

# **2009 MANPOWER SURVEY REPORT**

## **CATERING INDUSTRY**

飲食業

二〇〇九年度人力調查報告

**HOTEL, CATERING AND TOURISM TRAINING BOARD**

**VOCATIONAL TRAINING COUNCIL**

職業訓練局

酒店業、飲食業及旅遊業訓練委員會

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## EXECUTIVE SUMMARY

### Introduction

1. The purpose of the survey is to collect data on the existing manpower situation in order to project future manpower requirements and training needs of the catering industry. The fieldwork took place from 2 October 2009 to 30 November 2009 with follow up cases completed in March 2010.

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

Branch 1 – Chinese Restaurants  
(HSIC 561109 - 561111)

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

Branch 3 – Fast food shops  
(HSIC 561200)

Branch 4 – Beverage serving places  
(HSIC 5631 - 5639)

Branch 5 – Other eating and drinking places  
(HSIC 5619, 5620)

Branch 6 – Supplementary samples

3. Out of the 777 establishments surveyed, 609 completed and returned the questionnaires and there were 64 refusal cases. Taking into account the remaining 50 establishments that had closed, moved, or temporarily ceased operation, the effective response rate was 90.5%.

### **Improvements made on Survey Questionnaire**

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

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

### **The Economic Impacts**

5. The global financial tsunami that originated from the subprime mortgage market in the U.S.A. has escalated into a full-blown crisis in the global financial markets, dealing a severe blow to an already much weakened global economy since September 2008. As a small open economy and an international financial centre, the Hong Kong economy was adversely affected, particularly starting in the first quarter of 2009. (Source: 3<sup>rd</sup> Quarter Economic Report 2008, Economic Analysis Division, the HKSAR Government, November 2008.)

6. The Hong Kong economy still held firm in the first half of 2008, but took an abrupt turn after September. For 2008 as a whole, GDP growth averaged at 2.5%, down from 6.4% in 2007. (Source: 2008 Economic Background and 2009 Prospects, Economic Analysis Division, the HKSAR Government.) Local stock market was highly volatile during most of 2008, with a very sharp decline in the two months or so after the escalation of the crisis into a full-blown financial tsunami in September 2008. The outbreak of the financial tsunami has derailed the upturn of the Hong Kong economy since 2003 and so has the local catering industry. It particularly affected the ‘golden months’, from November 2008 to February 2009, in which over 50% of the annual profit of what is usually made. (Source: Oriental Daily, 1 November 2008.)

## **Industry Outlook**

7. Despite the subsequent impacts on the financial tsunami, the value of total receipts for the restaurant sector was \$79.9 billion in 2009, up by 0.6% in value but a decrease of 0.9% in volume as compared to 2008. Over the same period, the value of total purchases by restaurants decreased by 2.8% to \$27.7 billion. (Source: Press Release: Provisional Statistics of Restaurant Receipts and Purchases for the Fourth Quarter of 2009, Census and Statistic Department, 1 February 2010.) Business bounced back gradually in 2010. The value of total receipts of the restaurants sector was \$20.8 billion in the first quarter of 2010, was up by 4.8% when compared with the first quarter of 2009. Over the same period, the value of total purchases by restaurants increased by 4.2% to \$7.2 billion. (Source: Press Release: Provisional Statistics of Restaurant Receipts and Purchases for First Quarter of 2010, Census and Statistic Department, 3 May 2010.)

8. The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; number of general restaurant licenses increased from 7 647 in 2005 to 7 845 in 2008, representing an increase of 198 or 2.6%. Light refreshment restaurant licenses increased from 2 828 in 2005 to 2 957 in 2008, representing an increase of 129 or 4.5% over the last 3 years. The number of liquor licenses issued has equally increased, reaching a total of 4 995 liquor licenses in 2008 as compared to 4 742 in 2005. Club liquor licenses reached 499 in 2008 compared to 466 in 2005. These represent a total increase of 253 or 5.3% for liquor licenses and 33 or 7% for club liquor licenses in the last 3 years. (Source: Food and Environmental Hygiene Department website retrieved on 31 May 2010.)

9. Affected by the increase price of the tea, coffee bean and sugar, the local catering industry was further deteriorated. Followed by the increase of rental, the running costs of the catering establishments will be increased. (Source: Ming Pao Daily News, 27 October 2009.) These increments of the operating costs will definitely be transferred to the customers. (Source: Wen Wai Pao, 27 October 2009.) Under such circumstances, the industry has to face inflationary pressure as of the first half of 2010.

10. It is difficult to boom the sales volume if it only depends on the expenditure from the local population. The local catering industry depends very much on the inbound travellers mainly from the Mainland China. The introduction of express rail link and the building of Hong Kong-Zhuhai-Macau Bridge will be the keys to bring in the visitors from the Pearl River Delta region and northern part of the Mainland China. (Source: Hong Kong Commercial Newspaper, 10 December 2009.) It is expected that an additional 20% of the visitors from the Mainland China will travel to Hong Kong by express trains and hence an additional tourism and catering receipts of \$20 billion is expected. (Source: Wen Wei Po, 4 January, 2010.)

11. The minimum wage legislation is in progress and the result is not known yet. 29% of expenditure in the catering industry went on salaries and wages. (Source: The Standard, 4 May 2010.) It is generally believed that the minimum wage will trigger a rippling effect, meaning those earning more than the minimum will also expect a pay rise to maintain their differential. The minimum wage may cause an increase in the operating cost of the catering industry. The food selling price in fast food shops may increase 5 to 8% if the hourly rate is closed to \$27. (Source: Ming Pao daily News, 9 July 2010.)

12. The total visitor arrivals in 2009 have reached 29.59 million which represents an increase of 0.3% over 2008. During the first half of 2009, the tourism performance was severely impacted by the global financial crisis and outbreak of swine flu. However, starting from the third quarter of 2009, visitors' concern about the outbreak gradually subsided while the economic conditions also improved and growth was sustained until the fourth quarter. (Source: Press Release: Release of Provisional Visitor Arrivals for 2009, Hong Kong Tourism Board, 4 January 2010.)

13. Hong Kong has become even more popular as a wine trading centre since the elimination of wine duties in 2008. Hong Kong has overtaken London and become the world second largest wine auction centre. (Source: Hong Kong Economic Times, 23 December 2009.) In 2009, Hong Kong was promoted with the theme of 'Hong Kong Food and Wine Year' by Hong Kong Tourism Board (HKTB). Mega events like the Hong Kong Wine and Dine Festival was organized in October 2009 along the West Kowloon waterfront. Those events were successfully held and stimulated both the local and visitors' consumption. In the longer term, those themed events will assist in strengthening Hong Kong's position as a wine and dine hub. Riding on the success, the Hong Kong Wine and Dine Festival is planned to be held again in October 2010.

### **Implications on Manpower**

14. The HKSAR Government has been pushing ahead major infrastructure projects, such as the Kai Tak Cruise Terminal, the Disneyland expansion project, redevelopment of the Ocean Park, Aberdeen tourism project, development of a piazza in Tsim Sha Tsui and etc., thus creating jobs which will benefit the economy. These facilities will enhance the production capacity and efficiency of the Hong Kong economy and further our integration with the Mainland China, thereby bringing significant benefits to the community and to the catering industry in the long run.

15. Since the waiver of wine duty in 2008, the import wine amount reached 2.6 billion, increased for 82%. (Source: The Budget 2009-10, the HKSAR Government, 25 February 2009). There are eight co-operative agreements concluded by Hong Kong with wine producing countries / regions including U.S.A., France, Bordeaux of France, Spain, Australia, Italy, Hungary and New Zealand. (Source: Press release: Hong Kong – U.S.A. MOU on Wine Marks Closer Bilateral Ties, 17 May 2010.) It is envisaged that with the development of the sales and services of wine markets in Hong Kong, trained service staff specializing in these areas will be in demand.

16. In view of the implementation of the New Secondary School (NSS) curriculum as of Academic Year 2009/10, there are diverse needs by students for a higher vocational training qualification. Local vocational training institutes should consider further developing ordinary and advanced level certificate courses with higher level learning outcomes in coping with students' differing training needs.

17. With the economy starting to recover gradually in Macau, the hotel and entertainment projects continue in 2010. It appears that the competition for talents between Hong Kong and Macau will resume. Furthermore, with the development of new hotel and tourism-related projects in the Mainland China, more job opportunities are expected to be created in near future. Many of the catering personnel in particular the experienced supervisory ranked or above staff may choose to explore opportunities in the Mainland China. A continuous supply of trained quality manpower to support the catering industry in Hong Kong is vital in the coming years.

18. The unemployment rate fell to 4.4% in the February to April 2010 period. The underemployment rate also dropped from 2.2% to 2.1%. (Source: Hong Kong's Information Services Department, 18 May 2010.) With the uncertainties in the economic and financial market situation in Europe, the rippling effect may cause pressure on the jobless rate, in particular the catering industry of Hong Kong. The HKSAR Government should promote employment on all fronts through supporting training, retraining and skills upgrading.

19. In a fiercely competitive catering market, there is always pressure to bring down labour costs; this will in turn result in changes in the manpower demand mix. As indicated in the field survey results, many catering establishments changed the recruitment policy and recruited part-time employees instead of full-time in order to reduce the labour cost. For the displacement of part-time casual labour over full-time employees, it is necessary to retain a flexible and stable pool of casual labour in the catering industry. Furthermore, no matter the terms of employment, staff members still require adequate training to maintain the food production and quality service standards.

20. In regards to the relaxation of the endorsement under Individual Visit Scheme (IVS) for Shenzhen residents to Hong Kong, it will bring in positive impact to local tourism industries. Other than training up professional culinary manpower to meet the sophisticated visitors, a steady output of qualified trained restaurant and front line service staff with both hard and soft skills will be required in Hong Kong to combat the growing competition within the region and beyond.

21. All emerging markets, namely India (+4.6%), Russia (+15.7%) and the Middle East (+2.0%) achieved positive growth in tourist arrivals in 2009. (Source: Press Release: 2009 Full-year Tourism Performance Figures, HKTb, 29 January 2010.) Local caterers might have less experience in servicing visitors from these emerging market segments. Further exploration and training for the staff members in particular the hotels' catering staff in mastering the food and service skills for these emerging markets is needed.

22. According to HKTb, there are new hotel projects with additional hotel room supply in Hong Kong between March 2010 and 2013. These new hotel developments reflect a positive projection of potential visitors and indicate a surge in manpower requirements in the food production and catering industries in the years to come; as well as for supporting the dining establishments in these new hotel projects.

23. Hong Kong, as the Culinary Capital of Asia, is long famous for its international cuisine. Apart from the fine foods, like many other major international cities, the Hong Kong's local street snacks have regained their popularity among locals and overseas visitors. Systematic training including the importance of food hygiene and safety in the production and handling of street snacks should be provided.

24. According to the HKTB, the Total Expenditure Associated to Inbound Tourism (TEAIT) increased by 3.2% year-on-year to HK\$162.89 billion in 2009, despite the impact of the global economic downturn. On average, the spending by overnight visitors increased by 6.1% to HK\$5 770 per capita. (Source: Press Release: Tourism Spending Hits HK\$162 billion in 2009, HKTB, 27 April 2010.) Attention should be focused on upgrading the service skills for accommodating the diverse needs and cultural concerns in dining for these international travellers.

25. The future of the catering industry will depend largely on the availability of qualified staff to deliver the service quality that has earned Hong Kong a reputation as the Food Capital of the Orient. Staff with high standard of language capabilities who can demonstrate moderate multi-tasking skills and the sensitivity to cross-cultural diversity are some of the essential qualities that the existing catering staff lack in general. With competition for skilled staff from neighboring areas, the demand of well-trained staff at the entry and supervisory levels would be significant in the coming years.

### **Summary of Survey Findings**

26. The survey reveals that in September 2009, a total of 164 940 persons were employed in the catering industry, of which 5 740 (3.5%) were in the managerial category, 29 237 (17.7%) supervisory category, 128 566 (77.9%) craft/operative category, 1 397 (0.9%) administrative and others category.

27. At the time of the survey, employers reported 2 370 vacancies, or 1.4% of the existing 164 940 posts. The job level with most vacancies was in the craft/operative level (2 146) followed by supervisory level (201), and managerial and professional level (22).

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

## **Employers' Forecast Manpower Demand**

29. Employers forecast that the total number of posts would be 166 557 in September 2010, accounting for a slight increase of 1.0%. The Training Board observes that the forecast of employers may be conservative. The Training Board adopted the Labour Market Analysis (LMA) approach using statistical modeling to project the manpower of the catering industry for 2010 to 2012. The manpower projection of the catering industry for 2010 to 2012 is shown in the following table:

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach (%)</u>
2009	164 940		
2010F		166 557 (1.0%)*	167 991 (1.8%)*
2011F			169 168 (0.7%)**
2012F			170 693 (0.9%)**

\* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2009

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

### **Projection on Additional Training Requirements**

30. Based on the LMA forecast of manpower growth and adopting the wastage rates of 2% and 5% for the managerial/professional and craft/operative level respectively, the Training Board projected the additional manpower requirements of the industry for 2010 as follows:

#### **Projected Additional Training Requirements for 2010**

<u>Job Levels (% of all levels)</u>	<u>No. of Employees (2009)</u>	<u>Annual Wastage (2% / 5%) (A)</u> <u>(A) = 2%</u>	<u>Forecast Manpower Growth (B)</u>	<u>Estimated Additional Annual Requirements (A) + (B)</u>
Managerial / Professional (3.5%)	5 740	115	103	<b>218</b>
Supervisory (17.7%)	29 237	585	526	<b>1 111</b>
		<u>(A) = 5%</u>		
Craft / Operative (77.9%)	128 566	6 428	2 314	<b>8 742</b>
Administrative and Others (0.9%)	1 397	70	25	<b>95</b>
<b>Total</b>	<b>164 940</b>	<b>7 198</b>	<b>2 968</b>	<b>10 166</b>



## **Recommendations**

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

- (i) During an economic downturn, companies usually look for opportunities to streamline operations and freeze hiring. However, the Training Board recommends employers to maintain a steady supply of well equipped manpower to cope with the demand as the economy recovers. The Training Board recommends employers to maintain their commitment on developing and improving their staff so as to bring extra benefits in terms of employee engagement, retention and overall organizational strength.
- (ii) From a macro perspective, the development of human capital is always the key to economic recovery, job creation and sustainable development. The Training Board is of the opinion that the HKSAR Government should continue to be the key player to work closely with professional training institutions in designing and implementing education and retraining programmes that creates an environment linking people skills to the productivity and employment of society as a whole.
- (iii) The Training Board is of the view that the existing 164 940 strong in-service employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand; as well as the ever changing economic climate.
- (iv) In anticipating the completion of the huge infrastructure projects, like the cruise terminal, the express train network and the Hong Kong-Zhuhai-Macau bridge, there will be influx of visitors from China and other areas in the World. The Training Board is of the opinion that there is an urgent need to upgrade the standard of English and Putonghua, plus other Chinese dialects, for the front end staff of the industry.
- (v) Followed by the success of the world wine and dine promotions in Hong Kong, formal food preparation training in international cuisine like Italian, Japanese and Asians foods are required to leverage on the growth of the tourism and change of dining culture in the future years. Nevertheless, the popularity of local street snacks are becoming the ‘must try’ items for the Chinese and overseas visitors. There is a need in setting up related training programmes in supporting this local food culture.
- (vi) The Training Board believes that the Vocational Training Council’s introduction of trade tests for the Chinese and Western Cuisines at the Chinese Cuisine Training Institute and Hospitality Industry Training and Development Centre respectively would elevate the professional qualifications and status of culinary practitioners. The Training Board encourages employers to provide in-house training and/or sponsor their employees to obtain trade test qualifications; and continuous professional development to upgrade their knowledge and skills.

- (vii) As the hotels and entertainment projects are expanding in Macau and neighbouring areas, the competition for staff, especially from the supervisory to managerial levels of staff, will be on a steady rise in years to come. The demand for well-trained staff at the operative and supervisory levels will continue. The Training Board is of the view that increased provisions for further expansion and/or upgrading of the training facilities and capacities must be available to cope with the escalating manpower demand.
- (viii) To cope with the increasing demand of wine consumption and the changes on food trends like the introduction of the slow cooking, sous-vide (Vacuum-packing food cooking) and molecular gastronomy, the demand for well-trained staff will continue to increase in particular with wine services and food preparations. The Training Board considers that increased provisions for further expansion and upgrading of training facilities and capacity will be essential to cope with the latest trends of development, and requirements of industry manpower demand. The HKSAR Government should channel more resources for providing training of staff to acquire sound knowledge and quality service standards.
- (ix) For the changing training and education needs due to the structural shift of Hong Kong towards a higher value-added service and knowledge-based economy, the Training Board encourages the course providers to provide flexible entry and exit pathways for the life-long learning, development and skill upgrading.
- (x) The Training Board is concerned about the implications of education reform particularly on the change of aptitude and attitude of the existing workforce and new generation. The course providers should enhance the training on the development of soft skills, problem-solving and analytical skills and management skills.
- (xi) For the popularity of the local street snacks and the concerns about food safety and freshness, the Training Board recommends formal and systematic training should be introduced to support and sustain this unique food culture.
- (xii) The Training Board will continue to support conferences and experience-sharing seminars for practitioners in the industry.

## SECTION I

### INTRODUCTION

#### **The Training Board**

1.1 The Hotel, Catering and Tourism Training Board of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the hospitality industry and recommending to the VTC the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board and its Working Party on the 2009 Catering Industry Manpower Survey are given in Appendix 1 - 3.

#### **The Manpower Survey**

1.2 In pursuance to its terms of reference, the Training Board conducted the manpower survey during the period from 2 October to 30 November 2009 to collect up-to-date manpower information on the principal jobs of the catering industry and the field work and follow-up cases were completed in March 2010. The Survey was carried out with the assistance of the Census and Statistics Department. A Manpower Survey Report was published in September 2010 by the Training Board.

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

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

#### **Method of Survey**

1.4 The fieldwork took place from 2 October to 30 November 2009 with follow-up cases completed in March 2010.

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

## **Scope of the Survey**

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

- Branch 1 – Chinese Restaurants  
(HSIC 561109-561111)
- Branch 2 – Restaurants other than Chinese  
(HSIC 561101, 561103-561108 and 561199)
- Branch 3 – Fast Food Shops  
(HSIC 561200)
- Branch 4 – Beverage Serving Places  
(HSIC 5631-5639)
- Branch 5 – Other Eating and Drinking Places  
(HSIC 5619, 5620)
- Branch 6 – Supplementary Samples

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

1.8 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by September 2010;
- (iii) the number of existing vacancies;
- (iv) the average age range of craft/operative staff;
- (v) the number of employees under training;
- (vi) the number of new recruits who are fresh graduates of Catering and Hospitality programs without Catering Industry experience in the past 12 months;
- (vii) the preferred years of catering industry experience before occupying the post;
- (viii) the average monthly income of employees; and
- (ix) employers' views on the preferred education qualifications, training mode, training period of employees by principal job levels.

1.9 A total of 777 samples out of 13 023 establishments were initially selected to be surveyed in the specified six-branch frame. Please refer to Appendix 4 for the analysis of result of enumeration of the survey.

1.10 In addition, the following information on part-time staff was also included in the survey. The data was collected on Saturday 26 September 2009, a designated reference day:

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

### **Analysis of the Response**

1.11 Out of the 777 establishments surveyed, 609 completed and returned the questionnaires and there were 64 refusal cases. Taking into account the remaining 50 establishments that had either closed, moved, non contact or changed business, the effective response rate was 90.5%.

### **Manpower Assessment Procedure**

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

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

### **Definition of Employees**

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

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

### **Presentation of Findings**

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

## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Number of Persons Employed

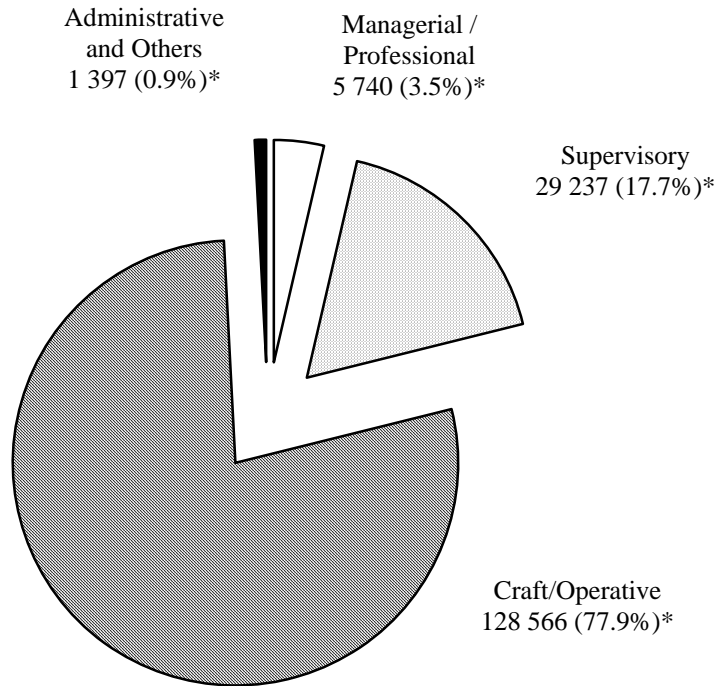
2.1 The survey reveals that in September 2009, a total of 164 940 persons were employed in the catering industry in Hong Kong as compared to 161 989 in 2007, representing an increase of 2 951 (1.8%). Their distribution by job level is as follows:

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

<u>Job Level</u>	<u>Number of Employees</u>	<u>Percentage of Total Number Employed (%)</u>
Managerial / Professional	5 740	3.5%
Supervisory	29 237	17.7%
Craft / Operative	128 566	77.9%
Administrative and Others	1 397	0.9%
<b>Total</b>	<b>164 940</b>	<b>100%</b>

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

Total no. employed : 164 940

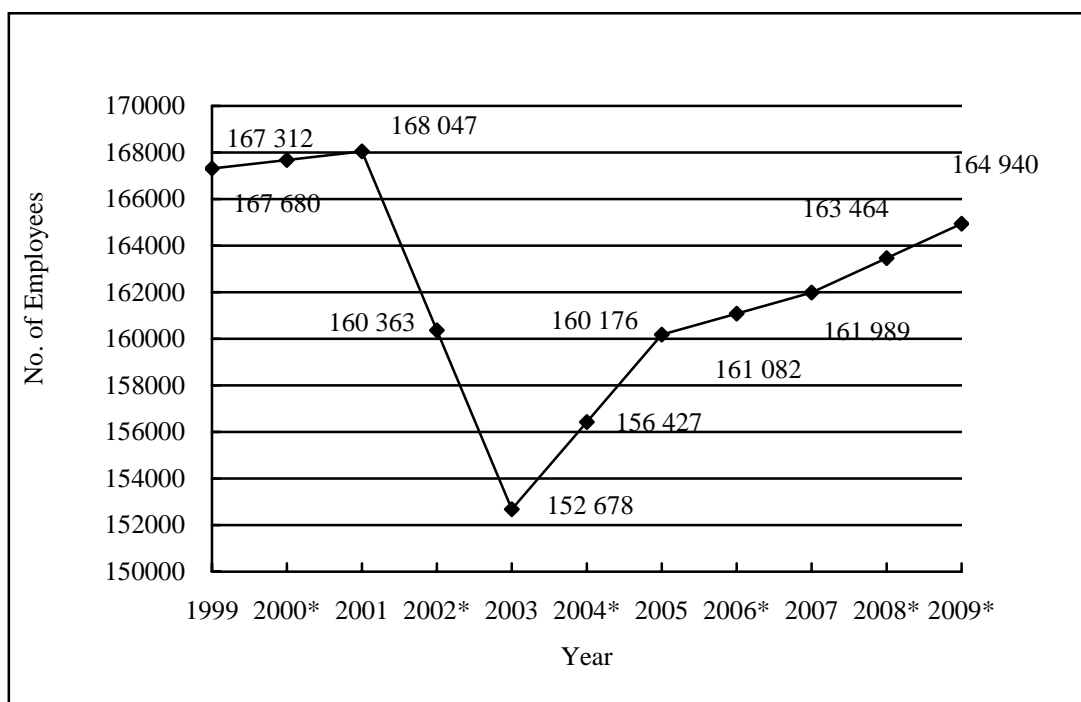


(\*) As percentage of the total number of employees in the catering industry

## **Trend of the Number of Employees**

2.2 Tables 2.2 (a) and (b) present a comparison on the trend of the number of employees in recent years.

**Table 2.2 (a): Trend of Manpower 1999 – 2009**



Source: Data obtained from the Manpower Survey Reports on Catering Industry in 1999-2009

**Table 2.2 (b): Trend of the Number of Employees by Job Levels (1999 – 2009)**

<u>Year</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
1999	6 901	31 518	118 148	10 745	167 312
2000*	6 402	31 707	119 306	10 266	167 680
2001	5 902	31 895	120 463	9 787	168 047
2002*	5 475	31 494	113 867	9 528	160 363
2003	5 047	31 092	107 270	9 269	152 678
2004*	4 770	27 505	118 332	5 820	156 427
2005	4 492	23 918	129 395	2 371	160 176
2006*	4 566	25 393	128 865	2 259	161 082
2007	4 641	26 868	128 334	2 146	161 989
2008*	5 190	28 052	128 450	1 772	163 464
2009	5 740	29 237	128 566	1 397	164 940

\* Computed by interpolation



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

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

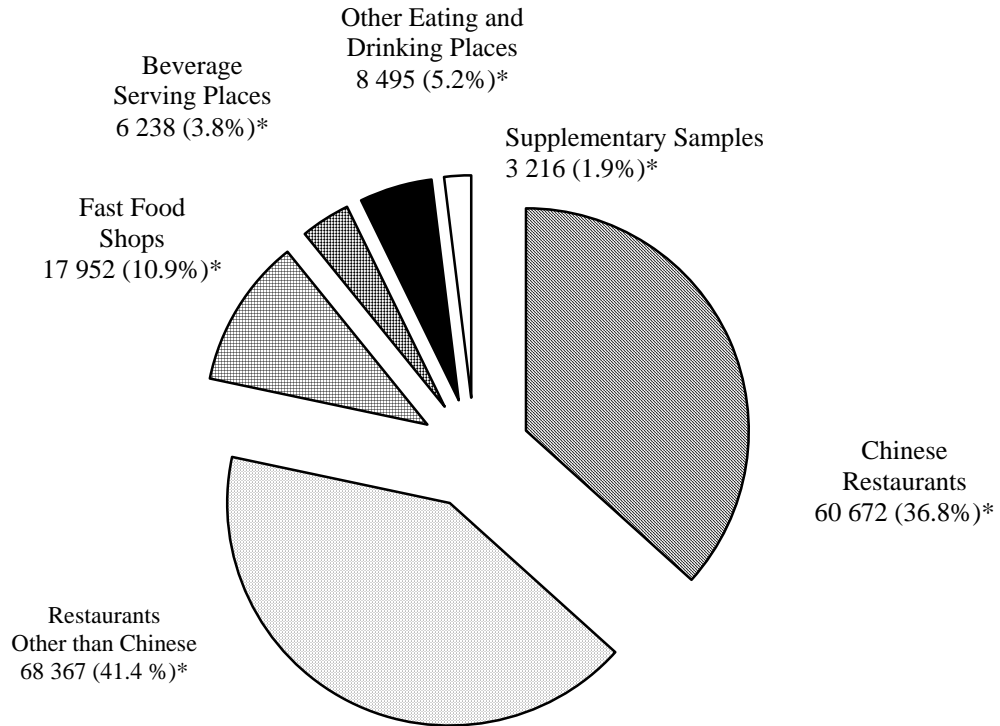
<u>Job Level</u>	<u>Number of Persons Employed</u>						<u>Total</u>
	<u>Chinese Restaurants</u>	<u>Restaurants Other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Other Eating and Drinking Places</u>	<u>Supplementary Samples</u>	
Managerial / Professional	2 460	2 013	673	175	93	326	<b>5 740 (3.5)*</b>
Supervisory	15 076	7 579	4 132	1 130	670	650	<b>29 237 (17.7)</b>
Craft / Operative	42 237	58 500	13 147	4 870	7 713	2 099	<b>128 566 (77.9)</b>
Administrative and Others	899	275	-	63	19	141	<b>1 397 (0.9)</b>
<b>Total</b>	<b>60 672</b>	<b>68 367</b>	<b>17 952</b>	<b>6 238</b>	<b>8 495</b>	<b>3 216</b>	<b>164 940 (100.0)</b>
(%)**	<b>(36.8)</b>	<b>(41.4)</b>	<b>(10.9)</b>	<b>(3.8)</b>	<b>(5.2)</b>	<b>(1.9)</b>	<b>(100.0)</b>

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

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

**Figure 2.3: Distribution of Employees by Branch**

Total no. employed : 164 940



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

## Number of Existing Vacancies

2.4 At the time of the survey, employers reported 2 370 vacancies, or 1.4% of the existing 164 940 posts. The job level with most vacancies was in the craft/operative level (2 146) followed by supervisory level (201), managerial/professional level (22), and administrative and others level (1). Details on number of vacancies by job level and by principal jobs are presented in Table 2.4 and Figure 2.4.

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

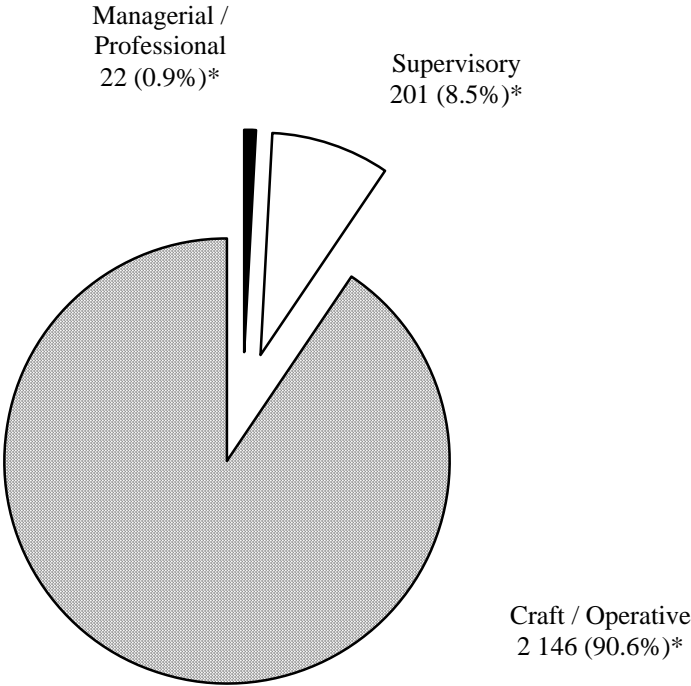
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants Other Than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Other Eating and Drinking Places</u>	<u>Supplementary Samples</u>	<u>Total</u>	<u>% of Employees Employed at Same Job Level</u>	<u>% of Total No. of Vacancies by Job Level</u>
Managerial / Professional	18	-	-	-	-	4	22	0.4%	<b>0.9%</b>
Supervisory	152	-	20	7	-	22	201	0.7%	<b>8.5%</b>
Craft / Operative	859	991	33	107	100	56	2 146	1.7%	<b>90.6%</b>
Administrative and others	1	-	-	-	-	-	1	0.1%	<b>0%</b>
<b>Total</b>	<b>1 030</b>	<b>991</b>	<b>53</b>	<b>114</b>	<b>100</b>	<b>82</b>	<b>2 370</b>	<b>(1.4%)*</b>	<b>100.0%</b>
<b>(%)**</b>	<b>(43.5%)</b>	<b>(41.8%)</b>	<b>(2.2%)</b>	<b>(4.8%)</b>	<b>(4.2%)</b>	<b>(3.5%)</b>	<b>(100%)</b>		

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

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

**Figure 2.4: Distribution of Existing Vacancies by Job Level**

Total no. of vacancies : 2 370



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

2.5 The survey findings indicated that there were 193 trainees/apprentices in the catering industry in September 2009. The distribution by job level is given below:

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

<u>Branch/Job Level</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)*</u>
Chinese Restaurants	-	-	13	-	13 (6.7%)
Restaurants other than Chinese	-	-	173	-	173 (89.7%)
Fast Food Shops	-	-	-	-	-
Beverage Serving Places	-	-	-	-	-
Other Eating and Drinking Places	-	-	-	-	-
Supplementary Samples	-	1	5	1	7 (3.6%)
<b>Total</b>	<b>-</b>	<b>1</b>	<b>191</b>	<b>1</b>	<b>193 (100.0%)</b>
<b>(%)**</b>	<b>(0%)</b>	<b>(0.5%)</b>	<b>(99.0%)</b>	<b>(0.5%)</b>	

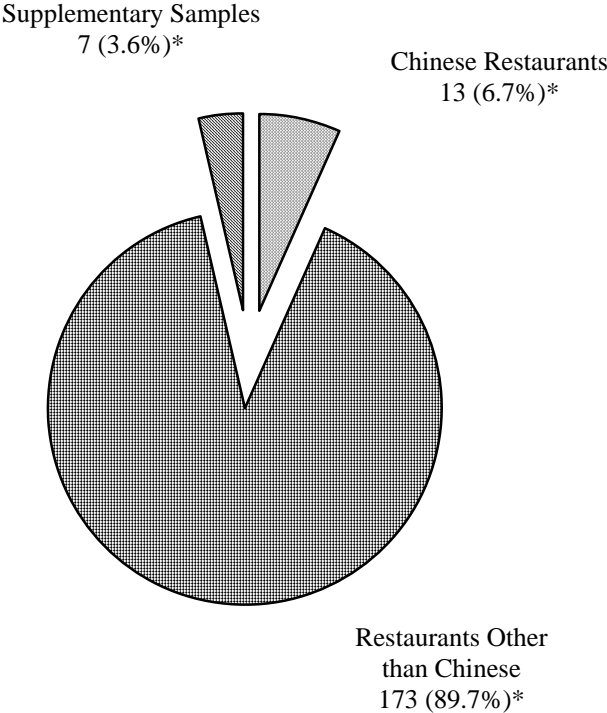
(\*) As percentage of the total number of trainees/apprentices by branch

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

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

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

Total number of trainees/apprentices : 193



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

**Employers’ Forecast Manpower Demand in September 2010**

2.7 Employers forecasted that there would be a total of 166 557 employees by September 2010, an increase of 1.0% over the number employed in September 2009. The employers’ 12-month forecast of manpower by branch by job level is presented in Table 2.7.

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

<u>Job Level</u>	Actual Manpower Sept. 2009 <u>(A)</u>	Chinese Restaurants	Restaurants Other than Chinese	Fast Food Shops	Beverage Serving Places	Other Eating and Drinking Places	Supplementary Samples	Forecast Additional Employees for Sept. 2010 <u>(B) (%)*</u>	Employer's Forecast Sept. 2010 <u>(C)=(A)+(B)</u>
Managerial / Professional	5 740	18	-78	-8	-	-	4	-64 (-4.0%)	5 676
Supervisory	29 237	164	-78	20	19	-	22	+147 (+9.1%)	29 384
Craft / Operative	128 566	798	449	-27	157	100	56	+1 533 (+94.8%)	130 099
Administrative and Others	1 397	1	-	-	-	-	-	+1 (+0.1%)	1 398
<b>Total</b>	<b>164 940</b>	<b>981</b>	<b>293</b>	<b>-15</b>	<b>176</b>	<b>100</b>	<b>82</b>	<b>1 617 (100%)*</b>	<b>166 557</b>
	<b>(%)**</b>	<b>(60.7)</b>	<b>(18.1)</b>	<b>(-0.9)</b>	<b>(10.9)</b>	<b>(6.2)</b>	<b>(5.0)</b>	<b>(100.0)</b>	

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

(\*\*) As percentage of the employers' total forecast number of additional employees by branch

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

**Table 2.8: Forecast Manpower Demand by Job Level**

<u>Job Level</u>	<u>(A) No. of Employees in Sept. 2009</u>	<u>(B) No. of Vacancies in Sept. 2009</u>	<u>(C)=(A)+(B) Total No. of Posts in Sept. 2009</u>	<u>(D) Employers' Forecast Manpower for Sept. 2010</u>	<u>(E)=(D)-(C) Growth/ Reduction (%)**</u>	<u>(%)*</u>
Managerial / Professional	5 740	22	5 762	5 676	-86 (-0.05)	(-1.5)
Supervisory	29 237	201	29 438	29 384	-54 (-0.03)	(-0.2)
Craft / Operative	128 566	2 146	130 712	130 099	-613 (-0.37)	(-0.5)
Administrative and Others	1 397	1	1 398	1 398	0 (0.0)	(0.0)
<b>Total</b>	<b>164 940</b>	<b>2 370</b>	<b>167 310</b>	<b>166 557</b>	<b>-753</b> <b>(-0.5)**</b>	

(\*) As percentage of posts at the same job level in September 2009

(\*\*) As percentage of the total number of posts in the industry in September 2009



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

2.9 The Survey revealed that 1 399 employees (or 0.8% of the total number of employees) had been promoted from within the industry. Of the 1 399 employees, 214 (or 15.3%) were at the managerial/professional level, 1 185 (or 84.7%) were at the supervisory and technician level. A summary of the promotion pattern is given in Table 2.9.

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

<u>Branch / Job Level</u>	<u>Number of Internal Promotions</u>	
	From Supervisory to Managerial / Professional Level	From Crafts / Operative to Supervisory Level
Chinese Restaurants	91 (42.5%)*	396 (33.4%)*
Restaurants other than Chinese	67 (31.3%)	604 (51.0%)
Fast Food Shops	37 (17.3%)	24 (2.0%)
Beverage Serving Places	12 (5.6%)	107 (9.0%)
Other Eating and Drinking Places	-	20 (1.7%)
Supplementary Samples	7 (3.3%)	34 (2.9%)
<b>Overall</b>	<b>214 (15.3%)**</b>	<b>1 185 (84.7%)**</b>

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

(\*\*) As percentage of the total number of internal promotion in the industry

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

## **Preferred Level of Education of Employees**

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

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

<u>Job Level</u>		<u>Two Most Preferred Qualifications (No. of Responses)</u>	<u>% of Total *</u>
Managerial / Professional	(1)	Secondary 5 – 7 (3 668)	63.9%
	(2)	Professional Diploma/Diploma or equivalent(460)	8.0%
Supervisory	(1)	Secondary 5 – 7 (10 824)	37.0%
	(2)	Secondary 3 – 4 (9 388)	32.1%
Craft / Operative	(1)	Secondary 3 – 4 (52 647)	40.9%
	(2)	Others (38 656)	30.1%
Administrative and Others	(1)	Secondary 5 – 7 (1 040)	74.4%
	(2)	Advanced Certificate / Certificate or equivalent (94)	6.7%

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

## Staff Turnover in the Past 12 Months

2.12 Employers reported that 36 592 employees (or 22.2% of the total number of employees in the catering industry) had left in the past 12 months. A summary of the findings is given in Table 2.12 below. The craft/operative level had the highest number of staff turnover: 34 308 or 93.8% of the total number of staff who left in the last 12 months.

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

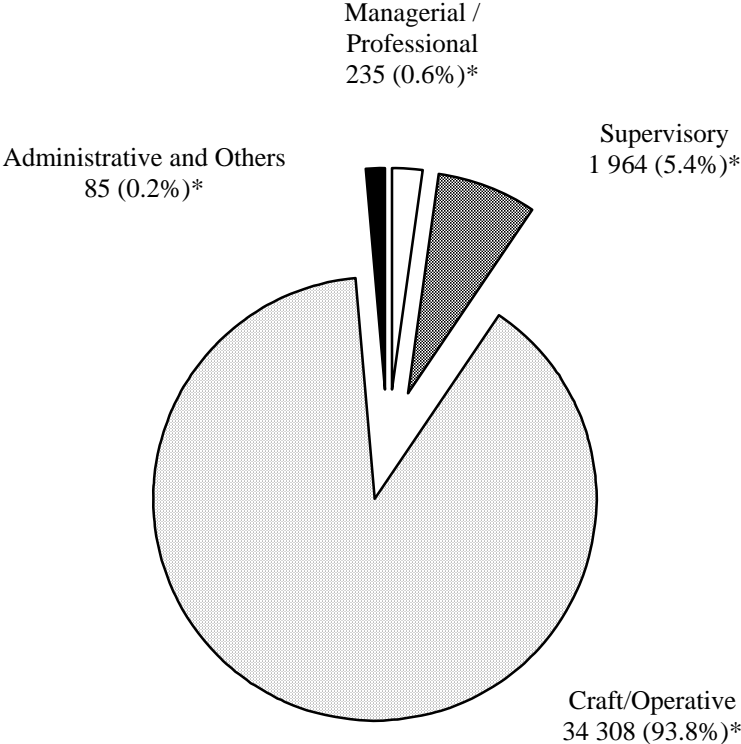
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Other Eating and Drinking Places</u>	<u>Supplementary Samples</u>	<u>Total (%)*</u>	<u>(%)**</u>
Managerial / Professional	116	31	24	21	-	43	235 (4.1)	(0.6)
Supervisory	1 171	468	37	116	111	61	1 964 (6.7)	(5.4)
Craft / Operative	10 450	19 906	763	974	1 930	285	34 308 (26.7)	(93.8)
Administrative and Others	25	46	-	-	-	14	85 (6.1)	(0.2)
<b>Total (%)**</b>	<b>11 762 (32.1)</b>	<b>20 451 (55.9)</b>	<b>824 (2.3)</b>	<b>1 111 (3.0)</b>	<b>2 041 (5.6)</b>	<b>403 (1.1)</b>	<b>36 592</b>	<b>(100.0)** (100.0)**</b>

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

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

2.13 The craft/operative level had the highest number of staff turnover, representing 34 308 or 26.7% of the 128 566 employed at this job level.

**Figure 2.13: Distribution of Staff Turnover by Job Level**



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

**Income Distribution of Full-Time Employees**

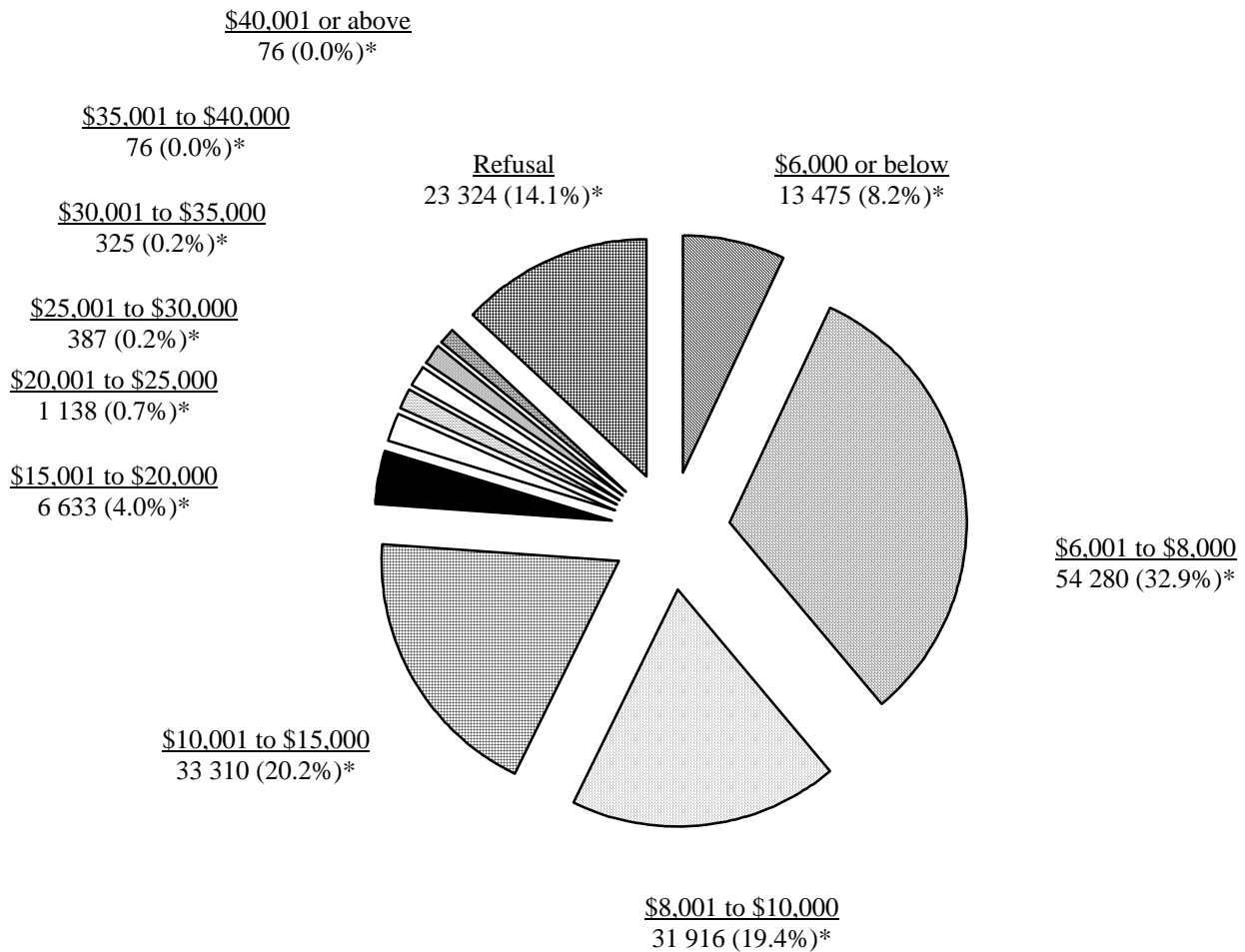
2.14 Employers were asked to provide data on the monthly income range of principal jobs in the catering industry. The figures in the table below present the distribution of income by job level.

**Table 2.14: Number of Employees by Monthly Income Range**

<u>Job Level</u>	\$6,000 or below	\$6,001 to \$8,000	\$8,001 to \$10,000	\$10,001 to \$15,000	\$15,001 to \$20,000	\$20,001 to \$25,000	\$25,001 to \$30,000	\$30,001 to \$35,000	\$35,001 to \$40,000	\$40,001 or above	Refusal	All
Managerial / Professional	-	-	318	1 416	1 883	547	190	286	76	76	948	<b>5 740</b>
Supervisory	40	874	5 134	14 094	3 788	591	197	39	-	-	4 480	<b>29 237</b>
Craft / Operative	13 429	53 145	25 845	17 620	925	-	-	-	-	-	17 602	<b>128 566</b>
Administrative and Others	6	261	619	180	37	-	-	-	-	-	294	<b>1 397</b>
<b>Total</b>	<b>13 475</b> <b>(8.2)*</b>	<b>54 280</b> <b>(32.9)</b>	<b>31 916</b> <b>(19.4)</b>	<b>33 310</b> <b>(20.2)</b>	<b>6 633</b> <b>(4.0)</b>	<b>1 138</b> <b>(0.7)</b>	<b>387</b> <b>(0.2)</b>	<b>325</b> <b>(0.2)</b>	<b>76</b> <b>(0.0)</b>	<b>76</b> <b>(0.0)</b>	<b>23 324</b> <b>(14.1)</b>	<b>164 940</b> <b>(100%)</b>

(\*) As percentage of the total number employed in the industry, there may be minor differences in the figures due to rounding off

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



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

2.15 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. Table 2.14 shows the income distribution by monthly income range. The majority of employees earned a total monthly income from \$15,001 to \$20,000 for managerial and professional level, \$10,001 to \$15,000 for supervisory level, \$6,001 to \$8,000 for craft / operative level, \$8,001 to \$10,000 for administrative and others level. Since this is not an income survey the information obtained is for cross-reference purpose only.

## Income Distribution of Part-Time Employees

2.16 Tables 2.16 (a) – (c) present the demand and income distribution of part-time employees on 26 September 2009, the reference day of the survey, on an hourly, daily and monthly income range as reported by employers. The survey revealed that 39 618 part-time employees were employed by the catering industry on 26 September 2009. It is noted that the majority of part-time employees are at the craft/operative level with an average monthly income range of \$6,000 or below (52.1%), average daily income range of \$101 - \$200 (55.7%) and an average hourly income range of \$21 - \$40 (51.6%).

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

<u>Job Title</u>	<u>\$6,000 or below</u>	<u>\$6,001 - \$8,000</u>	<u>\$8,001 - \$10,000</u>	<u>Refusal</u>	<u>All</u>
Craft / Operative	471	367	45	21	<b>904</b>
Administrative and Others	66	-	-	-	<b>66</b>
	_____	_____	_____	_____	_____
<b>Total (%)*</b>	<b>537 (55.4)</b>	<b>367 (37.8)</b>	<b>45 (4.6)</b>	<b>21 (2.2)</b>	<b>970 (100.0)</b>

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

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

<u>Job Title</u>	<u>\$101 – \$200</u>	<u>\$201 – \$300</u>	<u>\$301 – \$400</u>	<u>\$401 – \$500</u>	<u>\$501 – \$600</u>	<u>All</u>
Managerial / Professional	-	-	-	-	1	<b>1</b>
Supervisory	-	13	9	-	-	<b>22</b>
Craft / Operative	1 106	622	69	189	-	<b>1 986</b>
	_____	_____	_____	_____	_____	_____
<b>Total (%)*</b>	<b>1 106 (55.05)</b>	<b>635 (31.61)</b>	<b>78 (3.88)</b>	<b>189 (9.41)</b>	<b>1 (0.05)</b>	<b>2 009 (100.0)</b>

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

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

<u>Job Title</u>	<u>\$20 or below</u>	<u>\$21 - \$40</u>	<u>\$41 - \$60</u>	<u>\$61 or above</u>	<u>Refusal</u>	<u>All</u>
Supervisory	-	-	397	-	-	<b>397</b>
Craft / Operative	3 197	18 692	1 812	55	12 486	<b>36 242</b>
<b>Total</b>	<b>3 197</b>	<b>18 692</b>	<b>2 209</b>	<b>55</b>	<b>12 486</b>	<b>36 639</b>
<b>(%)*</b>	<b>(8.7)</b>	<b>(51.0)</b>	<b>(6.0)</b>	<b>(0.2)</b>	<b>(34.1)</b>	<b>(100.0)</b>

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

**New Recruits in the Past 12 Months**

2.17 Employers reported that they had recruited 37 435 new employees in the past 12 months. The largest number of recruits was found in the craft/operative level, representing 35 153 or 93.9% of the total number of new recruits. The distribution of number of new recruits by branch and by job level is given in Table 2.17 and Figures 2.17(a) and (b) below:



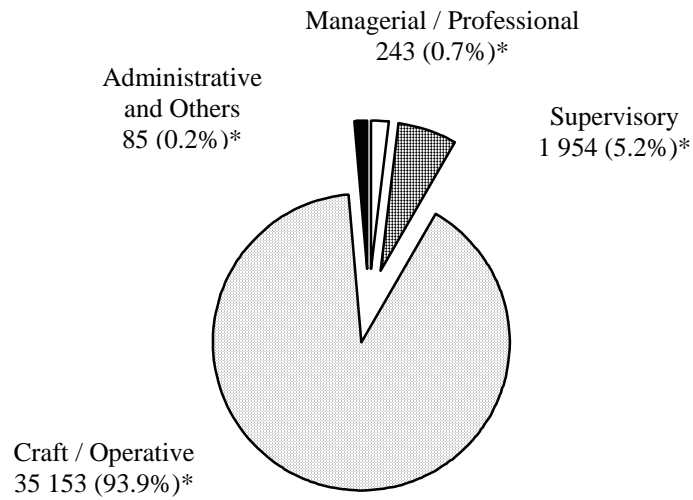
**Table 2.17: Distribution of Number of New Recruits**

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	96	1 259	11 106	25	12 486 <b>(33.4)</b>
Restaurants other than Chinese	49	420	20 009	46	20 524 <b>(54.8)</b>
Fast Food Shops	-	37	706	-	743 <b>(2.0)</b>
Beverage Serving Places	49	71	1 400	-	1 520 <b>(4.0)</b>
Other Eating and Drinking Places	3	115	1 674	-	1 792 <b>(4.8)</b>
Supplementary Samples	46	52	258	14	370 <b>(1.0)</b>
<b>Total (%)*</b>	<b>243 (0.7)</b>	<b>1 954 (5.2)</b>	<b>35 153 (93.9)</b>	<b>85 (0.2)</b>	<b>37 435 (100)** (100.0)*</b>

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

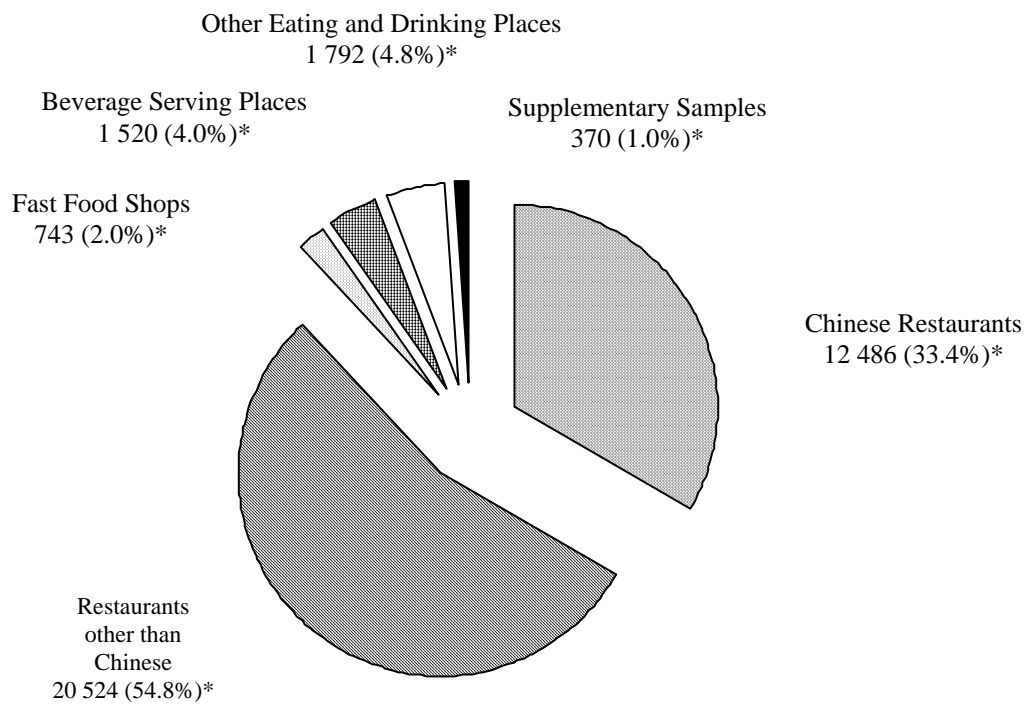
(\*\*) As percentage of the total number of new recruits by branch in the past 12 months in the catering industry, there may be minor differences in the figures due to rounding off

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



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

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



(\* )As percentage of number of recruits by branch

### Number of New Recruits Without Catering Industry Experience

2.18 Employers reported that they had recruited 6 723 new employees without catering industry experience in the past 12 months. The majority of those recruits were in the craft/operative level (6 682) among which 3 769 (56.4%) were in the Restaurants other than Chinese. The distribution of the number of new recruits without catering industry experience in the past 12 months is given in Figures 2.18 (a) and (b) below. Employers also reported that there were 236 new recruits in the Craft/Operative level who are fresh graduates of catering and hospitality programs in the past 12 months. The majority of new recruits who are fresh graduates of catering and hospitality programs are employed by Restaurants other than Chinese (57.4%) and Chinese Restaurants (26.2%) sectors. The distribution of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months is given in Figure 2.18 (c) below.

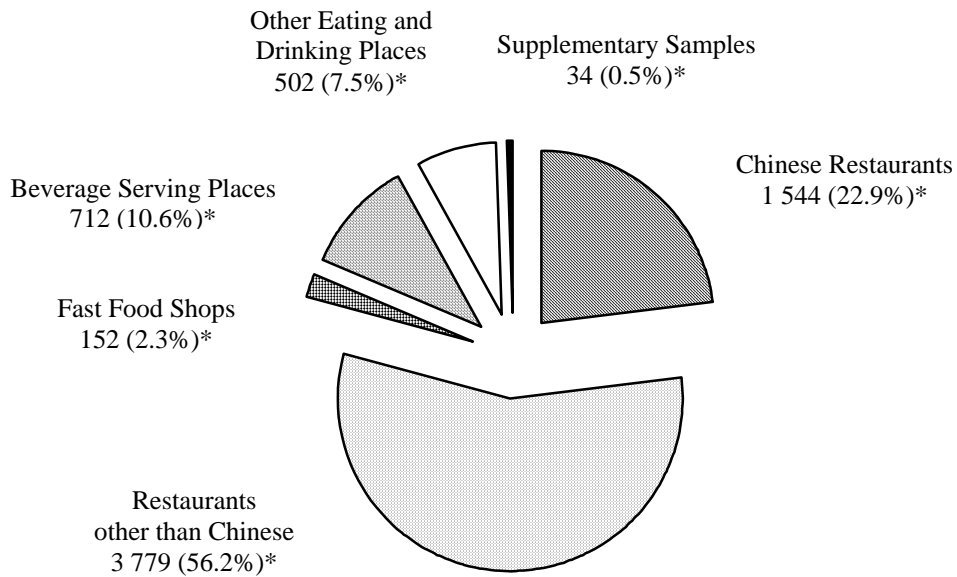
**Table 2.18: Distribution of the Number of New Recruits Without Catering Industry Experience in the Past 12 Months by Branch and by Job Level**

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	-	13	1 517	14	<b>1 544 (22.9)</b>
Restaurants other than Chinese	10	-	3 769	-	<b>3 779 (56.2)</b>
Fast Food Shops	-	-	152	-	<b>152 (2.3)</b>
Beverage Serving Places	-	-	712	-	<b>712 (10.6)</b>
Other Eating and Drinking Places	-	-	502	-	<b>502 (7.5)</b>
Supplementary Samples (Clubs)	-	2	30	2	<b>34 (0.5)</b>
<b>Total</b>	<b>10</b>	<b>15</b>	<b>6 682</b>	<b>16</b>	<b>6 723 (100)**</b>
<b>(%)*</b>	<b>(0.2)</b>	<b>(0.2)</b>	<b>(99.4)</b>	<b>(0.2)</b>	<b>(100.0)*</b>

(\*) As percentage of the total number of new recruits by job level without catering industry experience

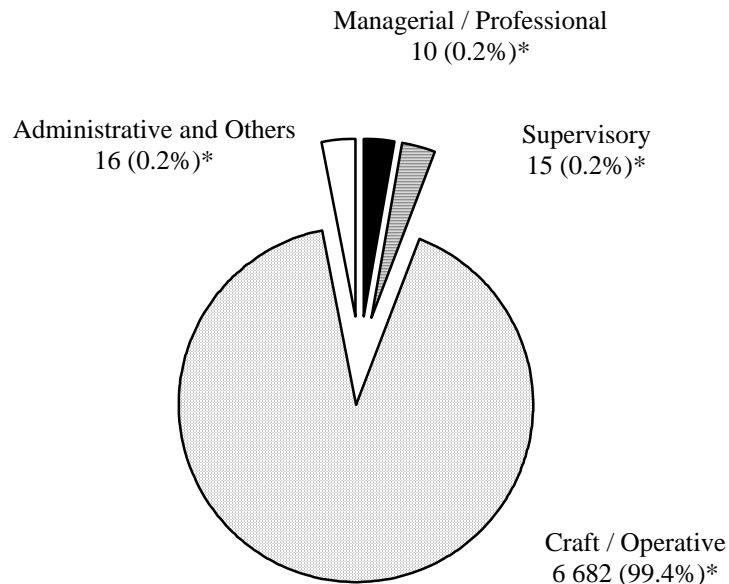
(\*\*) As percentage of the total number of new recruits by branch without catering industry experience

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



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

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



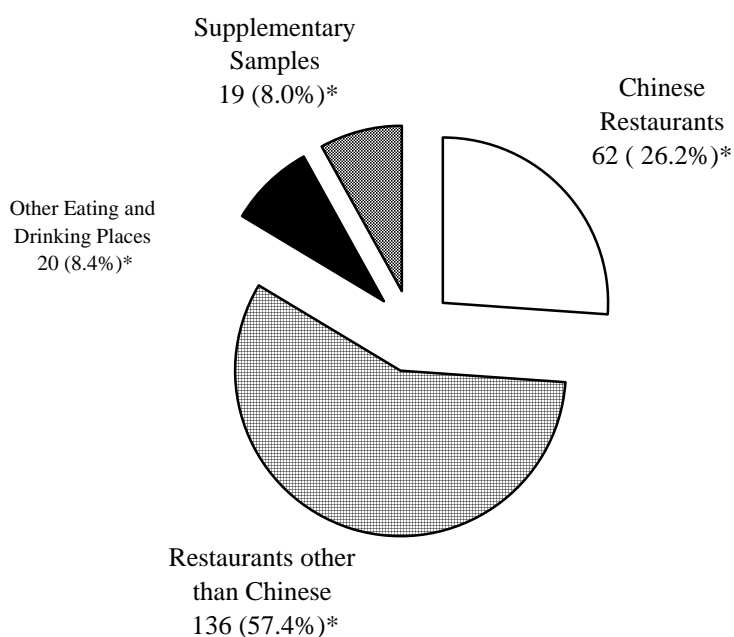
(\* ) As percentage of new recruits without catering industry experience by job level

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

<u>Branch</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)</u>
Chinese Restaurants	62	-	62 (26.2)
Restaurants other than Chinese	136	-	136 (57.4)
Fast Food Shops	-	-	-
Beverage Serving Places	-	-	-
Other Eating and Drinking Places	20	-	20 (8.4)
Supplementary Samples	18	1	19 (8.0)
Total (%)*	236	1	237 (100)*

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

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

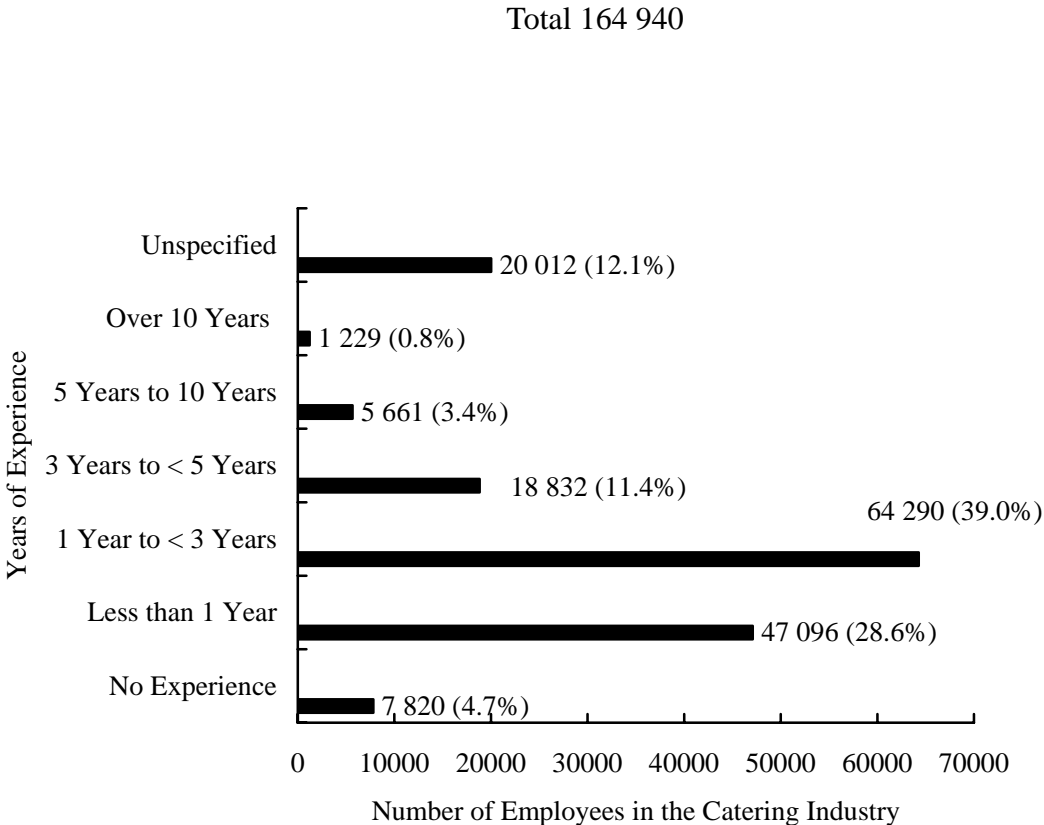


(\*) As percentage of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months

**Relevant Experience**

2.19 The survey findings indicated that the preferred years of experience of the catering workforce to be between 1 – 3 years (64 290 or 39.0%) and less than 1 year (47 096 or 28.6%). Figure 2.19 presents an overall distribution of the number of employees with different years of catering experience before occupying the post by job level.

**Figure 2.19: Preferred Years of Experience of Employees**



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

### Internal Training for Employees

2.20 The analysis shown in Table 2.20 indicated that 54.4% of the employees received no internal training and 25% received less than 5 days of internal training:

**Table 2.20: No. of Employees by Average Man-days Spent on Internal Training in 2009**

Man-days	No. of Employees Involved / % of total
Nil	89 684 / 54.4%
< 5 Days	41 268 / 25.0%
5 Days to 10 Days	9 408 / 5.7%
10 Days to 15 Days	5 039 / 3.1%
Over 15 Days	1 642 / 0.9%
Unspecified	17 899 / 10.9%
<b>Total</b>	<b>164 940 / 100.0%</b>

2.21 The survey findings shown that 9% of the employers intended to purchase training from an outside training provider for their staff in the coming 12 months. For details please refer to Table 16 at Appendix 7.

### Priority Accorded to Mode of Training by Employers

2.22 Employers rated seminar/workshop as the most preferred mode of training and evening as their least preferred mode of training. Details of the priorities are shown in Table 2.22.

**Table 2.22: Priority Accorded to Mode of Training**

Mode of Training	Priority	Percentage of Total Number of Responses
Part-time Day Release	1 <sup>st</sup> Priority	39 138 / 23.7%
	2 <sup>nd</sup> Priority	66 393 / 40.3%
	3 <sup>rd</sup> Priority	37 238 / 22.6%
	Unspecified	22 171 / 13.4%
	<b>Total</b>	<b>164 940 / 100.0%</b>
Evening	1 <sup>st</sup> Priority	27 994 / 17.0%
	2 <sup>nd</sup> Priority	50 991 / 30.9%
	3 <sup>rd</sup> Priority	63 784 / 38.7%
	Unspecified	22 171 / 13.4%
	<b>Total</b>	<b>164 940 / 100.0%</b>
Seminar/Workshop	1 <sup>st</sup> Priority	75 637 / 45.9%
	2 <sup>nd</sup> Priority	25 385 / 15.4%
	3 <sup>rd</sup> Priority	41 747 / 25.3%
	Unspecified	22 171 / 13.4%
	<b>Total</b>	<b>164 940 / 100.0%</b>



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

2.23 Employers reported that there was a total of 204 558 staff employed in 2009, which includes 164 940 full-time employees and 39 618 part-time staff. For details please refer to Table 21 at Appendix 7. It is noted that the number of overall part-time staff increased 19.4% from 2007 to 2009, with the Other Eating and Drinking Places sector showing a significant increase of 324% (Note 1).

2.24 Employers reported that training in hygiene and food safety, service attitude, customer services and finance and accounting would be required by the industry, with the largest training needs occurred at the craft/operative level. For details please refer to Tables 14 at Appendix 7.

2.25 Employers were also asked about the distribution of employees by average age range at the craft/operative level. They reported that the average age range is between 36 to 40 years (21.8%) for employees at the craft/operative level.

Note 1 The increment in the number of overall part-time staff in Branch 5, Other Eating and Drinking Places sector, is due to:

- a. The increase no. of establishments covered in the frame of Branch 5 in 2007 with that in 2009:  
-666 establishments in 2007; and  
-2 255 establishments in 2009.
- b. The business of 'stalls at food courts' and 'takeaway shops' and 'meal outlet without seats' were newly covered in the 2009 survey.

## SECTION III

### CONCLUSIONS

#### **Industry Outlook**

3.1 The global financial tsunami that originated from the subprime mortgage market in the U.S.A. has escalated into a full-blown crisis in the global financial markets, dealing a severe blow to an already much weakened global economy since September 2008. As a small open economy and an international financial centre, the Hong Kong economy has been adversely affected, particularly starting in the first quarter of 2009. (Source: 3<sup>rd</sup> Quarter Economic Report 2008, Economic Analysis Division, the HKSAR Government, November 2008.)

3.2 The Hong Kong economy quickly rebounded in the second quarter and continued to improve in the rest of 2009, along with other Asian economies, particularly the Mainland China, which took the lead in the global recovery process. The momentum picked up further in the fourth quarter of 2009, marked by a distinct acceleration in GDP growth on a quarter-to-quarter basis, leading to the return to positive year-on-year growth at 2.6%. For 2009 as a whole, the economy contracted by 2.7%, the first annual recession since 1998. The GDP is forecasted to grow 4-5% for 2010. (Source: 2009 Economic Background and 2010 Prospect, the HKSAR Government.)

3.3 Despite the subsequent impacts on the financial tsunami, the value of total receipts for the restaurants sector was \$79.9 billion in 2009, up 0.6% in value but a decrease of 0.9% in volume as compared to 2008. Over the same period, the value of total purchases by restaurants decreased by 2.8% to \$27.7 billion. (Source: Press Release: Provisional Statistics of Restaurant Receipts and Purchases for the Fourth Quarter of 2009, Census and Statistic Department, 1 February 2010.)

3.4 The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; number of general restaurant licenses increased from 7 647 in 2005 to 7 845 in 2008, representing an increase of 198 or 2.6%. Light refreshment restaurant licenses increased from 2 828 in 2005 to 2 957 in 2008, representing an increase of 129 or 4.5% over the last 3 years. The number of liquor licenses issued has equally increased, reaching a total of 4 995 liquor licenses in 2008 as compared to 4 742 in 2005. Club liquor licenses reached 499 in 2008 compared to 466 in 2005. These represent a total increase of 253 or 5.3% for liquor licenses and 33 or 7% for club liquor licenses in the last 3 years. (Source: Food and Environmental Hygiene Department's website retrieved on 31 May 2010.)

3.5 Affected by the increase price of the tea, coffee bean and sugar, the local catering industry was further deteriorated. In the first four months of 2010, the price of sugar has increased by 50%, rice imported from Thailand was 10%. (Source: Wen Wai Pao, 23 April 2010.) In 2009, the prices for coffee and tea had increased by 20-40%. Prices for eggs and canned foods had increased by 13% and 8% respectively. Followed by the increase of rental, the running costs of the catering establishments will be increased. (Source: Ming Pao Daily News, 27 October 2009.) These increments of the operating costs will definitely be transferred to the customers. (Source: Wen Wai Pao, 27 October 2009). Under such circumstances, the industry has to face inflationary pressure as of the first half of 2010.

3.6 The opening of the casinos, hotels, theme parks and entertainment facilities in Singapore will draw the tourism and the catering industry business from Hong Kong. (Source: Sing Tao Daily News, 10 December, 2009.) It is difficult to broom the sales volume if only depends on the expenditure from the local population. The local catering industry depends on the inbound travellers mainly from the Mainland China. The introduction of express rail link and the building of Hong Kong-Zhuhai-Macau Bridge will be the keys to bring in the visitors from the Pearl River Delta region and northern part of the Mainland China. (Source: Hong Kong Commercial Newspaper, 10 December 2009.) It is expected that an additional 20% of the visitors from the Mainland China will travel to Hong Kong by express trains and hence an additional tourism and catering receipts of \$20 billion is expected. (Source: Wen Wei Po, 4 January, 2010.)

3.7 Hong Kong has become even more popular as a wine trading centre since the elimination of wine duties in 2008. Hong Kong has overtaken London and become the world second largest wine auction centre. (Source: Hong Kong Economic Times, 23 December 2009.) Hong Kong is anticipated to overtake New York to be the world's largest wine auction centre in 2010. (Source: Ming Pao Daily News, 27 May 2010.)

3.8 China has agreed to provide two facilitation measures for wine exported from Hong Kong to the Mainland China relating to wine pre-valuation and compressing the clearance time at Mainland China's ports. The measures will first be implemented as a pilot in Shenzhen, and may be extended to other major Mainland China's boundary points subject to development. (Source: Information Services Department, the HKSAR Government, 28 November 2009.) It will enhance cooperation between Hong Kong and the Mainland China on wine business and help boost Hong Kong's position as the region's wine trading and distribution hub.

3.9 The public consultation on the minimum wage was concluded in May 2010. Workers and bosses had no nearer to agreement on a fair level. (Source: The Standard, 4 May 2010.) The legislation is in progress and the result is not known yet. 29% of expenditure in the catering industry went on salaries and wages. An increase of 10% on the salaries across the board will cause an overall additional cost at 2.91%. (Source: The Standard, 4 May 2010.) The minimum wage legislation will make financial impacts in the industry. It is generally believed that the minimum wage will trigger a rippling effect, meaning those earning more than the minimum will also expect a pay rise to maintain their differential. The minimum wage may cause an increase in the operating cost of the catering industry. The food selling price in fast food shops may increase 5 to 8% if the hourly rate is closed to \$27. (Source: Ming Pao daily News, 9 July 2010.)

3.10 The total visitor arrivals in 2009 reached 29.59 million which represented an increase of 0.3% over 2008. During the first half of 2009, the tourism performance was severely impacted by the global financial crisis that emerged since the third quarter of 2008 and the outbreak of human swine influenza in May 2009. However, starting from the third quarter of 2009, visitors' concern about the outbreak gradually subsided while the economic conditions also improved and growth was sustained until the fourth quarter. (Source: Press Release: Release of Provisional Visitor Arrivals for 2009, Hong Kong Tourism Board, 4 January 2010.) Hotel performance in 2009 was affected negatively. By the end of 2009, average hotel occupancy rate across all categories of hotels in 2009 was 78%, which was 7% lower than the previous year. The average achieved hotel room rate across all hotel categories in 2009 was HK\$1 023, representing a decrease of 16.3% on 2008. (Source: Press Release: 2009 Release of Provisional Visitor Arrivals for 2009, Hong Kong Tourism Board, 4 January 2010.)

3.11 The World Exposition 2010 (World Expo) will be held from May to October, 2010 in Shanghai China and is expecting a total of 70 million visitors from the Mainland China and around the world. Some \$250 million is estimated to generate in the areas of hotel, catering, retail, transportation and travel agents from the overseas visitors who will visit Hong Kong as one of the destinations in the World Expo's itinerary. (Source: Ming Pao Daily News, 18 February 2010.)

3.12 In 2009, Hong Kong was promoted with the theme of 'Hong Kong Food and Wine Year' by Hong Kong Tourism Board (HKTB). Mega events were organized by HKTB. Over 2,000 restaurants, popular tourist attractions and famous dining districts, as well as more than 25 renowned local gourmets have participated. (Source: Press Release: HKTB launches Hong Kong Food and Wine Year with citywide support, HKTB, 16 April 2009.) The Hong Kong Wine and Dine Festival was one of the major events organized in October 2009 along the West Kowloon waterfront. It was Hong Kong's first-ever, large scale outdoor food and wine happening. The festival was listed among the Top 10 International Food and Wine Festivals by the 'Forbes Travellers', website of the famous finance magazine Forbes. (Source: Press Release: Hong Kong Wine and Dine Festival, HKTB, 9 October 2009.) Those events stimulated both the local and visitors' consumption, especially during the economic situation, created greater business opportunities for the local catering sector. In the longer term, those themed events will assist in strengthening Hong Kong's position as a wine and dine hub. Riding on the success, the Hong Kong Wine and Dine Festival is planned to be held again in October 2010.

3.13 The HKTB organised the Best of the Best Culinary Awards. It again gives visitors the chance to experience more of Hong Kong's unique culinary culture, reinforcing Hong Kong's position as the 'Culinary Capital of Asia'. The competition encourages creativity in Hong Kong culinary arena and nurture local talents while promoting Hong Kong as Asia's world city and the ultimate culinary destination.

## **Implications on Manpower**

3.14 The unemployment rate fell to 4.4% in the February to April 2010 period, from 4.6% in the December 2009 to February 2010 period. The underemployment rate also dropped from 2.2% to 2.1%. (Source: Information Services Department, the HKSAR Government, 18 May 2010.) With the uncertainties in the economic and financial market situation in Europe, the rippling effect may cause pressure on the jobless rate, in particular the catering industry of Hong Kong. The HKSAR Government should promote employment on all fronts through supporting training, retraining and skills upgrading.

3.15 The HKSAR Government has been pushing ahead major infrastructure projects, the Kai Tak Cruise Terminal, the Disneyland expansion project, redevelopment of the Ocean Park, Aberdeen tourism project and development of a piazza in Tsim Sha Tsui, etc, thus creating jobs which will benefit the economy. These facilities will enhance the production capacity and efficiency of the Hong Kong economy and further our integration with the Mainland China, thereby bringing significant benefits to the community in the long run.

3.16 The construction work of the HKSAR Government financed new cruise terminal at Kai Tak has officially started in December 2009. The first berth is planned to enter into operation in mid 2013. The project will create more jobs in the cruise and related catering establishments of which trained quality catering planning and servicing staff are required in this expanded tourism infrastructure.

3.17 Since the waiver of wine duty in 2008, the import wine amount reached 2.6 billion, increased for 82%. (Source: The Budget 2009-10, the HKSAR Government, 25 February 2009). Hong Kong left New York and London behind in the auction house's first year of selling wine in Asia (Source: The Standard, 20 November 2009.) It is envisaged that with the development of the sales and services of wine markets in Hong Kong, trained service staff specializing in these areas will be in demand in future years. Hong Kong has developed a keen thirst for sommeliers as it emerges as a regional wine hub. Demand from the catering industry for wine experts has at least tripled in the past year despite tightening budgets due to the economic crisis. (Source: The Standard, 20 August 2009.) There are too few local trained and knowledgeable wine experts in doing the food and wine matching and pairing in particular for Chinese cuisine. The wine industry has called on the HKSAR Government to step up training and educational efforts so a wine industry can flourish. (Source: The Standard, 15 September 2009.)

3.18 The HKSAR Government has undertaken a series of measures to support Hong Kong's development as a regional wine trading and distribution hub, including the signing of wine cooperation agreements with trading partners. The Memorandum of Understanding (MOU) on wine between Hong Kong and the U.S.A. is the eight co-operative agreement concluded by Hong Kong with wine producing countries / regions, coming after those with France, Bordeaux of France, Spain, Australia, Italy, Hungary and New Zealand. (Source: Press release: Hong Kong – U.S.A. MOU on Wine Marks Closer Bilateral Ties, 17 May 2010.) There are a lot differences for Chinese and Western cuisine from the selections of food commodities, seasoning to cooking methods. Skills and techniques applied in wine pairing for Western foods are a lot different from Chinese foods. It is, in fact, rather difficult. (Source: Ming Pao, 27 May 2010.) Wine-related activities have surged and are becoming sophisticated. Related vocational education and training support to the

employees, such as professional exchange programmes among training institutions and industrial attachments should be encouraged.

3.19 Due to the structural shift of Hong Kong to a high-valued and knowledge-based economy, the training and re-training needs of Hong Kong's workforce are bound to increase over time. (Source: 2009 Economic Background and 2010 Prospect, the HKSAR Government.) The training and education needs on life-long learning, development and upgrading are obvious. Catering industry personnel should also train and develop themselves by engaging in systematic training to ensure competitiveness in the changing society.

3.20 In view of the implementation of the New Secondary School (NSS) curriculum as of Academic Year 2009/10, there are diverse needs by students for a higher vocational training qualification. Local vocational training institutes should consider to further develop ordinary and advanced level certificate courses with higher level learning outcomes in coping with students' differing training needs.

3.21 Same as other neighbours within the region, the global financial tsunami has affected Macau to a large extent since September 2008; some international hotel projects were suspended in 2009. When the economy starts to recover gradually, the hotel and entertainment projects continue in 2010. It appears that the competition for talents between Hong Kong and Macau will resume. From now till 2011, there are at least 20 casino hotels will open additional restaurants. In 2011 and 2012, it is expected that over thousands of Hong Kong chefs, restaurant managers will be working in Macau. (Source: Hong Kong Daily News, 2 February 2010.)

3.22 Furthermore, with the development of new hotel and tourism-related projects in the Mainland China, more job opportunities are expected to be created in near future. Many of the catering personnel in particular the experienced supervisory ranked or above staff may choose to explore opportunities in the Mainland China. A continuous supply of trained quality manpower to support the catering industry in Hong Kong is vital in the coming years.

3.23 In a fiercely competitive catering market there is always pressure to bring down labour costs; this will in turn result in changes in the manpower demand mix. As indicated in the field survey results, the number of employees fell by 4 004 (-18.2%) in Branch 3, the fast food shops. This phenomenon indicates that many of the fast food shop employers changed the recruitment policy and recruited part-time employees instead of full-time in order to reduce the labour cost. For the displacement of part-time casual labour over full-time employees, it is necessary to retain a flexible and stable pool of casual labour in the catering industry. Furthermore, no matter the terms of employment, staff members still require adequate training to maintain the food production and quality service standards.

3.24 Since April 2009, 2.2 million Guangdong Shenzhen residents could gain access to Hong Kong by the multiple-entry endorsements. Effective from 15 December 2009, a population of 7.4 million non-Guangdong Shenzhen residents could also apply for the endorsement under Individual Visit Scheme (IVS) to Hong Kong. These practices encourage the Shenzhen residents to travel to Hong Kong and bring in positive impact to tourism industries. (Source: Ming Pao Daily News, 1 December 2009.) Other than training up professional culinary manpower to meet the sophisticated visitors, a steady output of

qualified trained restaurant and front line service staff with both hard and soft skills including professional technical skills, knowledge of the culture and ethnic backgrounds of varied tourists, the appropriate service attitude, and proficiency in languages – Putonghua and English and even Chinese dialects will be required in Hong Kong to combat the growing competition within the region and beyond.

3.25 As a result of enhanced flight capacity and promotional effort as well as the mutual visa free access arrangement between Hong Kong and Russia since July 2009, all emerging markets, namely India (+4.6%), Russia (+15.7%) and the Middle East (+2.0%) achieved positive growth in tourist arrivals in 2009. (Source: Press Release: 2009 Full-year Tourism Performance Figures, HKTb, 29 January 2010.) Local caterers might have less experience in servicing visitors from these emerging market segments. Further exploration and training for the staff members in particular the hotels' catering staff in mastering the food and service skills for these emerging markets is needed.

3.26 MICE visitor arrivals exceeded 280 000 in the first quarter of 2010, a 30%-rise compared to the same period last year. Most market regions benefited from a recovering economy and recorded double-digit growth. (Source: HKTb Press Release, "MICE Visitor Arrivals Rise By 30% in Q1 2010", 12 May 2010.) There are increasing manpower demands in various job areas including operation, sales and marketing plus management positions in the catering, entertainment, convention, international events and festivals related sectors.

3.27 There are 57 new hotel projects with additional hotel room supply of over 9 648 in Hong Kong between March 2010 and 2013. (Source: Hotel Supply Situation - as at March 2010, HKTb, April 2010.) These new hotel developments reflect a positive projection of potential visitors and indicate a surge in manpower requirements in the food production and catering industries in the years to come; as well as for supporting the dining establishments in these new hotel projects.

3.28 Hong Kong, as the Culinary Capital of Asia, is long famous for its international cuisine. Apart from the fine foods, like many other major international cities, the Hong Kong's local street snacks such as curry fish balls, sweetened glutinous rice dumplings, egg waffle and etc., have regained their popularity among locals and overseas visitors. It has been generally recognized that those food products and service styles are becoming one of the unique local food cultures. However, with the increasing pace of globalization and international tourism, the hygiene, safety and freshness of street snacks become major concerns of public health. Systematic training including the importance of food hygiene and safety in the production and handling of street snacks should be provided.

3.29 Eating healthily is becoming one of the prime concerns in nowadays dining culture. Expect food to either have nutrients added, or have the word 'free' (gluten-free, allergy-free). The HKSAR Government has been actively promoting a healthy eating culture in collaboration with various professional vocational education and training institutions, with support and assistance from the catering industry and the management associations concerned. Full co-operation from restaurants is key to the achievement of this goal. (Source: <http://restaurant.eatsmart.gov.hk> retrieved on 31 May 2010.) Staff of the restaurants and catering establishments should master the knowledge of food nutrition and techniques of healthy cooking. Skill upgrading, continuous training and development extended to the in-service restaurant and catering staff are vital.

3.30 According to the HKTB, the Total Expenditure Associated to Inbound Tourism (TEAIT) increased by 3.2% year-on-year to HK\$162.89 billion in 2009, despite the impact of the global economic downturn. In average, the spending by overnight visitors increased by 6.1% to HK\$5 770 per capita. Among them, visitors from the Mainland China were the biggest spenders who spent HK\$6 620 (+16.6%) per capita. Of which, 10.9%, a total of HK\$10.6 billion, was spent in the ‘meals outside hotels’ category. (Source: Press Release: Tourism Spending Hits HK\$162 billion in 2009, HKTB, 27 April 2010.) Attention should be focused on upgrading the service skills for accommodating the diverse needs and cultural concerns in dining for these international travellers.

3.31 The future of the catering industry will depend highly on the availability of qualified staff to deliver the service quality that has earned Hong Kong a reputation as the Food Capital of the Orient. Staff with high standard of language capabilities who can demonstrate moderate multi-tasking skills and the sensitivity to cross-cultural diversity are some of the essential qualities that the existing catering staff lacked in general. With competition for skilled staff from neighboring areas, the demand of well-trained staff at the entry and supervisory levels would be significant in the coming years.

### **The Survey Findings**

3.32 The survey reveals that in September 2009, a total of 164 940 persons were employed in the catering industry, of which 5 740 (3.5%) were in the managerial category, 29 237 (17.7%) supervisory category, 128 566 (77.9%) craft/operative category, 1 397 (0.9%) administrative and others category.

3.33 At the time of the survey, employers reported 2 370 vacancies, or 1.4% of the existing 164 940 posts. The job level with the most vacancies was in the craft/operative level (2 146) followed by supervisory level (201), and managerial and professional level (22).

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



### **Manpower Changes by Job Level**

3.35 In September 2009, there were 164 940 employees (excluding trainees/apprentices) in the catering industry, representing a manpower increase of 2 951 (1.8%) over the 2007 figure. An analysis of the manpower changes by job level is given in the following tables:

**Table 3.35 (a): Number of Employees by Job Level**

<u>Job Level</u>	<u>2007</u>	<u>2009</u>	<u>Increase/Decrease (%)*</u>	
Managerial / Professional	4 641	5 740	+1 099	(+23.7%)*
Supervisory	26 868	29 237	+2 369	(+8.8%)
Craft / Operative	128 334	128 566	+232	(+0.2%)
Administrative and Others	2 146	1 397	-749	(-34.9%)
<b>Total</b>	<b>161 989</b>	<b>164 940</b>	<b>+2 951</b>	<b>(+1.8%)</b>

\* Percentage of increase/decrease on number of employees by job levels compared with 2007

**Table 3.35 (b): Number of Employees by Branch**

<u>Branch</u>	<u>2007</u>	<u>2009</u>	<u>Increase/Decrease (%)</u> *	
Chinese Restaurants	83 657	60 672	-22 985 (Note 1)	(-27.5%)*
Restaurants other than Chinese	45 805	68 367	+22 562 (Note 1)	(+49.3%)
Fast Food Shops	21 956	17 952	-4 004	(-18.2%)
Beverage Serving Places	4 431	6 238	+1 807 (Note 2)	(+40.8%)
Other Eating and Drinking Places	2 828	8 495	+5 667 (Note 3)	(+200.4%)
Supplementary Samples	3 312	3 216	-96	(-2.9%)
<b>Total</b>	<b>161 989</b>	<b>164 940</b>	<b>+2 951</b>	<b>(+1.8%)**</b>

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

(\*\*) Percentage increase of the total number of employees in the industry compared to 2007

Note 1 Due to the difference of classification of restaurant groupings in the 2009 survey, restaurants such as Hong Kong style tea cafes, noodle and congee restaurants, roast restaurants and etc. are grouped as Branch 2 (Restaurants other than Chinese) instead of Branch 1(Chinese Restaurant). The employee figures are transferred in general.

Note 2 3 business groups, coffee shops, herb tea shops, and beverage serving places, were newly covered in Branch 4 in the 2009 survey.

Note 3 The increment is due to:

- a. The increase no. of establishments covered in the frame of Branch 5 in 2007 with that in 2009:
  - 666 establishments in 2007; and
  - 2 255 establishments in 2009.
- b. The business of 'stalls at food courts' and 'takeaway shops' and 'meal outlet without seats' were newly covered in the 2009 survey.

### **Vacancies**

3.36 At the time of the survey, there were 2 370 reported vacancies as compared to 4 836 in 2007. The present vacancies attributed to 1.4% of the total workforce as compared to 3.0% in 2007. The largest number of vacancies (2 146 or 90.5%) were found in craft / operative level jobs. The Training Board is of the opinion that most employers would still be cautious in filling the vacancies under a volatile business environment. They might not fill all vacancies substantively but choose to employ part-time or temporary employees and continue to exercise multi-tasking in the existing operation to increase cost efficiency.

### **Promotion Pattern**

3.37 The survey indicated that catering employers are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that catering establishments should provide more training to their employees to prepare them for career advancement.

### **Preferred Mode of Training**

3.38 On the whole employers are reluctant to provide internal training for their employees as 54.4% of those surveyed indicated that no internal training was provided in 2009. In general, employers prefer the seminars/workshops mode of training.

3.39 The survey indicated a 52.6% decrease in the number of apprentices/trainees employed. There were 193 trainees/apprentices employed in 2009 as compared to 407 in 2007. It is believed that some of the employers in the catering industry focused on sales turnover in the 2009 financial tsunami rather than training and staff development by recruiting apprentices/trainees.

### **Preferred Qualifications of Employees**

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

## **Employer's Manpower Forecast for September 2010**

3.41 Based on employers' manpower forecast, the general economic changes and trends in consumers' eating-out patterns and modified life-style, there should be limited unemployment within the various branches of the catering industry in 2010. This could also be attributed to the lower mobility of manpower within the different branches of the catering industry.

3.42 Although a slight manpower growth of 1.0% is forecasted by employers in the next 12 months, the Training Board anticipates that the current labour shortage in certain jobs, especially in the craft/operative level, would require upgrading/retraining of practical skills and related technical education to enhance a better trained workforce to fill in those shortage areas.

**Table 3.42 : Additional Manpower Growth by Job Level**

<u>Job Level</u>	<u>12-Month Employers Forecast on Manpower Growth</u>		
Managerial / Professional	-64	(-1.1%)*	(-4.0%)#
Supervisory	+147	(+0.5%)*	(+9.1%)#
Craft / Operative	+1 533	(+1.2%)*	(+94.8%)#
Administrative and Others	+1	(+0.1%)*	(+0.1%)#
<b>Total</b>	<b>+1 617</b>	<b>(1.0%)**</b>	

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

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

# As percentage of the total forecast manpower growth

3.43 Employers anticipated that the catering manpower will grow by 1.0% in the next 12 months, with the majority of staff needed at the craft/operative level.

**Manpower Projection for 2010 to 2012 by the Labour Market Analysis (LMA) Approach**

3.44 The Training Board has adopted the Labour Market Analysis (LMA) approach to project the manpower of the catering industry in the next three years. A description of the LMA approach is shown in Appendix 6. Applying statistical modeling, some 51 economic indicators are tested to select the most important determinants for their direct impact on manpower. For the catering industry, four determinants are identified: (a) property price index (private domestic only), (b) restaurant receipts (value index), (c) total loans and advances (HK \$millions) and (d) total private consumption in non-durable goods (volume index). Combining the LMA approach and market intelligence, the manpower requirements for 2010 to 2012 are presented in Table 3.44 below.

**Table 3.44 : Manpower Projection in 2010 - 2012**

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach</u>	<u>(%)#</u>
2009	164 940			
2010		166 557 (1.0%)	167 991 (+1.8%)*	3 051 (1.8%)
2011			169 168 (+0.7%)**	4 228 (2.6%)
2012			170 693 (+0.9%)**	5 753 (3.5%)

\* As percentage increase / decrease of the projected manpower against the employers' forecast

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

# As percentage of increase/decrease in projected manpower as against 2009.

**Wastage**

3.45 Wastage rate refers to those leaving the catering industry because of change of jobs to other sectors, retirement, emigration and other causes. After consultation with the industry with reference to the actual wastage rate in 2009, the Training Board considers that an annual wastage rate of 2% for managerial/professional and supervisory/technical levels and 5% for other job levels in the catering industry would be appropriate.

### Training Requirement Forecast

3.46 Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2010 in Table 3.46 below:

**Table 3.46 : Projected Additional Training Requirements for 2010**

<u>Job Level</u> <u>(% of all levels)</u>	<u>No. of</u> <u>Employees</u> <u>(2009)</u>	<u>Annual</u> <u>Wastage</u> <u>(2% / 5%)</u> <u>(A)</u> <u>(A) = 2%</u>	<u>Forecast</u> <u>Manpower</u> <u>Growth</u> <u>(B)</u>	<u>Estimated</u> <u>Additional</u> <u>Annual</u> <u>Requirements</u> <u>(A) + (B)</u>
Managerial / Professional (3.5%)	5 740	115	103	<b>218</b>
Supervisory (17.7%)	29 237	585	526	<b>1 111</b>
		<u>(A) = 5%</u>		
Craft / Operative (77.9%)	128 566	6 428	2 314	<b>8 742</b>
Administrative and Others (0.9%)	1 397	70	25	<b>95</b>
<b>Total</b>	<b>164 940</b>	<b>7 198</b>	<b>2 968</b>	<b>10 166</b>

## SECTION IV

### RECOMMENDATIONS

#### Recommended Additional Training Requirements

4.1 The Training Board is of the view that the existing 164 940 strong employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.

4.2 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the catering industry for 2010 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in Sept. 2009</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Sept. 2010</u>	<u>Estimated Additional Training Requirements</u>
Managerial / Professional	5 740	115	103	218
Supervisory	29 237	585	526	1 111
Craft / Operative	128 566	6 428	2 314	8 742
Administrative and Others	1 397	70	25	95
<b>Total:</b>	<b>164 940</b>	<b>7 198</b>	<b>2 968</b>	<b>10 166</b>

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

4.3 Managers and professional staff are members of the management team involved in policy making of a company and are responsible for the day-to-day operations of a major function or department of the organisation. Managers/professional staff could be trained through part-time managerial/supervisory level courses or workshops, seminars and conferences offered locally and overseas.

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

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

4.5 Supervisors could be trained through part-time or full-time upgrading/supervisory courses followed by on-the-job training.

### **Recommended Training for Craft/Operative Level Employees**

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

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

4.7 There are various hospitality, catering and tourism related full-time, part-time day-release and part-time evening training places available in the market in Hong Kong in the 2009/2010 academic year. Training providers include the Chinese University of Hong Kong, the Hong Kong Polytechnic University, Hong Kong Baptist University, Caritas Bianchi College of Careers, Caritas Institute for Further & Adult Education, Hong Kong Christian Service Kwun Tong Vocational Training Centre, and Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses), Hospitality Industry Training and Development Centre and Chinese Cuisine Training Institute of the Vocational Training Council, amongst others.

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



**Table 4.8(a): List of Hotel, Catering and Tourism-related Courses Undergraduate Programmes Offered by the Chinese University of Hong Kong (CUHK)**

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2009</u>	
Bachelor of Business Administration Program in Hotel and Tourism Management Program	3 years

**Table 4.8(b): List of Hotel, Catering and Tourism-related Courses Undergraduate Programmes Offered by the Hong Kong Polytechnic University (Poly U)**

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2009</u>	
Bachelor of Science (Honors) in Hotel Management	1.5 / 3 years
Bachelor of Science (Honors) in Tourism Management	1.5 / 3 years
Bachelor of Science (Honors) in Convention and Event Management	2 - 4 years
Higher Diploma in Hotel Management	2 / 3 years
Higher Diploma in Tourism Management	2 / 3 years

**Table 4.8(c): List of Hotel, Catering and Tourism-related Courses Conducted by the Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong), VTC**

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2009</u>	
Higher Diploma in Hotel and Catering*	3 years
Higher Diploma in Travel and Tourism	3 years
Higher Diploma in Leisure Studies	3 years
Higher Diploma in Entertainment Business Operations	4 years
Higher Diploma in e-Tourism	4 years
Higher Diploma in Sustainable Tourism (Ecotourism, Culture and Harbor Tourism)	4 years
Higher Diploma in Hotel and Catering*	2 years
Higher Diploma in Hotel Management	2 years
Higher Diploma in Tourism Management	2 years
Higher Diploma in 'MICE' Planning and Technology	2 years
Higher Diploma in Media Relations and Campaign Management	2 years

\*Course duration is different due to different entry requirements

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2009</u>	
Foundation Diploma (Hospitality Stream)	1 year
Foundation Diploma (Hotel and Catering Stream)	1 year
Foundation Diploma (Travel and Tourism Stream)	1 year
Foundation Diploma (Recreation and Theme Park Operations Stream)	1 year
Diploma in Hotel and Catering	2 years
Diploma in Travel and Tourism	2 years
Diploma in Leisure Studies	2 years
Diploma in Hotel Chinese Catering Studies	2 years
Higher Diploma in Hotel Management	2 years
Higher Diploma in Tourism Management	2 years
Higher Diploma in Leisure Management	2 years
Higher Diploma in International Hospitality Management	4 years
Higher Diploma in Tourism Studies #	4 years
<u>Part-time Evening Courses</u>	
Foundation Diploma (Hospitality Stream)	2 years

# Offering site is at School of Business and Information Systems (SBI)

**Table 4.8(d): List of Hotel, Catering and Tourism-related Courses Conducted by the Hospitality Industry Training and Development Centre**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Courses 2009</u>	
	Certificate in Front Office and Housekeeping Operations	6 months
	Certificate in Hotel Spa Body Therapies	6 months
	Certificate in Food Preparation (Western)	1 year
	Certificate in Western Cuisine and Food and Beverage Operations	1 year
	Certificate in Bakery and Pastry (Western)	1 year
	Certificate in Food Preparation (Western) - Raw Food Processing	1 year
	Certificate in Hotel and Catering Operations	1 year
	Foundation Certificate in Hospitality Industry	2 years
2.	<u>Full-time Short Courses 2009</u>	
	Certificate in Front Office Service	4 months
	Certificate in Tour Guide and Service Culture	4 months
	Certificate in Basic Ticketing and Travel Agency Operations	4 months
	Certificate in Hotel Spa Concierge	4 months
	Foundation Certificate in Cruise Culinary	2 months
	Foundation Certificate in European Pastry	4 months
	Foundation Certificate in Bakery	2 months
	Certificate in Food and Beverage Service	4 months
	Certificate in Housekeeping Service	3 months
	Certificate in Wine and Bartending Service	4 months
	Certificate in Hotel Apartment Housekeeping Service	3 months
	Hospitality English - Food Services	1 month

3. Part-time Courses 2009

A. Part-time Day Courses

Certificate in Food and Beverage Supervision	60 hours
Certificate in Front Office Supervision	60 hours
Certificate in Housekeeping Supervision	60 hours
Advanced Certificate in Food and Beverage Management (Food and Beverage Module)	33 hours
Advanced Certificate in Supervisory Hospitality Operations (Front Office Module)	33 hours
Advanced Certificate in Supervisory Hospitality Operations (Housekeeping Module)	33 hours
Basic Food Hygiene Certificate for Hygiene Managers	20 hours
Basic Food Hygiene Certificate for Hygiene Managers - Bridging course	12 hours
Preparatory Workshop for Trade Test in Western Cuisine - Certified Cook	8 hours
Preparatory Course for Trade Test in Western Cuisine - Certified Cook (Pilot Programme)	60 hours
Preparatory Course for Trade Test in Western Cuisine - Trainer Chef	96 hours
Intermediate Certificate in Wine Studies (Pilot Programme)	16 hours
Advanced Certificate in Wine Studies (Pilot Programme)	24 hours

B. Part-time Evening Courses

Foundation Certificate in Restaurant and Bartending Service	72 hours
Foundation Certificate in Accommodation Service	72 hours
Foundation Certificate in Sales and Service Culture	72 hours
Elementary Course in Italian Cuisine (Italian Pasta Module I and II)	60 hours
Certificate Course in International Wine Knowledge	72 hours

**Table 4.8(e): List of Chinese Catering Courses Conducted by Chinese Cuisine Training Institute**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course 2009</u>	
	Certificate in Elementary Chinese Cuisine	F. 5 Level - 2 years
	Certificate in Elementary Chinese Cuisine	F. 3 Level - 3 years
2.	<u>Full time Short Course 2009</u>	
	Certificate in Chinese Restaurant Operations for Hotels	4 months
	Foundation Certificate in Guangdong Cuisine	4 months
	Foundation Certificate in Guangdong Barbecue Preparation	2 months
3.	<u>Part-time Courses 2009</u>	
A.	<u>Part-time Day Courses</u>	
	Elementary Certificate in Chinese Cuisine (Part-Time)	3 years
	Chinese Tonic Food	30 hours
	Basic Food Hygiene Certificate for Hygiene Managers	20 hours
	Basic Food Hygiene Certificate for Hygiene Managers - Bridging Course	12 hours
	Intermediate Certificate in Chinese Cuisine	1 year
	Advanced Certificate in Chinese Cuisine	2 years
	Master Chef Course in Chinese Cuisine	6 months
	Preparatory Course for Trade Test in Chinese Cuisine - Intermediate Level	15 hours
	Preparatory Course for Trade Test in Chinese Cuisine - Advanced Level	15 hours
	Hong Kong Street Snacks Training Programme (Theories)	30 hours
	Hong Kong Street Snacks Training Programme (Practical)	60 hours
B.	<u>Part-time Evening Courses</u>	
	Interest Course - Local	3 hours
	Interest Course - Tourist	4 hours
	Hong Kong Street Snacks Training Programme (Theories)	30 hours
	Hong Kong Street Snacks Training Programme (Practical)	60 hours

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

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

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

4.11 The Hospitality Industry Training and Development Centre expects to have an annual trainee through-put of 1 938 for its full-time courses and 935 for its part-time courses in 2009. In 2010, 2 163 full-time and 1 015 part-time training places have been planned.

4.12 The Chinese Cuisine Training Institute expects to have an annual trainee through-put of 259 for its full-time courses and 994 for its part-time courses for 2009. In 2010, 304 full-time and 990 part-time places have been planned.

4.13 The Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong) estimated that there will be 1 318 full-time graduates and 16 part-time graduates in 2009 and an estimated output of 1 698 full-time graduates and 76 part-time graduates for 2010.

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

#### **Training for Employees**

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

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

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

**Table 4.16: List of Skills Upgrading Scheme Course for the Chinese Catering Industry**

<b><u>No.</u></b>	<b><u>Course Name</u></b>	<b><u>Training Hours</u></b>
1	Basic Food Safety and Hygiene	12
2	Basic Occupational Safety and Health for Catering Industry	12
3	Basic Computer Application	21
4	Basic Service Skills Training	18
5	Understanding of Chinese Restaurant Bartending and Its Operation	15
6	Leadership Skills Training	15
7	Quality Management Skills Training	15
8	Understanding of Hong Kong Style Tea and Coffee Shop Operation	15
9	Basic Theory and Practice for Chinese Dim Sum	21
10	Basic Theory and Practice for Chinese Cooking	21
11	Basic Roasted Dishes Preparation	21
12	Basic Hot Dishes Sauce Making	21
13	Basic Cold Dishes Sauce Making	21
14	Basic Chiuchow Cuisine	36
15	Basic Vegetarian Dishes Preparation	21
16	Basic Food and Beverage Preparation	21
17	Basic Understanding of Dietetics	15
18	Application in Dietetics	18
19	Basic Understanding in Dough Sculpturing	21
20	Vegetarian Dim Sum Preparation	21
21	Basic Preparation in Festive Dim Sum	24
22	Basic Preparation in Bread Making (Traditional Bread)	30
23	Basic Preparation in Bread Making (Savory Bread and Pastry)	30
24	Basic Preparation in Bread Making (Healthy Bread)	30
25	Basic Preparation in Sponge Cakes and Pastries	30
26	Basic Preparation in Assorted Biscuits	30
27	Basic Preparation in Tart and Pie	30



<b><u>No.</u></b>	<b><u>Course Name</u></b>	<b><u>Training Hours</u></b>
28	Advanced Computer Application	21
29	Purchasing and Storage Management in Catering Industry	21
30	Basic Preparation in Fruit and Vegetable Carving	21
31	Basic Preparation in 'Lifelike' Cold Platter	21
32	Basic Technique in Processing Raw Ingredients for Cuisine	24
33	Chinese Barbecue Preparation	21
34	Traditional Cantonese Pastries Preparation	21

4.17 The Training Board is of the opinion that there is an urgent need to upgrade the standard of English and Putonghua. Providing more opportunities for education and training in the catering industry would further raise service standards and staff quality.

#### **Future Surveys**

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

**MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD**  
**(appointed from 1 April 2009 and up to 31 March 2011)**

**Chairman:**

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

**Vice-Chairman:**

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

**Members:**

Mr Ananda ARAWWAWELA	(Nominated by the Hong Kong Hotels Association)
Mrs Alice CHAN Cheung Lok-yee (up to 31.3.10)	} (Nominated by the Travel Industry Council of Hong Kong)
Mr Paul Leung (since 1.4.10)	
Mr Keven CHAN Tin-yau	(Nominated by a small and medium hotel)
Mr Romain CHAN Wai-shing	(Nominated by a local based hotel chain)
Mr Paul CHANDLER	(Nominated by a major theme park or a major attraction )
Mr CHEONG Peng-vong (since 27.8.09)	(Nominated by a catering association)
Dr Vincent HEUNG	(Nominated by a local education/training institution)
Mr Hardy KAM Shun-yuen	(Nominated by a catering association)
Mr Patrick KWOK	(Nominated by the Hong Kong Tourism Board)
Mr David LAU (since 27.08.09)	(Nominated by a travel agent)
Mr Rudolf MULLER	(Nominated by the Hong Kong Chefs Association)
Mr Michael TAO	(Nominated by the Club Managers' Association of Hong Kong)
Mr James TONG	(Nominated by the Board of Airline Representatives)
Mr Jason WONG Chun-tat (since 27.8.09)	(Nominated by a travel agent)
Mr Cramond WONG (since 27.8.09)	(Nominated by the Meetings, Incentives, Conventions and Exhibitions (MICE) Industry)
Mr Wilson WU Wai-tsun	(Nominated by a major restaurant chain)
Mr Vincent FUNG (since 27.8.09)	(Representing the Commissioner for Tourism)
Miss Eva LEUNG Lai-yin (up to 28.6.09)	} (Representing the Commissioner for Labour)
Ms Nancy TANG (since 29.6.09)	
Miss Annie HO	(Representing the Executive Director of the Vocational Training Council)

**Advisors:**

Mr Felix M BIEGER  
 Mr Rudolf GREINER  
 Mr James LU Shien-hwai  
 Mr Graeme J READING  
 Ms Rebecca WONG

**In Attendance:**

Mr Lawrence WONG	(Representing the Hospitality Industry Training and Development Centre/VTC)
Ms Winnie NGAN (since 1.12.09)	(Representing the Hong Kong Institute of Vocational Education/VTC)
Ms Catherine POON (up to 30.11.09)	(Representing the Hong Kong Institute of Vocational Education/VTC)

**Secretary:**

Ms Christa KOCH-KESSLER (up to 14.7.09)	} (Hospitality Industry Training and Development Centre/VTC)
Ms Claudia AU (since 15.7.09)	

Hotel, Catering and Tourism Training Board

Membership List of the Working Party on  
2009 Catering Industry Manpower Survey

**Convenor**

Mr. Michael TAO

**Members**

Mr. Hardy KAM Shun-yuen	Yung Kee Restaurant Group Ltd.
Ir. Bosco MAK	Vocational Training Council
Ms. Gigi HO	Vocational Training Council
Mr. Charen LEUNG	Hospitality Industry Training and Development Centre/VTC
Mr. Peter POON	Hospitality Industry Training and Development Centre/VTC
Ms. Jennifer KUI	Hong Kong Institute of Vocational Education/VTC

**Secretary**

Ms. Claudia AU	Hospitality Industry Training and Development Centre/VTC
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**Terms of Reference of the  
Hotel, Catering and Tourism Training Board**

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

**2009 Catering Industry Manpower Survey  
Analysis of Result of Enumeration (All Branch)**

Result	All Branch						Total
	1	2	3	4	5	6	
Closed	3	1	2	1	2	1	<b>10</b>
Merged	1	0	0	0	0	3	<b>4</b>
Moved, address cannot be located/untraceable	5	7	2	6	5	0	<b>25</b>
Non-contact	3	22	1	6	6	5	<b>43</b>
Not engaged in specific trade	1	0	0	2	1	3	<b>7</b>
No technical manpower	0	0	0	0	0	1	<b>1</b>
Partial response	22	4	31	1	1	5	<b>64</b>
Refusal	2	4	37	12	1	8	<b>64</b>
Registered office/corresponding address	1	0	0	1	0	0	<b>2</b>
Response	199	118	83	58	69	14	<b>541</b>
Temporary ceased	10	2	1	2	0	0	<b>15</b>
Vacant	1	0	0	0	0	0	<b>1</b>
<b>Total</b>	<b>248</b>	<b>158</b>	<b>157</b>	<b>89</b>	<b>85</b>	<b>40</b>	<b>777</b>

Branch 1 Chinese Restaurants (HSIC 561109-561111)

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

Branch 3 Fast Food Shops (HSIC 561200)

Branch 4 Beverage Serving Places (HSIC 5631-5639)

Branch 5 Other Eating & Drinking Places (HSIC 5619, 5620)

Branch 6 Supplementary Samples

145 POKFULAM ROAD, 1/F  
POKFULAM TRAINING CENTRE COMPLEX  
POKFULAM, HONG KONG  
香港薄扶林道 145 號 1 樓  
Tel No. 電話： (852) 2538 2247  
Fax No. 傳真： (852) 2538 2251



Our Reference: ( 26 ) in HO/1/2 (2009) (C)

28 September 2009

Dear Sir/Madam,

The 2009 Manpower Survey of the Catering Industry  
(Chinese Restaurants)

I am writing to ask for your cooperation in the 2009 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 2<sup>nd</sup> October 2009 to 2<sup>nd</sup> November 2009 to collect the following information on the principal jobs:

- (i) the number of existing employees,
- (ii) the number of existing vacancies,
- (iii) forecast total number of employees in October 2010, and
- (iv) the number of employees under training at present.

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

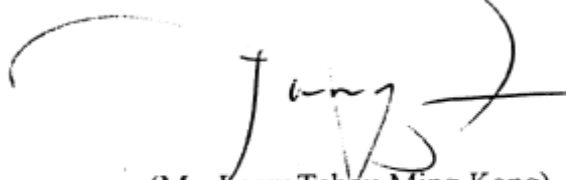
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I am enclosing for your reference and completion the following documents in both English and Chinese:

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

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

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

Yours faithfully,



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

**THE 2009 MANPOWER SURVEY OF THE CATERING INDUSTRY**

飲食業二〇〇九年人力調查

QUESTIONNAIRE

調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(填表前, 請參閱附註)

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

NAME OF COMPANY: \_\_\_\_\_  
公司名稱

ADDRESS: \_\_\_\_\_  
地址

Total Number of Employees: \_\_\_\_\_  
僱員總數

- Principal Line of Business: 主要業務性質
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Chinese Restaurant<br>中式酒樓        | <input type="checkbox"/> Restaurant other than Chinese<br>非中式酒樓    | <input type="checkbox"/> Fast Food Shops<br>快餐店                |
| <input type="checkbox"/> Beverage Serving Places<br>提供飲料場所 | <input type="checkbox"/> Other Eating and Drining Places<br>其他飲食場所 | <input type="checkbox"/> Others Please specify _____<br>其他 請註明 |

NAME OF PERSON TO CONTACT: \_\_\_\_\_  
聯絡人姓名

28 47

POSITION: \_\_\_\_\_  
職位

TEL. NO.: \_\_\_\_\_ - \_\_\_\_\_  
電話

48 55 56 63

FAX NO.: \_\_\_\_\_  
圖文傳真

E-mail : \_\_\_\_\_  
電郵

64 98



**Questionnaire - 2009 Manpower Survey of the Catering Industry**  
**飲食業二〇〇九年人力調查**

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

(A) Jobs 職務	Rec. Type	No. 編號			(B) Total Monthly Income  月薪 編號	(C) Number Employed (Excluding trainees/ apprentices)  僱員人數 (實習生/ 學徒除外)	(D) Number of Vacancies at Date of Survey  調查期間 空缺額	(E) Forecast of Number Employed 12 Months from Now  預計十二個月後 僱員人數	(F) Preferred Education of Employees  僱員宜有 教育程度	(G) No. of Trainees/ Apprentices at Date of Survey  調查期間 實習生/ 學徒人數	(H) Average Age Range (for craft/ operative staff only)  僱員平均 年齡 (只適用於 技工/ 操作工)	Column (B) / (B)欄 Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編 號。「每月收入」包括底薪、逾時工 作津貼、生活津貼、膳食津貼、房屋 津貼、旅行津貼、佣金、花紅及小 費。	
		8-10	11-12	13-16									17-19
1 General Manager / Managing Director 總經理/董事總經理	2	1	0	1								Average Monthly Income 平均每月收入	Code 編號
2 Human Resources Manager/ Personnel Manager/ Training Manager 人力資源部經理/人事部經理/培訓部經理	2	1	0	2								\$6,000 or below 或以下	1
3 Accountant / Chief Accountant / Financial Controller 會計師/總會計主任/財務總監	2	1	0	3								\$6,001 - \$8,000	2
4 Purchasing Manager 採購部經理	2	1	0	4								\$8,001 - \$10,000	3
5 Business Manager / Sales Manager 業務經理/營業部經理	2	1	0	5								\$10,001 - \$15,000	4
6 Executive Chinese Chef / Executive Chinese Sous Chef 中菜行政總廚師/助理中菜行政總廚師	2	1	0	6								\$15,001 - \$20,000	5
7 Restaurant Manager 樓面經理	2	1	0	7								\$20,001 - \$25,000	6
8 Administration Manager 行政經理	2	1	0	8								\$25,001 - \$30,000	7
9 Others (Managerial and Professional Level) 其他(經理及專業人員級)	2	1	1	9								\$30,001 - \$35,000	8
10 Human Resources Officer / Personnel Officer / Training Officer 人力資源部主任/人事部主任/培訓部主任	2	2	0	1								\$35,001 - \$40,000	9
11 Accounts Supervisor (payable/receivable) 會計主管(應付帳/應收帳)	2	2	0	2								\$40,001 or above 或以上	10
12 Store Supervisor 倉務監督	2	2	0	3								University Degree or above 大學學位或以上	1
13 Bar Supervisor 酒吧主管	2	2	0	4								Higher Dip./Associate Degree or equivalent 高級文憑/副學士 或同等學歷	2
14 Barbecue Cook 燒烤廚師	2	2	0	5								Professional Dip./Dip. or equivalent 專業文憑/文憑或同等學歷	3
15 Captain 砵板	2	2	0	6								Advanced Certificate/Certificate or equivalent 高級證書/證書或同等學歷	4
16 Chief Butcher 頭鑊	2	2	0	7								Secondary 5 - 7 中學五年級至七年級	5
17 Chief Cook 點心總廚	2	2	0	8								Secondary 3 - 4 中學三年級至四年級	6
18 Chief Dim Sum Cook 樓面部領班/總管	2	2	1	0								Others 其他	7
19 Head Supervisor / Headwaiter 傳菜部部長	2	2	1	1								Column (H) / (H)欄 Enter in Column (H) the average age range according to the following codes: (for craft/operative staff only) 請將員工平均年齡按下列編號填入(H) 欄內: (只適用於技工/操作工)	
20 Pantry Captain 公共關係部/營業部主管	2	2	1	2								Average Age Range 平均年齡	Code 編號
21 Public Relations / Sales Supervisor 二廚	2	2	1	3								18 or below 或以下	1
22 No. 2 Cooks 二砵	2	2	1	4								18 - 25	2
23 Second Butcher 上什/打荷/普通廚師	2	2	1	5								26 - 30	3
24 Senior Cook / General Cook / Service Cook 保養部主管/技術監督	2	2	1	6								31 - 35	4
25 Maintenance Supervisor / Technical Supervisor 水櫃/魚王	2	2	1	7								36 - 40	5
26 Seafood Butcher 中菜館、酒樓主管	2	2	1	9								41 - 49	6
27 Restaurant Supervisor Restaurant Supervisor	2	2	1	0								50 or above 或以上	7
28 Specialty Chef(e.g. Japanese, Thai, Indian) 特色菜總廚師(如:日本、泰國、印度等地菜式)	2	2	2	0									
29 Others (Supervisory and Technician Level) 其他(督導及技術員級)	2	2	2	9									
30 Dim Sum Fryer / Steamer / Dim Sum Cook(e.g. dough handler, content mixer) 煎炸工/蒸籠工/點心廚師(麵糰、辦餡)	2	3	0	1									
31 Vegetable Cook Helper 蔬菜廚師助手	2	3	0	3									
32 Pantry Cook / Vegetable Cook 幫上什/蔬菜廚師	2	3	0	4									
33 Junior Cook / No. 4 Cook and Below 見習廚師/四廚或以下	2	3	0	5									
34 No. 3 Cooks 三廚	2	3	0	6									
35 Engineering Staff 工程人員	2	3	0	7									
36 Specialty Cook 特色菜廚師	2	3	0	8									
37 Others (Craft Level) 其他(技工級)	2	3	1	9									
38 Accounting Clerk / General Cashier 會計部文員/出納員	2	4	0	1									
39 Human Resources Clerk / Personnel Assistant / General Office Clerk 人力資源部文員/人事部助理/寫字樓文員	2	4	0	2									
40 Paymaster 出納主任	2	4	0	3									

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

**Questionnaire - 2009 Manpower Survey of the Catering Industry**  
**飲食業二〇〇九年人力調查**

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

(A) Jobs 職務			(B) Total Monthly Income  月薪 編號	(C) Number Employed (Excluding trainees/ apprentices)  僱員人數 (實習生/ 學徒除外)	(D) Number of Vacancies at Date of Survey  調查期間 空缺額	(E) Forecast of Number Employed 12 Months from Now  預計十二個月後 僱員人數	(F) Preferred Education of Employees  僱員宜有 教育程度	(G) No. of Trainees/ Apprentices at Date of Survey  調查期間 實習生/ 學徒人數	(H) Average Age Range (for craft/ operative staff only)  僱員平均 年齡 (只適用於 技工/ 操作工)	Column (B) / (B)欄 Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編 號。「每月收入」包括底薪、逾時工 作津貼、生活津貼、膳食津貼、房屋 津貼、旅行津貼、佣金、花紅及小 費。		
Title 職稱	Rec. Type	No. 編號	8-10	11-12	13-16	17-19	20-23	24	25-27	28		
41 Store and Receiving Clerk / Purchasing Clerk 貨倉及收貨文員/採購部文員 其他(文員級)	2	4   0   4									<b>Average Monthly Income</b> 平均每月收入	<b>Code</b> 編號
42 Others (Clerical Level)	2	4   1   9									\$6,000 or below 或以下	1
43 Telephone Operator 電話接線生	2	5   0   1									\$6,001 - \$8,000	2
44 Uniform and Linen Attendant 制服及布草服務員	2	5   0   2									\$8,001 - \$10,000	3
45 Kitchen Helper / Steward / Cleaner / Washroom Attendant 廚房/清潔/洗碗碟雜工或傳菜員/洗手間清潔員	2	5   0   3									\$10,001 - \$15,000	4
46 Bartender / Soda Fountain Captain / Bar Helper 調酒員/水吧部長/水吧服務員	2	5   0   4									\$15,001 - \$20,000	5
47 Receptionist / Hostess 接待員/知客	2	5   0   5									\$20,001 - \$25,000	6
48 Busboy / Junior Waiter / Junior Waitress / Dim Sum Sales 見習侍應生/初級侍應生/賣點心員	2	5   0   6									\$25,001 - \$30,000	7
49 Waiter / Waitress 侍應生	2	5   0   7									\$30,001 - \$35,000	8
50 Cashier 出納員	2	5   0   8									\$35,001 - \$40,000	9
51 Security Officer/Uniform Guard/Valet Parking Attendant 保安員/護衛員/代客泊車員	2	5   0   9									\$40,001 or above 或以上	10
52 Delivery Staff / Take-Away Service Staff 外賣服務員工	2	5   1   0									<b>Column (F) / (F)欄</b> <b>Education</b> 教育程度	<b>Code</b> 編號
53 Food Handler 堂前小食處理員工	2	5   1   1									University Degree or above 大學學位或以上	1
54 Others (Operative Level)	2	5   1   9									Higher Dip./Associate Degree or equivalent 高級文憑/副學士 或同等學歷	2
55 Secretary 秘書	2	6   0   1									Professional Dip./Dip. or equivalent 專業文憑/文憑或同等學歷	3
56 Typist / Office Assistant / Messenger / Runner 打字員/辦公室助理員/信差	2	6   0   2									Advanced Certificate/Certificate or equivalent 高級證書/證書或同等學歷	4
57 Other (Administrative and Others Level)	2	6   1   9									Secondary 5 - 7 中學五年級至七年級	5
58											Secondary 3 - 4 中學三年級至四年級	6
59											Others 其他	7
60											<b>Column (H) / (H)欄</b> Enter in Column (H) the average age range according to the following codes: (for craft/operative staff only)	
61											請將員工平均年齡按下列編號填入(H) 欄內: (只適用於技工/操作工)	
62											<b>Average Age Range</b> 平均年齡	<b>Code</b> 編號
63											18 or below 或以下	1
64											18 - 25	2
65											26 - 30	3
66											31 - 35	4
67											36 - 40	5
68											41 - 49	6
69											50 or above 或以上	7
70												
71												
72												
73												
74												
75												
76												
77												
78												
79												
80												

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

Part II Part Time Staff

第二部份 兼職員工

(A) Job 工作			(I) Average Monthly	(J) Number Employed (by monthly rate)	(K) Average Daily	(L) Number Employed (by daily rate)	(M) Average Hourly	(N) Number Employed (by hourly rate)	Column (I) / (I) 欄 The part-time employee's average basic salary 兼職僱員每月之平均底薪	Code 編號
Title 職稱	Rec. Type	No. 編號	平均月薪 編號	調查時的月薪 員工人數	平均日薪 編號	調查時的日薪 員工人數	平均時薪 編號	調查時的時薪 員工人數	<u>Average Monthly Income (Basic Salary only)</u> 平均每月收入 (底薪)	
		8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26		
1	3								\$6,000 or below 或以下	1
									\$6,001 - \$8,000	2
2	3								\$8,001 - \$10,000	3
									\$10,001 - \$15,000	4
3	3								\$15,001 - \$20,000	5
									\$20,001 - \$25,000	6
4	3								\$25,001 - \$30,000	7
									\$30,001 - \$35,000	8
5	3								\$35,001 - \$40,000	9
									\$40,001 or above 或以上	10
6	3								<b>Column (K) / (K) 欄</b>	
									Enter in Column (K) the average daily rate according to the following codes:	
7	3								請將兼職員工的平均日薪按下列編號填入 (K) 欄內:	
									<u>Average Daily Rate</u>	<u>Code</u>
8	3								平均日薪	編號
									\$100 or below 或以下	1
9	3								\$101 - \$200	2
									\$201 - \$300	3
10	3								\$301 - \$400	4
									\$401 - \$500	5
11	3								\$501 - \$600	6
									\$601 or above 或以上	7
12	3								<b>Column (M) / (M) 欄</b>	
									Enter in Column (M) the average hourly rate according to the following codes:	
13	3								請將兼職員工的平均時薪按下列編號填入 (M) 欄內:	
									<u>Average Hourly Rate</u>	<u>Code</u>
14	3								平均時薪	編號
									\$20 or below 或以下	1
15	3								\$21 - \$40	2
									\$41 - \$60	3
16	3								\$61 or above 或以上	4
17	3									
18	3									

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

如此頁已填滿，請先將 (✓) 號填入  內，然後附頁繼續填寫。

Part III 第三部份

For Official Use Only  
此欄毋須填寫

Q. 1 Internal Promotion.

內部晉升。

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

請填寫過去十二個月內，內部晉升的人數。

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

ER No. \_\_\_\_\_

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

--	--	--	--

8

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

--	--	--	--

11

--	--

14

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

過去十二個月內新招聘的僱員人數

Managerial/  
Professional  
經理/專業人員

--	--	--	--

15

Supervisory  
督導員

--	--	--	--

19

Craft/Operative  
技工/操作工

--	--	--	--

23

Administrative and  
Others  
文員及其他員工

--	--	--	--

27

--	--

31

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

過去十二個月內新招聘無飲食業經驗的僱員人數

Managerial/  
Professional  
經理/專業人員

--	--	--	--

32

Supervisory  
督導員

--	--	--	--

36

Craft/Operative  
技工/操作工

--	--	--	--

40

Administrative and  
Others  
文員及其他員工

--	--	--	--

44

--	--

48

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

過去十二個月新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory  
督導員

--	--	--

49

Craft/Operative  
技工/操作工

--	--	--

52

Administrative and  
Others  
文員及其他員工

--	--	--

55

--	--

58

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

貴機構在過去十二個月內在招聘僱員方面有否困難？

Yes (Please go to Q6)  
59 有 (請答第 6 題)

No (Please go to Q7)  
60 沒有 (請答第 7 題)

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

--	--

62

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

遇到招聘困難的原因，每職級可選一項或以上。

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

--	--	--	--

91

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

過去十二個月內離職的僱員人數。

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

111

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

各僱員擔任現職前宜具有從事飲食業工作的年數(請"ü")。

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

118

125

132

139

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

過去十二個月內貴機構向每名僱員提供訓練的平均日數(請"P")。

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

145

151

157

163

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

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

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

**Q.11 Preferred Competency**

**僱員宜有技能**

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

請填上在過去12個月內獲提供培訓的人數。

Number of Persons Trained  
獲提供培訓的人數

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

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

Skills Sets 技能類別	Managerial/ Professional 經理／專業人員		Supervisory 督導員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工		
	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
(II) Trade Skills 行業技能	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
(III) Generic Skills 通用技巧	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
(IV) Language 語言	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

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

Yes  
506 會

No  
507 不會

508

End of questionnaire  
問卷完

The 2009 Manpower Survey of the Catering Industry  
飲食業二〇〇九年人力調查

Explanatory Notes

附註

For Part I and Part II

第一及第二部份

Please complete all columns ('A' to 'N') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.  
請填寫表內 (A) 至 (N) 欄。如不適用，請填 (0) 符號。

Part I

第一部份

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

(A) 欄 — 飲食業主要職務名稱

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



## 2. Column 'B' – Total Monthly Income Range

(B) 欄 — 每月總收入幅度

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

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

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

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

(C) 欄 — 僱員人數（實習生／學徒除外）

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

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

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

(D) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

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

(E) 欄 — 預測十二個月後僱員人數

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

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

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

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

請按下列編號將僱主認為僱員宜有最高教育程度填入 (F) 欄內。

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

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

(G) 欄 — 調查期間實習生／學徒人數

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

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

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

(H) 欄 — 受僱僱員之平均年齡（只適用於技工／操作工）

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

請將僱員平均年齡按下列編號填入（H）欄內：

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

Part II  
第二部份

Part-time Staff / 兼職員工

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

(A) 欄 — 飲食業主要職務名稱

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

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

- (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels.

請在'A'欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。

- (c) Please enter the information of employees in your company by their skill levels, and provide information as required by Columns 'I' to 'N' of the questionnaire.

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

10. Column ‘I’ – Average Monthly Rate Code

(I) 欄 – 平均每月薪幅

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

請填寫兼職員工平均每月收入幅度的編號。

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

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

(J) 欄 – 調查時的兼職月薪僱員人數

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

請填入貴機構在調查時的兼職月薪僱員人數。

12. Column ‘K’ – Average Daily Rate Code

(K) 欄 – 平均日薪編號

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

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

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

(L) 欄 – 調查時的日薪兼職員工人數

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

請填入貴機構在調查時的兼職日薪員工人數。

14. Column ‘M’ – Average Hourly Rate Code

(M) 欄 – 平均時薪幅度

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

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

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

請填入貴機構在調查時的兼職時薪員工人數。

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

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

\*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其加權平均數值：

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

Part III  
第三部份

1. Internal Promotion  
內部晉升

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

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

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

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

請在本部份回答在過去十二個月貴公司新招聘的僱員人數。

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

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

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

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

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

「新招聘飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。



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

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

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

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

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

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

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

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

請填報過去十二個月內貴機構離職的各級僱員人數。

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

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

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

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

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

請按貴機構於過去十二個月內向每名僱員提供訓練的平均日數。

10. Priority Accorded to Mode of Training Courses for Employees

僱主認為僱員宜有訓練方式之優先次序

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

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

請按優先次序，填寫貴公司認為適合僱員的訓練方式。

(1：十分適合至 3：未盡適合)

11. Preferred Competencies

僱員宜有技能

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

請提供在過去十二個月內獲提供所列培訓課程的各級僱員人數。

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

貴機構預計在未來十二個月內的訓練計劃之人數改動

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

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

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

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

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

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

## 2009 Manpower Survey of the Catering Industry

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

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

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

Code No.	Job Title	Job Description
104	Purchasing Manager	Plans, organizes and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends; formulates and implements the company's policies.
105	Business Manager/ Sales Manager	Supervises sales promotion of the restaurant and maintains good relationship with clients; liaises with suppliers on special food and beverage promotions.
106	Executive Chinese Chef/ Executive Chinese Sous Chef	Supervises the kitchen operation, quality and quantity control of food and menu standards; oversees purchase of dry goods and fresh produce; be innovative and creative on daily special menus.  Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
107	Restaurant Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu and dishes to clients.
108	Administration Manager	Ensures smooth and efficient running of the internal systems and procedures and the provision of prompt and efficient centralized office and supporting services for all departments.
119	Others (Managerial and Professional Level)	
<b>SUPERVISORY LEVEL</b>		
201	Human Resources Officer/ Personnel Officer/ Training Officer	Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismiss 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.

Code No.	Job Title	Job Description
202	Accounts Supervisor (payable/receivable)	Audits and processes the payments of all the establishments' disbursements, prepares expense analysis and other reports on suppliers' invoices and monthly statements. Keeps a record system of all amounts due to the establishment from guest/patrons; responses to account disputes and queries; prepares accounts receivable report.
203	Store Supervisor	Keeps store; informs management of the storage situation for expensive items such as sharks' fins and abalone.
204	Bar Supervisor	Ensures bar is equipped with supplies and correct liquor brands are served; supervises maintenance of bar and service equipments; maintains prescribed profit margin and checks on staff performance.
205 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.
206	Captain	Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; liaises with clients.
207 *	Chief Butcher	Assists the Executive Chinese Chef in kitchen administration and purchasing; prepares portion standards of meat, poultry and seafood for various usages and cookery.
208 *	Chief Cook	Supervises the preparation of sauces, sharks' fins soup and the seasoning of food; and in pan-fry duties; assists in designing dishes.
209 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan-fried glutinous rice, sweetened soup and Chinese petit fours; designs dishes.
210	Head Supervisor/ Headwaiter	Provides overall supervision of the restaurant and service; advises management on all guests' preference, comments and complaints; schedules staff duties; gives continuous training to staff; liaises with the executive chef in menu preparation.

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

Code No.	Job Title	Job Description
211	Pantry Captain	Supervises pantry helpers and arranges their duty rosters according to workload of the kitchen; liaises with cashier regarding the billing of each dining party; supervises serving schedule of the ordered dishes.
212	Public Relations/ Sales Supervisor	Promotes sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
213 *	No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Supervises No. 3 cooks, assists the chief cooks and senior cooks in carrying out specific duties of the kitchen; performs assignments in food preparation.
214 *	Second Butcher	Handles the preparation of fresh seafood; prepares vegetables, poultry and ingredients for soup base.
215 *	Senior Cook/ General Cook/ Service Cook	Handles the preparation of sauces, sharks' fins soup, fried crispy chicken and trimming of pan-fried dishes; be responsible for steaming, broiling and frying; supervises the sequence and timing of serving, assigns duties to junior cooks.
216	Maintenance Supervisor/ Technical Supervisor	Conducts inspection of the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts with outside contractors regarding repair and maintenance works or renovations.
217	Seafood Butcher	Handles the preparation of fresh seafood; monitor fish tank for direct seafood sales; makes recommendations on different cooking styles to customers.
219	Restaurant Supervisor	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; handles guest complaints.

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

Code No.	Job Title	Job Description
220	Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	Plans, designs, supervises and/or prepares exotic cuisines and different national food specialities.
229	Others (Supervisory Level)	
<b>CRAFT LEVEL</b>		
301 *	Dim Sum Fryer/Steamer/ Dim Sum Cook (e.g. dough handler, content mixer)	Attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the stuffings and dough of dim sum and noodle products.
303 *	Vegetable Cook Helper	Prepares vegetable carving and garnishes; in assemble the proper portions for garnishes.
304 *	Pantry Cook/ Vegetable Cook	Be responsible for the stewarding duties of the kitchen; supervises the preparation of vegetable dishes and administers sauces serving; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.
305 *	Junior Cook/ No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	Assists the cooks in performing different varieties of duties of the kitchen.
306 *	No. 3 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Works under the supervision of the senior and No. 2 cooks in food preparation and specific duties of different sections of the kitchen; supervises No. 4 cooks or below.
307	Engineering Staff (e.g. mechanic/ carpenter/ air-conditioning/ electrician/plumber)	Checks, inspects, maintains and repairs all lighting/air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of-the house; liaises with outside contractors.

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

Code No.	Job Title	Job Description
308	Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	Prepares/assists in preparing exotic cuisines and different national food specialities.
319	Others (Craft Level)	
<b>CLERICAL LEVEL</b>		
401	Accounting Clerk/ General Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department.
402	Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	Assists in implementing personnel policies and functions; processes applications from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.
403	Paymaster	Keeps all records relating to payroll, prepares and submits payroll reports.
404	Store and Receiving Clerk/ Purchasing Clerk	Checks all merchandise entering the establishment and their proper documentation; maintains par stocks in stockroom; distributes and follows up on purchase orders and requisition requests; expedites delivery, verification of invoices and freight charges; maintains a library of catalogues, price and reference data.
419	Others (Clerical Level)	
<b>OPERATIVE LEVEL</b>		
501	Telephone Operator	Processes local and overseas calls; keeps close communication between staffs and customers; provides directory service for guests, follows management instructions for handling emergencies.
502	Uniform and Linen Attendant	Controls supply and distribution of all house-use linen and staff uniforms; maintains constant checking on uniform and linen supply.



Code No.	Job Title	Job Description
503	Kitchen Helper/Steward/ Cleaner/Dishwasher/ Pantry Helper/ Washroom Attendant	Maintains cleanliness of the kitchen and washes cooking and serving utensils. Delivers prepared dishes from the kitchen to the tables; knows the location of tables. Maintains cleanliness of the washrooms and replenishes items.
504	Bartender/ Soda Fountain Captain/ Bar Helper	Serves and mixes alcoholic and non-alcoholic beverage, checks on supplies of wines and spirits; prepares daily supply requisition for restaurant manager's approval.
505	Receptionist/ Hostess	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; keeps guest history.
506	Busboy/Busgirl/ Junior Waiter/ Junior Waitress/ Dim Sum Sales	Collects food from kitchen; cleans up tables and changes linen; knows and identifies all common menu items; responsible for dim sum sales; looks after dim sum cart; recommends different types of dim sum to customers.
507	Waiter/Waitress	Works in an assigned station; responsible for the table-setting and dishing-up jobs; knows the preparation of common menu items and chef's daily recommendation.
508	Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records.
509	Security Officer/ Guard House/ Uniform Guard/ Valet Parking Attendant	Carries out guard duty; patrols premises; checks all entrances/exits/back staircases; ensures all items found in the premises are properly recorded and kept; conducts enquiry on incidents occurred.
510	Delivery Staff/ Take-Away Service Staff	Responsible for the smooth operation of the take-away/delivery service; provides take-away/delivery food service (including taking, packaging and delivery orders); prepares take-away/delivery services utensils/items.
511	Food Handler	Monitors snack/food station counters in the restaurant; handles light cookings for a variety of snacks; provides customer service; takes and delivers food orders.

Code No.	Job Title	Job Description
519	Others (Operative Level)	
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>		
601	Secretary	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries; maintains daily calendar and appointment schedules.
602	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
619	Other(Administrative and Others Level)	

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POKFULAM TRAINING CENTRE COMPLEX  
POKFULAM, HONG KONG  
香港薄扶林道 145 號 1 樓  
Tel No. 電話： (852) 2538 2247  
Fax No. 傳真： (852) 2538 2251



Our Reference: ( 26 ) in HO/1/2 (2009) (C)

28 September 2009

Dear Sir/Madam,

The 2009 Manpower Survey of the Catering Industry  
(Restaurants other than Chinese)

I am writing to ask for your cooperation in the 2009 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 2<sup>nd</sup> October 2009 to 2<sup>nd</sup> November 2009 to collect the following information on the principal jobs:

- (i) the number of existing employees,
- (ii) the number of existing vacancies,
- (iii) forecast total number of employees in October 2010, and
- (iv) the number of employees under training at present.

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

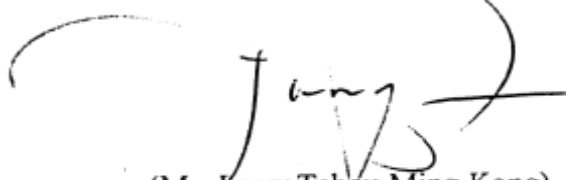
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I am enclosing for your reference and completion the following documents in both English and Chinese:

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

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

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

Yours faithfully,



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

**THE 2009 MANPOWER SURVEY OF THE CATERING INDUSTRY**

飲 食 業 二 〇 〇 九 年 人 力 調 查

QUESTIONNAIRE

調 查 表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

( 填 表 前 , 請 參 閱 附 註 )

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

NAME OF COMPANY: \_\_\_\_\_  
公 司 名 稱

ADDRESS: \_\_\_\_\_  
地 址

Total Number of Employees: \_\_\_\_\_  
僱 員 總 數

- Principal Line of Business: 主要業務性質
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Chinese Restaurant<br>中式酒樓        | <input type="checkbox"/> Restaurant other than Chinese<br>非中式酒樓    | <input type="checkbox"/> Fast Food Shops<br>快餐店                |
| <input type="checkbox"/> Beverage Serving Places<br>提供飲料場所 | <input type="checkbox"/> Other Eating and Drining Places<br>其他飲食場所 | <input type="checkbox"/> Others Please specify _____<br>其他 請註明 |

NAME OF PERSON TO CONTACT: \_\_\_\_\_  
聯 絡 人 姓 名

28 47

POSITION: \_\_\_\_\_  
職 位

TEL. NO.: \_\_\_\_\_  
電 話

48 55 56 63

FAX NO.: \_\_\_\_\_  
圖 文 傳 真

E-mail : \_\_\_\_\_  
電 郵

64 98

**Questionnaire - 2009 Manpower Survey of the Catering Industry**  
**飲食業二〇〇九年人力調查**

Part I Full Time Staff  
 第一部份 全職員工

(A) Jobs 職務			(B) Total Monthly Income	(C) Number Employed (Excluding trainees/ apprentices)	(D) Number of Vacancies at Date of Survey	(E) Forecast of Number Employed 12 Months from Now	(F) Preferred Education of Employees	(G) No. of Trainees/ Apprentices at Date of Survey	(H) Average Age Range (for craft/ operative staff only)			
Title 職稱	Rec. Type	No. 編號	月薪 編號	僱員人數 (實習生/ 學徒除外)	調查期間 空缺額	預計十二個月後 僱員人數	僱員宜有 教育程度	調查期間 實習生/ 學徒人數	僱員平均 年齡 (只適用於 技工/ 操作工)	Column (B) / (B)欄		
										Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金、花紅及小費。		
			8-10	11-12	13-16	17-19	20-23	24	25-27	28	<b>Average Monthly Income</b> <b>平均每月收入</b>	<b>Code</b> <b>編號</b>
1	2										\$6,000 or below 或以下	1
2	2										\$6,001 - \$8,000	2
3	2										\$8,001 - \$10,000	3
4	2										\$10,001 - \$15,000	4
5	2										\$15,001 - \$20,000	5
6	2										\$20,001 - \$25,000	6
7	2										\$25,001 - \$30,000	7
8	2										\$30,001 - \$35,000	8
9	2										\$35,001 - \$40,000	9
10	2										\$40,001 or above 或以上	10
11	2											
12	2											
13	2											
14	2											
15	2											
16	2											
17	2											
18	2											
19	2											
20	2											
21	2											
22	2											
23	2											
24	2											
25	2											
26	2											
27	2											
28	2											
29	2											
30	2											
31	2											
32	2											
33	2											
34	2											
35	2											
36	2											
37	2											
38	2											
39	2											
40	2											

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

Part II Part Time Staff

第二部份 兼職員工

(A) Job 工作			(I) Average Monthly	(J) Number Employed (by monthly rate)	(K) Average Daily	(L) Number Employed (by daily rate)	(M) Average Hourly	(N) Number Employed (by hourly rate)	Column (I) / (I) 欄 The part-time employee's average basic salary 兼職僱員每月之平均底薪	Code 編號
Title 職稱	Rec. Type	No. 編號	平均月薪 編號	調查時的月薪 員工人數	平均日薪 編號	調查時的日薪 員工人數	平均時薪 編號	調查時的時薪 員工人數	<u>Average Monthly Income (Basic Salary only)</u> 平均每月收入 (底薪)	
		8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26		
1	3								\$6,000 or below 或以下	1
									\$6,001 - \$8,000	2
2	3								\$8,001 - \$10,000	3
									\$10,001 - \$15,000	4
3	3								\$15,001 - \$20,000	5
									\$20,001 - \$25,000	6
4	3								\$25,001 - \$30,000	7
									\$30,001 - \$35,000	8
5	3								\$35,001 - \$40,000	9
									\$40,001 or above 或以上	10
6	3								<b>Column (K) / (K) 欄</b>	
									Enter in Column (K) the average daily rate according to the following codes:	
7	3								請將兼職員工的平均日薪按下列編號填入 (K) 欄內:	
									<u>Average Daily Rate</u>	<u>Code</u>
8	3								平均日薪	編號
									\$100 or below 或以下	1
9	3								\$101 - \$200	2
									\$201 - \$300	3
10	3								\$301 - \$400	4
									\$401 - \$500	5
11	3								\$501 - \$600	6
									\$601 or above 或以上	7
12	3								<b>Column (M) / (M) 欄</b>	
									Enter in Column (M) the average hourly rate according to the following codes:	
13	3								請將兼職員工的平均時薪按下列編號填入 (M) 欄內:	
									<u>Average Hourly Rate</u>	<u>Code</u>
14	3								平均時薪	編號
									\$20 or below 或以下	1
15	3								\$21 - \$40	2
									\$41 - \$60	3
16	3								\$61 or above 或以上	4
17	3									
18	3									

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

如此頁已填滿，請先將 (✓) 填入  內，然後附頁繼續填寫。

**Part III 第三部份**

For Official Use Only  
此欄毋須填寫

**Q. 1 Internal Promotion.**

內部晉升。

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

請填寫過去十二個月內，內部晉升的人數。

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

ER No. \_\_\_\_\_

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

--	--	--	--

8

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

--	--	--	--

11

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14

**Q. 2 Number of New Recruits in the Past 12 months.**

過去十二個月內新招聘的僱員人數

Managerial/  
Professional  
經理/專業人員

--	--	--	--

15

Supervisory  
督導員

--	--	--	--

19

Craft/Operative  
技工/操作工

--	--	--	--

23

Administrative and  
Others  
文員及其他員工

--	--	--	--

27

--	--

31

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

過去十二個月內新招聘無飲食業經驗的僱員人數

Managerial/  
Professional  
經理/專業人員

--	--	--	--

32

Supervisory  
督導員

--	--	--	--

36

Craft/Operative  
技工/操作工

--	--	--	--

40

Administrative and  
Others  
文員及其他員工

--	--	--	--

44

--	--

48

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

過去十二個月新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory  
督導員

--	--	--

49

Craft/Operative  
技工/操作工

--	--	--

52

Administrative and  
Others  
文員及其他員工

--	--	--

55

--	--

58

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

貴機構在過去十二個月內在招聘僱員方面有否困難？

Yes (Please go to Q6)  
59 有 (請答第 6 題)

No (Please go to Q7)  
60 沒有 (請答第 7 題)

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

--	--

62

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

遇到招聘困難的原因，每職級可選一項或以上。

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

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91



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

過去十二個月內離職的僱員人數。

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

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

各僱員擔任現職前宜具有從事飲食業工作的年數(請"ü")。

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

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

過去十二個月內貴機構向每名僱員提供訓練的平均日數(請"P")。

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

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

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

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

**Q.11 Preferred Competency**

**僱員宜有技能**

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

請填上在過去12個月內獲提供培訓的人數。

Number of Persons Trained  
獲提供培訓的人數

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

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

Skills Sets 技能類別	Managerial/ Professional 經理／專業人員		Supervisory 督導員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工		
	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
(II) Trade Skills 行業技能	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
(III) Generic Skills 通用技巧	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
(IV) Language 語言	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

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

Yes  
506 會

No  
507 不會

508

End of questionnaire  
問卷完

The 2009 Manpower Survey of the Catering Industry  
飲食業二〇〇九年人力調查

Explanatory Notes  
附註

For Part I and Part II  
第一及第二部份

Please complete all columns ('A' to 'N') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.  
請填寫表內 (A) 至 (N) 欄。如不適用，請填 (0) 符號。

Part I  
第一部份

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

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

## 2. Column 'B' – Total Monthly Income Range

(B) 欄 — 每月總收入幅度

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

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

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

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

(C) 欄 — 僱員人數（實習生／學徒除外）

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

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

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

(D) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

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

(E) 欄 — 預測十二個月後僱員人數

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

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

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

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

請按下列編號將僱主認為僱員宜有最高教育程度填入 (F) 欄內。

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

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

(G) 欄 — 調查期間實習生／學徒人數

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

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

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

(H) 欄 — 受僱僱員之平均年齡（只適用於技工／操作工）

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

請將僱員平均年齡按下列編號填入（H）欄內：

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

Part II  
第二部份

Part-time Staff / 兼職員工

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

(A) 欄 — 飲食業主要職務名稱

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

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

- (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels.

請在'A'欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。

- (c) Please enter the information of employees in your company by their skill levels, and provide information as required by Columns 'I' to 'N' of the questionnaire.

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



10. Column ‘I’ – Average Monthly Rate Code

(I) 欄 – 平均每月薪幅

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

請填寫兼職員工平均每月收入幅度的編號。

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

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

(J) 欄 – 調查時的兼職月薪僱員人數

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

請填入貴機構在調查時的兼職月薪僱員人數。

12. Column ‘K’ – Average Daily Rate Code

(K) 欄 – 平均日薪編號

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

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

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

(L) 欄 – 調查時的日薪兼職員工人數

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

請填入貴機構在調查時的兼職日薪員工人數。

14. Column ‘M’ – Average Hourly Rate Code

(M) 欄 – 平均時薪幅度

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

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

(N) 欄 – 調查時的兼職時薪員工人數

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

請填入貴機構在調查時的兼職時薪員工人數。

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

Total amount for the employees concerned in that category

Total number of the employees concerned in that category

\*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其加權平均數值：

該類工作的有關僱員的總計數值

從事該類工作的有關僱員人數

Part III  
第三部份

1. Internal Promotion  
內部晉升

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

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

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

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

請在本部份回答在過去十二個月貴公司新招聘的僱員人數。

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

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

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

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

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

「新招聘飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。

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

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

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

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

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

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

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

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

請填報過去十二個月內貴機構離職的各級僱員人數。

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

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

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

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

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

請按貴機構於過去十二個月內向每名僱員提供訓練的平均日數。

10. Priority Accorded to Mode of Training Courses for Employees

僱主認為僱員宜有訓練方式之優先次序

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

請按優先次序，填寫貴公司認為適合僱員的訓練方式。

(1：十分適合至 3：未盡適合)

11. Preferred Competencies

僱員宜有技能

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

請提供在過去十二個月內獲提供所列培訓課程的各級僱員人數。

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

貴機構預計在未來十二個月內的訓練計劃之人數改動

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

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

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

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

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

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

2009 Manpower Survey of the Catering Industry

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

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

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

Code No.	Job Title	Job Description
134	Chief Accountant/ Controller/Financial Controller	Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; manages cash flow, loan and money changer; supervises the credit department, general accounting, cashier, income audit, costings sections; arranges LCs for the company's purchases and liaises with suppliers.
135	Purchasing Manager	Plans, organizes and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends.
136	Marketing Manager	Plans, organizes, 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.
137	Executive Chef/ Executive Pastry Chef	Establishes standards of food quality and preparation; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market items.  Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
138	Food and Beverage Director/Food and Beverage Manager/Senior Assistant Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities; 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; organizes special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments.



Code No.	Job Title	Job Description
139	Pastry Chef	Supervises the pastry cooks in the preparation of all doughs, pastries, cakes, sweets, petit fours and sugar decorations; able to operate all machinery in pastry and bakery room, maintains quality standard set by executive chef.
140	Restaurant Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu and dishes to clients.
141	Sous Chef	To assist the Executive Chef to plan, design, supervise and/or prepare food production.
142	Specialty Chef/Cook for Asian/Exotic cuisine. (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	Plans, designs, supervises and/or prepares Asian and exotic cuisines and food specialities.
149	Others (Managerial and Professional Level)	
<b>SUPERVISORY LEVEL</b>		
231	Human Resources Officer/ Personnel Officer/ Training Officer	Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismiss 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.
232	Accounts Supervisor (e.g. payable/receivable)	Audits and processes the payments of all the establishment's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps a record system of all amounts due to the establishment from guest/patrons; responses to accounts disputes and queries; prepares accounts receivable report.

Code No.	Job Title	Job Description
233	Restaurant Supervisor	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; handles guest complaints.
234	Audit Supervisor/ Paymaster/General Cashier	Audits and processes the payments of the company's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps all records relating to payroll; prepares and remits payroll reports; compiles all tax returns; makes daily bank deposits and prepares a daily accounting of cash; acts as a petty cash disbursing agent; oversees the preparation of the cashier report and daily receipts.
235	Head Cashier	Trains all food and beverage cashiers; issues guest checks daily to all F & B cashiers and follows-up on missing checks; picks up cashiers' daily reports at the close of each shift; arranges cashiers for other banquet functions.
236	Food and Beverage Controller/Cost Controller	Supervises cost control and inventory taking; reviews purchase requests for food and beverage; provides management with information regarding operational costs; prepares forecasts and analysis on all cost reports; makes random inspections on all supplies to the hotel.
237	Beverage/Bar Manager	Ensures bar is equipped with supplies and correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipments; prepares work schedules and checks on staff performance.
238	Captain/Service Supervisor	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flambe dishes at table; advises on the selection of wines and serves them.
239	Gardemanger/Senior Cook	Supervises and/or prepares all foods; responsible for table and food decorations; checks function sheets and menus daily for distribution of work loads to helpers; ensures that all required food item for each outlets are ready in time; keeps professional records of recipes and working methods.

Code No.	Job Title	Job Description
240	Sales Supervisor	Promotes the sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
241	Public Relations Officer	Liaises with media; handles publicity and photographic assignments; prepares press releases in both English and Chinese; liaises with sales executives and cover other duties assigned by the management.
242	Maintenance Supervisor/ Technical Supervisor	Inspects the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts outside contractors regarding repair and maintenance works or renovations.
243	Chief Security Officer	Informs department heads concerned of any necessary procedures on internal security matters; liaison with police department, arranges staff safety training and fire drill tests; security screening of new employees; investigates all incidents and thefts within the premises.
249	Others (Supervisory Level)	
<b>CRAFT LEVEL</b>		
331	Baker/Pastry Cook/ Cook	Prepares cakes, pastry and desserts for during the day time and bread and loaf during night time; supervises work of apprentice pastry cooks; checks daily and weekly menus; operates utensils and crockery used in kitchen; performs different types of cookery and meal preparation; checks stocks in his location in kitchen area; may specialize in sauce, soup, roast, butchery, fish, cold cut and vegetable.  Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
332	Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	Maintains and repairs all necessary mechanical and electrical engineering works of a catering establishment.

Code No.	Job Title	Job Description
333	Junior Cook or Below	Assists in performing different varieties of duties of the kitchen. (e.g. butchery, barbecue, store, vegetable, dim sum, congee, noodle)
349	Others (Craft Level)	
<b>CLERICAL LEVEL</b>		
431	Accounting Clerk/Food and Beverage Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in an accounts department; records all food and beverage sales at the time of meal; prepares cashier's daily report; corrects all daily receipts, provides changes for all cashier.
432	Personnel Clerk/ General Office Clerk	Assists in implementing personnel policies and functions; processes application forms from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.
433	Purchasing Clerk/ Quality Control Clerk	Follows up purchase orders and requisition requests; helps expedite delivery, verifies of invoices and freight charges; maintains a library of catalogues, price and reference data; performs a variety of routine calculations, posting and recording; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet.
449	Others (Clerical Level)	
<b>OPERATIVE LEVEL</b>		
531	Security Officer	Regular patrol in premises; conducts full enquiry on incidents occurred; ensures all items found in the premises are properly recorded and kept safety; checks all exists and back staircases. Carries out guard duty; patrols the premises entrances and passageway in the rear service area; provides protection to VIP guests on management's instruction.

Code No.	Job Title	Job Description
532	Telephone Operator	Processes local and overseas calls, provides wake-up call service; keeps close communication between executives; provides directory service for guests; follows proper procedures for handling emergencies.
533	Uniform and Linen Attendant/Cloakroom Attendant	Controls supply and distribution of all house linen; checks on inform supply; stores and controls replacement of household supplies; keeps up-to-date stock records; checks and repairs staff uniform/house linen; provides service to guests when required; repairs curtains and drapes.
534	Bar Porter /Barboy/ Junior Waiter/ Junior Waitress	Collects food from kitchen; cleans up table and changes linen; knows all items on menu.
535	Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	Washes crockeries by hand and by machine, sweeps the floor and wipes clean stainless steel counters in kitchen; disposes garbage; cleans stove and top of exhaust fans. Maintains cleanliness of the washrooms and replenish items.
536	Bartender/Barman/ Soda Fountain Captain/ Barista	Follows specified drinks and cocktail recipes by free pouring jigger quantities; prepares coffee according to prescribed formulas or guests requests; checks on supplies of drinks/wine/spirits; prepares daily supply requisition for bar manager's approval.
537	Receptionist/Hostess/ Waiter/Waitress	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; keeps guest history; serves guests in assigned station under supervision of a captain, prepares table setting and removes dishes; knows all menu items; keeps good guest relations and extend personalized service.
538	Wine Steward/Sommelier	Conducts up-selling of beverage items; takes care of the wine and liquor stocks in the restaurant; has good knowledge of wine and advises guests on selection; serves wine at the required temperatures. Conducts marketing and promotion plans for beverages.

Code No.	Job Title	Job Description
539	Food and Beverage Storekeeper/ General Storekeeper/Store and Receiving Clerk	Checks and maintains cold and dry store, wine cellar, silverware and glasses inventories and store records; checks all merchandise entering the premises and their proper documentation; maintains par stocks in storeroom; informs management of the storage situation for expensive items.
540	Delivery Staff/ Take-Away Service Staff	Handle 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.
541	Food Handler/ Beverage Handler	Monitors snack counter; responsible for light cookings for a variety of snacks. Monitors snack/food station counters in the restaurant; handles light cookings for a variety of snacks; provides customer service; takes and delivers food orders.
542	Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records
549	Others (Operative Level)	
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>		
631	Secretary	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries; maintains daily calendar and appointment schedules.
632	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
649	Others (Administrative and Others Level)	

**Manpower Projection for the Catering Industry  
for 2010-2012 by the Labour Market Analysis (LMA) approach**

Methodology

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

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

### Manpower Projection in the Catering Industry

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

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

4. At the 'Diagnostic' step, Principal Component Analysis (PCA) has been used to select determinants, called Principal Components (PCs), from the two original sets of economic indicators. It is found that about 99% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. For the Catering industry, the PCs comprise *LA*, *RIVA*, *PCEND* and *PPI*. At the 'Prognostic' step, linear regression technique is then applied to build the statistical model. The model indicates that there is a strong positive correlation between manpower and the PCs. The adjusted R-square worked out to be 0.8372, indicating that about 84% of the variation of the manpower requirements can be explained by the PCs at the 95% confidence level.



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

6 The manpower demand for Catering Industry in 2010-2012 is projected using three methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers' Forecast (EF). A summary table is provided as below.

<b>Year</b>	<b>Actual Manpower</b>	<b>Projected Manpower (LMA)</b>	<b>Projected Manpower (AFM)</b>	<b>Employer's Forecast (EF)</b>
<b>2009</b>	<b>164,940</b>			
<b>2010F</b>		<b>167,991</b> (1.8%)*	<b>166,048</b> (0.7%)*	<b>166,557</b> (1.0%)*
<b>2011F</b>		<b>169,168</b> (0.7%)**	<b>167,007</b> (0.6%)**	
<b>2012F</b>		<b>170,693</b> (0.9%)**	<b>167,824</b> (0.5%)**	
*	as percentage change vs actual manpower in 2009			
**	as percentage change vs projected manpower in previous year			
LMA:	Labour Market Analysis			
AFM:	Adaptive Filtering Method			

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

**附 錄 7  
統 計 表  
(表 1 - 21)**

**TABEL 1: NUMBER EMPLOYED**  
**(EXCLUDING TRAINEES / APPRENTICES)**  
**CATERING INDUSTRY**

<b>Branch</b>	<b>Number Employed at Date of Survey</b>				
	<b>Excluding Trainees/Apprentices</b>	<b>By Monthly Rate</b>	<b>By Daily Rate</b>	<b>By Hourly Rate</b>	<b>Total</b>
Chinese Restaurants	60672	148	755	1445	<b>63020</b>
Restaurants other than Chinese	68367	787	1148	7160	<b>77462</b>
Fast Food Shops	17952	-	-	22572	<b>40524</b>
Beverage Serving Places	6238	35	42	882	<b>7197</b>
Other Eating and Drinking Places	8495	-	60	2485	<b>11040</b>
Supplementary Samples	3216	-	4	2095	<b>5315</b>
<b>Total</b>	<b>164940</b>	<b>970</b>	<b>2009</b>	<b>36639</b>	<b>204558</b>

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

**CATERING INDUSTRY**

**(BRANCH 1 - 6)**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager/Managing Director	670	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	144	-	-	-	-
Accountant/Chief Accountant/ Financial Controller/Controller	46	-	-	-	-
Purchasing Manager	25	-	-	-	-
Business Manager/Sales Manager	334	1	0.30%	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	309	-	-	-	-
Restaurant Manager	3289	17	0.52%	-	-
Administration Manager	99	-	-	-	-
Executive Assistant Manager/Club Manager	18	-	-	-	-
Marketing Manager	29	-	-	-	-
Executive Chef/Executive Pastry Chef	51	2	3.92%	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	45	1	2.22%	-	-
Pastry Chef	52	-	-	-	-
Sous Chef	251	-	-	-	-
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	374	-	-	-	-
Others	4	1	25.00%	-	-
<b>Sub-total</b>	<b>5740</b>	<b>22</b>	<b>0.38%</b>	<b>-</b>	<b>-</b>
<b>SUPERVISORY LEVEL</b>					
Human Resources Officer/ Personnel Officer/Training Officer	71	-	-	-	-
Accounts Supervisor (payable/receivable)	343	-	-	1	0.29%
Store Supervisor	77	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISORY LEVEL (Continued)</b>					
Bar Supervisor	67	-	-	-	-
Barbecue Cook	928	1	0.11%	-	-
Captain/Service Supervisor	6624	129	1.95%	-	-
Chief Butcher	855	-	-	-	-
Chief Cook	1144	2	0.17%	-	-
Chief Dim Sum Cook	838	-	-	-	-
Head Supervisor/Headwaiter	1095	9	0.82%	-	-
Pantry Captain	609	-	-	-	-
Public Relations/Sales Supervisor	204	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	1933	7	0.36%	-	-
Second Butcher	919	2	0.22%	-	-
Senior Cook/General Cook/Service Cook	1910	10	0.52%	-	-
Maintenance Supervisor/Technical Supervisor	37	-	-	-	-
Seafood Butcher	746	-	-	-	-
Restaurant Supervisor	6663	30	0.45%	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	1	-	-	-	-
Audit Supervisor/Paymaster/General Cashier	45	-	-	-	-
Head Cashier	4	-	-	-	-
Food and Beverage Controller/Cost Controller	12	-	-	-	-
Beverage/Bar Manager	352	7	1.99%	-	-
Gardemanger/Senior Cook	3680	4	0.11%	-	-
Sales Supervisor	36	-	-	-	-
Public Relations Officer	5	-	-	-	-
Chief Security Officer	1	-	-	-	-
Others	38	-	-	-	-
<b>Sub-total</b>	<b>29237</b>	<b>201</b>	<b>0.69%</b>	<b>1</b>	<b>0.00%</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	4426	2	0.05%	-	-
Vegetable Cook Helper	84	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Pantry Cook/Vegetable Cook	558	-	-	-	-
Junior Cook or below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	21586	208	0.96%	189	0.88%
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	3199	21	0.66%	-	-
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	168	3	1.79%	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	67	-	-	-	-
Baker/Pastry Cook/Cook	6514	69	1.06%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	56	-	-	-	-
Telephone Operator	31	-	-	-	-
Uniform and Linen Attendant	205	-	-	-	-
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	23092	460	1.99%	-	-
Bartender/Barman/Soda Fountain Captain/Barista/Bar Helper	1410	27	1.91%	-	-
Receptionist/Hostess/Waiter/Waitress	27167	932	3.43%	-	-
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	4140	47	1.14%	-	-
Cashier	7796	2	0.03%	-	-
Security Officer/Guard House/Uniform Guard/Valet Parking Staff	281	-	-	-	-
Delivery Staff/Take-Away Service Staff	441	-	-	-	-
Food Handler/Beverage Handler	14958	178	1.19%	-	-
Security Officer	36	-	-	-	-
Bar Porter/Barboy/Junior Waiter/Junior Waitress	12225	195	1.60%	2	0.02%
Wine Steward/Sommelier	7	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	34	-	-	-	-
Others	85	2	2.35%	-	-
<b>Sub-total</b>	<b>128566</b>	<b>2146</b>	<b>1.67%</b>	<b>191</b>	<b>0.15%</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	641	-	-	-	-
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	49	-	-	-	-
Paymaster	51	-	-	-	-
Store and Receiving Clerk/Purchasing Clerk	419	-	-	-	-
Personnel Clerk/General Office Clerk	154	-	-	-	-
Purchasing Clerk/Quality Control Clerk	17	-	-	-	-
Secretary	30	1	3.33%	-	-
Typist/Office Assistant/Messenger/Runner	8	-	-	-	-
Others	28	-	-	1	3.57%
<b>Sub-total</b>	<b>1397</b>	<b>1</b>	<b>0.07%</b>	<b>1</b>	<b>0.07%</b>
<b>GRAND TOTAL</b>	<b>164940</b>	<b>2370</b>	<b>1.44%</b>	<b>193</b>	<b>0.12%</b>

**TABLE 2.1 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**

**BRANCH 1: CHINESE RESTAURANTS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager/Managing Director	263	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	114	-	-	-	-
Accountant/Chief Accountant/ Financial Controller	20	-	-	-	-
Purchasing Manager	8	-	-	-	-
Business Manager/Sales Manager	330	-	-	-	-
Executive Chinese Chef/Executive Chinese Sous Chef	297	-	-	-	-
Restaurant Manager	1319	17	1.29%	-	-
Administration Manager	96	-	-	-	-
Pastry Chef	10	-	-	-	-
Others	3	1	33.33%	-	-
<b>Sub-total</b>	<b>2460</b>	<b>18</b>	<b>0.73%</b>	-	-
<b>SUPERVISORY LEVEL</b>					
Human Resources Officer/ Personnel Officer/Training Officer	31	-	-	-	-
Accounts Supervisor (payable/receivable)	165	-	-	-	-
Store Supervisor	77	-	-	-	-
Bar Supervisor	67	-	-	-	-
Barbecue Cook	751	1	0.13%	-	-
Captain	3368	118	3.50%	-	-
Chief Butcher	835	-	-	-	-
Chief Cook	1123	2	0.18%	-	-
Chief Dim Sum Cook	788	-	-	-	-
Head Supervisor/Headwaiter	1079	9	0.83%	-	-
Pantry Captain	603	-	-	-	-
Public Relations/Sales Supervisor	204	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	1875	-	-	-	-



Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISORY LEVEL (Continued)</b>					
Second Butcher	895	2	0.22%	-	-
Senior Cook/General Cook/Service Cook	1883	10	0.53%	-	-
Maintenance Supervisor/Technical Supervisor	6	-	-	-	-
Seafood Butcher	737	-	-	-	-
Restaurant Supervisor	561	10	1.78%	-	-
Captain/Service Supervisor	4	-	-	-	-
Sales Supervisor	3	-	-	-	-
Others	21	-	-	-	-
<b>Sub-total</b>	<b>15076</b>	<b>152</b>	<b>1.01%</b>	<b>-</b>	<b>-</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	4394	1	0.02%	-	-
Vegetable Cook Helper	74	-	-	-	-
Pantry Cook/Vegetable Cook	552	-	-	-	-
Junior Cook or Below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	2290	22	0.96%	13	0.57%
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	3135	20	0.64%	-	-
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	126	2	1.59%	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	67	-	-	-	-
Baker/Pastry Cook/Cook	29	-	-	-	-
Telephone Operator	17	-	-	-	-
Uniform and Linen Attendant	166	-	-	-	-
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	10904	291	2.67%	-	-
Bartender/Soda Fountain Captain/Bar Helper	290	-	-	-	-
Receptionist/Hostess	12763	470	3.68%	-	-
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	4089	47	1.15%	-	-
Cashier	2371	2	0.08%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	281	-	-	-	-
Delivery Staff/Take-Away Service Staff	64	-	-	-	-
Food Handler/Beverage Handler	606	2	0.33%	-	-
Others	19	2	10.53%	-	-
<b>Sub-total</b>	<b>42237</b>	<b>859</b>	<b>2.03%</b>	<b>13</b>	<b>0.03%</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	387	-	-	-	-
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	47	-	-	-	-
Paymaster	51	-	-	-	-
Store and Receiving Clerk/Purchasing Clerk	401	-	-	-	-
Secretary	3	1	-	-	-
Typist/Office Assistant/Messenger/Runner	4	-	-	-	-
Others	6	-	-	-	-
<b>Sub-total</b>	<b>899</b>	<b>1</b>	0.11%	-	-
<b>GRAND TOTAL</b>	<b>60672</b>	<b>1030</b>	<b>1.70%</b>	<b>13</b>	<b>0.02%</b>

**TABLE 2.2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**

**BRANCH 2: RESTAURANTS OTHER THAN CHINESE**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager/Managing Director	357	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	3	-	-	-	-
Executive Chef/Executive Pastry Chef	15	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	5	-	-	-	-
Pastry Chef	22	-	-	-	-
Restaurant Manager	1082	-	-	-	-
Sous Chef	184	-	-	-	-
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	345	-	-	-	-
<b>Sub-total</b>	<b>2013</b>	-	-	-	-
<b>SUPERVISORY LEVEL</b>					
Barbecue Cook	94	-	-	-	-
Human Resources Officer/ Personnel Officer/Training Officer	5	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	131	-	-	-	-
Restaurant Supervisor	3111	-	-	-	-
Audit Supervisor/Paymaster/General Cashier	42	-	-	-	-
Head Cashier	4	-	-	-	-
Beverage/Bar Manager	51	-	-	-	-
Captain/Service Supervisor	1712	-	-	-	-
Gardemanger/Senior Cook	2426	-	-	-	-
Public Relations Officer	3	-	-	-	-
<b>Sub-total</b>	<b>7579</b>	-	-	-	-
<b>CRAFT / OPERATIVE LEVEL</b>					
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	12	-	-	-	-
Baker/Pastry Cook/Cook	4882	67	1.37%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	3	-	-	-	-
Junior Cook or Below	14226	127	0.89%	173	1.22%
Security Officer	10	-	-	-	-
Telephone Operator	6	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	4	-	-	-	-
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	10373	164	1.58%	-	-
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	7874	157	1.99%	-	-
Bartender/Barman/Soda Fountain Captain/ Barista	453	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	11120	423	3.80%	-	-
Wine Steward/Sommelier	2	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	5	-	-	-	-
Delivery Staff/Take-Away Service Staff	190	-	-	-	-
Food Handler/Beverage Handler	6300	53	0.84%	-	-
Cashier	3015	-	-	-	-
Others	25	-	-	-	-
<b>Sub-total</b>	<b>58500</b>	<b>991</b>	<b>1.69%</b>	<b>173</b>	<b>0.30%</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/Food and Beverage Cashier	181	-	-	-	-
Personnel Clerk/General Office Clerk	91	-	-	-	-
Secretary	3	-	-	-	-
<b>Sub-total</b>	<b>275</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>GRAND TOTAL</b>	<b>68367</b>	<b>991</b>	<b>1.45%</b>	<b>173</b>	<b>0.25%</b>

**TABLE 2.3 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**

**BRANCH 3: FAST FOOD SHOPS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
Restaurant Manager	673	-	-	-	-
<b>Sub-total</b>	<b>673</b>	-	-	-	-
<b>SUPERVISORY LEVEL</b>					
Barbecue Cook	71	-	-	-	-
Restaurant Supervisor	2076	20	0.96%	-	-
Captain/Service Supervisor	973	-	-	-	-
Gardemanger/Senior Cook	1012	-	-	-	-
<b>Sub-total</b>	<b>4132</b>	<b>20</b>	<b>0.48%</b>	-	-
<b>CRAFT / OPERATIVE LEVEL</b>					
Baker/Pastry Cook/Cook	764	-	-	-	-
Junior Cook or Below	2892	33	1.14%	-	-
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	231	-	-	-	-
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	3082	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	443	-	-	-	-
Delivery Staff/Take-Away Service Staff	26	-	-	-	-
Food Handler/Beverage Handler	4023	-	-	-	-
Cashier	1674	-	-	-	-
Others	12	-	-	-	-
<b>Sub-total</b>	<b>13147</b>	<b>33</b>	<b>0.25%</b>	-	-
<b>GRAND TOTAL</b>	<b>17952</b>	<b>53</b>	<b>0.30%</b>	-	-

**TABLE 2.4 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**

**BRANCH 4: BEVERAGE SERVING PLACES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager/Managing Director	21	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	9	-	-	-	-
Chief Accountant/Controller/ Financial Controller	2	-	-	-	-
Purchasing Manager	7	-	-	-	-
Marketing Manager	9	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	2	-	-	-	-
Restaurant Manager	98	-	-	-	-
Sous Chef	27	-	-	-	-
<b>Sub-total</b>	<b>175</b>	-	-	-	-
<b>SUPERVISORY LEVEL</b>					
Human Resources Officer/ Personnel Officer/Training Officer	17	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	19	-	-	-	-
Restaurant Supervisor	499	-	-	-	-
Audit Supervisor/Paymaster/General Cashier	1	-	-	-	-
Beverage/Bar Manager	292	7	2.40%	-	-
Captain/Service Supervisor	196	-	-	-	-
Gardemanger/Senior Cook	82	-	-	-	-
Sales Supervisor	11	-	-	-	-
Maintenance Supervisor/Technical Supervisor	1	-	-	-	-
Others	12	-	-	-	-
<b>Sub-total</b>	<b>1130</b>	<b>7</b>	<b>0.62%</b>	-	-
<b>CRAFT / OPERATIVE LEVEL</b>					
Baker/Pastry Cook/Cook	14	-	-	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	2	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Junior Cook or Bleow	323	20	6.19%	-	-
Security Officer	7	-	-	-	-
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	689	-	-	-	-
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	144	-	-	-	-
Bartender/Barman/Soda Fountain Captain/ Barista	585	27	4.62%	-	-
Receptionist/Hostess/Waiter/Waitress	1083	20	1.85%	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	6	-	-	-	-
Food Handler/Beverage Handler	1676	40	2.39%	-	-
Cashier	341	-	-	-	-
<b>Sub-total</b>	<b>4870</b>	<b>107</b>	<b>2.20%</b>	<b>-</b>	<b>-</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/Food and Beverage Cashier	12	-	-	-	-
Personnel Clerk/General Office Clerk	25	-	-	-	-
Purchasing Clerk/Quality Control Clerk	5	-	-	-	-
Secretary	2	-	-	-	-
Others	19	-	-	-	-
<b>Sub-total</b>	<b>63</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>GRAND TOTAL</b>	<b>6238</b>	<b>114</b>	<b>1.83%</b>	<b>-</b>	<b>-</b>

**TABLE 2.5 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**

**BRANCH 5: OTHER EATING AND DRINKING PLACES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager/Managing Director	11	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	1	-	-	-	-
Chief Accountant/Controller/ Financial Controller	1	-	-	-	-
Purchasing Manager	1	-	-	-	-
Marketing Manager	10	-	-	-	-
Restaurant Manager	49	-	-	-	-
Sous Chef	20	-	-	-	-
<b>Sub-total</b>	<b>93</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>SUPERVISORY LEVEL</b>					
Chief Dim Sum Cook	40	-	-	-	-
Human Resources Officer/ Personnel Officer/Training Officer	1	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	3	-	-	-	-
Restaurant Supervisor	374	-	-	-	-
Captain/Service Supervisor	176	-	-	-	-
Gardemanger/Senior Cook	64	-	-	-	-
Sales Supervisor	10	-	-	-	-
Maintenance Supervisor/Technical Supervisor	1	-	-	-	-
Others	1	-	-	-	-
<b>Sub-total</b>	<b>670</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	12	-	-	-	-
Baker/Pastry Cook/Cook	677	-	-	-	-
Junior Cook or Below	1556	-	-	-	-
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	777	20	2.57%	-	-



Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	651	-	-	-	-
Bartender/Barman/Soda Fountain Captain/ Barista	20	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	1114	-	-	-	-
Delivery Staff/Take-Away Service Staff	161	-	-	-	-
Food Handler/Beverage Handler	2348	80	3.41%	-	-
Cashier	381	-	-	-	-
Others	16	-	-	-	-
<b>Sub-total</b>	<b>7713</b>	<b>100</b>	<b>1.30%</b>	-	-
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/Food and Beverage Cashier	8	-	-	-	-
Personnel Clerk/General Office Clerk	11	-	-	-	-
<b>Sub-total</b>	<b>19</b>	-	-	-	-
<b>GRAND TOTAL</b>	<b>8495</b>	<b>100</b>	<b>1.18%</b>	-	-

**TABLE 2.6 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**

**BRANCH 6: SUPPLEMENTARY SAMPLES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>					
General Manager/Managing Director	18	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	17	-	-	-	-
Accountant/Chief Accountant/ Financial Controller/Controller	23	-	-	-	-
Business Manager/Sales Manager	4	1	25.00%	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	12	-	-	-	-
Restaurant Manager	68	-	-	-	-
Administration Manager	3	-	-	-	-
Executive Assistant Manager/Club Manager	18	-	-	-	-
Purchasing Manager	9	-	-	-	-
Marketing Manager	10	-	-	-	-
Executive Chef/Executive Pastry Chef	36	2	5.56%	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	38	1	2.63%	-	-
Pastry Chef	20	-	-	-	-
Sous Chef	20	-	-	-	-
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	29	-	-	-	-
Others	1	-	-	-	-
<b>Sub-total</b>	<b>326</b>	<b>4</b>	<b>1.23%</b>	<b>-</b>	<b>-</b>
<b>SUPERVISORY LEVEL</b>					
Human Resources Officer/ Personnel Officer/Training Officer	17	-	-	-	-
Accounts Supervisor (payable/receivable)	25	-	-	1	4.00%
Barbecue Cook	12	-	-	-	-
Captain	47	4	8.51%	-	-
Chief Butcher	20	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>SUPERVISORY LEVEL (Continued)</b>					
Chief Cook	21	-	-	-	-
Chief Dim Sum Cook	10	-	-	-	-
Head Supervisor/Headwaiter	16	-	-	-	-
Pantry Captain	6	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	58	7	12.07%	-	-
Second Butcher	24	-	-	-	-
Senior Cook/General Cook/Service Cook	27	-	-	-	-
Maintenance Supervisor/Technical Supervisor	29	-	-	-	-
Seafood Butcher	9	-	-	-	-
Restaurant Supervisor	42	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	1	-	-	-	-
Audit Supervisor/Paymaster/General Cashier	2	-	-	-	-
Food and Beverage Controller/Cost Controller	12	-	-	-	-
Beverage/Bar Manager	9	-	-	-	-
Captain/Service Supervisor	148	7	4.73%	-	-
Gardemanger/Senior Cook	96	4	4.17%	-	-
Sales Supervisor	12	-	-	-	-
Public Relations Officer	2	-	-	-	-
Chief Security Officer	1	-	-	-	-
Others	4	-	-	-	-
<b>Sub-total</b>	<b>650</b>	<b>22</b>	<b>3.38%</b>	<b>1</b>	<b>0.15%</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	20	1	5.00%	-	-
Vegetable Cook Helper	10	-	-	-	-
Pantry Cook/Vegetable Cook	6	-	-	-	-
Junior Cook or Below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	299	6	2.01%	3	1.00%
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	52	1	1.92%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>					
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	42	1	2.38%	-	-
Baker/Pastry Cook/Cook	148	2	1.35%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	51	-	-	-	-
Uniform and Linen Attendant	35	-	-	-	-
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	437	12	2.75%	-	-
Bartender/Barman/Soda Fountain Captain/ Barista/Bar Helper	62	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	644	19	2.95%	-	-
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	51	-	-	-	-
Cashier	14	-	-	-	-
Security Officer	19	-	-	-	-
Telephone Operator	8	-	-	-	-
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	155	11	7.10%	2	1.29%
Wine Steward/Sommelier	5	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	23	-	-	-	-
Food Handler/Beverage Handler	5	3	60.00%	-	-
Others	13	-	-	-	-
<b>Sub-total</b>	<b>2099</b>	<b>56</b>	<b>2.67%</b>	<b>5</b>	<b>0.24%</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	53	-	-	-	-
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	2	-	-	-	-
Store and Receiving Clerk/Purchasing Clerk	18	-	-	-	-
Personnel Clerk/General Office Clerk	27	-	-	-	-
Purchasing Clerk/Quality Control Clerk	12	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
<b>ADMINISTRATIVE AND OTHERS LEVEL (Continued)</b>					
Secretary	22	-	-	-	-
Typist/Office Assistant/Messenger/Runner	4	-	-	-	-
Others	3	-	-	1	33.33%
<b>Sub-total</b>	<b>141</b>	-	-	<b>1</b>	<b>0.71%</b>
<b>GRAND TOTAL</b>	<b>3216</b>	<b>82</b>	<b>2.55%</b>	<b>7</b>	<b>0.22%</b>

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

**(EXCLUDING TRAINEES / APPRENTICES)**

**CATERING INDUSTRY**

**(BRANCH 1-6)**

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>									
General Manager/Managing Director	80	17	19	13	507	-	-	34	<b>670</b>
Human Resources Manager/ Personnel Manager/Training Manager	31	19	6	9	66	-	-	13	<b>144</b>
Accountant/Chief Accountant/ Financial Controller/Controller	17	7	5	3	5	-	-	9	<b>46</b>
Purchasing Manager	9	-	3	-	8	-	-	5	<b>25</b>
Business Manager/Sales Manager	14	-	22	5	265	5	-	23	<b>334</b>
Executive Chinese Chef/ Executive Chinese Sous Chef	-	5	21	-	183	21	38	41	<b>309</b>
Restaurant Manager	120	141	233	117	2264	100	-	314	<b>3289</b>
Administration Manager	13	-	-	-	67	-	-	19	<b>99</b>

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>									
Executive Assistant Manager/Club Manager	7	2	3	1	-	-	-	5	<b>18</b>
Marketing Manager	11	-	3	-	10	-	-	5	<b>29</b>
Executive Chef/Executive Pastry Chef	3	1	19	1	13	2	-	12	<b>51</b>
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	12	2	2	-	7	-	-	22	<b>45</b>
Pastry Chef	2	-	14	13	2	11	-	10	<b>52</b>
Sous Chef	-	6	16	10	75	131	-	13	<b>251</b>
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	2	-	92	4	196	69	-	11	<b>374</b>
Others	1	1	2	-	-	-	-	-	<b>4</b>
<b>Sub-total</b>	<b>322</b>	<b>201</b>	<b>460</b>	<b>176</b>	<b>3668</b>	<b>339</b>	<b>38</b>	<b>536</b>	<b>5740</b>
<b>SUPERVISORY LEVEL</b>									
Human Resources Officer/ Personnel Officer/Training Officer	3	13	25	11	13	-	-	6	<b>71</b>
Accounts Supervisor (payable/receivable)	4	103	45	39	126	10	-	16	<b>343</b>

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY LEVEL (Continued)</b>									
Store Supervisor	-	-	-	1	66	2	-	8	<b>77</b>
Bar Supervisor	-	-	-	-	36	29	2	-	<b>67</b>
Barbecue Cook	-	-	7	15	147	410	271	78	<b>928</b>
Captain/Service Supervisor	10	9	730	199	2711	2176	304	485	<b>6624</b>
Chief Butcher	-	-	5	25	218	286	235	86	<b>855</b>
Chief Cook	-	-	5	38	276	370	362	93	<b>1144</b>
Chief Dim Sum Cook	-	-	5	27	226	353	162	65	<b>838</b>
Head Supervisor/Headwaiter	-	-	5	3	434	431	104	118	<b>1095</b>
Pantry Captain	-	-	5		170	276	76	82	<b>609</b>
Public Relations/Sales Supervisor	1	-	-	10	119	51	-	23	<b>204</b>
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	15	13	502	733	463	207	<b>1933</b>
Second Butcher	-	-	5	12	240	374	203	85	<b>919</b>
Senior Cook/General Cook/Service Cook	-	-	10	15	450	642	607	186	<b>1910</b>
Maintenance Supervisor/Technical Supervisor	-	1	6	9	14	2	2	3	<b>37</b>
Seafood Butcher	-	-	5	2	168	311	197	63	<b>746</b>



Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY LEVEL (Continued)</b>									
Restaurant Supervisor	-	3	482	667	2872	1563	193	883	<b>6663</b>
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	-	-	-	1	<b>1</b>
Audit Supervisor/Paymaster/General Cashier	-	1	-	2	42	-	-	-	<b>45</b>
Head Cashier	-	-	-	3	-	-	-	1	<b>4</b>
Food and Beverage Controller/Cost Controller	-	1	2	5	-	-	-	4	<b>12</b>
Beverage/Bar Manager	-	-	21	5	245	60	12	9	<b>352</b>
Gardemanger/Senior Cook	-	-	6	123	1730	1294	472	55	<b>3680</b>
Sales Supervisor	6	4	15	-	10	-	-	1	<b>36</b>
Public Relations Officer	-	1	-	1	3	-	-	-	<b>5</b>
Chief Security Officer	-	-	1	-	-	-	-	-	<b>1</b>
Others	-	12	2	3	6	15	-	-	<b>38</b>
<b>Sub-total</b>	<b>24</b>	<b>148</b>	<b>1402</b>	<b>1228</b>	<b>10824</b>	<b>9388</b>	<b>3665</b>	<b>2558</b>	<b>29237</b>
<b>CRAFT / OPERATIVE LEVEL</b>									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	1	504	2063	1311	547	<b>4426</b>

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Vegetable Cook Helper	-	-	-	-	13	49	8	14	<b>84</b>
Pantry Cook/Vegetable Cook	-	-	-	-	86	252	160	60	<b>558</b>
Junior Cook or below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	19	4355	10959	5749	504	<b>21586</b>
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	10	506	1346	1059	278	<b>3199</b>
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	40	43	33	31	15	6	<b>168</b>
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	4	6	15	42	<b>67</b>
Baker/Pastry Cook/Cook	-	-	13	-	1983	2546	1843	129	<b>6514</b>
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	31	16	4	2	3	<b>56</b>
Telephone Operator	2	-	-	3	24	-	-	2	<b>31</b>

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	23	77	85	20	<b>205</b>
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	-	-	-	1531	5907	14001	1653	<b>23092</b>
Bartender/Barman/Soda Fountain Captain/ Barista/Soda Fountain Captain/Bar Helper	-	-	-	11	772	405	157	65	<b>1410</b>
Receptionist/Hostess/Waiter/Waitress	-	-	-	28	7868	12179	5354	1738	<b>27167</b>
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	-	604	2087	904	545	<b>4140</b>
Cashier	-	-	-	22	2989	3434	1009	342	<b>7796</b>
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	-	-	-	-	15	118	128	20	<b>281</b>
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	146	287	8	<b>441</b>
Food Handler/Beverage Handler	-	-	-	-	6353	4936	3533	136	<b>14958</b>
Security Officer	-	-	-	-	17	14	-	5	<b>36</b>

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	-	-	5	2893	6076	3017	234	<b>12225</b>
Wine Steward/Sommelier	-	-	3	-	2	-	-	2	<b>7</b>
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	2	27	-	-	5	<b>34</b>
Others	-	-	-	-	49	12	19	5	<b>85</b>
<b>Sub-total</b>	<b>2</b>	<b>-</b>	<b>56</b>	<b>175</b>	<b>30667</b>	<b>52647</b>	<b>38656</b>	<b>6363</b>	<b>128566</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Accounting Clerk/General Cashier/ Food and Beverage Cashier	6	-	9	51	487	20	-	68	<b>641</b>
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	-	-	-	47	-	-	2	<b>49</b>
Paymaster	-	-	-	7	31	5	-	8	<b>51</b>
Store and Receiving Clerk/Purchasing Clerk	6	-	-	11	298	20	45	39	<b>419</b>
Personnel Clerk/General Office Clerk	-	-	6	6	130	-	-	12	<b>154</b>

<b>Preferred Education</b> <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL (Continued)</b>									
Purchasing Clerk/Quality Control Clerk	-	-	1	5	9	-	-	2	<b>17</b>
Secretary	2	1	2	12	7	-	-	6	<b>30</b>
Typist/Office Assistant/Messenger/Runner	-	-	-	-	7	-	-	1	<b>8</b>
Others	-	-	-	2	24	-	-	2	<b>28</b>
<b>Sub-total</b>	<b>14</b>	<b>1</b>	<b>18</b>	<b>94</b>	<b>1040</b>	<b>45</b>	<b>45</b>	<b>140</b>	<b>1397</b>
<b>GRAND TOTAL</b>	<b>362</b>	<b>350</b>	<b>1936</b>	<b>1673</b>	<b>46199</b>	<b>62419</b>	<b>42404</b>	<b>9597</b>	<b>164940</b>

**TABLE 3.1 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**

**(EXCLUDING TRAINEES / APPRENTICES)**

**BRANCH 1: CHINESE RESTAURANTS**

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>									
General Manager/Managing Director	38	17	17	13	155	-	-	23	<b>263</b>
Human Resources Manager/ Personnel Manager/Training Manager	15	18	-	9	66	-	-	6	<b>114</b>
Accountant/Chief Accountant/ Financial Controller	5	5	2	3	5	-	-	-	<b>20</b>
Purchasing Manager	-	-	-	-	7	-	-	1	<b>8</b>
Business Manager/Sales Manager	10	-	22	5	265	5	-	23	<b>330</b>
Executive Chinese Chef/ Executive Chinese Sous Chef	-	5	16	-	182	20	38	36	<b>297</b>
Restaurant Manager	5	25	39	47	1083	20	-	100	<b>1319</b>
Administration Manager	10	-	-	-	67	-	-	19	<b>96</b>

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>									
Pastry Chef	-	-	-	-	-	10	-	-	<b>10</b>
Others	-	1	2	-	-	-	-	-	<b>3</b>
<b>Sub-total</b>	<b>83</b>	<b>71</b>	<b>98</b>	<b>77</b>	<b>1830</b>	<b>55</b>	<b>38</b>	<b>208</b>	<b>2460</b>
<b>SUPERVISORY LEVEL</b>									
Human Resources Officer/ Personnel Officer/Training Officer	1	-	15	2	13	-	-	-	<b>31</b>
Accounts Supervisor (payable/receivable)	1	7	34	27	77	10	-	9	<b>165</b>
Store Supervisor	-	-	-	1	66	2	-	8	<b>77</b>
Bar Supervisor	-	-	-	-	36	29	2	-	<b>67</b>
Barbecue Cook	-	-	7	15	138	313	202	76	<b>751</b>
Captain/Service Supervisor	-	-	25	44	1305	1313	288	397	<b>3372</b>
Chief Butcher	-	-	5	25	205	284	234	82	<b>835</b>
Chief Cook	-	-	5	37	265	368	362	86	<b>1123</b>
Chief Dim Sum Cook	-	-	5	27	179	353	161	63	<b>788</b>
Head Supervisor/Headwaiter	-	-	5	2	424	431	104	113	<b>1079</b>

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY LEVEL (Continued)</b>									
Pantry Captain	-	-	5	-	165	276	76	81	<b>603</b>
Public Relations/Sales Supervisor	1	-	-	10	119	51	-	23	<b>204</b>
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	15	12	457	731	462	198	<b>1875</b>
Second Butcher	-	-	5	12	225	372	202	79	<b>895</b>
Senior Cook/General Cook/Service Cook	-	-	10	15	437	639	605	177	<b>1883</b>
Maintenance Supervisor/ Technical Supervisor	-	-	3	1	-	2	-	-	<b>6</b>
Seafood Butcher	-	-	5	2	161	310	196	63	<b>737</b>
Restaurant Supervisor	-	-	-	-	312	160	70	19	<b>561</b>
Sales Supervisor	-	-	-	-	3	-	-	-	<b>3</b>
Others	-	-	-	1	5	15	-	-	<b>21</b>
<b>Sub-total</b>	<b>3</b>	<b>7</b>	<b>144</b>	<b>233</b>	<b>4592</b>	<b>5659</b>	<b>2964</b>	<b>1474</b>	<b>15076</b>



Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL</b>									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	503	2046	1307	538	<b>4394</b>
Vegetable Cook Helper	-	-	-	-	13	48	8	5	<b>74</b>
Pantry Cook/Vegetable Cook	-	-	-	-	86	252	159	55	<b>552</b>
Junior Cook or Below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	333	1147	477	333	<b>2290</b>
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	501	1306	1055	273	<b>3135</b>
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	-	40	19	15	31	15	6	<b>126</b>
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	4	6	15	42	<b>67</b>
Baker/Pastry Cook/Cook	-	-	-	-	16	13	-	-	<b>29</b>
Telephone Operator	-	-	-	-	16	-	-	1	<b>17</b>
Uniform and Linen Attendant	-	-	-	-	10	66	79	11	<b>166</b>

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	-	-	-	50	3238	6196	1420	<b>10904</b>
Bartender/Soda Fountain Captain/Bar Helper	-	-	-	-	74	107	92	17	<b>290</b>
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	2585	5501	3223	1454	<b>12763</b>
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	-	558	2087	904	540	<b>4089</b>
Cashier	-	-	-	20	876	944	214	317	<b>2371</b>
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	-	-	-	-	15	118	128	20	<b>281</b>
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	7	57		<b>64</b>
Food Handler/Beverage Handler	-	-	-	-	58	167	282	99	<b>606</b>
Others	-	-	-	-	-	-	19	-	<b>19</b>
<b>Sub-total</b>	-	-	<b>40</b>	<b>39</b>	<b>5713</b>	<b>17084</b>	<b>14230</b>	<b>5131</b>	<b>42237</b>

<b>Preferred Education</b> <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	7	37	289	20	-	34	<b>387</b>
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	-	-	-	47	-	-	-	<b>47</b>
Paymaster	-	-	-	7	31	5	-	8	<b>51</b>
Store and Receiving Clerk/Purchasing Clerk	-	-	-	5	298	20	45	33	<b>401</b>
Secretary	-	-	-	2	-	-	-	1	<b>3</b>
Typist/Office Assistant/Messenger/Runner	-	-	-	-	4	-	-	-	<b>4</b>
Others	-	-	-	1	5	-	-	-	<b>6</b>
<b>Sub-total</b>	-	-	<b>7</b>	<b>52</b>	<b>674</b>	<b>45</b>	<b>45</b>	<b>76</b>	<b>899</b>
<b>GRAND TOTAL</b>	<b>86</b>	<b>78</b>	<b>289</b>	<b>401</b>	<b>12809</b>	<b>22843</b>	<b>17277</b>	<b>6889</b>	<b>60672</b>

**TABLE 3.2 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**

**(EXCLUDING TRAINEES / APPRENTICES)**

**BRANCH 2: RESTAURANTS OTHER THAN CHINESE**

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>									
General Manager/Managing Director	3	-	-	-	350	-	-	4	<b>357</b>
Human Resources Manager/ Personnel Manager/Training Manager	-	-	3	-	-	-	-	-	<b>3</b>
Executive Chef/Executive Pastry Chef	-	-	3	-	12	-	-	-	<b>15</b>
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	5	-	-	-	<b>5</b>
Pastry Chef	-	-	6	12	-	-	-	4	<b>22</b>
Restaurant Manager	107	46	83	-	755	80	-	11	<b>1082</b>
Sous Chef	-	6	6	-	47	120	-	5	<b>184</b>
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	86	-	187	68	-	4	<b>345</b>
<b>Sub-total</b>	<b>110</b>	<b>52</b>	<b>187</b>	<b>12</b>	<b>1356</b>	<b>268</b>	<b>-</b>	<b>28</b>	<b>2013</b>

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY LEVEL</b>									
Barbecue Cook	-	-	-	-	-	26	68	-	<b>94</b>
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	3	-	-	-	2	<b>5</b>
Accounts Supervisor (e.g. payable/receivable)	-	83	-	-	45	-	-	3	<b>131</b>
Restaurant Supervisor	-	3	4	89	1833	1108	50	24	<b>3111</b>
Audit Supervisor/Paymaster/General Cashier	-	-	-	-	42	-	-	-	<b>42</b>
Head Cashier	-	-	-	3	-	-	-	1	<b>4</b>
Beverage/Bar Manager	-	-	-	3	46	-	-	2	<b>51</b>
Captain/Service Supervisor	-	9	-	98	752	826	10	17	<b>1712</b>
Gardemanger/Senior Cook	-	-	-	107	934	909	441	35	<b>2426</b>
Public Relations Officer	-	-	-	-	3	-	-	-	<b>3</b>
<b>Sub-total</b>	-	<b>95</b>	<b>4</b>	<b>303</b>	<b>3655</b>	<b>2869</b>	<b>569</b>	<b>84</b>	<b>7579</b>
<b>CRAFT / OPERATIVE LEVEL</b>									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	12	-	-	<b>12</b>

Job Title \ Preferred Education	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Baker/Pastry Cook/Cook	-	-	-	-	1451	2082	1250	99	<b>4882</b>
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	-	3	-	-	-	<b>3</b>
Junior Cook or Below	-	-	-	-	2214	7895	4045	72	<b>14226</b>
Security Officer	-	-	-	-	10	-	-	-	<b>10</b>
Telephone Operator	-	-	-	-	6	-	-	-	<b>6</b>
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	-	-	4	<b>4</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	-	-	-	2224	5533	2458	158	<b>10373</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	346	2111	5315	102	<b>7874</b>
Bartender/Barman/Soda Fountain Captain/ Barista	-	-	-	-	413	24	-	16	<b>453</b>
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	3877	5813	1361	69	<b>11120</b>
Wine Steward/Sommelier	-	-	-	-	-	-	-	2	<b>2</b>

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	5	-	-	-	5
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	119	63	8	190
Food Handler/Beverage Handler	-	-	-	-	2083	2081	2099	37	6300
Cashier	-	-	-	-	1173	1244	578	20	3015
Others	-	-	-	-	25	-	-	-	25
<b>Sub-total</b>	-	-	-	-	<b>13830</b>	<b>26914</b>	<b>17169</b>	<b>587</b>	<b>58500</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Accounting Clerk/Food and Beverage Cashier	-	-	-	-	172	-	-	9	181
Personnel Clerk/General Office Clerk	-	-	-	-	91	-	-	-	91
Secretary	-	-	-	-	3	-	-	-	3
<b>Sub-total</b>	-	-	-	-	<b>266</b>	-	-	<b>9</b>	<b>275</b>
<b>GRAND TOTAL</b>	<b>110</b>	<b>147</b>	<b>191</b>	<b>315</b>	<b>19107</b>	<b>30051</b>	<b>17738</b>	<b>708</b>	<b>68367</b>

**TABLE 3.3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**

**(EXCLUDING TRAINEES / APPRENTICES)**

**BRANCH 3: FAST FOOD SHOPS**

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>									
Restaurant Manager	-	-	63	49	385	-	-	176	<b>673</b>
<b>Sub-total</b>	-	-	<b>63</b>	<b>49</b>	<b>385</b>	-	-	<b>176</b>	<b>673</b>
<b>SUPERVISORY LEVEL</b>									
Barbecue Cook	-	-	-	-	-	71	-	-	71
Restaurant Supervisor	-	-	457	147	583	73	-	816	<b>2076</b>
Captain/Service Supervisor	-	-	688	-	285	-	-	-	<b>973</b>
Gardemanger/Senior Cook	-	-	-	-	688	324	-	-	<b>1012</b>
<b>Sub-total</b>	-	-	<b>1145</b>	<b>147</b>	<b>1556</b>	<b>468</b>	-	<b>816</b>	<b>4132</b>
<b>CRAFT / OPERATIVE LEVEL</b>									
Baker/Pastry Cook/Cook	-	-	-	-	267	411	86	-	<b>764</b>
Junior Cook or Below	-	-	-	-	1268	1466	158	-	<b>2892</b>



<b>Preferred Education</b> <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	-	-	-	96	95	40	-	<b>231</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	1046	296	1740	-	<b>3082</b>
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	364	66	13	-	<b>443</b>
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	26	-	<b>26</b>
Food Handler/Beverage Handler	-	-	-	-	2203	1422	398	-	<b>4023</b>
Cashier	-	-	-	-	557	1031	86	-	<b>1674</b>
Others	-	-	-	-	-	12	-	-	<b>12</b>
<b>Sub-total</b>	-	-	-	-	<b>5801</b>	<b>4799</b>	<b>2547</b>	-	<b>13147</b>
<b>GRAND TOTAL</b>	-	-	<b>1208</b>	<b>196</b>	<b>7742</b>	<b>5267</b>	<b>2547</b>	<b>992</b>	<b>17952</b>

**TABLE 3.4 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**

**(EXCLUDING TRAINEES / APPRENTICES)**

**BRANCH 4: BEVERAGE SERVING PLACES**

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>									
General Manager/Managing Director	21	-	-	-	-	-	-	-	<b>21</b>
Human Resources Manager/ Personnel Manager/Training Manager	9	-	-	-	-	-	-	-	<b>9</b>
Chief Accountant/Controller/ Financial Controller	2	-	-	-	-	-	-	-	<b>2</b>
Purchasing Manager	7	-	-	-	-	-	-	-	<b>7</b>
Marketing Manager	9	-	-	-	-	-	-	-	<b>9</b>
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	2	-	-	-	-	-	-	-	<b>2</b>
Restaurant Manager	6	64	21	-	7	-	-	-	<b>98</b>
Sous Chef	-	-	7	-	20	-	-	-	<b>27</b>
<b>Sub-total</b>	<b>56</b>	<b>64</b>	<b>28</b>	<b>-</b>	<b>27</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>175</b>

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>SUPERVISORY LEVEL</b>									
Human Resources Officer/ Personnel Officer/Training Officer	-	11	6	-	-	-	-	-	<b>17</b>
Accounts Supervisor (e.g. payable/receivable)	-	13	6	-	-	-	-	-	<b>19</b>
Restaurant Supervisor	-	-	-	419	40	40	-	-	<b>499</b>
Audit Supervisor/Paymaster/General Cashier	-	1	-	-	-	-	-	-	<b>1</b>
Beverage/Bar Manager	-	-	21	-	199	60	12	-	<b>292</b>
Captain/Service Supervisor	-	-	6	19	137	28	6	-	<b>196</b>
Gardemanger/Senior Cook	-	-	-	-	55	27	-	-	<b>82</b>
Sales Supervisor	-	4	-	-	7	-	-	-	<b>11</b>
Maintenance Supervisor/Technical Supervisor	-	1	-	-	-	-	-	-	<b>1</b>
Others	-	12	-	-	-	-	-	-	<b>12</b>
<b>Sub-total</b>	-	<b>42</b>	<b>39</b>	<b>438</b>	<b>438</b>	<b>155</b>	<b>18</b>	-	<b>1130</b>
<b>CRAFT / OPERATIVE LEVEL</b>									
Baker/Pastry Cook/Cook	-	-	-	-	14	-	-	-	<b>14</b>

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	2	-	-	-	-	2
Junior Cook or Below	-	-	-	-	124	77	122	-	323
Security Officer	-	-	-	-	7	-	-	-	7
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	-	-	-	501	168	20	-	689
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	28	35	81	-	144
Bartender/Barman/Soda Fountain Captain/ Barista	-	-	-	-	248	272	45	20	585
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	440	539	84	20	1083
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	6	-	-	-	6
Food Handler/Beverage Handler	-	-	-	-	1412	182	82	-	1676
Cashier	-	-	-	-	287	35	19	-	341
<b>Sub-total</b>	-	-	-	2	3067	1308	453	40	4870

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Accounting Clerk/Food and Beverage Cashier	-	-	-	-	12	-	-	-	<b>12</b>
Personnel Clerk/General Office Clerk	-	-	-	-	25	-	-	-	<b>25</b>
Purchasing Clerk/Quality Control Clerk	-	-	-	-	5	-	-	-	<b>5</b>
Secretary	-	-	-	-	2	-	-	-	<b>2</b>
Others	-	-	-	-	19	-	-	-	<b>19</b>
<b>Sub-total</b>	-	-	-	-	<b>63</b>	-	-	-	<b>63</b>
<b>GRAND TOTAL</b>	<b>56</b>	<b>106</b>	<b>67</b>	<b>440</b>	<b>3595</b>	<b>1463</b>	<b>471</b>	<b>40</b>	<b>6238</b>

**TABLE 3.5 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**

**(EXCLUDING TRAINEES / APPRENTICES)**

**BRANCH 5: OTHER EATING AND DRINKING PLACES**

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>									
General Manager/Managing Director	11	-	-	-	-	-	-	-	<b>11</b>
Human Resources Manager/Personnel Manager/Training Manager	-	1	-	-	-	-	-	-	<b>1</b>
Chief Accountant/Controller/ Financial Controller	1	-	-	-	-	-	-	-	<b>1</b>
Purchasing Manager	-	-	1	-	-	-	-	-	<b>1</b>
Marketing Manager	-	-	-	-	10	-	-	-	<b>10</b>
Restaurant Manager	-	-	3	10	26	-	-	10	<b>49</b>
Sous Chef	-	-	-	10	-	10	-	-	<b>20</b>
<b>Sub-total</b>	<b>12</b>	<b>1</b>	<b>4</b>	<b>20</b>	<b>36</b>	<b>10</b>	<b>-</b>	<b>10</b>	<b>93</b>
<b>SUPERVISORY LEVEL</b>									
Chief Dim Sum Cook	-	-	-	-	40	-	-	-	<b>40</b>
Human Resources Officer/ Personnel Officer/Training Officer	-	-	1	-	-	-	-	-	<b>1</b>

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY LEVEL (Continued)</b>									
Accounts Supervisor (e.g. payable/receivable)	-	-	1	-	2	-	-	-	3
Restaurant Supervisor	-	-	17	-	104	180	73	-	374
Captain/Service Supervisor	-	-	10	-	146	-	-	20	176
Gardemanger/Senior Cook	-	-	-	-	30	10	24	-	64
Sales Supervisor	-	-	10	-	-	-	-	-	10
Maintenance Supervisor/Technical Supervisor	-	-	-	-	1	-	-	-	1
Others	-	-	-	-	1	-	-	-	1
<b>Sub-total</b>	-	-	<b>39</b>	-	<b>324</b>	<b>190</b>	<b>97</b>	<b>20</b>	<b>670</b>
<b>CRAFT / OPERATIVE LEVEL</b>									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	-	12	-	-	12
Baker/Pastry Cook/Cook	-	-	-	-	145	34	498	-	677
Junior Cook or Below	-	-	-	-	311	304	941	-	1556
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	-	-	-	-	278	499	-	777
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	40	50	561	-	651

Preferred Education Job Title	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Bartender/Barman/ Soda Fountain Captain/Barista	-	-	-	-	-	-	20	-	20
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	191	250	673	-	1114
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	20	141	-	161
Food Handler/Beverage Handler	-	-	-	-	595	1081	672	-	2348
Cashier	-	-	-	-	89	180	112	-	381
Others	-	-	-	-	16	-	-	-	16
<b>Sub-total</b>	-	-	-	-	<b>1387</b>	<b>2209</b>	<b>4117</b>	-	<b>7713</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Accounting Clerk/Food and Beverage Cashier	-	-	-	-	8	-	-	-	8
Personnel Clerk/General Office Clerk	-	-	-	-	11	-	-	-	11
<b>Sub-total</b>	-	-	-	-	<b>19</b>	-	-	-	<b>19</b>
<b>GRAND TOTAL</b>	<b>12</b>	<b>1</b>	<b>43</b>	<b>20</b>	<b>1766</b>	<b>2409</b>	<b>4214</b>	<b>30</b>	<b>8495</b>



**TABLE 3.6 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**

**(EXCLUDING TRAINEES / APPRENTICES)**

**BRANCH 6: SUPPLEMENTARY SAMPLES**

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>									
General Manager/Managing Director	7	-	2	-	2	-	-	7	<b>18</b>
Human Resources Manager/ Personnel Manager/Training Manager	7	-	3	-	-	-	-	7	<b>17</b>
Accountant/Chief Accountant/ Financial Controller/Controller	9	2	3	-	-	-	-	9	<b>23</b>
Business Manager/Sales Manager	4	-	-	-	-	-	-	-	<b>4</b>
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	5	-	1	1	-	5	<b>12</b>
Restaurant Manager	2	6	24	11	8	-	-	17	<b>68</b>
Administration Manager	3	-	-	-	-	-	-		<b>3</b>
Executive Assistant Manager/Club Manager	7	2	3	1	-	-	-	5	<b>18</b>

<b>Preferred Education</b>  <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>									
Purchasing Manager	2	-	2	-	1	-	-	4	<b>9</b>
Marketing Manager	2	-	3	-	-	-	-	5	<b>10</b>
Executive Chef/Executive Pastry Chef	3	1	16	1	1	2	-	12	<b>36</b>
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	10	2	2	-	2	-	-	22	<b>38</b>
Pastry Chef	2	-	8	1	2	1	-	6	<b>20</b>
Sous Chef		-	3	-	8	1	-	8	<b>20</b>
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	2	-	6	4	9	1	-	7	<b>29</b>
Others	1	-	-	-	-	-	-	-	<b>1</b>
<b>Sub-total</b>	<b>61</b>	<b>13</b>	<b>80</b>	<b>18</b>	<b>34</b>	<b>6</b>	<b>-</b>	<b>114</b>	<b>326</b>
<b>SUPERVISORY LEVEL</b>									
Human Resources Officer/ Personnel Officer/Training Officer	2	2	3	6	-	-	-	4	<b>17</b>
Accounts Supervisor (e.g. payable/receivable)	3	-	4	12	2	-	-	4	<b>25</b>

<b>Preferred Education</b> <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>SUPERVISORY LEVEL (Continued)</b>									
Barbecue Cook	-	-	-	-	9		1	2	<b>12</b>
Captain	10	-	-	-	33	1	-	3	<b>47</b>
Chief Butcher	-	-	-	-	13	2	1	4	<b>20</b>
Chief Cook	-	-	-	1	11	2	-	7	<b>21</b>
Chief Dim Sum Cook	-	-	-	-	7	-	1	2	<b>10</b>
Head Supervisor/Headwaiter	-	-	-	1	10	-	-	5	<b>16</b>
Pantry Captain	-	-	-	-	5	-	-	1	<b>6</b>
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	1	45	2	1	9	<b>58</b>
Second Butcher	-	-	-	-	15	2	1	6	<b>24</b>
Senior Cook/General Cook/Service Cook	-	-	-	-	13	3	2	9	<b>27</b>
Maintenance Supervisor/Technical Supervisor	-	-	3	8	13	-	2	3	<b>29</b>
Seafood Butcher	-	-	-	-	7	1	1	-	<b>9</b>
Restaurant Supervisor	-	-	4	12	-	2	-	24	<b>42</b>

Job Title \ Preferred Education	University Degrees or above	Higher Diploma/ Associate Degree or equivalent	Professional Diploma/ Diploma or equivalent	Advanced Certificate/ Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
<b>SUPERVISORY LEVEL (Continued)</b>									
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	-	-	-	1	<b>1</b>
Audit Supervisor/Paymaster/General Cashier	-	-	-	2	-	-	-	-	<b>2</b>
Food and Beverage Controller/Cost Controller	-	1	2	5	-	-	-	4	<b>12</b>
Beverage/Bar Manager	-	-	-	2	-	-	-	7	<b>9</b>
Captain/Service Supervisor	-	-	1	38	53	8	-	48	<b>148</b>
Gardemanger/Senior Cook	-	-	6	16	23	24	7	20	<b>96</b>
Sales Supervisor	6	-	5	-	-	-	-	1	<b>12</b>
Public Relations Officer	-	1	-	1	-	-	-	-	<b>2</b>
Chief Security Officer	-	-	1	-	-	-	-	-	<b>1</b>
Others	-	-	2	2	-	-	-	-	<b>4</b>
<b>Sub-total</b>	<b>21</b>	<b>4</b>	<b>31</b>	<b>107</b>	<b>259</b>	<b>47</b>	<b>17</b>	<b>164</b>	<b>650</b>
<b>CRAFT / OPERATIVE LEVEL</b>									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	1	1	5	4	9	<b>20</b>

<b>Preferred Education</b> <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Vegetable Cook Helper	-	-	-	-	-	1	-	9	<b>10</b>
Pantry Cook/Vegetable Cook	-	-	-	-	-	-	1	5	<b>6</b>
Junior Cook or below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	19	105	70	6	99	<b>299</b>
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	10	5	28	4	5	<b>52</b>
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	24	18	-	-	-	<b>42</b>
Baker/Pastry Cook/Cook	-	-	13	-	90	6	9	30	<b>148</b>
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	29	13	4	2	3	<b>51</b>
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	13	11	6	5	<b>35</b>
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	-	-	-	21	177	108	131	<b>437</b>

<b>Preferred Education</b> <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>									
Bartender/Barman/Soda Fountain Captain/ Barista/Bar Helper	-	-	-	11	37	2	-	12	<b>62</b>
Receptionist/Hostess/Waiter/Waitress	-	-	-	28	411	10	-	195	<b>644</b>
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	-	46	-	-	5	<b>51</b>
Cashier	-	-	-	2	7	-	-	5	<b>14</b>
Security Officer	-	-	-	-	-	14	-	5	<b>19</b>
Telephone Operator	2	-	-	3	2	-	-	1	<b>8</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	-	-	5	72	2	-	76	<b>155</b>
Wine Steward/Sommelier	-	-	3	-	2	-	-	-	<b>5</b>
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	2	16	-	-	5	<b>23</b>
Food Handler/Beverage Handler	-	-	-	-	2	3	-	-	<b>5</b>
Others	-	-	-	-	8	-	-	5	<b>13</b>
<b>Sub-total</b>	<b>2</b>	<b>-</b>	<b>16</b>	<b>134</b>	<b>869</b>	<b>333</b>	<b>140</b>	<b>605</b>	<b>2099</b>

<b>Preferred Education</b> <b>Job Title</b>	<b>University Degrees or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Professional Diploma/ Diploma or equivalent</b>	<b>Advanced Certificate/ Certificate or equivalent</b>	<b>Secondary 5 - 7</b>	<b>Secondary 3 - 4</b>	<b>Others</b>	<b>Refusal</b>	<b>Total</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>									
Accounting Clerk/General Cashier/ Food and Beverage Cashier	6	-	2	14	6	-	-	25	<b>53</b>
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	-	-	-	-	-	-	2	<b>2</b>
Store and Receiving Clerk/Purchasing Clerk	6	-	-	6	-	-	-	6	<b>18</b>
Personnel Clerk/General Office Clerk	-	-	6	6	3	-	-	12	<b>27</b>
Purchasing Clerk/Quality Control Clerk	-	-	1	5	4	-	-	2	<b>12</b>
Secretary	2	1	2	10	2	-	-	5	<b>22</b>
Typist/Office Assistant/Messenger/Runner	-	-	-	-	3	-	-	1	<b>4</b>
Others	-	-	-	1	-	-	-	2	<b>3</b>
<b>Sub-total</b>	<b>14</b>	<b>1</b>	<b>11</b>	<b>42</b>	<b>18</b>	<b>-</b>	<b>-</b>	<b>55</b>	<b>141</b>
<b>GRAND TOTAL</b>	<b>98</b>	<b>18</b>	<b>138</b>	<b>301</b>	<b>1180</b>	<b>386</b>	<b>157</b>	<b>938</b>	<b>3216</b>

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

**(EXCLUDING TRAINEES/APPRENTICES)**

**CATERING INDUSTRY**

**(BRANCH 1-6)**

<b>Job Title</b>	<b>Monthly Income</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>\$15,001 - \$20,000</b>	<b>\$20,001 - \$25,000</b>	<b>\$25,001 - \$30,000</b>	<b>\$30,001 - \$35,000</b>	<b>\$35,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>													
General Manager/Managing Director		-	-	-	5	263	43	44	184	26	38	67	<b>670</b>
Human Resources Manager/ Personnel Manager/Training Manager		-	-	-	30	65	28	3	2	2	5	9	<b>144</b>
Accountant/Chief Accountant/ Financial Controller/Controller		-	-	-	7	2	9	5	4	3	3	13	<b>46</b>
Purchasing Manager		-	-	-	1	6	9	-	4	-	-	5	<b>25</b>
Business Manager/Sales Manager		-	-	-	60	130	64	16	24	4	-	36	<b>334</b>
Executive Chinese Chef/ Executive Chinese Sous Chef		-	-	-	-	79	140	32	3	5	3	47	<b>309</b>
Restaurant Manager		-	-	318	1078	1009	211	70	42	8	6	547	<b>3289</b>
Administration Manager		-	-	-	25	20	18	15	-	-	2	19	<b>99</b>
Executive Assistant Manager/Club Manager		-	-	-	-	1	4	-	2	-	4	7	<b>18</b>
Marketing Manager		-	-	-	-	16	2	-	-	-	4	7	<b>29</b>
Executive Chef/Executive Pastry Chef		-	-	-	12	3	-	4	3	13	3	13	<b>51</b>
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager		-	-	-	-	-	2	-	12	4	2	25	<b>45</b>



Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Pastry Chef	-	-	-	13	19	8	-	-	3	-	9	52
Sous Chef	-	-	-	49	172	3	1	6	1	6	13	251
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	136	98	5	-	-	4	-	131	374
Others	-	-	-	-	-	1	-	-	3	-	-	4
<b>Sub-total</b>	-	-	<b>318</b>	<b>1416</b>	<b>1883</b>	<b>547</b>	<b>190</b>	<b>286</b>	<b>76</b>	<b>76</b>	<b>948</b>	<b>5740</b>
<b>SUPERVISORY LEVEL</b>												
Human Resources Officer/ Personnel Officer/Training Officer	-	-	2	28	28	4	-	-	-	-	9	71
Accounts Supervisor (payable/receivable)	-	40	28	176	39	4	-	-	-	-	56	343
Store Supervisor	-	-	14	52	2	-	-	-	-	-	9	77
Bar Supervisor	-	-	9	50	3	-	-	-	-	-	5	67
Barbecue Cook	-	-	-	526	255	52	-	-	-	-	95	928
Captain/Service Supervisor	-	376	2503	2676	321	68	-	-	-	-	680	6624
Chief Butcher	-	-	15	328	329	44	4	-	-	-	135	855
Chief Cook	-	-	30	251	518	153	12	13	-	-	167	1144
Chief Dim Sum Cook	-	-	23	234	380	95	-	-	-	-	106	838
Head Supervisor/Headwaiter	-	-	187	719	37	25	-	-	-	-	127	1095
Pantry Captain	-	56	227	219	-	15	-	-	-	-	92	609
Public Relations/Sales Supervisor	-	2	21	120	47	-	-	-	-	-	14	204

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
<b>SUPERVISORY LEVEL (Continued)</b>												
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	182	888	551	47	-	26	-	-	239	<b>1933</b>
Second Butcher	-	-	44	471	223	14	-	-	-	-	167	<b>919</b>
Senior Cook/General Cook/Service Cook	-	-	372	1143	80	13	-	-	-	-	302	<b>1910</b>
Maintenance Supervisor/Technical Supervisor	-	-	-	3	22	2	-	-	-	-	10	<b>37</b>
Seafood Butcher	-	-	152	491	26	7	-	-	-	-	70	<b>746</b>
Restaurant Supervisor	40	397	1146	3103	344	16	40	-	-	-	1577	<b>6663</b>
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	-	-	-	-	-	-	1	<b>1</b>
Audit Supervisor/Paymaster/General Cashier	-	-	42	1	2	-	-	-	-	-	-	<b>45</b>
Head Cashier	-	-	-	3	-	-	-	-	-	-	1	<b>4</b>
Food and Beverage Controller/Cost Controller	-	-	-	-	4	4	-	-	-	-	4	<b>12</b>
Beverage/Bar Manager	-	-	27	163	58	-	7	-	-	-	97	<b>352</b>
Gardemanger/Senior Cook	-	-	100	2407	517	19	134	-	-	-	503	<b>3680</b>
Sales Supervisor	-	-	10	11	-	7	-	-	-	-	8	<b>36</b>
Public Relations Officer	-	3	-	-	1	1	-	-	-	-	-	<b>5</b>
Chief Security Officer	-	-	-	-	-	-	-	-	-	-	1	<b>1</b>
Others	-	-	-	31	1	1	-	-	-	-	5	<b>38</b>
<b>Sub-total</b>	<b>40</b>	<b>874</b>	<b>5134</b>	<b>14094</b>	<b>3788</b>	<b>591</b>	<b>197</b>	<b>39</b>	<b>-</b>	<b>-</b>	<b>4480</b>	<b>29237</b>

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
<b>CRAFT / OPERATIVE LEVEL</b>												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	26	847	2811	122	-	-	-	-	-	620	<b>4426</b>
Vegetable Cook Helper	-	17	29	27	-	-	-	-	-	-	11	<b>84</b>
Pantry Cook/Vegetable Cook	-	34	277	164	7	-	-	-	-	-	76	<b>558</b>
Junior Cook or Below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	132	5277	6382	6552	212	-	-	-	-	-	3031	<b>21586</b>
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	12	207	498	1866	147	-	-	-	-	-	469	<b>3199</b>
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	5	40	66	29	-	-	-	-	-	28	<b>168</b>
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	11	4	-	-	-	-	-	-	52	<b>67</b>
Baker/Pastry Cook/Cook	-	116	1690	3292	272	-	-	-	-	-	1144	<b>6514</b>
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	9	44	-	-	-	-	-	-	3	<b>56</b>
Telephone Operator	2	9	7	13	-	-	-	-	-	-	-	<b>31</b>
Uniform and Linen Attendant/ Cloakroom Attendant	42	101	30	8	-	-	-	-	-	-	24	<b>205</b>
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	6371	12426	967	96	-	-	-	-	-	-	3232	<b>23092</b>

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Bartender/Barman/ Soda Fountain Captain/Barista/Bar Helper	12	524	448	199	10	-	-	-	-	-	217	<b>1410</b>
Receptionist/Hostess/Waiter/Waitress	537	10730	9699	1456	62	-	-	-	-	-	4683	<b>27167</b>
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	921	2236	518	45	-	-	-	-	-	-	420	<b>4140</b>
Cashier	1383	4928	640	70	-	-	-	-	-	-	775	<b>7796</b>
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	93	85	75	-	-	-	-	-	-	-	28	<b>281</b>
Delivery Staff/Take-Away Service Staff	166	204	60	1	-	-	-	-	-	-	10	<b>441</b>
Food Handler/Beverage Handler	2235	7965	3155	810	-	-	-	-	-	-	793	<b>14958</b>
Security Officer	-	10	-	7	-	-	-	-	-	-	19	<b>36</b>
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	1523	8212	419	71	40	-	-	-	-	-	1960	<b>12225</b>
Wine Steward/Sommelier	-	-	-	-	5	-	-	-	-	-	2	<b>7</b>
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	5	6	17	1	-	-	-	-	-	5	<b>34</b>
Others	-	28	38	1	18	-	-	-	-	-	-	<b>85</b>
<b>Sub-total</b>	<b>13429</b>	<b>53145</b>	<b>25845</b>	<b>17620</b>	<b>925</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>17602</b>	<b>128566</b>

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Accounting Clerk/General Cashier/ Food and Beverage Cashier	6	85	292	66	7	-	-	-	-	-	185	<b>641</b>
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	10	35	2	-	-	-	-	-	-	2	<b>49</b>
Paymaster	-	5	17	16	6	-	-	-	-	-	7	<b>51</b>
Store and Receiving Clerk/Purchasing Clerk	-	148	143	48	6	-	-	-	-	-	74	<b>419</b>
Personnel Clerk/General Office Clerk	-	7	98	34	-	-	-	-	-	-	15	<b>154</b>
Purchasing Clerk/Quality Control Clerk	-	-	5	6	4	-	-	-	-	-	2	<b>17</b>
Secretary	-	2	5	4	14	-	-	-	-	-	5	<b>30</b>
Typist/Office Assistant/Messenger/Runner	-	2	4	1	-	-	-	-	-	-	1	<b>8</b>
Others	-	2	20	3	-	-	-	-	-	-	3	<b>28</b>
<b>Sub-total</b>	<b>6</b>	<b>261</b>	<b>619</b>	<b>180</b>	<b>37</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>294</b>	<b>1397</b>
<b>GRAND TOTAL</b>	<b>13475</b>	<b>54280</b>	<b>31916</b>	<b>33310</b>	<b>6633</b>	<b>1138</b>	<b>387</b>	<b>325</b>	<b>76</b>	<b>76</b>	<b>23324</b>	<b>164940</b>

**TABLE 4.1 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**

**(EXCLUDING TRAINEES/APPRENTICES)**

**BRANCH 1: CHINESE RESTAURANTS**

<b>Monthly Income</b> <b>Job Title</b>	<b>\$6,000</b> <b>or below</b>	<b>\$6,001 -</b> <b>\$8,000</b>	<b>\$8,001 -</b> <b>\$10,000</b>	<b>\$10,001 -</b> <b>\$15,000</b>	<b>\$15,001 -</b> <b>\$20,000</b>	<b>\$20,001 -</b> <b>\$25,000</b>	<b>\$25,001 -</b> <b>\$30,000</b>	<b>\$30,001 -</b> <b>\$35,000</b>	<b>\$35,001 -</b> <b>\$40,000</b>	<b>\$40,001</b> <b>or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager/Managing Director	-	-	-	5	47	40	30	40	26	22	53	<b>263</b>
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	30	55	27	2	-	-	-	-	<b>114</b>
Accountant/Chief Accountant/ Financial Controller	-	-	-	7	2	8	3	-	-	-	-	<b>20</b>
Purchasing Manager	-	-	-	-	5	1	-	2	-	-	-	<b>8</b>
Business Manager/Sales Manager	-	-	-	60	130	64	16	24	-	-	36	<b>330</b>
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	79	140	32	1	-	3	42	<b>297</b>
Restaurant Manager	-	-	13	295	582	195	69	15	-	-	150	<b>1319</b>
Administration Manager	-	-	-	25	20	18	15	-	-	-	18	<b>96</b>
Pastry Chef	-	-	-	-	10	-	-	-	-	-	-	<b>10</b>
Others	-	-	-	-	-	1	-	-	2	-	-	<b>3</b>
<b>Sub-total</b>	-	-	<b>13</b>	<b>422</b>	<b>930</b>	<b>494</b>	<b>167</b>	<b>82</b>	<b>28</b>	<b>25</b>	<b>299</b>	<b>2460</b>
<b>SUPERVISORY LEVEL</b>												
Human Resources Officer/ Personnel Officer/Training Officer	-	-	2	9	20	-	-	-	-	-	-	<b>31</b>

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
<b>SUPERVISORY LEVEL (Continued)</b>												
Accounts Supervisor (payable/receivable)	-	-	28	86	5	-	-	-	-	-	46	<b>165</b>
Store Supervisor	-	-	14	52	2	-	-	-	-	-	9	<b>77</b>
Bar Supervisor	-	-	9	50	3	-	-	-	-	-	5	<b>67</b>
Barbecue Cook	-	-	-	361	253	44	-	-	-	-	93	<b>751</b>
Captain/Service Supervisor	-	-	702	1981	203	-	-	-	-	-	486	<b>3372</b>
Chief Butcher	-	-	15	324	329	35	3	-	-	-	129	<b>835</b>
Chief Cook	-	-	30	251	516	145	12	13	-	-	156	<b>1123</b>
Chief Dim Sum Cook	-	-	23	194	380	88	-	-	-	-	103	<b>788</b>
Head Supervisor/Headwaiter	-	-	187	719	36	15	-	-	-	-	122	<b>1079</b>
Pantry Captain	-	56	227	219	-	10	-	-	-	-	91	<b>603</b>
Public Relations/Sales Supervisor	-	2	21	120	47	-	-	-	-	-	14	<b>204</b>
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	182	886	550	4	-	26	-	-	227	<b>1875</b>
Second Butcher	-	-	44	471	221	1	-	-	-	-	158	<b>895</b>
Senior Cook/General Cook/Service Cook	-	-	372	1143	75	-	-	-	-	-	293	<b>1883</b>
Maintenance Supervisor/Technical Supervisor	-	-	-	-	2	-	-	-	-	-	4	<b>6</b>
Seafood Butcher	-	-	152	490	25	-	-	-	-	-	70	<b>737</b>
Restaurant Supervisor	-	26	36	295	146	8	-	-	-	-	50	<b>561</b>
Sales Supervisor	-	-	-	-	-	-	-	-	-	-	3	<b>3</b>
Others	-	-	-	18	-	-	-	-	-	-	3	<b>21</b>
<b>Sub-total</b>	-	<b>84</b>	<b>2044</b>	<b>7669</b>	<b>2813</b>	<b>350</b>	<b>15</b>	<b>39</b>	-	-	<b>2062</b>	<b>15076</b>

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>CRAFT / OPERATIVE LEVEL</b>												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	26	847	2809	103	-	-	-	-	-	609	<b>4394</b>
Vegetable Cook Helper	-	17	28	27	-	-	-	-	-	-	2	<b>74</b>
Pantry Cook/Vegetable Cook	-	34	277	163	7	-	-	-	-	-	71	<b>552</b>
Junior Cook or Below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	12	283	709	1033	4	-	-	-	-	-	249	<b>2290</b>
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	12	207	498	1862	95	-	-	-	-	-	461	<b>3135</b>
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	5	40	58	5	-	-	-	-	-	18	<b>126</b>
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	11	4	-	-	-	-	-	-	52	<b>67</b>
Baker/Pastry Cook/Cook	-	-	-	17	-	-	-	-	-	-	12	<b>29</b>
Telephone Operator	2	3	5	7	-	-	-	-	-	-	-	<b>17</b>
Uniform and Linen Attendant	42	101	8	-	-	-	-	-	-	-	15	<b>166</b>
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	1330	7440	542	-	-	-	-	-	-	-	1592	<b>10904</b>
Bartender/Soda Fountain Captain/Bar Helper	12	66	87	69	7	-	-	-	-	-	49	<b>290</b>
Receptionist/Hostess/Waiter/Waitress	223	3804	5830	810	10	-	-	-	-	-	2086	<b>12763</b>



Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	921	2236	517	-	-	-	-	-	-	-	415	<b>4089</b>
Cashier	264	1332	313	51	-	-	-	-	-	-	411	<b>2371</b>
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	93	85	75	-	-	-	-	-	-	-	28	<b>281</b>
Delivery Staff/Take-Away Service Staff	35	26	-	1	-	-	-	-	-	-	2	<b>64</b>
Food Handler/Beverage Handler	148	220	71	-	-	-	-	-	-	-	167	<b>606</b>
Others	-	-	8	1	10	-	-	-	-	-	-	<b>19</b>
<b>Sub-total</b>	<b>3094</b>	<b>15885</b>	<b>9866</b>	<b>6912</b>	<b>241</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>6239</b>	<b>42237</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	65	197	48	-	-	-	-	-	-	77	<b>397</b>
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	10	35	2	-	-	-	-	-	-	-	<b>47</b>
Paymaster	-	5	17	16	6	-	-	-	-	-	7	<b>51</b>
Store and Receiving Clerk/Purchasing Clerk	-	148	143	48	-	-	-	-	-	-	62	<b>401</b>
Secretary	-	-	-	-	3	-	-	-	-	-	-	<b>3</b>
Typist/Office Assistant/Messenger/Runner	-	2	2	-	-	-	-	-	-	-	-	<b>4</b>
Others	-	2	1	-	-	-	-	-	-	-	3	<b>6</b>
<b>Sub-total</b>	<b>-</b>	<b>232</b>	<b>395</b>	<b>114</b>	<b>9</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>149</b>	<b>899</b>
<b>GRAND TOTAL</b>	<b>3094</b>	<b>16201</b>	<b>12318</b>	<b>15117</b>	<b>3993</b>	<b>844</b>	<b>182</b>	<b>121</b>	<b>28</b>	<b>25</b>	<b>8749</b>	<b>60672</b>

**TABLE 4.2 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**

**(EXCLUDING TRAINEES/APPRENTICES)**

**BRANCH 2: RESTAURANTS OTHER THAN CHINESE**

<b>Monthly Income</b> <b>Job Title</b>	<b>\$6,000</b> <b>or below</b>	<b>\$6,001 -</b> <b>\$8,000</b>	<b>\$8,001 -</b> <b>\$10,000</b>	<b>\$10,001 -</b> <b>\$15,000</b>	<b>\$15,001 -</b> <b>\$20,000</b>	<b>\$20,001 -</b> <b>\$25,000</b>	<b>\$25,001 -</b> <b>\$30,000</b>	<b>\$30,001 -</b> <b>\$35,000</b>	<b>\$35,001 -</b> <b>\$40,000</b>	<b>\$40,001</b> <b>or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager/Managing Director	-	-	-	-	216	3	-	134	-	-	4	<b>357</b>
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	-	3	-	-	-	-	-	-	<b>3</b>
Executive Chef/Executive Pastry Chef	-	-	-	12	3	-	-	-	-	-	-	<b>15</b>
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	-	-	-	5	-	-	-	<b>5</b>
Pastry Chef	-	-	-	12	6	-	-	-	-	-	4	<b>22</b>
Restaurant Manager	-	-	-	613	324	-	-	5	-	6	134	<b>1082</b>
Sous Chef	-	-	-	39	129	-	-	5	-	6	5	<b>184</b>
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	136	86	-	-	-	-	-	123	<b>345</b>
<b>Sub-total</b>	-	-	-	<b>812</b>	<b>767</b>	<b>3</b>	-	<b>149</b>	-	<b>12</b>	<b>270</b>	<b>2013</b>
<b>SUPERVISORY LEVEL</b>												
Barbecue Cook	-	-	-	94	-	-	-	-	-	-	-	<b>94</b>
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	3	-	-	-	-	-	-	2	<b>5</b>
Accounts Supervisor (e.g. payable/receivable)	-	40	-	80	8	-	-	-	-	-	3	<b>131</b>

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>SUPERVISORY LEVEL (Continued)</b>												
Restaurant Supervisor	-	120	666	1567	150	-	40	-	-	-	568	<b>3111</b>
Audit Supervisor/Paymaster/ General Cashier	-	-	42	-	-	-	-	-	-	-	-	<b>42</b>
Head Cashier	-	-	-	3	-	-	-	-	-	-	1	<b>4</b>
Beverage/Bar Manager	-	-	-	49	-	-	-	-	-	-	2	<b>51</b>
Captain/Service Supervisor	-	117	940	471	84	-	-	-	-	-	100	<b>1712</b>
Gardemanger/Senior Cook	-	-	80	1349	435	-	134	-	-	-	428	<b>2426</b>
Public Relations Officer	-	3	-	-	-	-	-	-	-	-	-	<b>3</b>
<b>Sub-total</b>	-	<b>280</b>	<b>1728</b>	<b>3616</b>	<b>677</b>	-	<b>174</b>	-	-	-	<b>1104</b>	<b>7579</b>
<b>CRAFT / OPERATIVE LEVEL</b>												
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	12	-	-	-	-	-	-	<b>12</b>
Baker/Pastry Cook/Cook	-	36	1373	2182	238	-	-	-	-	-	1053	<b>4882</b>
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	3	-	-	-	-	-	-	-	-	<b>3</b>
Junior Cook or Below	80	2577	4596	4326	140	-	-	-	-	-	2507	<b>14226</b>
Security Officer	-	10	-	-	-	-	-	-	-	-	-	<b>10</b>
Telephone Operator	-	6	-	-	-	-	-	-	-	-	-	<b>6</b>
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	-	-	-	-	-	4	<b>4</b>
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	1105	7111	273	-	-	-	-	-	-	-	1884	<b>10373</b>

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	2685	3623	128	-	-	-	-	-	-	-	1438	<b>7874</b>
Bartender/Barman/Soda Fountain Captain/Barista	-	364	67	3	-	-	-	-	-	-	19	<b>453</b>
Receptionist/Hostess/Waiter/Waitress	41	5651	3235	187	-	-	-	-	-	-	2006	<b>11120</b>
Wine Steward/Sommelier	-	-	-	-	-	-	-	-	-	-	2	<b>2</b>
Food and Beverage Storekeeper/General Storekeeper/Store and Receiving Clerk	-	5	-	-	-	-	-	-	-	-	-	<b>5</b>
Delivery Staff/Take-Away Service Staff	45	137	-	-	-	-	-	-	-	-	8	<b>190</b>
Food Handler/Beverage Handler	316	3766	1122	712	-	-	-	-	-	-	384	<b>6300</b>
Cashier	126	2286	246	10	-	-	-	-	-	-	347	<b>3015</b>
Others	-	-	25	-	-	-	-	-	-	-	-	<b>25</b>
<b>Sub-total</b>	<b>4398</b>	<b>25572</b>	<b>11068</b>	<b>7420</b>	<b>390</b>	-	-	-	-	-	<b>9652</b>	<b>58500</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Accounting Clerk/Food and Beverage Cashier	6	13	80	6	-	-	-	-	-	-	76	<b>181</b>
Personnel Clerk/General Office Clerk	-	6	80	5	-	-	-	-	-	-	-	<b>91</b>
Secretary	-	-	3	-	-	-	-	-	-	-	-	<b>3</b>
<b>Sub-total</b>	<b>6</b>	<b>19</b>	<b>163</b>	<b>11</b>	-	-	-	-	-	-	<b>76</b>	<b>275</b>
<b>GRAND TOTAL</b>	<b>4404</b>	<b>25871</b>	<b>12959</b>	<b>11859</b>	<b>1834</b>	<b>3</b>	<b>174</b>	<b>149</b>	-	<b>12</b>	<b>11102</b>	<b>68367</b>

**TABLE 4.3 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**

**(EXCLUDING TRAINEES/APPRENTICES)**

**BRANCH 3: FAST FOOD SHOPS**

<b>Job Title</b> \ <b>Monthly Income</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>\$10,001 - \$15,000</b>	<b>\$15,001 - \$20,000</b>	<b>\$20,001 - \$25,000</b>	<b>\$25,001 - \$30,000</b>	<b>\$30,001 - \$35,000</b>	<b>\$35,001 - \$40,000</b>	<b>\$40,001 or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
Restaurant Manager	-	-	288	158	-	-	-	-	-	-	227	673
<b>Sub-total</b>	-	-	288	158	-	-	-	-	-	-	227	673
<b>SUPERVISORY LEVEL</b>												
Barbecue Cook	-	-	-	71	-	-	-	-	-	-	-	71
Restaurant Supervisor	20	140	341	699	-	-	-	-	-	-	876	2076
Captain/Service Supervisor	-	259	714	-	-	-	-	-	-	-	-	973
Gardemanger/Senior Cook	-	-	-	992	-	-	-	-	-	-	20	1012
<b>Sub-total</b>	20	399	1055	1762	-	-	-	-	-	-	896	4132
<b>CRAFT / OPERATIVE LEVEL</b>												
Baker/Pastry Cook/Cook	-	25	274	445	-	-	-	-	-	-	20	764
Junior Cook or Below	-	2107	586	139	-	-	-	-	-	-	60	2892
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	116	75	-	-	40	-	-	-	-	-	-	231
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	2071	931	80	-	-	-	-	-	-	-	-	3082
Bartender/Barman/ Soda Fountain Captain/Barista	-	-	-	-	-	-	-	-	-	-	-	-

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Receptionist/Hostess/Waiter/Waitress	-	423	-	20	-	-	-	-	-	-	-	443
Delivery Staff/Take-Away Service Staff	26	-	-	-	-	-	-	-	-	-	-	26
Food Handler/Beverage Handler	1046	1599	1325	33	-	-	-	-	-	-	20	4023
Cashier	949	725	-	-	-	-	-	-	-	-	-	1674
Others	-	12	-	-	-	-	-	-	-	-	-	12
<b>Sub-total</b>	<b>4208</b>	<b>5897</b>	<b>2265</b>	<b>637</b>	<b>40</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>13147</b>
<b>GRAND TOTAL</b>	<b>4228</b>	<b>6296</b>	<b>3608</b>	<b>2557</b>	<b>40</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1223</b>	<b>17952</b>

**TABLE 4.4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**

(EXCLUDING TRAINEES/APPRENTICES)

**BRANCH 4: BEVERAGE SERVING PLACES**

<b>Monthly Income</b> <b>Job Title</b>	<b>\$6,000</b> <b>or below</b>	<b>\$6,001 -</b> <b>\$8,000</b>	<b>\$8,001 -</b> <b>\$10,000</b>	<b>\$10,001 -</b> <b>\$15,000</b>	<b>\$15,001 -</b> <b>\$20,000</b>	<b>\$20,001 -</b> <b>\$25,000</b>	<b>\$25,001 -</b> <b>\$30,000</b>	<b>\$30,001 -</b> <b>\$35,000</b>	<b>\$35,001 -</b> <b>\$40,000</b>	<b>\$40,001</b> <b>or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager/Managing Director	-	-	-	-	-	-	14	-	-	6	1	21
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	-	6	-	-	-	-	-	3	9
Chief Accountant/Controller/ Financial Controller	-	-	-	-	-	-	-	-	-	-	2	2
Purchasing Manager	-	-	-	-	-	6	-	-	-	-	1	7
Marketing Manager	-	-	-	-	6	-	-	-	-	-	3	9
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	-	-	-	-	-	-	2	2
Restaurant Manager	-	-	7	-	85	-	-	-	6	-	-	98
Sous Chef	-	-	-	-	27	-	-	-	-	-	-	27
<b>Sub-total</b>	-	-	7	-	124	6	14	-	6	6	12	175
<b>SUPERVISORY LEVEL</b>												
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	11	6	-	-	-	-	-	-	17
Accounts Supervisor (e.g. payable/receivable)	-	-	-	6	13	-	-	-	-	-	-	19

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>SUPERVISORY LEVEL (Continued)</b>												
Restaurant Supervisor	20	-	-	439	20	-	-	-	-	-	20	<b>499</b>
Audit Supervisor/Paymaster/General Cashier	-	-	-	1	-	-	-	-	-	-	-	<b>1</b>
Beverage/Bar Manager	-	-	27	114	56	-	7	-	-	-	88	<b>292</b>
Captain/Service Supervisor	-	-	41	135	7	-	-	-	-	-	13	<b>196</b>
Gardemanger/Senior Cook	-	-	20	7	28	-	-	-	-	-	27	<b>82</b>
Sales Supervisor	-	-	-	11	-	-	-	-	-	-	-	<b>11</b>
Maintenance Supervisor/Technical Supervisor	-	-	-	1	-	-	-	-	-	-	-	<b>1</b>
Others	-	-	-	12	-	-	-	-	-	-	-	<b>12</b>
<b>Sub-total</b>	<b>20</b>	<b>-</b>	<b>88</b>	<b>737</b>	<b>130</b>	<b>-</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>148</b>	<b>1130</b>
<b>CRAFT / OPERATIVE LEVEL</b>												
Baker/Pastry Cook/Cook	-	-	14	-	-	-	-	-	-	-	-	<b>14</b>
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	2	-	-	-	-	-	-	-	-	<b>2</b>
Junior Cook or Below	-	82	35	90	-	-	-	-	-	-	116	<b>323</b>
Security Officer	-	-	-	7	-	-	-	-	-	-	-	<b>7</b>
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	689	-	-	-	-	-	-	-	-	-	<b>689</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	40	69	8	-	-	-	-	-	-	-	27	<b>144</b>
Bartender/Barman/ Soda Fountain Captain/Barista	-	94	293	61	-	-	-	-	-	-	137	<b>585</b>



Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Receptionist/Hostess/Waiter/Waitress	-	317	384	70	-	-	-	-	-	-	312	<b>1083</b>
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	6	-	-	-	-	-	-	-	-	<b>6</b>
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	-	-	-	-	-	-
Food Handler/Beverage Handler	-	1435	140	40	-	-	-	-	-	-	61	<b>1676</b>
Cashier	-	322	7	-	-	-	-	-	-	-	12	<b>341</b>
<b>Sub-total</b>	<b>40</b>	<b>3008</b>	<b>889</b>	<b>268</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>665</b>	<b>4870</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Accounting Clerk/Food and Beverage Cashier	-	-	12	-	-	-	-	-	-	-	-	<b>12</b>
Personnel Clerk/General Office Clerk	-	-	18	7	-	-	-	-	-	-	-	<b>25</b>
Purchasing Clerk/Quality Control Clerk	-	-	5	-	-	-	-	-	-	-	-	<b>5</b>
Secretary	-	-	2	-	-	-	-	-	-	-	-	<b>2</b>
Others	-	-	19	-	-	-	-	-	-	-	-	<b>19</b>
<b>Sub-total</b>	<b>-</b>	<b>-</b>	<b>56</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>63</b>
<b>GRAND TOTAL</b>	<b>60</b>	<b>3008</b>	<b>1040</b>	<b>1012</b>	<b>254</b>	<b>6</b>	<b>21</b>	<b>-</b>	<b>6</b>	<b>6</b>	<b>825</b>	<b>6238</b>

**TABLE 4.5 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**

**(EXCLUDING TRAINEES/APPRENTICES)**

**BRANCH 5: OTHER EATING AND DRINKING PLACES**

<b>Monthly Income</b> <b>Job Title</b>	<b>\$6,000</b> <b>or below</b>	<b>\$6,001 -</b> <b>\$8,000</b>	<b>\$8,001 -</b> <b>\$10,000</b>	<b>\$10,001 -</b> <b>\$15,000</b>	<b>\$15,001 -</b> <b>\$20,000</b>	<b>\$20,001 -</b> <b>\$25,000</b>	<b>\$25,001 -</b> <b>\$30,000</b>	<b>\$30,001 -</b> <b>\$35,000</b>	<b>\$35,001 -</b> <b>\$40,000</b>	<b>\$40,001</b> <b>or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager/Managing Director	-	-	-	-	-	-	-	10	-	1	-	<b>11</b>
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	-	1	-	-	-	-	-	-	<b>1</b>
Chief Accountant/Controller/ Financial Controller	-	-	-	-	-	-	-	-	-	1	-	<b>1</b>
Purchasing Manager	-	-	-	1	-	-	-	-	-	-	-	<b>1</b>
Marketing Manager	-	-	-	-	10	-	-	-	-	-	-	<b>10</b>
Restaurant Manager	-	-	10	12	15	1	1	-	-	-	10	<b>49</b>
Sous Chef	-	-	-	10	10	-	-	-	-	-	-	<b>20</b>
<b>Sub-total</b>	-	-	<b>10</b>	<b>23</b>	<b>36</b>	<b>1</b>	<b>1</b>	<b>10</b>		<b>2</b>	<b>10</b>	<b>93</b>
<b>SUPERVISORY LEVEL</b>												
Chief Dim Sum Cook	-	-	-	40	-	-	-	-	-	-	-	<b>40</b>
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	1	-	-	-	-	-	-	-	<b>1</b>
Accounts Supervisor (e.g. payable/receivable)	-	-	-	2	-	1	-	-	-	-	-	<b>3</b>
Restaurant Supervisor	-	111	103	102	18	-	-	-	-	-	40	<b>374</b>
Captain/Service Supervisor	-	-	106	50	-	-	-	-	-	-	20	<b>176</b>
Gardemanger/Senior Cook	-	-	-	40	24	-	-	-	-	-	-	<b>64</b>

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>SUPERVISORY LEVEL (Continued)</b>												
Sales Supervisor	-	-	10	-	-	-	-	-	-	-	-	10
Maintenance Supervisor/Technical Supervisor	-	-	-	-	1	-	-	-	-	-	-	1
Others	-	-	-	-	1	-	-	-	-	-	-	1
<b>Sub-total</b>	-	<b>111</b>	<b>219</b>	<b>235</b>	<b>44</b>	<b>1</b>	-	-	-	-	<b>60</b>	<b>670</b>
<b>CRAFT / OPERATIVE LEVEL</b>												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	12	-	-	-	-	-	-	12
Baker/Pastry Cook/Cook	-	55	20	582	-	-	-	-	-	-	20	677
Junior Cook or Below	40	223	445	848	-	-	-	-	-	-	-	1556
Bar Porter/Barboy/Junior Waiter/Junior Waitress	302	335	140	-	-	-	-	-	-	-	-	777
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	245	316	80	-	-	-	-	-	-	-	10	651
Bartender/Barman/Soda Fountain Captain/Barista	-	-	-	20	-	-	-	-	-	-	-	20
Receptionist/Hostess/Waiter/Waitress	273	521	230	30	-	-	-	-	-	-	60	1114
Delivery Staff/Take-Away Service Staff	60	41	60	-	-	-	-	-	-	-	-	161
Food Handler/Beverage Handler	725	945	497	20	-	-	-	-	-	-	161	2348
Cashier	44	263	74	-	-	-	-	-	-	-	-	381
Others	-	16	-	-	-	-	-	-	-	-	-	16
<b>Sub-total</b>	<b>1689</b>	<b>2715</b>	<b>1546</b>	<b>1500</b>	<b>12</b>	-	-	-	-	-	<b>251</b>	<b>7713</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Accounting Clerk/Food and Beverage Cashier	-	7	-	-	1	-	-	-	-	-	-	8

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>ADMINISTRATIVE AND OTHERS LEVEL (Continued)</b>												
Personnel Clerk/General Office Clerk	-	1	-	10	-	-	-	-	-	-	-	11
<b>Sub-total</b>	-	8	-	10	1	-	-	-	-	-	-	19
<b>GRAND TOTAL</b>	1689	2834	1775	1768	93	2	1	10	-	2	321	8495

**TABLE 4.6 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**

**(EXCLUDING TRAINEES/APPRENTICES)**

**BRANCH 6: SUPPLEMENTARY SAMPLES**

<b>Monthly Income</b> <b>Job Title</b>	<b>\$6,000</b> <b>or below</b>	<b>\$6,001 -</b> <b>\$8,000</b>	<b>\$8,001 -</b> <b>\$10,000</b>	<b>\$10,001 -</b> <b>\$15,000</b>	<b>\$15,001 -</b> <b>\$20,000</b>	<b>\$20,001 -</b> <b>\$25,000</b>	<b>\$25,001 -</b> <b>\$30,000</b>	<b>\$30,001 -</b> <b>\$35,000</b>	<b>\$35,001 -</b> <b>\$40,000</b>	<b>\$40,001</b> <b>or above</b>	<b>Refusal</b>	<b>Total</b>
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>												
General Manager/Managing Director	-	-	-	-	-	-	-	-	-	9	9	<b>18</b>
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	-	-	1	1	2	2	5	6	<b>17</b>
Accountant/Chief Accountant/ Financial Controller/Controller	-	-	-	-	-	1	2	4	3	2	11	<b>23</b>
Business Manager/Sales Manager	-	-	-	-	-	-	-	-	4	-	-	<b>4</b>
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	-	-	-	2	5	-	5	<b>12</b>
Restaurant Manager	-	-	-	-	3	15	-	22	2	-	26	<b>68</b>
Administration Manager	-	-	-	-	-	-	-	-	-	2	1	<b>3</b>
Executive Assistant Manager/Club Manager	-	-	-	-	1	4	-	2	-	4	7	<b>18</b>
Purchasing Manager	-	-	-	-	1	2	-	2	-	-	4	<b>9</b>
Marketing Manager	-	-	-	-	-	2	-	-	-	4	4	<b>10</b>
Executive Chef/Executive Pastry Chef	-	-	-	-	-	-	4	3	13	3	13	<b>36</b>
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	-	2	-	7	4	2	23	<b>38</b>

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
<b>MANAGERIAL / PROFESSIONAL LEVEL (Continued)</b>												
Pastry Chef	-	-	-	1	3	8	-	-	3	-	5	20
Sous Chef	-	-	-	-	6	3	1	1	1	-	8	20
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	12	5	-	-	4	-	8	29
Others	-	-	-	-	-	-	-	-	1	-	-	1
<b>Sub-total</b>	-	-	-	1	26	43	8	45	42	31	130	326
<b>SUPERVISORY LEVEL</b>												
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	4	2	4	-	-	-	-	7	17
Accounts Supervisor (payable/receivable)	-	-	-	2	13	3	-	-	-	-	7	25
Barbecue Cook	-	-	-	-	2	8	-	-	-	-	2	12
Captain/Service Supervisor	-	-	-	39	27	68	-	-	-	-	61	195
Chief Butcher	-	-	-	4	-	9	1	-	-	-	6	20
Chief Cook	-	-	-	-	2	8	-	-	-	-	11	21
Chief Dim Sum Cook	-	-	-	-	-	7	-	-	-	-	3	10
Head Supervisor/Headwaiter	-	-	-	-	1	10	-	-	-	-	5	16
Pantry Captain	-	-	-	-	-	5	-	-	-	-	1	6
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	2	1	43	-	-	-	-	12	58
Second Butcher	-	-	-	-	2	13	-	-	-	-	9	24

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
<b>SUPERVISORY LEVEL (Continued)</b>												
Senior Cook/General Cook/Service Cook	-	-	-	-	5	13	-	-	-	-	9	27
Maintenance Supervisor/Technical Supervisor	-	-	-	2	19	2	-	-	-	-	6	29
Seafood Butcher	-	-	-	1	1	7	-	-	-	-	-	9
Restaurant Supervisor	-	-	-	1	10	8	-	-	-	-	23	42
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	-	-	-	-	-	-	1	1
Audit Supervisor/Paymaster/General Cashier	-	-	-	-	2	-	-	-	-	-	-	2
Food and Beverage Controller/Cost Controller	-	-	-	-	4	4	-	-	-	-	4	12
Beverage/Bar Manager	-	-	-	-	2	-	-	-	-	-	7	9
Gardemanger/Senior Cook	-	-	-	19	30	19	-	-	-	-	28	96
Sales Supervisor	-	-	-	-	-	7	-	-	-	-	5	12
Public Relations Officer	-	-	-	-	1	1	-	-	-	-	-	2
Chief Security Officer	-	-	-	-	-	-	-	-	-	-	1	1
Others	-	-	-	1	-	1	-	-	-	-	2	4
<b>Sub-total</b>	-	-	-	75	124	240	1	-	-	-	210	650
<b>CRAFT / OPERATIVE LEVEL</b>												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	2	7	-	-	-	-	-	11	20
Vegetable Cook Helper	-	-	1	-	-	-	-	-	-	-	9	10
Pantry Cook/Vegetable Cook	-	-	-	1	-	-	-	-	-	-	5	6

Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Junior Cook or Below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	5	11	116	68	-	-	-	-	-	99	<b>299</b>
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	4	40	-	-	-	-	-	8	<b>52</b>
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	8	24	-	-	-	-	-	10	<b>42</b>
Baker/Pastry Cook/Cook	-	-	9	66	34	-	-	-	-	-	39	<b>148</b>
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	4	44	-	-	-	-	-	-	3	<b>51</b>
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	22	8	-	-	-	-	-	-	5	<b>35</b>
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	47	129	96	-	-	-	-	-	-	165	<b>437</b>
Bartender/Barman/Soda Fountain Captain/ Barista/Bar Helper	-	-	1	46	3	-	-	-	-	-	12	<b>62</b>
Receptionist/Hostess/Waiter/Waitress	-	14	20	339	52	-	-	-	-	-	219	<b>644</b>
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	1	45	-	-	-	-	-	-	5	<b>51</b>
Cashier	-	-	-	9	-	-	-	-	-	-	5	<b>14</b>
Security Officer	-	-	-	-	-	-	-	-	-	-	19	<b>19</b>
Telephone Operator	-	-	2	6	-	-	-	-	-	-	-	<b>8</b>



Job Title	Monthly Income											Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	
<b>CRAFT / OPERATIVE LEVEL (Continued)</b>												
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	2	6	71	-	-	-	-	-	-	76	155
Wine Steward/Sommelier	-	-	-	-	5	-	-	-	-	-	-	5
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	17	1	-	-	-	-	-	5	23
Food Handler/Beverage Handler	-	-	-	5	-	-	-	-	-	-	-	5
Others	-	-	5	-	8	-	-	-	-	-	-	13
<b>Sub-total</b>	-	<b>68</b>	<b>211</b>	<b>883</b>	<b>242</b>	-	-	-	-	-	<b>695</b>	<b>2099</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>												
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	3	12	6	-	-	-	-	-	32	53
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	-	-	-	-	-	-	-	-	-	2	2
Store and Receiving Clerk/Purchasing Clerk	-	-	-	-	6	-	-	-	-	-	12	18
Personnel Clerk/General Office Clerk	-	-	-	12	-	-	-	-	-	-	15	27
Purchasing Clerk/Quality Control Clerk	-	-	-	6	4	-	-	-	-	-	2	12
Secretary	-	2	-	4	11	-	-	-	-	-	5	22
Typist/Office Assistant/Messenger/Runner	-	-	2	1	-	-	-	-	-	-	1	4
Others	-	-	-	3	-	-	-	-	-	-	-	3
<b>Sub-total</b>	-	<b>2</b>	<b>5</b>	<b>38</b>	<b>27</b>	-	-	-	-	-	<b>69</b>	<b>141</b>
<b>GRAND TOTAL</b>	-	<b>70</b>	<b>216</b>	<b>997</b>	<b>419</b>	<b>283</b>	<b>9</b>	<b>45</b>	<b>42</b>	<b>31</b>	<b>1104</b>	<b>3216</b>

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

**CATERING INDUSTRY**

**(BRANCH 1-6)**

Job Title	Monthly Income Range				
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL</b>					
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	2	-	-	-	2
Baker/Pastry Cook/Cook	-	80	-	-	80
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	86	-	-	-	86
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	5	-	-	-	5
Receptionist/Hostess/Waiter/Waitress	180	-	45	-	225
Cashier	-	100	-	-	100
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	14	-	-	-	14
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	184	187	-	-	371
Food Handler/Beverage Handler	-	-	-	21	21
<b>Sub-total</b>	<b>471</b>	<b>367</b>	<b>45</b>	<b>21</b>	<b>904</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	66	-	-	-	66
<b>Sub-total</b>	<b>66</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>66</b>
<b>GRAND TOTAL</b>	<b>537</b>	<b>367</b>	<b>45</b>	<b>21</b>	<b>970</b>

**TABLE 5.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**

**BRANCH 1: CHINESE RESTAURANTS**

Job Title	Monthly Income Range				
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL</b>					
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	2	-	-	-	2
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	5	-	-	-	5
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	5	-	-	-	5
Waiter/Waitress	44	-	45	-	89
Cashier	-	20	-	-	20
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	14	-	-	-	14
<b>Sub-total</b>	<b>70</b>	<b>20</b>	<b>45</b>	<b>-</b>	<b>135</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/General Cashier	13	-	-	-	13
<b>Sub-total</b>	<b>13</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>13</b>
<b>GRAND TOTAL</b>	<b>83</b>	<b>20</b>	<b>45</b>	<b>-</b>	<b>148</b>

**TABLE 5.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**

**BRANCH 2: RESTAURANTS OTHER THAN CHINESE**

<b>Monthly Income Range</b> <b>Job Title</b>	<b>\$6,000 or below</b>	<b>\$6,001 - \$8,000</b>	<b>\$8,001 - \$10,000</b>	<b>Refusal</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>					
Baker/Pastry Cook/Cook	-	80	-	-	<b>80</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	184	187	-	-	<b>371</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	67	-	-	-	<b>67</b>
Receptionist/Hostess/Waiter/Waitress	136	-	-	-	<b>136</b>
Cashier	-	80	-	-	<b>80</b>
<b>Sub-total</b>	<b>387</b>	<b>347</b>	<b>-</b>	<b>-</b>	<b>734</b>
<b>ADMINISTRATIVE AND OTHERS LEVEL</b>					
Accounting Clerk/Food and Beverage Cashier	53	-	-	-	<b>53</b>
<b>Sub-total</b>	<b>53</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>53</b>
<b>GRAND TOTAL</b>	<b>440</b>	<b>347</b>	<b>-</b>	<b>-</b>	<b>787</b>

**TABLE 5.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**

**BRANCH 4: BEVERAGE SERVING PLACES**

Monthly Income Range Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	Refusal	Total
<b>CRAFT / OPERATIVE LEVEL</b>					
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	14	-	-	-	<b>14</b>
Food Handler/Beverage Handler	-	-	-	21	<b>21</b>
<b>Sub-total</b>	<b>14</b>	-	-	<b>21</b>	<b>35</b>
<b>GRAND TOTAL</b>	<b>14</b>	-	-	<b>21</b>	<b>35</b>

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

**CATERING INDUSTRY**

(BRANCH 1-6)

Job Title	Daily Income Range					Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>						
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	1	1
<b>Sub-total</b>	-	-	-	-	1	1
<b>SUPERVISORY LEVEL</b>						
Barbecue Cook	-	-	9	-	-	9
Seafood Butcher	-	13	-	-	-	13
<b>Sub-total</b>	-	13	9	-	-	22
<b>CRAFT / OPERATIVE LEVEL</b>						
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	18	-	18
Junior Cook or Below/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	50	10	68	-	128
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	101	-	101
Baker/Pastry Cook/Cook	-	-	-	1	-	1
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	106	179	13	1	-	299
Receptionist/Hostess/Waiter/Waitress	505	237	18	-	-	760
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	13	-	20	-	-	33
Bar Porter/Barboy/Junior Waiter/Junior Waitress	400	156	-	-	-	556
Food Handler/Beverage Handler	82	-	8	-	-	90
<b>Sub-total</b>	<b>1106</b>	<b>622</b>	<b>69</b>	<b>189</b>	<b>-</b>	<b>1986</b>
<b>GRAND TOTAL</b>	<b>1106</b>	<b>635</b>	<b>78</b>	<b>189</b>	<b>1</b>	<b>2009</b>

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

**BRANCH 1: CHINESE RESTAURANTS**

Daily Income Range Job Title	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	Total
<b>SUPERVISORY LEVEL</b>						
Barbecue Cook	-	-	9	-	-	9
Seafood Butcher	-	13	-	-	-	13
<b>Sub-total</b>	-	13	9	-	-	22
<b>CRAFT / OPERATIVE LEVEL</b>						
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	18	-	18
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	10	-	-	10
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	100	-	100
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	38	43	13	-	-	94
Receptionist/Hostess/Waiter/Waitress	223	237	18	-	-	478
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	13	-	20	-	-	33
<b>Sub-total</b>	274	280	61	118	-	733
<b>GRAND TOTAL</b>	274	293	70	118	-	755

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

**BRANCH 2: RESTAURANTS OTHER THAN CHINESE**

Job Title	Daily Income Range					Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
<b>CRAFT / OPERATIVE LEVEL</b>						
Junior Cook or Below	-	-	-	68	-	<b>68</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	400	156	-	-	-	<b>556</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	68	136	-	-	-	<b>204</b>
Receptionist/Hostess/Waiter/Waitress	272	-	-	-	-	<b>272</b>
Food Handler/Beverage Handler	40	-	8	-	-	<b>48</b>
<b>Sub-total</b>	<b>780</b>	<b>292</b>	<b>8</b>	<b>68</b>	<b>-</b>	<b>1148</b>
<b>GRAND TOTAL</b>	<b>780</b>	<b>292</b>	<b>8</b>	<b>68</b>	<b>-</b>	<b>1148</b>



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

**BRANCH 4: BEVERAGE SERVING PLACES**

<b>Job Title \</b> <b>Daily Income Range</b>	<b>\$101 - \$200</b>	<b>\$201 - \$300</b>	<b>\$301 - \$400</b>	<b>\$401 - \$500</b>	<b>\$501 - \$600</b>	<b>Total</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Food Handler/Beverage Handler	42	-	-	-	-	42
<b>GRAND TOTAL</b>	<b>42</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>42</b>

**TABLE 6.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE**

**BRANCH 5: OTHER EATING AND DRINKING PLACES**

Job Title	Daily Income Range					Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
<b>CRAFT / OPERATIVE LEVEL</b>						
Junior Cook or Below	-	50	-	-	-	<b>50</b>
Receptionist/Hostess/Waiter/Waitress	10	-	-	-	-	<b>10</b>
<b>Sub-total</b>	<b>10</b>	<b>50</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>60</b>
<b>GRAND TOTAL</b>	<b>10</b>	<b>50</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>60</b>

**TABLE 6.5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE**

**BRANCH 6: SUPPLEMENTARY SAMPLES**

Job Title	Daily Income Range					Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
<b>MANAGERIAL / PROFESSIONAL LEVEL</b>						
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	1	1
<b>Sub-total</b>	-	-	-	-	1	1
<b>CRAFT / OPERATIVE LEVEL</b>						
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	1	-	1
Baker/Pastry Cook/Cook	-	-	-	1	-	1
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	-	-	-	1	-	1
<b>Sub-total</b>	-	-	-	3	-	3
<b>GRAND TOTAL</b>	-	-	-	3	1	4

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

**CATERING INDUSTRY**

**(BRANCH 1-6)**

Job Title	Hourly Income Range					Total
	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above	Refusal	
<b>SUPERVISORY LEVEL</b>						
Captain/Service Supervisor	-	-	44	-	-	<b>44</b>
Senior Cook/General Cook/Service Cook	-	-	10	-	-	<b>10</b>
Gardemanger/Senior Cook	-	-	343	-	-	<b>343</b>
<b>Sub-total</b>	-	-	<b>397</b>	-	-	<b>397</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	5	-	5	<b>10</b>
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	146	-	-	<b>146</b>
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	2	-	-	-	<b>2</b>
Baker/Pastry Cook/Cook	-	26	1	-	20	<b>47</b>
Junior Cook or Below	-	861	57	20	-	<b>938</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	120	5753	59	-	350	<b>6282</b>
Bartender/Barman/Soda Fountain Captain/ Barista/Bar Helper	-	119	33	14	284	<b>450</b>
Receptionist/Hostess/Waiter/Waitress	-	3880	1149	14	513	<b>5556</b>
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	186	322	-	25	<b>533</b>
Cashier	-	1120	-	7	5599	<b>6726</b>
Delivery Staff/Take-Away Service Staff	121	1146	-	-	-	<b>1267</b>
Uniform and Linen Attendant/ Cloakroom Attendant	-	7	-	-	-	<b>7</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	40	1698	20	-	30	<b>1788</b>
Food Handler/Beverage Handler	2916	3833	20	-	5660	<b>12429</b>
Others	-	61	-	-	-	<b>61</b>
<b>Sub-total</b>	<b>3197</b>	<b>18692</b>	<b>1812</b>	<b>55</b>	<b>12486</b>	<b>36242</b>
<b>GRAND TOTAL</b>	<b>3197</b>	<b>18692</b>	<b>2209</b>	<b>55</b>	<b>12486</b>	<b>36639</b>

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

**BRANCH 1: CHINESE RESTAURANTS**

Job Title	Hourly Income Range				Refusal	Total
	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above		
<b>SUPERVISORY LEVEL</b>						
Senior Cook/General Cook/Service Cook	-	-	10	-	-	<b>10</b>
<b>Sub-total</b>	-	-	<b>10</b>	-	-	<b>10</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	5	-	5	<b>10</b>
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	2	-	-	-	<b>2</b>
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	220	15	-	38	<b>273</b>
Bartender/Soda Fountain Captain/Bar Helper	-	12	-	-	-	<b>12</b>
Receptionist/Hostess/Waiter/Waitress	-	718	162	-	24	<b>904</b>
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	186	-	-	25	<b>211</b>
Cashier	-	-	-	-	13	<b>13</b>
Delivery Staff/Take-Away Service Staff	-	10	-	-	-	<b>10</b>
<b>Sub-total</b>	-	<b>1148</b>	<b>182</b>	-	<b>105</b>	<b>1435</b>
<b>GRAND TOTAL</b>	-	<b>1148</b>	<b>192</b>	-	<b>105</b>	<b>1445</b>

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

**BRANCH 2: RESTAURANTS OTHER THAN CHINESE**

Job Title	Hourly Income Range				Refusal	Total
	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above		
<b>CRAFT / OPERATIVE LEVEL</b>						
Junior Cook or Below	-	691	48	-	-	<b>739</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	1306	20	-	-	<b>1326</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	80	837	-	-	40	<b>957</b>
Receptionist/Hostess/Waiter/Waitress	-	2675	284	-	70	<b>3029</b>
Delivery Staff/Take-Away Service Staff	51	409	-	-	-	<b>460</b>
Food Handler/Beverage Handler	-	361	-	-	-	<b>361</b>
Cashier	-	249	-	-	-	<b>249</b>
Others	-	39	-	-	-	<b>39</b>
<b>Sub-total</b>	<b>131</b>	<b>6567</b>	<b>352</b>	<b>-</b>	<b>110</b>	<b>7160</b>
<b>GRAND TOTAL</b>	<b>131</b>	<b>6567</b>	<b>352</b>	<b>-</b>	<b>110</b>	<b>7160</b>

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

**BRANCH 3: FAST FOOD SHOPS**

Job Title	Hourly Income Range				Refusal	Total
	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above		
<b>CRAFT / OPERATIVE LEVEL</b>						
Baker/Pastry Cook/Cook	-	20	-	-	20	<b>40</b>
Junior Cook or Below	-	80	-	-	-	<b>80</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	20	-	-	-	<b>20</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	3786	-	-	262	<b>4048</b>
Bartender/Barman/Soda Fountain Captain/ Barista	-	-	-	-	264	<b>264</b>
Receptionist/Hostess/Waiter/Waitress	-	52	-	-	351	<b>403</b>
Delivery Staff/Take-Away Service Staff	-	365	-	-	-	<b>365</b>
Food Handler/Beverage Handler	2916	2498	-	-	5600	<b>11014</b>
Cashier	-	762	-	-	5576	<b>6338</b>
<b>GRAND TOTAL</b>	<b>2916</b>	<b>7583</b>	<b>-</b>	<b>-</b>	<b>12073</b>	<b>22572</b>

**TABLE 7.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE****BRANCH 4: BEVERAGE SERVING PLACES**

Job Title	Hourly Income Range				Refusal	Total
	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above		
<b>CRAFT / OPERATIVE LEVEL</b>						
Junior Cook or Below	-	-	-	20	-	<b>20</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	-	28	-	-	-	<b>28</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	117	40	-	-	<b>157</b>
Bartender/Barman/Soda Fountain Captain/ Barista	-	107	14	14	20	<b>155</b>
Receptionist/Hostess/Waiter/Waitress	-	75	172	14	60	<b>321</b>
Delivery Staff/Take-Away Service Staff	-	7	-	-	-	<b>7</b>
Food Handler/Beverage Handler	-	167	20	-	-	<b>187</b>
Cashier	-	-	-	7	-	<b>7</b>
<b>GRAND TOTAL</b>	-	<b>501</b>	<b>246</b>	<b>55</b>	<b>80</b>	<b>882</b>



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

**BRANCH 5: OTHER EATING AND DRINKING PLACES**

Job Title	Hourly Income Range				Refusal	Total
	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above		
<b>CRAFT / OPERATIVE LEVEL</b>						
Baker/Pastry Cook/Cook	-	6	-	-	-	<b>6</b>
Junior Cook or Below	-	90	-	-	-	<b>90</b>
Bar Porter/Barboy/ Junior Waiter/Junior Waitress	40	344	-	-	30	<b>414</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	40	250	-	-	10	<b>300</b>
Receptionist/Hostess/Waiter/Waitress	-	340	-	-	-	<b>340</b>
Delivery Staff/Take-Away Service Staff	70	355	-	-	-	<b>425</b>
Food Handler/Beverage Handler	-	807	-	-	60	<b>867</b>
Cashier	-	11	-	-	10	<b>21</b>
Others	-	22	-	-	-	<b>22</b>
<b>GRAND TOTAL</b>	<b>150</b>	<b>2225</b>	<b>-</b>	<b>-</b>	<b>110</b>	<b>2485</b>

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

**BRANCH 6: SUPPLEMENTARY SAMPLES**

Job Title	Hourly Income Range				Refusal	Total
	\$20 or below	\$21 - \$40	\$41 - \$60	\$61 or above		
<b>SUPERVISORY LEVEL</b>						
Captain/Service Supervisor	-	-	44	-	-	<b>44</b>
Gardemanger/Senior Cook	-	-	343	-	-	<b>343</b>
<b>Sub-total</b>	-	-	<b>387</b>	-	-	<b>387</b>
<b>CRAFT / OPERATIVE LEVEL</b>						
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	146	-	-	<b>146</b>
Baker/Pastry Cook/Cook	-	-	1	-	-	<b>1</b>
Junior Cook or Below	-	-	9	-	-	<b>9</b>
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	-	543	4	-	-	<b>547</b>
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	-	322	-	-	<b>322</b>
Receptionist/Hostess/Waiter/Waitress	-	20	531	-	8	<b>559</b>
Uniform and Linen Attendant/Cloakroom Attendant	-	7	-	-	-	<b>7</b>
Bartender/Barman/Soda Fountain Captain/Barista	-	-	19	-	-	<b>19</b>
Cashier	-	98	-	-	-	<b>98</b>
<b>Sub-total</b>	-	<b>668</b>	<b>1032</b>	-	<b>8</b>	<b>1708</b>
<b>GRAND TOTAL</b>	-	<b>668</b>	<b>1419</b>	-	<b>8</b>	<b>2095</b>

**TABLE 8 : NUMBER OF INTERNAL PROMOTION**

<b>Branch \ Job Level</b>	<b>From Supervisory to Managerial / Professional</b>	<b>From Craft / Operative to Supervisory</b>	<b>Total</b>
Chinese Restaruants	91	396	<b>487</b>
Restaurants other than Chinese	67	604	<b>671</b>
Fast Food Shops	37	24	<b>61</b>
Beverage Serving Places	12	107	<b>119</b>
Other Eating and Drinking Places	-	20	<b>20</b>
Supplementary Samples	7	34	<b>41</b>
<b>All Branches</b>	<b>214</b>	<b>1185</b>	<b>1399</b>

**TABLE 9 : NUMBER OF RECRUITS IN THE PAST 12 MONTHS**

<b>Branch \ Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Chinese Restaurants	96	1259	11106	25	<b>12486</b>
Restaurants other than Chinese	49	420	20009	46	<b>20524</b>
Fast Food Shops	-	37	706	-	<b>743</b>
Beverage Serving Places	49	71	1400	-	<b>1520</b>
Other Eating and Drinking Places	3	115	1674	-	<b>1792</b>
Supplementary Samples	46	52	258	14	<b>370</b>
<b>All Branches</b>	<b>243</b>	<b>1954</b>	<b>35153</b>	<b>85</b>	<b>37435</b>

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

<b>Branch \ Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Chinese Restaurants	-	13	1517	14	<b>1544</b>
Restaurants other than Chinese	10	-	3769	-	<b>3779</b>
Fast Food Shops	-	-	152	-	<b>152</b>
Beverage Serving Places	-	-	712	-	<b>712</b>
Other Eating and Drinking Places	-	-	502	-	<b>502</b>
Supplementary Samples	-	2	30	2	<b>34</b>
<b>All Branches</b>	<b>10</b>	<b>15</b>	<b>6682</b>	<b>16</b>	<b>6723</b>

**TABLE 11 : AVERAGE YEARS OF CATERING INDUSTRY EXPERIENCE BEFORE OCCUPYING THE POST**

Branch	Experience Job Level	No experience	Less than 1 year	1 year - less than 3 years	3 years - less than 5 years	5 years - 10 years	over 10 years	Unspecified/Refusal	Total
		Chinese Restaurants	Managerial/Professional	-	1	151	636	1269	225
	Supervisory	-	409	4784	7120	1022	350	1391	<b>15076</b>
	Craft/Operative	1117	13775	19017	2754	637	-	4937	<b>42237</b>
	Administrative and Others	79	367	345	25	9	-	74	<b>899</b>
	<b>Total</b>	<b>1196</b>	<b>14552</b>	<b>24297</b>	<b>10535</b>	<b>2937</b>	<b>575</b>	<b>6580</b>	<b>60672</b>
Restaurants other than Chinese	Managerial/Professional	-	78	237	901	626	45	126	<b>2013</b>
	Supervisory	80	194	3554	2799	282	347	323	<b>7579</b>
	Craft/Operative	4220	23232	25268	2534	943	-	2303	<b>58500</b>
	Administrative and Others	-	86	166	-	5	9	9	<b>275</b>
	<b>Total</b>	<b>4300</b>	<b>23590</b>	<b>29225</b>	<b>6234</b>	<b>1856</b>	<b>401</b>	<b>2761</b>	<b>68367</b>
Fast Food Shops	Managerial/Professional	-	-	20	138	-	51	464	<b>673</b>
	Supervisor	-	167	240	273	254	-	3198	<b>4132</b>
	Craft/Operative	1599	3266	1999	40	-	-	6243	<b>13147</b>
	Administrative and Others	-	-	-	-	-	-	-	<b>-</b>
	<b>Total</b>	<b>1599</b>	<b>3433</b>	<b>2259</b>	<b>451</b>	<b>254</b>	<b>51</b>	<b>9905</b>	<b>17952</b>
Beverage Serving Places	Managerial/Professional	-	-	-	74	87	-	14	<b>175</b>
	Supervisory	-	-	643	364	109	-	14	<b>1130</b>
	Craft/Operative	505	2848	1360	80	-	-	77	<b>4870</b>
	Administrative and Others	-	-	63	-	-	-	-	<b>63</b>
	<b>Total</b>	<b>505</b>	<b>2848</b>	<b>2066</b>	<b>518</b>	<b>196</b>	<b>-</b>	<b>105</b>	<b>6238</b>

Branch	Experience Job Level	No experience	Less than 1 year	1 year - less than 3 years	3 years - less than 5 years	5 years - 10 years	over 10 years	Unspecified/Refusal	Total
		Other Eating and Drinking Places	Managerial/Professional	-	-	-	75	7	1
	Supervisory	-	-	449	169	32	-	20	<b>670</b>
	Craft/Operative	131	2500	4694	348	40	-	-	<b>7713</b>
	Administrative and Others	10	7	2	-	-	-	-	<b>19</b>
	<b>Total</b>	<b>141</b>	<b>2507</b>	<b>5145</b>	<b>592</b>	<b>79</b>	<b>1</b>	<b>30</b>	<b>8495</b>
Supplementary Samples	Managerial/Professional	-	-	-	44	172	25	85	<b>326</b>
	Supervisory	-	-	20	366	123	27	114	<b>650</b>
	Craft/Operative	61	162	1225	84	42	137	388	<b>2099</b>
	Administrative and Others	18	4	53	8	2	12	44	<b>141</b>
	<b>Total</b>	<b>79</b>	<b>166</b>	<b>1298</b>	<b>502</b>	<b>339</b>	<b>201</b>	<b>631</b>	<b>3216</b>
All Branches	Managerial/Professional	-	79	408	1868	2161	347	877	<b>5740</b>
	Supervisory	80	770	9690	11091	1822	724	5060	<b>29237</b>
	Craft/Operative	7633	45783	53563	5840	1662	137	13948	<b>128566</b>
	Administrative and Others	107	464	629	33	16	21	127	<b>1397</b>
	<b>Total</b>	<b>7820</b>	<b>47096</b>	<b>64290</b>	<b>18832</b>	<b>5661</b>	<b>1229</b>	<b>20012</b>	<b>164940</b>

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

Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified/Refusal	Total
	Job Level							
Chinese Restaurants	Managerial/Professional	1191	855	187	25	53	149	2460
	Supervisory	7848	4206	1305	215	486	1016	15076
	Craft/Operative	24443	9252	4330	127	467	3618	42237
	Administrative and Others	740	53	15	5	12	74	899
	<b>Total</b>	<b>34222</b>	<b>14366</b>	<b>5837</b>	<b>372</b>	<b>1018</b>	<b>4857</b>	<b>60672</b>
Restaurants other than Chinese	Managerial/Professional	1179	514	40	270	2	8	2013
	Supervisory	4316	2406	368	156	-	333	7579
	Craft/Operative	35774	17334	1347	2063	151	1831	58500
	Administrative and Others	257	-	-	9	-	9	275
	<b>Total</b>	<b>41526</b>	<b>20254</b>	<b>1755</b>	<b>2498</b>	<b>153</b>	<b>2181</b>	<b>68367</b>
Fast Food Shops	Managerial/Professional	50	159	-	-	-	464	673
	Supervisory	456	430	48	-	-	3198	4132
	Craft/Operative	5686	1218	-	-	-	6243	13147
	Administrative and Others	-	-	-	-	-	-	-
	<b>Total</b>	<b>6192</b>	<b>1807</b>	<b>48</b>	<b>-</b>	<b>-</b>	<b>9905</b>	<b>17952</b>
Beverage Serving Places	Managerial/Professional	98	19	-	-	44	14	175
	Supervisory	303	265	54	448	46	14	1130
	Craft/Operative	1499	1189	581	1302	222	77	4870
	Administrative and Others	63	-	-	-	-	-	63
	<b>Total</b>	<b>1963</b>	<b>1473</b>	<b>635</b>	<b>1750</b>	<b>312</b>	<b>105</b>	<b>6238</b>



Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified/Refusal	Total
	Job Level							
Other Eating and Drinking Places	Managerial/Professional	53	30	-	-	-	10	<b>93</b>
	Supervisory	257	281	72	40	-	20	<b>670</b>
	Craft/Operative	5041	2341	141	190	-	-	<b>7713</b>
	Administrative and Others	19	-	-	-	-	-	<b>19</b>
	<b>Total</b>	<b>5370</b>	<b>2652</b>	<b>213</b>	<b>230</b>	<b>-</b>	<b>30</b>	<b>8495</b>
Supplementary Samples	Managerial/Professional	48	113	25	41	-	99	<b>326</b>
	Supervisory	53	134	215	64	22	162	<b>650</b>
	Craft/Operative	256	451	680	68	137	507	<b>2099</b>
	Administrative and Others	54	18	-	16	-	53	<b>141</b>
	<b>Total</b>	<b>411</b>	<b>716</b>	<b>920</b>	<b>189</b>	<b>159</b>	<b>821</b>	<b>3216</b>
All Branches	Managerial/Professional	2619	1690	252	336	99	744	<b>5740</b>
	Supervisory	13233	7722	2062	923	554	4743	<b>29237</b>
	Craft/Operative	72699	31785	7079	3750	977	12276	<b>128566</b>
	Administrative and Others	1133	71	15	30	12	136	<b>1397</b>
	<b>Total</b>	<b>89684</b>	<b>41268</b>	<b>9408</b>	<b>5039</b>	<b>1642</b>	<b>17899</b>	<b>164940</b>

**TABLE 13.1 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES**

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

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	796	993	437	234	<b>2460</b>
	Supervisory	4817	6188	2626	1445	<b>15076</b>
	Craft/Operative	13488	17009	6935	4805	<b>42237</b>
	Administrative and Others	205	313	302	79	<b>899</b>
	<b>Total</b>	<b>19306</b>	<b>24503</b>	<b>10300</b>	<b>6563</b>	<b>60672</b>
Restaurants other than Chinese	Managerial/Professional	498	789	514	212	<b>2013</b>
	Supervisory	1803	4085	1142	549	<b>7579</b>
	Craft/Operative	13527	29066	12393	3514	<b>58500</b>
	Administrative and Others	86	78	102	9	<b>275</b>
	<b>Total</b>	<b>15914</b>	<b>34018</b>	<b>14151</b>	<b>4284</b>	<b>68367</b>
Fast Food Shops	Managerial/Professional	-	49	448	176	<b>673</b>
	Supervisory	201	303	518	3110	<b>4132</b>
	Craft/Operative	685	1562	4685	6215	<b>13147</b>
	Administrative and Others	-	-	-	-	<b>-</b>
	<b>Total</b>	<b>886</b>	<b>1914</b>	<b>5651</b>	<b>9501</b>	<b>17952</b>

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	40	95	26	14	175
	Supervisory	181	289	558	102	1130
	Craft/Operative	894	1386	2255	335	4870
	Administrative and Others	-	13	50	-	63
	<b>Total</b>	<b>1115</b>	<b>1783</b>	<b>2889</b>	<b>451</b>	<b>6238</b>
Others Eating and Drinking Places	Managerial/Professional	39	13	31	10	93
	Supervisory	274	194	142	60	670
	Craft/Operative	1242	2931	2869	671	7713
	Administrative and Others	1	7	11	-	19
	<b>Total</b>	<b>1556</b>	<b>3145</b>	<b>3053</b>	<b>741</b>	<b>8495</b>
Supplementary Samples	Managerial/Professional	-	134	107	85	326
	Supervisory	45	208	283	114	650
	Craft/Operative	308	633	770	388	2099
	Administrative and Others	8	55	34	44	141
	<b>Total</b>	<b>361</b>	<b>1030</b>	<b>1194</b>	<b>631</b>	<b>3216</b>
All Branches	Managerial/Professional	1373	2073	1563	731	5740
	Supervisory	7321	11267	5269	5380	29237
	Craft/Operative	30144	52587	29907	15928	128566
	Administrative and Others	300	466	499	132	1397
	<b>Total</b>	<b>39138</b>	<b>66393</b>	<b>37238</b>	<b>22171</b>	<b>164940</b>

**TABLE 13.2 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES**

**PRIORITY RANKED FOR EVENING COURSE**

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	215	940	1071	234	<b>2460</b>
	Supervisory	1614	5645	6372	1445	<b>15076</b>
	Craft/Operative	4614	13667	19151	4805	<b>42237</b>
	Administrative and Others	244	296	280	79	<b>899</b>
	<b>Total</b>	<b>6687</b>	<b>20548</b>	<b>26874</b>	<b>6563</b>	<b>60672</b>
Restaurants other than Chinese	Managerial/Professional	189	844	768	212	<b>2013</b>
	Supervisory	1307	1968	3755	549	<b>7579</b>
	Craft/Operative	14056	17007	23923	3514	<b>58500</b>
	Administrative and Others	89	99	78	9	<b>275</b>
	<b>Total</b>	<b>15641</b>	<b>19918</b>	<b>28524</b>	<b>4284</b>	<b>68367</b>
Fast Food Shops	Managerial/Professional	51	397	49	176	<b>673</b>
	Supervisory	412	255	355	3110	<b>4132</b>
	Craft/Operative	1636	3642	1654	6215	<b>13147</b>
	Administrative and Others	-	-	-	-	<b>-</b>
	<b>Total</b>	<b>2099</b>	<b>4294</b>	<b>2058</b>	<b>9501</b>	<b>17952</b>

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	30	26	105	14	175
	Supervisory	515	176	337	102	1130
	Craft/Operative	342	2132	2061	335	4870
	Administrative and Others	6	50	7	-	63
	<b>Total</b>	<b>893</b>	<b>2384</b>	<b>2510</b>	<b>451</b>	<b>6238</b>
Others Eating and Drinking Places	Managerial/Professional	31	14	38	10	93
	Supervisory	112	209	289	60	670
	Craft/Operative	2230	2594	2218	671	7713
	Administrative and Others	11	1	7	-	19
	<b>Total</b>	<b>2384</b>	<b>2818</b>	<b>2552</b>	<b>741</b>	<b>8495</b>
Supplementary Samples	Managerial/Professional	29	86	126	85	326
	Supervisory	71	226	239	114	650
	Craft/Operative	171	702	838	388	2099
	Administrative and Others	19	15	63	44	141
	<b>Total</b>	<b>290</b>	<b>1029</b>	<b>1266</b>	<b>631</b>	<b>3216</b>
All Branches	Managerial/Professional	545	2307	2157	731	5740
	Supervisory	4031	8479	11347	5380	29237
	Craft/Operative	23049	39744	49845	15928	128566
	Administrative and Others	369	461	435	132	1397
	<b>Total</b>	<b>27994</b>	<b>50991</b>	<b>63784</b>	<b>22171</b>	<b>164940</b>

**TABLE 13.3 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES**

**PRIORITY RANKED FOR SEMINAR/WORKSHOP**

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	1215	293	718	234	<b>2460</b>
	Supervisory	7200	1798	4633	1445	<b>15076</b>
	Craft/Operative	19330	6756	11346	4805	<b>42237</b>
	Administrative and Others	371	211	238	79	<b>899</b>
	<b>Total</b>	<b>28116</b>	<b>9058</b>	<b>16935</b>	<b>6563</b>	<b>60672</b>
Restaurants other than Chinese	Managerial/Professional	1114	168	519	212	<b>2013</b>
	Supervisory	3920	977	2133	549	<b>7579</b>
	Craft/Operative	27403	8913	18670	3514	<b>58500</b>
	Administrative and Others	91	89	86	9	<b>275</b>
	<b>Total</b>	<b>32528</b>	<b>10147</b>	<b>21408</b>	<b>4284</b>	<b>68367</b>
Fast Food Shops	Managerial/Professional	446	51	-	176	<b>673</b>
	Supervisory	409	464	149	3110	<b>4132</b>
	Craft/Operative	4611	1728	593	6215	<b>13147</b>
	Administrative and Others	-	-	-	-	<b>-</b>
	<b>Total</b>	<b>5466</b>	<b>2243</b>	<b>742</b>	<b>9501</b>	<b>17952</b>

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	91	40	30	14	175
	Supervisory	332	563	133	102	1130
	Craft/Operative	3299	1017	219	335	4870
	Administrative and Others	57	-	6	-	63
	<b>Total</b>	<b>3779</b>	<b>1620</b>	<b>388</b>	<b>451</b>	<b>6238</b>
Others Eating and Drinking Places	Managerial/Professional	13	56	14	10	93
	Supervisory	224	207	179	60	670
	Craft/Operative	3570	1517	1955	671	7713
	Administrative and Others	7	11	1	-	19
	<b>Total</b>	<b>3814</b>	<b>1791</b>	<b>2149</b>	<b>741</b>	<b>8495</b>
Supplementary Samples	Managerial/Professional	212	21	8	85	326
	Supervisory	420	102	14	114	650
	Craft/Operative	1232	376	103	388	2099
	Administrative and Others	70	27	-	44	141
	<b>Total</b>	<b>1934</b>	<b>526</b>	<b>125</b>	<b>631</b>	<b>3216</b>
All Branches	Managerial/Professional	3091	629	1289	731	5740
	Supervisory	12505	4111	7241	5380	29237
	Craft/Operative	59445	20307	32886	15928	128566
	Administrative and Others	596	338	331	132	1397
	<b>Total</b>	<b>75637</b>	<b>25385</b>	<b>41747</b>	<b>22171</b>	<b>164940</b>

**TABLE 14 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN THE FOLLOWING SKILLS SETS**

**CATERING INDUSTRY**

**(BRANCH 1 - 6)**

<b>Skills Sets</b>	<b>Type of Training</b>	<b>Managerial / Professional</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	255	130	-	-	<b>385</b>
	Human Resources Management	260	428	-	10	<b>698</b>
	Strategic Planning, Implementation and Evaluation	202	504	40	-	<b>746</b>
	Supervisory Techniques, Leadership Skills	507	1444	44	-	<b>1995</b>
	Risk Management	141	106	-	-	<b>247</b>
	<b>Sub-total</b>	<b>1365</b>	<b>2612</b>	<b>84</b>	<b>10</b>	<b>4071</b>
Trade Skills	Sales and Marketing	120	143	-	6	<b>269</b>
	Finance and Accounting	28	130	20	18	<b>196</b>
	Culinary	81	710	1899	-	<b>2690</b>
	Restaurant Service	409	1416	5142	-	<b>6967</b>
	Wine	59	411	725	2	<b>1197</b>
	Convention and Event Management	61	90	44	-	<b>195</b>
	Hygiene and Food Safety	970	3037	6187	12	<b>10206</b>
	Others	48	157	189	3	<b>397</b>
	<b>Sub-total</b>	<b>1776</b>	<b>6094</b>	<b>14206</b>	<b>41</b>	<b>22117</b>



Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	680	2495	10904	13	<b>14092</b>
	Communication	313	1647	5757	12	<b>7729</b>
	Problem Solving	293	1045	2528	12	<b>3878</b>
	Others	-	48	60	5	<b>113</b>
	<b>Sub-total</b>	<b>1286</b>	<b>5235</b>	<b>19249</b>	<b>42</b>	<b>25812</b>
Language	Putonghua	22	486	21	1	<b>530</b>
	English	98	273	466	12	<b>849</b>
	Others	-	16	316	-	<b>332</b>
	<b>Sub-total</b>	<b>120</b>	<b>759</b>	<b>487</b>	<b>13</b>	<b>1379</b>
Unspecified/Refused to breakdown		96	166	715	-	<b>977</b>
<b>GRAND TOTAL</b>		<b>4643</b>	<b>14882</b>	<b>35057</b>	<b>106</b>	<b>54688</b>

**TABLE 14.1 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN THE FOLLOWING SKILLS SETS**

**BRANCH 1: CHINESE RESTAURANTS**

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	71	78	-	-	149
	Human Resources Management	73	100	-	10	183
	Strategic Planning, Implementation and Evaluation	98	66	-	-	164
	Supervisory Techniques, Leadership Skills	232	355	4	-	591
	Risk Management	37	66	-	-	103
	<b>Sub-total</b>	<b>511</b>	<b>665</b>	<b>4</b>	<b>10</b>	<b>1190</b>
Trade Skills	Sales and Marketing	53	90	-	-	143
	Finance and Accounting	25	30	-	12	67
	Culinary	-	294	18	-	312
	Restaurant Service	127	427	575	-	1129
	Wine	30	290	-	-	320
	Convention and Event Management	41	42	-	-	83
	Hygiene and Food Safety	452	942	904	12	2310
	<b>Sub-total</b>	<b>728</b>	<b>2115</b>	<b>1497</b>	<b>24</b>	<b>4364</b>

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	251	865	2408	-	3524
	Communication	54	502	909	12	1477
	Problem Solving	64	535	214	12	825
	Others	-	42	12	5	59
	Sub-total	369	1944	3543	29	5885
Language	Putonghua	20	446	-	-	466
	English	16	33	265	-	314
	Others	-	16	-	-	16
	Sub-total	36	495	265	-	796
Unspecified/Refused to breakdown		44	160	700	-	904
<b>GRAND TOTAL</b>		<b>1688</b>	<b>5379</b>	<b>6009</b>	<b>63</b>	<b>13139</b>

**TABLE 14.2 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN THE FOLLOWING SKILLS SETS**

**BRANCH 2: RESTAURANTS OTHER THAN CHINESE**

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	80	-	-	-	80
	Human Resources Management	80	160	-	-	240
	Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	121	368	-	-	489
	Risk Management	-	-	-	-	-
	<b>Sub-total</b>	<b>281</b>	<b>528</b>	<b>-</b>	<b>-</b>	<b>809</b>
Trade Skills	Sales and Marketing	-	-	-	6	6
	Finance and Accounting	-	80	-	6	86
	Culinary	80	154	1423	-	1657
	Restaurant Service	166	292	1893	-	2351
	Wine	6	6	73	-	85
	Convention and Event Management	-	-	-	-	-
	Hygiene and Food Safety	359	1236	3272	-	4867
	Others	39	117	-	-	156
	<b>Sub-total</b>	<b>650</b>	<b>1885</b>	<b>6661</b>	<b>12</b>	<b>9208</b>

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	235	504	4311	-	<b>5050</b>
	Communication	82	176	1318	-	<b>1576</b>
	Problem Solving	82	4	746	-	<b>832</b>
	Others	-	6	48	-	<b>54</b>
	<b>Sub-total</b>	<b>399</b>	<b>690</b>	<b>6423</b>	<b>-</b>	<b>7512</b>
Language	Putonghua	-	-	-	-	-
	English	54	116	8	-	<b>178</b>
	Others	-	-	316	-	<b>316</b>
	<b>Sub-total</b>	<b>54</b>	<b>116</b>	<b>324</b>	<b>-</b>	<b>494</b>
Unspecified/Refused to breakdown		3	6	15	-	<b>24</b>
<b>GRAND TOTAL</b>		<b>1387</b>	<b>3225</b>	<b>13423</b>	<b>12</b>	<b>18047</b>

**TABLE 14.3 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN THE FOLLOWING SKILLS SETS**

**BRANCH 3: FAST FOOD SHOPS**

<b>Skills Sets</b>	<b>Type of Training</b>	<b>Managerial / Professional</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	59	-	-	-	<b>59</b>
	Human Resources Management	59	-	-	-	<b>59</b>
	Strategic Planning, Implementation and Evaluation	59	-	-	-	<b>59</b>
	Supervisory Techniques, Leadership Skills	59	146	-	-	<b>205</b>
	Risk Management	59	20	-	-	<b>79</b>
	<b>Sub-total</b>	<b>295</b>	<b>166</b>	<b>-</b>	<b>-</b>	<b>461</b>
Trade Skills	Sales and Marketing	20	-	-	-	<b>20</b>
	Finance and Accounting	-	20	20	-	<b>40</b>
	Culinary	-	153	224	-	<b>377</b>
	Restaurant Service	51	51	306	-	<b>408</b>
	Wine	-	-	-	-	<b>-</b>
	Convention and Event Management	20	33	20	-	<b>73</b>
	Hygiene and Food Safety	90	371	1018	-	<b>1479</b>
	<b>Sub-total</b>	<b>181</b>	<b>628</b>	<b>1588</b>	<b>-</b>	<b>2397</b>

<b>Skills Sets</b>	<b>Type of Training</b>	<b>Managerial / Professional</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Generic Skills	Service Attitude, Customer Service	51	224	743	-	<b>1018</b>
	Communication	71	224	683	-	<b>978</b>
	Problem Solving	71	244	683	-	<b>998</b>
	<b>Sub-total</b>	<b>193</b>	<b>692</b>	<b>2109</b>	-	<b>2994</b>
Language	Putonghua	-	-	-	-	-
	English	-	-	-	-	-
	<b>Sub-total</b>	-	-	-	-	-
Unspecified/Refused to breakdown		49	-	-	-	<b>49</b>
<b>GRAND TOTAL</b>		<b>718</b>	<b>1486</b>	<b>3697</b>	-	<b>5901</b>

**TABLE 14.4 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN THE FOLLOWING SKILLS SETS**

**BRANCH 4: BEVERAGE SERVING PLACES**

<b>Skills Sets</b>	<b>Type of Training</b>	<b>Managerial / Professional</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	44	32	-	-	<b>76</b>
	Human Resources Management	46	106	-	-	<b>152</b>
	Strategic Planning, Implementation and Evaluation	44	438	40	-	<b>522</b>
	Supervisory Techniques, Leadership Skills	46	439	40	-	<b>525</b>
	Risk Management	44	-	-	-	<b>44</b>
	<b>Sub-total</b>	<b>224</b>	<b>1015</b>	<b>80</b>	<b>-</b>	<b>1319</b>
Trade Skills	Sales and Marketing	46	52	-	-	<b>98</b>
	Finance and Accounting	-	-	-	-	<b>-</b>
	Culinary	-	-	80	-	<b>80</b>
	Restaurant Service	44	452	1928	-	<b>2424</b>
	Wine	-	68	599	-	<b>667</b>
	Convention and Event Management	-	-	-	-	<b>-</b>
	Hygiene and Food Safety	24	236	383	-	<b>643</b>
	Others	7	7	63	-	<b>77</b>
	<b>Sub-total</b>	<b>121</b>	<b>815</b>	<b>3053</b>	<b>-</b>	<b>3989</b>



Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	51	493	2597	-	3141
	Communication	46	506	2336	-	2888
	Problem Solving	46	107	499	-	652
	<b>Sub-total</b>	<b>143</b>	<b>1106</b>	<b>5432</b>	<b>-</b>	<b>6681</b>
Language	Putonghua	2	20	-	-	22
	English	2	20	-	-	22
	<b>Sub-total</b>	<b>4</b>	<b>40</b>	<b>-</b>	<b>-</b>	<b>44</b>
<b>GRAND TOTAL</b>		<b>492</b>	<b>2976</b>	<b>8565</b>	<b>-</b>	<b>12033</b>

**TABLE 14.5 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN THE FOLLOWING SKILLS SETS**

**BRANCH 5: OTHER EATING AND DRINKING PLACES**

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	20	-	-	20
	Human Resources Management	-	60	-	-	60
	Strategic Planning, Implementation and Evaluation	-	0	-	-	-
	Supervisory Techniques, Leadership Skills	10	110	-	-	120
	Risk Management	-	20	-	-	20
	<b>Sub-total</b>	<b>10</b>	<b>210</b>	<b>-</b>	<b>-</b>	<b>220</b>
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	80	120	-	200
	Restaurant Service	10	130	340	-	480
	Wine	-	-	-	-	-
	Convention and Event Management	-	-	-	-	-
	Hygiene and Food Safety	10	170	487	-	667
	Others	-	10	-	-	10
	<b>Sub-total</b>	<b>20</b>	<b>390</b>	<b>947</b>	<b>-</b>	<b>1357</b>

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	20	277	632	-	929
	Communication	-	126	381	-	507
	Problem Solving	-	100	280	-	380
	<b>Sub-total</b>	<b>20</b>	<b>503</b>	<b>1293</b>	<b>-</b>	<b>1816</b>
Language	Putonghua	-	20	20	-	40
	English	-	20	20	-	40
	<b>Sub-total</b>	<b>-</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>80</b>
<b>GRAND TOTAL</b>		<b>50</b>	<b>1143</b>	<b>2280</b>	<b>-</b>	<b>3473</b>

**TABLE 14.6 : NUMBER OF EMPLOYEES AT DIFFERENT JOB LEVELS WHO NEED IMPROVEMENT IN THE FOLLOWING SKILLS SETS**

**BRANCH 6: SUPPLEMENTARY SAMPLES**

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	1	-	-	-	1
	Human Resources Management	2	2	-	-	4
	Strategic Planning, Implementation and Evaluation	1	-	-	-	1
	Supervisory Techniques, Leadership Skills	39	26	-	-	65
	Risk Management	1	-	-	-	1
	<b>Sub-total</b>	<b>44</b>	<b>28</b>	<b>-</b>	<b>-</b>	<b>72</b>
Trade Skills	Sales and Marketing	1	1	-	-	2
	Finance and Accounting	3	-	-	-	3
	Culinary	1	29	34	-	64
	Restaurant Service	11	64	100	-	175
	Wine	23	47	53	2	125
	Convention and Event Management	-	15	24	-	39
	Hygiene and Food Safety	35	82	123	-	240
	Others	2	23	126	3	154
	<b>Sub-total</b>	<b>76</b>	<b>261</b>	<b>460</b>	<b>5</b>	<b>802</b>

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	72	132	213	13	430
	Communication	60	113	130	-	303
	Problem Solving	30	55	106	-	191
	<b>Sub-total</b>	<b>162</b>	<b>300</b>	<b>449</b>	<b>13</b>	<b>924</b>
Language	Putonghua	-	-	1	1	2
	English	26	84	173	12	295
	<b>Sub-total</b>	<b>26</b>	<b>84</b>	<b>174</b>	<b>13</b>	<b>297</b>
<b>GRAND TOTAL</b>		<b>308</b>	<b>673</b>	<b>1083</b>	<b>31</b>	<b>2095</b>

**TABLE 15 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**CATERING INDUSTRY**

**(BRANCH 1-6)**

Type of Training	Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period					
Managerial Skills	Past 12 Months	1365	2612	84	10	<b>4071</b>
	Next 12 Months	1362	2662	84	10	<b>4118</b>
	% Change	-0.22%	1.91%	0.00%	0.00%	<b>1.15%</b>
Trade Skills	Past 12 Months	1776	6094	14206	41	<b>22117</b>
	Next 12 Months	1669	6226	14168	41	<b>22104</b>
	% Change	-6.02%	2.17%	-0.27%	0.00%	<b>-0.06%</b>
Generic Skills	Past 12 Months	1286	5235	19249	42	<b>25812</b>
	Next 12 Months	1289	5306	19379	42	<b>26016</b>
	% Change	0.23%	1.36%	0.68%	0.00%	<b>0.79%</b>
Language	Past 12 Months	120	775	803	13	<b>1711</b>
	Next 12 Months	120	783	965	13	<b>1881</b>
	% Change	0.00%	1.03%	20.17%	0.00%	<b>9.94%</b>
<b>Total</b>	Past 12 Months	4547	14716	34342	106	<b>53711</b>
	Next 12 Months	4440	14977	34596	106	<b>54119</b>
	% Change	-2.35%	1.77%	0.74%	0.00%	<b>0.76%</b>

**TABLE 15.1 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**BRANCH 1 : CHINESE RESTAURANTS**

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		511	665	4	10	<b>1190</b>
	Next 12 Months		506	673	4	10	<b>1193</b>
	% Change		-0.98%	1.20%	0.00%	0.00%	<b>0.25%</b>
Trade Skills	Past 12 Months		728	2115	1497	24	<b>4364</b>
	Next 12 Months		731	2077	1460	24	<b>4292</b>
	% Change		0.41%	-1.80%	-2.47%	0.00%	<b>-1.65%</b>
Generic Skills	Past 12 Months		369	1944	3543	29	<b>5885</b>
	Next 12 Months		381	1980	3820	29	<b>6210</b>
	% Change		3.25%	1.85%	7.82%	0.00%	<b>5.52%</b>
Language	Past 12 Months		36	495	265	0	<b>796</b>
	Next 12 Months		36	495	265	0	<b>796</b>
	% Change		0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>Total</b>	Past 12 Months		1644	5219	5309	63	<b>12235</b>
	Next 12 Months		1654	5225	5549	63	<b>12491</b>
	% Change		0.61%	0.11%	4.52%	0.00%	<b>2.09%</b>

**TABLE 15.2 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		281	528	0	0	<b>809</b>
	Next 12 Months		281	582	0	0	<b>863</b>
	% Change		0.00%	10.23%	0.00%	0.00%	<b>6.67%</b>
Trade Skills	Past 12 Months		650	1885	6661	12	<b>9208</b>
	Next 12 Months		530	1933	6662	12	<b>9137</b>
	% Change		-18.46%	2.55%	0.02%	0.00%	<b>-0.77%</b>
Generic Skills	Past 12 Months		399	690	6423	0	<b>7512</b>
	Next 12 Months		399	690	6356	0	<b>7445</b>
	% Change		0.00%	0.00%	-1.04%	0.00%	<b>-0.89%</b>
Language	Past 12 Months		54	116	324	0	<b>494</b>
	Next 12 Months		54	116	484	0	<b>654</b>
	% Change		0.00%	0.00%	49.38%	0.00%	<b>32.39%</b>
<b>Total</b>	Past 12 Months		1384	3219	13408	12	<b>18023</b>
	Next 12 Months		1264	3321	13502	12	<b>18099</b>
	% Change		-8.67%	3.17%	0.70%	0.00%	<b>0.42%</b>



**TABLE 15.3 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**BRANCH 3 : FAST FOOD SHOPS**

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		295	166	0	0	<b>461</b>
	Next 12 Months		295	142	0	0	<b>437</b>
	% Change		0.00%	-14.46%	0.00%	0.00%	<b>-5.21%</b>
Trade Skills	Past 12 Months		181	628	1588	0	<b>2397</b>
	Next 12 Months		181	628	1568	0	<b>2377</b>
	% Change		0.00%	0.00%	-1.26%	0.00%	<b>-0.83%</b>
Generic Skills	Past 12 Months		193	692	2109	0	<b>2994</b>
	Next 12 Months		193	692	2109	0	<b>2994</b>
	% Change		0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
Language	Past 12 Months		0	0	0	0	<b>0</b>
	Next 12 Months		0	0	0	0	<b>0</b>
	% Change		0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>Total</b>	Past 12 Months		669	1486	3697	0	<b>5852</b>
	Next 12 Months		669	1462	3677	0	<b>5808</b>
	% Change		0.00%	-1.62%	-0.54%	0.00%	<b>-0.75%</b>

**TABLE 15.4 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**BRANCH 4 : BEVERAGE SERVING PLACES**

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		224	1015	80	0	<b>1319</b>
	Next 12 Months		224	1027	80	0	<b>1331</b>
	% Change		0.00%	1.18%	0.00%	0.00%	<b>0.91%</b>
Trade Skills	Past 12 Months		121	815	3053	0	<b>3989</b>
	Next 12 Months		121	827	3053	0	<b>4001</b>
	% Change		0.00%	1.47%	0.00%	0.00%	<b>0.30%</b>
Generic Skills	Past 12 Months		143	1106	5432	0	<b>6681</b>
	Next 12 Months		143	1118	5468	0	<b>6729</b>
	% Change		0.00%	1.08%	0.66%	0.00%	<b>0.72%</b>
Language	Past 12 Months		4	40	0	0	<b>44</b>
	Next 12 Months		4	40	0	0	<b>44</b>
	% Change		0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>Total</b>	Past 12 Months		492	2976	8565	0	<b>12033</b>
	Next 12 Months		492	3012	8601	0	<b>12105</b>
	% Change		0.00%	1.21%	0.42%	0.00%	<b>0.60%</b>

**TABLE 15.5 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**BRANCH 5 : OTHER EATING AND DRINKING PLACES**

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		10	210	0	0	<b>220</b>
	Next 12 Months		10	210	0	0	<b>220</b>
	% Change		0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
Trade Skills	Past 12 Months		20	390	947	0	<b>1357</b>
	Next 12 Months		30	430	911	0	<b>1371</b>
	% Change		50.00%	10.26%	-3.80%	0.00%	<b>1.03%</b>
Generic Skills	Past 12 Months		20	503	1293	0	<b>1816</b>
	Next 12 Months		10	483	1123	0	<b>1616</b>
	% Change		-50.00%	-3.98%	-13.15%	0.00%	<b>-11.01%</b>
Language	Past 12 Months		0	40	40	0	<b>80</b>
	Next 12 Months		0	40	40	0	<b>80</b>
	% Change		0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>Total</b>	Past 12 Months		50	1143	2280	0	<b>3473</b>
	Next 12 Months		50	1163	2074	0	<b>3287</b>
	% Change		0.00%	1.75%	-9.04%	0.00%	<b>-5.36%</b>

**TABLE 15.6 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES**  
**FOR THE PAST AND COMING 12 MONTHS**

**BRANCH 6 : SUPPLEMENTARY SAMPLES**

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		44	28	0	0	72
	Next 12 Months		46	28	0	0	74
	% Change		4.55%	0.00%	0.00%	0.00%	2.78%
Trade Skills	Past 12 Months		76	261	460	5	802
	Next 12 Months		76	331	514	5	926
	% Change		0.00%	26.82%	11.74%	0.00%	15.46%
Generic Skills	Past 12 Months		162	300	449	13	924
	Next 12 Months		163	343	503	13	1022
	% Change		0.62%	14.33%	12.03%	0.00%	10.61%
Language	Past 12 Months		26	84	174	13	297
	Next 12 Months		26	92	176	13	307
	% Change		0.00%	9.52%	1.15%	0.00%	3.37%
<b>Total</b>	Past 12 Months		308	673	1083	31	2095
	Next 12 Months		311	794	1193	31	2329
	% Change		0.97%	17.98%	10.16%	0.00%	11.17%

**TABLE 16 : INTENTION TO PURCHASE TRAINING FROM AN OUTSIDE TRAINING PROVIDER  
FOR THE STAFF IN THE COMING 12 MONTHS**

<b>Branch</b>	<b>Response</b>			<b>Total</b>
	<b>With Intention</b>	<b>No Intention</b>	<b>Unspecified</b>	
Chinese Restaurants	157	1345	71	<b>1573</b>
Restaurants other than Chinese	502	5467	169	<b>6138</b>
Fast Food Shops	149	667	525	<b>1341</b>
Beverage Serving Places	158	906	7	<b>1071</b>
Other Eating and Drinking Places	110	1839	11	<b>1960</b>
Supplementary Samples	7	13	12	<b>32</b>
<b>All Branches</b>	<b>1083</b>	<b>10237</b>	<b>795</b>	<b>12115</b>

**TABLE 17 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE**  
**(EXCLUDING TRAINEES / APPRENTICES)**  
**CATERING INDUSTRY**

Branch		Average Age Range							Refusal	Total
		18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above			
Chinese Restaurants	Craft	157	436	1512	2818	2880	327	2538	10668	
	Operative	514	1385	4346	6070	8843	3743	6668	31569	
	<b>Total</b>	<b>671</b>	<b>1821</b>	<b>5858</b>	<b>8888</b>	<b>11723</b>	<b>4070</b>	<b>9206</b>	<b>42237</b>	
Restaurants other than Chinese	Craft	1990	2338	3850	3983	3604	1550	1808	19123	
	Operative	3089	3342	8208	10070	6175	4633	3860	39377	
	<b>Total</b>	<b>5079</b>	<b>5680</b>	<b>12058</b>	<b>14053</b>	<b>9779</b>	<b>6183</b>	<b>5668</b>	<b>58500</b>	
Fast Food Shops	Craft	320	1634	669	589	225	139	80	3656	
	Operative	1734	1804	883	2448	1956	618	48	9491	
	<b>Total</b>	<b>2054</b>	<b>3438</b>	<b>1552</b>	<b>3037</b>	<b>2181</b>	<b>757</b>	<b>128</b>	<b>13147</b>	
Beverage Serving Places	Craft	28	184	91	2	-	34	-	339	
	Operative	717	980	285	203	296	197	1853	4531	
	<b>Total</b>	<b>745</b>	<b>1164</b>	<b>376</b>	<b>205</b>	<b>296</b>	<b>231</b>	<b>1853</b>	<b>4870</b>	
Other Eating and Drinking Places	Craft	60	262	201	376	854	468	24	2245	
	Operative	330	421	639	1328	1276	1273	201	5468	
	<b>Total</b>	<b>390</b>	<b>683</b>	<b>840</b>	<b>1704</b>	<b>2130</b>	<b>1741</b>	<b>225</b>	<b>7713</b>	
Supplementary Samples	Craft	-	244	112	46	47	1	186	636	
	Operative	8	238	251	87	267	120	492	1463	
	<b>Total</b>	<b>8</b>	<b>482</b>	<b>363</b>	<b>133</b>	<b>314</b>	<b>121</b>	<b>678</b>	<b>2099</b>	
All Branches	Craft	2555	5098	6435	7814	7610	2519	4636	36667	
	Operative	6392	8170	14612	20206	18813	10584	13122	91899	
	<b>Total</b>	<b>8947</b>	<b>13268</b>	<b>21047</b>	<b>28020</b>	<b>26423</b>	<b>13103</b>	<b>17758</b>	<b>128566</b>	

**TABLE 18 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATES OF  
CATERING PROGRAMMES IN THE PAST 12 MONTHS**

<b>Branch</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Chinese Restaurants	-	62	-	<b>62</b>
Restaurants other than Chinese	-	136	-	<b>136</b>
Fast Food Shops	-	-	-	-
Beverage Serving Places	-	-	-	-
Other Eating and Drinking Places	-	20	-	<b>20</b>
Supplementary Samples	-	18	1	<b>19</b>
<b>All Branches</b>	-	<b>236</b>	<b>1</b>	<b>237</b>

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

<b>Branch \ Job Level</b>	<b>Managerial / Professional</b>	<b>Supervisory</b>	<b>Craft / Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Chinese Restaurants	116	1171	10450	25	<b>11762</b>
Restaurants other than Chinese	31	468	19906	46	<b>20451</b>
Fast Food Shops	24	37	763	-	<b>824</b>
Beverage Serving Places	21	116	974	-	<b>1111</b>
Other Eating and Drinking Places	-	111	1930	-	<b>2041</b>
Supplementary Samples	43	61	285	14	<b>403</b>
<b>All Branches</b>	<b>235</b>	<b>1964</b>	<b>34308</b>	<b>85</b>	<b>36592</b>



**TABLE 20 : FORECAST OF NUMBER EMPLOYED 12 MONTHS FROM NOW**

<b>Branch \ Job Level</b>	<b>Managerial/ Professional</b>	<b>Supervisory</b>	<b>Craft/Operative</b>	<b>Administrative and Others</b>	<b>Total</b>
Chinese Restaurants	2478	15240	43035	900	<b>61653</b>
Restaurants other than Chinese	1935	7501	58949	275	<b>68660</b>
Fast Food Shops	665	4152	13120	-	<b>17937</b>
Beverage Serving Places	175	1149	5027	63	<b>6414</b>
Other Eating and Drinking Places	93	670	7813	19	<b>8595</b>
Supplementary Samples	330	672	2155	141	<b>3298</b>
<b>All Branches</b>	<b>5676</b>	<b>29384</b>	<b>130099</b>	<b>1398</b>	<b>166557</b>

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

**CATERING INDUSTRY**

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2007	Full-time	2169	16635	63807	1046	<b>83657</b>
		Part-time	0	41	5055	33	<b>5129</b>
		Total	2169	16676	68862	1079	<b>88786</b>
	2009	Full-time	2460	15076	42237	899	<b>60672</b>
		Part-time	0	32	2303	13	<b>2348</b>
		Total	2460	15108	44540	912	<b>63020</b>
	% change	Full-time	13.42%	-9.37%	-33.81%	-14.05%	<b>-27.48%</b>
		Part-time	N.A.	-21.95%	-54.44%	-60.61%	<b>-54.22%</b>
		Total	13.42%	-9.40%	-35.32%	-15.48%	<b>-29.02%</b>
Restaurants other than Chinese	2007	Full-time	1694	4905	38368	838	<b>45805</b>
		Part-time	0	0	7425	25	<b>7450</b>
		Total	1694	4905	45793	863	<b>53255</b>
	2009	Full-time	2013	7579	58500	275	<b>68367</b>
		Part-time	0	0	9042	53	<b>9095</b>
		Total	2013	7579	67542	328	<b>77462</b>
	% change	Full-time	18.83%	54.52%	52.47%	-67.18%	<b>49.26%</b>
		Part-time	N.A.	N.A.	21.78%	112.00%	<b>22.08%</b>
		Total	18.83%	54.52%	47.49%	-61.99%	<b>45.45%</b>
Fast Food Shops	2007	Full-time	429	3911	17511	105	<b>21956</b>
		Part-time	0	26	16721	0	<b>16747</b>
		Total	429	3937	34232	105	<b>38703</b>
	2009	Full-time	673	4132	13147	0	<b>17952</b>
		Part-time	0	0	22572	0	<b>22572</b>
		Total	673	4132	35719	0	<b>40524</b>
	% change	Full-time	56.88%	5.65%	-24.92%	-100.00%	<b>-18.24%</b>
		Part-time	N.A.	-100.00%	34.99%	N.A.	<b>34.78%</b>
		Total	56.88%	4.95%	4.34%	-100.00%	<b>4.71%</b>
Beverage Serving Places	2007	Full-time	43	568	3780	40	<b>4431</b>
		Part-time	0	1	738	5	<b>744</b>
		Total	43	569	4518	45	<b>5175</b>
	2009	Full-time	175	1130	4870	63	<b>6238</b>
		Part-time	0	0	959	0	<b>959</b>
		Total	175	1130	5829	63	<b>7197</b>
	% change	Full-time	306.98%	98.94%	28.84%	57.50%	<b>40.78%</b>
		Part-time	N.A.	-100.00%	29.95%	-100.00%	<b>28.90%</b>
		Total	306.98%	98.59%	29.02%	40.00%	<b>39.07%</b>

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Other Eating and Drinking Places	2007	Full-time	0	181	2641	6	<b>2828</b>
		Part-time	0	0	600	0	<b>600</b>
		Total	0	181	3241	6	<b>3428</b>
	2009	Full-time	93	670	7713	19	<b>8495</b>
		Part-time	0	0	2545	0	<b>2545</b>
		Total	93	670	10258	19	<b>11040</b>
	% change	Full-time	N.A.	270.17%	192.05%	216.67%	<b>200.39%</b>
		Part-time	N.A.	N.A.	324.17%	N.A.	<b>324.17%</b>
		Total	N.A.	270.17%	216.51%	216.67%	<b>222.05%</b>
Supplementary Samples	2007	Full-time	306	668	2227	111	<b>3312</b>
		Part-time	1	48	2458	0	<b>2507</b>
		Total	307	716	4685	111	<b>5819</b>
	2009	Full-time	326	650	2099	141	<b>3216</b>
		Part-time	1	387	1711	0	<b>2099</b>
		Total	327	1037	3810	141	<b>5315</b>
	% change	Full-time	6.54%	-2.69%	-5.75%	27.03%	<b>-2.90%</b>
		Part-time	0.00%	706.25%	-30.39%	N.A.	<b>-16.27%</b>
		Total	6.51%	44.83%	-18.68%	27.03%	<b>-8.66%</b>
All Branches	2007	Full-time	4641	26868	128334	2146	<b>161989</b>
		Part-time	1	116	32997	63	<b>33177</b>
		Total	4642	26984	161331	2209	<b>195166</b>
	2009	Full-time	5740	29237	128566	1397	<b>164940</b>
		Part-time	1	419	39132	66	<b>39618</b>
		Total	5741	29656	167698	1463	<b>204558</b>
	% change	Full-time	23.68%	8.82%	0.18%	-34.90%	<b>1.82%</b>
		Part-time	0.00%	261.21%	18.59%	4.76%	<b>19.41%</b>
		Total	23.68%	9.90%	3.95%	-33.77%	<b>4.81%</b>