

Hotel Industry
Manpower Survey Report
酒店業・人力調查報告書

2018



OPPORTUNITIES • ACTION • SUCCESS

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2018 Manpower Survey Hotel Industry

**Hotel, Catering and Tourism Training Board
Vocational Training Council**

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ACKNOWLEDGEMENT

The Hotel, Catering and Tourism Training Board (the Training Board) of the Vocational Training Council wishes to thank all the respondents of hotel establishments for completing and returning the questionnaires.

The Training Board is also grateful to all the parties for providing information on programmes and graduate statistics.

EXECUTIVE SUMMARY

I. EXECUTIVE SUMMARY

Background

1.1 The key objective of the Manpower Survey of the Hotel Industry is to assess the industry manpower and training requirements so as to recommend strategies to industry stakeholders for meeting such needs.

1.2 The report presents the findings of the MPS of the Hotel Industry conducted from October 2018 to early January 2019, with reference date on 1 October 2018.

Survey Coverage

1.3 The Survey had a full coverage of hotels in the hotel industry.

Survey Methodology

Data collection

1.4 A total of 286¹ hotels were covered in the survey.

1.5 The data collection was carried out between October 2018 and early January 2019. Among the listed hotels, 163 were successfully enumerated, giving an effective response rate of 92%.² Taking into account (i) the satisfactory response rate, and (ii) the fact that majority of prominent and sizeable establishments had responded to the survey, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the industry.

1.6 Survey data were collected through telephone or face-to-face interviews with the sampled establishments based on a structured questionnaire.

1.7 In respect of manpower information, four levels of job were classified for the hotel industry, namely:

- (i) Managerial and Professional level;
- (ii) Supervisory and Technician level;

¹ The survey samples were selected according to the list of Licensed Hotels provided by the Office of Licensing Authority under the Home Affairs Bureau and by mapping with those hotels registered under the Central Register of Establishments of the Census and Statistics Department as at August 2018.

² The remaining cases were regarded as invalid cases, including establishments which included suspended operation and so on.

- (iii) Craft and Operative level; and
- (iv) Administrative and Others level.

1.8 Quality Control

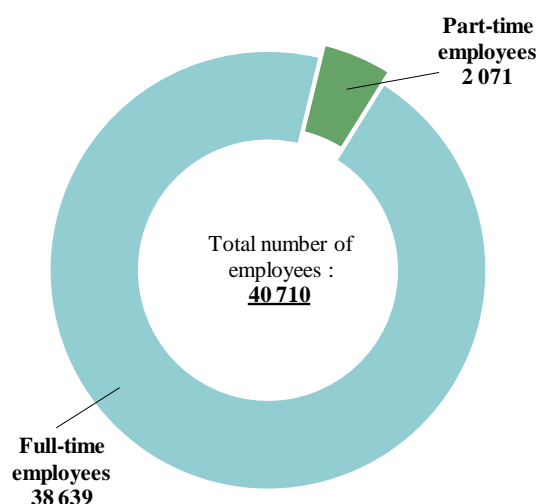
To ensure a smooth survey implementation and accuracy of survey findings, stringent quality assurance measures were applied at various stages of the survey, including thorough training of fieldwork staff, 100% vetting of questionnaires by a dedicated team of Vocational Training Council (VTC), and validation of collected data through computer programming. (Details are listed in *Appendix 3*.)

Summary of Survey Findings

A. Number of Employees³

1.9 A total of 40 710 persons were employed in the hotel industry as at Oct 2018, with the vast majority (38 639 or 95%) being the full-time employees and the remaining (2 071 or 5%) being the part-time⁴ employees. (*Chart 1.1*)

Chart 1.1 Full-time and Part-time employees

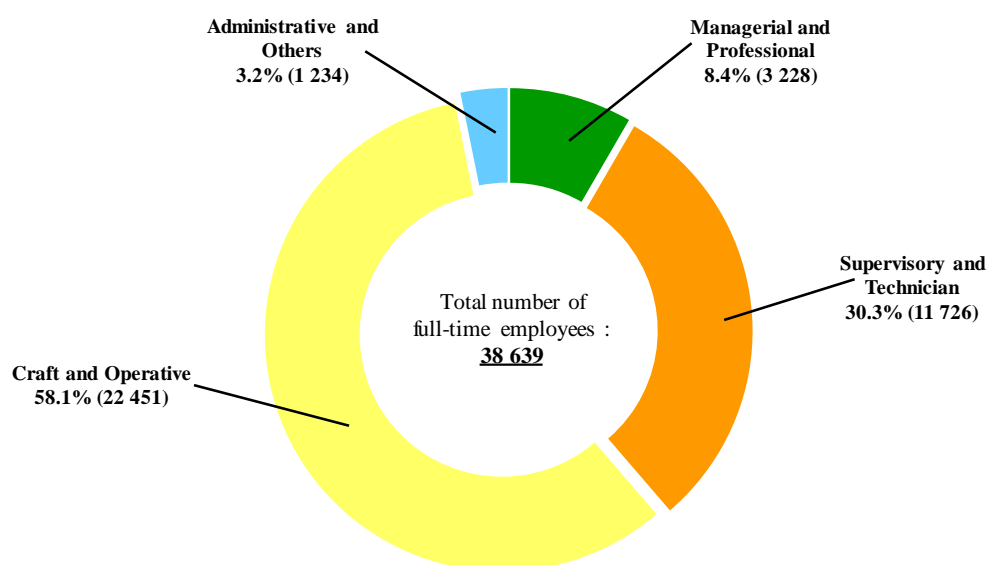


1.10 A total of 38 639 full-time employees were employed in the principal jobs of the hotel industry. Of those, 3 228 (8.4%) were at Managerial and Professional level, 11 726 (30.3%) at Supervisory and Technician level, 22 451 (58.1%) at Craft and Operative level, and 1 234 (3.2%) at Administrative and Others level. (*Chart 1.2*)

³ Out-sourced posts were not covered in the survey and not included in the pool of Employees.

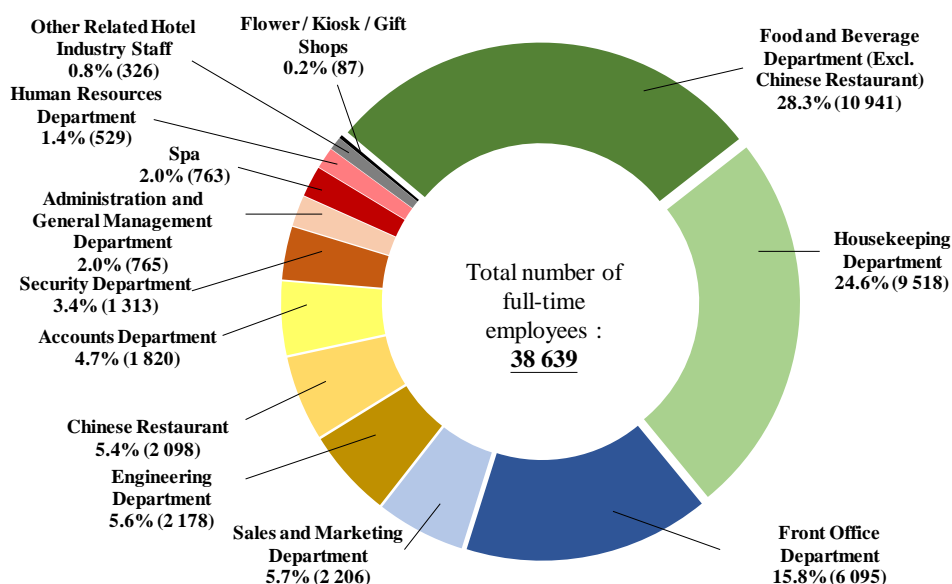
⁴ "Part-time employees" refers to permanent Part-time employees working under the employment contracts and remuneration packages offered by the hotel and do not include casual workers who are not under any forms of employment contract of the hotel establishment.

Chart 1.2 Full-time employees by job level



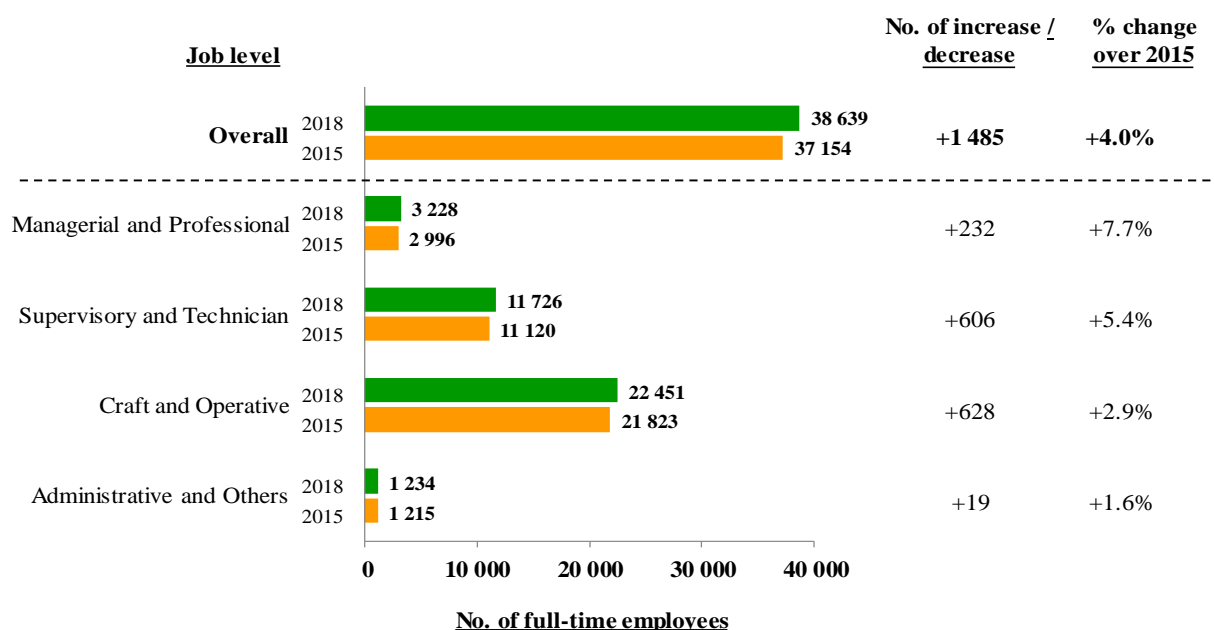
1.11 The departments with the most full-time employees were “Food and Beverage Department (Excl. Chinese Restaurant)” (10 941 or 28.3%) and “Housekeeping Department” (9 518 or 24.6%), followed by “Front Office Department” (6 095 or 15.8%). Only 5.4% of manpower were engaged in the Chinese restaurants operated by the hotels. (Chart 1.3)

Chart 1.3 Full-time employees by department



1.12 The manpower of the hotel industry has increased comparing to that of 2015. The number of full-time employees has increased from 37 154 in 2015 to 38 639 in 2018 (increased by 1 485 or 4.0%). The manpower growth was recorded across employees at various levels. (Chart 1.4)

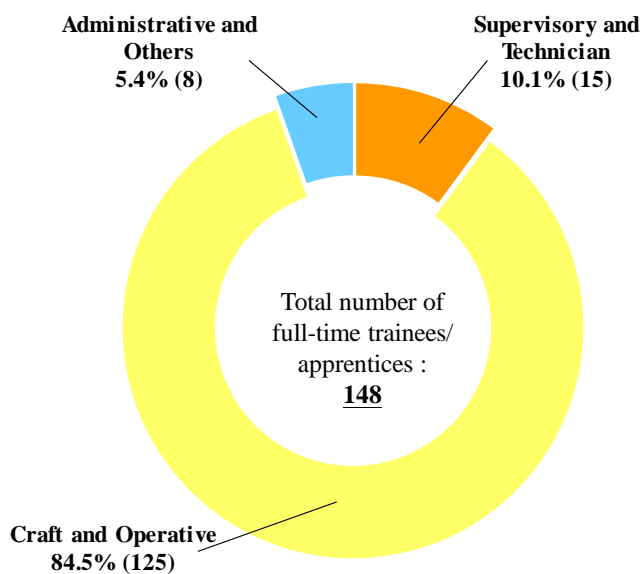
Chart 1.4 Changes in full-time employees between 2015 and 2018



B. Trainees/Apprentices

1.13 A total of 148 full-time trainees/apprentices were reported, which accounted for less than 1% of the total number of full-time employees and trainees (38 787) of the hotel industry. Of these trainees/apprentices, the majority (125 or 84.5%) were working at Craft and Operative level. (Chart 1.5)

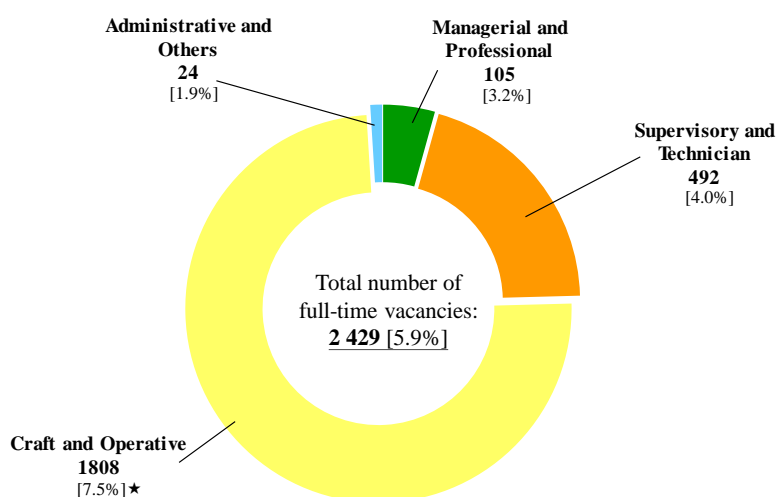
Chart 1.5 Full-time trainees/apprentices by job level



C. Vacancies

1.14 The total number of full-time vacancies was 2 429, representing a vacancy rate of 5.9% (vacancies as a percentage of the total of full-time employees and vacancies) of the hotel industry. Of these job vacancies, the majority (1 808) were at the Craft and Operative level mainly at departments including Housekeeping, Food and Beverage, Kitchens and Front Office. (Chart 1.6)

Chart 1.6 Full-time vacancies by job level



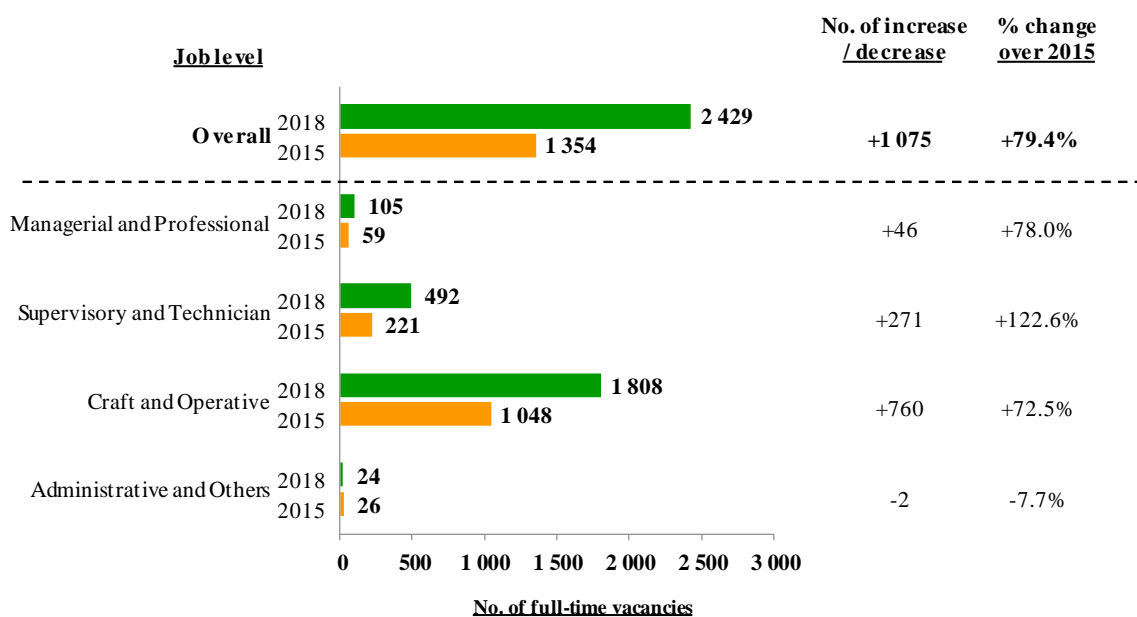
Note:

(1) Figures in [] brackets indicate the vacancy rate =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees at the same level} + \text{No. of full-time vacancies at the same level}}$$

(2) Figure marked with “★” refers to a relatively higher vacancy rate than the overall rate.

1.15 Similar to the number of employees, the number of full-time vacancies of the hotel industry has also increased at a much larger magnitude by 79.4% (from 1 354 in 2015 to 2 429 in 2018). The increase was mainly attributed to the growth at Craft/Operative level (increased by 760 or 72.5%) and Supervisory/Technician level (increased by 271 or 122.6%). (Chart 1.7)

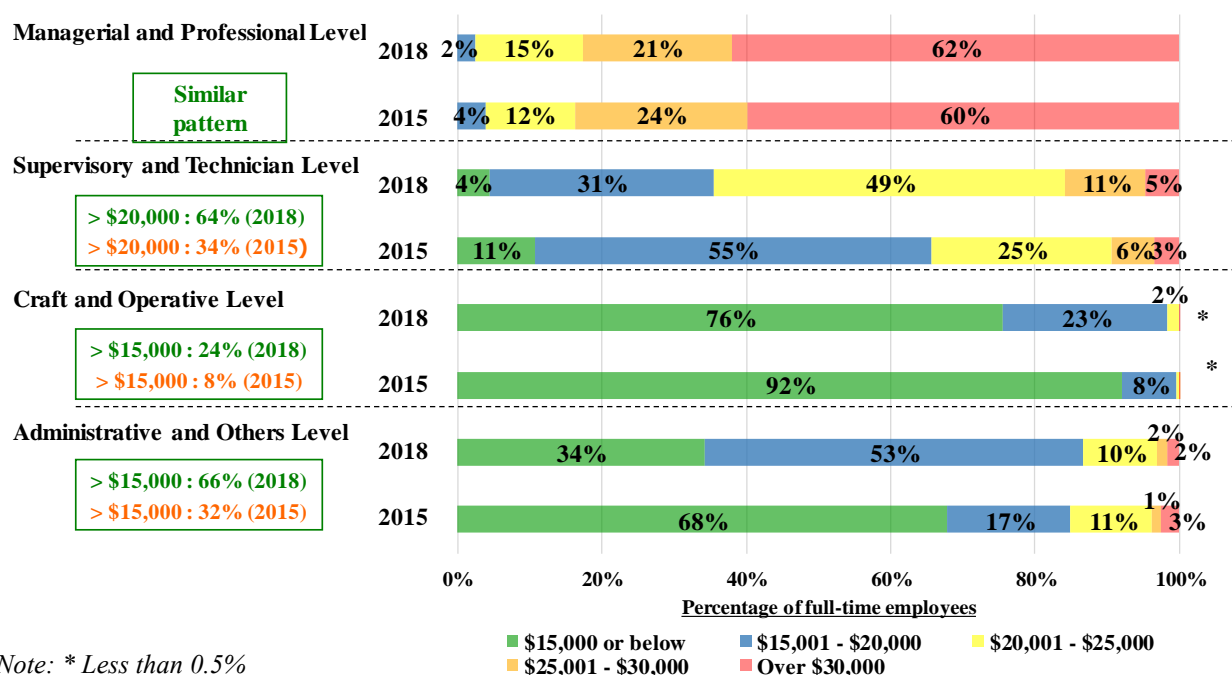
Chart 1.7 Changes in full-time vacancies between 2015 and 2018



D. Monthly Remuneration Package of Full-time Employees

1.16 The average monthly remuneration package centralised to the middle range of \$10,000 to \$20,000. Compared with the results of the 2015 survey, a general upward trend in the average monthly remuneration package was recorded across various job levels, while a similar pattern between 2015 and 2018 was observed at the Managerial/Professional level. (Charts 1.8)

Chart 1.8 Average monthly remuneration package of full-time employees by job level



E. Training Demand

1.17 The industry has been supportive in employees training where the majority had received management, trade, generic and language knowledge/skills training. Communication and Interpersonal Skills training were among the top five training needs for Supervisory and below levels. The percentage of hotels which planned to provide training remained high. Employers considered that Managerial Skills would be required for Supervisory and above levels staff, while Trade Skills training was being accorded the highest priority for the operative staff. (Table 1.1)

Table 1.1 Areas of training for full-time employees in the coming 12 months

Areas of training	% of hotels planning to provide training to full-time employees in the coming 12 months			
	Managerial and Professional Level	Supervisory and Technician Level	Craft and Operative Level	Administrative and Others Level
Managerial Skills	91% #	89% #	31%	46%
Trade Skills	70%	74%	90% ^	69%
Generic Skills	47%	61%	89%	85%
Language	29%	32%	38%	62%
Others	1%	1%	*	0%

Note:

1. * less than 0.5%
2. # 88% out of 91% and 65% out of 89% regarded managerial skills as 1st priority respectively.
3. ^ 70% out of 90% regarded trade skills as 1st priority.

F. Characteristics of New Recruits

1.18 Among the 6 644 new recruits (around 17% of full-time employees), 26% were without industry experience and 7% were fresh graduates of hospitality or tourism programmes who would require training. (Table 1.2)

Table 1.2 Characteristics of new recruits

Total number of new recruits	New recruits without hotel industry experience	New recruits who are fresh graduates of hospitality or tourism programmes
6 644	1 751 (26%)	471 (7%)

Note: Percentages in brackets are calculated on the basis of total number of new recruits

G. Employers' Forecasted Manpower

1.19 Looking at the hotel industry as a whole, the employers being surveyed expected a 0.6% increase in manpower after a year, from 41 068 employees in 2018 to 41 310 in 2019. (Table 1.3)

Table 1.3 Employers' forecasted manpower

No. of Employees	No. of Vacancies	No. of Posts (Employees + Vacancies)	Forecasted No. of Employees ⁵	Forecasted No. of Manpower Changes
38 639	2 429	41 068	41 310	+242 (+0.58%)

Remarks:

Readers are alerted to interpret the manpower projection data in this Manpower Survey Report with caution due to global and local economic uncertainties. In particular, the local hotel and related sectors of the tourism industry have been facing serious downturn since the social unrest started in June 2019. Employment will be adversely affected if the situation is not concluded timely.

H. Manpower Projections for 2019-2022

1.20 To understand the manpower trend of the hotel industry, a staff-to-room ratio of 0.58:1[#] and the projected number of hotel rooms[^] by the Hong Kong Tourism Board (HKTb) were used as a basis to project manpower trend and the results are summarised as follows: (Table 1.4)

Table 1.4 Projection of Manpower Trend in 2019 – 2022

<u>Year</u>	<u>No. of Employees & Vacancies</u>	<u>Projected No. of Rooms[^]</u>	<u>Projected Manpower Trend</u>
2018	41 068	81 465 (Actual)	-
2019	-	86 932 [^]	44 239 (+7.7%)
2020	-	89 910 [^]	45 966 (+3.8%)
2021	-	90 370 [^]	46 233 (+0.6%)
2022	-	91 071 [^]	46 640 (+0.9%)

Note:

[#] Source: Horwath's Hong Kong Hotel Industry Review 2017.

* The staff-to-room ratio of large hotels with relatively broader range of facilities and service would be higher than that of boutique hotels. Furthermore, as over 60% of the sampled hotels were hotels with employment size under 100, the ratio might not have truly reflected the complete picture. However, for the purpose of the survey this staff-to-room ratio could be used as a reference as well as for comparison with the last survey which the same source of reference was employed.

[^] Source: The Hotel Supply Situation Report as at December 2018 published by the HKTb

Percentages in () indicate the percentage change of projected manpower demand as compared with that of the previous year.

⁵ Forecasted number: 12 months from the Reference Date

Additional Annual Manpower Requirement 2019 – 2022

1.21 In order to forecast the additional manpower requirements of the industry in the coming years, both the manpower trend as mentioned in para. 1.20 and the industry leavers' rate had been taken into consideration and the results using statistical formulae are as follows: (Table 1.5).

Table 1.5 Additional Annual Manpower Requirement 2019 – 2022

Job Level	Industry Leavers' rate	Additional Annual Manpower Requirement		
		Manpower trend (a)	Industry Leavers (b)	Total (a) + (b)
Managerial and Professional	2%	114	71	185
Supervisory and Technician	2%	416	260	676
Craft and Operative	10%	829	2 591	3 420
Administrative and Others	10%	43	134	177
Total	-	1 402	3 056	4 458

Major Conclusions and Recommendations

Industry Outlook

Hong Kong's economic growth remains subdued amid ongoing global economic tensions and local social unrests. Growth momentum of tourist arrivals remained strong in the first half of 2019 up until June when the social unrest started, a severe drop in total visitor arrivals was noted in July 2019, falling 4.8% year-on-year and by nearly 40% in August as compared with the same month in 2018. To counter the decline, industry partners have sought relief measures from Government while they are actively promoting special accommodation, dining and local tourism packages to boost local consumption.

With continuing social unrest, clientele originating from business, Meeting, Incentives Conferences, Exhibitions (MICE) and leisure arrivals had chosen neighbouring alternatives. It is anticipated that these arrivals should remain weak in the near term amidst continuing social unrest and the uncertain economic outlook. If the situation continues, the industry landscape would be altered significantly.

The hotel business is riding through tough times. The tourism industry continues to be one of the major economic pillars which the Government attaches strong commitment to its healthy and sustainable development. Having regard to the tourism, business and infrastructural initiatives in place, coupled with the strong cushioning of the Mainland and her development strategies, a rekindling of international arrivals would be expected in the longer term. To support the sustainable development of the industry, continuous training for upgrading and upskilling of industry manpower should be upheld. Other than forging the basis of time-proven industry professionalism, the training perspective may need to take a fresh angle to align with technological developments and the evolving needs arising from new

generation workforce and customers.

Recommendations

With reference to the survey findings and industry circumstances, the Training Board made the following recommendations to industry stakeholders for manpower training and development, as well as for talents acquisition.

Training and Education Providers

Hotel Trainers

1. Prepare employees to be adaptive to tackle duties under challenging and unfamiliar contexts.
2. Enhance training on emerging industry needs including digital competencies, effective social media communication skills and proactive online reputation management.
3. Provide creative and flexible training initiatives to enhance training engagement.

Vocational Educators

1. Communicate closely with industry partners to embrace up-to-date information of industry trends and developments in training programmes and activities.
2. Showcase state-of-the-art training facilities with open-house events and promotion activities to attract enrolment.
3. Incorporate workplace learning and online assessment in the training programmes to enhance real-time feedback and to minimise the gap of expectation among all parties.
4. Enhance students' industry professionalism with 21st Century skills, global exposure, cross-cultural sensitivity and empathy to support international arrivals.

Employers

1. Support training to upskill employees in low business period.
2. Encourage employees to draw on the various Government-funded training schemes for continuous upgrading.
3. Extend push and pull factors to encourage staff training.
4. Encourage school visits to hotel venues for experiencing real-life working environment and communicating with industry practitioners.
5. Tailor industry training programmes for school educators who help shape students' career paths.
6. Provide comparable remuneration packages, advancement opportunities with tailored training, and instill a caring corporate culture to attract and retain talent.

Employees

1. Keep up with the latest industry knowledge and best practices by attending training activities and participating in trade skills competitions.
2. Acquire digital knowledge and technological skills for transforming those into intelligent business insights.
3. Embrace changes in working environment with soft skills training enhancing adversity quotient, creative problem solving and positive thinking skills for tackling new industry challenges.
4. Ride on Government subsidies for continuous upgrading.
5. Promote to potential entrants the new working culture and positive industry prospects by proactively participating in Career Days and School Talks.

Government

1. Stabilise industry employment by offering relief measures.
2. Continue to provide resources to facilitate Smart-learning initiatives in accredited vocational and professional education and training institutions.
3. Subsidise integration of classroom learning with on-the-job training and assessment to nurture a continuous supply of skilled workforce.
4. Support industry transition to adopting technologies with related upskilling initiatives.
5. Spearhead cross-sectoral promotion campaigns to uplift industry image.
6. Promulgate the quality of accredited course providers with training facilities on par with latest industry developments.
7. Formulate policies for recruiting, retaining and upskilling of quality retirees and relevant sources of manpower such as new immigrants and housewives.

INTRODUCTION

II. INTRODUCTION

Background

2.1 The Training Board is required by its terms of reference to determine the manpower demand of the hotel, catering and tourism industry and to make recommendations to the Council for the development of training facilities to meet the demand. The Training Board comprises members nominated by major trade associations, trade unions, professional bodies, educational/training institutions and government departments. The Training Board's membership and terms of reference are listed in *Appendices 1.1 - 1.3*.

2.2 In pursuance of its terms of reference, the Training Board conducted the 2018 Manpower Survey of the Hotel Industry from October 2018 to early January 2019, with reference date on 1 October 2018, to collect up-to-date manpower information with a view to assessing the manpower requirements and training needs of the hotel industry. This report presents the findings of the survey concerned.

Survey Objective

2.3 The Survey aims to

- (a) collect up-to-date manpower information by principal jobs and by levels of the hotel industry;
- (b) forecast manpower demand and training requirements in the near future; and
- (c) recommend to industry stakeholders strategies for meeting manpower demand and training needs.

Survey Coverage

2.4 The Survey had a full coverage of the listed 286 hotels in the hotel industry.

Size 1 – 9 employees	Size 10 – 49 employees	Size 50 – 99 employees	Size 100 – 199 employees	Size 200 – 499 employees	Size ≥ 500 employees	Total
23	109	47	45	40	22	286

Sample Design

2.5 All hotels from the Central Register of Establishments (CRE)⁶ of the Census and Statistics Department (C&SD) of the HKSAR and the Office of the Licensing Authority of the Home Affairs Department were covered in the survey.

Questionnaire Design

2.6 Survey data were collected through the use of a structured questionnaire divided into:

- Part I - collects manpower information (number of employees, vacancies, trainees, etc.) by job level and principal job;
- Part II - collects supplementary information related to manpower.

2.7 Sample of questionnaire, explanatory notes and job descriptions for principal jobs are given in *Appendix 4*.

Data Collection Method

2.8 A survey pack, containing a notification letter and a survey questionnaire, together with an explanatory note and a list of principal jobs with job descriptions, was prepared for each of the invited establishments. The questionnaire was divided into Part I and II. The survey packs were dispatched by mail/email or in person. Responsible persons of the establishments were asked to provide information regarding the manpower situation in their establishments at the time of survey.

2.9 In respect of manpower information, four levels of job were classified for the hotel industry, namely:

⁶ The Census and Statistics Department maintains a computerised CRE which contains information relating to some 400 000 active establishments in Hong Kong. Information kept in the Register is updated on a quarterly basis through feedback from various surveys of the department and administrative returns from relevant government departments.

- (i) Managerial and Professional level;
- (ii) Supervisory and Technician level;
- (iii) Craft and Operative level; and
- (iv) Administrative and Others level.

2.10 The list of principal jobs in Part I of the questionnaire was defined by the Training Board with detailed job descriptions given for each job. While it was understood that the job titles adopted in the establishments might not be exactly the same as the principal jobs, respondents were required to report manpower information corresponding to the principal jobs based on the job descriptions.

2.11 During the fieldwork period, enumerators made telephone contacts with or visited individual establishments to assist respondents in completing questionnaires or to collect completed ones.

Quality Control Measures

2.12 Various measures were taken to assure the quality of the survey data collected. These included prior fieldwork preparation, thorough training of fieldwork staff, monitoring of the fieldwork execution, measures to increase the response rate, checking of the completed questionnaires, double data entry and validation of the collected data. (*Appendix 3*)

Fieldwork Period and Enumeration Results

2.13 The data collection was carried out between October 2018 and early January 2019. Among the listed hotels, 163 were successfully enumerated, giving an effective response rate of 92%. Taking into account the satisfactory response rate, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the industry.

SURVEY FINDINGS AND MANPOWER PROJECTIONS

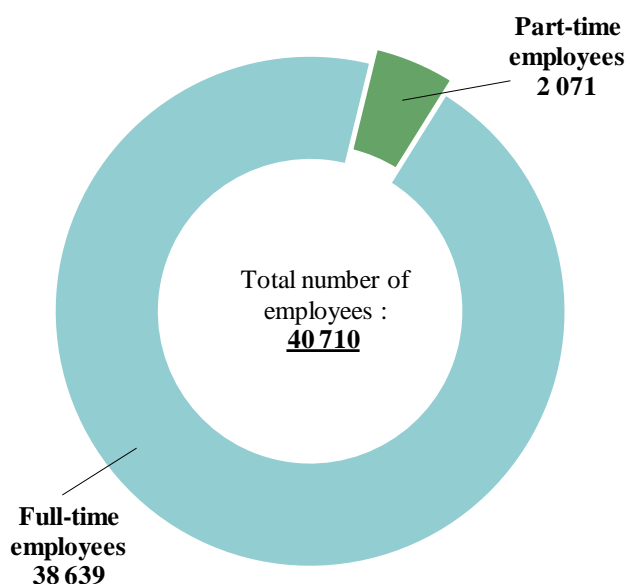
III. SURVEY FINDINGS AND MANPOWER PROJECTIONS

SURVEY FINDINGS

A. Number of Employees

3.1 A total of 40 710 persons were employed in the hotel industry, with the vast majority (38 639 persons or 95%) being the full-time employees and only a minor portion (2 071 persons or 5%) being the part-time employees. (Chart 3.1)

Chart 3.1 Full-time and Part-time employees

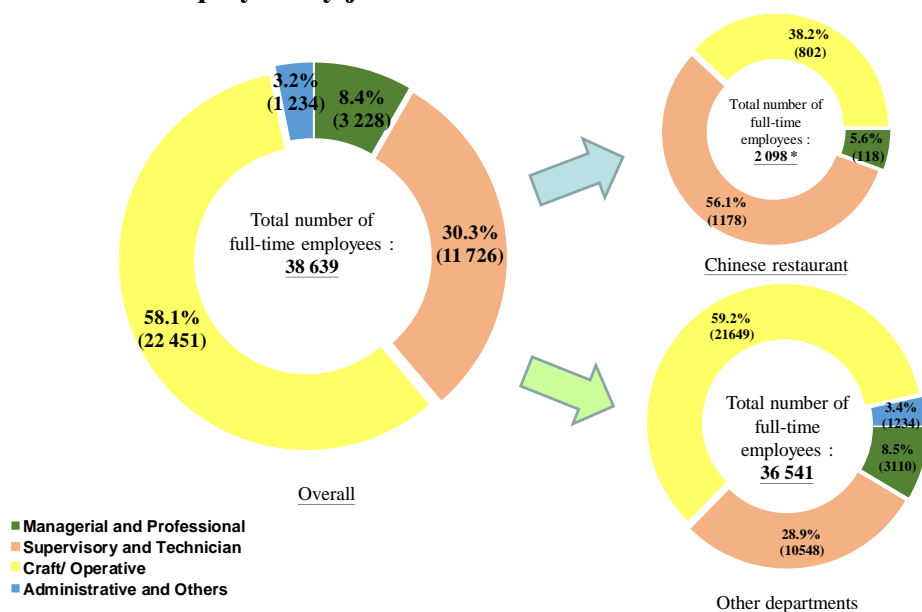


Full-time Employees

3.2 A total of 38 639 full-time employees were employed in the principal jobs of the hotel industry. Of them, 3 228 (8.4%) were at Managerial and Professional level, 11 726 (30.3%) at Supervisory and Technician level, 22 451 (58.1%) at Craft and Operative level, and 1 234 (3.2%) at Administrative and Others level. (Chart 3.2)

3.3 Compared with employees of other departments, a higher proportion of manpower at Supervisory and Technician level (56.1%) was observed in the Chinese restaurants operated by the hotels. (Chart 3.2)

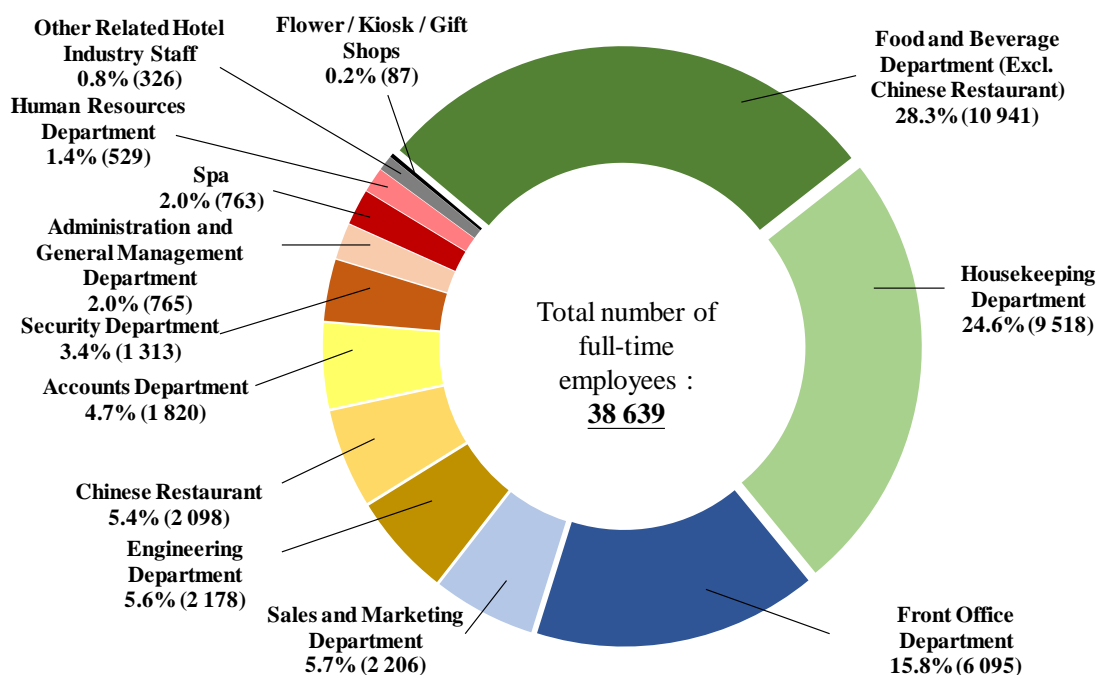
Chart 3.2 Full-time employees by job level



Note: * No full-time employees were reported to engage at the administrative and others level.

3.4 The departments with the most full-time employees were “Food and Beverage Department (Excl. Chinese Restaurant)” (10 941 or 28.3%) and “Housekeeping Department” (9 518 or 24.6%), followed by “Front Office Department” (6 095 or 15.8%). Only 5.4% of manpower were engaged in the Chinese restaurants inside the hotels. (Chart 3.3)

Chart 3.3 Full-time employees by department



3.5 The prominent full-time principal jobs by job level were given in *Table 3.1*.

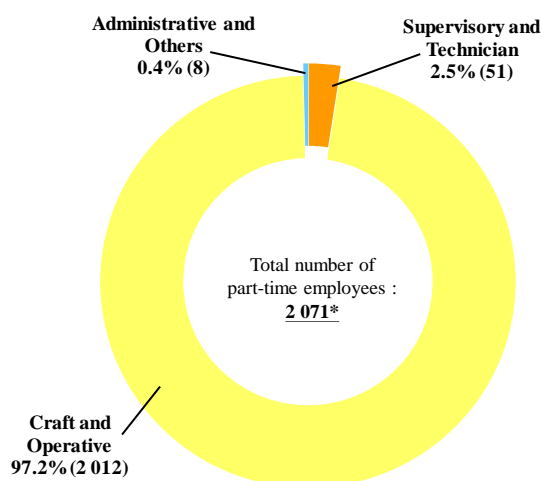
Table 3.1 Prominent full-time principal jobs

Job Level	Prominent Principal Jobs	% of full-time employees accounted at respective level
Managerial and Professional	● General Manager	45%
	● Financial Controller; Chief Accountant; Director of Finance	
	● Marketing Manager; Sales Manager; Business Development Manager	
	● Director of Front Office/ Front Office Manager	
	● Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	
	● Director of Engineering; Chief Engineer; Technical Manager; Property Maintenance Manager	
	● Executive Chef/ Chef de Cuisine	
Supervisory and Technician	● Front Desk Manager; Reception Manager; Duty Manager; etc.	40%
	● Reception Supervisor/ Chief Receptionist; Front Office Supervisor; etc.	
	● Housekeeping Supervisor; Floor Supervisor; Public Area Supervisor; etc.	
	● Captain (Food and Beverage Department)	
	● Gardemanger; Chef de Partie (Cold Production); Pastry Chef; etc.	
Craft and Operative	● Front Office Clerk/ Receptionist; Guest Service Officer/ Guest Service Agent; Front Desk Agent; etc.	53%
	● Room Attendant; Room Services Butler; Floor Attendant; Housekeeping Clerk; etc.	
	● Waiter/ Waitress	
	● Cook (Western)/ Junior Cook (Western)	

Part-time Employees

3.6 The total number of part-time employees was 2 071, with 2 012 (97.2%) at Craft and Operative level and 51 (2.5%) at Supervisory and Technician level. (*Chart 3.4*)

Chart 3.4 Part-time employees by job level



Note: * Overall increase by 143 employees compared to that of 2015 (+ 7.4%)
 No part-time employees were reported to engage at the Managerial and Professional level.

3.7 The prominent part-time principal jobs by job level were given in *Table 3.2*.

Table 3.2 Prominent part-time principal jobs

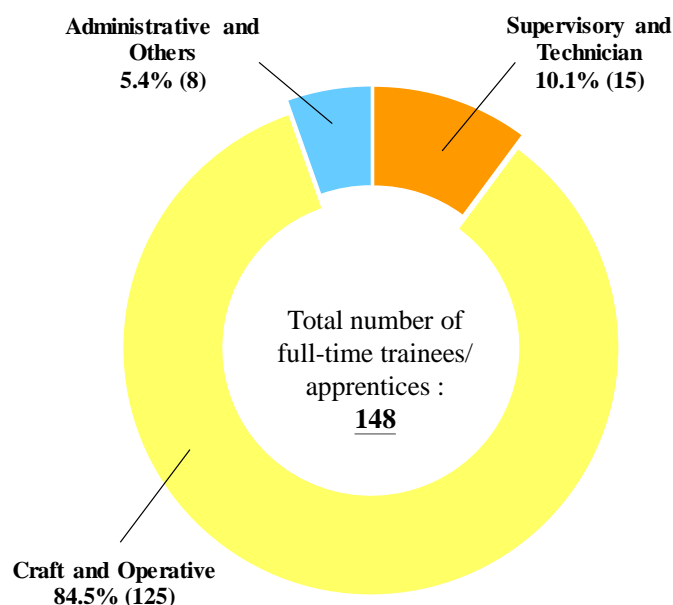
Job Level	Prominent Principal Jobs	% of part-time employees accounted at respective level
Supervisory and Technician	● Housekeeping Supervisor; Floor Supervisor; Public Area Supervisor; etc.	59%
	● Gardemanger; Chef de Partie (Cold Production); Pastry Chef; etc.	
Craft and Operative	● Room Attendant; Room Services Butler; Floor Attendant; Housekeeping Clerk; etc.	64%
	● Cleaner; Dishwasher; Kitchen Helper; etc.	
	● Waiter/ Waitress	

Note: No part-time employees were reported to engage at the Managerial and Professional level.

B. Trainees/Apprentices

3.8 A total of 148 full-time trainees/apprentices were reported, which accounted for less than 1% of the total number of full-time employees and trainees (38 787) of the hotel industry. Of these trainees/apprentices, the majority (125 or 84.5%) were working at Craft and Operative level. (*Chart 3.5*)

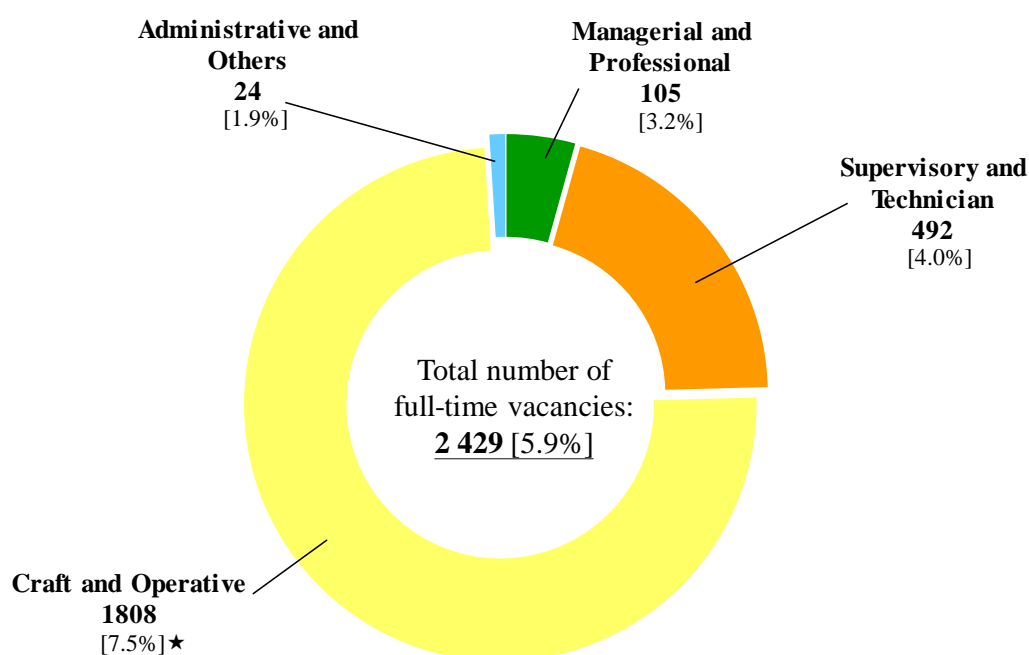
Chart 3.5 Full-time trainees/apprentices by job level



C. Vacancies

3.9 The total number of full-time vacancies was 2 429, representing a vacancy rate of 5.9% (vacancies as a percentage of the total of full-time employees and vacancies) of the hotel industry. Of these job vacancies, most (1 808) were working at Craft and Operative level and its vacancy rate was also the highest (7.5%). (Chart 3.6)

Chart 3.6 Full-time vacancies by job level



Note:

(1) Figures in [] brackets indicate the vacancy rate = $\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees at the same level} + \text{No. of full-time vacancies at the same level}}$

(2) Figure marked with “★” refers to a relatively higher vacancy rate than the overall rate.

3.10 The prominent full-time vacancies were given in *Table 3.3*.

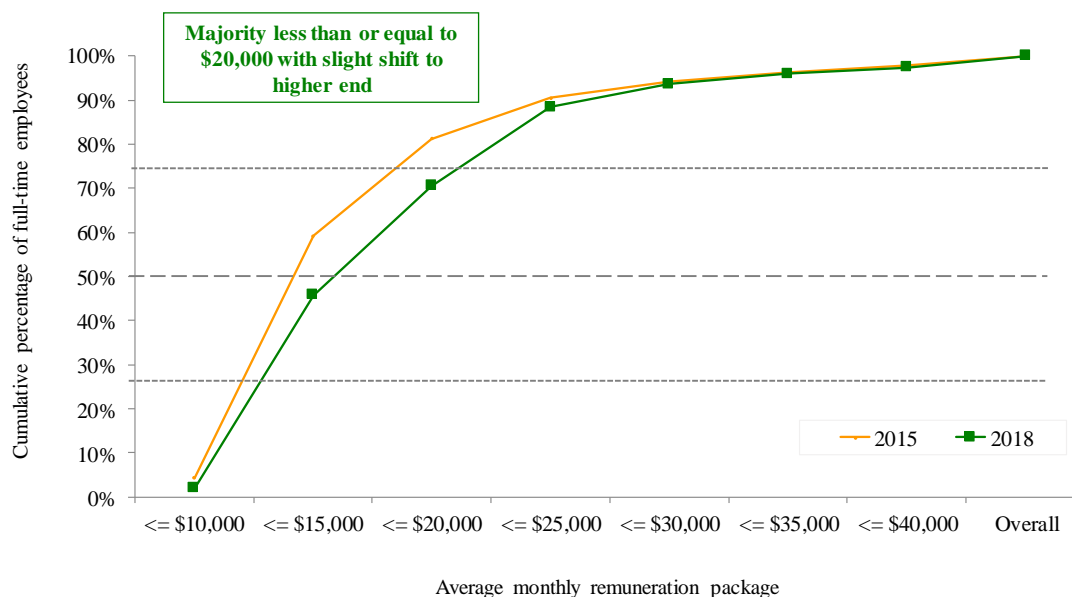
Table 3.3 Prominent full-time vacancies

Prominent vacancies	% of total
● Room Attendant; Room Services Butler; Floor Attendant; Housekeeping Clerk; etc.	50%
● Waiter/ Waitress	
● Cleaner; Dishwasher; Kitchen Helper; etc.	
● Front Office Clerk/ Receptionist; Guest Service Officer/ Guest Service Agent; Front Desk Agent; etc.	
● Cook (Western)/ Junior Cook (Western)	

D. Monthly Remuneration Package of Full-time Employees

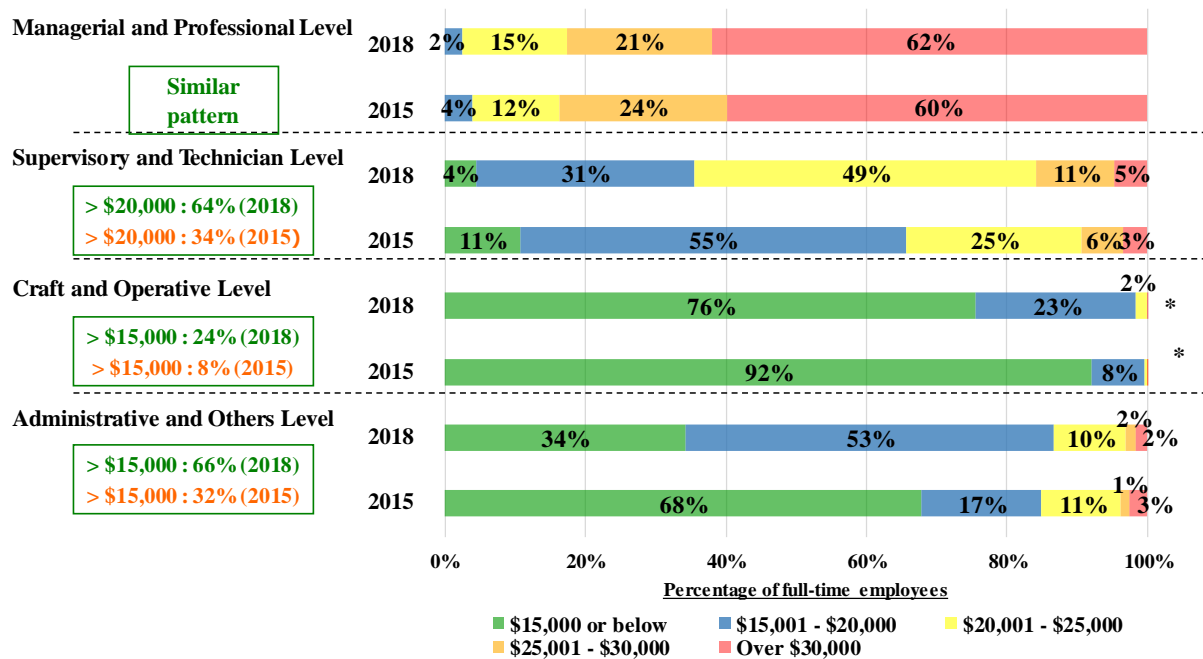
3.11 Overall, the average monthly remuneration package centralised to the middle range of \$10,000 to \$20,000 (68.6%). The average monthly remuneration package level was slightly shifted to a higher end when compared with the results of the 2015 survey. (*Chart 3.7*)

Chart 3.7 Average monthly remuneration package of full-time employees



3.12 Compared with the results of the 2015 survey, a general upward trend in the average monthly remuneration package was recorded across various job levels, while a similar pattern between 2015 and 2018 was observed at the Managerial and Professional level. (*Chart 3.8*)

Chart 3.8 Average monthly remuneration package of full-time employees by job level

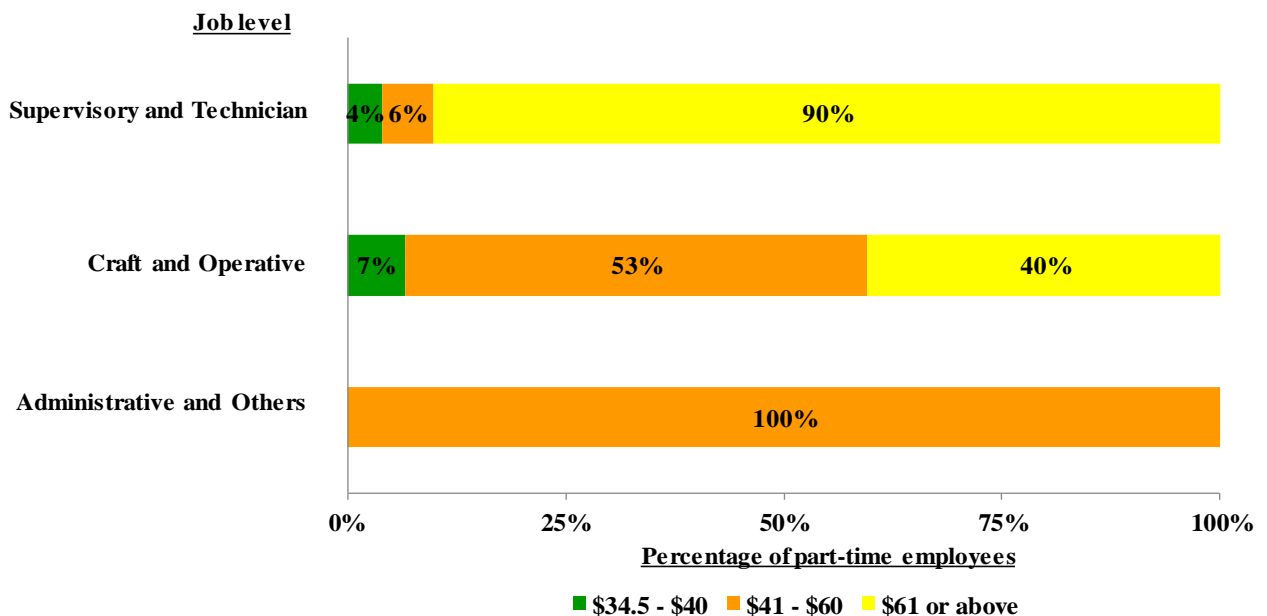


Note: * Less than 0.5%

E. Hourly Wage of Part-time Employees

3.13 The average hourly wage of the majority (90%) of the part-time employees at Supervisory and Technician level in the hotel industry was \$61 or above whereas about half (53%) of the part-time employees at Craft and Operative level was \$41 to \$60. (Chart 3.9)

Chart 3.9 Average hourly wage of part-time employees



F. Preferred Education of Employees

3.14 Regarding the preferred education of full-time employees, 73.7% of the full-time employees at Managerial and Professional level were preferred to have at least a degree qualification. Most of the full-time employees at Supervisory and Technician level and Administrative and Others level were preferred to have sub-degree (30.9% and 37.5% respectively) or diploma/certificate qualification (32.6% and 24.8% respectively). As for Craft and Operative level, 62.2% of the full-time employees were preferred to have attained qualification of secondary 7 or below. (Table 3.4)

Table 3.4 Preferred education level of full-time employees

Level of education	Managerial and Professional Level	Supervisory and Technician Level	Craft and Operative Level	Administrative and Others Level
First Degree or above	73.7%	22.1%	0.1%	13.8%
Sub-degree (e.g. Higher Diploma)	17.7%	30.9%	8.9%	37.5%
Diploma/Certificate	6.6%	32.6%	28.8%	24.8%
Secondary 7 or below	2.0%	14.4%	62.2%	23.8%
Total	100%	100%	100%	100%

Note: indicate relatively higher percentage in employers' preferred education level

G. Preferred Years of Experience

3.15 Some 78.6% of the full-time employees at Managerial and Professional level were preferred to have over five years of experience in the hotel industry and 71.1% of the full-time employees at Supervisory and Technician level were preferred to have three to five years of hotel industry experience. As for Craft and Operative level, majority of the full-time employees were preferred to have less than three years of experience or even no experience in the hotel industry. On the other hand, 65.6% of the full-time employees at Administrative and Others level were preferred to have less than one year experience or even no experience in the hotel industry would suffice. (Table 3.5)

Table 3.5 Preferred years of experience for full-time employees

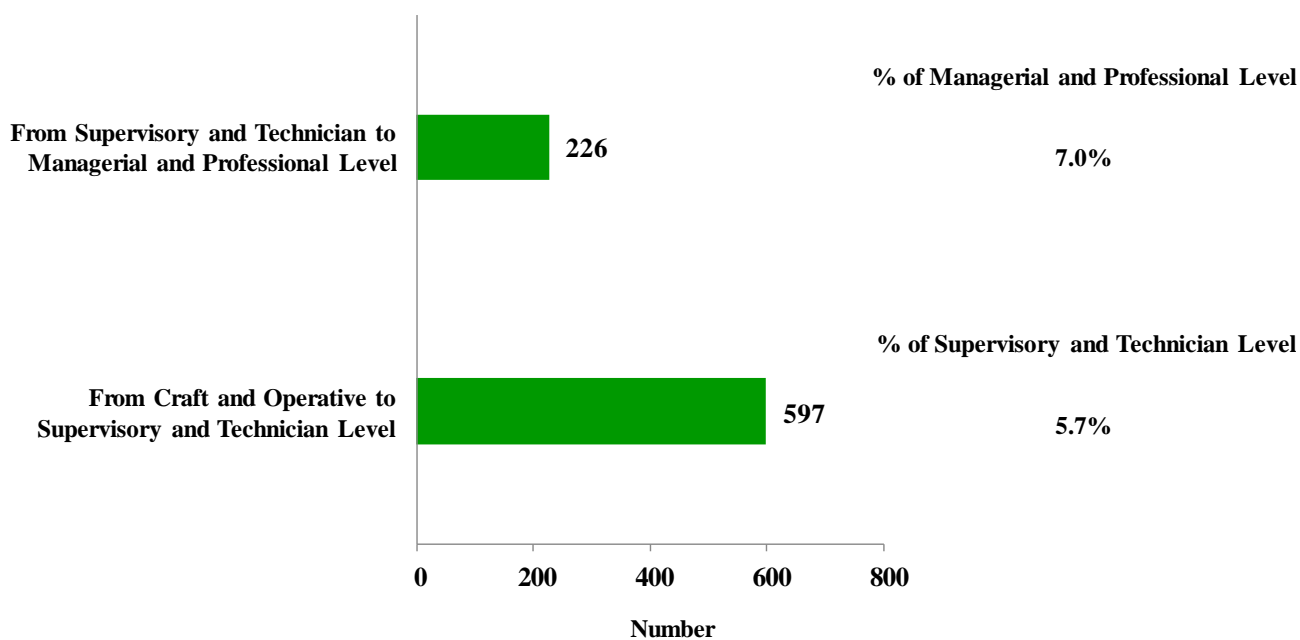
Years of experience	Managerial and Professional Level	Supervisory and Technician Level	Craft and Operative Level	Administrative and Others Level
No experience / Less than 1 year	0.0%	0.4%	47.5%	65.6%
1 year - less than 3 years	5.7%	17.4%	48.8%	28.9%
3 years - less than 5 years	15.7%	71.1%	3.7%	5.5%
Over 5 years	78.6%	11.1%	0.0%	0.0%
Total	100%	100%	100%	100%

Note: indicate relatively higher percentage in employers' preferred years of experience

H. Internal Promotion

3.16 During the past 12 months, some 226 employees at Managerial and Professional level (7.0%) were promoted from Supervisory and Technician level while 597 employees at Supervisory and Technician level (5.7%) were promoted from Craft and Operative level. (Chart 3.10)

Chart 3.10 Internal promotion of full-time employees in the past 12 months



I. Leaving and Recruitment of Employees in the Past 12 Months

3.17 Employers reported that a total of 6 747 full-time employees had left in the past 12 months, with the employees at the Craft and Operative level (4 741) accounting for the largest

proportion of full-time employees left in the past 12 months. On the other hand, there was a total of 6 644 new employees recruited in the past 12 months, with the largest number of new recruits being found at the Craft and Operative level (4 683). (Table 3.6)

3.18 Comparing the difference between the number of full-time employees left and recruited in the past 12 months, it was found that there was an outstanding of 103 full-time employees not having filled up. Similar picture was observed when the situation was analysed by job level, with the exception for Administrative and Others level where the number of employees recruited was larger than the number of employees left. (Table 3.6)

Table 3.6 Leaving and recruitment of full-time employees in the past 12 months

Job level	Number of full-time employees left	Number of new recruits	Difference (No. of new recruits – No. of full-time employees left')
Managerial and Professional Level	486	460	- 26
Supervisory and Technician Level	1 255	1 190	- 65
Craft and Operative Level	4 741	4 683	- 58
Administrative and Others Level	265	311	+ 46
Total	6 747	6 644	-103

Characteristics of New Recruits

3.19 Among the 6 644 new recruits, 1 751 (26%) were new recruits without hotel industry experience and 471 (7%) were fresh graduates of hospitality or tourism programmes. Of the new recruits, 309 were recruited as management trainees/graduate trainees. (Table 3.7)

Table 3.7 Characteristics of new recruits

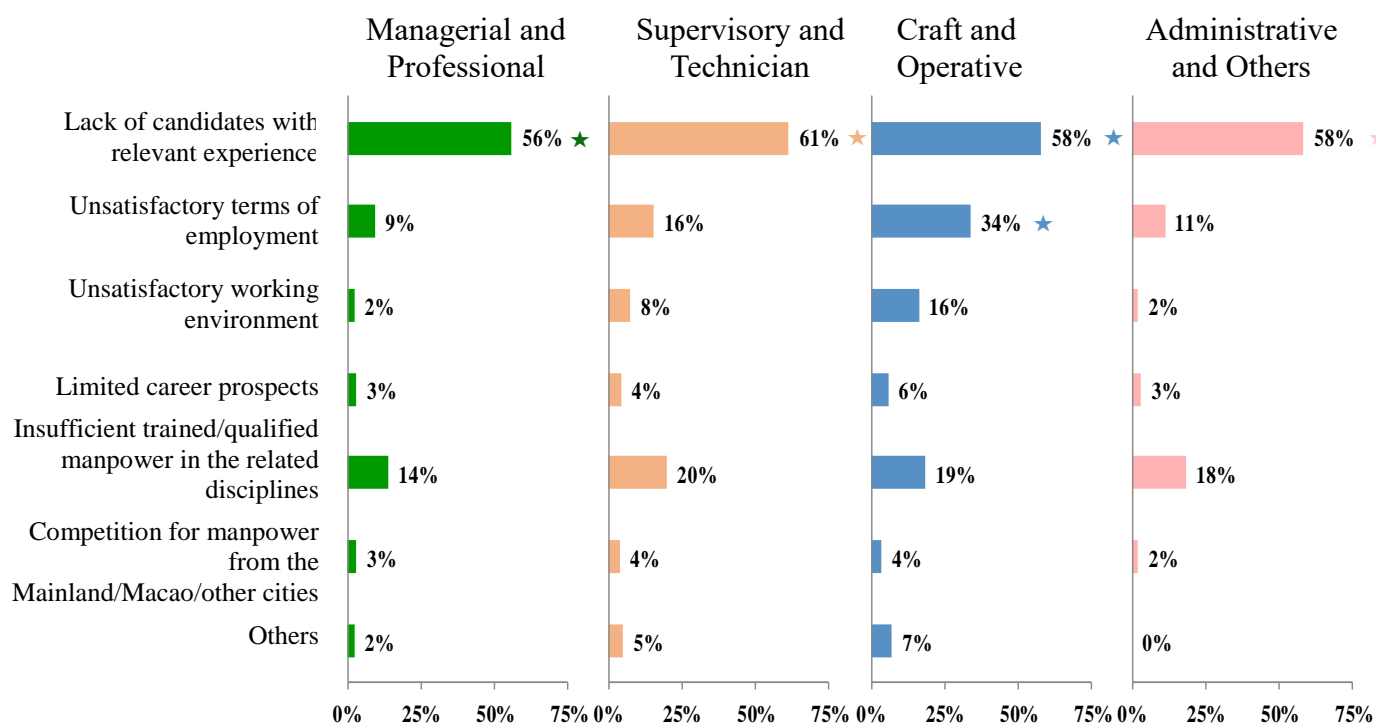
Job level	Total number of new recruits	New recruits without hotel industry experience	New recruits who are fresh graduates of hospitality or tourism programmes	New recruits of management trainee / graduate trainee
Managerial and Professional Level	460	15 (3%)	29 (6%)	309 (5%)
Supervisory and Technician Level	1 190	160 (13%)	60 (5%)	
Craft and Operative Level	4 683	1 473 (31%)	327 (7%)	
Administrative and Others Level	311	103 (33%)	55 (18%)	
Total	6 644	1 751 (26%)	471 (7%)	

Note: Percentages in brackets are calculated on the basis of total number of new recruits for respective job level

Difficulties Encountered in Recruitment

3.20 Across the various job levels, “lack of candidates with relevant experience” was the major difficulty encountered by a significant percentage of hotels (ranging from 56% to 61%) “Unsatisfactory terms of employment” was another major difficulty encountered in recruiting employees at Craft and Operative level (34%). (Chart 3.11)

Chart 3.11 Difficulties encountered in recruitment in the past 12 months



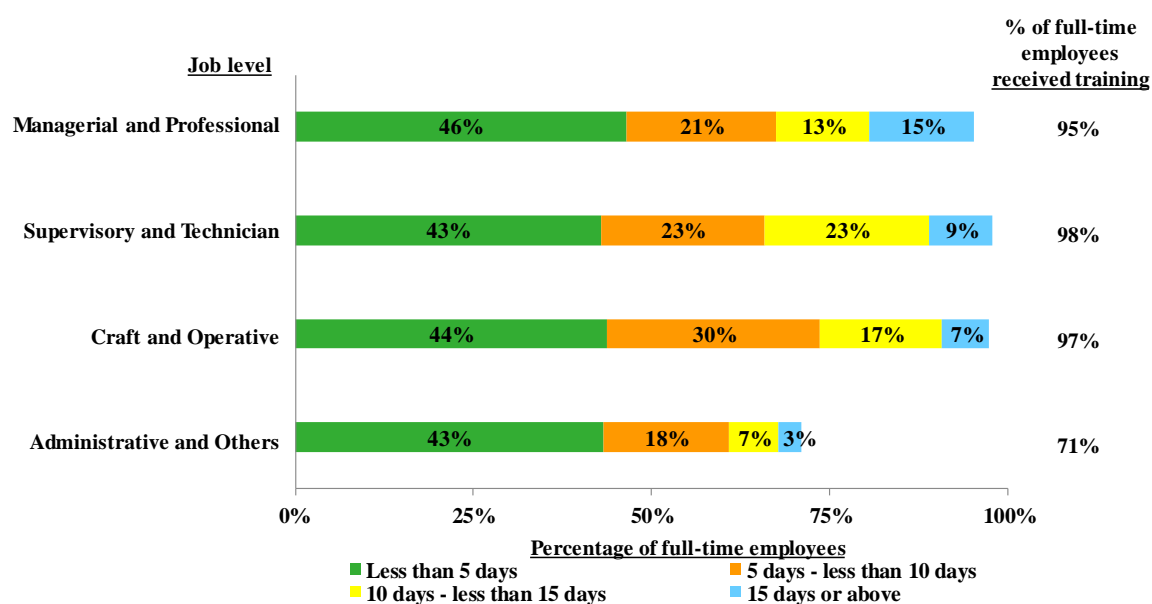
Note:

1. Percentages refer to the hotels with recruitment difficulties as proportion of hotels having engaged in recruitment exercise in the past 12 months.
2. Some hotels encountered multiple recruitment difficulties at multiple job levels.
3. Figures marked with “★” refer to relatively higher percentage in recruitment difficulties.

J. Training of Employees

3.21 Majority of full-time employees at Managerial and Professional level (95%), Supervisory and Technician level (98%) and Craft and Operative level (97%) had undergone training in the past 12 months. The average number of man-day of training for individual full-time employee was less than five days for majority of employees at various levels. (Chart 3.12)

Chart 3.12 Duration of training of full-time employees in the past 12 months



3.22 The most common types of training provided to full-time employees in the past 12 months varied at different job levels and were shown in *Table 3.8* below:

Table 3.8 Top 5 training provided to full-time employees in the past 12 months

Job level	Top 5 training provided
Managerial and Professional	<ol style="list-style-type: none"> Supervisory Techniques, Leadership Skills Human Resources Management Sales and Marketing Strategic Planning, Implementation and Evaluation Risk Management Business and Financial Strategic Planning, Implementation and Evaluation
Supervisory and Technician	<ol style="list-style-type: none"> Supervisory Techniques, Leadership Skills Front Office Service Communication Customer Service Housekeeping Service
Craft and Operative	<ol style="list-style-type: none"> Housekeeping Service Front Office Service Customer Service Communication Restaurant Service
Administrative and Others	<ol style="list-style-type: none"> Communication Customer Service / Problem Solving English Hygiene and Safety Information Technology / Finance and Accounting

3.23 The plan for training for the full-time employees in the coming 12 months was shown in *Table 3.9*.

Table 3.9 Areas of training for full-time employees in the coming 12 months

Areas of training	% of hotels planning to provide training to full-time employees in the coming 12 months			
	Managerial and Professional Level	Supervisory and Technician Level	Craft and Operative Level	Administrative and Others Level
Managerial Skills	91% #	89% #	31%	46%
Trade Skills	70%	74%	90% ^	69%
Generic Skills	47%	61%	89%	85%
Language	29%	32%	38%	62%
Others	1%	1%	*	0%

Note:

1. * less than 0.5%
2. # 88% of 91% and 65% of 89% regarded managerial skills as 1st priority respectively.
3. ^ 70% of 90% regarded trade skills as 1st priority.

3.24 Most of the employers reported that the most suitable mode of training for full-time employees was “on-the-job training” (ranging from 53% to 85%). Some employers also considered seminar/workshop/congress (25%) for employees at Managerial and Professional level and award bearing course (26%) for employees at Administrative and Others level, as suitable mode of training. (Table 3.10)

3.25 Regarding the most suitable time of training, most of the employers at the various levels would prefer day time (ranging from 62% to 71%). It was however noted that a certain proportion of employers (ranging from 20% to 28%) would opt for a flexible mode of training, for example, in a web-based mode. (Table 3.10)

Table 3.10 Training preferences for full-time employees

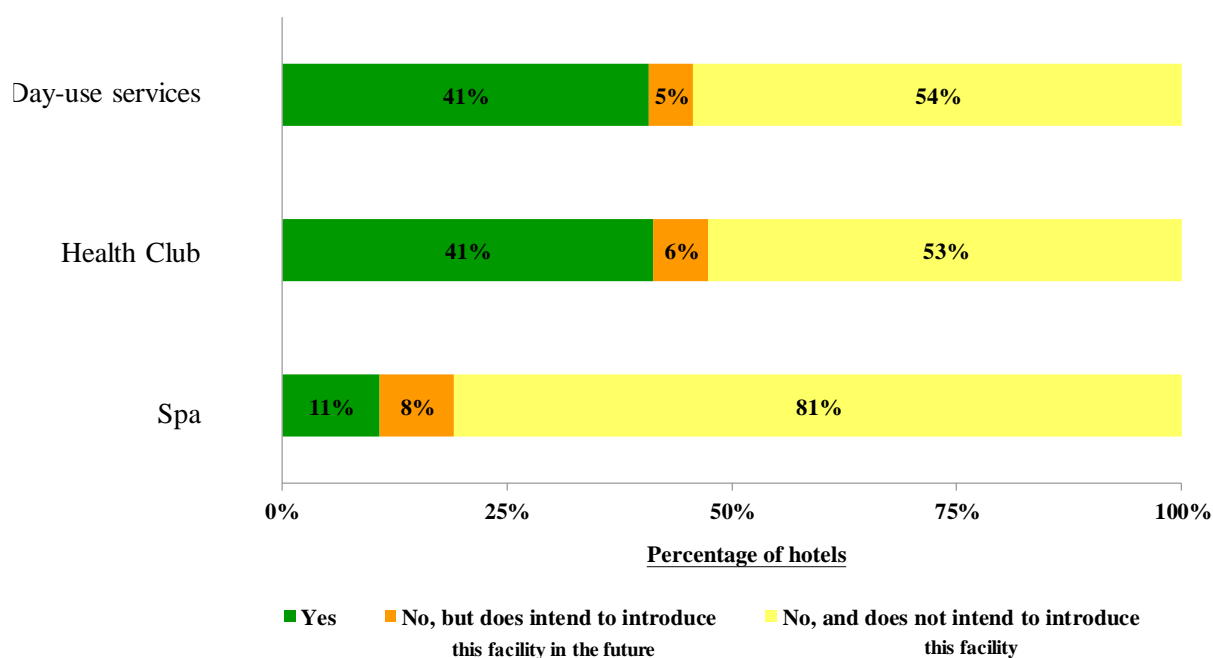
Job level	Suitable mode of training	Suitable time of training
Managerial and Professional Level	On-the-job training (53%) Seminar/Workshop/Congress (25%)	Day time (62%) Flexible (e.g. web-based) (28%)
Supervisory and Technician Level	On-the-job training (79%)	Day time (63%) Flexible (e.g. web-based) (21%)
Craft and Operative Level	On-the-job training (85%)	Day time (65%) Flexible (e.g. web-based) (20%)
Administrative and Others Level	On-the-job training (58%) Award bearing course (26%)	Day time (71%) Flexible (e.g. web-based) (22%)

Note: Bracketed figures refer to percentage of hotels

K. Spa, Health Club and Day-use Services

3.26 In the survey, employers were asked whether they were operating spa, health club and day-use services in their hotels and if not, the planning of including such facilities in the future was further explored. (Chart 3.13)

Chart 3.13 Whether operating spa, health club and day-use services



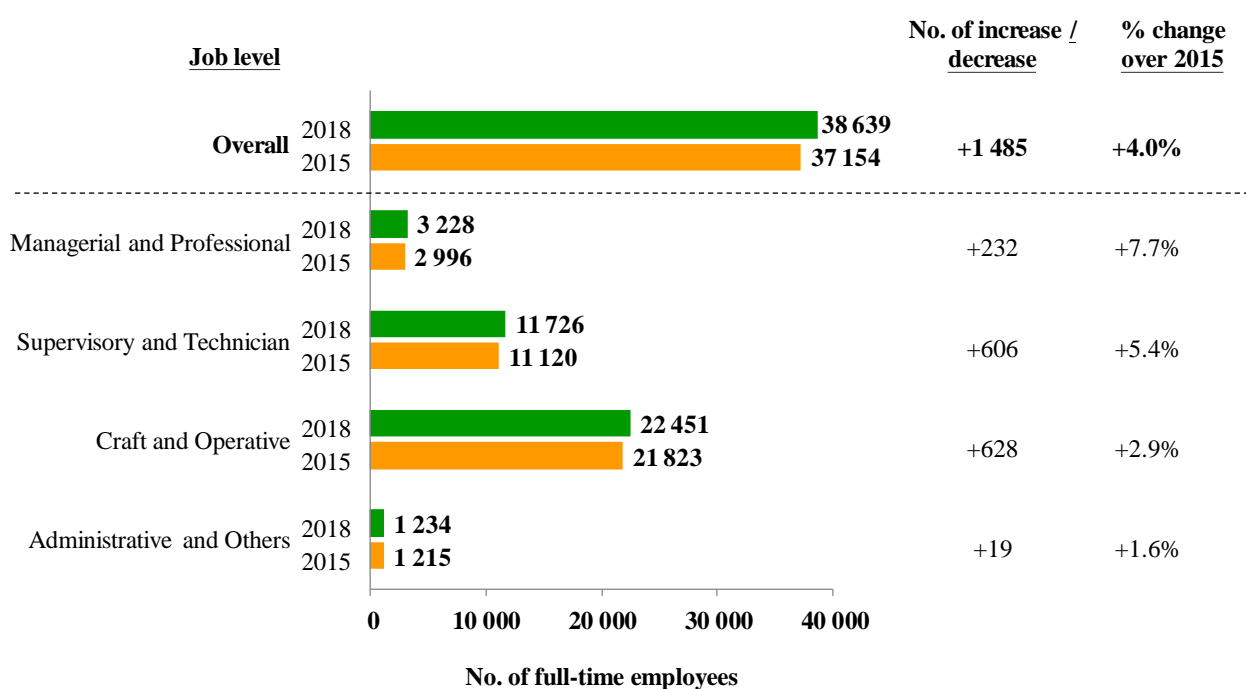
Observations

A comparison of the number of full-time employees, trainees/apprentices and vacancies has been made with results listed below.

(1) Full-time employees

3.27 The manpower changes of the hotel industry by job level comparing to those of 2015 are shown in *Chart 3.14*.

Chart 3.14 Changes in full-time employees between 2015 and 2018

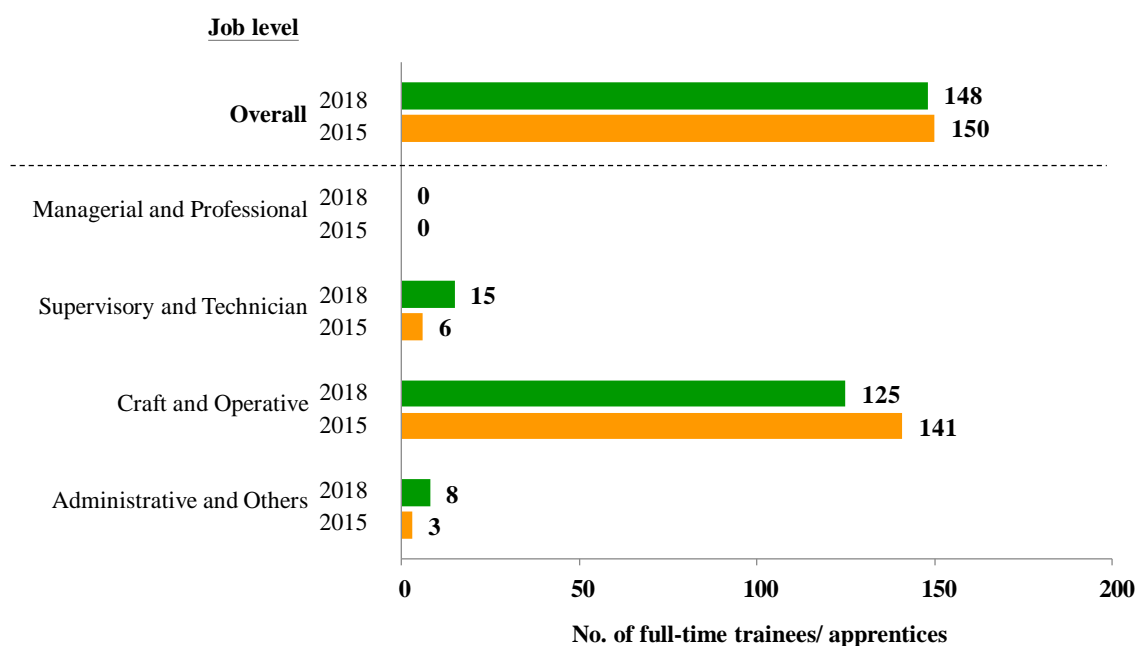


3.28 The manpower of the hotel industry has increased comparing to that of 2015. The number of full-time employees has increased from 37 154 in 2015 to 38 639 in 2018 (increased by 1 485 or 4.0%). The manpower growth was recorded across employees at various levels.

(2) Full-time Trainees/Apprentices

3.29 The number of full-time trainees/apprentices of the hotel industry by job level comparing to that of 2015 is shown in *Chart 3.15*.

Chart 3.15 Changes in full-time trainees/ apprentices between 2015 and 2018

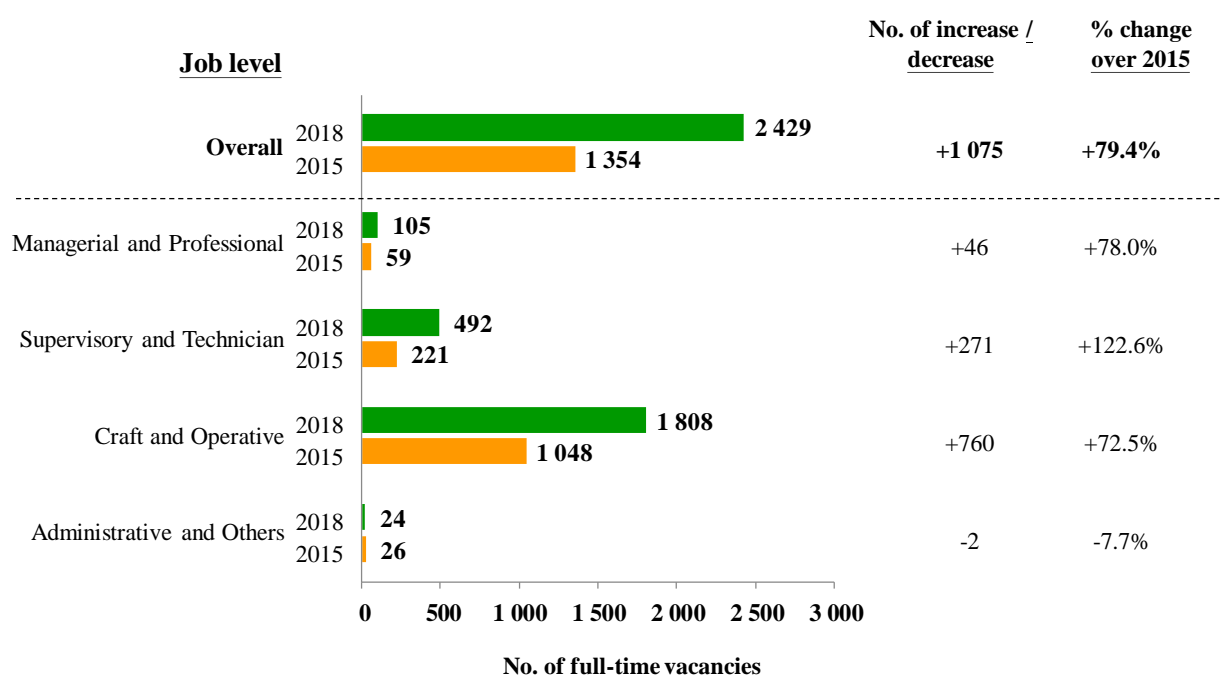


3.30 The number of full-time trainees/apprentices of the hotel industry has remained more or less the same (from 150 in 2015 to 148 in 2018).

(3) Full-time vacancies

3.31 The number of full-time vacancies of the hotel industry by job level comparing to that of 2015 is shown in *Chart 3.16*.

Chart 3.16 Changes in full-time vacancies between 2015 and 2018



3.32 Similar to the number of employees, the number of full-time vacancies of the hotel industry has also increased comparing to that of 2015 with a much larger magnitude by 79.4% (from 1 354 in 2015 to 2 429 in 2018). The increase was mainly attributed to the growth at Craft and Operative level (increased by 760 or 72.5%) and Supervisory and Technician level (increased by 271 or 122.6%).

L. Employers' Forecasted Manpower

3.33 Looking at the hotel industry as a whole, the employers indicated that a slight increase of 0.6% (from 41 068 employees in 2018 to 41 310 in 2019) was expected. Other than a continuous demand to fill up the existing vacancies, the employers indicated that additional manpower would be required to support the industry. (Table 3.11)

Table 3.11 Employers' forecasted manpower

No. of Employees	No. of Vacancies	No. of Posts (Employees + Vacancies)	Forecasted No. of Employees ⁷	Forecasted No. of Manpower Changes
38 639	2 429	41 068	41 310	+242 (+0.58%)

Remarks:

Readers are alerted to interpret the manpower projection data in this Manpower Survey Report with caution due to global and local economic uncertainties. In particular, the local hotel and related sectors of the tourism industry have been facing serious downturn since the social unrest started in June 2019. Employment will be adversely affected if the situation is not concluded timely.

MANPOWER PROJECTIONS

M. Manpower Trend for 2019 - 2022

3.34 The Training Board observed that additional manpower would be needed for 28 planned new hotels with 5 467 rooms in 2019, 7 new hotels with 2 978 rooms in 2020 and 1 new hotel with 460 rooms in 2021 and 3 new hotels with 701 rooms in 2022. The projected number of hotels and hotel rooms were quoted from the Hotel Supply Situation Report as at December 2018 published by the HKTBB. However, it should be noted that given the dynamics of the hotel industry and having regard to the economic uncertainties in the global and local scenes, in particular the social unrest in Hong Kong since June 2019, the projected figures for the new hotels must be viewed with caution as some of the planned hotel projects might not be materialised.

3.35 To project the manpower trend of the hotel industry, a staff-to-room ratio of 0.58:1[#]

⁷ Forecasted number: 12 months from the Reference Date

and the projected number of hotel rooms[^] by the HKTB were used as a basis to project manpower trend and the results are summarised as follows:

Table 3.12 Projection of Manpower Trend in 2019 – 2022

<u>Year</u>	<u>No. of Employees & Vacancies</u>	<u>Projected No. of Rooms[^]</u>	<u>Projected Manpower Trend</u>
2018	41 068	81 465	-
2019	-	86 932 [^]	44 239 (+7.7%)
2020	-	89 910 [^]	45 966 (+3.8%)
2021	-	90 370 [^]	46 233 (+0.6%)
2022	-	91 071 [^]	46 640 (+0.9%)

Note:

Source: Horwath's Hong Kong Hotel Industry Review 2017

[^] Source: The Hotel Supply Situation Report as at December 2018 published by the HKTB; Actual Number of hotel rooms might be changed according to the alteration of development plan(s) of the Government and / or relevant organisations.

Percentages in () indicate the percentage change of projected manpower demand as compared with that of the previous year.

N. Industry Leavers' Rate

3.36 Industry Leavers' Rate of the manpower was another factor affecting the future manpower requirements of the industry. Industry Leavers' Rate refers to employees leaving the hotel industry because of change of jobs to other industries, retirement, emigration and other reasons. After consultation with the industry, the Training Board considered that an annual rate of 2% for Managerial / Professional and Supervisory / Technician levels and 10% for other job levels in the hotel industry would be appropriate.

O. Additional Annual Manpower Requirement

3.37 In order to understand the additional manpower requirements of the industry in the coming years, both the manpower trend as mentioned in para. 3.35 and the Industry Leavers' Rate in para 3.36 were taken into consideration and the figures are projected by applying statistical formulae. As aforementioned, additional manpower requirements in the near future would need to be interpreted with caution due to the global and local economic uncertainties. (Table 3.13)

Table 3.13 Additional Annual Manpower Requirement for 2019 - 2022

Job Level	Industry Leavers' rate	Additional Annual Manpower Requirement		
		Manpower trend (a)	Industry Leavers (b)	Total (a) + (b)
Managerial and Professional	2%	114	71	185
Supervisory and Technician	2%	416	260	676
Craft and Operative	10%	829	2 591	3 420
Administrative and Others	10%	43	134	177
Total	-	1 402	3 056	4 458

CONCLUSIONS AND RECOMMENDATIONS

IV. CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

Industry Outlook

4.1 Global Economic and Tourism Situations

Sustaining the trend in 2017, global economic growth remained steady in the first half of 2018, but began to slacken in the second half of the year due to political and trade conflicts among the major economic powers and fluctuating currency exchange rates. As at July 2019, global growth was forecasted at 3.2% in 2019, picking up to 3.5% in 2020 according to the projections of World Economic Outlook. The Sino-US trade war continues and global trade remains sluggish.

International tourist arrivals grew 5% in 2018, to reach the 1.4 billion mark, two years ahead of the United Nations World Tourism Organisation (UNWTO)'s long-term forecasts. Based on current trends, economic prospects and the UNWTO Confidence Index, UNWTO forecasts international arrivals to grow 3% to 4% in 2019, more in line with historic growth trends. However, the global economic slowdown, the uncertainties related to the Sino-US trade conflict and Brexit, as well as geopolitical tensions may prompt a "wait and see" attitude among investors and travellers.

4.2 Hong Kong Economic Situation

In the Global Competitiveness Report 2019 newly published by the World Economic Forum, Hong Kong is ranked third globally among 141 economies, up four places from 2018. The HKSAR Government will step up investment in infrastructure, innovation, technology and nurturing talents so as to enhance the competitiveness and vibrancy of the Hong Kong economy. Hong Kong's services sectors accounting for more than 90% of Gross Domestic Product (GDP), of which the tourism sector accounts for nearly 5% of GDP. Amid the unstable and fluctuating international trade environment, coupled with the rise of unilateralism and the intensifying trade friction between Mainland China and the United States, Hong Kong cannot stay immune. Under mounting external pressures, Hong Kong's economic growth moderated from 4.1% in the first half of 2018 to 2.1% in the second half of the year when the fieldwork of this Manpower Survey was conducted. Overall, Hong Kong's economy grew by 3% in 2018. Together with a possibly more volatile global financial environment and the uncertain local economy, the tourism industry as a whole will be impacted.

4.3 Hong Kong Tourism Performance

Hong Kong's tourism continued to achieve steady growth in 2018, as at December 2018, with accumulated total visitor arrivals increasing by 11.4% year-on-year reaching over 65 million. Throughout 2018, Mainland China continued to be our largest visitor source market with over 51 million arrivals, up by 14.8% on a yearly basis, accounting for 78.3% of our total arrivals.

Total short-haul arrivals (excluding Mainland China) marked a mild decrease of 0.6% in 2018. In the first half of 2019, arrivals from short-haul markets rose by 8.6% year-on-year. However, in July 2019, arrivals from short-haul markets decreased by 0.8% as compared to the same period in 2018.

For long-haul markets, in view of increased air capacity between Hong Kong and

numerous long-haul markets, better performance was noted with overall long-haul arrivals up 2.9% in 2018. Nevertheless, in the first half of 2019, long-haul market arrivals increased by 0.4% and in July 2019, the long-haul visitor arrivals dropped 4.5% comparing to the same period in 2018.

Furthermore, as a result of trade disputes, together with the local social-political unrest which started in June 2019 that led to overseas travel advisories and warnings, the local tourism industry is facing tough headwinds. The total visitor arrivals in August 2019 has dropped by about 40% year-on-year, which was about one year after the fieldwork started.

4.4 Current scene of the hotel industry

The commencement of Hong Kong-Zhuhai-Macao Bridge (HZMB) and Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL) created a reachable one-to-two-hour transportation radius of Hong Kong which is expected to bring an increase of 40% of short-haul tourists arrivals to Hong Kong and this situation may lead to a structural change on the future of the hotel industry. According to the current plan, hotel room supply will continue to increase. By 2022, the total number of hotel rooms is expected to reach around 90,000 (statistics as of December 2018), an increase of approximately 9,606 rooms over that in 2018. However, Hong Kong's ongoing political unrest has deterred overseas arrivals, soured shoppers' appetite for spending, damaging retail sales and adding to the city's economic woes. Any further escalation could potentially drive tourists away and reduce the desire to spend and consume at restaurants. Developers are very cautious amid a gloomy economic outlook. The trade war is still the biggest concern and has kept them from bidding lands for hotels, such as the commercial plot on the running of Hong Kong's old airport at Kai Tak aggressively. Taking all these happenings into consideration, the developers may have softened confidence in the hospitality investment market.

Being affected by the political incident and with safety concerns, MICE business turned to neighbouring cities. Among other arts and cultural events, global mega events such as "Cyclothon" and "Wine and Dine" planned to be held in the last quarter of 2019 were cancelled. Anticipated business from overseas arrivals and local patronage are deemed to be affected. Furthermore, the number of Chinese group tours to the city fell 90% compared to a year ago in the first ten days of September 2019, according to data compiled by the Travel Industry Council of Hong Kong. For the month of August, the decline was 63% compared to a year ago.

The downturn of the hotel industry was not only witnessed by the low hotel room occupancy rate and the plunging average hotel room rate, local patronage to hotel restaurants was impeded by uncertain traffic flow and crowd control. Some boutique hotels had ceased operations or changed to operate as service apartments. Hotel employees were asked to take annual leave or unpaid leave since around July 2019. Hiring of additional manpower would only be approved after critical consideration and the number would be maintained at a minimum functional level. Loss of business and leisure arrivals to neighbouring competitors might not be recovered easily. The industry landscape would be altered significantly in anticipation of low business volume and the long recovery period estimated to be two years or more after the incident has ended.

As at September 2019, the occupancy rate of most hotels in Hong Kong was down to 30% - 40%, with some even down to 20%. To counter the decline, industry partners have sought relief measures from Government while they are actively promoting special accommodation, dining and local tourism packages to boost local consumption. However, Hong Kong still faces numerous challenges, including the fluctuating Mainland economy and Renminbi (RMB) caused by the Sino-US trade conflict, and intensifying competition caused by convenient visa policies, large-scale events and tactical promotions

launched by other destinations in vying for the Mainland market. It is expected that such situation will continue.

4.5 Silver Lining over Gloomy Clouds

The tourism industry continues to be one of the major economic pillars which the Government attaches strong commitment to its healthy and sustainable development. Other than Government relief measures to ease the industry plight, it is noted that tourism, business and infrastructural development strategies are in place to propel the onward progression of the tourism industry.

i. Government's Policies

- A robust hotel industry relies on a strong tourism platform. To facilitate the balanced, healthy and sustainable development of the tourism industry, the Government will continue to promulgate the Development Blueprint for Hong Kong's Tourism Industry. The Blueprint sets out a clear vision and mission to ensure the balanced, healthy and sustainable development of the industry.
- As a relief measure, the Government will waive the licensing fee of new application and renewal of hotel and guesthouse license for one year starting from October 2019, benefiting over 2,000 license holders.

ii. Overseas Promotion

- In 2019-20, the HKTB will continue to focus its resources on 20 key markets generating some 96% of all visitor arrivals to Hong Kong. To maintain a diverse market portfolio and balanced visitor mix, and uphold Hong Kong's image as Asia's world city and a world-class destination, the HKTB will continue to invest most of its marketing resources in the non-Mainland markets. To engage more families and young travellers, the HKTB will step up promotion and collaborate with various trade partners to roll out special tour products, including deals on air tickets, hotel accommodation and admission to attractions and mega events during hotel's low-season and to encourage young travellers to spend their short breaks in Hong Kong.

iii. International tourism hub

- The new transportation infrastructure connecting the Mainland and Hong Kong, such as the XRL and the HZMB, will provide a novel experience for visitors and enable Hong Kong to link up travelling destinations within the region.
- Under the "Greater Bay Area" framework with advantages of diverse tourism products and visa facilitation policies Hong Kong can achieve a lot more by cooperating with our neighbouring cities and promoting multi-destination tourism.
- In order to attract visitors, the HKSAR Government will consider relaxing visa requirements for nationals of Belt and Road countries for employment, study and travel purposes. The development potential of cultural tourism in the Greater Bay Area is prosperous. It is foreseen that in the coming decade, the investment in relevant industry will reach RMB\$10 trillion. Hong Kong

should enhance the cooperation with the Mainland on tourism opportunities especially during the current downturn situation in the industry.

iv. Smart Tourism

- The Government will make use of smart technology to enhance visitors' travel experience, provide better tourist services, and encourage the industry to make good use of innovative technology to enhance their competitiveness.

v. Green Tourism

- In view of the global trend and growing interest in green tourism, the Government is also enhancing the supporting facilities of key hiking trails and piers. The HKTB has launched the brand new "Green Tourism Pilot Scheme" with funding support for the local trade tapping into this huge potential market to draw arrivals.

vi. Local uniqueness

- Other than promoting mega sports and cultural events, local and international delicacies, the HKTB will continue to identify suitable local areas for tourists to experience Hong Kong's local life and district characteristics with cultural distinctiveness.

vii. MICE

- To attract convention and exhibition (C&E) business arrivals to Hong Kong, the Government will redevelop designated sites in Wan Chai North into C&E facilities, hotel and office. Expansion plan for the AsiaWorld-Expo is also under discussion between the Government and the Hong Kong Airport Authority.

viii. Cruise

- Regional synergy with neighbouring ports will be encouraged to attract more international cruise liners to call at ports in the region. Competitive fly-cruise products will be developed with airlines, cruise lines, hotels, attractions and other local trade partners and launched in various markets, encouraging travellers to start their cruise holiday in Hong Kong and tour the city before or after their cruise trip.

ix. Ocean Park and Hong Kong Disneyland Resort

- The Government will continue to ensure that the two theme parks can enhance their attractiveness so as to draw more high value-added overnight visitors. The opening of Ocean Park's first hotel in February 2019, is one of the important milestones to transform the Ocean Park into a world-class resort destination. Ocean Park is also developing a night time multi-media light show, a technology-driven and highly interactive STEAM (Science, Technology, Engineering, Arts and Mathematics) Hub, and all-weather waterpark and another new hotel, which are expected to be completed progressively by 2021. On the other hand, Hong Kong Disneyland Resort is actively taking forward its expansion and development plan, new items to be

rolled out progressively from next year to 2023. The Government is closely monitoring the existing expansion plans of Hong Kong Disneyland and will explore whether there is room for its next-stage development.

- 4.6 In view of the aforementioned efforts to boost tourism by the HKSAR Government and industry partners, together with the continuous development of Mainland China and our neighboring areas, more job opportunities are expected to be created in the future and an ongoing demand of trained quality manpower to benefit from the business opportunities is expected in the longer term.

RECOMMENDATIONS

Having studied the survey findings and with reference to the industry circumstances, the Training Board made the following recommendations to industry stakeholders for manpower training and development, as well as for talents acquisition.

Training and Education Providers

1. Other than providing hard-core industry knowledge and skills training, hotel trainers should prepare the employees to be adaptive to unforeseeable changes and be creative and open-minded to tackle duties under unfamiliar contexts.
2. Digital competencies in analysing hotel business trends and customers' traits riding on big data and technological developments are emerging training needs. To manage the new techno-generation customers, effective social media communication skills and proactive online reputation management should be accorded high priorities.
3. Creative content design, flexible training modes and schedules should be incorporated into training initiatives. Short-term bite-size training programmes save cost and time. Gamification and interactive learning through mobile devices arouse learning interest with high autonomy.
4. Instructing staff of vocational and education training institutes should stay alert to the fast-paced industry evolvments and synchronise the training programmes and activities with industry trends and developments. Systematic communication platform should be maintained with industry partners for timely enhancement on programmes.
5. Influencers including parents, students and secondary school teaching staff should be exposed to the state-of-the-art training facilities of reputable vocational and education training institutes. More open-house events and promotion activities should be organised to attract young people to enrol into industry-related courses.
6. Work-ready graduates are in constant demand by the industry. Structured internship programmes attached at hotels provide students with on-property experience. Incorporating workplace learning and online assessment in the training programmes enable real-time feedback and assists in minimising the gap of expectation among all parties.
7. Global knowledge, cross-cultural sensitivity and empathy supported with 21st Century skills are important attributes to support international arrivals. Professional expertise in international wining and dining, themed events and banquets management are areas for career development. Overseas attachment programmes and participation in international activities not only broaden global vision, but also serve as effective platforms for polishing students' language and soft skills.

Employers

1. The Training Board advises employers that in order to maintain competitive parity, the low business period serves as a good opportunity for training activities.
2. Other than attending in-house training, employers should encourage employees to draw on the various Government-funded training schemes for continuous upgrading. These include the Continuing Education Fund, Skills Upgrading Scheme (SUS) Plus, as well as VTC

administered Out-Centre-Courses Scheme and Reindustrialisation and Technology Training Programme.

3. Long hours of work and lack of motivation affect staff engagement in training. Incentives including time-off, wine and dine coupons could be considered. A Continuous Professional Development system with training credits tied to year-end bonus and promotion opportunities could also be established.
4. School visits to hotel venues during which students are exposed to real-life working environment and can communicate with industry practitioners on site should be encouraged. These encounters assist in arousing the students' interest in joining various hotel departments after graduation as well as prompting the youths to shape their career paths at an early stage.
5. School educators assist in shaping the career paths of young people. Tailored industry training and attachment programmes should be extended to secondary school career masters and teachers of hospitality-related and career-life planning subjects.
6. Other than providing comparable tangible factors to attract and retain talent, employers should re-engineer workplace experience aiming at a caring and empathetic corporate culture. To mobilise multi-generation employees, clear and achievable upward mobility plans including overseas attachment and entrepreneurship opportunities should be offered.

Employees

1. In-service practitioners should upgrade themselves not only for internal advancement, but also for onward progression with entrepreneurial opportunities in the industry. Employees should keep abreast with the latest industry knowledge and best practices by attending training activities and participating in trade skills competitions organised by accredited industry organisations.
2. There is an increasing leverage on big data, technologies and automation in the hotel industry. The essence is to create values for customer satisfaction while enhancing profits. Employees are encouraged to proactively acquire digital and data analytical skills for transforming data into intelligent business insights.
3. The Training Board indicates that employees are expected to be multi-skilled and might need to support duties at varied departments and properties. Employees should attend training for enhancing their adversity quotient, creative problem solving and positive thinking skills for tackling work under unfamiliar contexts.
4. Employees are encouraged to make use of the Government subsidies for continuous upgrading.
5. Young generations aspire to role models and Key Opinion Leaders (KOLs). Exemplary industry personnel are advised to actively participate in Career Days and School Talks to introduce the changing scene of the work culture, modernised environment, professional skills to learn and their success stories which would appeal to potential entrants.

Government

1. To stabilise employment by offering relief measures such as tax rebates and licence fees exemption; and by encouraging the private sector to lower the rent and to provide better terms of business credits.
2. As our neighbouring areas are channelling resources to uphold their tourism industry, it is pertinent that our local industry manpower should be strengthened to combat strong competitions. The Government should continue to provide resources to accredited vocational and professional education and training institutions for providing high quality teaching and learning facilities to facilitate Smart learning.
3. Subsidise the integration of classroom learning with on-the-job training programmes jointly operated by the industry partners and reputable vocational education institutions.
4. Subsidise the hotel industry to transform gradually into application of technologies as well as staff training and retraining in these new areas.
5. Uplifting the industry image is of utmost importance in attracting and retaining talent. The Government is strongly urged to spearhead cross-sectoral promotion campaigns for educating the public the intrinsic value of the hotel sector in providing employment and driving economic prosperity.
6. With numerous course suppliers, the Government should promulgate enrolment of courses with accredited course providers whose training courses are validated by authorised bodies and which training facilities are in line with the latest industry developments.
7. The seasoned employees possess valuable work experience and social skills worthwhile for transferring to the new techno generations. Retaining this pool of employees bridges the gap of required skills. However, addressing automation and digitisation skills among the previous generations is a priority concern. The Government and employers should consider formulating appropriate policies for acquiring, retaining and upskilling the quality retirees and relevant sources of manpower such as new immigrants and housewives.

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APPENDICES

Membership of the Hotel, Catering and Tourism Training Board 2017-2019

Mr UDELL David	Chairman	(nominated by a major international hotel chain)
Mr LI Hon-shing Michael SBS, BBS, JP, KSJ	Vice-Chairman	(nominated by the Federation of Hong Kong Hotel Owners Limited)
Ms NG Liza	Member	(nominated by the Board of Airline Representatives)
Mr LI Chin-hung Wallace	Member	(nominated by the Club Managers' Association of Hong Kong)
Ms CHENG Wai-ching Anita	Member	(nominated by the Hong Kong Chefs Association)
Mr CHAN Victor	Member	(nominated by the Hong Kong Hotels Association)
Ms CHAN Yui-yan Sarah	Member	(nominated by the Hong Kong Tourism Board)
Ms YAU Brenda	Member	(nominated by a company in the Meetings, Incentives, Conventions and Exhibitions (MICE) industry)
Mr MA Martin (Up to 31/3/2018)	Member	(nominated by the Travel Industry Council of Hong Kong)
Mr YIU Pak-leung Perry MH (Since 1/4/2018)		
Mr CHEUNG Chi-fai Marco	Member	(nominated by a catering association)
Mr KOO Kin-yip Lawrence	Member	(nominated by a catering association)
Mr YUNG Joseph	Member	(nominated by a local based hotel chain)
Dr LEUNG Kin-hang Paul	Member	(nominated by a local education/training institution)
Mr WU Wilson	Member	(nominated by a major restaurant chain)

Mr LEE Tang-hoi Damien (Since 1/4/2018)	Member	(nominated by a major theme park or a major attraction)
Ms KWAN Rebecca	Member	(nominated by a small and medium hotel)
Dr LEAHY Patricia BBS	Member	(nominated by a sport/recreation organisation)
Ms LUI Fung-kuen Cindy (Up to 24/9/2017)	Member	(nominated by a travel agent)
Mr YAU Tik-wai (Since 1/4/2018)		
Mr PELLIZZER Marco	Member	(nominated by a travel agent)
Ms CHAN Kar-wing Veronica	Member	(representing the Commissioner for Labour)
Ms MO Emily (Up to 15/8/2017)	Member	(representing the Commissioner for Tourism)
Mr LO Simpson (Since 16/8/2017 to 14/3/2019)		
Mr LAI Anson (Since 15/3/2019)		
Ms NGAN Winnie	Member	(representing the Executive Director of the Vocational Training Council)

Advisors

Mr BIEGER Felix M
Mr GREINER Rudolf
Mr LU Shien-hwai James
Mr READING Graeme J
Mr TCHOU Ming-kong Larry

Membership of the Hotel, Catering and Tourism Training Board 2019-2021

Mr UDELL David	Chairman	(nominated by a major international hotel chain)
Mr LI Hon-shing Michael SBS, BBS, JP, KSJ	Vice-Chairman	(nominated by the Federation of Hong Kong Hotel Owners Limited)
Ms CHAN Yui-yan Sarah	Member	(nominated by the Hong Kong Tourism Board)
Ms CHENG Wai-ching Anita	Member	(nominated by the Hong Kong Chefs Association)
Mr CHEUNG Chi-fai Marco	Member	(nominated by a catering association)
Mr CHOW Kwok-ming Nelson	Member	(nominated by a wine related association)
Dr LEAHY Patricia BBS	Member	(nominated by a sport/recreation organisation)
Mr LEE Po-lam Wilson	Member	(nominated by a company specialising in the hospitality technology sector)*
Mr LEE Tang-hoi Damien (Up to 2/10/2019)	Member	(nominated by a major theme park or a major attraction)
Dr LEUNG Kin-hang Paul	Member	(nominated by a local education/training institution)
Mr LI Chin-hung Wallace	Member	(nominated by the Club Managers' Association of Hong Kong)
Mr LI Wyn	Member	(nominated by the Board of Airline Representatives)
Ms NG Florence	Member	(nominated by a local based hotel chain)
Mr PELLIZZER Marco	Member	(nominated by a travel agent)
Mr WONG Lenny	Member	(nominated by a small and medium hotel)
Mr WU Wai-tsuen Wilson	Member	(nominated by a major restaurant chain)

Ms YAU Brenda	Member	(nominated by the Hong Kong Exhibition & Convention Industry Association)
Mr YAU Tik-wai	Member	(nominated by a travel agent)
Mr YIU Pak-leung Perry MH	Member	(nominated by the Travel Industry Council of Hong Kong)
(Vacant)	Member	(nominated by the Hong Kong Hotels Association)
Ms CHAN Kar-wing Veronica	Member	(representing the Commissioner for Labour)
Mr LAI Anson	Member	(representing the Commissioner for Tourism)
Mr YU Kwok-chu Edmond	Member	(representing the Executive Director of the Vocational Training Council)

Advisors

Mr BIEGER Felix M

Mr GREINER Rudolf

Mr READING Graeme J

Mr TCHOU Ming-kong Larry

**To be revised as 'An organisation / hotel establishment with expert specialising in hospitality information technology'*

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 Council) the development of vocational and professional education and training (VPET) facilities to meet the assessed manpower demand.
4. To advise the Council on the strategic development and quality assurance of its programmes in the relevant disciplines.
5. To prescribe job specifications for the principal jobs in the industry defining the skills and knowledge and advise on relevant training programme specifying the time a trainee needs to spend on each skill element.
6. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.
7. To advise on the conduct of skill competitions in key trades in the industry for the promotion of VPET as well as participation in international competitions.
8. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of VPET in the industry.
9. To organise seminars/conferences/symposia on VPET for the industry.
10. To advise on the publicity relating to the activities of the Training Board and relevant VPET programmes of the Council.
11. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.
12. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

Membership of the Working Party on Manpower Survey – Hotel Industry 2017-2019

Convenor

Dr. LEUNG Kin-hang Paul Technological and Higher Education Institute of Hong Kong
(since 12 October 2017)

Members

Ms. CHENG Wai-ching Anita The Hong Kong Chefs Association

Ms. KWAN Rebecca Lan Kwai Fong Hotel/ Dorsett Hospitality International

Mr. LO Simpson Tourism Commission
(Up to 15 March 2019)

Mr. LAM Lung-chuen Francis Hotel and Tourism Institute/Chinese Culinary Institute/International Culinary Institute/ VTC

Ms. HO Roberta Hong Kong Institute of Vocational Education/VTC

Membership of the Working Party on Manpower Survey – Hotel Industry 2019-2021

Convenor

Dr. LEUNG Kin-hang Paul Technological and Higher Education Institute of Hong Kong

Members

Mr. LI Hon-shing Michael, The Federation of Hong Kong Hotel Owners Limited
SBS, BBS, JP, KSJ

Mr. CHOW Kwok-ming Nelson Hong Kong Sommelier Association (Greater China)

Dr. LEAHY Patricia, BBS Hong Kong Sports Institute

Mr. LEE Po-lam Wilson Hyatt Regency Hong Kong Sha Tin

Mr. WONG Lenny 99 Bonham, National Hotels

Mr. LAI Anson Tourism Commission

Ms. CHOW Vida Hotel and Tourism Institute/Chinese Culinary
Institute/International Culinary Institute/ VTC

Ms. HO Roberta Hong Kong Institute of Vocational Education/ VTC

Terms of Reference of the Working Party on Manpower Survey – Hotel Industry

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

Quality Control Measures

(a) Prior fieldwork preparation

Before the commencement of fieldwork, efforts were made to collect contact telephone numbers of the sampled establishments as far as possible. In addition, sampled establishments belonged to the same business organisations were grouped together to facilitate the fieldwork execution.

(b) Thorough training of fieldwork staff

VTC organised an industry briefing workshop to familiarise the fieldwork staff with industry related knowledge.

An intensive briefing and training session were given to all fieldwork staff involved to ensure that they had a good understanding of the survey objectives, the contents of the questionnaire and the operational procedures. Representatives of VTC had participated as guest speakers in the briefing session to answer and clarify queries.

(c) Monitoring of the fieldwork execution

Well-trained enumerators who are experienced in conducting establishment surveys were deployed to conduct the fieldwork. The fieldwork progress and the work of enumerators were closely monitored by fieldwork supervisors. Debriefing sessions were held twice a week to discuss and solve the problems encountered and to review the quality of the questionnaires completed.

Joint field visits to a number of establishments would be made by staff of VTC to ensure that fieldwork was properly conducted, if necessary.

(d) Measures to increase the response rate

A number of measures were employed to increase the response rate. In particular, assistance from the Training Board and trade associations was rendered in and soliciting cooperation from their members to participate in the survey.

(e) Checking of the completed questionnaires

Completed questionnaires returned by each enumerator were subject to sample check by an independent team of experienced checkers to verify if field visits had really

been made.

ALL the completed questionnaires had undergone vetting process by staff of VTC. Dubious cases identified were followed up by telephone and field verification with the parties concerned.

(f) Double data entry and validation of the collected data

A double data entry system was adopted to minimise the risk of incorrect data entry. Besides, all input data were subject to computer validation and dubious cases identified were followed up by field verification.

(g) Data analysis by VTC

Comparison of survey findings with last round as well as benchmarking with relevant manpower information (if deemed appropriate) were conducted.

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號 (5) in HO-1-2 (2018) (H) - pt. I

Your Reference 來函檔號



6th September 2018

Dear Sir/Madam,

**The 2018 Manpower Survey of the
Hotel Industry**

The Hotel, Catering and Tourism Training Board (the Training Board) of the Vocational Training Council (VTC), appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR), is responsible for matters pertaining to manpower training in the industry. In order to collect the latest manpower information for formulating recommendations on future manpower training, the Training Board will conduct the captioned survey from October to November 2018. I am writing to enlist your help by providing the relevant information to the survey and your co-operation would be much appreciated.

I enclose the following documents for your reference and completion:

- (a) The Questionnaire;
- (b) Explanatory Notes (Appendix A);
- (c) Job Descriptions for Principal Jobs (Appendix B); and
- (d) Professional Qualifications (Appendix C).

The VTC has appointed **MOV Data Collection Center Ltd. (MOV)** to assist in conducting the above survey. During the survey period, the enumerator of MOV will contact your establishment for the survey and answer the questions you may have. If necessary, visit will be made to your establishment to assist in completing and collecting the questionnaire. Alternatively, you may return the copy of the completed questionnaire to MOV via fax (3900 1122) or email (vtc@mov.com.hk).

I wish to assure you that the information provided will be handled **in strict confidence** and published on aggregate basis without reference to individual establishments.

The Manpower Survey Report will be uploaded onto the VTC website after completion of the survey. Should you have any queries, please do not hesitate to contact the following hotline during 9:30 a.m. to 6:00 p.m. from Monday to Friday :

- ✧ For matters regarding completion and return of questionnaire(s), please contact Ms. Polly CHAN of MOV at 3900 1176.
- ✧ In case you want to approach VTC directly, please contact Mr. Edward CHAN of VTC Manpower Survey (Statistical Team) at 3907 6716.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'David UDELL', written in a cursive style.

(David UDELL)
Chairman

Hotel, Catering and Tourism
Training Board

Encl.

Headquarters (Industry Partnership) 總辦事處(行業合作)
30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
香港九龍長沙灣長裕街10號億京廣場2期30樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號 (5) in HO-1-2 (2018) (H) - pt. I

Your Reference 來函檔號

執事先生／女士：



酒店業 2018 人力調查

職業訓練局(VTC)屬下酒店、飲食及旅遊業訓練委員會(訓練委員會)由香港特別行政區行政長官委任，負責就業內人力訓練事宜提供意見。本會將於 2018 年 10 月至 11 月期間進行調查，蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。謹代表訓練委員會致函，懇請 貴機構惠予合作提供相關資料，以便進行上述人力調查。

茲夾附下述文件，供 貴機構參閱及填寫：

- (1) 調查問卷；
- (2) 附註（附錄 A）；
- (3) 主要職務工作說明（附錄 B）；及
- (4) 專業資格（附錄 C）。

VTC已委託米奧特資料搜集中心有限公司<米奧特>協助進行是次人力調查。調查期間，米奧特的統計員將聯絡 貴機構進行訪問及解答相關問題。如有需要，統計員會造訪 貴機構協助填寫並收回已填妥的問卷。貴機構亦可將完成的問卷，以傳真(3900 1122)或電郵(vtc@mov.com.hk) 交回米奧特。

調查所得的資料將**絕對保密**，局方在發表報告時，只會公布合計數字，不會提及個別機構情況。

人力調查報告將於調查完結後上載本局網頁。如對調查有任何查詢，請於星期一至五上午九時半至下午六時聯絡以下人士：

- ✧ 如查詢有關填寫及寄回問卷事宜，請與米奧特公司陳寶儀小姐聯絡（電話：3900 1176）。
- ✧ 如希望直接與 VTC 聯絡，請致電 VTC 人力調查(統計組) 陳兆銘先生(電話：3907 6716)。



酒店、飲食及旅遊業訓練委員會主席
于德勵先生

二〇一八年九月六日
附件

CONFIDENTIAL

WHEN ENTERED WITH DATA

填入數據後即成

機密文件**VOCATIONAL TRAINING COUNCIL****職業訓練局****THE 2018 MANPOWER SURVEY OF THE HOTEL INDUSTRY****酒店業2018年人力調查**

The 2018 Manpower Survey of the Hotel Industry (HO) aims at collecting manpower information of the industry concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at **1st October 2018** by answering the questionnaire. Thank you.

酒店業2018年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴機構根據**2018年10月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information**機構資料**

NATURE OF BUSINESS: _____

業務性質

(For official use)

Industry Code _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Details of Contact Person***聯絡人資料***

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO. : _____ - _____

電話

FAX NO. : _____

圖文傳真

E-MAIL : _____

電郵

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

Part I – Manpower Information

第一部份 – 人力情況

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

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

Principal Jobs 主要職務

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/apprentices) 在統計日期的全職僱員人數 (實習生/學徒除外)	(C) No. of Full Time Trainees/Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices) 預計在2019年10月的全職僱員人數 (實習生/學徒除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices) 全職僱員之每月平均薪酬 (實習生/學徒除外)	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱員持有專業資格 (請'✓') (See Appendix C) (參閱附錄C)	(H) Preferred Education of Full Time Employees 全職僱員宜有的教育程度 Code Education Level 編號 教育程度	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員之平均時薪幅度 Average Hourly Wage Range 平均時薪幅度
	1	2	3	4	5	6	7	8	9	10
	Job Title A (3 employees, 1 Apprentice and 2 vacancies) e.g. 職位甲(3名僱員, 1名學徒及2個空缺)	3	2	1	5	6		2	2	2
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT 行政及管理部										
Managerial and Professional Level 經理及專業人員級										
101	General Manager 總經理									
102	Resident Manager ; Executive Assistant Manager ; Director of Operations 駐店經理 ; 行政副經理									
Administrative and Others 文員及其他員工										
401	Secretary ; Executive Assistant 秘書 ; 行政助理									
402	Office Assistant 辦公室助理									
HUMAN RESOURCES DEPARTMENT 人力資源部										
Managerial and Professional Level 經理及專業人員級										
103	Director / Manager of Personnel and Training ; Director / Manager of Human Resources 人事及培訓部總監 / 人事及培訓部經理 ; 人力資源總監 / 人力資源經理									
104	Personnel Manager ; Training Manager 人事部經理 ; 培訓部經理									
Supervisory and Technician Level 督導及技術員級										
202	Personnel Officer ; Human Resources Officer ; Training Officer 人事部主任 ; 人力資源主任 ; 培訓部主任									
Administrative and Others 文員及其他員工										
403	Personnel Assistant ; Training Assistant ; Human Resources Assistant 人事部助理 ; 培訓部助理 ; 人力資源助理									

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

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) [#] 在統計日期 的全職 僱員人數 (實習生/ 學徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees Apprentices [#]) 預計在2019 年10月的全職 僱員人數 (實習生/ 學徒 [#] 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ Apprentices [#]) 全職僱員之每月 平均薪酬 (實習生/學徒 [#] 除外) Code 編號 1 \$10,000 or below 或以下 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	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱 員持有專業 資格 (請'✓') (See Appendix C) (參閱附錄C)	(H) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期 兼職僱員之 平均時薪幅度 Average Hourly Wage Range 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
ACCOUNTS DEPARTMENT 會計部									
Managerial and Professional Level 經理及專業人員級									
105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監；總會計師								
106	Materials Manager ; Procurement Manager 物料經理；採購經理								
107	Director of Information System ; Information Technology Manager 資訊系統總監；資訊科技經理								
108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監；成本控制主任								
Supervisory and Technician Level 督導及技術員級									
203	Accounts Supervisors ; General Cashier 會計主任；出納主任								
204	Credit Manager 信用部經理／信貸部經理								
205	Assistant Controller ; Assistant Purchasing Manager 副財務總監；採購部副經理								
206	Chief Store Supervisor/Store Supervisor 總倉務主任／倉務主任								
207	Income Auditor 核數員								
208	System Analyst ; Information Technology Supervisor 系統分析員；資訊科技督導								
Craft/Operative Level 技工／操作工級									
301	Systems Support Operator ; Information Technology Officer ; Web Designer 系統輔助操作員；資訊科技主任；網頁設計師								
Administrative and Others 文員及其他員工									
404	Accounting Clerk 會計部文員								
SALES AND MARKETING DEPARTMENT 營業及市場拓展部									
Managerial and Professional Level 經理及專業人員級									
109	Director of Marketing ; Director of Sales ; Director of Promotions 市場拓展總監；營業總監；宣傳總監								
110	Director / Manager of Public Relations ; Director / Manager of Corporate Communications 公共關係部總監／公共關係部經理；企業傳訊總監／企業傳訊經理								
111	Marketing Manager ; Sales Manager ; Business Development Manager 市場拓展部經理；營業部經理								
112	Convention Sales Manager ; Event Sales Manager 營業部經理（會議／宴會）								

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Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的全職 僱員人數 (實習生/ 學徒*除外)	(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期的全職 實習生/ 學徒*人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ Apprentices*) 預計在2019 年10月的全職 僱員人數 (實習生/ 學徒*除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ Apprentices*) 全職僱員之每月 平均薪酬 (實習生/學徒*除外) Code 編號 1 \$10,000 or below 或以下 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	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱 員持有專業 資格 (請'✓') (See Appendix C) (參閱附錄C)	(H) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code 編號 Education Level 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期 兼職僱員之 平均時薪幅度 Average Hourly Wage Range Code 編號 Average Hourly Wage Range 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺, 請在方格內 填 入'0'。									

Job
Code
職位
編號

SALES AND MARKETING DEPARTMENT (Continued) 營業及市場拓展部 (續)

Supervisory and Technician Level 督導及技術員級

201	Reservations Manager ; Revenue Manager / Analyst 訂房部經理 ; 收益管理經理 / 營收 分析主任								
209	Sales Executive ; Marketing Officer ; Group Sales Co-ordinator 營業主任 ; 市場拓展部主任 ; 團體營業聯絡主任								
210	Public Relations Officer ; Corporate Communications Officer 公共關係部主任 ; 企業傳訊主任								
211	Art Director ; Designer ; Layout Artist ; Printshop Supervisor 美術總監 ; 設計師 ; 草圖設計員 ; 印 刷房主任								
218	Reservations Supervisor 訂房部主任								
255	Tour Group Co-ordinator 旅行團聯絡主任								

Craft/Operative Level 技工/操作工級

302	Draftsman ; Photographer ; Printshop Staff 繪圖員 ; 攝影師 ; 印刷房職員								
305	Reservation Clerk ; Guest Services Ambassador/Agent/Assistant 訂房部文員 ; 客務服務大使 / 代理 / 助理人員								

FRONT OFFICE DEPARTMENT 客務部

Managerial and Professional Level 經理及專業人員級

113	Director of Front Office/ Front Office Manager 客務部總監 / 客務部經理								
114	Director of Rooms Division/ Rooms Division Manager 房務部總監 / 房務部經理								

Supervisory and Technician Level 督導及技術員級

212	Airport Manager/ Chief Airport Representative 駐機場經理 / 駐機場總代表								
213	Telephone Service Manager/ Telephone Supervisor 電話服務經理 / 電話房主任								
214	Front Office Cashier Supervisor 大堂出納主任								

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(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/apprentices) 在統計日期的全職僱員人數 (實習生/學徒除外)	(C) No. of Full Time Trainees/Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices) 預計在2019年10月的全職僱員人數 (實習生/學徒除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices) 全職僱員之每月平均薪酬 (實習生/學徒除外)	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱員持有專業資格 (請'✓')	(H) Preferred Education of Full Time Employees 全職僱員宜有的教育程度	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員之平均時薪幅度
	Please enter a zero '0' in the box if no employee/trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺, 請在方格內填'0'。				Code 1 \$10,000 or below 或以下 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	Code Education Level 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree 副學位 (e.g.Higher Diploma) (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	Code 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上		
FRONT OFFICE DEPARTMENT (Continued) 客務部 (續)									
Supervisory and Technician Level (Continued) 督導及技術員級 (續)									
215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Reception Assistant Manager ; Duty Manager ; Night Manager ; Guest Service Manager ; Business Centre Manager ; Executive Services Manager ; Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理；前櫃部經理；接待處經理/副經理；值勤經理；夜班經理；客務服務經理；商務中心經理；行政樓層經理；服務式住宅經理/領班								
216	Concierge / Assistant Chief Concierge ; Bell Superintendent/Bell Captain/Bell Supervisor/Baggage Master ; Transportation Supervisor ; Valet Services Supervisor 禮賓司/副禮賓司；行李部總管/行李領班/行李部主任；運輸部主任；泊車服務主任								
219	Reception Supervisor/Chief Receptionist ; Chief Room Clerk ; Front Office Supervisor ; Lobby Services Supervisor 接待處主任/總接待員；客務部主任；大堂服務主任								
Craft/Operative Level 技工/操作工級									
303	Airport Representative 駐機場代表								
304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生；聽差；司閘；行李員								
306	Front Office Clerk/Receptionist ; Guest Service Officer/Guest Service Agent ; Front Desk Agent ; Guest Relations Officer ; Welcome Host ; Executive Floor Agent ; Business Centre Officer 客務部文員/接待員；賓客服務主任/賓客服務員；前堂服務員；客戶關係主任；歡迎大使；行政樓層服務員；商務中心主任								
307	Services Centre Agent ; Telephone Operator 服務中心專員；電話接綫生								

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(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/apprentices) [#] 在統計日期的全職僱員人數 (實習生/學徒 [#] 除外)	(C) No. of Full Time Trainees/Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices) [#] 預計在2019年10月的全職僱員人數 (實習生/學徒 [#] 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices) [#] 全職僱員之每月平均薪酬 (實習生/學徒 [#] 除外) Code 編號 1 \$10,000 or below 或以下 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	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱員持有專業資格 (請'✓') (See Appendix C) (參閱附錄C)	(H) Preferred Education of Full Time Employees 全職僱員宜有的教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員之平均時薪幅度 Average Hourly Wage Range 平均時薪幅度 Code 編號 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
HOUSEKEEPING DEPARTMENT 房口部									
Managerial and Professional Level 經理及專業人員級									
115 Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager 房口部總監/行政管家/ 房口部經理									
Supervisory and Technician Level 督導及技術員級									
220 Assistant Executive Housekeeper/ Head Housekeeper 副行政管家/房口部總管									
221 Housekeeping Supervisor ; Floor Supervisor ; Assistant Housekeeper/ Assistant Housekeeper (Public Area) ; Public Area Supervisor/Public Area Housekeeper ; General Area Housekeeper ; General Service Supervisor 房口部督導員；助理管家；公眾地方主任/副主任；公眾地方部主任；公眾地方管事									
222 Laundry Manager/ Laundry Supervisor/ Laundry Officer 洗衣部經理/洗衣部主管/ 洗衣部主任									
Craft/Operative Level 技工/操作工級									
308 Cloakroom Attendant ; Lobby Attendant ; Public Area Cleaners/ Upholsterer/ Houseman ; Toilet Attendant 衣帽間侍應生；大堂侍應生； 公眾地方清潔雜工；衛生間服務員									
309 Uniform and Linen Room Attendant/ Runner ; Tailor ; Seamstress 布草修補員；制服及布草房侍應生； 布草房助理；裁縫師									
310 Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣接待員；洗衣乾衣部文員； 寫單員(洗衣部)									
311 Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員；洗衣工人；熨工； 檢查員；乾洗工									
312 Room Attendant ; Room Services Butler ; Floor Attendant ; Housekeeping Clerk ; Order-taker ; Co-ordinator (Housekeeping) 房口服務員；房間服務員； 房口部文員；寫單員(房口部)； 房口部聯絡員									

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Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺, 請在方格內填入'0'。									
SPA 水療中心									
Managerial and Professional Level 經理及專業人員級									
116	Director of Health Club or Gym ; Director of Spa 健身中心總監; 水療中心總監								
Supervisory and Technician Level 督導及技術員級									
223	Manager/ Supervisor/ Officer of Health Club or Gym ; Manager/ Supervisor/ Officer/ Trainer of Spa 健身中心經理/主任; 水療中心經理/主任/培訓師								
Craft/Operative Level 技工/操作工級									
313	Health Club or Gym Supporting Staff ; Spa Attendant/ Supporting Staff 健身中心支援職員; 水療中心服務員/支援職員								
314	Masseuse/Body Therapist 按摩師/身體護理治療師								
315	Beautician/Facial Therapist 美容師/面部護理治療師								
316	Spa Concierge 水療禮賓司								
317	Lifeguard 救生員								
FLOWER / KIOSK / GIFT SHOPS 花店/禮品店									
Supervisory and Technician Level 督導及技術員級									
224	Flower Shop Manager or Supervisor ; Kiosk Shop Manager or Supervisor ; Gift Shop Manager or Supervisor 花店經理/主任; 禮品店經理/主任								
Craft/Operative Level 技工/操作工級									
318	Staff of Flower Shop ; Staff of Kiosk Shop 花店職員; 禮品店職員								
ENGINEERING DEPARTMENT 工程部									
Managerial and Professional Level 經理及專業人員級									
117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監; 總工程師; 技術經理; 物業保養部經理								
Supervisory and Technician Level 督導及技術員級									
225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師; 物業保養主任; 建築主任								
226	Foreman ; Assistant Engineer ; Audio-visual Technician ; Engineering Technician 管工; 助理工程師; 視聽器材技術員; 工程部技術員								
Craft/Operative Level 技工/操作工級									
326	Engineering Craftsman 工程部技工								

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(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/apprentices#) 在統計日期的全職僱員人數 (實習生/學徒# 除外)	(C) No. of Full Time Trainees/Apprentices# as at Survey Reference Date 在統計日期的全職實習生/學徒#人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices#) 預計在2019年10月的全職僱員人數 (實習生/學徒# 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices#) 全職僱員之每月平均薪酬 (實習生/學徒# 除外) Code 1 \$10,000 or below 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	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱員持有專業資格 (請'✓') (See Appendix C) (參閱附錄C)	(H) Preferred Education of Full Time Employees 全職僱員宜有的教育程度 Code Education Level 1 Postgraduate Degree 2 First Degree 3 Sub-degree 4 Diploma/Certificate 5 Secondary 4 to 7 6 Secondary 3 or below	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員之平均時薪幅度 Average Hourly Wage Range Code Wage Range 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
SECURITY DEPARTMENT 保安部									
Managerial and Professional Level 經理及專業人員級									
118 Director of Security/ Security Manager / Assistant Security Manager / Chief Security Officer 保安部總監/保安部經理/保安部副經理/總保安主任									
Supervisory and Technician Level 督導及技術員級									
227 Security Supervisor 保安主任									
Craft/Operative Level 技工/操作工級									
319 Security Officer/Uniform Guard/House Officer 保安員/護衛員									
FOOD AND BEVERAGE DEPARTMENT (EXCL. CHINESE RESTAURANT) 餐飲部 (中菜部除外)									
Managerial and Professional Level 經理及專業人員級									
119 Director of Catering/Director of Events 宴會部總監									
120 Catering Sales Manager/Event Manager 宴會部營業經理									
121 Executive Chef/Chef de Cuisine 行政總廚									
122 Executive Assistant Manager (Food and Beverage) ; Director of Food and Beverage / Food and Beverage Manager 行政副經理(餐飲部); 餐飲部總監/餐飲部經理									
123 Assistant Food and Beverage Manager 餐飲部副經理									
Supervisory and Technician Level 督導及技術員級									
228 Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理; 宴會服務經理									
229 Catering/Banquet Sales Executive ; Catering/Banquet/Event Co-ordinator 宴會部營業主任; 宴會部聯絡主任									
230 Food and Beverage Cashier Supervisor/Cashier 飲食部出納主任/出納員									
231 Banquet Headwaiter ; Headwaiter ; Maître d'Hotel 宴會部領班; 酒店餐廳總管									
232 Beverage Manager ; Bar Manager ; Head Barman 酒吧經理; 調酒總管									

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

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/apprentices#) 在統計日期的全職僱員人數(實習生/學徒#除外)	(C) No. of Full Time Trainees/Apprentices# as at Survey Reference Date 在統計日期的全職實習生/學徒#人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices#) 預計在2019年10月的全職僱員人數(實習生/學徒#除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices#) 全職僱員之每月平均薪酬(實習生/學徒#除外) Code 1 \$10,000 or below or below 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 or above	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱員持有專業資格(請'✓') (See Appendix C) (參閱附錄C)	(H) Preferred Education of Full Time Employees 全職僱員宜有的教育程度 Code Education Level 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員之平均時薪幅度 Average Hourly Wage Range Code Wage Range 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above or above
FOOD AND BEVERAGE DEPARTMENT (EXCL. CHINESE RESTAURANT) (Continued) 餐飲部 (中菜部除外) (續)									
Supervisory and Technician Level (Continued) 督導及技術員級 (續)									
233	Restaurant Manager ; Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.) ; Room Service Manager 餐廳經理 ; 出品部門經理 / 出品部門主管 (咖啡廳、大堂酒廊、客房飲食部經理)								
234	Cake Shop Manager or Supervisor 餅店經理或主任								
235	Captain (Food and Beverage Department) 領班 (宴會部)								
236	Chief Steward/Stewarding Manager 管事部總管 / 管事部經理								
237	Executive Sous Chef/Sous Chef 副行政總廚								
238	Gardemanger ; Chef de Partie (Cold Production) ; Pastry Chef ; Chef de Patisserie ; Rotisseur ; Chef de Partie (Grill) ; Saucier ; Chef de Partie (Sauce) 冷盤總廚 ; 糕餅師 ; 燒烤廚師 ; 調汁師								
239	Specialist Cook 特色菜主廚								
240	Staff Canteen Manager/ Staff Canteen Supervisor ; Staff Facilities Supervisor ; Employee Restaurant Supervisor 職員飯堂經理 / 職員飯堂主管 ; 職員設施主管 ; 職員餐廳主管								
241	Wine Steward ; Sommelier ; Wine Director 酒管事 ; 侍酒師 ; 葡萄酒總監								
Craft/Operative Level 技工/操作工級									
351	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅								
352	Cook (Western)/Junior Cook (Western) 廚師 (西菜) / 見習廚師 (西菜)								
320	Cake Shop Staff 餅店職員								
321	Restaurant Receptionist/Hostess 餐廳接待員								
322	Junior Waiter/Junior Waitress ; Bar Attendant/Bar Porter ;Service Attendant 初級侍應生 ; 酒吧服務員 ; 服務員								
323	Cleaner ; Dishwasher ; Kitchen Helper ;Steward ; Pantry Helper ; Houseman ; Yardman ; General Staff (kitchen/restaurant) 清潔雜工 ; 洗碗碟雜工 ; 廚房雜工 ; 管事 ; 傳菜員								
324	Bartender ; Soda Fountain Server 調酒員 ; 冷飲櫃領班								
325	Waiter/Waitress 侍應生								

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Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期 的全職 僱員人數 (實習生/ 學徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ Apprentices [#]) 預計在2019 年10月的全職 僱員人數 (實習生/ 學徒 [#] 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ Apprentices [#]) 全職僱員之每月 平均薪酬 (實習生/學徒 [#] 除外) Code 編號 1 \$10,000 or below 或以下 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	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱 員持有專業 資格 (請 '✓') (See Appendix C) (參閱附錄C)	(H) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期 兼職僱員之 平均時薪幅度 Average Hourly Wage Range 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
CHINESE RESTAURANT 中菜部									
Managerial and Professional Level 經理及專業人員級									
124	Executive Chinese Chef/ Chief Chef 中菜部行政總廚/總廚 (中菜部)								
125	Chinese Restaurant Manager 餐廳經理 (中菜部)								
Supervisory and Technician Level 督導及技術員級									
242	Executive Chinese Sous Chef 助理行政廚師 (中菜部)								
243	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理 ; 中菜服務經理 ; 營業部經理 (中菜部)								
244	Captain (Chinese Restaurant) ; Headwaiter (Chinese Restaurant) 樓面部領班 (中菜部) ; 樓面部長 (中菜部)								
245	Pantry Captain 傳菜部部長								
246	Senior Cook 上什								
247	Service Cook ; Kitchen Supervisor ; General Cook 打荷 ; 廚房主管 ; 普通廚師								
248	Barbecue Cook 燒烤廚師								
249	Chief Cook 頭鑊								
250	Chief Dim Sum Cook 點心總廚								
251	No. 2 Cooks (barbecue, dim sum, vegetable, butchery) 二廚 (燒烤、點心、蔬菜、水枱)								
252	No. 3 Cooks (barbecue, dim sum, vegetable, butchery) 三廚 (燒烤、點心、蔬菜、水枱)								
253	Chief Butcher 砧板								
254	Second Butcher 二砧								
Craft/Operative Level 技工/操作工級									
353	Junior Cook (Chinese) ; No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery) 見習廚師 (中菜) ; 四廚或以下 (燒烤、點心、蔬菜、水枱)								
322	Junior Waiter/Junior Waitress ; Bar Attendant/Bar Porter; Service Attendant 初級侍應生 ; 酒吧服務員 ; 服務員								
325	Waiter/Waitress 侍應生								
354	Dim Sum Cook ; Steamer ; Trimmer ; Vegetable Cook 點心廚師 ; 蔬菜廚師 ; 煎炸工 ; 蒸籠工 ; 發乾貨員								

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Job Code
職位
編號

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期 的全職 僱員人數 (「實習生/ 學徒* 除外)	(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒*人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ Apprentices*) 預計在2019 年10月的全職 僱員人數 (「實習生/ 學徒* 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ Apprentices*) 全職僱員之每月 平均薪酬 (「實習生/ 學徒* 除外)	(G) At least ONE employee holds Professional Qualifications (Please '✓') 至少一名僱 員持有專業 資格 (請'✓')	(H) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度	(I) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(J) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期 兼職僱員之 平均時薪幅度
	Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺, 請在方格內填 入'0'。				Code 編號 1 \$10,000 or below 或以下 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	(See Appendix C) (參閱附錄C)	Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	Code Wage Range 編號 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上	
Other Related Hotel Industry Staff 其他相關酒店業的員工									

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Part II
第二部份

Internal Promotion

內部晉升

1. Number of employees of internal promotion in the past 12 months:

過去十二個月內，內部晉升的僱員人數：

(a) From Supervisory/Technician Level to Managerial/Professional Level 由督導員／技術員級晉升為經理／專業人員級	
(b) From Craft/Operative Level to Supervisory/Technician Level 由技工／操作工級晉升為督導員／技術員級	

New Recruitment

新聘僱員

2. Number of new recruits (including Employees, Trainees and Apprentices) of your establishment in the past 12 months.

過去十二個月內，貴機構新招聘的僱員人數。（包括僱員、實習生及學徒）

	Managerial/ Professional Level 經理／專業人員級	Supervisory/ Technician Level 督導員／技術員級	Craft/ Operative Level 技工／操作工級	Administrative and Others 文員及其他員工
(a) Total 總人數				
(b) Number of new recruits without hotel industry experience (Excl. fresh graduates of Hospitality or Tourism Programmes) 新招聘中 無 酒店業經驗的僱員人數（應屆酒店及旅遊業培訓課程畢業生除外）				
(c) Number of new recruits who are Fresh Graduates of Hospitality or Tourism Programmes 新招聘的應屆酒店及旅遊業培訓課程 畢業生 人數				
(d) Number of new recruits of Management Trainee / Graduate Trainee 新招聘的見習行政人員／畢業實習生的人數				

Employees Leaving the Establishment

僱員離職

3. Number of employees left in the past 12 months:

過去十二個月內離職的僱員人數：

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

(b) Supervisory/Technician Level
督導員／技術員級

(c) Craft/Operative Level
技工／操作工級

(d) Administrative and Others
文員及其他員工

4. Expected number of employees who will be retiring in coming 12 months:

預計在未來十二個月內退休的僱員人數：

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

(b) Supervisory/Technician Level
督導員／技術員級

(c) Craft/Operative Level
技工／操作工級

(d) Administrative and Others
文員及其他員工

Major Difficulties Encountered in Recruitment

主要招聘困難

5. Please indicate the difficulties encountered in recruitment of employees of your establishment in past 12 months.
請指出 貴機構在過去十二個月招聘僱員時所遇到的困難。

<u>Reasons</u> 原因	<u>Managerial/ Professional</u> 經理/ 專業人員	<u>Supervisory/ Technician</u> 督導員/ 技術員	<u>Craft/ Operative</u> 技工/操作工	<u>Administrative and Others</u> 文員及其他 員工
(a) No recruitment was taken place 沒有招聘	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Recruitment was taken place and the difficulties encountered were: (You may tick "✓" one or more options.) 有招聘，所遇到的困難是：（可剔“✓”選多於一項。）				
(i) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Unsatisfactory terms of employment 聘用條件不理想	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Unsatisfactory working environment 工作環境不理想	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Limited career prospects 晉升機會有限	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Competition for manpower from the Mainland/Macao/other cities 源自內地/澳門/其他城市之人手競爭	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Others (please specify) 其他（請說明） _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Did not encounter difficulties 沒有遇上困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Preferred Working Experience in Hotel Industry of Employees

僱員宜有的酒店業工作經驗

6. Please indicate the preferred years of experience in Hotel Industry before occupying the post (Please tick "✓").
請指出僱員擔任現職前宜有從事酒店業的工作年資（請剔“✓”選）。

	<u>Managerial/ Professional</u> 經理/專業人員	<u>Supervisory/ Technician</u> 督導員/技術員	<u>Craft/ Operative</u> 技工/操作工	<u>Administrative and Others</u> 文員及其他員工
(a) No experience 無經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Less than 1 year 1年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) 1 year - less than 3 years 1年至3年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) 3 years - less than 5 years 3年至5年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) 5 years - less than 10 years 5年至10年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) 10 years or above 10年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For Official Use

Training of Employees

僱員的訓練

7. Please indicate the average man-day of training per employee which your establishment had offered in the past 12 months (Please tick "✓").

請指出過去十二個月內，貴機構向每名僱員提供訓練的平均日數（請剔"✓"選）。

	<u>Managerial/ Professional</u> 經理／專業人員	<u>Supervisory/ Technician</u> 督導員／技術員	<u>Craft/ Operative</u> 技工／操作工	<u>Administrative and Others</u> 文員及其他員工
(a) Nil 無	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Less than 5 days 5 日以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) 5 days - less than 10 days 5 日至 10 日下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) 10 days - less than 15 days 10 日至 15 日以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) 15 days or above 15 日或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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8. Please indicate the most suitable mode of training for employees (Please tick "✓").

請指出最合適僱員的訓練方式（請剔"✓"選）。

	<u>Type of Training</u> 培訓種類			
	<u>Managerial Skills</u> 管理技巧	<u>Trade Skills</u> 行業技能	<u>Generic Skills</u> 通用技巧	<u>Language</u> 語言
(a) 1) Course - Award bearing 頒授資歷課程	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Course -Non-award bearing 不頒授資歷課程	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Seminar/Workshop/Congress 研討會／研習班／會議	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) On the job training 在職技能培訓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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9. Please indicate the most suitable time of training for employees (Please tick "✓").

請指出最合適僱員的訓練時間（請剔"✓"選）。

	<u>Managerial/ Professional</u> 經理／專業人員	<u>Supervisory/ Technician</u> 督導員／技術員	<u>Craft/ Operative</u> 技工／操作工	<u>Administrative and Others</u> 文員及其他員工
(a) Day Time 日間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Evening 夜間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Day Time Between Shifts 落場時間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Flexible (e.g. web-based) 彈性時間（例如：線上學習）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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10. Please indicate the type of training provided to the employees in the past 12 months (by type of course) (You may wish to tick “√” more than 1 course for each job level).

請選擇 貴機構的僱員在過去十二個月內曾接受以下的培訓課程（按課程種類劃分）（每職級可剔“√”選多個課程）。

<u>Training</u> 培訓	<u>Managerial/ Professional</u> 經理／專業人員	<u>Supervisory/ Technician</u> 督導員／技術員	<u>Craft/ Operative</u> 技工／操作工	<u>Administrative and Others</u> 文員及其他員工
A. Managerial Skills 管理技巧				
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Human Resources Management 人力資源管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Entrepreneurship 企業精神	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Trade Skills 行業技能				
(i) Sales and Marketing 銷售及市場拓展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Finance and Accounting 財務及會計	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Culinary 烹調	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Beverages (Alcoholic and Non-alcoholic) 飲料（酒精及非酒精）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Restaurant Service 餐飲服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Housekeeping Service 房務服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Front Office Service 客務服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Spa and Wellness 水療及健樂	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Convention and Banquet / Event Management 會議及宴會／項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Hygiene and Safety 衛生及安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xi) Information Technology 資訊科技	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xii) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic Skills 通用技巧				
(i) Customer Service 顧客服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Communication 溝通	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Problem Solving / Design Thinking 難題解決／設計思考	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Language 語言				
(i) Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) English 英語	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Others (please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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11. Please accord priority in respect of different areas of training for employees to engage in the coming 12 months, from 1 to 5 with 1 being the first priority.
請 貴機構就僱員在未來十二個月接受培訓之範圍提供優先次序。優先次序由1至5，1為首選。

<u>Areas of training</u> 培訓範圍	<u>Managerial/ Professional</u> 經理／專業人員	<u>Supervisory/ Technician</u> 督導員／技術員	<u>Craft/ Operative</u> 技工／操作工	<u>Administrative and Others</u> 文員及其他員工
(i) Managerial Skills 管理技巧				
(ii) Trade Skills 行業技能				
(iii) Generic Skills 通用技巧				
(iv) Language 語言				
(v) Other Skills/ Knowledge 其他技能 / 知識 Please specify 請註明: _____				

12. Is your establishment intending to employ an outside training provider for your staff in the areas of managerial, trade, generic or language skill in the coming 12 months?

貴機構會否在未來十二個月內聘請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 會 No 不會

Hotel Facilities and Service

酒店設施及服務

13. Does your Hotel operate the following facilities and services? (Please tick "✓").

貴酒店是否設有下列設施及服務？（請剔"✓"選）

	Spa 水療中心	Health Club 健身中心	Day-use services 日間服務
Yes 有	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No, but does intend to introduce this facility in the future 沒有，但將於未來引入	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No, and does not intend to introduce this facility 沒有，並無打算引入	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of Questionnaire. Thank You for Your Co-operation.

問卷完，多謝合作。

The 2018 Manpower Survey of the Hotel Industry
酒店業 2018 年人力調查

Explanatory Notes
附註

Part I
第一部份

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

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

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

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

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

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

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

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

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

4. Number of Full Time Vacancies as at Survey Reference Date – Column ‘D’
在統計日期的全職空缺額 —— ‘D’ 欄

Please fill in the total number of existing full time vacancies (excluding trainees/apprentices) as at survey reference date. ‘Existing Vacancies’ refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at survey reference date.

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

5. Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices) – Column ‘E’
預計在 2019 年 10 月的全職僱員人數（實習生／學徒除外） —— ‘E’ 欄

The forecast of number employed means the number of full time employees you will be employing as at October 2019. The number given could be more / less than that in column ‘B’ if an expansion / a contraction is expected.

預計僱員人數指 貴機構在 2019 年 10 月的全職僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 ‘B’ 欄。

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

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

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

7. Hold Professional Qualifications – Column ‘G’
持有專業資格 —— ‘G’ 欄

Please indicate in Column ‘G’ if at least ONE employee holds professional qualifications (refer to Appendix C) for each principal job.

請在 ‘G’ 欄指出每個主要職務至少有一名的全職僱員持有專業資格(請參閱附錄 C)。

8. Preferred Education of Full Time Employees – Column ‘H’

全職僱員宜有的教育程度 —— ‘H’ 欄

Please enter the code of preferred education level which an employer prefers his full time employees to have.
請在 ‘H’ 欄填入 貴機構對每個主要職務的全職僱員宜有的教育程度。

Definition of Preferred Level of Education:

宜有教育程度的定義：

- ◆ “Postgraduate Degree” refers to higher degrees (e.g. master degrees) offered by local or non-local education institutions, or equivalent.
「研究生學位」是指本地或非本地教育機構提供的高等學位（如碩士學位），或同等教育程度。
- ◆ “First Degree” refers to first degrees offered by local or non-local education institutions, or equivalent.
「學士學位」是指本地或非本地教育機構提供的學士學位，或同等教育程度。
- ◆ “Sub-degree” refers to Associate Degrees, Higher Diplomas, Professional Diplomas, Higher Certificates, Endorsement Certificates, Associateship or equivalent programmes offered by local or non-local education institutions.
「副學位」是指本地或非本地教育機構提供的副學士、高級文憑、專業文憑、高級證書、增修證書、院士銜或同等課程。
- ◆ “Diploma/Certificate” refers to technical and vocational education programmes including Diploma/Certificate courses, Diploma of Foundation Studies, Diploma of Vocational Education and programmes at the craft level, or equivalent.
「文憑／證書」是指技術及職業教育課程之文憑／證書、基礎課程文憑、職專文憑及技工程度的課程，或同等教育程度。
- ◆ “Secondary 4 to 7” refers to Secondary 4-7, covering the education programmes in relation to the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.
「中四至中七」是指中四至中七（包括與香港中學會考、香港中學文憑考試、毅進文憑等相關的教育課程）或同等教育程度。
- ◆ “Secondary 3 or below” refers to Secondary 3 or below, or equivalent.
「中三或以下」是指中三或以下，或同等教育程度。

9. Number of Part-time Employees as at Survey Reference Date – Column ‘I’

在統計日期的兼職僱員人數 —— ‘I’ 欄

For each principal job, please fill the total number of part time employees as at survey reference date.
請填寫 貴機構於統計日期每個主要職務的兼職僱員人數。

10. Average Hourly Wage Range of Part Time Employees as at Survey Reference Date – Column ‘J’

在統計日期兼職僱員之平均時薪幅度 —— ‘J’ 欄

Please enter the code of average hourly wage for each principal job of part-time employees as at survey reference date.

請填寫兼職時薪員工在統計日期的平均日薪的編號。

Part II
第二部份

11. Question 1 – Internal Promotion

問題 1 —— 內部晉升

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

請填寫 貴機構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 貴機構內部由督導員／技術員級晉升至經理／專業人員級，以及由技工／操作工級晉升至督導員／技術員級的人數。

12. Question 2 – New Recruitment

問題 2 —— 新聘僱員

(a) Please fill in the number of new recruits in the past 12 months.

請填入在過去十二個月 貴機構新招聘的僱員人數。

(b) Please fill in the number of new recruits without hotel industry experience. “New Recruits without Hotel Industry Experience” refer to new employees joining your establishment without previous hotel industry experience (Excl. fresh graduates of Hospitality or Tourism Programmes).

請填入 貴機構的新招聘無酒店業經驗的僱員人數。「新招聘無酒店業經驗的僱員」指在加入 貴機構前並無酒店業經驗的僱員（應屆酒店或旅遊業培訓課程畢業生除外）

(c) Please fill in the number of new recruits who are fresh graduates of hospitality or tourism programmes. “New Recruits who are Fresh Graduates of Hospitality or Tourism Programmes” refer to the employees joining your establishment who are fresh graduates of hospitality or tourism programmes.

請填入在過去十二個月 貴機構新招聘的應屆酒店或旅遊業培訓課程畢業生的僱員人數。「新招聘的應屆酒店或旅遊業培訓課程畢業生」指加入 貴機構之應屆酒店或旅遊業培訓課程畢業生。

(d) Please fill in the number of new recruits of Management Trainee / Graduate Trainee in the past 12 months.

請填入在過去十二個月 貴機構新招聘的見習行政人員／畢業實習生的人數。

13. Question 3, 4 – Employees Leaving the Establishment

問題 3, 4 —— 僱員離職

Question 3 Please fill in the number of different levels of employees left employment in the past 12 months.

問題 3 請填上過去十二個月內在 貴機構離職的各級僱員人數。

Question 4 Please fill in the expected number of different levels of employees who will be retiring in coming 12 months.

問題 4 請填上預計未來十二個月內在 貴機構退休的各級僱員人數。

14. Question 5 – Major Difficulties Encountered in Recruitment

問題 5 —— 主要招聘困難

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

請標示 貴機構在過去十二個月在招聘僱員時遇到的困難。

15. Question 6 – Preferred Working Experience in Hotel Industry of Employees

問題 6 —— 僱員宜有的酒店業工作經驗

Please indicate the preferred years of experience in Hotel Industry before occupying the post.

請指出僱員擔任現職前宜有從事酒店業的工作年資。

16. Question 7-11 – Training of Employees

問題 7 - 11 —— 僱員的訓練

Question 7 Please enter the average number of man-day of training per employee which your establishment had offered in the past 12 months.

問題 7 請按 貴機構於過去十二個月內向每名僱員提供訓練的平均日數。

$$\begin{array}{l} \text{Average number} \\ \text{平均日數} \end{array} = \frac{\begin{array}{l} \text{Total No. of Man-Days Spent} \\ \text{總訓練日數} \end{array}}{\begin{array}{l} \text{Total number of the Employees concerned in that category} \\ \text{有關級別的總僱員人數} \end{array}}$$

Question 8 Please indicate the most suitable mode of training for employees.

問題 8 請指出最合適僱員的訓練 方式。

Question 9 Please indicate the most suitable time of training for employees.

問題 9 請指出最合適僱員的訓練 時間。

Question 10 Please indicate the type of training provided to the employees in the past 12 months (by type of course).

問題 10 請選擇 貴機構的僱員 在過去十二個月內 曾接受的培訓課程（按課程種類劃分）。

Question 11 Please accord priority in respect of different areas of training for employees to engage in the coming 12 months, from 1 to 5 with 1 being the first priority.

問題 11 請 貴機構就僱員在未來十二個月接受培訓之範圍提供優先次序。優先次序由 1 至 5，1 為首選。

Question 12 Please indicate if your establishment would be intending to employ an outside training provider for your staff in the relevant areas in the coming 12 months.

問題 12 請選擇 貴機構會否在未來十二個月內從外間聘請培訓機構為僱員引入有關培訓。

16. Question 13 – Hotel Facilities and Services

問題 13 —— 酒店設施及服務

Please state whether your establishment has spa, health club facilities or day use services, if not, whether your establishment intends to introduce the facilities in the future.

請填報 貴機構有否設有水療、健身中心或日間服務，如沒有的話，請回答 貴機構會否擬於未來引入該設施。

The 2018 Manpower Survey of the Hotel Industry

酒店業 2018 年人力調查

Job Description of Principal Jobs in the Hotel (HO) Industry

酒店業主要職務工作說明

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

部分職稱可能與貴機構所採用的不完全相同，但若工作性質相近，亦請視作同一職務，並在調查表內提供所需資料。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT 行政及管理部		
Managerial and Professional Level 經理及專業人員級		
101	General Manager 總經理	Assumes the total responsibility of managing a hospitality establishment, usually with other managers/executives as direct subordinates. Implements the company's policies with a view to achieving their objectives. 在直屬下級（通常為其他經理／行政人員）協助下，全權負責管理一間款待服務機構。推行公司政策，以達到目標。
102	Resident Manager ; Executive Assistant Manager ; Director of Operations 駐店經理；行政副經理	Takes charge of the daily operations and management of the hotel. 負責酒店日常運作及管理。
Administrative and Others Level 文員及其他員工級		
401	Secretary ; Executive Assistant 秘書；行政助理 (incl. Executive Secretary ; Personal Assistant ; Admin. Assistant ; Admin. Officer 包括：行政秘書；私人助理行政部助理；行政部主任)	<ul style="list-style-type: none"> ● Takes dictation and transcribes letters, reports and memos; ● Answers telephone, screens calls and takes messages; ● Prepares replies to routine enquiries; ● Maintains daily calendar and appointment schedules and receives personal calls; ● Takes meeting minutes and maintains filing system; provides administrative supports. ● 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、約會程序表及接聽個人來電； ● 準備會議記錄，及處理文件往來和儲存； ● 以及一切行政支援。
402	Office Assistant 辦公室助理	<ul style="list-style-type: none"> ● Performs stenographic and related secretarial duties; ● Handles odd jobs and despatch errands for the general office. ● 執行速記及有關的秘書職務，處理信件往來； ● 為總辦事處處理雜務及差使。

Code 編號	Job Title 職稱	Job Description 工作說明
HUMAN RESOURCES DEPARTMENT 人力資源部		
Managerial and Professional Level 經理及專業人員級		
103	Director / Manager of Personnel and Training ; Director / Manager of Human Resources 人事及培訓部總監／人事及培訓部經理；人力資源總監／人力資源經理	<ul style="list-style-type: none"> ● Establishes general personnel policies and adheres to labour laws, oversees staff recruitment, selection, training, development, retention and replacement; ● Handles staff grievances; ● Plans and implements effective personnel management and training procedures for all levels of staff; ● Provides counselling for employee ● 訂定一般人事政策及遵守勞工法例，監理聘用、甄選員工、培訓發展、留任及填補空缺事宜； ● 處理員工的投訴； ● 為各職級人員策劃及推行有效的人事管理及訓練計劃； ● 為職員提供輔導。
104	Personnel Manager ; Training Manager 人事部經理；培訓部經理 (incl. Training and Development Manager, Learning and Development Manager, People Manager) 包括：培訓及發展經理)	<ul style="list-style-type: none"> ● Performs employment, training and development function, performance appraisal, salary administration, employee relations, safety procedures, medical and other benefits; ● Plans and implements effective personnel management and training procedures for all levels of staff; ● Provided staff consultation; ● Evaluates the effectiveness of training activities in personnel management. ● 處理聘用、培訓及發展、考績、薪酬制度、員工關係、安全守則、醫療及其他福利； ● 為各職級人員策劃及推行有效的人事管理及訓練計劃； ● 為職員提供輔導。
Supervisory and Technician Level 督導及技術員級		
202	Personnel Officer ; Human Resources Officer ; Training Officer 人事部主任；人力資源主任；培訓部主任 (incl. Training and Development Officer ; Learning and Development Officer ; Compensation and Benefits Officer ; Employee Relations Officer 包括：培訓及發展主任；學習及發展主任；員工福利主任；員工關係主任)	<ul style="list-style-type: none"> ● Recruits, interviews and hires employees for the hotels; ● Counsels, transfers and dismisses employees based on supervisors' appraisal; ● Counsels and advises Department Heads regarding personnel problems; ● Trains new or existing employees; ● Performs periodic reviews on trainees' progress and recommends actions based on appraisals; ● Maintains supplies of training materials; ● Participates in discussions regarding the adoption of new or improved training methods and/or materials; ● Co-ordinates and controls internal and external training; ● Advises management on training and management development trends. ● 為酒店招募、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。 ● 籌劃及監管內外訓練； ● 向管理層就培訓及發展方向提供意見。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Administrative and Others Level 文員及其他員工級		
403	Personnel Assistant ; Training Assistant ; Human Resources Assistant 人事部助理；培訓部助理； 人力資源助理 (incl. Personnel Clerk ; Training Clerk 包括：人事部文員；培訓部文員)	<ul style="list-style-type: none"> ● Supporting staff to the operations of the Personnel, Training and Human Resources Departments; ● Provides clerical supports to these departments on day-to-day basis. ● 為所屬之部門提供行政及文件往來上的支援； ● 處理及執行所屬部門之上司指令。
ACCOUNTS DEPARTMENT 會計部		
Managerial and Professional Level 經理及專業人員級		
105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監；總會計師	<ul style="list-style-type: none"> ● Controls budgets and expenditure, company financial policies and procedures, contracts and licences, senior executive personnel records and fringe benefits; ● Manages cash flow, loan and money changer; ● Supervises the Credit Department, general accounting, cashier, income audit, costing sections and hotel kiosk; ● Co-ordinates with Purchasing Department. ● 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其他福利； ● 管理現金流量、貸款及貨幣兌換； ● 督導信用部、一般會計事務、出納、收入核數事務、成本及酒店小賣部等各部門； ● 並與採購部協調工作。
106	Materials Manager ; Procurement Manager 物料經理；採購經理	<ul style="list-style-type: none"> ● Manages and directs the sourcing and procurement activities of the hotel; ● Liaises with clients and other departments in developing procurement specifications; ● Negotiates and takes quotations from selective purveyors; ● Makes budget-approved requisitions; ● Submits monthly operation reports to senior management. ● 管理及督導酒店的物料採辦工作； ● 聯繫客戶及其他部門，訂定採辦物品規格； ● 聯絡選定伙食供應商及查詢價格； ● 根據批准的預算取貨； ● 每月向高級管理層提交工作報告。
107	Director of Information System ; Information Technology Manager 資訊系統總監；資訊科技經理 (incl. Management Information System Manager ; Computer Systems Manager ; Information Systems Service Manager ; EDP Manager 包括：資訊系統管理經理；電腦系統經理；資訊系統服務經理；電子資料處理部經理)	<ul style="list-style-type: none"> ● Responsible for all the computer processing including functions such as office automation, information resources and telecommunication. ● Takes charge of long range planning and operations. ● Analyses how electronic data processing (EDP) can be applied to specific user problems, and designs EDP solutions. ● 負責所有電腦處理的工作，如辦公室自動化、資訊蒐集及電訊； ● 負責長期規劃及運作； ● 分析如何應用電子資料處理方法解決業務上問題，及提供研究所得的電子資料處理方案。

Code 編號	Job Title 職稱	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監；成本控制主任	<ul style="list-style-type: none"> ● 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. ● 督導成本控制及清點存貨工作； ● 審查飲食部需採購的物品； ● 就運作成本向管理階層提供資料； ● 編製所有成本報告的預測及分析； ● 抽樣調查一切供應予酒店的物料。
Supervisory and Technician Level 督導及技術員級		
203	Accounts Supervisors ; General Cashier 會計主任；出納主任 (incl. accounts payable/ receivable, inventory, audit, credit, paymaster, head cashier 包括：應收／付帳主任、存貨主任、核數主任、信用部主任)	<ul style="list-style-type: none"> ● Audits and processes the payments of all of the hotel's disbursements; ● Prepares expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps proper record of all amounts due to the hotel on a timely basis; ● Computes all travel agents' commissions payable; ● Controls and balances all advance deposits; ● Responds to account disputes and queries; ● Prepares the monthly accounts receivable report; ● keeps all records relating to payroll; ● Prepares and remits payroll reports; ● Compiles all tax returns; ● Issues guest checks daily to all F & B/Front Office Cashiers and follow-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; ● Records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the front office cashier; ● Prepares cashier's daily report. ● 核對及處理酒店一切支出； ● 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； ● 計算一切應付予旅行社的佣金； ● 控制並平衡所有預付定金； ● 處理會計上的爭議及疑問； ● 編製每月應收帳款報告； ● 保存所有與薪酬有關的記錄； ● 編製並提交薪酬報告； ● 編製所有報稅表； ● 每日簽發顧客帳單予飲食部／客務部出納員，並跟進遺失支票； ● 在每更完結時整理出納員的每日報告； ● 為其他特別活動安排出納員。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
204	Credit Manager 信用部經理／信貸部經理	<ul style="list-style-type: none"> ● Follows up overdue accounts; ● Controls the credit card system of the hotel; ● Liaises with accounts receivable supervisor on account disputes; ● Liaises with credit managers of other hotels on bad account and skipper lists; ● Conducts credit investigation and justifies extension of credit to hotel guests, travel agents and their customers. ● 跟進過期帳項； ● 監管酒店的信用咭系統； ● 就會計爭議與收帳主管聯繫； ● 就壞帳及逃帳名單與其他酒店的信用部經理聯繫； ● 進行信用審查，批核酒店住客、旅行社及其顧客信貸期的延長申請。
205	Assistant Controller ; Assistant Purchasing Manager 副財務總監；採購部副經理	<ul style="list-style-type: none"> ● Assists Controller on daily financial operations; ● Assists the purchasing manager in the controls of purchase and stock of commodities for sale or internal consumption according to the demand of various departments in the hotel. ● 協助財務總監處理日常財務運作； ● 協助採購部經理，根據酒店各部門的需求，控制銷售或自用商品的採購及存貨。
206	Chief Store Supervisor/ Store Supervisor 總倉務主任／倉務主任	<ul style="list-style-type: none"> ● Performs routine store-keeping; ● Supervises storeporters; ● Be responsible for record routines in storerooms; ● Maintains a stock and places purchase requests for regular replenishment. ● 執行日常倉庫管理工作； ● 督導貨倉搬運員； ● 負責倉庫的日常記錄； ● 更新存貨記錄，並提交購貨申請表，定時補充存貨。
207	Income Auditor 核數員 (incl. Night Auditor 包括：夜間核數員)	<ul style="list-style-type: none"> ● Performs checking on hotel's total income revenue and other checking related to revenue; ● Summarises checking on daily basis; ● Produces daily revenue report. ● 核對酒店總收益及其他與收益有關的項目； ● 每日總結核對結果； ● 編製每日收益報告。
208	System Analyst ; Information Technology Supervisor 系統分析員；資訊科技督導 (incl. EDP Supervisor 包括：電子資料處理部主任)	<ul style="list-style-type: none"> ● Defines problems; ● Reviews methods and evaluates alternative solutions to business problems; ● Constructs information and logic flow-charts; ● Prepares procedural block diagrams; ● Designs input forms and reports specifications; ● Makes comparative cost analyses when necessary, and recommends required organisational improvements. ● 界定業務問題； ● 檢討各類解決方法及其效用； ● 繪製資料及邏輯流程表； ● 製備程序方塊圖； ● 設計輸入表格及報表； ● 編製比較成本分析報告及提出改善建議。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Craft/Operative Level 技工／操作工級		
301	Systems Support Operator ; Information Technology Officer ; Web Designer 系統輔助操作員；資訊科技主任； 網頁設計師 (incl. EDP Operator 包括：電子資料處理操作員)	<ul style="list-style-type: none"> ● Operates and controls data processing equipment; ● Enters prepared data source into data entry machine; ● Records data on card, magnetic tape and disk; ● Dispatches computer print-outs to users; ● Helps design/update company web site and supports all on-line services to customers, if available. ● 操作及控制資料處理設備； ● 輸入編妥資料； ● 將資料記錄在咭片、磁帶及磁碟上； ● 將電腦印出資料發送予有關部門； ● 負責設計及管理公司網頁、將一切酒店相關資料上載、以及提供技術支援予網上顧客。
Administrative and Others Level 文員及其他員工級		
404	Accounting Clerk 會計部文員 (e.g. payroll, receivable, payable, night auditing, cost control, purchasing, store and receiving, costing 例如：薪酬／應收帳／應付帳／夜 間核數文員／成本控制文員／採購 文員／貨倉及收貨文員／成本統計 文員)	<ul style="list-style-type: none"> ● Performs a variety of routine calculating, posting, recording, filing and typing duties in Accounts Department; ● Assists in cost control and inventory taking; ● Makes random inspections on all supplies for the outlet; ● Checks all merchandise entering the hotel and their proper documentation; ● Maintains per stocks in storeroom. ● 負責會計部日常計算、過帳、記錄、編檔及打字等工作； ● 幫助處理成本控制(成本計算、過帳及記錄工作)及清點存貨等工作； ● 隨時抽查各飲食部門所用物料； ● 檢查所有運進酒店的貨品及其正式付運文件； ● 保持貨倉的存貨分量。
SALES AND MARKETING DEPARTMENT 營業及市場拓展部		
Managerial and Professional Level 經理及專業人員級		
109	Director of Marketing ; Director of Sales ; Director of Promotions 市場拓展總監；營業總監；宣傳總監	<ul style="list-style-type: none"> ● Compiles marketing plan; ● Establishes policy on rates, discounts; ● Submits annual sales and marketing budget; ● Co-ordinates public relations activities relating to special promotions; ● Decides on targets for business solicitation; ● Plans, organises, directs and controls the hotel's sales promotion and sales rates; ● Develops local and overseas sales contacts regarding group and convention activities. ● 編製市場拓展計劃； ● 訂定有關房租、折扣的政策； ● 提交每年營業及市場拓展預算； ● 統籌與特別宣傳有關的各種公共關係活動； ● 訂立爭取業務的目標； ● 策劃、籌辦、督導及監管酒店的營業推廣工作及營業額； ● 就團體及會議業務發展本地及海外業務聯繫。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
110	Director / Manager of Public Relations ; Director / Manager of Corporate Communications 公共關係部總監／公共關係部經理；企業傳訊總監／企業傳訊經理	<ul style="list-style-type: none"> ● Responsible for publicity campaigns of special events and promotion in the hotel; ● Liaises with the press and entertainment media; ● Writes and edits all materials for in-house promotions; ● Prepares annual advertising budget. ● 負責酒店舉辦的特別宣傳計劃； ● 與報界及娛樂界聯絡； ● 撰寫及編輯所有酒店內部的宣傳資料； ● 提交每年的廣告預算。
111	Marketing Manager ; Sales Manager ; Business Development Manager 市場拓展部經理；營業部經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls the hotel's marketing functions; ● Reviews market and sales analysis to determine local and overseas market requirements; ● Co-ordinates public relations to sales promotion; ● Chairs the daily briefing of Sales and Marketing Department, controls the Sales/Clients System. ● Submits a monthly sales report; solicits for travel and commercial group business; ● Conducts sales campaign; ● Co-ordinates with Front Office Manager on short-term forecasting. ● 策劃、組織、指導和管理酒店的市場拓展活動； ● 檢討市場及營業分析，以確定本地及海外市場需求； ● 統籌公共關係活動； ● 主持營業部每日的簡短會議，控制顧客資料卡片系統； ● 提交每月營業報告，爭取旅遊及商業團體及會議業務； ● 推行營業計劃； ● 就短期預測與客務部經理聯繫。
112	Convention Sales Manager ; Event Sales Manager 營業部經理（會議／宴會）	<ul style="list-style-type: none"> ● Plans, organises and promotes group business from the Meetings, Incentives, Conventions and Exhibitions (MICE) sector; ● Conducts sales campaign and contacts all visiting trade and business personnel; ● Co-ordinates public relations and sales promotion; ● Submits a monthly sales report; ● Works closely with Banquet Service Manager on service delivery. ● 策劃、組織及推廣源自會議及展覽業的團體業務； ● 推行營業計劃及聯絡所有到訪業界及商務人士； ● 統籌公共關係和營業推廣活動； ● 提交每月營業報告； ● 與宴會服務經理就提供服務緊密合作。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level 督導及技術員級		
201	Reservations Manager ; Revenue Manager / Analyst 訂房部經理；收益管理經理／營收分析主任	<ul style="list-style-type: none"> ● Contributes to the maximisation of revenue and ensures room selling strategies and yield management principles are applied in conjunction with the Marketing and Sales Team; ● Develops and maintains long-term relationships with key hotel accounts; ● Examines booking efficiency; ● Records and analyses departmental statistics and proactively taking remedial measures to improve sales and services; ● Oversees the reservations process to ensure the smooth operation of the Revenue/Reservations Department. ● 負責提升收益及確保房間銷售策略及營收管理能切實執行； ● 與營業及市場拓展部配合，保持酒店主要客戶的長遠關係； ● 評核訂房效益； ● 記錄及分析部門數據，主動彌補以改善銷售和服務； ● 監督訂房流程並確保部門營運暢順。
209	Sales Executive ; Marketing Officer ; Group Sales Co-ordinator 營業主任；市場拓展部主任；團體營業聯絡主任	<ul style="list-style-type: none"> ● Develops new accounts and additional business by regularly calling on potential clients; ● Obtains marketing information; ● Follows referrals from clients and competition; ● Follows up on future booking and attends to complaints; ● Completes weekly call reports. ● 按時探訪有關人士，以爭取新客戶及額外業務； ● 蒐集市場資料； ● 跟進同業及客戶介紹的情況； ● 辦理訂房及投訴事宜； ● 填寫每週的探訪報告。
210	Public Relations Officer ; Corporate Communications Officer 公共關係部主任；企業傳訊主任	<ul style="list-style-type: none"> ● Helps implement publicity campaigns of special events and promotions in the hotel ● Co-ordinates with the press and entertainment media; ● All PR related functions as instructed by PRM or the PR management team. ● 協助公共關係部總監及經理組織及執行特別宣傳計劃； ● 與報界及娛樂界聯絡； ● 協助編輯酒店部的宣傳資料；以及一切其他與公共關係部相關的職務。
211	Art Director ; Designer ; Layout Artist ; Printshop Supervisor 美術總監；設計師；草圖設計員；印刷房主任	<ul style="list-style-type: none"> ● Supervises printing room staff; ● Familiar with the operation of duplicating machines for printing office memos and in-house publications; ● Manages and administers the planning of art and photographic budgets on the hotel's promotional publication; ● Designs creative works to meet the marketing objectives of the hotel. ● 督導印刷房職員； ● 操作複印機，以印刷辦公室便箋及內部刊物； ● 管理及執行酒店宣傳刊物的美術及攝影預算計劃； ● 進行創作性設計，以達到酒店的市場拓展目標。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
218	Reservations Supervisor 訂房部主任	<ul style="list-style-type: none"> ● Supervises the Reservations team and assists to manage hotel rooms selling strategies; ● Tracks and records departmental statistics and taking remedial measures to improve sales and services; ● Supervises and handles all reservations and telephone inquiries; ● Co-ordinates with other departments to ensure guest satisfaction on arrival. ● 督導訂房團隊及協助管理房間銷售策略； ● 跟進及記錄部門數據，主動彌補以改善銷售和服務； ● 督導及處理所有訂房及電話查詢； ● 與酒店各部門協調以確保客人滿意。
255	Tour / Group Co-ordinator 旅行團聯絡主任	<ul style="list-style-type: none"> ● Assists to prepare proposals, contracts and handle all group logistics; ● Provides in-house co-ordination of group arrival/departure; ● Works closely with Front Office to ensure overall group satisfaction. ● Obtains customer feedback and updates group movement. ● 協助製作建議書、合約和處理旅行團有關安排； ● 協調旅行團抵步/離開事宜； ● 與客務部緊密聯繫以確保客人滿意。 ● 收集客人回饋及更新團體動向。
Craft/Operative Level 技工／操作工級		
302	Draftsman ; Photographer ; Printshop Staff 繪圖員；攝影師；印刷房職員	<ul style="list-style-type: none"> ● Prepares artworks for in-house promotions and special events according to directions of management; ● Takes social pictures for hotel functions; ● Provides limited photographic services for guests and management; ● Produces hard and photographic screen stencils and prepares and operates printing equipment and machinery; ● Sets up and operates letterpress machines for the hotel's publications and promotional materials. ● 根據管理階層的指示，為酒店的宣傳及特別活動製備美術作品； ● 為酒店所辦活動拍攝社交照片； ● 為顧客及管理階層提供有限度的攝影服務； ● 製作紙本及攝製成蠟紙版，備妥及操作印刷設備和機器； ● 調校及操作印字機，以便製作酒店刊物及宣傳品。
305	Reservation Clerk ; Guest Services Ambassador/Agent/ Assistant 訂房部文員； 客務服務大使／代理／助理人員	<ul style="list-style-type: none"> ● Processes all reservation inquiries, bookings and customer service requests; ● Prepares reservation confirmation and arrival reports for departments. ● 處理各房間查詢、訂房及顧客服務要求； ● 負責準備訂房確認書和有關報表。

Code 編號	Job Title 職稱	Job Description 工作說明
FRONT OFFICE DEPARTMENT 客務部		
Managerial and Professional Level 經理及專業人員級		
113	Director of Front Office/ Front Office Manager 客務部總監／客務部經理	<ul style="list-style-type: none"> ● Monitors room occupancy forecasts on 3-day, weekly and monthly basis; ● Advises with management and sales staff on reservation status, forecasts and tariffs; ● Determines rate structure for daily pick-up; ● Supervises room rates offered; ● Spot checks VIP guest rooms; ● Ensures and supervises all departments, such as Housekeeping, Accounts, Security, Engineering, and F & B work cohesively together; ● Coordinates with administrative director to maintain the unrented rooms; ● Liaises with Credit Managers and Security Department; ● Welcomes and greets VIPs. ● 編製每三日、每週及每月的房間出租率預測； ● 向管理階層及營業部職員就有關訂房情況、房間出租率預測及價目表等事宜提供意見並擔任協調工作； ● 訂定每日非預訂房間的租金； ● 監察出租房間的訂價； ● 抽查貴賓客房； ● 確保及監察所有部門如房口部、會計部、保安部、工程部及餐飲部合作得宜； ● 與行政總管協調，安排保養未出租房間； ● 與信用部經理及保安部聯絡； ● 歡迎及款待貴賓。
114	Director of Rooms Division/ Rooms Division Manager 房務部總監／房務部經理	<ul style="list-style-type: none"> ● Supervises the Front Office, Concierge, Telephone, Housekeeping, Laundry, Flower shop and Kiosk operations and those other duties assigned by the management; ● Co-ordinates with the Sales and Marketing Division regarding reservation status; ● Liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance. ● 督導客務部、庶務部、電話部、房口部、洗衣部、花店及小賣部的運作，並執行管理階層分配的其他職務； ● 就訂房情況與營業及市場拓展部聯繫； ● 就裝修工程及封閉客房進行維修保養事宜與房口部及工程部洽商。
Supervisory and Technician Level 督導及技術員級		
212	Airport Manager/ Chief Airport Representative 駐機場經理／駐機場總代表	<ul style="list-style-type: none"> ● Supervises the hotel's airport representatives; liaises with other hotels' representatives at the airport; keeps close contact with the Concierge Section regarding VIP and group arrivals; ● Liaises with airline staff and the hotel reservation centre at the airport. ● 督導酒店駐機場代表的工作，與其他酒店的駐機場代表聯絡，就貴賓及團體抵達事宜與行李部密切接觸； ● 與航空公司及駐機場的酒店訂房中心聯絡。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
213	Telephone Service Manager/ Telephone Supervisor 電話服務經理／電話房主任	<ul style="list-style-type: none"> ● Keeps an up-to-date information list on all in-house guests; ● Operates the paging system; ● Screen calls as requested by guests; ● Supervises and compiles staff schedule according to hotel occupancy; ● Logs daily long distance call charges and checks for billings. ● 保存一份所有住客的最新資料； ● 操作傳呼系統； ● 依照顧客的要求甄別來電； ● 根據酒店用房率督導及編排職員值班時間表； ● 登記每日長途電話收費及查核帳單。
214	Front Office Cashier Supervisor 大堂出納主任	<ul style="list-style-type: none"> ● Audits and processes the payments of all of the hotel's disbursements; ● Prepares front office expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps proper record of all amounts due to the hotel on a timely basis; ● Computes all travel agents' commissions payable; ● Controls and balances all advance deposits; ● Responds to account disputes and queries; ● Prepares the monthly accounts receivable report; ● Issues guest checks daily to all front office cashiers and follows-up on missing checks; ● Picks up cashiers' daily reports at the close of each shift; ● Arranges cashiers for other special functions; ● Posts ledgers for food and beverage sales. ● 核對及處理客務部一切支出； ● 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； ● 計算一切應付予旅行社的佣金； ● 控制並平衡所有預付定金； ● 處理會計上的爭議及疑問； ● 編製每月應收帳款報告； ● 每日簽發顧客帳單予客務部出納員，並跟進遺失支票； ● 在每更完結時整理出納員的每日報告； ● 為其他特別活動安排出納員； ● 就餐飲銷售記帳。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Reception Assistant Manager ; Duty Manager; Night Manager ; Guest Service Manager ; Business Centre Manager ; Executive Services Manager ; Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理 ; 前櫃部經理 ; 接待處經理 / 副經理 ; 值勤經理 ; 夜班經理 ; 客務服務經理 ; 商務中心經理 ; 行政樓層經理 ; 服務式住宅經理 / 領班	<ul style="list-style-type: none"> ● Spot checks VIP guest rooms; ● Approves rebates and reservations discounts ; Co-ordinates with the Sales and Marketing Division regarding reservation status, acceptance of personal cheque and travel vouchers; ● Records all unusual incidents or complaints in duty logbook; ● Greets and assists all VIPs during their stay; ● Receives and screens guests for management; ● Maintains close liaison with Security Department to investigate incidents or thefts in hotel; ● Supervises Guest Relations Officers; ● Carries master key of hotel and pager while on duty; ● Solves any problems and complaints from guests regarding room reservations; ● Checks arrival/departure list especially VIP bookings; ● Informs the management on special hotel guests' arrival/departure and upgrades; ● Creates more personalised contact with executive accounts and entertains hotel guests occasionally; ● Arranges for the General Manager to meet or contact special guests upon arrival to hotel for functions and events; ● Carries out inspection on the special attention rooms; ● Responsible and manages the daily operation within the hotel's Business Center; ● Up-dates master booking chart for space allocation and forecast; ● Prepares monthly group reservations lists for sales office to follow up; ● Assists Front Office Manager in preparing room occupancy forecasts; ● Approves all reservation confirmation slips before sending out; ● Prepares duty roster of all Reservations staff; ● Supervises handling of guest history records; ● Informs all departments of close-out dates. ● Directs daily works of operative staff; ● Approves daily work reports prepared by shift front office clerk; ● Supervises all Customer Service staff to coordinate with the Sales Department on reservations issues; ● Follow-up guests' payment slips sent out by Credit Managers. ● 在貴賓抵達前檢查所有貴賓房； ● 批准回佣、房租折扣，與銷售及推廣部就有關訂房狀況互相合作；接受個人及旅行支票； ● 將一切異常事件及投訴記錄在值勤簿內； ● 接待及協助所有在酒店留宿的貴賓； ● 迎接及為管理層甄別住客； ● 與保安部門保持密切聯絡，調查酒店內發生的失竊或其他事件； ● 督導客務關係主任； ● 於值班時保管酒店的萬能鑰匙及傳呼機； ● 處理因訂房間事宜產生的問題和投訴； ● 檢查賓客（特別是貴賓）抵達及離去名單； ● 知會管理階層有關特別住客抵達或離去的消息，以及有關提高服務水準的情況； ● 與行政人員級住客建立良好關係，並加以款待； ● 為總經理安排會見或接觸因特別會議或活動而逗留的住客； ● 視察特定的客房；

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
215 (cont')		<ul style="list-style-type: none"> ● 負責及處理酒店商務中心日常運作； ● 更新房間分配及入住預測之記錄； ● 預備每月團體訂房名單讓銷售部門跟進； ● 協助客務經理準備房間預測； ● 於發出訂房確認前核准所有資料； ● 為所有訂房部員工制定更表； ● 監察員工處理客人紀錄； ● 通知所有酒店部門有關房間截止銷售日期； ● 指揮操作工執行職務； ● 每日審核夜間文員的工作報告； ● 督導所有客務部職員，就訂房情況與營業部協調； ● 跟進信用部經理發出的客戶付款通知。
216	<p>Concierge / Assistant Chief Concierge ; Bell Superintendent/Bell Captain/Bell Supervisor/Baggage Master ; Transportation Supervisor ; Valet Services Supervisor</p> <p>禮賓司／副禮賓司；行李部總管／行李領班／行李部主任； 運輸部主任； 泊車服務主任</p>	<ul style="list-style-type: none"> ● Supervises all guest baggage handling; ● Keeps control of all items in the baggage rooms; ● Co-ordinates with Engineering Department for proper functioning of all elevators when required; ● Compiles duty roster of bell attendants according to occupancy; ● Co-ordinates with Security and Housekeeping Departments; ● Arranges car services for guests. ● Supervises guest services in the lobby area and by bell attendants; ● Assists guests with parcel packing/delivery requirement; ● Co-ordinates with Front Office Cashiers for collection of unpaid accounts from departing guests before their baggage leaves the hotel; ● Arranges newspaper/ guest letter/message distribution to guests rooms; ● Sets up signage boards according to daily event orders and group orders. ● 督導所有住客行李的處理工作； ● 管理行李房內各項物件； ● 在有需要時，與工程部協調各升降機的正常操作； ● 根據房間出租情況編製行李生值班表； ● 與保安部及房口部協調； ● 為住客安排車輛服務。 ● 督導大堂範圍內的住客服務以及行李生的工作； ● 協助住客將包裹包裝及付運； ● 在住客帶同行李離開酒店前，協助大堂出納員向住客收取未付帳款； ● 安排將報紙／住客信件／留言送達住客房間； ● 根據每日節目或團體活動安放告示牌。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
219	Reception Supervisor/Chief Receptionist ; Chief Room Clerk ; Front Office Supervisor ; Lobby Services Supervisor 接待處主任／總接待員； 客務部主任； 大堂服務主任	<ul style="list-style-type: none"> ● Compiles duty roster for receptionists; ● Makes appropriate room assignments for arriving guests; ● Provides daily departure information to reservations; ● Maintains daily room availability control by checking housekeeping reports and reports room discrepancy to duty assistant manager; ● Advises reservations and airport representatives on current space availability; ● Maintains updated local and hotel information for guests; ● Handles guest enquiries. ● 編製接待員輪值表； ● 為住客安排適當房間； ● 向訂房部提供每日住客離去資料； ● 檢查房口部報告，以便控制每日客房供應，並將記錄與事實不符情況報告當值副經理； ● 隨時將房間供應情況告知訂房部及駐機場代表； ● 為住客保存最新的本地及各酒店資料； ● 處理住客查詢。
Craft/Operative Level 技工／操作工級		
303	Airport Representative 駐機場代表	<ul style="list-style-type: none"> ● Meets all arriving guests and arranges their transfer to the hotel; ● Liaises with bell captain and chief room clerk regarding baggage handling and informs about flight arrival/departure changes; ● Liaises with all airline staff at airport and hotel reservation centre. ● 迎接剛抵達機場的住客並安排其前往酒店； ● 與行李領班及總接待員協調有關行李處理及航機抵達／離開時間更改等事宜； ● 聯絡機場內各航空公司的職員及酒店訂房中心。
304	Bell Attendant ; Baggage Porter ; Door Attendant ;Bellman ; Bell Person 行李生；聽差；司閘；行李員	<ul style="list-style-type: none"> ● Picks up and delivers guests' baggage in and out of the hotel; ● Escorts guests from front desk to their rooms and introduces room facilities; ● Runs errands for executive office; ● Delivers newspaper/guest letters; ● Operates guest elevators for VIP arrival; ● Ensures flags are flying in the right position; ● Directs traffic and parking of vehicles at main entrance; ● Provides door service to guests arriving and departing; ● Orders taxis or hires car for guests upon request; ● Summons bell attendants to assist arriving guests. ● 提取及運送住客行李進入或離開酒店； ● 陪同住客由大堂前往房間並介紹房間各項設備； ● 為行政室人員辦事； ● 派送報紙／住客信件； ● 為貴賓操作升降機； ● 確保旗幟正確懸掛； ● 指揮大門入口交通及車輛停泊事宜； ● 在酒店大門口為出入住客服務； ● 應住客要求召喚的士或出租汽車； ● 召喚行李生協助剛抵達酒店的住客。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Craft/Operative Level (Continued) 技工／操作工級（續）		
306	Front Office Clerk /Receptionist; Guest Service Officer/Guest Service Agent; Front Desk Agent ; Guest Relations Officer ; Welcome Host ; Executive Floor Agent ; Business Centre Officer 客務部文員 / 接待員 ; 賓客服務主任／賓客服務員 ; 前堂服務員 ; 客戶關係主任 ; 歡迎大使 ; 行政樓層服務員 ; 商務中心主任	<ul style="list-style-type: none"> ● Greets and checks in all Free Independent Travellers (FITs) and commercial accounts and airline crews; ● Promotes hotel facilities to guests; ● Processes all arrival and departure records; ● Handles all guest enquiries and request as appropriate; ● Prepares room daily arrival lists and daily special attention/VIP lists. ● 接待及登記所有單身住客、商業客戶及航空公司機員； ● 向顧客介紹酒店的設施； ● 處理所有到達及離開酒店住客的記錄； ● 適當處理所有主客查詢及要求； ● 編寫每日抵達的住客名單，以及每日須特別注意的住客／貴賓名單。
307	Services Centre Agent ; Telephone Operator 服務中心專員 ; 電話接綫生	<ul style="list-style-type: none"> ● Processes local and overseas calls; ● Provides wake-up service; ● Keeps close communication between departments after office hours; ● Provides directory service to guests; ● Knows all hotel services and service hours; ● Assists in dispersing management's instructions on emergency procedures. ● 負責本港及海外電話接綫； ● 提供呼喚起床服務； ● 於辦公時間後與各部門保持緊密聯絡； ● 為顧客提供查詢電話服務； ● 熟悉所有酒店提供的服務及其辦公時間； ● 依照管理階層指示處理緊急事件。
HOUSEKEEPING DEPARTMENT		
房口部		
Managerial and Professional Level 經理及專業人員級		
115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager 房口部總監／行政管家／ 房口部經理	<ul style="list-style-type: none"> ● Monitors the overall departmental-related matters; ● Submits a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; ● Monitors and supervises on all day-to-day housekeeping activities. ● 監察房口部所有相關事宜； ● 就各部門的布草、制服及清潔器具開支提交全年預算； ● 監管及負責房口部一切相關事務。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level 督導及技術員級		
220	Assistant Executive Housekeeper/ Head Housekeeper 副行政管家／房口部總管	<ul style="list-style-type: none"> ● Reports to Director of Housekeeping or Executive Housekeeper on day-to-day operations; conducts inventory taking and tight control of guest room and service apartment items; ● Co-ordinates with Engineering Department on guest room maintenance; ● Co-ordinates with Purchasing Department on market price comparison and testing of new products; ● Liaises with Front Office on daily arrival/departure pattern for proper staff allocation; ● 協助及執行房口部總監、政總管、及經理的一切指示，清點及控制客房內物品數量； ● 就客房保養方面與工程部協調； ● 就市場價格比較及新產品試驗方面與採購部配合； ● 就每日顧客入住或遷出情況與客務部聯絡，以便分配人手。
221	Housekeeping Supervisor ; Floor Supervisor ; Assistant Housekeeper/ Assistant Housekeeper (Public Area) ; Public Area Supervisor/Public Area Housekeeper ; General Area Housekeeper ; General Service Supervisor 房口部督導員； 助理管家； 公眾地方主任／副主任； 公眾地方部主任； 公眾地方管事	<ul style="list-style-type: none"> ● Chairs daily briefing with all morning and afternoon duty supervisors and assign daily work schedules; ● Spot-checks occupied and vacant guest rooms after cleaning; ● Ensures all public and back of the house areas are regularly sprayed by outside pest control contractor; ● Inspects all room blocked for VIP arrivals; ● Maintains records and storage of all lost and found items. ● 每日與所有早午班主管作簡短會議及編派每日工作； ● 於清理工作完畢後抽查有住客及空置的房間； ● 檢查所有公眾地方及後門各處是否已由滅蟲公司定期噴灑殺蟲劑； ● 巡視所有貴賓預留房間； ● 登記保存所有遺失及拾獲物品。
222	Laundry Manager/ Laundry Supervisor/ Laundry Officer 洗衣部經理／ 洗衣部主管／ 洗衣部主任	<ul style="list-style-type: none"> ● Supervises all laundry and valet attendants; ● Provides valet service to guests; ● Distributes linen and uniforms to other departments as required and minimises the costs incurred in cleaning; ● Supervises washers, pressers, linen sorters and valet attendants. ● 督導洗衣及乾衣部侍應生； ● 為住客提供乾洗服務； ● 依照規定將布草及制服分發予其他部門，以及減低洗衣成本； ● 監督洗衣、熨衣、布草、乾衣工人。
Craft/Operative Level 技工／操作工級		
308	Cloakroom Attendant ; Lobby Attendant ; Public Area Cleaners/ Upholsterer/ Houseman ; Toilet Attendant 衣帽間侍應生；大堂侍應生； 公眾地方清潔雜工；衛生間服務員	<ul style="list-style-type: none"> ● Monitors cloakroom for hotel guests; ● Cleans office areas, public areas and F & B outlets, guest toilets; ● Makes requisition for cleaning materials, linen, tissue rolls etc. ● 為酒店住客看守衣帽間； ● 清潔辦公室、公眾地方、各飲食部門及顧客洗手間； ● 領取清潔用品、布草、廁紙等。

Code 編號	Job Title 職稱	Job Description 工作說明
Craft/Operative Level (Continued) 技工／操作工級（續）		
309	Uniform and Linen Room Attendant/ Runner ; Tailor ; Seamstress 布草修補員；制服及布草房侍應生； 布草房助理；裁縫師	<ul style="list-style-type: none"> ● Checks uniform supply, stores and controls replacement of household supplies; ● Controls supply and distribution of all house linen; ● Keeps up-to-date stock records; ● Checks and repairs staff uniforms/house linen and provides service to guests when required; ● Repairs curtains and drapes. ● 檢查制服供應、控制所有酒店內布草的供應及分配； ● 貯藏及控制酒店內的物品補給； ● 更新存貨記錄； ● 檢查及修補職員制服及店內布草，在有需要時為住客提供服務； ● 修補窗簾及布簾。
310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣接待員；洗衣乾衣部文員； 寫單員（洗衣部）	<ul style="list-style-type: none"> ● Operates all linen finishing equipments and laundry machinery; ● Reports to Laundry Manager of any machinery malfunction; ● Handles the daily distribution requirements for all bed and bathroom linen; ● Monitors that linen is loaded into bins for the Housekeeping Department; ● Maintains adequate supplies of food and beverage linen on shelves for distribution; ● Fills requisitions after proper authorisation and makes regular inspections of the quality of laundering; ● Sorts out laundry garments from the dry clean garments and makes sure proper identification by use of tags and tickets; ● Checks and bags the order to be distributed by runner. ● Maintains records on all guest items; ● Prepares laundry and valet bills and other routine office duties. ● 操作所有布草處理設備及洗衣機器； ● 將機器故障呈報洗衣部經理； ● 處理床單及浴巾每日分發工作； ● 安排將布草放入箱內供房口部使用； ● 維持架上有充足的飲食用布草以備分發； ● 經批准後領取物品，定期檢查洗衣質素； ● 將乾、濕洗衣物分類並使用布條及標籤以正確辨別衣物； ● 檢查及將衣物袋好以備送貨員分發。 ● 保存所有顧客物品記錄； ● 預備洗衣乾衣帳單以及處理辦公室其他日常職務。
311	Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員；洗衣工人；熨工； 檢查員；乾洗工	<ul style="list-style-type: none"> ● Presses clothes with iron and pressing machines; ● Loads, cycles and unloads all washer extractors; ● Undertakes regular inspections of the wash cycle and keeps all equipment clean; ● Sorts out all bathroom and bed linen and food and beverage linen. ● 用熨斗及整熨機熨平衣服； ● 將衣物放入巨型洗衣機、操作洗衣機及將衣物取出； ● 經常檢查洗衣過程並保持所有設備清潔； ● 將所有浴巾、床單及飲食用布草分類。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Craft/Operative Level (Continued) 技工／操作工級（續）		
312	Room Attendant ; Room Services Butler ; Floor Attendant ; Housekeeping Clerk ; Order-taker ; Co-ordinator (Housekeeping) 房口服務員 ; 房間服務員 ; 房口部文員 ; 寫單員（房口部） ; 房口部聯絡員	<ul style="list-style-type: none"> ● Cleans guest rooms and provides services to guests; ● Replenishes supplies in guest rooms. ● Maintains records on all items such as extra linen, hair dryers as required by in-house guests; ● Prepares laundry and valet bills and other routine office duties. ● 清理客房，為住客提供服務； ● 補充客房物品； ● 保存住客取用的額外布草、吹髮器等物品的記錄； ● 編製房口部每日及每月報告，接聽電話及處理辦公室日常事務。
SPA 水療中心		
Managerial and Professional Level 經理及專業人員級		
116	Director of Health Club or Gym ; Director of Spa 健身中心總監；水療中心總監	<p>Takes charge of the overall management and business volume of the health club/gym/spa, responsible for regional business development, usually with Managers as subordinates.</p> <p>在直屬下級（通常為經理）協助下，全權負責健康中心、健身中心及水療中心的管理及生意額，負責發展區內業務。</p>
Supervisory and Technician Level 督導及技術員級		
223	Manager/ Supervisor/ Officer of Health Club or Gym ; Manager/ Supervisor/ Officer/ Trainer of Spa 健身中心經理／主任； 水療中心經理／主任／培訓師	<ul style="list-style-type: none"> ● Takes charge of the operation of the health club/gym/spa and/or to assist the health club/gym/spa director in managing or running the health club/gym/spa; ● Supervises supporting staff; ● Promotes service and packages to hotel guests/members/customers; ● Provides customer service and handles customer reservations, enquiries and complaints; ● Provides detail and clear safety instructions to users of facilities and equipment; ● Posts all sales transactions into the computer system and prepares daily/weekly/monthly reports; ● 負責健康中心、健身中心及水療中心的日常運作及／或協助各中心總監管理或營運相關中心； ● 督導相關支援職員； ● 向酒店住客／會員／顧客推廣相關服務及計劃； ● 提供顧客服務及處理預訂、查詢及投訴； ● 向相關中心設施及器材使用者提供詳細及清晰的安全使用守則； ● 把所有銷售記錄輸入電腦系統，並編製每日／每周／每月報告。
Craft/Operative Level 技工／操作工級		
313	Health Club or Gym Supporting Staff ; Spa Attendant/ Supporting Staff 健身中心支援職員； 水療中心服務員／支援職員	<ul style="list-style-type: none"> ● Provides supporting services to the operations of the health club/gym/spa; ● Maintains facilities and equipment in good condition; ● Ensures the cleanliness and tidiness of the changing rooms, lockers, massage rooms. ● 就健身中心及水療中心的運作提供支援服務； ● 保養相關中心設施及器材； ● 確保更衣室、儲物柜及按摩室的整潔。

Code 編號	Job Title 職稱	Job Description 工作說明
Craft/Operative Level (Continued) 技工／操作工級（續）		
314	Masseuse/Body Therapist 按摩師／身體護理治療師	<ul style="list-style-type: none"> ● Provides massage/body treatment service for guests, members and customers; ● carries out massage/body treatment; ● Checks massage/body treatment and retail sales stock on a regular basis; ● Prepares clean towels for guests; ● Checks towel stock on a regular basis; ● Carries consultation to client to ensure treatment safety. ● 為住客、會員及顧客提供按摩及身體治療服務； ● 提供按摩及身體治療服務； ● 定期檢查按摩／身體治療零售庫的存量； ● 為客人預備清潔毛巾； ● 定期檢查毛巾的存量； ● 為客人提供顧問服務，確保治療安全進行。
315	Beautician/Facial Therapist 美容師／臉部護理治療師	<ul style="list-style-type: none"> ● Provides facial/beauty services for guests, members and customers; ● carries out facial treatment; ● To be aware of treatment room maintenance; ● Checks beauty treatment and retail stock on a regular basis; ● Prepares clean towels for guests; ● Checks towel stock on a regular basis; ● Carries on consultation for guests to ensure treatment safety. ● 為住客、會員及顧客提供面部護理／美容服務； ● 提供面部治療服務； ● 負責護理室的日常維修及保養； ● 定期檢查美容護理產品的存量； ● 為客人預備清潔毛巾； ● 定期檢查毛巾的存量； ● 為客人提供顧問服務，確保治療安全進行。
316	Spa Concierge 水療禮賓司	<ul style="list-style-type: none"> ● Monitors the spa appointment booking; ● answers clients enquires regarding spa treatments, facilities and carries on the retail of products; ● Makes spa bookings for the future clients and escorts the clients to the correct locations within the spa area; ● Inputs client data information into the database. ● 監察水療心的預約， ● 解答客人有關水療治療及設施的提問，負責產品零售； ● 處理預訂，引領客人到水療中心正確地點； ● 把客人資料輸入資料庫。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Craft/Operative Level (Continued) 技工／操作工級（續）		
317	Lifeguard 救生員	<ul style="list-style-type: none"> ● To be responsible for the operation of the swimming pool; ● Pays attention to all swimmers and gives assistance to anyone who has difficulties in water; ● Performs first aid treatment to any unconscious swimmer until the arrival of medical assistance team; ● Maintains the cleanliness and tidiness of the pool and its surrounding areas; ● Monitors the swimming pool access; ● Maintains the cleanliness and tidiness of the guest changing rooms and lockers; ● Monitors the water quality by checking its pH level, chlorine level and temperature; ● Handles clean and soiled towels; ● Takes precautionary measures to prevent accident at the pool. ● 負責泳池的日常運作； ● 留意所有泳客並為不諳水性的泳客提供協助； ● 於救護人員到場前提供急救護理； ● 保持泳池及附近地方的清潔； ● 監察泳池的出入通道； ● 負責泳客更衣室及儲物櫃的整潔； ● 監察泳池水質的酸鹼度，氯氣濃度及溫度； ● 處理清潔及弄污的毛巾； ● 執行預防措施避免泳池意外。
FLOWER/KIOSK/GIFT SHOPS 花店／禮品店		
Supervisory and Technician Level 督導及技術員級		
224	Flower Shop Manager or Supervisor ; Kiosk Shop Manager or Supervisor ; Gift Shop Manager or Supervisor 花店經理／主任； 禮品店經理／主任	Takes charge of the operation of the Flower Shop and/or Kiosk and Gift Shop. 負責及執行花店及禮品店一切相關運作及業務。
Craft/Operative Level 技工／操作工級		
318	Staff of Kiosk Shop ; Staff of Flower Shop 花店職員；禮品店職員	Serves as supporting staff to the operations of Kiosk and Flower Shop. 提供及支援與花店及禮品店一切服務及相關運作。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
ENGINEERING DEPARTMENT 工程部		
Managerial and Professional Level 經理及專業人員級		
117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監；總工程師； 技術經理；物業保養部經理	<ul style="list-style-type: none"> ● Compiles regular budget reports on repair and maintenance; ● Contacts outside contractors for hotel projects; ● Conducts thorough inspection of entire hotel premises; ● Supervises staff performance; ● Assists in renovations; ● Supervises and liaises with contractors. ● 定期編製維修及保養的財政預算報告； ● 就酒店工程事宜與外間承辦商接洽； ● 徹底視察酒店所有建築； ● 監察員工的工作表現； ● 協助進行裝修工程； ● 監察承辦商工作並與其聯繫。
Supervisory and Technician Level 督導及技術員級		
225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師；物業保養主任； 建築主任	<ul style="list-style-type: none"> ● Supervises duty crew; ● Enters all data as specified in the engineers' log book and all specific events relevant to engineering. ● 監督值勤人員； ● 將所需一切資料，及所有與工程有關的特別事項，記錄在工作日誌內。
226	Foreman ; Assistant Engineer ; Audio-visual Technician ; Engineering Technician 管工；助理工程師；視聽器材技術員； 工程部技術員	<ul style="list-style-type: none"> ● Inspects hotel's air-conditioning, sound and lighting systems; ● Contacts outside contractors for maintenance and repair works. ● 視察酒店的冷氣、音響及照明系統； ● 就保養及維修工程與外間承辦商接洽。
Craft/Operative Level 技工／操作工級		
326	Engineering Craftsman 工程部技工 (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic, mason/(plasterer) painter, plumber) 例如：空氣調節系統技工、鍋爐操作員、木工、電工、打磨裝配工、機械工、泥水工、髹漆工、喉管工)	Maintains and repairs all necessary mechanical and electrical engineering works of a hotel including restaurant outlets, guestrooms, and public areas. 維修整間酒店（包括餐廳、客房及公眾地方）的機電工程設備。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
SECURITY DEPARTMENT 保安部		
Managerial and Professional Level 經理及專業人員級		
118	Director of Security/ Security Manager/ Assistant Security Manager/ Chief Security Officer 保安部總監／保安部經理／ 保安部副經理／總保安主任	<ul style="list-style-type: none"> ● Informs department heads concerned of any necessary procedures on internal security matters; ● Liaises with the police; ● Arranges staff safety training, fire drill tests; ● Security screening of new employees; ● Investigates all incidents and thefts within the hotel. ● 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； ● 調查所有在酒店內發生的失竊及其他事件。
Supervisory and Technician Level 督導及技術員級		
227	Security Supervisor 保安主任	<ul style="list-style-type: none"> ● Reports to the security manager and supervises the operative security staff on all security related matters. ● Assists in arranging staff safety training, fire drill tests; ● Assists in investigating all incidents and thefts within the hotel. ● 協助保安部總監、經理或總保安主任處理一切保安相關事宜； ● 協助安排職員進行安全訓練及防火演習； ● 協助調查所有在酒店內發生的失竊及其他事件。
Craft/Operative Level 技工／操作工級		
319	Security Officer/Uniform Guard/ House Officer 保安員／護衛員	<ul style="list-style-type: none"> ● Patrols hotel premises; ● Conducts full enquiry on incidents occurred; ● Ensures all items found in the hotel premises are properly recorded and kept; ● Checks all exists and back staircases; ● Carries out guard duty in the shopping arcade, hotel entrances and passageway in the rear service area; ● Provides protection to VIP guests. ● 巡查酒店內範圍； ● 就所發生的事件進行全面調查； ● 確保所有在酒店內發現的物件得以正確記錄及妥為保存； ● 查察所有出口及後樓梯； ● 在商場內、酒店入口及後門通道執行護衛工作； ● 保護貴賓。

Code 編號	Job Title 職稱	Job Description 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
Managerial and Professional Level 經理及專業人員級		
119	Director of Catering / Director of Events 宴會部總監	<ul style="list-style-type: none"> ● Compiles catering and event marketing plan; ● Establishes catering and event policy on price and discounts; ● Submits annual catering and event budget; ● Co-ordinates public relations activities relating to special promotions; ● Decides on targets for business solicitation; ● Plans, organises, directs and controls the hotel's catering and event sales promotion and sales rates; ● Develops local and overseas food & beverage sales contacts regarding group and convention activities. ● 編製宴會部市場拓展計劃； ● 訂定有關價目、折扣的政策； ● 提交每年營業及市場拓展預算； ● 統籌與特別宣傳有關的各種公共關係活動； ● 訂立爭取業務的目標； ● 策劃、籌辦、督導及監管酒店宴會部推廣工作及營業額； ● 就團體及會議業務發展本地及海外業務聯繫。
120	Catering Sales Manager / Event Manager 宴會部營業經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls the hotel's catering and event marketing functions; ● Reviews market and sales analysis to determine local and overseas catering market requirements; ● Co-ordinates public relations for catering and event promotion; ● Chairs the daily briefing of Catering and Event Department; ● Controls the Sales System; ● Submits a monthly catering; ● Event sales report; ● Conducts catering and event sales campaign. ● 策劃、組織、指導和管理酒店宴會部拓展活動； ● 檢討飲食部市場及營業分析，以確定本地及海外市場需求； ● 協助統籌公共關係活動； ● 主持宴會部每日的簡短會議； ● 控制顧客資料系統； ● 提交宴會部每月營業報告，爭取旅遊及商業團體及會議業務； ● 推行營業計劃； ● 就宴會部短期預測與客務部經理聯繫。
121	Executive Chef/Chef de Cuisine 行政總廚	<ul style="list-style-type: none"> ● Establishes standards of food quality and preparation; ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Supervises performance and discipline of kitchen staff; ● Carries out inspection and maintenance of the kitchen set-up; ● Prepares cost lists and requisitions on market times. ● 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； ● 督導廚房內員工的表現及紀律； ● 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。

Code 編號	Job Title 職稱	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
122	Executive Assistant Manager (Food and Beverage); Director of Food and Beverage / Food and Beverage Manager 行政副經理(餐飲部); 餐飲部總監/餐飲部經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls operation of food and beverage facilities; ● Analyses operation costs and liaises with purchasing manager; ● Determines payroll and operating costs so as to establish food and beverage prices; ● Makes improvements in service procedures and guest relations; ● Organises special food and beverage promotions and festivals; ● Makes contacts with clients regarding functions; ● Co-ordinates with Executive Chef in menu planning and staffing; ● Studies market trends by visiting other establishments. ● 策劃、組織、督導及控制宴會部設備的運作; ● 分析營業成本及與採購部經理聯繫; ● 訂定工資及營業成本, 以便擬定食物和飲品的價格; ● 改善服務程序及顧客關係; ● 負責策劃特別食品、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。
123	Assistant Food and Beverage Manager 餐飲部副經理	<ul style="list-style-type: none"> ● Analyses operation costs and liaises with Purchasing Manager; ● Determines payroll and operating costs so as to establish food and beverage prices; ● Makes improvements in service procedures and guest relations; ● Makes contacts with clients regarding functions; ● Co-ordinates with Executive Chef in menu planning and staffing; ● Studies market trends by visiting other establishments; ● Assists the Food and Beverage Manager to ensure high standards of food and service of all the food and beverage outlets. ● Organises special food and beverage promotions and festivals; ● 分析營業成本及與採購部經理聯繫; ● 訂定工資及營業成本, 以便擬定食物和飲品的價格; ● 改善服務程序及顧客關係; ● 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; ● 協助宴會部經理, 維持各項飲食出品及服務的水準; ● 參與食品節的策劃及其他推廣活動。
Supervisory and Technician Level 督導及技術員級		
228	Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理; 宴會服務經理	<ul style="list-style-type: none"> ● Supervises all catering and event functions and banquet personnel; ● Arranges necessary details in carrying out transactions for functions and other special events and negotiates terms for sales of hotel's catering services; ● Evaluates plan for banquet sales programmes; ● Updates banquet function log book. ● 督導宴會部一切活動及宴會部員工; ● 為進行活動及其他特別節目安排工作細節, 以及為酒店飲食服務洽商營業條件; ● 評估宴會部營業計劃; ● 修訂宴會日誌。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
229	Catering/ Banquet Sales Executive ; Catering/ Banquet/ Event Co-ordinator 宴會部營業主任；宴會部聯絡主任	Generates food and beverage revenue for the Catering/Banquet/Event department and food and beverage outlets through creative selling and successful event co-ordinations from start to finish. 透過有創意的推銷方法，為宴會部及各飲食出品部賺取盈利。聯絡各部門確保宴會能順利進行。
230	Food and Beverage Cashier Supervisor/ Cashier 飲食部出納主任／出納員	<ul style="list-style-type: none"> ● Audits and processes the payments of all food & beverage disbursements; ● Prepares expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps proper record of all food & beverage amounts due to the hotel on a timely basis; ● Controls and balances all advance deposits; ● Responds to account disputes and queries; ● Prepares the monthly accounts receivable report; ● Issues guest checks daily to all food & beverage cashiers and follow-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; ● Records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the Front Office Cashier; ● Prepares cashier's daily report. ● 核對及處理飲食部一切支出； ● 編製飲食部支出分析及其他有關供應商發票及月結單的報告； ● 保存飲食部應收帳記錄； ● 控制並平衡所有預付定金； ● 處理會計上的爭議及疑問； ● 編製每月應收帳款報告； ● 每日簽發顧客帳單予飲食部出納員，並跟進遺失支票； ● 在每更完結時整理出納員的每日報告； ● 為其他特別活動安排出納員。
231	Banquet Headwaiter ; Headwaiter ; Maître d'Hotel 宴會部領班；酒店餐廳總管	<ul style="list-style-type: none"> ● Supervises and co-ordinates the work of restaurant staff; ● Arranges table reservations; ● Greets and escorts guests; ● Handles complaints on food and service; ● May take guests' order and pass to waiters; ● Assists in preparing menu. ● Follows instructions of event orders; ● Makes necessary adjustments according to guest's requirements; ● Schedules banquet staff for different functions. ● 督導及統籌餐廳員工的工作； ● 安排訂座； ● 歡迎並引領顧客就座； ● 處理有關食品及服務的投訴； ● 接單並轉交待應生； ● 協助編訂餐牌； ● 按照程序指示進行工作； ● 根據顧客要求作出改動； ● 為各項活動安排宴會人手。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
232	Beverage Manager ; Bar Manager ; Head Barman 酒吧經理 ; 調酒總管	<ul style="list-style-type: none"> ● Ensures bar is equipped with supplies and that correct liquor brands are served; ● Maintains prescribed profit margin; ● Supervises maintenance of bar and service equipment; ● Prepares work schedules and checks on staff performance. ● 確保酒類供應充足及以正牌出售 ; ● 保持既定的邊際利潤 ; ● 監督酒吧及服務設備的保養 ; ● 編製工作程序表及監察員工的工作表現。
233	Restaurant Manager ; Outlet Manager / Outlet Head (coffee shop, lobby lounge, etc.) ; Room Service Manager 餐廳經理 ; 出品部門經理 / 出品部門主管 (咖啡廳、大堂酒廊、客房飲食部經理)	<ul style="list-style-type: none"> ● Provides overall supervision of the restaurant and service; ● Advises management on all guest comments and complaints; ● Schedules staff duties according to forecasts and special events; ● Maintains personalised service to guests, liaises with the executive chef in menu preparation; ● Supervises operation of room services; ● Makes requisitions for room services supplies. ● 全面督導餐廳及其服務 ; ● 就顧客的意見及投訴向管理階層提供建議 ; ● 按照預測及特別活動編排工作 ; ● 維持對顧客的個別服務，就編訂餐牌事宜與行政總廚師聯絡 ; ● 督導客房飲食部的工作 ; ● 申領客房飲食服務必需品。
234	Cake Shop Manager or Supervisor 餅店經理或主任	Takes charge of the operation of the cake shop. 負責及執行餅店一切相關運作及業務。
235	Captain (Food and Beverage Department) 領班 (宴會部)	<ul style="list-style-type: none"> ● 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 those. ● 負責替顧客落單然後交予廚房 ; ● 或需即席為顧客切削肉類及烹製火焰菜式 ; ● 顧客選擇酒類時向其提供意見並為其服務。
236	Chief Steward/Stewarding Manager 管事部總管 / 管事部經理	<ul style="list-style-type: none"> ● Co-operates with Accounting Department during quarterly stock-taking; ● Ensures proper hygiene and sanitation in all areas; ● Prepares staff work schedules; ● Supervises requisition and storage of silver/china/glass/copper ware; ● Checks on all kitchen equipment and utensils for cleanliness. ● 在每季盤存時與會計部合作 ; ● 確保所有地方衛生清潔 ; ● 編製員工工作表 ; ● 督導銀器、瓷器、玻璃器皿與銅器的領取及存放程序 ; ● 檢查所有廚具設備是否清潔。

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Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
237 *	Executive Sous Chef / Sous Chef 副行政總廚	<ul style="list-style-type: none"> ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Prepares cost lists and requisitions on market times; ● Assists Executive Chef on standards of food quality and preparation; ● Supervises presentation and preparation of food items; ● Supervises presentation and preparation of food items for daily banquet functions; ● Prepares weekly work schedule; ● Controls food and storeroom requisitions and inter-kitchen transfer. ● 編訂新餐牌； ● 就食品選購及貯存事宜與其他部門協調； ● 編製成本價目表及採購申請表； ● 協助行政總廚訂立食物品質及製法標準； ● 督導食物的烹調及上碟工作； ● 為日常宴會督導食物的烹調及上碟工作； ● 編製每週工作程序表； ● 管理食物及其他存貨的提取情況，以及廚房間的傳遞工作。

* Remark: These posts may also be the designated certified hygiene managers/supervisors for their respective organisations.
附註：此職位可同時擔任部門內部衛生經理或督導員一職。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
238 *	Gardemanger ; Chef de Partie (Cold Production) ; Pastry Chef ; Chef de Patisserie ; Rotisseur ; Chef de Partie (Grill) ; Saucier ; Chef de Partie (Sauce) 冷盤總廚；糕餅師； 燒烤廚師；調汁師	<ul style="list-style-type: none"> ● Supervises preparation of all cold foods; ● Responsible for table and food decorations; ● Checks function sheets and menus daily for distribution of work loads to helpers; ● Ensures that all required food items for each outlets are ready in time; ● Keeps professional records of recipes and working methods. ● Supervises the bakery cooks in the preparation of all doughs, pastries, cakes, sweets petit fours, sugar decorations and butter carvings; ● Operates all machinery in pastry and bakery room; ● Maintains quality standard set by Executive Chef. ● Supervises the cookery of grilled and roasted meat, poultry and games, deep-fried foods and fish, garnishing of the grills and roasts. ● Supervises presentation of all meats, poultry and seafood for main courses and appetizers by means of cooking, braising and panfrying; ● Prepares sauces of all food items and sets up daily 'mis-en-place'; ● Checks condition of cold room and refrigerator daily. ● 督導一切冷凍食物的製作； ● 負責餐檯及食物的裝飾； ● 每日檢查工作表及餐牌，以備分配工作； ● 確保各飲食部門各種所需食物均準備妥當； ● 以特定方式保留食譜及烹飪法的記錄； ● 督導糕餅師傅製作粉糰、糕點餅食、糖飾及牛油雕刻； ● 操作飽餅房內的機器； ● 保持糕餅品質符合行政總廚師所訂的標準； ● 督導肉類、禽類、野味的燒烤工作，油炸食品、魚類的烹調工作，以及燒烤食品的伴碟工作； ● 督導下層如何擺設以煮、炆及煎方式烹製的主菜及頭盤所有肉類、禽類及海鮮； ● 為食物配汁及每日準備預製的食物材料； ● 每日檢查凍房及冷藏設備的情況。
239	Specialist Cook 特色菜主廚	Plans, prepares and cooks special authentic cuisines other than Chinese or Western (e.g. Mediterranean, Indian, Thai, Japanese, Korean, South East Asian cuisines.....etc.) 策劃、設計和烹調各國特色食品。(如：日本菜、意大利菜、印度菜、泰國菜、韓國菜或東南亞特色菜等)。
240	Staff Canteen Manager/ Staff Canteen Supervisor ; Staff Facilities Supervisor ; Employee Restaurant Supervisor 職員飯堂經理／職員飯堂主管； 職員設施主管；職員餐廳主管	Supervises the operations and activities of the staff Cafeteria/Canteen and the maintenance of men's and ladies' locker room. 督導職員餐廳／飯堂的運作和活動，以及男女員工儲物室的管理。

* Remark: These posts may also be the designated certified hygiene managers/supervisors for their respective organisations.
 附註：此職位可同時擔任部門內部衛生經理或督導員一職。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
241	Wine Steward ; Sommelier ; Wine Director 酒管事；侍酒師；葡萄酒總監	<ul style="list-style-type: none"> ● Assists in increasing beverage sales; ● Takes care of the wine and liquor stocks in the restaurant; ● Advises guests on wine selection; ● Serves wine at the required temperatures. ● 推銷飲料； ● 處理餐廳內各種酒類的存貨； ● 對酒類有良好的認識，在顧客選飲時提供意見； ● 調校酒類溫度。
Craft/Operative Level 技工／操作工級		
351	Baker ; Pastry Cook 麵包師傅；糕餅師傅	<ul style="list-style-type: none"> ● Prepares and designs bread and loaf for the hotel; ● Supervises work of apprentice cook; ● Prepares cakes, pastry, confectionery and desserts. ● 為酒店製備、設計麵包及方包； ● 監督糕點廚師學徒的工作； ● 製備餅食、糕點、甜點。
352	Cook (Western)/Junior Cook (Western) 廚師（西菜）／見習廚師（西菜）	<ul style="list-style-type: none"> ● Checks daily and weekly menus; ● Operates utensils and crockery used in kitchen; ● Performs different types of cookery and meal preparation; ● Checks stocks in his location in kitchen area; ● May specialise in sauce, soup, roast, butchery, fish, cold cut and vegetable; ● Assists Cook and Senior Cook from food preparations to completion of food orders. ● 檢查每日及每週餐牌； ● 使用廚房用具及陶製器具； ● 從事不同類型烹調及膳食製備工作； ● 檢查存貨； ● 或需專長於處理調味汁、湯羹、燒烤、屠宰、魚類、凍肉及蔬菜； ● 協助廚師及高級廚師處理由預備食材至上碟程序。
320	Cake Shop Staff 餅店職員	Performs duties as supporting staff to the operations of the cake shop. 提供及支援餅店一切服務及相關運作。
321	Restaurant Receptionist/Hostess 餐廳接待員	<ul style="list-style-type: none"> ● Greets and guides guests to their seats; ● Takes reservations. ● Reports guests' comments to Restaurant Manager; ● Keeps trace on guests history. ● Serves guests in assigned station under a Captain's supervision; ● Prepares table setting and removes dishes; ● Knows all menu items; ● Keeps good guests relations and extends personalised service. ● 招呼並引領顧客就座； ● 負責訂座登記； ● 將客人意見轉達餐廳經理； ● 記錄顧客的有關資料； ● 在領班督導下，在指定崗位招待顧客； ● 擺設餐具及收拾碗碟； ● 熟知餐牌內每一菜式； ● 與顧客保持良好關係，並提供殷勤服務。

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Craft/Operative Level (Continued) 技工／操作工級（續）		
322	Junior Waiter/Junior Waitress ; Bar Attendant/Bar Porter ; Service Attendant 初級侍應生；酒吧服務員；服務員	<ul style="list-style-type: none"> ● Collects food from kitchen; ● Cleans up table and changes linen; ● Good understanding of the common menu items. ● 從廚房端送食物； ● 清潔餐桌及更換檯布； ● 認識餐牌上所列菜式。
323	Cleaner ; Dishwasher ; Kitchen Helper ; Steward/Pantry Helper ; Houseman ; Yardman ; General Staff (kitchen/restaurant) 清潔雜工；洗碗碟雜工；廚房雜工；管事；傳菜員	<ul style="list-style-type: none"> ● Washes crockeries by hand and by machine, sweeps the floor and wipes stainless counters in kitchen; ● Disposes garbage; ● Cleans stoves and tops of exhaust fans; ● Delivers dishes from the kitchen to the food and beverage outlets. ● 用手或機器清洗陶製碗碟、掃地、擦淨廚房內的不銹鋼櫃檯； ● 清除垃圾； ● 清潔爐灶及抽氣扇頂； ● 運送碗碟至餐飲部。
324	Bartender ; Soda Fountain Server 調酒員；冷飲櫃領班	<ul style="list-style-type: none"> ● Follows specified drink and cocktail by free pouring jigger quantities; ● Checks on supplies of wines and spirits; ● Prepares daily supply requisition for Bar Manager's approval. ● 根據飲品及雞尾酒製法調校各種分量的飲料； ● 檢查酒類的供應； ● 編製每日物品需求單，以待酒吧經理批准。
325	Waiter/Waitress 侍應生	<ul style="list-style-type: none"> ● 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. ● 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。

HOTEL - CHINESE RESTAURANT**酒店 — 中菜部**

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Managerial and Professional Level 經理及專業人員級		
124 *	Executive Chinese Chef/ Chief Chef 中菜部行政總廚/ 總廚 (中菜部)	<ul style="list-style-type: none"> ● Establishes standards of food quality and preparation for the hotel's Chinese Restaurant; ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Supervises performance and discipline of kitchen staff; ● Carries out inspection and maintenance of the kitchen set-up; ● Prepares cost lists and requisitions on market times. ● 訂立酒店中菜廳內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; ● 督導廚房內員工的表現及紀律; ● 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。
125	Chinese Restaurant Manager 餐廳經理 (中菜部)	<ul style="list-style-type: none"> ● Plans and prepares Chinese menus for the Chinese Restaurant within a hotel; ● Supervises both front-of-the-house and back-of-the-house staff of the Chinese Restaurant; ● Liaises with other departments on all Chinese Restaurant related matters. ● Co-ordinates and manages Chinese Restaurants related matters, ensures providing efficient and pleasant services to guests; ● Provides suggestions on dishes selection to guests. ● 為酒店中菜部籌備中式餐牌; ● 督導所有前堂及後勤員工; ● 就中菜部相關事宜與其他部門聯繫; ● 協調、管理酒樓工作, 確保提供迅速及有禮貌的服務; ● 向顧客建議菜單及菜式。
Supervisory and Technician Level 督導及技術員級		
242 *	Executive Chinese Sous Chef 助理行政廚師 (中菜部)	<ul style="list-style-type: none"> ● Assists Executive Chinese Chef or Chief Chef on all kitchen or food related matters and ensures food quality standards; ● Develops new menus; ● Works with other departments on food selection and storage; ● Supervises kitchen staff performance and discipline; ● Monitors and maintains kitchen utensils. ● 協助行政廚師訂立酒店中菜廳內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; ● 督導廚房內員工的表現及紀律; ● 監管及保養廚房設備。
243	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理 ; 中菜服務經理 ; 營業部經理 (中菜部)	<ul style="list-style-type: none"> ● Recommends menus and dishes to clients; ● Assists in coordinating the activities of the restaurant, sales promotion, services and keeping good rapport with clients; ● Liaises with suppliers on special food promotions. ● 參與協調中菜部工作、業務推廣及各項服務, 與顧客保持良好關係; ● 就食品推廣活動與供應商聯繫。

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

附註: 此職位可同時擔任部門內部衛生經理或督導員一職。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
244	Captain (Chinese Restaurant); Headwaiter (Chinese Restaurant) 樓面部領班 (中菜部); 樓面部長 (中菜部)	<ul style="list-style-type: none"> ● Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; ● Prepares and checks table set-up; ● Liaises with clients; ● Assists the restaurant manager in table planning, menu recommendations and arrangement of duty rosters for staff. ● 協助樓面部長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; ● 協助樓面經理進行桌位編排、人手編配、菜牌建議, 以及編製員工當值表等工作。
245	Pantry Captain 傳菜部部長	<ul style="list-style-type: none"> ● Supervises pantry helpers and arranges their duty roster according to workload of the kitchen; ● Liaises with cashiers regarding the billing of each dining party; ● Supervises serving schedule of the ordered dishes. ● 督導傳菜員, 根據廚房工作量安排當值表; ● 就餐宴的結帳事宜與出納員聯絡; ● 安排上菜程序。
246 *	Senior Cook 上什	<ul style="list-style-type: none"> ● Handles preparation of sauces, sharks' fin soup, fried crispy chicken and trimming of pan-fried dishes; ● Responsible for steaming, broiling and frying. ● 負責製備調味汁料、魚翅湯、炸雞及為煎炒菜式加上配菜; ● 負責蒸、烤及煎炒工作。
247 *	Service Cook; Kitchen Supervisor; General Cook 打荷; 廚房主管; 普通廚師	Supervises the sequence and timing of serving; assigns duties to junior cooks. 督導上菜次序及時間; 分派工作予見習廚師。
248 *	Barbecue Cook 燒烤廚師	<ul style="list-style-type: none"> ● Prepares assorted barbecue meat platter; ● Assists butchers in the portioning of meat before serving; ● Preserves and roasts barbecue dishes. ● 負責擺設各種燒烤肉類拼盤; ● 上碟前協助砵板分配肉類的分量; ● 負責醃製及燒烤各樣菜式。
249 *	Chief Cook 頭鑊	Supervises the preparation of sauces, sharks' fin soup and the seasoning of food and pan-fry duties. 督導調味汁、魚翅湯的製備, 以及食物調味和煎炒工作。
250 *	Chief Dim Sum Cook 點心總廚	Supervises the preparation of dim sum, pan fried glutinous rice, sweetened soup and Chinese petit four. 督導烹製點心、炒糯米飯、製作糖水及中式小點。
251 *	No. 2 Cooks (barbecue, dim sum, vegetable, butchery) 二廚 (燒烤、點心、蔬菜、水枱)	<ul style="list-style-type: none"> ● Assists the Chief Cooks and Senior Cooks in carrying out specific duties of the kitchen; ● Performs assignments in food preparation. ● 協助頭鑊及上什執行廚房內特定的工作; ● 負責指定的烹調作業。
252 *	No. 3 Cooks (barbecue, dim sum, vegetable, butchery) 三廚 (燒烤、點心、蔬菜、水枱)	Works under the supervision of the Senior Cooks in food preparations and specific duties of different sections of the kitchen. 在上什督導下負責食物烹調, 或廚房各部的特定工作。

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<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Supervisory and Technician Level (Continued) 督導及技術員級 (續)		
253 *	Chief Butcher 砧板	<ul style="list-style-type: none"> Assists the Executive Chinese Chef in kitchen administration; Prepares portion standards of meat, poultry and seafood for various usages and cookery. 協助中菜部行政總廚師執行廚房行政工作； 決定不同用途的肉食、禽類及海鮮的分量標準。
254 *	Second Butcher 二砧	<p>Handles the preparation of fresh seafood; prepares vegetables, poultry and ingredients for soup base.</p> <p>負責烹調新鮮海產；準備蔬菜、禽類及配料作為湯底。</p>
Craft/Operative Level 技工／操作工級		
353	Junior Cook (Chinese) ; No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery) 見習廚師 (中菜) ; 四廚或以下 (燒烤、點心、蔬菜、水枱)	<p>Assists cooks in preparing the different varieties of dishes and carries out general duties in the kitchen.</p> <p>協助廚師製備各種菜式及處理廚房一般工作。</p>
322	Junior Waiter/Junior Waitress ; Bar Attendant/Bar Porter ; Service Attendant 初級侍應生 ; 酒吧服務員 ; 服務員	<ul style="list-style-type: none"> Collects food from kitchen, cleans up table and changes linen; Knows all items on menu and good understanding of the common menu items. 從廚房端送食物，清潔餐桌及更換檯布； 認識餐牌上所列菜式。
325	Waiter/Waitress 侍應生	<ul style="list-style-type: none"> 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. 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。
354 *	Dim Sum Cook ; Steamer ; Trimmer ; Vegetable Cook 點心廚師 ; 蔬菜廚師 ; 煎炸工 ; 蒸籠工 ; 發乾貨員	<ul style="list-style-type: none"> Prepares the stuffings and dough for dim sum and noodle products; Prepares vegetable carving and garnishes; Supervises vegetable cook helpers in assembling the proper portions; Attends to the timing of frying dim sum and its presentation; Attends to the timing of steaming dim sum; Prepares the seasoning of dried seafood, abalone, sharks' fins and salt-baked dishes. 準備點心的餡料、麵糰、及麵類食品； 準備蔬菜雕刻及伴碟； 督導助手配搭適當分量； 控制點心煎炸的時間及負責上碟； 負責控制蒸點心的時間； 準備海味、鮑魚、魚翅及鹽焗菜式的調味工作。

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附註：此職位可同時擔任部門內部衛生經理或督導員一職。

The 2018 Manpower Survey of the Hotel Industry
酒店業 2018 年人力調查

Professional Qualifications – Column ‘G’
專業資格 – ‘G’ 欄

Please indicate in Column (G) if at least ONE employee holds the following professional qualifications for each principal job.

請在‘G’欄指出每個主要職務至少有一名的全職僱員持有以下專業資格。

Professional Qualifications – Facilities 專業資格 – 設施

- Swimming Pool Regulations 《泳池規例》及品質管理體系及認證
- Pool Lifeguard Award 泳池救生章
- Certificate in First Aid 「急救證書」課程
- Asian Academy for Sports & Fitness Professionals 亞洲運動及體適能專業學院
- Advanced Personal Fitness Trainer Certification 高級私人體適能教練證書
- Chartered Institute of Environment Health (CIEH), UK 英國環境衛生協會證書
 - Level 2 Award in Food Safety in Catering 第二級飲食業食物安全證書課程
 - Level 3 Award in Supervising Food Safety in Catering 第三級飲食業食物安全督導證書
 - Level 3 Award in HACCP for Food Manufacturing 第三級食品製造危害分析證書
 - Level 4 Award in Managing Food Safety in Catering 第四級飲食業食品安全管理證書
- International Therapy Examination Council (ITEC)
 - ITEC – Diploma in Spa Treatments ITEC 水療護理文憑
 - ITEC – NVQ Diploma in Spa Therapy ITEC 水療職業資格文憑
 - ITEC – Diploma for Beauty Specialists ITEC 美容護理文憑
 - ITEC – Diploma in Facial Electrical Treatments ITEC 面部電療護理文憑
 - ITEC – Diploma in Holistic Massage ITEC 整全按摩文憑
 - ITEC – Diploma in Aromatherapy ITEC 香薰治療文憑課程

Professional Qualifications - Food & Beverage 專業資格 – 餐飲

- Basic Food Hygiene Certificate for Hygiene Supervisors and / or Basic Food Hygiene Certificate for Hygiene Managers 衛生督導員證書及 / 或衛生經理證書
- The Wine and Spirit Education Trust (WSET) Level 1 – 4 英國葡萄酒及烈酒基金學會證書
 - WEST Level 1 Award in Wines WEST 葡萄酒第一級認證
 - WEST Level 2 Award in Wines and Spirits WEST 葡萄酒及烈酒第二級認證
 - WEST Level 3 Award in Wines WEST 葡萄酒第三級認證
 - WEST Level 4 Diploma in Wines and Spirits WEST 葡萄酒及烈酒學位證書
- The Court of Masters Sommeliers (CMS) Level 1 – 4 英國世界侍酒師大師協會
 - Introductory Sommelier Certificate 初級侍酒師證書
 - Certified Sommelier Examination 侍酒師認證證書
 - Advanced Sommelier Certificate 高級侍酒師證書
 - Master Sommelier Diploma 侍酒師大師學位證書
- International Sommelier Guild (ISG) Level 1 – 3 美國國際侍酒師協會
 - Wine Fundamentals 1 ISG 侍酒師初級認證
 - Wine Fundamentals 2 ISG 侍酒師中級認證
 - Sommelier Diploma Program ISG 侍酒師文憑認證

Professional Qualifications - Food & Beverage (con't) 專業資格 - 餐飲 (續)

- Certificate of International Award in Barista Skills 國際咖啡調配師
- International Bartenders Association (IBA) and Hong Kong Bartenders Association (HKBA)
國際調酒師協會及香港調酒專業協會
 - Certificate of International Professional Bartender 國際專業調酒師
- “One Trade Test Two Certificates” 「一試兩證」中廚師技能考核
- Professional Qualification in Chinese Cuisine 中廚師專業資格證書
- Occupational Qualification Certificate Chinese Cook 中式烹調師職業資格證書
- Certified Pastry Cook 認可包餅師
- Certified Cook in Western Cuisine 認可西廚師
- Certificate in Pastry and Bakery (QF level 2) 西式糕餅及麵包證書 “QF 級別 2”
- Certificate in Classical Japanese Cuisine (QF level 2) 傳統日本菜烹飪證書 “QF 級別 2”
- Certificate in Italian Cuisine (QF level 2) 意大利菜烹飪證書 “QF 級別 2”

Professional Qualifications - Hotel operations and related functions 專業資格 - 酒店運作及相關職責

- Golden Keys Concierge Awards 金鑰匙
- American Hotel & Lodging Educational Institute (AHLEI) 美國酒店業協會
 - Certified Hospitality Administrator 註冊飯店高階職業經理人
 - Certified Hospitality Supervisor 註冊酒店督導師
 - Certified Hospitality Facilities Executive 註冊工程總監
 - Certified Rooms Division Executive 註冊酒店房務總監
 - Certified Lodging Security Supervisor 註冊酒店保安督導
 - Certified Hospitality Housekeeping Executive 註冊酒店客房總監
 - Certified Hospitality Revenue Manager 註冊酒店收益經理
 - Certified Hospitality Department Trainer 註冊酒店部門培訓師
 - Certified Hospitality Trainer 註冊酒店高級培訓師
 - Certified Hospitality Sales Professional 註冊酒店營銷師
 - Certified Food & Beverage Executive 註冊酒店餐飲總監
 - Certified Lodging Security Director 註冊酒店安全總監

Table 1: Manpower Statistics
表1：人力統計數字

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員 人數(實習生/學徒除 外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習 生/學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺 額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全 職僱員人數(實習生/ 學徒除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT 行政及管理部							
Managerial and Professional Level 經理及專業人員級	101	General Manager 總經理	168	0	2	170	0
	102	Resident Manager ; Executive Assistant Manager ; Director of Operations 駐店經理；行政副經理	142	0	7	147	0
		Sub-total 小計	310	0	9	317	0
	401	Secretary ; Executive Assistant 秘書；行政助理	418	0	0	418	0
	402	Office Assistant 辦公室助理	37	0	0	37	0
		Sub-total 小計	455	0	0	455	0
HUMAN RESOURCES DEPARTMENT 人力資源部							
Managerial and Professional Level 經理及專業人員級	103	Director / Manager of Personnel and Training ; Director / Manager of Human Resources 人事及培訓部總監/人事及培訓部經理；人力資源總監/人力資源經 理	126	0	2	128	0
	104	Personnel Manager ; Training Manager 人事部經理；培訓部經理	91	0	3	94	0
		Sub-total 小計	217	0	5	222	0
Supervisory and Technician Level 督導及技術員級	202	Personnel Officer ; Human Resources Officer ; Training Officer 人事部主任；人力資源主任；培訓部主任	191	1	4	195	0
		Sub-total 小計	191	1	4	195	0

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Administrative and Others 文員及其他員工	403	Personnel Assistant ; Training Assistant ; Human Resources Assistant 人事部助理 ; 培訓部助理 ; 人力資源助理	121	8	1	128	1
		Sub-total 小計	121	8	1	128	1
ACCOUNTS DEPARTMENT 會計部							
Managerial and Professional Level 經理及專業人員級	105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監 ; 總會計師	175	0	2	177	0
	106	Materials Manager ; Procurement Manager 物料經理 ; 採購經理	83	0	0	83	0
	107	Director of Information System ; Information Technology Manager 資訊系統總監 ; 資訊科技經理	83	0	4	87	0
	108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監 ; 成本控制主任	41	0	1	42	0
		Sub-total 小計	382	0	7	389	0
	203	Accounts Supervisors ; General Cashier 會計主任 ; 出納主任	390	0	16	406	0
	204	Credit Manager 信用部經理 / 信貸部經理	51	0	0	51	0
	205	Assistant Controller ; Assistant Purchasing Manager 副財務總監 ; 採購部副經理	103	0	2	105	0
206	Chief Store Supervisor/Store Supervisor 總倉務主任 / 倉務主任	95	0	0	97	0	
207	Income Auditor 核數員	103	0	4	107	0	

Table 1: Manpower Statistics
表1: 人力統計數字

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員 人數(實習生/學徒除 外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習 生/學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺 額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全 職僱員人數(實習生/ 學徒除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Supervisory and Technician Level 督導及技術員級	208	System Analyst; Information Technology Supervisor 系統分析員; 資訊科技督導	56	0	0	56	0
		Sub-total 小計	798	0	22	822	0
	Craft and Operative Level 技工及操作工級	301	Systems Support Operator; Information Technology Officer; Web Designer 系統輔助操作員; 資訊科技主任; 網頁設計師	86	0	8	92
		Sub-total 小計	86	0	8	92	5
Administrative and Others 文具及其他員工		404	Accounting Clerk 會計部文員	554	0	16	571
		Sub-total 小計	554	0	16	571	2
	SALES AND MARKETING DEPARTMENT 營業及市場拓展部						
Managerial and Professional Level 經理及專業人員級	109	Director of Marketing; Director of Sales; Director of Promotions 市場拓展總監; 營業總監; 宣傳總監	202	0	7	205	0
	110	Director / Manager of Public Relations; Director / Manager of Corporate Communications 公共關係部總監/公共關係部經理; 企業傳訊總監/企業傳訊經理	96	0	0	96	0
	111	Marketing Manager; Sales Manager; Business Development Manager 市場拓展部經理; 營業部經理	370	0	13	382	0
	112	Convention Sales Manager; Event Sales Manager 營業部經理(會議/宴會)	150	0	8	157	0
		Sub-total 小計	818	0	28	840	0
Supervisory and Technician Level 督導及技術員級	201	Reservations Manager; Revenue Manager / Analyst 訂房部經理; 收益管理經理/營收分析主任	159	0	1	160	0

Table 1: Manpower Statistics
表1: 人力統計數字

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) in the survey date 在統計日期的全職僱員人數(實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) in the survey date 預計在2019年10月的全職僱員人數(實習生/學徒除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
Supervisory and Technician Level 督導及技術員級	209	Sales Executive; Marketing Officer; Group Sales Co-ordinator 營業主任; 市場拓展部主任; 團體營業聯絡主任	436	10	19	463	0
	210	Public Relations Officer; Corporate Communications Officer 公共關係部主任; 企業傳訊主任	116	0	4	120	0
	211	Art Director; Designer; Layout Artist; Printshop Supervisor 美術總監; 設計師; 草圖設計員; 印刷房主任	48	0	0	48	2
	218	Reservations Supervisor 訂房部主任	168	0	6	174	0
	255	Tour Group Co-ordinator 旅行團聯絡主任	25	0	0	25	0
		Sub-total 小計	992	10	30	990	2
			11	0	0	11	0
Craft and Operative Level 技工及操作工級	302	Draftsman; Photographer; Printshop Staff 繪圖員; 攝影師; 印刷房職員	425	6	23	444	2
	305	Reservation Clerk; Guest Services Ambassador/ Agent/ Assistant 訂房部文員; 客務服務大使/代理/助理人員	436	6	23	455	2
		Sub-total 小計	436	6	23	455	2
FRONT OFFICE DEPARTMENT 客務部							
Managerial and Professional Level 經理及專業人員級	113	Director of Front Office/Front Office Manager 客務部總監/客務部經理	207	0	0	206	0
	114	Director of Rooms Division/Rooms Division Manager 房務部總監/房務部經理	73	0	5	78	0
		Sub-total 小計	280	0	5	284	0

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Supervisory and Technician Level 督導及技術員級	212	Airport Manager/Chief Airport Representative 駐機場經理/駐機場總代表	20	0	0	20	0	
	213	Telephone Service Manager/Telephone Supervisor 電話服務經理/電話房主任	117	0	2	119	0	
	214	Front Office Cashier Supervisor 大堂出納主任	12	0	1	13	0	
	215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Reception Assistant Manager ; Duty Manager; Night Manager ; Guest Service Manager ; Business Centre Manager ; Executive Services Manager ; Executive Floor Manager ; Service Apartment Manager /Team Leader 客房部副經理；前櫃部經理/副經理；值勤經理；夜班經 理；各務服務經理；商務中心經理；行政樓層經理；服務式住宅經理/ 筵班	870	0	14	890	0	
	216	Concierge / Assistant Chief Concierge ; Bell Superintendent/Bell Captain/Bell Supervisor/Baggage Master ; Transportation Supervisor ; Valet Services Supervisor 禮賓司/副禮賓司；行李部總管/行李領班/行李部主任；運輸部主 任；泊車服務主任	479	0	19	499	0	
	219	Reception Supervisor/Chief Receptionist ; Chief Room Clerk ; Front Office Supervisor ; Lobby Services Supervisor 接待處主任/總接待員；各務部主任；大堂服務主任	595	3	22	626	0	
		Sub-total 小計	2093	3	58	2167	0	
	Craft and Operative Level 技工及操作工級	303	Airport Representative 駐機場代表	147	0	2	149	0
		304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生；聽差；司閘；行李員	857	0	109	978	75
		306	Front Office Clerk/Receptionist ; Guest Service Officer/Guest Service Agent ; Front Desk Agent ; Guest Relations Officer ; Welcome Host ; Executive Floor Agent ; Business Centre Officer 各務部文員/接待員；賓客服務主任/賓客服務員；前堂服務員；客戶 關係主任；歡迎大使；行政樓層服務員；商務中心主任	2298	27	217	2532	59

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Craft and Operative Level 技工及操作工級	307	Services Centre Agent - Telephone Operator 服務中心專員; 電話接線生	420	0	25	464	15
		Sub-total 小計	3722	27	353	4123	149
HOUSEKEEPING DEPARTMENT							
Managerial and Professional Level 經理及專業人員級	115	Director of Housekeeping/Executive Housekeeper/ Housekeeping Manager 房口部總監/行政管家/房口部經理	177	0	4	186	0
		Sub-total 小計	177	0	4	186	0
Supervisory and Technician Level 督導及技術員級	220	Assistant Executive Housekeeper/Head Housekeeper 副行政管家/房口部總管	182	0	2	176	0
	221	Housekeeping Supervisor ; Floor Supervisor ; Assistant Housekeeper/ Assistant Housekeeper (Public Area) ; Public Area Supervisor/Public Area Housekeeper ; General Area Housekeeper ; General Service Supervisor 房口部督導員; 助理管家; 公眾地方主任/副主任; 公眾地方部主 任; 公眾地方管事	1344	0	36	1376	20
Craft and Operative Level 技工及操作工級	222	Laundry Manager/ Laundry Supervisor/ Laundry Officer 洗衣部經理/洗衣部主管/洗衣部主任	95	0	2	97	0
		Sub-total 小計	1621	0	40	1649	20
Craft and Operative Level 技工及操作工級	308	Cloakroom Attendant ; Lobby Attendant ; Public Area Cleaners/ Upholsterer/ Houseman ; Toilet Attendant 衣帽間侍應生; 大堂侍應生; 公眾地方清潔雜工; 衛生間服務員	1357	0	108	1468	37
	309	Uniform and Linen Room Attendant/Runner ; Tailor ; Seamstress 布草修補員; 制服及布草房侍應生; 布草房助理; 裁縫師	643	0	22	671	20
	310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣接侍員; 洗衣乾衣部文員; 幫單員(洗衣部)	232	0	5	237	12

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Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員 人數 (實習生/學徒除 外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習 生/學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺 額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全 職僱員人數 (實習生/ 學徒除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Craft and Operative Level 技工及操作工級	311	Sorter; Washer; Ironer; Presser; Checker; Dry Cleaner; Marker 衣物布草整理員; 洗衣工人; 熨工; 檢查員; 乾洗工	224	0	14	238	8
	312	Room Attendant; Room Services Butler; Floor Attendant; Housekeeping Clerk; Order-taker; Co-ordinator (Housekeeping) 房口服務員; 房間服務員; 房口部文員; 寫單員 (房口部); 房口部 聯絡員	5264	10	347	5635	434
		Sub-total 小計	7720	10	496	8249	511
	SPA						
Managerial and Professional Level 經理及專業人員級	116	Director of Health Club or Gym; Director of Spa 健身中心總監; 水療中心總監	13	0	0	14	0
		Sub-total 小計	13	0	0	14	0
	223	Manager/ Supervisor/ Officer of Health Club or Gym; Manager/ Supervisor/ Officer/ Trainer of Spa 健身中心經理/主任; 水療中心經理/主任/ 培訓師	100	0	19	121	0
Supervisory and Technician Level 督導及技術員級		Sub-total 小計	100	0	19	121	0
	313	Health Club or Gym Supporting Staff; Spa Attendant/ Supporting Staff 健身中心支援職員; 水療中心服務員/ 支援職員	249	4	8	261	18
	314	Masseur/Body Therapist 按摩師/ 身體護理治療師	151	0	6	157	0
Craft and Operative Level 技工及操作工級	315	Beautician/Facial Therapist 美容師/ 面部護理治療師	60	0	0	60	0
	316	Spa Concierge 水療禮賓司	50	0	3	53	0
	317	Lifeguard 救生員	140	0	14	152	38

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Craft and Operative Level 技工及操作工級		Sub-total 小計	650	4	31	683	56
FLOWER / KIOSK / GIFT SHOPS 花店/禮品店							
Supervisory and Technician Level 督導及技術員級	224	Flower Shop Manager or Supervisor ; Kiosk Shop Manager or Supervisor 花店經理/主任; 禮品店經理/主任	25	0	0	25	2
		Sub-total 小計	25	0	0	25	2
Craft and Operative Level 技工及操作工級	318	Staff of Flower Shop ; Staff of Kiosk Shop 花店職員; 禮品店職員	62	0	0	62	53
		Sub-total 小計	62	0	0	62	53
ENGINEERING DEPARTMENT 工程部							
Managerial and Professional Level 經理及專業人員級	117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監; 總工程師; 技術經理; 物業保養部經理	173	0	5	187	0
		Sub-total 小計	173	0	5	187	0
Supervisory and Technician Level 督導及技術員級	225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師; 物業保養主任; 建築主任	383	1	25	421	0
	226	Foreman ; Assistant Engineer ; Audio-visual Technician ; Engineering Technician 管工; 助理工程師; 視聽器材技術員; 工程部技術員	372	0	13	385	2
		Sub-total 小計	755	1	38	806	2
Craft and Operative Level 技工及操作工級	326	Engineering Craftsman 工程部技工	1250	0	91	1378	4

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Craft and Operative Level 技工及操作工級		Sub-total 小計	1250	0	91	1378	4
SECURITY DEPARTMENT 保安部							
Managerial and Professional Level 經理及專業人員級	118	Director of Security/ Security Manager / Assistant Security Manager / Chief Security Officer 保安部總監/保安部副經理/總保安主任	117	0	8	125	0
		Sub-total 小計	117	0	8	125	0
Supervisory and Technician Level 督導及技術員級	227	Security Supervisor 保安主任	217	0	21	242	0
		Sub-total 小計	217	0	21	242	0
Craft and Operative Level 技工及操作工級	319	Security Officer/Uniform Guard/House Officer 保安員/護衛員	979	0	52	1031	18
		Sub-total 小計	979	0	52	1031	18
FOOD AND BEVERAGE DEPARTMENT (EXCL. CHINESE RESTAURANT) 餐飲部 (中菜部除外)							
Managerial and Professional Level 經理及專業人員級	119	Director of Catering/Director of Events 宴會部總監	48	0	1	49	0
	120	Catering Sales Manager/Event Manager 宴會部營業經理	98	0	4	102	0
	121	Executive Chef/Chef de Cuisine 行政總廚	197	0	10	207	0
	122	Executive Assistant Manager (Food and Beverage); Director of Food and Beverage / Food and Beverage Manager 行政副經理(餐飲部); 餐飲部總監/餐飲部經理	128	0	2	130	0

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Managerial and Professional Level 經理及專業人員級	123	Assistant Food and Beverage Manager 餐飲部副經理	103	0	13	118	0
		Sub-total 小計	574	0	30	606	0
Supervisory and Technician Level 督導及技術員級	228	Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理 ; 宴會服務經理	172	0	4	176	0
	229	Catering/Banquet Sales Executive ; Catering/Banquet/Event Co- ordinator 宴會部營業主任 ; 宴會部聯絡主任	187	0	19	208	0
	230	Food and Beverage Cashier Supervisor/Cashier 飲食部出納主任 / 出納員	61	0	0	61	1
	231	Banquet Headwaiter ; Headwaiter ; Maitre d'Hotel 宴會部領班 ; 酒店餐廳總管	222	0	19	247	0
	232	Beverage Manager ; Bar Manager ; Head Barman 酒吧經理 ; 調酒總管	40	0	6	45	0
	233	Restaurant Manager ; Outlet Manager/ Outlet Head (coffee shop, lobby lounge, etc.) ; Room Service Manager 餐廳經理 ; 出品部門經理 / 出品部門主管 (咖啡廳、大堂酒廊、客房 飲食部經理)	401	0	20	414	0
	234	Cake Shop Manager or Supervisor 餅店經理或主任	41	0	3	45	0
	235	Captain (Food and Beverage Department) 領班 (宴會部)	773	0	43	825	0
	236	Chief Steward/Stewarding Manager 管事部總管 / 管事部經理	132	0	4	138	0
	237	Executive Sous Chef/Sous Chef 副行政總廚	277	0	4	278	0
238	Gardemanger ; Chef de Partie (Cold Production) ; Pastry Chef ; Chef de Patisserie ; Rotisseur ; Chef de Partie (Grill) ; Saucier ; Chef de Partie (Sauce) 冷盤總廚 ; 糕餅師 ; 燒烤廚師 ; 調汁師	1089	0	97	1189	10	

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Supervisory and Technician Level 督導及技術員級	239	Specialist Cook 特色菜主廚	248	0	1	249	5	
	240	Staff Canteen Manager/ Staff Canteen Supervisor; Staff Facilities Supervisor; Employee Restaurant Supervisor 職員飯堂經理/職員飯堂主管; 職員設施主管; 職員餐廳主管	65	0	3	68	0	
	241	Wine Steward; Sommelier; Wine Director 酒管事; 侍酒師; 葡萄酒總監	26	0	3	29	0	
	242	Executive Chinese Sous Chef 助理行政廚師	3	0	0	3	0	
	247	Service Cook; Kitchen Supervisor; General Cook 打荷; 廚房主管; 普通廚師	9	0	0	9	0	
	249	Chief Cook 頭鑊	3	0	0	3	0	
		Sub-total 小計	3749	0	226	3987	16	
	Craft and Operative Level 技工及操作工級	351	Baker; Pastry Cook 麵包師傅; 糕餅師傅	510	1	22	534	30
		352	Cook (Western)/Junior Cook (Western) 廚師(西菜)/見習廚師(西菜)	2137	8	150	2291	147
		320	Cake Shop Staff 餅店職員	50	0	16	66	2
321		Restaurant Receptionist/Hostess 餐廳接待員	289	6	15	308	1	
322		Junior Waiter/Junior Waitress; Bar Attendant/Bar Porter; Service Attendant 初級侍應生; 酒吧服務員; 服務員	321	6	30	349	105	
323		Cleaner; Dishwasher; Kitchen Helper; Steward; Pantry Helper; Houseman; Yardman; General Staff (kitchen/restaurant) 清潔雜工; 洗碗碟雜工; 廚房雜工; 管事; 傳菜員	1466	4	218	1701	212	

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Craft and Operative Level 技工及操作工級	324	Bartender; Soda Fountain Server 調酒員; 冷飲櫃領班	156	0	17	173	0
	325	Waiter/Waitress 侍應生	1689	33	208	1912	571
		Sub-total 小計	6618	58	676	7334	1068
CHINESE RESTAURANT 中菜部							
Managerial and Professional Level 經理及專業人員級	124	Executive Chinese Chef / Chief Chef 中菜部行政總廚/總廚 (中菜部)	58	0	2	58	0
	125	Chinese Restaurant Manager 餐廳經理 (中菜部)	60	0	2	64	0
		Sub-total 小計	118	0	4	122	0
	241	Wine Steward; Sommelier; Wine Director 酒管事; 侍酒師; 葡萄酒總監	2	0	0	2	0
	242	Executive Chinese Sous Chef 助理行政廚師 (中菜部)	52	0	0	49	0
Supervisory and Technician Level 督導及技術員級	243	Assistant Chinese Restaurant Manager; Chinese Food Services Manager; Sales Manager (Chinese Restaurant) 中菜部副經理; 中菜服務經理; 營業部經理 (中菜部)	74	0	1	75	0
	244	Captain (Chinese Restaurant); Headwaiter (Chinese Restaurant) 樓面部領班 (中菜部); 樓面部長 (中菜部)	220	0	10	238	0
	245	Pantry Captain 傳菜部部長	29	0	3	34	0
	246	Senior Cook 上什	55	0	0	55	0

Table 1: Manpower Statistics
表1：人力統計數字

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員 人數(實習生/學徒除 外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習 生/學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺 額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全 職僱員人數(實習生/ 學徒除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Supervisory and Technician Level 督導及技術員級	247	Service Cook : Kitchen Supervisor ; General Cook 打荷 ; 廚房主管 ; 普通廚師	68	0	0	68	0
	248	Barbecue Cook 燒烤廚師	79	0	4	83	0
	249	Chief Cook 頭鑊	137	0	0	137	0
	250	Chief Dim Sum Cook 點心總廚	49	0	0	49	0
	251	No. 2 Cooks (barbecue, dim sum, vegetable, butchery) 二廚 (燒烤、點心、蔬菜、水枱)	205	0	12	222	3
	252	No. 3 Cooks (barbecue, dim sum, vegetable, butchery) 三廚 (燒烤、點心、蔬菜、水枱)	118	0	3	121	3
	253	Chief Butcher 砵板	44	0	0	44	0
	254	Second Butcher 二砵	46	0	0	46	3
		Sub-total 小計	1178	0	33	1223	9
	Craft and Operative Level 技工及操作工級	353	Junior Cook (Chinese) ; No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery) 見習廚師 (中菜) ; 四廚或以下 (燒烤、點心、蔬菜、水枱)	184	6	4	188
321		Restaurant Receptionist/Hostess 餐廳接待員	2	0	0	2	0
322		Junior Waiter/Junior Waitress ; Bar Attendant/Bar Porter ; Service Attendant 初級侍應生 ; 酒吧服務員 ; 服務員	74	2	10	84	44
	323	Cleaner ; Dishwasher ; Kitchen Helper ; Steward ; Pantry Helper ; Houseman ; Yardman ; General Staff (kitchen/restaurant) 清潔雜工 ; 洗碗碟雜工 ; 廚房雜工 ; 管事 ; 傳菜員	27	0	1	28	0

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Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人數(實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生/學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職僱員人數(實習生/學徒除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
Craft and Operative Level 技工及操作工級	325	Waiter/Waitress 侍應生	405	12	63	478	75
	354	Dim Sum Cook; Steamer; Trimmer; Vegetable Cook 點心廚師; 蔬菜廚師; 煎炸工; 蒸籠工; 發乾貨員	109	0	0	114	0
		Others (Craft and Operative Level) 其他(技工及操作工級)	1	0	0	1	0
		Sub-total 小計	802	20	78	895	146
Other Related Hotel Industry Staff 其他相關酒店業的員工							
Managerial and Professional Level 經理及專業人員級		Others (Managerial and Professional Level) 其他(經理及專業人員級)	49	0	0	49	0
Supervisory and Technician Level 督導及技術員級		Others (Supervisory and Technician Level) 其他(督導及技術員級)	47	0	1	48	0
Craft and Operative Level 技工及操作工級		Others (Craft and Operative Level) 其他(技工及操作工級)	126	0	0	126	0
Administrative and Others 文員及其他員工		Others (Administrative and Others) 其他(文員及其他員工)	104	0	7	112	5
Total 總數			38639	148	2429	41310	2071

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees
表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT 行政及管理部													
Managerial and Professional Level 經理及專業人員級	101	General Manager 總經理	168	0.0%	0.0%	0.0%	3.6%	3.6%	9.1%	22.7%	60.9%		
	102	Resident Manager ; Executive Assistant Manager ; Director of Operations 駐店經理；行政副經理	142	0.0%	0.0%	1.8%	12.8%	8.3%	24.8%	24.8%	27.5%		
		Sub-total 小計	310	0.0%	0.0%	0.9%	8.2%	5.9%	16.9%	23.7%	44.3%		
Administrative and Others 文員及其他員工	401	Secretary ; Executive Assistant 秘書；行政助理	418	0.0%	11.2%	57.1%	22.4%	4.5%	2.6%	1.5%	0.7%		
	402	Office Assistant 辦公室助理	37	20.0%	20.0%	35.0%	25.0%	0.0%	0.0%	0.0%	0.0%		
		Sub-total 小計	455	1.4%	11.8%	55.6%	22.6%	4.2%	2.4%	1.4%	0.7%		
HUMAN RESOURCES DEPARTMENT 人力資源部													
Managerial and Professional Level 經理及專業人員級	103	Director / Manager of Personnel and Training ; Director / Manager of Human Resources 人事部總監／人事及培訓部經理；人力資源總監／人力資源經理	126	0.0%	0.0%	0.0%	7.8%	16.9%	28.6%	11.7%	35.1%		
	104	Personnel Manager ; Training Manager 人事部經理；培訓部經理	91	0.0%	0.0%	0.0%	6.1%	38.8%	22.4%	22.4%	10.2%		
		Sub-total 小計	217	0.0%	0.0%	0.0%	7.1%	25.4%	26.2%	15.9%	25.4%		
Supervisory and Technician Level 督導及技術員級	202	Personnel Officer ; Human Resources Officer ; Training Officer 人事部主任；人力資源主任；培訓部主任	191	0.0%	1.5%	46.7%	43.7%	7.4%	0.0%	0.7%	0.0%		
		Sub-total 小計	191	0.0%	1.5%	46.7%	43.7%	7.4%	0.0%	0.7%	0.0%		
Administrative and Others 文員及其他員工	403	Personnel Assistant ; Training Assistant ; Human Resources Assistant 人事部助理；培訓部助理；人力資源助理	121	0.0%	69.2%	26.9%	3.8%	0.0%	0.0%	0.0%	0.0%		

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees
表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
Administrative and Others 文員及其他員工		Sub-total 小計	121	0.0%	69.2%	26.9%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ACCOUNTS DEPARTMENT 會計部													
Managerial and Professional Level 經理及專業人員級	105	Financial Controller; Chief Accountant; Director of Finance 財務總監；總會計師	175	0.0%	0.0%	0.0%	5.6%	7.5%	23.4%	18.7%	44.9%		
	106	Materials Manager; Procurement Manager 物料經理；採購經理	83	0.0%	0.0%	4.3%	21.3%	10.6%	17.0%	17.0%	29.8%		
	107	Director of Information System; Information Technology Manager 資訊系統總監；資訊科技經理	83	0.0%	0.0%	4.1%	14.3%	26.5%	22.4%	10.2%	22.4%		
	108	Food and Beverage Cost Controller; Cost Controller 飲食成本控制總監；成本控制主任	41	0.0%	0.0%	8.3%	33.3%	29.2%	8.3%	4.2%	16.7%		
		Sub-total 小計	382	0.0%	0.0%	2.6%	13.7%	14.5%	20.3%	15.0%	33.9%		
Supervisory and Technician Level 督導及技術員級	203	Accounts Supervisors; General Cashier 會計主任；出納主任	390	0.0%	2.2%	36.0%	58.5%	1.8%	0.0%	0.0%	1.5%		
	204	Credit Manager 信用部經理／信貸部經理	51	0.0%	2.6%	10.5%	28.9%	18.4%	39.5%	0.0%	0.0%		
	205	Assistant Controller; Assistant Purchasing Manager 副財務總監；採購部副經理	103	0.0%	2.5%	15.0%	38.8%	28.8%	7.5%	3.8%	3.8%		
	206	Chief Store Supervisor/Store Supervisor 總會務主任／倉務主任	95	0.0%	4.8%	63.5%	27.0%	4.8%	0.0%	0.0%	0.0%		
	207	Income Auditor 核數員	103	0.0%	6.8%	47.7%	34.1%	11.4%	0.0%	0.0%	0.0%		
	208	System Analyst; Information Technology Supervisor 系統分析員；資訊科技督導	56	0.0%	2.8%	13.9%	66.7%	8.3%	8.3%	0.0%	0.0%		
		Sub-total 小計	798	0.0%	3.3%	34.8%	47.2%	8.8%	4.1%	0.5%	1.2%		
Craft and Operative Level 技工及操作工級	301	Systems Support Operator; Information Technology Officer; Web Designer 系統輔助操作員；資訊科技主任；網頁設計師	86	2.1%	8.3%	60.4%	29.2%	0.0%	0.0%	0.0%	0.0%		

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
Craft and Operative 技工及操作工級		Sub-total 小計	86	2.1%	8.3%	60.4%	29.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Administrative and Others 文員及其他員工	404 Accounting Clerk 會計部文員	554	0.0%	41.3%	56.2%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	554	0.0%	41.3%	56.2%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SALES AND MARKETING DEPARTMENT 營業及市場拓展部													
Managerial and Professional Level 經理及專業人員級	109	Director of Marketing; Director of Sales; Director of Promotions 市場拓展總監；營業總監；宣傳總監	202	0.0%	0.0%	0.0%	3.1%	7.9%	13.4%	29.1%	46.5%		
	110	Director / Manager of Public Relations; Director / Manager of Corporate Communications 公共關係部總監／公共關係部經理；企業傳訊總監／企業傳訊經理	96	0.0%	0.0%	3.6%	14.5%	20.0%	18.2%	9.1%	34.5%		
	111	Marketing Manager; Sales Manager; Business Development Manager 市場拓展部經理；營業部經理	370	0.0%	0.0%	4.7%	27.1%	46.6%	14.0%	6.4%	1.3%		
	112	Convention Sales Manager; Event Sales Manager 營業部經理（會議／宴會）	150	0.0%	0.0%	0.0%	17.6%	35.2%	27.5%	13.2%	6.6%		
	Sub-total 小計		818	0.0%	0.0%	2.6%	18.1%	32.0%	16.7%	13.6%	17.1%		
Supervisory and Technician Level 督導及技術員級	201	Reservations Manager; Revenue Manager / Analyst 訂房部經理；收益管理經理／營收分析主任	159	0.0%	0.8%	13.1%	36.1%	31.1%	4.9%	5.7%	8.2%		
	209	Sales Executive; Marketing Officer; Group Sales Co-ordinator 營業主任；市場拓展部主任；團體營業聯絡主任	436	0.0%	10.9%	36.8%	42.1%	8.3%	0.0%	0.0%	2.0%		
	210	Public Relations Officer; Corporate Communications Officer 公共關係部主任；企業傳訊主任	116	0.0%	4.5%	45.5%	50.0%	0.0%	0.0%	0.0%	0.0%		
	211	Art Director; Designer; Layout Artist; Printshop Supervisor 美術總監；設計師；草圖設計員；印刷房主任	48	0.0%	2.6%	26.3%	52.6%	18.4%	0.0%	0.0%	0.0%		
	218	Reservations Supervisor 訂房部主任	168	0.0%	4.6%	50.8%	42.3%	2.3%	0.0%	0.0%	0.0%		
255	Tour Group Co-ordinator 旅行團聯絡主任	25	0.0%	0.0%	63.6%	36.4%	0.0%	0.0%	0.0%	0.0%			

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees
表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
Supervisory and Technician Level 督導及技術員級		Sub-total 小計	952	0.0%	6.6%	35.9%	42.3%	10.9%	0.9%	1.0%	2.4%		
Craft and Operative Level 技工及操作工級	302	Drafter/Photographer ; Printshop Staff 繪圖員；攝影師；印刷房職員	11	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
	305	Reservation Clerk ; Guest Services Ambassador/ Agent/ Assistant 訂房部文員；客務服務大使／代理／助理人員	425	5.4%	74.4%	17.6%	2.6%	0.0%	0.0%	0.0%	0.0%		
		Sub-total 小計	436	5.3%	75.2%	17.0%	2.5%	0.0%	0.0%	0.0%	0.0%		
FRONT OFFICE DEPARTMENT 客務部													
Managerial and Professional Level 經理及專業人員級	113	Director of Front Office/Front Office Manager 客務部總監／客務部經理	207	0.0%	0.0%	2.7%	20.8%	35.6%	8.7%	15.4%	16.8%		
	114	Director of Rooms Division/Rooms Division Manager 房務部總監／房務部經理	73	0.0%	0.0%	7.3%	17.1%	19.5%	14.6%	9.8%	31.7%		
		Sub-total 小計	280	0.0%	0.0%	3.7%	20.0%	32.1%	10.0%	14.2%	20.0%		
Supervisory and Technician Level 督導及技術員級	212	Airport Manager/Chief Airport Representative 駐機場經理／駐機場總代表	20	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%	0.0%	0.0%		
	213	Telephone Service Manager/Telephone Supervisor 電話服務經理／電話房主任	117	0.0%	4.3%	27.5%	50.7%	10.1%	7.2%	0.0%	0.0%		
	214	Front Office Cashier Supervisor 大堂出納主任	12	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
	215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Reception Assistant Manager ; Duty Manager; Night Manager ; Guest Service Manager ; Business Centre Manager ; Executive Services Manager ; Executive Floor Manager ; Service Apartment Manager / Team Leader 客務部副經理；前櫃部經理；接待處經理／副經理；值勤經理；夜班經理；客務服務經理；商務中心經理；行政樓層經理；服務式住宅經理／領班	870	0.0%	4.4%	10.9%	41.0%	30.9%	11.0%	0.0%	1.8%		
	216	Concierge / Assistant Chief Concierge ; Bell Superintendent/Bell Captain/Bell Supervisor/Baggage Master ; Transportation Supervisor ; Valet Services Supervisor 禮賓司／副禮賓司；行李部總管／行李領班／行李部主任；運輸部主任；泊車服務主任	479	0.0%	8.6%	45.4%	42.9%	0.9%	2.2%	0.0%	0.0%		

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表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
Supervisory and Technician Level 督導及技術員級	219	Reception Supervisor/Chief Receptionist ; Chief Room Clerk ; Front Office Supervisor ; Lobby Services Supervisor 接待處主任/總接待員；客房部主任；大堂服務主任	595	0.0%	8.5%	62.6%	28.3%	0.2%	0.5%	0.0%	0.0%	0.0%	
		Sub-total 小計	2093	0.0%	6.4%	33.6%	38.5%	14.9%	5.9%	0.0%	0.0%	0.8%	
	303	Airport Representative 駐機場代表	147	0.0%	34.4%	65.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Craft and Operative Level 技工及操作工級	304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生；聽差；司閘；行李員	857	3.3%	83.3%	13.3%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	
	306	Front Office Clerk/Receptionist ; Guest Service Officer/Guest Service Agent ; Front Desk Agent ; Guest Relations Officer ; Welcome Host ; Executive Floor Agent ; Business Centre Officer 客房部文員/接待員；賓客服務主任/賓客服務員；前堂服務員；客戶關係主任；歡迎大使；行政樓層服務員；商務中心主任	2298	5.3%	54.5%	38.2%	1.3%	0.0%	0.0%	0.0%	0.0%	0.7%	
	307	Services Centre Agent ; Telephone Operator 服務中心專員；電話接綫生	420	3.5%	71.9%	24.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
		Sub-total 小計	3722	4.5%	61.3%	32.8%	0.9%	0.0%	0.0%	0.0%	0.0%	0.5%	
HOUSEKEEPING DEPARTMENT 房口部													
Managerial and Professional Level 經理及專業人員級	115	Director of Housekeeping/Executive Housekeeper/ Housekeeping Manager 房口部總監/行政管家/房口部經理	177	0.0%	0.0%	2.7%	21.8%	16.4%	15.5%	18.2%	25.5%		
		Sub-total 小計	177	0.0%	0.0%	2.7%	21.8%	16.4%	15.5%	18.2%	25.5%		
Supervisory and Technician Level 督導及技術員級	220	Assistant Executive Housekeeper/Head Housekeeper 副行政管家/房口部總管	182	0.0%	4.7%	14.1%	36.9%	41.6%	2.0%	0.7%	0.0%		
	221	Housekeeping Supervisor ; Floor Supervisor ; Assistant Housekeeper/ Assistant Housekeeper (Public Area) ; Public Area Supervisor/Public Area Housekeeper ; General Area Housekeeper ; General Service Supervisor 房口部督導員；助理管家；公眾地方主任/副主任；公眾地方部主任；公眾地方管事	1344	0.0%	4.2%	39.1%	56.4%	0.1%	0.2%	0.0%	0.0%		
	222	Laundry Manager/ Laundry Supervisor/ Laundry Officer 洗衣部經理/洗衣部主管/洗衣部主任	95	0.0%	0.0%	53.5%	38.0%	8.5%	0.0%	0.0%	0.0%		

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
Supervisory and Technician Level 督導及技術員級		Sub-total 小計	1621	0.0%	4.0%	36.9%	52.9%	5.7%	0.4%	0.1%	0.0%		
Craft and Operative Level 技工及操作工級	308	Cloakroom Attendant ; Lobby Attendant ; Public Area Cleaners/ Upholsterer/ Houseman ; Toilet Attendant 衣帽間侍應生；大堂侍應生；公眾地方清潔雜工；衛生間服務員	1357	3.9%	88.9%	7.2%	0.0%	0.0%	0.0%	0.0%	0.0%		
	309	Uniform and Linen Room Attendant/Runner ; Tailor ; Seamstress 布草修補員；制服及布草房侍應生；布草房助理；裁縫師	643	4.2%	89.7%	6.2%	0.0%	0.0%	0.0%	0.0%	0.0%		
	310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣接待員；洗衣乾衣部文員；寫單員（洗衣部）	232	0.0%	99.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
	311	Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員；洗衣工人；熨工；檢查員；乾洗工	224	0.0%	96.3%	0.6%	3.1%	0.0%	0.0%	0.0%	0.0%		
SPA 水療中心	312	Room Attendant ; Room Services Butler ; Floor Attendant ; Housekeeping Clerk ; Order-taker ; Co-ordinator (Housekeeping) 房口服務員；房間服務員；房口部文員；寫單員（房口部）；房口部聯絡員	5264	4.1%	91.4%	4.4%	0.1%	0.0%	0.0%	0.0%	0.0%		
		Sub-total 小計	7720	3.9%	91.1%	4.9%	0.2%	0.0%	0.0%	0.0%	0.0%		
Managerial and Professional Level 經理及專業人員級	116	Director of Health Club or Gym ; Director of Spa 健身中心總監；水療中心總監	13	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	87.5%		
		Sub-total 小計	13	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	87.5%		
Supervisory and Technician Level 督導及技術員級	223	Manager/ Supervisor/ Officer of Health Club or Gym ; Manager/ Supervisor/ Officer/ Trainer of Spa 健身中心經理/主任；水療中心經理/主任/培訓師	100	0.0%	0.0%	9.0%	80.8%	5.1%	0.0%	5.1%	0.0%		
		Sub-total 小計	100	0.0%	0.0%	9.0%	80.8%	5.1%	0.0%	5.1%	0.0%		
Craft and Operative Level 技工及操作工級	313	Health Club or Gym Supporting Staff ; Spa Attendant/ Supporting Staff 健身中心支援職員；水療中心服務員/支援職員	249	0.0%	75.3%	24.7%	0.0%	0.0%	0.0%	0.0%	0.0%		
	314	Masseur/Body Therapist 按摩師/身體護理治療師	151	0.0%	29.1%	70.9%	0.0%	0.0%	0.0%	0.0%	0.0%		

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees
表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬										
				\$10,000 or below 或以下	\$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 或以上			
Craft and Operative 技工及操作工級	315	Beautician/Facial Therapist 美容師/驗部護理治療師	60	0.0%	35.7%	64.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	316	Spa Concierge 水療禮賓司	50	0.0%	25.0%	75.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	317	Lifeguard 救生員	140	0.0%	16.9%	83.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	650	0.0%	42.9%	57.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
FLOWER / KIOSK / GIFT SHOPS 花店/禮品店														
Supervisory and Technician Level 督導及技術員級	224	Flower Shop Manager or Supervisor ; Kiosk Shop Manager or Supervisor 花店經理/主任；禮品店經理/主任	25	0.0%	0.0%	0.0%	89.5%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	25	0.0%	0.0%	0.0%	89.5%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	318	Staff of Flower Shop ; Staff of Kiosk Shop 花店職員；禮品店職員	62	0.0%	86.7%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Sub-total 小計	62	0.0%	86.7%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ENGINEERING DEPARTMENT 工程部門														
Managerial and Professional Level 經理及專業人員級	117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監；總工程師；技術經理；物業保養部經理	173	0.0%	0.0%	2.5%	16.1%	12.7%	16.1%	23.7%	23.7%	9.3%	35.6%	0.0%
		Sub-total 小計	173	0.0%	0.0%	2.5%	16.1%	12.7%	16.1%	23.7%	23.7%	9.3%	35.6%	0.0%
	225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師；物業保養主任；建築主任	383	0.0%	2.4%	7.2%	62.7%	27.1%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Supervisory and Technician Level 督導及技術員級	226	Foreman ; Assistant Engineer ; Audio-visual Technician ; Engineering Technician 管工；助理工程師；視聽器材技術員；工程技術員	372	0.0%	11.0%	57.1%	31.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	755	0.0%	6.8%	32.9%	46.8%	13.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees
表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
Craft and Operative 技工及操作工級	326	Engineering Craftsman 工程部技工	1250	3.2%	33.8%	61.7%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	1250	3.2%	33.8%	61.7%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SECURITY DEPARTMENT 保安部													
Managerial and Professional Level 經理及專業人員級	118	Director of Security/ Security Manager / Assistant Security Manager / Chief Security Officer 保安部總監 / 保安部副經理 / 總保安主任	117	0.0%	0.0%	12.8%	37.2%	15.4%	17.9%	5.1%	11.5%		
		Sub-total 小計	117	0.0%	0.0%	12.8%	37.2%	15.4%	17.9%	5.1%	11.5%		
Supervisory and Technician Level 督導及技術員級	227	Security Supervisor 保安主任	217	0.0%	4.2%	55.4%	40.5%	0.0%	0.0%	0.0%	0.0%		
		Sub-total 小計	217	0.0%	4.2%	55.4%	40.5%	0.0%	0.0%	0.0%	0.0%		
Craft and Operative Level 技工及操作工級	319	Security Officer/Uniform Guard/House Officer 保安員 / 護衛員	979	8.3%	62.4%	29.3%	0.0%	0.0%	0.0%	0.0%	0.0%		
		Sub-total 小計	979	8.3%	62.4%	29.3%	0.0%	0.0%	0.0%	0.0%	0.0%		
FOOD AND BEVERAGE DEPARTMENT (EXCL. CHINESE RESTAURANT) 餐飲部 (中菜部除外)													
Managerial and Professional Level 經理及專業人員級	119	Director of Catering/Director of Events 宴會部總監	48	0.0%	0.0%	0.0%	0.0%	9.4%	0.0%	0.0%	21.9%	68.8%	
	120	Catering Sales Manager/Event Manager 宴會部營業經理	98	0.0%	0.0%	4.3%	2.2%	43.5%	37.0%	13.0%	0.0%		
121	Executive Chef/Chef de Cuisine 行政總廚	197	0.0%	0.0%	0.0%	5.0%	9.3%	8.1%	6.2%	71.4%			
122	Executive Assistant Manager (Food and Beverage) ; Director of Food and Beverage / Food and Beverage Manager 行政副經理 (餐飲部) ; 餐飲部總監 / 餐飲部經理	128	0.0%	0.0%	4.2%	12.7%	31.0%	2.8%	19.7%	29.6%			
123	Assistant Food and Beverage Manager 餐飲部副經理	103	0.0%	0.0%	0.0%	43.6%	7.3%	9.1%	14.5%	25.5%			

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Sub-total 小計	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
					\$10,000 or below 或以下	\$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 或以上		
Managerial and Professional Level 經理及專業人員級			574		0.0%	0.0%	1.4%	11.5%	17.5%	10.1%	12.3%	47.1%		
Supervisory and Technician Level 督導及技術員級	228	Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理；宴會服務經理	172		0.0%	3.4%	3.4%	6.0%	68.1%	19.0%	0.0%	0.0%		
	229	Catering/Banquet Sales Executive ; Catering/Banquet/Event Co-ordinator 宴會部營業主任；宴會部聯絡主任	187		0.0%	5.1%	50.7%	25.4%	18.8%	0.0%	0.0%	0.0%		
	230	Food and Beverage Cashier Supervisor/Cashier 飲食部出納主任／出納員	61		0.0%	10.9%	80.4%	8.7%	0.0%	0.0%	0.0%	0.0%		
	231	Banquet Headwaiter ; Headwaiter ; Maître d'Hotel 宴會部領班；酒店餐廳總管	222		0.0%	1.4%	71.9%	26.0%	0.7%	0.0%	0.0%	0.0%		
	232	Beverage Manager ; Bar Manager ; Head Barman 酒吧經理；調酒總管	40		0.0%	4.3%	30.4%	43.5%	4.3%	17.4%	0.0%	0.0%		
	233	Restaurant Manager ; Outlet Manager / Outlet Head (coffee shop, lobby lounge, etc.) ; Room Service Manager 餐廳經理；出品部門經理／出品部門主管（咖啡廳、大堂酒廊、客房飲食部經理）	401		0.0%	2.1%	9.8%	29.4%	27.7%	31.1%	0.0%	0.0%		
	234	Cake Shop Manager or Supervisor 餅店經理或主任	41		0.0%	0.0%	28.9%	63.2%	7.9%	0.0%	0.0%	0.0%		
	235	Captain (Food and Beverage Department) 領班（宴會部）	773		0.0%	2.7%	45.4%	51.9%	0.0%	0.0%	0.0%	0.0%		
	236	Chief Steward/Stewarding Manager 管事部總管／管事部經理	132		0.0%	8.8%	11.3%	36.3%	17.5%	26.3%	0.0%	0.0%		
	237	Executive Sous Chef/Sous Chef 副行政總廚	277		0.0%	0.9%	3.7%	29.2%	43.8%	9.6%	10.0%	2.7%		
	238	Gardemanger ; Chef de Partie (Cold Production) ; Pastry Chef ; Chef de Pâtisseries ; Rotisseur ; Chef de Partie (Grill) ; Saucier ; Chef de Partie (Sauce) 冷盤總廚；糕餅師；燒烤廚師；調汁師	1089		0.0%	1.5%	16.3%	79.5%	2.4%	0.0%	0.3%	0.0%		
	239	Specialist Cook 特色菜主廚	248		0.0%	2.7%	2.7%	94.6%	0.0%	0.0%	0.0%	0.0%		
	240	Staff Canteen Manager/Staff Canteen Supervisor ; Staff Facilities Supervisor ; Employee Restaurant Supervisor 職員飯堂經理／職員飯堂主管；職員設施主管；職員餐廳主管	65		0.0%	11.8%	58.8%	29.4%	0.0%	0.0%	0.0%	0.0%		

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表2：全職僱員平均月薪分布

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Supervisory and Technician Level 督導及技術員級	241	Wine Steward ; Sommelier ; Wine Director 酒管事；侍酒師；葡萄酒總監	26	0.0%	0.0%	0.0%	50.0%	16.7%	33.3%	0.0%	0.0%		
	242	Executive Chinese Sous Chef 助理行政廚師	3	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%		
	247	Service Cook ; Kitchen Supervisor ; General Cook 打荷；廚房主管；普通廚師	9	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%		
	249	Chief Cook 頭鑊	3	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%		
		Sub-total 小計	3749	0.0%	2.6%	25.0%	53.9%	11.5%	5.6%	1.0%	0.2%		
Craft and Operative Level 技工及操作工級	351	Baker ; Pastry Cook 麵包師傅；糕餅師傅	510	1.2%	21.7%	66.9%	10.2%	0.0%	0.0%	0.0%	0.0%		
	352	Cook (Western)/Junior Cook (Western) 廚師（西菜）／見習廚師（西菜）	2137	1.4%	63.1%	30.4%	5.1%	0.0%	0.0%	0.0%	0.0%		
	320	Cake Shop Staff 餅店職員	50	4.8%	78.6%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%		
	321	Restaurant Receptionist/Hostess 餐廳接待員	289	2.0%	41.9%	56.1%	0.0%	0.0%	0.0%	0.0%	0.0%		
	322	Junior Waiter/Junior Waitress ; Bar Attendant/Bar Porter ; Service Attendant 初級侍應生；酒吧服務員；服務員	321	2.1%	49.7%	48.1%	0.0%	0.0%	0.0%	0.0%	0.0%		
	323	Cleaner ; Dishwasher ; Kitchen Helper ; Steward ; Pantry Helper ; Houseman ; Yardman ; General Staff (kitchen/restaurant) 清潔雜工；洗碗碟雜工；廚房雜工；管事；傳菜員	1466	2.2%	97.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%		
	324	Bar tender ; Soda Fountain Server 調酒員；冷飲櫃領班	156	2.5%	44.1%	53.4%	0.0%	0.0%	0.0%	0.0%	0.0%		
	325	Waiter/Waitress 侍應生	1689	2.6%	81.9%	15.5%	0.0%	0.0%	0.0%	0.0%	0.0%		
		Sub-total 小計	6618	2.0%	70.5%	25.1%	2.5%	0.0%	0.0%	0.0%	0.0%		

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CHINESE RESTAURANT 中菜部													
Managerial and Professional Level 經理及專業人員級	124	Executive Chinese Chef / Chief Chef 中菜部行政總廚 / 總廚 (中菜部)	58	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	19.0%	11.9%	61.9%	
	125	Chinese Restaurant Manager 餐廳經理 (中菜部)	60	0.0%	0.0%	0.0%	5.4%	32.4%	18.9%	37.8%	5.4%		
		Sub-total 小計	118	0.0%	0.0%	0.0%	6.3%	15.2%	19.0%	24.1%	35.4%		
Supervisory and Technician Level 督導及技術員級	241	Wine Steward ; Sommelier ; Wine Director 酒管事 ; 侍酒師 ; 葡萄酒總監	2	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	242	Executive Chinese Sous Chef 助理行政廚師 (中菜部)	52	0.0%	0.0%	0.0%	4.9%	46.3%	26.8%	22.0%	0.0%		
	243	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理 ; 中菜服務經理 ; 營業部經理 (中菜部)	74	0.0%	1.7%	5.1%	47.5%	35.6%	6.8%	3.4%	0.0%		
	244	Captain (Chinese Restaurant) ; Headwaiter (Chinese Restaurant) 樓面部領班 (中菜部) ; 樓面部長 (中菜部)	220	0.0%	0.0%	48.6%	48.6%	2.9%	0.0%	0.0%	0.0%		
	245	Pantry Captain 傳菜部部長	29	0.0%	48.0%	36.0%	16.0%	0.0%	0.0%	0.0%	0.0%		
	246	Senior Cook 上什	55	0.0%	14.3%	28.6%	25.0%	32.1%	0.0%	0.0%	0.0%		
	247	Service Cook ; Kitchen Supervisor ; General Cook 打荷 ; 廚房主管 ; 普通廚師	68	0.0%	0.0%	77.8%	17.8%	4.4%	0.0%	0.0%	0.0%		
	248	Barbecue Cook 燒烤廚師	79	0.0%	2.9%	8.8%	69.1%	10.3%	8.8%	0.0%	0.0%		
249	Chief Cook 頭鑊	137	0.0%	0.0%	2.4%	55.3%	37.4%	4.9%	0.0%	0.0%			
250	Chief Dim Sum Cook 點心總廚	49	0.0%	0.0%	10.8%	37.8%	18.9%	29.7%	2.7%	0.0%			
251	No. 2 Cooks (barbecue, dim sum, vegetable, butchery) 二廚 (燒烤、點心、蔬菜、水枱)	205	0.0%	7.8%	23.5%	68.7%	0.0%	0.0%	0.0%	0.0%			

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees
表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬									
				\$10,000 or below 或以下	\$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 或以上		
Supervisory and Technician Level 督導及技術員級	252	No. 3 Cooks (barbecue, dim sum, vegetable, butchery) 三廚(燒烤、點心、蔬菜、水枱)	118	0.0%	8.9%	50.0%	41.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	253	Chief Butcher 砧板	44	0.0%	6.5%	6.5%	45.2%	41.9%	0.0%	0.0%	0.0%	0.0%	0.0%
	254	Second Butcher 二砧	46	0.0%	8.8%	14.7%	76.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	1178	0.0%	4.9%	26.3%	49.6%	13.8%	4.1%	1.3%	0.0%	0.0%	0.0%
Craft and Operative Level 技工及操作工級	353	Junior Cook (Chinese); No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery) 見習廚師(中菜); 四廚或以下(燒烤、點心、蔬菜、水枱)	184	0.9%	33.6%	49.1%	16.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	321	Restaurant Receptionist/Hostess 餐廳接待員	2	-	-	-	-	-	-	-	-	-	-
	322	Junior Waiter/Junior Waitress; Bar Attendant/Bar Porter; Service Attendant 初級侍應生; 酒吧服務員; 服務員	74	0.0%	61.0%	39.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	323	Cleaner; Dishwasher; Kitchen Helper; Steward; Pantry Helper; Houseman; Yardman; General Staff (kitchen/restaurant) 清潔雜工; 洗碗碟雜工; 廚房雜工; 管事; 傳菜員	27	-	-	-	-	-	-	-	-	-	-
	325	Waiter/Waitress 侍應生	405	0.0%	64.8%	35.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Others (Craft and Operative Level) 其他(技工及操作工級)	354	Dim Sum Cook; Steamer; Trimmer; Vegetable Cook 點心廚師; 蒸籠工; 煎炸工; 蒸籠工; 發乾貨員	109	5.0%	12.5%	31.3%	51.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	802	1.0%	48.8%	38.1%	12.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Other Related Hotel Industry Staff 其他相關酒店業的員工												
Managerial and Professional Level 經理及專業人員級		Others (Managerial and Professional Level) 其他(經理及專業人員級)	49	0.0%	0.0%	0.0%	5.6%	5.6%	0.0%	0.0%	19.4%	69.4%	
		Others (Supervisory and Technician Level) 其他(督導及技術員級)	47	0.0%	17.6%	35.3%	38.2%	0.0%	8.8%	0.0%	0.0%	0.0%	

Table 2: Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees
表2：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬								
				\$10,000 or below 或以下	\$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 或以上	
Craft and Operative Level 技工及操作工級		Others (Craft and Operative Level) 其他 (技工及操作工級)	126	0.0%	35.5%	64.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Administrative and Others 文員及其他員工		Others (Administrative and Others) 其他 (文員及其他員工)	104	0.0%	47.4%	44.7%	7.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Total 總數			38639	2.0%	43.8%	24.8%	17.9%	5.2%	2.4%	1.4%	2.6%	

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 主要職務	Principal Job 編號	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT 行政及管理部									
Managerial and Professional Level 經理及專業人員級	101	General Manager 總經理	168	3.4%	95.2%	1.4%	0.0%	0.0%	0.0%
			142	0.9%	93.2%	4.3%	0.0%	1.7%	0.0%
			310	2.3%	94.3%	2.7%	0.0%	0.8%	0.0%
			418	0.0%	26.3%	34.9%	22.4%	16.4%	0.0%
Administrative and Others 文員及其他員工	402	Office Assistant 辦公室助理	37	0.0%	16.1%	38.7%	6.5%	29.0%	9.7%
			455	0.0%	25.4%	35.2%	21.0%	17.5%	0.8%
			HUMAN RESOURCES DEPARTMENT 人力資源部						
Managerial and Professional Level 經理及專業人員級	103	Director / Manager of Personnel and Training ; Director / Manager of Human Resources 人事及培訓部總監 / 人事及培訓部經理 ; 人力資源總監 / 人力資源經理	126	1.0%	98.1%	1.0%	0.0%	0.0%	0.0%
			91	2.6%	94.8%	2.6%	0.0%	0.0%	0.0%
			217	1.6%	96.7%	1.6%	0.0%	0.0%	0.0%
Supervisory and Technician Level 督導及技術員級	202	Personnel Officer ; Human Resources Officer ; Training Officer 人事部主任 ; 人力資源主任 ; 培訓部主任	191	0.0%	68.2%	19.7%	11.5%	0.6%	0.0%

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Supervisory and Technician Level 督導及技術員級		Sub-total 小計	191	0.0%	68.2%	19.7%	11.5%	0.6%	0.0%
	403	Personnel Assistant ; Training Assistant ; Human Resources Assistant 人事部助理；培訓部助理；人力資源助理	121	0.0%	25.3%	56.6%	6.1%	12.1%	0.0%
		Sub-total 小計	121	0.0%	25.3%	56.6%	6.1%	12.1%	0.0%
ACCOUNTS DEPARTMENT 會計部									
Managerial and Professional Level 經理及專業人員級	105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監；總會計師	175	0.7%	96.5%	2.8%	0.0%	0.0%	0.0%
	106	Materials Manager ; Procurement Manager 物料經理；採購經理	83	0.0%	92.4%	7.6%	0.0%	0.0%	0.0%
	107	Director of Information System ; Information Technology Manager 資訊系統總監；資訊科技經理	83	2.9%	91.3%	4.3%	1.4%	0.0%	0.0%
	108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監；成本控制主任	41	2.9%	79.4%	11.8%	5.9%	0.0%	0.0%
		Sub-total 小計	382	1.3%	92.6%	5.1%	1.0%	0.0%	0.0%
Supervisory and Technician Level 督導及技術員級	203	Accounts Supervisors ; General Cashier 會計主任；出納主任	390	0.0%	40.5%	40.8%	18.0%	0.6%	0.0%
	204	Credit Manager 信用部經理／信貸部經理	51	0.0%	66.0%	23.4%	10.6%	0.0%	0.0%
	205	Assistant Controller ; Assistant Purchasing Manager 副財務總監；採購部副經理	103	0.0%	66.7%	29.9%	3.4%	0.0%	0.0%
	206	Chief Store Supervisor/Store Supervisor 總倉務主任／倉務主任	95	0.0%	21.1%	35.2%	32.4%	11.3%	0.0%

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度						
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	
Supervisory and Technician Level 督導及技術員級	207	Income Auditor 核數員	103	0.0%	40.0%	44.2%	15.8%	0.0%	0.0%	
	208	System Analyst; Information Technology Supervisor 系統分析員; 資訊科技督導	56	0.0%	36.4%	56.8%	6.8%	0.0%	0.0%	
		Sub-total 小計	798	0.0%	43.3%	39.1%	16.1%	1.5%	0.0%	
Craft and Operative Level 技工及操作工級	301	Systems Support Operator; Information Technology Officer; Web Designer 系統輔助操作員; 資訊科技主任; 網頁設計師	86	0.0%	2.4%	69.5%	25.6%	1.2%	1.2%	
		Sub-total 小計	86	0.0%	2.4%	69.5%	25.6%	1.2%	1.2%	
Administrative and Others 文員及其他員工	404	Accounting Clerk 會計部文員	554	0.0%	4.2%	43.1%	35.3%	17.4%	0.0%	
		Sub-total 小計	554	0.0%	4.2%	43.1%	35.3%	17.4%	0.0%	
SALES AND MARKETING DEPARTMENT 營業及市場拓展部										
Managerial and Professional Level 經理及專業人員級	109	Director of Marketing; Director of Sales; Director of Promotions 市場拓展總監; 營業總監; 宣傳總監	202	1.9%	95.1%	3.1%	0.0%	0.0%	0.0%	
	110	Director / Manager of Public Relations; Director / Manager of Corporate Communications 公共關係部總監/公共關係部經理; 企業傳訊總監/企業傳訊經理	96	1.3%	98.7%	0.0%	0.0%	0.0%	0.0%	
	111	Marketing Manager; Sales Manager; Business Development Manager 市場拓展部經理; 營業部經理	370	2.6%	82.1%	13.1%	2.2%	0.0%	0.0%	
	112	Convention Sales Manager; Event Sales Manager 營業部經理(會議/宴會)	150	9.8%	69.9%	20.3%	0.0%	0.0%	0.0%	
		Sub-total 小計	818	3.6%	84.7%	10.7%	1.0%	0.0%	0.0%	

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Supervisory and Technician Level 督導及技術員級	201	Reservations Manager; Revenue Manager / Analyst 訂房部經理; 收益管理經理/營收分析主任	159	0.0%	41.4%	46.6%	12.0%	0.0%	0.0%
	209	Sales Executive; Marketing Officer; Group Sales Co-ordinator 營業主任; 市場拓展部主任; 團體營業聯絡主任	436	0.0%	47.7%	39.2%	13.1%	0.0%	0.0%
	210	Public Relations Officer; Corporate Communications Officer 公共關係部主任; 企業傳訊主任	116	0.0%	47.3%	39.8%	12.9%	0.0%	0.0%
	211	Art Director; Designer; Layout Artist; Printshop Supervisor 美術總監; 設計師; 草圖設計員; 印刷房主任	48	0.0%	46.3%	41.5%	12.2%	0.0%	0.0%
	218	Reservations Supervisor 訂房部主任	168	0.0%	28.6%	50.0%	20.0%	1.4%	0.0%
	255	Tour Group Co-ordinator 旅行團聯絡主任	25	0.0%	28.0%	24.0%	32.0%	16.0%	0.0%
		Sub-total 小計	952	0.0%	42.6%	42.1%	14.6%	0.8%	0.0%
Craft and Operative Level 技工及操作工級	302	Draftsman; Photographer; Printshop Staff 繪圖員; 攝影師; 印刷房職員	11	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	305	Reservation Clerk; Guest Services Ambassador/ Agent/ Assistant 訂房部文員; 客務服務大使/代理/助理人員	425	0.0%	0.0%	20.0%	46.1%	33.9%	0.0%
		Sub-total 小計	436	0.0%	0.0%	19.4%	44.7%	35.8%	0.0%
FRONT OFFICE DEPARTMENT 客務部									
Managerial and Professional Level 經理及專業人員級	113	Director of Front Office/Front Office Manager 客務部總監/客務部經理	207	0.6%	83.5%	15.3%	0.6%	0.0%	0.0%
	114	Director of Rooms Division/Rooms Division Manager 房務部總監/房務部經理	73	0.0%	78.3%	20.0%	1.7%	0.0%	0.0%

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Managerial and Professional Level 經理及專業人員級		Sub-total 小計	280	0.4%	82.2%	16.5%	0.8%	0.0%	0.0%
	212	Airport Manager/Chief Airport Representative 駐機場經理/駐機場總代表	20	0.0%	83.3%	16.7%	0.0%	0.0%	0.0%
	213	Telephone Service Manager/Telephone Supervisor 電話服務經理/電話房主任	117	0.0%	25.3%	14.1%	59.6%	1.0%	0.0%
	214	Front Office Cashier Supervisor 大堂出納主任	12	0.0%	0.0%	25.0%	66.7%	8.3%	0.0%
	215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Reception Assistant Manager ; Duty Manager ; Night Manager ; Guest Service Manager ; Business Centre Manager ; Executive Services Manager ; Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理；前櫃部經理；接待處經理；值勤經理；夜班經理；客務服務經理；商務中心經理；行政樓層經理；服務式住宅經理/領班	870	0.0%	47.1%	36.5%	15.9%	0.5%	0.0%
Craft and Operative Level 技工及操作工級	216	Concierge / Assistant Chief Concierge ; Bell Superintendent/Bell Captain/Bell Supervisor/Baggage Master ; Transportation Supervisor ; Valet Services Supervisor 禮賓司/副禮賓司；行李部總管/行李領班/行李部主任；運輸部主任；泊車服務主任	479	0.0%	18.2%	36.8%	43.0%	2.0%	0.0%
	219	Reception Supervisor/Chief Receptionist ; Chief Room Clerk ; Front Office Supervisor ; Lobby Services Supervisor 接待處主任/總接待員；客務部主任；大堂服務主任	595	0.0%	24.7%	35.7%	33.9%	5.7%	0.0%
		Sub-total 小計	2093	0.0%	33.3%	34.8%	29.5%	2.3%	0.0%
Craft and Operative Level 技工及操作工級	303	Airport Representative 駐機場代表	147	0.0%	0.0%	55.6%	27.4%	15.3%	1.6%
	304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生；聽差；司閘；行李員	857	0.0%	0.0%	3.5%	21.0%	72.6%	2.9%

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Craft and Operative Level 技工及操作工級	306	Front Office Clerk/Receptionist ; Guest Service Officer/Guest Service Agent ; Front Desk Agent ; Guest Relations Officer ; Welcome Host ; Executive Floor Agent ; Business Centre Officer 客務部文員/接待員; 賓客服務主任/賓客服務員; 前堂服務員; 客戶關係主任; 行政樓層服務員; 商務中心主任	2298	0.0%	0.0%	40.4%	33.4%	24.8%	1.3%
			420	0.0%	0.0%	27.8%	39.7%	31.9%	0.6%
			3722	0.0%	0.0%	31.5%	31.1%	35.8%	1.6%
HOUSEKEEPING DEPARTMENT 房口部									
Managerial and Professional Level 經理及專業人員級	115	Director of Housekeeping/Executive Housekeeper/ Housekeeping Manager 房口部總監/行政管家/房口部經理	177	0.0%	49.3%	22.5%	13.4%	14.8%	0.0%
			177	0.0%	49.3%	22.5%	13.4%	14.8%	0.0%
			182	0.0%	38.9%	17.8%	41.4%	1.9%	0.0%
Supervisory and Technician Level 督導及技術員級	220	Assistant Executive Housekeeper/Head Housekeeper 副行政管家/房口部總管	1344	0.0%	13.7%	36.2%	44.3%	5.8%	0.0%
			95	0.0%	11.0%	24.4%	61.0%	3.7%	0.0%
			1621	0.0%	16.4%	33.4%	44.9%	5.2%	0.0%
Craft and Operative Level 技工及操作工級	308	Cloakroom Attendant ; Lobby Attendant ; Public Area Cleaners/Upholsterer/ Houseman ; Toilet Attendant 衣帽間侍應生; 大堂侍應生; 公眾地方清潔雜工; 衛生間服務員	1357	0.0%	0.0%	0.0%	7.9%	37.0%	55.0%

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Craft and Operative Level 技工及操作工級	309	Uniform and Linen Room Attendant/Runner; Tailor; Seamstress 布草修補員；制服及布草房侍應生；布草房助理；裁縫師	643	0.0%	0.0%	0.0%	3.1%	48.5%	48.4%
	310	Laundry and Valet Attendant; Laundry and Valet Clerk; Order-taker (laundry) 洗衣乾衣接待員；洗衣乾衣部文員；寫單員（洗衣部）	232	0.0%	0.0%	0.0%	1.8%	92.4%	5.8%
	311	Sorter; Washer; Ironer; Presser; Checker; Dry Cleaner; Marker 衣物布草整理員；洗衣工人；熨工；檢查員；乾洗工	224	0.0%	0.0%	0.0%	0.0%	49.2%	50.8%
	312	Room Attendant; Room Services Butler; Floor Attendant; Housekeeping Clerk; Order-taker; Co-ordinator (Housekeeping) 房口服務員；房間服務員；房口部文員；寫單員（房口部）；房口部 聯絡員	5264	0.0%	0.0%	1.6%	28.7%	35.1%	34.6%
		Sub-total 小計	7720	0.0%	0.0%	1.1%	21.1%	38.6%	39.1%
SPA 水療中心									
Managerial and Professional Level 經理及專業人員級	116	Director of Health Club or Gym; Director of Spa 健身中心總監；水療中心總監	13	0.0%	80.0%	20.0%	0.0%	0.0%	0.0%
		Sub-total 小計	13	0.0%	80.0%	20.0%	0.0%	0.0%	0.0%
Supervisory and Technician Level 督導及技術員級	223	Manager/Supervisor/Officer of Health Club or Gym; Manager/ Supervisor/Officer/Trainer of Spa 健身中心經理/主任；水療中心經理/主任/培訓師	100	0.0%	4.4%	23.3%	71.1%	1.1%	0.0%
		Sub-total 小計	100	0.0%	4.4%	23.3%	71.1%	1.1%	0.0%
Craft and Operative Level 技工及操作工級	313	Health Club or Gym Supporting Staff; Spa Attendant/ Supporting Staff 健身中心支援職員；水療中心服務員/支援職員	249	0.0%	0.0%	11.9%	40.2%	40.2%	7.7%
	314	Masseur/Body Therapist 按摩師/身體護理治療師	151	0.0%	0.0%	12.2%	63.4%	20.6%	3.8%

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 主要職務	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Craft and Operative Level 技工及操作工級	315	Beautician/Facial Therapist 美容師/臉部護理治療師	60	0.0%	0.0%	64.3%	0.0%	35.7%	0.0%
			50	0.0%	0.0%	65.0%	0.0%	0.0%	
	317	Lifeguard 救生員	140	0.0%	0.0%	2.3%	14.6%	77.7%	5.4%
		Sub-total 小計	650	0.0%	0.0%	14.5%	37.2%	42.9%	5.4%
FLOWER / KIOSK / GIFT SHOPS 花店/禮品店									
Supervisory and Technician Level 督導及技術員級	224	Flower Shop Manager or Supervisor ; Kiosk Shop Manager or Supervisor ; Gift Shop Manager or Supervisor 花店經理/主任；禮品店經理/主任	25	0.0%	69.6%	8.7%	21.7%	0.0%	0.0%
			25	0.0%	69.6%	8.7%	21.7%	0.0%	
				Sub-total 小計	62	0.0%	0.0%	0.0%	13.2%
Craft and Operative Level 技工及操作工級	318	Staff of Flower Shop ; Staff of Kiosk Shop 花店職員；禮品店職員	62	0.0%	0.0%	0.0%	13.2%	86.8%	0.0%
				Sub-total 小計	62	0.0%	0.0%	13.2%	86.8%
ENGINEERING DEPARTMENT 工程部門									
Managerial and Professional Level 經理及專業人員級	117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監；總工程師；技術經理；物業保養部經理	173	0.0%	63.4%	33.1%	2.8%	0.7%	0.0%
			173	0.0%	63.4%	33.1%	2.8%	0.7%	
Supervisory and Technician Level 督導及技術員級	225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師；物業保養主任；建築主任	383	0.0%	11.2%	32.7%	51.5%	4.2%	0.3%
				Sub-total 小計	383	0.0%	11.2%	32.7%	51.5%

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Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Supervisory and Technician Level 督導及技術員級	226	Foreman; Assistant Engineer; Audio-visual Technician; Engineering Technician 管工; 助理工程師; 視聽器材技術員; 工程部技術員	372	0.0%	5.1%	29.5%	54.2%	10.1%	1.2%
		Sub-total 小計	755	0.0%	8.1%	31.1%	52.9%	7.2%	0.8%
Craft and Operative Level 技工及操作工級	326	Engineering Craftsman 工程部技工	1250	0.0%	2.0%	4.6%	44.6%	32.6%	16.1%
		Sub-total 小計	1250	0.0%	2.0%	4.6%	44.6%	32.6%	16.1%
SECURITY DEPARTMENT 保安部									
Managerial and Professional Level 經理及專業人員級	118	Director of Security/ Security Manager / Assistant Security Manager / Chief Security Officer 保安部總監/ 保安部副經理/ 總保安主任	117	0.0%	26.6%	34.0%	31.9%	7.4%	0.0%
		Sub-total 小計	117	0.0%	26.6%	34.0%	31.9%	7.4%	0.0%
Supervisory and Technician Level 督導及技術員級	227	Security Supervisor 保安主任	217	0.0%	6.5%	27.7%	32.6%	30.4%	2.7%
		Sub-total 小計	217	0.0%	6.5%	27.7%	32.6%	30.4%	2.7%
Craft and Operative Level 技工及操作工級	319	Security Officer/Uniform Guard/House Officer 保安員/ 護衛員	979	0.0%	0.0%	1.2%	31.0%	46.9%	21.0%
		Sub-total 小計	979	0.0%	0.0%	1.2%	31.0%	46.9%	21.0%
FOOD AND BEVERAGE DEPARTMENT (EXCL. CHINESE RESTAURANT) 餐飲部 (中菜部除外)									
Managerial and Professional Level 經理及專業人員級	119	Director of Catering/Director of Events 宴會部總監	48	2.4%	82.9%	14.6%	0.0%	0.0%	0.0%

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Managerial and Professional Level 經理及專業人員級	120	Catering Sales Manager/Event Manager 宴會部營業經理	98	10.2%	52.3%	30.7%	6.8%	0.0%	0.0%
	121	Executive Chef/Chef de Cuisine 行政總廚	197	0.6%	16.4%	59.9%	16.4%	6.8%	0.0%
	122	Executive Assistant Manager (Food and Beverage); Director of Food and Beverage / Food and Beverage Manager 行政副經理(餐飲部); 餐飲部總監/餐飲部經理	128	1.0%	45.7%	30.5%	22.9%	0.0%	0.0%
	123	Assistant Food and Beverage Manager 餐飲部副經理	103	4.7%	52.9%	28.2%	9.4%	4.7%	0.0%
		Sub-total 小計	574	3.2%	40.7%	39.3%	13.5%	3.2%	0.0%
Supervisory and Technician Level 督導及技術員級	228	Catering Manager; Banquet Manager; Banquet/Convention Services Manager 宴會部經理; 宴會服務經理	172	0.0%	60.4%	12.5%	25.0%	2.1%	0.0%
	229	Catering/Banquet Sales Executive; Catering/Banquet/Event Coordinator 宴會部營業主任; 宴會部聯絡主任	187	0.0%	39.8%	28.3%	27.1%	4.8%	0.0%
	230	Food and Beverage Cashier Supervisor/Cashier 飲食部出納主任/出納員	61	0.0%	0.0%	17.0%	23.4%	59.6%	0.0%
	231	Banquet Headwaiter; Headwaiter; Maitre d'Hotel 宴會部領班; 酒店餐廳總管	222	0.0%	1.7%	49.2%	29.3%	19.9%	0.0%
	232	Beverage Manager; Bar Manager; Head Barman 酒吧經理; 調酒總管	40	0.0%	0.0%	44.8%	17.2%	37.9%	0.0%
	233	Restaurant Manager; Outlet Manager/Outlet Head (coffee shop, lobby lounge, etc.); Room Service Manager 餐廳經理; 出品部門經理/出品部門主管(咖啡廳、大堂酒廊、客房飲食部經理)	401	0.0%	33.5%	32.3%	19.6%	13.4%	1.2%
	234	Cake Shop Manager or Supervisor 餅店經理或主任	41	0.0%	0.0%	73.2%	17.1%	9.8%	0.0%

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Supervisory and Technician Level 督導及技術員級	235	Captain (Food and Beverage Department) 領班 (宴會部)	773	0.0%	10.6%	39.5%	23.5%	25.7%	0.7%
	236	Chief Steward/Stewarding Manager 管事部總管/管事部經理	132	0.0%	5.1%	60.7%	18.8%	12.0%	3.4%
	237	Executive Sous Chef/Sous Chef 副行政總廚	277	0.0%	7.9%	25.7%	47.3%	17.4%	1.7%
	238	Gardemanger ; Chef de Partie (Cold Production) ; Pastry Chef ; Chef de Patisserie ; Rotisseur ; Chef de Partie (Grill) ; Saucier ; Chef de Partie (Sauce) 冷盤總廚 ; 糕餅師 ; 燒烤廚師 ; 調汁師	1089	0.0%	1.6%	16.5%	66.5%	10.8%	4.6%
	239	Specialist Cook 特色菜主廚	248	0.0%	55.5%	10.4%	23.2%	10.4%	0.5%
	240	Staff Canteen Manager/ Staff Canteen Supervisor ; Staff Facilities Supervisor ; Employee Restaurant Supervisor 職員飯堂經理/職員飯堂主管 ; 職員設施主管 ; 職員餐廳主管	65	0.0%	11.1%	20.4%	5.6%	59.3%	3.7%
	241	Wine Steward ; Sommelier ; Wine Director 酒管事 ; 侍酒師 ; 葡萄酒總監	26	0.0%	25.0%	58.3%	16.7%	0.0%	0.0%
	242	Executive Chinese Sous Chef 助理行政廚師	3	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	247	Service Cook ; Kitchen Supervisor ; General Cook 打荷 ; 廚房主管 ; 普通廚師	9	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	249	Chief Cook 頭鑊	3	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
		Sub-total 小計	3749	0.0%	15.6%	28.0%	38.0%	15.9%	2.5%
Craft and Operative Level 技工及操作工級	351	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅	510	0.0%	0.0%	5.7%	55.0%	31.6%	7.7%

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Craft and Operative Level 技工及操作工級	352	Cook (Western)/Junior Cook (Western) 廚師(西菜)/見習廚師(西菜)	2137	0.0%	0.0%	6.4%	44.9%	35.9%	12.9%
	320	Cake Shop Staff 餅店職員	50	0.0%	0.0%	16.7%	0.0%	83.3%	0.0%
	321	Restaurant Receptionist/Hostess 餐廳接待員	289	0.0%	0.0%	4.6%	38.5%	55.6%	1.3%
	322	Junior Waiter/Junior Waitress ; Bar Attendant/Bar Porter ; Service Attendant 初級侍應生；酒吧服務員；服務員	321	0.0%	0.0%	0.4%	19.0%	76.6%	3.9%
	323	Cleaner ; Dishwasher ; Kitchen Helper ; Steward ; Pantry Helper ; Houseman ; Yardman ; General Staff (kitchen/restaurant) 清潔雜工；洗碗碟雜工；廚房雜工；管事；傳菜員	1466	0.0%	0.0%	0.0%	0.7%	29.2%	70.1%
	324	Bartender ; Soda Fountain Server 調酒員；冷飲櫃領班	156	0.0%	0.0%	11.6%	44.2%	36.1%	8.2%
	325	Waiter/Waitress 侍應生	1689	0.0%	0.0%	4.2%	41.0%	45.3%	9.4%
		Sub-total 小計	6618	0.0%	0.0%	4.3%	33.4%	39.4%	22.9%
CHINESE RESTAURANT 中菜部									
Managerial and Professional Level 經理及專業人員級	124	Executive Chinese Chef / Chief Chef 中菜部行政總廚/總廚(中菜部)	58	0.0%	14.3%	18.4%	53.1%	14.3%	0.0%
	125	Chinese Restaurant Manager 餐廳經理(中菜部)	60	0.0%	21.2%	40.4%	38.5%	0.0%	0.0%
		Sub-total 小計	118	0.0%	17.8%	29.7%	45.5%	6.9%	0.0%
Supervisory and Technician Level 督導及技術員級	241	Wine Steward ; Sommelier ; Wine Director 酒管事；侍酒師；葡萄酒總監	2	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%

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Supervisory and Technician Level 督導及技術員級	242	Executive Chinese Sous Chef 助理行政廚師 (中菜部)	52	0.0%	8.3%	12.5%	54.2%	18.8%	6.3%
	243	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理；中菜服務經理；營業部經理 (中菜部)	74	0.0%	6.3%	22.2%	57.1%	14.3%	0.0%
	244	Captain (Chinese Restaurant) ; Headwaiter (Chinese Restaurant) 樓面部領班 (中菜部)；樓面部長 (中菜部)	220	0.0%	5.0%	46.4%	25.4%	18.8%	4.4%
	245	Pantry Captain 傳菜部部長	29	0.0%	3.6%	42.9%	3.6%	42.9%	7.1%
	246	Senior Cook 上什	55	0.0%	21.2%	0.0%	6.1%	54.5%	18.2%
	247	Service Cook ; Kitchen Supervisor ; General Cook 打荷；廚房主管；普通廚師	68	0.0%	0.0%	3.4%	11.9%	79.7%	5.1%
	248	Barbecue Cook 燒烤廚師	79	0.0%	0.0%	25.8%	1.6%	62.9%	9.7%
	249	Chief Cook 頭鑊	137	0.0%	23.8%	6.6%	0.8%	60.7%	8.2%
	250	Chief Dim Sum Cook 點心總廚	49	0.0%	2.4%	9.5%	4.8%	71.4%	11.9%
	251	No. 2 Cooks (barbecue, dim sum, vegetable, butchery) 二廚 (燒烤、點心、蔬菜、水枱)	205	0.0%	3.8%	6.6%	4.9%	71.4%	13.2%
252	No. 3 Cooks (barbecue, dim sum, vegetable, butchery) 三廚 (燒烤、點心、蔬菜、水枱)	118	0.0%	6.1%	15.3%	10.2%	53.1%	15.3%	
253	Chief Butcher 砵板	44	0.0%	0.0%	13.9%	5.6%	66.7%	13.9%	
254	Second Butcher 二砵	46	0.0%	0.0%	18.4%	7.9%	50.0%	23.7%	

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Supervisory and Technician Level 督導及技術員級		Sub-total 小計	1178	0.0%	6.8%	18.7%	14.8%	50.0%	9.7%
Craft and Operative Level 技工及操作工級	353	Junior Cook (Chinese); No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery) 見習廚師(中菜); 四廚或以下(燒烤、點心、蔬菜、水枱)	184	0.0%	0.0%	0.0%	9.6%	65.8%	24.7%
	321	Restaurant Receptionist/Hostess 餐廳接待員	2	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Craft and Operative Level 技工及操作工級	322	Junior Waiter/Junior Waitress; Bar Attendant/Bar Porter; Service Attendant 初級侍應生; 酒吧服務員; 服務員	74	0.0%	0.0%	14.9%	12.2%	70.3%	2.7%
	323	Cleaner; Dishwasher; Kitchen Helper; Steward; Pantry Helper; Houseman; Yardman; General Staff (kitchen/restaurant) 清潔雜工; 洗碗碟雜工; 廚房雜工; 管事; 傳菜員	27	0.0%	0.0%	0.0%	0.0%	44.4%	55.6%
	325	Waiter/Waitress 侍應生	405	0.0%	0.0%	22.4%	18.3%	56.6%	2.8%
Craft and Operative Level 技工及操作工級	354	Dim Sum Cook; Steamer; Trimmer; Vegetable Cook 點心廚師; 蔬菜廚師; 煎炸工; 蒸籠工; 發乾貨員	109	0.0%	0.0%	0.0%	27.1%	42.1%	30.8%
		Others (Craft and Operative Level) 其他(技工及操作工級)	1	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
		Sub-total 小計	802	0.0%	0.0%	11.7%	16.4%	57.3%	14.5%
Other Related Hotel Industry Staff 其他相關酒店業的員工									
Managerial and Professional Level 經理及專業人員級		Others (Managerial and Professional Level) 其他(經理及專業人員級)	49	0.0%	93.0%	7.0%	0.0%	0.0%	0.0%
Supervisory and Technician Level 督導及技術員級		Others (Supervisory and Technician Level) 其他(督導及技術員級)	47	0.0%	0.0%	30.4%	34.8%	34.8%	0.0%
Craft and Operative Level 技工及操作工級		Others (Craft and Operative Level) 其他(技工及操作工級)	126	0.0%	0.0%	13.2%	8.8%	35.2%	42.9%

Table 3: Percentage Distribution of Preferred Education of Full-Time Employees
表3：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Administrative and Others 文員及其他員工		Others (Administrative and Others) 其他 (文員及其他員工)	104	0.0%	2.1%	0.0%	9.6%	87.2%	1.1%
Total 總數			38639	0.2%	13.4%	17.4%	28.0%	27.2%	13.8%

Table 4: Number and Percentage Distribution of Training Provided to Employees in the Past 12 Months
表4：過去十二個月機構內僱員曾接受的培訓課程數字及分布

Training 培訓	Number and Percentage (Total number of hotel: 286) 數字及分布(總酒店數字：286)						Ranking 排名			
	Managerial and Professional Level 經理及專業人員級	Supervisory and Technician Level 督導及技術員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工	Managerial and Professional Level 經理及專業人員級	Supervisory and Technician Level 督導及技術員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工		
A. Managerial Skills 管理技巧										
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	70 (24.5%)	29 (10.1%)	0 (0.0%)	2 (0.7%)	5	16	-	21		
(ii) Human Resources Management 人力資源管理	118 (41.3%)	67 (23.4%)	0 (0.0%)	7 (2.4%)	2	6	-	10		
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	94 (32.9%)	55 (19.2%)	1 (0.3%)	5 (1.7%)	3	8	22	13		
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	132 (46.2%)	129 (45.1%)	3 (1.0%)	1 (0.3%)	1	1	20	23		
(v) Risk Management 風險管理	89 (31.1%)	40 (14.0%)	5 (1.7%)	6 (2.1%)	4	13	17	11		
(vi) Entrepreneurship 企業精神	39 (13.6%)	34 (11.9%)	4 (1.4%)	3 (1.0%)	10	14	19	17		
(vii) Others 其他	3 (1.0%)	0 (0.0%)	0 (0.0%)	5 (1.7%)	24	-	-	13		
B. Trade Skills 行業技能										
(i) Sales and Marketing 銷售及市場拓展	57 (19.9%)	53 (18.5%)	10 (3.5%)	9 (3.1%)	6	9	14	9		
(ii) Finance and Accounting 財務及會計	42 (14.7%)	41 (14.3%)	5 (1.7%)	21 (7.3%)	9	12	17	6		
(iii) Culinary 烹調	6 (2.1%)	24 (8.4%)	38 (13.3%)	1 (0.3%)	21	17	10	23		
(iv) Beverages (Alcoholic and Non-alcoholic) 飲料(酒精及非酒精)	8 (2.8%)	18 (6.3%)	42 (14.7%)	3 (1.0%)	20	20	9	17		
(v) Restaurant Service 餐飲服務	14 (4.9%)	44 (15.4%)	84 (29.4%)	4 (1.4%)	16	11	5	15		
(vi) Housekeeping Service 房務服務	20 (7.0%)	71 (24.8%)	160 (55.9%)	4 (1.4%)	14	5	1	15		
(vii) Front Office Service 客房服務	25 (8.7%)	85 (29.7%)	157 (54.9%)	6 (2.1%)	13	2	2	11		
(viii) Spa and Wellness 水療及健康	2 (0.7%)	7 (2.4%)	9 (3.1%)	2 (0.7%)	25	23	15	21		
(ix) Convention and Banquet/Event Management 會議及宴會/項目管理	11 (3.8%)	24 (8.4%)	13 (4.5%)	3 (1.0%)	17	17	13	17		
(x) Hygiene and Safety 衛生及安全	54 (18.9%)	65 (22.7%)	82 (28.7%)	24 (8.4%)	7	7	6	5		
(xi) Information Technology 資訊科技	18 (6.3%)	34 (11.9%)	27 (9.4%)	21 (7.3%)	15	14	11	6		
(xii) Others 其他	6 (2.1%)	11 (3.8%)	8 (2.8%)	3 (1.0%)	21	21	16	17		

Table 4: Number and Percentage Distribution of Training Provided to Employees in the Past 12 Months
表4：過去十二個月機構內僱員曾接受的培訓課程數字及分布

Training 培訓	Number and Percentage (Total number of hotel: 286) 數字及分布(總酒店數字：286)						Ranking 排名			
	Managerial and Professional Level 經理及專業人員級	Supervisory and Technician Level 督導及技術員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工	Managerial and Professional Level 經理及專業人員級	Supervisory and Technician Level 督導及技術員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工		
C. Generic Skills 通用技巧										
(i) Customer Service 顧客服務	37 (12.9%)	78 (27.3%)	136 (47.6%)	37 (12.9%)	11	4	3	2		
(ii) Communication 溝通	46 (16.1%)	79 (27.6%)	110 (38.5%)	53 (18.5%)	8	3	4	1		
(iii) Problem Solving 難題解決	32 (11.2%)	50 (17.5%)	63 (22.0%)	37 (12.9%)	12	10	7	2		
(iv) Others 其他	4 (1.4%)	5 (1.7%)	3 (1.0%)	1 (0.3%)	23	24	20	23		
D. Language 語言										
(i) Putonghua 普通話	10 (3.5%)	10 (3.5%)	26 (9.1%)	17 (5.9%)	19	22	12	8		
(ii) English 英語	11 (3.8%)	22 (7.7%)	43 (15.0%)	27 (9.4%)	17	19	8	4		
(iii) Others 其他	0 (0.0%)	0 (0.0%)	1 (0.3%)	0 (0.0%)	-	-	22	-		

Definition of Terms

Average monthly remuneration package	“Average monthly remuneration package” refers to the monthly remuneration package including basic wages, commission, regular overtime pay, cost of living allowance, meal allowance, average monthly amount of year-end bonus (including double pay), etc. It is an average figure among employees engaging in the same principal job.
Diploma/certificate	“Diploma/certificate” refers to technical and vocational education programmes including Diploma/Certificate courses, Diploma of Foundation Studies, Diploma of Vocational Education and programmes at the craft level or equivalent.
First degree	“First degree” refers to first degrees offered by local or non-local education institutions, or equivalent.
Full time employees	“Full time employees” refer to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll for the specified job in the establishment/company.
Internal promotion	An “internal promotion” is the promotion of an employee to a higher job level by virtue of his/her performance or abilities.
New recruits	“New recruits without hotel industry experience” refer to new employees joining the establishment without previous hotel industry experience (excluding fresh graduates of hospitality or tourism programmes) such as fresh non-hospitality programmes school leavers or persons not experienced in hotel industry related jobs. “New recruits who are fresh graduates of hospitality or tourism programmes” refer to the employees joining the establishment who are fresh graduates of hospitality or tourism programmes.

Part time employees	“Part time employees” refer to those who are part-time staff under the payroll for the specified job in the establishment/company. Part-time staff usually refers to those that are not employed under a continuous contract. An employee who has been employed continuously by the same employer for four weeks or more, with at least 18 hours worked in each week, is regarded as being employed under a continuous contract.
Postgraduate degree	“Postgraduate degree” refers to higher degrees (e.g. master degrees) offered by local or non-local education institutions, or equivalent.
Secondary 3 or below	“Secondary 3 or below” refers to Secondary 3 or below, or equivalent.
Secondary 4 to 7	“Secondary 4 to 7” refers to Secondary 4 to 7, covering the education programmes in relation to the Hong Kong Certificate of Education Examination (HKCEE), Hong Kong Advanced Level Examination (HKALE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.
Sub-degree	“Sub-degree” refers to Associate Degrees, Higher Diplomas, Professional Diplomas, Higher Certificates, Endorsement Certificates, Associateship or equivalent programmes offered by local or non-local institutions.
Total number of persons engaged (PE)	“Total number of persons engaged (PE)” refer to the number of employees (including full-time and part-time employees) who are under the payroll of the sampled establishment/company regardless of whether they are working outside Hong Kong.
Trainees/apprentices	“Trainees/apprentices” refer to those employees undergoing training, and include trainees receiving any form of training and apprentices under a contract of apprenticeship.
Vacancies	“Vacancies” refer to those unfilled, immediately available job openings for which the establishment/company is actively trying to recruit personnel at the time of survey.