

2009 MANPOWER SURVEY REPORT

HOTEL INDUSTRY

酒店業

二〇〇九年人力調查報告

HOTEL, CATERING AND TOURISM TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

酒店業、飲食業及旅遊業訓練委員會

CONTENTS

	<u>Paragraphs</u>	<u>Page</u>
Executive Summary		1 – 9
<u>Section</u>		
I. Introduction	1.1 – 1.15	10 – 12
II. Summary of Survey Findings	2.1 – 2.20	13 – 33
III. Conclusions	3.1 – 3.33	34 – 45
IV. Recommendations	4.1 – 4.22	46 – 56
<u>Appendix</u>		
1. Membership List of the Hotel, Catering and Tourism Training Board		57
2. Membership List of the Working Party on the 2009 Hotel Industry Manpower Survey		58
3. Terms of Reference of the Hotel, Catering and Tourism Training Board		59
4. Survey Documents and Questionnaires		60 – 112
5. Statistical Tables		113 – 223

APPENDIX 5

STATISTICAL TABLES

<u>Table</u>	<u>Page</u>
1. Direct and Part-time Employee	114
2. Number of Employees, Vacancies and Trainees/Apprentices Employed	115 – 129
3. Number of Employees by Preferred Education	130 – 155
4. Distribution of Employees by Monthly Income Range	156 – 182
5. Distribution of Part-time Employees by Monthly Income Range	183
6. Distribution of Part-time Employees by Average Daily Income Range	184
7. Distribution of Part-time Employees by Average Hourly Income Range	185 – 189
8. Distribution of Employees by Average Age Range	190 – 199
9. Estimated Number of Establishments	200
10. Number of Internal Promotion in the Past 12 Months	201
11. Number of Forecast Employed in 12 Months by Branch by Job Level	202
12. Number of Recruits in the Past 12 Months by Branch by Job Level	203
13. Number of New Recruits Without Hotel Industry Experience in the Past 12 Months	204
14. Number of New Recruits Who Are Fresh Graduates of Hospitality or Tourism Programmes in the Past 12 Months	205
15. Number of Employees by Branch by Average Years of Hotel Industry Experience Before Occupying the Post	206
16. Number of Employees by Average Man-Day of Training in 2009	207
17.1-17.3 Number of Employees by Priority Accorded to Mode of Training by Job Level	208 – 210
18. Number of Employees had been Provided with Training in the Past 12 Months	211 – 213
19. Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months	214 – 216
20. Intention to Purchase Training from an Outside Training Provider for the Staff in the Coming 12 Months	217

<u>Table</u>		<u>Page</u>
21.	Number of Hotel Operate a Spa	218
22.	Number of Employees Who Had Left the Establishment in the Past 12 Months	219
23.	Difficulties Encountered in Recruitment of Employees at Various Job Levels in the Past 12 Months	220
24.	Reasons for Encountering Recruitment Difficulties	221 – 223

EXECUTIVE SUMMARY

Introduction

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

2. The survey had a full coverage of the listed 136 hotel establishments and 43 Chinese restaurants operated by hotels in the Central Register of the Central Register of the Census and Statistics Department. The two main HSIC branches of the industry are as follows:

Branch 1: Hotels (HSIC 5501)
136 establishments

Branch 2: Chinese Restaurants Operated by Hotels (HSIC 561109-561111)
43 establishments

3. Out of the 136 establishments surveyed, 109 completed and returned the questionnaires and there were 16 refusal cases. The effective response rate was 87.2 %.

Industry Outlook

4. The global financial tsunami that originated in 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 in the first quarter of 2009. It quickly rebounded in the second quarter and picked up further in the fourth quarter, 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%. By the end of 2009, Hong Kong had 167 hotels with 59627 rooms. The average hotel occupancy rate across all categories of hotels in 2009 was 78%, which was 7% lower than 2008.

5. With Supplement VI to Closer Economic Partnership Arrangement (CEPA) and other business opportunities around the region, the business flow between China and Hong Kong would continue to increase. The demand for hotel accommodation and manpower are expected to grow.

Implications on Manpower

6. In 2009, the labour market was characterised by continued weakness in the first half, followed by a progressive turnaround in the second half. The unemployment rate, having surged to a high of 5.4% in mid-2009, came down successfully in the rest of the year in tandem with the economic recovery. (Source: 2009 Economic Background and 2010 Prospect; the HKSAR Government.)

7. In the first quarter of 2010, developments in the labour market were upbeat. Major labour market indicators showed an extensive improvement. The unemployment rate for accommodation and food service sectors dropped from 8.3% in the third quarter of 2009 to 6.8% in the first quarter of 2010. (Source: First Quarter Economic Report 2010, the HKSAR, 14 May 2010.)

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

- (i) According to the Hotel Supply Situation Report as at March 2010 published by the Hong Kong Tourism Board, there will be 59 new hotels with some 9 700 additional rooms to be completed between 2009 to 2013. Based on a staff to room ratio of 0.6:1, approximately 5 800 new vacancies will be created in the next 5 years for these new hotels.
- (ii) The booming economy of the Mainland China will provide positive impact on Hong Kong's hotel and tourism industries. The Mainland China arrivals increased by 6.5% to 17 956 731 in 2009, of which 59% arrived under the Individual Visit Scheme (IVS). In April 2009, the Mainland China authorities introduced a one-year multiple-entry IVS endorsement for Shenzhen residents to visit Hong Kong. The new arrangement has been well received. By end-September 2009, about 740 000 visitors had travelled to Hong Kong with the new endorsement. (Source: 2009-10 Policy Address; The HKSAR Government.)
- (iii) National Tourism Administration of China (CNTA) officials said that the tourism industry is expected to maintain stable growth in 2010, after the 11.3% growth in 2009. It is anticipated that domestic tourists will make 51 million trips to foreign destinations as well as Hong Kong, Macao and Taiwan, up to 7% year-on-year. (Source: China Daily Hong Kong Edition, February 2010.)
- (iv) The Chairman of CNTA supported the Hong Kong-Guangdong co-operation in tourism development, the joint development of cruise tourism by the Mainland China and Hong Kong, the development of multi-destination itineraries, and the greater use of information technology to enhance the quality of tourism services. (Source: Commerce and Economic Development Bureau, 2010 HK/Mainland Tourism Working Meeting Held in Hong Kong, 10 May 2010.)

- (v) Taking the advantage of the direct links between Hong Kong and Taiwan, the Hong Kong Tourism Board worked with the Macao Government Tourist Office and Guangdong Provincial Tourism Bureau to develop combo itineraries including Hong Kong. (Source: Hong Kong Tourism Board; Press Release: “HKTB and Travel Trade Partnerships Tap Business Opportunities Through Market Visit to Taiwan”, 3 April 2009.)
- (vi) The mutual visa-free access agreement signed between the governments of the Hong Kong Special Administrative Region and Russia on 23 April 2009 provides Russian visitors with greater convenience and helps attract them to visit Hong Kong, as well as the growth potential of the Russian market in the long run. (Source: Hong Kong Tourism Board; Press Release, “HKTB Welcomes VISA-FREE Access Agreement Between Hong Kong SAR And Russia”, 23 April 2009.) In 2009, visitor arrivals from Russia to Hong Kong exceeded 42 980, 15.7% more than in 2008.
- (vii) Since Hong Kong abolished wine duty in March 2008, a number of supportive measures in areas such as customs facilitation, forging closer co-operation with wine-trading partners, manpower training and combating wine counterfeits have been introduced so as to develop Hong Kong as a wine hub in Asia. Despite the global financial crisis, the wine trading and distribution business continue to grow. A number of wine-related businesses have already been set up in Hong Kong and the total value of wine imports into the city in 2008 was over US\$370 million, a year-on-year increase of nearly 80%. Hong Kong Tourism Board adopted “Hong Kong Food & Wine Year” as the theme in 2009. The first Wine & Dine Festival held in October 2009, attracting 70 000 people at the harbourfront of West Kowloon with Victoria Harbour, demonstrated Hong Kong’s potential as a platform for showcasing the finer things in life to Asian consumers, including fine wine and good food. (Source: Permanent Secretary for Commerce & Economic Development (Commerce, Industry & Tourism) at the Hong Kong International Wine & Spirits Fair 2009, 4 November 2009.) The wine-related training and education programmes in wine knowledge and selling techniques will certainly assist in boosting the wine industry and for developing additional trained quality staff for the hotel and catering industries.
- (viii) The \$100 million Mega Events Fund (MEF) was established in May 2009 to implement the Financial Secretary’s 2009-10 budget initiative to assist local non-profit-making organisations to host more attractive arts, cultural and sports events over the next three years to further reinforce Hong Kong’s position as the events capital of Asia. Six selected projects will be held and it is expected to attract over 140 000 participants, including both locals and tourists. (Source: Tourism Commission; Press Release, “Mega Events Proposals Selected To Attract More Visitors to Hong Kong”, 22 October 2009.) The international visitor arrivals are expected to increase and more job vacancies will be created within the hotel and tourism industries.

- (ix) The World Exposition 2010 (World Expo) is held from 1 May to 31 October 2010 in Shanghai China. It is expected to attract 70 million visitors from the Mainland China and around the world. Some \$250 million is estimated to generate in the areas of hotel, catering, retails, 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; Interview from Mr Patrick Chan, Director, Hong Kong Economic and Trade Affairs Shanghai, Government of HKSAR, 18 February 2010.) Qualified trained staff to serve visitors from different cultures are required to project a positive image of Hong Kong.
- (x) In view of the great potential of the cruise industry in the Asia-Pacific region, the HKSAR Government is pressing ahead with the construction of the new cruise terminal at Kai Tak to ensure that the first berth will commence operation in mid-2013. At the same time, the HKSAR Government strived to attract cruise vessels to homeport in Hong Kong. Since the implementation of the measure to allow Mainland China tour groups to travel to Taiwan through Hong Kong by taking cruise vessel homeporting in Hong Kong, many major cruise operators have launched relevant tourism products. In the coming year, there will be about 20 journeys from Hong Kong to Taiwan, carrying about 30 000 passengers in total (Source: 2009-10 Policy Address; The HKSAR Government). The project will create more jobs in the cruise and related tourism industries of which trained quality staff is required for serving the expanding tourism infrastructure.
- (xi) Spa resorts continue to develop throughout South-East Asia. There is a discernable growth in the demand and supply of spa facilities in Hong Kong. A competitive resort product is likely to increase the growth and range of visitors to Hong Kong. Local market usage of the resort is expected to be high as well. (Source: Tourism Commission – Economic Development and Labour Bureau – The Government of HKSAR, “Consultancy Study on the Development of New Tourism Infrastructure: Spa and Resort Facilities”, April 2006.) It is envisaged that with the development of the spa resort markets in Hong Kong, newly trained service staff specialising in this area will be in demand in future years.
- (xii) According to the Land, Public Works and Transport Bureau of Macao SAR, a total of 17 hotel projects were under construction in Macao in the third quarter of 2009. There projects will provide up to 22 300 guest rooms. Meanwhile, there are some 25 hotel projects being examined by the Bureau. (Source: Macao Government Tourism Office; Press Release “Plan to Support Macao Tourism Industry Extend to Continue Stimulating the Tourism Industry, 30 Dec 2009.) It is expected that the rebound of Macao Tourism market will have impact on the supply of talented manpower when the trained and experienced professionals move to explore opportunities in Macao.

9. 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.

10. With the implementation of New Senior Secondary Education Curriculum and new 4-year university system, more senior secondary graduates may consider further education over immediate employment. This may affect the labour supply as the industry is growing and expanding. The demand on employees at the entrant operational level is keen. The employers should expect the Senior secondary graduates to be more mature, better educated and may have higher expectations.

11. It is also important for both in-service supervisory and frontline staff to deliver on high-quality service standards, in line with the expectation of the corporation and to acquire the latest product knowledge in order to meet the diversified needs of customers. (Source: Hong Kong Institute of Human Resource Management; Press Release: "Strong Commitment to Employee Training in Times of Uncertainty", 3 September 2009.)

12. To enable Hong Kong to maintain its competitiveness and embrace the opportunities brought by our economic integration with the Mainland China, the HKSAR Government proposes to inject \$500 million into the Language Fund to further upgrade our biliterate and trilingual proficiency. Regarding language proficiency in the workplace, the new resources will be used to encourage employees to raise their standards of English and Putonghua. Such measures may include providing vocational language courses tailored to the needs of the industries, encouraging the development and use of self-learning platforms on the Internet, and organising public education activities. (Source: Budget 2010-11, the HKSAR Government.)

Highlights of Survey Findings

13. The survey reveals that as at 26 September 2009, a total of 29 043 persons were employed in the hotel industry, of which 1 957 (6.8%) were in the managerial / professional level, 8 723 (30.0%) in supervisory / technician level, 17 433 (60.0%) in craft/operative level, and 930 (3.2%) in administrative and others level.

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

Manpower Projection for 2010-2012

15. Based on the staff-to-room ratio of 0.6:1, the projected number of hotel rooms and manpower for 2010 to 2012 are as follows:

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2009	29 043			59 627
2010		29 672	30 812 (+6.1%)*	62 575
2011			33 116 (+7.5%)**	66 416
2012			34 696 (+4.8%)**	69 049

Source: - The Hotel Supply Situation Report as at March 2010 published by the Hong Kong Tourism Board

- Manpower Projection for the Hotel Industry for 2010-2012 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2010.

* 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.

Projected Additional Training Requirements

16. Based on the LMA forecast of manpower growth and adopting the wastage rates of 12% and 15% 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

Job Levels (% of all levels)	No. of Employees (2009)	Annual Wastage (12% / 15%) (A) <u>(A) = 12%</u>	Forecast Manpower Growth (B)	Estimated Additional Annual Requirements (A) + (B)
Managerial / Professional (6.7%)	1 957	235	119	354
Supervisory (30.0%)	8 723	1 047	532	1 579
		<u>(A) = 15%</u>		
Craft / Operative (60.2%)	17 433	2 615	1 063	3 678
Administrative and Others (3.2%)	930	140	57	197
Total	29 043	4 037	1 771	5 808

Recommendations

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

- (i) During tough times the training and development budget is always an easy target for cutting cost. However, the Training Board is of the opinion that it is precisely at these times that employees need new and/or upgraded skills and knowledge in order to maintain service quality and avoid losing customers and revenue. 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 and retention, as well as enhancing the 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 training and education programmes that will enhance the employability and productivity of the workforce.
- (iii) To cope with 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 life-long learning, development and skills upgrading.
- (iv) The Training Board is of the view that the existing 29 043 strong in-service employees will need upgrading and updated training to remain competitive and efficient to cope with the forecasted increasing customer and business demand.
- (v) The Training Board supports the Skills Upgrading Scheme (SUS) for the hotel industry. Both employers and employees should make use of the Continuing Education Fund and various government funded training programme for further skills enhancement.
- (vi) The Training Board is concerned about the implications of education reform particularly on the change of aptitude and attitude of the existing workforce and new generation. The course providers should enhance the training on the development of soft skills, including problem-solving, analytical power, decision making and etc.
- (vii) The Training Board acknowledges the changing of the tourism products and customer demands in particular the need for the spa, cruise, cultural heritage, green tourism and MICE markets. The HKSAR Government and course providers should expand their current courses to meet the future market needs.
- (viii) With the challenging future of the tourism industry, a supply of better trained and more competent graduates at operative, supervisory and technical levels will continue to be on demand. With the increasing demands on wine services and the professional training for sommeliers in the coming years, the Training Board considers that increased provisions for further expansion and upgrading of training facilities and capacity will be essential to cope with the sophisticated and varied demand of our visitors. In order to attract future talents into the industry and to upskill current workforce, the Training Board recommends that more funding resources should be provided by the HKSAR Government to cater for the training requirement and demand of skilled manpower of the industry.

- (ix) The Training Board is of the opinion that the service staff should be encouraged to raise their language proficiency in English and Putonghua, but not limited to the language of emerging markets, such as Russian. Providing more opportunities for practical-based and workshop training in the areas of hotel services and food and beverage services plus taking part in relevant trade-specific competitions, the employees would further enhance their knowledge, skills and service quality.
- (x) The Training Board believes that the industry should gather momentum for organising industry focused customer service programmes. Friendly ambassadors with customer service excellence in handling tourists and participants of mega events will be our competitive edge within the region.
- (xi) The Training Board will continue to support the conference and experience-sharing seminars/workshops for the 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 Hotel Industry Manpower Survey are given in Appendices 1 to 3.

The Manpower Survey

1.2 In pursuance of its terms of reference, the Training Board conducted the Hotel Industry Manpower Survey during the period from 2 October to 30 November 2009 to collect up-to-date manpower information on the principal jobs of the hotel industry. The Survey was carried out with the assistance of the Census and Statistics Department. A Manpower Survey Report was published in August 2010 by the Training Board in which conclusions and recommendation of the manpower survey findings were released.

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

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

Method of Survey

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

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

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

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

Scope of the Survey

1.8 The survey had a full coverage of the listed 136 hotel establishments and 43 Chinese restaurants operated by hotels in the Central Register of the C & SD. The two main HSIC branches of the industry are as follows:

Branch 1 : Hotels (HSIC 5501)
136 establishments

Branch 2: Chinese Restaurants Operated by Hotels (HSIC 561109-561111)
43 establishments

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

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by September 2009;
- (iii) the number of existing vacancies;
- (iv) the number of employees under training;
- (v) the average monthly income of employees; and
- (vi) employers' views on the preferred education, training mode and training period of employees by job level.

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

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

Analysis of the Response

1.11 Out of the 136 establishments surveyed, 109 completed and returned the questionnaires and there were 16 refusal cases. The effective response rate was 87.2%.

Manpower Assessment Procedure

- 1.12 The method of assessment consists of essentially the following steps:
- (i) collect up-to-date information on manpower situation by major job level;
 - (ii) analyse the survey data; and
 - (iii) project the manpower supply and demand of the hotel industry.

Definition of Employees

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

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

Presentation of Findings

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

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Persons Employed

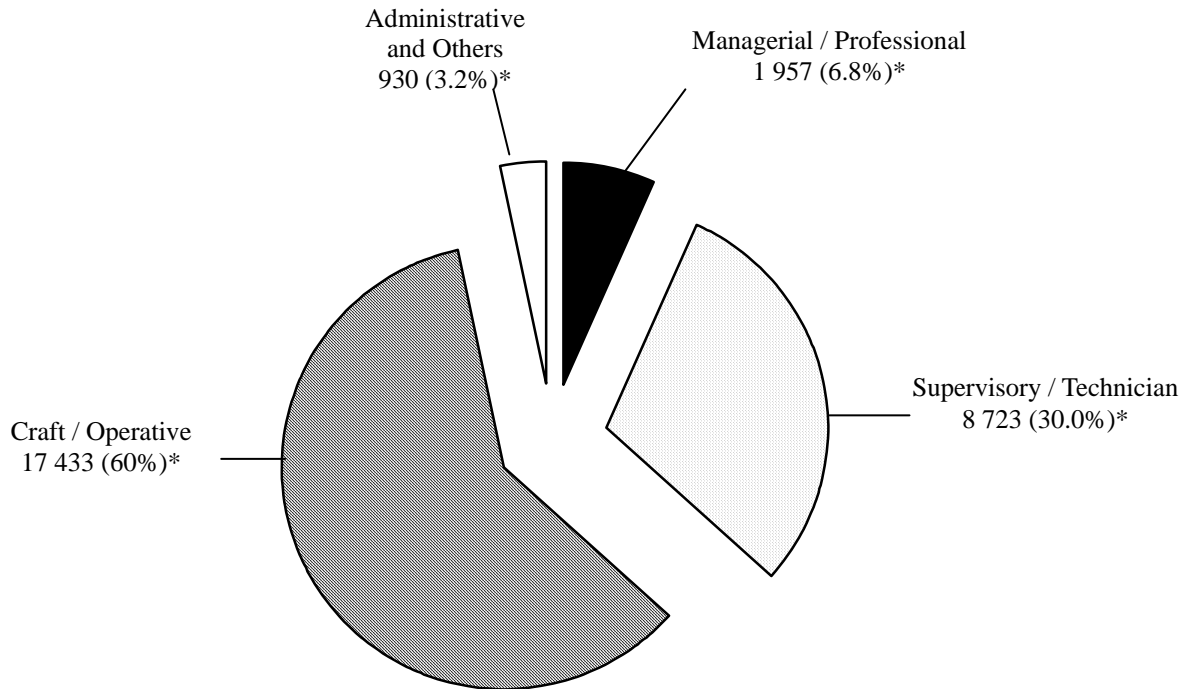
2.1 The survey reveals that as at September 2009, a total of 29 043 persons were employed in the hotel industry as compared to 28 868 in 2007, representing an increase of 175 (0.6%). Their distribution by job level is as follows:

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	1 957	6.8%
Supervisory / Technician	8 723	30.0%
Craft / Operative	17 433	60.0%
Administrative and Others	930	3.2%
Total	29 043	100.00%

Figure 2.1: Distribution of Employees by Job Level

Total: 29 043



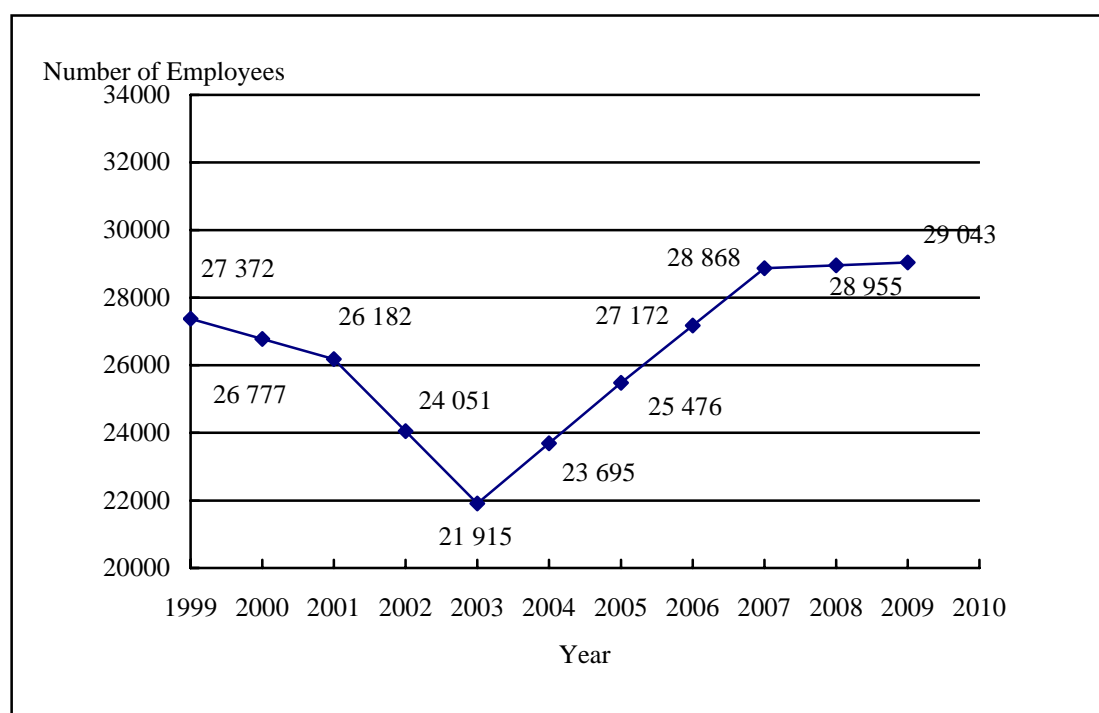
(*) As percentage of total number of employees

Trend of the Number of Employees

2.2 Tables 2.2 (a) and (b) present a comparison on the trend of the number of employees in recent years. Table 2.2(c) presents the number of hotels in Hong Kong from 1999 to 2009.

Table 2.2 (a)

Trend of the Number of Employees
(1999 - 2009)



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

Table 2.2(b)

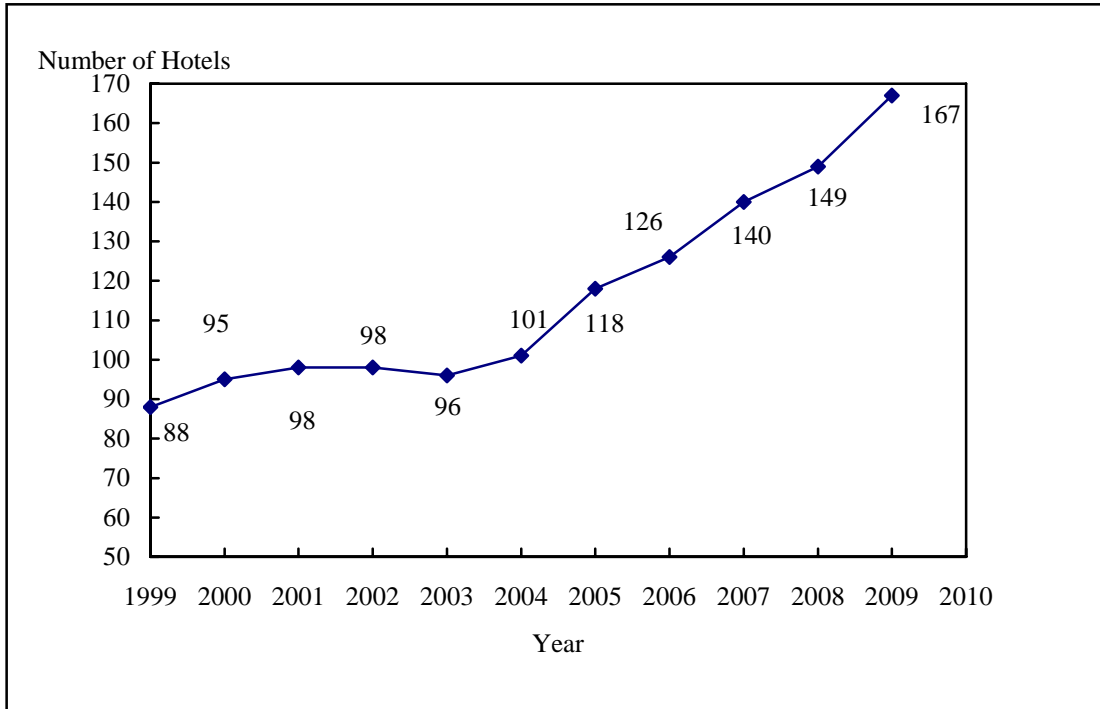
Trend of the Number of Employees by Job Levels
(1999 - 2009)

<u>Year</u>	<u>Managerial / Professional</u>	<u>Supervisory / Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
1999	1 576	6 988	15 734	3 074	27 372
2000*	1 591	6 930	15 424	2 832	26 777
2001	1 605	6 871	15 115	2 591	26 182
2002*	1 515	6 363	13 656	2 517	24 051
2003	1 424	5 854	12 195	2 442	21 915
2004*	1 490	6 489	14 046	1 670	23 695
2005	1 556	7 124	15 898	898	25 476
2006*	1 669	7 674	16 913	914	27 172
2007	1 783	8 225	17 929	931	28 868
2008*	1 870	8 474	17 681	930	28 955
2009	1 957	8 723	17 433	930	29 043

*Computed by interpolation

Table 2.2 (c)

Total Number of Hotels
(1999 - 2009)



Source: Hotel Supply Situation Reports as at March 2001, as at March 2004, as at March 2006, as at March 2007 and as at March 2010, Hong Kong Tourism Board.

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

Table 2.3: Number of Employees by Job Level

<u>Job Level</u>	<u>Hotels</u>	<u>Chinese Restaurants Operated by Hotels</u>	<u>Total</u>	<u>% of Total No. Employed</u>
Managerial / Professional	1 874	83	1 957	6.8%
Supervisory / Technician	7 756	967	8 723	30.0%
Craft / Operative	16 671	762	17 433	60.0%
Administrative and Others	930	0	930	3.2%
Total	27 231	1 812	29 043	100.00%

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 606 vacancies, or 2.1% of the existing 29 043 posts. Details of number of vacancies by job level are presented below:

Table 2.4: Number of Existing Vacancies by Job Level

<u>Job Level</u>	<u>Hotels</u>	<u>Chinese Restaurants Operated by Hotels</u>	<u>Total (%)*</u>
Managerial / Professional	37	2	39 (6.4%)
Supervisory / Technician	116	7	123 (20.3%)
Craft / Operative	421	19	440 (72.6%)
Administrative and Others	4	0	4 (0.7%)
Total	578	28	606 (100.00%)

(*) As percentage of the total number of vacancies

Distribution of Existing Vacancies by Job Level

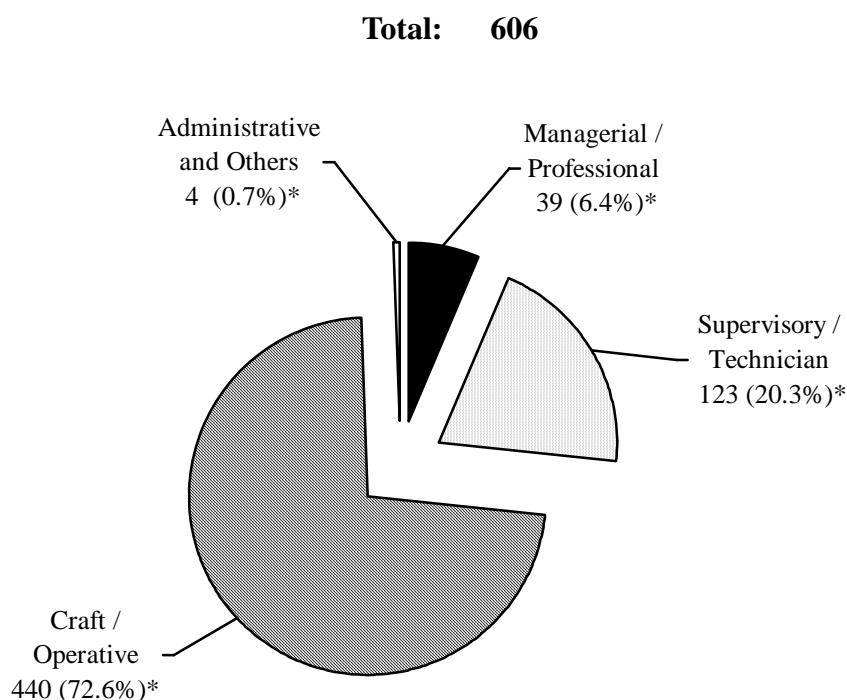
2.5 Of the 606 vacancies, 39 were at managerial/professional level, 123 at the supervisory/technician level, 440 at the craft/operative level, 4 at the administrative and others levels. The number of vacancies with the existing workforce at the same job level is shown in Table 2.5 and Figure 2.5:

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

<u>Job Level</u>	<u>Number of Employees</u>	<u>Number of Vacancies</u>	<u>Percentage of Employees at the same Job Level</u>
Managerial / Professional	1 957	39 (6.4%)*	2.0%
Supervisory / Technician	8 723	123 (20.3%)*	1.4%
Craft / Operative	17 433	440 (72.6%)*	2.5%
Administrative and Others	930	4 (0.7%)*	0.4%
Total	29 043	606 (100.00%)*	2.09%

(*) As percentage of the total number of vacancies

Figure 2.5: Distribution of Existing Vacancies by Job Level



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

Distribution of Number of Trainees/Apprentices by Job Level

2.6 The survey findings indicated that there were 95 trainees/apprentices in the hotel industry as at September 2009. The distribution by job level is given below:

Table 2.6: Number of Trainees/Apprentices by Job Level

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory / Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
Hotels	2	7	72	7	88
Chinese restaurants operated by hotels	0	0	7	0	7
Total	2	7	79	7	95

Employers' Forecast Manpower Demand by September 2010

2.7 Employers forecasted that there would be a total of 29 672 employees by September 2010, an increase of 629 (2.2%) over the number employed in September 2009. The Employers' 12-month forecast of additional employees and manpower demand by job level are presented in Tables 2.7(a)-(b) and Figure 2.7 respectively:

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

<u>Branch</u>	<u>Total Employees in 2009</u>	<u>Managerial / Professional</u>	<u>Supervisory / Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>	<u>Employers' Forecast Total for 2010</u>
Hotels	27 231	34	120	438	3	595	27 826
Chinese restaurants operated by hotels	1 812	2	7	25	0	34	1 846
Total	29 043	+36 (+1.8%)*	+127 (+1.5%)*	+463 (+2.7%)*	+3 (+0.3%)*	+629 (+2.2%)**	29 672

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

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

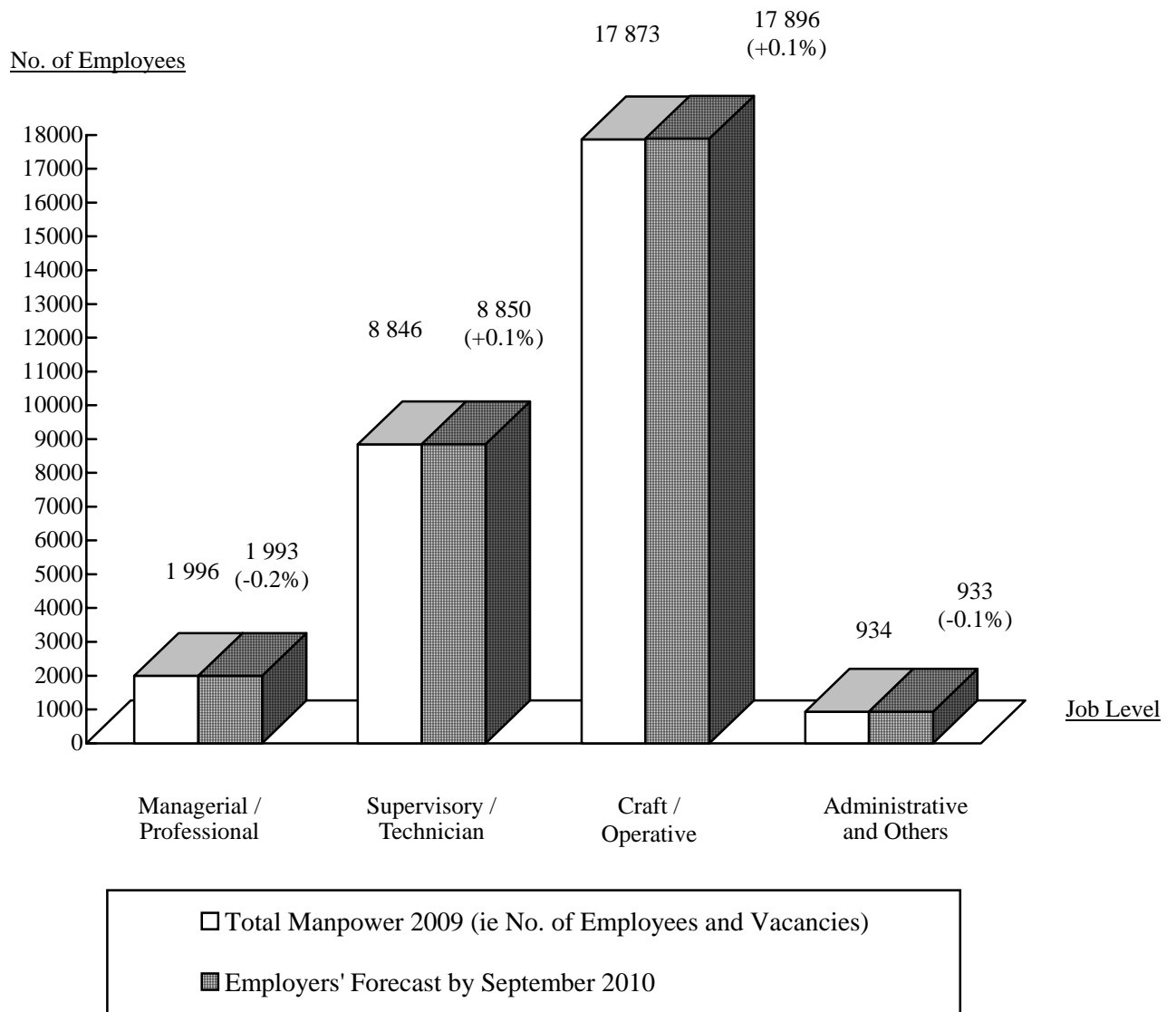
Table 2.7(b): Employers' Forecast of Manpower Demand by September 2010 by Job Level

<u>Job Level</u>	<u>(a) No. of Employees in Sept. 2009</u>	<u>(b) No. of Vacancies in Sept. 2009</u>	<u>(a) + (b) Total No. of Posts in Sept. 2009</u>	<u>Employers' Forecast of Manpower in Sept. 2010</u>	<u>Growth</u>	<u>(%)*</u>
Managerial / Professional	1 957	39	1 996	1 993	-3	(-0.2%)
Supervisory / Technician	8 723	123	8 846	8 850	+4	(+0.1%)
Craft / Operative	17 433	440	17 873	17 896	+23	(+0.1%)
Administrative and Others	930	4	934	933	-1	(-0.1%)
Total	29 043	606	29 649	29 672	+23	(+0.1%)**

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

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

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



Internal Promotion in the Past 12 Months by Job Level

2.8 The survey reveals that 268 employees (0.9% of the total number of employees) had been promoted from within the industry. Of the 268 employees, 59 (22.0%) were at the managerial/professional level and 209 (78.0%) at the supervisory/technician level. A summary of the promotion pattern is given in Table 2.8.

Table 2.8: Promotion Pattern of Hotel Employees by Job Level

<u>Job Level</u>	<u>Number Employed</u>	<u>Number of Promotion</u>	<u>(%)*</u>
Managerial / Professional	1 957	59	3.0%
Supervisory / Technician	8 723	209	2.4%
Craft / Operative	17 433	0	0.0%
Administrative and Others	930	0	0.0%
Total	29 043	268	0.9%**

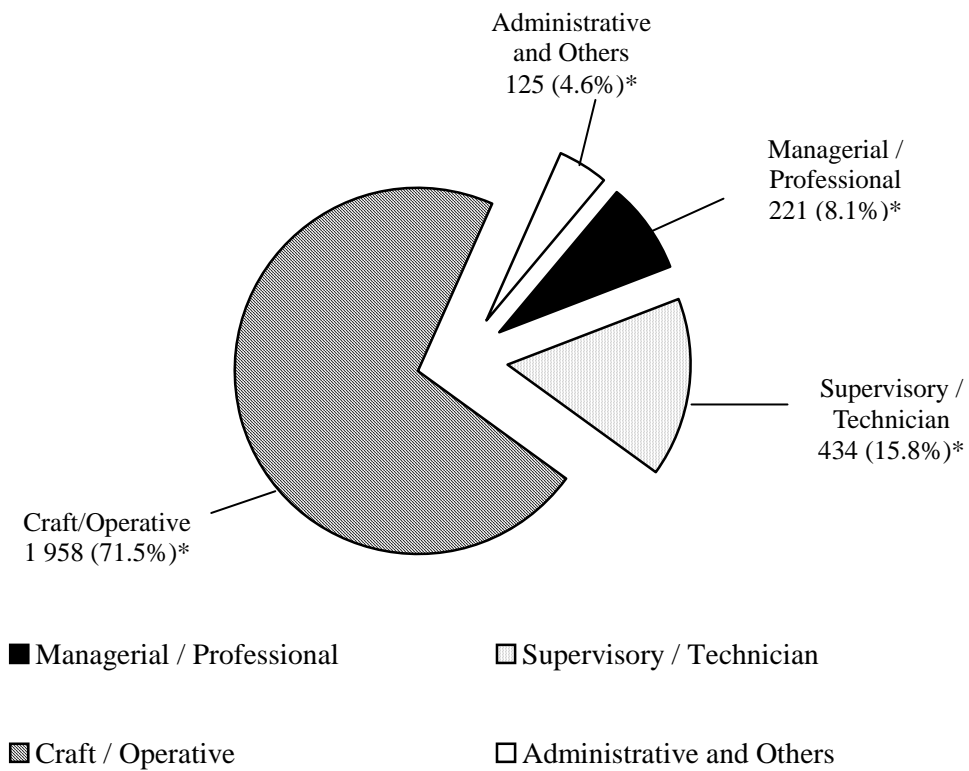
(%)* As percentage of the number employed at the same job level

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

Staff Turnover in the Past 12 Months

2.9 Employers reported that 2 738 employees or 9.4% of the total number of employees in the industry had left in the past 12 months.

Figure 2.9: Distribution of Staff Turnover by Job Level

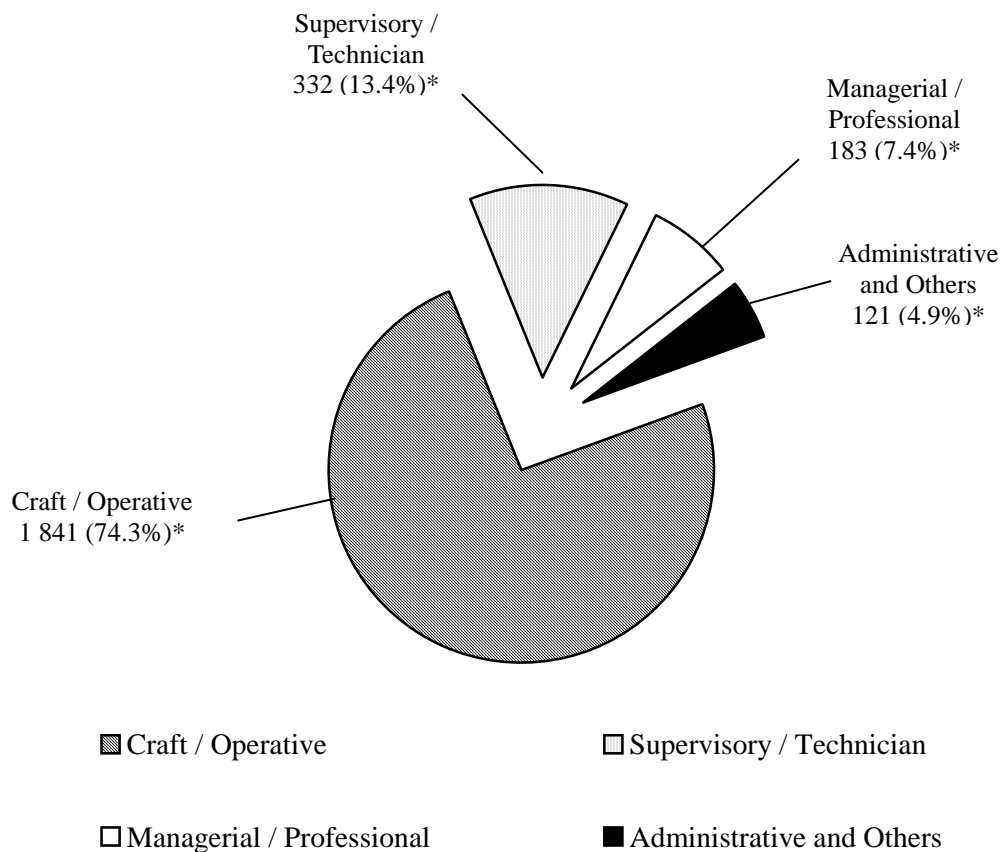


(*) As percentage of total number of staff turnover

New Recruits in the Past 12 Months

2.10 Employers reported that they had recruited 2 477 new employees in the past 12 months. The largest number of recruits was found in the craft/operative levels (1 841 or 74.3% of total number of new recruits). The distribution of the number of new recruits by job level is presented in Figure 2.10 below:

Figure 2.10: Distribution of New Recruits by Job Level



(*) As percentage of total number of new recruits

Preferred Level of Education

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

Table 2.11 : Two Most Preferred Qualifications of Employees

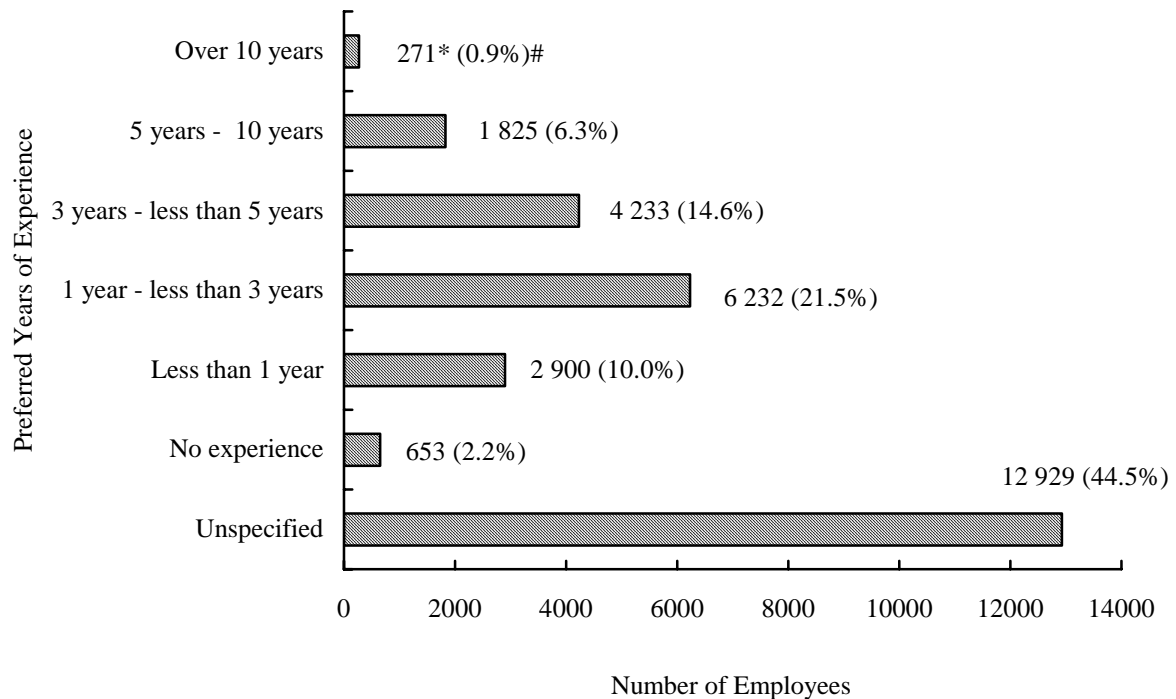
<u>Job Level</u>	<u>Type (No. of Employees)</u>	<u>% of the No. Employed at each Job Level</u>
Managerial / Professional	University Degree or above (895)	45.7%
	Professional Diploma / Diploma or equivalent (218)	11.1%
Supervisory / Technician	Professional Diploma / Diploma or equivalent (1 625)	18.6%
	Secondary 5 - 7 (1 269)	14.5%
Craft / Operative	Secondary 5 - 7 (4 488)	25.7%
	Advanced Certificate / Certificate or Equivalent (3 320)	19.0%
Administrative and Others	Secondary 5 - 7 (219)	23.5%
	Advanced Certificate / Certificate or Equivalent (169)	18.2%

Preferred Years of Relevant Experience

2.12 The majority of employers reported that 21.5% of their employees possessed 1 to less than 3 years of experience, 14.6% possessed 3 to less than 5 years of experience, and 10% possessed less than 1 year of experience. It should be noted that only 2.2% of employees possessed no previous experience. The number of employees by average years of hotel industry experience before occupying the post are presented in Figure 2.12 below:-

Figure 2.12: Years of Experience of Employees

Total: 29 043



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

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

Income Distribution of Full-time Employees

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

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

<u>Job Level</u>	\$6,000 or below	\$6,001 to \$8,000	\$8,001 to \$10,000	\$10,001 to \$15,000	\$15,001 to \$20,000	\$20,001 to \$25,000	\$25,001 to \$30,000	\$30,001 to \$35,000	\$35,001 to \$40,000	\$40,001 or above	Unspecified	Total
Managerial / Professional	-	-	-	3	114	254	207	154	209	273	743	1 957
Supervisory / Technician	-	-	30	2 904	2 640	950	191	152	86	4	1 766	8 723
Craft / Operative	7	2 111	5 001	6 996	211	22	-	-	110	-	2 975	17 433
Administrative and Others	-	4	208	425	64	20	-	1	7	4	197	930
Total	7 (0.02)*	2 115 (7.28)	5 239 (18.04)	10 328 (35.56)	3 029 (10.43)	1 246 (4.29)	398 (1.37)	307 (1.06)	412 (1.42)	281 (0.97)	5 681 (19.56)	29 043 (100.00)

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

2.14 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. Tables 4-6 of Appendix 5 show the income distribution by job level. The majority of employees earned a total monthly income from \$40,000 or above for managerial/professional level, and from \$10,001 to \$15,000 for all remaining levels which include supervisory/technician/craft/operative/administrative and others levels of employees. Since this is not an income survey, the information obtained is for cross-reference purpose only.

Income Distribution of Part-Time Employees

2.15 Tables 2.15 (a) - (c) show the demand and income distribution of part-time employees on 26 September 2009, the reference day of the survey, as reported by the employers, on an hourly, daily and monthly fee basis. The survey indicated that a total of 536 part-time employees were hired by the hotel industry on the reference day.

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

<u>Job Level</u>	<u>\$20 or below</u>	<u>\$21 - \$40</u>	<u>\$41 - \$60</u>	<u>\$61 or above</u>	<u>Total</u>
Managerial / Professional	-	-	-	-	-
Supervisory / Technician	-	-	-	-	-
Craft / Operative	-	125	350	1	476
Administrative and Others	-	-	-	-	-
Total	-	125	350	1	476

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

<u>Job Level</u>	<u>\$101-\$200</u>	<u>\$201-\$300</u>	<u>\$301-\$400</u>	<u>\$401-\$500</u>	<u>Total</u>
Managerial / Professional	-	-	-	-	-
Supervisory / Technician	-	-	-	-	-
Craft / Operative	10	13	1	3	27
Administrative and Others	-	-	-	-	-
Total	10	13	1	3	27

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

<u>Job Level</u>	<u>\$6,000 or below</u>	<u>\$6,001 - \$8,000</u>	<u>\$8,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>Total</u>
Managerial / Professional	-	-	-	-	-
Supervisory / Technician	-	-	-	-	-
Craft / Operative	16	-	17	-	33
Administrative and Others	-	-	-	-	-
Total	16	-	17	-	33

Training to Employees

2.16 The analysis shown in Table 2.16 indicated that 6 265 (21.57%) of the employees received less than 5 days internal training and 1 322 (4.55%) received no training.

Table 2.16: No. of Employees by Average Man-days Spent on Internal Training in 2009

Man-days	Total / % of Total Number
Nil	1 322 / 4.55%
< 5 days	6 265 / 21.57%
5 Days to < 10 Days	3 612 / 12.44%
10 Days to 15 Days	2 236 / 7.70%
Over 15 Days	2 721 / 9.37%
Unspecified	12 887 / 44.37%
Total	29 043 / 100.00%

2.17 As reported by employers, improvement in skills sets on service attitude and customer service is required for the employees at all job levels which represented 14% of the total number of employees. Further, upgrading on language proficiency in English is required particularly for the employees at craft/operative level, representing 11% of the total number of employees at the same job level. Details are shown at Table 16 of Appendix 5.

2.18 The survey findings shown that 37% 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 20 at Appendix 7.

Priority Accorded to Mode of Training By Employers

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

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

Mode of Training	Level of Priority	Total / % of Total Number of Employees
Part-time Day Release	1 st Priority	3 754 / 12.93%
	2 nd Priority	4 282 / 14.74%
	3 rd Priority	8 207 / 28.26%
	Unspecified	12 800 / 44.07%
	Total	29 043 / 100.00%
Evening	1 st Priority	4 454 / 15.34%
	2 nd Priority	7 260 / 25.00%
	3 rd Priority	4 529 / 15.59%
	Unspecified	12 800 / 44.07%
	Total	29 043 / 100.00%
Seminar/Workshop	1 st Priority	8 035 / 27.66%
	2 nd Priority	4 701 / 16.19%
	3 rd Priority	3 507 / 12.08%
	Unspecified	12 800 / 44.07%
	Total	29 043 / 100.00%

Spa Facilities and Services

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

Table 2.19: No. of Hotels that Operate Spa

Branch	Operated by the Hotel	Operated by Outsourced Contractor	No Spa Facilities	Unspecified	Total Number of Hotels Responded
Hotels	5	3	90	30	128
Total	5	3	90	30	128
(%)*	(3.9%)	(2.3%)	(70.3%)	(23.5%)	(100.00%)

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

Average Age Range of Craft / Operative Employees

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

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

Age Range	Below 18	18-25	26-30	31-35	36-40	41-49	50 or above	Unspecified	Total
No. of Employees	-	1 053	2 118	2 623	2 311	2 565	433	6 330	17 433
% of Total	0%	6.0%	12.2%	15.0%	13.3%	14.7%	2.5%	36.3%	100.00%

SECTION III

CONCLUSIONS

Industry Outlook

3.1 The global financial tsunami that originated in 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 in the first quarter of 2009.

3.2 73 countries and places have officially reported that more than 25 000 people have been infected by the swine flu pandemic A(H1N1), including 139 deaths (Source: World Health Organisation, 8 June 2009). The World Health Organisation (WHO) has issued the top level six pandemic alert on 11 June 2009. The outbreak of swine flu pandemic had to a certain extent deterred people from travelling. Following the Asia first swine flu case reported in Hong Kong on 1 May 2009, the hotel bookings for July and August had dropped 20 percent when compared with that of the previous year. (Source: The Standard, 22 May 2009.)

3.3 The Hong Kong economy quickly rebounded in the second quarter and continued to improve in the rest of the year, 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, 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.)

3.4 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: HKTB Press Release, "Release of Provisional Visitor Arrivals for 2009", 4 Jan 2010.)

3.5 The Total Expenditure Associated to Inbound Tourism (TEAIT) has 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, while that of same-day in-town visitors soared by 20.0% to HK\$1,798 per capita. (Source: HKTB Press Release, "Tourism Spending Hits HK\$162 Billion in 2009", 27 April 2010.)

3.6 Among various market regions, Mainland China arrivals increased by 6.5% to 17.96 million in which 10.59 million arrivals were under the Individual Visit Scheme (IVS), representing 10.1% more than in 2008. For the long-haul regions, the regions recorded a 6.5% drop in 2009; however, positive growth was recorded for the arrivals from the Americas, Australia, New Zealand and South Pacific in November and December 2009. For the short-haul markets, arrivals from Taiwan dropped by 10.3% to 2 million whereas as North Asia also registered a decline of 18.2%. For the South and Southeast Asia, arrivals dropped by a mild 1.7%, with Indonesia and India recording gain of 1.3% and 4.6% respectively. (Source: HKTb Press Release, “Release of Provisional Visitor Arrivals for 2009”, 4 Jan 2010.)

3.7 Albeit the economic downturn, the emerging markets achieved positive gain. India recorded growth of 4.6% and the Middle East achieved growth of 2%. Russia achieved two-digit growth of 15.7 in 2009. (Source: HKTb Press Release, “Release of Provisional Visitor Arrivals for 2009”, 4 Jan 2010.)

3.8 By the end of 2009, Hong Kong had 167 hotels with 59 627 rooms. The average hotel occupancy rate across all categories of hotels in 2009 was 78%, which was 7% lower than 2008. The average achieved hotel room rate across all hotel categories in 2009 was HK\$1 023, representing a decrease of 16.3% (HK\$1,222) on the 2008. (Source: HKTb Press Release, “Release of Provisional Visitor Arrivals for 2009”, 4 Jan 2010) The number of hotels is planned to increase from 167 in 2009 to 228 in 2013, with the number of hotel rooms increase from 59 627 to 69 319 (+9 692 rooms) (Source: Hotel Supply Situation by HKTb, March 2010.)

3.9 Over the past few years, Hong Kong launched major tourism infrastructure projects such as Hong Kong Disneyland, the Asia World-Expo, the Wetland Park, the Ngong Ping 360, the Noah’s Ark, Hong Kong National Geopark and 1881 Heritage. The HKSAR Government will invest another \$17 billion in tourism infrastructure in the coming years. This will create jobs, promote economic activities and encourage the sustainable development of the industry. Major tourism projects being implemented and under planning included:

- (i) Redevelopment of Ocean Park – the park is implementing its redevelopment plans in phases by 2012 into a world-class marine-themed park featuring more than 70 attractions. New attractions will be introduced in each phase.
- (ii) Aberdeen Tourism Project - aims at bringing out the unique features of ‘traditional fishing harbour’ and the local culture of Aberdeen and, by reinforcing the elements of diversified tourism, to enhance Aberdeen’s attractiveness to both international visitors and local residents.
- (iii) Development of a Piazza in Tsim Sha Tsui – the objective is to create a new public open space at the existing public transport interchange adjacent to the Star Ferry Pier with enriched features for use by both the locals and tourists. The Tsim Sha Tsui Clock Tower, which is one of the top ten attractions in Hong Kong, will be an important icon feature of the Piazza. Coupled with the world famous Victoria Harbour view, the Piazza will have tremendous potential to become another key tourist attraction.

- (iv) Kai Tak Cruise Terminal – aims at developing Hong Kong into a premier regional cruise hub, the site formation work began in December 2009. The new cruise terminal will have two alongside berths with no air draft limit. The first berth of the terminal is expected to commence operation in mid-2013 and will be capable of berthing the world’s largest cruise vessel. The second berth will be available in 2014 to berth medium-sized vessels.
- (v) Revitalisation projects in Central District – aims to enhance Central's appeal as a vibrant district for business and entertainment, the projects include opening up public space at the Central Ferry Piers site, converting the Central Market into an "urban oasis", preserving the Central Government Offices Main and East Wings, implementing the Central Police Station project, recommending the conversion of Murray Building into a hotel, and the development of a creative industries cluster on the original site of the Central School.
- (vi) Disneyland expansion project – the expansion will enlarge the existing theme park by 23%, adding more than 30 new attractions, entertainment and interactive experiences, bringing the total number to over 100. It will be completed in phases before mid-2014.

3.10 Leveraging Hong Kong’s ecological richness and diversity, the Tourism Commission is promoting green tourism in the Northeast New Territories and outlying islands having regard to the principles of nature conservation and sustainable development. The listing of Hong Kong’s Geopark as a national park will also foster the development of eco-tourism by adding new attractions. Together with the new launched hiking promotion ‘Great Outdoors Hong Kong!’ in October 2008, the Hong Kong Tourism Board promotes the new hiking trails and natural attractions to the family visitors, along with a wide array of family attractions. (Source: Hong Kong Tourism Board; Press Release, “The Hong Kong Tourism Board Presents Brand New “Great Outdoors Hong Kong!” Promotion, 3 Oct 2009 and Press Release, “HKTB Welcomes Measures In Policy Address To Facilitate Further Tourism Development”, 14 Oct 2009.)

3.11 To enhance the appeal of Hong Kong as an international convention and exhibition capital, a total of HK150 million is earmarked to enhance Hong Kong’s Meetings, Incentive travels, Conventions and Exhibitions (MICE) profile and for the strengthening the support to MICE events to be hosted in Hong Kong over the next four years. To this end, the Hong Kong Tourism Board set up an arm, Meetings and Exhibitions Hong Kong (MEHK), in November 2008 to step up MICE promotion. Hong Kong Convention and Exhibition Centre completed its atrium link expansion in April 2009. After the expansion, 19 400 square metres of additional exhibition space was created, represented a 42% increase to accommodate approximately 1 000 additional booths. Impacted by the global financial crisis and the outbreak of swine human influenza, the MICE related visitor arrivals kept at 1.16 million in 2009, a slight drop of 0.2% over 2008. (Source: MICE Statistics by HKTB, 12 February 2010.)

Nevertheless, the 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.)

3.12 ‘Festive Hong Kong 2010’ is the annual marketing theme of the HKTB in 2010-11, which is designed for encouraging visitors to come experience the unique culture, as well as the colourful fusion of Chinese and Western festivities that can only be found in Hong Kong. Throughout the year, the HKTB will organise a series of mega events, which will be promoted along with the traditional festivals and cultural celebrations, as well as major events launched by third parties. It elevates Hong Kong’s image as the Events Capital of Asia, and creates greater business opportunities for the tourism, retail, dining and service sectors of the city.

3.13 Since the further extension of direct links between the Mainland China and Taiwan in 2008, the complementary nature of travel to Hong Kong and Taiwan has become increasingly apparent. Under Supplement VI to CEPA, Mainland China travel agents which are authorised to operate group tours to Taiwan can organise group tours for Mainland China residents, who hold a valid exit/entry permit for travelling to and from Taiwan and travel endorsement, to enter and remain in Hong Kong in transit. It will facilitate the travel trade to develop multi-destination itineraries of Hong Kong and Taiwan. Hong Kong can enhance the appeal of both land and sea multi-destination itineraries to Mainland China visitors. (Source: Hong Kong Tourism Board; Press Release: “HKTB Welcomes Supplement VI to CEPA”, 9 May 2009.)

Implications on Manpower

3.14 In 2009, the labour market was characterised by continued weakness in the first half, followed by a progressive turnaround in the second half. The unemployment rate, having surged to a high of 5.4% in mid-2009, came down successfully in the rest of the year in tandem with the economic recovery. (Source: 2009 Economic Background and 2010 Prospect; the HKSAR Government.)

3.15 In the first quarter of 2010, developments in the labour market were upbeat. Major labour market indicators showed an extensive improvement. The unemployment rate for accommodation and food services sector dropped from 8.3% in the third quarter of 2009 to 6.8% in the first quarter of 2010. (Source: First Quarter Economic Report 2010, the HKSAR, 14 May 2010.)

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

- (i) According to the Hotel Supply Situation Report as at March 2010 published by the Hong Kong Tourism Board, there will be 59 new hotels with some 9 700 additional rooms to be completed between 2009 to 2013. Based on a staff to room ratio of 0.6:1, approximately 5 800 new vacancies will be created in the next 5 years for these new hotels.

- (ii) The booming economy of the Mainland China will provide positive impact on Hong Kong's hotel and tourism industries. The Mainland China arrivals increased by 6.5% to 17 956 731 in 2009, of which 59% arrived under the IVS. In April 2009, the Mainland China authorities introduced a one-year multiple-entry IVS endorsement for Shenzhen residents to visit Hong Kong. The new arrangement has been well received. By end-September 2009, about 740 000 visitors had travelled to Hong Kong with the new endorsement. (Source: 2009-10 Policy Address; The HKSAR Government.)
- (iii) National Tourism Administration of China (CNTA) officials said that the tourism industry is expected to maintain stable growth in 2010, after the 11.3% growth in 2009. It is anticipated that domestic tourists will make 51 million trips to foreign destinations as well as Hong Kong, Macao and Taiwan, up to 7% year-on-year. (Source: China Daily Hong Kong Edition, February 2010.)
- (iv) The Chairman of CNTA supported the Hong Kong-Guangdong co-operation in tourism development, the joint development of cruise tourism by the Mainland China and Hong Kong, the development of multi-destination itineraries, and the greater use of information technology to enhance the quality of tourism services. (Source: Commerce and Economic Development Bureau, 2010 HK/Mainland Tourism Working Meeting Held in Hong Kong, 10 May 2010.)
- (v) Taking the advantage of the direct links between Hong Kong and Taiwan, the Hong Kong Tourism Board worked with the Macao Government Tourist Office and Guangdong Provincial Tourism Bureau to develop combo itineraries including Hong Kong. (Source: Hong Kong Tourism Board; Press Release: "HKTB and Travel Trade Partnerships Tap Business Opportunities Through Market Visit to Taiwan", 3 April 2009.)
- (vi) The mutual visa-free access agreement signed between the governments of the Hong Kong Special Administrative Region and Russia on 23 April provides Russian visitors with greater convenience and helps attract them to visit Hong Kong, as well as the growth potential of the Russian market in the long run. (Source: Hong Kong Tourism Board; Press Release, "HKTB Welcomes VISA-FREE Access Agreement Between Hong Kong SAR And Russia", 23 April 2009.) In 2009, visitor arrivals from Russia to Hong Kong exceeded 42 980, 15.7% more than in 2008.
- (vii) Since Hong Kong abolished wine duty in March 2008, a number of supportive measures in areas such as customs facilitation, forging closer co-operation with wine-trading partners, manpower training and combating wine counterfeits have been introduced so as to develop Hong Kong as a wine hub in Asia. Despite the global financial crisis, the wine trading and distribution business continue to grow. A number of wine-related businesses have already been set up in Hong Kong and the total value of wine imports into the city in 2008 was over US\$370 million,

a year-on-year increase of nearly 80%. Hong Kong Tourism Board adopted “Hong Kong Food & Wine Year” as the theme in 2009. The first Wine & Dine Festival held in October 2009, attracting 70 000 people at the harbourfront of West Kowloon with Victoria Harbour, demonstrated Hong Kong’s potential as a platform for showcasing the finer things in life to Asian consumers, including fine wine and good food. (Source: Permanent Secretary for Commerce & Economic Development (Commerce, Industry & Tourism) at the Hong Kong International Wine & Spirits Fair 2009, 4 November 2009.) The wine-related training and education programmes in wine knowledge and selling techniques will certainly assist in boosting the wine industry and for developing additional trained quality staff for the hotel and catering industries.

- (viii) The \$100 million Mega Events Fund (MEF) was established in May 2009 to implement the Financial Secretary’s 2009-10 budget initiative to assist local non-profit-making organisations to host more attractive arts, cultural and sports events over the next three years to further reinforce Hong Kong’s position as the events capital of Asia. Six selected projects will be held and it is expected to attract over 140 000 participants, including both locals and tourists. (Source: Tourism Commission; Press Release, “Mega Events Proposals Selected To Attract More Visitors to Hong Kong”, 22 October 2009.) The international visitor arrivals are expected to increase and more job vacancies will be created within the hotel and tourism industries.
- (ix) The World Exposition 2010 (World Expo) is held from 1 May to 31 October 2010 in Shanghai China. It is expected to attract 70 million visitors from the Mainland China and around the world. Some \$250 million is estimated to generate in the areas of hotel, catering, retails, 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; Interview from Mr Patrick Chan, Director, Hong Kong Economic and Trade Affairs Shanghai, Government of HKSAR, 18 February 2010.) Qualified trained staff to serve visitors from different cultures are required to project a positive image of Hong Kong.
- (x) In view of the great potential of the cruise industry in the Asia-Pacific region, the HKSAR Government is pressing ahead with the construction of the new cruise terminal at Kai Tak to ensure that the first berth will commence operation in mid-2013. At the same time, the HKSAR Government strived to attract cruise vessels to homeport in Hong Kong. Since the implementation of the measure to allow Mainland China tour groups to travel to Taiwan through Hong Kong by taking cruise vessel homeporting in Hong Kong, many major cruise operators have launched relevant tourism products. In the coming year, there will be about 20 journeys from Hong Kong to Taiwan, carrying about 30 000 passengers in total (Source: 2009-10 Policy Address; The HKSAR Government). The project will create more jobs in the cruise and related tourism industries of

which trained quality staff is required for serving the expanding tourism infrastructure.

- (xi) Spa resorts continue to develop throughout South-East Asia. There is a discernable growth in the demand and supply of spa facilities in Hong Kong. A competitive resort product is likely to increase the growth and range of visitors to Hong Kong. Local market usage of the resort is expected to be high as well. (Source: Tourism Commission – Economic Development and Labour Bureau – The Government of HKSAR, “Consultancy Study on the Development of New Tourism Infrastructure: Spa and Resort Facilities”, April 2006.) It is envisaged that with the development of the spa resort markets in Hong Kong, newly trained service staff specialising in this area will be in demand in future years.
- (xii) According to the Land, Public Works and Transport Bureau of Macao SAR, a total of 17 hotel projects were under construction in Macao in the third quarter of 2009. These projects will provide up to 22 300 guest rooms. Meanwhile, there are some 25 hotel projects being examined by the Bureau. (Source: Macao Government Tourism Office; Press Release “Plan to Support Macao Tourism Industry Extend to Continue Stimulating the Tourism Industry, 30 Dec 2009.) It is expected that the rebound of Macao Tourism market will have impact on the supply of talented manpower when the trained and experienced professionals move to explore opportunities in Macao.

3.17 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.

3.18 With the implementation of New Senior Secondary Education Curriculum and new 4-year university system, more senior secondary graduates may consider further education over immediate employment. This may affect the labour supply as the industry is growing and expanding. The demand on employees at the entrant operational level is keen. The employers should expect the Senior secondary graduates to be more mature, better educated and may have higher expectations.

3.19 It is important for both supervisory and frontline staff to deliver on high-quality service standards, in line with the expectation of the corporation and to acquire the latest product knowledge in order to meet the diversified needs of customers. (Source: Hong Kong Institute of Human Resource Management; Press Release: “Strong Commitment to Employee Training in Times of Uncertainty”, 3 September 2009)

3.20 To enable Hong Kong to maintain its competitiveness and embrace the opportunities brought by our economic integration with the Mainland China, the HKSAR Government proposes to inject \$500 million into the Language Fund to further upgrade our biliterate and trilingual proficiency. Regarding language proficiency in the workplace, the new resources will be used to encourage employees to raise their standards of English and

Putonghua. Such measures may include providing vocational language courses tailored to the needs of the industries, encouraging the development and use of self-learning platforms on the Internet, and organising public education activities. (Source: Budget 2010-11, the HKSAR Government.)

The Survey Findings

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

Manpower Changes by Job Level

3.22 In September 2009, there were 29 043 employees (excluding trainees/apprentices) in the hotel industry, representing an increase of 175 (0.6%) over the 2007 figure. An analysis of the manpower changes by job level is given in the following table:

<u>Job Levels</u>	<u>2007</u>	<u>2009</u>	<u>Increase (%)*</u>	
Managerial / Professional	1 783	1 957	+174	+9.8%
Supervisory / Technician	8 225	8 723	+498	+6.1%
Craft / Operative	17 929	17 433	-496	-2.8%
Administrative and Others	931	930	-1	-0.1%
Total	28 868	29 043	+175	0.6%**

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

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

Vacancies

3.23 At the time of the survey, there were 606 reported vacancies as compared to 692 in 2007. The present vacancies attributed to 2.1% of the total workforce as compared to 2.4% in 2007. The largest number of vacancies (440) was 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 chose to employ part-time or temporary employees and continue to exercise multi-tasking in the existing operation to increase cost efficiency.

Employer's Manpower Forecast for September 2010

3.24 Employers' forecast of the 12-month manpower growth in the 2009 survey indicated a positive growth rate.

Table 3.24: Additional Manpower by Job Level in 2010

<u>Job Levels</u>	(a) No. of Employees in Sept. 2009	(b) No. of vacancies in Sept. 2009	(c) = (a) + (b) Total No. of Posts in Sept. 2009	(d) Employers' Forecast of Manpower in Sept. 2010	(e) = (d) - (c) Manpower Growth in Sept. 2010	(b) + (e) Additional Manpower in Sept. 2010	
Managerial / Professional	1 957	39	1 996	1 993	-3	36	1.8%*
Supervisory / Technician	8 723	123	8 846	8 850	+4	127	1.5%*
Craft / Operative	17 433	440	17 873	17 896	+23	463	2.7%*
Administrative and Others	930	4	934	933	-1	3	0.3%*
Total	29 043	606	29 649	29 672	+23	629	2.2%**

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

Manpower Projection for 2010 - 2012

3.25 The Training Board observed that additional manpower requirements would be needed for 25 planned new hotels with 2 948 rooms in 2010, 19 new hotels with 3 841 rooms in 2011 and 13 new hotels with 2 633 rooms in 2012. The projected number of hotels and hotel rooms were quoted from the Hotel Supply Situation Report as at March 2010 published by the Hong Kong Tourism Board. However, it should be noted that given the dynamics of the hotel industry, the projected figures for the new hotels must be viewed with caution as some of the planned hotel projects might not materialise.

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

3.27 For the purpose of manpower projection, a constant labour productivity (i.e. same as 2009) of the hotel industry is assumed. A staff to room ratio of 0.6:1 would therefore be adopted to obtain the manpower projection. The projected number of hotel rooms by the Hong Kong Tourism Board will be used as a basis to project manpower as follows:

Table 3.27: Projection of Manpower in 2010 – 2012

<u>Year</u>	<u>Actual Manpower</u>	<u>Employers Forecast</u>	<u>@Projected Manpower</u>	<u>#Projected No. of Rooms</u>
2009	29 043			59 627
2010		29 672	30 812 (+6.1%)*	62 575
2011			33 116 (+7.5%)**	66 416
2012			34 696 (+4.8%)**	69 049

Source: - The Hotel Supply Situation Report as at March 2010 published by the Hong Kong Tourism Board

- Manpower Projection for the Hotel Industry for 2010-2012 by the Labour Market Analysis (LMA) Approach

@ Subject to eventual realization of all listed hotel projects in 2010.

* 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.

Promotion Pattern

3.28 Based on the number employed at the same job level, the survey indicated that 3.0% of managerial/professional positions and 2.4% of supervisory/technician positions were filled by internal promotion. It appears that hotels are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that hotels should strive to provide long-term career development and training opportunities for their employees to enhance staff retention.

Preferred Mode of Training

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

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

Preferred Qualifications of Employees

3.31 The survey indicated that employers generally preferred Degree and Professional Diploma/Diploma holders for managerial/professional level positions, Professional Diploma/Diploma and Secondary 5-7 holders for supervisory/technician level positions. Secondary 5-7 were preferred for jobs in the Craft/Operative and Administrative and Others levels positions. The Training Board is of the view that possessing the right personality and positive attitude would be extremely important for the hotel workforce regardless of qualifications.

Wastage

3.32 The annual training requirement is based on employers' forecast manpower growth and wastage rate. Wastage rate refers to those leaving the hotel industry because of change of jobs to other sectors, retirement, emigration and other causes. After consultation with the industry, an annual wastage rate is proposed by moderating the actual wastage rate of 2009 and the wastage rate projected by the industry for 2010 previously. The Training Board considers that an annual wastage rate of 12% for managerial/professional and supervisory/technician levels and 15% for other job levels in the hotel industry would be appropriate.

Training Requirement Forecast

3.33 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 3.33 below:

Table 3.33 : Projected Additional Training Requirements for 2010

<u>Job Level</u> (% of all levels)	No. of Employees (2009)	Annual Wastage (12% / 15%) <u>(A)</u> <u>(A) = 12%</u>	Forecast Manpower Growth <u>(B)</u>	Estimated Additional Annual Requirements <u>(A) + (B)</u>
Managerial / Professional (6.7%)	1 957	235	119	354
Supervisory (30.0%)	8 723	1 047	532	1 579
		<u>(A) = 15%</u>		
Craft / Operative (60.2%)	17 433	2 615	1 063	3 678
Administrative and Others (3.2%)	930	140	57	197
Total	29 043	4 037	1 771	5 808

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 During tough times the training and development budget is always an easy target for cutting cost. However, the Training Board is of the opinion that it is precisely at these times that employees need new and/or upgrade skills and knowledge in order to maintain service quality and avoid losing customers and revenue. The Training Board recommends employers to maintain their commitments on developing and improving their staff so as to bring extra benefits in terms of employee engagement and retention, as well as enhancing the overall organizational strength.

4.2 From the projection of manpower demand of the hotels, the following table presents the recommended training requirements of the hotel industry for 2010 (as illustrated in Table 3.36):

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

<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	1 957	235	119	354
Supervisory / Technician	8 723	1 047	532	1 579
Craft / Operative	17 433	2 615	1 063	3 678
Administrative and Others	930	140	57	197
Total:	29 043	4 037	1 771	5 808

Recommended Training Routes for Managerial and Professional Levels

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

Recommended Training Routes for Technician and Supervisory Levels

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

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

Recommended Training Routes for Craftsman/Operative Levels

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

Technical Education and Training Institutions

4.7 A wide range of full-time, part-time day-release and part-time evening training courses relevant to the hotel industry are being offered by a number of tertiary, vocational and training institutions. These include, among others, The Chinese University of Hong Kong, The Hong Kong Polytechnic University, The University of Hong Kong (SPACE), Hong Kong Baptist University, City University of Hong Kong, The Open University of Hong Kong, 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.

4.8 A list of the relevant full-time and part-time courses offered by the members of Vocational Training Council in 2009/10 is presented in Tables 4.9(a)-(e). Graduates from these courses are well received by the industry as they possess hands-on experience and could readily contribute to the industry. Employers are encouraged to recruit graduates of these training courses. In addition, seminars and workshops organised by the Vocational Training Council help employers learn new technologies and train up their staff.

4.9 Due to the structural shift of Hong Kong to a high-valued and knowledge-based economy and the change of aptitude and attitude of the existing workforce and new generation, the Training Board is of a view that the hotel education and training institutions at both vocational and tertiary levels must enrich their curriculum on developing soft skills, communication skill, environmental awareness and knowledge on the social, cultural, geographical, economic, political aspects of China and emerging markets. It is equally important to provide flexible entry and exit pathways for life-long learning, development and skills upgrading.

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

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

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 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 4.9(c): List of Hotel, Catering and Tourism-related Courses Conducted by the Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong), VTC

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 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 4.9(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 4.9(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
B.	<u>Part-time Evening Courses</u>	
	Interest Course - Local	3 hours
	Interest Course - Tourist	4 hours

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

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

4.11 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.

4.12 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.

4.13 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.

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

Training for Employee

4.15 The Training Board is of the view that the existing 29 043 strong in-service employees will need upgrading and updated training to remain competitive and efficient to cope with the forecasted increasing customer and business demand.

Quality of Training Programmes

4.16 The Training Board acknowledges the changing needs of the hotel industry, and agrees that it is vital for in-service employees to embark on life-long learning. It is equally important that employers recognise such needs and support their employees to attend upgrading courses/training programmes/workshops/seminars/competition for the acquisition of new knowledge and skills with reputable training institutes. The Training Board is also concerned with the quality of hotel courses being offered to the general public, and recommends the establishment of a central governing body to monitor the quality of the courses.

4.17 With the increasing number of Mainland and international travelers to Hong Kong, the Training Board is of the opinion that there is an urgent need to upgrade the standard of English, Putonghua, but not limited to other language of emerging markets, such as Russian. Providing more opportunities for practical-based training and workshop in the areas of hotel services and food and beverage services and taking part in relevant trade-specific competition, the employee would further enhance their skills and service quality. More education and training are required for western culinary operations and service, wine and bartending, knowledge on the social, cultural, geographical, economic, political aspects of China and emerging markets, MICE, cruise, spa, health club facilities and services, as well as

communication, inter-personal and problem solving skills. In order to create a quality difference in the hotel staff of Hong Kong, the value-added element should be incorporated into training courses to stimulate the creativity and sensitivity in providing the ‘extra-touch’ to first-timers and sophisticated visitors.

Skills Upgrading Courses (SUS)

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

Table 4.18 : List of Skills Upgrading Scheme Course for Hotel Industry

<u>No.</u>	<u>Course Name</u>	<u>Course Duration (hours)</u>
1.	English for Food and Beverage	20
2.	English for Rooms Division	20
3.	English for Front Office	20
4.	Basic English for Hotel Industry	12
5.	English Writing for Hotel Industry	21
6.	Putonghua for Hotel Industry	20
7.	Concierge and Security Service	18
8.	Food and Beverage for Banquet	20
9.	Cleaning and Maintenance Service	15
10.	Supervisory Skills	15
11.	Wine Knowledge I	24
12.	Wine Knowledge II	8
13.	Tactics and Applications on Revenue Management	12
14.	Cost Control for Hotel & Catering Service	15
15.	Emergency Handling Measures	15
16.	Menu Design: Lunch and Dinner	7
17.	Menu Design: Special Meals	7
18.	Preparation of Western Soup: Broth and Vegetable Soup	7
19.	Preparation of Western Soup: Cream-based Soup and Cold Soup	7
20.	Preparation of Western Appetizer: Cold and Hot Appetizers	7
21.	Preparation of Western Appetizer: Eggs and Salads	7
22.	Preparation of Cocktail	24
23.	Preparation of Western Main Dishes: Potatoes and Fruits and Vegetables	7
24.	Preparation of Western Main Dishes: Shellfish and Fishes	7
25.	Preparation of Western Main Dishes: Poultry	7
26.	Preparation of Western Main Dishes: Pork	7
27.	Preparation of Western Main Dishes: Beef	7

Competition for Talents in the Pearl River Delta Region

4.19 With the rapid development of the tourism industry in the Pearl River Delta Region, including Macao, the demand for hotel industry talents will continue to be an important issue. It is expected that the rebound of Macao tourism market will have impact on the supply of talented and experienced staff when they move to explore opportunities in Macao. The Training Board, therefore, recommends the Government to increase the level of resources to support the manpower growth of the industry by increasing resources provisions, especially for established hotel and hospitality programmes, and to take appropriate measures to counter the outflow of industry to Macao and the PRD.

Staff Turnover

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

Training Conferences / Seminars

4.21 The Training Board will continue to support the conference and experience-sharing seminars/workshops for the practitioners in the industry.

Future Surveys

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

MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD
(appointed from 1 April 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-tsuen	(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)

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 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 Hotel Industry Manpower Survey

Convenor

Mr. James LU Shien-hwai Hong Kong Hotels Association

Members

Mr. Keven CHAN Tin-yau The Royal Garden
Dr. Vincent HEUNG The Hong Kong Polytechnic University
Mr. Rudolf MULLER Hong Kong Disneyland Resort Lantau Island
Dr. Peter WONG Royal Plaza Hotel
Ir. Bosco MAK Vocational Training Council
Ms. Gigi HO Vocational Training Council
Mr. James LEUNG Hospitality Industry Training and Development Centre/VTC
Ms. Catherine POON Hong Kong Institute of Vocational Education/VTC

Secretary

Ms. Claudia AU Hospitality Industry Training and Development Centre/VTC

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

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and 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.

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) (H)

28 September 2009

Dear Sir/Madam,

The 2009 Manpower Survey of the Hotel Industry

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

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the hotel industry, the Training Board will conduct the captioned survey from 2nd October 2009 to 2nd 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,
- (iv) the number of employees under training at present.

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

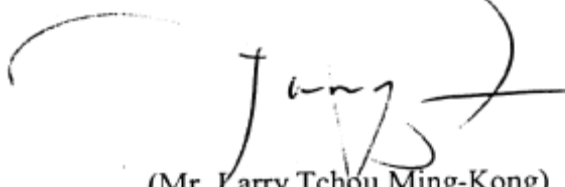
I am enclosing for your reference and completion the following documents in both English and Chinese:

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

During the 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

Questionnaire - 2009 Manpower Survey of the Hotel Industry
酒店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 (Employee's basic monthly salary + Average Monthly Supplementary Benefits) 月薪 (底薪 + 每月平均其他津貼收入)	(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)		
Title 職稱	Rec. Type	No. 編號	8-10	11-12	13-16	17-19	20-23	24	25-27	28	
1	2										
2	2										
3	2										
4	2										
5	2										
6	2										
7	2										
8	2										
9	2										
10	2										
11	2										
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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	Average Monthly Income (Basic Salary only) 平均每月收入 (底薪)	Code 編號
		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								Column (K) / (K) 欄 Enter in Column (K) the average daily rate according to the following codes: 請將兼職員工的平均日薪按下列編號填入 (K) 欄內：	
7	3								Average Daily Rate 平均日薪	Code 編號
									\$100 or below 或以下	1
8	3								\$101 - \$200	2
									\$201 - \$300	3
9	3								\$301 - \$400	4
									\$401 - \$500	5
10	3								\$501 - \$600	6
									\$601 or above 或以上	7
11	3								Column (M) / (M) 欄 Enter in Column (M) the average hourly rate according to the following codes: 請將兼職員工的平均時薪按下列編號填入 (M) 欄內：	
12	3								Average Hourly Rate 平均時薪	Code 編號
									\$20 or below 或以下	1
13	3								\$21 - \$40	2
									\$41 - \$60	3
14	3								\$61 or above 或以上	4
15	3									
16	3									
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

Est. No. _____

ER No. _____

Q.1 Internal Promotion.

內部晉升。

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

請填寫過去十二個月內，內部晉升的人數。

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

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

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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

Supervisory/
Technician
督導員/技術員

Craft/Operative
技工/操作工

Administrative and
Others
文員及其他員工

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15

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19

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23

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27

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31

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

過去十二個月內新招聘無酒店業經驗的僱員人數

Managerial/
Professional
經理/專業人員

Supervisory/
Technician
督導員/技術員

Craft/Operative
技工/操作工

Administrative and
Others
文員及其他員工

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32

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36

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40

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44

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48

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

過去十二個月新招聘的應屆酒店或旅遊業培訓課程畢業生人數。

Supervisory/
Technician
督導員/技術員

Craft/Operative
技工/操作工

Administrative and
Others
文員及其他員工

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49

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52

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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)

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62

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

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional 經理/專業人員	Supervisory/ Technician 督導員/技術員	Craft/ Operative 技工/操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關訓練/資歷的人力資源	<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/ Technician 督導員／技術員	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 Hotel Industry Experience Before Occupying the Post (Please tick "✓").

各僱員擔任現職前宜具有從事酒店業工作平均的年數（請"✓"）。

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

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

過去十二個月內貴機構向每名僱員提供訓練的平均日數（請"✓"）。

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

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

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

	Part-time Day Release 日間兼讀班	Evening 夜間兼讀班	Seminar/Workshop 研討會／研習班
Managerial/Professional 經理／專業人員	<input type="text"/>	<input type="text"/>	<input type="text"/>
	164	165	166
Supervisory/Technician 督導員／技術員	<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 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/ Technician 督導員／技術員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工
A. Managerial Skills 管理技巧				
101 Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	176	179	182	185
102 Human Resources Management 人力資源管理	188	191	194	197
103 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. Trade Skills 行業技能				
201 Sales and Marketing 銷售及市場拓展	248	251	254	257
202 Finance and Accounting 財務及會計	260	263	266	269
203 Culinary 烹調	272	275	278	281
204 Restaurant Service 餐飲服務	284	287	290	293
205 Wine 葡萄酒	296	299	302	305
206 Spa and Wellness 水療及健樂	308	311	314	317
207 Convention and Event Management 會議及宴會管理	320	323	326	329
208 Hygiene and Food Safety 衛生及食品安全	332	335	338	341
209 Others (please specify) _____ 其他（請描述）	344	347	350	353
C. Generic Skills 通用技巧				
301 Service Attitude, Customer Service 服務態度、顧客服務	356	359	362	365
302 Communication 溝通	368	371	374	377
303 Problem Solving 難題解決	380	383	386	389
304 Others (please specify) _____ 其他（請描述）	392	395	398	401
D. Language 語言				
401 Putonghua 普通話	404	407	410	413
402 English 英語	416	419	422	425
403 Others (please specify) _____ 其他（請描述）	428	431	434	437

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440

443

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

貴機構預計在未來十二個月內的訓練計劃之人數改動。

Skills Sets 技能類別	Managerial/ Professional 經理/專業人員		Supervisory/ Technician 督導員/技術員		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"/> 453	<input type="text"/> 454 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 457	<input type="text"/> 458 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 461	<input type="text"/> 462 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 465	<input type="text"/> 466 <input type="text"/> <input type="text"/> <input type="text"/>	
(II) Trade Skills 行業技能	<input type="text"/> 469	<input type="text"/> 470 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 473	<input type="text"/> 474 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 477	<input type="text"/> 478 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 481	<input type="text"/> 482 <input type="text"/> <input type="text"/> <input type="text"/>	
(III) Generic Skills 通用技巧	<input type="text"/> 485	<input type="text"/> 486 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 489	<input type="text"/> 490 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 493	<input type="text"/> 494 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 497	<input type="text"/> 498 <input type="text"/> <input type="text"/> <input type="text"/>	
(IV) Language 語言	<input type="text"/> 501	<input type="text"/> 502 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 505	<input type="text"/> 506 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 509	<input type="text"/> 510 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 513	<input type="text"/> 514 <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> 517

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
518 會

No
519 不會

520

Q.14 Does your Hotel Operate a Spa? (Please tick "✓").

貴酒店是否設有水療中心之設施及服務？（請"✓"）

Yes, operated by the Hotel
521 有，由酒店經營管理

Yes, operated by Outsourced Contractor
522 有，由外判公司經營管理

No, but does intend to introduce this facility in the next 2 years
523 沒有，但擬於兩年內引入該項設施及服務

No, and doesn't intend to introduce this facility in the next 2 years
524 沒有，亦未有計劃於兩年內引入該項設施及服務

525

End of questionnaire
問卷完

The 2009 Manpower Survey of the Hotel Industry
酒店業二〇〇九年人力調查

Explanatory Notes
附註

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

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

3. Column 'B' - Monthly Income Range

(B) 欄 — 每月收入幅度

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

請填寫僱員每月薪金幅度的編號。每月薪金包括僱員底薪及每月平均其他津貼之總收入編號，包括逾時工作津貼，生活津貼，膳食津貼，房屋津貼，旅行津貼，佣金及花紅等。（見尾頁備註*）

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

4. 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。

5. 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。

6. 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。

7. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

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

請按下列編號將僱主認為僱員宜有最高教育程度填入（F）欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
University Degree or above 大學學位或以上	1
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 中學三至四年級	6
Others 其他	7

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

(G) 欄 — 調查期間實習生／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。

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

(H) 欄 — 受僱僱員之平均年齡（只適用於技工／操作工）

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

請將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

10. Column 'A' - Titles of Principal Jobs in the Hotel Industry

(A) 欄 — 酒店業主要職務名稱

- (a) Some of the job titles may not be the same as those used in your establishment. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
表內部分職稱可能有別於貴機構所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。
- (b) Please add in column 'A' any jobs not covered by the Job Description but are considered as principal jobs in your establishment. Please briefly outline their job descriptions and indicate their skill levels.
請在 'A' 欄內填寫貴機構的其他主要職位，並扼要說明其工作內容及所屬技能等級。
- (c) Please enter the information of employees in your establishment by their skill levels, and provide information as required by Columns '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。

11. Column 'I' – Average Monthly Rate Code

(I) 欄 – 平均每月薪幅

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

請填寫僱員平均每月收入幅度的編號。

<u>Average Monthly Income</u>	<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 - \$30,000	6
\$30,001 - \$40,000	7
\$40,001 or above	8
\$40,001 或以上	

12. 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。

13. Column ‘K’ – Average Daily Rate Code

(K) 欄 – 平均日薪編號

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

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

<u>Code</u> 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

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

(L) 欄 – 調查時的兼職日薪員工人數

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

請填入貴機構在調查時的兼職日薪員工人數。

15. 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

16. 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/Technician to Managerial/Professional Level”, and from “Craft/Operative to Supervisory/Technician” in the past 12 months in the respective columns.

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

2. 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內貴公司新招聘的僱員人數。

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

過去十二個月內新招聘無酒店經驗的僱員人數

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

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

4. Number of New Recruits Who are Fresh Graduates of Hospitality or Tourism Programmes in the Past 12 Months

過去十二個月內新招聘的應屆酒店或旅遊業培訓課程畢業生人數

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

「新招聘酒店或旅遊業培訓課程畢業生」指加入貴機構之應屆酒店或旅遊業培訓課程畢業生。

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. Please Choose the Possible Reasons for Encountering Recruitment Difficulties. You May Wish to Tick More Than 1 Box for Each Job Level.

請選擇遇到招聘困難的原因，每職級可選一項或以上

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

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 Hotel Industry Experience before Occupying the Post

各僱員擔任現職前宜具有從事酒店業工作的年數

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

請按僱主欲各職級僱員擔任現職前，其宜有從事酒店業工作的年數。

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 change figure.

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

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

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。

14. Does your Hotel Operate a Spa?

貴酒店是否設有水療中心之設施及服務

Please state whether your establishment has spa facilities, and if so, whether the facilities are operated by the hotel or by an outsourced contractor and if not, whether Your establishment intends to introduce the facilities in the next 2 years.

請填報貴機構有否設有水療設施，及如有的話，是由貴機構或外判公司經營管理，如沒有的話，請回答貴機構會否擬於兩年內引入該設施及服務。

2009 Manpower Survey on the Hotel IndustryHotel Industry (Job Description for Principal Jobs)

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

HOTEL INDUSTRY

Code No.	Job Title	Job Description
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT		
<u>Managerial and Professional Level</u>		
101	General Manager	Assumes the total responsibility of managing a hospitality establishment, usually with other managers/executives as direct subordinates. Implements the company's policies with a view to achieving their objectives.
102	Resident Manager/ Executive Assistant Manager/Director of Operations	Takes charge of the daily operations and management of the hotel.
<u>Supervisory and Technician Level</u>		
201	Revenue Manager/ Reservations Manager	Takes charge of / assists in updating master booking chart for space allocation and forecast; prepares monthly group reservations lists for sales office's follow up; assisting front office manager in preparing room occupancy forecasts; approving all reservation confirmation slips before they are sent out; preparing duty roster of all reservations staff; supervising the handling of guest history records; informing all departments of close-out dates.

Code No.	Job Title	Job Description
<u>Administrative and Others Level</u>		
501	Executive Secretary/ Secretary/Personal Assistant/ Admin. Assistant/ Admin. Officer/ Executive Assistant	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries, maintains daily calendar and appointment schedules and receives personal callers, takes meeting minutes and maintain filing system; provides administrative supports.
502	Typist/Office Assistant/ Messenger/Runner	Performs stenographic and related secretarial duties; handles odd jobs and despatch errands for the general office.
HUMAN RESOURCES DEPARTMENT		
<u>Managerial and Professional Level</u>		
103	Director of Personnel and Training/Director of Human Resources/Personnel and Training Manager/Human Resources Manager	Establishes general personnel policies and adheres to labour laws; oversees staff recruitment, selection and replacement; assists Department Heads in scheduling staff vacation; strengthens employee relations with special incentive and activity programmes; handles staff grievances; prepares staff magazine; works with operation analyst in staff control; involves in staff development; assists Department Heads on scheduling staff vacation; plans and implements effective personnel management and training procedures for all levels of staff; co-ordinates and controls internal and external training; advises management on personnel/training and management development trends; acts as course leader in specific training programmes; provides counselling for employees; determines the effectiveness of personnel and training activities.
104	Personnel Manager/ Training Manager	Duties include employment, training and development, performance appraisal, salary administration, employee relations, safety procedures, medical and other benefits; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programmes.

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

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

Code No.	Job Title	Job Description
204	Credit Manager	Follows up overdue accounts; controls the credit card system of the hotel; liaises with accounts receivable supervisor on account disputes; liaises with credit managers of other hotels on bad account and skipper lists; conducts credit investigation and justifies extension of credit to hotel guests, travel agents and their customers.
205	Assistant Controller/ Assistant Purchasing Manager	Assists controller on daily financial operations; assists the purchasing manager in the controls of purchase and stock of commodities for sale or internal consumption according to the demand of various departments in the hotel.
206	Chief Store Supervisor/ Store Supervisor	Performs routine store-keeping; supervises storeporters; be responsible for record routines in storerooms; maintains a stock and places purchase requests for regular replenishment.
207	Income Auditor/ Night Auditor	Performs checking on hotel's total income revenue and other checking related to revenue; summarizes checking on daily basis; produces daily revenue report.
208	EDP Supervisor/ System Analyst	Defines problems; reviews methods and evaluates alternative solutions to business problems; constructs information and logic flow-charts; prepares procedural block diagrams; designs input forms and reports specifications; makes comparative cost analyses when necessary, and recommends required organizational improvements.
<u>Operative Level</u>		
401	Systems Support Operator/ EDP Operator/ Computer Operator/ Web Designer	Operates and controls data processing equipment; enters prepared data source into data entry machine; records data on card, magnetic tape and disk; despatches computer print-outs to users; helps design/update company web site and supports all on-line services to customers, if available.

Code No.	Job Title	Job Description
<u>Administrative and Others Level</u>		
504	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, Purchasing, store and receiving, costing)	Performs a variety of routine calculating, posting, recording, filing and typing duties in Accounts department; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet; checks all merchandise entering the hotel and their proper documentation, maintains per stocks in storeroom.
SALES AND MARKETING DEPARTMENT		
<u>Managerial and Professional Level</u>		
109	Director of Marketing/ Director of Sales/ Director of Promotions	Compiles marketing plan; establishes policy on rates, discounts; submits annual sales and marketing budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's sales promotion and sales rates, develops local and overseas sales contacts regarding group and convention activities.
110	Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	Responsible for publicity campaigns of special events and promotion in the hotel; liaises with the press and entertainment media; writes and edits all materials for in-house promotions; handles photo captions, news stories and magazine features of the hotel for press release locally and internationally; work closely with food and beverage manager regarding special promotion; liaises with in-house guests and writes daily guest letters; prepares annual advertising budget.
111	Marketing Manager/ Sales Manager/ Business Development Manager	Plans, organizes, directs and controls the hotel's marketing functions; review market and sales analysis to determine local and overseas market requirements; co-ordinates public relations to sales promotion; chairs the daily briefing of Sales and Marketing Department, controls the Sales/Clients System. Submits a monthly sales report, solicits for travel and commercial group business; conducts sales campaign; co-ordinate with Front Office Manager on short-term forecasting.

Code No.	Job Title	Job Description
112	Convention Sales Manager/ Event Sales Manager	Plans, organizes and promote group business from the MICE sector; conduct sales campaign and contact all visiting trade and business personnel; co-ordinates public relations and sales promotion; submits a monthly sales report; work closely with Banquet Service Manager on service delivery.
<u>Supervisory and Technician Level</u>		
209	Account Executive/ Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	Develops new accounts and additional business by regularly calling on potential clients, obtains marketing information, follows referrals from clients and competition; follows up on future booking and attends to complaints; completes weekly call reports.
210	Public Relations Officer/ Corporate Communications Officer	Helps implement publicity campaigns of special events and promotions in the hotel; co-ordinates with the press and entertainment media and all PR related functions as instructed by PRM or the PR management team.
211	Printshop Supervisor/ Art Director/Designer/ Layout Artist	Supervises printing room staff; familiar with the operation of duplicating machines for printing office memos and in-house publications; manages and administers the planning of art and photographic budgets on the hotel's promotional publication; designs creative works to meet the marketing objectives of the hotel.
<u>Operative Level</u>		
402	Draftsman/Photographer/ Printshop Staff	Prepares artworks for in-house promotions and special events according to directions of management; takes social pictures for hotel functions; provides limited photographic services for guests and management; produces hard and photographic screen stencils and prepares and operates printing equipment and machinery; sets up and operates letterpress machines for the hotels' publications and promotional materials.

Code No.	Job Title	Job Description
FRONT OFFICE		
<u>Managerial and Professional Level</u>		
113	Director of Front Office/ Front Office Manager	Monitors room occupancy forecasts on 3-days, weekly and monthly basis; advises with management and sales staff on reservation status, forecasts and tariffs; determines rate structure for daily pick-up; supervises room rates offered; spot checks VIP guest rooms; ensures and supervises all departments, housekeeping, accounts, security, engineering, and F & B work cohesively together.
114	Director of Rooms Division/ Rooms Division Manager	Supervises the front office, concierge, telephone, housekeeping, laundry, flower shop and kiosk shop operations and those other duties assigned by the management; co-ordinates with the Sales and Marketing Division regarding reservation status; liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance; conducts training for staff.
<u>Supervisory and Technician Level</u>		
212	Airport Manager/ Chief Airport Representative	Supervises the hotel's airport representatives, liaises with other hotels' representatives at the airport, keeps close contact with the Concierge Department regarding VIP and group arrivals; liaises with airline staff and the hotel reservation centre at the airport.
213	Telephone Service Manager/ Telephone Supervisor	Keeps an up-to-date information list on all in-house guests; operates the paging system; screen calls as requested by guests; supervises and compiles staff schedule according to hotel occupancy; logs daily long distance call charges and checks for billings.

Code No.	Job Title	Job Description
214	Front Office Cashier Supervisor	Accounting duties which include the following: Audits and processes the payments of all of the hotel's disbursements; prepares front office expense analysis and other reports on suppliers' invoices and monthly statements; keeps proper record of all amounts due to the hotel on a timely basis; computes all travel agents commissions payable; controls and balances all advance deposits; responses to account disputes and queries; prepares the monthly accounts receivable report; trains all front office cashiers; issues guest checks daily to all front office cashiers and follows-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; posts ledgers for food & beverage sales; prepares cashier's daily report.

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

Code No.	Job Title	Job Description
217	Bell Captain/ Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	Supervises guest services in the lobby area and by bell boys, assists guests with parcel packing/delivery requirement; co-ordinates with front office cashiers for collection of unpaid accounts from departing guests before their baggage leaves the hotel; arranges newspaper/guest letter distribution to guests rooms; set up signage boards according to daily event orders and group orders.
218	Reception Supervisor/ Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	Compiles duty roster for receptionists; makes appropriate room assignments for arriving guests; provides daily departure information to reservations; maintains daily room availability control by checking housekeeping reports and reports room discrepancy to duty assistant manager; advises reservations and airport representatives on current space availability; maintains updated local and hotel information for guests; handles guest enquiries; oversees the distribution of guests' mail and telex messages.
<u>Operative Level</u>		
403	Airport Representative/ Tour Co-ordinator/ Group Co-ordinator	Meets all arriving guests and arranges their transfer to the hotel, liaises with bell captain and chief room clerk regarding baggage handling and informs about flight arrival/departure changes; liaises with all airline staff at airport and hotel reservation centre; completes group reservations and space request for approval by Director of Sales; issue group orders; provides in-house co-ordination of group arrival/departure; works closely with front office.
404	Bell Attendant/ Baggage Porter/ Door Attendant	Picks up and delivers guests' baggage in and out of the hotel; escorts guests from front desk to their rooms and introduces room facilities; runs errands for executive office; delivers newspaper/guest letter; operates guest elevators for VIP arrival, ensures flags are flying in the right position. Directs traffic and parking of vehicles at main entrance; provides door service to guests arriving and departing; orders taxis or hires car for guests upon request; summons bell boys to assist arriving guests.

Code No.	Job Title	Job Description
405	Front Office Clerk/ Guest Service Agent/ Guest Service Officer/ Front Desk Agent/ Front Office Clerk/ Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/ Reservation Clerk	Greet and check in all FITs and commercial accounts and airline crews; promote hotel facilities to guests; process all arrival and departure records; reconfirm all local billing instructions for FIT guests; inform assistant manager of doubtful billing instructions; hand out room keys to guests; provide local information for guests; promote in-house functions, assist front desk staff when they are busy and assist guests to check out; handle reservation requests; prepare room daily arrival lists and daily special attention/VIP lists; update guest history records; prepare reservation/confirmation slips; prepare group arrival lists.
406	Telephone Operator	Process local and overseas calls, provide wake-up service; keep close communication between departments after office hours; provide directory service to guests; know all hotel services and service hours; follow management instructions on emergency procedures.
HOUSEKEEPING DEPARTMENT		
<u>Managerial and Professional Level</u>		
115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	Monitor the overall departmental-related matters; submit a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; monitor and supervise on all day-to-day housekeeping activities.
<u>Supervisory and Technician Level</u>		
219	Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	Report to Director of Housekeeping or Executive Housekeeper on day-to-day operations; conduct inventory taking and tight control of guest room and service apartment items; co-ordinate with engineering department on guest room maintenance; co-ordinate with purchasing department on market price comparison and testing of new products; liaise with front office on daily arrival/departure pattern for proper staff allocation. Supervise all laundry and valet attendants; provide training to staff.

Code No.	Job Title	Job Description
220	Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	Chairs daily briefing with all morning and afternoon duty supervisors and assign daily work schedules; spot-checks occupied and vacant guest rooms after cleaning; ensures that all public and back of the house areas are regularly sprayed by outside pest control contractor; inspects all room blocked for VIP arrivals; maintains records and storage of all lost and found items.
221	Laundry Manager/ Laundry Supervisor/Officer	Provides valet service to guests; distributes linen and uniforms to other departments as required and minimizes the costs incurred in cleaning; supervises washers, pressers, linen sorters and valet attendants, provides training to junior staff to maintain quality of service to guests.
<u>Operative Level</u>		
407	Cloakroom Attendant/ Lobby Attendant/Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	Monitors cloakroom for hotel guests; cleans office areas, public areas and F & B outlets, cleans guest toilets; makes requisition for cleaning materials, linen, tissue rolls etc.
408	Uniform and Linen Room Attendant/Runner/Tailor/ Seamstress	Checks uniform supply; stores and controls replacement of household supplies; controls supply and distribution of all house linen; keeps up-to-date stock records; checks and repairs staff uniforms/house linen, provides service to guests when required; repairs curtains and drapes.
409	Laundry and Valet Attendant/Laundry and Valet Clerk/Order-taker (Laundry)	Operates all linen finishing equipments and laundry machinery; reports to laundry manager of any machinery's malfunction; handles the daily distribution requirements for all bed and bathroom linen and monitors that linen is loaded onto bins for the housekeeping departments; maintains adequate supplies of food and beverage linen on shelves for distribution; fills requisitions after proper authorization, makes regular inspections of the quality of laundering; sorts out laundry garments from the dry clean garments; makes sure of proper identification by use of tags and tickets; checks and bags the order to be distributed by runner. Maintain records on all guest items; prepares laundry and valet bills and other routine office duties.

Code No.	Job Title	Job Description
410	Sorter/Washer/Ironer/Presser/Checker/Dry Cleaner/Marker	Presses clothes with iron and pressing machines. Loads, cycles and unloading of all washer extractors; undertakes regular inspections of the wash cycle and keeps all equipment clean. Sorts out all bathroom and bed linen and food and beverage linen.
411	Room Attendant/ Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/ Co-ordinator (Housekeeping)	Cleans guest rooms; provides services to guests; replenishes supplies in guest rooms. Maintains records on all items such as extra linen, hair dryers required by in-house guests, prepares laundry and valet bills and other routine office duties.
SPA		
<u>Managerial and Professional Level</u>		
116	Health Club/Gym/ Spa Director	Takes charge of the overall management and business volume of the Health Club/Gym/Spa, responsible for regional business development, usually with Managers as subordinates.
<u>Supervisory and Technician Level</u>		
222	Health Club/Gym/ Spa Manager/Supervisor/ Officer/Spa Trainer	In charge of the operation of the Health Club/Gym/spa and/or to assist the Health Club/Gym/Spa Director in managing or running the Health Club/Gym/Spa. To supervise supporting staff. To promote service and packages to hotel guests/members/customers. To provide customer service and to handle customer reservations, enquiries and complaints. To provide detail and clear safety instructions to users of facilities and equipment. To post all sales transactions into the computer system. To prepare daily/weekly/ monthly reports.
<u>Operative Level</u>		
412	Health Club/Gym/ Spa Attendant/ Supporting Staff	To provide supporting services to the operations of the Health Club/Gym/Spa. To maintain facilities and equipment in good conditions. To ensure the cleanliness and tidiness of the changing rooms, lockers, massage rooms.

Code No.	Job Title	Job Description
413	Masseuse/Body Therapist	To provide massage/body treatment service for guests, members and customers. To carry out massage /body treatment. To check massage/body treatment and retail sales stock on a regular basis. To prepare clean towels for guests. To check towel stock on a regular basis. Carry consultation to client to ensure treatment safety.
414	Beautician/Facial Therapist	To provide facial/beauty services for guests, members and customers. To carry out facial treatment. To be aware of treatment room maintenance. To check beauty treatment and retail stock on a regular basis. To prepare clean towels for guests. To check towel stock on a regular basis. Carry on consultation for guests to ensure treatment safety.
415	Spa Concierge	To monitor the spa appointment booking, answer clients enquires regarding spa treatments, facilities and carry on the retail of products. To make spa bookings for the future clients. Escort the clients to the correct locations within the spa area. To input client data information into the database.
416	Lifeguard	To be responsible for the operation of the swimming pool. To pay attention to all swimmers and give assistance to anyone who has difficulties in water. To perform first aid treatment to any unconscious swimmer until the arrival of medical assistance team. To maintain the cleanliness and tidiness of the pool and its surrounding areas. To monitor the swimming pool access. To maintain the cleanliness and tidiness of the guest changing rooms and lockers. To monitor the water quality by checking its pH level, CL level and temperature. To serve snack and beverage upon guest request. To handle clean and soiled towels. To develop conversation with guests. To take precautionary measures to prevent accident at the pool. To report to superior for any abnormality. To relieve health club officer duties when necessary.

Code No.	Job Title	Job Description
FLOWER / KIOSK / GIFT SHOPS		
<u>Supervisory and Technician Level</u>		
223	Flower Shop Manager or Supervisor/Kiosk Shop Manager or Supervisor/Gift Shop Manager or Supervisor	In charge of the operation of the Flower Shop and/or Kiosk and Gift Shop.
<u>Operative Level</u>		
417	Staff of Kiosk Shop/ Flower Shop Staff/ Minor Supporting Staff	Supporting staff to the operations of kiosk and flower shop.
ENGINEERING DEPARTMENT		
<u>Managerial and Professional Level</u>		
117	Director of Engineering/ Chief Engineer/ Technical Manager/ Property Maintenance Manager	Monitors and responsible for the overall engineering division. Ensure smooth day-to-day operations within the premises; compiles regular budget reports on repair and maintenance; contacts outside contractors for hotel projects; conducts thorough inspection of entire hotel premises, supervises staff performance; assists in renovations, supervises and liaises with contractors.
<u>Supervisory and Technician Level</u>		
224	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	Supervises duty crew; enters all data as specified in the engineers' log book and all specific events relevant to engineering.
225	Foreman/Technical Supervisor/Assistant Engineer/Audio-visual Technician/Sound Technician	Inspects hotel's air-conditioning, sound and lighting systems; contacts outside contractors for maintenance and repair works.

Code No.	Job Title	Job Description
<u>Craft Level</u>		
301	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic, mason/(plasterer) painter, plumber)	Maintains and repairs all necessary mechanical and electrical engineering works of a hotel including restaurant outlets guestrooms, and public areas.
SECURITY DEPARTMENT		
<u>Managerial and Professional Level</u>		
118	Director of Security/ Security Manager/ Assistant Security Manager/ Chief Security Officer	Monitors the Security Department on all security aspects to ensure a safe environment for both internal staff and hotel guests; informs Department Heads concerned of any necessary procedures on internal security matters; liaises with the police, arranges staff safety training, fire drill tests, and security screening of new employees; investigates all incidents and thefts within the hotel.
<u>Supervisory and Technician Level</u>		
226	Security Supervisor	Assists in monitoring the Security Department on all security aspects to ensure a safe environment for both internal staff and hotel guests; reports to the Security Manager and supervises the operative security staff on all security related matters.
<u>Operative Level</u>		
418	Security Officer/ Uniform Guard/ House Officer	Patrols hotel premises; conducts full enquiry on incidents occurred; ensures all items found in the hotel premises are properly recorded and kept; checks all exists and back staircases. Carries out guard duty in the shopping arcade, hotel entrances and passageway in the rear service area; provides protection to VIP guests.

Code No.	Job Title	Job Description
FOOD AND BEVERAGE DEPARTMENT		
<u>Managerial and Professional Level</u>		
119	Director of Catering	Compiles food & beverage marketing plan; establishes food & beverage policy on rates, discounts; submits annual food & beverage budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's food & beverage sales promotion and sales rates; develops local and overseas food & beverage sales contacts regarding group and convention activities.
120	Catering Sales Manager	Plans, organizes, directs and controls the hotel's food & beverage marketing functions; review market and sales analysis to determine local and overseas food & beverage market requirements; co-ordinates public relations for food & beverage promotion; chairs the daily briefing of Food & Beverage Department; controls the Sales/Clients System. Submits a monthly food & beverage sales report; solicits for travel and commercial group business; conducts food & beverage sales campaign; co-ordinates with Front Office Manager on food & beverage short-term forecasting.
121	Executive Chef/ Chef de Cuisine	Establishes standards of food quality and preparation; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market times.

Code No.	Job Title	Job Description
122	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities; analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments.
123	Assistant Food and Beverage Manager	Analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments; assist the food and beverage manager to ensure high standards of food and service of all the food and beverage outlets.
<u>Supervisory and Technician Level</u>		
227	Catering Manager/ Banquet Manager/ Banquet Services Manager	Supervises all catering, food and beverage functions and banquet personnel; arranges necessary details in carrying out transactions for functions and other special events and negotiates terms for sales of hotel's catering services; evaluates plan for banquet sales programmes; updates banquet function log book.
228	Catering or Banquet Sales Executive/Catering or Banquet Co-ordinator	Responsible for generating food and beverage revenue for the Banquet Department and Food and Beverage outlets through creative selling and successful event co-ordinations from start to finish.

Code No.	Job Title	Job Description
229	Food and Beverage Cashier Supervisor/Cashier	Accounting duties which include the following: Audit and process the payments of all food & beverage disbursements; prepare expense analysis and other reports on suppliers' invoices and monthly statements; keep proper record of all food & beverage amounts due to the hotel on a timely basis; control and balance all advance deposits; response to account disputes and queries; prepare the monthly accounts receivable report; trains food & beverage cashiers; issues guest checks daily to all food & beverage cashiers and follows-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the front office cashier; prepares cashier's daily report.
230	Banquet Headwaiter/ Headwaiter/Maître d'Hotel	Supervises and co-ordinates the work of restaurant staff; arranges table reservations; greets and escorts guests; handles complaints on food and service; may take guests' order and pass to waiters; assists in preparing menu. Follows instructions of event orders; makes necessary adjustments according to guest; schedules banquet staff for different functions.
231	Beverage Manager/ Bar Manager/Head Barman	Ensures bar is equipped with supplies and that correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipment; prepares work schedules and checks on staff performance.
232	Restaurant Manager/ Outlet Manager/Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	Provides overall supervision of the restaurant and service; advises management on all guest comments and complaints; schedules staff duties according to forecasts and special events; trains staff; maintains personalized service to guests, liaises with the executive chef in menu preparation; supervises operation of room services, makes requisitions for room services supplies.
233	Cake Shop Manager or Supervisor	In charge of the operation of the Cake Shop.

Code No.	Job Title	Job Description
234	Captain (Food and Beverage Department)	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flamble dishes at table; advises on the selection of wines and serves them.
235	Chief Steward/ Stewarding Manager	Co-operates with accounting department during quarterly stock-taking; ensures proper hygiene and sanitation in all areas; prepares staff work schedules; supervises requisition and storage of silver/china/glass/copper ware; checks on all kitchen equipment and utensils for cleanliness.
236	Executive Sous Chef/ Sous Chef	<p>Develops new menus; co-ordinates with other departments on food selection and storage; prepares cost lists and requisitions on market times; assists executive chef on standards of food quality and preparation; Supervises presentation and preparation of food items for daily banquet functions; conducts staff training classes; prepares weekly work schedule; controls food and storeroom requisitions and inter-kitchen transfer.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>

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

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

HOTEL - CHINESE RESTAURANT

Code No.	Job Title	Job Description
<u>Managerial and Professional Level</u>		
124	Executive Chinese Chef/ Chief Chef	Establishes standards of food quality and preparation for the hotel's Chinese Restaurant; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market times. Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
125	Chinese Restaurant Manager	Plans and prepares Chinese menus for the Chinese Restaurant within a hotel; supervises both front-of-the-house and back-of-the-house staff of the Chinese Restaurant; liaises with other departments on all Chinese Restaurant related matters.
<u>Supervisory and Technician Level</u>		
241	Executive Chinese Sous Chef	Assists Executive Chinese Chef or Chief Chef on all kitchen or food related matters; ensures food quality standards; develops new menus and works with other departments on food selection and storage; provides training to staff. Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
242	Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/Sales Manager (Chinese Restaurant)	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menus and dishes to clients; assists in coordinating the activities of the restaurant, sales promotion, services and keeping good rapport with clients; liaises with suppliers on special food promotions.

Code No.	Job Title	Job Description
243	Captain (Chinese Restaurant)/Headwaiter (Chinese Restaurant)	Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; liaises with clients; assists the restaurant manager in table planning, staffing training, menu recommendations and arrangement of duty rosters for staff.
244	Pantry Captain	Supervises pantry helpers and arranges their duty roster according to workload of the kitchen; liaises with cashiers regarding the billing of each dining party; supervises serving schedule of the ordered dishes.
245 *	Senior Cook	Handles preparation of sauces, sharks; fin soup, fried crispy chicken and trimming of pan-fried dishes; responsible for steaming, broiling and frying.
246 *	Service Cook/ Kitchen Supervisor/ General Cook	Supervises the sequence and timing of serving; assigns duties to junior cooks.
247 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.
248 *	Chief Butcher	Assists the executive Chinese chef in kitchen administration; prepares portion standards of meat, poultry and seafood for various usages and cookery.
249 *	Chief Cook	Supervises the preparation of sauces, sharks' fin soup and the seasoning of food and pan-fry duties.
250 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan fried glutinous rice, sweetened soup and Chinese petit four.
251 *	No. 2 Cooks(barbecue, dim sum, vegetable, butchery)	Assists the chief cooks and senior cooks in carrying out specific duties of the kitchen; performs assignments in food preparation.

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

Code No.	Job Title	Job Description
252 *	No. 3 Cooks(barbecue, dim sum, vegetable, butchery)	Works under the supervision of the senior cooks in food preparations and specific duties of different sections of the kitchen.
253 *	Second Butcher	Handles the preparation of fresh seafood; prepares vegetables, poultry and ingredients for soup base.
<u>Craft Level</u>		
304	Junior Cook(Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	Assists cooks in preparing the different varieties of dishes and carries out general duties in the kitchen.
<u>Operative Level</u>		
421	Junior Waiter/ Junior Waitress/ Bar Attendant/ Bar Porter/ Service Attendant	Collects food from kitchen, cleans up table and changes linen, knows all items on menu; good understanding of the common menu items.
424	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.
425	Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	Prepares the stuffings and dough for dim sum and noodle products; attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the seasoning of dried seafood, abalone, sharks' fins and salt-baked dishes; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions. Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.

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

Code No.	Job Title	Job Description
<u>OTHERS</u>		
159	Managerial and Professional Level	Should there be job titles that cannot be found from the Job Code List provided, and these jobs were considered as principle jobs within your organization, kindly state the job titles and provide the brief job descriptions of the said jobs according to their job levels. Also, please fill in the job details at Part I to III of the survey questionnaire.
259	Supervisory and Technician Level	
359	Craft Level	
459	Operative Level	
559	Administrative and Others Level	

Job Code List for the 2009 Manpower Survey on the Hotel Industry

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
	<u>Managerial and Professional Level</u>	109	Director of Marketing/ Director of Sales/ Director of Promotions
101	General Manager		
102	Resident Manager/ Executive Assistant Manager/ Director of Operations	110	Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications
103	Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	111	Marketing Manager/Sales Manager/ Business Development Manager
104	Personnel Manager/ Training Manager	112	Convention Sales Manager/ Event Sales Manager
105	Financial Controller/ Chief Accountant/ Director of Finance	113	Director of Front Office/ Front Office Manager
106	Materials Manager/ Procurement Manager/ Purchasing Manager	114	Director of Rooms Division/ Rooms Division Manager
107	EDP Manager/Computer Systems Manager/Information Systems Service Manager	115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager
108	Food and Beverage Cost Controller/ Cost Controller	116	Health Club/Gym/Spa Director
		117	Director of Engineering/ Chief Engineer/Technical Manager/ Property Maintenance Manager

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
118	Director of Security/ Security Manager/ Assistant Security Manager/ Chief Security Officer	202	Personnel Officer/Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer
119	Director of Catering	203	Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)
120	Catering Sales Manager		
121	Executive Chef/Chef de Cuisine	204	Credit Manager
122	Executive Assistant Manager (Food and Beverage)/Director of Food and Beverage/Food and Beverage Manager	205	Assistant Controller/ Assistant Purchasing Manager
123	Assistant Food and Beverage Manager	206	Chief Store Supervisor/ Store Supervisor
124	Executive Chinese Chef/ Chief Chef	207	Income Auditor/Night Auditor
125	Chinese Restaurant Manager	208	EDP Supervisor/ System Analyst
159	Others (Managerial and Professional Level)	209	Account Executive/ Sales Executive/Marketing Officer/ Group Sales Co-ordinator
		210	Public Relations Officer/ Corporate Communications Officer
	<u>Supervisory and Technician Level</u>	211	Printshop Supervisor/ Art Director/Designer/Layout Artist
201	Revenue Manager/ Reservations Manager	212	Airport Manager/Chief Airport Representative
		213	Telephone Service Manager/ Telephone Supervisor

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
214	Front Office Cashier Supervisor	220	Housekeeping Supervisor/ Floor Supervisor/
215	Assistant Front Office Manager/ Front Desk Manager/ Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Services Manager/ Executive Floor Manager/ Service Apartment Manager/ Night Manager	221	Assistant Housekeeper/ Assistant Housekeeper (Public Area)/Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor
216	Concierge/Bell Superintendent	222	Laundry Manager/ Laundry Supervisor/Officer
217	Bell Captain/Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	223	Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer
218	Reception Supervisor/ Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	224	Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor
219	Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	225	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor
		226	Foreman/Technical Supervisor/ Assistant Engineer/Audio-visual Technician/Sound Technician
		227	Security Supervisor
		228	Catering Manager/Banquet Manager/ Banquet Services Manager
		229	Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator
			Food and Beverage Cashier Supervisor/Cashier

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
230	Banquet Headwaiter/ Headwaiter/ Maitre d'Hotel	242	Assistant Chinese Restaurant Manager/Chinese Food Services Manager/Sales Manager (Chinese Restaurant)
231	Beverage Manager/Bar Manager/ Head Barman	243	Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)
232	Restaurant Manager/Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.)/Room Service Manager	244	Pantry Captain
233	Cake Shop Manager or Supervisor	245	Senior Cook
234	Captain (Food and Beverage Department)	246	Service Cook/Kitchen Supervisor/ General Cook
235	Chief Steward/Stewarding Manager	247	Barbecue Cook
236	Executive Sous Chef/Sous Chef	248	Chief Butcher
237	Gardemanger/Chef de Partie (Cold Production)/Pastry Chef/Chef de Pâtissier/Rôtisseur/Chef de Partie (Grill)/Saucier/Chef de Partie (Sauce)	249	Chief Cook
238	Specialist Cook	250	Chief Dim Sum Cook
239	Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	251	No. 2 Cooks (barbecue, dim sum, vegetable, butchery)
240	Wine Steward/Sommelier	252	No. 3 Cooks (barbecue, dim sum, vegetable, butchery)
241	Executive Chinese Sous Chef	253	Second Butcher
		259	Others (Supervisory and Technician Level)

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
<u>Craft Level</u>		405	Front Office Clerk/Guest Service Agent/Guest Service Officer/ Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/ Reservation Clerk
301	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	406	Telephone Operator
302	Baker/Pastry Cook	407	Cloakroom Attendant/ Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant
303	Cook (Western)/Junior Cook (Western)	408	Uniform and Linen Room Attendant/ Runner/Tailor/ Seamstress
304	Junior Cook (Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	409	Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)
359	Others (Craft Level)	410	Sorter/Washer/Ironer/Presser/ Checker/Dry Cleaner/Marker
<u>Operative Level</u>		411	Room Attendant/Room Services Butler/Floor Attendant/ Housekeeping Clerk/Order-taker/ Co-ordinator (Housekeeping)
401	Systems Support Operator/ EDP Operator/Computer Operator/ Web Designer	412	Health Club/gym/ Spa Attendant/ Supporting Staff
402	Draftsman/Photographer/ Printshop Staff	413	Masseuse/Body Therapist
403	Airport Representative/ Tour Co-ordinator/ Group Co-ordinator	414	Beautician/Facial Therapist
404	Bell Attendant/Baggage Porter/ Door Attendant		

<u>Code</u>	<u>Job Title</u>	<u>Code</u>	<u>Job Title</u>
415	Spa Concierge	<u>Administrative and Others Level</u>	
416	Lifeguard	501	Executive Secretary/ Secretary/ Personal Assistant/ Admin. Assistant/ Admin. Officer/Executive Assistant
417	Staff of Kiosk Shop/ Flower Shop Staff/ Minor Supporting Staff	502	Typist/Office Assistant/ Messenger/Runner
418	Security Officer/Uniform Guard/ House Officer	503	Personnel Assistant/ Training Assistant/Personnel Clerk/ Training Clerk/Human Resources Assistant
419	Cake Shop Staff	504	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)
420	Restaurant Receptionist/ Hostess	559	Others (Administrative and Others Level)
421	Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/ Service Attendant		
422	Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/ General Staff (kitchen/ restaurant)		
423	Bartender/Soda Fountain Server		
424	Waiter/Waitress		
425	Dim Sum Cook/Steamer/ Trimmer/ Vegetable Cook		
459	Others (Operative Level)		

**APPENDIX 5
STATISTICAL
TABLES
(TABLES 1 - 24)**

**附 錄 5
統 計 表
(表 1 - 24)**

TABLE 1 : DIRECT AND PART TIME EMPLOYEE
HOTEL INDUSTRY

Branch	Number Employed at Date of Survey				Total
	Excluding Trainees/Apprentices	By Monthly Rate	By Daily Rate	By Hourly Rate	
Hotels	27231	33	27	417	27708
Chinese Restaurants Operated by Hotels	1812	-	-	59	1871
All Branches	29043	33	27	476	29579

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

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL						
General Manager	96	4.91%	2	5.13%	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	76	3.88%	1	2.56%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	87	4.45%	5	12.82%	-	-
Personnel Manager/Training Manager	48	2.45%	-	-	-	-
Financial Controller/Chief Accountant/ Director of Finance	118	6.03%	1	2.56%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	54	2.76%	-	-	-	-
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	48	2.45%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	35	1.79%	-	-	-	-
Director of Marketing/Direcotr of Sales/ Director of Promotions	152	7.77%	4	10.26%	-	-
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	65	3.32%	-	-	-	-
Marketing Manager/Sales Manager/ Business Development Manager	343	17.53%	14	35.90%	1	50%
Convention Sales Manager/ Event Sales Manager	55	2.81%	-	-	-	-
Director of Front Office/ Front Office Manager	92	4.70%	3	7.69%	1	50%
Director of Rooms Division/ Rooms Division Manager	38	1.94%	1	2.56%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	100	5.11%	-	-	-	-
Health Club/Gym/Spa Director	11	0.56%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL (Continued)						
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	121	6.18%	-	-	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	57	2.91%	3	7.69%	-	-
Director of Catering	21	1.07%	-	-	-	-
Catering Sales Manager	44	2.25%	-	-	-	-
Executive Chef/Chef de Cuisine	69	3.53%	1	2.56%	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	81	4.14%	1	2.56%	-	-
Assistant Food and Beverage Manager	61	3.12%	1	2.56%	-	-
Executive Chinese Chef/Chief Chef	39	1.99%	2	5.13%	-	-
Chinese Restaurant Manager	44	2.25%	-	-	-	-
Others	2	0.10%	-	-	-	-
Sub-total	1957	100%	39	100%	2	100%
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager	83	0.95%	-	-	-	-
Personnel Officer/ Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	124	1.42%	3	2.44%	-	-
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	346	3.97%	3	2.44%	-	-
Credit Manager	51	0.58%	1	0.81%	-	-
Assistant Controller/ Assistant Purchasing Manager	64	0.73%	2	1.63%	-	-
Chief Store Supervisor/Store Supervisor	61	0.70%	-	-	-	-
Income Auditor/Night Auditor	69	0.79%	1	0.81%	-	-
EDP Supervisor/System Analyst	61	0.70%	-	-	-	-
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	480	5.50%	16	13.01%	5	71.43%
Public Relations Officer/ Corporate Communications Officer	66	0.76%	4	3.25%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	41	0.47%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Airport Manager/Chief Airport Representative	20	0.23%	-	-	-	-
Telephone Service Manager/ Telephone Supervisor	86	0.99%	-	-	-	-
Front Office Cashier Supervisor	4	0.05%	-	-	-	-
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Floor Manager/ Night Manager	527	6.04%	12	9.76%	1	14.29%
Concierge/Bell Superintendent	102	1.17%	-	-	-	-
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Vale Services Supervisor	253	2.90%	1	0.81%	-	-
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	381	4.37%	7	5.69%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	127	1.46%	1	0.81%	-	-
Housekeeping Supervisor/ Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	819	9.39%	4	3.25%	-	-
Laundry Manager/Laundry Supervisor/Officer	91	1.04%	2	1.63%	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	72	0.83%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	22	0.25%	-	-	-	-
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	282	3.23%	5	4.07%	-	-
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/Sound Technician	287	3.29%	7	5.69%	-	-
Security Supervisor	125	1.43%	3	2.44%	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager	116	1.33%	2	1.63%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	146	1.67%	1	0.81%	1	14.29%
Food and Beverage Cashier Supervisor/ Cashier	34	0.39%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	133	1.52%	3	2.44%	-	-
Beverage Manager/Bar Manager/ Head Barman	42	0.48%	1	0.81%	-	-
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	342	3.92%	8	6.50%	-	-
Cake Shop Manager or Supervisor	4	0.05%	-	-	-	-
Captain (Food and Beverage Department)	966	11.07%	13	10.57%	-	-
Chief Steward/Stewarding Manager	115	1.32%	3	2.44%	-	-
Executive Sous Chef/Sous Chef	223	2.56%	5	4.07%	-	-
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/Rotisseur/ Chef de Partie (Grill)/ Saucier/ Chef de Partie (Sauce)	752	8.62%	7	5.69%	-	-
Specialist Cook	150	1.72%	1	0.81%	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	43	0.49%	-	-	-	-
Wine Steward/Sommelier	33	0.38%	-	-	-	-
Executive Chinese Sous Chef	34	0.39%	1	0.81%	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	48	0.55%	1	0.81%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	152	1.74%	4	3.25%	-	-
Pantry Captain	25	0.29%	-	-	-	-
Senior Cook	44	0.50%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	58	0.66%	-	-	-	-
Barbecue Cook	43	0.49%	-	-	-	-
Chief Butcher	55	0.63%	-	-	-	-
Chief Cook	71	0.81%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Chief Dim Sum Cook	45	0.52%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	167	1.91%	1	0.81%	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	169	1.94%	-	-	-	-
Second Butcher	61	0.70%	-	-	-	-
Others	8	0.09%	-	-	-	-
Sub-total	8723	100%	123	100%	7	100%
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	994	31.56%	16	25.40%	-	-
Baker/Pastry Cook	252	8%	1	1.59%	1	11.11%
Cook (Western)/Junior Cook (Western)	1699	53.94%	45	71.43%	3	33.33%
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	205	6.51%	1	1.59%	5	55.56%
Sub-total	3150	100%	63	100%	9	100%
OPERATIVE LEVEL						
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	23	0.16%	-	-	-	-
Draftsman/Photographer/Printshop Staff	11	0.08%	-	-	-	-
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	117	0.82%	-	-	2	2.86%
Bell Attendant/Baggage Porter/ Door Attendant	718	5.03%	24	6.37%	-	-
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	1662	11.64%	57	15.12%	25	35.71%
Telephone Operator	354	2.48%	5	1.33%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	1214	8.50%	27	7.16%	1	1.43%
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	408	2.86%	7	1.86%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	209	1.46%	2	0.53%	1	1.43%
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	210	1.47%	1	0.27%	-	-
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	3914	27.40%	110	29.18%	6	8.57%
Health Club/gym/Spa Attendant/ Supporting Staff	209	1.46%	3	0.80%	-	-
Masseuse/Body Therapist	75	0.53%	-	-	-	-
Beautician/Facial Therapist	36	0.25%	1	0.27%	-	-
Spa Concierge	51	0.36%	-	-	-	-
Lifeguard	95	0.67%	1	0.27%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	74	0.52%	-	-	-	-
Security Officer/Uniform Guard/ House Officer	559	3.91%	26	6.90%	-	-
Cake Shop Staff	29	0.20%	-	-	-	-
Restaurant Receptionist/ Hostess	336	2.35%	8	2.12%	1	1.43%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	437	3.06%	13	3.45%	11	15.71%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1408	9.86%	22	5.84%	-	-
Bartender/Soda Fountain Server	141	0.99%	2	0.53%	-	-
Waiter/Waitress	1712	11.99%	67	17.77%	21	30%
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	89	0.62%	-	-	2	2.86%
Others	192	1.34%	1	0.27%	-	-
Sub-total	14283	100%	377	100%	70	100%
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	298	32.04%	-	-	-	-
Typist/Office Assistant/ Messenger/Runner	19	2.04%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
ADMINISTRATIVE AND OTHERS LEVEL (Continued)						
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	67	7.20%	-	-	3	42.86%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	502	53.98%	2	50%	4	57.14%
Others	44	4.73%	2	50%	-	-
Sub-total	930	100%	4	100%	7	100%
GRAND TOTAL	29043	100%	606	100%	95	100%

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

BRANCH 1: HOTELS

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL						
General Manager	96	5.12%	2	5.41%	-	-
Resident Manager/ Executive Assistant Manager/ Director of Operations	76	4.06%	1	2.70%	-	-
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	87	4.64%	5	13.51%	-	-
Personnel Manager/Training Manager	48	2.56%	-	-	-	-
Financial Controller/Chief Accountant/ Director of Finance	118	6.30%	1	2.70%	-	-
Materials Manager/Procurement Manager/ Purchasing Manager	54	2.88%	-	-	-	-
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	48	2.56%	-	-	-	-
Food and Beverage Cost Controller/ Cost Controller	35	1.87%	-	-	-	-
Director of Marketing/Direcotr of Sales/ Director of Promotions	152	8.11%	4	10.81%	-	-
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	65	3.47%	-	-	-	-
Marketing Manager/Sales Manager/ Business Development Manager	343	18.30%	14	37.84%	1	50%
Convention Sales Manager/ Event Sales Manager	55	2.93%	-	-	-	-
Director of Front Office/ Front Office Manager	92	4.91%	3	8.11%	1	50%
Director of Rooms Division/ Rooms Division Manager	38	2.03%	1	2.70%	-	-
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	100	5.34%	-	-	-	-
Health Club/Gym/Spa Director	11	0.59%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL (Continued)						
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	121	6.46%	-	-	-	-
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	57	3.04%	3	8.11%	-	-
Director of Catering	21	1.12%	-	-	-	-
Catering Sales Manager	44	2.35%	-	-	-	-
Executive Chef/Chef de Cuisine	69	3.68%	1	2.70%	-	-
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	81	4.32%	1	2.70%	-	-
Assistant Food and Beverage Manager	61	3.26%	1	2.70%	-	-
Others	2	0.11%	-	-	-	-
Sub-total	1874	100%	37	100%	2	100%
SUPERVISORY / TECHNICIAN LEVEL						
Revenue Manager/Reservations Manager	83	1.07%	-	-	-	-
Personnel Officer/ Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	124	1.60%	3	2.59%	-	-
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	346	4.46%	3	2.59%	-	-
Credit Manager	51	0.66%	1	0.86%	-	-
Assistant Controller/ Assistant Purchasing Manager	64	0.83%	2	1.72%	-	-
Chief Store Supervisor/Store Supervisor	61	0.79%	-	-	-	-
Income Auditor/Night Auditor	69	0.89%	1	0.86%	-	-
EDP Supervisor/System Analyst	61	0.79%	-	-	-	-
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	480	6.19%	16	13.79%	5	71.43%
Public Relations Officer/ Corporate Communications Officer	66	0.85%	4	3.45%	-	-
Printshop Supervisor/Art Director/ Designer/Layout Artist	41	0.53%	-	-	-	-
Airport Manager/Chief Airport Representative	20	0.26%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Telephone Service Manager/ Telephone Supervisor	86	1.11%	-	-	-	-
Front Office Cashier Supervisor	4	0.05%	-	-	-	-
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Floor Manager/ Night Manager	527	6.79%	12	10.34%	1	14.29%
Concierge/Bell Superintendent	102	1.32%	-	-	-	-
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Vale Services Supervisor	253	3.26%	1	0.86%	-	-
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	381	4.91%	7	6.03%	-	-
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	127	1.64%	1	0.86%	-	-
Housekeeping Supervisor/ Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	819	10.56%	4	3.45%	-	-
Laundry Manager/ Laundry Supervisor/Officer	91	1.17%	2	1.72%	-	-
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	72	0.93%	-	-	-	-
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	22	0.28%	-	-	-	-
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	282	3.64%	5	4.31%	-	-
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/Sound Technician	287	3.70%	7	6.03%	-	-
Security Supervisor	125	1.61%	3	2.59%	-	-
Catering Manager/Banquet Manager/ Banquet Services Manager	116	1.50%	2	1.72%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
SUPERVISORY / TECHNICIAN LEVEL (Continued)						
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	146	1.88%	1	0.86%	1	14.29%
Food and Beverage Cashier Supervisor/ Cashier	34	0.44%	-	-	-	-
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	133	1.71%	3	2.59%	-	-
Beverage Manager/Bar Manager/ Head Barman	42	0.54%	1	0.86%	-	-
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	342	4.41%	8	6.90%	-	-
Cake Shop Manager or Supervisor	4	0.05%	-	-	-	-
Captain (Food and Beverage Department)	966	12.45%	13	11.21%	-	-
Chief Steward/Stewarding Manager	115	1.48%	3	2.59%	-	-
Executive Sous Chef/Sous Chef	223	2.88%	5	4.31%	-	-
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/Rotisseur/ Chef de Partie (Grill)/ Saucier/ Chef de Partie (Sauce)	752	9.70%	7	6.03%	-	-
Specialist Cook	150	1.93%	1	0.86%	-	-
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	43	0.55%	-	-	-	-
Wine Steward/Sommelier	33	0.43%	-	-	-	-
Executive Chinese Sous Chef	2	0.03%	-	-	-	-
Chief Cook	1	0.01%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	1	0.01%	-	-	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	1	0.01%	-	-	-	-
Others	8	0.10%	-	-	-	-
Sub-total	7756	100%	116	100%	7	100%
CRAFT LEVEL						
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	994	33.75%	16	25.81%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
CRAFT LEVEL (Continued)						
Baker/Pastry Cook	252	8.56%	1	1.61%	1	25%
Cook (Western)/Junior Cook (Western)	1699	57.69%	45	72.58%	3	75%
Sub-total	2945	100%	62	100%	4	100%
OPERATIVE LEVEL						
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	23	0.17%	-	-	-	-
Draftsman/Photographer/Printshop Staff	11	0.08%	-	-	-	-
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	117	0.85%	-	-	2	2.94%
Bell Attendant/Baggage Porter/ Door Attendant	718	5.23%	24	6.69%	-	-
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	1662	12.11%	57	15.88%	25	36.76%
Telephone Operator	354	2.58%	5	1.39%	-	-
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	1214	8.84%	27	7.52%	1	1.47%
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	408	2.97%	7	1.95%	-	-
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	209	1.52%	2	0.56%	1	1.47%
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	210	1.53%	1	0.28%	-	-
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	3914	28.52%	110	30.64%	6	8.82%
Health Club/gym/Spa Attendant/ Supporting Staff	209	1.52%	3	0.84%	-	-
Masseuse/Body Therapist	75	0.55%	-	-	-	-
Beautician/Facial Therapist	36	0.26%	1	0.28%	-	-
Spa Concierge	51	0.37%	-	-	-	-
Lifeguard	95	0.69%	1	0.28%	-	-
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	74	0.54%	-	-	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Security Officer/Uniform Guard/ House Officer	559	4.07%	26	7.24%	-	-
Cake Shop Staff	29	0.21%	-	-	-	-
Restaurant Receptionist/ Hostess	321	2.34%	8	2.23%	1	1.47%
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	331	2.41%	11	3.06%	11	16.18%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	1366	9.95%	20	5.57%	-	-
Bartender/Soda Fountain Server	141	1.03%	2	0.56%	-	-
Waiter/Waitress	1413	10.29%	53	14.76%	21	30.88%
Others	186	1.36%	1	0.28%	-	-
Sub-total	13726	100%	359	100%	68	100%
ADMINISTRATIVE AND OTHERS LEVEL						
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	298	32.04%	-	-	-	-
Typist/Office Assistant/ Messenger/Runner	19	2.04%	-	-	-	-
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	67	7.20%	-	-	3	42.86%
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	502	53.98%	2	50.00%	4	57.14%
Others	44	4.73%	2	50.00%	-	-
Sub-total	930	100%	4	100%	7	100%
GRAND TOTAL	27231	100%	578	100%	88	100%

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

BRANCH 2: CHINESE RESTAURANTS OPERATED BY HOTELS

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
MANAGERIAL / PROFESSIONAL LEVEL						
Executive Chinese Chef/Chief Chef	39	46.99%	2	100%	-	-
Chinese Restaurant Manager	44	53.01%	-	-	-	-
Sub-total	83	100%	2	100%	-	-
SUPERVISORY / TECHNICIAN LEVEL						
Executive Chinese Sous Chef	32	3.31%	1	14.29%	-	-
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	48	4.96%	1	14.29%	-	-
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	152	15.72%	4	57.14%	-	-
Pantry Captain	25	2.59%	-	-	-	-
Senior Cook	44	4.55%	-	-	-	-
Service Cook/Kitchen Supervisor/ General Cook	58	6.00%	-	-	-	-
Barbecue Cook	43	4.45%	-	-	-	-
Chief Butcher	55	5.69%	-	-	-	-
Chief Cook	70	7.24%	-	-	-	-
Chief Dim Sum Cook	45	4.65%	-	-	-	-
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	166	17.17%	1	14.29%	-	-
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	168	17.37%	-	-	-	-
Second Butcher	61	6.31%	-	-	-	-
Sub-total	967	100%	7	100%	-	-
CRAFT LEVEL						
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	205	100%	1	100%	5	100%
Sub-total	205	100%	1	100%	5	100%
OPERATIVE LEVEL						
Restaurant Receptionist/ Hostess	15	2.69%	-	-	-	-
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	106	19.03%	2	11.11%	-	-

Job Title	Employees (Excluding Trainees/Apprentices)		Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
	Number	% of No. Employed	Number	% of No. of Vacancy	Number	% of No. Employed
OPERATIVE LEVEL (Continued)						
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	42	7.54%	2	11.11%	-	-
Waiter/Waitress	299	53.68%	14	77.78%	-	-
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	89	15.98%	-	-	2	100%
Others	6	1.08%	-	-	-	-
Sub-total	557	100%	18	100%	2	100%
GRAND TOTAL	1812	100%	28	100%	7	100%

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

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
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager	67	3	2	-	-	-	-	24	96
Resident Manager/ Executive Assistant Manager/ Director of Operations	49	-	6	-	-	-	-	21	76
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	52	1	2	-	-	-	-	32	87
Personnel Manager/Training Manager	28	3	1	-	-	-	-	16	48
Financial Controller/Chief Accountant/ Director of Finance	78	4	5	-	-	-	-	31	118
Materials Manager/Procurement Manager/ Purchasing Manager	26	2	7	-	-	-	-	19	54
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	28	1	3	-	-	-	-	16	48

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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Food and Beverage Cost Controller/ Cost Controller	10	4	7	1	-	-	-	13	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	90	9	4	-	-	-	-	49	152
Director of Public Relations/ Public Relations Manager/ Director of Corporate Communications	31	4	2	-	-	-	-	28	65
Marketing Manager/Sales Manager/ Business Development Manager	154	37	41	-	-	-	-	111	343
Convention Sales Manager/ Event Sales Manager	25	-	-	-	-	-	-	30	55
Director of Front Office/ Front Office Manager	48	8	10	1	1	-	-	24	92
Director of Rooms Division/ Rooms Division Manager	16	2	3	-	-	-	-	17	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	39	12	21	3	-	-	-	25	100
Health Club/Gym/Spa Director	3	-	-	-	-	-	-	8	11

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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	56	13	17	1	-	-	-	34	121
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	14	4	19	-	5	-	-	15	57
Director of Catering	10	2	2	-	-	-	-	7	21
Catering Sales Manager	10	6	1	-	-	-	-	27	44
Executive Chef/Chef de Cuisine	14	8	19	4	2	1	1	20	69
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	29	7	15	-	-	-	-	30	81
Assistant Food and Beverage Manager	17	2	4	-	2	-	-	36	61
Executive Chinese Chef/Chief Chef	-	2	10	10	3	-	-	14	39
Chinese Restaurant Manager	-	3	17	5	3	-	-	16	44
Others	1	-	-	-	-	-	-	1	2
Sub-total	895	137	218	25	16	1	1	664	1957
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager	28	17	15	6	2	-	-	15	83

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Personnel Officer/ Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	38	24	18	3	5	-	-	36	124
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	68	69	73	33	11	-	-	92	346
Credit Manager	16	8	8	2	1	-	-	16	51
Assistant Controller/ Assistant Purchasing Manager	16	14	8	6	3	-	-	17	64
Chief Store Supervisor/Store Supervisor	2	4	8	6	13	-	-	28	61
Income Auditor/Night Auditor	4	14	18	5	3	-	-	25	69
EDP Supervisor/System Analyst	14	15	12	1	3	-	-	16	61
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	88	81	110	13	32	-	-	156	480
Public Relations Officer/ Corporate Communications Officer	22	7	6	3	1	-	-	27	66
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	7	15	3	2	-	-	14	41
Airport Manager/Chief Airport Representative	2	-	5	4	-	-	-	9	20

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Telephone Service Manager/ Telephone Supervisor	13	14	13	9	11	-	-	26	86
Front Office Cashier Supervisor	-	2	-	1	-	-	-	1	4
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Floor Manager/ Night Manager	68	134	119	46	26	-	-	134	527
Concierge/Bell Superintendent	13	10	17	14	16	-	-	32	102
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Vale Services Supervisor	10	25	39	68	55	-	-	56	253
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	33	60	60	59	53	-	-	116	381
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	1	22	38	21	12	-	-	33	127

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Housekeeping Supervisor/ Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	5	91	154	173	155	-	-	241	819
Laundry Manager/Laundry Supervisor/Officer	-	3	36	15	16	-	-	21	91
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	6	11	16	-	-	-	39	72
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	6	-	-	1	3	-	-	12	22
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	21	32	65	65	16	-	-	83	282
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/Sound Technician	1	11	70	68	59	-	-	78	287
Security Supervisor	12	4	30	17	34	1	-	27	125
Catering Manager/Banquet Manager/ Banquet Services Manager	26	13	13	12	17	-	-	35	116
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	14	20	54	11	13	-	-	34	146

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Food and Beverage Cashier Supervisor/ Cashier	-	2	15	-	5	-	-	12	34
Banquet Headwaiter/Headwaiter/ Maitre d' Hotel	-	3	21	44	43	-	-	22	133
Beverage Manager/Bar Manager/ Head Barman	-	10	5	6	9	-	-	12	42
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	5	56	83	20	73	-	-	105	342
Cake Shop Manager or Supervisor	-	1	1	-	-	-	-	2	4
Captain (Food and Beverage Department)	-	64	170	136	188	1	-	407	966
Chief Steward/Stewarding Manager	1	9	16	17	21	-	-	51	115
Executive Sous Chef/Sous Chef	2	6	55	30	22	3	-	105	223
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/Rotisseur/ Chef de Partie (Grill)/ Saucier/ Chef de Partie (Sauce)	-	15	127	127	89	2	-	392	752
Specialist Cook	-	-	37	31	17	-	-	65	150
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	2	4	19	9	-	-	9	43

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Wine Steward/Sommelier	-	-	1	3	3	-	-	26	33
Executive Chinese Sous Chef	-	2	7	11	2	-	-	12	34
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	3	12	7	7	-	-	19	48
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	9	36	22	32	-	-	53	152
Pantry Captain	-	-	3	4	10	1	-	7	25
Senior Cook	-	-	6	8	5	3	3	19	44
Service Cook/Kitchen Supervisor/ General Cook	-	-	5	10	10	7	-	26	58
Barbecue Cook	-	-	-	6	11	4	3	19	43
Chief Butcher	-	-	-	6	13	5	6	25	55
Chief Cook	-	-	-	6	25	5	8	27	71
Chief Dim Sum Cook	-	-	-	6	17	4	3	15	45
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	30	39	10	16	72	167
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	4	12	42	18	32	61	169
Second Butcher	-	-	2	3	13	4	6	33	61

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Others	-	1	-		2	-	-	5	8
Sub-total	529	890	1625	1245	1269	68	77	3020	8723
CRAFT LEVEL									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	7	44	389	220	24	42	268	994
Baker/Pastry Cook	-	-	39	74	60	5	1	73	252
Cook (Western)/Junior Cook (Western)	-	-	139	411	462	212	1	474	1699
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	7	47	29	13	109	205
Sub-total	-	7	222	881	789	270	57	924	3150
OPERATIVE LEVEL									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	1	3	8	3	5	-	-	3	23
Draftsman/Photographer/Printshop Staff	-	-	-	10	1	-	-		11
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	-	8	22	11	21	-	-	55	117
Bell Attendant/Baggage Porter/ Door Attendant	-	-	10	145	286	83	-	194	718

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
OPERATIVE LEVEL (Continued)									
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	28	54	285	244	577	38	-	436	1662
Telephone Operator	28	12	31	72	104	-	-	107	354
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	-	-	-	140	279	316	164	315	1214
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	39	93	109	52	115	408
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	26	40	57	22	64	209
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	-	-	-	-	89	55	66	210
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	96	894	880	878	95	1071	3914
Health Club/gym/Spa Attendant/ Supporting Staff	-	3	-	67	52	-	-	87	209
Masseuse/Body Therapist	-	-	20	6	-	-	4	45	75
Beautician/Facial Therapist	-	-	-	-	4	2	-	30	36

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
OPERATIVE LEVEL (Continued)									
Spa Concierge	-	13	-	2	-	-	-	36	51
Lifeguard	-	-	9	48	6	-	-	32	95
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	3	-	35	1	-	-	35	74
Security Officer/Uniform Guard/ House Officer	-	-	10	56	325	55	-	113	559
Cake Shop Staff	-	-	-	5	7	-	-	17	29
Restaurant Receptionist/ Hostess	-	-	11	76	66	2	-	181	336
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	-	-	5	111	94	13	-	214	437
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	10	67	432	397	502	1408
Bartender/Soda Fountain Server	-	-	-	35	54	3	-	49	141
Waiter/Waitress	-	-	96	376	660	30	-	550	1712
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	-	16	26	27	8	12	89
Others	-	-	-	12	51	22	-	107	192
Sub-total	57	96	603	2439	3699	2156	797	4436	14283

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
ADMINISTRATIVE AND OTHERS LEVEL									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	21	35	83	42	46	-	-	71	298
Typist/Office Assistant/ Messenger/Runner	-	-	1	-	5	3	-	10	19
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	6	5	4	9	18	-	-	25	67
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	8	6	70	111	144	-	-	163	502
Others	-	-	3	7	6	1	16	11	44
Sub-total	35	46	161	169	219	4	16	280	930
GRAND TOTAL	1516	1176	2829	4759	5992	2499	948	9324	29043

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

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
MANAGERIAL / PROFESSIONAL LEVEL									
General Manager	67	3	2	-	-	-	-	24	96
Resident Manager/ Executive Assistant Manager/ Director of Operations	49	-	6	-	-	-	-	21	76
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	52	1	2	-	-	-	-	32	87
Personnel Manager/Training Manager	28	3	1	-	-	-	-	16	48
Financial Controller/Chief Accountant/ Director of Finance	78	4	5	-	-	-	-	31	118
Materials Manager/Procurement Manager/ Purchasing Manager	26	2	7	-	-	-	-	19	54
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	28	1	3	-	-	-	-	16	48
Food and Beverage Cost Controller/ Cost Controller	10	4	7	1	-	-	-	13	35

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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Director of Marketing/Direcotr of Sales/ Director of Promotions	90	9	4	-	-	-	-	49	152
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	31	4	2	-	-	-	-	28	65
Marketing Manager/Sales Manager/ Business Development Manager	154	37	41	-	-	-	-	111	343
Convention Sales Manager/ Event Sales Manager	25	-	-	-	-	-	-	30	55
Director of Front Office/ Front Office Manager	48	8	10	1	1	-	-	24	92
Director of Rooms Division/ Rooms Division Manager	16	2	3	-	-	-	-	17	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	39	12	21	3	-	-	-	25	100
Health Club/Gym/Spa Director	3	-	-	-	-	-	-	8	11
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	56	13	17	1	-	-	-	34	121

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
MANAGERIAL / PROFESSIONAL LEVEL (Continued)									
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	14	4	19	-	5	-	-	15	57
Director of Catering	10	2	2	-	-	-	-	7	21
Catering Sales Manager	10	6	1	-	-	-	-	27	44
Executive Chef/Chef de Cuisine	14	8	19	4	2	1	1	20	69
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	29	7	15	-	-	-	-	30	81
Assistant Food and Beverage Manager	17	2	4	-	2	-	-	36	61
Others	1	-	-	-	-	-	-	1	2
Sub-total	895	132	191	10	10	1	1	634	1874
SUPERVISORY / TECHNICIAN LEVEL									
Revenue Manager/Reservations Manager	28	17	15	6	2	-	-	15	83
Personnel Officer/ Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	38	24	18	3	5	-	-	36	124
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	68	69	73	33	11	-	-	92	346
Credit Manager	16	8	8	2	1	-	-	16	51

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Assistant Controller/ Assistant Purchasing Manager	16	14	8	6	3	-	-	17	64
Chief Store Supervisor/Store Supervisor	2	4	8	6	13	-	-	28	61
Income Auditor/Night Auditor	4	14	18	5	3	-	-	25	69
EDP Supervisor/System Analyst	14	15	12	1	3	-	-	16	61
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	88	81	110	13	32	-	-	156	480
Public Relations Officer/ Corporate Communications Officer	22	7	6	3	1	-	-	27	66
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	7	15	3	2	-	-	14	41
Airport Manager/Chief Airport Representative	2	-	5	4	-	-	-	9	20
Telephone Service Manager/ Telephone Supervisor	13	14	13	9	11	-	-	26	86
Front Office Cashier Supervisor	-	2	-	1	-	-	-	1	4
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Floor Manager/ Night Manager	68	134	119	46	26	-	-	134	527

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Concierge/Bell Superintendent	13	10	17	14	16	-	-	32	102
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Vale Services Supervisor	10	25	39	68	55	-	-	56	253
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	33	60	60	59	53	-	-	116	381
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	1	22	38	21	12	-	-	33	127
Housekeeping Supervisor/ Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	5	91	154	173	155	-	-	241	819
Laundry Manager/Laundry Supervisor/Officer	-	3	36	15	16	-	-	21	91
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	6	11	16	-	-	-	39	72
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	6	-	-	1	3	-	-	12	22

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	21	32	65	65	16	-	-	83	282
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/Sound Technician	1	11	70	68	59	-	-	78	287
Security Supervisor	12	4	30	17	34	1	-	27	125
Catering Manager/Banquet Manager/ Banquet Services Manager	26	13	13	12	17	-	-	35	116
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	14	20	54	11	13	-	-	34	146
Food and Beverage Cashier Supervisor/ Cashier	-	2	15	-	5	-	-	12	34
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	3	21	44	43	-	-	22	133
Beverage Manager/Bar Manager/ Head Barman	-	10	5	6	9	-	-	12	42
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	5	56	83	20	73	-	-	105	342
Cake Shop Manager or Supervisor	-	1	1	-	-	-	-	2	4

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Captain (Food and Beverage Department)	-	64	170	136	188	1	-	407	966
Chief Steward/Stewarding Manager	1	9	16	17	21	-	-	51	115
Executive Sous Chef/Sous Chef	2	6	55	30	22	3	-	105	223
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtissier/Rôtisseur/ Chef de Partie (Grill)/ Saucier/ Chef de Partie (Sauce)	-	15	127	127	89	2	-	392	752
Specialist Cook	-	-	37	31	17	-	-	65	150
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	2	4	19	9	-	-	9	43
Wine Steward/Sommelier	-	-	1	3	3	-	-	26	33
Executive Chinese Sous Chef	-	-	-	2	-	-	-	-	2
Chief Cook	-	-	-	1	-	-	-	-	1
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	-	1	-	-	-	1
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	-	1	-	-	-	1
Others	-	1	-	-	2	-	-	5	8
Sub-total	529	876	1550	1117	1045	7	-	2632	7756

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
CRAFT LEVEL									
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	7	44	389	220	24	42	268	994
Baker/Pastry Cook	-	-	39	74	60	5	1	73	252
Cook (Western)/Junior Cook (Western)	-	-	139	411	462	212	1	474	1699
Sub-total	-	7	222	874	742	241	44	815	2945
OPERATIVE LEVEL									
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	1	3	8	3	5	-	-	3	23
Draftsman/Photographer/Printshop Staff	-	-	-	10	1	-	-	-	11
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	-	8	22	11	21	-	-	55	117
Bell Attendant/Baggage Porter/ Door Attendant	-	-	10	145	286	83	-	194	718
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	28	54	285	244	577	38	-	436	1662
Telephone Operator	28	12	31	72	104	-	-	107	354

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
OPERATIVE LEVEL (Continued)									
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	-	-	-	140	279	316	164	315	1214
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	-	-	39	93	109	52	115	408
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	-	-	26	40	57	22	64	209
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	-	-	-	-	89	55	66	210
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	-	96	894	880	878	95	1071	3914
Health Club/gym/Spa Attendant/ Supporting Staff	-	3	-	67	52	-	-	87	209
Masseuse/Body Therapist	-	-	20	6	-	-	4	45	75
Beautician/Facial Therapist	-	-	-	-	4	2	-	30	36
Spa Concierge	-	13	-	2	-	-	-	36	51
Lifeguard	-	-	9	48	6	-	-	32	95
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	3	-	35	1	-	-	35	74

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
OPERATIVE LEVEL (Continued)									
Security Officer/Uniform Guard/ House Officer	-	-	10	56	325	55	-	113	559
Cake Shop Staff	-	-	-	5	7	-	-	17	29
Restaurant Receptionist/ Hostess	-	-	8	76	57	2	-	178	321
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	-	-	4	97	79	9	-	142	331
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	10	58	425	377	496	1366
Bartender/Soda Fountain Server	-	-	-	35	54	3	-	49	141
Waiter/Waitress	-	-	80	286	575	18	-	454	1413
Others	-	-	-	12	45	22	-	107	186
Sub-total	57	96	583	2319	3549	2106	769	4247	13726
ADMINISTRATIVE AND OTHERS LEVEL									
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	21	35	83	42	46	-	-	71	298
Typist/Office Assistant/ Messenger/Runner	-	-	1	-	5	3	-	10	19

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
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	6	5	4	9	18	-	-	25	67
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	8	6	70	111	144	-	-	163	502
Others	-	-	3	7	6	1	16	11	44
Sub-total	35	46	161	169	219	4	16	280	930
GRAND TOTAL	1516	1157	2707	4489	5565	2359	830	8608	27231

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

Job Title	University Degrees or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL									
Executive Chinese Chef/Chief Chef	-	2	10	10	3	-	-	14	39
Chinese Restaurant Manager	-	3	17	5	3	-	-	16	44
Sub-total	-	5	27	15	6	-	-	30	83
SUPERVISORY / TECHNICIAN LEVEL									
Executive Chinese Sous Chef	-	2	7	9	2	-	-	12	32
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	3	12	7	7	-	-	19	48
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	9	36	22	32	-	-	53	152
Pantry Captain	-	-	3	4	10	1	-	7	25
Senior Cook	-	-	6	8	5	3	3	19	44
Service Cook/Kitchen Supervisor/ General Cook	-	-	5	10	10	7	-	26	58
Barbecue Cook	-	-	-	6	11	4	3	19	43
Chief Butcher	-	-	-	6	13	5	6	25	55

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
SUPERVISORY / TECHNICIAN LEVEL (Continued)									
Chief Cook	-	-	-	5	25	5	8	27	70
Chief Dim Sum Cook	-	-	-	6	17	4	3	15	45
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	30	38	10	16	72	166
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	4	12	41	18	32	61	168
Second Butcher	-	-	2	3	13	4	6	33	61
Sub-total	-	14	75	128	224	61	77	388	967
CRAFT LEVEL									
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	-	7	47	29	13	109	205
Sub-total	-	-	-	7	47	29	13	109	205
OPERATIVE LEVEL									
Restaurant Receptionist/ Hostess	-	-	3	-	9	-	-	3	15
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	-	-	1	14	15	4	-	72	106
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	-	-	9	7	20	6	42
Waiter/Waitress	-	-	16	90	85	12	-	96	299

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
OPERATIVE LEVEL (Continued)									
Dim Sum Cook/Steamer/Trimmer/Vegetable Cook	-	-	-	16	26	27	8	12	89
Others	-	-	-	-	6	-	-	-	6
Sub-total	-	-	20	120	150	50	28	189	557
GRAND TOTAL	-	19	122	270	427	140	118	716	1812

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

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL												
General Manager	-	-	-	-	2	1	4	4	6	41	38	96
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	-	-	2	8	7	13	7	18	21	76
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	-	2	6	5	11	16	14	33	87
Personnel Manager/Training Manager	-	-	-	-	2	7	5	8	9	-	17	48
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	-	2	15	11	14	9	26	41	118
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	-	3	8	8	5	2	7	21	54
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	-	-	-	-	3	8	6	1	6	6	18	48

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)												
Food and Beverage Cost Controller/ Cost Controller	-	-	-	1	8	5	3	1	4	2	11	35
Director of Marketing/Direcotr of Sales/ Director of Promotions	-	-	-	-	1	9	11	9	25	33	64	152
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	-	-	-	-	3	5	10	9	7	8	23	65
Marketing Manager/Sales Manager/ Business Development Manager	-	-	-	-	29	88	53	13	18	7	135	343
Convention Sales Manager/ Event Sales Manager	-	-	-	-	-	5	17	-	6	-	27	55
Director of Front Office/ Front Office Manager	-	-	-	-	10	13	9	12	12	9	27	92
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	-	4	3	2	2	6	21	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	-	12	13	12	10	10	11	32	100
Health Club/Gym/Spa Director	-	-	-	-	-	2	-	-	3	5	1	11

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)												
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	-	-	-	-	6	11	16	10	21	15	42	121
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	-	2	10	5	4	5	5	4	22	57
Director of Catering	-	-	-	-	-	-	2	1	4	9	5	21
Catering Sales Manager	-	-	-	-	5	4	4	4	-	2	25	44
Executive Chef/Chef de Cuisine	-	-	-	-	5	8	3	8	6	14	25	69
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	6	4	3	4	12	22	30	81
Assistant Food and Beverage Manager	-	-	-	-	1	5	8	2	14	-	31	61
Executive Chinese Chef/Chief Chef	-	-	-	-	-	8	2	2	4	9	14	39
Chinese Restaurant Manager	-	-	-	-	2	11	1	6	1	5	18	44
Others	-	-	-	-	-	1	-	-	-	-	1	2
Sub-total	-	-	-	3	114	254	207	154	209	273	743	1957
SUPERVISORY / TECHNICIAN LEVEL												
Revenue Manager/Reservations Manager	-	-	-	6	19	19	5	8	3	-	23	83

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Personnel Officer/ Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	-	36	48	8	-	4	-	-	28	124
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	-	-	89	116	44	1	4	5	-	87	346
Credit Manager	-	-	-	5	15	9	1	2	-	1	18	51
Assistant Controller/ Assistant Purchasing Manager	-	-	1	12	17	9	5	2	1	-	17	64
Chief Store Supervisor/Store Supervisor	-	-	2	17	28	-	-	-	1	-	13	61
Income Auditor/Night Auditor	-	-	-	22	20	6	-	-	1	-	20	69
EDP Supervisor/System Analyst	-	-	-	18	20	2	2	-	-	-	19	61
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	-	-	11	252	101	9	-	12	1	-	94	480
Public Relations Officer/ Corporate Communications Officer	-	-	-	16	28	3	-	-	1	-	18	66
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	-	-	11	12	5	-	-	1	-	12	41
Airport Manager/Chief Airport Representative	-	-	-	3	11	1	-	2	-	-	3	20

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Telephone Service Manager/ Telephone Supervisor	-	-	-	22	22	12	4	4	-	-	22	86
Front Office Cashier Supervisor	-	-	-	3	1	-	-	-	-	-		4
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Floor Manager/ Night Manager	-	-	-	68	171	114	15	20	3	-	136	527
Concierge/Bell Superintendent	-	-	-	28	27	3	6	2	2	-	34	102
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Vale Services Supervisor	-	-	6	161	47	-	-	-	-	-	39	253
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	-	-	4	176	116	2	-	-	6	-	77	381
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	-	-	-	22	28	44	1	2	2	-	28	127

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Housekeeping Supervisor/ Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	-	3	446	237	-	-	-	7	-	126	819
Laundry Manager/Laundry Supervisor/Officer	-	-	-	30	25	11	12	-	1	-	12	91
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	-	-	11	22	22	-	7	1	-	9	72
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	2	10	-	-	7	-	-	3	22
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	-	-	-	19	127	59	-	15	4	-	58	282
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/Sound Technician	-	-	-	84	127	14	-	6	-	-	56	287
Security Supervisor	-	-	-	62	46	-	-	-	-	-	17	125
Catering Manager/Banquet Manager/ Banquet Services Manager	-	-	-	12	9	27	21	12	1	-	34	116

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	-	-	-	49	44	25	-	-	1	-	27	146
Food and Beverage Cashier Supervisor/ Cashier	-	-	-	22	4	-	-	-	-	-	8	34
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	-	91	19	-	-	-	-	-	23	133
Beverage Manager/Bar Manager/ Head Barman	-	-	-	11	7	5	-	8	-	-	11	42
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	-	-	-	58	87	57	43	10	4	-	83	342
Cake Shop Manager or Supervisor	-	-	-	2	-	-	-	2	-	-		4
Captain (Food and Beverage Department)	-	-	2	588	183	1	-	-	10	-	182	966
Chief Steward/Stewarding Manager	-	-	1	27	54	16	4	-	-	-	13	115
Executive Sous Chef/Sous Chef	-	-	-	5	34	92	18	12	2	-	60	223
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Patisserie/Rotisseur/ Chef de Partie (Grill)/ Saucier/ Chef de Partie (Sauce)	-	-	-	158	265	133	30	-	21	1	144	752
Specialist Cook	-	-	-	35	65	14		6	4	-	26	150

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	-	20	18	1	-	-	3	-	1	43
Wine Steward/Sommelier	-	-	-	3	24	1	-	-	-	-	5	33
Executive Chinese Sous Chef	-	-	-	2	3	9	7	3	-	2	8	34
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	5	16	16	3	-	-	-	8	48
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	-	61	55	10	-	-	-	-	26	152
Pantry Captain	-	-	-	13	6	-	-	-	-	-	6	25
Senior Cook	-	-	-	7	9	19	-	-	-	-	9	44
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	10	23	14	-	-	-	-	11	58
Barbecue Cook	-	-	-	2	22	11	1	-	-	-	7	43
Chief Butcher	-	-	-	6	17	21	-	-	-	-	11	55
Chief Cook	-	-	-	2	15	26	10	2	-	-	16	71
Chief Dim Sum Cook	-	-	-	5	11	18	2	-	-	-	9	45

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	29	86	22	-	-	-	-	30	167
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	50	94	-	-	-	-	-	25	169
Second Butcher	-	-	-	7	29	12	-	-	-	-	13	61
Others	-	-	-	3	-	4	-	-	-	-	1	8
Sub-total	-	-	30	2904	2640	950	191	152	86	4	1766	8723
CRAFT LEVEL												
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	9	102	643	37	-	-	-	8	-	195	994
Baker/Pastry Cook	-	-	26	131	43	2	-	-	-	-	50	252
Cook (Western)/Junior Cook (Western)	-	41	326	1050	2	-	-	-	-	-	280	1699
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	47	93	6	-	-	-	-	-	59	205
Sub-total	-	50	501	1917	88	2	-	-	8	-	584	3150

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
OPERATIVE LEVEL												
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	-	-	-	13	5	-	-	-	-	-	5	23
Draftsman/Photographer/Printshop Staff	-	-	1	10	-	-	-	-	-	-		11
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	-	-	9	68	22	-	-	-	-	-	18	117
Bell Attendant/Baggage Porter/ Door Attendant	-	308	152	116	-	-	-	-	3	-	139	718
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	-	80	442	791	39	-	-	-	14	-	296	1662
Telephone Operator	-	11	53	201	28	-	-	-	-	-	61	354
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	3	398	594	78	-	-	-	-	-	-	141	1214
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	4	111	162	45	-	-	-	-	5	-	81	408
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	6	37	119	-	-	-	-	-	-	47	209

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)												
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	6	55	119	-	-	-	-	1	-	29	210
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	597	1418	1195	-	-	-	-	34	-	670	3914
Health Club/gym/Spa Attendant/ Supporting Staff	-	-	13	162	-	-	-	-	1	-	33	209
Masseuse/Body Therapist	-	-	-	36	8	20	-	-	-	-	11	75
Beautician/Facial Therapist	-	-	-	34	2	-	-	-	-	-	-	36
Spa Concierge	-	-	-	51	-	-	-	-	-	-	-	51
Lifeguard	-	-	14	80	-	-	-	-	-	-	1	95
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	1	72	-	-	-	-	-	-	1	74
Security Officer/Uniform Guard/ House Officer	-	17	260	229	-	-	-	-	5	-	48	559
Cake Shop Staff	-	-	9	15	-	-	-	-	-	-	5	29
Restaurant Receptionist/ Hostess	-	1	54	233	-	-	-	-	-	-	48	336
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	-	29	135	142	-	-	-	-	4	-	127	437

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)												
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	480	458	160	-	-	-	-	13	-	297	1408
Bartender/Soda Fountain Server	-	-	14	100	-	-	-	-	-	-	27	141
Waiter/Waitress	-	17	505	899	5	-	-	-	17	-	269	1712
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	28	36	11	-	-	-	-	-	14	89
Others	-	-	86	75	3	-	-	-	5	-	23	192
Sub-total	7	2061	4500	5079	123	20	-	-	102	-	2391	14283
ADMINISTRATIVE AND OTHERS LEVEL												
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	-	-	6	108	62	20	-	1	-	4	97	298
Typist/Office Assistant/ Messenger/Runner	-	1	7	9	-	-	-	-	-	-	2	19
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	-	17	37	-	-	-	-	-	-	13	67
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	150	264	1	-	-	-	4	-	83	502

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)												
Others	-	3	28	7	1	-	-	-	3	-	2	44
Sub-total	-	4	208	425	64	20	-	1	7	4	197	930
GRAND TOTAL	7	2115	5239	10328	3029	1246	398	307	412	281	5681	29043

TABLE 4A : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)

BRANCH 1: HOTELS

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL												
General Manager	-	-	-	-	2	1	4	4	6	41	38	96
Resident Manager/ Executive Assistant Manager/ Director of Operations	-	-	-	-	2	8	7	13	7	18	21	76
Director of Personnel and Training/ Director of Human Resources/ Personnel and Training Manager/ Human Resources Manager	-	-	-	-	2	6	5	11	16	14	33	87
Personnel Manager/Training Manager	-	-	-	-	2	7	5	8	9	-	17	48
Financial Controller/Chief Accountant/ Director of Finance	-	-	-	-	2	15	11	14	9	26	41	118
Materials Manager/Procurement Manager/ Purchasing Manager	-	-	-	-	3	8	8	5	2	7	21	54
EDP Manager/Computer Systems Manager/ Information Systems Service Manager	-	-	-	-	3	8	6	1	6	6	18	48
Food and Beverage Cost Controller/ Cost Controller	-	-	-	1	8	5	3	1	4	2	11	35

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)												
Director of Marketing/Direcotr of Sales/ Director of Promotions	-	-	-	-	1	9	11	9	25	33	64	152
Director of Public Relatiions/ Public Relations Manager/ Director of Corporate Communications	-	-	-	-	3	5	10	9	7	8	23	65
Marketing Manager/Sales Manager/ Business Development Manager	-	-	-	-	29	88	53	13	18	7	135	343
Convention Sales Manager/ Event Sales Manager	-	-	-	-	-	5	17	-	6	-	27	55
Director of Front Office/ Front Office Manager	-	-	-	-	10	13	9	12	12	9	27	92
Director of Rooms Division/ Rooms Division Manager	-	-	-	-	-	4	3	2	2	6	21	38
Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	-	-	-	-	12	13	12	10	10	11	32	100
Health Club/Gym/Spa Director	-	-	-	-	-	2	-	-	3	5	1	11
Director of Engineering/Chief Engineer/ Technical Manager/ Property Maintenance Manager	-	-	-	-	6	11	16	10	21	15	42	121

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL (Continued)												
Director of Security/Security Manager/ Assistant Security Manager/ Chief Security Officer	-	-	-	2	10	5	4	5	5	4	22	57
Director of Catering	-	-	-	-	-	-	2	1	4	9	5	21
Catering Sales Manager	-	-	-	-	5	4	4	4	-	2	25	44
Executive Chef/Chef de Cuisine	-	-	-	-	5	8	3	8	6	14	25	69
Executive Assistant Manager (Food and Beverage)/ Director of Food and Beverage/ Food and Beverage Manager	-	-	-	-	6	4	3	4	12	22	30	81
Assistant Food and Beverage Manager	-	-	-	-	1	5	8	2	14	-	31	61
Others	-	-	-	-	-	1	-	-	-	-	1	2
Sub-total	-	-	-	3	112	235	204	146	204	259	711	1874
SUPERVISORY / TECHNICIAN LEVEL												
Revenue Manager/Reservations Manager	-	-	-	6	19	19	5	8	3	-	23	83
Personnel Officer/ Human Resources Officer/Training Officer/ Compensation and Benefits Officer/ Employee Relations Officer	-	-	-	36	48	8	-	4	-	-	28	124
Accounts Supervisors (e.g. accounts payable/ receivable, inventory, audit, credit, paymaster, general cashier, head cashier)	-	-	-	89	116	44	1	4	5	-	87	346

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Credit Manager	-	-	-	5	15	9	1	2	-	1	18	51
Assistant Controller/ Assistant Purchasing Manager	-	-	1	12	17	9	5	2	1	-	17	64
Chief Store Supervisor/Store Supervisor	-	-	2	17	28	-	-	-	1	-	13	61
Income Auditor/Night Auditor	-	-	-	22	20	6	-	-	1	-	20	69
EDP Supervisor/System Analyst	-	-	-	18	20	2	2	-	-	-	19	61
Account Executive/Sales Executive/ Marketing Officer/Group Sales Co-ordinator	-	-	11	252	101	9	-	12	1	-	94	480
Public Relations Officer/ Corporate Communications Officer	-	-	-	16	28	3	-	-	1	-	18	66
Printshop Supervisor/Art Director/ Designer/Layout Artist	-	-	-	11	12	5	-	-	1	-	12	41
Airport Manager/Chief Airport Representative	-	-	-	3	11	1	-	2	-	-	3	20
Telephone Service Manager/ Telephone Supervisor	-	-	-	22	22	12	4	4	-	-	22	86
Front Office Cashier Supervisor	-	-	-	3	1	-	-	-	-	-	-	4

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Assistant Front Office Manager/ Front Desk Manager/Reception Manager/ Assistant Manager/Duty Manager/ Guest Service Manager/ Business Centre Manager/ Executive Floor Manager/ Night Manager	-	-	-	68	171	114	15	20	3	-	136	527
Concierge/Bell Superintendent	-	-	-	28	27	3	6	2	2	-	34	102
Bell Captain/Bell Supervisor/ Baggage Master/Transportation Supervisor/ Assistant Chief Concierge/ Vale Services Supervisor	-	-	6	161	47	-	-	-	-	-	39	253
Reception Supervisor/Chief Receptionist/ Chief Room Clerk/Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/ Lobby Services Supervisor	-	-	4	176	116	2	-	-	6	-	77	381
Assistant Executive Housekeeper/ Housekeeping Manager/Head Housekeeper	-	-	-	22	28	44	1	2	2	-	28	127
Housekeeping Supervisor/ Floor Supervisor/ Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	-	-	3	446	237	-	-	-	7	-	126	819
Laundry Manager/Laundry Supervisor/Officer	-	-	-	30	25	11	12		1	-	12	91

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Health Club/Gym/Spa Manager/ Supervisor/Officer/Spa Trainer	-	-	-	11	22	22	-	7	1	-	9	72
Flower Shop Manager or Supervisor/ Kiosk Shop Manager or Supervisor/ Gift Shop Manager or Supervisor	-	-	-	2	10	-	-	7	-	-	3	22
Duty Engineer/ Building Maintenance Supervisor/ Building Supervisor	-	-	-	19	127	59	-	15	4	-	58	282
Foreman/Technical Supervisor/ Assistant Engineer/ Audio-visual Technician/Sound Technician	-	-	-	84	127	14	-	6	-	-	56	287
Security Supervisor	-	-	-	62	46	-	-	-	-	-	17	125
Catering Manager/Banquet Manager/ Banquet Services Manager	-	-	-	12	9	27	21	12	1	-	34	116
Catering or Banquet Sales Executive/ Catering or Banquet Co-ordinator	-	-	-	49	44	25	-	-	1	-	27	146
Food and Beverage Cashier Supervisor/ Cashier	-	-	-	22	4	-	-	-	-	-	8	34
Banquet Headwaiter/Headwaiter/ Maitre d'Hotel	-	-	-	91	19	-	-	-	-	-	23	133

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Beverage Manager/Bar Manager/ Head Barman	-	-	-	11	7	5	-	8	-	-	11	42
Restaurant Manager/Outlet Manager/ Outlet Heads (coffee shop, lobby lounge, etc.)/ Room Service Manager	-	-	-	58	87	57	43	10	4	-	83	342
Cake Shop Manager or Supervisor	-	-	-	2	-	-	-	2	-	-	-	4
Captain (Food and Beverage Department)	-	-	2	588	183	1	-	-	10	-	182	966
Chief Steward/Stewarding Manager	-	-	1	27	54	16	4	-	-	-	13	115
Executive Sous Chef/Sous Chef	-	-	-	5	34	92	18	12	2	-	60	223
Gardemanger/ Chef de Partie (Cold Production)/ Pastry Chef/Chef de Pâtissier/Rôtisseur/ Chef de Partie (Grill)/ Saucier/ Chef de Partie (Sauce)	-	-	-	158	265	133	30	-	21	1	144	752
Specialist Cook	-	-	-	35	65	14	-	6	4	-	26	150
Staff Canteen Manager/ Staff Canteen Supervisor/ Staff Facilities Supervisor/ Employee Restaurant Supervisor	-	-	-	20	18	1	-	-	3	-	1	43
Wine Steward/Sommelier	-	-	-	3	24	1	-	-	-	-	5	33
Executive Chinese Sous Chef	-	-	-	-	-	1	1	-	-	-	-	2
Chief Cook	-	-	-	-	1	-	-	-	-	-	-	1

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	1	-	-	-	-	-	-	-	1
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	1	-	-	-	-	-	-	-	1
Others	-	-	-	3	-	4	-	-	-	-	1	8
Sub-total	-	-	30	2707	2255	773	169	147	86	2	1587	7756
CRAFT LEVEL												
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	9	102	643	37	-	-	-	8	-	195	994
Baker/Pastry Cook	-	-	26	131	43	2	-	-	-	-	50	252
Cook (Western)/Junior Cook (Western)	-	41	326	1050	2	-	-	-	-	-	280	1699
Sub-total	-	50	454	1824	82	2	-	-	8	-	525	2945
OPERATIVE LEVEL												
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	-	-	-	13	5	-	-	-	-	-	5	23
Draftsman/Photographer/Printshop Staff	-	-	1	10	-	-	-	-	-	-	-	11
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	-	-	9	68	22	-	-	-	-	-	18	117

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)												
Bell Attendant/Baggage Porter/ Door Attendant	-	308	152	116	-	-	-	-	3	-	139	718
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	-	80	442	791	39	-	-	-	14	-	296	1662
Telephone Operator	-	11	53	201	28	-	-	-	-	-	61	354
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	3	398	594	78	-	-	-	-	-	-	141	1214
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	4	111	162	45	-	-	-	-	5	-	81	408
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	6	37	119	-	-	-	-	-	-	47	209
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	6	55	119	-	-	-	-	1	-	29	210
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	-	597	1418	1195	-	-	-	-	34	-	670	3914

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)												
Health Club/gym/Spa Attendant/ Supporting Staff	-	-	13	162	-	-	-	-	1	-	33	209
Masseuse/Body Therapist	-	-	-	36	8	20	-	-	-	-	11	75
Beautician/Facial Therapist	-	-	-	34	2	-	-	-	-	-	-	36
Spa Concierge	-	-	-	51	-	-	-	-	-	-	-	51
Lifeguard	-	-	14	80	-	-	-	-	-	-	1	95
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	-	-	1	72	-	-	-	-	-	-	1	74
Security Officer/Uniform Guard/ House Officer	-	17	260	229	-	-	-	-	5	-	48	559
Cake Shop Staff	-	-	9	15	-	-	-	-	-	-	5	29
Restaurant Receptionist/ Hostess	-	1	54	221	-	-	-	-	-	-	45	321
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	-	23	94	127	-	-	-	-	4	-	83	331
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	458	441	160	-	-	-	-	13	-	294	1366
Bartender/Soda Fountain Server	-	-	14	100	-	-	-	-	-	-	27	141
Waiter/Waitress	-	17	402	742	5	-	-	-	17	-	230	1413

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)												
Others	-	-	80	75	3	-	-	-	5	-	23	186
Sub-total	7	2033	4305	4859	112	20	-	-	102	-	2288	13726
ADMINISTRATIVE AND OTHERS LEVEL												
Executive Secretary/Secretary/ Personal Assistant/Admin. Assistant/ Admin. Officer/ Executive Assistant	-	-	6	108	62	20	-	1	-	4	97	298
Typist/Office Assistant/ Messenger/Runner	-	1	7	9	-	-	-	-	-	-	2	19
Personnel Assistant/Training Assistant/ Personnel Clerk/Training Clerk/ Human Resources Assistant	-	-	17	37	-	-	-	-	-	-	13	67
Accounting Clerk (payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing)	-	-	150	264	1	-	-	-	4	-	83	502
Others	-	3	28	7	1	-	-	-	3	-	2	44
Sub-total	-	4	208	425	64	20	-	1	7	4	197	930
GRAND TOTAL	7	2087	4997	9818	2625	1050	373	294	407	265	5308	27231

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

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
MANAGERIAL / PROFESSIONAL LEVEL												
Executive Chinese Chef/Chief Chef	-	-	-	-	-	8	2	2	4	9	14	39
Chinese Restaurant Manager	-	-	-	-	2	11	1	6	1	5	18	44
Sub-total	-	-	-	-	2	19	3	8	5	14	32	83
SUPERVISORY / TECHNICIAN LEVEL												
Executive Chinese Sous Chef	-	-	-	2	3	8	6	3	-	2	8	32
Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/ Sales Manager (Chinese Restaurant)	-	-	-	5	16	16	3	-	-	-	8	48
Captain (Chinese Restaurant)/ Headwaiter (Chinese Restaurant)	-	-	-	61	55	10	-	-	-	-	26	152
Pantry Captain	-	-	-	13	6	-	-	-	-	-	6	25
Senior Cook	-	-	-	7	9	19	-	-	-	-	9	44
Service Cook/Kitchen Supervisor/ General Cook	-	-	-	10	23	14	-	-	-	-	11	58
Barbecue Cook	-	-	-	2	22	11	1	-	-	-	7	43

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
SUPERVISORY / TECHNICIAN LEVEL (Continued)												
Chief Butcher	-	-	-	6	17	21	-	-	-	-	11	55
Chief Cook	-	-	-	2	14	26	10	2	-	-	16	70
Chief Dim Sum Cook	-	-	-	5	11	18	2	-	-	-	9	45
No. 2 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	28	86	22	-	-	-	-	30	166
No. 3 Cooks (barbecue, dim sum, vegetable, butchery)	-	-	-	49	94	-	-	-	-	-	25	168
Second Butcher	-	-	-	7	29	12	-	-	-	-	13	61
Sub-total	-	-	-	197	385	177	22	5	-	2	179	967
CRAFT LEVEL												
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	-	47	93	6	-	-	-	-	-	59	205
Sub-total	-	-	47	93	6	-	-	-	-	-	59	205
OPERATIVE LEVEL												
Restaurant Receptionist/ Hostess	-	-	-	12	-	-	-	-	-	-	3	15
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	-	6	41	15	-	-	-	-	-	-	44	106

Job Title	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above	Refusal	Total
OPERATIVE LEVEL (Continued)												
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	22	17	-	-	-	-	-	-	-	3	42
Waiter/Waitress	-	-	103	157	-	-	-	-	-	-	39	299
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	-	-	28	36	11	-	-	-	-	-	14	89
Others	-	-	6	-	-	-	-	-	-	-	-	6
Sub-total	-	28	195	220	11	-	-	-	-	-	103	557
GRAND TOTAL	-	28	242	510	404	196	25	13	5	16	373	1812

TABLE 5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY MONTHLY INCOME RANGE**BRANCH 1 : HOTELS**

Job Title	Average Monthly Rate at Date of Survey		Total
	\$6,000 or below	\$8,001 - \$10,000	
OPERATIVE LEVEL			
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	-	3	3
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	11	14	25
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	1	-	1
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	4	-	4
TOTAL	16	17	33

TABLE 6 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE**BRANCH 1 : HOTELS**

Job Title	Average Daily Rate at Date of Survey				Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	
CRAFT LEVEL					
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	1	-	-	1
Sub-total	-	1	-	-	1
OPERATIVE LEVEL					
Bell Attendant/Baggage Porter/ Door Attendant	-	1	-	-	1
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	10	11	1	-	22
Waiter/Waitress	-	-	-	3	3
Sub-total	10	12	1	3	26
GRAND TOTAL	10	13	1	3	27

TABLE 7 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**HOTEL INDUSTRY****INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	Average Hourly Rate at Date of Survey			Total
	\$21 - \$40	\$41 - \$60	\$61 or above	
CRAFT LEVEL				
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	-	1	1
Baker/Pastry Cook	-	1	-	1
Cook (Western)/Junior Cook (Western)	-	57	-	57
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	2	-	2
Sub-total	-	60	1	61
OPERATIVE LEVEL				
Bell Attendant/Baggage Porter/ Door Attendant	-	17	-	17
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	-	5	-	5
Telephone Operator	-	1	-	1
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	9	1	-	10
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	15	13	-	28
Health Club/gym/Spa Attendant/ Supporting Staff	-	1	-	1
Lifeguard	-	3	-	3

Job Title	Average Hourly Rate at Date of Survey			Total
	\$21 - \$40	\$41 - \$60	\$61 or above	
OPERATIVE LEVEL (Continued)				
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	4	20	-	24
Security Officer/Uniform Guard/ House Officer	1	-	-	1
Restaurant Receptionist/ Hostess	3	-	-	3
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	58	6	-	64
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	24	15	-	39
Waiter/Waitress	9	208	-	217
Others	2	-	-	2
Sub-total	125	290	-	415
GRAND TOTAL	125	350	1	476

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

BRANCH 1 : HOTELS

Job Title	Average Hourly Rate at Date of Survey			Total
	\$21 - \$40	\$41 - \$60	\$61 or above	
CRAFT LEVEL				
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	-	1	1
Baker/Pastry Cook	-	1	-	1
Cook (Western)/Junior Cook (Western)	-	57	-	57
Sub-total	-	58	1	59
OPERATIVE LEVEL				
Bell Attendant/Baggage Porter/ Door Attendant	-	17	-	17
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	-	5	-	5
Telephone Operator	-	1	-	1
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	9	1	-	10
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	15	13	-	28
Health Club/gym/Spa Attendant/ Supporting Staff	-	1	-	1
Lifeguard	-	3	-	3
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	4	20	-	24
Security Officer/Uniform Guard/ House Officer	1	-	-	1
Restaurant Receptionist/ Hostess	3	-	-	3

Job Title	Average Hourly Rate at Date of Survey			Total
	\$21 - \$40	\$41 - \$60	\$61 or above	
OPERATIVE LEVEL (Continued)				
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	55	6	-	61
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	24	12	-	36
Waiter/Waitress	8	160	-	168
Sub-total	119	239	-	358
GRAND TOTAL	119	297	1	417

TABLE 7B : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS**

Job Title	Average Hourly Rate at Date of Survey			Total
	\$21 - \$40	\$41 - \$60	\$61 or above	
CRAFT LEVEL				
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	-	2	-	2
Sub-total	-	2	-	2
OPERATIVE LEVEL				
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	3	-	-	3
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	3	-	3
Waiter/Waitress	1	48	-	49
Others	2		-	2
Sub-total	6	51	-	57
GRAND TOTAL	6	53	-	59

TABLE 8 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
Job Title								
CRAFT LEVEL								
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	37	103	278	248	12	316	994
Baker/Pastry Cook	16	16	55	54	14	8	89	252
Cook (Western)/Junior Cook (Western)	14	292	464	300	57	3	569	1699
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	2	33	23	33	3	-	111	205
Sub-total	32	378	645	665	322	23	1085	3150

Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
Job Title								
OPERATIVE LEVEL								
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	3	7	6	-	2	-	5	23
Draftsman/Photographer/Printshop Staff	-	1	-	1	-	-	9	11
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	1	2	39	3	6	5	61	117
Bell Attendant/Baggage Porter/ Door Attendant	152	166	113	37	6	2	242	718
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	438	515	148	9	-	4	548	1662
Telephone Operator	9	111	72	14	26	2	120	354
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	25	15	60	162	483	87	382	1214
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	13	38	19	121	79	138	408

Job Title	Average Age Range						Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above		
OPERATIVE LEVEL (Continued)								
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	1	5	35	85	8	75	209
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	-	-	20	99	14	77	210
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	43	83	792	985	689	19	1303	3914
Health Club/gym/Spa Attendant/ Supporting Staff	37	8	67	-	3	1	93	209
Masseuse/Body Therapist	-	-	30	-	-	-	45	75
Beautician/Facial Therapist	-	-	4	2	-	-	30	36
Spa Concierge	-	15	-	-	-	-	36	51
Lifeguard	26	16	18	-	-	-	35	95
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	4	34	-	-	1	-	35	74

Job Title	Average Age Range						Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above		
OPERATIVE LEVEL (Continued)								
Security Officer/Uniform Guard/ House Officer	-	15	99	146	138	9	152	559
Cake Shop Staff	-	5	-	2	2	-	20	29
Restaurant Receptionist/ Hostess	31	93	8	8	1	-	195	336
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	51	113	25	7	5	4	232	437
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	1	48	92	523	174	570	1408
Bartender/Soda Fountain Server	4	32	43	-	6	-	56	141
Waiter/Waitress	188	466	319	68	15	-	656	1712
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	9	15	8	24	19	-	14	89
Others	-	13	36	12	13	2	116	192
Sub-total	1021	1740	1978	1646	2243	410	5245	14283
GRAND TOTAL	1053	2118	2623	2311	2565	433	6330	17433

TABLE 8A : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)

BRANCH 1: HOTELS

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
CRAFT LEVEL								
Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic mason/ (plasterer) painter, plumber)	-	37	103	278	248	12	316	994
Baker/Pastry Cook	16	16	55	54	14	8	89	252
Cook (Western)/Junior Cook (Western)	14	292	464	300	57	3	569	1699
Sub-total	30	345	622	632	319	23	974	2945
OPERATIVE LEVEL								
Systems Support Operator/EDP Operator/ Computer Operator/Web Designer	3	7	6	-	2	-	5	23
Draftsman/Photographer/Printshop Staff	-	1	-	1	-	-	9	11

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
	OPERATIVE LEVEL (Continued)							
Airport Representative/ Tour Co-ordinator/Group Co-ordinator	1	2	39	3	6	5	61	117
Bell Attendant/Baggage Porter/ Door Attendant	152	166	113	37	6	2	242	718
Front Office Clerk/Guest Service Agent/ Guest Service Officer/Front Desk Agent/ Front Office Clerk/Guest Relations Officer/ Business Centre Officer/ Executive Floor Agent/Reservation Clerk	438	515	148	9	-	4	548	1662
Telephone Operator	9	111	72	14	26	2	120	354
Cloakroom Attendant/Lobby Attendant/ Public Area Cleaners/ Upholsterer/ Houseman/Toilet Attendant	25	15	60	162	483	87	382	1214
Uniform and Linen Room Attendant/ Runner/Tailor/Seamstress	-	13	38	19	121	79	138	408
Laundry and Valet Attendant/ Laundry and Valet Clerk/ Order-taker (laundry)	-	1	5	35	85	8	75	209

Job Title	Average Age Range						Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above		
OPERATIVE LEVEL (Continued)								
Sorter/Washer/Ironer/Presser/Checker/ Dry Cleaner/Marker	-	-	-	20	99	14	77	210
Room Attendant/Room Services Butler/ Floor Attendant/ Housekeeping Clerk/ Order-taker/Co-ordinator (Housekeeping)	43	83	792	985	689	19	1303	3914
Health Club/gym/Spa Attendant/ Supporting Staff	37	8	67	-	3	1	93	209
Masseuse/Body Therapist	-	-	30	-	-	-	45	75
Beautician/Facial Therapist	-	-	4	2	-	-	30	36
Spa Concierge	-	15	-	-	-	-	36	51
Lifeguard	26	16	18	-	-	-	35	95
Staff of Kiosk Shop/Flower Shop Staff/ Minor Supporting Staff	4	34	-	-	1	-	35	74
Security Officer/Uniform Guard/ House Officer	-	15	99	146	138	9	152	559
Cake Shop Staff	-	5	-	2	2	-	20	29

Average Age Range Job Title	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
	OPERATIVE LEVEL (Continued)							
Restaurant Receptionist/ Hostess	26	86	8	8	1	-	192	321
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	47	98	17	7	-	4	158	331
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	1	45	86	504	169	561	1366
Bartender/Soda Fountain Server	4	32	43	-	6	-	56	141
Waiter/Waitress	177	323	292	53	9	-	559	1413
Others	-	7	36	12	13	2	116	186
Sub-total	992	1554	1932	1601	2194	405	5048	13726
GRAND TOTAL	1022	1899	2554	2233	2513	428	6022	16671

TABLE 8B : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE

(NUMBER EMPLOYED EXCLUDING TRAINEES/APPRENTICES)

BRANCH 2: CHINESE RESTAURANTS OPERATED BY HOTELS

Average Age Range	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
Job Title								
CRAFT LEVEL								
Junior Cook (Chinese)/ No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	2	33	23	33	3	-	111	205
Sub-total	2	33	23	33	3	-	111	205
OPERATIVE LEVEL								
Restaurant Receptionist/ Hostess	5	7	-	-	-	-	3	15
Junior Waiter/Junior Waitress/ Bar Attendant/Bar Porter/Service Attendant	4	15	8	-	5	-	74	106
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	-	-	3	6	19	5	9	42
Waiter/Waitress	11	143	27	15	6	-	97	299

Job Title	Average Age Range						Refusal	Total
	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above		
OPERATIVE LEVEL (Continued)								
Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	9	15	8	24	19	-	14	89
Others	-	6	-	-	-	-	-	6
Sub-total	29	186	46	45	49	5	197	557
GRAND TOTAL	31	219	69	78	52	5	308	762

TABLE 9 : ESTIMATED NUMBER OF ESTABLISHMENTS

Branch	Stratum Emploment Size	Number of Firms
Hotels	1 - 9	2
	10 - 49	29
	50 - 99	20
	100 - 199	24
	200 - 499	39
	500 and over	14
	Total	128
Chinese Restaurants Operated by Hotels	10 - 49	32
	50 - 99	10
	100 - 199	1
	Total	43
All Branches	1 - 9	2
	10 - 49	61
	50 - 99	30
	100 - 199	25
	200 - 499	39
	500 and over	14
	Total	171

TABLE 10 : NUMBER OF INTERNAL PROMOTION IN THE PAST 12 MONTHS

Branch	Job Level	From Supervisory / Technician to Managerial / Professional	From Craft / Operative to Supervisory Technician	Total
Hotels		59	206	265
Chinese Restaurants Operated by Hotels		-	3	3
All Branches		59	209	268

TABLE 11 : NUMBER OF FORECAST EMPLOYED IN 12 MONTHS BY BRANCH BY JOB LEVEL

Branch \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	1908	7876	17109	933	27826
Chinese Restaurants Operated by Hotels	85	974	787	-	1846
All Branches	1993	8850	17896	933	29672

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

Branch \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	179	326	1806	121	2432
Chinese Restaurants Operated by Hotels	4	6	35	-	45
All Branches	183	332	1841	121	2477

TABLE 13 : NUMBER OF NEW RECRUITS WITHOUT HOTEL INDUSTRY EXPERIENCE IN THE PAST 12 MONTHS

Branch	Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels		6	15	404	26	451
Chinese Restaurants Operated by Hotels		-	-	-	-	-
All Branches		6	15	404	26	451

**TABEL 14 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATE OF HOSPITALITY OR
TOURISM PROGRAMMES IN THE PAST 12 MONTHS**

Branch	Job Level	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels		11	328	18	357
Chinese Restaurants Operated by Hotels		1	9	-	10
All Branches		12	337	18	367

TABLE 15 : NUMBER OF EMPLOYEES BY BRANCH BY AVERAGE YEARS OF HOTEL INDUSTRY EXPERIENCE BEFORE OCCUPYING THE POST

Branch	Experience Job Level	No experience	Less than 1 year	1 year - less than 3 years	3 years - less than 5 years	5 years - 10 years	Over 10 years	Unspecified/ Refusal	Total
Supervisory/Technician	-	-	696	2582	1001	-	3477	7756	
Craft/Operative	530	2623	4986	932	101	-	7499	16671	
Administrative and Others	69	165	309	24	2	-	361	930	
Total	599	2788	5993	3772	1715	264	12100	27231	
Chinese Restaurants Operated by Hotels	Managerial/Professional	-	-	-	8	33	7	35	83
	Supervisory/Technician	-	-	59	387	77	-	444	967
	Craft/Operative	54	112	180	66	-	-	350	762
	Administrative and Others	-	-	-	-	-	-	-	0
	Total	54	112	239	461	110	7	829	1812
All Branches	Managerial/Professional	-	-	2	242	644	271	798	1957
	Supervisory/Technician	-	-	755	2969	1078	-	3921	8723
	Craft/Operative	584	2735	5166	998	101	-	7849	17433
	Administrative and Others	69	165	309	24	2	-	361	930
	Total	653	2900	6232	4233	1825	271	12929	29043

TABLE 16 : NUMBER OF EMPLOYEES BY AVERAGE MAN-DAY OF TRAINING IN 2009

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Branch	Average Man Days	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified/ Refusal
	Job Level						
Hotels	Managerial/Professional	168	592	123	59	180	752
	Supervisory/Technician	221	1580	1380	463	618	3494
	Craft/Operative	648	3533	1827	1414	1800	7449
	Administrative and Others	178	165	95	89	40	363
	Total	1215	5870	3425	2025	2638	12058
Chinese Restaurants Operated by Hotels	Managerial/Professional	12	26	2	4	4	35
	Supervisory/Technician	52	204	94	131	42	444
	Craft/Operative	43	165	91	76	37	350
	Administrative and Others	-	-	-	-	-	-
	Total	107	395	187	211	83	829
All Branches	Managerial/Professional	180	618	125	63	184	787
	Supervisory/Technician	273	1784	1474	594	660	3938
	Craft/Operative	691	3698	1918	1490	1837	7799
	Administrative and Others	178	165	95	89	40	363
	Total	1322	6265	3612	2236	2721	12887

TABLE 17.1 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL

PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	867	218	47	742	1874
	Supervisory/Technician	2564	1180	559	3453	7756
	Craft/Operative	3710	2838	2663	7460	16671
	Administrative and Others	267	224	82	357	930
	Total	7408	4460	3351	12012	27231
Chinese Restaurants Operated by Hotels	Managerial/Professional	39	8	3	33	83
	Supervisory/Technician	368	108	67	424	967
	Craft/Operative	220	125	86	331	762
	Administrative and Others	-	-	-	-	-
	Total	627	241	156	788	1812
All Branches	Managerial/Professional	906	226	50	775	1957
	Supervisory/Technician	2932	1288	626	3877	8723
	Craft/Operative	3930	2963	2749	7791	17433
	Administrative and Others	267	224	82	357	930
	Total	8035	4701	3507	12800	29043

TABLE 17.2 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL

PRIORITY RANKED FOR EVENING COURSE

Branch	Job Level \ Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Hotels	Managerial/Professional	114	584	434	742
Supervisory/Technician		1049	1878	1376	3453	7756
Craft/Operative		2866	4052	2293	7460	16671
Administrative and Others		213	170	190	357	930
Total		4242	6684	4293	12012	27231
Chinese Restaurants Operated by Hotels	Managerial/Professional	4	32	14	33	83
	Supervisory/Technician	113	326	104	424	967
	Craft/Operative	95	218	118	331	762
	Administrative and Others	-	-	-	-	-
	Total	212	576	236	788	1812
All Branches	Managerial/Professional	118	616	448	775	1957
	Supervisory/Technician	1162	2204	1480	3877	8723
	Craft/Operative	2961	4270	2411	7791	17433
	Administrative and Others	213	170	190	357	930
	Total	4454	7260	4529	12800	29043

TABLE 17.3 : NUMBER OF EMPLOYEES BY PRIORITY ACCORDED TO MODE OF TRAINING BY JOB LEVEL

PRIORITY RANKED FOR PART-TIME DAY RELEASE COURSE

Branch	Priority	Priority 1	Priority 2	Priority 3	Refusal	Total
	Job Level					
Hotels	Managerial/Professional	151	330	651	742	1874
	Supervisory/Technician	690	1245	2368	3453	7756
	Craft/Operative	2635	2321	4255	7460	16671
	Administrative and Others	93	179	301	357	930
	Total	3569	4075	7575	12012	27231
Chinese Restaurants Operated by Hotels	Managerial/Professional	7	10	33	33	83
	Supervisory/Technician	62	109	372	424	967
	Craft/Operative	116	88	227	331	762
	Administrative and Others	-	-	-	-	-
	Total	185	207	632	788	1812
All Branches	Managerial/Professional	158	340	684	775	1957
	Supervisory/Technician	752	1354	2740	3877	8723
	Craft/Operative	2751	2409	4482	7791	17433
	Administrative and Others	93	179	301	357	930
	Total	3754	4282	8207	12800	29043

TABLE 18 : NUMBER OF EMPLOYEES HAD BEEN PROVIDED WITH TRAINING IN THE PAST 12 MONTHS**HOTEL INDUSTRY****INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS**

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
MANAGERIAL SKILLS					
Business and Financial Strategic Planning, Implementation and Evaluation	84	18	-	-	102
Human Resources Management	101	53	-	2	156
Strategic Planning, Implementation and Evaluation	74	47	20	9	150
Supervisory Techniques, Leadership Skills	171	463	22	4	660
Risk Management	89	58	1	-	148
Others	41	46	56	7	150
TRADE SKILLS					
Sales and Marketing	57	101	6	31	195
Finance and Accounting	15	44	8	34	101
Culinary	15	57	324	-	396
Restaurant Service	12	140	792	-	944
Wine	12	96	404	-	512
Spa and Wellness	4	9	70	-	83
Convention and Event Management	3	15	10	-	28
Hygiene and Food Safety	96	380	1541	18	2035
Others	6	6	45	-	57
GENERIC SKILLS					
Service Attitude, Customer Service	177	736	3067	118	4098
Communication	181	476	1192	87	1936
Problem Solving	107	250	545	71	973
Others	21	59	80	12	172
LANGUAGE					
Putonghua	19	220	950	32	1221
English	67	396	1840	104	2407
Others	-	20	85	5	110
Unspecified/Refused	24	58	32	6	120
Total	1376	3748	11090	540	16754

TABLE 18A : NUMBER OF EMPLOYEES HAD BEEN PROVIDED WITH TRAINING IN THE PAST 12 MONTHS

BRANCH 1 : HOTELS

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
MANAGERIAL SKILLS					
Business and Financial Strategic Planning, Implementation and Evaluation	83	18	-	-	101
Human Resources Management	98	50	-	2	150
Strategic Planning, Implementation and Evaluation	73	47	20	9	149
Supervisory Techniques, Leadership Skills	168	462	22	4	656
Risk Management	89	58	1	-	148
Others	41	46	56	7	150
TRADE SKILLS					
Sales and Marketing	57	101	6	31	195
Finance and Accounting	15	44	8	34	101
Culinary	11	40	317	-	368
Restaurant Service	12	134	766	-	912
Wine	12	94	396	-	502
Spa and Wellness	4	9	70	-	83
Convention and Event Management	3	15	10	-	28
Hygiene and Food Safety	87	301	1464	18	1870
Others	6	6	45	-	57
GENERIC SKILLS					
Service Attitude, Customer Service	172	721	3033	118	4044
Communication	176	469	1170	87	1902
Problem Solving	105	249	533	71	958
Others	21	59	80	12	172
LANGUAGE					
Putonghua	19	214	938	32	1203
English	67	386	1817	104	2374
Others	-	20	85	5	110
Unspecified/Refused	22	48	32	6	108
Total	1341	3591	10869	540	16341

TABLE 18B : NUMBER OF EMPLOYEES HAD BEEN PROVIDED WITH TRAINING IN THE PAST 12 MONTHS

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Type of Training	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
MANAGERIAL SKILLS					
Business and Financial Strategic Planning, Implementation and Evaluation	1	-	-	-	1
Human Resources Management	3	3	-	-	6
Strategic Planning, Implementation and Evaluation	1	-	-	-	1
Supervisory Techniques, Leadership Skills	3	1	-	-	4
Risk Management	-	-	-	-	-
Others	-	-	-	-	-
TRADE SKILLS					
Sales and Marketing	-	-	-	-	-
Finance and Accounting	-	-	-	-	-
Culinary	4	17	7	-	28
Restaurant Service	-	6	26	-	32
Wine	-	2	8	-	10
Spa and Wellness	-	-	-	-	-
Convention and Event Management	-	-	-	-	-
Hygiene and Food Safety	9	79	77	-	165
Others	-	-	-	-	-
GENERIC SKILLS					
Service Attitude, Customer Service	5	15	34	-	54
Communication	5	7	22	-	34
Problem Solving	2	1	12	-	15
Others	-	-	-	-	-
LANGUAGE					
Putonghua	-	6	12	-	18
English	-	10	23	-	33
Others	-	-	-	-	-
Unspecified/Refused	2	10	-	-	12
Total	35	157	221	-	413

**TABLE 19 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS**

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Type of Training	Job Level Period	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Management Skills	Past 12 Months	560	685	99	22
Next 12 Months		577	727	109	32	1445
% Change		3.04%	6.13%	10.10%	45.45%	5.78%
Trade Skills	Past 12 Months	220	848	3200	83	4351
	Next 12 Months	231	913	3436	85	4665
	% Change	5.00%	7.67%	7.38%	2.41%	7.22%
Generic Skills	Past 12 Months	486	1521	4884	288	7179
	Next 12 Months	496	1611	5364	293	7764
	% Change	2.06%	5.92%	9.83%	1.74%	8.15%
Language	Past 12 Months	110	694	2907	147	3858
	Next 12 Months	100	699	3136	167	4102
	% Change	-9.09%	0.72%	7.88%	13.61%	6.32%
Total	Past 12 Months	1376	3748	11090	540	16754
	Next 12 Months	1404	3950	12045	577	17976
	% Change	2.03%	5.39%	8.61%	6.85%	7.29%

**TABLE 19A : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS**

BRANCH 1 : HOTELS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Management Skills	Past 12 Months	552	681	99	22	1354
	Next 12 Months	569	723	109	32	1433
	% Change	3.08%	6.17%	10.10%	45.45%	5.83%
Trade Skills	Past 12 Months	207	744	3082	83	4116
	Next 12 Months	218	809	3318	85	4430
	% Change	5.31%	8.74%	7.66%	2.41%	7.63%
Generic Skills	Past 12 Months	474	1498	4816	288	7076
	Next 12 Months	484	1588	5296	293	7661
	% Change	2.11%	6.01%	9.97%	1.74%	8.27%
Language	Past 12 Months	108	668	2872	147	3795
	Next 12 Months	100	683	3101	167	4051
	% Change	-7.41%	2.25%	7.97%	13.61%	6.75%
Total	Past 12 Months	1341	3591	10869	540	16341
	Next 12 Months	1371	3803	11824	577	17575
	% Change	2.24%	5.90%	8.79%	6.85%	7.55%

**TABLE 19B : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS**

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Management Skills	Past 12 Months	8	4	-	-	12
	Next 12 Months	8	4	-	-	12
	% Change	0.00%	0.00%	-	-	0.00%
Trade Skills	Past 12 Months	13	104	118	-	235
	Next 12 Months	13	104	118	-	235
	% Change	0.00%	0.00%	0.00%	-	0.00%
Generic Skills	Past 12 Months	12	23	68	-	103
	Next 12 Months	12	23	68	-	103
	% Change	0.00%	0.00%	0.00%	-	0.00%
Language	Past 12 Months	2	26	35	-	63
	Next 12 Months	0	16	35	-	51
	% Change	-100.00%	-38.46%	0.00%	-	-19.05%
Total	Past 12 Months	35	157	221	-	413
	Next 12 Months	33	147	221	-	401
	% Change	-5.71%	-6.37%	0.00%	-	-2.91%

**TABLE 20 : INTENTION TO PURCHASE TRAINING FROM AN OUTSIDE TRAINING PROVIDER
FOR THE STAFF IN THE COMING 12 MONTHS**

Branch	Response			Total
	With Intention	No Intention	Unspecified	
Hotels	46	47	35	128
Chinese Restaurants Operated by Hotels	17	8	18	43
All Branches	63	55	53	171

TABLE 21 : NUMBER OF HOTEL OPERATE A SPA

HOTEL INDUSTRY

Branch	Operated by the Hotel	Operated by Outsourced Contractor	No Spa Facilities	Refusal	Total
Hotels	5	3	90	30	128

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

Branch \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Hotels	217	426	1921	125	2689
Chinese Restaurants Operated by Hotels	4	8	37	-	49
All Branches	221	434	1958	125	2738

TABLE 23 : DIFFICULTIES ENCOUNTERED IN RECRUITMENT OF EMPLOYEES
AT VARIOUS JOB LEVELS IN THE PAST 12 MONTHS

Branch	Yes	No	No recruitment nor tried to recruit	Unspecified / Refusal	Total
Hotels	40	49	5	34	128
Chinese Restaurants Operated by Hotels	6	12	7	18	43
Total	46	61	12	52	171

TABLE 24 : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES

HOTEL INDUSTRY

INCLUDING HOTELS AND CHINESE RESTAURANTS OPERATED BY HOTELS

Job Level Reasons	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Lack of candidates with relevant experience	14	17	27	8	66
Unsatisfactory terms of employment	3	6	16	2	27
Unsatisfactory working environment	1	1	3	1	6
Limited career prospects	-	1	4	-	5
Insufficient trained/qualified manpower in the related disciplines	6	8	16	6	36
Competition for manpower from Mainland/ Macao/ Other cities	2	4	2	2	10
Others	3	5	6	2	16
Total	29	42	74	21	166

TABLE 24A : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES

BRANCH 1 : HOTELS

Job Level Reasons	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Lack of candidates with relevant experience	12	14	25	8	59
Unsatisfactory terms of employment	2	5	13	2	22
Unsatisfactory working environment	1	1	3	1	6
Limited career prospects	-	1	4	-	5
Insufficient trained/qualified manpower in the related disciplines	6	8	15	6	35
Competition for manpower from Mainland/ Macao/ Other cities	2	3	2	2	9
Others	2	4	5	2	13
Total	25	36	67	21	149

TABLE 24B : REASONS FOR ENCOUNTERING RECRUITMENT DIFFICULTIES

BRANCH 2 : CHINESE RESTAURANTS OPERATED BY HOTELS

Reasons \ Job Level	Managerial / Professional	Supervisory / Technician	Craft / Operative	Administrative and Others	Total
Lack of candidates with relevant experience	2	3	2	-	7
Unsatisfactory terms of employment	1	1	3	-	5
Unsatisfactory working environment	-	-	-	-	-
Limited career prospects	-	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	-	-	1	-	1
Competition for manpower from Mainland/ Macao/ Other cities	-	1	-	-	1
Others	1	1	1	-	3
Total	4	6	7	-	17