

2015 MANPOWER SURVEY REPORT

CATERING INDUSTRY

飲食業

二〇一五年人力調查報告

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 – 21
 <u>Section</u>		
I. Introduction	1.1 – 1.15	22 – 25
II. Summary of Survey Findings	2.1 – 2.24	26 – 53
III. Conclusions	3.1 – 3.53	54 – 71
IV. Recommendations	4.1 – 4.20	72 – 81
 <u>Appendix</u>		
1. Membership of the Hotel, Catering and Tourism Training Board		82 – 83
2. Membership List of the Working Party on 2015 Catering Industry Manpower Survey		84
3. Terms of Reference of the Hotel, Catering and Tourism Training Board		85
4. Analysis of Result of Enumeration		86
5. Survey Documents and Questionnaires		87 – 172
6. Manpower Projection for the Catering Industry for 2016-2018 by the Labour Market Analysis (LMA) Approach		173 – 175
7. Statistical Tables		176 – 338

APPENDIX 7

STATISTICAL TABLES

		<u>Page</u>
Table 1	Number of Employed (Excluding Trainees/ Apprentices) –Catering Industry	177
Table 2	Number of Vacancies and Trainees/ Apprentices Employed –Catering Industry	178 – 182
Table 2.1	Number of Vacancies and Trainees/ Apprentices Employed –Chinese Restaurants	183 – 185
Table 2.2	Number of Vacancies and Trainees/ Apprentices Employed –Restaurants other than Chinese	186 – 187
Table 2.3	Number of Vacancies and Trainees/ Apprentices Employed –Fast Food Shops	188
Table 2.4	Number of Vacancies and Trainees/ Apprentices Employed –Beverage Serving Places	189 – 190
Table 2.5	Number of Vacancies and Trainees/ Apprentices Employed –Event Catering and Other Meal / Food Service Activities	191 – 193
Table 2.6	Number of Vacancies and Trainees/ Apprentices Employed –Supplementary Samples	194 – 197
Table 3	Number of Employees by Preferred Education –Catering Industry	198 – 207
Table 3.1	Number of Employees by Preferred Education –Chinese Restaurants	208 – 214

Table 3.2	Number of Employees by Preferred Education –Restaurants other than Chinese	215 – 219
Table 3.3	Number of Employees by Preferred Education –Fast Food Shops	220 – 222
Table 3.4	Number of Employees by Preferred Education –Beverage Serving Places	223 – 225
Table 3.5	Number of Employees by Preferred Education –Event Catering and Other Meal / Food Service Activities	226 – 231
Table 3.6	Number of Employees by Preferred Education –Supplementary Samples	232 – 240
Table 4	Distribution of Employees by Monthly Income Range –Catering Industry	241 – 248
Table 4.1	Distribution of Employees by Monthly Income Range –Chinese Restaurants	249 – 254
Table 4.2	Distribution of Employees by Monthly Income Range –Restaurants other than Chinese	255 – 258
Table 4.3	Distribution of Employees by Monthly Income Range –Fast Food Shops	259 – 260
Table 4.4	Distribution of Employees by Monthly Income Range –Beverage Serving Places	261 – 262
Table 4.5	Distribution of Employees by Monthly Income Range –Event Catering and Other Meal / Food Service Activities	263 – 267
Table 4.6	Distribution of Employees by Monthly Income Range –Supplementary Samples	268 – 274

Table 5	Distribution of Part-Time Employees by Average Monthly Income Range –Catering Industry	275 – 276
Table 5.1	Distribution of Part-Time Employees by Average Monthly Income Range –Chinese Restaurants	277 – 278
Table 5.2	Distribution of Part-Time Employees by Average Monthly Income Range –Restaurants other than Chinese	279
Table 5.3	Distribution of Part-Time Employees by Average Monthly Income Range –Fast Food Shops	280
Table 5.4	Distribution of Part-Time Employees by Average Monthly Income Range –Event Catering and Other Meal / Food Service Activities	281
Table 6	Distribution of Part-Time Employees by Average Daily Income Range –Catering Industry	282
Table 6.1	Distribution of Part-Time Employees by Average Daily Income Range –Chinese Restaurants	283
Table 6.2	Distribution of Part-Time Employees by Average Daily Income Range –Restaurants other than Chinese	284
Table 6.3	Distribution of Part-Time Employees by Average Daily Income Range –Fast Food Shops	285
Table 6.4	Distribution of Part-Time Employees by Average Daily	286

Income Range
 –Event Catering and Other Meal / Food Service Activities

Table 6.5	Distribution of Part-Time Employees by Average Daily Income Range –Supplementary Samples	287
Table 7	Distribution of Part-Time Employees by Average Hourly Income Range –Catering Industry	288 – 290
Table 7.1	Distribution of Part-Time Employees by Average Hourly Income Range –Chinese Restaurants	291
Table 7.2	Distribution of Part-Time Employees by Average Hourly Income Range –Restaurants other than Chinese	292
Table 7.3	Distribution of Part-Time Employees by Average Hourly Income Range –Fast Food Shops	293
Table 7.4	Distribution of Part-Time Employees by Average Hourly Income Range –Beverage Serving Places	294
Table 7.5	Distribution of Part-Time Employees by Average Hourly Income Range –Event Catering and Other Meal / Food Service Activities	295 – 296
Table 7.6	Distribution of Part-Time Employees by Average Hourly Income Range –Supplementary Samples	297
Table 8	Number of Internal Promotion	298

Table 9	Number of Recruits in the Past 12 Months	299
Table 10	Number of New Recruits Without Catering Industry Experience in the Past 12 Months	300
Table 11	Number of New Recruits who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months	301
Table 12	Average Years of Catering Industry Experience before Occupying the Post	302 – 303
Table 13	Number of Employees by Average man-Day of Training in the Past 12 Months	304 – 305
Table 14.1	Priority Accorded to Mode of Training for Employees –Priority Ranked for Part- Time Day Release	306 – 307
Table 14.2	Priority Accorded to Mode of Training for Employees –Priority Ranked for Evening Course	308 – 309
Table 14.3	Priority Accorded to Mode of Training for Employees –Priority Ranked for Seminar/ Workshop	310 – 311
Table 15	Number of Employees Who Had Been Provided With the Training in the Past 12 Months –Catering Industry	312 – 313
Table 15.1	Number of Employees Who Had Been Provided With the Training in the Past 12 Months –Chinese Restaurants	314 – 315

Table 15.2	Number of Employees Who Had Been Provided With the Training in the Past 12 Months –Restaurants other than Chinese	316 – 317
Table 15.3	Number of Employees Who Had Been Provided With the Training in the Past 12 Months –Fast Food Shops	318 – 319
Table 15.4	Number of Employees Who Had Been Provided With the Training in the Past 12 Months –Beverage Serving Places	320 – 321
Table 15.5	Number of Employees Who Had Been Provided With the Training in the Past 12 Months –Event Catering and Other Meal / Food Service Activities	322 – 323
Table 15.6	Number of Employees Who Had Been Provided With the Training in the Past 12 Months –Supplementary Samples	324 – 325
Table 16	Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months –Catering Industry	326
Table 16.1	Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months –Chinese Restaurants	327
Table 16.2	Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months –Restaurants other than Chinese	328
Table 16.3	Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months –Fast Food Shops	329

Table 16.4	Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months –Beverage Serving Places	330
Table 16.5	Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months –Event Catering and Other Meal / Food Service Activities	331
Table 16.6	Percentage Changes in the Training Plan by Number of Employees for the Past and Coming 12 Months –Supplementary Samples	332
Table 17	Intention to Purchase Training from An Outside Training Provider for the Staff in the Coming 12 Months	333
Table 18	Distribution of Employees by Average Age Range –Catering Industry	334
Table 19	Total Number of Employees Who Had Left the Establishment in the Past 12 Months	335
Table 20	Forecast of Number Employed 12 Months from Now	336
Table 21	Distribution of Full-time Employees and Part-Time Staff by Branch –Catering Industry	337 – 338

EXECUTIVE SUMMARY

Introduction

1. The purpose of the survey is to collect data on the existing manpower situation in order to project future manpower requirements and training needs of the catering industry. The fieldwork took place from 13th October to 13th November 2015 with follow up cases completed in February 2016.

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

Branch 1 – Chinese Restaurants
(HSIC 561109 – 561111)
224 establishments

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

Branch 3 – Fast food shops
(HSIC 561200)
139 establishments

Branch 4 – Beverage serving places
(HSIC 563100 – 563900)
81 establishments

Branch 5 – Event Catering and Other Meal / Food Service Activities
(HSIC 561901 – 561903, 562000)
84 establishments

Branch 6 – Supplementary samples
38 establishments

3. Out of the 729 establishments surveyed, 542 completed and returned the questionnaires and there were 41 refusal cases. Taking into account the remaining 146 establishments that had closed, moved or temporarily ceased operation, the effective response rate was 93%.

Improvements made on Survey Questionnaire

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

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

The Economic Impacts

5. The world economy stumbled in 2015 and only a modest improvement is projected for 2016/17 as a number of cyclical and structural headwinds persist. The world economy is projected to grow by 3.4% in 2016 and 3.6% in 2017, supported by generally less restrictive fiscal and still accommodative monetary policy stances worldwide. (Sources: World Economic Situation and Prospects 2016: Global Economic Outlook, United Nations, New York, January 2016; World Economic Outlook UPDATE, An Update of the key WEO Projections, International Monetary Fund, 19 January 2016.) Growth in advanced economies is projected to rise by 0.2 percentage point in 2016 to 2.1%, and hold steady in 2017. (Source: World Economic Outlook (WEO) Update, 'Subdued Demand, Diminished Prospects', International Monetary Fund, January 2016.)

6. The economic outlook for Asia and the Pacific remains favorable, with the region projected to remain the global growth leader over the medium term. (Source: Executive Summary of Regional Economic Outlook: Asia and Pacific, International Monetary Fund, April 2015.) Real gross domestic product (GDP) growth in Emerging Asia (the ten ASEAN members plus China and India) is expected to slip to 6.2% from 2016 to 2020. The growth in Mainland China's economy is set to slow to an annual average of 6% over the same period while India's annual average growth will reach 7.3%, among the highest in the region. (Source: Economic Outlook for Southeast Asia, China and India 2016, the Organisation for Economic Co-operation and Development (OECD), 22 January 2016; World Economic Outlook (WEO) Update, 'Subdued Demand, Diminished Prospects', International Monetary Fund, January 2016.)

7. In the third quarter of 2015 Hong Kong's exports of services also relapsed to a decline, due to continued contraction of inbound tourism and subdued trade and cargo flows. The still-weak readings for the retail trade and restaurant sectors reflected continued contraction of inbound tourism. Visitor arrivals to Hong Kong down by 2.5% for the whole year. (Sources: Third Quarter Economic Report, Financial Secretary's Office, The HKSAR Government, November 2015; 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, February 2016.) The labour market remained largely stable, with the unemployment rate staying low at 3.3% in 2015. Thanks to the upward adjustment of the Statutory Minimum Wage (SMW) rate since May 2015, low-paid workers enjoyed more appreciable rate growth. (Source: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, February 2016.)

8. Due to various global, macro-economic and local factors, total visitor arrivals to Hong Kong dropped 2.5% to 59.31 million in 2015. However, tourism continues to be one of the pillars of Hong Kong economy, employing over 270 000 (Figure according to the Four key Industries provided by the C&SD which included employment of (A) Inbound tourism covering retail trade, accommodation services, food and beverage services, cross-boundary passenger transport services and others; and (B) Outbound tourism covering travel agency, reservation services and related activities, and cross-boundary passenger transport services) people and accounting for over 5% of GDP. (Source: Press Release, LCQ5: Tourism promotion projects and programmes, Commerce and Economic Development Bureau, The HKSAR Government, 27 January, 2016.) In 2015, total spending associated with inbound tourism decreased 7.5% to HK\$332.3 billion over 2014. [Note: According to Hong Kong Tourism Board's statistics, the total spending of overnight Mainland visitors on "Meals outside hotels" edged up by 0.9% in 2015 over 2014 to HK\$15.9 billion, and their per capita spending on the same category increased by 7.0% in 2015 to HK\$885. The spending of all overnight visitors on the same category also showed increases last year.] (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; <http://news.wenweipo.com/2016/02/18/IN1602180015.htm>, Wen Wei Po, 18 February 2016; Tourism Performance in 2015, Tourism Commission, 29 August 2016; Tourism Expenditure Associated to Inbound Tourism 2015, Hong Kong Tourism Board (HKTB), April 2016.)

9. The tourism industry has entered a period of consolidation. In view of the changing mix and spending pattern of visitors, the development strategy of tourism industry has to be reviewed. The focus is to highlight the unique and diversified experiences Hong Kong offers and showcase our gourmet culture. In this regard, promotion initiatives include inviting international media and celebrities to experience different types of cuisines in Hong Kong, thereby promoting our food culture to overseas consumers; and inviting local celebrity chefs to join HKTB's overseas promotion to showcase our culinary expertise. Moreover, the Government will assist the industry to open up new visitor sources through various means, including implementation of the matching fund for promoting tourist attractions, promotion of shopping, spending, Meetings, Incentive Travels, Conventions and Exhibitions (MICE) tourism and "fly-cruise" tours, as well as continuing to promote Hong Kong's natural scenery, her unique history and culture. The combined efforts by the Government and the industry partners will hopefully bring more high-spending visitors to Hong Kong, thereby leading to a positive impact on the catering industry. (Sources: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, February 2016; The 2016-17 Budget - Budget Speech, The HKSAR Government, 24 February 2016; Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

10. For Hong Kong's economy in 2015, underlying inflation averaged 2.5%, down from 3.5% in 2014, representing continued easing in inflation for the fourth year in a row. (Source: Press Release, Consumer Price Indices for December 2015, The HKSAR Government, 16 January 2016.) In 2015, section indices registering year-on-year rates of increase in all the Composite Consumer Price Index (CPI), included electricity, gas and water (8.5%); housing (5.1%); food (4.0%); alcoholic drinks and tobacco (1.3%); miscellaneous services (1.1%) and miscellaneous goods (1.0%). The top 5 food groups contributing to the price increases included salt-water fish (7.7%), poultry (13.7%), fresh fruit (6.1%), pork (3.6%) and other fresh sea products (7.5%). (Source: Annual Report on the Consumer Price Index 2015, C&SD, The HKSAR Government, 25 February 2016.) Underlying

Composite CPI is forecast to increase by an average of 2% in 2016, lower than that of 2.5% in 2015, signifying the fifth consecutive year of easing. The trend rate of change in the underlying Composite CPI in Hong Kong from 2017 to 2020 is forecast at 2.5% per annum. (Source: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, 24 February, 2016.)

Industry Outlook

11. For 2015 as a whole, the value of total receipts for the restaurants sector was provisionally estimated at HK\$104.4 billion, representing an increase of 3.9% in value but a decrease of 0.3% in volume compared with the whole year of 2014. Over the same period in 2016, the provisional value of total purchases by restaurants increased by 2.2% to HK\$35.2 billion over a year earlier. Analysed by type of restaurant and comparing the whole year of 2015 with the whole year of 2014, total receipts of Chinese restaurants increased by 1.9% in value but decreased by 2.4% in volume. Total receipts of non-Chinese restaurants increased by 5.4% in value and 1.1% in volume. Total receipts of fast food shops increased by 6.8% in value and 2.7% in volume. Total receipts of miscellaneous eating and drinking places increased by 5.3% in value and 0.5% in volume. As for bars, total receipts remained virtually unchanged in value but decreased by 3.5% in volume. (Source: Report on Quarterly Survey of Restaurant Receipts and Purchases (Fourth Quarter 2015), C&SD, The HKSAR Government, 2 February, 2016.)

12. The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; the number of general restaurant licenses increased from 8 713 in 2012 to 9 718 in 2015, representing an increase of 1005 or 11.5%. Light refreshment restaurant licenses increased from 3 116 in 2012 to 3 420 in 2015, representing an increase of 304 or 9.8% over the last 4 years. The number of liquor licenses issued has equally increased, reaching a total of 6 901 in 2015 as compared to 5 735 in 2012, an increase of 20%. There were 436 Club Liquor licenses in 2015 as compared to 482 in 2012, representing a drop of 46 licences or 9.5%. (Source: Food and Environmental Hygiene Department, The HKSAR Government, website retrieved on 7 March 2016 - http://www.fehd.gov.hk/english/statistics/pleasant_environment/statistienh_2012_2015.html)

13. Industry personnel indicated that the average annual increase in sales revenue was around 8% - 10% in the past 10 years. Factors affecting restaurant receipts, included the decrease in visitors' arrival, the appreciation of Hong Kong currency etc. (Source: "The Review of Catering Industry 2015", Hong Kong Commercial Daily, 1 December 2015.) In order to reduce the industry's cost of operation and enhance Hong Kong's attractions and competitiveness, the licence fees for restaurants and hawkers and fees for restricted food permits have been waived for one year, benefiting 27 000 restaurants and operators. (Source: The 2016-17 Budget - Budget Speech, The HKSAR Government, 24 February 2016.)

14. In 2015, imports of wine amounted to HK\$10.76 billion, an increase of 27.6% as compared to 2014. In volume terms, Hong Kong imported over 63 million litres of wine in 2015, up by 23% as compared to 2014. (Source: Total imports and re-exports, www.wine.gov.hk, The HKSAR Government, December 2015.) The HKSAR Government has provided keen support for wine business. Maintaining the quality of wine workers is as important as having an enough number of them in upholding Hong Kong's status as a wine hub. Moreover, wine industry employers should encourage employees to receive training and gain wine-related professional and vocational qualifications where appropriate. They may do so through sponsoring tuition fee, or making work

arrangements to facilitate their studies. (Source: Report of the Manpower Survey for the Wine Industry, wine.gov.hk, The HKSAR Government, August 2014.)

15. The HKSAR Government has been synchronising the strategies of various agencies in promoting wine trading and distributions. Key wine-related industry promotional events which were held / to be held in 2015/16 include:

- a) May 2015, HOFEX 2015 - The Sixteenth International Exhibition of Food & Drink, Hotel, Restaurant & Food Service Equipment, Supplies & Services. It attracted over 38 053 professional buyers and 2 418 international suppliers and distributors. The next HOFEX will be held from 8 – 11 May 2017 in Hong Kong. (Source: What is HOFEX?, HOFEX, <http://www.hofex.com>)
- b) October 2015 - The Hong Kong Wine and Dine Festival. A four-day epicurean extravaganza with 300 booths, around 144,000 people came to the 2015 event to sample great wines and culinary offerings from 23 countries. In order to highlight the food culture of Hong Kong, the Government will expand the Wine and Dine Festival to be held in October 2016. (Source: Discover Hong Kong, the HKTB, <http://www.discoverhongkong.com/eng/see-do/events-festivals/highlight-events/wine-dine-festival.jsp>.)
- c) November 2015 - the eighth Hong Kong Trade Development Council (HKTDC) Hong Kong International Wine and Spirits Fair - The number of exhibitors increased to 1 065, attracting over 20 394 delegates. The ninth fair will be held from 10 – 12 November 2016. (Source: Hong Kong International Wine and Spirit Fair, HKTDC, http://www.hktdc.com/fair/hkwinefair-en/s/2715-General_Information/HKTDC-Hong-Kong-International-Wine-and-Spirits-Fair/Fair-Details.html.)
- d) May 2016 - Vinexpo Hong Kong (formerly Asia-Pacific) - A major international wine exhibition, the 7th show in Hong Kong. It has attracted 1300 trade exhibitors from all over the world and 16 700 trade visitors during the 3 days of exhibition. (Source: VINEXPO Hong Kong 2016, <http://www.vinexpohongkong.com/wp-content/uploads/sites/2/2016/05/DP-Anglais-final.pdf>.)

16. Similar wine and dine festivals and activities will continue to be held for buttressing Hong Kong as a wine hub of the region. In 2016/17, the HKTB will continue to launch the “New Tour Product Development Scheme” through subsidizing part of the costs for marketing the tours. Among these, the theme on wine and dine will be covered.

17. To reinvent Hong Kong’s tourism image, the edges of our local gourmet culture will be promoted by the HKTB through various marketing and PR initiatives and hosting mega events. The Tourism Commission will launch a 2-year pilot scheme by end of 2016 or early 2017. 16 food trucks will operate on a rotational basis at eight designated tourist attractions. As a tourism initiative, the positioning of food trucks is to enhance and complement the existing food landscape in Hong Kong and to bring more specialty gourmet food to tourists and the locals. (Sources: Legislative Council Panel on Economic Development Introduction of Food Trucks to Hong Kong, The HKSAR Government, 15 December 2015; The 2016-17 Budget - Budget Speech, The HKSAR Government, 24 February 2016; Food Truck Pilot Scheme, Tourism Commission, 29 August 2016.)

18. With the commissioning of the Kai Tak Cruise Terminal (KTCT) in June 2013, more international cruise lines are deploying large cruise vessels to homeport or transit at Hong Kong. In 2015, there were 142 ship calls in total at various berthing facilities in Hong Kong, including KTCT. The Tourism Commission expects the growth in number of ship calls will continue in the coming year. The increased number of ship calls would also mean an increase in the total cruise passenger throughput. The Tourism Commission will continue to work closely with the HKTB and the terminal operators to develop cruise tourism in Hong Kong. Also, the HKTB is putting efforts in strengthening its promotion programmes on “fly-cruise”, with a view to further expanding the source markets other than in Hong Kong and Southern China, and increasing the number of cruise passengers staying overnight in Hong Kong, hence bringing benefits to relevant sectors in Hong Kong such as hotel and retail trade. (Source: Press Release, “SCED’s speaking notes on commerce, industry and tourism areas tabled at LegCo Finance Committee special meeting”, Commerce and Economic Development Bureau, The HKSAR Government, 30 March 2015; Cruise Passenger Statistics by Nationality / Territory, HKTB, January 2016; KTCT Year-on-Year development, KTCT Official Website [<http://www.kaitakcruiseterminal.com.hk/highlights/>], January 2016; Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; Replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2016-17, Commerce and Economic Development Bureau, 2 April 2016.)

19. Long term large-scale tourism development projects promote leisure and tourism activities which also contribute to the catering industry. The Kai Tak Fantasy (KTF) project has been stepping forward with various initiatives launched to realise its vision to become a remarkable landmark with unrivalled potential to develop into a world-class tourism, entertainment and leisure hub. (Source: "Kai Tak Fantasy Takes Flight", Kai Tak on the Move (Issue 24), Kai Tak Development (KTD), The HKSAR Government, March 2016.) It is envisaged that the provision of outdoor dining services, event and performance areas and small-scale retail kiosks would suit with the ambience of this particular promenade and help bring about a lively harbourfront in KTD. It is proposed that around 60% of the permissible commercial area be designated for “Eating Place” with alfresco dining area. (Source: Proposed Development with "Eating Place" and "Shop & Services" for the Promenade Fronting Hotel Sites at Kai Tak Runway [TFKT/03/2016], Twentieth Meeting of Task Force on Kai Tak Harbourfront Development, The HKSAR Government, 1 March 2016.)

Lantau is planned to be developed into a diversified multi-modal recreation and tourism facilities to shape Lantau as a kaleidoscopic recreation and tourism destination. Upon the commissioning of the Hong Kong-Zhuhai-Macao Bridge (HZMB), Lantau will become the converging point of these three areas which in turn provide ample opportunities for business and travelling. (Sources: Lantau Development Advisory Committee First-term Work Report, Lantau Development Advisory Committee, Development Bureau, The HKSAR Government, January 2016; Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

20. To further provide complementary services for visitors, the first hotel in the Ocean Park and an all-weather indoor cum outdoor waterpark at Tai Shue Wan are targeted for completion in 2017 and the second half of 2018 respectively. The construction work of the second hotel is expected to commence in 2017 for completion in 2020. (Source: Hong Kong: Fact Sheet – Tourism, The HKSAR Government, May 2016.) Moreover, the new 750-room hotel in Hong Kong Disneyland Resort is slated to open in 2017. (Source: Press Release, “Hong Kong Disneyland Resort to kick off year-long 10th anniversary celebration Resort to honor 10 magical years of growth in Hong Kong with new

attractions and entertainment”, Hong Kong Disneyland, 11 September 2016.) These new facilities provide convenient accommodations for guests spending multiple days and promote the usage of the catering services in the new entertainment facilities and hotels.

21. The discussions among the three Governments about the cross-boundary transport arrangements for the HZMB is progressing. The relevant arrangements aim at meeting the needs of local residents, travellers and trades in the three places, so as to maximise the economic and transport benefits of the HZMB. (Source: Transport Advisory Committee (TAC) briefed on latest development of HZMB transport arrangements, Press Release, The HKSAR Government, 23 February 2016.) More business arrivals from the Mainland and overseas can be anticipated.

The Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL) connecting Hong Kong with 18 cities in Mainland will enhance the strategic position of Hong Kong as the southern gate of the Mainland. Upon completion of the XRL planned for the third quarter of 2018, it will benefit Hong Kong’s various service industries, promote Hong Kong’s tourism, and create over 10,000 direct job opportunities. (Source: <http://www.facebook.com/govnews.hk/photos/pcb.1714658898756826/1714658758756840/?type=3&theater>, facebook of news.gov.hk, The HKSAR Government, 12 January 2016.)

22. The Airport Authority Hong Kong is pressing ahead with the implementation of the three-runway system project, which is expected to complete in eight years. Upon full operation of the three-runway system, the airport will be able to handle 100 million passengers and nine million tonnes of cargo annually in 2030. (Source: “Third runway plan endorsed”, news.gov.hk, The HKSAR Government, 17 March 2015.)

23. In view of the aforementioned combined efforts of industry partners, a positive outlook for the tourist and business arrivals is anticipated in the years to come. A consistent supply of first-class industry personnel to defend Hong Kong’s claim to be Asia’s culinary capital will be required.

24. To remain competitive and in order to help define Hong Kong’s reputation in a globalized business environment, the local catering industry needs to remain vigilant to latest industry developments and trends locally and overseas.

25. Due to shortage of manpower and high operating costs in running individual production kitchens, it has been a developing trend that centralized production kitchens are gaining popularity in the catering sector. In order to lower the business costs, professionalize the quality of food and enhance efficiency, group restaurants/ restaurant chains are encouraged to consider setting up Central Kitchens (or Production Kitchens). These production kitchens are similar to downsized food production factories, lowering the costs by mass production and bulk purchases. (Source: Press Release, ‘飲食業的未來健康元素’, The Association for Hong Kong Catering Services Management Limited.)

26. People are increasingly becoming health conscious in particular with the food they consume. The Consumer Council of Hong Kong joined hands with 35 other consumer organisations to call on the three leading international fast food chain and six local fast food chains to phase out sourcing and serving food produced from animals routinely given antibiotics. Multinational fast food chains, leveraging their international procurement power, are in strong position to influence suppliers and agricultural producers to reduce or even stop routinely giving the animals antibiotics used in human medicine. (Source: “A Global Resonance to Take Antibiotics Off The Menu”, Consumer Council, 15 March 2016.)

27. The Committee on Reduction of Salt and Sugar in Food was set up in March 2015 for making recommendations to the Secretary for Food and Health on the formulation of policy directions and work plans to reduce the intake of salt and sugar by the public, as well as to reduce salt and sugar in food. (Source: Government sets up committee to promote reduction of salt and sugar in food, Press Release, The HKSAR Government, 13 March 2015.) To achieve the goal in reducing salt and sugar in food in a progressive manner, sustained efforts in enhancing education and providing incentives are necessary for the industry and the public to gradually adapt to the changes. (Source: Committee on Reduction of Salt and Sugar in Food discusses measures to reduce salt and sugar, Press Release, The HKSAR Government, 8 January 2016.)

28. As a reaction to several food scandals in 2015, online food traders would be required under new guidelines announced in December 2015 to display licences on their websites and ensure the proper temperature during delivery. The measures have come into force in the first quarter of 2016 and opened for application of Restricted Food Permit (Online Sale or Offer for Sale of Prepackaged Restricted Food Without Handling and Storage of Food for Sale on Business Premises). (Sources: Online food trade in Hong Kong set for new guidelines following food scandals, SCMP, 3 December 2016; Application for permits for online sale of restricted foods, Food and Environmental Hygiene Department, The HKSAR Government, 22 February 2016.)

29. The emergence of mobile devices and cloud computing has been making an impact on the catering industry more than ever. To enhance competitiveness, the SME Cloud Promotion Campaign launched by the HKSAR Government encourages small and medium enterprises (SMEs) to take advantage of information and communications technology to maximize their revenue. Relevant training courses organized by trade associations enhanced the understanding of applying the I-Cloud technology to their businesses. (Source: Speech by Miss Joey Lam, JP, Deputy Government Chief Information Officer (Policy and Community) at the “SME Cloud Promotion Campaign Training Program for Catering - Results Announcement and Closing Ceremony”, The Office of the Government Chief Information Officer, The HKSAR Government, 30 April 2015.)

30. The use of food-related applications (apps) on smart phones become more popular in Hong Kong these years. Some restaurants have developed their own apps to engage their customers and enhance customer service. Food menu apps make customer interactions, food preparation, and other essential functions faster, simpler, and more responsive. Loyalty programmes, dining promotions, inventory management, kitchen staff management, dashboard and home delivery can all be managed by a single app. It's a win-win situation for guests, employees and the restaurant. (Source: Pairing taste and technology, iPad in Business, Apple.)

31. The rise of social media has led to a shift in the way consumers view food brands and the way that food brands interact with their customers. In Hong Kong, people will take restaurant reviews obtained online as a reference though the objectiveness of these reviews have often been questioned. (Source: ‘Openrice 食評公正性屢受質疑 網民力撐被屈食肆’, Metro Daily, 9 November 2015.) Managing the social media platform timely and tactfully is a valuable skill for catering operators.

32. Caring for the interest of the visually impaired in dish ordering, the institution of Dining Art co-operated with the Hong Kong Blind Union and came up with the Braille menu. Details of the dishes including ingredients can be communicated effectively and is highly appreciated by this group of customers. Furthermore, it saves manpower to read and explain the menu items to their customers. The usage of the Braille menu is therefore highly recommended. (Source: ‘餐廳老闆做盲人領跑員 食肆推「點字餐牌」’, Apple Daily, 10 November 2015.)

33. Hong Kong has lived up to her credits to be reputed as a “Gourmet Paradise”. The Michelin Guide 2016 edition highlights the variety and quality of the city’s dining offerings, from high-end to street food. In 2016, six restaurants in Hong Kong were awarded 3 stars amongst the other 50 plus Michelin-starred restaurants representing the exceptional cuisines offered by Hong Kong. (Source: Michelin Guide, HKTB, February 2016.) The Hong Kong Culinary Team, led by Hong Kong Chefs Association (HKCA), has won some of the world’s most prestigious culinary awards in recent years. The outstanding achievements of our Hong Kong Chefs and students in the international culinary scene truly reflect the exceptional strength and talents found in the local culinary industry and further solidify Hong Kong’s status as an international gourmet paradise. (Source: Press Release, “VTC graduates and students win accolades in international competitions”, Chinese Culinary Institute (CCI), 14 December 2015.) Published by the CCI and supported by industry professionals, “The Taste of Old Hong Kong” which covers the food culture and catering history of Hong Kong over the past century was selected as the Best Culinary History Book in Hong Kong in April 2014 by the Gourmand World Cookbook Awards. Competing with over 200 countries and cities, it was awarded “The Best Culinary History Book” – World Champion in June 2015. (Source: Press Release, “The Taste of Old Hong Kong by CCTI Awarded "The Best Culinary History Book" - World Champion”, CCI, 30 June 2015.)

34. With HKTB’s concentrated resources on driving high-spending overnight visitors, the catering industry is facing both opportunities and challenges. Industry personnel note that many travelers to Hong Kong will have experienced international cuisines in the countries of its origin and will be aware of international standards, leaving the industry with no choice but to raise the standard of training. Joint efforts for elevating the quality of industry manpower amongst industry partners with the relevant support by the HKSAR Government would be deemed necessary and important to upkeep the hard-earned reputation of the industry.

Implications on Manpower

35. Though with signs of slowdown in tourism-related and trade sectors, the labour market remained largely stable. Total employment grew moderately by 1.3% in 2015, and the unemployment rate stayed low at 3.3% in 2015. Thanks to the upward adjustment of the Statutory Minimum Wage (SMW) rate since May 2015 from HK\$30 to HK\$32.5 per hour, low-paid workers enjoyed more appreciable wage growth. (Source: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, 24 February, 2016.) The unemployment rate of food and beverage service activities sector down by 0.2 percentage point. For the low paying sectors as a whole, the unemployment rate edged up from 3.1% in 2014 to 3.2% in 2015, still a relatively low level. Payroll per person in the fourth quarter of 2015 in food and beverage service activities sector has increased by 4.4% comparing to the same period in 2014. Whereas the payroll per person in the first quarter of 2016 in food and beverage service activities sector has increased by 2.4% comparing to the same period in 2014. (Source: Quarterly Report of Wage and Payroll Statistics (Fourth Quarter 2015) AND Quarterly Report of Wage and Payroll Statistics (First Quarter 2016), C&SD, The HKSAR Government, 29 March and 24 June 2016 respectively.)

36. As the number of tourists staying in Hong Kong has a direct impact upon the catering industry, a brief overview of the hotel sector is required. By the end of 2015, Hong Kong had 253 hotels, with over 73 846 rooms. (Source: Hotel Supply Situation – Dec 2015, HKTB, February 2016.) As estimated by the HKTB, there will be around 53 new hotels to be completed during 2016 to 2019 with an additional 10 000 rooms. (Source: Hotel Supply Situation, HKTB, December 2015.) These new hotel developments reflect a positive projection of potential visitors by the hotel developers and

indicate a possible surge in qualified manpower requirements to support the food production, servicing and managing of the dining establishments in these new hotel projects.

37. In 2016 - 17, the HKTB will take active steps to increase visitor arrivals by stepping up marketing efforts in source markets, organising mega events and promoting other tourism-related initiatives. The HKTB will change the focus of promotion efforts from shopping to Hong Kong's diversified travel experiences, including Hong Kong's gourmet culture. (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; Press Statement, "Economic Development Commission holds its 10th Meeting.", Tourism Commission, The HKSAR Government, 16 March, 2016.)

38. In 2015, the total overnight business/meetings visitors increased by 4.3% while total overnight MICE arrivals dropped by 5.2% over 2014. (Source: Visitors' Purpose of Visit by Major Market Areas, HKTB, January 2016.) The HKSAR Government will continue to support the HKTB to attract more MICE visitors to come to Hong Kong.

39. With all these marketing and promotional efforts by the HKSAR Government and relevant public bodies, a steady supply of qualified trained manpower to meet the expectations of international epicureans in our unique gourmet culture will be required.

40. In 2015, number of overnight visitors from North Asia (Japan and Korea) rose to over 1.5 million, up by 2.3% over 2014. Overnight visitor arrivals from the Americas has increased by 3% of which USA has risen by 4.7%. Up to April 2016, the South and South East Asia overnight visitor numbers rose to around 873 740, up by 12.7% on a year-to-year basis. Furthermore, overnight visitor arrivals from Europe, Africa and the Middle East has increased by 5.2% while overnight visitors from the Americas up by 3.2% on a yearly basis. (Source: Visitors Arrival Statistics – Apr 2016, HKTB, May 2016.)

41. The catering industry with its sizable employees and establishments must be better equipped to enhance its manpower quality in order to maintain Hong Kong's reputation as the "Culinary Capital of Asia". The Education Bureau of the HKSAR Government assists the catering industry in the establishment of the Qualifications Framework (QF) system to promote education and life-long learning with a view to enhancing their professionalism and competitiveness. Training providers and industry partners are increasingly drawing up programmes pathways for the youngsters and industry personnel riding on the QF platform. Furthermore, Recognition of Prior Learning (RPL) for the Chinese catering industry enables practitioners with various backgrounds to receive formal recognition of the knowledge, skills and experience under the QF with a view to promoting continuing education and life-long learning. It facilitates individuals to set clear directions for further training without starting from scratch.

42. Though the industry is committed to increase professionalism and high standards, Hong Kong's food and beverage industry has a shortage of first-class human resources, as well as an acute shortage of staff especially for serving positions and behind the scenes occupations. As the industry continues to grow and facing intense regional competition, it will need more people at every level of skill and capability. Quality vocational education and training programmes will therefore be required for youngsters as well as in-service personnel ranging from degree, higher diploma and various levels. The Vocational Training Council (VTC) has been dedicated in providing training and education for nurturing culinary and catering talents with articulation pathways for Certificate, Diploma, Higher

Diploma and Degree culinary programmes. To nurture homegrown talents of international cuisines and wine experts, the construction of a new campus for the International Culinary Institute (ICI) in Pokfulam is also under way. ICI's purpose built campus with advanced facilities, together with the CCI and Hotel and Tourism Institute (HTI) in the Southern District of Hong Kong Island will form a campus-like venue called 'Hospitality Pokfulam'. A wide range of modules and programmes at Certificate, Diploma, Higher Diploma and Professional Diploma level in international cuisine, wine, and food and wine pairing, catering events, food product development etc. are available. Alliances and international networking are key success factors in today's knowledge-based economy. This new landmark can become a vibrant hive of hospitality activity that further advances the culinary and hospitality industry of all participating countries and regions.

Summary of Survey Findings

43. The survey reveals that in September 2015, a total of 182 526 persons were employed in the catering industry, of which 8 560 (4.7%) were in the managerial category, 38 556 (21.1%) supervisory category, 133 383 (73.1%) craft/operative category, 2 027 (1.1%) administrative and others category.

44. At the time of the survey, employers reported 7 971 vacancies, or 4.4% of the existing 182 526 posts. The job level with most vacancies was in the craft/operative level (7 607) followed by supervisory level (320), and managerial and professional level (42).

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

Employers' Forecast Manpower Demand

46. Employers forecast that the total number of posts would be 190 597 in September 2016, accounting for an increase of 4.4%. The Training Board observes that the forecast of employers may be conservative. The Training Board adopted the Labour Market Analysis (LMA) approach using statistical modelling to project the manpower of the catering industry for 2016 to 2018. The manpower projection of the catering industry for 2016 to 2018 is shown in the following table:

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach (%)</u>	<u>(%)#</u>
2015	182 526			
2016		190 597 (4.4%)*	189 458 (+3.8%)*	6 932 (+3.8%)
2017			191 819 (+1.2%)**	9 293 (+5.1%)
2018			188 236 (-1.9%)**	5 710 (+3.1%)

* As percentage increase / decrease of the projected manpower against the actual manpower

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

As percentage of increase/decrease in projected manpower as against 2015

Projection on Additional Training Requirements

47. Based on the LMA forecast of manpower growth and adopting the wastage rates of 2% and 7% for the managerial/professional and craft/operative level respectively, the Training Board projected the additional manpower requirements of the industry for 2016 as follows:

Projected Additional Training Requirements for 2016

<u>Job Levels (% of all levels)</u>	<u>No. of Employees (2015)</u>	<u>Annual Wastage (2% / 7%) (A)</u>	<u>Forecast Manpower Growth (3.8%) (B)</u>	<u>Estimated Additional Annual Requirements (A) + (B)</u>
		<u>(A) = 2%</u>		
Managerial / Professional (4.7%)	8 560	171	325	496
Supervisory (21.1%)	38 556	771	1 465	2 236
		<u>(A) = 7%</u>		
Craft / Operative (73.1%)	133 383	9337	5 069	14 406
Administrative and Others (1.1%)	2 027	142	77	219
		—————	—————	—————
Total	182 526	10 421	6 936	17 357

Recommendations

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

- (1) As one of the viable means to promote tourism, the HKSAR Government has indicated in the 2016 Policy Address that it will highlight Hong Kong's unique and diversified experiences and showcase our gourmet culture. In this regard, the HKTB will also actively promote the food culture of Hong Kong to overseas potential consumers through various platforms. To uphold Hong Kong's hard earned reputation as the culinary capital of Asia, a steady stream of qualified culinary and catering personnel to support the industry will be required to showcase our culinary delights and service standards. However, the catering industry has 7 971 job vacancies (i.e. 4.4% of total industry manpower) with the majority at Craft / Operative level. The Training Board supports that training and education on professional industry knowledge and practical skills contributes to a continuous supply of work-ready industry professionals who are in acute demand by the catering industry. To attract youngsters to the industry, it would be deemed necessary for the Government to communicate to the public the value of vocational and professional education and training which parallels academic education. In this regard, the Training Board supports the Government's policy in repositioning vocational education and training (VET) to Vocational and Professional Education and Training (VPET).
- (2) As more hotel and entertainment projects are to be established locally and in nearby regions, competition for operational, supervisory and managerial level staff for different catering and culinary units will remain strong in the coming years. To attract and retain talents in the industry, it is important to enhance the image and quality of the catering industry and related vocational studies. Having state-of-the-art training facilities which align with those of the industry would be necessary in this regard. The Training Board therefore opines that increased provisions must be provided by the Government for further expansion and/or upgrading of the training facilities and capacities to reputable vocational and professional education and training institutions.
- (3) The Training Board urges the HKSAR Government to strengthen public awareness of the professional aspect and promising future of the industry. To fulfil the public demand for higher vocational education qualifications and upward mobility, clear articulation pathways and career development programme plans are available. Locally and internationally recognised quality 'through-train' training programmes in culinary and catering related studies with multiple study pathways are available at accredited vocational education and training institutions. The Training Board recommends resources should be provided to encourage the new generations in furthering their studies with reputable vocational and professional education and training institutions which serve as appropriate cadres for developing culinary talents and catering professionals to sustain the healthy development of the industry.
- (4) The Training Board is of the opinion that the existing 182 526 strong in-service employees will need upgrading and updated training to remain competitive in the region. According to survey findings, 60.4% of the employees in the catering industry did not receive any training in the past 12 months of the survey

(Managerial/Professional: 2.5%; Supervisory: 11.9%; Craft/Operative: 45.1%; and Administrative and Others: 0.8%); and around 20.9% of the employees received training from less than 5 days to 2 weeks or above. Furthermore, the craft / operative level 133 383 staff makes up the majority of the workforce and therefore training for this category would appear to be most demanded in the coming years. The industry indicated that 43 641 new recruits were employed in the past twelve months of the survey, among whom 12 021 were without industry experience, with the highest number at the craft/operative level 11 938 (99.3%). Also, amongst the new recruits, fresh graduates of catering and hospitality related studies accounted for 0.8%. Though sales revenue is ranked high priority in a business entity and training may give way to sales efforts especially in tougher times, the Training Board maintains that for long term sustainability of an establishment, it is important that managerial and supervisory level staff keep abreast of the changes and developments in the volatile business world, and to acquire updated knowledge, skills, best practices and industry-specific technological know-how for higher effectiveness and efficiency. Managerial and supervisory level staff should be provided with the opportunities to attend conferences, forums, seminars, skills enhancement workshops, chefs' demonstrations as well as professional education and training programmes organised by accredited local or overseas training providers for sustainability and continuous development.

- (5) It is generally noted from the industry survey that establishments in the catering industry sector would support their staff to undergo training will increase by 2.3% for the number of employees planned for training in 2016 over 2015. Among those, the largest increase is for managerial skills training (+8.6%). Trade skills training (+3.8%) ranks second in the overall increase of planned training activities. Language skills training (+2.1%) ranks third while generic skills training has increased slightly (+0.9%). Employers ranked seminar/workshop as the most preferred mode of training, followed by part-time day release mode of training. The positive inclination for investing resources in employee training will assist Hong Kong to groom and retain talents for sustaining its position as the Gourmet Paradise benefiting the catering and related industries. The Training Board reminds training providers that language training such as English and Putonghua should be work functional so that the course participants will become well-versed with languages and communications skills which are readily transferrable to the work place.
- (6) In order to assist in the promotion of Hong Kong's hospitable image and quality customer service culture, the Training Board is of the view that there is a continuous need to upgrade service attitude, customer service, communication skills and language skills such as English. To instil a welcoming and understanding mind set in the customer service staff when handling patrons of eating establishments from different origins, staff should be well trained on receiving customers with varied cultural, ethnic, social and religious backgrounds and be open-minded and appreciative of cultural differences.
- (7) Members of the public, secondary school students and their parents should be updated with the improved working environment and conditions as well as career advancement opportunities in the catering industry. The industry is a valuable alternative to choose as a profession and lifelong career. Same as other professions, continuous education with professional qualifications are available for lifelong

developments subsequent to entering the industry as well. Modern management systems are replacing the traditional management models as the next generation of culinary practitioners are gradually taking up top management roles, the adoption of the Qualifications Framework (QF) system in the industry are positive signs of industry development. The Training Board supports that the industry partners should join hands with accredited vocational education and training institutions for recruiting new entrants, supporting the graduates in entering the industry and coaching them for career development. The combined efforts foster continuous liaison with and development of this pool of trained professionals. In turn, their sharing of career experience, networking, advancement opportunities and professional development with potential new entrants and in-service personnel further display the dedication of industry personnel in developing their successors and thus enhances the positive image of the industry.

- (8) The Training Board views that the catering industry has good prospects as witnessed by increasing numbers of renowned culinary professionals present internationally and locally. Career opportunities are abundant in eating establishments, large catering chains, hotels, and private clubs. Advancement in the industry demands enthusiasm, devotion, readiness to learn and continuous skills development. The Training Board is of the view that exemplary industry personnel, in particular chefs and entrepreneurs, should be appropriately identified and promoted to generate interest among the public and especially the younger generations of the positive and promising future that the industry can offer. In order to stimulate interest of younger generations to join the industry, employers could provide trade incentives such as assisting new entrants in realization of career goals as entrepreneurs.
- (9) The Training Board is aware that the new generations may take a different view to work life from their former generations and there exists an expectation gap between different generations at work place. It is generally noted that newer generations may not prefer to work on shifts, perform long hours of work and under unsatisfactory working environment, nor are they prepared to work for years in the same establishment. They would rather try out different experiences by job-hopping. To tap prospective entrants in joining the industry, the Training Board supports cooperation amongst the catering establishments, vocational education and training institutions and secondary schools in providing to students an understanding of the actual working environment which has been improved to a far better condition than in previous generations via familiarization visits, training workshops and industry attachment programmes for real life experiences.
- (10) Career and life planning for secondary students allow them to be aware of their aptitude and interest whereby they can choose the appropriate vocational education at an earlier stage rather than continuing with traditional education which may fall short in unleashing their full potentialities. Practical working experience enables the students to display their professional or general skills and effectively enhance their abilities to adapt to the working environment upon graduation. The Training Board reminds that appropriate monitoring and mentoring will be necessary to ease the youngsters into coping with the unfamiliar working world. Furthermore, to retain employees, the Training Board views that other than providing a relatively favourable working environment to the employees, such as introducing automation to ease workload, rearranging working schedules to flexibly suit the needs of the

employees, extending personal care to employees, provision for creativity of performing jobs, and supporting continuous training for career advancement to subordinates assist in improving staff relationship and reducing staff wastage.

- (11) The Training Board agrees that maintaining the quality of wine workers is as important as having an enough number of them in upholding Hong Kong's status as a wine hub. Against potential competition from other places, Hong Kong should continue to attract traders to make use of our advantages in tapping on the growing market in the region and provide the best in wine selling and servicing to locals and tourists alike. Moreover, wine industry employers should encourage employees to receive training and gain wine-related professional and vocational qualifications where appropriate. They may do so through sponsoring tuition fee, or making work arrangements to facilitate their studies.
- (12) Due to globalisation and information technology, the catering industry is evolving at a much faster pace than in the previous decade. To stay abreast with the international tempo, local practitioners must remain open-minded and stay alert to industry trends and new developments. To further cope with the competitive environment and demanding industry needs, the new generation of catering professionals should not only be equipped with readily applicable technical skills, but should also be trained with an inclination for creativity, forward-thinking and global vision. The Training Board encourages students and in-service personnel to participate in academic and vocational training exchanges, visits, conferences and exhibitions etc. with worthwhile outcomes organised by reputable organisations locally or overseas. Best practices observed from these encounters can be transferred to benefit the catering industry as well.
- (13) The Hong Kong Culinary Team, led by the HKCA, has won some of the world's most prestigious culinary awards in recent years including World Championship in Europe and China. The outstanding achievements of our Hong Kong chefs and students in the international culinary scene truly reflect the exceptional local strength and talents and further solidify Hong Kong's status as a n international gourmet paradise. The Training Board encourages the Government, industry partners and training/education institutions to join hands in supporting and promoting skills competitions with participation by students and in-service personnel advances industry knowledge and skills development, promotes creativity and enhances the professional image of the industry. Through these exposures, industry practitioners and students will be nurtured on international standards which leads to the expansion of their horizons.
- (14) Managers and professional level staff are members of the management team involved in policy making of a company and are responsible for the management of functional departments of the organisation. They should be well equipped with updated knowledge and skills as required by the ever changing industry. Managers and professional staff could be trained through part-time managerial/supervisory level courses or they can attend relevant workshops, seminars and conferences offered locally and overseas. Job rotations at various locations and even industrial attachments can be arranged to share the latest development trends and best practices among industry practitioners. These staff members should be encouraged to participate in industry activities such as chef demonstrations, industry IT updates

workshops, new products introduction sessions organised by reputable trade organisations, training and educational institutions. Industrial exchange/ attachment programmes are useful in updating the training staff of vocational training and educational institutions on the evolving requirements of the industry and the corresponding expectations from practitioners.

- (15) To prepare for career advancement, succession planning and lifelong development, supervisory level staff should be encouraged to receive training through seminars/workshops, part-time or full-time upgrading/supervisory courses offered in-house or by quality training providers. In view of the large number of part-timers and inexperienced operative staff, service standards will inevitably be undermined. Supervisory level staff should receive training on effective motivation, leadership, team building and coaching of their subordinates to enhance service standards.
- (16) Craft/Operative level staff normally engage in operations which requires a specific range of skills. Operative training should be well-planned, interesting and flexible to suit the current lack of manpower situation. To meet the demanding work schedule, training activities should be tailored with high flexibility to suit operational needs. With an increasing number of casual and part-time staff taking up front line positions, refresher training on focused practical skills, hygiene, food safety, customer service, communications and language skills training should be provided. The Training Board realises that untrained or inexperienced industry employees may lead to a declining service and food quality standard which in a highly wired global environment will tarnish the reputation of Hong Kong's catering industry in a short span of time. The Training Board is aware of the tight manpower at dining establishments and training may not be offered a high priority amongst other initiatives. However, the Training Board reminds practitioners that it is crucial to train and coach new entrants with no industry experience or training in major aspects of operational skills are essential for operational effectiveness and efficiency. Employers are also advised to be accommodating in work arrangements and allow training opportunities to those operative staff that have potential for advancement.
- (17) In anticipating the completion of sizeable infrastructure projects, including the XRL - express train network, the Hong Kong-Zhuhai-Macau Bridge, the third airport runway system, transportation will be facilitated between the Mainland China and Hong Kong. Furthermore, the HKTB will continue to strengthen its partnership with destinations in the Pearl River Delta and neighbouring regions to promote multi-destination itineraries and products featuring Hong Kong. With the opportunities brought about by the 'One Belt, One Road' initiative, an influx of visitors from China and other regions of the world can be expected. Catering industry should grasp the opportunity to benefit from visitors with spending power on food and beverage consumption.
- (18) The Training Board supports the accreditation of culinary professionals for enhancing industry quality standards and elevating their status. Industry employers are encouraged to provide/sponsor their employees to obtain trade tests qualifications in Chinese and Western culinary knowledge and skills administered by reputable organisations. Furthermore, Recognition of Prior Learning (RPL) is a mechanism under the QF system to enable practitioners with various backgrounds to receive formal recognition of the knowledge, skills and experience already acquired.

Currently a round 200 to 300 Chinese catering industry personnel applied for recognition yearly. Employers of the Chinese catering industry are encouraged to assist their staff members to obtain RPL qualifications.

- (19) In view of manpower shortage in the catering industry, the Training Board advises that consideration could be given to hire young retirees and mature citizens who are still fit for further employment. This group of persons have ample working and valuable social experiences which could be readily transfer to the catering industry which is service and people oriented. Focused and short-term training on trade and language skills will assist this source of manpower to transit comfortably in joining the industry.
- (20) As the HKTB will target overnight visitors from overseas, as well as featuring the attractiveness of Hong Kong's gourmet culture as one of the marketing and promotion initiatives, Hong Kong's catering industry must deliver quality service and products to upkeep the industry reputation. Other than the traditional Chinese cuisine which is a favourite choice for visitors, to cater for international visitors more in-depth international culinary and catering knowledge should be acquired by new entrants and in-service personnel. International culinary arts programmes encompassing Asian, European, Mediterranean cuisines, as well as Halal, Kosher, vegetarian foods and special dietary requirements should be catered for.
- (21) In facing challenges and issues such as high operating costs, growing pressure from public anticipation on food safety, conscientious procurement, healthier diets, as well as environmental protection, the adoption of corporate social responsibility as an establishment's strategy not only contributes to the well-being and sustainability of the local environment and economy but also the positive branding of the establishment. Members noted that Airbnb and private kitchens had increasingly gained popularity nowadays. Services including accommodation and/or on-site cooking in local commercial and residential areas are provided by respective operators. However, non-compliance with relevant statutory requirements and industry regulations by the operators would pose inherent danger and threats to the safety, health and hygiene of the customers and the public at large. To foster constructive development of the catering industry, the employees must be capable of identifying potential issues with an ethical concern and this can be achieved through awareness training. The Training Board states that industry training programmes must continue to update on industry regulations and uphold business ethical standards.
- (22) Social media management is not an administrative task but an important marketing tool for the catering establishment. It allows for more accurate forecasting, planning and execution. Business owners will allocate staff members, usually Gen Y who are very adept at social media to manage the same, but they should have the necessary marketing skills sets and be able to analyse the data for engaging and activating the target market while adhering to rules and regulations. Relevant training and close monitoring of the social media platform with a strategic plan will render social media as a valuable business tool.
- (23) To ease manpower shortage especially for the culinary employees, the Training Board notes that automation has been gradually introduced in kitchens, including the automated frying wok, equipment for scaling fish, robot service staff etc. Other than

reducing the incurring of physical harm and injuries caused by repetitive movements and manipulation of heavy cooking equipment, the retaining of employees and attraction of female entrants to the industry may well be enhanced. Tablets have been used for placing orders and this helps ease the manpower shortage of front line staff. The Training Board urges the Government to provide support in adopting automation and streamlining of work process for alleviating the manpower shortage problem in the catering industry. IT such as 3D printing which is a powerful tool has considerable potential for designing food and is to be included as part of the chef's arsenal. Management tools such as iCloud technology still has plenty of room for development and adaptation by the industry. Research and development for wider application of industry specific automation and information technology is anticipated.

- (24) Other than wine, tea and coffee which have gained prominence in the local and international industry scene, artisan beers and cocktails are gaining popularity among the Millennials in Hong Kong and elsewhere. It is expected that professional bartenders and wine professionals will be in demand as there is an increasing number of liquor and club liquor licensed establishments (7 337 as at end 2015 vs 6 879 at end 2014). To prepare for future manpower demand in this sector, sommelier training, wine purchasing and storage, wine knowledge and serving, wine pairing and marketing strategies, bartending, barista and tea master training, creative beer and cocktail making will be required.
- (25) In order to uphold the city's image as a world-class travel destination, the HKTB will continue to host numerous mega events with enhanced scales. Closer collaborations with overseas trade partners will be taken out by the HKTB to create leisure and MICE travels to Hong Kong. Furthermore, the HKTB will work with the cruise travel trade to roll out tactical promotion covering cruise packages featuring Hong Kong in various source markets, and encourage the inclusion of local excursion itineraries before and after the cruise trips to attract more cruise visitors and extend their stay. Manpower will be required for supporting international gourmet lovers as well as catering events operations of different scales and varied themes.
- (26) Consumers are in favour of ingredients with clean labels for their meals. To this end, ingredient manufacturers now offer their products which are naturally derived, minimally processed, organic, and not genetically modified. The next generation of culinary and catering professionals are advised to embrace the global industry trend and to apply technology, innovation and creativity to expand our unique but diversified culture and traditions in food production and service delivery. Furthermore, other than focusing on trade skills, it is important for young chefs to be educated on best practices in food wastage, sustainable agriculture, ethical food suppliers, health risks order and delivery channels, food and biodiversity and future of food system.
- (27) The Training Board indicates that we cannot ignore the fact the attitude of the local people towards visitors' influences their options to choose Hong Kong as a preferred destination for pleasure or business visits. It is therefore necessary for the Government to educate the public on the importance of tourism which catering industry relies heavily on.

- (28) Both employers and employees should make use of the Continuing Education Fund and various Government-funded training programmes for further knowledge and skills enhancement. The Training Board supports the Skills Upgrading Scheme (SUS) Plus, Employees Retraining Fund; Out-Centre-Courses Scheme and New Technology Training Scheme administered by the VTC. Course participants should be advised to enrol with those accredited course providers whose training courses and facilities are align with the latest industry developments.
- (29) The Training Board will continue to support 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 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 2015 Catering Industry Manpower Survey are given in Appendix 1 - 3.

The Manpower Survey

1.2 In pursuance to its terms of reference, the Training Board conducted the manpower survey during the period from 13th October to 13th November 2015 to collect up-to-date manpower information on the principal jobs of the catering industry and the field work and follow-up cases were completed in February 2016. The Survey was carried out with the assistance of the C&SD.

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

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

Method of Survey

1.4 The fieldwork took place from 13th October to 13th November 2015 with follow-up cases completed in February 2016.

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

Scope of the Survey

1.6 The main survey adopts a mixed approach in deciding the sampling frame, making use of the HSIC and other means. The HSIC Scheme is managed by the C&SD. It groups establishments

in Hong Kong of similar business nature into specific branches. It was possible with the aid of HSIC for the survey to select samples from the six branches within the catering industry as follows:

Branch 1 – Chinese Restaurants
(HSIC 561109 – 561111)
224 establishments

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

Branch 3 – Fast Food Shops
(HSIC 561200)
139 establishments

Branch 4 – Beverage Serving Places
(HSIC 563100 – 563900)
81 establishments

Branch 5 – Event Catering and Other Meal / Food Service Activities
(HSIC 561901 – 561903, 562000)
84 establishments

Branch 6 – Supplementary Samples
38 establishments

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

1.8 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by September 2016;
- (iii) the number of existing vacancies;
- (iv) the average age range of craft/operative staff;
- (v) the number of employees under training;
- (vi) the number of new recruits who are fresh graduates of Catering and Hospitality programs without Catering Industry experience in the past 12 months;
- (vii) the preferred years of catering industry experience before occupying the post;

- (viii) the average monthly income of employees; and
- (ix) employers' views on the preferred education qualifications, training mode, training period of the employees by principal job levels.

1.9 A total of 729 samples out of 16 575 establishments were initially selected to be surveyed in the specified six-branch frame. Please refer to Appendix 4 for the analysis of result of enumeration of the survey.

1.10 In addition, the following information on part-time staff was also included in the survey:

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

Analysis of the Response

1.11 Out of the 729 establishments surveyed, 542 completed / partially completed and returned the questionnaires and there were 41 refusal cases. Taking into account the remaining 146 establishments that had either closed, moved or temporary ceased operation, the effective response rate was 93%.

Manpower Assessment Procedure

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

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

Definition of Employees

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

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

Presentation of Findings

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

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Persons Employed

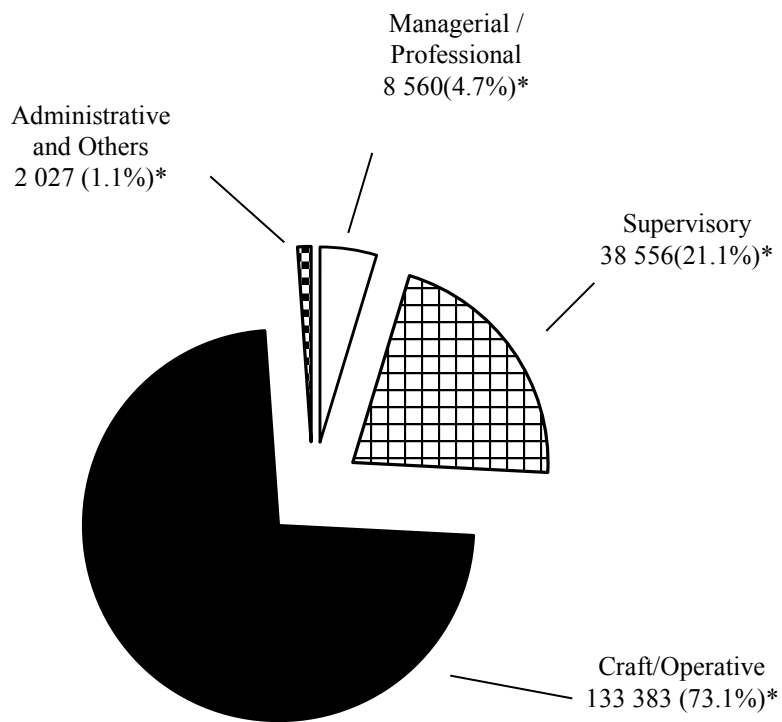
2.1 The survey reveals that in September 2015, a total of 182 526 persons were employed in the catering industry in Hong Kong as compared to 182 425 in 2013, representing a slight increase of 101 (0.06%). Their distribution by job level is as follows:

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	8 560	4.7%
Supervisory	38 556	21.1%
Craft / Operative	133 383	73.1%
Administrative and Others	2 027	1.1%
Total	182 526	100%

Figure 2.1: Distribution of Employees by Job Level

Total no. employed : 182 526

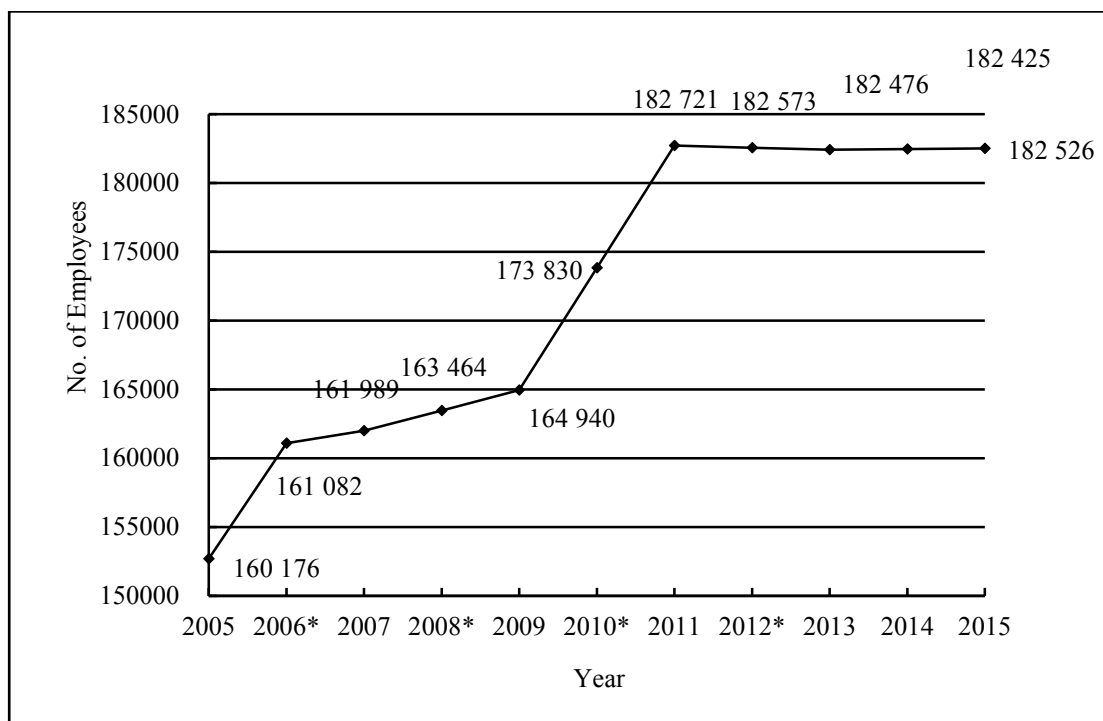


(*) As percentage of the total number of employees in the catering industry

Trend of the Number of Employees

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

Table 2.2 (a): Trend of Manpower 2005 – 2015



Source: Data obtained from the Manpower Survey Reports on Catering Industry in 2005-2015

Table 2.2 (b): Trend of the Number of Employees by Job Levels (2005 – 2015)

<u>Year</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
2005	4 492	23 918	129 395	2 371	160 176
2006*	4 566	25 393	128 865	2 259	161 082
2007	4 641	26 868	128 334	2 146	161 989
2008*	5 190	28 052	128 450	1 772	163 464
2009	5 740	29 237	128 566	1 397	164 940
2010*	6 518	31 504	134 156	1 652	173 830
2011	7 297	33 771	139 746	1 907	182 721
2012*	8 056	34 970	137 525	2 022	182 573
2013	8 815	36 169	135 304	2 137	182 425
2014*	8 688	37 363	134 344	2082	182 476
2015	8 560	38 556	133 383	2 027	182 526

* Computed by interpolation

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

Table 2.3: Distribution of Employees by Branch by Job Level

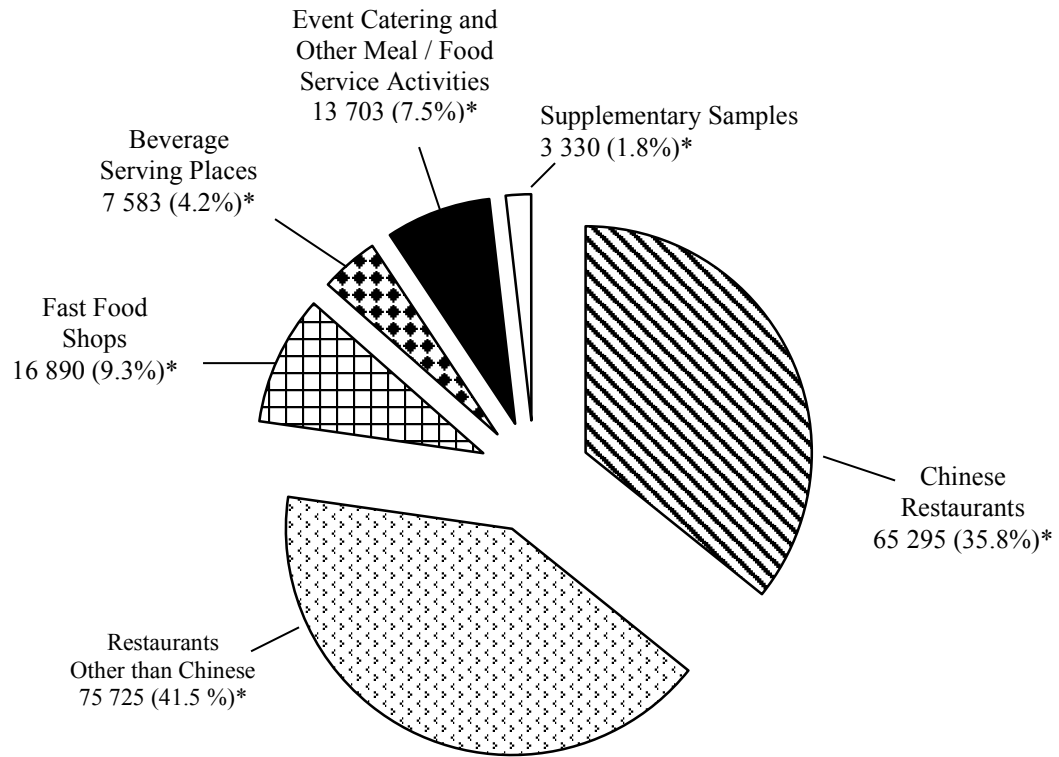
<u>Job Level</u>	<u>Number of Persons Employed</u>						<u>Total</u>
	<u>Chinese Restaurants</u>	<u>Restaurants Other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	
Managerial / Professional	3 307	2 974	948	273	701	357	8 560 (4.8)*
Supervisory	19 645	10 742	4 201	1 316	1 635	1 017	38 556 (21.1)
Craft / Operative	41 319	61 801	11 716	5 994	10 700	1 853	133 383 (73.1)
Administrative and Others	1 024	208	25	-	667	103	2 027 (1.1)
Total	65 295	75 725	16 890	7 583	13 703	3 330	182 526 (100.0)
(%)**	(35.8)	(41.5)	(9.3)	(4.2)	(7.5)	(1.8)	(100.0)

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

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

Figure 2.3: Distribution of Employees by Branch

Total no. employed : 182 526



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

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 7 971 vacancies, or 4.4% of the existing 182 526 posts. The job level with most vacancies was in the craft/operative level (7 607) followed by supervisory level (320), managerial/professional level (42), and administrative and others level (2). Details on number of vacancies by job level and by principal jobs are presented in Table 2.4 and Figure 2.4.

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

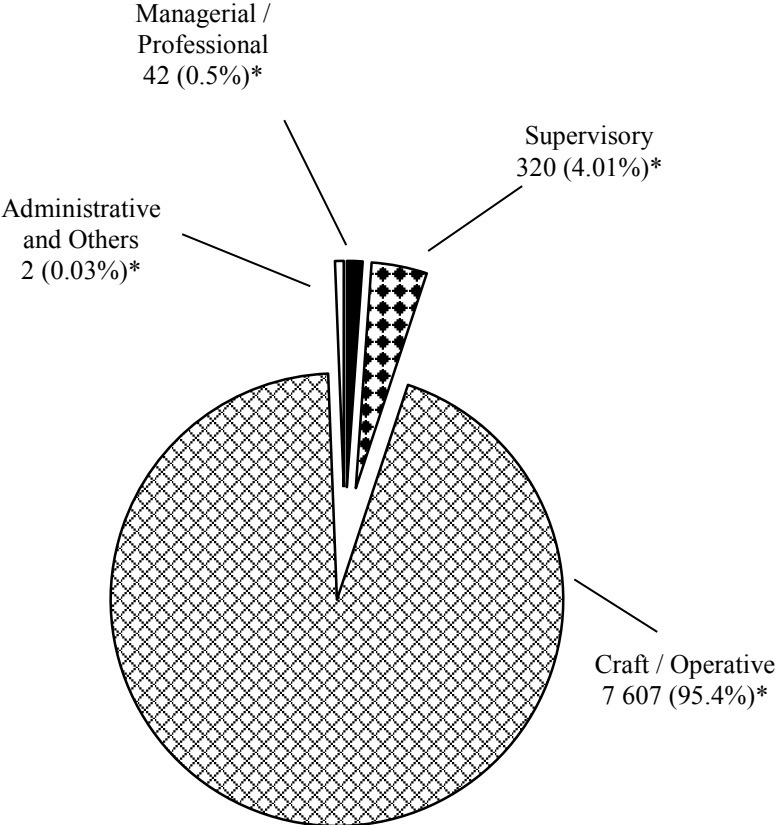
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants Other Than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	<u>Total</u>	<u>% of Employees Employed at Same Job Level</u>	<u>% of Total No. of Vacancies by Job Level</u>
Managerial / Professional	-	4	-	-	36	2	42	0.5%	0.5%
Supervisory	287	10	-	-	14	9	320	0.8%	4.01%
Craft / Operative	2 017	4 739	152	112	521	66	7 607	5.7%	95.4%
Administrative and others	-	-	-	-	-	2	2	0.1%	0.03%
Total	2 304	4 753	152	112	571	79	7 971	(4.4%)*	100.0%
(%)**	(28.9%)	(59.6%)	(1.9%)	(1.4%)	(7.2%)	(1.0%)	(100%)		

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

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

Figure 2.4: Distribution of Existing Vacancies by Job Level

Total no. of vacancies : 7 971



(*) As percentage of the total number of vacancies

2.5 The survey findings indicated that there were 311 trainees/apprentices in the catering industry in September 2015. The distribution by job level is given below:

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

<u>Branch/Job Level</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)*</u>
Chinese Restaurants	-	-	-	-	-
Restaurants other than Chinese	2	-	50	-	52 (16.7%)
Fast Food Shops	-	-	256	-	256 (82.3%)
Beverage Serving Places	-	-	-	-	-
Event Catering and Other Meal / Food Service Activities	-	-	-	-	-
Supplementary Samples	-	-	3	-	3 (1.0%)
Total	2	-	309	-	311 (100.0%)
(%)**	(0.6%)	(0%)	(99.4%)	(0%)	

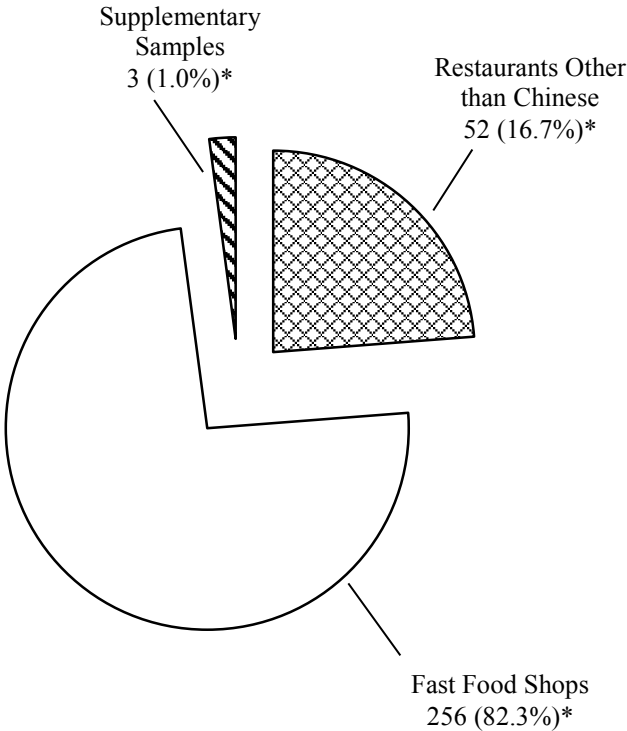
(*) As percentage of the total number of trainees/apprentices by branch

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

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

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

Total number of trainees/apprentices : 311



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

Employers’ Forecast Manpower Demand in September 2016

2.7 Employers forecasted that there would be a total of 190 597 employees by September 2016, an increase of 4.4% over the number employed in September 2015. The employers’ 12-month forecast of manpower by branch by job level is presented in Table 2.7.

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

<u>Job Level</u>	Actual Manpower Sep. 2015 (A)	Chinese Restaurants	Restaurants Other than Chinese	Fast Food Shops	Beverage Serving Places	Event Catering and Other Meal / Food Service Activities	Supplementary Samples	Forecast Additional Employees for Sep. 2016 (B) (%)*	Employer's Forecast Sep. 2016 (C)=(A)+(B)
Managerial / Professional	8 560	-	5	-	-	36	2	+43 (+0.5%)	8 603
Supervisory	38 556	299	9	-	-	14	9	+331 (+4.1%)	38 887
Craft / Operative	133 383	2 017	4 655	312	112	533	66	+7 695 (+95.3%)	141 078
Administrative and Others	2 027	-	-	-	-	-	2	+2 (+0.02%)	2 029
Total	182 526	2 316	4 669	312	112	583	79	8 071 (100%)*	190 597
	(%)**	(28.7)	(57.8)	(3.9)	(1.4)	(7.2)	(1.0)	(100.0)	

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

(**) As percentage of the employers' total forecast number of additional employees by branch, there may be minor difference in the figures due to rounding off

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

Table 2.8: Forecast Manpower Demand by Job Level

<u>Job Level</u>	<u>(A) No. of Employees in Sep. 2015</u>	<u>(B) No. of Vacancies in Sep. 2015</u>	<u>(C)=(A)+(B) Total No. of Posts in Sep. 2015</u>	<u>(D) Employers' Forecast Manpower for Sep. 2016</u>	<u>(E)=(D)-(C) Growth/ Reduction (%)** (%)*</u>	
Managerial / Professional	8 560	42	8 602	8 603	+1 (+0.0005)	(+0.01)
Supervisory	38 556	320	38 876	38 887	+11 (+0.006)	(+0.03)
Craft / Operative	133 383	7 607	140 990	141 078	+88 (+0.05)	(+0.0007)
Administrative and Others	2 027	2	2 029	2 029	- (+0.0)	(+0.0)
Total	182 526	7 971	190 497	190 597	+100 (+0.05)**	

(*) As percentage of posts at the same job level in September 2015

(**) As percentage of the total number of posts in the industry in September 2015

Internal Promotion in the Past 12 Months by Job Level

2.9 The Survey revealed that 766 employees (or 0.4% of the total number of employees) had been promoted from within the industry. Of the 766 employees, 176 (or 23%) were at the managerial/professional level, 590 (or 77%) were at the supervisory level. A summary of the promotion pattern is given in Table 2.9.

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

<u>Branch / Job Level</u>	<u>Number of Internal Promotions</u>	
	From Supervisory to Managerial / Professional Level	From Craft / Operative to Supervisory Level
Chinese Restaurants	6 (3.4%)*	209 (35.4%)*
Restaurants other than Chinese	152 (86.4%)	259 (43.9%)
Fast Food Shops	- (0.0%)	48 (8.1%)
Beverage Serving Places	8 (4.5%)	33 (5.6%)
Event Catering and Other Meal / Food Service Activities	1 (0.6%)	1 (0.2%)
Supplementary Samples	9 (5.1%)	40 (6.8%)
Overall	176 (23%)**	590 (77%)**

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

(**) As percentage of the total number of internal promotion in the industry, there may be difference in the figures due to rounding off

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

Preferred Level of Education of Employees

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

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

<u>Job Level</u>	<u>Two Most Preferred Qualifications</u> <u>(No. of Responses)</u>		<u>% of Total *</u>
Managerial / Professional	(1)	Secondary 5 – 7 / HKDSE (4 450)	52%
	(2)	University Degree or above (687)	8.03%
Supervisory	(1)	Secondary 5 – 7/ HKDSE (12 660)	32.8%
	(2)	Secondary 3 – 4 (9 462)	24.5%
Craft / Operative	(1)	Others (61 034)	45.8%
	(2)	Secondary 3 – 4 (32 252)	24.2%
Administrative and Others	(1)	Secondary 5 – 7 / HKDSE (1 163)	57.4%
	(2)	Others (194)	9.6%

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

Staff Turnover in the Past 12 Months

2.12 Employers reported that 44 249 employees (or 24.2% of the total number of employees in the catering industry) had left in the past 12 months. A summary of the findings is given in Table 2.12 below. The craft/operative level had the highest number of staff turnover 42 468 or 96% of the total number of staff who left in the last 12 months.

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

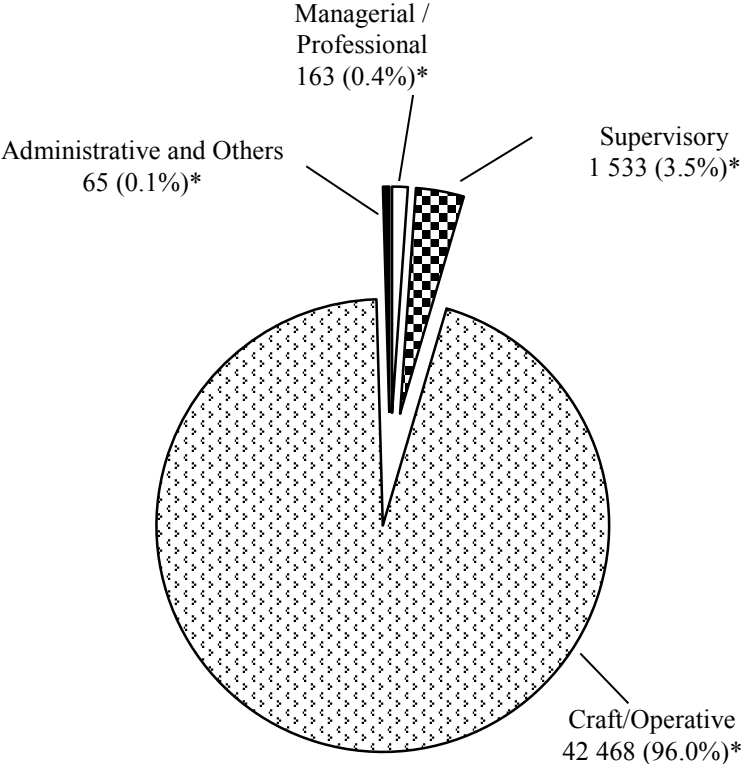
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants other than Chinese</u>	<u>Fast Food Shops</u>	<u>Beverage Serving Places</u>	<u>Event Catering and Other Meal / Food Service Activities</u>	<u>Supplementary Samples</u>	<u>Total (%)*</u>	<u>(%)**</u>
Managerial/ Professional	42	106	-	-	1	14	163 (1.9)	(0.4)
Supervisory	774	409	-	59	235	76	1 533 (4.0)	(3.5)
Craft/ Operative	10 944	25 266	1 500	1 889	2 706	163	42 468 (31.8)	(96.0)
Administrative and Others	51	-	-	12	12	2	65 (3.2)	(0.1)
Total (%)**	11 811 (26.7)	25 781 (58.3)	1 500 (3.4)	1 948 (4.4)	2 954 (6.7)	255 (0.6)	44 249 (100.0)**	(100.0)**

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

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

2.13 The craft/operative level had the highest number of staff turnover, representing 42 468 or 31.8% of the 133 383 employed at this job level.

Figure 2.13: Distribution of Staff Turnover by Job Level



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

Income Distribution of Full-Time Employees

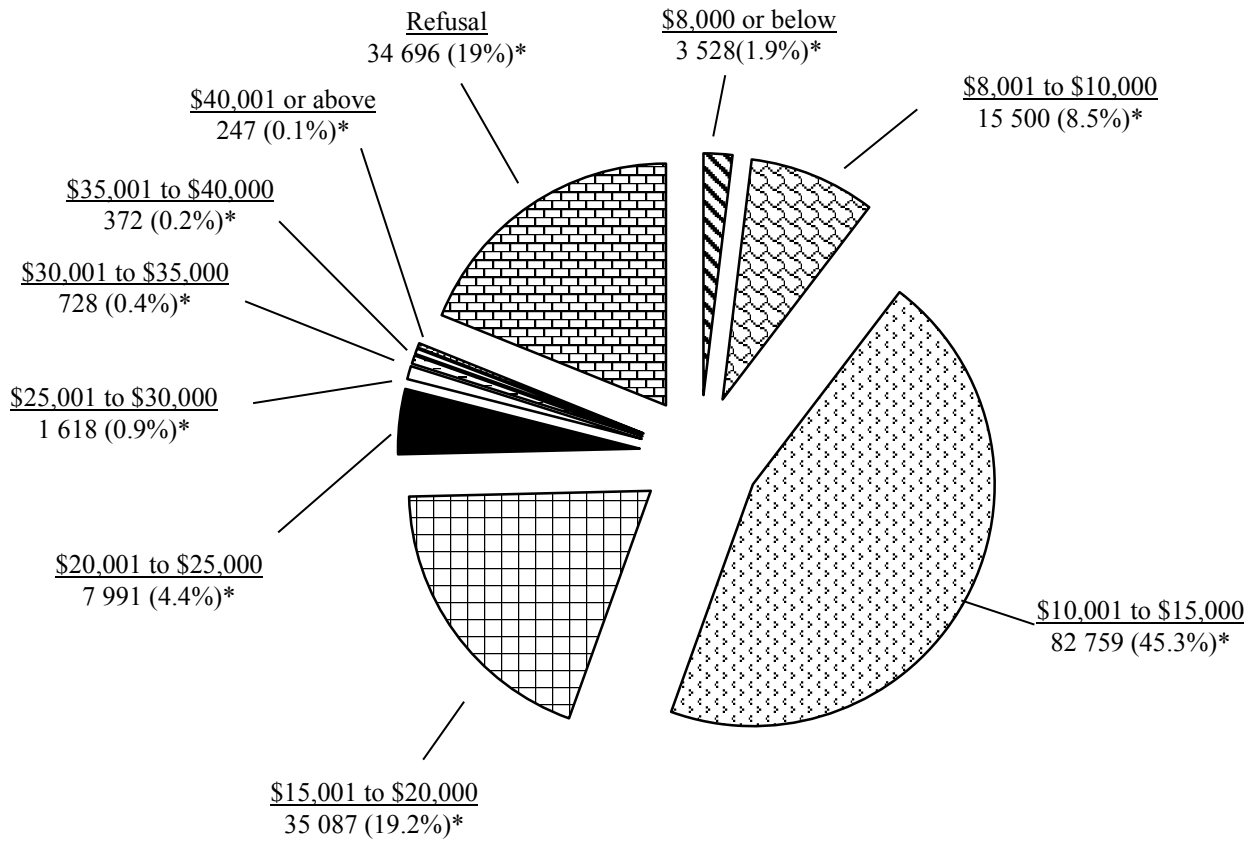
2.14 Employers were asked to provide data on the monthly income range of principal jobs in the catering industry. The figures in the table below present the distribution of income by job level.

Table 2.14: Number of Employees by Monthly Income Range

<u>Job Level</u>	\$8,000 or <u>below</u>	\$8,001 to <u>\$10,000</u>	\$10,001 to <u>\$15,000</u>	\$15,001 to <u>\$20,000</u>	\$20,001 to <u>\$25,000</u>	\$25,001 to <u>\$30,000</u>	\$30,001 to <u>\$35,000</u>	\$35,001 to <u>\$40,000</u>	\$40,001 or <u>above</u>	<u>Refusal</u>	<u>All</u>
Managerial / Professional	-	-	217	2 330	2 038	993	588	364	241	1 789	8 560
Supervisory	-	99	9 113	15 370	5 314	618	139	8	6	7 889	38 556
Craft / Operative	3 503	15 145	72 267	17 306	635	1	-	-	-	24 526	133 383
Administrative and Others	25	256	1 162	81	4	6	1	0	-	492	2 027
Total	3 528 (1.9)*	15 500 (8.5)	82 759 (45.3)	35 087 (19.2)	7 991 (4.4)	1 618 (0.9)	728 (0.4)	372 (0.2)	247 (0.1)	34 696 (19)	182 526 (100%)

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

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



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

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

Income Distribution of Part-Time Employees

2.16 Tables 2.16 (a) – (c) present the demand and income distribution of part-time employees in September 2015 on a monthly, daily and hourly income range as reported by employers. The survey revealed that 61 541 part-time employees were employed by the catering industry in September 2015. It is noted that the majority of part-time employees are at average monthly income range of \$8,001 - \$10,000 (40.3%), average daily income range of \$501 - \$600 (35%) and average hourly income range of \$32.5 - \$40 (64.6%).

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

<u>Job Title</u>	<u>\$6,000 or below</u>	<u>\$6,001 – \$8,000</u>	<u>\$8,001 – \$10,000</u>	<u>\$10,001 – \$15,000</u>	<u>\$20,001 – \$25,000</u>	<u>All</u>
Managerial and Professional Level	-	-	-	-	-	-
Supervisory	12	50	-	-	-	62
Craft / Operative	186	247	342	12	-	787
Administrative and Others	-	-	-	-	-	-
Total (%)*	198 (23.3)	297 (35)	342 (40.3)	12 (1.4)	- (0.0)	849 (100.0)

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

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

<u>Job Title</u>	<u>\$101 – \$200</u>	<u>\$201 – \$300</u>	<u>\$301 – \$400</u>	<u>\$401 – \$500</u>	<u>\$501 – \$600</u>	<u>\$601 or above</u>	<u>All</u>
Managerial and Professional Level	-	-	-	-	-	-	-
Supervisory	-	-	43	-	-	27	70
Craft / Operative	12	107	87	330	362	67	965
Administrative and Others	-	-	-	-	-	-	-
Total (%)*	12 (1.2)	107 (10.3)	130 (12.6)	330 (31.9)	362 (35)	94 (9.1)	1 035 (100.0)

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

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

<u>Job Title</u>	<u>\$32.5 – \$40</u>	<u>\$41 – \$60</u>	<u>\$61 or above</u>	<u>All</u>
Managerial and Professional Level	-	-	-	-
Supervisory	125	57	869	1051
Craft / Operative	36 694	17 319	1 965	55 978
Administrative and Others	-	4	-	4
Total	36 819	17 380	2 834	57 033
(%)*	(64.6)	(30.5)	(5.0)	(100.0)

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

New Recruits in the Past 12 Months

2.17 Employers reported that they had recruited 43 641 new employees in the past 12 months. The largest number of recruits was found in the craft/operative level, representing 41 648 or 95.4% of the total number of new recruits. The distribution of number of new recruits by branch and by job level is given in Table 2.17 and Figures 2.17(a) and (b) below:

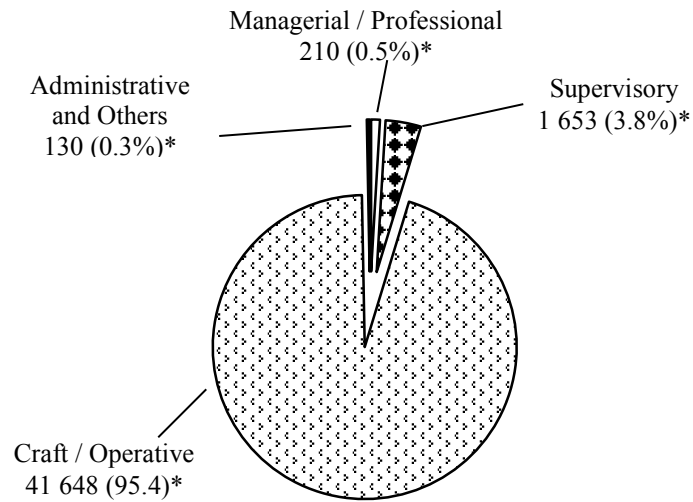
Table 2.17: Distribution of Number of New Recruits

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	75	836	10 357	80	11 348 (26.0)
Restaurants other than Chinese	107	507	25 276	-	25 890 (59.3)
Fast Food Shops	-	-	1 498	-	1 498 (3.4)
Beverage Serving Places	-	26	1 900	-	1 926 (4.4)
Event Catering and Other Meal / Food Service Activities	13	235	2 408	48	2 704 (6.2)
Supplementary Samples	15	49	209	2	275 (0.6)
Total (%)*	210 (0.5)	1 653 (3.8)	41 648 (95.4)	130 (0.3)	43 641 (100)** (100.0)*

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

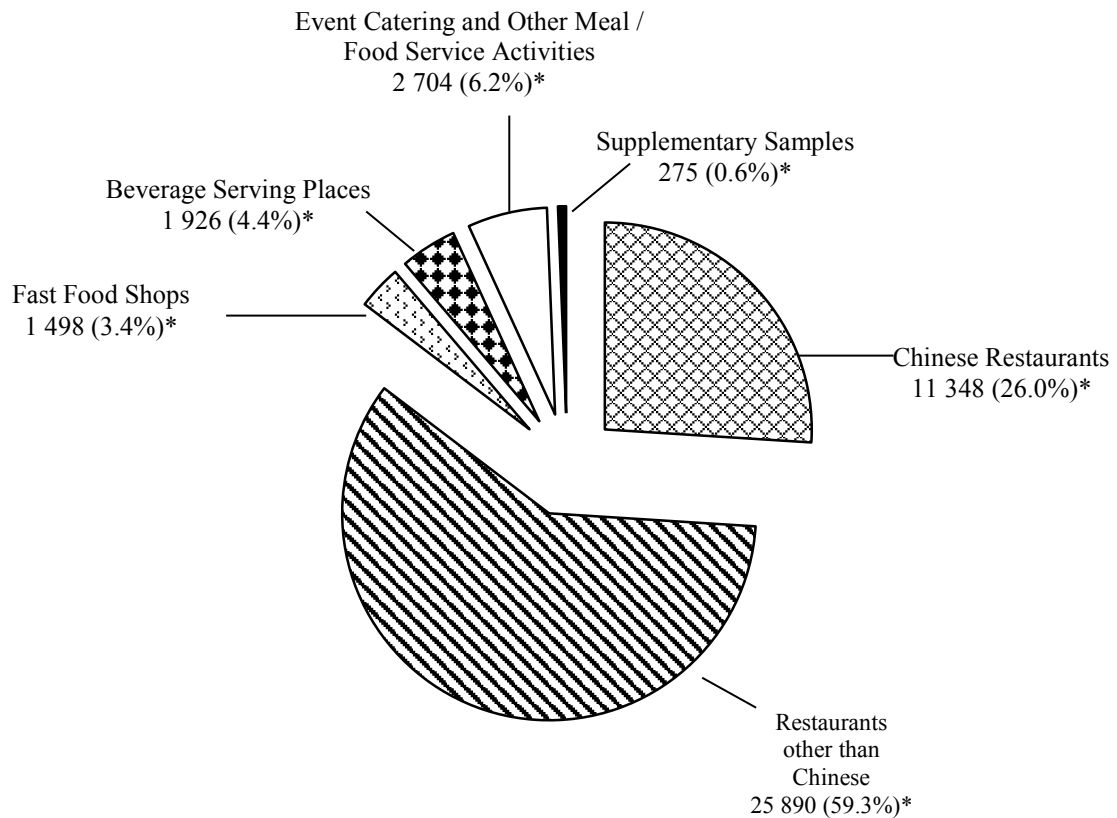
(**) As percentage of the total number of new recruits by branch in the past 12 months in the catering industry

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



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

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



(*) As percentage of number of recruits by branch

Number of New Recruits Without Catering Industry Experience

2.18 Employers reported that they had recruited 12 021 new employees without catering industry experience in the past 12 months. The majority of those recruits were in the craft/operative level (11 938) among which 7 266 (60.4%) were in the Restaurants other than Chinese. The distribution of the number of new recruits without catering industry experience in the past 12 months is given in Figures 2.18 (a) and (b) below. Employers also reported that there were 340 new recruits in the Craft/operative level who are fresh graduates of catering and hospitality programs in the past 12 months. The majority of new recruits who are fresh graduates of catering and hospitality programs are employed by Restaurants other than Chinese (77.6%) sector. The distribution of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months is given in Table 2.18(c) and Figure 2.18 (c) below.

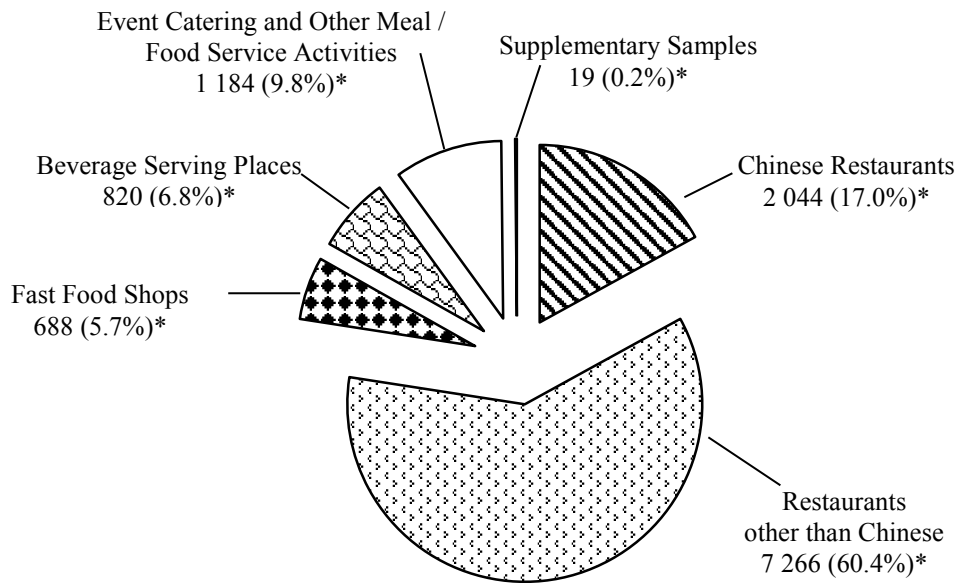
Table 2.18: Distribution of the Number of New Recruits Without Catering Industry Experience in the Past 12 Months by Branch and by Job Level

<u>Branch</u>	<u>Managerial / Professional</u>	<u>Supervisory</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	-	36	1 994	14	2 044 (17)
Restaurants other than Chinese	-	-	7 266	-	7 266 (60.4)
Fast Food Shops	-	-	688	-	688 (5.7)
Beverage Serving Places	-	-	820	-	820 (6.8)
Event Catering and Other Meal / Food Service Activities	-	-	1 160	24	1 184 (9.8)
Supplementary Samples (Clubs)	1	7	10	1	19 (0.2)
Total	1	43	11 938	39	12 021 (100)**
(%)*	(0.008)	(0.4)	(99.3)	(0.3)	(100.0)*

(*) As percentage of the total number of new recruits by job level without catering industry experience, there may be minor difference in the figure due to rounding off

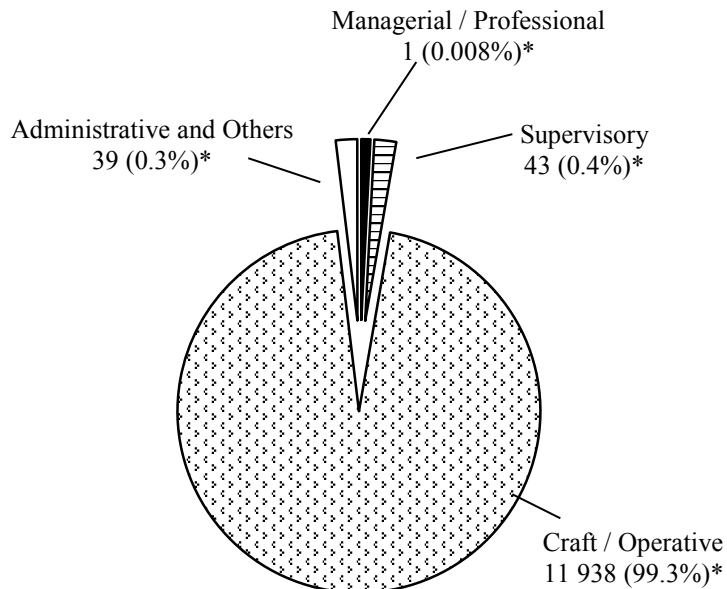
(**) As percentage of the total number of new recruits by branch without catering industry experience, there may be minor difference in the figure due to rounding off

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



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

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



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

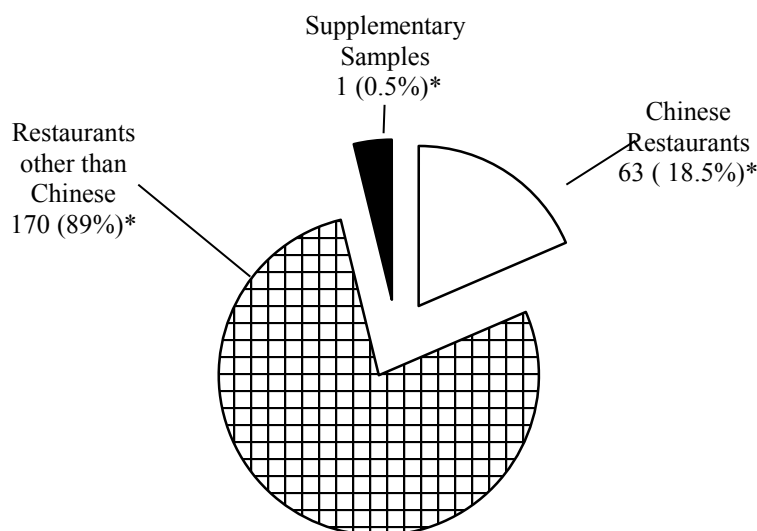
Table 2.18(c): Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programs in the Past 12 Months

<u>Branch</u>	<u>Craft / Operative</u>	<u>Total (%)</u>
Chinese Restaurants	63	63 (18.5)
Restaurants other than Chinese	264	264 (77.6)
Fast Food Shops	-	-
Beverage Serving Places	-	-
Event Catering and Other Meal / Food Service Activities	-	-
Supplementary Samples	13	13 (3.8)
Total (%)*	340	340 (100)*

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

(#) The results revealed that no new recruits who were fresh graduates of catering and hospitality programs in the past 12 months entered the catering industry at Managerial / Professional, Supervisory and Administrative and others levels.

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

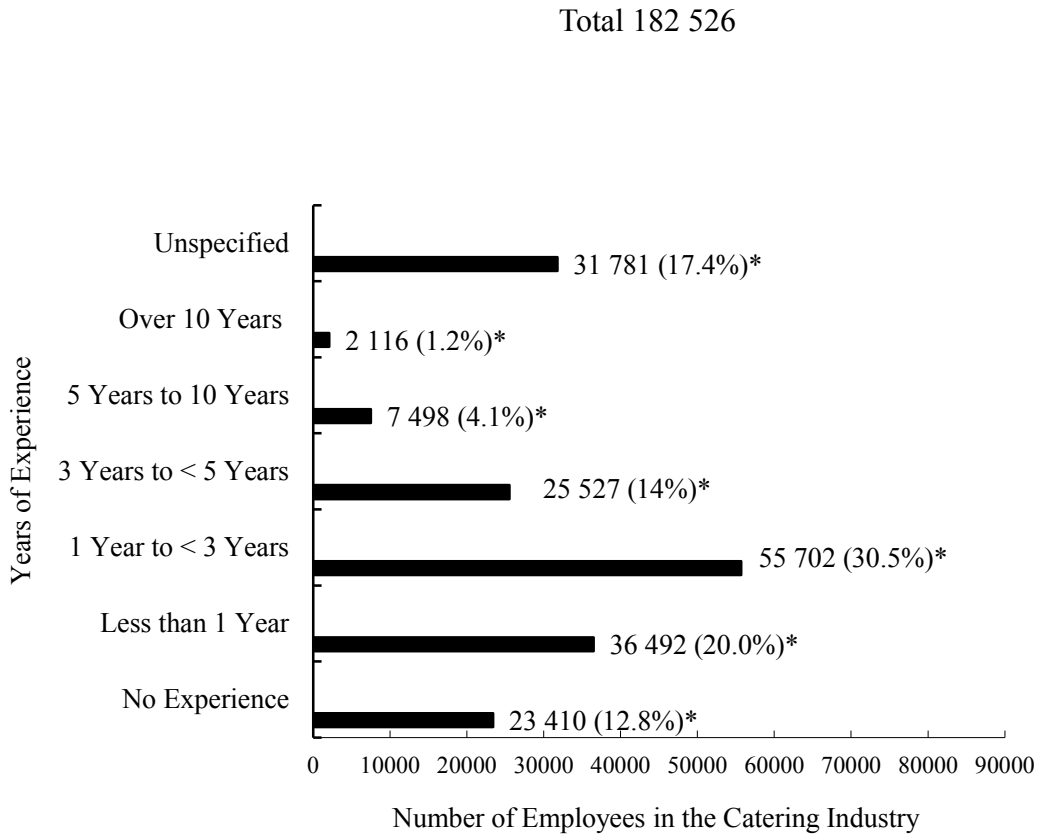


(*) As percentage of new recruits who are fresh graduates of catering and hospitality programs in the past 12 months

Relevant Experience

2.19 The survey findings indicated that the preferred years of experience of the catering workforce to be between 1 - 3 years (55 702 or 30.5%) and less than 1 year (36 492 or 20%). Figure 2.19 presents an overall distribution of the number of employees with different years of catering experience before occupying the post by job level.

Figure 2.19: Preferred Years of Experience of Employees



(*) As percentage of the total number of employees in the catering industry, there may be minor difference in the figure due to rounding off

Internal Training for Employees

2.20 The analysis shown in Table 2.20 indicated that 60.4% of the employees received no internal training and 15.7% received less than 5 days of internal training:

Table 2.20: No. of Employees by Average Man-days Spent on Internal Training in 2015

Man-days	No. of Employees Involved / % of total *
Nil	110 220 / 60.4%
< 5 Days	28 583 / 15.7%
5 Days to less than 10 Days	6 833 / 3.7%
10 Days to 15 Days	397 / 0.2%
Over 15 Days	2 392 / 1.3%
Unspecified	34 101 / 18.7%
Total	182 526/ 100.0%

(*) There may be minor difference in the figure due to rounding off

2.21 The survey findings shown that 2.2% 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 17 at Appendix 7.

Priority Accorded to Mode of Training by Employers

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

Table 2.22: Priority Accorded to Mode of Training

Mode of Training	Priority	Number of Responses / % of total *
Part-time Day Release	1 st Priority	19 593 / 10.7%
	2 nd Priority	37 914 / 20.8%
	3 rd Priority	54 194 / 29.7%
	Unspecified	70 825 / 38.9%
	Total	182 526 / 100.0%
Evening	1 st Priority	8 362 / 4.6%
	2 nd Priority	61 919 / 33.9%
	3 rd Priority	41 420 / 22.7%
	Unspecified	70 825 / 38.9%
	Total	182 526 / 100.0%
Seminar/Workshop	1 st Priority	83 779 / 45.9%
	2 nd Priority	11 868 / 6.5%
	3 rd Priority	16 087 / 8.8%
	Unspecified	70 792 / 38.8%
	Total	182 526 / 100.0%

(*) There may be minor difference in the figure due to rounding off

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

2.23 Employers reported that there was a total of 244 067 staff employed in 2015, which includes 182 526 full-time employees and 61 541 part-time staff. For details please refer to Table 2.1 at Appendix 7. It is noted that the number of overall part-time staff increased 7.2% from 2013 to 2015, with the Fast Food sector showing a significant increase of 14.2%.

2.24 Employers were also asked about the distribution of employees by average age range at the craft/operative level. They reported that the average age range is between 41 to 49 years (24.3%) for employees at the craft/operative level.

SECTION III

CONCLUSIONS

Industry Outlook

3.1 The world economy stumbled in 2015 and only a modest improvement is projected for 2016/17 as a number of cyclical and structural headwinds persist. Amid lower commodity prices, large capital outflows and increased financial market volatility, growth in developing and transition economies has slowed to its weakest pace since the global Financial Crisis of 2008/2009. The world economy is projected to grow by 3.4% in 2016 and 3.6% in 2017, supported by generally less restrictive fiscal and still accommodative monetary policy stances worldwide. (Sources: World Economic Situation and Prospects 2016: Global Economic Outlook, United Nations, New York, January 2016; World Economic Outlook UPDATE, An Update of the key WEO Projections, International Monetary Fund, 19 January 2016.) Growth in advanced economies is projected to rise by 0.2 percentage point in 2016 to 2.1%, and hold steady in 2017 while growth in emerging market and developing economies is projected to increase from 4% in 2015—the lowest since the 2008/09 Financial Crisis—to 4.3% and 4.7% in 2016 and 2017, respectively. (Source: WEO Update, ‘Subdued Demand, Diminished Prospects’, International Monetary Fund, January 2016.)

3.2 The economic outlook for Asia and the Pacific remains favorable, with the region projected to remain the global growth leader over the medium term. China is slowing to a more sustainable pace; Japan is expected to see growth pick up following a year of stagnation; significantly slower-than-expected growth in China or Japan would impact the rest of the region and the world given these economies’ large size and deep trade and financial linkages. (Source: Executive Summary of Regional Economic Outlook: Asia and Pacific, International Monetary Fund, April 2015.) Real GDP growth in Emerging Asia (the ten ASEAN members plus China and India) is expected to slip to 6.2% from 2016 to 2020. Mainland China is set to slow to an annual average of 6% over the same period while India’s annual average growth will reach 7.3%, among the highest in the region. The main risk to growth is the slowdown in China, primarily reflecting weaker investment growth as the economy continues to rebalance. (Sources: Economic Outlook for Southeast Asia, China and India 2016, the Organisation for Economic Co-operation and Development (OECD), 22 January 2016; WEO Update, ‘Subdued Demand, Diminished Prospects’, International Monetary Fund, January 2016.)

3.3 In the third quarter of 2015 Hong Kong’s exports of services also relapsed to a decline, due to continued contraction of inbound tourism and subdued trade and cargo flows. Exports of travel services saw an enlarged decline, marked by a visible drop in visitor arrivals. The still-weak readings for the retail trade and restaurant sectors reflected continued contraction of inbound tourism. Visitor arrivals to Hong Kong dropped by 8% in the fourth quarter, down by 2.5% for the whole year. (Sources: Third Quarter Economic Report, Financial Secretary's Office, The HKSAR Government, November 2015; 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, February 2016.) The Hong Kong economy grew modestly by 2.4% in 2015, slightly slower than the 2.6% growth in 2014. The slowdown in inbound tourism also added pressures. Domestic demand remained the key force propelling economic growth to keep labour market in full employment through the year. The labour market remained largely stable, with the unemployment rate staying low at 3.3% in 2015. Wages and earnings attained real improvements. Thanks to the

upward adjustment of the SMW rate since May since 2015, low-paid workers enjoyed more appreciable wage growth. Domestic demand grew further in 2015, rendering the key impetus to overall economic growth. (Source: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, February 2016.)

3.4 In view of a volatile global economy and various macro-economic factors, in 2015 total visitor arrivals to Hong Kong dropped 2.5% reaching HK\$59.31 billion. However, tourism continues to be one of the pillars of Hong Kong economy, employing over 270 000 (Figure according to the Four key Industries provided by the C&SD which included employment of (A) Inbound tourism covering retail trade, accommodation services, food and beverage services, cross-boundary passenger transport services and others; and (B) Outbound tourism covering travel agency, reservation services and related activities, and cross-boundary passenger transport services) people and accounting for over 5% of GDP. (Source: Press Release, LCQ5: Tourism promotion projects and programmes, Commerce and Economic Development Bureau, The HKSAR Government, 27 January, 2016.) The Mainland China continued to be the largest visitor source market for Hong Kong. However, a number of currencies including the Japanese Yen, Korean Won and Euro recorded depreciation during the year, making these destinations more appealing to Mainland visitors. Meanwhile, many countries have relaxed their visa requirements for inbound travellers or rolled out tailored promotions in recent years to draw visitors from the Mainland. In addition, protests against parallel traders and an unfortunate incident involving a Mainland visitor in 2015 impaired some Mainland consumers' impression towards Hong Kong. Slowdown of economic growth in the Mainland also affected consumers' spending pattern and their desire to travel. Furthermore, the Central Government made an adjustment to the policy on the Individual Visit Endorsements for permanent residents of Shenzhen from "multiple-entry" to "one visit per week" in April 2015. The impact of this policy change started to emerge in 2015. All these factors contributed to a year-on-year decrease of around 3% in total arrivals from the Mainland. In 2015, total spending associated with inbound tourism decreased 7.5% to HK\$332.3 billion over 2014. [Note: According to Hong Kong Tourism Board's statistics, the total spending of overnight Mainland visitors on "Meals outside hotels" edged up by 0.9% in 2015 over 2014 to HK\$15.9 billion, and their per capita spending on the same category increased by 7.0% in 2015 to HK\$885. The spending of all overnight visitors on the same category also showed increases last year.] (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016 – 17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; <http://news.wenweipo.com/2016/02/18/IN1602180015.htm>, Wen Wei Po, 18 February 2016; Tourism Performance in 2015, Tourism Commission, The HKSAR Government, 29 August 2016; Tourism Expenditure Associated to Inbound Tourism 2015, Hong Kong Tourism Board (HKTB), April 2016.)

3.5 The tourism industry has entered a period of consolidation. In view of the changing mix and spending pattern of visitors, the development strategy of tourism industry has to be reviewed. Other than seeking growth in visitor numbers, the HKSAR Government's policy on tourism is to pursue balanced, healthy and long-term development, and should move towards diversified and quality-driven high value-added services, with a view to attracting more high-spending overnight visitors to Hong Kong. The focus is to highlight Hong Kong's unique and diversified experiences and showcase our gourmet culture. In this regard, promotion initiatives include inviting international media and celebrities to experience different types of cuisines in Hong Kong, thereby promoting our food culture to overseas consumers; and inviting local celebrity chefs to join HKTB's overseas promotion to showcase our culinary expertise.

3.6 Furthermore, the HKSAR Government will re-package Hong Kong's tourism image and launch a new round of publicity for short-haul markets, and step up publicity in the Mainland for quality and honest tours. Moreover, the Government will assist the industry to open up new visitor sources through various means, including implementation of the matching fund for promoting tourist attractions, promotion of shopping, spending, MICE tourism and "fly-cruise" tours, as well as continuing to promote Hong Kong's natural scenery, her unique history and culture. The HKSAR Government will expand the scale of major events, including holding the Formula E Championship for the first time, expanding the venue for the Hong Kong Wine and Dine Festival with more featured themes, extending the race of the Hong Kong Cyclothon to 50 kilometres to attract more overseas cyclists, staging additional Pulse 3D Light Shows at the Hong Kong Cultural Centre, and stepping up publicity for international sports events such as the Rugby Sevens, the tennis open tournament and the golf open tournament. The combined efforts by the Government and the industry partners will hopefully bring more high-spending visitors to Hong Kong, thereby leading to a positive impact on the catering industry. (Sources: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, February 2016; The 2016-17 Budget - Budget Speech, The HKSAR Government, 24 February 2016; Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

3.7 For Hong Kong's economy in 2015, underlying inflation averaged 2.5%, down from 3.5% in 2014, representing continued easing in inflation for the fourth year in a row. The upside risks to inflation should remain contained in the near term, as low global inflation amid soft international commodity prices will likely keep external price pressure at bay, and as local cost increases will likely be restrained by the subpar economic conditions. (Source: Press Release, "Consumer Price Indices for December 2015", C&SD, The HKSAR Government, 16 January 2016.) Noting lower economic growth and the adjustment in the property market will reduce rental pressure, it is predicted that the headline inflation rate for 2016 will be 2.3%, with the underlying inflation rate at 2%. (Source: Business & Finance FS forecasts 1-2% growth, news.gov.hk, The HKSAR Government, 24 February 2016.)

In 2015, section indices registering year-on-year rates of increase in all the Composite CPI, included electricity, gas and water (8.5%); housing (5.1%); food (4.0%); alcoholic drinks and tobacco (1.3%); miscellaneous services (1.1%) and miscellaneous goods (1.0%). The top 5 food groups contributing to the price increases included salt-water fish (7.7%), poultry (13.7%), fresh fruit (6.1%), pork (3.6%) and other fresh sea products (7.5%). (Source: Annual Report on the Consumer Price Index 2015, C&SD, The HKSAR Government, 25 February 2016.) Underlying Composite CPI is forecast to increase by an average of 2% in 2016, lower than that of 2.5% in 2015, signifying the fifth consecutive year of easing. The trend rate of change in the underlying Composite CPI in Hong Kong from 2017 to 2020 is forecast at 2.5% per annum. (Source: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, 24 February, 2016.)

3.8 For 2015 as a whole, the value of total receipts for the restaurants sector was provisionally estimated at HK\$104.4 billion, representing an increase of 3.9% in value but a decrease of 0.3% in volume compared with the whole year of 2014. Over the same period in 2016, the provisional value of total purchases by restaurants increased by 2.2% to HK\$35.2 billion over a year earlier. Analysed by type of restaurant and comparing the whole year of 2015 with the whole year of 2014, total receipts of Chinese restaurants increased by 1.9% in value but decreased by 2.4% in volume. Total receipts of non-Chinese restaurants increased by 5.4% in value and 1.1% in volume. Total receipts of fast food shops increased by 6.8% in value and 2.7% in volume. Total receipts of miscellaneous eating and drinking places increased by 5.3% in value and 0.5% in volume. As for bars, total receipts

remained virtually unchanged in value but decreased by 3.5% in volume. (Source: Report on Quarterly Survey of Restaurant Receipts and Purchases (Fourth Quarter 2015), C&SD, The HKSAR Government, 2 February 2016.)

3.9 The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; the number of general restaurant licenses increased from 8 713 in 2012 to 9 718 in 2015, representing an increase of 1005 or 11.5%. Light refreshment restaurant licenses increased from 3 116 in 2012 to 3 420 in 2015, representing an increase of 304 or 9.8% over the last 4 years. The number of liquor licenses issued has equally increased, reaching a total of 6 901 in 2015 as compared to 5 735 in 2012, an increase of 20%. There were 436 Club Liquor licenses in 2015 as compared to 482 in 2012, representing a drop of 46 licences or 9.5%. (Source: Food and Environmental Hygiene Department website retrieved on 7 March 2016 - http://www.fehd.gov.hk/english/statistics/pleasant_environment/statistienh_2012_2015.html)

3.10 Industry personnel indicated that the average annual increase in sales revenue was around 8% - 10% in the past 10 years. Factors affecting restaurant receipts included the decrease in visitors' arrival, the appreciation of Hong Kong currency etc. The restaurants also encountered negative growth on revenue in the face of increased operating costs such as labour wages, rental and inflation in general. When comparing with 2003, the rental has doubled or even tripled whereas the costs of raw ingredients had risen by 50% to 80%. (Source: "The Review of Catering Industry 2015", Hong Kong Commercial Daily, 1 December 2015.) In order to reduce the industry's cost of operation and enhance Hong Kong's attractions and competitiveness, the licence fees for restaurants and hawkers and fees for restricted food permits have been waived for one year, benefiting 27 000 restaurants and operators. (Source: The 2016-17 Budget - Budget Speech, The HKSAR Government, 24 February 2016.)

3.11 Since the removal of all duty-related customs and administrative controls in February 2008, Hong Kong has further developed into a wine trading and distribution centre for the region, particularly the Mainland China. In 2015, imports of wine amounted to HK\$10.76 billion, an increase of 27.6% as compared to 2014. In volume terms, Hong Kong imported over 63 million litres of wine in 2015, up by 23% as compared to 2014. (Source: Total imports and re-exports, www.wine.gov.hk, The HKSAR Government, December 2015.) The HKSAR Government provided keen support for wine business, such as facilitating wine re-exports into the Mainland China, including duty pre-valuation whilst the wines are in Hong Kong and compression of clearance time at Mainland ports; providing funding support for local projects that develop brands, upgrade and restructure their business operations and promote sales in the Mainland market; organising flagship wine events; signing co-operation agreements with major wine-producing countries/regions to strengthen promotional activities in areas including wine-related trade, investment and tourism etc.; ensuring that the wine in Hong Kong is genuine and safe by preventing wine counterfeits from entering into the city. Hong Kong has since 2008 entered into various wine co-operation agreements with Australia, Chile, France (and its Bordeaux and Burgundy regions), Germany, Hungary, Italy, New Zealand, Portugal, Romania, Spain and the U.S.A. The signing of these Memoranda of Understanding expand the network of economies and will facilitate co-operation in wine-related trading and investment promotion, education and training, tourism etc. The HKSAR Government has provided keen support for wine business. Maintaining the quality of wine workers is as important as having an enough number of them in upholding Hong Kong's status as a wine hub. Moreover, wine industry employers should encourage employees to receive training and gain wine-related professional and vocational qualifications where appropriate. They may do so through sponsoring tuition fee, or arrangements to facilitate their studies. (Source: Report of the Manpower Survey for the Wine Industry, [wine.gov.hk](http://www.wine.gov.hk), The HKSAR Government, August 2014.)

3.12 The HKSAR Government has been synchronising the strategies of various agencies in promoting wine trading and distributions. Key wine-related industry promotional events which were held / to be held in 2015/16 include:

- a) May 2015, HOFEX 2015 - The Sixteenth International Exhibition of Food & Drink, Hotel, Restaurant & Food Service Equipment, Supplies & Services. It attracted over 38 053 professional buyers and 2 418 international suppliers and distributors. The next HOFEX will be held from 8 – 11 May 2017 in Hong Kong. (Source: What is HOFEX?, HOFEX, <http://www.hofex.com>)
- b) October 2015 - The Hong Kong Wine and Dine Festival. A four-day epicurean extravaganza with 300 booths, around 144 000 people came to the 2015 event to sample great wines and culinary offerings from 23 countries. In order to highlight the food culture of Hong Kong, the Government will expand the Wine and Dine Festival to be held in October 2016. (Source: Discover Hong Kong, the HKTBC, <http://www.discoverhongkong.com/eng/see-do/events-festivals/highlight-events/wine-dine-festival.jsp>.)
- c) November 2015 - the eighth HKTDC Hong Kong International Wine and Spirits Fair - The number of exhibitors increased to 1 065, attracting over 20 394 delegates. The ninth fair will be held from 10 – 12 November 2016. (Source: Hong Kong International Wine and Spirit Fair, HKTDC, http://www.hktdc.com/fair/hkwinefair-en/s/2715-General_Information/HKTDC-Hong-Kong-International-Wine-and-Spirits-Fair/Fair-Details.html.)
- d) May 2016 - Vinexpo Hong Kong (formerly Asia-Pacific) - A major international wine exhibition, the 7th show in Hong Kong. It will probably attract 1300 trade exhibitors from all over the world and around 17 000 trade visitors during the 3 days of exhibition. (Source: VINEXPO Hong Kong 2016, <http://www.vinexpohongkong.com/wp-content/uploads/sites/2/2016/05/DP-Anglais-final.pdf>.)

Similar wine and dine festivals and activities will continue to be held for buttressing Hong Kong as a wine and dine hub of the region. Furthermore, the HKSAR Government is committed to supporting local travel trade to develop new tour products for enriching visitors' experience in town since 2012/13. In 2016/17, the HKTBC will continue to launch the "New Tour Product Development Scheme" through subsidizing part of the costs for marketing the tours, among these, the theme on wine and dine will be covered.

3.13 To reinvent Hong Kong's tourism image, the edges of our local gourmet culture will be promoted by the HKTBC through various marketing and PR initiatives and hosting mega events. To add fun, vibrancy and diversification to the gourmet scene and tourist attractions (including the Central and Tsim Sha Tsui waterfronts), the Tourism Commission will launch a 2-year pilot scheme by end of 2016 or early 2017. 16 food trucks will operate on a rotational basis at eight designated tourist attractions. As a tourism initiative, the positioning of food trucks is to enhance and complement the existing food landscape in Hong Kong and to bring more specialty gourmet food to tourists and the locals. (Sources: Legislative Council Panel on Economic Development Introduction of Food Trucks to Hong Kong, The HKSAR Government, 15 December 2015; The 2016-17 Budget - Budget Speech, The HKSAR Government, 24 February 2016; Food Truck Pilot Scheme, Tourism Commission, The HKSAR Government, 29 August 2016.)

3.14 With the commissioning of the KTCT in June 2013, more international cruise lines are deploying large cruise vessels to homeport or transit at Hong Kong. In 2015, there were 142 ship calls in total at various berthing facilities in Hong Kong, including KTCT. It is expected that the growth in number of ship calls will continue in the coming years. In 2015, the total cruise passenger throughput for traditional cruise with itineraries of Hong Kong was 452 768, an increase of 23.3%

over that of 2014 (which was 366 981). With more ship calls in the coming years, it is expected that there would be further increase in the total cruise passenger throughput.

The Tourism Commission will continue to work closely with the HKTB and the terminal operators to promote Hong Kong as a regional cruise hub and to develop cruise tourism in Hong Kong, including the promotion of regional co-operation with neighbouring ports to enhance the attractiveness of the whole region to cruise companies. With the HKTB, the cruise travel trade will roll out tactical promotion covering cruise packages featuring Hong Kong in various source markets, which encourage the inclusion of local excursion itineraries before and after the cruise trips or hotel accommodation options, thus assist to attract more cruise visitors and extend their stay. In particular, the HKTB is putting efforts in strengthening its promotion programmes on “fly-cruise”, with a view to further expanding the source markets other than in Hong Kong and Southern China, and increasing the number of cruise passengers staying overnight in Hong Kong, hence bringing benefits to relevant sectors in Hong Kong such as hotel and retail trade. (Sources: Press Release, “SCED’s speaking notes on commerce, industry and tourism areas tabled at LegCo Finance Committee special meeting”, Commerce and Economic Development Bureau, The HKSAR Government, 30 March 2015; Press Releases, “CS visits EMSD, KTCT and Energizing Kowloon East Office”, Information Services Department, The HKSAR Government, 2 July 2015; “Tourism chiefs eye big spenders”, The Standard, 14 December 2015; Cruise Passenger Statistics by Nationality / Territory, HKTB, January 2016; Kai Tak Cruise Terminal Year-on-Year development, KTCT Official Website [<http://www.kaitakcruiseterminal.com.hk/highlights/>], January 2016; Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; Replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2016-17, Commerce and Economic Development Bureau, 2 April 2016.)

3.15 Long term large-scale tourism development projects promote leisure and tourism activities which also contribute to the catering industry. Over the past few years, the KTF project has been stepping forward with various initiatives launched to realise its vision to become a remarkable landmark with unrivalled potential to develop into a world-class tourism, entertainment and leisure hub. (Source: "Kai Tak Fantasy Takes Flight", Kai Tak on the Move (Issue 24), KTD, the HKSAR Government, March 2016.) With its strategic location right adjacent to the hotel sites, cruise terminal, the future Tourism Node and Metro Park, it is envisaged that the provision of outdoor dining services, event and performance areas and small-scale retail kiosks would suit with the ambience of this particular promenade and help bring about a lively harbourfront in KTD. It is proposed that around 60% of the permissible commercial area be designated for “Eating Place” with alfresco dining area. (Source: Proposed Development with "Eating Place" and "Shop & Services" for the Promenade Fronting Hotel Sites at Kai Tak Runway [TFKT/03/2016], Twentieth Meeting of Task Force on Kai Tak Harbourfront Development, The HKSAR Government, 1 March 2016.)

The villages in Lantau with monuments and religious atmosphere are important elements of the diversified life of Hong Kong. These natural and cultural assets, together with other diverse tourism facilities, will create synergy in providing visitors with a wide range of journey experience covering various aspects such as nature ecology, culture, heritage, entertainment and tourism. Upon the commissioning of the HZMB, Lantau will become the converging point of these three areas which in turn provide ample opportunities for business and travelling. (Sources: Lantau Development Advisory Committee First-term Work Report, Lantau Development Advisory Committee, Development Bureau, The HKSAR Government, January 2016; Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

3.16 To further provide complementary services for visitors, the first hotel in the Ocean Park and an all-weather indoor cum outdoor waterpark at Tai Shue Wan are targeted for completion in 2017 and the second half of 2018 respectively. The construction work of the second hotel is expected to commence in 2017 for completion in 2020. (Source: Hong Kong: The Fact – Tourism, the HKSAR Government, May 2016.) Moreover, the new 750-room hotel slated to open in 2017 in Hong Kong Disneyland Resort will feature an exploration theme with new restaurants. (Source: Press Release, “Hong Kong Disneyland Resort to kick off year-long 10th anniversary celebration Resort to honor 10 magical years of growth in Hong Kong with new attractions and entertainment”, Hong Kong Disneyland, 11 September 2016.) These new facilities provide convenient accommodations for guests spending multiple days and promote the usage of the catering services in the new entertainment facilities and hotels.

3.17 The discussions among the three Governments about the cross-boundary transport arrangements for the HZMB is progressing. The relevant arrangements aim at meeting the needs of local residents, travellers and trades in the three places, so as to maximise the economic and transport benefits of the HZMB. (Source: Transport Advisory Committee (TAC) briefed on latest development of HZMB transport arrangements, Press Release, The HKSAR Government, 23 February 2016.) More business arrivals from the Mainland and overseas can be anticipated.

The XRL connecting Hong Kong with 18 cities in Mainland will enhance the strategic position of Hong Kong as the southern gate of the Mainland. Upon completion of the XRL planned for the third quarter of 2018, it will benefit Hong Kong’s various service industries, promote Hong Kong’s tourism, and create over 10,000 direct job opportunities. (Source: <http://www.facebook.com/govnews.hk/photos/pcb.1714658898756826/1714658758756840/?type=3&theater>, The HKSAR Government, 12 January 2016.)

3.18 To cater for long-term air traffic demand and sustain Hong Kong's competitiveness as an aviation hub, the Airport Authority Hong Kong is pressing ahead with the implementation of the three-runway system project, which is expected to complete in eight years. Upon full operation of the three-runway system, the airport will be able to handle 100 million passengers and nine million tonnes of cargo annually in 2030. (Source: “Third runway plan endorsed”, news.gov.hk, The HKSAR Government, 17 March 2015.)

3.19 In view of the aforementioned combined efforts of industry partners, a positive outlook for the tourist and business arrivals is anticipated in the years to come. A consistent supply of first-class industry personnel to defend Hong Kong’s claim to be Asia’s culinary capital will be required.

3.20 To remain competitive and in order to help define Hong Kong’s reputation in a globalized business environment, the local catering industry needs to remain vigilant to latest industry developments and trends locally and overseas.

3.21 Due to a shortage of manpower and high operating costs in running individual production kitchens, it has been a developing trend that centralized production kitchens are gaining popularity in the catering sector. In order to lower the business costs, professionalize the quality of food and enhance efficiency, group restaurants/ restaurant chains are encouraged to consider setting up Central Kitchens (or Production Kitchens). This is particularly the case for sizeable catering-related establishments in which these types of production kitchens with operational efficiency and economies of scale are in popular use. These production kitchens are similar to downsized food production factories, lowering the costs by mass production and bulk purchases. The major functions of the centralized production kitchens include defrosting, cutting and preparation of meats; washing of

vegetables and meats by applying aseptic technique, preparation of various marinades and sauces; packaging and delivering of packaged ingredients to restaurant outlets. (Source: Press Release, ‘飲食業的未來健康元素’, The Association for Hong Kong Catering Services Management Limited.)

3.22 People are increasingly becoming health conscious in particular with the food they consume. On the brink of the antibiotic-resistance crisis across the globe, Consumers International (CI) announced "Antibiotics Off The Menu" as the theme for 2016 the World Consumer Rights Day (WCRD). Supporting this global initiative, the Consumer Council of Hong Kong joined hands with 35 other consumer organisations to call on the three leading international fast food chains and six local fast food chains to phase out sourcing and serving food produced from animals routinely given antibiotics. The Council and CI opined that multinational fast food chains, leveraging their international procurement power, are in a strong position to influence suppliers and agricultural producers to reduce or even stop routinely giving the animals antibiotics used in human medicine. (Source: “A Global Resonance to Take Antibiotics Off The Menu”, Consumer Council, 15 March 2016.)

3.23 The Committee on Reduction of Salt and Sugar in Food was set up in March 2015. The Committee is responsible for making recommendations to the Secretary for Food and Health on the formulation of policy directions and work plans to reduce the intake of salt and sugar by the public, as well as to reduce salt and sugar in food. (Source: Government sets up committee to promote reduction of salt and sugar in food, Press Release, The HKSAR Government, 13 March 2015.) The industry should be encouraged to launch pilot schemes to gradually reduce salt and sugar in their products. These moves, in the face of the healthy eating trend and consumers' demand for healthy food products, will encourage positive interaction. To achieve the goal in reducing salt and sugar in food in a progressive manner, sustained efforts in enhancing education and providing incentives are necessary for the industry and the public to gradually adapt to the changes. (Source: Committee on Reduction of Salt and Sugar in Food discusses measures to reduce salt and sugar, Press Release, The HKSAR Government, 8 January 2016.)

3.24 As a reaction to several food scandals in 2015, online food traders would be required under new guidelines announced in December 2015 to display licences on their websites and ensure the proper temperature during delivery. The measures have come into force in the first quarter of 2016 and opened for application of Restricted Food Permit (Online Sale or Offer for Sale of Prepackaged Restricted Food Without Handling and Storage of Food for Sale on Business Premises). (Sources: Online food trade in Hong Kong set for new guidelines following food scandals, SCMP, 3 December 2016; Application for permits for online sale of restricted foods, Food and Environmental Hygiene Department, The HKSAR Government, 22 February 2016.)

3.25 The emergence of mobile devices and cloud computing has been making an impact on the catering industry more than ever. In order to enhance competitiveness, the SME Cloud Promotion Campaign launched by the HKSAR Government encourages SMEs to take advantage of information and communications technology to maximize their revenue. Relevant training courses organized by trade associations enhance the understanding of applying the I-Cloud technology to their businesses. (Source: Speech by Miss Joey Lam, JP, Deputy Government Chief Information Officer (Policy and Community) at the “SME Cloud Promotion Campaign Training Program for Catering - Results Announcement and Closing Ceremony”, The Office of the Government Chief Information Officer, The HKSAR Government, 30 April 2015.)

3.26 The use of food-related applications (apps) on smart phones become more popular in Hong Kong these years. Some restaurants have developed their own apps to engage their customers and enhance customer service. They can reach their customers and pitch promotional dishes or menus based on what customers ordered before. On customers' side, they can accumulate bonus points just by scanning the QR code on the invoice with relevant apps so that restaurants no longer need to spend money on printing coupons or membership cards. Food menu apps make customer interactions, food preparation, and other essential functions faster, simpler, and more responsive. Choosing food and beverages becomes an entertaining and engaging experience. Guests view high-resolution photos of menu items, select portion sizes, and tap to order. Their choices are sent directly to the kitchen or bar, speeding the delivery process and virtually eliminating errors. With a wait list function, a text message will be sent to the guest once the table is ready, thus enabling diners to better manage the time. For restaurant side, cost can be reduced by using food menu apps which updating the menu is feasible without reprinting. Furthermore, waiters/waitresses can provide a higher level of customer service. Loyalty programmes, dining promotions, inventory management, kitchen staff management, dashboard and home delivery can all be managed by a single app. It's a win-win situation for guests, employees and the restaurant. (Source: Pairing taste and technology, iPad in Business, Apple.) The relevant technical and marketing knowledge and skills will be in demand as the catering industry adopts these practices more widely.

3.27 The rise of social media has led to a shift in the way consumers view food brands and the way that food brands interact with their customers. People often were no longer willing to listen to food companies or governments for information about food. (Source: "How has social media changed food marketing?" Food Navigator.com, 8 April 2015.) In Hong Kong, people will take restaurant reviews obtained online as a reference though the objectiveness of these reviews have often been questioned. (Source: "Openrice 食評公正性屢受質疑 網民力撐被屈食肆", Metro Daily, 9 November 2015.) Managing the social media platform timely and tactfully is a valuable skill for catering operators.

3.28 Caring for the interest of the visually impaired in dish ordering, the institution of Dining Art co-operated with the Hong Kong Blind Union and came up with the Braille menu. Details of the dishes including ingredients can be communicated effectively and is highly appreciated by this group of customers. Furthermore, it saves manpower to read and explain the menu items to their customers. The usage of the Braille menu is therefore highly recommended. (Source: '餐廳老闆做盲人領跑員 食肆推「點字餐牌」', Apple Daily, 10 November 2015.)

3.29 Hong Kong has lived up to her credits to be reputed as a "Gourmet Paradise". As an international benchmark of good food, the Michelin Guide has been awarding stars in Hong Kong since 2009. The 2016 edition highlights the variety and quality of the city's dining offerings, from high-end to street food. In 2016, six restaurants in Hong Kong were awarded 3 stars amongst the other 50 plus Michelin-starred restaurants representing the exceptional cuisines offered by Hong Kong. (Source: Michelin Guide, HKTB, February 2016.) The Hong Kong Culinary Team, led by HKCA, has won some of the world's most prestigious culinary awards in recent years. After being crowned the World Champion at the Salon Culinaire Mondial in Basel 2013, the team has continued to triumph and recently won the Chinese Cuisine World Championship in Beijing in 2015. This momentum was further maintained when students of the CCI [Formerly Chinese Cuisine Training Institute (CCTI)] team also won the Best Team Award at the Guilin, Hong Kong and Taipei Vocational Institutes Culinary Competition in 2015. The outstanding achievements of our Hong Kong Chefs and students in the international culinary scene truly reflect the exceptional strength and talents found in the local culinary industry and further solidify Hong Kong's status as an international gourmet

paradise. (Source: Press Release, “VTC graduates and students win accolades in international competitors”, CCI, 14 December 2015.) Published by the CCI and supported by industry professionals, “The Taste of Old Hong Kong” which covers the food culture and catering history of Hong Kong over the past century was selected as the Best Culinary History Book in Hong Kong in April 2014 by the Gourmand World Cookbook Awards. Competing with over 200 countries and cities, it was awarded “The Best Culinary History Book” – World Champion in June 2015. (Source: Press Release, “The Taste of Old Hong Kong by CCTI Awarded ‘The Best Culinary History Book’ - World Champion”, CCI, 30 June 2015.)

3.30 With HKTB’s concentrated resources on driving high-spending overnight visitors, the catering industry is facing both opportunities and challenges. Industry personnel note that many travelers to Hong Kong will have experienced international cuisines in the countries of its origin and will be aware of international standards, leaving the industry with no choice but to raise the standard of training. Joint efforts for elevating the quality of industry manpower amongst industry partners with the relevant support by the HKSAR Government would be deemed necessary and important to upkeep the hard-earned reputation of the industry.

Implications on Manpower

3.31 The labour market remained largely stable, with the unemployment rate staying low at 3.3% in 2015. Domestic demand remained the key force propelling economic growth to keep labour market in full employment through 2015 where total employment grew moderately by 1.3%, though with visible signs of slowdown in tourism-related and trade sectors. Wages and earnings attained real improvements. Thanks to the upward adjustment of the SMW rate since May 2015 from HK\$30 to HK\$32.5 per hour, low-paid workers enjoyed more appreciable wage growth. The food and beverage service activities sector was seemingly lesser affected by the protracted weak trend in inbound tourism, with its unemployment rate down by 0.2 percentage point. For the low paying sectors as a whole, the unemployment rate edged up from 3.1% in 2014 to 3.2% in 2015, still a relatively low level. In the first quarter of 2016, the number of unemployment rate has decreased by 0.4% as compared with the same period in 2015. (Source: 2015 Economic Background and 2016 Prospects, Financial Secretary's Office, The HKSAR Government, 24 February, 2016.) Payroll per person in the fourth quarter of 2015 in food and beverage service activities sector has increased by 4.4% comparing to the same period in 2014. Whereas the payroll per person in the first quarter of 2016 in food and beverage service activities sector has increased by 2.4% comparing to the same period in 2015. (Source: Quarterly Report of Wage and Payroll Statistics (Fourth Quarter 2015) AND Quarterly Report of Wage and Payroll Statistics (first quarter 2016), C&SD, The HKSAR Government, 29 March and 24 June 2016 respectively.)

3.32 As the number of tourists staying in Hong Kong has a direct impact upon the catering industry, a brief overview of the hotel sector is required. By the end of 2015, Hong Kong had 253 hotels, with over 73 846 rooms. Total rooms supply increased by 1 125 rooms or 1.5% compared to the numbers in end 2014, whilst the average occupancy rate for 2015 stood above 80% despite a decline over a year before. (Source: Hotel Supply Situation – Dec 2015 AND Hotel Room Occupancy Report - Jan 2015 AND Hotel Room Occupancy Report - Jan 2016, HKTb, February 2016, March 2015 and March 2016 respectively.) The average length of stay of overnight visitors in 2015 was maintained at 3.3 nights, same as 2014. Mainland visitors spent an average of 3.2 nights in 2015 (from 3.3 nights in 2014), whereas the length of stay of overnight long-haul visitors averaged at around 4 nights. Overnight short-haul visitors (excluding Mainland visitors) spent an average of 2.9 nights, same as in 2014. (Source: Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016.)

As estimated by the HKTb, there will be around 53 new hotels to be completed during 2016 to 2019 with an additional 10 000 rooms. (Source: Hotel Supply Situation – April 2016, HKTb, May 2015.) These new hotel developments reflect a positive projection of potential visitors by the hotel developers and indicate a possible surge in qualified manpower requirements to support the food production, servicing and managing of the dining establishments in these new hotel projects.

3.33 In 2016 - 17, the HKTb will take active steps to increase visitor arrivals by stepping up marketing efforts in source markets, organising mega events and promoting other tourism-related initiatives. The HKTb will also strive to maintain visitors' satisfaction and stimulate their spending to maximise the benefits brought by tourism to Hong Kong's economy and the community at large. Amongst others, in 2016, the HKTb will shift the focus of promotion efforts from shopping to Hong Kong's diversified travel experiences, including Hong Kong's gourmet culture. Hong Kong's presence will be maximised through digital tools, social media and creative concepts. (Sources: Legislative Council Panel on Economic Development, Hong Kong Tourism Board Work Plan for 2016-17, [LC Paper No. CB(4)590/15-16(04)], Tourism Commission, Commerce and Economic Development Bureau, The HKSAR Government, February 2016; Press Statement, "Economic

Development Commission holds its 10th Meeting.”, Tourism Commission, The HKSAR Government, 16 March, 2016.)

3.34 In 2015, the total overnight business/meetings visitors increased by 4.3% while total overnight MICE arrivals dropped by 5.2% over 2014. (Source: Visitors' Purpose of Visit by Major Market Areas, HKTB, January 2016.) The HKSAR Government will continue to support the HKTB to attract more MICE visitors to come to Hong Kong.

3.35 With all these marketing and promotional efforts by the HKSAR Government and relevant public bodies, a steady supply of qualified trained manpower to meet the expectations of international epicureans in our unique gourmet culture will be required.

3.36 The availability of different cuisine options and an appreciation of differences in cultures will contribute to uphold the good reputation of Hong Kong as a desired tourist destination. In 2015, number of overnight visitors from North Asia (Japan and Korea) rose to over 1.5 million, up by 2.3% over 2014. Overnight visitor arrivals from the Americas has increased by 3% of which USA has risen by 4.7%. Up to April 2016, the South and South East Asia overnight visitor numbers rose to around 873 740, up by 12.7% on a year-to-year basis. Furthermore, overnight visitor arrivals from Europe, Africa and the Middle East has increased by 5.2% while overnight visitors from the Americas up by 3.2% on a yearly basis. (Source: Visitors Arrival Statistics – Apr 2016, HKTB, May 2016.)

3.37 The catering industry with its sizable employees and establishments must be better equipped to enhance its manpower quality in order to maintain Hong Kong's reputation as the “Culinary Capital of Asia”. The Education Bureau of the HKSAR Government assists the catering industry in the establishment of the QF to promote education and life-long learning with a view to enhancing their professionalism and competitiveness. Training providers and industry partners are increasingly drawing up programmes pathways for the youngsters and industry personnel riding on the QF platform. Furthermore, RPL for the Chinese catering industry enables practitioners with various backgrounds to receive formal recognition of the knowledge, skills and experience under the QF with a view to promoting continuing education and life-long learning. It facilitates individuals to set clear directions for further training without starting from scratch.

3.38 Though the industry is committed to increase professionalism and high standards, Hong Kong's food and beverage industry has a shortage of first-class human resources, as well as an acute shortage of staff especially for serving positions and behind the scenes occupations. As the industry continues to grow and facing intense regional competition, it will need more people at every level of skill and capability. Quality vocational education and training programmes will therefore be required for youngsters as well as in-service personnel ranging from degree, higher diploma and various levels. The VTC has been dedicated in providing training and education for nurturing culinary and catering talents with articulation pathways for Certificate, Diploma, Higher Diploma and Degree culinary programmes. To nurture homegrown talents of international cuisines and wine experts, the construction of a new campus for the ICI in Pokfulam is also under way. ICI's purpose built campus with advanced facilities, together with the CCI and HTI in the Southern District of Hong Kong Island will form a campus-like venue called ‘Hospitality Pokfulam’. A wide range of modules and programmes at Certificate, Diploma, Higher Diploma and Professional Diploma level in international cuisine, wine, and food and wine pairing, catering events, food product development etc. are available. Alliances and international networking are key success factors in today's knowledge-based economy. This new landmark can become a vibrant hive of hospitality

activity that further advances the culinary and hospitality industry of all participating countries and

regions.

The Survey Findings

3.39 The survey reveals that in September 2015, a total of 182 526 persons were employed in the catering industry, of which 8 560 (4.7%) were in the managerial category, 38 556 (21.1%) supervisory category, 133 383 (73.1%) craft/operative category, 2 027 (1.1%) in administrative and others category.

3.40 At the time of the survey, employers reported 7 971 vacancies, or 4.4% of the existing 182 526 posts. The job level with the most vacancies was in the craft/operative level (7 607) followed by supervisory level (320), and managerial and professional level (42).

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

Manpower Changes by Job Level

3.42 In September 2015, there were 182 526 employees (excluding trainees/apprentices) in the catering industry, representing a manpower increase of 101 (0.06%) over the 2013 figure. An analysis of the manpower changes by job level is given in the following tables:

Table 3.42 (a): Number of Employees by Job Level

<u>Job Level</u>	<u>2013</u>	<u>2015</u>	<u>Increase/Decrease (%)*</u>	
Managerial / Professional	8 815	8 560	-255	(-2.9%)*
Supervisory	36 169	38 556	+2 387	(+6.6%)
Craft / Operative	135 304	133 383	-1 921	(-1.4%)
Administrative and Others	2 137	2 027	-110	(-5.1%)
Total	182 425	182 526	+101	(+0.06%)

* Percentage of increase/decrease on number of employees by job levels compared with 2013

Table 3.42 (b): Number of Employees by Branch

<u>Branch</u>	<u>2013</u>	<u>2015</u>	<u>Increase/Decrease (%)*</u>	
Chinese Restaurants	67 577	65 295	-2 282	(-3.4%)*
Restaurants other than Chinese	74 514	75 725	+1 211	(+1.6%)
Fast Food Shops	16 664	16 890	+226	(+1.4%)
Beverage Serving Places	7 063	7 583	+520	(+7.4%)
Event Catering and Other Meal / Food Service Activities	13 433	13 703	+270	(+2.01%)
Supplementary Samples	3 174	3 330	+156	(+4.9%)
Total	182 425	182 526	+101	(+0.06%)**

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

(**) Percentage increase of the total number of employees in the industry compared to 2013

Vacancies

3.43 At the time of the survey, there were 7 971 reported vacancies as compared to 8 387 in 2013. The present vacancies attributed to 4.4% of the total workforce as compared to 4.6% in 2013. The largest number of vacancies (7 607 or 95.4%) were found in craft / operative level jobs. The Training Board is of the opinion that most employers might not be able to fill all vacancies by only salary increment but also reconsider the overall salary package as well as career development path. Besides continuous employ part-time or temporary employees as well as exercise multi-tasking in the existing operation to increase cost efficiency.

Promotion Pattern

3.44 The survey indicated that catering employers are willing to offer reasonable promotion opportunities to their employees. The Training Board considers that catering establishments should provide more training to their employees to prepare them for multi-tasking and career advancement. Job rotation enhances communication within the company as well.

Preferred Mode of Training

3.45 On the whole employers are reluctant to provide internal training for their employees as 60.4% of those surveyed indicated that no internal training was provided in 2015. It is believed that employers in the catering industry focused on sales rather than staff training and development especially under a highly competitive environment with a lack of operative level employees. In general, employers prefer the seminars/workshops mode of training.

3.46 The survey indicated a 122% increase in the number of apprentices/trainees employed. There were 311 trainees/apprentices employed in 2015 as compared to 140 in 2013.

Preferred Qualifications of Employees

3.47 The survey findings indicated that employers preferred their employees of managerial and professional level, supervisory level, and administrative and others level to possess Secondary 5 – 7/ HKDSE qualifications. For the craft/operative level, the education level categorized as ‘Others’ is the most preferred.

Employer’s Manpower Forecast for September 2016

3.48 Based on employers’ manpower forecast, the general economic changes and trends in consumers’ eating-out patterns and modified life-style, there should be limited unemployment within the various branches of the catering industry in 2016. This could also be attributed to the lower mobility of manpower within the different branches of the catering industry.

3.49 Although a slight manpower growth of 4.4% is forecasted by employers in the next 12 months, the Training Board anticipates that the current labour shortage in certain jobs, especially in the craft/operative level, would require upgrading/retraining of practical skills, related technical education and combined efforts by government, industry and the vocational and professional education and training institutions to enhance a better trained workforce to fill in those shortage areas.

Table 3.49 : Additional Manpower Growth by Job Level

<u>Job Level</u>	<u>12-Month Employers Forecast on Manpower Growth</u>		
Managerial / Professional	+43	(+0.5%)*	(+0.5%)#
Supervisory	+331	(+0.9%)*	(+4.1%)#
Craft / Operative	+7 695	(+5.8%)*	(+95.3%)#
Administrative and Others	+2	(+0.1%)*	(+0.02%)#
Total	+8 071	(+4.4%)**	

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

As percentage of the total forecast manpower growth

3.50 Employers anticipated that the catering manpower will grow by 4.4% in the next 12 months, with the majority of staff needed at the craft/operative level.

Manpower Projection for 2016 to 2018 by the Labour Market Analysis (LMA) Approach

3.51 The Training Board has adopted the LMA approach to project the manpower of the catering industry in the next three years. A description of the LMA approach is shown in Appendix 6. Applying statistical modeling, some 51 economic indicators are tested to select the most important determinants for their direct impact on manpower. For the catering industry, four determinants are identified: (a) total loans and advances (HK\$ millions), (b) restaurant receipts (value index), (c) total private consumption in non-durable goods (volume index) and (d) property price index (private domestic only). Combining the LMA approach and market intelligence, the manpower requirements for 2016 to 2018 are presented in Table 3.51 below.

Table 3.51 : Manpower Projection in 2016 – 2018

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach</u>	<u>(%)#</u>
2015	182 526			
2016		190 597 (4.4%)	189 458 (3.8%)*	6 932 (+3.8%)
2017			191 819 (1.2%)**	9 293 (+5.1%)
2018			188 236 (-1.9%)**	5 710 (+3.1%)

* As percentage increase / decrease of the projected manpower against the actual manpower

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

As percentage of increase / decrease in projected manpower as against 2015

Wastage

3.52 Wastage rate refers to those leaving the catering industry because of change of jobs to other sectors, retirement, emigration and other causes. After consultation with the industry, the Training Board considers that an annual wastage rate of 2% for managerial/professional and supervisory/technical levels and 7% for other job levels in the catering industry would be appropriate.

Training Requirement Forecast

3.53 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 2016 in Table 3.53 below:

Table 3.53 : Projected Additional Training Requirements for 2016

<u>Job Level (% of all levels)</u>	<u>No. of Employees (2015)</u>	<u>Annual Wastage (2% / 7%) (A)</u>	<u>Forecast Manpower Growth (3.8%) (B)</u>	<u>Estimated Additional Annual Requirements (A) + (B)</u>
Managerial / Professional (4.7%)	8 560	<u>(A) = 2%</u> 171	325	496
Supervisory (21.1%)	38 556	771	1 465	2 236
Craft / Operative (73.1%)	133 383	<u>(A) = 7%</u> 9337	5 069	14 406
Administrative and Others (1.1%)	2 027	142	77	219
Total	182 526	10 421	6 936	17 357

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 The Training Board is of the view that the existing 182 526 strong employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.

4.2 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the catering industry for 2016 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in Sept. 2015</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Sept. 2016</u>	<u>Estimated Additional Training Requirements</u>
Managerial / Professional	8 560	171	325	496
Supervisory	38 556	771	1 465	2 236
Craft / Operative	133 383	9 337	5 069	14 406
Administrative and Others	2 027	142	77	219
Total	182 526	10421	6 936	17 357

Recommended Training Routes for Managerial and Professional Level Employees

4.3 Managers and professional staff are members of the management team involved in policy making of a company and are responsible for the management of functional departments of the organization. They should be well equipped with updated knowledge and skills as required by the ever changing industry. Managers/professional staff could be trained through part-time managerial/supervisory level courses or they can attend relevant workshops, seminars and conferences offered locally and overseas. Job rotations at various locations and even industrial attachments can be arranged to share the best practices amongst industry practitioners. These staff members should be encouraged to participate in industry activities such as chef demonstrations, industry IT updates workshops, wine workshops etc. organized by reputable trade organisations, training and educational institutions in order to update and enhance their horizons on international culinary and catering trends.

Recommended Training Routes for Technician and Supervisory Level Employees

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

4.5 To prepare for career advancement and lifelong development, supervisors should be encouraged to receive training through seminars/workshops, part-time or full-time upgrading/supervisory courses offered by quality training providers. In view of the large number of part-timers and inexperienced operative staff, service standards will inevitably be undermined. Supervisory level staff should receive training on effective motivation, leadership, team building and coaching of their subordinates to enhance service standards.

Recommended Training for Craft/Operative Level Employees

4.6 Craft/operative level workers normally engage in operative work which requires a specific range of skills. Operative training should be well-planned, interesting and flexible to meet the schedule of tight manpower. Practical skills and language training as well as hygiene 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 be accommodating on work arrangements and to offer the more capable operative employees opportunities for career advancement through proper training.

Technical Education and Training Institutions

4.7 There are various hotel, catering and tourism related full-time, part-time day-release and part-time evening training places available in the market in Hong Kong in the Academic Year 2016/17. 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 (SCOPE), The Open University of Hong Kong, Caritas Bianchi College of Careers, Caritas Institute for Further & Adult Education, Employees Retraining Board, and the Technological and Higher Education Institute of Hong Kong (THEI), Hong Kong Institute of Vocational Education (IVE) (Chai Wan and Haking Wong Campuses), HTI and CCI and ICI of the VTC. A list of the relevant full-time and part-time courses offered by the Members of Vocational Training Council in Academic Year 2016/17 is presented in Table 4.10(a) – (g). Employers are encouraged to make full use of the training facilities in these institutions and sponsor their employees to attend relevant courses. In addition, seminars and workshops organised by these bodies will help employers acquire new knowledge and train up their staff.

4.8 In view of globalization and the demand for generally higher educational qualifications in Hong Kong among students and parents in general, the Training Board encourages greater participation in vocational and professional education and training which can serve as an alternative in obtaining qualifications to those as offered by traditional academic route. Training providers are recommended to enhance the breadth and depth of vocational and professional education and training programs, so as to cater to both the requirements of the global and local environments of the catering industry, as well as to meet the higher educational demands from the public.

4.9 Due to demographic changes, there will be a decline in the number of estimated school graduates over the next two decades in Hong Kong. In addition, there will be a higher level of academic achievements among students due to school reforms. The Training Board urges the providers of vocational and professional education and training to expand their connection with the schools and local community to build an awareness of participating in a vocational and professional education programmes focusing on the promising catering or hospitality industry.

4.10 The Training Board supports that the ICI of the VTC is specifically designed to meet the local manpower needs for proficiency in international cuisines and wine related sectors in the Hong Kong catering industry. This new institution will offer multiple study pathways for in-service industry personnel as well as new entrance by providing vocational training of culinary and catering studies at various levels. The ICI combines practical, hands-on training with personal and professional development as well as a focus on cultural insights. A broad spectrum of programmes including a Higher Diploma that covers European, Mediterranean, American and Asian cuisines will be provided. The first cohort of students of Higher Diploma in Culinary Arts have been admitted in the Academic Year 2014/15 for a two-year programme. The emphasis will be on usable skills where graduates will be prepared for employment and further professional development. Together with the support from all industry partners, the new ICI will make an important contribution to the sustainability of the industry.

Table 4.10(a): List of Hotel, Catering and Tourism-related Courses Conducted by the Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses) in 2016/17 Academic Year

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses</u>	
Higher Diploma in Hotel and Catering Management	2 years
Higher Diploma in International Hospitality and Tourism Management	2 years
Higher Diploma in Tourism & MICE	2 years
Higher Diploma in Airport Operations Management	2 years
Higher Diploma in Leisure Management	2 years
Higher Diploma in Sports Administration	2 years
Higher Diploma in Sports Coaching	2 years

Hong Kong Institute of Vocational Education - In-service Training

For updates please refer to:

<http://www.vtc.edu.hk/hosts/ivesite/html/en/inserVICetraining.html>

**Table 4.10(b): List of Hotel-related Courses Conducted by
the Hotel and Tourism Institute
in 2016/17 Academic Year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Programmes</u>	
	Certificate in Hotel Operations (QF Level 2)	2 years
	Diploma in Hotel Operations (QF Level 3)	1 year
	Certificate in Hotel Spa Body Therapies	6 months
	Certificate in Hotel Spa Beauty Therapies	6 months
	Certificate in Housekeeping Operations (QF Level 3)	4 months
	Certificate in Front Office Operations (QF Level 3)	4 months
	Certificate in Housekeeping Service (QF Level 2)	4 months
	Certificate in Hotel Spa Service (QF Level 2)	4 months
	Certificate in Front Office Service (QF Level 2)	4 months
2.	<u>Part-time Programmes</u>	
	Young Hotelier Development Pilot Scheme	18 months
	Certificate in Front Office Supervision	20 weeks
	Certificate in Housekeeping Supervision	20 weeks
	Advanced Certificate in Front Office Management	20 weeks
	Advanced Certificate in Housekeeping Management	20 weeks
	Foundation Certificate in Accommodation Service	8 weeks

**Table 4.10 (c): List of Catering-related Courses Conducted by
the Hotel and Tourism Institute
in 2016/17 Academic Year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Programmes</u>	
	Diploma in Catering with Event Management (QF Level 3)	1 year
	Diploma in Food and Beverage Operations (QF Level 3)	1 year
	Certificate in Catering with Event Operations (QF Level 2)	4 months
	Certificate in Food and Beverage Operations (QF Level 3)	4 months
	Certificate in Food and Beverage Service (QF Level 2)	4 months
2.	<u>Part-time Programmes</u>	
	Advanced Certificate in Food & Beverage Management	20 weeks
	Certificate in Food and Beverage Supervision	20 weeks
	Foundation Certificate in Restaurant & Bartending Service	8 weeks
	Basic Food Hygiene Certificate for Hygiene Managers	7 weeks
	Basic Food Hygiene Certificate for Hygiene Managers (Bridging Course)	4 weeks

Table 4.10 (d): List of Chinese Catering Courses Conducted by Chinese Culinary Institute in 2016/17 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Programmes</u>	
	Diploma in Chinese Cuisine (QF Level 3)	2 years
	Certificate in Chinese Cuisine (QF Level 2)	2 years
	Certificate in Chinese Restaurant Operations for Hotels (QF Level 2)	2 years
	Certificate in Cuisines of Beijing, Sichuan and Shanghai (QF Level 2)	4 months
	Certificate in Guangdong Cuisine (QF Level 2)	4 months
	Certificate in Guangdong Barbecue Preparation (QF Level 2)	2 months
2.	<u>Part-time Programmes</u>	
	Diploma in Chinese Culinary Arts (QF Level 3)	2 years
	Advanced Certificate in Chinese Cuisine	2 years
	Intermediate Certificate in Chinese Cuisine	1 year
	Basic Food Hygiene Certificate for Hygiene Managers	7 weeks
	Basic Food Hygiene Certificate for Hygiene Managers (Bridging Course)	4 weeks
	Chinese Tonic Food	4 weeks
	Interest Course - Tourist	1 day

Table 4.10 (e): List of Chinese Catering Course Conducted Jointly by International Culinary Institute and Chinese Culinary Institute in 2016/17 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Programme</u>	
	Higher Diploma in Culinary Arts	2 years

Table 4.10 (f): List of Catering Courses Conducted by International Culinary Institute in 2016/17 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Programmes</u>	
	Diploma in European Cuisine (QF Level 3)	2 years
	Diploma in Bakery, Pastry and Confectionery (QF Level 3)	2 years
	Diploma in Western Food Preparation (QF Level 3)	2 years
	Certificate in Western Cuisine (QF Level 2)	4 months
	Certificate in European Pastry (QF Level 2)	4 months
	Certificate in Sushi Preparation (QF Level 2)	2 months
	Certificate in Teppanyaki Cooking (QF Level 2)	2 months
	Certificate in Cruise Cuisine (QF Level 2)	2 months
	Certificate in Bakery (QF Level 2)	2 months
	Certificate in Japanese Cuisine (QF Level 2)	2 months
	Certificate in Asian Cuisine (QF Level 2)	2 months
2.	<u>Part-time Programmes</u>	
	Preparatory Course for Trade Test in Western Cuisine - Master Chef	396 hours
	Certificate in Italian Cuisine (QF Level 2)	96 hours
	Certificate in French Cuisine (QF Level 2)	96 hours
	Certificate in Classical Japanese Cuisine (QF Level 2)	96 hours
	Certificate in Pastry and Bakery (QF Level 2)	96 hours

Preparatory Course for Trade Test in Western Cuisine - Trainer Chef	96 hours
Preparatory Course for Trade Test in Western Cuisine - Certified Cook	60 hours
Preparatory Workshop for Trade Test in Western Cuisine - Certified Cook	8 hours
Preparatory Workshop for Trade Test in Western Cuisine - Certified Pastry Cook	8 hours

**Table 4.10 (g): List of Catering Courses Conducted by
Technological and Higher Education Institute of Hong Kong
in 2016/17 Academic Year**

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Programmes</u>	
	Bachelor of Arts (Honours) in Culinary Arts and Management	4 Years (Year 1 Entry) / 2 Years (Year 3 Entry)
	Bachelor of Arts (Honours) in Hotel Operations Management	4 Years (Year 1 Entry) / 2 Years (Year 3 Entry)

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

Hotel and Tourism Institute/ Chinese Culinary Institute / International Culinary Institute and Institute of Vocational Education, VTC

4.12 The Hotel and Tourism Institute expects to have an annual trainee through-put of 1 006 for its full-time courses and 920 for its part-time courses in AY 2015/16. In AY 2016/17, 732 full-time and 1 000 part-time training places have been planned.

4.13 The Chinese Culinary Institute expects to have an annual trainee through-put of 338 for its full-time courses and 765 for its part-time courses for AY 2015/16. In AY 2016/17, 315 full-time and 866 part-time places have been planned.

4.14 The International Culinary Institute expects to have an annual trainee through-put of 583 for its full-time courses and 1 095 for its part-time courses for AY 2015/16. In AY 2016/17, 573 full-time and 1 075 part-time places have been planned.

4.15 The Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong) estimated that there will be 1 870 full-time graduates in AY 2015/16 and an estimated output of 1 725 full-time graduates in AY 2016/17.

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

Training for Employees

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

Skills Upgrading Scheme Plus Courses (SUS Plus)

4.18 The Training Board supports the Skills Upgrading Scheme Plus Courses (SUS Plus) for the Chinese Catering Industry. Both employers and employees should make use of the Continuous Education Fund and various government funded skills upgrading schemes for further skills enhancement.

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

Future Surveys

4.20 The Training Board recommends conducting the full-scale manpower survey once every four years with periodic qualitative update to assess the manpower demand and supply in the industry.

MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD
(appointed from 1 April 2015 and up to 31 March 2017)

Chairman:

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

Vice-Chairman:

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

Members:

Mr Urs Viktor BESMER (Nominated by the Hong Kong Chefs Association)

Mr Stephen CHAN Choy-wing (up to 31.3.16)
 Ms Cindy LUI Fung-kuen (since 1.4.16) } (Nominated by a travel agent)

Mr Victor CHAN Kok-wai (Nominated by the Hong Kong Hotels Association)

Mr Marco CHEUNG Chi-fai (Nominated by a catering association)

Ms Cecilia HO (Nominated by a major theme park or a major attraction)

Mr Lawrence KOO Kin-yip (Nominated by a catering association)

Ms Rebecca KWAN (Nominated by a small and medium hotel)

Ms Lavinia LAU (up to 31.8.15)
 Mr Arnold CHENG Ka-kui (since 1.4.16 to 31.7.16) } (Nominated by the Board of Airline Representatives)

Mr Paul LEUNG Yiu-lam (up to 31.3.16) (Nominated by the Travel Industry Council of Hong Kong)

Mr Wallace LI Chin-hung (Nominated by the Club Managers' Association of Hong Kong)

Prof. Bob MCKERCHER (Nominated by a local education/training institution)

Mr James TUNG Pui-chuen (up to 12.1.16)
 Ms Sarah CHAN (since 1.4.16) } (Nominated by the Hong Kong Tourism Board)

Mr Cramond WONG Yiu-cheung (Nominated by the Meetings, Incentives, Conventions and Exhibitions (MICE) Industry)

Mr Wilson WU Wai-tsuen (up to 31.3.16)
 Mr MOK Ming-tak (since 1.4.16) } (Nominated by a major restaurant chain)

Mr Joseph YUNG (Nominated by a local based hotel chain)

Mr Marco PELLIZZER (since 1.4.16) (Nominated by a travel agent)

Ms. Emily MO (Representing the Commissioner for Tourism)

Ms Nancy TANG (up to 24.1.16)
 Mr Gary WONG Kwok-lok (since 25.1.16) } (Representing the Commissioner for Labour)

Ms Winnie NGAN (Representing the Executive Director of the Vocational Training Council)

Advisors:

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

In Attendance:

Mr Martin MA (since 1.4.16)	(Nominated by the Travel Industry Council of Hong Kong)
Ms Liza NG (since 1.8.16)	(Nominated by the Board of Airline Representatives)
Mr Stanley CHUI	(Representing the Hotel and Tourism Institute / Chinese Culinary Institute / International Culinary Institute / VTC)
Mr Adrian Peter ORT (since 18.2.16)	(Representing the Hotel and Tourism Institute / Chinese Culinary Institute / International Culinary Institute / VTC)
Dr Joanna CHEUNG	(Representing the Hong Kong Institute of Vocational Education / VTC)
Mr. Derek PANG (since 1.4.16)	(Representing the Technological and Higher Education Institute of Hong Kong / VTC)
Ms Polly LAU (since 7.11.16)	(Representing the Headquarters (Industry Partnership)/VTC))

Secretary:

Ms Claudia AU	(Vocational Training Council)
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Hotel, Catering and Tourism Training Board

Membership List of the Working Party on
2015 Catering Industry Manpower Survey

Convenor

Mr. CHEUNG Chi-fai Marco The Association for HK Catering Services Management
Limited

Members

Mr. KOO Kin-yip Lawrence Federation of HK Restaurant Owners Limited
Mr. LI Chin-hung Wallace The Hong Kong Jockey Club
Mr. PANG Chun-hoi Derek Technological and Higher Education Institute of Hong
Kong/VTC
Ms. KUI Jennifer Hong Kong Institute of Vocational Education/VTC
Mr. CHOW Kwok-ming Nelson Hotel and Tourism Institute/Chinese Culinary Institute/
International Culinary Institute/VTC

Secretary

Ms. AU Claudia Vocational Training Council

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

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and Pro-Act Training and 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 IVE and Pro-Act Training and 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 element.
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, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of vocational education and training in the industry.
11. To organise 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 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.

2015 Catering Industry Manpower Survey
Analysis of Result of Enumeration (All Branch)

Result	All Branch						Total
	1	2	3	4	5	6	
Closed	3	22	012				10
Moved, address cannot be located/untraceable	11	14	44	70			40
Non-contact	14	413		193		2	55
Not engaged in specific trade	0	0	0	2	0	0	2
No Technical Manpower	0	100	000				1
Not yet start operation	0	0	0	0	1	0	1
Partial Response	28	19	15	21	17		82
Refusal	14	213	1		110		41
Registered office/Corresponding address	2	125	11				12
Response	142	115	89	42	56	16	460
Temporary ceased	10	516	30				25
Total	224	163	139	81	84	38	729

Branch 1 Chinese Restaurants (HSIC 561109-561111)

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

Branch 3 Fast Food Shops (HSIC 561200)

Branch 4 Beverage Serving Places (HSIC 563100-563900)

Branch 5 Event Catering and Other Meal / Food Service Activities
(HSIC 561901-561903 and 562000)

Branch 6 Supplementary Samples

Headquarters (Industry Partnership) 總辦事處(行業合作)
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號



6th October 2015

Dear Sir/Madam,

The 2015 Manpower Survey of the Catering Industry
(Chinese Restaurants)

I am writing to ask for your cooperation in the 2015 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 13th October to 13th November 2015. A reference day is given as 25th September 2015, 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 September 2016, and
- (iv) the number of employees under training at present.

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

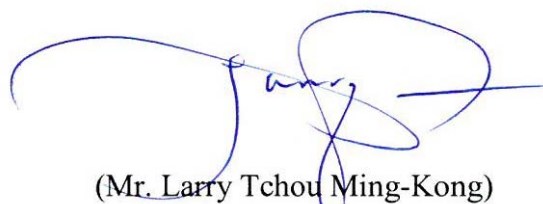
----- I am enclosing for your reference and completion the following documents in both English and Chinese:

- (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 contact 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 8534.

Yours faithfully,



(Mr. Larry Tchou Ming-Kong)
Chairman

Hotel, Catering and Tourism Training Board

Headquarters (Industry Partnership) 總辦事處(行業合作)
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號

致飲食業僱主



敬啟者：

飲食業二〇一五年人力調查
(中式酒樓)

職業訓練局屬下的酒店業、飲食業及旅遊業訓練委員會將進行飲食業二〇一五年人力調查，敬請惠予合作。

本會負責監察與款待業有關的人力訓練事宜。為蒐集飲食業最新的人力情況資料，以便提出有關人力訓練的建議，本會將於二〇一五年十月十三日至十一月十三日進行人力調查。調查參考日期將定為二〇一五年九月二十五日，蒐集行業內各主要職務的下列資料：

- (i) 現有僱員人數；
- (ii) 現有空缺數目；
- (iii) 二〇一六年九月的僱員總數預測；和
- (iv) 現正接受訓練的僱員人數。

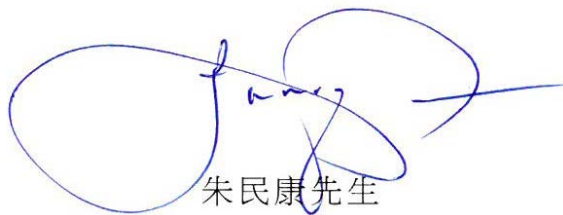
調查所得資料將絕對保密，並只以統計摘要發表，不會提及個別機構資料。

---- 現附上下列文件的中英文本，供貴機構參閱及填寫：

- (i) 調查表乙份（附錄 A）；
- (ii) 有關填寫調查表的附註（附錄 B）；和
- (iii) 業內主要職務的工作說明（附錄 C）。

調查期間，政府統計處的職員會聯絡 貴機構，收集填妥的調查表，如有需要，亦會協助填寫調查表。

如對是次調查有任何疑問，請致電 2116 8534 向政府統計處人力統計組查詢。



朱民康先生

酒店業、飲食業及旅遊業
訓練委員會主席

二〇一五年十月六日

THE 2015 MANPOWER SURVEY OF THE CATERING INDUSTRY

飲食業二〇一五年人力調查

QUESTIONNAIRE

調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(填表前，請參閱附註)

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

NAME OF COMPANY: _____
公司名稱

ADDRESS: _____
地址

Total Number of Employees: _____
僱員總數

Principal Line of Business: _____

<input type="checkbox"/> Chinese Restaurant 中式酒樓	<input type="checkbox"/> Restaurant other than Chinese 非中式酒樓	<input type="checkbox"/> Fast Food Shops 快餐店
<input type="checkbox"/> Beverage Serving Places 提供飲料場所	<input type="checkbox"/> Other Eating and Drinking Places 其他飲食場所	<input type="checkbox"/> Others Please specify _____ 其他 請註明

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

28 47

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

48 55 56 63

FAX NO.: _____
圖文傳真

E-mail : _____
電郵

64 98

Questionnaire - 2015 Manpower Survey of the Catering Industry

飲食業二〇一五年人力調查

Part I Full Time Staff

第一部份 全職員工

(A) Jobs 職務	Rec. Type		(B) Average Monthly Income Code as at 9/2015 在2015年9月之平均每月收入編號	(C) Number Employed (Excluding trainees/ apprentices) as at 25.9.2015 在2015年9月25日之僱員人數 (實習生/ 學徒除外)	(D) Number of Vacancies as at 25.9.2015 在2015年9月25日之空缺額	(E) Forecast Number Employees in 12 Months' Time 預計十二個月後之僱員人數	(F) Preferred Education of Employees 僱員宜有教育程度	(G) No. of Trainees/ Apprentices as at 25.9.2015 在2015年9月25日之實習生/學徒人數	(H) Average Age Range as at 9/2015 (for craft/ operative staff only) 在2015年9月之僱員平均年齡 (只適用於技工/ 操作工)	Column (B) / (B)欄 Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金、花紅及小費。	
		No. 編號									
總經理/董事總經理 1 General Manager / Managing Director	2	1 0 1	11	12 - 15	16 - 18	19 - 22	23	24 - 26	27	Average Monthly Income 平均每月收入	Code 編號
人力資源部經理/人事部經理/培訓部經理 2 Human Resources Manager/ Personnel Manager/ Training Manager	2	1 0 2								\$8,000 or below 或以下	1
會計師/總會計主任/財務總監 3 Accountant / Chief Accountant / Financial Controller	2	1 0 3								\$8,001 - \$10,000	2
採購部經理 4 Purchasing Manager	2	1 0 4								\$10,001 - \$15,000	3
業務經理/營業部經理 5 Business Manager / Sales Manager	2	1 0 5								\$15,001 - \$20,000	4
餐廳經理 6 Restaurant Manager	2	1 0 6								\$20,001 - \$25,000	5
行政經理 7 Administration Manager	2	1 0 7								\$25,001 - \$30,000	6
中菜行政總廚/助理中菜行政總廚 8 Executive Chinese Chef / Executive Chinese Sous Chef	2	1 0 8								\$30,001 - \$35,000	7
其他 (經理及專業人員級) 9 Others (Managerial and Professional Level)	2	1 1 9								\$35,001 - \$40,000	8
人力資源部主任/人事部主任/培訓部主任 10 Human Resources Officer / Personnel Officer / Training Officer	2	2 0 1								\$40,001 or above 或以上	9
公共關係部主管/營業部主管 11 Public Relations Supervisor / Sales Supervisor	2	2 0 2									
會計主管 (應付帳/應收帳) 12 Accounts Supervisor (payable/receivable)	2	2 0 3									
倉務監督 13 Store Supervisor	2	2 0 4									
保養部主管/技術監督 14 Maintenance Supervisor / Technical Supervisor	2	2 0 5									
中菜館、酒樓主管/副經理/樓面部領班/總管 15 Restaurant Head Supervisor / Assistant Manager / Head Supervisor	2	2 0 6									
酒吧主管 16 Bar Supervisor	2	2 0 8									

										Column (F) / (F)欄		
										Education	Code	
										教育程度	編號	
樓面部部長												
17 Captain / Supervisor	2	2	0	9								
砧板												
18 Chief Butcher	2	2	1	0								
水櫃/魚王												
19 Seafood Butcher	2	2	1	1								
二砧												
20 Second Butcher	2	2	1	2								
頭鑊												
21 Chief Cook (Wok)	2	2	1	3								
點心總廚												
22 Chief Dim Sum Cook	2	2	1	4								
二廚												
23 No. 2 Cook	2	2	1	5								
上什/打荷/普通廚師												
24 Senior Cook/Aboyeur (Production Control Cook)/General Cook	2	2	1	6								
燒烤廚師												
25 Barbecue Cook	2	2	1	7								
特色菜總廚師 (如: 日本、泰國、印度、越南、韓國及星馬等地菜式)												
26 Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean & Malaysian cuisine)	2	2	1	8								
傳菜部部長												
27 Pantry Supervisor	2	2	1	9								
其他 (督導員級)												
28 Others (Supervisory Level)	2	2	2	9								
煎炸工/熟籠工/點心廚師 (麵糰、辦餡)												
29 Dim Sum Fryer / Steamer / Dim Sum Cook(e.g. dough handler, content mixer)	2	3	0	1								
幫上什/蔬菜廚師												
30 Pantry Cook / Vegetable Cook	2	3	0	2								
蔬菜廚師助手												
31 Vegetable Cook Helper	2	3	0	3								
特色菜廚師												
32 Specialty Cook	2	3	0	4								
三廚												
33 No. 3 Cook	2	3	0	5								
見習廚師/四廚或以下												
34 Junior Cook / No. 4 Cook and Below	2	3	0	6								
工程人員												
35 Engineering Staff	2	3	0	7								
其他 (技工級)												
36 Others (Craft Level)	2	3	1	9								
會計部文員/出納員												
37 Accounting Clerk / General Cashier	2	4	0	1								
人力資源部文員/人事部文員/人事部助理/寫字樓文員												
38 Human Resources Clerk / Personnel Clerk / Personnel Assistant / General Office Clerk	2	4	0	2								
出納主任												
39 Paymaster	2	4	0	3								
貨倉及收貨文員/採購部文員												
40 Store and Receiving Clerk / Purchasing Clerk	2	4	0	4								

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

Questionnaire - 2015 Manpower Survey of the Catering Industry
飲食業二〇一五年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Average Monthly Income Code as at 9/2015 在2015年9月之平均每月收入編號	(C) Number Employed (Excluding trainees/apprentices) as at 25.9.2015 在2015年9月25日之僱員人數 (實習生/學徒除外)	(D) Number of Vacancies as at 25.9.2015 在2015年9月25日之空缺額	(E) Forecast Number Employees in 12 Months' Time 預計十二個月後之僱員人數	(F) Preferred Education of Employees 僱員宜有教育程度	(G) No. of Trainees/Apprentices as at 25.9.2015 在2015年9月25日之實習生/學徒人數	(H) Average Age Range as at 9/2015 (for craft/operative staff only) 在2015年9月之僱員平均年齡 (只適用於技工/操作工)	Column (B) / (B)欄 Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金、花紅及小費。	
Title 職稱	Rec. Type	No. 編號	11	12 - 15	16 - 18	19 - 22	23	24 - 26	27		
		8-10									
其他 (文員級) 41 Others (Clerical Level)	2	4 1 9								Average Monthly Income 平均每月收入	Code 編號
電話接線生 42 Telephone Operator	2	5 0 1								\$8,000 or below 或以下	1
制服及布草服務員 43 Uniform and Linen Attendant	2	5 0 2								\$10,001 - \$15,000	3
廚房/清潔/洗碗碟雜工/管事/傳菜員/洗手間清潔員 44 Kitchen Helper / Cleaner / Dishwasher / Steward / Pantry Server / Washroom Attendant	2	5 0 3								\$15,001 - \$20,000	4
調酒員/水吧部長/水吧服務員 45 Bartender / Soda Fountain Captain / Bar Helper	2	5 0 4								\$20,001 - \$25,000	5
接待員/知客 46 Receptionist / Hostess	2	5 0 5								\$25,001 - \$30,000	6
見習侍應生/初級侍應生/賣點員 47 Busboy / Busgirl / Junior Waiter / Junior Waitress / Dim Sum Sales	2	5 0 6								\$30,001 - \$35,000	7
侍應生 48 Waiter / Waitress	2	5 0 7								\$35,001 - \$40,000	8
出納員 49 Cashier	2	5 0 8								\$40,001 or above 或以上	9
保安員/護衛員/代客泊車員 50 Security Officer/Guard House/Uniform Guard/Valet Parking Attendant	2	5 0 9									
外賣服務員工 51 Delivery Staff/ Take-Away Service Staff	2	5 1 0									
堂前小食處理員工 52 Food Station Handler	2	5 1 1									
其他 (操作工級) 53 Others (Operative Level)	2	5 1 9									
秘書 54 Secretary	2	6 0 1									
打字員/辦公室助理員/信差 55 Typist / Office Assistant / Messenger / Runner	2	6 0 2									
其他 (文員及其他員工級) 56 Others (Administrative and Others Level)	2	6 1 9									

										Column (F) / (F)欄		
										Education	Code	
										教育程度	編號	
57											University Degree or above	1
58											大學學位或以上	
59											Higher Dip./Associate Degree or equivalent	2
60											高級文憑／副學士或同等學歷	
61											Professional Dip./Dip. or equivalent	3
62											專業文憑／文憑或同等學歷	
63											Advanced Certificate/Certificate or equivalent	4
64											高級證書／證書或同等學歷	
65											Secondary 5 - 7/Hong Kong Diploma of Secondary Education Examination (HKDSE)	5
66											中學五年級至七年級／香港中學文憑	
67											Secondary 3 - 4	6
68											中學三年級至四年級	
69											Others	7
70											其他	
71												
72											Column (H) / (H)欄	
73											Enter in Column (H) the average age range according to the following codes: (for craft/operative staff only)	
74											請將員工平均年齡按下列編號填入(H)欄內：	
75											(只適用於技工／操作工)	
76											Average Age Range	Code
77											平均年齡	編號
78											17 or below 或以下	1
79											18 - 25	2
80											26 - 30	3
											31 - 35	4
											36 - 40	5
											41 - 49	6
											50 or above 或以上	7

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

Part II Part Time Staff

第二部份 兼職員工

(A) Jobs 職務			(I) Average Monthly Wage Code as at 9.2015 在2015年9月 之 平均月薪編號	(J) Number Employed (by monthly rate) as at 9.2015 在2015年9月 的 月薪員工人數	(K) Average Daily Wage Code as at 25.9.2015 在2015年9月25日 之 平均日薪編號	(L) Number Employed (by daily rate) as at 25.9.2015 在2015年9月25日 的 日薪員工人數	(M) Average Hourly Wage Code as at 25.9.2015 在2015年9月25日 之 平均時薪編號	(N) Number Employed (by hourly rate) as at 25.9.2015 在2015年9月25日 的 時薪員工人數
Title 職稱	Rec. Type	No. 編號	11 - 12	13 - 16	17	18 - 21	22	23 - 26
		8-10						
1	3							
2	3							
3	3							
4	3							
5	3							
6	3							
7	3							
8	3							
9	3							
10	3							
11	3							
12	3							
13	3							
14	3							
15	3							
16	3							
17	3							
18	3							

Column (I) / (I) 欄
The part-time employee's average basic salary
兼職員工每月之平均底薪

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

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

請將兼職員工的平均日薪按下列編號填入
(K) 欄內：

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

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

請將兼職員工的平均時薪按下列編號填入
(M) 欄內：

<u>Average Hourly Wage</u> 平均時薪	<u>Code</u> 編號
\$32.5 - \$40	1
\$41 - \$60	2
\$61 or above 或以上	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。

Q. 1 Internal Promotion

內部晉升

Please Fill in the Number of Internal Promotion in the Past 12 Months (26.9.2014 to 25.9.2015).

請填寫過去十二個月內 (26.9.2014 至 25.9.2015) , 內部晉升的人數。

Est. No. _____

ER No. _____

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

--	--	--	--

8

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

--	--	--	--

11

--	--	--	--

14

Q. 2 Number of New Recruits in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

15

Supervisory
督導員

--	--	--	--

19

Craft/Operative
技工/操作工

--	--	--	--

23

Administrative and
Others
文員及其他員工

--	--	--	--

27

--	--	--	--

31

Q. 3 Number of New Recruits Without Catering Industry Experience in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘無飲食業經驗的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

32

Supervisory
督導員

--	--	--	--

36

Craft/Operative
技工/操作工

--	--	--	--

40

Administrative and
Others
文員及其他員工

--	--	--	--

44

--	--	--	--

48

Q. 4 Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月 (26.9.2014 至 25.9.2015) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory
督導員

--	--	--	--

49

Craft/Operative
技工/操作工

--	--	--	--

52

Administrative and
Others
文員及其他員工

--	--	--	--

55

--	--	--	--

58

Q. 5 Did Your Establishment Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months (26.9.2014 to 25.9.2015)?

貴機構在過去十二個月內 (26.9.2014 至 25.9.2015) 在招聘僱員方面有否遇到困難?

Yes (Please go to Q6)
59 有 (請答第 6 題)

No (Please go to Q7)
60 沒有 (請答第 7 題)

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

--	--	--	--

62

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

遇到招聘困難的原因, 每職級可選一項或以上。

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

--	--	--	--

91

Q. 7 The Total Number of Employees Who Had Left Your Establishment in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月內 (26.9.2014 至 25.9.2015) 離職的僱員人數。

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

111

Q. 8 The Expected Number of Employees Who will be Retiring from Your Establishment in coming 12 Months.

貴機構預計在未來十二個月內退休的僱員人數。

Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/Operative 技工/操作工	Administrative and Others 文員及其他員工
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
112	116	120	124

128

Q. 9 Preferred Years of Catering Industry Experience Before Occupying the Post (Please tick "✓").

各僱員擔任現職前宜具有從事飲食業工作的年數 (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"/> 129	<input type="checkbox"/> 130	<input type="checkbox"/> 131	<input type="checkbox"/> 132	<input type="checkbox"/> 133	<input type="checkbox"/> 134
Supervisory 督導員	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138	<input type="checkbox"/> 139	<input type="checkbox"/> 140	<input type="checkbox"/> 141
Craft / Operative 技工/操作工	<input type="checkbox"/> 143	<input type="checkbox"/> 144	<input type="checkbox"/> 145	<input type="checkbox"/> 146	<input type="checkbox"/> 147	<input type="checkbox"/> 148
Administrative and Others 文員及 其他員工	<input type="checkbox"/> 150	<input type="checkbox"/> 151	<input type="checkbox"/> 152	<input type="checkbox"/> 153	<input type="checkbox"/> 154	<input type="checkbox"/> 155

135

142

149

156

Q. 10 Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (26.9.2014 to 25.9.2015)

(Please tick "✓").

過去十二個月內 (26.9.2014 至 25.9.2015) 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"/> 157	<input type="checkbox"/> 158	<input type="checkbox"/> 159	<input type="checkbox"/> 160	<input type="checkbox"/> 161
Supervisory 督導員	<input type="checkbox"/> 163	<input type="checkbox"/> 164	<input type="checkbox"/> 165	<input type="checkbox"/> 166	<input type="checkbox"/> 167
Craft / Operative 技工/操作工	<input type="checkbox"/> 169	<input type="checkbox"/> 170	<input type="checkbox"/> 171	<input type="checkbox"/> 172	<input type="checkbox"/> 173
Administrative and Others 文員及 其他員工	<input type="checkbox"/> 175	<input type="checkbox"/> 176	<input type="checkbox"/> 177	<input type="checkbox"/> 178	<input type="checkbox"/> 179

162

168

174

180

Q. 11 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"/> 181	<input type="text"/> 182	<input type="text"/> 183
Supervisory 督導員	<input type="text"/> 184	<input type="text"/> 185	<input type="text"/> 186
Craft / Operative 技工/操作工	<input type="text"/> 187	<input type="text"/> 188	<input type="text"/> 189
Administrative and Others 文員及 其他員工	<input type="text"/> 190	<input type="text"/> 191	<input type="text"/> 192

Q.12 Preferred Competency

僱員宜有技能

Please Fill in the Number of Persons Who Had Been Provided With the Training as Listed Below in the Past 12 Months (26.9.2014 to 25.9.2015).

請填上在過去十二個月內 (26.9.2014 至 25.9.2015) 獲提供培訓的人數。

Number of Persons Trained
獲提供培訓的人數

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工
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	193	196	199	202
102 Human Resources Management 人力資源管理	205	208	211	214
103 Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	217	220	223	226
104 Supervisory Techniques, Leadership Skills 督導管理、領導技巧	229	232	235	238
105 Risk Management 風險管理	241	244	247	250
106 Others (please specify) _____ 其他 (請描述)	253	256	259	262
B. Trade Skills 行業技能				
201 Sales and Marketing 銷售及市場拓展	265	268	271	274
202 Finance and Accounting 財務及會計	277	280	283	286
203 Culinary 烹調	289	292	295	298
204 Restaurant Service 餐飲服務	301	304	307	310
205 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	313	316	319	322
206 Convention and Banquet / Event Management 會議及宴會／項目管理	325	328	331	334
207 Hygiene and Food Safety 衛生及食品安全	337	340	343	346
208 Information Technology 資訊科技	349	352	355	358
209 Others (please specify) _____ 其他 (請描述)	361	364	367	370
C. Generic Skills 通用技巧				
301 Service Attitude, Customer Service 服務態度、顧客服務	373	376	379	382
302 Communication 溝通	385	388	391	394
303 Problem Solving 難題解決	397	400	403	406
304 Others (please specify) _____ 其他 (請描述)	409	412	415	418
D. Language 語言				
401 Putonghua 普通話	421	424	427	430
402 English 英語	433	436	439	442
403 Others (please specify) _____ 其他 (請描述)	445	448	451	454
For Official Use Only 此欄毋須填寫	457	460	463	466
	99			469

Q. 13 The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months.
貴機構預計在未來十二個月內的訓練計劃之人數改動。

Skills Sets 技能類別	Managerial/ Professional 經理/專業人員		Supervisory 督導員		Craft / Operative 技工/操作工		Administrative and Others 文員及其他員工		
	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	(+ / -)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/> 470	<input type="text"/> 471	<input type="text"/> 474	<input type="text"/> 475	<input type="text"/> 478	<input type="text"/> 479	<input type="text"/> 482	<input type="text"/> 483	
(II) Trade Skills 行業技能	<input type="text"/> 486	<input type="text"/> 487	<input type="text"/> 490	<input type="text"/> 491	<input type="text"/> 494	<input type="text"/> 495	<input type="text"/> 498	<input type="text"/> 499	
(III) Generic Skills 通用技巧	<input type="text"/> 502	<input type="text"/> 503	<input type="text"/> 506	<input type="text"/> 507	<input type="text"/> 510	<input type="text"/> 511	<input type="text"/> 514	<input type="text"/> 515	
(IV) Language 語言	<input type="text"/> 518	<input type="text"/> 519	<input type="text"/> 522	<input type="text"/> 523	<input type="text"/> 526	<input type="text"/> 527	<input type="text"/> 530	<input type="text"/> 531	<input type="text"/> 534

Q.14 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
535 會

No
536 不會

537

End of questionnaire
問卷完

The 2015 Manpower Survey of the Catering Industry
飲食業二〇一五年人力調查

Explanatory Notes
附註

For Part I and Part II
第一及第二部份

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

Time Reference of Data
調查參考日

All the data entered should refer to the position as at 25th September 2015 when completing the questionnaire.
請在填寫問卷時，以二〇一五年九月二十五日作為調查參考日。

Part I
第一部份

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

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

2. Column 'B' – Average Monthly Income Code

(B) 欄 — 平均每月收入編號

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

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

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

3. Column 'C' - Number of Employees (Excluding Trainees/Apprentices) as at 25.9.2015

(C) 欄 — 在 2015 年 9 月 25 日之僱員人數（實習生／學徒除外）

'Employees' refer to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. '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（即每月最少四週、每週不少於十八小時）的受薪人員，其中包括在機構內全職工作的東主及合夥人。「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。調查表內所出現的「僱員」、「實習生」／「學徒」等詞，定義亦同。

4. Column 'D' - Number of Vacancies as at 25.9.2015

(D) 欄 — 在 2015 年 9 月 25 日之空缺額

'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at 25.9.2015.

「現有空缺額」指在 2015 年 9 月 25 日該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Column 'E' - Forecast Number of Employees in 12 Months' Time

(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 in the next 12 months. The number given could be more / less than that in column 'C' if an expansion / a contraction is expected.

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

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in Column (F) the appropriate code number showing the 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/ Hong Kong Diploma of Secondary Education Examination (HKDSE) 中學五年級至七年級／香港中學文憑	5
Secondary 3 - 4 中學三年級至四年級	6
Others 其他	7

7. Column 'G' - No. of Trainees/Apprentices as at 25.9.2015
(G) 欄 — 在 2015 年 9 月 25 日之實習生／學徒人數

Please fill in the total number of employees undergoing training. This includes trainees receiving any form of training and apprentices under a contract of apprenticeship.
請填寫正在接受訓練的僱員總數，包括正在接受各種形式訓練的實習生，以及根據學徒合約受聘的學徒。

8. Column 'H' – Staff's Average Age Range as at 25.9.2015 (for craft/operative staff only)
(H) 欄 — 在 2015 年 9 月 25 日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> 編號	<u>Average Age Range</u> 平均年齡
1	17 or below 或以下
2	18 – 25
3	26 – 30
4	31 – 35
5	36 - 40
6	41 - 49
7	50 or above 或以上

Part II
第二部份

Part-time Staff / 兼職員工

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

(A) 欄 — 飲食業主要職務名稱

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

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

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

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

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

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

10. Column ‘I’ – Average Monthly Wage Code

(I) 欄 – 平均月薪編號

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

請填寫兼職員工平均每月收入幅度的編號。

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

11. Column ‘J’ – Number of Part-time Staff Employed (by Monthly Rate) as at 9.2015

(J) 欄 – 在 2015 年 9 月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 as at 9.2015.

請填入貴機構在 2015 年 9 月的兼職月薪僱員人數。

12. Column ‘K’ – Average Daily Wage Code

(K) 欄 – 平均日薪編號

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

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

13. Column ‘L’ – Number of Part-time Staff Employed (by Daily Rate) as at 25.9.2015

(L) 欄 – 在 2015 年 9 月 25 日的日薪兼職員工人數

Please enter in this column the number of “Part-time” staff employed who is on a daily rate as at 25.9.2015.

請填入貴機構在 2015 年 9 月 25 日的兼職日薪員工人數。

14. Column ‘M’ – Average Hourly Wage Code

(M) 欄 – 平均時薪編號

<u>Code</u> 編號	<u>Average Hourly Wage</u> 平均時薪
1	\$32.5 - \$40
2	\$41 - \$60
3	\$61 or above 或以上

15. Column ‘N’ –Number of Part-time Staff Employed (by Hourly Rate) as at 25.9.2015
(N) 欄 – 在 2015 年 9 月 25 日的兼職時薪員工人數

Please enter in this column the number of “Part-time” staff employed who is on an hourly rate as at 25.9.2015.

請填入貴機構在 2015 年 9 月 25 日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 average figure for that job category which is given by:

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

*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其平均數值：

$$\frac{\text{從事該類工作的有關僱員收入總計}}{\text{從事該類工作的有關僱員人數}}$$

Part III
第三部份

1. Internal Promotion
內部晉升

An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from “Supervisory to Managerial and Professional”, and from “Craft/Operative to Supervisory” in the past 12 months (26.9.2014 to 25.9.2015) 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 (26.9.2014 至 25.9.2015) 機構內部由督導員級晉升為經理及專業人員級，以及由技工／操作工晉升至督導員級的人數。

2. Number of New Recruits in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).

請在本部份回答在過去十二個月 (26.9.2014 至 25.9.2015) 貴機構新招聘的僱員人數。

3. Number of New Recruits Without Catering Industry Experience in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月 (26.9.2014 至 25.9.2015) 內新招聘無飲食業經驗的僱員人數

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

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

4. Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數

‘New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (26.9.2014 to 25.9.2015)’ refers to the employees joining your establishment who are fresh graduates of Catering and Hospitality programmes.

「過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。

5. Whether Your Establishment Encounter Any Difficulties in the Recruitment of Employees at Various Job Levels in the Past 12 Months (26.9.2014 to 25.9.2015)
貴機構在過去十二個月內 (26.9.2014 至 25.9.2015) 在招聘僱員方面有否遇到困難

Please state whether your establishment encountered any difficulties in recruiting employees at various job levels in the past 12 months (26.9.2014 to 25.9.2015). 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 (26.9.2014 至 25.9.2015) 貴機構在招聘各級僱員有否遇到困難。如有，請回答第六題，如沒有困難，或未有／未有嘗試招聘，請回答第七題。

6. The Possible Reasons for Encountering Recruitment Difficulties
遇到招聘困難的原因

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

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

7. The Total Number of Employees Who Had Left your Establishment in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).

請填報過去十二個月內 (26.9.2014 至 25.9.2015) 貴機構離職的各級僱員人數。

8. The Expected Number of Employees Who will be Retiring from the Establishment in the Coming 12 Months
貴機構預計在未來十二個月內退休的僱員人數

Please provide the estimated number of different levels of employees who will be retiring in coming 12 months.

請提供預計未來十二個月內貴機構退休的各級僱員人數。

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

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

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

10. Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).

請按貴機構於過去十二個月內 (26.9.2014 至 25.9.2015) 向每名僱員提供訓練的平均日數。

Total No. of Man-Days Spent 總訓練日數

Total number of the Employees concerned in that category
有關級別的總僱員人數

11. 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，填寫貴機構認為適合僱員的訓練方式。
(1：十分適合至 3：未盡適合)

12. 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 (26.9.2014 to 25.9.2015).

請提供在過去十二個月內 (26.9.2014 至 25.9.2015) 獲提供所列培訓課程的各級僱員人數。

13. 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/a decrease in providing the skills sets training for employees at different job levels, and also input the relevant manpower changes figure.

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

14. Purchase Training in the Areas of Managerial , Trade, Generic or Language Skills from an Outside Training Provider for Staff in the Coming 12 Months.
你會否在未來十二個月內從外間供應商為僱員引入有關管理、行業、通用或語言技巧的培訓

Please indicate if you would purchase training in the relevant areas from an outside training provider for staff in the coming 12 months by putting a '✓' in the appropriate box.
請在適當格內填上'✓'號，回答你會否在未來十二個月內從外間培訓機構為僱員引入有關培訓。

2015 Manpower Survey of the Catering Industry

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

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

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

Code No.	Job Title	Job Description
104	Purchasing Manager	Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends; formulates and implements the company's policies.
105	Business Manager/ Sales Manager	Supervises sales promotion of the restaurant and maintains good relationship with clients; liaises with suppliers on special food and beverage promotions.
106 *	Restaurant Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu items and wines to clients. Achieves revenue target; ensures guest satisfaction.
107	Administration Manager	Ensures smooth and efficient running of the internal systems and procedures and the provision of prompt and efficient centralised office and supporting services for all departments.
108 *	Executive Chinese Chef/ Executive Chinese Sous Chef	Supervises the kitchens operation, controls food cost, quality and portion control of food; oversees purchase of dry goods and fresh products; be innovative and creative on daily special menus and maintain good relationship with customers.
119	Others (Managerial and Professional Level)	
SUPERVISORY LEVEL		
201	Human Resources Officer/ Personnel Officer/ Training Officer	Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismisses employees based on appraisal of supervisors. Counsels and advises department heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials.

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

Code No.	Job Title	Job Description
202	Public Relations Supervisor/ Sales Supervisor	Promotes sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
203	Accounts Supervisor (payable/receivable)	Audits and processes the payments of all the establishments' disbursements, prepares expense analysis and other reports on suppliers' invoices and monthly statements. Keeps a record system of all amounts due to the establishment from guest/patrons; responds to account disputes and queries; prepares accounts receivable report.
204	Store Supervisor	Keeps store; informs management of the storage situation for expensive items such as sharks' fins and abalone.
205	Maintenance Supervisor/ Technical Supervisor	Conducts inspection of the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts with outside contractors regarding repair and maintenance works or renovations.
206 *	Restaurant Head Supervisor/ Assistant Manager/ Head Supervisor	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; ensures guest satisfaction and handles guest complaints. Provides overall supervision of the restaurant/operation and service; advises management on guests' preference; handles complaints; schedules staff duties; gives continuous training to staff.
208	Bar Supervisor	Ensures proper bar set up which is equipped with the necessary beverages and supplies; achieves hygiene standard; supervises maintenance of bar and service equipments; maintains prescribed revenue; monitors staff performance.
209 *	Captain/Supervisor	Assists Manager/Assistant Manager in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; upselling menu and beverage items; liaises with clients and cashiering.

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

Code No.	Job Title	Job Description
210 *	Chief Butcher	Assists the Executive Chef in kitchen administration and purchasing; prepares portion standards of meat, poultry and seafood for various usages and cookery.
211	Seafood Butcher	Handles the preparation of fresh seafood; monitors fish tank for direct seafood sales; makes recommendations on different cooking styles to customers.
212 *	Second Butcher	Handles the preparation of fresh seafood and meat; prepares vegetables, poultry and ingredients for soup base.
213 *	Chief Cook (Wok)	Supervises the preparation of sauces, sharks' fins soup and the seasoning of food; and in pan-fry duties; assists in designing dishes.
214 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan-fried glutinous rice, sweetened soup and Chinese petit fours; designs dishes.
215 *	No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	Supervises No. 3 cook, assists the No. 1 cook in carrying out specific duties of the kitchen; performs assignments in food preparation.
216 *	Senior Cook/ Aboyeur (Production Control Cook)/ General Cook	Handles the preparation of sauces, sharks' fins soup, fried crispy chicken and trimming of pan-fried dishes; be responsible for steaming, broiling and frying; co-ordinates actions between kitchen and wait staff and supervises the sequence and timing of serving, assigns duties to junior cooks.
217 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.
218	Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Plans, designs, supervises and/or prepares exotic cuisines and different national food specialities.

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

Code No.	Job Title	Job Description
219	Pantry Captain/Supervisor	Supervises pantry helpers and arranges their duty rosters according to workload of the kitchen; supervises serving schedule of the ordered dishes. Ensures proper handling and storage of all food accompaniments and condiments.
229	Others (Supervisory Level)	
CRAFT LEVEL		
301 *	Dim Sum Fryer/Steamer/ Dim Sum Cook (e.g. dough handler, content mixer)	Attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the stuffings and dough of dim sum and noodle products.
302 *	Pantry Cook/ Vegetable Cook	Be responsible for the stewarding duties of the kitchen; supervises the preparation of vegetable dishes and administers sauces serving; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.
303 *	Vegetable Cook Helper	Prepares vegetable carving and garnishes; in assemble the proper portions for garnishes.
304	Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Prepares/assists in preparing exotic cuisines and different national food specialities.
305 *	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Works under the supervision of the senior and No.2 cook in food preparation and specific duties of different sections of the kitchen; supervises No. 4 cook or below.
306 *	Junior Cook/ No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	Assists the cooks in performing different varieties of duties of the kitchen.

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

Code No.	Job Title	Job Description
307	Engineering Staff (e.g. mechanic/ carpenter/ air-conditioning/ electrician/plumber)	Checks, inspects, maintains and repairs all lighting/ air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of the house; liaises with outside contractors.
319	Others (Craft Level)	
CLERICAL LEVEL		
401	Accounting Clerk/ General Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department.
402	Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	Assists in implementing personnel policies and functions; processes applications from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.
403	Paymaster	Keeps all records relating to payroll, prepares and submits payroll reports.
404	Store and Receiving Clerk/ Purchasing Clerk	Checks all merchandise entering the establishment and their proper documentation; maintains par stocks in stockroom; distributes and follows up on purchase orders and requisition requests; expedites delivery, verification of invoices and freight charges; maintains a library of catalogues, price and reference data.
419	Others (Clerical Level)	
OPERATIVE LEVEL		
501	Telephone Operator	Processes local and overseas calls; keeps close communication between staffs and customers; provides directory service for guests, follows management instructions for handling emergencies.
502	Uniform and Linen Attendant	Controls supply and distribution of all house-use linen and staff uniforms; maintains constant checking on uniform and linen supply.

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

Code No.	Job Title	Job Description
511	Food Station Handler	Monitors snack/food station counters in the restaurant; handles simple cooking or re-heating for a variety of snacks; provides customer service; takes and delivers food orders.
519	Others (Operative Level)	
ADMINISTRATIVE AND OTHERS LEVEL		
601	Secretary	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries; maintains daily calendar and appointment schedules.
602	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
619	Others (Administrative and Others Level)	

飲食業二〇一五年人力調查

中式酒樓主要職務工作說明

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

編號	職稱	工作說明
經理及專業人員級		
101	總經理／ 董事總經理	在直屬下級（通常為其他經理及行政人員）協助下，全權負責機構的管理；推行公司的政策，以達到目標。
102	人力資源部經理／ 人事部經理／ 培訓部經理	制訂及督導推行人事政策、程序及規則；維持良好的員工關係；或需為僱員設計及推行訓練計劃；為各職級人員策劃及推行有效的訓練計劃；管理及協調酒樓內外訓練；就訓練及管理發展趨勢向管理層提供意見；任特別訓練計劃的課程負責人；為職員提供輔導；評定訓練活動的成效。

中式酒樓

編號	職稱	工作說明
103	會計師／ 總會計主任／ 財務總監	監管預算及開支、公司財務政策及程序、合約及牌照、高級行政人員的人事記錄及附帶福利；管理現金流量、貸款及貨幣兌換；督導信貸帳目、一般會計事務、出納、收入核數事務、成本核算等部門；為公司的採購活動安排信用狀，並與供應商聯繫。
104	採購部經理	根據供求趨勢策劃、組織及控制供銷售或自用食品的採購及存貨；制訂及推行公司政策。
105	業務經理／ 營業部經理	督導酒樓的業務推廣，與客戶維持良好關係；就特別食品及飲品推廣活動與供應商聯絡。
106*	餐廳經理	管理及協調酒樓的工作及訓練員工，確保員工能迅速及禮貌地為顧客服務；向顧客建議菜牌及菜式；控制成本以維持訂定的邊際利潤；確保顧客滿意度。
107	行政經理	確保內部系統及程序順利並有效地運作；保證為各部門提供迅速和有效率的中央統籌辦公服務及輔助服務。
108*	中菜行政總廚／ 助理中菜行政總廚	督導廚房的運作、食物質量控制、控制食物成本及菜牌標準；監理乾貨及鮮貨的採購工作；創新設計每日特色菜牌及與客戶維持良好關係。

* 附註：此職位可同時擔任部門內部衛生經理或督導員一職。

中式酒樓

編號	職稱	工作說明
119	其他(經理及專業人員級)	
督導員級		
201	人力資源部主任／ 人事部主任／ 培訓部主任	為酒樓招募、面見及聘任僱員；根據僱員上級的評核對僱員進行輔導、調職或革職；就人事問題向部門主管提供輔導及意見；訓練新聘或現職僱員；對受訓者進度進行定期檢討，並根據評核結果提出建議；供應訓練材料；就採用新的訓練材料或改良方面參與討論。
202	公共關係部主管／ 營業部主管	向團體／宴會／個別人士促銷食物及飲品；查核營業數字、存貨及留意顧客喜好；督導營業部人員。
203	會計主管 (應付帳／應收帳)	核對及處理機構一切支出；編製支出分析及其他有關供應商發票及月結單的報告；保存應收帳記錄；處理會計爭議及疑問；編製應收帳報告。
204	倉務監督	管理存貨；向管理層報告貴重物品如魚翅及鮑魚的存貨情況。
205	保養部主管／ 技術監督	視察公司所在樓宇、檢查電氣／機械裝置及設備；就維修或裝修工程與外間承辦商聯絡。

中式酒樓

編號	職稱	工作說明
206*	中菜館、酒樓主管／ 副經理／樓面部領班／ 總管	督導及統籌餐廳員工的工作；負責管理餐廳；監理訓練新員工的工作；處理顧客投訴。確保客人滿意服務。全面督導酒樓的服務；將顧客的喜好、意見和投訴告知管理階層；處理投訴；分配員工職務；為員工提供持續訓練。
208	酒吧主管	確保酒類供應充足及以正確牌子的酒類招待顧客；監督酒吧及服務設備的保養；維持訂定的邊際利潤及監察員工的工作表現及保持酒吧衛生。
209*	樓面部部長	協助樓面領班／總管督導及分派侍應生至各工作崗位；準備及檢查檯面擺設；與顧客聯絡及賬單準備。
210*	砧板	協助中菜行政總廚師執行廚房行政工作與採購；決定不同用途、製法的肉食、禽類及海鮮的份量標準。
211	水檯／魚王	負責管理海鮮檔、準備及屠宰海鮮、以及為客人提供各種烹調海鮮方法的建議。
212*	二砧	負責烹調海鮮及肉類；準備蔬菜、禽類及湯底材料。
213*	頭鑊	督導調味汁、魚翅湯的製備以及食物的調味和煎炒工作；協助設計菜式。

* 附註：此職位可同時擔任部門內部衛生經理或督導員一職。

中式酒樓

編號	職稱	工作說明
214*	點心總廚	督導烹製點心、炒糯米飯、糖水及中式小點；及設計菜式。
215*	二廚（砧板、燒烤、爐頭、點心、蔬菜、冷盤）	督導三廚；協助頭鑊執行廚房內某些工作；負責指定的烹調作業。
216*	上什／打荷／普通廚師	負責製備調味汁料、魚翅湯、炸子雞及為煎炒菜式加上配菜；負責蒸、烤及煎炒工作；督導上菜次序及時間；分派工作予初級廚師。
217*	燒烤廚師	準備各種燒烤肉類拼盤；上碟前協助砧板分配肉類的分量；醃製及燒烤各種菜式。
218	特色菜總廚師 （如：日本、泰國、印度、越南、韓國及星馬等地菜式）	策劃、設計、督導及／或負責外來菜式及各國特色食品的烹調工作。
219	傳菜部部長	督導傳菜員及依據廚房工作量安排其當值表；就每一宴會的帳單與出納員聯絡；督導上菜程序及保持各類餐廳用品存放得宜。
229	其他（督導員級）	
技工級		
301*	煎炸工／熟籠工／點心廚師（麵糰、辦餡）	看管點心的煎炸時間及負責上碟；看管蒸點心的時間；準備點心的餡料、麵糰及麵類食品。

* 附註：此職位可同時擔任部門內部衛生經理或督導員一職。

中式酒樓

編號	職稱	工作說明
302*	幫上什／蔬菜廚師	負責廚房總務工作；督導蔬菜菜式烹調及管理添加調味汁料工作；製備蔬菜雕刻及伴碟；督導助手分配適當分量。
303*	蔬菜廚師助手	準備蔬菜雕刻及伴碟；分配適當份量供伴碟用。
304	特色菜廚師 (如：日本、泰國、 印度、越南、韓國及 星馬等地菜式)	烹調／協助烹調外來菜式及各國特色食品的工作。
305*	三廚(砵板、燒烤、 爐頭、點心、蔬菜、 冷盤)	在上什及二廚督導下進行食物烹調及廚房內不同部分的特定工作；督導四廚或以下廚師。
306*	見習廚師／四廚或以下 (砵板、燒烤、爐頭、 蔬菜、點心、麵檔、 粥檔、冷盤)	協助廚師執行廚房內各種工作。
307	工程人員(如： 機械技工／木工／ 空氣調節系統技工／ 電工／喉管工)	檢查、視察、維修及保養公共地方及後門的所有照明／空氣調節／電氣／機械裝置及設備；與外間承辦商聯繫。
319	其他(技工級)	
文員級		
401	會計部文員／ 出納員	負責會計部各方面的日常計算、過帳、記錄、編理檔案及打字等工作。

* 附註：此職位可同時擔任部門內部衛生經理或督導員一職。

中式酒樓

<u>編號</u>	<u>職稱</u>	<u>工作說明</u>
402	人力資源部文員／ 人事部文員／ 人事部助理／ 寫字樓文員	協助推行人事政策和活動；處理應徵申請及安排面試；保存職工記錄；負責一般文職工作，包括抄寫、編纂、編理檔案及記錄資料等。
403	出納主任	保存所有與薪酬有關的記錄；編製及提交薪酬報告。
404	貨倉及收貨文員／ 採購部文員	檢查所有運入的貨品及其正式文件；保持貨倉內存有一定分量的貨物；分發購貨訂單及物料需求表並跟進有關工作；確保進貨快捷、核對發票及運費；保存貨品目錄、價格及參考資料。
419	其他（文員級）	
<u>操作工級</u>		
501	電話接線生	負責本港及海外電話接線；維持員工及顧客間密切聯絡；為顧客提供查詢電話服務；依照管理層指示處理緊急事件。
502	制服及布草服務員	管理所有內部布草及員工制服的供應和分配；經常檢查制服及布草供應。
503	廚房雜工／清潔雜工／ 洗碗碟雜工／管事／ 傳菜員／洗手間清潔員	保持廚房清潔；洗濯烹飪器具及餐具；將已備妥菜式由廚房端至餐桌上；認識所有餐桌位置。保持洗手間清潔及補充用品。

中式酒樓

編號	職稱	工作說明
504	調酒員／ 水吧部長／ 水吧服務員	調製並為顧客端奉酒精類及非酒精類飲品，檢查酒類的供應；編製每日物品需求單，以待餐廳經理批准。
505	接待員／知客	接待並引領顧客就座；記錄訂座；將顧客意見轉達樓面經理；記錄顧客資料，與客人維持良好關係。
506	見習侍應生／ 初級侍應生／賣點員	從廚房端出食物；清潔餐桌、自助餐桌及更換檯布；認識一般菜牌上菜式；負責點心銷售、點心車及為客人推介不同點心。
507	侍應生	在指定崗位內工作；負責擺設餐具及上菜；熟悉常見菜式的烹製方法及廚師每日推薦菜式。
508	出納員	利用收銀機列算帳單；保存應收及應付帳項記錄，並將每項現金結餘與記錄核對。
509	保安員／護衛員／ 代客泊車員	負責保安／護衛工作；巡查餐廳範圍；查察所有出入口及後樓梯；確保所有在餐廳內發現的物件得以正確記錄及妥為保存；就所發生的事件進行調查。
510	外賣服務員工	負責外賣服務運作流暢；提供外賣服務（包括接單、包妥外賣食物及送外賣）；預備外賣服務之食具及用具。

中式酒樓

<u>編號</u>	<u>職稱</u>	<u>工作說明</u>
511	堂前小食處理員工	負責餐廳堂前小食檔；負責烹調，處理及翻熱不同種類的小食；提供顧客服務；接單及傳送食物給客人。
519	其他（操作工級）	
<u>文員及其他員工級</u>		
601	秘書	記錄及繕寫信件、報告及便箋；接聽電話、甄別來電及記錄口訊；答覆一般詢問；編擬每日事務及約會程序表，並接待訪客。
602	打字員／辦公室助理員／信差	執行速記及有關的秘書職務；為辦事處處理雜務及差使。
619	其他（文員及其他員工級）	

Headquarters (Industry Partnership) 總辦事處(行業合作)
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號



6th October 2015

Dear Sir/Madam,

The 2015 Manpower Survey of the Catering Industry
(Restaurants other than Chinese)

I am writing to ask for your cooperation in the 2015 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 13th October to 13th November 2015. A reference day is given as 25th September 2015, 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 September 2016, and
- (iv) the number of employees under training at present.

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

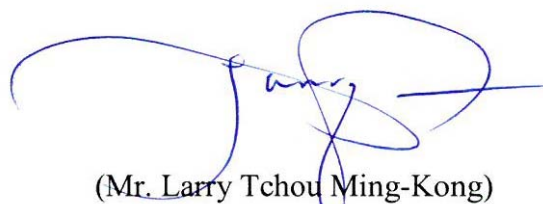
----- I am enclosing for your reference and completion the following documents in both English and Chinese:

- (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 contact 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 8534.

Yours faithfully,



(Mr. Larry Tchou Ming-Kong)
Chairman

Hotel, Catering and Tourism Training Board

Headquarters (Industry Partnership) 總辦事處(行業合作)
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號

致飲食業僱主



敬啟者：

飲食業二〇一五年人力調查
(非中式酒樓)

職業訓練局屬下的酒店業、飲食業及旅遊業訓練委員會將進行飲食業二〇一五年人力調查，敬請惠予合作。

本會負責監察與款待業有關的人力訓練事宜。為蒐集飲食業最新的人力情況資料，以便提出有關人力訓練的建議，本會將於二〇一五年十月十三日至十一月十三日進行人力調查。調查參考日期將定為二〇一五年九月二十五日，蒐集行業內各主要職務的下列資料：

- (i) 現有僱員人數；
- (ii) 現有空缺數目；
- (iii) 二〇一六年九月的僱員總數預測；和
- (iv) 現正接受訓練的僱員人數。

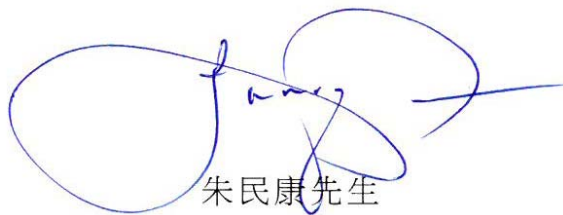
調查所得資料將絕對保密，並只以統計摘要發表，不會提及個別機構資料。

---- 現附上下列文件的中英文本，供貴機構參閱及填寫：

- (i) 調查表乙份（附錄 A）；
- (ii) 有關填寫調查表的附註（附錄 B）；和
- (iii) 業內主要職務的工作說明（附錄 C）。

調查期間，政府統計處的職員會聯絡 貴機構，收集填妥的調查表，如有需要，亦會協助填寫調查表。

如對是次調查有任何疑問，請致電 2116 8534 向政府統計處人力統計組查詢。



朱民康先生

酒店業、飲食業及旅遊業
訓練委員會主席

二〇一五年十月六日

THE 2015 MANPOWER SURVEY OF THE CATERING INDUSTRY

飲 食 業 二 〇 一 五 年 人 力 調 查

QUESTIONNAIRE

調 查 表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(填 表 前 , 請 參 閱 附 註)

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

NAME OF COMPANY: _____
公 司 名 稱

ADDRESS: _____
地 址

Total Number of Employees: _____
僱 員 總 數

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

NAME OF PERSON TO CONTACT: _____
聯 絡 人 姓 名

28 47

POSITION: _____
職 位

TEL. NO.: _____ - _____
電 話

48 55 56 63

FAX NO.: _____
圖 文 傳 真

E-mail : _____
電 郵

64 98

Questionnaire - 2015 Manpower Survey of the Catering Industry
飲食業二〇一五年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Average Monthly Income Code as at 9/2015	(C) Number Employed (Excluding trainees/ apprentices) as at 25.9.2015	(D) Number of Vacancies as at 25.9.2015	(E) Forecast Number Employees in 12 Months' Time	(F) Preferred Education of Employees	(G) No. of Trainees/ Apprentices as at 25.9.2015	(H) Average Age Range as at 9/2015 (for craft/ operative staff only)	Column (B) / (B)欄 Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編號。 「每月收入」包括底薪、逾時工作津 貼、生活津貼、膳食津貼、房屋津貼、 旅行津貼、佣金、花紅及小費。
Title 職稱	Rec. Type	No. 編號	在2015年9月 之 平均每月 收入編號	在2015年9月25日 之 僱員人數 (實習生/ 學徒除外)	在2015年9月25日 之 空缺額	預計十二個月後 之 僱員人數	僱員宜有 教育程度	在2015年9月25日 之 實習生/學徒人數	在2015年9月 之 僱員平均 年齡(只適 用於技工/ 操作工)	
		8-10	11	12 - 15	16 - 18	19 - 22	23	24 - 26	27	
1	2									
2	2									
3	2									
4	2									
5	2									
6	2									
7	2									
8	2									
9	2									
10	2									
11	2									
12	2									
13	2									
14	2									
15	2									
16	2									

										Column (F) / (F)欄		
17	2										Education	Code
18	2										教育程度	編號
19	2										University Degree or above	1
20	2										大學學位或以上	
21	2										Higher Dip./Associate Degree or equivalent	2
22	2										高級文憑/副學士或同等學歷	
23	2										Professional Dip./Dip. or equivalent	3
24	2										專業文憑/文憑或同等學歷	
25	2										Advanced Certificate/Certificate or equivalent	4
26	2										高級證書/證書或同等學歷	
27	2										Secondary 5 - 7/Hong Kong Diploma of Secondary Education Examination (HKDSE)	5
28	2										中學五年級至七年級/香港中學文憑	
29	2										Secondary 3 - 4	6
30	2										中學三年級至四年級	
31	2										Others	7
32	2										其他	
33	2										Column (H) / (H)欄	
34	2										Enter in Column (H) the average age range according to the following codes: (for craft/operative staff only)	
35	2										請將員工平均年齡按下列編號填入(H)欄內:	
36	2										(只適用於技工/操作工)	
37	2										Average Age Range	Code
38	2										平均年齡	編號
39	2										17 or below 或以下	1
40	2										18 - 25	2
											26 - 30	3
											31 - 35	4
											36 - 40	5
											41 - 49	6
											50 or above 或以上	7

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

Part II Part Time Staff
第二部份 兼職員工

(A) Jobs 職務			(I) Average Monthly Wage Code as at 9.2015	(J) Number Employed (by monthly rate) as at 9.2015	(K) Average Daily Wage Code as at 25.9.2015	(L) Number Employed (by daily rate) as at 25.9.2015	(M) Average Hourly Wage Code as at 25.9.2015	(N) Number Employed (by hourly rate) as at 25.9.2015	Column (I)/ (I)欄 The part-time employee's average basic salary 兼職員工每月之平均底薪	Code 編號
Title 職稱	Rec. Type	No. 編號	在2015年9月 之 平均月薪編號	在2015年9月 的 月薪員工人數	在2015年9月25日 之 平均日薪編號	在2015年9月25日 的 日薪員工人數	在2015年9月25日 之 平均時薪編號	在2015年9月25日 的 時薪員工人數	<u>Average Monthly Wage</u> <u>(Basic Salary only)</u> 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:	
7	3								請將兼職員工的平均日薪按下列編號填入 (K) 欄內:	
									<u>Average Daily Wage</u>	<u>Code</u>
8	3								平均日薪	編號
									\$100 or below 或以下	1
9	3								\$101 - \$200	2
									\$201 - \$300	3
10	3								\$301 - \$400	4
									\$401 - \$500	5
11	3								\$501 - \$600	6
									\$601 or above 或以上	7
12	3								Column (M) / (M)欄	
									Enter in Column (M) the average hourly rate according to the following codes:	
13	3								請將兼職員工的平均時薪按下列編號填入 (M) 欄內:	
									<u>Average Hourly Wage</u>	<u>Code</u>
14	3								平均時薪	編號
									\$32.5 - \$40	1
15	3								\$41 - \$60	2
									\$61 or above 或以上	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。

Q. 1 Internal Promotion

內部晉升

Please Fill in the Number of Internal Promotion in the Past 12 Months (26.9.2014 to 25.9.2015).

請填寫過去十二個月內 (26.9.2014 至 25.9.2015) 內部晉升的人數。

Est. No. _____

ER No. _____

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

--	--	--	--

8

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

--	--	--	--

11

--	--	--	--

14

Q. 2 Number of New Recruits in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

15

Supervisory
督導員

--	--	--	--

19

Craft/Operative
技工/操作工

--	--	--	--

23

Administrative and
Others
文員及其他員工

--	--	--	--

27

--	--	--	--

31

Q. 3 Number of New Recruits Without Catering Industry Experience in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘無飲食業經驗的僱員人數。

Managerial/
Professional
經理/專業人員

--	--	--	--

32

Supervisory
督導員

--	--	--	--

36

Craft/Operative
技工/操作工

--	--	--	--

40

Administrative and
Others
文員及其他員工

--	--	--	--

44

--	--	--	--

48

Q. 4 Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月 (26.9.2014 至 25.9.2015) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數。

Supervisory
督導員

--	--	--	--

49

Craft/Operative
技工/操作工

--	--	--	--

52

Administrative and
Others
文員及其他員工

--	--	--	--

55

--	--	--	--

58

Q. 5 Did Your Establishment Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months (26.9.2014 to 25.9.2015)?

貴機構在過去十二個月內 (26.9.2014 至 25.9.2015) 在招聘僱員方面有否遇到困難?

Yes (Please go to Q6)
59 有 (請答第 6 題)

No (Please go to Q7)
60 沒有 (請答第 7 題)

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

--	--	--	--

62

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

遇到招聘困難的原因，每職級可選一項或以上。

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

--	--	--	--

91

Q. 7 The Total Number of Employees Who Had Left Your Establishment in the Past 12 Months (26.9.2014 to 25.9.2015).

過去十二個月內 (26.9.2014 至 25.9.2015) 離職的僱員人數。

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

Q. 8 The Expected Number of Employees Who will be Retiring from Your Establishment in coming 12 Months.

貴機構預計在未來十二個月內退休的僱員人數。

Managerial/ Professional 經理/專業人員	Supervisory 督導員	Craft/Operative 技工/操作工	Administrative and Others 文員及其他員工	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
112	116	120	124	128

Q. 9 Preferred Years of Catering Industry Experience Before Occupying the Post (Please tick "✓").

各僱員擔任現職前宜具有從事飲食業工作的年數 (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"/>
	129	130	131	132	133	134	135
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	136	137	138	139	140	141	142
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"/>
	143	144	145	146	147	148	149
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"/>
	150	151	152	153	154	155	156

Q. 10 Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (26.9.2014 to 25.9.2015)

(Please tick "✓").

過去十二個月內 (26.9.2014 至 25.9.2015) 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"/>
	157	158	159	160	161	162
Supervisory 督導員	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	163	164	165	166	167	168
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"/>
	169	170	171	172	173	174
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"/>
	175	176	177	178	179	180

Q. 11 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"/>
	181	182	183
Supervisory 督導員	<input type="text"/>	<input type="text"/>	<input type="text"/>
	184	185	186
Craft / Operative 技工/操作工	<input type="text"/>	<input type="text"/>	<input type="text"/>
	187	188	189
Administrative and Others 文員及 其他員工	<input type="text"/>	<input type="text"/>	<input type="text"/>
	190	191	192

Q.12 Preferred Competency

僱員宜有技能

Please Fill in the Number of Persons Who Had Been Provided With the Training as Listed Below in the Past 12 Months (26.9.2014 to 25.9.2015).

請填上在過去十二個月內 (26.9.2014 至 25.9.2015) 獲提供培訓的人數。

Number of Persons Trained
獲提供培訓的人數

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/Operative 技工／操作工	Administrative and Others 文員及其他員工
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	193	196	199	202
102 Human Resources Management 人力資源管理	205	208	211	214
103 Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	217	220	223	226
104 Supervisory Techniques, Leadership Skills 督導管理、領導技巧	229	232	235	238
105 Risk Management 風險管理	241	244	247	250
106 Others (please specify) _____ 其他 (請描述)	253	256	259	262
B. Trade Skills 行業技能				
201 Sales and Marketing 銷售及市場拓展	265	268	271	274
202 Finance and Accounting 財務及會計	277	280	283	286
203 Culinary 烹調	289	292	295	298
204 Restaurant Service 餐飲服務	301	304	307	310
205 Alcoholic Beverage and Wine 酒精飲料及葡萄酒	313	316	319	322
206 Convention and Banquet / Event Management 會議及宴會／項目管理	325	328	331	334
207 Hygiene and Food Safety 衛生及食品安全	337	340	343	346
208 Information Technology 資訊科技	349	352	355	358
209 Others (please specify) _____ 其他 (請描述)	361	364	367	370
C. Generic Skills 通用技巧				
301 Service Attitude, Customer Service 服務態度、顧客服務	373	376	379	382
302 Communication 溝通	385	388	391	394
303 Problem Solving 難題解決	397	400	403	406
304 Others (please specify) _____ 其他 (請描述)	409	412	415	418
D. Language 語言				
401 Putonghua 普通話	421	424	427	430
402 English 英語	433	436	439	442
403 Others (please specify) _____ 其他 (請描述)	445	448	451	454
For Official Use Only 此欄毋須填寫	457	460	463	466
	140			469

Q. 13 The Expected Overall Changes in the Number of Persons in the Training Plan of Your Establishment for the Coming 12 Months.
貴機構預計在未來十二個月內的訓練計劃之人數改動。

Skills Sets 技能類別	Managerial/ Professional 經理/專業人員		Supervisory 督導員		Craft / Operative 技工/操作工		Administrative and Others 文員及其他員工		
	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	(+/-)	Persons 人數	
(I) Managerial Skills 管理技巧	<input type="text"/> 470	<input type="text"/> 471	<input type="text"/> 474	<input type="text"/> 475	<input type="text"/> 478	<input type="text"/> 479	<input type="text"/> 482	<input type="text"/> 483	
(II) Trade Skills 行業技能	<input type="text"/> 486	<input type="text"/> 487	<input type="text"/> 490	<input type="text"/> 491	<input type="text"/> 494	<input type="text"/> 495	<input type="text"/> 498	<input type="text"/> 499	
(III) Generic Skills 通用技巧	<input type="text"/> 502	<input type="text"/> 503	<input type="text"/> 506	<input type="text"/> 507	<input type="text"/> 510	<input type="text"/> 511	<input type="text"/> 514	<input type="text"/> 515	
(IV) Language 語言	<input type="text"/> 518	<input type="text"/> 519	<input type="text"/> 522	<input type="text"/> 523	<input type="text"/> 526	<input type="text"/> 527	<input type="text"/> 530	<input type="text"/> 531	<input type="text"/> 534

Q.14 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
535 會

No
536 不會

537

End of questionnaire
問卷完

The 2015 Manpower Survey of the Catering Industry
飲食業二〇一五年人力調查

Explanatory Notes

附註

For Part I and Part II

第一及第二部份

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

Time Reference of Data

調查參考日

All the data entered should refer to the position as at 25th September 2015 when completing the questionnaire.

請在填寫問卷時，以二〇一五年九月二十五日作為調查參考日。

Part I

第一部份

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

(A) 欄 — 飲食業主要職務名稱

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

2. Column 'B' – Average Monthly Income Code

(B) 欄 — 平均每月收入編號

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

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

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

3. Column 'C' - Number of Employees (Excluding Trainees/Apprentices) as at 25.9.2015

(C) 欄 — 在 2015 年 9 月 25 日之僱員人數（實習生／學徒除外）

'Employees' refer to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. '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（即每月最少四週、每週不少於十八小時）的受薪人員，其中包括在機構內全職工作的東主及合夥人。「實習生」／「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。調查表內所出現的「僱員」、「實習生」／「學徒」等詞，定義亦同。

4. Column 'D' - Number of Vacancies as at 25.9.2015

(D) 欄 — 在 2015 年 9 月 25 日之空缺額

'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at 25.9.2015.

「現有空缺額」指在 2015 年 9 月 25 日該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Column 'E' - Forecast Number of Employees in 12 Months' Time

(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 in the next 12 months. The number given could be more / less than that in column 'C' if an expansion / a contraction is expected.

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

6. Column 'F' - Preferred Education of Employees

(F) 欄 — 僱員宜有教育程度

Please enter in Column (F) the appropriate code number showing the 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/ Hong Kong Diploma of Secondary Education Examination (HKDSE) 中學五年級至七年級／香港中學文憑	5
Secondary 3 - 4 中學三年級至四年級	6
Others 其他	7

7. Column 'G' - No. of Trainees/Apprentices as at 25.9.2015
(G) 欄 — 在 2015 年 9 月 25 日之實習生／學徒人數

Please fill in the total number of employees undergoing training. This includes trainees receiving any form of training and apprentices under a contract of apprenticeship.
請填寫正在接受訓練的僱員總數，包括正在接受各種形式訓練的實習生，以及根據學徒合約受聘的學徒。

8. Column 'H' – Staff's Average Age Range as at 25.9.2015 (for craft/operative staff only)
(H) 欄 — 在 2015 年 9 月 25 日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> 編號	<u>Average Age Range</u> 平均年齡
1	17 or below 或以下
2	18 – 25
3	26 – 30
4	31 – 35
5	36 - 40
6	41 - 49
7	50 or above 或以上

Part II
第二部份

Part-time Staff / 兼職員工

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

(A) 欄 — 飲食業主要職務名稱

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

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

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

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

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

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

10. Column ‘I’ – Average Monthly Wage Code

(I) 欄 – 平均月薪編號

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

請填寫兼職員工平均每月收入幅度的編號。

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

11. Column ‘J’ – Number of Part-time Staff Employed (by Monthly Rate) as at 9.2015

(J) 欄 – 在 2015 年 9 月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 as at 9.2015.

請填入貴機構在 2015 年 9 月的兼職月薪僱員人數。

12. Column ‘K’ – Average Daily Wage Code

(K) 欄 – 平均日薪編號

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

請將兼職員工的平均日薪按下列編號填入 (K) 欄內：

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

13. Column ‘L’ – Number of Part-time Staff Employed (by Daily Rate) as at 25.9.2015

(L) 欄 – 在 2015 年 9 月 25 日的日薪兼職員工人數

Please enter in this column the number of “Part-time” staff employed who is on a daily rate as at 25.9.2015.

請填入貴機構在 2015 年 9 月 25 日的兼職日薪員工人數。

14. Column ‘M’ – Average Hourly Wage Code

(M) 欄 – 平均時薪編號

<u>Code</u> 編號	<u>Average Hourly Wage</u> 平均時薪
1	\$32.5 - \$40
2	\$41 - \$60
3	\$61 or above 或以上

15. Column 'N' –Number of Part-time Staff Employed (by Hourly Rate) as at 25.9.2015
(N) 欄 – 在 2015 年 9 月 25 日的兼職時薪員工人數

Please enter in this column the number of “Part-time” staff employed who is on an hourly rate as at 25.9.2015.

請填入貴機構在 2015 年 9 月 25 日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 average figure for that job category which is given by:

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

*備註： 若從事同類工作的有關僱員超過一名，請以下列算式取其平均數值：

$$\frac{\text{從事該類工作的有關僱員收入總計}}{\text{從事該類工作的有關僱員人數}}$$

Part III
第三部份

1. Internal Promotion
內部晉升

An internal promotion is the promotion of an employee to a higher level job by virtue of his performance or abilities. Please fill in the number of internal promotion from “Supervisory to Managerial and Professional”, and from “Craft/Operative to Supervisory” in the past 12 months (26.9.2014 to 25.9.2015) 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 (26.9.2014 至 25.9.2015) 機構內部由督導員級晉升為經理及專業人員級，以及由技工／操作工晉升至督導員級的人數。

2. Number of New Recruits in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).

請在本部份回答在過去十二個月 (26.9.2014 至 25.9.2015) 貴機構新招聘的僱員人數。

3. Number of New Recruits Without Catering Industry Experience in the Past 12 Months (26.9.2014 to 25.9.2015)

過去十二個月 (26.9.2014 至 25.9.2015) 內新招聘無飲食業經驗的僱員人數

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

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

4. Number of New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (26.9.2014 to 25.9.2015)

過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘的應屆飲食業及酒店業培訓課程畢業生人數

‘New Recruits Who are Fresh Graduates of Catering and Hospitality Programmes in the Past 12 Months (26.9.2014 to 25.9.2015)’ refers to the employees joining your establishment who are fresh graduates of Catering and Hospitality programmes.

「過去十二個月內 (26.9.2014 至 25.9.2015) 新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入貴機構之應屆飲食業及酒店業培訓課程畢業生。

5. Whether Your Establishment Encounter Any Difficulties in the Recruitment of Employees at Various Job Levels in the Past 12 Months (26.9.2014 to 25.9.2015)
貴機構在過去十二個月內 (26.9.2014 至 25.9.2015) 在招聘僱員方面有否遇到困難

Please state whether your establishment encountered any difficulties in recruiting employees at various job levels in the past 12 months (26.9.2014 to 25.9.2015). 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 (26.9.2014 至 25.9.2015) 貴機構在招聘各級僱員有否遇到困難。如有，請回答第六題，如沒有困難，或未有／未有嘗試招聘，請回答第七題。

6. The Possible Reasons for Encountering Recruitment Difficulties
遇到招聘困難的原因

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

請選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

7. The Total Number of Employees Who Had Left your Establishment in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).

請填報過去十二個月內 (26.9.2014 至 25.9.2015) 貴機構離職的各級僱員人數。

8. The Expected Number of Employees Who will be Retiring from the Establishment in the Coming 12 Months
貴機構預計在未來十二個月內退休的僱員人數

Please provide the estimated number of different levels of employees who will be retiring in coming 12 months.

請提供預計未來十二個月內貴機構退休的各級僱員人數。

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

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

請按僱主欲各職級僱員擔任現職前，其宜有從事飲食業工作的年數。

10. Average Man-day of Training Per Employee Which Your Organisation Had Offered in the Past 12 Months (26.9.2014 to 25.9.2015)
過去十二個月內 (26.9.2014 至 25.9.2015) 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 (26.9.2014 to 25.9.2015).

請按貴機構於過去十二個月內 (26.9.2014 至 25.9.2015) 向每名僱員提供訓練的平均日數。

Total No. of Man-Days Spent 總訓練日數

Total number of the Employees concerned in that category
有關級別的總僱員人數

11. 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，填寫貴機構認為適合僱員的訓練方式。
(1：十分適合至 3：未盡適合)

12. 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 (26.9.2014 to 25.9.2015).

請提供在過去十二個月內 (26.9.2014 至 25.9.2015) 獲提供所列培訓課程的各級僱員人數。

13. 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/a decrease in providing the skills sets training for employees at different job levels, and also input the relevant manpower changes figure.

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

14. Purchase Training in the Areas of Managerial , Trade, Generic or Language Skills from an Outside Training Provider for Staff in the Coming 12 Months.
你會否在未來十二個月內從外間供應商為僱員引入有關管理、行業、通用或語言技巧的培訓

Please indicate if you would purchase training in the relevant areas from an outside training provider for staff in the coming 12 months by putting a '✓' in the appropriate box.
請在適當格內填上'✓'號，回答你會否在未來十二個月內從外間培訓機構為僱員引入有關培訓。

2015 Manpower Survey of the Catering Industry

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

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

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

Code No.	Job Title	Job Description
134	Chief Accountant/ Controller/ Financial Controller/ Finance Director	Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; manages cash flow, loan and money changer; supervises the credit department, general accounting, cashier, income audit, costings sections; arranges Letters of Credit (LCs) for the company's purchases and liaises with suppliers.
135	Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	Plans, organises, directs and controls operation of food and beverage facilities in an effective way; analyses operation costs and closely liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments. Carries out food hygiene programme in the restaurant operation.
136	Purchasing Manager	Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends.
137	Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	Plans, organises, directs and controls the marketing functions; reviews market and sales analysis to determine local and overseas market requirements; co-ordinates public relations activities relating to sales promotion.
138 *	Restaurant Manager/ Banquet Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu items and wines to clients. Achieves revenue target; ensures guest satisfaction. Achieves the preset revenue target and cost involved. Provides work safety training to the team.

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

Code No.	Job Title	Job Description
139 *	Executive Chef/ Executive Pastry Chef/ Director – Culinary Operations	Establishes standards of food quality and preparation; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market items. Carries out hygiene inspection with hygiene manager on a regular basis.
140	Sous Chef	To assist the Executive Chef to plan, design, supervise and/or prepare food production. Effective control of food cost without damage the guest satisfaction level.
141	Pastry Chef	Supervises the pastry cooks in the preparation of all doughs, pastries, cakes, sweets, petit fours and sugar decorations; able to operate all machinery in pastry and bakery room; maintains quality and hygiene standard set by executive chef.
142	Specialty Chef/Cook for Asian/Exotic cuisine. (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	Plans, designs, supervises and/or prepares Asian and exotic cuisines and food specialities.
149	Others (Managerial and Professional Level)	
SUPERVISORY LEVEL		
231 Human Resources Officer/ Personnel Officer/ Training Officer/ Learning and Development Officer		Recruits, interviews and hires employees for the restaurants; counsels, transfers and dismisses employees based on appraisal of supervisors. Counsels and advises department heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials.

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

Code No.	Job Title	Job Description
232	Accounts Supervisor (e.g. payable/receivable)	Audits and processes the payments of all the establishment's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps a record system of all amounts due to the establishment from guest/patrons; responds to accounts disputes and queries; prepares accounts receivable report.
233	Audit Supervisor/ Paymaster/General Cashier	Audits and processes the payments of the company's disbursements; prepares expense analysis and other reports on suppliers' invoices and monthly statements; keeps all records relating to payroll; prepares and submits payroll reports; compiles all tax returns; makes daily bank deposits and prepares a daily accounting of cash; acts as a petty cash disbursing agent; oversees the preparation of the cashier report and daily receipts.
234	Public Relations Officer/ Digital Media Officer	Liaises with media; handles publicity and photographic assignments; prepares press releases in both English and Chinese; liaises with sales executives and cover other duties assigned by the management.
235	Maintenance Supervisor/ Technical Supervisor	Inspects the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts outside contractors regarding repair and maintenance works or renovations.
236	Security Manager	Informs department heads concerned of any necessary procedures on internal security matters; liaison with police department, arranges staff safety training and fire drill tests; security screening of new employees; investigates all incidents and thefts within the premises.
237	Beverage/Bar Manager	Ensures bar is equipped with supplies and correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipments; prepares work schedules and checks on staff performance. Maintains bar cleanliness.

Code No.	Job Title	Job Description
238	Restaurant Supervisor	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; handles guest complaints.
239	Food and Beverage Controller/Cost Controller	Supervises cost control and inventory taking; reviews purchase requests for food and beverage; provides management with information regarding operational costs; prepares forecasts and analysis on all cost reports; makes random inspections on all supplies to the hotel.
240	Captain/Service Supervisor	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flambe dishes at table; advises on the selection of wines and serves them.
241	Sales Supervisor	Promotes the sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.
242	Head Cashier	Trains all food and beverage cashiers; issues guest checks daily to all F & B cashiers and follows-up on missing checks; picks up cashiers' daily reports at the close of each shift; arranges cashiers for other banquet functions.
243	Garde Manger/Senior Cook	Supervises and/or prepares all dishes; responsible for table and food decorations; checks function sheets and menus daily for distribution of work loads to helpers; ensures that all required food items for each outlets are ready in time; keeps professional records of recipes and working methods.
249	Others (Supervisory Level)	

Code No.	Job Title	Job Description
CRAFT LEVEL		
331 *	Baker/Pastry Cook/ Cook	Prepares cakes, pastry and desserts for during the day time and bread and loaf during night time; supervises work of apprentice pastry cooks; checks daily and weekly menus; operates utensils and crockery used in kitchen; performs different types of cookery and meal preparation; checks stocks in his location in kitchen area; may specialise in sauce, soup, roast, butchery, fish, cold cut and vegetable.
332	Junior Cook or Below	Assists in performing different varieties of duties of the kitchen. (e.g. butchery, barbecue, store, vegetable, dim sum, congee, noodle)
333	Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	Maintains and repairs all necessary mechanical and electrical engineering works of a catering establishment.
349	Others (Craft Level)	
CLERICAL LEVEL		
431	Accounting Clerk/Food and Beverage Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in an accounts department; records all food and beverage sales at the time of meal; prepares cashier's daily report; corrects all daily receipts; provides changes for all cashier.
432	Personnel Clerk/ General Office Clerk	Assists in implementing personnel policies and functions; processes application forms from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.

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

Code No.	Job Title	Job Description
433	Purchasing Clerk/ Quality Control Clerk	Follows up purchase orders and requisition requests; helps expedite delivery; verifies of invoices and freight charges; maintains a library of catalogues, price and reference data; performs a variety of routine calculations, posting and recording; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet.
449	Others (Clerical Level)	
OPERATIVE LEVEL		
531	Security Officer	Regular patrol in premises; conducts full enquiry on incidents occurred; ensures all items found in the premises are properly recorded and kept safety; checks all exits and back staircases. Carries out guard duty; patrols the premises entrances and passageway in the rear service area; provides protection to VIP guests on management's instruction.
532	Telephone Operator	Processes local and overseas calls; provides wake-up call service; keeps close communication between executives; provides directory service for guests; follows proper procedures for handling emergencies.
533	Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	Checks and maintains cold and dry store, wine cellar, silverware and glasses inventories and store records; checks all merchandise entering the premises and their proper documentation; maintains par stocks in storeroom; informs management of the storage situation for expensive items.
534	Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records.
535	Sommelier	Conducts up-selling of beverage items; takes care of the wine and liquor stocks in the restaurant; has good knowledge of wine and advises guests on selection; serves wine at the required temperatures; conducts marketing and promotion plans for beverages.

Code No.	Job Title	Job Description
536	Bartender/Barm an/ Barista	Follows specified drinks and cocktail recipes by free pouring jigger quantities; prepares coffee according to prescribed formulas or guests requests; checks on supplies of drinks/wine/spirits; prepares daily supply requisition for bar manager's approval.
537	Food Handler/ Beverage Handler	Monitors snack counter; responsible for simple cookings or re-heating for a variety of snacks. Monitors snack/food station counters in the restaurant; handles simple cookings or re-heating for a variety of snacks; provides customer service; takes and delivers food orders.
538	Delivery Staff/ Take-Away Service Staff	Handles food delivery to the designated locations as per customers' orders. Responsible for the smooth operation of the take-away/delivery service; provides take-away/ delivery food service (including taking, packaging and delivery orders); prepares take-away/delivery services utensils/items.
539	Receptionist/Hostess/ Waiter/Waitress	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; keeps guest history; serves guests in assigned station under supervision of a captain; prepares table setting and removes dishes; knows all menu items; keeps good guest relations and extends personalised service. Understands the usage of Point of Sale (POS) to settle bill.
540	Junior Waiter/ Junior Waitress	Collects food from kitchen; cleans up table and changes linen; knows all items on menu. Punches in food order in Point of Sale (POS) system.
541	Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	Washes crockeries by hand and by machine; sweeps the floor and wipes clean stainless steel counters in kitchen; disposes garbage; cleans stove and top of exhaust fans. Maintains cleanliness of the washrooms and replenish items.
542	Uniform and Linen Attendant/Cloakroom Attendant	Controls supply and distribution of all house linen; checks on inventory supply; stores and controls replacement of household supplies; keeps up-to-date stock records; checks and repairs staff uniform/house linen; provides service to guests when required; repairs curtains and drapes.

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

飲食業二〇一五年人力調查

非中式酒樓主要職務工作說明

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

編號	職稱	工作說明
經理及專業人員級		
131	總經理／ 董事總經理／ 集團董事／ 副董事	在直屬下級（通常為其他經理／行政人員）協助下，全權負責一間機構的管理；推行公司政策，以達到目標。
132	行政副經理／ 會所經理／營運總監	負責機構整體的日常運作和管理。
133	人力資源部總監／ 人力資源部經理／ 人事部經理／ 培訓部經理／ 培訓及發展經理	制訂及督導推行人事政策、程序及規則；維持良好的員工關係；或需僱員設計及推行訓練計劃；為各職級人員策劃並推行有效的訓練計劃；統籌和管理機構內外的訓練；就訓練及管理發展趨勢向管理層提供意見；擔任特別訓練計劃的課程負責人；為職員提供輔導；評定訓練活動的成效。

非中式酒樓

編號	職稱	工作說明
134	總會計主任／ 總監／財務總監	監管預算及開支、公司財務政策及程序、合約及牌照、高級行政人員的人事記錄及附帶福利；管理現金流量、貸款及貨幣兌換；督導信貸部、一般會計事務、出納、收入核數事務、成本核算等部門；為公司的採購活動安排信用狀，並與供應商聯繫。
135	飲食部總監／ 飲食部經理／ 飲食部副經理	策劃、組織、指導及控制飲食部設施的以達有效率的運作；分析營業成本及與採購部經理密切聯繫；訂定工資及營業成本，以便擬定食物和飲品的價格；改善服務程序及與顧客關係；負責籌辦特別食品、飲品節及其宣傳活動；就籌備宴會事宜與顧客接觸；與行政總廚師協調，編訂餐牌及分配人手；造訪其他機構以研究市場趨勢。積極推行與食物衛生有關的系統。
136	採購部經理	根據供求趨勢策劃、組織及控制供銷售或自用食品的採購及存貨。
137	市場拓展部經理／ 市場拓展及傳訊部總監 ／數字媒體經理	策劃、組織、指導和管理市場拓展活動；檢討市場及營業分析，以確定本地及海外市場需求；統籌與營業推廣有關的公共關係活動。

非中式酒樓

編號	職稱	工作說明
138 *	餐廳經理／宴會經理	管理及協調酒樓的工作及訓練員工，確保員工能迅速及禮貌地為顧客服務；向顧客建議菜牌及菜式；控制成本以維持訂定的邊際利潤；確保顧客滿意度。努力達到公司對業績及成本的要求，提供工業安全培訓給下屬。
139 *	行政總廚師／ 糕餅總廚師／ 餐務營運總監	訂立食物品質及製法標準；編訂新餐牌；就食品選購及貯存事宜與其他部門協調；督導廚房員工的表現和紀律；視察及保養廚房設備；編製市場上貨品成本價目表及採購申請表。積極與衛生經理推行定期食物衛生／廚房清潔巡查。
140	總廚師	協助行政總廚師策劃、設計、督導及／或負責烹調食物出品。嚴控食物成本。
141	糕餅廚師	督導糕餅師傅製作所有粉糰、糕點、餅食、西式甜點及糖飾雕；操作糕餅房內所有機器；保持行政總廚師所訂的品質及衛生標準。
142	特色菜總廚師－亞洲及 熱帶國家 (如：日本、泰國、 印度、越南、韓國及 星馬等地菜式)	策劃、設計和督導亞洲及熱帶國家特色食品的烹調工作。
149	其他(經理及專業人員 級)	

* 附註：此職位可同時擔任部門內部衛生經理或督導員一職。

非中式酒樓

編號	職稱	工作說明
督導員級		
231	人力資源部主任／ 人事部主任／ 培訓部主任／ 培訓及發展主任	招募、面試及聘任僱員；根據僱員上級的評核負責僱員輔導、調職或解僱；就人事問題向部門主管提供意見；訓練新聘或現職僱員；對受訓者進度進行定期檢討，並根據評核結果提出建議；供應訓練材料；就採用新的訓練方法／教材或改良方面參與討論。
232	會計主管 (應付帳／應收帳)	核對及處理機構一切支出；編製支出分析及其他有關供應商發票及月結單的報告；保存應收帳記錄；處理會計爭議及疑問；編製應收帳報告。
233	核數主管／ 出納主任／出納員	核對及處理機構內一切支出；編製支出分析及其他有關供應商發票及月結單報告；保持所有與薪酬有關的記錄；編製及發出薪酬報告；編製所有報稅表；收集所有當日單據；供應輔幣予所有出納員；每日到銀行存款及計算每日現金收支；負責供應零用現金。
234	公共關係主任／ 數字媒體主任	與傳媒聯絡；處理宣傳與攝影工作；編擬中英文新聞稿；與營業員聯繫，並負責管理層分配的其他工作。
235	保養部主管／ 技術監督	視察公司所在樓宇；檢查電氣／機械裝置及設備；就維修或裝修工程與外間承辦商聯絡。

非中式酒樓

<u>編號</u>	<u>職稱</u>	<u>工作說明</u>
236	保安主任	知會各部門主管一切與內部保安有關的程序；與警方聯絡，安排職員進行安全訓練及防火演習；審查新聘僱員背景；調查偷竊及其他事件。
237	酒吧經理	確保酒類供應充足及以正確牌子的酒類招待顧客；保持訂定的邊際利潤；監督酒吧及服務設備的保養；編製工作程序及監察員工的工作表現。保持酒吧清潔及食物衛生。
238	餐廳主管	督導及統籌餐廳員工的工作；負責管理餐廳；監理訓練新員工的工作；處理顧客投訴。
239	成本統計總監／主任	督導成本控制及清點存貨工作；審查飲品食品的採購申請；向管理階層提供運作成本的資料；編製所有成本報告的預測及分析；抽查一切供應物料。
240	部長	負責替顧客落單然後交予廚房；或需即席為顧客切削肉類或烹製火焰菜式；在顧客選擇酒類時提供意見並為其服務。
241	營業部主管	向團體／宴會／個別人士促銷食物及飲品；查核營業數字、存貨及留意顧客喜好；督導營業人員。

非中式酒樓

編號	職稱	工作說明
242	總出納員	訓練所有飲食部出納員；每日發出顧客帳單予飲食部出納員，並追查遺失支票；在每更完結時整理出納員的每日報告；為其他宴會活動安排出納員。
243	冷盤總廚師／ 高級廚師	督導及／或負責一切食物的製作；負責餐檯及食物裝飾；每日檢查活動表及餐牌，以便分配工作；確保所有飲食部門所需食物均及時備妥；用專業方法保留食譜及烹飪法的記錄。
249	其他(督導員級)	
技工級		
331 *	麵包師傅／糕餅師傅／ 廚師	日間製備餅食、糕點及甜點，晚間則製備麵包及方包；督導糕點廚師學徒的工作；檢查每日及每週餐牌；使用廚房用具及陶製器具；負責不同類型烹調及膳食製備工作；檢查工作崗位的存貨；專長於處理調味汁、湯、燒烤、屠宰、魚類、凍肉或蔬菜。
332	初級廚師或以下	協助執行廚房內各種工作。（砧板、燒烤、爐頭、蔬菜、點心、麵檔、粥檔）
333	工程部技工（如： 空氣調節系統技工、 電工、打磨裝配工、 機械工）	維修整個飲食機構的機電工程設備。

* 附註：此職位可同時擔任部門內部衛生經理或督導員一職。

非中式酒樓

<u>編號</u>	<u>職稱</u>	<u>工作說明</u>
349	其他（技工級）	
文員級		
431	會計部文員／ 飲食部出納員	負責會計部各方面的日常計算、過帳、記錄、編理檔案及打字等工作；記錄營業時間內飲品及食品的銷售情況，並準時將單據遞交客務部，以便由大堂出納員列入總帳；編製出納日誌。
432	人事部文員／ 寫字樓文員	協助推行人事政策和活動；處理應徵申請及安排面試；保存職工記錄；負責一般文職工作，包括抄寫、編纂、編理檔案及記錄資料等。
433	採購部文員／ 品質控制文員	跟進購買訂單及物料需求表；敦促送貨，核實發票及運費；保存貨品目錄、價格及參考資料；負責多方面的日常計算、過帳及記錄工作；協助處理成本控制及清點存貨等工作；抽查各飲食部門所用物料。
449	其他(文員級)	
操作工級		
531	保安員	定時巡查所有範圍；就事故進行全面調查；確保拾獲物件均有正確記錄及妥為保存，查察所有出口及後樓梯。執行護衛職責；巡查各入口及後門通道；根據管理階層指示保護貴賓。

非中式酒樓

<u>編號</u>	<u>職稱</u>	<u>工作說明</u>
532	電話接線生	負責本港及海外電話接線；提供傳呼服務；保持行政人員間密切聯繫；為顧客提供電話查詢服務；依照正確程序處理緊急事件。
533	飲食部管倉員／管倉員 ／貨倉及收貨文員	檢查並管理凍倉及乾貨倉、酒庫、銀器及玻璃存貨，以及存貨記錄；檢查所有運進店內的貨品及其正式付運文件；維持倉內存有一定分量的貨物；向管理階層報告貴重物品的存貨情況。
534	樓面出納員	利用收銀機列算帳單；保存應收及應付帳項記錄，並將每項現金結餘與記錄核對。
535	品酒師	推動飲料的銷售與進行飲料推廣計劃；管理餐廳內各種酒類存貨；對酒類認識，為顧客在選飲時提供意見；將酒類調校到所需溫度。
536	調酒員／ 咖啡師	根據指定飲品或雞尾酒的製法，將各種飲料倒進不同分量的酒器內；根據顧客的要求或指定配方調製咖啡飲料；檢查飲料／酒類的供應；編製每日物品需求單，以待酒吧經理批准。
537	小食處理員／ 堂前小食處理員工／ 水吧處理員	負責小食檔、烹調及處理不同種類的小食。負責餐廳堂前小食檔；負責烹調及處理不同種類的小食；提供顧客服務；接單及傳送食物給客人。

非中式酒樓

<u>編號</u>	<u>職稱</u>	<u>工作說明</u>
538	送外賣員／ 外賣服務員工	負責傳送外賣到客人指定地點。負責外賣服務運作流暢；提供外賣服務（包括接單、包妥外賣食物及送外賣）；預備外賣服務之食具及用具。
539	接待員／ 侍應生	在領班督導下，在指定崗位招待顧客、擺設餐具及收拾碗碟；熟知餐牌內每一項目；與顧客保持良好關係並提供殷勤服務。認識用電腦埋單。
540	初級侍應生	從廚房端出食物；清潔餐桌及更換檯布；認識餐牌上每一項目。認識用電腦入單。
541	清潔雜工／ 洗碗碟雜工／ 廚房雜工／ 管事／傳菜員／ 洗手間清潔員	用手或機器清洗陶製碗碟；掃地及擦淨廚房內的不銹鋼櫃檯；清除垃圾；清潔爐灶及抽氣扇頂。保持洗手間清潔補充用品。
542	制服及布草 侍應生／衣帽 間侍應生	管理所有內部布草的供應及分配；檢查制服供應；貯存及管理物品補給；保存最新的存貨記錄；檢查及修補職員制服及店內布草，在有需要時為顧客提供服務；修補窗簾及布簾。
549	其他(操作工級)	

非中式酒樓

<u>編號</u>	<u>職稱</u>	<u>工作說明</u>
文員及其他員工級		
631	秘書	記錄及繕寫信件、報告及便箋；接聽電話、甄別來電及記錄口訊；答覆一般詢問、編擬每日事務及約會程序表，以及接待訪客。
632	打字員／辦公室助理員 ／信差	執行速記及有關的秘書工作；為辦事處處理雜務及差使。
649	其他（文員及其他員工級）	

MANPOWER PROJECTION FOR THE CATERING INDUSTRY
FOR 2016-2018 BY THE LABOUR MARKET ANALYSIS (LMA) APPROACH

Methodology

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

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

Manpower Projection in the Catering Industry

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

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

4. At the 'Diagnostic' step, Principal Component Analysis (PCA) has been used to select determinants, called Principal Components (PCs), from the two original sets of economic indicators. It is found that about 98% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. For the Catering industry, the PCs comprise *LA*, *RIVA*, *PCEND* and *PPI*. At the 'Prognostic' step, linear regression technique is then applied to build the statistical model. The model indicates that there is a strong positive correlation between manpower and the PCs. The adjusted R-square worked out to be 0.6615, indicating that about 66% of the variation of the manpower requirements can be explained by the PCs at the 95% confidence level.

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

6. The manpower demand for Catering Industry in 2016-2018 is projected using three methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers' Forecast (EF). A summary table is provided as below.

Year	Actual Manpower	Projected Manpower (LMA)	Projected Manpower (AFM)	Employer's Forecast (EF)
2015	182,526			
2016F		189,458 (3.8%)*	182,619 (0.05%)*	190,597 (4.4%)*
2017F		191,819 (1.2%)**	182,685 (0.04%)**	
2018F		188,236 (-1.9%)**	182,741 (0.03%)**	
*	as percentage change vs actual manpower in 2015			
**	as percentage change vs projected manpower in previous year			
LMA:	Labour Market Analysis			
AFM:	Adaptive Filtering Method			

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

**附 錄 7
統 計 表
(表 1 - 21)**

TABLE 1 : NUMBER OF EMPLOYED
(EXCLUDING TRAINEES / APPRENTICES)
CATERING INDUSTRY

Branch	Number Employed at Date of Survey				
	Excluding Trainees / Apprentices	By Monthly Rate	By Daily Rate	By Hourly Rate	Total
Chinese Restaurants	65295	111	405	4616	70427
Restaurants other than Chinese	75725	378	627	17756	94486
Fast Food Shops	16890	99	25	28375	45389
Beverage Serving Places	7583	-	-	2377	9960
Event Catering and Other Meal / Food Service Activities	13703	278	12	4492	18485
Supplementary Samples	3330	-	5	1985	5320
Total	182526	866	1074	59601	244067

TABLE 2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**CATERING INDUSTRY****(BRANCH 1-6)**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	779	-	-	-	-
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	203	-	-	-	-
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	72	1	1.39%	-	-
Purchasing Manager	89	-	-	-	-
Business Manager/Sales Manager	423	-	-	-	-
Restaurant Manager/Banquet Manager	5259	40	0.76%	2	0.04%
Administration Manager	127	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	427	-	-	-	-
Executive Assistant Manager/ Club Manager/Director of Operations	80	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	124	-	-	-	-
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	44	-	-	-	-
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	161	-	-	-	-
Sous Chef	501	1	0.20%	-	-
Pastry Chef	78	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	150	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)					
Others	43	-	-	-	-
Sub-total	8560	42	0.49%	2	0.02%
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	130	-	-	-	-
Public Relations Supervisor/ Sales Supervisor	132	-	-	-	-
Accounts Supervisor (payable/receivable)	359	-	-	-	-
Store Supervisor	84	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	26	-	-	-	-
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	1787	2	0.11%	-	-
Bar Supervisor	82	-	-	-	-
Captain/Supervisor/Service Supervisor	6462	74	1.15%	-	-
Chief Butcher	1093	4	0.37%	-	-
Seafood Butcher	952	-	-	-	-
Second Butcher	948	-	-	-	-
Chief Cook (Wok)	1378	6	0.44%	-	-
Chief Dim Sum Cook	920	28	3.04%	-	-
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	3015	111	3.68%	-	-
Senior Cook/Aboyeur (Production Control Cook)/General Cook	3177	56	1.76%	-	-
Barbecue Cook	1640	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	32	-	-	-	-
Pantry Captain/Supervisor	643	12	1.87%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Audit Supervisor/Paymaster/ General Cashier	1	-	-	-	-
Public Relations Officer/ Digital Media Officer	343	-	-	-	-
Security Manager	2	-	-	-	-
Beverage/Bar Manager	649	-	-	-	-
Restaurant Supervisor	9749	22	0.23%	-	-
Food and Beverage Controller/ Cost Controller	8	-	-	-	-
Sales Supervisor	350	-	-	-	-
Garde Manger/Senior Cook	4537	5	0.11%	-	-
Others	57	-	-	-	-
Sub-total	38556	320	0.83%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	4172	24	0.58%	-	-
Pantry Cook/Vegetable Cook	553	-	-	-	-
Vegetable Cook Helper	117	-	-	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	81	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	4799	166	3.46%	-	-
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	15828	320	2.02%	165	1.04%
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/ plumber)	158	-	-	-	-
Baker/Pastry Cook/Cook	18573	1024	5.51%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	54	-	-	-	-
Telephone Operator	12	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	253	14	5.53%	-	-
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Server/ Washroom Attendant/Pantry Helper	24396	984	4.03%	-	-
Bartender/Soda Fountain Captain/ Bar Helper	346	15	4.34%	-	-
Receptionist/Hostess/Waiter/Waitress	34772	3555	10.22%	-	-
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	3826	711	18.58%	144	3.76%
Cashier	7731	179	2.32%	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	178	-	-	-	-
Delivery Staff/Take-Away Service Staff	1296	88	6.79%	-	-
Food Station Handler	228	10	4.39%	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	110	-	-	-	-
Sommelier	9	-	-	-	-
Bartender/Barman/Barista	1761	11	0.62%	-	-
Food Handler/Beverage Handler	14097	506	3.59%	-	-
Others	33	-	-	-	-
Sub-total	133383	7607	5.70%	309	0.23%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	937	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
ADMINISTRATIVE AND OTHERS LEVEL (Continued)					
Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	508	-	-	-	-
Paymaster	6	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	482	2	0.41%	-	-
Secretary	41	-	-	-	-
Typist/Office Assistant/Messenger/Runner	35	-	-	-	-
Others	18	-	-	-	-
Sub-total	2027	2	0.10%	-	-
GRAND TOTAL	182526	7971	4.37%	311	0.17%

TABLE 2.1 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 1 : CHINESE RESTAURANTS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	414	-	-	-	-
Human Resources Manager/ Personnel Manager/Training Manager	136	-	-	-	-
Accountant/Chief Accountant/ Financial Controller	27	-	-	-	-
Purchasing Manager	51	-	-	-	-
Business Manager/Sales Manager	415	-	-	-	-
Restaurant Manager	1688	-	-	-	-
Administration Manager	126	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	414	-	-	-	-
Others	36	-	-	-	-
Sub-total	3307	-	-	-	-
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer	40	-	-	-	-
Public Relations Supervisor/ Sales Supervisor	127	-	-	-	-
Accounts Supervisor (payable/receivable)	196	-	-	-	-
Store Supervisor	83	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	12	-	-	-	-
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	1777	2	0.11%	-	-
Bar Supervisor	82	-	-	-	-
Captain/Supervisor	4261	69	1.62%	-	-
Chief Butcher	1069	4	0.37%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Seafood Butcher	939	-	-	-	-
Second Butcher	924	-	-	-	-
Chief Cook (Wok)	1344	6	0.45%	-	-
Chief Dim Sum Cook	905	28	3.09%	-	-
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	2883	110	3.82%	-	-
Senior Cook/Aboyeur (Production Control Cook)/General Cook	3139	56	1.78%	-	-
Barbecue Cook	1180	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	30	-	-	-	-
Pantry Captain/Supervisor	642	12	1.87%	-	-
Others	12	-	-	-	-
Sub-total	19645	287	1.46%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	4143	24	0.58%	-	-
Pantry Cook/Vegetable Cook	544	-	-	-	-
Vegetable Cook Helper	116	-	-	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	81	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	4697	166	3.53%	-	-
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	2416	58	2.40%	-	-
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/ electrician/plumber)	129	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Telephone Operator	2	-	-	-	-
Uniform and Linen Attendant	215	14	6.51%	-	-
Kitchen Helper/Cleaner/Dishwasher/ Steward/ Pantry Server/ Washroom Attendant	11283	323	2.86%	-	-
Bartender/Soda Fountain Captain/ Bar Helper	345	15	4.35%	-	-
Receptionist/Hostess/Waiter/Waitress	13095	1202	9.18%	-	-
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	1212	144	11.88%	-	-
Cashier	2622	61	2.33%	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	136	-	-	-	-
Delivery Staff/Take-Away Service Staff	22	-	-	-	-
Food Station Handler	228	10	4.39%	-	-
Others	33	-	-	-	-
Sub-total	41319	2017	4.88%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier	490	-	-	-	-
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	118	-	-	-	-
Paymaster	6	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk	398	-	-	-	-
Secretary	6	-	-	-	-
Others	6	-	-	-	-
Sub-total	1024	-	-	-	-
GRAND TOTAL	65295	2304	3.53%	-	-

TABLE 2.2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	270	-	-	-	-
Executive Assistant Manager/ Club Manager/Director of Operations	1	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	76	-	-	-	-
Restaurant Manager/Banquet Manager	1934	4	0.21%	2	0.10%
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	117	-	-	-	-
Sous Chef	398	-	-	-	-
Pastry Chef	54	-	-	-	-
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	122	-	-	-	-
Others	2	-	-	-	-
Sub-total	2974	4	0.13%	2	0.07%
SUPERVISORY LEVEL					
Barbecue Cook	313	-	-	-	-
Accounts Supervisor (payable/receivable)	100	-	-	-	-
Public Relations Officer/ Digital Media Officer	45	-	-	-	-
Beverage/Bar Manager	245	-	-	-	-
Restaurant Supervisor	4640	8	0.17%	-	-
Captain/Service Supervisor	1637	2	0.12%	-	-
Garde Manger/Senior Cook	3761	-	-	-	-
Others	1	-	-	-	-
Sub-total	10742	10	0.09%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	14145	896	6.33%	-	-
Junior Cook or Below	9284	243	2.62%	50	0.54%
Telephone Operator	3	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	73	-	-	-	-
Cashier	2930	50	1.71%	-	-
Sommelier	4	-	-	-	-
Bartender/Barman/Barista	491	-	-	-	-
Food Handler/Beverage Handler	5704	101	1.77%	-	-
Delivery Staff/Take-Away Service Staff	540	56	10.37%	-	-
Receptionist/Hostess/Waiter/Waitress	18653	2263	12.13%	-	-
Junior Waiter/Junior Waitress	2009	552	27.48%	-	-
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	7965	578	7.26%	-	-
Sub-total	61801	4739	7.67%	50	0.08%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	147	-	-	-	-
Personnel Clerk/General Office Clerk	59	-	-	-	-
Secretary	2	-	-	-	-
Sub-total	208	-	-	-	-
GRAND TOTAL	75725	4753	6.28%	52	0.07%

TABLE 2.3 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 3 : FAST FOOD SHOPS**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
Executive Assistant Manager/ Club Manager/Director of Operations	34	-	-	-	-
Restaurant Manager/Banquet Manager	914	-	-	-	-
Sub-total	948	-	-	-	-
SUPERVISORY LEVEL					
Barbecue Cook	128	-	-	-	-
Public Relations Officer/ Digital Media Officer	289	-	-	-	-
Restaurant Supervisor	3398	-	-	-	-
Garde Manger/Senior Cook	386	-	-	-	-
Sub-total	4201	-	-	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	2265	17	0.75%	-	-
Junior Cook or Below	2219	17	0.77%	112	5.05%
Cashier	1014	17	1.68%	-	-
Food Handler/Beverage Handler	2708	67	2.47%	-	-
Delivery Staff/Take-Away Service Staff	27	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	405	-	-	-	-
Junior Waiter/Junior Waitress	96	-	-	144	150.00%
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	2982	34	1.14%	-	-
Sub-total	11716	152	1.30%	256	2.19%
ADMINISTRATIVE AND OTHERS LEVEL					
Personnel Clerk/General Office Clerk	25	-	-	-	-
Sub-total	25	-	-	-	-
GRAND TOTAL	16890	152	0.90%	256	1.52%

TABLE 2.4 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 4 : BEVERAGE SERVING PLACES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
Restaurant Manager/Banquet Manager	273	-	-	-	-
Sub-total	273	-	-	-	-
SUPERVISORY LEVEL					
Beverage/Bar Manager	323	-	-	-	-
Restaurant Supervisor	749	-	-	-	-
Captain/Service Supervisor	83	-	-	-	-
Sales Supervisor	99	-	-	-	-
Garde Manger/Senior Cook	62	-	-	-	-
Sub-total	1316	-	-	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	452	-	-	-	-
Junior Cook or Below	446	-	-	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	18	-	-	-	-
Security Officer	36	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	9	-	-	-	-
Cashier	472	-	-	-	-
Bartender/Barman/Barista	1169	8	0.68%	-	-
Food Handler/Beverage Handler	1800	34	1.89%	-	-
Delivery Staff/Take-Away Service Staff	128	18	14.06%	-	-
Receptionist/Hostess/Waiter/Waitress	972	52	5.35%	-	-
Junior Waiter/Junior Waitress	129	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	363	-	-	-	-
Sub-total	5994	112	1.87%	-	-
GRAND TOTAL	7583	112	1.48%	-	-

TABLE 2.5 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED**BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES**

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	81	-	-	-	-
Executive Assistant Manager/ Club Manager/Director of Operations	37	-	-	-	-
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	59	-	-	-	-
Chief Accountant/Controller/ Financial Controller/Finance Director	32	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	14	-	-	-	-
Purchasing Manager	30	-	-	-	-
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	42	-	-	-	-
Restaurant Manager/Banquet Manager	355	36	10.14%	-	-
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	5	-	-	-	-
Sous Chef	36	-	-	-	-
Pastry Chef	4	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	5	-	-	-	-
Others	1	-	-	-	-
Sub-total	701	36	5.14%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	84	-	-	-	-
Accounts Supervisor (payable/receivable)	54	-	-	-	-
Audit Supervisor/Paymaster/ General Cashier	1	-	-	-	-
Public Relations Officer/ Digital Media Officer	8	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	1	-	-	-	-
Beverage/Bar Manager	68	-	-	-	-
Restaurant Supervisor	869	14	1.61%	-	-
Food and Beverage Controller/ Cost Controller	1	-	-	-	-
Captain/Service Supervisor	148	-	-	-	-
Sales Supervisor	245	-	-	-	-
Garde Manger/Senior Cook	115	-	-	-	-
Others	41	-	-	-	-
Sub-total	1635	14	0.86%	-	-
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	1416	104	7.34%	-	-
Junior Cook or Below	1343	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	13	-	-	-	-
Cashier	679	51	7.51%	-	-
Bartender/Barman/Barista	62	-	-	-	-
Food Handler/Beverage Handler	3866	304	7.86%	-	-
Delivery Staff/Take-Away Service Staff	579	14	2.42%	-	-
Receptionist/Hostess/Waiter/Waitress	1081	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Junior Waiter/Junior Waitress	306	12	3.92%	-	-
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	1353	36	2.66%	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	2	-	-	-	-
Sub-total	10700	521	4.87%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	281	-	-	-	-
Personnel Clerk/General Office Clerk	283	-	-	-	-
Purchasing Clerk/Quality Control Clerk	65	-	-	-	-
Secretary	12	-	-	-	-
Typist/Office Assistant/Messenger/Runner	26	-	-	-	-
Sub-total	667	-	-	-	-
GRAND TOTAL	13703	571	4.17%	-	-

TABLE 2.6 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 6 : SUPPLEMENTARY SAMPLES

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director/ Group Director/Deputy Director	14	-	-	-	-
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	8	-	-	-	-
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	13	1	7.69%	-	-
Purchasing Manager	8	-	-	-	-
Business Manager/Sales Manager	8	-	-	-	-
Restaurant Manager/Banquet Manager	95	-	-	-	-
Administration Manager	1	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	13	-	-	-	-
Executive Assistant Manager/ Club Manager/Director of Operations	8	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	34	-	-	-	-
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	2	-	-	-	-
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	39	-	-	-	-
Sous Chef	67	1	1.49%	-	-
Pastry Chef	20	-	-	-	-
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	23	-	-	-	-
Others	4	-	-	-	-
Sub-total	357	2	0.56%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL					
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	6	-	-	-	-
Public Relations Supervisor/ Sales Supervisor	5	-	-	-	-
Accounts Supervisor (payable/receivable)	9	-	-	-	-
Store Supervisor	1	-	-	-	-
Maintenance Supervisor/ Technical Supervisor	13	-	-	-	-
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	10	-	-	-	-
Captain/Supervisor/Service Supervisor	333	3	0.90%	-	-
Chief Butcher	24	-	-	-	-
Seafood Butcher	13	-	-	-	-
Second Butcher	24	-	-	-	-
Chief Cook (Wok)	34	-	-	-	-
Chief Dim Sum Cook	15	-	-	-	-
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	132	1	0.76%	-	-
Senior Cook/Aboyeur (Production Control Cook)/General Cook	38	-	-	-	-
Barbecue Cook	19	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	2	-	-	-	-
Pantry Captain/Supervisor	1	-	-	-	-
Public Relations Officer/ Digital Media Officer	1	-	-	-	-
Security Manager	2	-	-	-	-
Beverage/Bar Manager	13	-	-	-	-
Restaurant Supervisor	93	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY LEVEL (Continued)					
Food and Beverage Controller/ Cost Controller	7	-	-	-	-
Sales Supervisor	6	-	-	-	-
Garde Manger/Senior Cook	213	5	2.35%	-	-
Others	3	-	-	-	-
Sub-total	1017	9	0.88%	-	-
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	29	-	-	-	-
Pantry Cook/Vegetable Cook	9	-	-	-	-
Vegetable Cook Helper	1	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	102	-	-	-	-
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	120	2	1.67%	3	2.50%
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/ plumber)	29	-	-	-	-
Baker/Pastry Cook/Cook	295	7	2.37%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	36	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	36	-	-	-	-
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Server/ Washroom Attendant/Pantry Helper	450	13	2.89%	-	-
Bartender/Soda Fountain Captain/ Bar Helper	1	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	566	38	6.71%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT / OPERATIVE LEVEL (Continued)					
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	74	3	4.05%	-	-
Cashier	14	-	-	-	-
Security Officer	6	-	-	-	-
Telephone Operator	7	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	15	-	-	-	-
Sommelier	5	-	-	-	-
Bartender/Barman/Barista	39	3	7.69%	-	-
Food Handler/Beverage Handler	19	-	-	-	-
Sub-total	1853	66	3.56%	3	0.16%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	19	-	-	-	-
Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	23	-	-	-	-
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	19	2	10.53%	-	-
Secretary	21	-	-	-	-
Typist/Office Assistant/Messenger/Runner	9	-	-	-	-
Others	12	-	-	-	-
Sub-total	103	2	1.94%	-	-
GRAND TOTAL	3330	79	2.37%	3	0.09%

TABLE 3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****CATERING INDUSTRY****(BRANCH 1-6)**

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL										
General Manager/Managing Director/ Group Director/Deputy Director		126	-	29	18	482	35	6	83	779
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager		45	-	15	-	64	14	-	65	203
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director		53	-	3	-	-	-	-	16	72
Purchasing Manager		32	1	6	-	6	2	15	27	89
Business Manager/Sales Manager		16	1	34	60	171	16	-	125	423

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Restaurant Manager/Banquet Manager	294	211	128	91	2991	150	504	890	5259
Administration Manager	7	-	6	-	94	10	-	10	127
Executive Chinese Chef/ Executive Chinese Sous Chef	7	-	20	41	133	55	81	90	427
Executive Assistant Manager/ Club Manager/Director of Operations	62	1	-	-	-	-	-	17	80
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	6	13	10	-	2	-	-	93	124
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	38	-	-	-	-	-	-	6	44
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	1	4	4	-	128	1	2	21	161

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Sous Chef	-	53	9	5	267	105	5	57	501
Pastry Chef	-	-	1	1	5	1	4	66	78
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	1	-	3	77	2	55	12	150
Others	-	2	-	-	30	-	-	11	43
Sub-total	687	287	265	219	4450	391	672	1589	8560
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	2	53	25	-	13	6	-	31	130
Public Relations Supervisor/ Sales Supervisor	-	-	-	6	74	18	15	19	132

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Accounts Supervisor (payable/receivable)	13	41	21	79	84	14	-	107	359
Store Supervisor	-	-	-	-	6	15	17	46	84
Maintenance Supervisor/ Technical Supervisor	1	-	1	6	14	-	1	3	26
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	-	-	1	34	521	334	115	782	1787
Bar Supervisor	-	-	-	-	12	6	6	58	82
Captain/Supervisor/Service Supervisor	-	-	19	153	2922	1209	1150	1009	6462
Chief Butcher	-	-	-	2	182	399	283	227	1093
Seafood Butcher	-	-	-	-	71	360	315	206	952
Second Butcher	-	-	-	-	140	322	301	185	948
Chief Cook (Wok)	-	-	-	19	206	512	446	195	1378

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Chief Dim Sum Cook	-	-	-	13	94	345	339	129	920
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	-	-	497	1130	814	574	3015
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	-	-	25	317	1127	1175	533	3177
Barbecue Cook	-	-	-	-	150	791	443	256	1640
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	-	-	12	20	32
Pantry Captain/Supervisor	-	-	-	-	98	218	193	134	643
Audit Supervisor/Paymaster/General Cashier	1	-	-	-	-	-	-	-	1
Public Relations Officer/Digital Media Officer	-	1	-	-	289	-	-	53	343

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Security Manager	-	1	1	-	-	-	-	-	2
Beverage/Bar Manager	-	-	36	1	342	53	195	22	649
Restaurant Supervisor	-	224	260	43	5419	947	1208	1648	9749
Food and Beverage Controller/ Cost Controller	-	1	2	-	4	-	-	1	8
Sales Supervisor	1	130	1	1	136	-	-	81	350
Garde Manger/Senior Cook	-	1	-	46	1069	1656	1334	431	4537
Others	-	26	1	-	-	-	-	30	57
Sub-total	18	478	368	428	12660	9462	8362	6780	38556
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	511	1645	1466	550	4172

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Pantry Cook/Vegetable Cook	-	-	-	-	119	159	211	64	553
Vegetable Cook Helper	-	-	-	-	-	6	78	33	117
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	12	24	18	27	81
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	270	1704	1997	828	4799
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	104	2512	2998	7364	2850	15828
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/plumber)	-	-	-	12	24	47	45	30	158
Baker/Pastry Cook/Cook	-	-	354	203	2317	6242	7687	1770	18573

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	6	18	-	18	12	54
Telephone Operator	-	-	-	-	1	-	8	3	12
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	9	6	61	177	253
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Server/ Washroom Attendant/Pantry Helper	-	-	-	-	296	4570	15953	3577	24396
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	-	100	50	183	13	346
Receptionist/Hostess/Waiter/Waitress	-	-	353	-	9304	8628	13405	3082	34772
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	-	5	-	284	414	1342	1781	3826

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Cashier	-	-	-	-	1873	1239	3017	1602	7731
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	-	-	-	-	27	22	102	27	178
Delivery Staff/Take-Away Service Staff	-	-	-	-	13	414	785	84	1296
Food Station Handler	-	-	-	-	-	8	80	140	228
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	2	69	12	-	27	110
Sommelier	-	-	2	-	2	-	-	5	9
Bartender/Barman/Barista	-	-	7	-	657	35	615	447	1761
Food Handler/Beverage Handler	-	-	-	100	2004	4029	6566	1398	14097
Others	-	-	-	-	-	-	33	-	33
Sub-total	-	-	721	427	20422	32252	61034	18527	133383

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	105	99	56	508	30	49	90	937
Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	2	16	-	-	371	27	62	30	508
Paymaster	-	-	-	-	6	-	-	-	6
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	-	39	0	2	224	54	82	81	482
Secretary	7	4	1	6	17	-	-	6	41
Typist/Office Assistant/Messenger/Runner	-	-	-	1	24	-	1	9	35
Others	2	-	-	1	13	-	-	2	18
Sub-total	11	164	100	66	1163	111	194	218	2027
GRAND TOTAL	716	929	1454	1140	38695	42216	70262	27114	182526

TABLE 3.1 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 1 : CHINESE RESTAURANTS**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director	41	-	26	18	266	35	6	22	414
Human Resources Manager/ Personnel Manager/Training Manager	5	-	-	-	64	14	-	53	136
Accountant/Chief Accountant/ Financial Controller	21	-	-	-	-	-	-	6	27
Purchasing Manager	5	-	2	-	6	2	15	21	51
Business Manager/Sales Manager	16	-	34	60	171	16	-	118	415
Restaurant Manager	37	-	50	81	985	87	169	279	1688
Administration Manager	6	-	6	-	94	10	-	10	126

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Executive Chinese Chef/ Executive Chinese Sous Chef	6	-	16	40	132	55	81	84	414
Others	-	-	-	-	30	-	-	6	36
Sub-total	137	-	134	199	1748	219	271	599	3307
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	-	12	6	-	22	40
Public Relations Supervisor/ Sales Supervisor	-	-	-	6	74	18	15	14	127
Accounts Supervisor (payable/receivable)	-	-	20	29	80	14	-	53	196
Store Supervisor	-	-	-	-	6	15	17	45	83
Maintenance Supervisor/ Technical Supervisor	-	-	-	6	6	-	-	-	12

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	-	-	-	34	520	334	115	774	1777
Bar Supervisor	-	-	-	-	12	6	6	58	82
Captain/Supervisor	-	-	-	113	1539	947	920	742	4261
Chief Butcher	-	-	-	2	169	399	278	221	1069
Seafood Butcher	-	-	-	-	71	359	310	199	939
Second Butcher	-	-	-	-	129	321	296	178	924
Chief Cook (Wok)	-	-	-	18	187	510	445	184	1344
Chief Dim Sum Cook	-	-	-	12	90	345	335	123	905
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	-	-	421	1128	805	529	2883
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	-	-	25	301	1126	1173	514	3139

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Barbecue Cook	-	-	-	-	141	469	434	136	1180
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	-	-	12	18	30
Pantry Captain/Supervisor	-	-	-	-	98	218	193	133	642
Others	-	-	-	-	-	-	-	12	12
Sub-total	-	-	20	245	3856	6215	5354	3955	19645
CRAFT / OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	511	1642	1455	535	4143
Pantry Cook/Vegetable Cook	-	-	-	-	117	159	208	60	544
Vegetable Cook Helper	-	-	-	-	-	6	78	32	116

Job Title \ Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	12	24	18	27	81
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	269	1700	1937	791	4697
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	301	678	930	507	2416
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/ electrician/plumber)	-	-	-	12	6	47	45	19	129
Telephone Operator	-	-	-	-	-	-	2	-	2
Uniform and Linen Attendant	-	-	-	-	6	6	37	166	215
Kitchen Helper/Cleaner/Dishwasher/ Steward/ Pantry Server/ Washroom Attendant	-	-	-	-	135	2205	7165	1778	11283

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	-	100	50	183	12	345
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	3496	2256	5440	1903	13095
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	-	-	-	158	106	680	268	1212
Cashier	-	-	-	-	724	525	924	449	2622
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	-	-	-	-	-	22	96	18	136
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	4	18	22
Food Station Handler	-	-	-	-	-	8	80	140	228
Others	-	-	-	-	-	-	33	-	33
Sub-total	-	-	-	12	5835	9434	19315	6723	41319

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier	-	-	-	48	303	18	49	72	490
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	-	-	-	90	2	12	14	118
Paymaster	-	-	-	-	6	-	-	-	6
Store and Receiving Clerk/ Purchasing Clerk	-	-	-	-	194	54	82	68	398
Secretary	-	-	-	6	-	-	-	-	6
Others	-	-	-	-	6	-	-	-	6
Sub-total	-	-	-	54	599	74	143	154	1024
GRAND TOTAL	137	-	154	510	12038	15942	25083	11431	65295

TABLE 3.2 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	215	-	-	55	270
Executive Assistant Manager/ Club Manager/Director of Operations	-	-	-	-	-	-	-	1	1
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	2	-	-	-	-	-	-	74	76
Restaurant Manager/Banquet Manager	50	141	66	-	1170	50	335	122	1934
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	1	-	109	-	-	7	117
Sous Chef	-	50	9	-	234	100	-	5	398

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Pastry Chef	-	-	-	-	-	-	-	54	54
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	65	-	50	7	122
Others	-	2	-	-	-	-	-	-	2
Sub-total	52	193	76	-	1793	150	385	325	2974
SUPERVISORY LEVEL									
Barbecue Cook	-	-	-	-	-	304	6	3	313
Accounts Supervisor (payable/receivable)	-	-	-	50	-	-	-	50	100
Public Relations Officer/ Digital Media Officer	-	-	-	-	-	-	-	45	45
Beverage/Bar Manager	-	-	-	-	84	53	100	8	245
Restaurant Supervisor	-	127	50	-	2596	722	997	148	4640

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Captain/Service Supervisor	-	-	-	19	1164	258	150	46	1637
Garde Manger/Senior Cook	-	-	-	-	864	1567	1223	107	3761
Others	-	-	1	-	-	-	-	-	1
Sub-total	-	127	51	69	4708	2904	2476	407	10742
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	252	-	1941	5557	6191	204	14145
Junior Cook or Below	-	-	-	-	1709	1851	5257	467	9284
Telephone Operator	-	-	-	-	-	-	-	3	3
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	58	12	-	3	73
Cashier	-	-	-	-	521	461	1533	415	2930

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Sommelier	-	-	1	-	-	-	-	3	4
Bartender/Barman/Barista	-	-	7	-	200	-	256	28	491
Food Handler/Beverage Handler	-	-	-	-	801	2287	2610	6	5704
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	278	262	-	540
Receptionist/Hostess/Waiter/Waitress	-	-	105	-	4796	5898	7510	344	18653
Junior Waiter/Junior Waitress	-	-	-	-	-	308	500	1201	2009
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	84	1141	6355	385	7965
Sub-total	-	-	365	-	10110	17793	30474	3059	61801
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/ Food and Beverage Cashier	-	-	84	3	55	-	-	5	147

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)										
Personnel Clerk/General Office Clerk	-	-	-	-	9	-	50	-	59	
Secretary	-	2	-	-	-	-	-	-	2	
Sub-total	-	2	84	3	64	-	50	5	208	
GRAND TOTAL	52	322	576	72	16675	20847	33385	3796	75725	

TABLE 3.3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 3 : FAST FOOD SHOPS**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
Executive Assistant Manager/ Club Manager/Director of Operations	34	-	-	-	-	-	-	-	34
Restaurant Manager/Banquet Manager	-	16	-	-	486	-	-	412	914
Sub-total	34	16	-	-	486	-	-	412	948
SUPERVISORY LEVEL									
Barbecue Cook	-	-	-	-	-	17	-	111	128
Public Relations Officer/ Digital Media Officer	-	-	-	-	289	-	-	-	289
Restaurant Supervisor	-	-	17	32	1907	-	50	1392	3398

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Garde Manger/Senior Cook	-	-	-	-	81	68	33	204	386
Sub-total	-	-	17	32	2277	85	83	1707	4201
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	-	-	230	99	740	1196	2265
Junior Cook or Below	-	-	-	-	182	102	150	1785	2219
Cashier	-	-	-	-	118	142	56	698	1014
Food Handler/Beverage Handler	-	-	-	-	166	456	870	1216	2708
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	17	10	27
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	48	-	34	323	405
Junior Waiter/Junior Waitress	-	-	-	-	96	-	-	-	96

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	-	648	1222	1112	2982
Sub-total	-	-	-	-	840	1447	3089	6340	11716
ADMINISTRATIVE AND OTHERS LEVEL									
Personnel Clerk/General Office Clerk	-	-	-	-	-	25	-	-	25
Sub-total	-	-	-	-	-	25	-	-	25
GRAND TOTAL	34	16	17	32	3603	1557	3172	8459	16890

TABLE 3.4 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 4 : BEVERAGE SERVING PLACES**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
Restaurant Manager/Banquet Manager	-	-	-	-	273	-	-	-	273
Sub-total	-	-	-	-	273	-	-	-	273
SUPERVISORY LEVEL									
Beverage/Bar Manager	-	-	36	-	184	-	95	8	323
Restaurant Supervisor	-	-	102	9	537	67	34	-	749
Captain/Service Supervisor	-	-	-	-	27	-	-	56	83
Sales Supervisor	-	-	-	-	99	-	-	-	99
Garde Manger/Senior Cook	-	-	-	-	-	-	54	8	62
Sub-total	-	-	138	9	847	67	183	72	1316

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	102	-	27	235	70	18	452
Junior Cook or Below	-	-	-	102	68	-	276	-	446
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	-	18	-	-	-	18
Security Officer	-	-	-	-	27	-	-	9	36
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	9	-	-	-	9
Cashier	-	-	-	-	199	99	174	-	472
Bartender/Barman/Barista	-	-	-	-	433	33	332	371	1169
Food Handler/Beverage Handler	-	-	-	34	757	409	600	-	1800
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	72	56	128

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Receptionist/Hostess/Waiter/Waitress	-	-	204	-	437	69	196	66	972
Junior Waiter/Junior Waitress	-	-	-	-	18	-	-	111	129
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	68	95	200	-	363
Sub-total	-	-	306	136	2061	940	1920	631	5994
GRAND TOTAL	-	-	444	145	3181	1007	2103	703	7583

TABLE 3.5 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director/ Group Director/Deputy Director	78	-	-	-	-	-	-	3	81
Executive Assistant Manager/ Club Manager/Director of Operations	25	-	-	-	-	-	-	12	37
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	38	-	12	-	-	-	-	9	59
Chief Accountant/Controller/ Financial Controller/Finance Director	26	-	-	-	-	-	-	6	32
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	1	-	-	-	-	-	-	13	14

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Purchasing Manager	26	-	-	-	-	-	-	4	30
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	37	-	-	-	-	-	-	5	42
Restaurant Manager/Banquet Manager	199	50	-	-	62	-	-	44	355
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	-	-	-	-	5	5
Sous Chef	-	-	-	-	-	-	-	36	36
Pastry Chef	-	-	-	-	-	-	-	4	4
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	-	-	-	5	5
Others	-	-	-	-	-	-	-	1	1
Sub-total	430	50	12	-	62	-	-	147	701

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL									
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	1	52	24	-	-	-	-	7	84
Accounts Supervisor (payable/receivable)	13	39	-	-	-	-	-	2	54
Audit Supervisor/Paymaster/ General Cashier	1	-	-	-	-	-	-	-	1
Public Relations Officer/ Digital Media Officer	-	-	-	-	-	-	-	8	8
Maintenance Supervisor/ Technical Supervisor	-	-	-	-	-	-	-	1	1
Beverage/Bar Manager	-	-	-	-	67	-	-	1	68
Restaurant Supervisor	-	97	66	-	349	158	127	72	869
Food and Beverage Controller/ Cost Controller	-	-	-	-	-	-	-	1	1
Captain/Service Supervisor	-	-	-	-	13	-	66	69	148

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Sales Supervisor	1	130	-	-	36	-	-	78	245
Garde Manger/Senior Cook	-	-	-	-	12	13	12	78	115
Others	-	26	-	-	-	-	-	15	41
Sub-total	16	344	90	-	477	171	205	332	1635
CRAFT / OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	-	199	66	322	598	231	1416
Junior Cook or Below	-	-	-	-	235	358	699	51	1343
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	-	-	-	13	13
Cashier	-	-	-	-	307	12	330	30	679
Bartender/Barman/Barista	-	-	-	-	-	-	24	38	62
Food Handler/Beverage Handler	-	-	-	66	266	877	2486	171	3866

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Delivery Staff/Take-Away Service Staff	-	-	-	-	13	136	430	-	579
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	212	391	204	274	1081
Junior Waiter/Junior Waitress	-	-	-	-	-	-	156	150	306
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	-	-	-	-	423	793	137	1353
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	-	-	2	2
Sub-total	-	-	-	265	1099	2519	5720	1097	10700
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/ Food and Beverage Cashier	-	105	12	-	144	12	-	8	281
Personnel Clerk/General Office Clerk	-	14	-	-	264	-	-	5	283
Purchasing Clerk/Quality Control Clerk	-	39	-	-	24	-	-	2	65

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)										
Secretary	-	-	-	-	12	-	-	-	-	12
Typist/Office Assistant/Messenger/Runner	-	-	-	-	24	-	-	2	-	26
Sub-total	-	158	12	-	468	12	-	17	-	667
GRAND TOTAL	446	552	114	265	2106	2702	5925	1593	-	13703

TABLE 3.6 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION**(EXCLUDING TRAINEES / APPRENTICES)****BRANCH 6 : SUPPLEMENTARY SAMPLES**

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director/ Group Director/Deputy Director	7	-	3	-	1	-	-	3	14
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	2	-	3	-	-	-	-	3	8
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	6	-	3	-	-	-	-	4	13
Purchasing Manager	1	1	4	-	-	-	-	2	8
Business Manager/Sales Manager	-	1	-	-	-	-	-	7	8
Restaurant Manager/Banquet Manager	8	4	12	10	15	13	-	33	95

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Administration Manager	1	-	-	-	-	-	-	-	1
Executive Chinese Chef/ Executive Chinese Sous Chef	1	-	4	1	1	-	-	6	13
Executive Assistant Manager/ Club Manager/Director of Operations	3	1	-	-	-	-	-	4	8
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	3	13	10	-	2	-	-	6	34
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	1	-	-	-	-	-	-	1	2
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	1	4	3	-	19	1	2	9	39
Sous Chef	-	3	-	5	33	5	5	16	67
Pastry Chef	-	-	1	1	5	1	4	8	20

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)										
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	1	-	3	12	2	5	-	23	
Others	-	-	-	-	-	-	-	4	4	
Sub-total	34	28	43	20	88	22	16	106	357	
SUPERVISORY LEVEL										
Human Resources Officer/ Personnel Officer/ Training Officer/ Learning and Development Officer	1	1	1	-	1	-	-	2	6	
Public Relations Supervisor/ Sales Supervisor	-	-	-	-	-	-	-	5	5	
Accounts Supervisor (payable/receivable)	-	2	1	-	4	-	-	2	9	
Store Supervisor	-	-	-	-	-	-	-	1	1	

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Maintenance Supervisor/ Technical Supervisor	1	-	1	-	8	-	1	2	13
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	-	-	1	-	1	-	-	8	10
Captain/Supervisor/Service Supervisor	-	-	19	21	179	4	14	96	333
Chief Butcher	-	-	-	-	13	-	5	6	24
Seafood Butcher	-	-	-	-	-	1	5	7	13
Second Butcher	-	-	-	-	11	1	5	7	24
Chief Cook (Wok)	-	-	-	1	19	2	1	11	34
Chief Dim Sum Cook	-	-	-	1	4	-	4	6	15
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	-	-	76	2	9	45	132
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	-	-	-	16	1	2	19	38

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)									
Barbecue Cook	-	-	-	-	9	1	3	6	19
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	-	-	-	2	2
Pantry Captain/Supervisor	-	-	-	-	-	-	-	1	1
Public Relations Officer/ Digital Media Officer	-	1	-	-	-	-	-	-	1
Security Manager	-	1	1	-	-	-	-	-	2
Beverage/Bar Manager	-	-	-	1	7	-	-	5	13
Restaurant Supervisor	-	-	25	2	30	-	-	36	93
Food and Beverage Controller/ Cost Controller	-	1	2	-	4	-	-	-	7
Sales Supervisor	-	-	1	1	1	-	-	3	6
Garde Manger/Senior Cook	-	1	-	46	112	8	12	34	213

Job Title	Preferred Education	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY LEVEL (Continued)										
Others		-	-	-	-	-	-	-	3	3
Sub-total		2	7	52	73	495	20	61	307	1017
CRAFT / OPERATIVE LEVEL										
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)		-	-	-	-	-	3	11	15	29
Pantry Cook/Vegetable Cook		-	-	-	-	2	-	3	4	9
Vegetable Cook Helper		-	-	-	-	-	-	-	1	1
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)		-	-	-	-	1	4	60	37	102
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)		-	-	-	2	17	9	52	40	120

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	-	18	-	-	11	29
Baker/Pastry Cook/Cook	-	-	-	4	53	29	88	121	295
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	6	-	-	18	12	36
Uniform and Linen Attendant/Cloakroom Attendant	-	-	-	-	3	-	24	9	36
Kitchen Helper/Cleaner/Dishwasher/Steward/Pantry Server/Washroom Attendant/Pantry Helper	-	-	-	-	9	58	218	165	450
Bartender/Soda Fountain Captain/Bar Helper	-	-	-	-	-	-	-	1	1
Receptionist/Hostess/Waiter/Waitress	-	-	44	-	315	14	21	172	566

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)									
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	-	5	-	12	-	6	51	74
Cashier	-	-	-	-	4	-	-	10	14
Security Officer	-	-	-	-	-	-	6	-	6
Telephone Operator	-	-	-	-	1	-	6	-	7
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	2	2	-	-	11	15
Sommelier	-	-	1	-	2	-	-	2	5
Bartender/Barman/Barista	-	-	-	-	24	2	3	10	39
Food Handler/Beverage Handler	-	-	-	-	14	-	-	5	19
Sub-total	-	-	50	14	477	119	516	677	1853

Preferred Education Job Title	University Degree or above	Higher Diploma / Associate Degree or equivalent	Professional Diploma / Diploma or equivalent	Advanced Certificate / Certificate or equivalent	Secondary 5 - 7 / HK Diploma of Secondary Education Examination (HKDSE)	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	3	5	6	-	-	5	19
Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	2	2	-	-	8	-	-	11	23
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	-	-	-	2	6	-	-	11	19
Secretary	7	2	1	-	5	-	-	6	21
Typist/Office Assistant/Messenger/Runner	-	-	-	1	-	-	1	7	9
Others	2	-	-	1	7	-	-	2	12
Sub-total	11	4	4	9	32	-	1	42	103
GRAND TOTAL	47	39	149	116	1092	161	594	1132	3330

TABLE 4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****CATERING INDUSTRY****(BRANCH 1-6)**

Job Title \ Monthly Income	\$8,000 or below	\$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 AND PROFESSIONAL LEVEL											
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	6	273	68	161	61	115	95	779
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	-	-	-	30	62	25	7	12	1	66	203
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	-	-	-	-	-	-	19	13	13	27	72
Purchasing Manager	-	-	-	1	7	11	19	12	-	39	89
Business Manager/Sales Manager	-	-	-	21	206	79	4	-	-	113	423
Restaurant Manager/Banquet Manager	-	-	217	2115	1208	384	281	171	48	835	5259
Administration Manager	-	-	-	21	32	43	-	-	1	30	127
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	20	90	120	60	2	18	117	427

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)											
Executive Assistant Manager/ Club Manager/Director of Operations	-	-	-	-	-	35	12	13	3	17	80
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	-	-	11	1	-	2	16	94	124
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	-	-	24	-	7	-	-	13	44
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	2	-	58	5	1	21	74	161
Sous Chef	-	-	-	86	41	156	9	74	5	130	501
Pastry Chef	-	-	-	6	3	4	3	1	-	61	78
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	7	65	3	1	-	-	74	150
Others	-	-	-	15	16	6	-	2	-	4	43
Sub-total	-	-	217	2330	2038	993	588	364	241	1789	8560

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	-	47	3	-	-	-	-	80	130
Public Relations Supervisor/ Sales Supervisor	-	-	6	74	24	15	-	-	-	13	132
Accounts Supervisor (payable/receivable)	-	-	50	77	65	1	1	-	-	165	359
Store Supervisor	-	-	2	-	21	-	-	-	-	61	84
Maintenance Supervisor/ Technical Supervisor	-	-	7	8	-	9	-	-	-	2	26
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	-	-	63	517	233	78	-	-	-	896	1787
Bar Supervisor	-	-	-	18	6	-	-	-	-	58	82
Captain/Supervisor/Service Supervisor	-	-	1711	2954	263	4	-	-	-	1530	6462
Chief Butcher	-	-	31	429	275	37	23	-	6	292	1093
Seafood Butcher	-	-	92	537	39	-	-	-	-	284	952
Second Butcher	-	-	63	486	116	9	-	-	-	274	948
Chief Cook (Wok)	-	-	25	368	534	88	59	8	-	296	1378

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$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			
SUPERVISORY LEVEL (Continued)												
Chief Dim Sum Cook	-	-	6	274	356	80	4	-	-	-	200	920
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	176	1433	652	36	-	-	-	-	718	3015
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	50	682	1422	197	-	-	-	-	-	826	3177
Barbecue Cook	-	-	110	923	201	53	-	-	-	-	353	1640
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	6	-	-	-	-	-	-	26	32
Pantry Captain/Supervisor	-	-	254	233	6	-	-	-	-	-	150	643
Audit Supervisor/Paymaster/General Cashier	-	-	-	-	-	1	-	-	-	-	-	1
Public Relations Officer/Digital Media Officer	-	-	284	13	2	-	-	-	-	-	44	343
Security Manager	-	-	-	-	2	-	-	-	-	-	-	2
Beverage/Bar Manager	-	-	68	252	239	9	-	-	-	-	81	649
Restaurant Supervisor	-	49	4987	2723	1007	93	50	-	-	-	840	9749

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
SUPERVISORY LEVEL (Continued)											
Food and Beverage Controller/ Cost Controller	-	-	1	-	1	1	-	-	-	5	8
Sales Supervisor	-	-	99	37	13	-	-	-	-	201	350
Garde Manger/Senior Cook	-	-	384	2528	1058	104	2	-	-	461	4537
Others	-	-	12	11	1	-	-	-	-	33	57
Sub-total	-	99	9113	15370	5314	618	139	8	6	7889	38556
CRAFT / OPERATIVE LEVEL											
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	1323	1830	66	-	-	-	-	953	4172
Pantry Cook/Vegetable Cook	-	-	384	73	15	-	-	-	-	81	553
Vegetable Cook Helper	-	-	20	62	-	-	-	-	-	35	117
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	6	12	24	-	-	-	-	39	81
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	50	-	2044	1590	91	-	-	-	-	1024	4799

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
CRAFT / OPERATIVE LEVEL (Continued)											
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	139	894	9129	3476	17	-	-	-	-	2173	15828
Engineering Staff (e.g. mechanic/ carpenter/air-conditioning/electrician/ plumber)	-	6	41	75	-	-	-	-	-	36	158
Baker/Pastry Cook/Cook	-	104	7883	6647	410	-	-	-	-	3529	18573
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	19	14	-	-	-	-	-	21	54
Telephone Operator	2	-	3	1	-	-	-	-	-	6	12
Uniform and Linen Attendant/ Cloakroom Attendant	15	26	30	-	-	-	-	-	-	182	253
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Server/ Washroom Attendant/Pantry Helper	1090	4652	13633	457	-	-	-	-	-	4564	24396
Bartender/Soda Fountain Captain/ Bar Helper	-	5	223	44	-	-	-	-	-	74	346
Receptionist/Hostess/Waiter/Waitress	120	3910	23961	844	-	-	-	-	-	5937	34772

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
CRAFT / OPERATIVE LEVEL (Continued)											
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	222	601	1101	75	-	-	-	-	-	1827	3826
Cashier	336	2285	3249	188	6	-	-	-	-	1667	7731
Security Officer/Guard House/Uniform Guard/Valet Parking Attendant	-	99	50	-	-	-	-	-	-	29	178
Delivery Staff/Take-Away Service Staff	67	330	815	-	-	-	-	-	-	84	1296
Food Station Handler	-	54	28	-	-	-	-	-	-	146	228
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	12	71	9	-	-	-	-	-	18	110
Sommelier	-	-	-	-	6	1	-	-	-	2	9
Bartender/Barman/Barista	-	152	673	142	-	-	-	-	-	794	1761
Food Handler/Beverage Handler	1447	2015	7563	1767	-	-	-	-	-	1305	14097
Others	15	-	18	-	-	-	-	-	-	-	33
Sub-total	3503	15145	72267	17306	635	1	-	-	-	24526	133383

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	96	480	58	1	-	-	-	-	302	937
Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	25	74	363	1	-	-	-	-	-	45	508
Paymaster	-	-	-	-	-	-	-	-	-	6	6
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	-	62	294	12	-	-	-	-	-	114	482
Secretary	-	12	1	8	2	6	1	-	-	11	41
Typist/Office Assistant/Messenger/Runner	-	12	14	-	-	-	-	-	-	9	35
Others	-	-	10	2	1	-	-	-	-	5	18
Sub-total	25	256	1162	81	4	6	1	-	-	492	2027
GRAND TOTAL	3528	15500	82759	35087	7991	1618	728	372	247	34696	182526

TABLE 4.1 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 1 : CHINESE RESTAURANTS**

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL											
General Manager/Managing Director	-	-	-	6	73	65	149	35	54	32	414
Human Resources Manager/ Personnel Manager/Training Manager	-	-	-	30	49	18	7	-	-	32	136
Accountant/Chief Accountant/ Financial Controller	-	-	-	-	-	-	15	-	6	6	27
Purchasing Manager	-	-	-	-	6	7	17	-	-	21	51
Business Manager/Sales Manager	-	-	-	21	206	79	4	-	-	105	415
Restaurant Manager	-	-	70	243	574	205	53	64	48	431	1688
Administration Manager	-	-	-	21	32	43	-	-	-	30	126
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	20	90	120	58	-	18	108	414
Others	-	-	-	15	15	6	-	-	-	-	36
Sub-total	-	-	70	356	1045	543	303	99	126	765	3307

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer	-	-	-	18	-	-	-	-	-	22	40
Public Relations Supervisor/ Sales Supervisor	-	-	6	74	24	15	-	-	-	8	127
Accounts Supervisor (payable/receivable)	-	-	48	64	14	-	-	-	-	70	196
Store Supervisor	-	-	2	-	21	-	-	-	-	60	83
Maintenance Supervisor/ Technical Supervisor	-	-	6	6	-	-	-	-	-	-	12
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	-	-	63	516	233	78	-	-	-	887	1777
Bar Supervisor	-	-	-	18	6	-	-	-	-	58	82
Captain/Supervisor	-	-	1192	1935	57	-	-	-	-	1077	4261
Chief Butcher	-	-	31	427	273	37	12	0	6	283	1069
Seafood Butcher	-	-	92	536	38	-	-	-	-	273	939
Second Butcher	-	-	63	482	115	-	-	-	-	264	924
Chief Cook (Wok)	-	-	25	365	532	87	42	8	-	285	1344
Chief Dim Sum Cook	-	-	6	273	355	80	-	-	-	191	905

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
SUPERVISORY LEVEL (Continued)											
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	176	1430	575	36	-	-	-	666	2883
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	50	682	1415	183	-	-	-	-	809	3139
Barbecue Cook	-	-	104	615	184	45	-	-	-	232	1180
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	6	-	-	-	-	-	24	30
Pantry Captain/Supervisor	-	-	254	232	6	-	-	-	-	150	642
Others	-	-	12	-	-	-	-	-	-	-	12
Sub-total	-	50	2762	8412	2616	378	54	8	6	5359	19645
CRAFT / OPERATIVE LEVEL											
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	1320	1819	66	-	-	-	-	938	4143
Pantry Cook/Vegetable Cook	-	-	384	73	15	-	-	-	-	72	544
Vegetable Cook Helper	-	-	20	62	-	-	-	-	-	34	116

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
CRAFT / OPERATIVE LEVEL (Continued)											
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	6	12	24	-	-	-	-	39	81
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	50	-	2039	1536	90	-	-	-	-	982	4697
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	56	168	1007	469	-	-	-	-	-	716	2416
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	6	41	57	-	-	-	-	-	25	129
Telephone Operator	2	-	-	-	-	-	-	-	-	-	2
Uniform and Linen Attendant	15	26	12	-	-	-	-	-	-	162	215
Kitchen Helper/Cleaner/Dishwasher/Steward/ Pantry Server/Washroom Attendant	25	1705	6776	135	-	-	-	-	-	2642	11283
Bartender/Soda Fountain Captain/Bar Helper	-	5	223	44	-	-	-	-	-	73	345
Receptionist/Hostess/Waiter/Waitress	37	1810	8358	245	-	-	-	-	-	2645	13095

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$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			
CRAFT / OPERATIVE LEVEL (Continued)												
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	222	516	70	70	-	-	-	-	-	334	1212	
Cashier	231	820	959	6	6	-	-	-	-	600	2622	
Security Officer/Guard House/ Uniform Guard/Valet Parking Attendant	-	99	17	-	-	-	-	-	-	20	136	
Delivery Staff/Take-Away Service Staff	-	-	4	-	-	-	-	-	-	18	22	
Food Station Handler	-	54	28	-	-	-	-	-	-	146	228	
Others	15	-	18	-	-	-	-	-	-	-	33	
Sub-total	653	5209	21282	4528	201	-	-	-	-	9446	41319	
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/General Cashier	-	96	242	38	-	-	-	-	-	114	490	
Human Resources Clerk/Personnel Clerk/ Personnel Assistant/General Office Clerk	-	74	30	-	-	-	-	-	-	14	118	
Paymaster	-	-	-	-	-	-	-	-	-	6	6	
Store and Receiving Clerk/ Purchasing Clerk	-	60	268	12	-	-	-	-	-	58	398	
Secretary	-	-	-	-	-	6	-	-	-	-	6	

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
ADMINISTRATIVE AND OTHERS LEVEL (Continued)											
Others	-	-	6	-	-	-	-	-	-	-	6
Sub-total	-	230	546	50	-	6	-	-	-	192	1024
GRAND TOTAL	653	5489	24660	13346	3862	927	357	107	132	15762	65295

TABLE 4.2 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 2 : RESTAURANTS OTHER THAN CHINESE**

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL											
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	200	3	12	-	52	3	270
Executive Assistant Manager/ Club Manager/Director of Operations	-	-	-	-	-	-	-	1	-	-	1
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	-	-	-	-	-	-	2	74	76
Restaurant Manager/Banquet Manager	-	-	50	794	349	152	218	84	-	287	1934
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	-	-	56	-	-	2	59	117
Sous Chef	-	-	-	84	-	156	6	52	-	100	398
Pastry Chef	-	-	-	-	-	3	-	1	-	50	54
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	51	3	-	-	-	68	122

Job Title	Monthly Income										
	\$8,000 or below	\$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 AND PROFESSIONAL LEVEL (Continued)											
Others	-	-	-	-	-	-	-	2	-	-	2
Sub-total	-	-	50	878	600	373	236	140	56	641	2974
SUPERVISORY LEVEL											
Barbecue Cook	-	-	6	307	-	-	-	-	-	-	313
Accounts Supervisor (payable/receivable)	-	-	-	-	50	-	-	-	-	50	100
Public Relations Officer/ Digital Media Officer	-	-	-	-	1	-	-	-	-	44	45
Beverage/Bar Manager	-	-	-	150	95	-	-	-	-	-	245
Restaurant Supervisor	-	-	970	2153	777	-	50	-	-	690	4640
Captain/Service Supervisor	-	-	414	963	84	-	-	-	-	176	1637
Garde Manger/Senior Cook	-	-	268	2181	924	50	-	-	-	338	3761
Others	-	-	-	-	1	-	-	-	-	-	1
Sub-total	-	-	1658	5754	1932	50	50	-	-	1298	10742
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	-	-	5430	5612	100	-	-	-	-	3003	14145

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
CRAFT / OPERATIVE LEVEL (Continued)											
Junior Cook or Below	83	522	4995	2802	-	-	-	-	-	882	9284
Telephone Operator	-	-	3	-	-	-	-	-	-	-	3
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	3	61	9	-	-	-	-	-	-	73
Cashier	-	678	1494	135	-	-	-	-	-	623	2930
Sommelier	-	-	-	-	4	-	-	-	-	-	4
Bartender/Barman/Barista	-	-	207	16	-	-	-	-	-	268	491
Food Handler/Beverage Handler	83	57	3421	1607	-	-	-	-	-	536	5704
Delivery Staff/Take-Away Service Staff	-	162	378	-	-	-	-	-	-	-	540
Receptionist/Hostess/Waiter/Waitress	83	1922	14037	384	-	-	-	-	-	2227	18653
Junior Waiter/Junior Waitress	-	-	813	-	-	-	-	-	-	1196	2009
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	83	1035	5191	301	-	-	-	-	-	1355	7965
Sub-total	332	4379	36030	10866	104	-	-	-	-	10090	61801

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/ Food and Beverage Cashier	-	-	90	-	-	-	-	-	-	57	147
Personnel Clerk/General Office Clerk	-	-	59	-	-	-	-	-	-	-	59
Secretary	-	-	-	-	2	-	-	-	-	-	2
Sub-total	-	-	149	-	2	-	-	-	-	57	208
GRAND TOTAL	332	4379	37887	17498	2638	423	286	140	56	12086	75725

TABLE 4.3 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 3 : FAST FOOD SHOPS**

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL											
Executive Assistant Manager/ Club Manager/Director of Operations	-	-	-	-	-	34	-	-	-	-	34
Restaurant Manager/Banquet Manager	-	-	97	721	37	-	-	-	-	59	914
Sub-total	-	-	97	721	37	34	-	-	-	59	948
SUPERVISORY LEVEL											
Barbecue Cook	-	-	-	-	17	-	-	-	-	111	128
Public Relations Officer/ Digital Media Officer	-	-	284	5	-	-	-	-	-	-	289
Restaurant Supervisor	-	25	3115	183	34	-	-	-	-	41	3398
Garde Manger/Senior Cook	-	-	114	188	33	-	-	-	-	51	386
Sub-total	-	25	3513	376	84	-	-	-	-	203	4201
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	-	25	1953	262	25	-	-	-	-	-	2265

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
CRAFT / OPERATIVE LEVEL (Continued)											
Junior Cook or Below	-	68	1998	-	17	-	-	-	-	136	2219
Cashier	93	592	74	17	-	-	-	-	-	238	1014
Food Handler/Beverage Handler	504	962	1047	25	-	-	-	-	-	170	2708
Delivery Staff/Take-Away Service Staff	-	-	17	-	-	-	-	-	-	10	27
Receptionist/Hostess/Waiter/Waitress	-	-	82	-	-	-	-	-	-	323	405
Junior Waiter/Junior Waitress	-	-	96	-	-	-	-	-	-	-	96
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	948	1488	444	-	-	-	-	-	-	102	2982
Sub-total	1545	3135	5711	304	42	-	-	-	-	979	11716
ADMINISTRATIVE AND OTHERS LEVEL											
Personnel Clerk/General Office Clerk	25	-	-	-	-	-	-	-	-	-	25
Sub-total	25	-	-	-	-	-	-	-	-	-	25
GRAND TOTAL	1570	3160	9321	1401	163	34	-	-	-	1241	16890

TABLE 4.4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 4.4 : BEVERAGE SERVING PLACES**

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL											
Restaurant Manager/Banquet Manager	-	-	-	246	9	18	-	-	-	-	273
Sub-total	-	-	-	246	9	18	-	-	-	-	273
SUPERVISORY LEVEL											
Beverage/Bar Manager	-	-	68	33	144	9	-	-	-	69	323
Restaurant Supervisor	-	-	500	104	111	-	-	-	-	34	749
Captain/Service Supervisor	-	-	27	-	-	-	-	-	-	56	83
Sales Supervisor	-	-	99	-	-	-	-	-	-	-	99
Garde Manger/Senior Cook	-	-	-	-	54	-	-	-	-	8	62
Sub-total	-	-	694	137	309	9	-	-	-	167	1316
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	-	-	262	138	-	-	-	-	-	52	452
Junior Cook or Below	-	-	260	102	-	-	-	-	-	84	446

Job Title	Monthly Income										Total	
	\$8,000 or below	\$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		
CRAFT / OPERATIVE LEVEL (Continued)												
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	18	-	-	-	-	-	-	-	-	18
Security Officer	-	-	27	-	-	-	-	-	-	-	9	36
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	9	-	-	-	-	-	-	-	-	-	9
Cashier	-	135	319	18	-	-	-	-	-	-	-	472
Bartender/Barman/Barista	-	113	460	117	-	-	-	-	-	-	479	1169
Food Handler/Beverage Handler	333	357	934	-	-	-	-	-	-	-	176	1800
Delivery Staff/Take-Away Service Staff	-	72	-	-	-	-	-	-	-	-	56	128
Receptionist/Hostess/Waiter/Waitress	-	36	870	-	-	-	-	-	-	-	66	972
Junior Waiter/Junior Waitress	-	-	18	-	-	-	-	-	-	-	111	129
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	34	139	190	-	-	-	-	-	-	-	-	363
Sub-total	367	861	3358	375	-	-	-	-	-	-	1033	5994
GRAND TOTAL	367	861	4052	758	318	27	-	-	-	-	1200	7583

TABLE 4.5 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Monthly Income	\$8,000 or below	\$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 AND PROFESSIONAL LEVEL												
General Manager/Managing Director/ Group Director/Deputy Director		-	-	-	-	-	-	-	26	2	53	81
Executive Assistant Manager/ Club Manager/Director of Operations		-	-	-	-	-	-	12	12	-	13	37
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager		-	-	-	-	12	7	-	12	-	28	59
Chief Accountant/Controller/ Financial Controller/Finance Director		-	-	-	-	-	-	4	12	1	15	32
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager		-	-	-	-	11	1	-	-	-	2	14
Purchasing Manager		-	-	-	-	-	4	1	12	-	13	30

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)											
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	-	-	24	-	5	-	-	13	42
Restaurant Manager/Banquet Manager	-	-	-	111	234	1	-	-	-	9	355
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	-	-	-	4	-	-	1	5
Sous Chef	-	-	-	-	36	-	-	-	-	-	36
Pastry Chef	-	-	-	4	-	-	-	-	-	-	4
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	-	5	-	-	-	-	-	5
Others	-	-	-	-	1	-	-	-	-	-	1
Sub-total	-	-	-	115	323	13	26	74	3	147	701
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	-	29	-	-	-	-	-	55	84

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$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			
SUPERVISORY LEVEL (Continued)												
Accounts Supervisor (payable/receivable)	-	-	2	12	-	-	1	-	-	-	39	54
Audit Supervisor/Paymaster/ General Cashier	-	-	-	-	-	1	-	-	-	-	-	1
Public Relations Officer/ Digital Media Officer	-	-	-	8	-	-	-	-	-	-	-	8
Maintenance Supervisor/ Technical Supervisor	-	-	1	-	-	-	-	-	-	-	-	1
Beverage/Bar Manager	-	-	-	68	-	-	-	-	-	-	-	68
Restaurant Supervisor	-	24	401	272	81	67	-	-	-	-	24	869
Food and Beverage Controller/ Cost Controller	-	-	1	-	-	-	-	-	-	-	-	1
Captain/Service Supervisor	-	-	66	1	2	-	-	-	-	-	79	148
Sales Supervisor	-	-	-	36	13	-	-	-	-	-	196	245
Garde Manger/Senior Cook	-	-	-	92	12	1	-	-	-	-	10	115
Others	-	-	-	11	-	-	-	-	-	-	30	41
Sub-total	-	24	471	529	108	69	1	-	-	-	433	1635

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
CRAFT / OPERATIVE LEVEL											
Baker/Pastry Cook/Cook	-	79	219	607	199	-	-	-	-	312	1416
Junior Cook or Below	-	134	804	103	-	-	-	-	-	302	1343
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	7	-	-	-	-	-	-	6	13
Cashier	12	60	397	12	-	-	-	-	-	198	679
Bartender/Barman/Barista	-	39	-	-	-	-	-	-	-	23	62
Food Handler/Beverage Handler	527	639	2155	135	-	-	-	-	-	410	3866
Delivery Staff/Take-Away Service Staff	67	96	416	-	-	-	-	-	-	-	579
Receptionist/Hostess/Waiter/Waitress	-	132	481	-	-	-	-	-	-	468	1081
Junior Waiter/Junior Waitress	-	83	96	-	-	-	-	-	-	127	306
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	278	810	15	-	-	-	-	-	250	1353
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	-	-	-	-	-	2	2
Sub-total	606	1540	5385	872	199	-	-	-	-	2098	10700

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
ADMINISTRATIVE AND OTHERS LEVEL											
Accounting Clerk/ Food and Beverage Cashier	-	-	148	12	1	-	-	-	-	120	281
Personnel Clerk/General Office Clerk	-	-	269	-	-	-	-	-	-	14	283
Purchasing Clerk/Quality Control Clerk	-	-	24	-	-	-	-	-	-	41	65
Secretary	-	12	-	-	-	-	-	-	-	-	12
Typist/Office Assistant/Messenger/Runner	-	12	12	-	-	-	-	-	-	2	26
Sub-total	-	24	453	12	1	-	-	-	-	177	667
GRAND TOTAL	606	1588	6309	1528	631	82	27	74	3	2855	13703

TABLE 4.6 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE**(EXCLUDING TRAINEES/APPRENTICES)****BRANCH 6 : SUPPLEMENTARY SAMPLES**

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL											
General Manager/Managing Director/ Group Director/Deputy Director	-	-	-	-	-	-	-	-	7	7	14
Director of Human Resources/ Human Resources Manager/ Personnel Manager/Training Manager/ Learning and Development Manager	-	-	-	-	1	-	-	-	1	6	8
Accountant/Chief Accountant/Controller/ Financial Controller/Finance Director	-	-	-	-	-	-	-	1	6	6	13
Purchasing Manager	-	-	-	1	1	-	1	-	-	5	8
Business Manager/Sales Manager	-	-	-	-	-	-	-	-	-	8	8
Restaurant Manager/Banquet Manager	-	-	-	-	5	8	10	23	-	49	95
Administration Manager	-	-	-	-	-	-	-	-	1	-	1
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	-	-	2	2	-	9	13

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)											
Executive Assistant Manager/ Club Manager/Director of Operations	-	-	-	-	-	1	-	-	3	4	8
Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager	-	-	-	-	-	-	-	2	14	18	34
Marketing Manager/ Director of Marketing and Communications/ Digital Media Manager	-	-	-	-	-	-	2	-	-	-	2
Executive Chef/Executive Pastry Chef/ Director - Culinary Operations	-	-	-	2	-	2	1	1	19	14	39
Sous Chef	-	-	-	2	5	-	3	22	5	30	67
Pastry Chef	-	-	-	2	3	1	3	-	-	11	20
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	-	-	-	7	9	-	1	-	-	6	23
Others	-	-	-	-	-	-	-	-	-	4	4
Sub-total	-	-	-	14	24	12	23	51	56	177	357

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
SUPERVISORY LEVEL											
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	-	-	3	-	-	-	-	3	6
Public Relations Supervisor/ Sales Supervisor	-	-	-	-	-	-	-	-	-	5	5
Accounts Supervisor (payable/receivable)	-	-	-	1	1	1	-	-	-	6	9
Store Supervisor	-	-	-	-	-	-	-	-	-	1	1
Maintenance Supervisor/ Technical Supervisor	-	-	-	2	-	9	-	-	-	2	13
Restaurant Head Supervisor/ Assistant Manager/Head Supervisor	-	-	-	1	-	-	-	-	-	9	10
Captain/Supervisor/Service Supervisor	-	-	12	55	120	4	-	-	-	142	333
Chief Butcher	-	-	-	2	2	-	11	-	-	9	24
Seafood Butcher	-	-	-	1	1	-	-	-	-	11	13
Second Butcher	-	-	-	4	1	9	-	-	-	10	24
Chief Cook (Wok)	-	-	-	3	2	1	17	-	-	11	34
Chief Dim Sum Cook	-	-	-	1	1	-	4	-	-	9	15

Job Title	Monthly Income										Total
	\$8,000 or below	\$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	
SUPERVISORY LEVEL (Continued)											
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	-	3	77	-	-	-	-	52	132
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	-	-	7	14	-	-	-	-	17	38
Barbecue Cook	-	-	-	1	-	8	-	-	-	10	19
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	-	-	-	-	-	-	2	2
Pantry Captain/Supervisor	-	-	-	1	-	-	-	-	-	-	1
Public Relations Officer/ Digital Media Officer	-	-	-	-	1	-	-	-	-	-	1
Security Manager	-	-	-	-	2	-	-	-	-	-	2
Beverage/Bar Manager	-	-	-	1	-	-	-	-	-	12	13
Restaurant Supervisor	-	-	1	11	4	26	-	-	-	51	93
Food and Beverage Controller/ Cost Controller	-	-	-	-	1	1	-	-	-	5	7
Sales Supervisor	-	-	-	1	-	-	-	-	-	5	6

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$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			
SUPERVISORY LEVEL (Continued)												
Garde Manger/Senior Cook	-	-	2	67	35	53	2	-	-	54	213	
Others	-	-	-	-	-	-	-	-	-	3	3	
Sub-total	-	-	15	162	265	112	34	-	-	429	1017	
CRAFT / OPERATIVE LEVEL												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	3	11	-	-	-	-	-	15	29	
Pantry Cook/Vegetable Cook	-	-	-	-	-	-	-	-	-	9	9	
Vegetable Cook Helper	-	-	-	-	-	-	-	-	-	1	1	
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	5	54	1	-	-	-	-	42	102	
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	2	65	-	-	-	-	-	-	53	120	
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	18	-	-	-	-	-	11	29	
Baker/Pastry Cook/Cook	-	-	19	28	86	-	-	-	-	162	295	

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$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			
CRAFT / OPERATIVE LEVEL (Continued)												
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	1	14	-	-	-	-	-	-	21	36
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	18	-	-	-	-	-	-	-	18	36
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Server/ Washroom Attendant/Pantry Helper	-	7	222	6	-	-	-	-	-	-	215	450
Bartender/Soda Fountain Captain/ Bar Helper	-	-	-	-	-	-	-	-	-	-	1	1
Receptionist/Hostess/Waiter/Waitress	-	10	133	215	-	-	-	-	-	-	208	566
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	2	8	5	-	-	-	-	-	-	59	74
Cashier	-	-	6	-	-	-	-	-	-	-	8	14
Security Officer	-	-	6	-	-	-	-	-	-	-	-	6
Telephone Operator	-	-	-	1	-	-	-	-	-	-	6	7
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	3	-	-	-	-	-	-	-	12	15

Job Title	Monthly Income										Refusal	Total
	\$8,000 or below	\$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			
CRAFT / OPERATIVE LEVEL (Continued)												
Sommelier	-	-	-	0	2	1	-	-	-	2	5	
Bartender/Barman/Barista	-	-	6	9	-	-	-	-	-	24	39	
Food Handler/Beverage Handler	-	-	6	-	-	-	-	-	-	13	19	
Sub-total	-	21	501	361	89	1	-	-	-	880	1853	
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/General Cashier/ Food and Beverage Cashier	-	-	-	8	-	-	-	-	-	11	19	
Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk	-	-	5	1	-	-	-	-	-	17	23	
Store and Receiving Clerk/ Purchasing Clerk/Quality Control Clerk	-	2	2	-	-	-	-	-	-	15	19	
Secretary	-	-	1	8	-	-	1	-	-	11	21	
Typist/Office Assistant/Messenger/Runner	-	-	2	-	-	-	-	-	-	7	9	
Others	-	-	4	2	1	-	-	-	-	5	12	
Sub-total	-	2	14	19	1	-	1	-	-	66	103	
GRAND TOTAL	-	23	530	556	379	125	58	51	56	1552	3330	

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

CATERING INDUSTRY

(BRANCH 1-6)

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
SUPERVISORY LEVEL							
Restaurant Head Supervisor/Assistant Manager/ Head Supervisor		12	-	-	-	-	12
Captain/Supervisor/Service Supervisor		-	50	-	-	2	52
Sub-total		12	50	-	-	2	64
CRAFT / OPERATIVE LEVEL							
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)		-	4	79	-	-	83
Engineering Staff (e.g. mechanic/ carpenter/ air-conditioning/electrician/ plumber)		6	-	-	-	-	6

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)							
Baker/Pastry Cook/Cook		100	-	48	-	-	148
Receptionist/Hostess/Waiter/Waitress		60	174	182	12	6	434
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales		-	-	-	-	5	5
Cashier		6	-	-	-	4	10
Security Officer/Guard House/Uniform Guard/ Valet Parking Attendant		12	-	-	-	-	12
Bartender/Barman/Barista		1	-	33	-	-	34
Food Handler/Beverage Handler		-	69	-	-	-	69
Delivery Staff/Take-Away Service Staff		1	-	-	-	-	1
Sub-total		186	247	342	12	15	802
GRAND TOTAL		198	297	342	12	17	866

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

BRANCH 1 : CHINESE RESTAURANTS

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
SUPERVISORY LEVEL							
Restaurant Head Supervisor/Assistant Manager/ Head Supervisor		12	-	-	-	-	12
Captain/Supervisor		-	-	-	-	2	2
Sub-total		12	-	-	-	2	14
CRAFT / OPERATIVE LEVEL							
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)		-	4	12	-	-	16
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)		6	-	-	-	-	6
Receptionist/Hostess/Waiter/Waitress		-	6	24	12	6	48

<div style="display: flex; justify-content: space-between;"> Monthly Income Range Job Title </div>	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
CRAFT / OPERATIVE LEVEL (Continued)						
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	-	-	-	-	5	5
Cashier	6	-	-	-	4	10
Security Officer/Guard House/Uniform Guard/ Valet Parking Attendant	12	-	-	-	-	12
Sub-total	24	10	36	12	15	97
GRAND TOTAL	36	10	36	12	17	111

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

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
SUPERVISORY LEVEL							
Captain/Service Supervisor		-	50	-	-	-	50
Sub-total		-	50	-	-	-	50
CRAFT / OPERATIVE LEVEL							
Baker/Pastry Cook/Cook		100	-	-	-	-	100
Receptionist/Hostess/Waiter/Waitress		60	168	-	-	-	228
Sub-total		160	168	-	-	-	328
GRAND TOTAL		160	218	-	-	-	378

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

BRANCH 3 : FAST FOOD SHOPS

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
CRAFT / OPERATIVE LEVEL							
Baker/Pastry Cook/Cook		-	-	48	-	-	48
Bartender/Barman/Barista		1	-	33	-	-	34
Food Handler/Beverage Handler		-	17	-	-	-	17
	Sub-total	1	17	81	-	-	99
	GRAND TOTAL	1	17	81	-	-	99

TABLE 5.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Monthly Income Range	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	Refusal	Total
CRAFT / OPERATIVE LEVEL							
Junior Cook or Below		-	-	67	-	-	67
Food Handler/Beverage Handler		-	52	-	-	-	52
Delivery Staff/Take-Away Service Staff		1	-	-	-	-	1
Receptionist/Hostess/Waiter/Waitress		-	-	158	-	-	158
	Sub-total	1	52	225	-	-	278
	GRAND TOTAL	1	52	225	-	-	278

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

CATERING INDUSTRY

(BRANCH 1-6)

Daily Income Range Job Title	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	\$601 or above	Refusal	Total
	SUPERVISORY LEVEL							
Captain/Supervisor	-	-	43	-	-	-	-	43
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	-	-	-	12	-	12
Barbecue Cook	-	-	-	-	-	15	-	15
Sub-total	-	-	43	-	-	27	-	70
CRAFT / OPERATIVE LEVEL								
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	-	18	-	18
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	6	-	-	-	12	12	30
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	10	12	37	-	59
Baker/Pastry Cook/Cook	-	-	-	-	250	-	12	262
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	-	-	-	3	3
Kitchen Helper/Cleaner/Dishwasher/Steward/Pantry Server/Washroom Attendant/Pantry Helper	-	50	57	200	-	-	-	307
Receptionist/Hostess/Waiter/Waitress	12	51	-	120	-	-	-	183
Cashier	-	-	5	-	-	-	-	5
Bartender/Barman/Barista	-	-	-	-	-	-	12	12
Food Handler/Beverage Handler	-	-	25	-	100	-	-	125
Sub-total	12	107	87	330	362	67	39	1004
GRAND TOTAL	12	107	130	330	362	94	39	1074

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

BRANCH 1 : CHINESE RESTAURANTS

Daily Income Range Job Title	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	\$601 or above	Refusal	Total
	SUPERVISORY LEVEL							
Captain/Supervisor	-	-	43	-	-	-	-	43
No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food)	-	-	-	-	-	12	-	12
Barbecue Cook	-	-	-	-	-	15	-	15
Sub-total	-	-	43	-	-	27	-	70
CRAFT / OPERATIVE LEVEL								
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	-	18	-	18
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	6	-	-	-	12	12	30
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	6	12	37	-	55
Kitchen Helper/Cleaner/Dishwasher/ Steward/ Pantry Server/ Washroom Attendant	-	50	57	-	-	-	-	107
Waiter/Waitress	-	50	-	70	-	-	-	120
Cashier	-	-	5	-	-	-	-	5
Sub-total	-	106	62	76	12	67	12	335
GRAND TOTAL	-	106	105	76	12	94	12	405

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

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title \ Daily Income Range	Daily Income Range						Refusal	Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	\$601 or above		
CRAFT / OPERATIVE LEVEL								
Baker/Pastry Cook/Cook	-	-	-	-	250	-	12	262
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	-	-	-	3	3
Bartender/Barman/Barista	-	-	-	-	-	-	12	12
Food Handler/Beverage Handler	-	-	-	-	100	-	-	100
Receptionist/Hostess/Waiter/Waitress	-	-	-	50	-	-	-	50
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/ Washroom Attendant	-	-	-	200	-	-	-	200
Sub-total	-	-	-	250	350	-	27	627
GRAND TOTAL	-	-	-	250	350	-	27	627

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

BRANCH 3 : FAST FOOD SHOPS

Job Title	Daily Income Range							Refusal	Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	\$601 or above			
CRAFT / OPERATIVE LEVEL									
Food Handler/Beverage Handler	-	-	25	-	-	-	-	-	25
Sub-total	-	-	25	-	-	-	-	-	25
GRAND TOTAL	-	-	25	-	-	-	-	-	25

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

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Job Title	Daily Income Range							Refusal	Total
	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	\$601 or above			
CRAFT / OPERATIVE LEVEL									
Receptionist/Hostess/Waiter/Waitress	12	-	-	-	-	-	-	12	
Sub-total	12	-	-	-	-	-	-	12	
GRAND TOTAL	12	-	-	-	-	-	-	12	

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

BRANCH 6 : SUPPLEMENTAY SAMPLES

Job Title \ Daily Income Range	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	\$601 or above	Refusal	Total
	CRAFT / OPERATIVE LEVEL							
Junior Cook or Below	-	-	-	4	-	-	-	4
Waiter/Waitress	-	1	-	-	-	-	-	1
Sub-total	-	1	-	4	-	-	-	5
GRAND TOTAL	-	1	-	4	-	-	-	5

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

CATERING INDUSTRY

(BRANCH 1-6)

Job Title	Hourly Income Range				
	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
SUPERVISORY LEVEL					
Seafood Butcher	15	-	-	-	15
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	-	50	-	50
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	24	24
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	1	-	1
Public Relations Officer/ Digital Media Officer	-	-	1	-	1
Restaurant Supervisor	110	33	-	-	143
Captain/Service Supervisor	-	-	81	-	81
Sales Supervisor	-	24	-	-	24
Garde Manger/Senior Cook	-	-	736	-	736
Sub-total	125	57	869	24	1075
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	3	-	-	3
Pantry Cook/Vegetable Cook	-	14	4	-	18
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	12	-	18	30
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	1221	2192	102	100	3615

Hourly Income Range Job Title	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
	CRAFT / OPERATIVE LEVEL (Continued)				
Baker/Pastry Cook/Cook	428	681	51	-	1160
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	17	-	17
Kitchen Helper/Cleaner/Dishwasher/ Steward/Pantry Server/ Washroom Attendant/Pantry Helper	7247	2254	64	147	9712
Bartender/Soda Fountain Captain/ Bar Helper	-	30	-	-	30
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	567	873	2	1185	2627
Receptionist/Hostess/Waiter/Waitress	4040	9155	1539	883	15617
Security Officer	-	-	17	-	17
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	12	12
Cashier	9427	300	17	50	9794
Bartender/Barman/Barista	579	37	152	75	843
Food Handler/Beverage Handler	10912	744	-	-	11656
Delivery Staff/Take-Away Service Staff	2219	1017	-	74	3310
Uniform and Linen Attendant/ Cloakroom Attendant	-	7	-	-	7
Others	54	-	-	-	54
Sub-total	36694	17319	1965	2544	58522
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	-	1	-	-	1
Purchasing Clerk/Quality Control Clerk	-	2	-	-	2

Job Title	Hourly Income Range				
	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)					
Typist/Office Assistant/Messenger/Runner	-	1	-	-	1
Sub-total	-	4	-	-	4
GRAND TOTAL	36819	17380	2834	2568	59601

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

BRANCH 1 : CHINESE RESTAURANTS

Hourly Income Range Job Title	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
	SUPERVISORY LEVEL				
Seafood Butcher	15	-	-	-	15
Senior Cook/Aboyeur (Production Control Cook)/General Cook	-	-	50	-	50
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian Cuisine)	-	-	-	24	24
Sub-total	15	-	50	24	89
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	2	-	-	2
Pantry Cook/Vegetable Cook	-	14	4	-	18
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	12	-	18	30
Junior Cook/No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	42	20	-	-	62
Kitchen Helper/Cleaner/Dishwasher/Steward/Pantry Server/Washroom Attendant/Pantry Helper	327	539	14	144	1024
Bartender/Soda Fountain Captain/Bar Helper	-	30	-	-	30
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	94	116	-	285	495
Waiter/Waitress	663	1711	30	462	2866
Sub-total	1126	2444	48	909	4527
GRAND TOTAL	1141	2444	98	933	4616

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

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Job Title	Hourly Income Range				
	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
SUPERVISORY LEVEL					
Restaurant Supervisor	-	33	-	-	33
Garde Manger/Senior Cook	-	-	102	-	102
Sub-total	-	33	102	-	135
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	175	599	50	-	824
Junior Cook or Below	200	604	102	100	1006
Cashier	134	100	-	50	284
Bartender/Barman/Barista	-	-	100	-	100
Food Handler/Beverage Handler	186	2	-	-	188
Delivery Staff/Take-Away Service Staff	386	454	-	50	890
Receptionist/Hostess/Waiter/Waitress	2864	6825	102	315	10106
Junior Waiter/Junior Waitress	377	578	-	900	1855
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	1113	1202	50	3	2368
Sub-total	5435	10364	404	1418	17621
GRAND TOTAL	5435	10397	506	1418	17756

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

BRANCH 3 : FAST FOOD SHOPS

Job Title	Hourly Income Range				Total
	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	
SUPERVISORY LEVEL					
Restaurant Supervisor	110	-	-	-	110
Sub-total	110	-	-	-	110
CRAFT / OPERATIVE LEVEL					
Junior Cook or Below	979	1538	-	-	2517
Cashier	9194	137	-	-	9331
Bartender/Barman/Barista	530	-	-	-	530
Food Handler/Beverage Handler	9630	50	-	-	9680
Delivery Staff/Take-Away Service Staff	339	-	-	-	339
Receptionist/Hostess/Waiter/Waitress	318	-	-	-	318
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	5216	334	-	-	5550
Sub-total	26206	2059	-	-	28265
GRAND TOTAL	26316	2059	-	-	28375

**TABLE 7.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY
AVERAGE HOURLY INCOME RANGE**

BRANCH 4 : BEVERAGE SERVING PLACES

Hourly Income Range Job Title	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
CRAFT / OPERATIVE LEVEL					
Junior Cook or Below	-	18	-	-	18
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	17	-	17
Security Officer	-	-	17	-	17
Cashier	33	-	17	-	50
Bartender/Barman/Barista	48	32	34	75	189
Food Handler/Beverage Handler	647	76	-	-	723
Delivery Staff/Take-Away Service Staff	45	-	-	24	69
Receptionist/Hostess/Waiter/Waitress	63	489	313	68	933
Junior Waiter/Junior Waitress	-	101	-	-	101
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	190	16	-	-	206
Others	54	-	-	-	54
Sub-total	1080	732	398	167	2377
GRAND TOTAL	1080	732	398	167	2377

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

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Hourly Income Range Job Title	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
	SUPERVISORY LEVEL				
Human Resources Officer/ Personnel Officer/Training Officer/ Learning and Development Officer	-	-	1	-	1
Public Relations Officer/ Digital Media Officer	-	-	1	-	1
Sales Supervisor	-	24	-	-	24
Sub-total	-	24	2	-	26
CRAFT / OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	253	82	-	-	335
Junior Cook or Below	-	3	-	-	3
Cashier	66	16	-	-	82
Bartender/Barman/Barista	1	-	-	-	1
Food Handler/Beverage Handler	449	616	-	-	1065
Delivery Staff/Take-Away Service Staff	1449	563	-	-	2012
Receptionist/Hostess/Waiter/Waitress	132	80	-	32	244
Junior Waiter/Junior Waitress	96	66	-	-	162
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	401	157	-	-	558
Sub-total	2847	1583	-	32	4462
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/ Food and Beverage Cashier	-	1	-	-	1
Purchasing Clerk/Quality Control Clerk	-	2	-	-	2

Job Title	Hourly Income Range				
	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)					
Typist/Office Assistant/Messenger/Runner	-	1	-	-	1
Sub-total	-	4	-	-	4
GRAND TOTAL	2847	1611	2	32	4492

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

BRANCH 6 : SUPPLEMENTARY SAMPLES

Hourly Income Range Job Title	\$32.5 - \$40	\$41 - \$60	\$61 or above	Refusal	Total
	SUPERVISORY LEVEL				
Captain/Service Supervisor	-	-	81	-	81
Garde Manger/Senior Cook	-	-	634	-	634
Sub-total	-	-	715	-	715
CRAFT / OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	1	-	-	1
Baker/Pastry Cook/Cook	-	-	1	-	1
Junior Cook or Below	-	9	-	-	9
Receptionist/Hostess/Waiter/Waitress	-	50	1094	6	1150
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	12	12
Cashier	-	47	-	-	47
Bartender/Barman/Barista	-	5	18	-	23
Junior Waiter/Junior Waitress	-	12	2	-	14
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/ Washroom Attendant	-	6	-	-	6
Uniform and Linen Attendant/ Cloakroom Attendant	-	7	-	-	7
Sub-total	-	137	1115	18	1270
GRAND TOTAL	-	137	1830	18	1985

TABLE 8 : NUMBER OF INTERNAL PROMOTION

Branch \ Job Level	From Supervisory to Managerial / Professional	From Craft / Operative to Supervisory	Total
Chinese Restaurants	6	209	215
Restaurants other than Chinese	152	259	411
Fast Food Shops	-	48	48
Beverage Serving Places	8	33	41
Event Catering and Other Meal / Food Service Activities		1	2
Supplementary Samples	9	40	49
All Branches	176	590	766

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

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	75	836	10357	80	11348
Restaurants other than Chinese	107	507	25276	-	25890
Fast Food Shops	-	-	1498	-	1498
Beverage Serving Places	-	26	1900	-	1926
Event Catering and Other Meal / Food Service Activities	13	235	2408	48	2704
Supplementary Samples	15	49	209	2	275
All Branches	210	1653	41648	130	43641

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

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	-	36	1994	14	2044
Restaurants other than Chinese	-	-	7266	-	7266
Fast Food Shops	-	-	688	-	688
Beverage Serving Places	-	-	820	-	820
Event Catering and Other Meal / Food Service Activities	-	-	1160	24	1184
Supplementary Samples	1	7	10	1	19
All Branches	1	43	11938	39	12021

TABLE 11 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATES OF CATERING AND HOSPITALITY PROGRAMMES IN THE PAST 12 MONTHS

Branch	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	63	-	63
Restaurants other than Chinese	264	-	264
Fast Food Shops	-	-	-
Beverage Serving Places	-	-	-
Event Catering and Other Meal / Food Service Activities	-	-	-
Supplementary Samples	13	-	13
All Branches	340	-	340

TABLE 12 : AVERAGE YEARS OF CATERING INDUSTRY EXPERIENCE BEFORE OCCUPYING THE POST

Branch	Experience	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
	Job Level								
Chinese Restaurants	Managerial/Professional	-	-	79	448	1805	413	562	3307
	Supervisory	98	132	3559	10213	1558	96	3989	19645
	Craft/Operative	5214	13820	12895	1157	-	-	8233	41319
	Administrative and Others	151	250	389	36	25	-	173	1024
	Total	5463	14202	16922	11854	3388	509	12957	65295
Restaurants other than Chinese	Managerial/Professional	-	-	300	343	1258	567	506	2974
	Supervisory	-	-	1672	5376	2019	752	923	10742
	Craft/Operative	11355	13980	27950	4409	-	-	4107	61801
	Administrative and Others	2	-	204	-	-	-	2	208
	Total	11357	13980	30126	10128	3277	1319	5538	75725
Fast Food Shops	Managerial/Professional	-	-	168	59	82	-	639	948
	Supervisory	-	51	815	276	51	-	3008	4201
	Craft/Operative	1181	2661	1519	150	-	-	6205	11716
	Administrative and Others	-	25	-	-	-	-	-	25
	Total	1181	2737	2502	485	133	-	9852	16890
Beverage Serving Places	Managerial/Professional	-	-	-	264	9	-	-	273
	Supervisory	-	133	484	452	213	-	34	1316
	Craft/Operative	2061	2319	603	741	-	-	270	5994
	Administrative and Others	-	-	-	-	-	-	-	-
	Total	2061	2452	1087	1457	222	-	304	7583

Branch	Experience	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
	Job Level								
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	-	-	211	25	101	166	198	701
	Supervisory	24	67	526	591	48	79	300	1635
	Craft/Operative	3203	2758	2909	218	-	-	1612	10700
	Administrative and Others	24	-	470	156	-	-	17	667
	Total	3251	2825	4116	990	149	245	2127	13703
Supplementary Samples	Managerial/Professional	-	11	-	20	182	43	101	357
	Supervisory	-	-	28	556	147	-	286	1017
	Craft/Operative	83	284	885	37	-	-	564	1853
	Administrative and Others	14	1	36	-	-	-	52	103
	Total	97	296	949	613	329	43	1003	3330
All Branches	Managerial/Professional	-	11	758	1159	3437	1189	2006	8560
	Supervisory	122	383	7084	17464	4036	927	8540	38556
	Craft/Operative	23097	35822	46761	6712	-	-	20991	133383
	Administrative and Others	191	276	1099	192	25	-	244	2027
	Total	23410	36492	55702	25527	7498	2116	31781	182526

TABLE 13 : NUMBER OF EMPLOYEES BY AVERAGE MAN-DAY OF TRAINING IN THE PAST 12 MONTHS

Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified / Refusal	Total
	Job Level							
Chinese Restaurants	Managerial/Professional	2441	214	112	-	48	492	3307
	Supervisory	12610	2138	518	42	642	3695	19645
	Craft/Operative	25289	5286	972	210	1236	8326	41319
	Administrative and Others	739	52	-	-	18	215	1024
	Total	41079	7690	1602	252	1944	12728	65295
Restaurants other than Chinese	Managerial/Professional	1566	634	18	-	-	756	2974
	Supervisory	6785	2048	486	-	-	1423	10742
	Craft/Operative	43170	9480	3560	-	-	5591	61801
	Administrative and Others	206	-	-	-	-	2	208
	Total	51727	12162	4064	-	-	7772	75725
Fast Food Shops	Managerial/Professional	107	186	16	-	-	639	948
	Supervisory	275	870	48	-	-	3008	4201
	Craft/Operative	1981	3418	232	-	-	6085	11716
	Administrative and Others	25	-	-	-	-	-	25
	Total	2388	4474	296	-	-	9732	16890
Beverage Serving Places	Managerial/Professional	256	-	-	-	8	9	273
	Supervisory	1280	9	-	-	-	27	1316
	Craft/Operative	4996	264	297	132	32	273	5994
	Administrative and Others	-	-	-	-	-	-	-
	Total	6532	273	297	132	40	309	7583

Branch	Man-day	Nil	Less than 5 days	5 days - less than 10 days	10 days - 15 days	Over 15 days	Unspecified / Refusal	Total
	Job Level							
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	125	354	-	-	-	222	701
	Supervisory	652	522	78	-	-	383	1635
	Craft/Operative	6567	1833	402	-	198	1700	10700
	Administrative and Others	494	156	-	-	-	17	667
	Total	7838	2865	480	-	198	2322	13703
Supplementary Samples	Managerial/Professional	79	88	7	13	39	131	357
	Supervisory	180	374	50	-	57	356	1017
	Craft/Operative	383	645	37	-	102	686	1853
	Administrative and Others	14	12	-	-	12	65	103
	Total	656	1119	94	13	210	1238	3330
All Branches	Managerial/Professional	4574	1476	153	13	95	2249	8560
	Supervisory	21782	5961	1180	42	699	8892	38556
	Craft/Operative	82386	20926	5500	342	1568	22661	133383
	Administrative and Others	1478	220	-	-	30	299	2027
	Total	110220	28583	6833	397	2392	34101	182526

TABLE 14.1 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES

PRIORITY RANKED FOR PART-TIME DAY RELEASE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	581	787	637	1302	3307
	Supervisory	2729	3370	5012	8534	19645
	Craft/Operative	6572	6677	11332	16738	41319
	Administrative and Others	183	185	242	414	1024
	Total	10065	11019	17223	26988	65295
Restaurants other than Chinese	Managerial/Professional	190	863	928	993	2974
	Supervisory	1562	2967	3083	3130	10742
	Craft/Operative	4446	17861	18483	21011	61801
	Administrative and Others	-	2	151	55	208
	Total	6198	21693	22645	25189	75725
Fast Food Shops	Managerial/Professional	-	66	209	673	948
	Supervisory	-	257	868	3076	4201
	Craft/Operative	120	1185	3766	6645	11716
	Administrative and Others	-	-	25	-	25
	Total	120	1508	4868	10394	16890

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Bererage Serving Places	Managerial/Professional	8	9	256	-	273
	Supervisory	270	309	581	156	1316
	Craft/Operative	1158	1858	2038	940	5994
	Administrative and Others	-	-	-	-	-
	Total	1436	2176	2875	1096	7583
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	72	48	358	223	701
	Supervisory	145	151	771	568	1635
	Craft/Operative	843	920	3947	4990	10700
	Administrative and Others	444	24	158	41	667
	Total	1504	1143	5234	5822	13703
Supplementary Samples	Managerial/Professional	15	32	169	141	357
	Supervisory	62	128	465	362	1017
	Craft/Operative	176	211	693	773	1853
	Administrative and Others	17	4	22	60	103
	Total	270	375	1349	1336	3330
All Branches	Managerial/Professional	866	1805	2557	3332	8560
	Supervisory	4768	7182	10780	15826	38556
	Craft/Operative	13315	28712	40259	51097	133383
	Administrative and Others	644	215	598	570	2027
	Total	19593	37914	54194	70825	182526

TABLE 14.2 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES

PRIORITY RANKED FOR EVENING COURSE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	44	994	967	1302	3307
	Supervisory	873	5727	4511	8534	19645
	Craft/Operative	2191	13999	8391	16738	41319
	Administrative and Others	79	283	248	414	1024
	Total	3187	21003	14117	26988	65295
Restaurants other than Chinese	Managerial/Professional	53	1015	913	993	2974
	Supervisory	343	3968	3301	3130	10742
	Craft/Operative	2999	20462	17329	21011	61801
	Administrative and Others	90	61	2	55	208
	Total	3485	25506	21545	25189	75725
Fast Food Shops	Managerial/Professional	-	209	66	673	948
	Supervisory	67	851	207	3076	4201
	Craft/Operative	444	3617	1010	6645	11716
	Administrative and Others	-	25	-	-	25
	Total	511	4702	1283	10394	16890

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Bererage Serving Places	Managerial/Professional	9	256	8	-	273
	Supervisory	61	581	518	156	1316
	Craft/Operative	339	2305	2410	940	5994
	Administrative and Others	-	-	-	-	-
	Total	409	3142	2936	1096	7583
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	36	430	12	223	701
	Supervisory	107	834	126	568	1635
	Craft/Operative	200	4484	1026	4990	10700
	Administrative and Others	26	600	-	41	667
	Total	369	6348	1164	5822	13703
Supplementary Samples	Managerial/Professional	16	153	47	141	357
	Supervisory	112	423	120	362	1017
	Craft/Operative	264	610	206	773	1853
	Administrative and Others	9	32	2	60	103
	Total	401	1218	375	1336	3330
All Branches	Managerial/Professional	158	3057	2013	3332	8560
	Supervisory	1563	12384	8783	15826	38556
	Craft/Operative	6437	45477	30372	51097	133383
	Administrative and Others	204	1001	252	570	2027
	Total	8362	61919	41420	70825	182526

TABLE 14.3 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES

PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	1380	224	401	1302	3307
	Supervisory	7509	2014	1588	8534	19645
	Craft/Operative	15818	3905	4858	16738	41319
	Administrative and Others	348	142	120	414	1024
	Total	25055	6285	6967	26988	65295
Restaurants other than Chinese	Managerial/Professional	1738	103	140	993	2974
	Supervisory	5707	677	1228	3130	10742
	Craft/Operative	33345	2467	4978	21011	61801
	Administrative and Others	63	90	-	55	208
	Total	40853	3337	6346	25189	75725
Fast Food Shops	Managerial/Professional	275	-	-	673	948
	Supervisory	1058	17	50	3076	4201
	Craft/Operative	4507	269	295	6645	11716
	Administrative and Others	25	-	-	-	25
	Total	5865	286	345	10394	16890

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified / Refusal	Total
	Job Level					
Beverage Serving Places	Managerial/Professional	256	8	9	-	273
	Supervisory	829	270	61	156	1316
	Craft/Operative	3557	891	606	940	5994
	Administrative and Others	-	-	-	-	-
	Total	4642	1169	676	1096	7583
Event Catering and Other Meal / Food Service Activities	Managerial/Professional	370	-	108	223	701
	Supervisory	815	82	170	568	1635
	Craft/Operative	4667	306	737	4990	10700
	Administrative and Others	156	2	468	41	667
	Total	6008	390	1483	5822	13703
Supplementary Samples	Managerial/Professional	190	31	-	136	357
	Supervisory	488	104	70	355	1017
	Craft/Operative	658	259	181	755	1853
	Administrative and Others	20	7	19	57	103
	Total	1356	401	270	1303	3330
All Branches	Managerial/Professional	4209	366	658	3327	8560
	Supervisory	16406	3164	3167	15819	38556
	Craft/Operative	62552	8097	11655	51079	133383
	Administrative and Others	612	241	607	567	2027
	Total	83779	11868	16087	70792	182526

TABLE 15 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS**CATERING INDUSTRY****(BRANCH 1-6)**

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	6	2	-	-	8
	Human Resources Management	104	79	-	-	183
	Sales and Marketing Strategic Planning, Implementation and Evaluation	5	-	-	-	5
	Supervisory Techniques, Leadership Skills	103	318	4	-	425
	Risk Management	20	84	-	-	104
	Other Managerial Skills	-	-	-	-	-
	Sub-total	238	483	4	-	725
Trade Skills	Sales and Marketing	15	77	36	-	128
	Finance and Accounting	15	1	-	1	17
	Culinary	-	559	4433	-	4992
	Restaurant Service	99	537	3654	6	4296
	Alcoholic Beverage and Wine	51	152	195	-	398
	Convention and Banquet/Event Management	4	108	118	-	230
	Hygiene and Food Safety	641	2804	12098	-	15543
	Information Technology	132	281	88	175	676
	Other Trade Skills	6	15	473	8	502
	Sub-total	963	4534	21095	190	26782

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	467	2700	12089	1	15257
	Communication	225	1060	6887	20	8192
	Problem Solving	97	673	3451	19	4240
	Other Generic Skills	134	385	3127	2	3648
	Sub-total	923	4818	25554	42	31337
Language	Putonghua	-	96	366	2	464
	English	18	182	551	2	753
	Others Language	16	48	406	-	470
	Sub-total	34	326	1323	4	1687
Unspecified/Refused to Breakdown		237	629	1521	14	2401
GRAND TOTAL		2395	10790	49497	250	62932

TABLE 15.1 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 1 : CHINESE RESTAURANTS

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	30	78	-	-	108
	Sales and Marketing Strategic Planning, Implementation and Evaluation	4	-	-	-	4
	Supervisory Techniques, Leadership Skills	67	194	-	-	261
	Risk Management	12	84	-	-	96
	Other Managerial Skills	-	-	-	-	0
	Sub-total		113	356	-	-
Trade Skills	Sales and Marketing	15	76	36	-	127
	Finance and Accounting	15	-	-	-	15
	Culinary	-	214	530	-	744
	Restaurant Service	48	223	780	6	1057
	Alcoholic Beverage and Wine	-	48	-	-	48
	Convention and Banquet/Event Management	4	108	114	-	226
	Hygiene and Food Safety	139	725	1456	-	2320
	Information Technology	-	28	64	18	110
	Other Trade Skills	-	-	-	-	-
	Sub-total		221	1422	2980	24

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	90	697	1354	-	2141
	Communication	22	222	560	18	822
	Problem Solving	12	178	358	18	566
	Other Generic Skills	-	-	-	-	-
	Sub-total	124	1097	2272	36	3529
Language	Putonghua	-	28	28	-	56
	English	-	103	178	-	281
	Others Language	-	-	-	-	0
	Sub-total	-	131	206	-	337
Unspecified/Refused to Breakdown		38	430	924	14	1406
GRAND TOTAL		496	3436	6382	74	10388

TABLE 15.2 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	6	-	-	-	6
	Human Resources Management	29	-	-	-	29
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	5	111	-	-	116
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total		40	111	-	-
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	285	3246	-	3531
	Restaurant Service	50	299	1870	-	2219
	Alcoholic Beverage and Wine	50	100	120	-	270
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	362	1174	5858	-	7394
	Information Technology	-	-	-	-	-
	Other Trade Skills	-	-	-	-	-
	Sub-total		462	1858	11094	-

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	212	1056	5337	-	6605
	Communication	50	403	3014	-	3467
	Problem Solving	50	403	2614	-	3067
	Other Generic Skills	-	-	-	-	-
	Sub-total	312	1862	10965	-	13139
Language	Putonghua	-	-	-	-	-
	English	15	-	15	-	30
	Others Language	-	-	-	-	-
	Sub-total	15	-	15	-	30
Unspecified/Refused to Breakdown		-	-	-	-	-
GRAND TOTAL		829	3831	22074	-	26734

TABLE 15.3 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 3 : FAST FOOD SHOPS

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	16	-	-	-	16
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	16	-	-	-	16
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total	32	-	-	-	32
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	48	417	-	465
	Restaurant Service	-	-	529	-	529
	Alcoholic Beverage and Wine	-	-	-	-	-
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	118	741	2961	-	3820
	Information Technology	-	-	-	-	-
	Other Trade Skills	-	-	-	-	-
	Sub-total	118	789	3907	-	4814

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	152	802	3219	-	4173
	Communication	152	389	2538	-	3079
	Problem Solving	34	85	170	-	289
	Other Generic Skills	118	304	2368	-	2790
	Sub-total	456	1580	8295	-	10331
Language	Putonghua	-	-	-	-	-
	English	-	-	-	-	-
	Others Language	16	48	208	-	272
	Sub-total	16	48	208	-	272
Unspecified/Refused to Breakdown		-	-	-	-	-
GRAND TOTAL		622	2417	12410	-	15449

TABLE 15.4 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 4 : BEVERAGE SERVING PLACES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	16	-	-	-	16
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	8	9	-	-	17
	Risk Management	8	-	-	-	8
	Other Managerial Skills	-	-	-	-	-
	Sub-total		32	9	-	-
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	-	-	-	-
	Restaurant Service	-	9	201	-	210
	Alcoholic Beverage and Wine	-	-	66	-	66
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	9	36	306	-	351
	Information Technology	-	-	-	-	-
	Other Trade Skills	-	-	148	-	148
	Sub-total		9	45	721	-

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	-	9	646	-	655
	Communication	-	-	82	-	82
	Problem Solving	-	-	82	-	82
	Other Generic Skills	-	-	297	-	297
	Sub-total	-	9	1107	-	1116
Language	Putonghua	-	-	-	-	-
	English	-	-	-	-	-
	Others Language	-	-	-	-	-
	Sub-total	-	-	-	-	-
Unspecified/Refused to Breakdown		-	-	-	-	-
GRAND TOTAL		41	63	1828	-	1932

TABLE 15.5 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Human Resources Management	12	-	-	-	12
	Sales and Marketing Strategic Planning, Implementation and Evaluation	-	-	-	-	-
	Supervisory Techniques, Leadership Skills	-	-	-	-	-
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total	12	-	-	-	-
Trade Skills	Sales and Marketing	-	-	-	-	-
	Finance and Accounting	-	-	-	-	-
	Culinary	-	12	240	-	252
	Restaurant Service	-	-	246	-	246
	Alcoholic Beverage and Wine	-	-	-	-	-
	Convention and Banquet/Event Management	-	-	-	-	-
	Hygiene and Food Safety	12	126	1488	-	1626
	Information Technology	130	247	12	156	545
	Other Trade Skills	-	-	282	-	282
	Sub-total	142	385	2268	156	2951

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	12	126	1486	-	1624
	Communication	-	36	676	-	712
	Problem Solving	-	-	202	-	202
	Other Generic Skills	-	36	408	-	444
	Sub-total	12	198	2772	-	2982
Language	Putonghua	-	66	330	-	396
	English	-	66	330	-	396
	Others Language	-	-	198	-	198
	Sub-total	-	132	858	-	990
Unspecified/Refused to Breakdown		199	199	597	-	995
GRAND TOTAL		365	914	6495	156	7930

TABLE 15.6 : NUMBER OF EMPLOYEES WHO HAD BEEN PROVIDED WITH THE TRAINING IN THE PAST 12 MONTHS

BRANCH 6 : SUPPLEMENTARY SAMPLES

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Managerial Skills	Business and Financial Strategic Planning, Implementation and Evaluation	-		2-	-	2
	Human Resources Management	1	1	-	-	2
	Sales and Marketing Strategic Planning, Implementation and Evaluation		1-	-	-	1
	Supervisory Techniques, Leadership Skills	7	4	4	-	15
	Risk Management	-	-	-	-	-
	Other Managerial Skills	-	-	-	-	-
	Sub-total		9	7	4	-
Trade Skills	Sales and Marketing	-	1	-	-	1
	Finance and Accounting	-	1	-	1	2
	Culinary	-	-	-	-	-
	Restaurant Service	1	6	28	-	35
	Alcoholic Beverage and Wine	1	4	9	-	14
	Convention and Banquet/Event Management	-	-	4	-	4
	Hygiene and Food Safety	1	2	29	-	32
	Information Technology	2	6	12	1	21
	Other Trade Skills	6	15	43	8	72
	Sub-total		11	35	125	10

Skills Sets	Type of Training	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Generic Skills	Service Attitude, Customer Service	1	10	47	1	59
	Communication	1	10	17	2	30
	Problem Solving	1	7	25	1	34
	Other Generic Skills	16	45	54	2	117
	Sub-total	19	72	143	6	240
Language	Putonghua	-	2	8	2	12
	English	3	13	28	2	46
	Others Language	-	-	-	-	-
	Sub-total	3	15	36	4	58
Unspecified/Refused to Breakdown		-	-	-	-	-
GRAND TOTAL		42	129	308	20	499

TABLE 16 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

CATERING INDUSTRY

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		238	483	4	0	725
	Next 12 Months		241	542	4	0	787
	% Change		1.26%	12.22%	0.00%	0.00%	8.55%
Trade Skills	Past 12 Months		963	4534	21095	190	26782
	Next 12 Months		967	4584	22048	190	27789
	% Change		0.42%	1.10%	4.52%	0.00%	3.76%
Generic Skills	Past 12 Months		923	4818	25554	42	31337
	Next 12 Months		889	4663	26016	42	31610
	% Change		-3.68%	-3.22%	1.81%	0.00%	0.87%
Language	Past 12 Months		34	326	1323	4	1687
	Next 12 Months		34	357	1327	4	1722
	% Change		0.00%	9.51%	0.30%	0.00%	2.07%
Total	Past 12 Months		2158	10161	47976	236	60531
	Next 12 Months		2131	10146	49395	236	61908
	% Change		-1.25%	-0.15%	2.96%	0.00%	2.27%

TABLE 16.1 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 1 : CHINESE RESTAURANTS

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		113	356	0	0	469
	Next 12 Months		119	404	0	0	523
	% Change		5.31%	13.48%	0.00%	0.00%	11.51%
Trade Skills	Past 12 Months		221	1422	2980	24	4647
	Next 12 Months		227	1470	3254	24	4975
	% Change		2.71%	3.38%	9.19%	0.00%	7.06%
Generic Skills	Past 12 Months		124	1097	2272	36	3529
	Next 12 Months		124	1127	2474	36	3761
	% Change		0.00%	2.73%	8.89%	0.00%	6.57%
Language	Past 12 Months		0	131	206	0	337
	Next 12 Months		0	159	206	0	365
	% Change		0.00%	21.37%	0.00%	0.00%	8.31%
Total	Past 12 Months		458	3006	5458	60	8982
	Next 12 Months		470	3160	5934	60	9624
	% Change		2.62%	5.12%	8.72%	0.00%	7.15%

TABLE 16.2 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 2 : RESTAURANTS OTHER THAN CHINESE

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		40	111	0	0	151
	Next 12 Months		40	111	0	0	151
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		462	1858	11094	0	13414
	Next 12 Months		462	1860	11782	0	14104
	% Change		0.00%	0.11%	6.20%	0.00%	5.14%
Generic Skills	Past 12 Months		312	1862	10965	0	13139
	Next 12 Months		312	1762	11394	0	13468
	% Change		0.00%	-5.37%	3.91%	0.00%	2.50%
Language	Past 12 Months		15	0	15	0	30
	Next 12 Months		15	2	20	0	37
	% Change		0.00%	N.A.	0.00%	0.00%	23.33%
Total	Past 12 Months		829	3831	22074	0	26734
	Next 12 Months		829	3735	23196	0	27760
	% Change		0.00%	-2.51%	5.08%	0.00%	3.84%

TABLE 16.3 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 3 : FAST FOOD SHOPS

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		32	0	0	0	32
	Next 12 Months		32	0	0	0	32
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		118	789	3907	0	4814
	Next 12 Months		118	789	3907	0	4814
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Generic Skills	Past 12 Months		456	1580	8295	0	10331
	Next 12 Months		422	1495	8125	0	10042
	% Change		-7.46%	-5.38%	-2.05%	0.00%	-2.80%
Language	Past 12 Months		16	48	208	0	272
	Next 12 Months		16	48	208	0	272
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		622	2417	12410	0	15449
	Next 12 Months		588	2332	12240	0	15160
	% Change		-5.47%	-3.52%	-1.37%	0.00%	-1.87%

TABLE 16.4 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 4 : BEVERAGE SERVING PLACES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		32	9	0	0	41
	Next 12 Months		32	9	0	0	41
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		9	45	721	0	775
	Next 12 Months		9	45	721	0	775
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Generic Skills	Past 12 Months		0	9	1107	0	1116
	Next 12 Months		0	9	1107	0	1116
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Language	Past 12 Months		0	0	0	0	0
	Next 12 Months		0	0	0	0	0
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		41	63	1828	0	1932
	Next 12 Months		41	63	1828	0	1932
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%

TABLE 16.5 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 5 : EVENT CATERING AND OTHER MEAL / FOOD SERVICE ACTIVITIES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		12	0	0	0	12
	Next 12 Months		12	0	0	0	12
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Trade Skills	Past 12 Months		142	385	2268	156	2951
	Next 12 Months		142	385	2268	156	2951
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Generic Skills	Past 12 Months		12	198	2772	0	2982
	Next 12 Months		12	198	2772	0	2982
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Language	Past 12 Months		0	132	858	0	990
	Next 12 Months		0	132	858	0	990
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%
Total	Past 12 Months		166	715	5898	156	6935
	Next 12 Months		166	715	5898	156	6935
	% Change		0.00%	0.00%	0.00%	0.00%	0.00%

TABLE 16.6 : PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 6 : SUPPLEMENTARY SAMPLES

Type of Training	Job Level		Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
	Period						
Managerial Skills	Past 12 Months		9	7	4	0	20
	Next 12 Months		6	18	4	0	28
	% Change		-33.33%	157.14%	0.00%	0.00%	40.00%
Trade Skills	Past 12 Months		11	35	125	10	181
	Next 12 Months		9	35	116	10	170
	% Change		-18.18%	0.00%	-7.20%	0.00%	-6.08%
Generic Skills	Past 12 Months		19	72	143	6	240
	Next 12 Months		19	72	144	6	241
	% Change		0.00%	0.00%	0.70%	0.00%	0.42%
Language	Past 12 Months		3	15	36	4	58
	Next 12 Months		3	16	35	4	58
	% Change		0.00%	6.67%	-2.78%	0.00%	0.00%
Total	Past 12 Months		42	129	308	20	499
	Next 12 Months		37	141	299	20	497
	% Change		-11.90%	9.30%	-2.92%	0.00%	-0.40%

TABLE 17 : 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/Refusal	
Chinese Restaurants	18	1828	274	2120
Restaurants other than Chinese	252	6227	474	6953
Fast Food Shops	16	701	639	1356
Beverage Serving Places	-	1382	34	1416
Event Catering and Other Meal / Food Service Activities	25	2416	142	2583
Supplementary Samples	5	22	10	37
All Branches	316	12576	1573	14465

TABLE 18 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE**(EXCLUDING TRAINEES / APPRENTICES)****CATERING INDUSTRY**

Average Age Range		18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
		Branch							
Chinese Restaurants	Craft	632	462	1332	2907	3506	723	2564	12126
	Operative	66	277	2889	5085	8417	6241	6218	29193
	Total	698	739	4221	7992	11923	6964	8782	41319
Restaurants, other than Chinese	Craft	1441	2979	4910	2965	4934	2145	4055	23429
	Operative	2692	3508	5944	3157	10377	5239	7455	38372
	Total	4133	6487	10854	6122	15311	7384	11510	61801
Fast Food Shops	Craft	32	57	50	89	273	917	3066	4484
	Operative	331	40	168	439	1297	1292	3665	7232
	Total	363	97	218	528	1570	2209	6731	11716
Beverage Serving Places	Craft	135	272	61	0	201	127	120	916
	Operative	1179	1044	674	420	734	181	846	5078
	Total	1314	1316	735	420	935	308	966	5994
Event Catering and Other Meal/ Food Service Activities	Craft	66	331	297	572	620	342	531	2759
	Operative	246	405	170	2297	1862	1232	1729	7941
	Total	312	736	467	2869	2482	1574	2260	10700
Supplementary Samples	Craft	6	30	15	96	128	5	341	621
	Operative	2	57	176	33	95	173	696	1232
	Total	8	87	191	129	223	178	1037	1853
All Branches	Craft	2312	4131	6665	6629	9662	4259	10677	44335
	Operative	4516	5331	10021	11431	22782	14358	20609	89048
	Total	6828	9462	16686	18060	32444	18617	31286	133383

TABLE 19 : NUMBER OF EMPLOYEES WHO HAD LEFT THE ESTABLISHMENT IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	42	774	10944	51	11811
Restaurants other than Chinese	106	409	25266	-	25781
Fast Food Shops	-	-	1500	-	1500
Beverage Serving Places	-	59	1889	-	1948
Event Catering and Other Meal / Food Service Activities	1	235	2706	12	2954
Supplementary Samples	14	76	163	2	255
All Branches	163	1553	42468	65	44249

TABEL 20 : FORECAST OF NUMBER EMPLOYED 12 MONTHS FROM NOW

Branch \ Job Level	Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	3307	19944	43336	1024	67611
Restaurants other than Chinese	2979	10751	66456	208	80394
Fast Food Shops	948	4201	12028	25	17202
Beverage Serving Places	273	1316	6106	-	7695
Event Catering and Other Meal / Food Service Activities	737	1649	11233	667	14286
Supplementary Samples	359	1026	1919	105	3409
All Branches	8603	38887	141078	2029	190597

TABLE 21: DISTRIBUTION OF FULL-TIME EMPLOYEES AND PART-TIME STAFF BY BRANCH
CATERING INDUSTRY

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2013	Full-time	3382	19724	43145	1326	67577
		Part-time	5	144	5681	18	5848
		Total	3387	19868	48826	1344	73425
	2015	Full-time	3307	19645	41319	1024	65295
		Part-time	0	173	4959	0	5132
		Total	3307	19818	46278	1024	70427
	% change	Full-time	-2.22%	-0.40%	-4.23%	-22.78%	-3.38%
		Part-time	-100.00%	20.14%	-12.71%	-100.00%	-12.24%
		Total	-2.36%	-0.25%	-5.22%	-23.81%	-4.08%
Restaurants other than Chinese	2013	Full-time	2751	9251	62134	378	74514
		Part-time	0	0	16604	50	16654
		Total	2751	9251	78738	428	91168
	2015	Full-time	2974	10742	61801	208	75725
		Part-time	0	185	18576	0	18761
		Total	2974	10927	80377	208	94486
	% change	Full-time	8.11%	16.12%	-0.54%	-44.97%	1.63%
		Part-time	N.A.	N.A.	11.88%	-100.00%	12.65%
		Total	8.11%	18.12%	2.08%	-51.40%	3.64%
Fast Food Shops	2013	Full-time	1196	3748	11684	36	16664
		Part-time	0	145	24812	0	24957
		Total	1196	3893	36496	36	41621
	2015	Full-time	948	4201	11716	25	16890
		Part-time	0	110	28389	0	28499
		Total	948	4311	40105	25	45389
	% change	Full-time	-20.74%	12.09%	0.27%	-30.56%	1.36%
		Part-time	N.A.	-24.14%	14.42%	N.A.	14.19%
		Total	-20.74%	10.74%	9.89%	-30.56%	9.05%
Beverage Serving Places	2013	Full-time	382	1401	5271	9	7063
		Part-time	0	17	2845	9	2871
		Total	382	1418	8116	18	9934
	2015	Full-time	273	1316	5994	0	7583
		Part-time	0	0	2377	0	2377
		Total	273	1316	8371	0	9960
	% change	Full-time	-28.53%	-6.07%	13.72%	-100.00%	7.36%
		Part-time	N.A.	-100.00%	-16.45%	-100.00%	-17.21%
		Total	-28.53%	-7.19%	3.14%	-100.00%	0.26%

Branch			Managerial / Professional	Supervisory	Craft / Operative	Administrative and Others	Total
Event Catering and Other Meal / Food Service Activities	2013	Full-time	798	1039	11309	287	13433
		Part-time	0	0	4757	0	4757
		Total	798	1039	16066	287	18190
	2015	Full-time	701	1635	10700	667	13703
		Part-time	0	26	4752	4	4782
		Total	701	1661	15452	671	18485
	% change	Full-time	-12.16%	57.36%	-5.39%	132.40%	2.01%
		Part-time	N.A.	N.A.	-0.11%	N.A.	0.53%
		Total	-12.16%	59.87%	-3.82%	133.80%	1.62%
Supplementary Samples	2013	Full-time	306	1006	1761	101	3174
		Part-time	0	644	1682	0	2326
		Total	306	1650	3443	101	5500
	2015	Full-time	357	1017	1853	103	3330
		Part-time	0	715	1275	0	1990
		Total	357	1732	3128	103	5320
	% change	Full-time	16.67%	1.09%	5.22%	1.98%	4.91%
		Part-time	N.A.	11.02%	-24.20%	N.A.	-14.45%
		Total	16.67%	4.97%	-9.15%	1.98%	-3.27%
All Branches	2013	Full-time	8815	36169	135304	2137	182425
		Part-time	5	950	56381	77	57413
		Total	8820	37119	191685	2214	239838
	2015	Full-time	8560	38556	133383	2027	182526
		Part-time	0	1209	60328	4	61541
		Total	8560	39765	193711	2031	244067
	% change	Full-time	-2.89%	6.60%	-1.42%	-5.15%	0.06%
		Part-time	-100.00%	27.26%	7.00%	-94.81%	7.19%
		Total	-2.95%	7.13%	1.06%	-8.27%	1.76%