 徒*除外)	(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期的 全職實習生/ 學徒*人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職空缺額 (實習生/學 徒*除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices*) 全職僱員之每月 平均薪酬 (實習生/學徒*除外)
	Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺, 請在方 格內 填入 '0'。				Code 編號 1 \$15,001 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
Table Service Section 樓面部					
Managerial and Professional Level 經理及專業人員級					
131	Restaurant Manager ; Banquet Manager 餐廳經理; 宴會經理				
Supervisory Level 督導員級					
231	Restaurant Head Supervisor 中菜館/酒樓/餐廳主管				
232	Captain ; Restaurant Supervisor 樓面部部長/領班				
234	Pantry Supervisor 傳菜部主管				
Craft/Operative Level 技工/操作工級					
331	Waiter/Waitress ; Server 侍應生; 服務員				
332	Receptionist ; Hostess 接待員; 知客				
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生; 衣帽間侍應生				
334	Pantry Server / Assistant ; Food-runner 傳菜員				
335	Cashier 樓面出納員(收銀員)				
336	Food Station / Counter Handler 堂前小食處理員; 小食檔處理員				
337	Delivery Staff / Take-Away Service Staff 送外賣員/外賣服務員工				
Production Section 出品部					
Managerial and Professional Level 經理及專業人員級					
151	Executive Chef ; Executive Sous Chef 行政總廚; 副/助理行政總廚				
152	Head Chef ; Sous Chef 總廚師				
153	Executive Pastry Chef ; Head Chef (Pastry) 糕餅總廚師				
155	Head Chef (Specialty Cuisine) / Cook for Asian / Exotic cuisine 特色菜總廚師(亞洲及熱帶國家)				
Supervisory Level 督導員級					
252	Senior Cook 高級廚師				
253	Pastry Chef 糕餅廚師				
255	Barbecue Cook 燒味廚師/燒烤廚師				
256	Garde Manger 冷盤總廚師				
Craft/Operative Level 技工/操作工級					
352	Cook 廚師				
353	Baker ; Pastry Cook 麵包師傅; 糕餅師傅				
357	Junior Cook 見習/初級廚師				
358	Kitchen Assistant 廚師助手				
359	Cleaner ; Dishwasher 清潔工; 洗碗工				

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」/「學徒」指正在接受訓練的僱員, 及包括正在接受各種形式訓練的實習生, 和根據學徒合約受聘的學徒。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Full Time Trainees/ Apprentices# as at Survey Reference Date	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices#)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices#) 全職僱員之每月 平均薪酬 (實習生/學徒# 除外)
	在統計日期的 全職僱員人數 (實習生/學 徒# 除外)				Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺，請在方 格內 填入 '0'。					
Production Section (Continued) 出品部 (續)					
Principal jobs related to Chinese cuisine (if applicable) 與中菜相關職位 (如適用)					
Managerial and Professional Level 經理及專業人員級					
161	Executive Chinese Chef ; Executive Chinese Sous Chef 中菜行政總廚 ; 副/助理中菜行政總廚				
Supervisory Level 督導員級					
261	Dim Sum Head Cook 點心主廚				
262	No. 1 Cook / Head Stove 頭鑊				
263	No. 2 Cook 二廚				
264	Senior Cook 上什				
265	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)				
266	No. 1 Chopper 砧板				
267	No. 2 Chopper 二砧				
268	Butcher 水櫃				
269	Aboyeur (Production Control Cook) 打荷				
Craft/Operative Level 技工/操作工級					
361	Dim Sum Cook 點心廚師				
362	No. 3 Cook 三廚				
363	No. 4 Cook 四廚				
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師				
365	Specialty Cuisine Cook 特色菜廚師 (亞洲及熱帶國家)				
Beverage Section 飲品部					
Managerial and Professional Level 經理及專業人員級					
171	Chief Sommelier / Head Sommelier 總品酒師				
Supervisory Level 督導級					
271	Sommelier 品酒師				
272	Beverage Manager ; Bar Manager 水吧經理 ; 飲品店經理 ; 酒吧經理				
273	Tea Master ; Barista 茶藝師 ; 咖啡師				
Craft/Operative Level 技工/操作工級					
371	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師				
372	Beverage Assistant 飲品調配員 ; 水吧服務員				
Other Related Catering Industry Staff 其他相關飲食業的員工					

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」/「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Part II
第二部份

Part Time employees and Casuals

兼職僱員及臨時員工

1. Please indicate the post and the following manpower information of **Part Time employees[^]** and **Casuals[#]** as at **Survey Reference Date**.
請填寫在統計日期 貴機構的兼職僱員[^]及臨時員工[#]的職位及下列人力資訊。

Post (Please refer to the principal job in Part I) 職位 (請參考第一部份之主要職務) (for example: Waiter, Cashier, Delivery Staff, Cook, Junior Cook, Beverage Helper, Dishwasher) (如: 侍應生; 收銀員; 外賣員; 廚師; 見習/初級廚師; 水吧服務員; 洗碗工)	Part Time Employees [^] 兼職僱員 [^]			Casuals [#] 臨時員工 [#]	
	No. of employees reported duty as at Survey Reference Date 在統計日期的僱員人數	Wage 工資 Code 編號 Average Hourly Wage Range 平均時薪幅度 1 \$37.5 - \$50 2 \$51 - \$80 3 \$81 or above 或以上	No. of vacancies as at Survey Reference Date 在統計日期的空缺數目	No. of casuals reported duty as at Survey Reference Date 在統計日期的僱員人數	No. of vacancies as at Survey Reference Date 在統計日期的空缺數目

Age distribution of Employees

僱員年齡分佈

2. Please indicate the percentage of age range distribution of **Full Time employees** of the following job levels.
請指出 貴機構在下列職級的全職僱員的年齡分佈。

	25 or below 25 歲或以下	26 – 35 26 至 35 歲	36 – 55 36 至 55 歲	56 or above 56 歲或以上	No such level of staff 沒有相關職級員工
(a) Managerial/Professional Level 經理/專業人員級	%	%	%	%	<input type="checkbox"/>
(b) Supervisory Level 督導員級	%	%	%	%	<input type="checkbox"/>
(c) Craft/Operative Level 技工/操作工級	%	%	%	%	<input type="checkbox"/>

New Recruitment

新聘僱員

3. Please state the number of Full Time employees who were **newly recruited** in the **past 12 months**.
請列出 貴機構在過去十二個月內新招聘的全職僱員人數。

	Managerial/ Professional Level 經理/專業人員級	Supervisory Level 督導員級	Craft/ Operative Level 技工/操作工級	Administrative and Others 文員及其他員工
(a) Total 總人數				
(b) Number of new recruits with catering industry experience 新招聘中具飲食業經驗的僱員人數				
(c) Number of new recruits who are Fresh Graduates of Catering Programmes 新招聘的應屆飲食業培訓課程畢業生人數				

4. For those new recruits **without** catering industry experience, please indicate the industry that they worked in before.
請指出無相關飲食業經驗的新入職僱員在入職前從事的行業。

Employees who had left the Establishment**已離職僱員**

5. Please state the number of Full Time employees who had **left** in the **past 12 months**.

請列出 貴機構在過去十二個月內全職僱員的離職人數。

(a) Managerial/Professional Level
經理／專業人員級

(b) Supervisory Level
督導員級

(c) Craft/Operative Level
技工／操作工級

(d) Administrative and Others
文員及其他員工

Business Environment**行業概況**

6. Please indicate your view on the expected change in business volume of your establishment **in the next 12 months**

(Please tick in the box as appropriate) and indicate the reasons leading to the **better or worse**.

請指出 貴機構預計在未來十二個月業務額的變化 (請在適當的格內填上“✓”號)及引起較佳或較差的原因。

Better
較佳

 + %

(Please state reasons)
(請說明原因)

Stable
穩定

Worsen
較差

 - %

(Please state reasons)
(請說明原因)

Uncertain
不肯定

Major Difficulties Encountered in Recruitment**主要招聘困難**

7. Please indicate the difficulties encountered in recruitment of Full Time employees of your establishment in **past 12 months**.

請指出 貴機構在過去十二個月招聘全職僱員時所遇到的困難。

	Reasons 原因	Managerial/ Professional 經理/ 專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工
(a) No recruitment was taken place 沒有招聘		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Recruitment was taken place and did not encounter difficulties 有招聘，並 沒有 遇到招聘困難		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: (You may tick “✓” one or more options.) 有招聘，所遇到的困難是：(可剔“✓”選多於一項。)				
(i) Lack of candidates with relevant experience 缺乏具相關經驗求職者		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Terms of employment (e.g. compensation and benefits) 聘用條件(例如：薪酬及福利)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Working conditions (e.g. working hours, shift work) 工作條件(例如：工作時間，輪班工作)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Working environment 工作環境		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Career prospects 晉升機會		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Competition for manpower from other industries 源自其他行業之人手競爭		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Competition for manpower from the Mainland/Macao/other cities 源自內地/澳門/其他城市之人手競爭		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Others (please specify) 其他(請說明)	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Preferred Education Level and Years of Experience of Employees

僱員宜有的教育程度及相關年資

8. Please choose preferred education level and years of experience of **Full Time employees**.

請選擇全職僱員宜有的教育程度及相關年資。

Job level 職級	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工
(a) Education Level (Please tick “√” 1 box for each job level) 教育程度 (每職級請別“√”選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑／證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六／七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Years of Experience (Please tick “√” 1 box for each job level) 相關年資 (每職級請別“√”選一項)			
(i) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) No experience 無經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>			

Training

培訓

9. Please choose the preferred mode of training for Full Time employees (You may tick “√” one or more options.).

請選擇全職僱員宜有的訓練模式 (可別“√”選多於一項)。

	Managerial/ Professional and Supervisory 經理／專業人員及督導員	Craft/Operative 技工／操作工
Face-to-face 實體：		
(a) Company's in-house training 公司內部培訓	<input type="checkbox"/>	<input type="checkbox"/>
(b) Outside training provider 外間培訓機構	<input type="checkbox"/>	<input type="checkbox"/>
(c) On-the-job training 在職培訓	<input type="checkbox"/>	<input type="checkbox"/>
Online 網上：		
(d) Real-time online training via relevant software (e.g. zoom) 實時透過相關軟體進行網上培訓 (例如：zoom)	<input type="checkbox"/>	<input type="checkbox"/>
(e) Bite-size video training via online platform 在網上平台瀏覽培訓短片	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>		

10. When compared with last year, the training and staff development budget of your establishment in **the next 12 months** will:
貴機構於未來十二個月的訓練及員工發展預算經費與過去一年比較是：

Increase 增加
 Decrease 減少
 Remain unchanged 維持不變
 No training arranged in last year or in the next 12 months
 過去一年或未來十二個月沒有安排培訓

11. To meet the emerging trends of the industry, please indicate the future training areas required for Full Time employees.
(You may wish to tick “√” more than 1 training area for each job level)
為配合行業的新興趨勢，請指出全職僱員在未來所需要的培訓範疇。（每職級可剔“√”選多個培訓範疇）

Training 培訓	Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工
A. Managerial Skills 管理技巧			
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	
(ii) Human Resources Management 人力資源管理	<input type="checkbox"/>	<input type="checkbox"/>	
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	<input type="checkbox"/>	<input type="checkbox"/>	
(v) Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	
(vi) Smart Technology Development 智能科技發展	<input type="checkbox"/>	<input type="checkbox"/>	
(vii) Food Chain 食物供應鏈	<input type="checkbox"/>	<input type="checkbox"/>	
B. Trade Skills 行業技能			
(i) Suggestive Selling 建議推銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Cost Control 成本控制	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Contemporary & Presentation Art 當代擺盤藝術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Food Trends & Sustainability 食物趨勢及可持續性	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Diets & Nutrition 飲食與營養	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Restaurant Service 餐飲服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Beverages (Alcoholic and Non-alcoholic) 飲料(酒精及非酒精)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Banquet / Catering Event Management 宴會/飲食項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Food Hygiene and Safety 食品衛生及安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Industry System Application 業界系統運用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic Skills 通用技巧			
(i) Customer Service 顧客服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Communication 溝通	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Problem Solving 難題解決	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Interpersonal Skills 人際關係	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Language 語言			
(i) Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) English 英語	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Others 其他			
Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of questionnaire. Thank you for your co-operation.
問卷完，多謝合作。



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 2022 MANPOWER SURVEY OF THE CATERING INDUSTRY
飲食業2022年人力調查

The 2022 Manpower Survey of the Catering Industry (CA) aims at collecting manpower information of the industry concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at **1st October 2022** by answering the questionnaire. Thank you.

飲食業2022年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴機構根據 **2022年10月1日** 的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

(For official use)

Industry Code _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Category of the restaurant in your establishment:

貴機構的餐廳類別:

- | | |
|--|--|
| <input type="checkbox"/> Chinese restaurant
中式酒樓 / 中菜館 | <input type="checkbox"/> Beverage serving place
(incl. Bars, Coffee shops, Herb tea shops, etc.)
飲品供應場所 (包括酒吧、咖啡店、涼茶鋪等) |
| <input type="checkbox"/> Hong Kong style restaurant
(incl. Hong Kong style tea cafes, etc.)
港式餐廳 (包括港式茶餐廳等) | <input type="checkbox"/> Other meal / food service
(incl. Desserts houses, Food court, Takeaway shops, etc.)
其他餐膳服務 (包括甜品/糖水店、美食廣場、外賣店等) |
| <input type="checkbox"/> Other than Chinese restaurant (Fusion, Countries Cuisines, incl. Western, Japanese, Korean, etc.)
非中式餐廳 (融合或多國菜式, 包括西式、日式、韓式等) | <input type="checkbox"/> Event caterer
聚會餐飲服務商 |
| <input type="checkbox"/> Fast food shop
快餐店 | <input type="checkbox"/> Restaurant in Club
會所餐廳 |

Details of Contact Person*

聯絡人資料*

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO. : _____

電話

FAX NO. : _____

圖文傳真

E-MAIL : _____

電郵

* The information provided will be used for the purpose of this and subsequent manpower surveys.
所提供資料將用作是次及日後人力調查之用。

Part I – Manpower Information
第一部份 – 人力情況

Please complete columns 'B' to 'E' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各欄 'B' 至 'E'。

Principal Jobs (Full Time employees) 主要職務 (全職僱員)

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。				
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職僱員人數 (實習生/學 徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期的 全職實習生/ 學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職空缺額 (實習生/學 徒 [#] 除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices [#]) 全職僱員之每月 平均薪酬 (實習生/學徒 [#] 除外)
	Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺，請在方格內填入 '0'。			Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
e.g. Job Title A (3 employees, 1 Apprentice and 2 vacancies) 例子：職位甲 (3名僱員, 1名學徒及2個空缺)	3	1	2	6
Sales and Management Section 營業及行政部				
Managerial and Professional Level 經理及專業人員級				
101 Executive Director ; General Manager 執行董事；總經理				
102 Director / Manager of Human Resources 人力資源部總監/經理				
103 Chief Accountant ; Financial Director 總會計師；財務總監				
104 Purchasing Manager 採購部經理				
105 Business Manager ; Sales Manager 業務經理；營業部經理				
107 Administration Manager ; Executive Manager ; Executive Assistant Manager 行政經理；行政副經理				
108 Club Manager ; Director of Operations 會所經理；營運總監				
109 Director / Manager of Marketing ; Digital Media Manager ; Corporate Communications Manager 市場部總監/經理；數字媒體經理；企業傳訊經理				
Supervisory Level 督導員級				
202 Human Resources Officer 人力資源部主任				
203 Accounting / Supervisor ; Cost Control / Supervisor (Food and Beverage) 會計/主管；飲食成本會計/主管				
205 Sales Supervisor 營業部主管				
207 Administration Officer ; Culinary Operations Officer 行政主任；餐務營運主任				
209 Public Relations Officer ; Digital Media Officer 公共關係主任；數字媒體主任				
211 Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督				
212 Store Supervisor 倉務主管				
213 Security Supervisor ; Head of Security 保安主任/主管				
Craft/Operative Level & Administrative and Others 技工/操作工級和文員及其他員工				
311 Engineering Craftsman 工程部技工				
313 Security Officer ; Valet Parking Attendant 保安員；代客泊車員				
402 Human Resources Clerk ; General Office Clerk 人力資源部文員；寫字樓文員				
403 Accounting Clerk 會計部文員				
412 General Storekeeper ; Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 管倉員；貨倉及收貨文員；採購部文員；品質控制文員				
414 Secretary ; Office Assistant ; Driver 秘書；辦公室助理；司機				

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」/「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Full Time Trainees/ Apprentices# as at Survey Reference Date	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices#)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices#) 全職僱員之每月 平均薪酬 (實習生/學徒# 除外)
	Code 編號				1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
Table Service Section 樓面部					
Managerial and Professional Level 經理及專業人員級					
131	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理				
Supervisory Level 督導員級					
231	Restaurant Head Supervisor 中菜館／酒樓／餐廳主管				
232	Captain ; Restaurant Supervisor 樓面部部長／領班				
234	Pantry Supervisor 傳菜部主管				
Craft/Operative Level 技工／操作工級					
331	Waiter/Waitress ; Server 侍應生；服務員				
332	Receptionist ; Hostess 接待員；知客				
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生				
334	Pantry Server / Assistant ; Food-runner 傳菜員				
335	Cashier 樓面出納員（收銀員）				
336	Food Station / Counter Handler 堂前小食處理員；小食檔處理員				
337	Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員工				
Production Section 出品部					
Managerial and Professional Level 經理及專業人員級					
161	Executive Chinese Chef ; Executive Chinese Sous Chef 中菜行政總廚；副／助理中菜行政總廚				
Supervisory Level 督導員級					
261	Dim Sum Head Cook 點心主廚				
262	No. 1 Cook / Head Stove 頭鑊				
263	No. 2 Cook 二廚				
264	Senior Cook 上什				
265	Chef (Specialty Cuisine) 特色菜主廚（亞洲及熱帶國家）				
266	No. 1 Chopper 砧板				
267	No. 2 Chopper 二砧				
268	Butcher 水櫃				
269	Aboyeur (Production Control Cook) 打荷				
255	Barbecue Cook 燒味廚師／燒烤廚師				
Craft/Operative Level 技工／操作工級					
361	Dim Sum Cook 點心廚師				
362	No. 3 Cook 三廚				
363	No. 4 Cook 四廚				
364	Pantry Cook ; Vegetable Cook 幫上什；蔬菜廚師				
365	Specialty Cuisine Cook 特色菜廚師（亞洲及熱帶國家）				
358	Kitchen Assistant 廚師助手				
359	Cleaner ; Dishwasher 清潔工；洗碗工				

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職僱員人數 (實習生/學 徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期的 全職實習生/ 學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職空缺額 (實習生/學 徒 [#] 除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices [#]) 全職僱員之每月 平均薪酬 (實習生/學徒 [#] 除外) Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
	Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺，請在方格內 填入 '0'。				
Beverage Section 飲品部					
Managerial and Professional Level 經理及專業人員級					
171	Chief Sommelier / Head Sommelier 總品酒師				
Supervisory Level 督導級					
271	Sommelier 品酒師				
272	Beverage Manager ; Bar Manager 水吧經理；飲品店經理；酒吧經理				
273	Tea Master ; Barista 茶藝師；咖啡師				
Craft/Operative Level 技工/操作工級					
371	Bartender ; Barman ; Mixologist 調酒員；調酒師				
372	Beverage Assistant 飲品調配員；水吧服務員				
Other Related Catering Industry Staff 其他相關飲食業的員工					

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」/「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Part II
第二部份

Part Time employees and Casuals

兼職僱員及臨時員工

1. Please indicate the post and the following manpower information of **Part Time employees[^]** and **Casuals[#]** as at **Survey Reference Date**.
請填寫在統計日期 貴機構的兼職僱員[^]及臨時員工[#]的職位及下列人力資訊。

Post (Please refer to the principal job in Part I) 職位 (請參考第一部份之主要職務) (for example: Waiter, Cashier, Delivery Staff, Cook, Junior Cook, Beverage Helper, Dishwasher) (如: 侍應生; 收銀員; 外賣員; 廚師; 見習/初級廚師; 水吧服務員; 洗碗工)	Part Time Employees [^] 兼職僱員 [^]			Casuals [#] 臨時員工 [#]	
	No. of employees reported duty as at Survey Reference Date 在統計日期的僱員人數	Wage 工資 Code 編號 Average Hourly Wage Range 平均時薪幅度 1 \$37.5 - \$50 2 \$51 - \$80 3 \$81 or above 或以上	No. of vacancies as at Survey Reference Date 在統計日期的空缺數目	No. of casuals reported duty as at Survey Reference Date 在統計日期的僱員人數	No. of vacancies as at Survey Reference Date 在統計日期的空缺數目

Age distribution of Employees

僱員年齡分佈

2. Please indicate the percentage of age range distribution of **Full Time employees** of the following job levels.
請指出 貴機構在下列職級的全職僱員的年齡分佈。

	25 or below 25 歲或以下	26 – 35 26 至 35 歲	36 – 55 36 至 55 歲	56 or above 56 歲或以上	No such level of staff 沒有相關職級員工
(a) Managerial/Professional Level 經理/專業人員級	%	%	%	%	<input type="checkbox"/>
(b) Supervisory Level 督導員級	%	%	%	%	<input type="checkbox"/>
(c) Craft/Operative Level 技工/操作工級	%	%	%	%	<input type="checkbox"/>

New Recruitment

新聘僱員

3. Please state the number of Full Time employees who were **newly recruited** in the **past 12 months**.
請列出 貴機構在過去十二個月內新招聘的全職僱員人數。

	Managerial/ Professional Level 經理/專業人員級	Supervisory Level 督導員級	Craft/ Operative Level 技工/操作工級	Administrative and Others 文員及其他員工
(a) Total 總人數				
(b) Number of new recruits with catering industry experience 新招聘中具飲食業經驗的僱員人數				
(c) Number of new recruits who are Fresh Graduates of Catering Programmes 新招聘的應屆飲食業培訓課程畢業生人數				

4. For those new recruits **without** catering industry experience, please indicate the industry that they worked in before.
請指出無相關飲食業經驗的新入職僱員在入職前從事的行業。

Employees who had left the Establishment

已離職僱員

5. Please state the number of Full Time employees who had **left** in the past 12 months.

請列出 貴機構在過去十二個月內全職僱員的離職人數。

(a) Managerial/Professional Level
經理／專業人員級

(b) Supervisory Level
督導員級

(c) Craft/Operative Level
技工／操作工級

(d) Administrative and Others
文員及其他員工

Business Environment

行業概況

6. Please indicate your view on the expected change in business volume of your establishment in the next 12 months

(Please tick in the box as appropriate) and indicate the reasons leading to the **better or worse**.

請指出 貴機構預計在未來十二個月業務額的變化 (請在適當的格內填上“✓”號)及引起較佳或較差的原因。

Better
較佳

(Please state reasons)
(請說明原因)

Stable
穩定

Worsen
較差

(Please state reasons)
(請說明原因)

Uncertain
不肯定

Major Difficulties Encountered in Recruitment

主要招聘困難

7. Please indicate the difficulties encountered in recruitment of Full Time employees of your establishment in past 12 months.

請指出 貴機構在過去十二個月招聘全職僱員時所遇到的困難。

	Reasons 原因	Managerial/ Professional 經理／ 專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工
(a)	No recruitment was taken place 沒有招聘	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b)	Recruitment was taken place and did not encounter difficulties 有招聘，並 沒有 遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c)	Recruitment was taken place and the difficulties encountered were: (You may tick “✓” one or more options.) 有招聘，所遇到的困難是：(可剔“✓”選多於一項。)			
(i)	Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii)	Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii)	Terms of employment (e.g. compensation and benefits) 聘用條件(例如：薪酬及福利)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv)	Working conditions (e.g. working hours, shift work) 工作條件(例如：工作時間，輪班工作)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v)	Working environment 工作環境	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi)	Career prospects 晉升機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii)	Competition for manpower from other industries 源自其他行業之人手競爭	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii)	Competition for manpower from the Mainland/Macao/other cities 源自內地／澳門／其他城市之人手競爭	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix)	Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Preferred Education Level and Years of Experience of Employees

僱員宜有的教育程度及相關年資

8. Please choose preferred education level and years of experience of **Full Time employees**.

請選擇全職僱員宜有的教育程度及相關年資。

Job level 職級	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工
(a) Education Level (Please tick “√” 1 box for each job level) 教育程度 (每職級請別“√” 選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑／證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六／七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Years of Experience (Please tick “√” 1 box for each job level) 相關年資 (每職級請別“√” 選一項)			
(i) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) No experience 無經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff</i> <i>沒有相關職級員工</i>			

Training

培訓

9. Please choose the preferred mode of training for Full Time employees (You may tick “√” one or more options).

請選擇全職僱員宜有的訓練模式 (可別“√”選多於一項)。

	Managerial/ Professional and Supervisory 經理／專業人員 及 督導員	Craft/Operative 技工／操作工
Face-to-face 實體：		
(a) Company’s in-house training 公司內部培訓	<input type="checkbox"/>	<input type="checkbox"/>
(b) Outside training provider 外間培訓機構	<input type="checkbox"/>	<input type="checkbox"/>
(c) On-the-job training 在職培訓	<input type="checkbox"/>	<input type="checkbox"/>
Online 網上：		
(d) Real-time online training via relevant software (e.g. zoom) 實時透過相關軟體進行網上培訓 (例如：zoom)	<input type="checkbox"/>	<input type="checkbox"/>
(e) Bite-size video training via online platform 在網上平台瀏覽培訓短片	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff</i> <i>沒有相關職級員工</i>		

10. When compared with last year, the training and staff development budget of your establishment in **the next 12 months** will:
貴機構於未來十二個月的訓練及員工發展預算經費與過去一年比較是：

Increase 增加
 Decrease 減少
 Remain unchanged 維持不變
 No training arranged in last year or in the next 12 months
 過去一年或未來十二個月沒有安排培訓

11. To meet the emerging trends of the industry, please indicate the future training areas required for Full Time employees.
(You may wish to tick “√” more than 1 training area for each job level)
為配合行業的新興趨勢，請指出全職僱員在未來所需要的培訓範疇。（每職級可剔“√”選多個培訓範疇）

Training 培訓	Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工
A. Managerial Skills 管理技巧			
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	
(ii) Human Resources Management 人力資源管理	<input type="checkbox"/>	<input type="checkbox"/>	
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	<input type="checkbox"/>	<input type="checkbox"/>	
(v) Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	
(vi) Smart Technology Development 智能科技發展	<input type="checkbox"/>	<input type="checkbox"/>	
(vii) Food Chain 食物供應鏈	<input type="checkbox"/>	<input type="checkbox"/>	
B. Trade Skills 行業技能			
(i) Suggestive Selling 建議推銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Cost Control 成本控制	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Contemporary & Presentation Art 當代擺盤藝術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Food Trends & Sustainability 食物趨勢及可持續性	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Diets & Nutrition 飲食與營養	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Restaurant Service 餐飲服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Beverages (Alcoholic and Non-alcoholic) 飲料(酒精及非酒精)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Banquet / Catering Event Management 宴會/飲食項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Food Hygiene and Safety 食品衛生及安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Industry System Application 業界系統運用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic Skills 通用技巧			
(i) Customer Service 顧客服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Communication 溝通	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Problem Solving 難題解決	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Interpersonal Skills 人際關係	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Language 語言			
(i) Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) English 英語	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Others 其他			
Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of Questionnaire. Thank You for Your Co-operation.
問卷完，多謝合作。

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 2022 MANPOWER SURVEY OF THE CATERING INDUSTRY
飲食業2022年人力調查

The 2022 Manpower Survey of the Catering Industry (CA) aims at collecting manpower information of the industry concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at **1st October 2022** by answering the questionnaire. Thank you.

飲食業2022年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴機構根據 **2022年10月1日** 的人力情況填寫此問卷。多謝合作。

Establishment Information**機構資料**

(For official use)

Industry Code _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Category of the restaurant in your establishment:

貴機構的餐廳類別:

- | | |
|---|--|
| <input type="checkbox"/> Hong Kong style restaurant
(incl. Hong Kong style tea cafes, etc.)
港式餐廳 (包括港式茶餐廳等) | <input type="checkbox"/> Other meal / food service
(incl. Desserts houses, Food court, Takeaway shops, etc.)
其他餐膳服務 (包括甜品/糖水店、美食廣場、外賣店等) |
| <input type="checkbox"/> Other than Chinese restaurant (Fusion, Countries Cuisines, incl. Western, Japanese, Korean, etc.)
非中式餐廳 (融合或多國菜式，包括西式、日式、韓式等) | <input type="checkbox"/> Event caterer
聚會餐飲服務商 |
| <input type="checkbox"/> Fast food shop
快餐店 | <input type="checkbox"/> Restaurant in Club
會所餐廳 |
| <input type="checkbox"/> Beverage serving place
(incl. Bars, Coffee shops, Herb tea shops, etc.)
飲品供應場所 (包括酒吧、咖啡店、涼茶鋪等) | <input type="checkbox"/> Chinese restaurant
中式酒樓 / 中菜館 |

Details of Contact Person***聯絡人資料***

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO. : _____ - _____

電話

FAX NO. : _____

圖文傳真

E-MAIL : _____

電郵

* The information provided will be used for the purpose of this and subsequent manpower surveys.
所提供資料將用作是次及日後人力調查之用。

Part I – Manpower Information
第一部份 – 人力情況

Please complete columns 'B' to 'E' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各欄 'B' 至 'E'。

Principal Jobs (Full Time employees) 主要職務 (全職僱員)

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。				
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職僱員人數 (實習生/學 徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期的 全職實習生/ 學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職空缺額 (實習生/學 徒 [#] 除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices [#]) 全職僱員之每月 平均薪酬 (實習生/學徒 [#] 除外) Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
Job Code 職位 編號 e.g. 例子: Job Title A (3 employees, 1 Apprentice and 2 vacancies) 職位甲 (3名僱員, 1名學徒及2個空缺)	3	1	2	6
Sales and Management Section 營業及行政部				
Managerial and Professional Level 經理及專業人員級				
101 Executive Director ; General Manager 執行董事；總經理				
102 Director / Manager of Human Resources 人力資源部總監／經理				
103 Chief Accountant ; Financial Director 總會計師；財務總監				
104 Purchasing Manager 採購部經理				
105 Business Manager ; Sales Manager 業務經理；營業部經理				
107 Administration Manager ; Executive Manager ; Executive Assistant Manager 行政經理；行政副經理				
108 Club Manager ; Director of Operations 會所經理；營運總監				
109 Director / Manager of Marketing ; Digital Media Manager ; Corporate Communications Manager 市場部總監／經理；數字媒體經理；企業傳訊經理				
110 Food and Beverage Director / Manager 餐飲部總監／經理				
Supervisory Level 督導員級				
202 Human Resources Officer 人力資源部主任				
203 Accounting / Supervisor ; Cost Control / Supervisor (Food and Beverage) 會計／主管；飲食成本會計／主管				
205 Sales Supervisor 營業部主管				
207 Administration Officer ; Culinary Operations Officer 行政主任；餐務營運主任				
209 Public Relations Officer ; Digital Media Officer 公共關係主任；數字媒體主任				
211 Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督				
212 Store Supervisor 倉務主管				
213 Security Supervisor ; Head of Security 保安主任／主管				
Craft/Operative Level & Administrative and Others 技工／操作工級 和 文員及其他員工				
311 Engineering Craftsman 工程部技工				
313 Security Officer ; Valet Parking Attendant 保安員；代客泊車員				
402 Human Resources Clerk ; General Office Clerk 人力資源部文員；寫字樓文員				
403 Accounting Clerk 會計部文員				
412 General Storekeeper ; Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 管倉員；貨倉及收貨文員；採購部文員；品質控制文員				
414 Secretary ; Office Assistant ; Driver 秘書；辦公室助理；司機				

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職僱員人數 (實習生/學 徒*除外)	(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期的 全職實習生/ 學徒*人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職空缺額 (實習生/學 徒*除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices*) 全職僱員之每月 平均薪酬 (實習生/學徒*除外)
	Code 編號				1 \$15,001 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
Table Service Section 樓面部					
Managerial and Professional Level 經理及專業人員級					
131	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理				
Supervisory Level 督導員級					
231	Restaurant Head Supervisor 中菜館/酒樓/餐廳主管				
232	Captain ; Restaurant Supervisor 樓面部部長/領班				
234	Pantry Supervisor 傳菜部主管				
Craft/Operative Level 技工/操作工級					
331	Waiter/Waitress ; Server 侍應生；服務員				
332	Receptionist ; Hostess 接待員；知客				
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生				
334	Pantry Server / Assistant ; Food-runner 傳菜員				
335	Cashier 樓面出納員(收銀員)				
336	Food Station / Counter Handler 堂前小食處理員；小食檔處理員				
337	Delivery Staff / Take-Away Service Staff 送外賣員/外賣服務員工				
Production Section 出品部					
Managerial and Professional Level 經理及專業人員級					
151	Executive Chef ; Executive Sous Chef 行政總廚；副/助理行政總廚				
152	Head Chef ; Sous Chef 總廚師				
153	Executive Pastry Chef ; Head Chef (Pastry) 糕餅總廚師				
155	Head Chef (Specialty Cuisine) / Cook for Asian / Exotic cuisine 特色菜總廚師(亞洲及熱帶國家)				
Supervisory Level 督導員級					
252	Senior Cook 高級廚師				
253	Pastry Chef 糕餅廚師				
255	Barbecue Cook 燒味廚師/燒烤廚師				
256	Garde Manger 冷盤總廚師				
Craft/Operative Level 技工/操作工級					
352	Cook 廚師				
353	Baker ; Pastry Cook 麵包師傅；糕餅師傅				
357	Junior Cook 見習/初級廚師				
358	Kitchen Assistant 廚師助手				
359	Cleaner ; Dishwasher 清潔工；洗碗工				

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship. 「實習生」/「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職僱員人數 (實習生/學 徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期的 全職實習生/ 學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的 全職空缺額 (實習生/學 徒 [#] 除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices [#]) 全職僱員之每月 平均薪酬 (實習生/學徒 [#] 除外) Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
	Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺，請在方格內 填入 '0'。				
Beverage Section 飲品部					
Managerial and Professional Level 經理及專業人員級					
171	Chief Sommelier / Head Sommelier 總品酒師				
Supervisory Level 督導級					
271	Sommelier 品酒師				
272	Beverage Manager ; Bar Manager 水吧經理；飲品店經理；酒吧經理				
273	Tea Master ; Barista 茶藝師；咖啡師				
Craft/Operative Level 技工/操作工級					
371	Bartender ; Barman ; Mixologist 調酒員；調酒師				
372	Beverage Assistant 飲品調配員；水吧服務員				
Other Related Catering Industry Staff 其他相關飲食業的員工					

"Trainees/Apprentices" refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship.
「實習生」/「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Part II
第二部份

Part Time employees and Casuals

兼職僱員及臨時員工

1. Please indicate the post and the following manpower information of **Part Time employees[^]** and **Casuals[#]** as at **Survey Reference Date**.
請填寫在統計日期 貴機構的兼職僱員[^]及臨時員工[#]的職位及下列人力資訊。

Post (Please refer to the principal job in Part I) 職位 (請參考第一部份之主要職務) (for example: Waiter, Cashier, Delivery Staff, Cook, Junior Cook, Beverage Helper, Dishwasher) (如: 侍應生; 收銀員; 外賣員; 廚師; 見習/初級廚師; 水吧服務員; 洗碗工)	Part Time Employees [^] 兼職僱員 [^]			Casuals [#] 臨時員工 [#]	
	No. of employees reported duty as at Survey Reference Date 在統計日期的僱員人數	Wage 工資 Code 編號 Average Hourly Wage Range 平均時薪幅度 1 \$37.5 - \$50 2 \$51 - \$80 3 \$81 or above 或以上	No. of vacancies as at Survey Reference Date 在統計日期的空缺數目	No. of casuals reported duty as at Survey Reference Date 在統計日期的僱員人數	No. of vacancies as at Survey Reference Date 在統計日期的空缺數目

Age distribution of Employees

僱員年齡分佈

2. Please indicate the percentage of age range distribution of **Full Time employees** of the following job levels.
請指出 貴機構在下列職級的全職僱員的年齡分佈。

	25 or below 25 歲或以下	26 – 35 26 至 35 歲	36 – 55 36 至 55 歲	56 or above 56 歲或以上	No such level of staff 沒有相關職級員工
(a) Managerial/Professional Level 經理/專業人員級	%	%	%	%	<input type="checkbox"/>
(b) Supervisory Level 督導員級	%	%	%	%	<input type="checkbox"/>
(c) Craft/Operative Level 技工/操作工級	%	%	%	%	<input type="checkbox"/>

New Recruitment

新聘僱員

3. Please state the number of Full Time employees who were **newly recruited** in the **past 12 months**.
請列出 貴機構在過去十二個月內新招聘的全職僱員人數。

	Managerial/ Professional Level 經理/專業人員級	Supervisory Level 督導員級	Craft/ Operative Level 技工/操作工級	Administrative and Others 文員及其他員工
(a) Total 總人數				
(b) Number of new recruits with catering industry experience 新招聘中具飲食業經驗的僱員人數				
(c) Number of new recruits who are Fresh Graduates of Catering Programmes 新招聘的應屆飲食業培訓課程畢業生人數				

4. For those new recruits **without** catering industry experience, please indicate the industry that they worked in before.
請指出無相關飲食業經驗的新入職僱員在入職前從事的行業。

Employees who had left the Establishment

已離職僱員

5. Please state the number of Full Time employees who had **left** in the past 12 months.

請列出 貴機構在過去十二個月內全職僱員的離職人數。

(a) Managerial/Professional Level
經理／專業人員級

(b) Supervisory Level
督導員級

(c) Craft/Operative Level
技工／操作工級

(d) Administrative and Others
文員及其他員工

Business Environment

行業概況

6. Please indicate your view on the expected change in business volume of your establishment in the next 12 months

(Please tick in the box as appropriate) and indicate the reasons leading to the **better or worse**.

請指出 貴機構預計在未來十二個月業務額的變化 (請在適當的格內填上“✓”號)及引起較佳或較差的原因。

Better
較佳

(Please state reasons)
(請說明原因)

Stable
穩定

Worsen
較差

(Please state reasons)
(請說明原因)

Uncertain
不肯定

Major Difficulties Encountered in Recruitment

主要招聘困難

7. Please indicate the difficulties encountered in recruitment of Full Time employees of your establishment in past 12 months.

請指出 貴機構在過去十二個月招聘全職僱員時所遇到的困難。

	Reasons 原因	Managerial/ Professional 經理／ 專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工
(a)	No recruitment was taken place 沒有招聘	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b)	Recruitment was taken place and did not encounter difficulties 有招聘，並沒有遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c)	Recruitment was taken place and the difficulties encountered were: (You may tick “✓” one or more options.) 有招聘，所遇到的困難是：(可剔“✓”選多於一項。)			
(i)	Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii)	Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii)	Terms of employment (e.g. compensation and benefits) 聘用條件(例如：薪酬及福利)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv)	Working conditions (e.g. working hours, shift work) 工作條件(例如：工作時間，輪班工作)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v)	Working environment 工作環境	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi)	Career prospects 晉升機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii)	Competition for manpower from other industries 源自其他行業之人手競爭	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii)	Competition for manpower from the Mainland/Macao/other cities 源自內地／澳門／其他城市之人手競爭	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix)	Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Preferred Education Level and Years of Experience of Employees

僱員宜有的教育程度及相關年資

8. Please choose preferred education level and years of experience of **Full Time employees**.

請選擇全職僱員宜有的教育程度及相關年資。

Job level 職級	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工
(a) Education Level (Please tick “√” 1 box for each job level) 教育程度 (每職級請別“√” 選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑／證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六／七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Years of Experience (Please tick “√” 1 box for each job level) 相關年資 (每職級請別“√” 選一項)			
(i) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) No experience 無經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff</i> <i>沒有相關職級員工</i>			

Training

培訓

9. Please choose the preferred mode of training for Full Time employees (You may tick “√” one or more options.).

請選擇全職僱員宜有的訓練模式 (可別“√”選多於一項)。

	Managerial/ Professional and Supervisory 經理／專業人員 及 督導員	Craft/Operative 技工／操作工
Face-to-face 實體：		
(a) Company’s in-house training 公司內部培訓	<input type="checkbox"/>	<input type="checkbox"/>
(b) Outside training provider 外間培訓機構	<input type="checkbox"/>	<input type="checkbox"/>
(c) On-the-job training 在職培訓	<input type="checkbox"/>	<input type="checkbox"/>
Online 網上：		
(d) Real-time online training via relevant software (e.g. zoom) 實時透過相關軟體進行網上培訓 (例如：zoom)	<input type="checkbox"/>	<input type="checkbox"/>
(e) Bite-size video training via online platform 在網上平台瀏覽培訓短片	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff</i> <i>沒有相關職級員工</i>		

10. When compared with last year, the training and staff development budget of your establishment in **the next 12 months** will:
貴機構於未來十二個月的訓練及員工發展預算經費與過去一年比較是：

- Increase 增加 Decrease 減少
 Remain unchanged 維持不變 No training arranged in last year or in the next 12 months
過去一年或未來十二個月沒有安排培訓

11. To meet the emerging trends of the industry, please indicate the future training areas required for Full Time employees.
(You may wish to tick “√” more than 1 training area for each job level)
為配合行業的新興趨勢，請指出全職僱員在未來所需要的培訓範疇。（每職級可剔“√”選多個培訓範疇）

<u>Training</u> 培訓	<u>Managerial/</u> <u>Professional</u> 經理/專業人員	<u>Supervisory</u> 督導員	<u>Craft/</u> <u>Operative</u> 技工/操作工
A. Managerial Skills 管理技巧			
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	
(ii) Human Resources Management 人力資源管理	<input type="checkbox"/>	<input type="checkbox"/>	
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	<input type="checkbox"/>	<input type="checkbox"/>	
(v) Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	
(vi) Smart Technology Development 智能科技發展	<input type="checkbox"/>	<input type="checkbox"/>	
(vii) Food Chain 食物供應鏈	<input type="checkbox"/>	<input type="checkbox"/>	
B. Trade Skills 行業技能			
(i) Suggestive Selling 建議推銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Cost Control 成本控制	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Contemporary & Presentation Art 當代擺盤藝術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Food Trends & Sustainability 食物趨勢及可持續性	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Diets & Nutrition 飲食與營養	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Restaurant Service 餐飲服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Beverages (Alcoholic and Non-alcoholic) 飲料(酒精及非酒精)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Banquet / Catering Event Management 宴會/飲食項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Food Hygiene and Safety 食品衛生及安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Industry System Application 業界系統運用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic Skills 通用技巧			
(i) Customer Service 顧客服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Communication 溝通	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Problem Solving 難題解決	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Interpersonal Skills 人際關係	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Language 語言			
(i) Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) English 英語	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Others 其他			
Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of Questionnaire. Thank You for Your Co-operation.
問卷完，多謝合作。

The 2022 Manpower Survey of the Catering Industry
飲食業2022年人力調查

Explanatory Notes
附註

Part I
第一部份

1. Principal Jobs – Column ‘A’
主要職務—— ‘A’ 欄

- (a) Please go through column ‘A’ and mark those principal jobs applicable to your establishment. For detailed job descriptions for principal jobs, please refer to Appendix B.
請瀏覽 ‘A’ 欄，選取適用於 貴機構的主要職務。有關詳細的工作說明，請參閱附錄B。
- (b) Please note that some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
調查表內部分職稱可能有別於 貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。
- (c) In the event where an employee’s duties in your establishment are split between two or more job titles, please use the job title that best describes his/her principal responsibility.
如 貴機構有員工身兼多項職責，請選用最能反映其主要職責的職稱。
- (d) Please add in column ‘A’ titles of any principal jobs not mentioned in job descriptions (Appendix B); briefly describe them in respect of the appropriate job categories.
如 貴機構另有飲食的主要職務未載於工作說明（附錄B），請一併填入 ‘A’ 欄內，並簡述其所屬的職務類別及等級。

2. Number of Full Time Employees as at Survey Reference Date (Excl. Trainees/Apprentices) – Column ‘B’
在統計日期的全職僱員人數（實習生／學徒除外）—— ‘B’ 欄

For each principal job, please fill in the total number of Full Time employees (excluding trainees/apprentices) as at survey reference date.

“Full Time Employees” refer to those working Full Time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. These definitions also apply to ‘employee(s)’ appearing in other parts of the questionnaire.
請填寫 貴機構於統計日期僱用的每個主要職務的全職僱員總數（實習生／學徒除外）。

「全職僱員」指在 貴機構內全職工作（即每月最少四週、每週不少於十八小時）的受薪人員，其中包括在機構內全職工作的東主及合夥人。調查表內所出現的「僱員」等詞，定義亦同。

3. Number of Full Time Trainees/Apprentices as at Survey Reference Date – Column ‘C’
在統計日期的全職實習生／學徒人數—— ‘C’ 欄

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

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

4. Number of Full Time Vacancies as at Survey Reference Date (Excl. Trainees/Apprentices) – Column ‘D’
在統計日期的全職空缺額（實習生／學徒除外）—— ‘D’ 欄

Please fill in the total number of existing Full Time vacancies as at survey reference date. ‘Existing Vacancies’ refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at survey reference date.

請填上在統計日期每一主要職務的全職空缺額。「現有空缺額」指在統計日期的該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices) – Column ‘E’
全職僱員之每月平均薪酬（實習生／學徒除外）—— ‘E’ 欄

Please enter the code of average monthly remuneration package during the past 12 months for each principal job of Full Time employee(s). This should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. If you have more than one employee doing the same job, please enter the average range.

請在 ‘E’ 欄填入每個主要職務的全職僱員過去12個月每月平均薪酬的編號。這包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金及花紅。如 貴公司有多於一名僱員擔任同一主要職務，則請取平均收入。

Part II
第二部份

6. Question 1 – Manpower information of Part Time employees and Casuals

問題1 — 兼職僱員及臨時員工的人力資訊

Please indicate the manpower figures below of Part Time employees[^] and Casuals[#] as at Survey Reference Date by post.

請按職位填寫在統計日期 貴機構的兼職僱員[^]及臨時員工[#]的下列人力數據

- Part Time employees: Number of employees reported duty, Hourly Wage and Vacancies
兼職僱員的值勤人數、時薪及空缺數目
- Casuals: Number of individuals reported duty and Vacancies
臨時員工的值勤人數及空缺數目

Note:
註：

[^] “Part Time employees” refers to employees who are employed under a “contract of employment” and their working hours per week is less than 30.
“兼職員工” 是指根據僱傭合約受僱及每週工作時間少於30小時的員工。

[#] “Casuals” refers to individuals who are hired on an ad-hoc basis.
“臨時員工” 是指按當時需要而聘請的員工。

7. Question 2 – Age distribution of Employees

問題2 — 僱員年齡分佈

Please indicate the age distribution of Full Time employees.

請指出 貴機構的全職僱員的年齡分佈。

8. Question 3 - New Recruitment

問題3 — 新聘僱員

- ◆ Please fill in the total number of Full Time employees who were newly recruited in the past 12 months.
請填入 貴機構在過去十二個月內新招聘的全職僱員總人數。
- ◆ Please fill in the number of new recruits with the experience in Catering Industry.
請填入 貴機構的新招聘中，具飲食業相關經驗的人數。
- ◆ Please fill in the number of new recruits who are fresh graduates of catering programmes.
請填入 貴機構的新招聘中，應屆飲食業課程之畢業生人數。

9. Question 4

問題4

For those new recruits without catering industry experience, please indicate the industry that they worked in before.
請指出無相關飲食業經驗的新入職僱員在入職前從事的行業。

10. Question 5 – Employees who had left the Establishment

問題5 — 已離職僱員

Please fill in the number of Full Time employees who had left in the past 12 months.

請填上 貴機構過去十二個月內，全職僱員的離職人數。

11. Question 6 – Business Environment

問題6 — 行業概況

Please indicate the view on the expected change in business volume of your establishment in the next 12 months and indicate the reasons leading to the better or worse.

請指出 貴機構預計在未來十二個月之業務額變化及引起較佳或較差的原因。

12. Question 7 - Major Difficulties Encountered in Recruitment

問題7 — 主要招聘困難

Please indicate the difficulties encountered in recruitment of Full Time employees of your establishment in the past 12 months.

請指出 貴機構在過去十二個月招聘全職僱員時所遇到的困難。

13. Question 8 – Preferred Education Level and Years of Experience of Employees

問題8 — 僱員宜有的教育程度及相關年資

Please indicate the preferred education level and years of experience of Full Time employees.

請選擇全職僱員宜有的教育程度及相關年資。

14. Question 9 – Training mode

問題9 — 訓練模式

Please indicate the preferred mode of training for Full Time employees.

請指出全職僱員宜有的訓練模式。

15. Question 10 – Comparison with last year's staff development budget

問題10 — 與過去一年的員工發展預算經費比較

When compared with last year, please indicate the training and staff development budget of your establishment in the next 12 months.

請指出 貴機構於未來十二個月的訓練及員工發展預算經費與過去一年比較。

16. Question 11 – Training areas

問題11 — 培訓範疇

To meet the emerging trends of the industry, please indicate the future training areas required for Full Time employees.

為配合行業的新興趨勢，請指出全職僱員在未來所需要的培訓範疇。

2022 Manpower Survey of the Catering Industry
飲食業2022年人力調查

Job Descriptions for Principal Jobs
主要職務工作說明

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

(部分職稱可能與貴機構所採用者有別，但若工作性質相近，請視作同一職務，並在調查表內提供所需資料。)

Code 編號	Job Title 職稱	Job Description 工作說明
Sales and Management Section 營業及行政部		
Managerial and Professional Level 經理及專業人員級		
101	Executive Director ; General Manager 執行董事；總經理	<ul style="list-style-type: none"> Assumes the total responsibility of managing an establishment, usually with other managers and executives as direct subordinates; Implements the company's policies with a view to achieving their objectives. 在直屬下級（通常為其他經理及行政人員）協助下，全權負責機構的管理； 推行公司的政策，以達到目標。
102	Director / Manager of Human Resources 人力資源部總監／經理	<ul style="list-style-type: none"> Formulates and supervises the implementation of personnel policies, procedures and regulations; Maintains amicable staff relations; May design and carry out training programme for employees of an establishment; Plans and implements effective training programmes for all levels of staff; Co-ordinates and controls internal and external training; Advises management on training and management development trends; Acts as course leader in specific training programmes; Provides counselling for employees; Determines the effectiveness of training activities. 制訂及督導推行人事政策、程序及規則； 維持良好的員工關係； 或需為僱員設計及推行訓練計劃； 為各職級人員策劃及推行有效的訓練計劃； 管理及協調酒樓內外訓練； 就訓練及管理發展趨勢向管理層提供意見； 任特別訓練計劃的課程負責人； 為職員提供輔導； 評定訓練活動的成效。
103	Chief Accountant ; Financial Director 總會計師；財務總監	<ul style="list-style-type: none"> Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; Manages cash flow, loan and money changes; Supervises the Credit Department, credit accounts, general accounting, cashier, income audit, costings; Arranges Letters of Credit (lcs) for the company's purchases and liaises with suppliers. 監管預算及開支、公司財務政策及程序、合約及牌照、高級行政人員的人事記錄及附帶福利； 管理現金流量、貸款及貨幣兌換； 督導信貸部、信貸帳目、一般會計事務、出納、收入核數事務、成本核算等部門； 為公司的採購活動安排信用狀，並與供應商聯繫。
104	Purchasing Manager 採購部經理	<ul style="list-style-type: none"> Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends; Formulates and implements the company's policies. 根據供求趨勢策劃、組織及控制供銷售或自用食品的採購及存貨； 制訂及推行公司政策。
105	Business Manager ; Sales Manager 業務經理；營業部經理	<ul style="list-style-type: none"> Supervises sales promotion of the restaurant and maintains good relationship with clients; Liaises with suppliers on special food and beverage promotions. 督導餐廳的業務推廣，與客戶維持良好關係； 就特別食品及飲品推廣活動與供應商聯絡。

Code 編號	Job Title 職稱	Job Description 工作說明
Sales and Management Section 營業及行政部		
107	Administration Manager ; Executive Manager ; Executive Assistant Manager 行政經理 ; 行政副經理	<ul style="list-style-type: none"> ● Ensures smooth and efficient running of the internal systems and procedures; ● Ensures prompt and efficient centralised office and supporting services for all departments. ● 確保內部系統及程序順利並有效地運作 ; ● 保證為各部門提供迅速和有效率的中央統籌辦公服務及輔助服務。
108	Club Manager ; Director of Operations 會所經理 ; 營運總監	<ul style="list-style-type: none"> ● Takes charge of the overall daily operations and management of the establishment. ● Ensures smooth and efficient running of the internal systems and procedures; ● Ensures prompt and efficient centralised office and supporting services for all departments. ● 負責機構整體的日常運作和管理。 ● 確保內部系統及程序順利並有效地運作 ; ● 保證為各部門提供迅速和有效率的中央統籌辦公服務及輔助服務。
109	Director / Manager of Marketing ; Digital Media Manager ; Corporate Communications Manager 市場部總監 / 經理 ; 數字媒體經 理 ; 企業傳訊經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls the marketing functions; ● Reviews market and sales analysis to determine local and overseas market requirements; ● Co-ordinates public relations activities relating to sales promotion. ● 策劃、組織、指導和管理市場拓展活動 ; ● 檢討市場及營業分析，以確定本地及海外市場需求 ; ● 統籌與營業推廣有關的公共關係活動。
110	Food and Beverage Director / Manager 餐飲部總監 / 經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls operation of food and beverage facilities in an effective way; ● Analyses operation costs and closely liaises with purchasing manager; ● Determines payroll and operating costs so as to establish food and beverage prices; ● Makes improvements in service procedures and guest relations; ● Organises special food and beverage promotions and festivals; ● Makes contacts with clients regarding functions; ● Co-ordinates with Executive Chef in menu planning and staffing; ● Studies market trends by visiting other establishments. ● Carries out food hygiene programme in the restaurant operation. ● 策劃、組織、指導及控制飲食部設施的以達有效率的運作 ; ● 分析營業成本及與採購部經理密切聯繫 ; ● 訂定工資及營業成本，以便擬定食物和飲品的價格 ; ● 改善服務程序及與顧客關係 ; ● 負責籌辦特別食品、飲品節及其宣傳活動 ; ● 就籌備宴會事宜與顧客接觸 ; ● 與行政總廚師協調，編訂餐牌及分配人手 ; ● 造訪其他機構以研究市場趨勢 ; ● 積極推行與食物衛生有關的系統。
Supervisory Level 督導員級		
202	Human Resources Officer 人力資源部主任	<ul style="list-style-type: none"> ● Recruits, interviews and hires employees for the restaurants; ● Counsels, transfers and dismisses employees based on appraisal of supervisors. ● Counsels and advises department heads regarding personnel problems; ● Trains new or existing employees; ● Performs periodic reviews on trainees' progress and recommends actions based on appraisals; ● Maintains supplies of training materials; ● Participates in discussions regarding the adoption of new or improved training methods and/or materials. ● 招募、面見及聘任僱員 ; ● 根據僱員上級的評核對僱員進行輔導、調職或解僱 ; ● 就人事問題向部門主管提供輔導及意見 ; ● 訓練新聘或現職僱員 ; ● 對受訓者進度進行定期檢討，並根據評核結果提出建議 ; ● 供應訓練材料 ; ● 就採用新的訓練材料或改良方面參與討論。

Code 編號	Job Title 職稱	Job Description 工作說明
Sales and Management Section 營業及行政部		
203	Accounting / Supervisor ; Cost Control / Supervisor (Food and Beverage) 會計／主管；飲食成本會計／主 管	<ul style="list-style-type: none"> ● Recruits, interviews and hires employees for the restaurants; ● Counsels, transfers and dismisses employees based on appraisal of supervisors. ● Counsels and advises department heads regarding personnel problems; ● Trains new or existing employees; ● Performs periodic reviews on trainees' progress and recommends actions based on appraisals; ● Maintains supplies of training materials; ● Participates in discussions regarding the adoption of new or improved training methods and/or materials. ● 招募、面見及聘任僱員； ● 根據僱員上級的評核對僱員進行輔導、調職或解僱； ● 就人事問題向部門主管提供輔導及意見； ● 訓練新聘或現職僱員； ● 對受訓者進度進行定期檢討，並根據評核結果提出建議； ● 供應訓練材料； ● 就採用新的訓練材料或改良方面參與討論。
205	Sales Supervisor 營業部主管	<ul style="list-style-type: none"> ● Promotes the sale of food and beverage items for groups/parties/individuals; ● Checks sales figures, stock and customer preferences; ● Supervises sales persons. ● 向團體／宴會／個別人士促銷食物及飲品； ● 查核營業數字、存貨及留意顧客喜好； ● 督導營業人員。
207	Administration Officer ; Culinary Operations Officer 行政主任；餐務營運主任	<ul style="list-style-type: none"> ● Supports the overall daily operations and management of the establishment; ● Operates internal systems and procedures; ● Provides office supporting services for all departments. ● 支援機構整體的日常運作和管理。 ● 執行內部系統及程序； ● 為各部門提供有效率的統籌辦公服務及輔助服務。
209	Public Relations Officer ; Digital Media Officer 公共關係主任；數字媒體主任	<ul style="list-style-type: none"> ● Liaises with media; ● Handles publicity and photographic assignments; ● Prepares press releases in both English and Chinese; ● Liaises with Sales Executives and covers other duties assigned by the management. ● 與傳媒聯絡； ● 處理宣傳與攝影工作； ● 編擬中英文新聞稿； ● 與營業員聯繫，並負責管理層分配的其他工作。
211	Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督	<ul style="list-style-type: none"> ● Inspects the establishment's premises; ● Checks on the electrical/mechanical plant and equipment; ● Contacts outside contractors regarding repair and maintenance works or renovations. ● 視察公司所在樓宇； ● 檢查電氣／機械裝置及設備； ● 就維修或裝修工程與外間承辦商聯絡。
212	Store Supervisor 倉務主管	<ul style="list-style-type: none"> ● Keeps store; ● Informs management of the storage situation for expensive items such as sharks' fins and abalone. ● 管理存貨； ● 向管理層報告貴重物品如魚翅及鮑魚的存貨情況。
213	Security Supervisor ; Head of Security 保安主任 / 主管	<ul style="list-style-type: none"> ● Informs department heads concerned of any necessary procedures on internal security matters; ● Liaises with police department, arranges staff safety training and fire drill tests; ● Security screening of new employees; ● Investigates all incidents and thefts within the premises. ● 知會各部門主管一切與內部保安有關的程序； ● 與警方聯絡，安排職員進行安全訓練及防火演習； ● 審查新聘僱員背景； ● 調查偷竊及其他事件。

Code 編號	Job Title 職稱	Job Description 工作說明
Sales and Management Section 營業及行政部		
Craft/Operative Level 技工/操作工級		
311	Engineering Craftsman 工程部技工 (incl. Mechanic, Carpenter, air-conditioning, electrician, plumber 包括：機械技工/木工/空氣調節系統技工/電工/喉管工)	<ul style="list-style-type: none"> ● Checks, inspects, maintains and repairs all lighting/ air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of the house; ● Liaises with outside contractors. ● 檢查、視察、維修及保養公共地方及後門的所有照明/空氣調節/電氣/機械裝置及設備； ● 與外間承辦商聯繫。
313	Security Officer ; Valet Parking Attendant 保安員；代客泊車員	<ul style="list-style-type: none"> ● Carries out guard duty; ● Regular patrol in premises; ● Checks all entrances/exits/back staircases; ● Ensures all items found in the premises are properly recorded and kept; ● Conducts enquiry on incidents occurred; ● Provides protection to VIP guests on management's instruction. ● 負責保安/護衛工作； ● 定時巡查所有範圍； ● 查察所有出入口及後樓梯； ● 確保所有在餐廳內發現的物件得以正確記錄及妥為保存； ● 就所發生的事件進行調查； ● 根據管理階層指示保護貴賓。
Administrative and Others 文員及其他員工		
402	Human Resources Clerk ; General Office Clerk 人力資源部文員；寫字樓文員	<ul style="list-style-type: none"> ● Assists in implementing personnel policies and functions; ● Processes application forms from prospective employees and arranges interviews; ● Keeps staff records; ● Performs clerical duties of a general nature such as copying, compiling, filing and recording information. ● 協助推行人事政策和活動； ● 處理應徵申請及安排面試； ● 保存職工記錄； ● 負責一般文職工作，包括抄寫、編纂、編理檔案及記錄資料等
403	Accounting Clerk 會計部文員	<ul style="list-style-type: none"> ● Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department; ● Records all food and beverage sales at the time of meal, and submits receipts for Cashier's general records; ● Prepares cashier's daily report; ● Corrects all daily receipts; ● Provides changes for all cashier. ● 負責會計部各方面的日常計算、過帳、記錄、編理檔案及打字等工作； ● 記錄營業時間內飲品及食品的銷售情況，並準時將單據遞交予大堂出納員列入總帳； ● 編製出納日誌； ● 更正日常帳單； ● 為所有出納員提供兌換。

Code 編號	Job Title 職稱	Job Description 工作說明
Sales and Management Section 營業及行政部		
412	General Storekeeper ; Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 管倉員；貨倉及收貨文員；採購部文員；品質控制文員	<ul style="list-style-type: none"> ● Checks and maintains cold and dry store, wine cellar, silverware and glasses inventories and store records; ● Informs management of the storage situation for expensive items; ● Checks all merchandise entering the establishment and their proper documentation; ● Follows up purchase orders and requisition requests; ● Maintains par stocks in stockroom; ● Distributes and follows up on purchase orders and requisition requests; ● Expedites delivery, verification of invoices and freight charges; ● Maintains a library of catalogues, price and reference data; ● Performs a variety of routine calculations, posting and recording; ● Assists in cost control and inventory taking; ● Makes random inspections on all supplies for the outlet. ● 檢查並管理凍倉及乾貨倉、酒庫、銀器及玻璃存貨，以及存貨記錄； ● 向管理階層報告貴重物品的存貨情況； ● 跟進購買訂單及物料需求表； ● 保持貨倉內存有一定分量的貨物； ● 分發購貨訂單及物料需求表並跟進有關工作； ● 確保進貨快捷、核對發票及運費； ● 保存貨品目錄、價格及參考資料； ● 負責多方面的日常計算、過帳及記錄工作； ● 協助處理成本控制及清點存貨等工作； ● 抽查各飲食部門所用物料。
414	Secretary ; Office Assistant ; Driver 秘書；辦公室助理；司機	<ul style="list-style-type: none"> ● Takes dictation and transcribes letters, reports and memos; ● Answers telephone, screens calls and takes messages; ● Prepares replies to routine enquiries; ● Maintains daily calendar and appointment schedules. ● Performs secretarial duties; ● Handles odd jobs and run errands for the General Office. ● 記錄及繕寫信件、報告及便箋； ● 接聽電話、甄別來電及記錄口訊； ● 答覆一般詢問； ● 編擬每日事務及約會程序表，並接待訪客； ● 執行速記及有關的秘書工作； ● 為辦事處處理雜務及差使。

Code 編號	Job Title 職稱	Job Description 工作說明
Table Service Section 樓面部		
Managerial and Professional Level 經理及專業人員級		
131	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理	<ul style="list-style-type: none"> ● Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; ● Recommends menu items and wines to clients; ● Achieves revenue target; ● Ensures guest satisfaction; ● Achieves the preset revenue target and cost involved; ● Provides work safety training to the team. ● 管理及協調酒樓的工作及訓練員工，確保員工能迅速及禮貌地為顧客服務； ● 向顧客建議菜牌及菜式； ● 控制成本以維持訂定的邊際利潤； ● 確保顧客滿意度； ● 努力達到公司對業績及成本的要求； ● 提供工業安全培訓給下屬。
Supervisory Level 督導員級		
231	Restaurant Head Supervisor 中菜館／酒樓／餐廳主管	<ul style="list-style-type: none"> ● Supervises and co-ordinates the work of the restaurant's staff; ● Assumes the management responsibility of the establishment; ● Ensures guest satisfaction and handles guest complaints. ● Provides overall supervision of the restaurant/operation and service; ● Advises management on guests' preference, opinions and complaints; ● Schedules staff duties; ● Gives continuous training to staff. ● 督導及統籌餐廳員工的工作； ● 負責管理餐廳； ● 確保客人滿意服務及處理顧客投訴； ● 全面督導酒樓的服務； ● 將顧客的喜好、意見和投訴告知管理階層； ● 分配員工職務； ● 為員工提供持續訓練。
232	Captain ; Restaurant Supervisor 樓面部部長／領班	<ul style="list-style-type: none"> ● Assists Manager/Assistant Manager in supervising and assigning waiters/waitresses to their work station; ● Prepares and checks table set-up; ● Upselling menu and beverage items; ● Liaises with clients and cashiering; ● Takes orders from guests and delivers orders to kitchen; ● May carve meats and prepare flambe dishes at table; ● Advises on the selection of wines and serves them. ● 協助樓面領班／總管督導及分派侍應生至各工作崗位； ● 準備及檢查檯面擺設； ● 推薦及銷售額外餐飲； ● 與顧客聯絡及賬單準備； ● 負責替顧客落單然後交予廚房； ● 或需即席為顧客切削肉類或烹製火焰菜式； ● 在顧客選擇酒類時提供意見並為其服務。
234	Pantry Supervisor 傳菜部主管	<ul style="list-style-type: none"> ● Supervises pantry helpers and arranges their duty rosters according to workload of the kitchen; ● Supervises serving schedule of the ordered dishes; ● Ensures proper handling and storage of all food accompaniments and condiments. ● 督導傳菜員及依據廚房工作量安排其當值表； ● 督導上菜程序； ● 保持各類餐廳用品存放得宜。

Code 編號	Job Title 職稱	Job Description 工作說明
Table Service Section 樓面部		
Craft/Operative Level 技工/操作工級		
331	Waiter/Waitress ; Server 侍應生 ; 服務員	<ul style="list-style-type: none"> ● Collects food from kitchen; ● Cleans up tables, buffet tables and changes linen; ● Prepares table setting and removes dishes; ● Knows all menu items; ● Knows the preparation of common menu items and chef's daily recommendation; ● Punches in food order in Point of Sale (POS) system. ● 從廚房端出食物 ; ● 清潔餐桌、自助餐桌及更換檯布 ; ● 擺設餐具及收拾碗碟 ; ● 熟知餐牌內每一項目 ; ● 熟悉常見菜式的烹製方法及廚師每日推薦菜式 ; ● 認識用電腦入單。
332	Receptionist ; Hostess 接待員 ; 知客	<ul style="list-style-type: none"> ● Welcomes and greets guests to their seats; ● Takes reservations; ● Reports guest comments to restaurant manager; ● Keeps guest history and maintains positive relationship with guests; ● Serves guests in assigned station under supervision of a captain. ● 接待並引領顧客就座 ; ● 記錄訂座 ; ● 將顧客意見轉達樓面經理 ; ● 記錄顧客資料，與客人維持良好關係 ; ● 在領班督導下，在指定崗位招待顧客。
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	<ul style="list-style-type: none"> ● Controls supply and distribution of all house-use linen and staff uniforms; ● Maintains constant checking on uniform and linen supply; ● Stores and controls replacement of household supplies; ● Keeps up-to-date stock records; ● Checks and repairs staff uniform/house linen and Provides service to guests when required; ● Repairs curtains and drapes. ● 管理所有內部布草及員工制服的供應和分配 ; ● 經常檢查制服及布草供應 ; ● 貯存及管理物品補給 ; ● 保存最新的存貨記錄 ; ● 檢查及修補職員制服及店內布草，在有需要時為顧客提供服務 ; ● 修補窗簾及布簾。
334	Pantry Server / Assistant ; Food- runner 傳菜員	<ul style="list-style-type: none"> ● Delivers prepared dishes from the kitchen to the tables; ● Knows the location of tables. ● 將已備妥菜式由廚房端至餐桌上 ; ● 認識所有餐桌位置。
335	Cashier 樓面出納員 (收銀員)	<ul style="list-style-type: none"> ● Tabulates bills using cash register; ● Keeps records of amount receivable and payable and reconciles each cash balance with records. ● 利用收銀機列算帳單 ; ● 保存應收及應付帳項記錄，並將每項現金結餘與記錄核對。
336	Food Station / Counter Handler 堂前小食處理員 ; 小食檔處理員	<ul style="list-style-type: none"> ● Monitors snack/food station counters in the restaurant; ● Handles simple cookings or re-heating for a variety of snacks; ● Provides customer service; ● Takes and delivers food orders. ● 負責餐廳堂前小食檔 ; ● 負責烹調及處理不同種類的小食 ; ● 提供顧客服務 ; ● 接單及傳送食物給客人。
337	Delivery Staff ; Take-Away Service Staff 送外賣員 ; 外賣服務員工	<ul style="list-style-type: none"> ● Handles food delivery to the designated locations as per customers' orders; ● Responsible for the smooth operation of the take-away/delivery service; ● Provides take-away/ delivery food service (including taking, packaging and delivery orders); ● Prepares take-away/delivery services utensils/items. ● 負責傳送外賣到客人指定地點 ; ● 負責外賣服務運作流暢 ; ● 提供外賣服務 (包括接單、包妥外賣食物及送外賣) ; ● 預備外賣服務之食具及用具。

Code 編號	Job Title 職稱	Job Description 工作說明
Production Section 出品部		
Managerial and Professional Level 經理及專業人員級		
151	Executive Chef ; Executive Sous Chef 行政總廚；副／助理行政總廚	<ul style="list-style-type: none"> ● Establishes standards of food quality and preparation; ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Supervises performance and discipline of kitchen staff; ● Carries out inspection and maintenance of the kitchen set-up; ● Prepares cost lists and requisitions on market items. ● Carries out hygiene inspection with hygiene manager on a regular basis. ● 訂立食物品質及製法標準； ● 編訂新餐牌； ● 就食品選購及貯存事宜與其他部門協調； ● 督導廚房員工的表現和紀律； ● 視察及保養廚房設備； ● 編製市場上貨品成本價目表及採購申請表； ● 積極與衛生經理推行定期食物衛生／廚房清潔巡查。
152	Head Chef ; Sous Chef 總廚師	<ul style="list-style-type: none"> ● To assist the Executive Chef to plan, design, supervise and/or prepare food production. ● Effective control of food cost without damage the guest satisfaction level. ● 協助行政總廚師策劃、設計、督導及／或負責烹調食物出品。 ● 嚴控食物成本。
153	Executive Pastry Chef ; Head Chef (Pastry) 糕餅總廚師	<ul style="list-style-type: none"> ● Establishes standards of food quality and preparation; ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Supervises the pastry chefs in the preparation of all doughs, pastries, cakes, sweets, petit fours and sugar decorations; ● Carries out inspection and maintenance of all machinery in pastry and bakery room; ● Prepares cost lists and requisitions on market items. ● Maintains quality and hygiene standard set by Executive Chef. ● 訂立食物品質及製法標準； ● 編訂新餐牌； ● 就食品選購及貯存事宜與其他部門協調； ● 督導糕餅廚師製作所有粉糰、糕點、餅食、西式甜點及糖飾雕； ● 視察糕餅房內所有機器； ● 編製市場上貨品成本價目表及採購申請表； ● 保持行政總廚師所訂的品質及衛生標準。
155	Head Chef (Specialty Cuisine) / Cook for Asian / Exotic cuisine 特色菜總廚師（亞洲及熱帶國家）	<ul style="list-style-type: none"> ● Plans, designs, supervises and/or prepares Asian and exotic cuisines and food specialities. ● 策劃、設計和督導亞洲及熱帶國家特色食品的烹調工作。
Supervisory Level 督導員級		
252	Senior Cook 高級廚師	<ul style="list-style-type: none"> ● Supervises and/or prepares all dishes; ● Responsible for table and food decorations; ● Checks function sheets and menus daily for distribution of work loads to helpers; ● Ensures that all required food item for each outlets are ready in time; ● Keeps professional records of recipes and working methods. ● 督導及／或負責一切食物的製作； ● 負責餐檯及食物裝飾； ● 每日檢查活動表及餐牌，以便分配工作； ● 確保所有飲食部門所需食物均及時備妥； ● 用專業方法保留食譜及烹飪法的記錄。
253	Pastry Chef 糕餅廚師	<ul style="list-style-type: none"> ● Supervises the pastry cooks in the preparation of all doughs, pastries, cakes, sweets, petit fours and sugar decorations; ● Able to operate all machinery in pastry and bakery room; ● 督導糕餅廚師製作所有粉糰、糕點、餅食、西式甜點及糖飾雕； ● 操作糕餅房內所有機器。

Code 編號	Job Title 職稱	Job Description 工作說明
Production Section 出品部		
255	Barbecue Cook 燒味廚師 / 燒烤廚師	<ul style="list-style-type: none"> ● Prepares assorted barbecue meat platter; ● Assists butchers in the portioning of meat before serving; ● Preserves and roasts barbecue dishes. ● 準備各種燒烤肉類拼盤； ● 上碟前協助砧板分配肉類的分量； ● 醃製及燒烤各種菜式。
256	Garde Manger 冷盤總廚師	<ul style="list-style-type: none"> ● Supervises and/or prepares all dishes; ● Checks function sheets and menus daily for distribution of work loads to helpers; ● Keeps professional records of recipes and working methods. ● 督導及／或負責一切食物的製作； ● 每日檢查活動表及餐牌，以便分配工作； ● 用專業方法保留食譜及烹飪法的記錄。
Craft/Operative Level 技工／操作工級		
352	Cook 廚師	<ul style="list-style-type: none"> ● Checks daily and weekly menus; operates utensils and crockery used in kitchen; ● Performs different types of cookery and meal preparation; ● Checks stocks in his location in kitchen area; ● May specialise in sauce, soup, roast, butchery, fish, cold cut and vegetable. ● 檢查每日及每週餐牌； ● 使用廚房用具及陶製器具； ● 負責不同類型烹調及膳食製備工作； ● 檢查工作崗位的存貨； ● 專長於處理調味汁、湯、燒烤、屠宰、魚類、凍肉或蔬菜。
353	Baker ; Pastry Cook 麵包師傅；糕餅師傅	<ul style="list-style-type: none"> ● Prepares cakes, pastry and desserts for during the day time and bread and loaf during night time; ● Supervises work of apprentice pastry cooks; ● 日間製備餅食、糕點及甜點，晚間則製備麵包及方包； ● 督導糕點廚師學徒的工作。
357	Junior Cook 見習／初級廚師	<ul style="list-style-type: none"> ● Assists the cooks in performing different varieties of duties of the kitchen. ● 協助廚師執行廚房內各種工作。
358	Kitchen Assistant 廚師助手	<ul style="list-style-type: none"> ● Prepares ingredients, supports the kitchen team and handles basic food preparation; ● Ensures the food quality is up to required standard; ● In assemble the proper portions for garnishes. ● 準備食物材料，支援廚房團隊，處理簡易食品製作； ● 確保食品質量達到要求及標準； ● 分配適當份量供伴碟用。
359	Cleaner ; Dishwasher 清潔工；洗碗工	<ul style="list-style-type: none"> ● Maintains cleanliness of the kitchen, cooking utensils and storage of all food accompaniments and condiments; ● Sweeps the floor and wipes clean stainless steel counters in kitchen; ● Disposes garbage and cleans stove and top of exhaust fans; ● Maintains cleanliness of the washrooms and replenishes items. ● 保持廚房清潔及洗濯烹飪器具及餐具； ● 掃地及擦淨廚房內的不銹鋼櫃檯； ● 清除垃圾、清潔爐灶及抽氣扇頂； ● 保持洗手間清潔及補充用品。
Principal jobs related to Chinese cuisine (if applicable) 與中菜相關職位（如適用）		
Managerial and Professional Level 經理及專業人員級		
161	Executive Chinese Chef ; Executive Chinese Sous Chef 中菜行政總廚；副／助理中菜 行政總廚	<ul style="list-style-type: none"> ● Supervises the kitchens operation, controls food cost, quality and portion control of food; ● Oversees purchase of dried goods and fresh products; ● Be innovative and creative on daily special menus and maintain good relationship with customers. ● 督導廚房的運作、食物質量控制、控制食物成本及菜牌標準； ● 監理乾貨及鮮貨的採購工作； ● 創新設計每日特色菜牌及與客戶維持良好關係。

Code 編號	Job Title 職稱	Job Description 工作說明
Production Section 出品部		
Principal jobs related to Chinese cuisine (if applicable) 與中菜相關職位 (如適用)		
Supervisory Level 督導員級		
261	Dim Sum Head Cook 點心主廚	<ul style="list-style-type: none"> Supervises the preparation of dim sum, pan-fried glutinous rice, sweetened soup and Chinese petit fours; Designs dishes. 督導烹製點心、炒糯米飯、糖水及中式小點； 及設計菜式。
262	No. 1 Cook / Head Stove 頭鑊	<ul style="list-style-type: none"> Supervises the preparation of sauces, sharks' fins soup and the seasoning of food and in pan-fry duties; Assists in designing dishes. 督導調味汁、魚翅湯的製備以及食物的調味和煎炒工作； 協助設計菜式。
263	No. 2 Cook 二廚	<ul style="list-style-type: none"> Supervises No. 3 cook; Assists the No. 1 cook in carrying out specific duties of the kitchen; Performs assignments in food preparation. 督導三廚； 協助頭鑊執行廚房內某些工作； 負責指定的烹調作業。
264	Senior Cook 上什	<ul style="list-style-type: none"> Handles the preparation of sauces, sharks' fins soup, fried crispy chicken and trimming of pan-fried dishes; Be responsible for steaming, broiling and frying; Assigns duties to junior cooks. 負責製備調味汁料、魚翅湯、炸子雞及為煎炒菜式加上配菜； 負責蒸、烤及煎炒工作； 分派工作予初級廚師。
265	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)	<ul style="list-style-type: none"> Plans, designs, supervises and/or prepares exotic cuisines and different national food specialities. 策劃、設計、督導及/或負責外來菜式及各國特色食品的烹調工作。
266	No. 1 Chopper 砧板	<ul style="list-style-type: none"> Assists the Executive Chef in kitchen administration and purchasing; Prepares portion standards of meat, poultry and seafood for various usages and cookery. 協助中菜行政總廚師執行廚房行政工作與採購； 決定不同用途、製法的肉食、禽類及海鮮的份量標準。
267	No. 2 Chopper 二砧	<ul style="list-style-type: none"> Handles the preparation of fresh seafood and meat; Prepares vegetables, poultry and ingredients for soup base. 負責烹調海鮮及肉類； 準備蔬菜、禽類及湯底材料。
268	Butcher 水櫃	<ul style="list-style-type: none"> Handles the preparation of fresh seafood and poultry; Monitors fish tank for direct seafood sales; Makes recommendations on different cooking styles of seafood and poultry to customers. 準備和屠宰海鮮及家禽； 負責管理海鮮檔； 為客人提供各種烹調海鮮和家禽方法的建議。
269	Aboyeur (Production Control Cook) 打荷	<ul style="list-style-type: none"> Relays the orders from the dining rooms to the appropriate stations of the kitchen; Co-ordinates actions between kitchen and wait staff and supervises the sequence and timing of serving; Prepares accurate and appropriate amount of ingredients for Senior Cooks. 分配樓面訂單到廚房相應運作單位； 督導上菜次序及時間； 為上什製備準確份量的食材。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Production Section 出品部		
Principal jobs related to Chinese cuisine 與中菜相關職位		
Craft/Operative Level 技工／操作工級		
361	Dim Sum Cook 點心廚師	<ul style="list-style-type: none"> ● Attends to the timing of frying dim sum and its presentation; ● Attends to the timing of steaming dim sum; ● Prepares the stuffings and dough of dim sum and noodle products. ● 看管點心的煎炸時間及負責上碟; ● 看管蒸點心的時間; ● 準備點心的餡料、麵糰及麵類食品。
362	No. 3 Cook 三廚	<ul style="list-style-type: none"> ● Works under the supervision of the senior and No. 2 cook in food preparation and specific duties of different sections of the kitchen; ● Supervises No. 4 cook. ● 在上什及二廚督導下進行食物烹調及廚房內不同部分的特定工作; ● 督導四廚廚師。
363	No. 4 Cook 四廚	<ul style="list-style-type: none"> ● Assists the cooks in performing different varieties of duties of the kitchen. ● 協助廚師執行廚房內各種工作。
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	<ul style="list-style-type: none"> ● Be responsible for the stewarding duties of the kitchen; ● Supervises the preparation of vegetable dishes and administers sauces serving; ● Prepares vegetable carving and garnishes; ● Supervises vegetable cook helpers in assembling the proper portions. ● 負責廚房總務工作; ● 督導蔬菜菜式烹調及管理添加調味汁料工作; ● 製備蔬菜雕刻及伴碟; ● 督導助手分配適當分量。
365	Specialty Cuisine Cook 特色菜廚師 (亞洲及熱帶國家)	<ul style="list-style-type: none"> ● Prepares/assists in preparing exotic cuisines and different national food specialties. ● 烹調／協助烹調外來菜式及各國特色食品的工作。

Code 編號	Job Title 職稱	Job Description 工作說明
Beverage Section 飲品部		
Managerial and Professional Level 經理及專業人員級		
171	Chief Sommelier / Head Sommelier 總品酒師	<ul style="list-style-type: none"> Oversees the restaurant's wine operations; Supervises the performance and training of the subordinates in wine and spirit operations; Ensures customer satisfaction and organises wine tasting; Monitors wine costs and performs inventory control. 總領餐廳的葡萄酒業務； 監督下屬在品酒業務中的表現和培訓； 保證客戶滿意度並組織品酒活動； 監控酒類成本並執行庫存控制。
Supervisory Level 督導員級		
271	Sommelier 品酒師	<ul style="list-style-type: none"> Conducts upselling of beverage items; Conducts marketing and promotion plans for beverages; Takes care of the wine and liquor stocks in the restaurant; Has good knowledge of wine and advises guests on selection; Serves wine at the required temperatures. 推薦及銷售額外飲料； 推動飲料的銷售與進行飲料推廣計劃； 管理餐廳內各種酒類存貨； 對酒類認識，為顧客在選飲時提供意見； 將酒類調校到所需溫度。
272	Beverage Manager ; Bar Manager 水吧經理；飲品店經理；酒吧經理	<ul style="list-style-type: none"> Ensures bar is equipped with supplies and correct brands are served; Maintains prescribed profit margin; Supervises maintenance of bar and service equipment; Prepares work schedules and checks on staff performance. Maintains bar cleanliness. 確保酒類／水吧供應充足及以正確牌子招待顧客； 保持訂定的邊際利潤； 監督酒吧／水吧及服務設備的保養； 編製工作程序及監察員工的工作表現。 保持酒吧／水吧清潔及食物衛生。
273	Tea Master ; Barista 茶藝師；咖啡師	<ul style="list-style-type: none"> Responsible for the entire tea / coffee programme, including sales, training, inventory; Prepares tea / coffee according to guests' preference and provides professional tea service to guests; Provides tea / coffee training to restaurant team; Maintains high cleanliness level in the restaurant and ensures the tableware are correctly placed 負責食肆內整個茗茶/咖啡項目，包括銷售、培訓、庫存； 根據客人的喜好準備茗茶/咖啡，為客人提供專業品茗的服務； 為餐廳團隊提供茗茶/咖啡服務培訓； 保持餐廳高清潔度，確保餐具擺放正確。
Craft/Operative Level 技工／操作工級		
371	Bartender ; Barman ; Mixologist 調酒員；調酒師	<ul style="list-style-type: none"> Serves and mixes alcoholic and non-alcoholic beverage; Follows specified drinks and cocktail recipes by free pouring jigger quantities; Checks on supplies of drinks/wine/spirits; Prepares daily supply requisition for bar manager's approval; Creates different cocktail for management consideration. 調製並為顧客端奉酒精類飲品； 根據指定飲品或雞尾酒的製法，將各種飲料倒進不同分量的酒器內； 檢查飲料／酒類的供應； 編製每日物品需求單，以待酒吧經理批准； 創作不同款式之雞尾酒讓管理層考慮推出。
372	Beverage Assistant 飲品調配員；水吧服務員	<ul style="list-style-type: none"> Serves and mixes non-alcoholic beverage; Prepares daily supply requisition for manager/supervisor's approval. 調製並為顧客端奉非酒精類飲品； 編製每日物品需求單，以待餐廳／主管經理批准。

Appendix 6

Quality Control Measures

Prior to fieldwork preparation

- Collect contact information of the sampled establishments
- Group sampled establishments to the same business organisation

Thorough training of fieldwork staff

- Industry briefing workshop by VTC
- Intensive briefing and training session by MSA in consultation with VTC

Monitoring of the fieldwork execution

- Well-trained enumerators who are experienced in conducting establishment surveys
- Closely monitor fieldwork progress and work of enumerators
- Debriefing sessions twice a week

Measures to increase the response rate

- Strategic directions given by VTC
- Assistance from the Training Board and trade associations, etc.

Checking of the completed questionnaires

- Sample check of completed questionnaires by an independent team of QC checkers
- 100% vetting of the completed questionnaires by VTC

Double data entry and data validation

- Double data entry system
- Validation of collected data via computer programming and systems

Data analysis by VTC

- Comparison of survey findings with last round
- Benchmarking with relevant manpower information (if deemed appropriate)

Appendix 7

Response Profile

	(a) No. of valid cases*	(b) No. of establishments successfully enumerated	(b) / (a) Effective response rate
Chinese Restaurants	108	106	98.1%
Non-Chinese Restaurants	128	124	96.9%
Fast Food Shops	83	80	96.4%
Beverage Serving Places	63	62	98.4%
Event Catering & Other Meal / Food Services Activities	64	63	98.4%
Restaurants in Clubs	19	17	89.5%
Total :	465	452	97.2%

Note: * Invalid cases were referred as those establishments which had ceased operation, closed, had not employed any staff for catering, nil reply to the survey, etc.

Manpower Projection Methodology

Labour Market Analysis

1. The Labour Market Analysis approach examines a group of key economic indicators or statistics which reflects important changes in the local economy, demography and labour market. Some indicators or statistics are chosen to build a statistical model that can be used to project manpower trend of the industry under study.

2. For projecting the manpower trend of the Catering industry, the following index or statistics were used as indicators.

- Number of catering establishments [EST]
- Restaurant Receipts in value index [RIVA]
- Restaurant Receipts in volume index [RIVOL]
- Total private consumption in durable goods [PCED]
- Total private consumption in non-durable goods [PCEND]
- Unemployment rate [UR]

Appendix 9 Statistical Tables

Table 9.1 Manpower Statistics by Job Level
表 9.1 人力統計 (按職級劃分)

Job Code 職務編號	Job Title 職稱	Number of Full Time Employees as at Survey Reference Date (Excl. trainees / apprentices) 在統計日期的全職僱員人數 (實習生/學徒除外)	Number of Full Time Trainees / Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	Number of Casuals as at Survey Reference Date 在統計日期的臨時員工人數
Sales and Management Section 營業及行政部					
Managerial and Professional Level 經理及專業人員級					
101	Executive Director ; General Manager 執行董事 ; 總經理	175	0	0	0
102	Director / Manager of Human Resources 人力資源部總監/經理	97	0	0	0
103	Chief Accountant ; Financial Director 總會計師 ; 財務總監	34	0	0	0
104	Purchasing Manager 採購部經理	48	0	0	0
105	Business Manager ; Sales Manager 業務經理 ; 營業部經理	81	0	0	0
107	Administration Manager ; Executive Manager ; Executive Assistant Manager 行政經理 ; 行政副經理	111	0	0	0
108	Club Manager ; Director of Operations 會所經理 ; 營運總監	12	0	0	0
109	Director / Manager of Marketing ; Digital Media Manager ; Corporate Communications Manager 市場部總監/經理 ; 數字媒體經理; 企業傳訊經理	32	0	0	0
110	Food and Beverage Director / Manager 餐飲部總監/經理	88	0	0	0
Sub-Total 小計		678	0	0	0
Supervisory Level 督導員級					
202	Human Resources Officer 人力資源部主任	233	0	0	0
203	Accounting / Supervisor ; Cost Control / Supervisor (Food and Beverage) 會計/主管 ; 飲食成本會計/主管	284	0	0	0
205	Sales Supervisor 營業部主管	210	0	0	0
207	Administration Officer ; Culinary Operations Officer 行政主任 ; 餐務營運主任	81	0	0	0
209	Public Relations Officer ; Digital Media Officer 公共關係主任 ; 數字媒體主任	287	0	0	0
211	Maintenance Supervisor ; Technical Supervisor 保養部主管 ; 技術監督	7	0	0	0
212	Store Supervisor 倉務主管	9	0	0	0
213	Security Supervisor ; Head of Security 保安主任 / 主管	3	0	0	0
Sub-Total 小計		1 114	0	0	0
Craft / Operative Level 技工 / 操作工級					
311	Engineering Craftsman 工程部技工	79	0	0	0
313	Security Officer ; Valet Parking Attendant 保安員 ; 代客泊車員	18	0	0	0
Sub-Total 小計		97	0	0	0

Job Code 職務編號	Job Title 職稱	Number of Full Time Employees as at Survey Reference Date (Excl. trainees / apprentices) 在統計日期的全職僱員人數 (實習生/學徒除外)	Number of Full Time Trainees / Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	Number of Casuals as at Survey Reference Date 在統計日期的臨時員工人數
Administrative and Others 文員及其他員工					
402	Human Resources Clerk ; General Office Clerk 人力資源部文員 ; 寫字樓文員	528	0	2	0
403	Accounting Clerk 會計部文員	877	0	0	0
412	General Storekeeper ; Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 管倉員 ; 貨倉及收貨文員 ; 採購部文員 ; 品質控制文員	353	0	0	0
414	Secretary ; Office Assistant ; Driver 秘書 ; 辦公室助理 ; 司機	91	0	1	0
499	Others (Administrative and Others) 其他 (文員及其他員工)	34	0	0	0
Sub-Total 小計		1 883	0	3	0
Table Service Section 樓面部					
Managerial and Professional Level 經理及專業人員級					
131	Restaurant Manager ; Banquet Manager 餐廳經理 ; 宴會經理	5 364	0	0	0
139	Chief Steward 首席管家	1	0	0	0
Sub-Total 小計		5 365	0	0	0
Supervisory Level 督導員級					
231	Restaurant Head Supervisor 中菜館/酒樓/餐廳主管	11 139	0	126	0
232	Captain ; Restaurant Supervisor 樓面部部長/領班	4 691	0	99	0
234	Pantry Supervisor 傳菜部主管	206	0	0	0
Sub-Total 小計		16 036	0	225	0
Craft / Operative Level 技工 / 操作工級					
331	Waiter/Waitress ; Server 侍應生 ; 服務員	28 554	1	20 475	851
332	Receptionist ; Hostess 接待員 ; 知客	1 848	0	718	0
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	121	0	9	0
334	Pantry Server / Assistant ; Food-runner 傳菜員	4 050	0	1 298	0
335	Cashier 樓面出納員 (收銀員)	6 342	0	6 366	0
336	Food Station / Counter Handler 堂前小食處理員 ; 小食檔處理員	5 087	0	11 497	0
337	Delivery Staff / Take-Away Service Staff 送外賣員 / 外賣服務員工	600	0	2 822	0
Sub-Total 小計		46 602	1	43 185	851

Job Code 職務編號	Job Title 職稱	Number of Full Time Employees as at Survey Reference Date (Excl. trainees / apprentices) 在統計日期的全職僱員人數 (實習生/學徒除外)	Number of Full Time Trainees / Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	Number of Casuals as at Survey Reference Date 在統計日期的臨時工人工數
Production Section 出品部					
Managerial and Professional Level 經理及專業人員級					
151	Executive Chef ; Executive Sous Chef 行政總廚 ; 副/助理行政總廚	93	0	0	0
152	Head Chef ; Sous Chef 總廚師	330	0	0	0
153	Executive Pastry Chef ; Head Chef (Pastry) 糕餅總廚師	35	0	0	0
155	Head Chef (Specialty Cuisine) / Cook for Asian / Exotic cuisine 特色菜總廚師 (亞洲及熱帶國家)	47	0	0	0
161	Executive Chinese Chef ; Executive Chinese Sous Chef 中菜行政總廚 ; 副/助理中菜行政總廚	359	0	0	0
Sub-Total 小計		864	0	0	0
Supervisory Level 督導員級					
252	Senior Cook 高級廚師	3 774	0	634	0
253	Pastry Chef 糕餅廚師	20	0	0	0
255	Barbecue Cook 燒味廚師 / 燒烤廚師	1 842	0	6	0
256	Garde Manger 冷盤總廚師	15	0	0	0
261	Dim Sum Head Cook 點心主廚	846	0	15	0
262	No. 1 Cook / Head Stove 頭鑊	1 162	0	0	0
263	No. 2 Cook 二廚	2 482	0	95	0
264	Senior Cook 上什	1 287	0	18	0
265	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)	40	0	0	0
266	No. 1 Chopper 砧板	998	0	0	0
267	No. 2 Chopper 二砧	972	0	0	0
268	Butcher 水櫃	721	0	0	0
269	Aboyeur (Production Control Cook) 打荷	926	0	0	0
Sub-Total 小計		15 085	0	768	0

Job Code 職務編號	Job Title 職稱	Number of Full Time Employees as at Survey Reference Date (Excl. trainees / apprentices) 在統計日期的全職僱員人數 (實習生/學徒除外)	Number of Full Time Trainees / Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	Number of Casuals as at Survey Reference Date 在統計日期的臨時員工人數
Craft / Operative Level 技工 / 操作工級					
352	Cook 廚師	18 162	1	4 038	34
353	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅	402	0	139	12
357	Junior Cook 見習/初級廚師	9 600	6	2 752	0
358	Kitchen Assistant 廚師助手	5 607	0	2 283	0
359	Cleaner ; Dishwasher 清潔工 ; 洗碗工	10 733	14	9 511	113
361	Dim Sum Cook 點心廚師	3 111	0	0	3
362	No. 3 Cook 三廚	3 396	0	167	0
363	No. 4 Cook 四廚	1 202	0	0	129
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	470	0	30	0
365	Specialty Cuisine Cook 特色菜廚師 (亞洲及熱帶國家)	79	0	0	12
Sub-Total 小計		52 762	21	18 920	303
Beverage Section 飲品部					
Managerial and Professional Level 經理及專業人員級					
171	Chief Sommelier / Head Sommelier 總品酒師	2	0	0	0
Sub-Total 小計		2	0	0	0
Supervisory Level 督導員級					
271	Sommelier 品酒師	27	0	0	0
272	Beverage Manager ; Bar Manager 水吧經理 ; 飲品店經理 ; 酒吧經理	1 333	0	0	0
273	Tea Master ; Barista 茶藝師 ; 咖啡師	847	0	357	0
Sub-Total 小計		2 207	0	357	0
Craft / Operative Level 技工 / 操作工級					
371	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師	911	0	204	0
372	Beverage Assistant 飲品調配員 ; 水吧服務員	7 156	0	5 570	0
Sub-Total 小計		8 067	0	5 774	0
Total 總數		150 762	22	69 232	1 154

Table 9.2 Number of Vacancies as at Survey Reference Date by Principal Job
表 9.2 在統計日期的空缺額 (按主要職務劃分)

Job Code 職務編號	Job Title 職稱	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Number of Part Time Vacancies as at Survey Reference Date 在統計日期的兼職空缺額	Number of Casual Vacancies as at Survey Reference Date 在統計日期的臨時員工空缺額
Sales and Management Section 營業及行政部				
Supervisory Level 督導員級				
209	Public Relations Officer ; Digital Media Officer 公共關係主任 ; 數字媒體主任	1	0	0
Sub-Total 小計		1	0	0
Craft / Operative Level 技工 / 操作工級				
311	Engineering Craftsman 工程部技工	3	0	0
Sub-Total 小計		3	0	0
Administrative and Others 文員及其他員工				
402	Human Resources Clerk ; General Office Clerk 人力資源部文員 ; 寫字樓文員	1	0	0
Sub-Total 小計		1	0	0
Table Service Section 樓面部				
Managerial and Professional Level 經理及專業人員級				
131	Restaurant Manager ; Banquet Manager 餐廳經理 ; 宴會經理	6	0	0
Sub-Total 小計		6	0	0
Supervisory Level 督導員級				
231	Restaurant Head Supervisor 中菜館 / 酒樓 / 餐廳主管	371	41	0
232	Captain ; Restaurant Supervisor 樓面部部長 / 領班	42	0	0
Sub-Total 小計		413	41	0
Craft / Operative Level 技工 / 操作工級				
331	Waiter/Waitress ; Server 侍應生 ; 服務員	3 398	3 734	219
332	Receptionist ; Hostess 接待員 ; 知客	72	4	0
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	4	0	0
334	Pantry Server / Assistant ; Food-runner 傳菜員	255	45	0
335	Cashier 樓面出納員 (收銀員)	220	427	0
336	Food Station / Counter Handler 堂前小食處理員 ; 小食檔處理員	363	1 622	0
337	Delivery Staff / Take-Away Service Staff 送外賣員 / 外賣服務員工	75	482	0
Sub-Total 小計		4 387	6 314	219

Job Code 職務編號	Job Title 職稱	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Number of Part Time Vacancies as at Survey Reference Date 在統計日期的兼職空缺額	Number of Casual Vacancies as at Survey Reference Date 在統計日期的臨時員工空缺額
Production Section 出品部				
Supervisory Level 督導員級				
252	Senior Cook 高級廚師	8	0	0
255	Barbecue Cook 燒味廚師 / 燒烤廚師	1	0	0
262	No. 1 Cook / Head Stove 頭鑊	21	0	0
263	No. 2 Cook 二廚	64	0	0
264	Senior Cook 上什	14	0	0
266	No. 1 Chopper 砧板	5	0	0
267	No. 2 Chopper 二砧	4	0	0
268	Butcher 水櫃	18	0	0
269	Aboyeur (Production Control Cook) 打荷	53	0	0
Sub-Total 小計		188	0	0
Craft / Operative Level 技工 / 操作工級				
352	Cook 廚師	1 251	600	0
353	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅	12	12	0
357	Junior Cook 見習 / 初級廚師	375	873	0
358	Kitchen Assistant 廚師助手	177	98	0
359	Cleaner ; Dishwasher 清潔工 ; 洗碗工	896	913	2
361	Dim Sum Cook 點心廚師	2	0	0
362	No. 3 Cook 三廚	104	0	0
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	0	15	0
Sub-Total 小計		2 817	2 511	2
Beverage Section 飲品部				
Supervisory Level 督導員級				
272	Beverage Manager ; Bar Manager 水吧經理 ; 飲品店經理 ; 酒吧經理	19	0	0
273	Tea Master ; Barista 茶藝師 ; 咖啡師	6	108	0
Sub-Total 小計		25	108	0
Craft / Operative Level 技工 / 操作工級				
371	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師	19	0	0
372	Beverage Assistant 飲品調配員 ; 水吧服務員	521	1 339	10
Sub-Total 小計		540	1 339	10
Total 總數		8 381	10 313	231

Table 9.3 Number of Full-time Employees as at Survey Reference Date

表 9.3 by Branch by Principal Job

在統計日期的全職僱員人數 (按門類及主要職務劃分)

Job Code 職務 編號	Job Title 職稱	Branch 門類						Overall 總計
		Chinese Restaurants 中式酒樓 (Branch 門類 1)	Restaurants, other than Chinese 非中式酒樓 (Branch 門類 2)	Fast Food Shops 快餐店 (Branch 門類 3)	Beverage Serving Places 提供飲料 場所 (Branch 門類 4)	Event Catering and Other Meal / Food Service Activities 聚會餐飲及 其他餐膳/ 膳食服務活動 (Branch 門類 5)	Restaurants in Clubs 會所餐廳 (Branch 門類 6)	
Sales and Management Section 營業及行政部								
Managerial and Professional Level								
經理及專業人員級								
101	Executive Director ; General Manager 執行董事 ; 總經理	58	84	0	1	24	8	175
102	Director / Manager of Human Resources 人力資源部總監 / 經理	43	22	0	1	24	7	97
103	Chief Accountant ; Financial Director 總會計師 ; 財務總監	0	22	0	3	0	9	34
104	Purchasing Manager 採購部經理	36	2	0	5	0	5	48
105	Business Manager ; Sales Manager 業務經理 ; 營業部經理	54	0	0	1	24	2	81
107	Administration Manager ; Executive Manager ; Executive Assistant Manager 行政經理 ; 行政副經理	37	66	0	2	0	6	111
108	Club Manager ; Director of Operations 會所經理 ; 營運總監	0	0	0	0	3	9	12
109	Director / Manager of Marketing ; Digital Media Manager ; Corporate Communications Manager 市場部總監 / 經理 ; 數字媒體經理 ; 企業傳訊經理	1	22	0	4	1	4	32
110	Food and Beverage Director / Manager 餐飲部總監 / 經理		46	0	9	1	32	88
Sub-Total 小計		229	264	0	26	77	82	678
Supervisory Level								
督導員級								
202	Human Resources Officer 人力資源部主任	136	22	0	6	63	6	233
203	Accounting / Supervisor ; Cost Control / Supervisor (Food and Beverage) 會計 / 主管 ; 飲食成本會計 / 主管	150	83	0	3	31	17	284
205	Sales Supervisor 營業部主管	0	40	0	1	164	5	210
207	Administration Officer ; Culinary Operations Officer 行政主任 ; 餐務營運主任	74	0	0	0	3	4	81
209	Public Relations Officer ; Digital Media Officer 公共關係主任 ; 數字媒體主任	73	24	182	1	0	7	287
211	Maintenance Supervisor ; Technical Supervisor 保養部主管 ; 技術監督	0	2	0	0	0	5	7
212	Store Supervisor 倉務主管	8	0	0	0	0	1	9
213	Security Supervisor ; Head of Security 保安主任 / 主管	0	0	0	0	0	3	3
Sub-Total 小計		441	171	182	11	261	48	1 114
Craft / Operative Level								
技工 / 操作工級								
311	Engineering Craftsman 工程部技工	27	4	0	0	0	48	79
313	Security Officer ; Valet Parking Attendant 保安員 ; 代客泊車員	0	0	0	0	0	18	18
Sub-Total 小計		27	4	0	0	0	66	97

Job Code 職務 編號	Job Title 職稱	Branch 門類						Overall 總計
		Chinese Restaurants 中式酒樓 (Branch 門類 1)	Restaurants, other than Chinese 非中式酒樓 (Branch 門類 2)	Fast Food Shops 快餐店 (Branch 門類 3)	Beverage Serving Places 提供飲料 場所 (Branch 門類 4)	Event Catering and Other Meal / Food Service Activities 聚會餐飲及 其他餐膳/ 膳食服務活動 (Branch 門類 5)	Restaurants in Clubs 會所餐廳 (Branch 門類 6)	
Administrative and Others 文員及其他員工								
402	Human Resources Clerk ; General Office Clerk 人力資源部文員 ; 寫字樓文員	91	60	0	54	314	9	528
403	Accounting Clerk 會計部文員	432	105	0	40	290	10	877
412	General Storekeeper ; Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 管倉員 ; 貨倉及收貨文員 ; 採購部文員 ; 品質控 制文員	136	40	0	40	110	27	353
414	Secretary ; Office Assistant ; Driver 秘書 ; 辦公室助理 ; 司機	75	2	0	0	0	14	91
499	Others (Administrative and Others) 其他 (文員及其他員工)	0	0	0	34	0	0	34
Sub-Total 小計		734	207	0	168	714	60	1 883
Table Service Section 樓面部								
Managerial and Professional Level 經理及專業人員級								
131	Restaurant Manager ; Banquet Manager 餐廳經理 ; 宴會經理	2 205	1 963	833	0	289	74	5 364
139	Chief Steward 首席管家	0	0	0	0	0	1	1
Sub-Total 小計		2 205	1 963	833	0	289	75	5 365
Supervisory Level 督導員級								
231	Restaurant Head Supervisor 中菜館/酒樓/餐廳主管	1 739	4 863	3 378	2	1 072	85	11 139
232	Captain ; Restaurant Supervisor 樓面部部長/領班	3 060	1 060	74	89	76	332	4 691
234	Pantry Supervisor 傳菜部主管	165	30	0	0	0	11	206
Sub-Total 小計		4 964	5 953	3 452	91	1 148	428	16 036
Craft / Operative Level 技工 / 操作工級								
331	Waiter/Waitress ; Server 侍應生 ; 服務員	8 435	17 661	294	478	1 096	590	28 554
332	Receptionist ; Hostess 接待員 ; 知客	1 440	207	125	0	0	76	1 848
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	100	0	0	0	0	21	121
334	Pantry Server / Assistant ; Food-runner 傳菜員	3 661	158	1	0	48	182	4 050
335	Cashier 樓面出納員 (收銀員)	2 125	2 325	905	322	655	10	6 342
336	Food Station / Counter Handler 堂前小食處理員 ; 小食檔處理員	125	238	1 738	98	2 870	18	5 087
337	Delivery Staff / Take-Away Service Staff 送外賣員 / 外賣服務員工	134	28	180	0	258	0	600
Sub-Total 小計		16 020	20 617	3 243	898	4 927	897	46 602

Job Code 職務編號	Job Title 職稱	Branch 門類						Overall 總計
		Chinese Restaurants 中式酒樓 (Branch 門類 1)	Restaurants, other than Chinese 非中式酒樓 (Branch 門類 2)	Fast Food Shops 快餐店 (Branch 門類 3)	Beverage Serving Places 提供飲料場所 (Branch 門類 4)	Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳 / 膳食服務活動 (Branch 門類 5)	Restaurants in Clubs 會所餐廳 (Branch 門類 6)	
Production Section 出品部								
Managerial and Professional Level 經理及專業人員級								
151	Executive Chef ; Executive Sous Chef 行政總廚 ; 副 / 助理行政總廚		56	0	0	0	37	93
152	Head Chef ; Sous Chef 總廚師		271	1	0	0	58	330
153	Executive Pastry Chef ; Head Chef (Pastry) 糕餅總廚師		14	0	0	0	21	35
155	Head Chef (Specialty Cuisine) / Cook for Asian / Exotic cuisine 特色菜總廚師 (亞洲及熱帶國家)		16	0	0	0	31	47
161	Executive Chinese Chef ; Executive Chinese Sous Chef 中菜行政總廚 ; 副 / 助理中菜行政總廚	340					19	359
Sub-Total 小計		340	357	1	0	0	166	864
Supervisory Level 督導員級								
252	Senior Cook 高級廚師		3 204	248	0	97	225	3 774
253	Pastry Chef 糕餅廚師		12	0	0	0	8	20
255	Barbecue Cook 燒味廚師 / 燒烤廚師	1 320	315	146	0	26	35	1 842
256	Garde Manger 冷盤總廚師		10	0	0	0	5	15
261	Dim Sum Head Cook 點心主廚	836					10	846
262	No. 1 Cook / Head Stove 頭鑊	1 129					33	1 162
263	No. 2 Cook 二廚	2 340					142	2 482
264	Senior Cook 上什	1 278					9	1 287
265	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)	23					17	40
266	No. 1 Chopper 砧板	991					7	998
267	No. 2 Chopper 二砧	967					5	972
268	Butcher 水櫃	716					5	721
269	Aboyeur (Production Control Cook) 打荷	922					4	926
Sub-Total 小計		10 522	3 541	394	0	123	505	15 085

Job Code 職務編號	Job Title 職稱	Branch 門類						Overall 總計
		Chinese Restaurants 中式酒樓 (Branch 門類 1)	Restaurants, other than Chinese 非中式酒樓 (Branch 門類 2)	Fast Food Shops 快餐店 (Branch 門類 3)	Beverage Serving Places 提供飲料場所 (Branch 門類 4)	Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/膳食服務活動 (Branch 門類 5)	Restaurants in Clubs 會所餐廳 (Branch 門類 6)	
Craft / Operative Level 技工 / 操作工級								
352	Cook 廚師		13 473	2 498	379	1 524	288	18 162
353	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅		156	136	54	26	30	402
357	Junior Cook 見習 / 初級廚師		7 140	1 409	0	942	109	9 600
358	Kitchen Assistant 廚師助手	1 538	2 132	1 033	0	840	64	5 607
359	Cleaner ; Dishwasher 清潔工 ; 洗碗工	2 793	5 329	1 375	476	636	124	10 733
361	Dim Sum Cook 點心廚師	3 046				13	52	3 111
362	No. 3 Cook 三廚	3 351					45	3 396
363	No. 4 Cook 四廚	1 170					32	1 202
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	470					0	470
365	Specialty Cuisine Cook 特色菜廚師 (亞洲及熱帶國家)	60					19	79
Sub-Total 小計		12 428	28 230	6 451	909	3 981	763	52 762
Beverage Section 飲品部								
Managerial and Professional Level 經理及專業人員級								
171	Chief Sommelier / Head Sommelier 總品酒師	0	2	0	0	0	0	2
Sub-Total 小計		0	2	0	0	0	0	2
Supervisory Level 督導員級								
271	Sommelier 品酒師	0	6	0	17	0	4	27
272	Beverage Manager ; Bar Manager 水吧經理 ; 飲品店經理 ; 酒吧經理	0	56	0	1 257	0	20	1 333
273	Tea Master ; Barista 茶藝師 ; 咖啡師	0	212	127	508	0	0	847
Sub-Total 小計		0	274	127	1 782	0	24	2 207
Craft / Operative Level 技工 / 操作工級								
371	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師	0	220	0	646	0	45	911
372	Beverage Assistant 飲品調配員 ; 水吧服務員	182	3 779	1 034	1 856	287	18	7 156
Sub-Total 小計		182	3 999	1 034	2 502	287	63	8 067
Total 總數		48 092	65 582	15 717	6 387	11 807	3 177	150 762

Table 9.4 Number of Part-time Employees as at Survey Reference Date

Appendix 9

表 9.4 by Branch by Principal Job

附錄 9

在統計日期的兼職僱員人數 (按門類及主要職務劃分)

Job Code 職務 編號	Job Title 職稱	Branch 門類						Overall 總計
		Chinese Restaurants 中式酒樓 (Branch 門類 1)	Restaurants, other than Chinese 非中式酒樓 (Branch 門類 2)	Fast Food Shops 快餐店 (Branch 門類 3)	Beverage Serving Places 提供飲料 場所 (Branch 門類 4)	Event Catering and Other Meal / Food Service Activities 聚會餐飲及 其他餐膳/ 膳食服務活動 (Branch 門類 5)	Restaurants in Clubs 會所餐廳 (Branch 門類 6)	
Sales and Management Section 營業及行政部								
Administrative and Others 文員及其他員工								
402	Human Resources Clerk ; General Office Clerk 人力資源部文員 ; 寫字樓文員	0	0	0	2	0	0	2
414	Secretary ; Office Assistant ; Driver 秘書 ; 辦公室助理 ; 司機	0	0	0	0	0	1	1
Sub-Total 小計		0	0	0	2	0	1	3
Table Service Section 樓面部								
Supervisory Level 督導員級								
231	Restaurant Head Supervisor 中菜館 / 酒樓 / 餐廳主管	0	0	126	0	0	0	126
232	Captain ; Restaurant Supervisor 樓面部部長 / 領班	18	2	0	0	0	79	99
Sub-Total 小計		18	2	126	0	0	79	225
Craft / Operative Level 技工 / 操作工級								
331	Waiter/Waitress ; Server 侍應生 ; 服務員	5 093	13 050	876	443	674	339	20 475
332	Receptionist ; Hostess 接待員 ; 知客	2	70	248	9	0	389	718
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	0	0	0	0	0	9	9
334	Pantry Server / Assistant ; Food-runner 傳菜員	836	36	0	0	0	426	1 298
335	Cashier 樓面出納員 (收銀員)	651	278	4 954	69	289	125	6 366
336	Food Station / Counter Handler 堂前小食處理員 ; 小食檔處理員	0	0	8 817	16	2 664	0	11 497
337	Delivery Staff / Take-Away Service Staff 送外賣員 / 外賣服務員工	20	368	1 343	0	1 091	0	2 822
Sub-Total 小計		6 602	13 802	16 238	537	4 718	1 288	43 185

Job Code 職務編號	Job Title 職稱	Branch 門類						Overall 總計
		Chinese Restaurants 中式酒樓 (Branch 1)	Restaurants, other than Chinese 非中式酒樓 (Branch 2)	Fast Food Shops 快餐店 (Branch 3)	Beverage Serving Places 提供飲料場所 (Branch 4)	Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳 / 膳食服務活動 (Branch 5)	Restaurants in Clubs 會所餐廳 (Branch 6)	
Production Section 出品部								
Supervisory Level 督導員級								
252	Senior Cook 高級廚師		0	0	0	0	634	634
255	Barbecue Cook 燒味廚師 / 燒烤廚師	0	6	0	0	0	0	6
261	Dim Sum Head Cook 點心主廚	15						15
263	No. 2 Cook 二廚	95						95
264	Senior Cook 上什	18						18
Sub-Total 小計		128	6	0	0	0	634	768
Craft / Operative Level 技工 / 操作工級								
352	Cook 廚師		1 637	2 265	2	133	1	4 038
353	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅		79	24	36	0	0	139
357	Junior Cook 見習 / 初級廚師		878	1 724	0	149	1	2 752
358	Kitchen Assistant 廚師助手	282	298	1 695	0	8	0	2 283
359	Cleaner ; Dishwasher 清潔工 ; 洗碗工	831	3 310	4 030	261	1 074	5	9 511
362	No. 3 Cook 三廚	167						167
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	30						30
Sub-Total 小計		1 310	6 202	9 738	299	1 364	7	18 920
Beverage Section 飲品部								
Supervisory Level 督導員級								
273	Tea Master ; Barista 茶藝師 ; 咖啡師	0	48	124	185	0	0	357
Sub-Total 小計		0	48	124	185	0	0	357
Craft / Operative Level 技工 / 操作工級								
371	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師	0	0	0	179	0	25	204
372	Beverage Assistant 飲品調配員 ; 水吧服務員	2	274	2 570	2 672	52	0	5 570
Sub-Total 小計		2	274	2 570	2 851	52	25	5 774
Total 總數		8 060	20 334	28 796	3 874	6 134	2 034	69 232

Table 9.5 Percentage Distribution of Average Monthly Remuneration Package of Full-time Employees by Principal Job
表 9.5 全職僱員的每月平均薪酬百分比分佈 (按主要職務劃分)

Job Code 職務編號	Job Title 職稱	\$60,001 or above 或以上	\$40,001 - \$60,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below 或以下	Total number of full-time employees 全職僱員人數
Sales and Management Section 營業及行政部									
Managerial and Professional Level 經理及專業人員級									
101	Executive Director ; General Manager 執行董事 ; 總經理	3.5%	82.7%	0.6%	13.3%	0.0%	0.0%	0.0%	175
102	Director / Manager of Human Resources 人力資源部總監 / 經理	4.2%	42.7%	27.1%	20.8%	5.2%	0.0%	0.0%	97
103	Chief Accountant ; Financial Director 總會計師 ; 財務總監	75.0%	15.6%	6.3%	3.1%	0.0%	0.0%	0.0%	34
104	Purchasing Manager 採購部經理	4.3%	53.2%	2.1%	40.4%	0.0%	0.0%	0.0%	48
105	Business Manager ; Sales Manager 業務經理 ; 營業部經理	16.0%	7.4%	32.1%	44.4%	0.0%	0.0%	0.0%	81
107	Administration Manager ; Executive Manager ; Executive Assistant Manager 行政經理 ; 行政副經理	1.8%	0.9%	61.5%	33.9%	1.8%	0.0%	0.0%	111
108	Club Manager ; Director of Operations 會所經理 ; 營運總監	44.4%	0.0%	55.6%	0.0%	0.0%	0.0%	0.0%	12
109	Director / Manager of Marketing ; Digital Media Manager ; Corporate Communications Manager 市場部總監 / 經理 ; 數字媒體經理 ; 企業傳訊經理	6.3%	81.3%	3.1%	9.4%	0.0%	0.0%	0.0%	32
110	Food and Beverage Director / Manager 餐飲部總監 / 經理	0.0%	76.8%	8.5%	9.8%	4.9%	0.0%	0.0%	88
Supervisory Level 督導員級									
202	Human Resources Officer 人力資源部主任	0.0%	0.0%	5.2%	67.4%	25.8%	1.7%	0.0%	233
203	Accounting / Supervisor ; Cost Control / Supervisor (Food and Beverage) 會計 / 主管 ; 飲食成本會計 / 主管	0.0%	0.0%	1.8%	49.3%	33.1%	15.8%	0.0%	284
205	Sales Supervisor 營業部主管	0.0%	0.0%	0.0%	98.1%	1.4%	0.5%	0.0%	210
207	Administration Officer ; Culinary Operations Officer 行政主任 ; 餐務營運主任	0.0%	0.0%	0.0%	94.9%	5.1%	0.0%	0.0%	81
209	Public Relations Officer ; Digital Media Officer 公共關係主任 ; 數字媒體主任	0.0%	0.0%	1.4%	33.8%	5.2%	59.6%	0.0%	287
211	Maintenance Supervisor ; Technical Supervisor 保養部主管 ; 技術監督	0.0%	0.0%	40.0%	40.0%	0.0%	20.0%	0.0%	7
212	Store Supervisor 倉務主管	0.0%	0.0%	55.6%	0.0%	0.0%	44.4%	0.0%	9
213	Security Supervisor ; Head of Security 保安主任 / 主管	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	3
Craft / Operative Level 技工 / 操作工級									
311	Engineering Craftsman 工程部技工	0.0%	0.0%	0.0%	0.0%	89.6%	10.4%	0.0%	79
313	Security Officer ; Valet Parking Attendant 保安員 ; 代客泊車員	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	18

Job Code 職務 編號	Job Title 職稱	\$60,001 or above 或以上	\$40,001 - \$60,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below 或以下	Total number of full-time employees 全職僱員人數
Administrative and Others 文員及其他員工									
402	Human Resources Clerk ; General Office Clerk 人力資源部文員 ; 寫字樓文員	0.0%	0.0%	0.0%	0.0%	71.4%	21.8%	6.9%	528
403	Accounting Clerk 會計部文員	0.0%	0.0%	0.0%	0.0%	68.5%	23.0%	8.6%	877
412	General Storekeeper ; Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 管倉員 ; 貨倉及收貨文員 ; 採購部文員 ; 品質 控制文員	0.0%	0.0%	0.0%	0.0%	35.4%	61.7%	2.9%	353
414	Secretary ; Office Assistant ; Driver 秘書 ; 辦公室助理 ; 司機	0.0%	0.0%	2.4%	0.0%	1.2%	96.4%	0.0%	91
499	Others (Administrative and Others) 其他 (文員及其他員工)	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	34
Table Service Section 樓面部									
Managerial and Professional Level 經理及專業人員級									
131	Restaurant Manager ; Banquet Manager 餐廳經理 ; 宴會經理	0.0%	11.2%	13.7%	40.6%	33.2%	1.3%	0.0%	5 364
139	Chief Steward 首席管家	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	1
Supervisory Level 督導員級									
231	Restaurant Head Supervisor 中菜館 / 酒樓 / 餐廳主管	0.0%	1.2%	3.5%	11.2%	61.3%	22.9%	0.0%	11 139
232	Captain ; Restaurant Supervisor 樓面部部長 / 領班	0.0%	6.7%	8.5%	14.8%	39.5%	27.3%	3.1%	4 691
234	Pantry Supervisor 傳菜部主管	0.0%	0.0%	34.0%	2.5%	35.5%	27.9%	0.0%	206
Craft / Operative Level 技工 / 操作工級									
331	Waiter/Waitress ; Server 侍應生 ; 服務員	0.0%	0.0%	0.0%	0.0%	3.5%	69.8%	26.7%	28 554
332	Receptionist ; Hostess 接待員 ; 知客	0.0%	0.0%	0.0%	0.0%	1.7%	65.5%	32.8%	1 848
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	0.0%	0.0%	0.0%	0.0%	0.0%	81.0%	19.0%	121
334	Pantry Server / Assistant ; Food-runner 傳菜員	0.0%	0.0%	0.0%	0.0%	3.9%	53.1%	43.0%	4 050
335	Cashier 樓面出納員 (收銀員)	0.0%	0.0%	0.0%	0.0%	5.1%	57.2%	37.7%	6 342
336	Food Station / Counter Handler 堂前小食處理員 ; 小食檔處理員	0.0%	0.0%	0.0%	0.0%	1.2%	39.0%	59.8%	5 087
337	Delivery Staff / Take-Away Service Staff 送外賣員 / 外賣服務員工	0.0%	0.0%	0.0%	0.0%	13.2%	35.2%	51.7%	600

Job Code 職務編號	Job Title 職稱	\$60,001 or above 或以上	\$40,001 - \$60,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below 或以下	Total number of full-time employees 全職僱員人數
Production Section 出品部									
Managerial and Professional Level 經理及專業人員級									
151	Executive Chef ; Executive Sous Chef 行政總廚 ; 副/助理行政總廚	61.8%	2.6%	19.7%	15.8%	0.0%	0.0%	0.0%	93
152	Head Chef ; Sous Chef 總廚師	0.0%	11.1%	31.0%	54.7%	3.2%	0.0%	0.0%	330
153	Executive Pastry Chef ; Head Chef (Pastry) 糕餅總廚師	0.0%	47.8%	4.3%	47.8%	0.0%	0.0%	0.0%	35
155	Head Chef (Specialty Cuisine) / Cook for Asian / Exotic cuisine 特色菜總廚師 (亞洲及熱帶國家)	0.0%	0.0%	25.0%	37.5%	37.5%	0.0%	0.0%	47
161	Executive Chinese Chef ; Executive Chinese Sous Chef 中菜行政總廚 ; 副/助理中菜行政總廚	3.7%	6.5%	56.8%	25.3%	7.7%	0.0%	0.0%	359
Supervisory Level 督導員級									
252	Senior Cook 高級廚師	0.0%	3.3%	1.0%	44.8%	47.7%	3.2%	0.0%	3 774
253	Pastry Chef 糕餅廚師	0.0%	0.0%	22.2%	33.3%	44.4%	0.0%	0.0%	20
255	Barbecue Cook 燒味廚師 / 燒烤廚師	0.0%	1.0%	20.1%	13.0%	38.7%	24.2%	2.9%	1 842
256	Garde Manger 冷盤總廚師	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	15
261	Dim Sum Head Cook 點心主廚	0.0%	2.1%	20.0%	64.8%	12.9%	0.1%	0.0%	846
262	No. 1 Cook / Head Stove 頭鑊	0.0%	3.8%	6.9%	43.9%	45.2%	0.2%	0.0%	1 162
263	No. 2 Cook 二廚	0.0%	4.6%	4.8%	20.9%	60.0%	9.7%	0.0%	2 482
264	Senior Cook 上什	0.0%	0.0%	9.2%	1.6%	53.5%	35.7%	0.0%	1 287
265	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)	0.0%	0.0%	0.0%	29.6%	18.5%	51.9%	0.0%	40
266	No. 1 Chopper 砧板	0.0%	0.5%	9.1%	2.0%	35.5%	52.9%	0.0%	998
267	No. 2 Chopper 二砧	0.0%	0.0%	1.4%	8.6%	13.8%	70.6%	5.6%	972
268	Butcher 水櫃	0.0%	0.0%	1.4%	5.8%	27.4%	65.4%	0.0%	721
269	Aboyeur (Production Control Cook) 打荷	0.0%	0.0%	0.1%	13.1%	23.7%	63.1%	0.0%	926
Craft / Operative Level 技工 / 操作工級									
352	Cook 廚師	0.0%	0.0%	0.3%	19.4%	48.1%	30.4%	1.8%	18 162
353	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅	0.0%	0.0%	0.5%	1.0%	53.0%	45.4%	0.0%	402
357	Junior Cook 見習/初級廚師	0.0%	0.0%	0.0%	0.8%	23.7%	67.1%	8.5%	9 600
358	Kitchen Assistant 廚師助手	0.0%	0.0%	0.0%	0.0%	12.3%	44.0%	43.8%	5 607
359	Cleaner ; Dishwasher 清潔工 ; 洗碗工	0.0%	0.0%	0.0%	0.3%	1.7%	21.5%	76.5%	10 733
361	Dim Sum Cook 點心廚師	0.0%	0.0%	0.1%	19.3%	36.4%	44.3%	0.0%	3 111
362	No. 3 Cook 三廚	0.0%	0.0%	0.0%	10.3%	58.4%	27.0%	4.4%	3 396
363	No. 4 Cook 四廚	0.0%	0.0%	0.0%	10.5%	54.8%	33.4%	1.3%	1 202
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	0.0%	0.0%	0.0%	22.1%	7.7%	70.0%	0.2%	470
365	Specialty Cuisine Cook 特色菜廚師 (亞洲及熱帶國家)	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	79

Job Code 職務 編號	Job Title 職稱	\$60,001 or above 或以上	\$40,001 - \$60,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below 或以下	Total number of full-time employees 全職僱員人數
Beverage Section 飲品部									
Managerial and Professional Level 經理及專業人員級									
171	Chief Sommelier / Head Sommelier 總品酒師	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2
Supervisory Level 督導員級									
271	Sommelier 品酒師	0.0%	70.4%	0.0%	29.6%	0.0%	0.0%	0.0%	27
272	Beverage Manager ; Bar Manager 水吧經理 ; 飲品店經理 ; 酒吧經理	0.0%	0.0%	0.5%	12.3%	27.7%	54.5%	4.9%	1 333
273	Tea Master ; Barista 茶藝師 ; 咖啡師	0.0%	0.0%	0.0%	0.0%	11.3%	70.1%	18.6%	847
Craft / Operative Level 技工 / 操作工級									
371	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師	0.0%	0.0%	0.0%	4.1%	57.8%	28.4%	9.7%	911
372	Beverage Assistant 飲品調配員 ; 水吧服務員	0.0%	0.0%	0.0%	0.0%	14.1%	44.5%	41.4%	7 156

Table 9.6 Percentage Distribution of Average Hourly Wage of Part-time Employees

Appendix 9

表 9.6 by Principal Job

附錄 9

兼職僱員的平均時薪百分比分佈 (按主要職務劃分)

Job Code 職務編號	Job Title 職稱	\$81 or above 或以上	\$51 - \$80	\$37.5 - \$50	Total number of part-time employees 兼職僱員人數
Sales and Management Section 營業及行政部					
Administrative and Others 文員及其他員工					
402	Human Resources Clerk ; General Office Clerk 人力資源部文員 ; 寫字樓文員	0.0%	100.0%	0.0%	2
414	Secretary ; Office Assistant ; Driver 秘書 ; 辦公室助理 ; 司機	100.0%	0.0%	0.0%	1
Table Service Section 樓面部					
Supervisory Level 督導員級					
231	Restaurant Head Supervisor 中菜館/酒樓/餐廳主管	0.0%	100.0%	0.0%	126
232	Captain ; Restaurant Supervisor 樓面部部長/領班	98.0%	2.0%	0.0%	99
Craft / Operative Level 技工 / 操作工級					
331	Waiter/Waitress ; Server 侍應生 ; 服務員	1.6%	71.8%	26.5%	20 475
332	Receptionist ; Hostess 接待員 ; 知客	0.0%	25.1%	74.9%	718
333	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	-	-	-	9
334	Pantry Server / Assistant ; Food-runner 傳菜員	17.4%	66.4%	16.2%	1 298
335	Cashier 樓面出納員 (收銀員)	1.6%	37.3%	61.1%	6 366
336	Food Station / Counter Handler 堂前小食處理員; 小食檔處理員	0.0%	18.5%	81.5%	11 497
337	Delivery Staff / Take-Away Service Staff 送外賣員 / 外賣服務員工	0.0%	31.1%	68.9%	2 822
Production Section 出品部					
Supervisory Level 督導員級					
252	Senior Cook 高級廚師	-	-	-	634
255	Barbecue Cook 燒味廚師 / 燒烤廚師	0.0%	100.0%	0.0%	6
261	Dim Sum Head Cook 點心主廚	100.0%	0.0%	0.0%	15
263	No. 2 Cook 二廚	18.9%	81.1%	0.0%	95
264	Senior Cook 上什	100.0%	0.0%	0.0%	18

Job Code 職務編號	Job Title 職稱	\$81 or above 或以上	\$51 - \$80	\$37.5 - \$50	Total number of part-time employees 兼職僱員人數
Craft / Operative Level 技工 / 操作工級					
352	Cook 廚師	9.8%	63.0%	27.2%	4 038
353	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅	56.8%	1.4%	41.7%	139
357	Junior Cook 見習 / 初級廚師	5.7%	13.1%	81.2%	2 752
358	Kitchen Assistant 廚師助手	0.4%	45.4%	54.2%	2 283
359	Cleaner ; Dishwasher 清潔工 ; 洗碗工	0.0%	38.5%	61.5%	9 511
362	No. 3 Cook 三廚	43.7%	56.3%	0.0%	167
364	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	0.0%	33.3%	66.7%	30
Beverage Section 飲品部					
Supervisory Level 督導員級					
273	Tea Master ; Barista 茶藝師 ; 咖啡師	9.0%	86.8%	4.2%	357
Craft / Operative Level 技工 / 操作工級					
371	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師	10.8%	89.2%	0.0%	204
372	Beverage Assistant 飲品調配員 ; 水吧服務員	0.0%	55.7%	44.3%	5 570

Table 9.7 Percentage Distribution and Ranking of Future Training Areas Required for Full-time Employees by Job Level

全職僱員未來需要的培訓範疇百分比分佈及排序 (按職級劃分)

Type of Areas 訓練種類	Percentage 百分比			Ranking 排名		
	Managerial/ Professional 經理/ 專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工	Managerial/ Professional 經理/ 專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工
A. Managerial Skills 管理技巧						
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	37.5%	7.9%		12	18	
(ii) Human Resources Management 人力資源管理	50.2%	20.3%		9	13	
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	39.6%	12.6%		11	15	
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	76.4%	63.0%		1	3	
(v) Risk Management 風險管理	23.1%	9.0%		19	17	
(vi) Smart Technology Development 智能科技發展	18.0%	3.8%		20	22	
(vii) Food Chain 食物供應鏈	55.9%	34.0%		6	9	
B. Trade Skills 行業技能						
(i) Suggestive Selling 建議推銷	44.5%	28.7%	14.8%	10	12	7
(ii) Cost Control 成本控制	57.5%	53.1%	13.9%	5	6	8
(iii) Contemporary & Presentation Art 當代擺盤藝術	6.8%	5.6%	3.8%	23	20	13
(iv) Food Trends & Sustainability 食物趨勢及可持續性	34.7%	30.0%	10.3%	13	11	11
(v) Diets & Nutrition 飲食與營養	30.0%	31.9%	13.2%	15	10	10
(vi) Restaurant Service 餐飲服務	55.4%	51.1%	54.1%	7	7	4
(vii) Beverages (Alcoholic & Non-alcoholic) 飲料(酒精及非酒精)	24.5%	16.7%	13.7%	18	14	9
(viii) Banquet / Catering Event Management 宴會/飲食項目管理	25.0%	9.8%	2.5%	16	16	15
(ix) Food Hygiene and Safety 食品衛生及安全	66.9%	78.4%	85.8%	3	1	1
(x) Industry System Application 業界系統運用	25.0%	6.6%	0.8%	16	19	16
C. Generic Skills 通用技巧						
(i) Customer Service 顧客服務	67.3%	72.4%	78.4%	2	2	2
(ii) Communication 溝通	59.6%	56.3%	61.8%	4	4	3
(iii) Problem Solving 難題解決	51.4%	53.3%	42.7%	8	5	5
(iv) Interpersonal Skills 人際關係	31.4%	41.2%	41.6%	14	8	6
D. Language 語言						
(i) Putonghua 普通話	10.9%	3.8%	4.5%	21	23	12
(ii) English 英語	8.1%	4.0%	2.5%	22	21	14

<u>Type of Areas</u> 培練種類	Percentage 百分比			Ranking 排名		
	Managerial/ Professional 經理/ 專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工	Managerial/ Professional 經理/ 專業人員	Supervisory 督導員	Craft/ Operative 技工/操作工
E. Others 其他						
(i) Others 其他	0.0%	0.0%	0.1%	24	24	17
No training areas required 沒有需要	0.0%	0.5%	1.2%			
No. of establishments with the respective level of full-time employees 有相應職級全職僱員的公司數目	3 194	10 693	14 639			

Note: 1) Percentages are calculated on the basis of total number of establishments with the respective level of full-time employees.

2) Respondents are allowed to select more than one training area.

註： 1) 按有相應職級全職僱員的公司數量計算百分比。

2) 受訪者可選擇多於一項培訓範疇。