

2007 MANPOWER SURVEY REPORT

CATERING INDUSTRY

飲食業

二〇〇七年度人力調查報告

HOTEL, CATERING AND TOURISM TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

酒店業、飲食業及旅遊業訓練委員會

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EXECUTIVE SUMMARY

Introduction

1. The purpose of the survey is to collect data on the existing manpower situation in order to project future manpower requirements and training needs of the catering industry. The fieldwork took place from 2 October 2007 to 30 November 2007 with follow up cases completed on 30 April 2008.

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

Branch 1 – Chinese Restaurants
(HSIC 6411)

Branch 2 – Restaurants other than Chinese
(HSIC 6412)

Branch 3 – Fast Food Shops
(HSIC 6413)

Branch 4 – Bars
(HSIC 6414)

Branch 5 – Other Eating and Drinking Places
(HSIC 6415)

Branch 6 – Supplementary Samples (Clubs)

3. Out of the 799 establishments surveyed, 693 completed and returned the questionnaires and there were 19 refusal cases. Taking into account the remaining 87 establishments that had closed, moved, or changed business, the effective response rate was 97.3%.

Business Outlook

4. Total receipts for the restaurants sector was estimated at \$18.8 billion in the fourth quarter of 2007, increased by 15.1% over the fourth quarter of 2006. The value of total purchases by restaurants was estimated at \$6.6 billion; an increase by 21.3% over the same period. After discounting the effect of price charges, total restaurant receipts rose in the fourth quarter of 2007 by 11.1% in volume over 2006. For 2007 as a whole, the value of total receipts for the restaurants sector was \$69.9 billion; representing an increase of 13.5% in value or 10.7% in volume as compared to 2006. Over the same period, the value of total purchases of restaurants increased by 16.8% to \$24.1 billion.

5. Hong Kong – a Metropolitan destination renowned for her diverse international cuisine and unlimited opportunities for eating out. There is no doubt that, when it comes to dining options, tourists and local residents are spoiled for choices. Catering sector continues to be a key industry for Hong Kong; where significant investment, irregular work hours and a lot of hard work are contributed by both front line service staff and the management teams. The visitor arrival figures growing steadily and a city with a population of 7 million mostly used to dine out; there is always opportunity and potential to do well with a fast return of investment when the economy is strong. With more and more people become affluent and interested in wine, this culture will gradually become sophisticated and the prospects for Sommelier are bright. China and Macau have a great demand on experienced sommeliers; there will be a threat that wine talents will be drained from Hong Kong. Nowadays, customers are not only looking for food quality and reasonable price; they tend to demand higher service quality, ambiance and the physical design of the catering establishments.

6. According to the Census and Statistics Department, the labour market was upbeat and active in 2007, which underlined the strength and growth of Hong Kong's economy. In the 4th Quarter of 2007, the labour market remained strong, with total employment surging to another record high of over 3.53 million and posting a faster increase than the labour force. Since the trough in 2003, a total of 366 300 additional new jobs had been created. In September 2007, vacancies in private sector establishments reached 52 300, up significantly by nearly 20% over a year earlier. Almost all of these vacancies emerged in the service sector, in which hotels and restaurants were among the most distinct growth sectors. (Source: 2007 Economic Background and 2008 Prospects; the HKSAR Government.)

Implications on Manpower

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

- (i) The Action Agenda on “China’s 11th Five-year Plan and the Development of Hong Kong” will further enhance Hong Kong’s continuous integration with the Mainland under the Closer Economic Partnership Arrangement (CEPA) framework and the Pan Pearl River Delta cooperation, thereby furthering Hong Kong’s status as a regional hub for tourism, trade, logistics and business. The Hong Kong Tourism Board (HKTB) has introduced the Honest & Quality Tour programme in collaboration with tourism bureaux and trade partners in the Mainland; promoting to Mainland cities, such as Nanjing, Hangzhou and Guangzhou, encouraging Mainland visitors to Hong Kong who expect quality service and renowned International cuisines during their visits to Hong Kong. (Source: Hong Kong Tourism Board; Press Release: “HKTB Welcomes Action Agenda on China’s 11th Five-year Plan and the Development of Hong Kong”, 15 January 2007.)

- (ii) The seasonally adjusted unemployment rate dropped to 3.4% in the fourth quarter of 2007, the lowest level for over 9½ years. For 2007 as a whole, the unemployment rate averaged at 4.0%, down visibly from 4.8% in 2006. According to the periodic Economic Report Published by the Economic Analysis Division of the HKSAR Government, buoyant labour demand has been observed across many major economic sectors and occupations, overall labour wages and earnings have continued to increase, though with variations among different economic sectors and job categories.
- (iii) The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; number of general restaurant licenses increased from 7 502 in 2004 to 7 694 in 2007, representing an increase of 192 or 2.6%. Light refreshment restaurant licenses increased from 2 703 in 2004 to 2 870 in 2007, representing an increase of 167 or 6.2% over the last 3 years. The number of liquor licenses issued has equally increased, reaching a total of 4 842 liquor licenses in 2007 as compared to 4 625 in 2004. Club liquor licenses reached 461 in 2007 compared to 439 in 2004. These represent a total increase of 217 or 4.7% for liquor licenses and 22 or 5% for club liquor licenses in the last 3 years.
- (iv) Visitor arrivals to Hong Kong have sustained a strong growth from more than 28.17 million in 2007, an increase of 11.6% compared with the previous year. All Hong Kong's long-haul market regions grew in 2007, with most showing double-digit increases over 2006. Overnight visitors spending in terms of meals outside hotels at 10.45 million in 2007; a growth of 4.2% over 2006. Arrivals from Mainland China increased to a new high of more than 15.5 million in 2007, a rise of 13.9% over the previous year. (Source: Hong Kong Tourism Board.)
- (v) The opening of exhibition facilities in Macao and other regional cities in recent years has shown that Asia is gaining prominence as a MICE destination. Besides travelling to Hong Kong attending Meetings / Incentives / Conventions / Exhibitions, catering and dining businesses would expect collateral growth with Hong Kong shifting into a MICE destination.
- (vi) The 2008 Beijing Olympic Games provides great opportunities for boosting Hong Kong's tourism and the catering industry will benefit from it. The HKTb has adopted the Olympics Games as the theme for its major marketing promotions in 2008 and will work with travel trade to tailor combo-itineraries that include Beijing and Hong Kong pre- and post-Olympics. While in the long run, it will offer itineraries that bundle up Hong Kong and other Mainland cities. With Hong Kong being the host city for the Equestrian Events, the HKTb will launch a series of promotions targeting countries with a strong tradition of equestrianism, e.g. Australia, New Zealand, the United Kingdom, United States, France, to enhance Hong Kong's exposure on the international arena. (Source: Hong Kong Tourism Board; Press Release: Olympic Games offer Golden Opportunity for Hong Kong Retail Industry, 5 October 2007.) Therefore, increased international arrivals are expected, and more job vacancies will be created within the hotel and tourism industries. Training on understanding and appreciating visitors from different backgrounds and

cultures would widen the vision of our hotel staff and assist them in delivering quality services.

- (vii) While half of Hong Kong's visitors come from the Mainland, the pace of growth of emerging markets such as Russia and the Middle East is worth our attention. In three consecutive years since 2004, arrivals from Russian visitors to Hong Kong constitute a high-spending segment. Hong Kong will ride on the "Year of China 2007" in Russia, the 2008 Beijing Olympics and the equestrian events in Hong Kong to promote us on the Russian visitors' multi-destination itineraries to the Mainland and the Region in 2008. (Source: Hong Kong Tourism Board; Press Release: "HKTB Appoints Representative in Russia", 24 August 2007.)
- (viii) The increased costs of fuel, utilities and raw materials compounded with falling selling price in a fiercely competitive catering market will continue to put pressure to bring down labour costs; resulted in changes in the manpower demand mix. There is a displacement of part-time casual labour over full-time employees. Hence, it is necessary to retain a flexible and stable pool of casual labour in the Catering Industry.

8. The exemption of duties on wine, beer and all other alcoholic beverages is in favour to many visitors, especially those from the long-haul regions, have a preference for alcoholic drinks while dining. Such act will develop various businesses in Hong Kong relating to quality table wine, and to create more favourable condition for the development of catering services, tourism, brand promotion and exhibition, table wine appreciation and related education and training activities. Wine knowledge and appreciation became a growing trend and it is necessary for industry personnel to process wine knowledge and skills.

9. The future of the catering industry would depend highly on the availability of qualified staff to deliver the service quality that has earned Hong Kong a reputation as the Food Capital of the Orient. Vocational training on entry level for the catering industry would be crucial to maintain the success of Hong Kong Catering Industry. Staff with high standard of language capabilities who can demonstrate moderate multi-tasking skills and the sensitivity to cross-cultural diversity are some of the essential qualities that the existing catering staff lacked in general. With competition for skilled staff from neighboring areas, the demand of well-trained staff at the entry and supervisor levels would be significant in the coming years. The Training Board believes that an increased provision for the further upgrading of the training facilities and capacities is vital.

10. It is also worth noting that the 3-3-4 New Senior Secondary Education structure will be in effect as of 2009/2010 academic year. The more diverse structure of the senior secondary education would further consolidate youngsters' foundation for pursuing lifelong learning; help them understand their aptitudes, interests and abilities, exploring and developing their potentials. With a good understanding of their own strengths and weaknesses, they will be in a better position to plan for their future studies and career. Senior secondary education should also help develop their generic skills (including language, communication, numeracy and information technology skills as well as ability for teamwork) and positive attitudes and values, which are the basic requirements for self reliance and employment. However, with a higher academic credential, their propensity of seeking further education may be higher than seeking for immediate employment.

11. In 2012 when the new 4 year university system come into action; more senior secondary graduates may consider further education over immediate employment. This may affect the labour supply as the industry is growing and expanding in the next 5 years. The demand on employees at entrant operational level is keen. Senior Secondary graduates who seek for employment are relatively older than the traditional S5 graduates; employers should expect them to be more mature, better educated and may have higher expectations.

12. It was also decided that the reference day of the survey should be on a Sunday to better capture the actual number of part-time/casual workers in the industry. Please refer to Appendix 5 for the revised survey questionnaire, explanatory notes and the lists of job code and job descriptions for the principal jobs in the catering industry.

Summary of Survey Findings

13. The survey reveals that in September 2007, a total of 161 989 persons were employed in the catering industry, of which 4 641 (2.9%) were in the managerial category, 26 868 (16.6%) supervisory and technician category, 128 334 (79.2%) craft/operative category, 2 146 (1.3%) administrative and others category.

14. At the time of the survey, employers reported 4 836 vacancies, or 2.99% of the existing 161 989 posts. The job level with most vacancies was in the craft/operative level (4 665) followed by supervisory and technician level (163), and managerial and professional level (8).

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

Employers' Forecast Manpower Demand

16. Employers forecast that the total number of posts would be 167 113 in September 2008, accounting for a slight increase of 3.2%. The Training Board observes that the forecast of employers may be conservative. The Training Board adopted the Labour Market Analysis (LMA) approach using statistical modeling to project the manpower of the catering industry for 2008 to 2010. The manpower projection of the catering industry for 2008 to 2010 is shown in the following table:

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach (%)</u>
2007	161 989		
2008		167 113 (3.2%)	174 686 (+7.8%)*
2009			187 554 (+2.2%)**
2010			182 313 (+2.1%)**

* As percentage increase / decrease of the projected manpower as compared with actual manpower in 2007

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

Projection on Additional Training Requirements

17. Based on the LMA forecast of manpower growth and adopting the wastage rates of 2% and 5% for the managerial/professional and craft/operative level respectively, the Training Board projected the additional manpower requirements of the industry for 2008 as follows:

Projected Additional Training Requirements for 2008

<u>Job Levels</u> <u>(% of all levels)</u>	<u>No. of</u> <u>Employees</u> <u>(2007)</u>	<u>Annual</u> <u>Wastage</u> <u>(2% / 5%)</u> <u>(A)</u> <u>(A) = 2%</u>	<u>Forecast</u> <u>Manpower</u> <u>Growth</u> <u>(B)</u>	<u>Estimated</u> <u>Additional</u> <u>Annual</u> <u>Requirements</u> <u>(A) + (B)</u>
Managerial and Professional (2.9%)	4 641	93	362	455
Supervisory and Technician (16.6%)	26 868	537	2 096	2 633
		<u>(A) = 5%</u>		
Craft/Operative (79.2%)	128 334	6 417	10 010	16 427
Administrative and Others (1.3%)	2 146	107	167	274
Total	161 989	7 154	12 635	19 789

Recommendations

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

- (i) The Training Board is of the view that the existing 161 989 strong in-service employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.
- (ii) The Training Board supports the Skills Upgrading Scheme (SUS) for the catering industry. Both employers and employees should make use of the Continuing Education Fund and various government funded skill upgrading schemes for further skills enhancement.
- (iii) The Training Board is of the opinion that there is an urgent need to upgrade the standard of English and Putonghua. Providing more opportunities for education and training in the catering industry in the areas of food safety and hygiene, bartending and wine knowledge as well as computer skills would further raise service standards and staff quality.

- (iv) The Training Board believes that the Vocational Training Council's introduction of trade testing in Chinese and Western Cuisine at the Chinese Cuisine Training Institute and Hospitality Industry Training and Development Centre respectively would elevate the professional qualifications and standing of culinary practitioners. The Training Board encourages employers to provide in-house training and/or sponsor their employees for life-long learning and continuous professional development to upgrade their knowledge and skills.
- (v) The Training Board will continue to support conferences and experience-sharing seminars for practitioners in the industry.
- (vi) With competition for staff from neighboring areas, the demand for well-trained staff at the operative and supervisory levels will be significant in the future. The Training Board is of the view that increased provisions for further expansion and upgrading of the training facilities and capacities must be sought to cope with the escalating manpower demand.

SECTION I

INTRODUCTION

The Training Board

1.1 The Hotel, Catering and Tourism Training Board of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the hospitality industry and recommending to the VTC the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board and its Working Party on the 2007 Catering Industry Manpower Survey are given in Appendix 1 - 3.

The Manpower Survey

1.2 In pursuance to its terms of reference, the Training Board conducted the manpower survey during the period from 2 October to 30 November 2007 to collect up-to-date manpower information on the principal jobs of the catering industry and the field work and follow-up cases were completed 30 April 2008. The Survey was carried out with the assistance of the Census and Statistics Department. A Manpower Survey Report was published in August 2008 by the Training Board.

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

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

Method of Survey

1.4 The fieldwork took place from 2 October 2007 to 30 November 2007 with follow-up cases completed on 30 April 2008.

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

Scope of the Survey

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

- Branch 1 – Chinese Restaurants
(HSIC 6411)
- Branch 2 – Restaurants other than Chinese
(HSIC 6412)
- Branch 3 – Fast Food Shops
(HSIC 6413)
- Branch 4 – Bars
(HSIC 6414)
- Branch 5 – Other Eating and Drinking Places
(HSIC 6415)
- Branch 6 – Supplementary Samples (Clubs)

1.7 For Branches 1 to 6, a stratified random sampling method was adopted to select samples. Data collected were grossed up statistically where applicable to give an overall picture of the manpower situation of these branches.

1.8 The main survey had covered all the five branches within the catering industry. In addition the survey included all clubs under The Club Managers' Association of Hong Kong, Macau & China in the supplementary samples under Branch 6.

1.9 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' 12-month forecast of the total number of employees by September 2008;
- (iii) the number of existing vacancies;
- (iv) the average age range of craft/operative staff;
- (v) the number of employees under training;
- (vi) the number of new recruits who are fresh graduates of Catering programs without Catering Industry experience in the past 12 months;
- (vii) the number of average years of catering industry experience before occupying the post;
- (viii) the average monthly income of employees; and

- (ix) employers' views on the preferred education qualifications, training mode, training period of employees by principal job levels.

1.10 A total of 799 samples out of 10 495 establishments were initially selected to be surveyed in the specified six-branch frame. Please refer to Appendix 4 for the analysis of result of enumeration of the survey.

1.11 In addition, the following information on part-time staff was also included in the survey. The data was collected on Sunday 30 September 2007, a designated reference day:

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

Analysis of the Response

1.12 Out of the 799 establishments surveyed, 693 completed and returned the questionnaires and there were 19 refusal cases. Taking into account the remaining 87 establishments that had either closed, moved, non contact or changed business, the effective response rate was 97.3%.

Manpower Assessment Procedure

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

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

Definition of Employees

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

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

Presentation of Findings

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

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Persons Employed

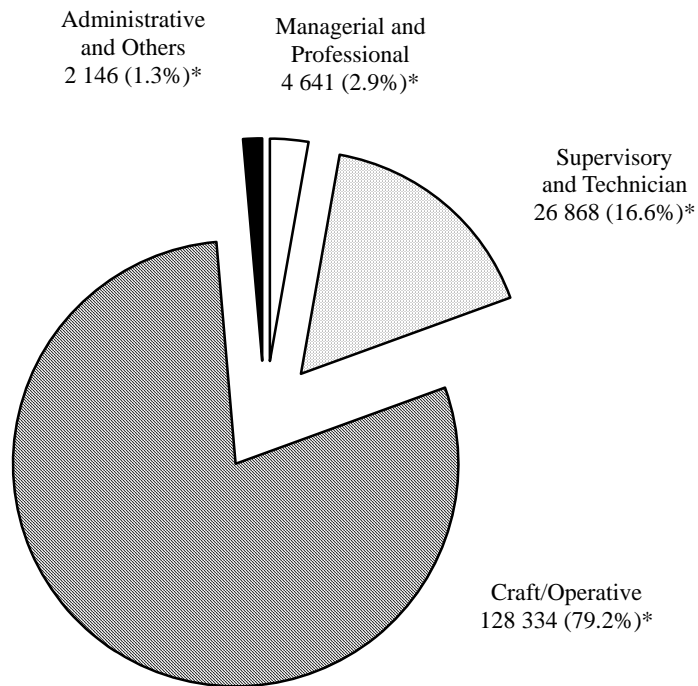
2.1 The survey reveals that in September 2007, a total of 161 989 persons were employed in the catering industry in Hong Kong as compared to 160 176 in 2005/2006, representing an increase of 1 813 (1.1%). Their distribution by job level is as follows:

Table 2.1: Distribution of Employees by Job Level

<u>Job Level</u>	<u>Number of Employees</u>	<u>Percentage of Total Number Employed (%)</u>
Managerial and Professional	4 641	2.9%
Supervisory and Technician	26 868	16.6%
Craft / Operative	128 334	79.2%
Administrative and Others	2 146	1.3%
Total	161 989	100%

Figure 2.1: Distribution of Employees by Job Level

Total no. employed : 161 989

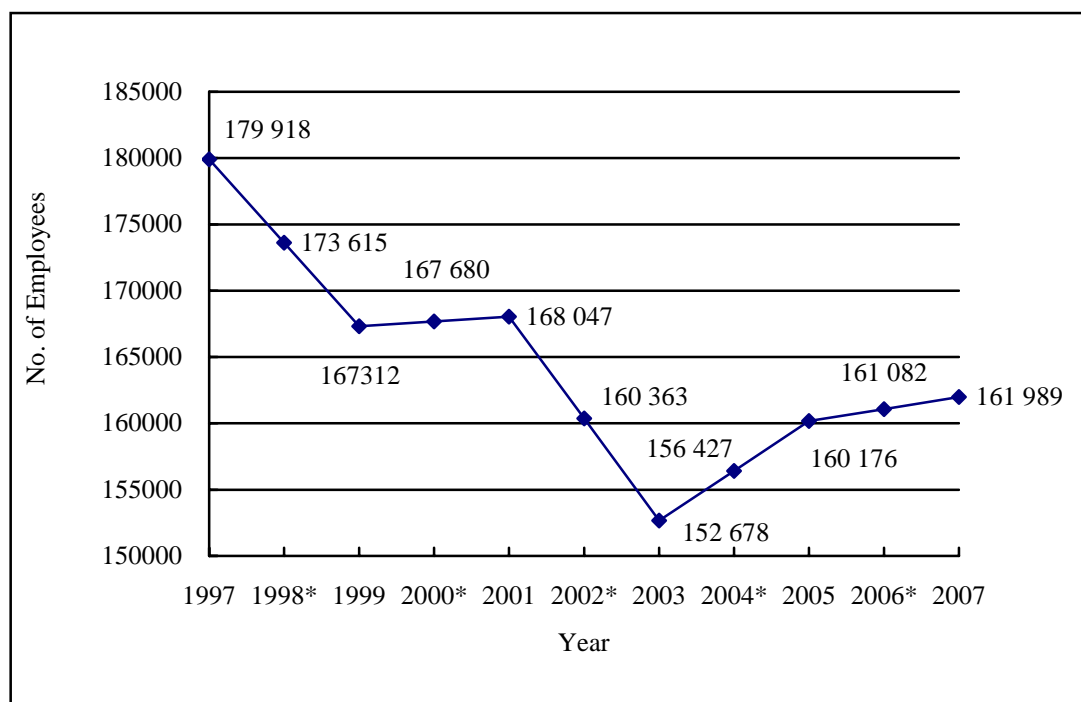


(*) As percentage of the total number of employees in the catering industry

Trend of the Number of Employees

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

Table 2.2 (a): Trend of Manpower 1997 – 2007



Source: Data obtained from the Manpower Survey Reports on Catering Industry in 1997-2007

Table 2.2 (b) : Trend of the Number of Employees by Job Levels (1997 – 2007)

<u>Year</u>	<u>Managerial & Professional</u>	<u>Supervisory & Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total</u>
1997	8 695	36 359	123 913	10 951	179 918
1998*	7 798	33 939	121 031	10 848	173 615
1999	6 901	31 518	118 148	10 745	167 312
2000*	6 402	31 707	119 306	10 266	167 680
2001	5 902	31 895	120 463	9 787	168 047
2002*	5 475	31 494	113 867	9 528	160 363
2003	5 047	31 092	107 270	9 269	152 678
2004*	4 770	27 505	118 332	5 820	156 427
2005	4 492	23 918	129 395	2 371	160 176
2006*	4 566	25 393	128 865	2 259	161 082
2007	4 641	26 868	128 334	2 146	161 989

* Computed by interpolation

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

Table 2.3: Distribution of Employees by Branch by Job Level

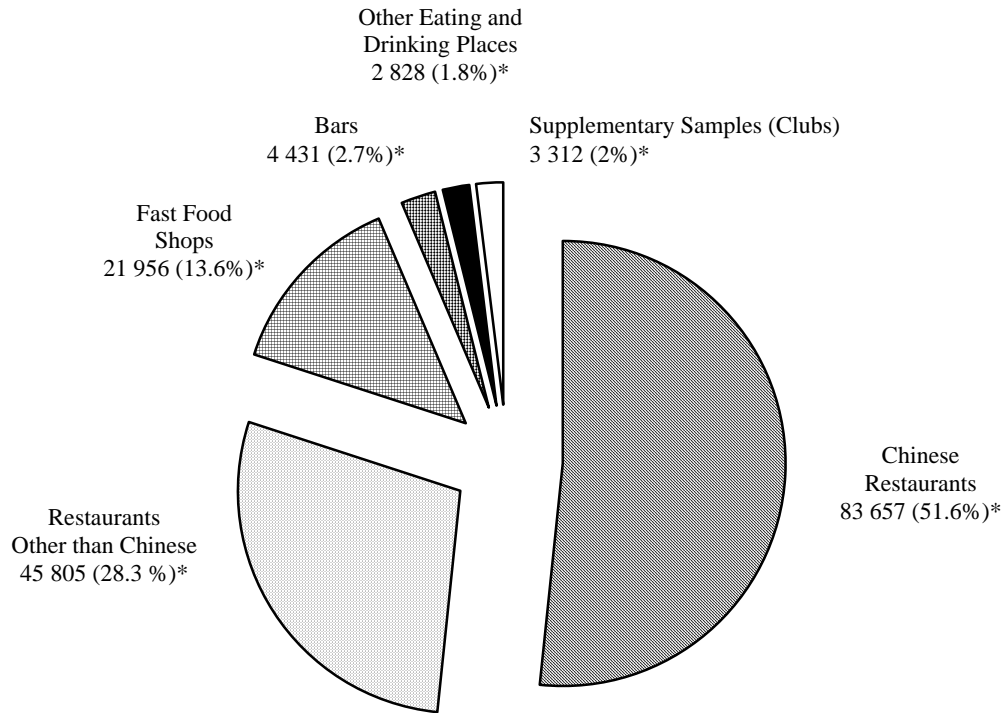
<u>Job Level</u>	<u>Number of Persons Employed</u>						<u>Total</u>
	<u>Chinese Restaurants</u>	<u>Restaurants Other than Chinese</u>	<u>Fast Food Shops</u>	<u>Bars</u>	<u>Other Eating and Drinking Places</u>	<u>Supplementary Samples (Clubs)</u>	
Managerial and Professional	2 169	1 694	429	43	-	306	4 641 (2.9)*
Supervisory and Technician	16 635	4 905	3 911	568	181	668	26 868 (16.6)
Craft/Operative	63 807	38 368	17 511	3 780	2 641	2 227	128 334 (79.2)
Administrative and Others	1 046	838	105	40	6	111	2 146 (1.3)
Total	83 657	45 805	21 956	4 431	2 828	3 312	161 989 (100.0)
(%)**	(51.6)	(28.3)	(13.6)	(2.7)	(1.8)	(2)	(100.0)

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

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

Figure 2.3: Distribution of Employees by Branch

Total no. employed : 161 989



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

Number of Existing Vacancies

2.4 At the time of the survey, employers reported 4 836 vacancies, or 3.0% of the existing 161 989 posts. The job level with most vacancies was in the craft/operative level (4 665) followed by supervisory and technician level (163), and managerial and professional level (8). Details on number of vacancies by job level and by principle jobs are presented in Table 2.4 and Figure 2.4.

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

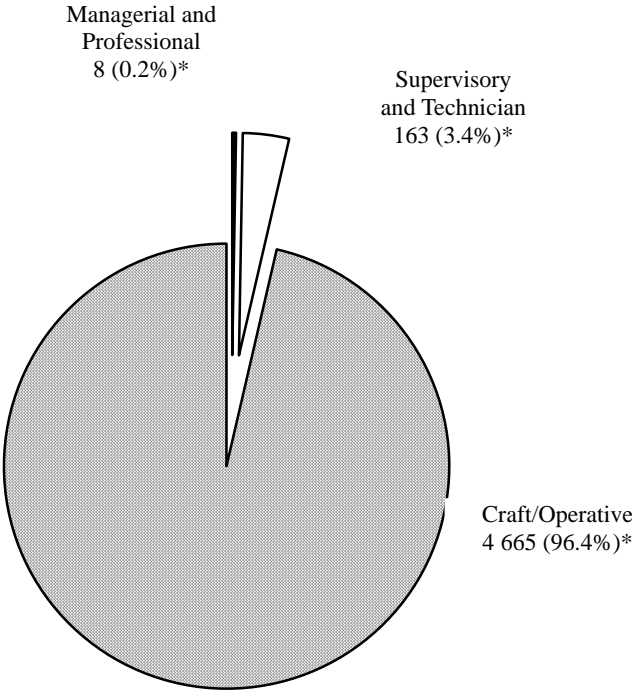
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants Other Than Chinese</u>	<u>Fast Food Shops</u>	<u>Bars</u>	<u>Other Eating and Drinking Places</u>	<u>Supplementary Samples (Clubs)</u>	<u>Total</u>	<u>% of Employees Employed at Same Job Level</u>	<u>% of Total No. of Vacancies by Job Level</u>
Managerial and Professional	1	-	-	-	-	7	8	0.2%	0.2%
Supervisory and Technician	51	30	57	5	8	12	163	0.6%	3.4%
Craft/Operative	1 853	1 334	1 293	85	36	64	4 665	3.6%	96.4%
Administrative and others	-	-	-	-	-	-	-	-	-
Total	1 905	1 364	1 350	90	44	83	4 836	(3.0%)*	100.0%
(%)**	(39.4%)	(28.2%)	(27.9%)	(1.9%)	(0.9%)	(1.7%)	(100%)		

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

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

Figure 2.4: Distribution of Existing Vacancies by Job Level

Total no. of vacancies : 4 836



(*) As percentage of the total number of vacancies

2.5 The survey findings indicated that there were 470 trainees/apprentices in the catering industry in September 2007. The distribution by job level is given below:

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

<u>Branch/Job Level</u>	<u>Managerial and Professional</u>	<u>Supervisory and Technician</u>	<u>Craft/Operative</u>	<u>Administrative and Others</u>	<u>Total (%)*</u>
Chinese Restaurants	-	8	104	-	112 (23.8%)
Restaurants other than Chinese	-	-	204	-	204 (43.4%)
Fast Food Shops	-	116	-	-	116 (24.7%)
Bars	-	-	-	-	-
Other Eating and Drinking Places	-	-	18	-	18 (3.8%)
Supplementary Samples (Clubs)	-	1	19	-	20 (4.3%)
Total	-	125	345	-	470 (100.0%)
(%)**	(0%)	(26.6%)	(73.4%)	(0%)	

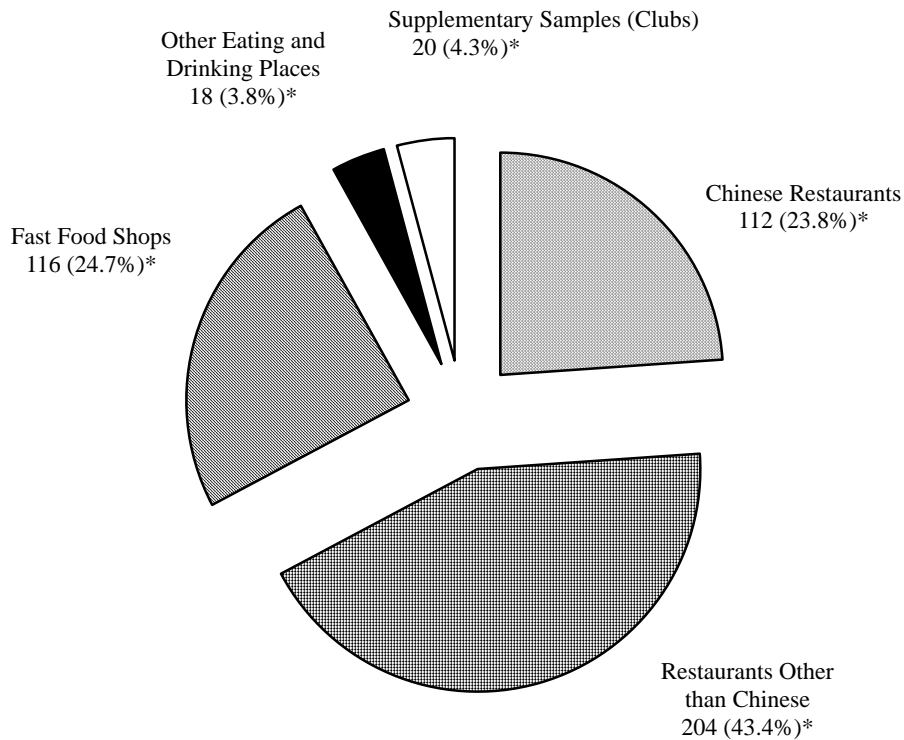
(*) As percentage of the total number of trainees/apprentices by branch

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

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

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

Total number of trainees/apprentices : 470



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

Employers' Forecast Manpower Demand in September 2008

2.7 Employers forecasted that there would be a total of 167 113 employees by September 2008, an increase of 3.2% over the number employed in September 2007. The employers' 12-month forecast of manpower by branch by job level is presented in Table 2.7.

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

<u>Job Level</u>	Actual Manpower Sept. 2007 (A)	Chinese Restaurants	Restaurants Other than Chinese	Fast Food Shops	Bars	Other Eating and Drinking Places	Supplementary Samples (Clubs)	Forecast Additional Employees Sept. 2008 (B) (%)*	Employer's Forecast Sept. 2008 (C)=(A)+(B)
Managerial and Professional	4 641	1	-	-	-	-	8	9 (0.2%)	4 650
Supervisory and Technician	26 868	58	63	165	5	8	14	313 (6.1%)	27 181
Craft/Operative	128 334	1 906	1 351	1 307	85	36	107	4 792 (93.5%)	133 126
Administrative and Others	2 146	-	-	-	-	-	10	10 (0.2%)	2 156
Total	161 989	1 965	1 414	1 472	90	44	139	5 124 (100%)*	167 113
	(%)**	(38.3)	(27.6)	(28.7)	(1.8)	(0.9)	(2.7)	(100.0)	

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

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

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

Table 2.8: Forecast Manpower Demand by Job Level

<u>Job Level</u>	(A) No. of Employees in Sept. 2007	(B) No. of Vacancies in Sept. 2007	(C)=(A)+(B) Total No. of Posts in Sept. 2007	(D) Employers' Forecast Manpower in Sept. 2007	(E)=(D)-(C) Growth/ Reduction (%)**	(%)*
Managerial and Professional	4 641	8	4 649	4 650	+1 (0.0)	(0.0)
Supervisory and Technician	26 868	163	27 031	27 181	+150 (0.1)	(+0.6)
Craft/Operative	128 334	4 665	132 999	133 126	+127 (0.1)	(+0.1)
Administrative and Others	2 146	-	2 146	2 156	+10 (0.0)	(+0.5)
Total	161 989	4 836	166 825	167 113	+288 (0.2)**	

(*) As percentage of posts at the same job level in September 2007

(**) As percentage of the total number of posts in the industry in September 2007

Internal Promotion in the Past 12 Months by Job Level

2.9 The Survey revealed that 1 294 employees (or 0.8% of the total number of employees) had been promoted from within the industry. Of the 1 294 employees, 291 (or 22.5%) were at the managerial and professional level, 1 003 (or 77.5%) were at the supervisory and technician level. A summary of the promotion pattern is given in Table 2.9.

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

<u>Branch / Job Level</u>	<u>Number of Internal Promotions</u>	
	<u>From Supervisor / Technician to Managerial and Professional Level</u>	<u>From Crafts / Operative to Supervisory and Technician Level</u>
Chinese Restaurants	119 (40.9%)*	567 (56.5%)*
Restaurants, other than Chinese	124 (42.6%)	336 (33.5%)
Fast Food Shops	38 (13.1%)	19 (1.9%)
Bars	-	33 (3.3%)
Other Eating and Drinking Places	-	4 (0.4%)
Supplementary Samples (Clubs)	10 (3.4%)	44 (4.4%)
Overall	291 (22.5%)**	1 003 (77.5%)**

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

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

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

Preferred Level of Education of Employees

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

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

<u>Job Level</u>		<u>Two Most Preferred Qualifications (No. of Responses)</u>	<u>% of Total *</u>
Managerial and Professional	(1)	Secondary 5 – 7 (2 275)	49.0%
	(2)	University Degree or above (831)	17.9%
Supervisory and Technician	(1)	Secondary 5 – 7 (11 585)	43.1%
	(2)	Secondary 3 – 4 (6 481)	24.1%
Craft / Operative	(1)	Secondary 3 – 4 (48 851)	38.1%
	(2)	Secondary 5 – 7 (36 735)	28.6%
Administrative and Others	(1)	Secondary 5 – 7 (1 447)	67.4%
	(2)	Certificate / Advanced Certificate or equivalent (353)	16.4%

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

Staff Turnover in the Past 12 Months

2.12 Employers reported that 38 510 employees (or 23.8% of the total number of employees in the catering industry) had left in the past 12 months. A summary of the findings is given in Table 2.12 below. The craft/operative level had the highest number of staff turnover: 36 606 or 95.1% of the total number of staff who left in the last 12 months.

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

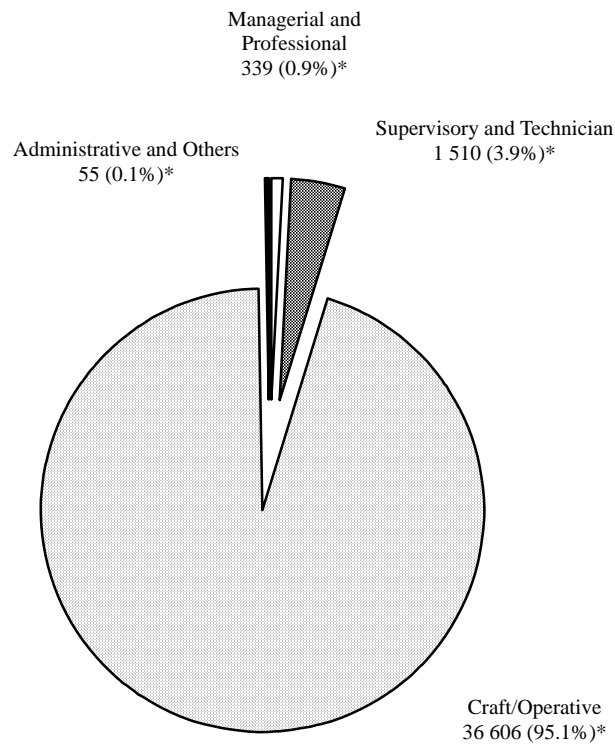
<u>Job Level</u>	<u>Chinese Restaurants</u>	<u>Restaurants other than Chinese</u>	<u>Fast Food Shops</u>	<u>Bars</u>	<u>Other Eating and Drinking Places</u>	<u>Supplementary Samples (Clubs)</u>	<u>Total(%)*</u>	<u>(%)**</u>
Managerial and Professional	82	237	-	-	-	20	339 (7.3)	(0.9)
Supervisory and Technician	1 203	177	36	32	-	62	1 510 (5.6)	(3.9)
Craft / Operative	16 431	14 344	2 536	2 154	750	391	36 606 (28.5)	(95.1)
Administrative and Others	41	5	-	-	-	9	55 (2.6)	(0.1)
Total	17 757	14 763	2 572	2 186	750	482	38 510	(100.0)**
(%)**	(46.1)	(38.3)	(6.7)	(5.7)	(1.9)	(1.3)		(100.0)**

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

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

2.13 The craft/operative level had the highest number of staff turnover, representing 36 606 or 28.5% of the 128 334 employed at this job level.

Figure 2.13 (a) : Distribution of Staff Turnover by Job Level



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

Income Distribution of Full-Time Employees

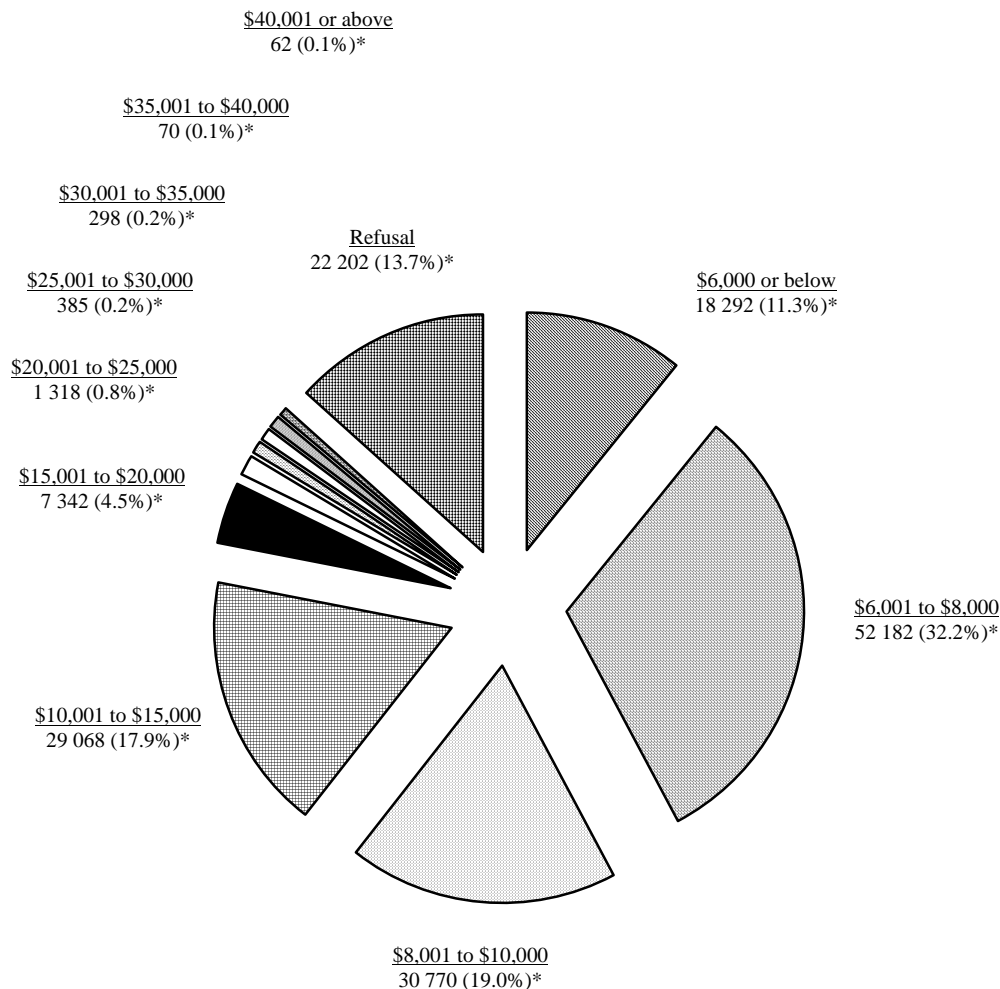
2.14 Employers were asked to provide data on the monthly income range of principal jobs in the catering industry. The figures in the table below present the distribution of income by job level.

Table 2.14: Number of Employees by Monthly Income Range

<u>Job Level</u>	<u>\$6,000 or below</u>	<u>\$6,001 to \$8,000</u>	<u>\$8,001 to \$10,000</u>	<u>\$10,001 to \$15,000</u>	<u>\$15,001 to \$20,000</u>	<u>\$20,001 to \$25,000</u>	<u>\$25,001 to \$30,000</u>	<u>\$30,001 to \$35,000</u>	<u>\$35,001 to \$40,000</u>	<u>\$40,001 or above</u>	<u>Refusal</u>	<u>All</u>
Managerial and Professional	-	-	42	1 106	1 396	695	347	246	70	62	677	4 641
Supervisory and Technician	-	851	5 139	12 052	4 325	618	38	52	-	-	3 793	26 868
Craft / Operative	18 225	50 887	25 081	15 603	1 531	5	-	-	-	-	17 002	128 334
Administrative and Others	67	444	508	307	90	-	-	-	-	-	730	2 146
Total	18 292 (11.3)*	52 182 (32.2)	30 770 (19.0)	29 068 (17.9)	7 342 (4.5)	1 318 (0.8)	385 (0.2)	298 (0.2)	70 (0.1)	62 (0.1)	22 202 (13.7)	161 989 (100%)

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

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



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

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

Income Distribution of Part-Time Employees

2.16 Tables 2.16 (a) – (c) present the demand and income distribution of part-time employees on 30 September 2007, the reference day of the survey, on an hourly, daily and monthly income range as reported by employers. The survey revealed that 33 177 part-time employees were employed by the catering industry on 30 September 2007. It is noted that the majority of part-time employees are at the craft/operative level with an average monthly income range of \$6,000 or below (73.4%), average daily income range of \$201 - \$300 (38.1%) and an average hourly income range of \$21 - \$40 (78.9%).

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

<u>Job Title</u>	<u>\$6,000 or below</u>	<u>\$6,001 - \$8,000</u>	<u>All</u>
Supervisory and Technician	28	-	28
Craft / Operative	163	59	222
Administrative and Others	63	-	63
	_____	_____	_____
Total (%)*	254 (81.2)	59 (18.8)	313 (100.0)

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

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

<u>Job Title</u>	<u>\$100 or below</u>	<u>\$101 – \$200</u>	<u>\$201 – \$300</u>	<u>\$301 – \$400</u>	<u>\$401 – \$500</u>	<u>\$501 – \$600</u>	<u>All</u>
Managerial and Professional	-	-	-	-	-	1	1
Supervisory and Technician	-	-	1	-	10	-	11
Craft / Operative	115	254	446	231	123	3	1 172
	_____	_____	_____	_____	_____	_____	_____
Total (%)*	115 (9.7)	254 (21.5)	447 (37.8)	231 (19.5)	133 (11.2)	4 (0.3)	1 184 (100.0)

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

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

<u>Job Title</u>	<u>\$20 or below</u>	<u>\$21 - \$40</u>	<u>\$41 - \$60</u>	<u>Refusal</u>	<u>All</u>
Supervisory and Technician	-	31	46	-	77
Craft / Operative	3 381	24 923	2 989	310	31 603
Total	3 381	24 954	3 035	310	31 680
(%)*	(10.7)	(78.8)	(9.6)	(0.9)	(100.0)

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

New Recruits in the Past 12 Months

2.17 Employers reported that they had recruited 38 955 new employees in the past 12 months. The largest number of recruits was found in the craft/operative level, representing 36 972 or 94.9% of the total number of new recruits. The distribution of number of new recruits by branch and by job level is given in Table 2.17 and Figures 2.17(a) and (b) below:

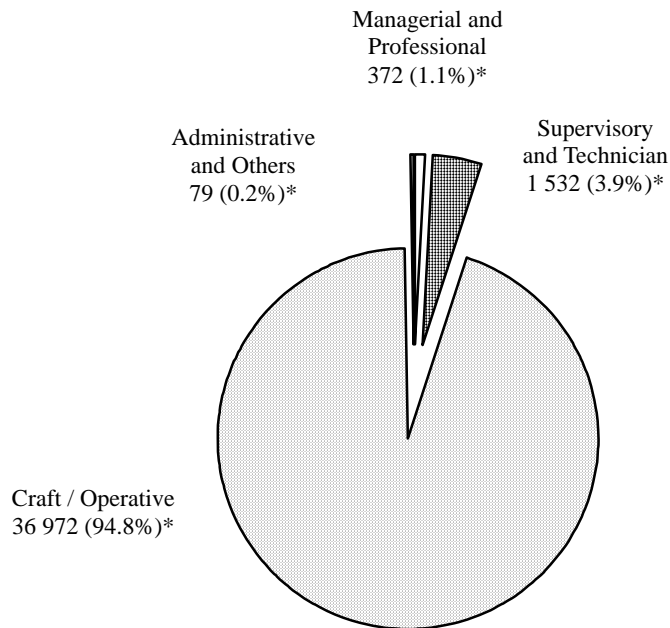
Table 2.17: Distribution of Number of New Recruits

<u>Branch</u>	<u>Managerial and Professional</u>	<u>Supervisory and Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	76	1 174	16 949	39	18 238 (46.8)
Restaurants other than Chinese	274	241	14 059	30	14 604 (37.5)
Fast Food Shops	-	24	2 524	-	2 548 (6.5)
Bars	-	20	2 227	-	2 247 (5.8)
Other Eating and Drinking Places	-	6	813	-	819 (2.1)
Supplementary Samples (Clubs)	22	67	400	10	499 (1.3)
Total (%)*	372 (1.1)	1 532 (3.9)	36 972 (94.8)	79 (0.2)	38 995 (100)** (100.0)*

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

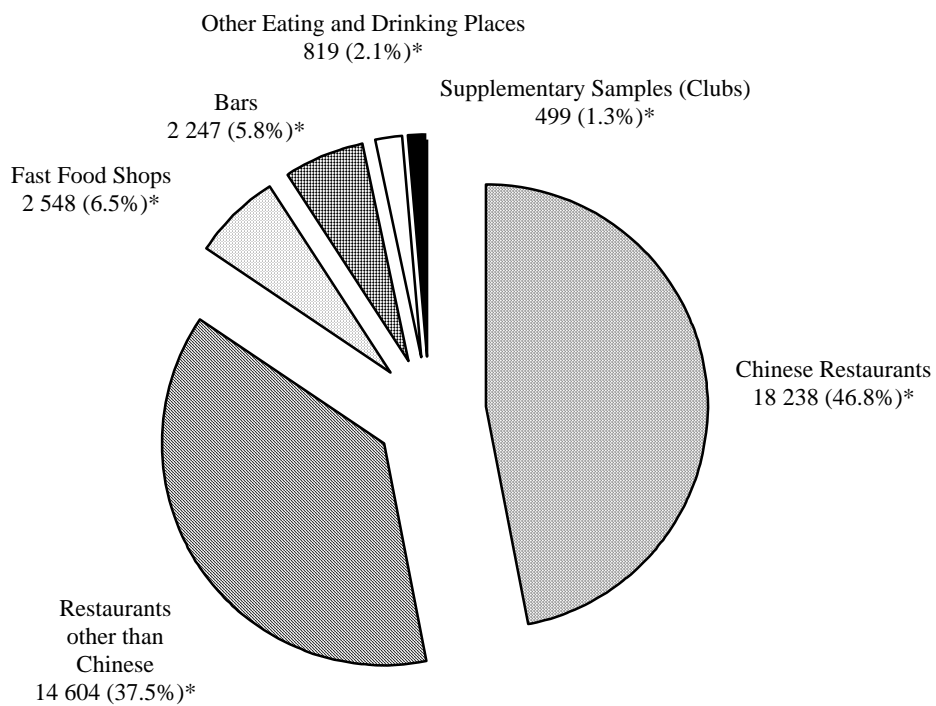
(**) As percentage of the total number of new recruits by branch in the past 12 months in the catering industry

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



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

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



(*) As percentage of number of recruits by branch

Number of New Recruits Without Catering Industry Experience

2.18 Employers reported that they had recruited 5 991 new employees without catering industry experience in the past 12 months. The majority of those recruits were in the craft / operative level (5 955) among which 2 449 (41.1%) were in the Chinese Restaurants. The distribution of the number of new recruits without catering industry experience in the past 12 months is given in Figures 2.18 (a) and (b) below. Employers also reported that there were 403 new recruits in the Craft / Operative level who are fresh graduates of catering programs in the past 12 months. The majority of new recruits who are fresh graduates of catering programs are employed by Restaurants other than Chinese (69.5%) and Clubs (15.6%) sectors. The distribution of new recruits who are fresh graduates of catering programs in the past 12 months is given in Figure 2.18 (c) below.

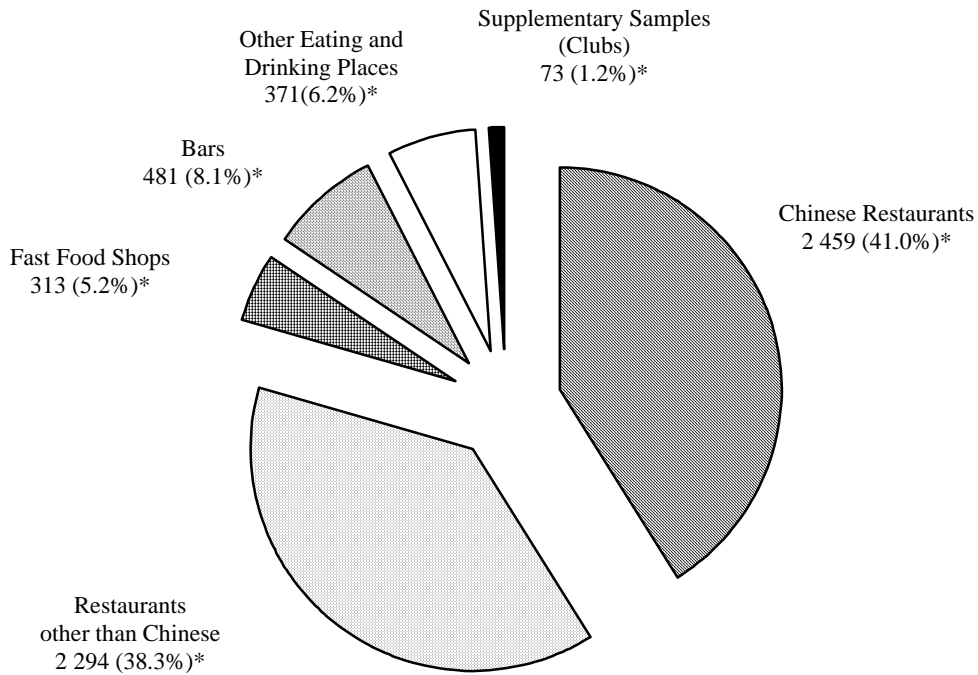
Table 2.18: Distribution of the Number of New Recruits Without Catering Industry Experience in the Past 12 Months by Branch and by Job Level

<u>Branch</u>	<u>Managerial and Professional</u>	<u>Supervisory and Technician</u>	<u>Craft / Operative</u>	<u>Administrative and Others</u>	<u>Total (%)**</u>
Chinese Restaurants	-	10	2 449	-	2 459 (41.0)
Restaurants other than Chinese	11	-	2 283	-	2 294 (38.3)
Fast Food Shops	-	-	313	-	313 (5.2)
Bars	-	5	476	-	481 (8.1)
Other Eating and Drinking Places	-	-	371	-	371 (6.2)
Supplementary Samples (Clubs)	-	6	63	4	73 (1.2)
Total (%)*	11 (0.2)	21 (0.4)	5 955 (99.4)	4 (0.0)	5 991 (100)** (100.0)*

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

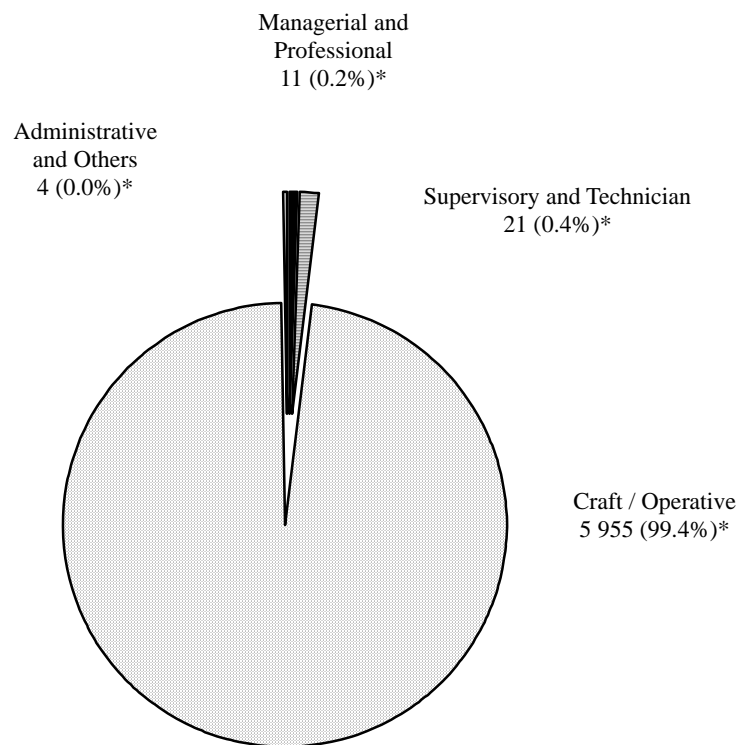
(**) As percentage of the total number of new recruits by branch without catering industry experience

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



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

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



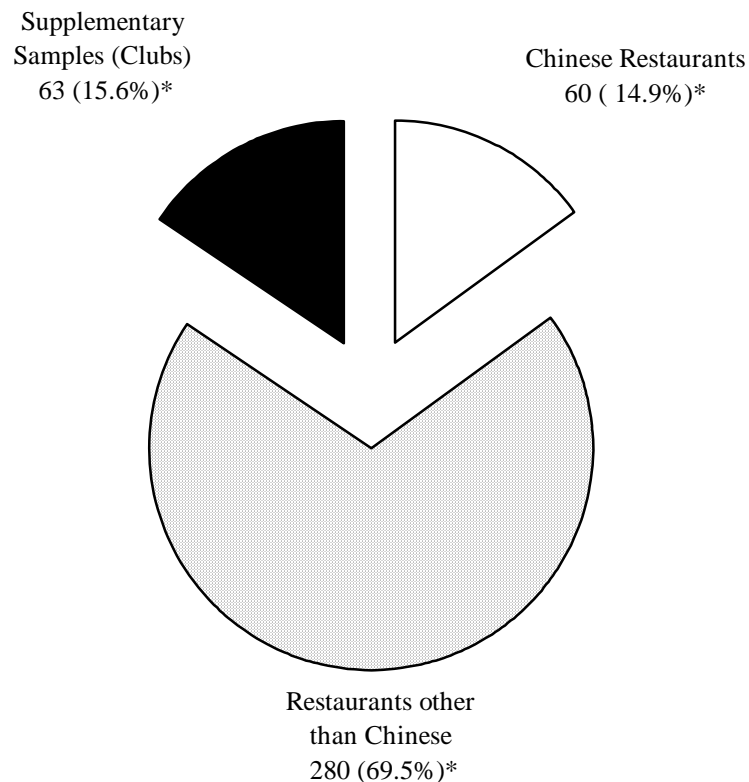
(*) As percentage of new recruits without catering industry experience by job level

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

<u>Branch</u>	<u>Craft / Operative (%)*</u>
Chinese Restaurants	60 (14.9)
Restaurants other than Chinese	280 (69.5)
Fast Food Shops	-
Bars	-
Other Eating and Drinking Places	-
Supplementary Samples (Clubs)	<u>63 (15.6)</u>
Total	403 (100)*

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

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

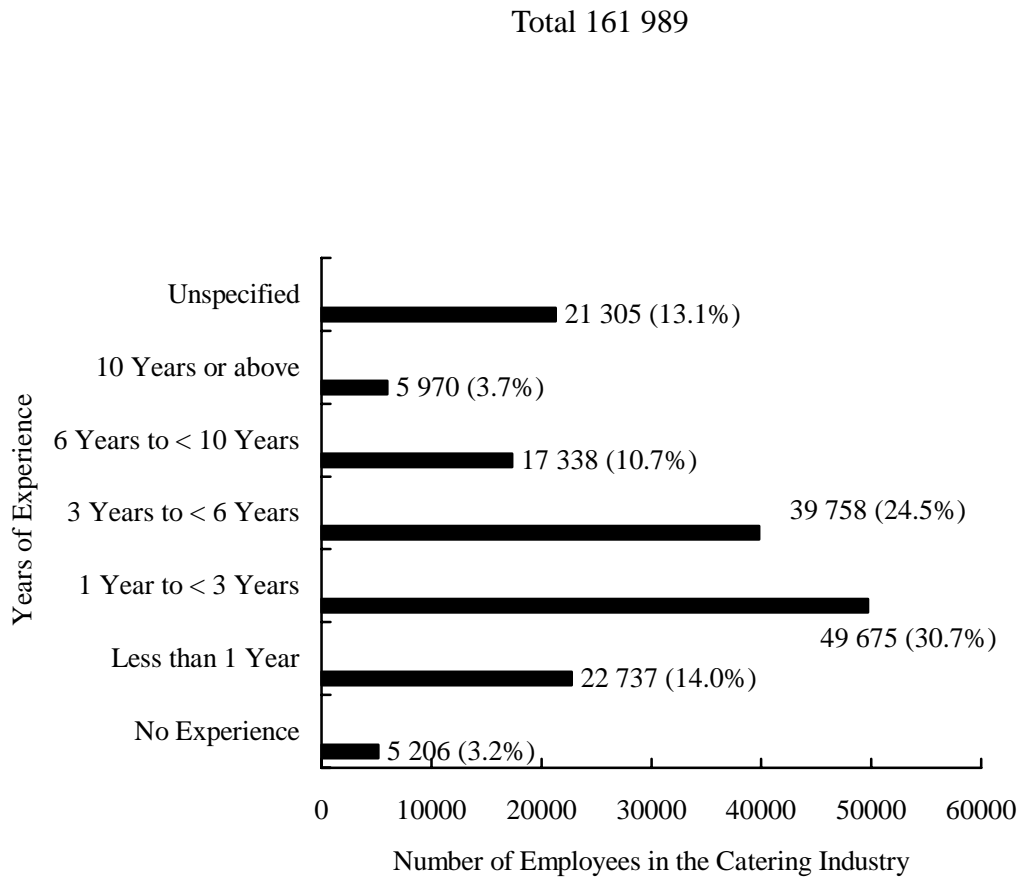


(*) As percentage of new recruits who are fresh graduates of catering programs in the past 12 months

Relevant Experience

2.19 The survey findings indicated that the average years of experience of the catering workforce to be between 1 – 3 years (49 675 or 30.7%) and 3 – 6 years (39 758 or 24.5%). Figure 2.19 presents an overall distribution of the number of employees with different years of catering experience before occupying the post by job level.

Figure 2.19: Years of Experience of Employees



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

Internal Training for Employees

2.20 The analysis shown in Table 2.20 indicated that 53.3% of the employees received no internal training and 25% received less than 5 days of internal training:

Table 2.20: No. of Employees by Average Man-days Spent on Internal Training in 2007

Man-days	No. of Employees Involved / % of total
Nil	86 253 / 53.3%
< 5 Days	40 542 / 25.0%
5 Days to < 10 Days	8 345 / 5.2%
10 Days to < 15 Days	3 575 / 2.2%
15 Days to < 20 Days	1 189 / 0.7%
20 Days to < 1 Month	438 / 0.3%
1 Month or Above	1 008 / 0.6%
Unspecified	20 639 / 12.7%
Total	161 989 / 100.0%

Priority Accorded to Mode of Training by Employers

2.21 Employers rated seminar/workshop as the most preferred mode of training and evening as their least preferred mode of training. Details of the priorities are shown in Table 2.21.

Table 2.21: Priority Accorded to Mode of Training

Mode of Training	Priority	Percentage of Total Number of Responses
Part-time Day Release	1 st Priority	62 096 / 38.3%
	2 nd Priority	48 547 / 30.0%
	3 rd Priority	29 966 / 18.5%
	Unspecified	21 380 / 13.2%
	Total	161 989 / 100.0%
Evening	1 st Priority	15 545 / 9.6%
	2 nd Priority	48 919 / 30.2%
	3 rd Priority	76 145 / 47.0%
	Unspecified	21 380 / 13.2%
	Total	161 989 / 100.0%
Seminar/Workshop	1 st Priority	62 968 / 38.9%
	2 nd Priority	43 143 / 26.6%
	3 rd Priority	34 498 / 21.3%
	Unspecified	21 380 / 13.2%
	Total	161 989 / 100.0%

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

2.22 Employers reported that there was a total of 195 166 staff employed in 2007, which includes 161 989 full-time employees and 33 177 part-time staff. For details please refer to Table 21 at Appendix 7. It is noted that the number of overall part-time staff increased 13.4% from 2005 to 2007, with the Clubs sector showing a significant increase of 2 995%.

2.23 Employers reported that training in languages, customer services, supervisory/management skills and trade skills would be required by the industry, with the largest training needs occurred at the craft/operative level. For details please refer to Tables 14 at Appendix 7.

2.24 Employers were also asked about the distribution of employees by average age range at the craft/operative level. They reported that the average age range is between 36 to 40 years (20.1%) for employees at the craft/operative level.

Number of Certified Hygiene Managers / Supervisors in the Past 12 months

2.25 The survey revealed that there are 3 743 Certified Hygiene Managers and 10 926 Certified Hygiene Supervisors in the catering industry in 2007. The distribution of the number of Certified Hygiene Managers / Supervisors is given in Table 2.25 below:

Table 2.25: Number of Certified Hygiene Managers / Supervisors in the Past 12 months

<u>Branch</u>	<u>Number of Certified Hygiene Managers</u>	<u>Number of Certified Hygiene Supervisors</u>
Chinese Restaurants	1 655 / (44.2%)*	4 668 / (42.7%)*
Restaurants other than Chinese	1 258 / (33.6%)	4 042 / (37.1%)
Fast Food Shops	539 / (14.4%)	1 087 / (9.9%)
Bars	127 / (3.4%)	441 / (4.0%)
Other Eating and Drinking Places	36 / (1.0%)	567 / (5.2%)
Supplementary Samples	<u>128 / (3.4%)</u>	<u>121 / (1.1%)</u>
All Branch	3 743 / (100%)	10 926 / (100%)

(*) As percentage of the total Certified Hygiene Managers/ Supervisors in the past 12 months

SECTION III

CONCLUSIONS

Industry Outlook

3.1 Hong Kong – a Metropolitan destination renowned of her diverse international cuisine and unlimited opportunities for eating out. There is no doubt that, when it comes to dining options, tourists and local residents are spoilt for choices. Catering sector continues to be a key industry for Hong Kong; where significant investment, irregular work hours and a lot of hard work are contributed by both front line service staff and the management teams. The visitor arrival figures growing steadily and a city with a population of 7 million mostly used to dine out; there is always opportunity and potential to do well with a fast return of investment when the economy is strong. With more and more people become affluent and interested in wine, this culture will gradually become sophisticated and the prospects for Sommelier are bright. China and Macau have a great demand on experienced sommeliers; there will be a threat that wine talents will be drained from Hong Kong. Nowadays, customers are not only looking for food quality and reasonable price; they tend to demand higher service quality, ambiance and the physical design of the catering establishments.

3.2 Labour market conditions continued to be firm in the first quarter of 2008, underpinned by the strong economic expansion. The seasonally adjusted unemployment rate remained at 3.4%, and the underemployment rate fell further to 1.9%, a ten-year low. Increases in labour earning and wages were experienced across-the-board in 2007, and became more notable in the fourth quarter of 2007.

3.3 According to the Census and Statistics Department, the labour market was upbeat and active in 2007, which underlined the strength and growth of Hong Kong's economy. In the 4th Quarter of 2007, the labour market remained strong, with total employment surging to another record high of over 3.53 million and posting a faster increase than the labour force. Since the trough in 2003, a total of 366 300 additional new jobs had been created. In September 2007, vacancies in private sector establishments reached 52 300, up significantly by nearly 20% over a year earlier. Almost all of these vacancies emerged in the service sector, in which hotels and restaurants were among the most distinct growth sectors. (Source: 2007 Economic Background and 2008 Prospects; the HKSAR Government.)

3.4 Underlying consumer price inflation accelerated further to an average of 4.9% in the first quarter of 2008, mostly due to the surge in food prices. The sustained above-trend economic growth also added to inflationary pressure from the demand side. Taken all relevant one-off measures into account, the headline consumer price inflation was at 4.6%. Inflationary pressure was also sustained by the elevated energy prices, gradual appreciation of the RMB and the weak US dollar, as well as the rising labour costs.

Implications on Manpower

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

- (i) The Action Agenda on “China’s 11th Five-year Plan and the Development of Hong Kong” will further enhance Hong Kong’s continuous integration with the Mainland under the Closer Economic Partnership Arrangement (CEPA) framework and the Pan Pearl River Delta cooperation, thereby furthering Hong Kong’s status as a regional hub for tourism, trade, logistics and business. The Hong Kong Tourism Board (HKTB) has introduced the Honest & Quality Tour programme in collaboration with tourism bureaux and trade partners in the Mainland; promoting to Mainland cities, such as Nanjing, Hangzhou and Guangzhou, encouraging Mainland visitors to Hong Kong who expect quality service and renowned International cuisines during their visits to Hong Kong. (Source: Hong Kong Tourism Board; Press Release: “HKTB Welcomes Action Agenda on China’s 11th Five-year Plan and the Development of Hong Kong”, 15 January 2007.)
- (ii) The seasonally adjusted unemployment rate dropped to 3.4% in the fourth quarter of 2007, the lowest level for over 9½ years. For 2007 as a whole, the unemployment rate averaged at 4.0%, down visibly from 4.8% in 2006. According to the periodic Economic Report Published by the Economic Analysis Division of the HKSAR Government, buoyant labour demand has been observed across many major economic sectors and occupations, overall labour wages and earnings have continued to increase, though with variations among different economic sectors and job categories.
- (iii) Visitor arrivals to Hong Kong have sustained a strong growth from more than 28.17 million in 2007, an increase of 11.6% compared with the previous year. All Hong Kong’s long-haul market regions grew in 2007, with most showing double-digit increases over 2006. Overnight visitors spending in terms of meals outside hotels at 10.45 million in 2007; a growth of 4.2% over 2006. Arrivals from Mainland China increased to a new high of more than 15.5 million in 2007, a rise of 13.9% over the previous year. (Source: Hong Kong Tourism Board.)
- (iv) The opening of exhibition facilities in Macao and other regional cities in recent years has shown that Asia is gaining prominence as a MICE destination. Besides travelling to Hong Kong attending Meetings / Incentives / Conventions / Exhibitions, catering and dining businesses would expect collateral growth with Hong Kong shifting into a MICE destination.

- (v) The 2008 Beijing Olympic Games provides great opportunities for boosting Hong Kong's tourism and the hotel industry will benefit from it. The HKTB has adopted the Olympics Games as the theme for its major marketing promotions in 2008 and will work with travel trade to tailor combo-itineraries that include Beijing and Hong Kong pre- and post-Olympics. While in the long run, it will offer itineraries that bundle up Hong Kong and other Mainland cities. With Hong Kong being the host city for the Equestrian Events, the HKTB will launch a series of promotions targeting countries with a strong tradition of equestrianism, e.g. Australia, New Zealand, the United Kingdom, United States, and France, to enhance Hong Kong's exposure on the international arena. (Source: Hong Kong Tourism Board; Press Release: Olympic Games offer Golden Opportunity for Hong Kong Retail Industry, 5 October 2007.) Therefore, increased international arrivals are expected, and more job vacancies will be created within the hotel and tourism industries. Training on understanding and appreciating visitors from different backgrounds and cultures would widen the vision of our hotel staff and assist them in delivering quality services.
- (vi) While half of Hong Kong's visitors come from the Mainland, the pace of growth of emerging markets such as Russia and the Middle East is worth our attention. In three consecutive years since 2004, arrivals from Russia visitors to Hong Kong constitute a high-spending segment. Hong Kong will ride on the "Year of China 2007" in Russia, the 2008 Beijing Olympics and the equestrian events in Hong Kong to promote us on the Russian visitors' multi-destination itineraries to the Mainland and the Region in 2008. (Source: Hong Kong Tourism Board; Press Release: "HKTB Appoints Representative in Russia", 24 August 2007.)
- (vii) The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily; number of general restaurant licenses increased from 7 502 in 2004 to 7 694 in 2007, representing an increase of 192 or 2.6%. Light refreshment restaurant licenses increased from 2 703 in 2004 to 2 870 in 2007, representing an increase of 167 or 6.2% over the last 3 years. The number of liquor licenses issued has equally increased, reaching a total of 4 842 liquor licenses in 2007 as compared to 4 625 in 2004. Club liquor licenses reached 461 in 2007 compared to 439 in 2004. These represent a total increase of 217 or 4.7% for liquor licenses and 22 or 5% for club liquor licenses in the last 3 years.
- (viii) The increased costs of fuel, utilities and raw materials compounded with falling selling price in a fiercely competitive catering market will continue to put pressure to bring down labour costs; resulted in changes in the manpower demand mix. There is a displacement of part-time casual labour over full-time employees. Hence, it is necessary to retain a flexible and stable pool of casual labour in the Catering Industry.

3.6 The exemption of duties on wine, beer and all other alcoholic beverages is in favour to many visitors, especially those from the long-haul regions, have a preference for alcoholic drinks while dining. Such act will develop various businesses in Hong Kong relating to quality table wine, and to create more favourable condition for the development of catering services, tourism, brand promotion and exhibition, table wine appreciation and related education and training activities. Wine knowledge and appreciation became a growing trend and it is necessary for industry personnel to process wine knowledge and skills.

3.7 The future of the catering industry would depend highly on the availability of qualified staff to deliver the service quality that has earned Hong Kong a reputation as the Food Capital of the Orient. Vocational training on entry level for the catering industry would be crucial to maintain the success of Hong Kong Catering Industry. Staff with high standard of language capabilities who can demonstrate moderate multi-tasking skills and the sensitivity to cross-cultural diversity are some of the essential qualities that the existing catering staff lacked in general. With competition for skilled staff from neighbouring areas, the demand of well-trained staff at the entry and supervisor levels would be significant in the coming years. The Training Board believes that an increased provision for the further upgrading of the training facilities and capacities is vital.

3.8 It is also worth noting that the 3-3-4 New Senior Secondary Education structure will be in effect as of 2009/2010 academic year. The more diverse structure of the senior secondary education would further consolidate youngsters' foundation for pursuing lifelong learning; help them understand their aptitudes, interests and abilities, exploring and developing their potentials. With a good understanding of their own strengths and weaknesses, they will be in a better position to plan for their future studies and career. Senior secondary education should also help develop their generic skills (including language, communication, numeracy and information technology skills as well as ability for teamwork) and positive attitudes and values, which are the basic requirements for self reliance and employment. However, with a higher academic credential, their propensity of seeking further education may be higher than seeking for immediate employment.

3.9 In 2012 when the new 4 year university system come into action; more senior secondary graduates may consider further education over immediate employment. This may affect the labour supply as the industry is growing and expanding in the next 5 years. The demand on employees at entrant operational level is keen. Senior Secondary graduates who seek for employment are relatively older than the traditional S5 graduates; employers should expect them to be more mature, better educated and may have higher expectations.

3.10 It was also decided that the reference day of the survey should be on a Sunday to better capture the actual number of part-time/casual workers in the industry. Please refer to Appendix 5 for the revised survey questionnaire, explanatory notes and the lists of job code and job descriptions for the principal jobs in the catering industry.

The Survey Findings

3.11 The survey reveals that in September 2007, a total of 161 989 persons were employed in the catering industry, of which 4 641 (2.9%) were in the managerial level, 26 868 (16.6%) supervisory and technician level, 128 334 (79.2%) craft/operative level, 2 146 (1.3%) administrative and others level.

3.12 At the time of the survey, employers reported 4 836 vacancies, or 3.0% of the existing 161 989 posts. The job level with the most vacancies was in the craft/operative level (4 665) followed by supervisory and technician level (163), and managerial and professional level (8).

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

Manpower Changes by Job Level

3.14 In September 2007, there were 161 989 employees (excluding trainees/apprentices) in the catering industry, representing a manpower increase of 1 813 (1.1%) over the 2005/2006 figure. An analysis of the manpower changes by job level is given in the following tables:

Table 3.14 (a): Number of Employees by Job Level

<u>Job Level</u>	<u>2005/2006</u>	<u>2007/2008</u>	<u>Increase/Decrease (%)*</u>	
Managerial and Professional	4 492	4 641	+149	(+3.3%)*
Supervisory and Technician	23 918	26 868	+2 950	(+12.3%)
Craft / Operative	129 395	128 334	-1 061	(-0.8%)
Administrative and Others	2 371	2 146	-225	(-9.5%)
Total	160 176	161 989	+1 813	(+1.1%)

* Percentage of increase/decrease on number of employees by job levels compared with 2005/2006

Table 3.14 (b): Number of Employees by Branch

<u>Branch</u>	<u>2005/2006</u>	<u>2007/2008</u>	<u>Increase/Decrease (%)*</u>	
Chinese Restaurants	90 903	83 657	-7 246	(-8.0%)*
Restaurants other than Chinese	41 921	45 805	+3 884	(+9.3%)
Fast Food Shops	16 499	21 956	+5 457	(+33.1%)
Bars	4 692	4 431	-261	(-5.6%)
Other Eating and Drinking Places	2 877	2 828	-49	(-1.7%)
Supplementary Samples (Clubs)	3 284	3 312	+28	(+0.9%)
Total	160 176	161 989	+1 813	(+1.1%)**

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

(**) Percentage increase of the total number of employees in the industry compared to 2005/06

Vacancies

3.15 At the time of the survey, there were 4 836 reported vacancies as compared to 2 451 in 2005/2006. The present vacancies attributed to 3.0% of the total workforce as compared to 1.5% in 2005/2006. The largest number of vacancies (4 665 or 96.4%) were found in craft / operative level jobs. The Training Board is of the opinion that most employers would still be cautious in filling the vacancies under a volatile business environment. They might not fill all vacancies substantively but choose to employ part-time or temporary employees and continue to exercise multi-tasking in the existing operation to increase cost efficiency.

Promotion Pattern

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

Preferred Mode of Training

3.17 On the whole employers are reluctant to provide internal training for their employees as 53.3% of those surveyed indicated that no internal training was provided in 2007. In general, employers prefer the seminars/workshops mode of training.

3.18 The survey indicated a 22.7% decrease in the number of apprentices/trainees employed. There were 470 trainees/apprentices employed in 2007 as compared to 608 in 2005/2006.

Preferred Qualifications of Employees

3.19 The survey findings indicated that employers preferred their employees of managerial and professional level to possess Secondary 5-7 qualifications. For all other job levels, the qualifications of Secondary 3-4 and Secondary 5-7 would be acceptable.

Employer's Manpower Forecast for September 2008

3.20 Based on employers' manpower forecast, the general economic changes and trends in consumers' eating-out patterns and modified life-style, there should be limited unemployment within the various branches of the catering industry in 2008. This could also be attributed to the lower mobility of manpower within the different branches of the catering industry.

3.21 Although a slight manpower growth of 3.2% is forecasted by employers in the next 12 months, the Training Board anticipates that the current labour shortage in certain jobs, especially in the craft/operative level, would require upgrading/retraining of practical skills and related technical education to enhance a better trained workforce to fill in those shortage areas.

Table 3.21 : Additional Manpower Growth by Job Level

<u>Job Level</u>	<u>12-Month Employers Forecast on Manpower Growth</u>		
Managerial and Professional	+9	(+0.2%)*	(0.2%)#
Supervisory and Technician	+313	(+1.2%)*	(6.1%)#
Craft/Operative	+4 792	(+3.7%)*	(93.5%)#
Administrative and Others	+10	(+0.5%)*	(0.2%)#
Total	+5 124	(3.2%)**	

* As percentage of number employed at the same job level

** As percentage of the total number employed in industry

As percentage of the total forecast manpower growth

3.22 Employers anticipated that the catering manpower will grow by 3.2% in the next 12 months, with the majority of staff needed at the craft/operative level.

Manpower Projection for 2008 to 2010 by the Labour Market Analysis (LMA) Approach

3.23 The Training Board has adopted the Labour Market Analysis (LMA) approach to project the manpower of the catering industry in the next three years. A description of the LMA approach is shown in Appendix 6. Applying statistical modeling, some 51 economic indicators are tested to select the most important determinants for their direct impact on manpower. For the catering industry, four determinants are identified: (a) property price index (private domestic only), (b) restaurant receipts (value index), (c) total loans and advances (HK \$millions) and (d) total private consumption in non-durable goods (volume index). Combining the LMA approach and market intelligence, the manpower requirements for 2008 to 2010 are presented in Table 3.23 below.

Table 3.23: Manpower Projection in 2008 - 2010

	<u>Actual Manpower</u>	<u>Employers' Forecast</u>	<u>Projected Manpower by LMA Approach</u>	<u>(%)#</u>
2007	161 989			
2008		167 113 (3.2%)	174 686 (+7.8%)*	5 719 (3.5%)
2009			187 554 (+2.2%)**	6 713 (4.1%)
2010			182 313 (+2.1%)**	7 439 (4.6%)

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

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

As percentage of increase/decrease in projected manpower as against 2007.

Wastage

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

Training Requirement Forecast

3.25 Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2008 in Table 3.25 below:

Table 3.25: Projected Additional Training Requirements for 2008

<u>Job Level</u> (% of all levels)	<u>No. of Employees</u> (2007)	<u>Annual Wastage</u> (2% / 5%) (A)	<u>Forecast Manpower Growth</u> (B)	<u>Estimated Additional Annual Requirements</u> (A) + (B)
		<u>(A) = 2%</u>		
Managerial and Professional (2.9%)	4 641	93	362	455
Supervisory and Technician (16.6%)	26 868	537	2 096	2 633
		<u>(A) = 5%</u>		
Craft/Operative (79.2%)	128 334	6 417	10 010	16 427
Administrative and Others (1.3%)	2 146	107	167	274
Total	161 989	7 154	12 635	19 789

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 The Training Board is of the view that the existing 161 989 strong employees would need upgrading and updating training to remain competitive and efficient to cope with the increasing customer and business demand.

4.2 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the catering industry for 2008 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in Sept. 2007</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Sept. 2008</u>	<u>Estimated Additional Training Requirements</u>
Managerial and Professional	4 641	93	362	455
Supervisory and Technician	26 868	537	2 096	2 633
Craft/Operative	128 334	6 417	10 010	16 427
Administrative and Others	2 146	107	167	274
Total:	161 989	7 154	12 635	19 789

Recommended Training Routes for Managerial and Professional Level Employees

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

Recommended Training Routes for Technician and Supervisory Level Employees

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

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

Recommended Training for Craft/Operative Level Employees

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

Technical Education and Training Institutions

4.7 The Hotel, Catering and Tourism Industry Training Board estimated that there were approximately over 28 000 hospitality, catering and tourism related full-time, part-time day-release and part-time evening training places available in the market in Hong Kong in the 2007/2008 academic year. Training providers include the Chinese University of Hong Kong, the Hong Kong Polytechnic University, Hong Kong Baptist University, Caritas Bianchi College of Careers, Caritas Institute for Further & Adult Education, Hong Kong Christian Service Kwun Tong Vocational Training Centre, and Hong Kong Institute of Vocational Education (Chai Wan and Haking Wong Campuses), Hospitality Industry Training and Development Centre and Chinese Cuisine Training Institute of the Vocational Training Council, amongst others.

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

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

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Bachelor of Business Administration in Hotel and Tourism Management Program	3 years

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Bachelor of Science (Honors) in Hotel Management	3 years
Bachelor of Science (Honors) in Tourism Management	3 years
Bachelor of Science (Honors) in Hotel Management*	1.5 years
Bachelor of Science (Honors) in Tourism Management*	1.5 years
Higher Diploma in Hotel Management	3 years
Higher Diploma in Tourism Management	3 years
<u>Part-time Day Courses 2007/2008</u>	
Higher Diploma in Hotel Management	4 years

*Conversion course tailored for current Higher Diploma holders who would like to upgrade their qualification

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

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Higher Diploma in Hotel and Catering*	3 years
Higher Diploma in Travel and Tourism	3 years
Higher Diploma in Leisure Studies	3 years
Higher Diploma in Entertainment Business Operations	4 years
Higher Diploma in e-Tourism	4 years
Higher Diploma in Sustainable Tourism (Ecotourism, Culture and Harbor Tourism)	4 years
Higher Diploma in Theme Park and 'MICE' Tourism	2 years
Higher Diploma in Hotel and Catering*	2 years
Higher Diploma in Tourism Management	2 years
Higher Diploma in 'MICE' Planning and Technology	2 years
Higher Diploma in Media Relations and Campaign Management	2 years

*Course duration is different due to different entry requirements

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

<u>Course Title</u>	<u>Duration</u>
<u>Full-time Courses 2007/2008</u>	
Foundation Diploma (Hospitality Stream)	1 year
Foundation Diploma (Hotel and Catering Stream)	1 year
Foundation Diploma (Travel and Tourism Stream)	1 year
Foundation Diploma (Recreation and Theme Park Operations Stream)	1 year
Diploma in Hotel and Catering	2 years
Diploma in Travel and Tourism	2 years
Diploma in Leisure Studies	2 years
Diploma in Hotel Chinese Catering Studies	2 years
Higher Diploma in Tourism Management	2 years
Higher Diploma in Leisure Management	2 years
Higher Diploma in International Hospitality Management	4 years
<u>Part-time Evening Courses</u>	
Foundation Diploma (Hospitality Stream)	2 years

Table 4.8(d): List of Hotel, Catering and Tourism-related Courses Conducted by the Hospitality Industry Training and Development Centre, VTC for 2007/2008 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Courses 2007/2008</u>	
	Certificate in Front Office and Housekeeping Operations	6 months
	Certificate in Bakery and Pastry (Western)	1 year
	Certificate in Western Cuisine and Food and Beverage Operations	1 year
	Certificate in Food Preparation (Western)	1 year
	Certificate in Food Preparation (Western) – Raw Food Processing	1 year
	Modular Certificate in Hotel and Catering Operations	1 year
	Hospitality Industry Foundation Certificate Course	2 years
2.	<u>Full-time Short Courses 2007/2008</u>	
	Certificate in Food and Beverage Service	4 months
	Certificate in Front Office Service	4 months
	Certificate in Housekeeping Service	3 months
	Certificate in Tour Guide and Service Culture	4 months
	Certificate in Basic Ticketing and Travel Agency Operations	4 months
	Certificate in Hotel Apartment Housekeeping Service	3 months
	Certificate in Wine and Bartending Service	4 months

3. Part-time Courses 2007/2008

A. Part-time Day Courses

Food and Beverage Supervisory Certificate Course	60 hours
Front Office Supervisory Certificate Course	60 hours
Housekeeping Supervisory Certificate Course	60 hours
Advanced Certificate in Supervisory Hospitality Operations – Food and Beverage Module	33 hours
– Front Office Module	33 hours
– Housekeeping Module	33 hours
Basic Food Hygiene Certificate for Hygiene Managers	20 hours
Basic Food Hygiene Certificate for Hygiene Managers – Bridging course	12 hours
Preparatory workshop for Trade Test in Western Cuisine – Certified Cook	8 hours
Preparatory course for Trade Test in Western Cuisine – Trainer Chef	96 hours
Preparatory course for Trade Test in Western Cuisine – Master Chef	396 hours

B. Part-time Evening Courses

Certificate in Restaurant and Bartending Service	72 hours
Certificate in Accommodation Service	72 hours
Certificate in Sales and Service Culture	72 hours

Table 4.8(e): List of Chinese Catering Courses Conducted by Chinese Cuisine Training Institute for 2007/2008 Academic Year

	<u>Course Title</u>	<u>Duration</u>
1.	<u>Full-time Long Course 2007/2008</u>	
	Certificate in Elementary Chinese Cuisine (Full-Time)	F. 5 Level - 2 years
	Certificate in Elementary Chinese Cuisine (Full-Time)	F. 3 Level – 3 years
2.	<u>Full time Short Course 2007/2008</u>	
	Certificate in Chinese Food and Beverage Service	4 months
3.	<u>Part-time Courses 2007/2008</u>	
A.	<u>Part-time Day Courses</u>	
	Elementary Certificate in Chinese Cuisine (Part-Time)	3 years
	Intermediate Certificate in Chinese Cuisine	1 year
	Advanced Certificate in Chinese Cuisine	2 years
	Master Chef Course in Chinese Cuisine	6 months
	Chinese Tonic Food	30 hours
	Basic Food Hygiene Certificate for Hygiene Managers	20 hours
	Basic Food Hygiene Certificate for Hygiene Managers – Bridging Course	12 hours

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

Training Centres and Institute of Vocational Education, VTC

4.11 The Hong Kong Institute of Vocational Education/(Chai Wan and Haking Wong Campuses) estimated that there will be 1 532 full-time graduates in 2007/2008 and an estimated output of 1 517 full-time graduates and 22 part-time graduates for 2008/2009.

4.12 The Hospitality Industry Training and Development Centre expects to have an annual trainee through-put of 2 003 for its full-time courses and 1 045 for its part-time courses in 2007/2008. In 2008/2009, 1 763 full-time and 1 015 part-time training places have been planned.

4.13 The Chinese Cuisine Training Institute expects to have an annual trainee through-put of 240 for its full-time courses and 994 for its part-time courses for 2007/2008. In 2008/2009, 240 full-time and 990 part-time places have been planned.

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

Training for Employees

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

Skills Upgrading Courses (SUS)

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

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

<u>No.</u>	<u>Course Name</u>	<u>Course Duration (hours)</u>
1.	Basic Food Safety and Hygiene	12
2.	Basic Occupational Safety and Health for Catering Industry	10
3.	Basic Computer Application	21
4.	Basic Service Skills Training	15
5.	Understanding of Chinese Restaurant Bartending and Its Operation	12
6.	Leadership Skills Training	14
7.	Quality Management Skills Training	14
8.	Understanding of Hong Kong Style Tea and Coffee Shop Operation	12
9.	Basic Theory and Practice for Chinese Dim Sum	21
10.	Basic Dim Sum Sculpture Preparation	21
11.	Healthy Dim Sum Making	21
12.	Basic Theory and Practice for Chinese Cooking	21
13.	Basic Roasted Dishes Preparation	21
14.	Basic Hot Dishes Sauce Making	21
15.	Basic Cold Dishes Sauce Making	21
16.	Basic Chiuchow Cuisine	34
17.	Basic Vegetarian Dishes Preparation	21
18.	Understanding of Healthy and Tonic Soup	21
19.	Basic Food and Beverage Preparation	21
20.	Bread Making (Regular Bread)	21
21.	Bread Making (Speciality Bread)	21
22.	Basic Preparation in Assorted Pastries	21
23.	Basic Preparation in Speciality Cream Cakes and Pastries	21

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

Future Surveys

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

MEMBERSHIP OF THE HOTEL, CATERING AND TOURISM TRAINING BOARD
(appointed from 1 April 2007 and up to 31 March 2009)

Chairman:

Mr. Larry Tchou Ming-kong (Nominated by a Major International Hotel Chain)

Vice-Chairman:

Mr. Michael Li Hon-shing, B.B.S., J.P. (Nominated by the Federation of Hong Kong Hotel Owners Ltd.)

Members:

Dr. John Ap	(Nominated by a Local Education/Training Institution)
Mrs. Alice Chan Cheung Lok-yee	(Nominated by the Travel Industry Council of Hong Kong)
Mr. Keven Chan Tin-yau	(Nominated by a Small and Medium Hotel)
Mr. Romain Chan Wai-shing	(Nominated by a Local Based Hotel Chain)
Ms. Sylvia Chung Wai-man	(Nominated by the Hong Kong Hotels Association)
Mr. Hardy Kam Shun-yuen	(Nominated by the Federation of Hong Kong Restaurant Owners Ltd.)
Ms. Lau Shau-Chun (up to 31.3.2008)	(Ad Personam)
Mr. Andrew Leung Chi-kwan	(Ad Personam)
Mr. Klaus Mager (up to 31.3.2008)	(Ad Personam)
Mr. Mok Ming-tak (up to 31.3.2008)	} (Nominated by a Major Restaurant Chain)
Mr. Wilson Wu Wai-tsuen (from 1.4.2008)	
Mr. Rudolf Muller	(Nominated by the Hong Kong Chefs Association)
Mr. Michael Tao	(Nominated by a Local Club Catering Outlet)
Mr. Dennis Wu Kwok-kwong (up to 4.2.2008)	(Nominated by the Hong Kong Tourism Board)
The Honourable Howard Young, S.B.S., J.P.	(Nominated by the Board of Airline Representatives)
Miss Eva Leung Lai-yin	(Representative of the Commissioner for Labour)
Dr. K.K. Lo	(Representing the Executive Director of the Vocational Training Council)

Training Board Advisers: (from 13.11.2007)

Mr. Felix M. Bieger	Adviser of the Peninsula Hotels
Mr. Rudolf Greiner	Not Applicable
Mr. James LU Shien-hwai	Executive Director of Hong Kong Hotels Association
Mr. Graeme J. Reading	Chairman of Café Deco Group

In Attendance:

Mr. Paul Chandler	(Ad Personam)
Ms. Flora Li	(Representative of the Hong Kong Tourism Board)
Mr. Lawrence Wong	(Representative of the Hospitality Industry Training and Development Centre)
Ms. Catherine Poon	(Representative of the Hong Kong Institute of Vocational Education (Chai Wan))

Secretary:

Ms. Claudia Au (up to 25.6.2008)	} (Vocational Training Council)
Ms. Christa Koch-Kessler (from 26.6.2008)	

Hotel, Catering and Tourism Training Board

Membership List of the Working Party on
Catering Industry Manpower Survey

Convenor

Mr. Hardy KAM Shun-yuen Yung Kee Restaurant Group Ltd.

Members

Dr. John AP The Hong Kong Polytechnic University

Ms. Sylvia CHUNG Wai-man Hong Kong Hotels Association

Ms. Jennifer KUI Hong Kong Institute of Vocational Education (Chai Wan)

Mr. Klaus MAGER (up to 31.3.08) Hong Kong Disneyland Resort Lantau Island

Mr. Michael TAO The Dynasty Club

Ir. Bosco MAK Vocational Training Council

Ms. Gigi HO Vocational Training Council

Secretary

Ms. Claudia AU (up to 25.6.08)

Ms. Christa KOCH-KESSLER
(from 26.6.08)

} Vocational Training Council

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

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

**2007 Catering Industry Manpower Survey
Analysis of Result of Enumeration (All Branch)**

Result	All Branch						Total
	1	2	3	4	5	6	
Closed	2	1	1	3	2	0	9
Door-locked	0	0	1	0	0	0	1
Merged	0	0	0	1	0	4	5
Moved, address cannot be located/untraceable	17	10	1	9	4	0	41
Non-contact	2	2	5	3	1	6	19
Not engaged in specific trade	0	1	0	1	3	0	5
No technical manpower	0	0	2	0	1	4	7
Partial response	16	5	23	1	0	3	48
Refusal	3	6	6	0	0	4	19
Registered office/corresponding address	0	0	0	0	0	1	1
Response	199	140	99	77	100	25	640
Temporary ceased	0	1	1	0	2	0	4
Total	239	166	139	95	113	47	799

Branch 1 Chinese Restaurants (HSIC 6411)

Branch 2 Restaurants other than Chinese (HSIC 6412)

Branch 3 Fast Food Shops (HSIC 6413)

Branch 4 Bars (HSIC 6414)

Branch 5 Other Eating & Drinking Places (HSIC 6415)

Branch 6 Supplementary Samples (Clubs)

Our Reference
本局檔號：(20) in HO/1/2 (2007/08)(C)
Your Reference
來函檔號：
Telephone No.
電話：
Facsimile No.
圖文傳真：

25th September 2007

Dear Sir/Madam,

The 2007 Manpower Survey of the Catering Industry
(Catering Establishments Exclusively Chinese)

I am writing to ask for your cooperation in the 2007 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 2nd October 2007 to 31st October 2007 to collect the following information on the principal jobs:

- (i) the number of existing employees,
- (ii) the number of existing vacancies,
- (iii) forecast total number of employees in October 2008,
- (iv) the number of employees under training at present, and
- (v) the impacts on human resources due to the development of Mainland.

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

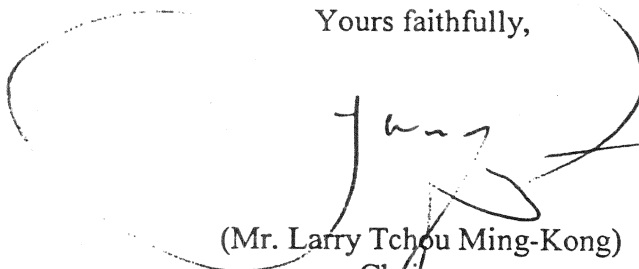
---- I am enclosing for your reference and completion the following documents in both English and Chinese:

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

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

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

Yours faithfully,



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

THE 2007 MANPOWER SURVEY OF THE CATERING INDUSTRY
飲食業二〇〇七年人力調查
QUESTIONNAIRE
調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)
(填表前, 請參閱附註)

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

NAME OF COMPANY: _____
公司名稱 _____

ADDRESS: _____
地址 _____

Total Number of Employees: _____
僱員總數 _____

Principal Line of Business: _____

主要業務性質

<input type="checkbox"/> Catering Establishment exclusively Chinese 中菜館	<input type="checkbox"/> Catering Establishment other than Chinese 非中式飲食機構	<input type="checkbox"/> Fast Food Shop 快餐店
<input type="checkbox"/> Bar 酒吧	<input type="checkbox"/> Others 其他	Please specify _____ 請註明

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 _____

Questionnaire - 2007 Manpower Survey of the Catering Industry
飲食業二〇〇七年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Total Monthly Income	(C) Number Employed (Excluding trainees/ apprentices)	(D) Number of Vacancies at Date of Survey	(E) Preferred Education of Employees	(F) No. of Trainees/ Apprentices at Date of Survey	(G) Average Age Range (for craft/ operative staff only)	<p align="center">Column "B" / (B)欄</p> <p>Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金、花紅及小費。</p>	
Title 職稱	Rec. Type	No. 編號	月薪 編號	僱員人數 (受訓者除外)	調查期間 空缺額	僱員宜有 教育程度	調查期間 受訓者人數	僱員平均 年齡 (只適用於 技工/ 操作工)		
		8-10								11-12
1	General Manager / Managing Director	2	1 0 1						Average Monthly Income 平均每月收入	Code 編號
2	Personnel Manager / Training Manager	2	1 0 2						\$6,000 or below 或以下	1
3	Accountant / Chief Accountant / Financial Controller	2	1 0 3						\$6,001 - \$8,000	2
4	Purchasing Manager	2	1 0 4						\$8,001 - \$10,000	3
5	Business Manager / Sales Manager	2	1 0 5						\$10,001 - \$15,000	4
6	Executive Chinese Chef / Executive Chinese Sous Chef	2	1 0 6						\$15,001 - \$20,000	5
7	Restaurant Manager	2	1 0 7						\$20,001 - \$25,000	6
8	Administration Manager	2	1 0 8						\$25,001 - \$30,000	7
9	Others (Managerial and Professional Level)	2	1 1 9						\$30,001 - \$35,000	8
10	Personnel Officer / Training Officer	2	2 0 1						\$35,001 - \$40,000	9
11	Accounts Supervisor (payable/receivable)	2	2 0 2						\$40,001 or above 或以上	10
12	Store Supervisor	2	2 0 3							
13	Bar Supervisor	2	2 0 4							
14	Barbecue Cook	2	2 0 5							
15	Captain	2	2 0 6							
16	Chief Butcher	2	2 0 7							
17	Chief Cook	2	2 0 8							
18	Chief Dim Sum Cook	2	2 0 9							
19	Head Supervisor / Headwaiter	2	2 1 0							
20	Pantry Captain	2	2 1 1							
21	Public Relations / Sales Supervisor	2	2 1 2							
22	No. 2 Cooks	2	2 1 3							
23	Second Butcher	2	2 1 4							
24	Senior Cook / Staff Cook / General Cook / Service Cook	2	2 1 5							
25	Maintenance Supervisor / Technical Supervisor	2	2 1 6							
26	Seafood Butcher	2	2 1 7							
27	Restaurant Supervisor	2	2 1 9							
28	Specialty Chef (e.g. Japanese, Tai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	2	2 2 0							
29	Others (Supervisory and Technician Level)	2	2 2 9							
30	Dim Sum Fryer / Steamer / Dim Sum Cook (e.g. dough handler, content mixer)	2	3 0 1							
31	Trimmer	2	3 0 2							
32	Vegetable Cook Helper	2	3 0 3							
33	Pantry Cook / Saucier / Vegetable Cook	2	3 0 4							
34	Junior Cook / Number 4 Cook and Below	2	3 0 5							
35	No. 3 Cooks	2	3 0 6							
36	Engineering Staff	2	3 0 7							
37	Specialty Cook	2	3 0 8							
38	Others (Craftsman Level)	2	3 1 9							
39	Accounting Clerk / General Cashier	2	4 0 1							
40	Personnel Clerk / Personnel Assistant / General Office Clerk	2	4 0 2							

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

Questionnaire - 2007 Manpower Survey of the Catering Industry
飲食業二〇〇七年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務			(B) Total Monthly Income	(C) Number Employed (Excluding trainees/ apprentices)	(D) Number of Vacancies at Date of Survey	(E) Preferred Education of Employees	(F) No. of Trainees/ Apprentices at Date of Survey	(G) Average Age Range (for craft/ operative staff only)					
Title 職稱	Rec. Type	No. 編號			月薪 編號	僱員人數 (受訓者除外)	調查期間 空缺額	僱員宜有 教育程度	調查期間 受訓者人數	僱員平均 年齡 (只適用於 技工/ 操作工)			
		8-10	11-12	13-16							17-19	20	21-23
1 Paymaster 出納主任	2	4	0	3							Average Monthly Income 平均每月收入	Code 編號	
2 Store and Receiving Clerk / Purchasing Clerk 貨倉及收貨文員/採購部文員	2	4	0	4							\$6,000 or below 或以下	1	
3 Others (Clerical Level) 其他 (文員級)	2	4	1	9							\$6,001 - \$8,000	2	
4 Telephone Operator 電話接線生	2	5	0	1							\$8,001 - \$10,000	3	
5 Uniform and Linen Attendant 制服及布草侍應生	2	5	0	2							\$10,001 - \$15,000	4	
6 Kitchen Helper / Steward / Cleaner / Washroom Attendant 廚房/清潔/洗碗碟雜工 或 傳菜員/洗手間清潔員	2	5	0	3							\$15,001 - \$20,000	5	
7 Bartender / Soda Fountain Captain / Bar Helper 調酒員/冷飲櫃領班/水吧服務員	2	5	0	4							\$20,001 - \$25,000	6	
8 Restaurant Receptionist / Hostess 樓面接待員	2	5	0	5							\$25,001 - \$30,000	7	
9 Busboy / Junior Waiter / Junior Waitress / Dim Sum Sales 見習侍應生/初級侍應生/賣點心員	2	5	0	6							\$30,001 - \$35,000	8	
10 Waiter / Waitress 侍應生	2	5	0	7							\$35,001 - \$40,000	9	
11 Restaurant Cashier 樓面出納員	2	5	0	8							\$40,001 or above 或以上	10	
12 Security Officer / Uniform Guard / Valet Parking Staff 保安員/護衛員/代客泊車員	2	5	0	9								Education 教育程度	Code 編號
13 Delivery Staff / Take-Away Service Staff 外賣服務員工	2	5	1	0							University Degrees or above 大學學位或以上	1	
14 Food Handler 堂前小食處理員工	2	5	1	1							Associate Degree or equivalent 副學士學位或同等學歷	2	
15 Others (Operative Level) 其他 (操作工級)	2	5	1	9							Professional Dip./Higher Dip./Dip. Or equivalent 專業文憑/高級文憑/文憑或同等學歷	3	
16 Secretary 秘書	2	6	0	1							Certificate/Advanced Certificate or equivalent 証書/高級証書或同等學歷	4	
17 Typist / Office Assistant / Messenger / Runner 打字員/辦公室助理員/信差	2	6	0	2							Secondary 5 - 7 中學五年級至七年級	5	
18 Other (Administrative and Others Level) 其他 (文員及其他員工級)	2	6	1	9							Secondary 3 - 4 中學三年級至四年級	6	
19											Others 其他	7	
20													
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If additional lines are necessary, please tick here and enter on supplementary sheet(s).
如此頁已填滿，請先將 (✓) 號填入 內，然後附頁繼續填寫。

Part II Part Time Staff

第二部份 兼職員工

(A) Job 工作			(H) Average Monthly Rate Code 平均月薪 編號	(I) Number Employed (by monthly rate) at Date of Survey 調查時的月薪 員工人數	(J) Average Daily Rate Code 平均日薪 編號	(K) Number Employed (by daily rate) at Date of Survey 調查時的日薪 員工人數	(L) Average Hourly Rate Code 平均時薪 編號	(M) Number Employed (by hourly rate) at Date of Survey 調查時的時薪 員工人數	
Title 職稱	Rec. Type	No. 編號	8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26
1	3								
2	3								
3	3								
4	3								
5	3								
6	3								
7	3								
8	3								
9	3								
10	3								
11	3								
12	3								
13	3								
14	3								
15	3								
16	3								
17	3								
18	3								
19	3								
20	3								

Column "H" / (H)欄

The part-time employee's average basic salary only
兼職僱員每月之平均底薪

Average Monthly Income (Basic Salary only) Code
平均每月收入(底薪) 編號

\$6,000 or below 或以下	1
\$6,001 - \$8,000	2
\$8,001 - \$10,000	3
\$10,001 - \$15,000	4
\$15,001 - \$20,000	5
\$20,001 - \$25,000	6
\$25,001 - \$30,000	7
\$30,001 - \$35,000	8
\$35,001 - \$40,000	9
\$40,001 or above 或以上	10

Column "J" / (J)欄

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

請將兼職員工的平均日薪按下列編號填入
(J) 欄內：

Average Daily Rate Code
平均日薪 編號

\$100 or below 或以下	1
\$101 - \$200	2
\$201 - \$300	3
\$301 - \$400	4
\$401 - \$500	5
\$501 - \$600	6
\$601 or above 或以上	7

Column "L" / (L)欄

Enter in Column (L) the average hourly rate
according to the following codes:

請將兼職員工的平均時薪按下列編號填入
(L) 欄內：

Average Hourly Rate Code
平均時薪 編號

\$20 or below 或以下	1
\$21 - \$40	2
\$41 - \$60	3
\$61 or above 或以上	4

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

如此頁已填滿，請先將 (✓) 號填入 內，然後附頁繼續填寫。

Part III (A) 第三部份 (甲)

1. Internal Promotion.
 內部晉升。

Please fill in the no. of internal promotion in the past 12 months.
 請填寫過去十二個月內，內部晉升的人數。

From Supervisor/Technician to Managerial and Professional
 由督導員/技術員 晉升為 經理/專業人員

--	--	--	--

8

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

--	--	--	--

11

2. Forecast of Number Employed 12 Months from Now.
 預測十二個月後僱員人數。

Managerial/
 Professional
 經理/專業人員

--	--	--	--

14

Supervisor/
 Technician
 督導員/技術員

--	--	--	--

18

Craft/Operative
 技工/操作工

--	--	--	--

22

Administrative and
 Others
 文員及其他員工

--	--	--	--

26

3. Number of Recruits in the Past 12 Months.
 過去十二個月內招聘的僱員人數。

Managerial/
 Professional
 經理/專業人員

--	--	--	--

30

Supervisor/
 Technician
 督導員/技術員

--	--	--	--

34

Craft/Operative
 技工/操作工

--	--	--	--

38

Administrative and
 Others
 文員及其他員工

--	--	--	--

42

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

Managerial/
 Professional
 經理/專業人員

--	--	--	--

46

Supervisor/
 Technician
 督導員/技術員

--	--	--	--

50

Craft/Operative
 技工/操作工

--	--	--	--

54

Administrative and
 Others
 文員及其他員工

--	--	--	--

58

5. Number of New Recruits Who are Fresh Graduates of Catering Programs in the Past 12 Months.
 過去十二個月新招聘的應屆餐飲業培訓課程畢業生人數。

Supervisor/
 Technician
 督導員/技術員

--	--	--	--

62

Craft/Operative
 技工/操作工

--	--	--	--

65

Administrative
 and Others
 文員及其他員工

--	--	--	--

68

6. The Total Number of Employees Who had Left Your Establishment in the Past 12 Months.
 過去十二個月內貴機構離職的僱員人數。

Managerial/
 Professional
 經理/專業人員

--	--	--	--

71

Supervisor/
 Technician
 督導員/技術員

--	--	--	--

75

Craft/Operative
 技工/操作工

--	--	--	--

79

Administrative and
 Others
 文員及其他員工

--	--	--	--

83

7. Average Years of Catering Industry Experience Before Occupying the Post (Please tick '✓').

擔任現職前從事飲食業工作平均年數（請"✓"）。

	No experience 無經驗	Less than 1 year 1年以下	1 year - less than 3 years 1年至3年以下	3 years - less than 6 years 3年至6年以下	6 years - less than 10 years 6年至10年以下	10 years or above 10年或以上
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90	<input type="checkbox"/> 91	<input type="checkbox"/> 92
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	<input type="checkbox"/> 97	<input type="checkbox"/> 98
Craft/Operative 技工／操作工	<input type="checkbox"/> 99	<input type="checkbox"/> 100	<input type="checkbox"/> 101	<input type="checkbox"/> 102	<input type="checkbox"/> 103	<input type="checkbox"/> 104
Administrative and Others 文員及其他員工	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107	<input type="checkbox"/> 108	<input type="checkbox"/> 109	<input type="checkbox"/> 110

8. Average Man-day Spent on Internal Training in 2007 (Please tick '✓').

二〇〇七年內用於內部訓練平均人數和日數（請"✓"）。

	Nil 無	Less than 5 days 5日以下	5 days - less than 10 days 5日至10日以下	10 days - less than 15 days 10日至15日以下	15 days - less than 20 days 15日至20日以下	20 days - less than 1 month 20日至一個月以下	1 month or above 一個月或以上
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 111	<input type="checkbox"/> 112	<input type="checkbox"/> 113	<input type="checkbox"/> 114	<input type="checkbox"/> 115	<input type="checkbox"/> 116	<input type="checkbox"/> 117
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 118	<input type="checkbox"/> 119	<input type="checkbox"/> 120	<input type="checkbox"/> 121	<input type="checkbox"/> 122	<input type="checkbox"/> 123	<input type="checkbox"/> 124
Craft/Operative 技工／操作工	<input type="checkbox"/> 125	<input type="checkbox"/> 126	<input type="checkbox"/> 127	<input type="checkbox"/> 128	<input type="checkbox"/> 129	<input type="checkbox"/> 130	<input type="checkbox"/> 131
Administrative and Others 文員及其他員工	<input type="checkbox"/> 132	<input type="checkbox"/> 133	<input type="checkbox"/> 134	<input type="checkbox"/> 135	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138

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

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

	Part-time Day Release 日間調訓班	Evening 夜間班	Seminar/Workshop 研討會／研習班
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 139	<input type="checkbox"/> 140	<input type="checkbox"/> 141
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 142	<input type="checkbox"/> 143	<input type="checkbox"/> 144
Craft/Operative 技工／操作工	<input type="checkbox"/> 145	<input type="checkbox"/> 146	<input type="checkbox"/> 147
Administrative and Others 文員及其他員工	<input type="checkbox"/> 148	<input type="checkbox"/> 149	<input type="checkbox"/> 150

10. Number of Qualified Certified Hygiene Managers/Supervisors in the Past 12 Months.

在過去十二個月內貴機構具備衛生經理或督導員資格的僱員人數。

(I) Number of qualified certified hygiene managers
具備衛生經理資格的僱員人數
151

(II) Number of qualified certified hygiene supervisors
具備衛生督導員資格的僱員人數
153

11. The Total Number of Employees at Different Job Levels Who Need Improvement in the Following Skills Sets.

就下列各技能類別而需作出改善的各級僱員人數。

Skills Sets 技能類別	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) Language 語言	155	158	161	164
(II) Customer Service, Supervisory and Management 顧客服務、督導及管理	167	170	173	176
(III) Trade 行業	179	182	185	188

12. The Total Number of Employees at Different Job Levels Who had been Provided with the Following Training Courses by Your Establishment in the Past 12 Months.

在過去十二個月內曾獲貴機構提供下列訓練課程的各級僱員人數。

Training Courses 訓練課程	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) Language 語言				
(a) English 英文	191	194	197	200
(b) Putonghua 普通話	203	206	209	212
(c) Others (Please specify) _____ 其他 (請註明)	215	218	221	224
(II) Customer Service, Supervisory and Management Skills 顧客服務、督導及管理技巧				
(a) Service Attitude / Customer Services 服務態度／顧客服務	227	230	233	236
(b) Communication Skills 溝通技巧	239	242	245	248
(c) Problem Solving 難題解決	251	254	257	260
(d) Others (Please specify) _____ 其他 (請註明)	263	266	269	272
(III) Trade Skills (Please specify) 行業技能 (請說明)				
(a) _____	275	278	281	284

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

貴機構預計在未來十二個月內的訓練計劃之百分比改動。

Skills Sets 技能類別	Managerial / Professional 經理／專業人員		Supervisor / Technician 督導員／技術員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工	
	(+ / -)	(%)	(+ / -)	(%)	(+ / -)	(%)	(+ / -)	(%)
(I) Language 語言	287	288	291	292	295	296	299	300
(II) Customer Service, Supervisory and Management 顧客服務、督導及管理	303	304	307	308	311	312	315	316
(III) Trade 行業	319	320	323	324	327	328	331	332

PART III (B) 第三部份 (乙)

Impact on human resources of your establishment due to the development of the Mainland

內地發展對貴機構人力資源的影響

1. The Total Number of Employees (on Hong Kong Payroll) Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 Days in the Past 12 Months and in the Next 12 Months.

貴機構於過去十二個月及未來十二個月安排長駐／常駐於內地的附屬公司工作超過180日之香港僱員（薪金由香港貴機構發放）總數。

	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) In the Past 12 Months 過去十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 335	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 338	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 341	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 344
(II) In the Next 12 Months 未來十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 347	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 350	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 353	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 356

2. The Total Number of Employees Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 Days in the Past 12 Months and in the Next 12 Months, and They Were Under the Mainland Subsidiaries / Associates' Payroll record.

在過去十二個月及未來十二個月，貴公司安排長駐／常駐於內地的附屬公司工作，而其薪金是由內地附屬公司發放的僱員總數。

	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) In the Past 12 Months 過去十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 359	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 362	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 365	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 368
(II) In the Next 12 Months 未來十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 371	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 374	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 377	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 380

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

貴機構在過去十二個月內在招聘僱員方面有沒有困難？

- 383 Yes (Please go to Q4)
有（請答第4題）
- 384 No (End of questionnaire)
沒有（問卷完）
- 385 No recruitment nor tried to recruit (End of questionnaire)
未有／未有嘗試招聘（問卷完）

4. The Possible Reasons for Encountering Recruitment Difficulties. You may wish to tick more than 1 box for each job level.

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 386	<input type="checkbox"/> 387	<input type="checkbox"/> 388	<input type="checkbox"/> 389
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 390	<input type="checkbox"/> 391	<input type="checkbox"/> 392	<input type="checkbox"/> 393
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 394	<input type="checkbox"/> 395	<input type="checkbox"/> 396	<input type="checkbox"/> 397
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 398	<input type="checkbox"/> 399	<input type="checkbox"/> 400	<input type="checkbox"/> 401
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/> 402	<input type="checkbox"/> 403	<input type="checkbox"/> 404	<input type="checkbox"/> 405
(f) Competition for manpower from Mainland/Macao/Other Cities 源自內地／澳門／其他城市之人手競爭	<input type="checkbox"/> 406	<input type="checkbox"/> 407	<input type="checkbox"/> 408	<input type="checkbox"/> 409
(g) Others (please specify) _____ 其他（請說明）	<input type="checkbox"/> 410	<input type="checkbox"/> 411	<input type="checkbox"/> 412	<input type="checkbox"/> 413

問卷完 (End of questionnaire)

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Est No. _____

Part III (A) Q1 - Q6

414 415 416 417 418 419

Part III (A) Q7 - Q10

420 421 422 423 424 425 426 427 428

Part III (A) Q11 - Q13

429 430 433 436 439 442 443 444 445 446

Part III (B) Q1 - Q4

447 448 449 450 451 452 453 454 455

The 2007 Manpower Survey of the Catering Industry
飲食業二〇〇七年人力調查

Explanatory Notes
附註

For Part I and Part II
第一及第二部份

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

Part I
第一部份

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

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

2. Column 'B' – Total Monthly Income Range

(B) 欄 — 每月總收入幅度

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

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

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

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

(C) 欄 — 僱員人數（受訓者除外）

'Employees' refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主及合夥人。調查表內所出現的「僱員」一詞，定義亦同。

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

(D) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Column 'E' - Preferred Education of Employees

(E) 欄 — 僱員宜有教育程度

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

請按下列編號將僱主認為僱員宜有最高教育程度填入 (E) 欄內。

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

6. Column 'F' - No. of Trainees/Apprentices at Date of Survey

(F) 欄 — 調查期間受訓者人數

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

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

7. Column 'G' - Staff's Average Age Range (for craft/operative staff only)

(G) 欄 — 受僱僱員之平均年齡 (只適用於技工／操作工)

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

請將員工平均年齡按下列編號填入 (G) 欄內：

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

Part II
第二部份

8. Part-time Staff / 兼職員工

Column 'H' – Average Monthly Rate Code
(H) 欄 – 平均每月薪幅

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

請填寫兼職員工平均每月收入幅度的編號。

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

9. Column 'I' – Number of Part-time Staff Employed (by Monthly Rate) at Date of Survey

(I) 欄 – 調查時的兼職月薪員工人數

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

請填入貴機構在調查時的兼職月薪僱員人數

10. Column 'J' – Average Daily Rate Code

(J) 欄 – 平均日薪編號

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

請將兼職員工的平均日薪按下列編號填入 (J) 欄內：

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

11. Column 'K' – Number of Part-time Staff Employed (by Daily Rate) at Date of Survey

(K) 欄 – 調查時的日薪兼職員工人數

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

請填入貴機構在調查時的兼職日薪員工人數

12. Column 'L' – Average Hourly Rate Code

(L) 欄 – 平均時薪幅度

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

13. Column 'M' – Number of Part-time Staff Employed (by Hourly Rate) at Date of Survey

(M) 欄 – 調查時的兼職時薪員工人數

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

請填入貴機構在調查時的兼職時薪員工人數

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

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

*備註：若從事同類工作的有關僱員超過一名，請以下列算式取其加權平均數值：

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

Part III (A)
第三部份 (甲)

1. Internal Promotion
內部晉升

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

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

2. Forecast of Number Employed 12 Months from Now
預測十二個月後僱員人數

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

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

3. Number of Recruits in the Past 12 Months
過去十二個月內招聘的僱員人數

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

請在本部份回答在過去十二個月貴機構招聘的僱員人數。

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

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

請提供在加入貴機構前並無飲食業經驗的僱員，例如應屆非餐飲培訓課程畢業生或無飲食業工作經驗的人數。

5. Number of New Recruits who are Fresh Graduates of Catering Programs in the Past 12 Months
過去十二個月內新招聘的應屆餐飲業培訓課程畢業生人數

'New Recruits who are fresh graduates of catering programs in the past 12 months' refers to the employees joining your establishment who are fresh graduates of catering programs.

「新招聘餐飲業培訓課程畢業生」指加入貴機構之應屆餐飲業培訓課程畢業生。

6. The Total Number of Employees Left in the Past 12 Months

過去十二個月內離職的僱員人數

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

請填報過去十二個月貴機構離職的各級的僱員人數。

7. Average Years of Catering Industry Experience before Occupying the Post

擔任現職從事飲食業工作平均年數

Please enter the average number of years of actual catering industry experience the employee(s) possessed before he/she/they occupied the present post. (See note in the last page*)

請按照從事業務之年數，填寫各職級僱員擔任現職前，實際從事飲食業工作的平均年數。（見尾頁備註*）

8. Average Man-day Spent on Internal Training in 2007

二〇〇七年內用於內部訓練平均日數

Please enter the average number of man-day spent on formal organized on-the-job or in-house training and attachment programme for the number of employee(s) who had received such training in 2007. (See note* in last page)

按其內部訓練平均日數，請填寫於二零零七年間，曾經接受正式有系統的在職訓練或內部訓練的僱員。（見尾頁備註*）

9. Priority Accorded to Mode of Training for Employees

僱主認為僱員宜有訓練方式之優先次序

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

請按優先次序，填寫貴公司認為適合僱員的訓練方式。

（1：十分適合至 3：不適合）

10. Number of Qualified Certified Hygiene Managers/Supervisors in the Past 12 Months

在過去十二個月內貴機構具備衛生經理或督導員資格的僱員人數

Please provide the number of qualified certified hygiene managers/supervisors certified in the past 12 months.

請填入在過去十二個月內貴機構具備衛生經理或督導員資格的僱員人數。

11. The Total Number of Employees at Different Job Levels Who Need Improvement in the Following Skills Sets
就下列各技能類別而需作出改善的各級僱員人數

Please provide the total number of your staff at different job levels whose skills set(s) need to be improved.

請就各種技能類別填報所需作出改善的各級僱員人數。

12. The Total Number of Employees at Different Job Levels Who had been Provided with the Following Training Courses by Your Establishment in the Past 12 Months
在過去十二個月內曾獲貴機構提供所列訓練課程的各級僱員人數

Please fill in the number of different levels of employees who had been provided with the listed training courses by your establishment in the past 12 months.

請填報過去十二個月內曾獲貴機構提供所列的訓練課程的各級僱員人數。

13. The Expected Overall Percentage Changes in the Training Plan of Your Establishment for the Coming 12 Months
貴機構預計在未來十二月內的訓練計劃之百分比改動

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

請在適當的格內以 '+' 或 '-' 表示預計貴機構在未來十二個月內向各級僱員提供的技能訓練將會增加或減少，以及提供有關之百分比數字。

Part III (B)

第三部份 (乙)

This part collects information on the impact on human resources of your establishment due to the development of the Mainland.

此部份收集基於內地發展對貴機構人力資源的影響。

Note: (i) Stationed Basis means 50% or above of the working time that an employee has to stay in Mainland.

備註：

長駐或常駐指一位僱員有百分之五十或以上的工作時間需要在內地工作。

(ii) Staff arranged to station in the Mainland means staff being transferred or recruited from Hong Kong by your establishment to the Mainland.

被貴機構安排長駐／常駐於內地的僱員，指由貴機構在香港調配或調配至內地的僱員。

1. The Total Number of Employees (on Hong Kong Payroll) Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 days in the Past 12 Months and in the Next 12 Months.

貴機構於過去十二個月及未來十二個月安排長駐／常駐於內地的附屬公司工作超過 180 日之香港僱員（薪金由香港貴機構發放）總數

Please state the number of employees under your establishment's Hong Kong payroll who were transferred or recruited from Hong Kong to station at your subsidiaries/associates in the Mainland for over 180 days in the past 12 months.

請填報在過去十二個月及未來十二個月內，由貴機構調配或招募及被安排長駐／常駐於內地工作超過 180 日之各級僱員人數，而其薪金是由香港貴機構發放。

2. The Total Number of Employees Whom your Establishment Has Arranged to Station at Your Subsidiaries/Associates in Mainland for over 180 Days in the Past 12 months and in the Next 12 Months, and They Were Under the Subsidiaries/Associates' Payroll Record

在過去十二個月及未來十二個月，貴公司安排長駐／常駐於內地的附屬公司工作，而其薪金是由內地附屬公司放的僱員總數

Please state the number of employees who were transferred or recruited from Hong Kong to station at your subsidiaries/associates in the Mainland for over 180 days in the past 12 months and in the next 12 months, and who were under the Mainland's payroll.

請填報在過去十二個月及未來十二個月內，由貴機構調配或招募及被安排長駐／常駐於內地工作超過 180 日之各級僱員人數，而其薪金是由內地發放。

3. Whether Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months

在過去十二個月內在招聘僱員方面有否困難

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

請填報在過去十二個月內貴機構在招聘各級僱員有否遇到困難。如有，請回答第四題，如沒有困難，或未有／未有嘗試招聘，問卷完畢。

4. Please Choose the Possible Reasons for Encountering Recruitment Difficulties. You may wish to tick more than 1 box for each job level.

請選擇遇到招聘困難的原因，每職級可選一項或以上

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

2007 Manpower Survey of the Catering Industry

Job Descriptions for Principal Jobs
in the Catering Industry -
Catering Establishments Exclusively Chinese

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

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

Code No.	Job Title	Job Description
105	Business Manager/ Sales Manager	Supervises sales promotion of the restaurant and maintains good relationship with clients; liaises with suppliers on special food and beverage promotions.
106	Executive Chinese Chef/ Executive Chinese Sous Chef	Supervises the kitchen operation, quality and quantity control of food and menu standards; oversees purchase of dry goods and fresh produce; be innovative and creative on daily special menus. Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.
107	Restaurant Manager	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menu and dishes to clients.
108	Administration Manager	Ensures smooth and efficient running of the internal systems and procedures and the provision of prompt and efficient centralized office and supporting services for all departments.
119	Others (Managerial and Professional Level)	
SUPERVISORY AND TECHNICIAN LEVEL		
201	Personnel Officer/ Training Officer	Recruits, interviews and hires employees for the hotels; counsels, transfers and dismiss employees based on appraisal of supervisors. Counsels and advises department heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials.
202	Accounts Supervisor (payable/receivable)	Audits and processes the payments of all the establishments' disbursements, prepares expense analysis and other reports on suppliers' invoices and monthly statements. Keeps a record system of all amounts due to the establishment from guest/patrons; responses to account disputes and queries; prepares accounts receivable report.

Code No.	Job Title	Job Description
203	Store Supervisor	Keeps store; informs management of the storage situation for expensive items such as sharks' fins and abalone.
204	Bar Supervisor	Ensures bar is equipped with supplies and correct liquor brands are served; supervises maintenance of bar and service equipments; maintains prescribed profit margin and checks on staff performance.
205 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.
206	Captain	Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; liaises with clients.
207 *	Chief Butcher	Assists the Executive Chinese Chef in kitchen administration; prepares portion standards of meat, poultry and seafood for various usages and cookery.
208 *	Chief Cook	Supervises the preparation of sauces, sharks' fins soup and the seasoning of food; and in pan-fry duties.
209 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan-fried glutinous rice, sweetened soup and Chinese petit fours.
210	Head Supervisor/ Headwaiter	Provides overall supervision of the restaurant and service; advises management on all guests' preference, comments and complaints; schedules staff duties; gives continuous training to staff; liaises with the executive chef in menu preparation.
211	Pantry Captain	Supervises pantry helpers and arranges their duty rosters according to workload of the kitchen; liaises with cashier regarding the billing of each dining party; supervises serving schedule of the ordered dishes.
212	Public Relations/ Sales Supervisor	Promotes sale of food and beverage items for groups/parties/individuals; checks sales figures, stock and customer preferences; supervises sales persons.

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

Code No.	Job Title	Job Description
213 *	No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Supervises No. 3 cooks, assists the chief cooks and senior cooks in carrying out specific duties of the kitchen; performs assignments in food preparation.
214 *	Second Butcher	Handles the preparation of fresh seafood; prepares vegetables, poultry and ingredients for soup base.
215 *	Senior Cook/ Staff Cook/ General Cook/Service Cook	Handles the preparation of sauces, sharks' fins soup, fried crispy chicken and trimming of pan-fried dishes; be responsible for steaming, broiling and frying; supervises the sequence and timing of serving, assigns duties to junior cooks.
216	Maintenance Supervisor/ Technical Supervisor	Conducts inspection of the establishment's premises; checks on the electrical/mechanical plant and equipment; contacts with outside contractors regarding repair and maintenance works or renovations.
217	Seafood Butcher	Handles the preparation of fresh seafood; monitor fish tank for direct seafood sales; makes recommendations on different cooking styles to customers.
219	Restaurant Supervisor	Supervises and co-ordinates the work of the restaurant's staff; assumes the management responsibility of the establishment; oversees the training of new staff; handles guest complaints.
220	Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	Plans, designs, supervises and/or prepares exotic cuisines and different national food specialities.
229	Others (Supervisory and Technician Level)	
CRAFTSMAN LEVEL		
301 *	Dim Sum Fryer/Steamer/ Dim Sum Cook (e.g. dough handler, content mixer)	Attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the stuffings and dough of dim sum and noodle products.

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

Code No.	Job Title	Job Description
302 *	Trimmer	Prepares the seasoning of dried seafood, abalone, sharks' fins and salt-baked dishes.
303 *	Vegetable Cook Helper	Prepares vegetable carving and garnishes; in assemble the proper portions for garnishes.
304 *	Pantry Cook/Saucier/ Vegetable Cook	Be responsible for the stewarding duties of the kitchen; supervises the preparation of vegetable dishes and administers sauces serving; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.
305 *	Junior Cook/ Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	Assists the cooks in performing different varieties of duties of the kitchen.
306 *	No. 3 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	Works under the supervision of the senior and No. 2 cooks in food preparation and specific duties of different sections of the kitchen; supervises No. 4 cooks or below.
307	Engineering Staff (e.g. mechanic/ carpenter/ air-conditioning/ electrician/plumber)	Checks, inspects, maintains and repairs all lighting/air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of-the house; liaises with outside contractors.
308	Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	Prepares/assists in preparing exotic cuisines and different national food specialities.
319	Others (Craftsman Level)	
CLERICAL LEVEL		
401	Accounting Clerk/ General Cashier	Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department.

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

Code No.	Job Title	Job Description
402	Personnel Clerk/ Personnel Assistant/ General Office Clerk	Assists in implementing personnel policies and functions; processes applications from prospective employees and arranges interviews; keeps staff records; performs clerical duties of a general nature such as copying, compiling, filing and recording information.
403	Paymaster	Keeps all records relating to payroll, prepares and submits payroll reports.
404	Store and Receiving Clerk/ Purchasing Clerk	Checks all merchandise entering the establishment and their proper documentation; maintains par stocks in stockroom; distributes and follows up on purchase orders and requisition requests; expedites delivery, verification of invoices and freight charges; maintains a library of catalogues, price and reference data.
419	Others (Clerical Level)	
OPERATIVE LEVEL		
501	Telephone Operator	Processes local and overseas calls; keeps close communication between staffs and customers; provides directory service for guests, follows management instructions for handling emergencies.
502	Uniform and Linen Attendant	Controls supply and distribution of all house-use linen and staff uniforms; maintains constant checking on uniform and linen supply.
503	Kitchen Helper/Steward/ Cleaner/Dishwasher/ Pantry Helper/ Washroom Attendant	Maintains cleanliness of the kitchen and washes cooking and serving utensils. Delivers prepared dishes from the kitchen to the tables; knows the location of tables. Maintains cleanliness of the washrooms and replenishes items.
504	Bartender/ Soda Fountain Captain/ Bar Helper	Serves and mixes alcoholic and non-alcoholic beverage, checks on supplies of wines and spirits; prepares daily supply requisition for restaurant manager's approval.
505	Restaurant Receptionist/ Hostess	Welcomes and greets guests to their seats; takes reservations; reports guest comments to restaurant manager; keeps guest history.

Code No.	Job Title	Job Description
506	Busboy/Busgirl/ Junior Waiter/ Junior Waitress/ Dim Sum Sales	Collects food from kitchen; cleans up tables and changes linen; knows and identifies all common menu items; responsible for dim sum sales; looks after dim sum cart; recommends different types of dim sum to customers.
507	Waiter/Waitress	Works in an assigned station; responsible for the table-setting and dishing-up jobs; knows the preparation of common menu items and chef's daily recommendation.
508	Restaurant Cashier	Tabulates bills using cash register; keeps records of amount receivable and payable and reconciles each cash balance with records.
509	Security Officer/ Guard House/ Uniform Guard/ Valet Parking Staff	Carries out guard duty; patrols premises; checks all entrances/exits/back staircases; ensures all items found in the premises are properly recorded and kept; conducts enquiry on incidents occurred.
510	Delivery Staff/ Take-Away Service Staff	Responsible for the smooth operation of the take-away/delivery service; provides take-away/delivery food service (including taking, packaging and delivery orders); prepares take-away/delivery services utensils/items.
511	Food Handler	Monitors snack/food station counters in the restaurant; handles light cookings for a variety of snacks; provides customer service; takes and delivers food orders.
519	Others (Operative Level)	
ADMINISTRATIVE AND OTHERS LEVEL		
601	Secretary	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries; maintains daily calendar and appointment schedules.
602	Typist/ Office Assistant/ Messenger/ Runner	Performs secretarial duties; handles odd jobs and run errands for the general office.
619	Other(Administrative and Others Level)	

Our Reference
本局檔號：(20) in HO/1/2 (2007/08)(C)
Your Reference
來函檔號：
Telephone No.
電話：
Facsimile No.
圖文傳真：

25th September 2007

Dear Sir/Madam,

The 2007 Manpower Survey of the Catering Industry
(Catering Establishments other than Chinese)

I am writing to ask for your cooperation in the 2007 Manpower Survey of the Catering Industry to be conducted by the Hotel, Catering and Tourism Training Board of the Vocational Training Council.

The Training Board is responsible for matters pertaining to manpower training in the hospitality industry. In order to formulate meaningful recommendations on manpower training for the catering industry, the Training Board will conduct the captioned survey from 2nd October 2007 to 31st October 2007 to collect the following information on the principal jobs:

- (i) the number of existing employees,
- (ii) the number of existing vacancies,
- (iii) forecast total number of employees in October 2008,
- (iv) the number of employees under training at present, and
- (v) the impacts on human resources due to the development of Mainland.

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

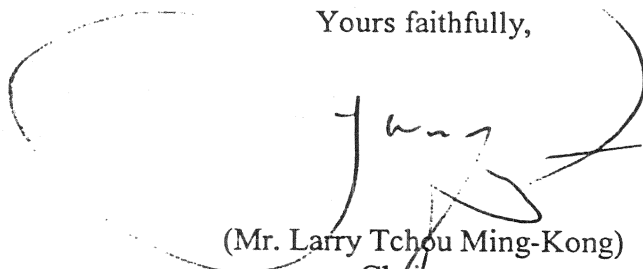
---- I am enclosing for your reference and completion the following documents in both English and Chinese:

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

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

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

Yours faithfully,



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

THE 2007 MANPOWER SURVEY OF THE CATERING INDUSTRY
飲食業二〇〇七年人力調查
QUESTIONNAIRE
調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)
(填表前, 請參閱附註)

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

NAME OF COMPANY: _____
公司名稱

ADDRESS: _____
地址

Total Number of Employees: _____
僱員總數

Principal Line of Business: _____

主要業務性質

Catering Establishment exclusively Chinese
中菜館
 Catering Establishment other than Chinese
非中式飲食機構
 Fast Food Shop
快餐店

Bar
酒吧
 Others
其他
 Please specify _____
請註明

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

28 47

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

48 55 56 63

FAX NO.: _____
圖文傳真

E-mail : _____
電郵

64 98

Questionnaire - 2007 Manpower Survey of the Catering Industry
飲食業二〇〇七年人力調查

Part I Full Time Staff
第一部份 全職員工

(A) Jobs 職務		(B) Total Monthly Income	(C) Number Employed (Excluding trainees/ apprentices)	(D) Number of Vacancies at Date of Survey	(E) Preferred Education of Employees	(F) No. of Trainees/ Apprentices at Date of Survey	(G) Average Age Range (for craft/ operative staff only)		
Title 職稱	Rec. Type	No. 編號	月薪 編號	僱員人數 (受訓者除外)	調查期間 空缺額	僱員宜有 教育程度	調查期間 受訓者人數	僱員平均 年齡 (只適用於 技工/ 操作工)	Column "B" / (B)欄
									Please enter in this column the appropriate code number showing the average monthly income range for the employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission, bonus and tips. 請填寫僱員平均每月收入幅度的編號。「每月收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金、花紅及小費。
		8-10	11 - 12	13 - 16	17 - 19	20	21-23	24	
1	2								Average Monthly Income 平均每月收入
2	2								\$6,000 or below 或以下 Code 1
3	2								\$6,001 - \$8,000 Code 2
4	2								\$8,001 - \$10,000 Code 3
5	2								\$10,001 - \$15,000 Code 4
6	2								\$15,001 - \$20,000 Code 5
7	2								\$20,001 - \$25,000 Code 6
8	2								\$25,001 - \$30,000 Code 7
9	2								\$30,001 - \$35,000 Code 8
10	2								\$35,001 - \$40,000 Code 9
11	2								\$40,001 or above 或以上 Code 10
12	2								Column "E" / (E)欄
13	2								Education 教育程度
14	2								University Degrees or above 大學學位或以上 Code 1
15	2								Associate Degree or equivalent 副學士學位或同等學歷 Code 2
16	2								Professional Dip./Higher Dip./Dip. Or equivalent 專業文憑/高級文憑/文憑或同等學歷 Code 3
17	2								Certificate/Advanced Certificate or equivalent 證書/高級證書或同等學歷 Code 4
18	2								Secondary 5 - 7 中學五年級至七年級 Code 5
19	2								Secondary 3 - 4 中學三年級至四年級 Code 6
20	2								Others 其他 Code 7
21	2								Column "G" / (G)欄
22	2								Enter in Column (G) the average age range according to the following codes: (for craft/operative staff only) 請將員工平均年齡按下列編號填入(G)欄內: (只適用於技工/操作工)
23	2								
24	2								
25	2								Average Age Range 平均年齡
26	2								18 or below 或以下 Code 1
27	2								18 - 25 Code 2
28	2								26 - 30 Code 3
29	2								31 - 35 Code 4
30	2								36 - 40 Code 5
31	2								41 - 49 Code 6
32	2								50 or above 或以上 Code 7
33	2								
34	2								
35	2								
36	2								
37	2								
38	2								
39	2								
40	2								

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

Part II Part Time Staff

第二部份 兼職員工

(A) Job 工作			(H) Average Monthly Rate Code 平均月薪 編號	(I) Number Employed (by monthly rate) at Date of Survey 調查時的月薪 員工人數	(J) Average Daily Rate Code 平均日薪 編號	(K) Number Employed (by daily rate) at Date of Survey 調查時的日薪 員工人數	(L) Average Hourly Rate Code 平均時薪 編號	(M) Number Employed (by hourly rate) at Date of Survey 調查時的時薪 員工人數	
Title 職稱	Rec. Type	No. 編號	8-10	11 - 12	13 - 16	17	18 - 21	22	23 - 26
1	3								
2	3								
3	3								
4	3								
5	3								
6	3								
7	3								
8	3								
9	3								
10	3								
11	3								
12	3								
13	3								
14	3								
15	3								
16	3								
17	3								
18	3								
19	3								
20	3								

Column "H" / (H)欄

The part-time employee's average basic salary only
兼職僱員每月之平均底薪

Average Monthly Income (Basic Salary only) Code
平均每月收入(底薪) 編號

\$6,000 or below 或以下	1
\$6,001 - \$8,000	2
\$8,001 - \$10,000	3
\$10,001 - \$15,000	4
\$15,001 - \$20,000	5
\$20,001 - \$25,000	6
\$25,001 - \$30,000	7
\$30,001 - \$35,000	8
\$35,001 - \$40,000	9
\$40,001 or above 或以上	10

Column "J" / (J)欄

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

請將兼職員工的平均日薪按下列編號填入
(J) 欄內：

Average Daily Rate Code
平均日薪 編號

\$100 or below 或以下	1
\$101 - \$200	2
\$201 - \$300	3
\$301 - \$400	4
\$401 - \$500	5
\$501 - \$600	6
\$601 or above 或以上	7

Column "L" / (L)欄

Enter in Column (L) the average hourly rate
according to the following codes:

請將兼職員工的平均時薪按下列編號填入
(L) 欄內：

Average Hourly Rate Code
平均時薪 編號

\$20 or below 或以下	1
\$21 - \$40	2
\$41 - \$60	3
\$61 or above 或以上	4

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

如此頁已填滿，請先將(✓)號填入內，然後附頁繼續填寫。

Part III (A) 第三部份 (甲)

1. Internal Promotion.
 內部晉升。

Please fill in the no. of internal promotion in the past 12 months.
 請填寫過去十二個月內，內部晉升的人數。

From Supervisor/Technician to Managerial and Professional
 由督導員/技術員 晉升為 經理/專業人員

8			

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

11			

2. Forecast of Number Employed 12 Months from Now.
 預測十二個月後僱員人數。

Managerial/
 Professional
 經理/專業人員

14			

Supervisor/
 Technician
 督導員/技術員

18			

Craft/Operative
 技工/操作工

22			

Administrative and
 Others
 文員及其他員工

26			

3. Number of Recruits in the Past 12 Months.
 過去十二個月內招聘的僱員人數。

Managerial/
 Professional
 經理/專業人員

30			

Supervisor/
 Technician
 督導員/技術員

34			

Craft/Operative
 技工/操作工

38			

Administrative and
 Others
 文員及其他員工

42			

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

Managerial/
 Professional
 經理/專業人員

46			

Supervisor/
 Technician
 督導員/技術員

50			

Craft/Operative
 技工/操作工

54			

Administrative and
 Others
 文員及其他員工

58			

5. Number of New Recruits Who are Fresh Graduates of Catering Programs in the Past 12 Months.
 過去十二個月新招聘的應屆餐飲業培訓課程畢業生人數。

Supervisor/
 Technician
 督導員/技術員

62			

Craft/Operative
 技工/操作工

65			

Administrative
 and Others
 文員及其他員工

68			

6. The Total Number of Employees Who had Left Your Establishment in the Past 12 Months.
 過去十二個月內貴機構離職的僱員人數。

Managerial/
 Professional
 經理/專業人員

71			

Supervisor/
 Technician
 督導員/技術員

75			

Craft/Operative
 技工/操作工

79			

Administrative and
 Others
 文員及其他員工

83			

7. Average Years of Catering Industry Experience Before Occupying the Post (Please tick '✓').

擔任現職前從事飲食業工作平均年數（請"✓"）。

	No experience 無經驗	Less than 1 year 1年以下	1 year - less than 3 years 1年至3年以下	3 years - less than 6 years 3年至6年以下	6 years - less than 10 years 6年至10年以下	10 years or above 10年或以上
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90	<input type="checkbox"/> 91	<input type="checkbox"/> 92
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	<input type="checkbox"/> 97	<input type="checkbox"/> 98
Craft/Operative 技工／操作工	<input type="checkbox"/> 99	<input type="checkbox"/> 100	<input type="checkbox"/> 101	<input type="checkbox"/> 102	<input type="checkbox"/> 103	<input type="checkbox"/> 104
Administrative and Others 文員及其他員工	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107	<input type="checkbox"/> 108	<input type="checkbox"/> 109	<input type="checkbox"/> 110

8. Average Man-day Spent on Internal Training in 2007 (Please tick '✓').

二〇〇七年內用於內部訓練平均人數和日數（請"✓"）。

	Nil 無	Less than 5 days 5日以下	5 days - less than 10 days 5日至10日以下	10 days - less than 15 days 10日至15日以下	15 days - less than 20 days 15日至20日以下	20 days - less than 1 month 20日至一個月以下	1 month or above 一個月或以上
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 111	<input type="checkbox"/> 112	<input type="checkbox"/> 113	<input type="checkbox"/> 114	<input type="checkbox"/> 115	<input type="checkbox"/> 116	<input type="checkbox"/> 117
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 118	<input type="checkbox"/> 119	<input type="checkbox"/> 120	<input type="checkbox"/> 121	<input type="checkbox"/> 122	<input type="checkbox"/> 123	<input type="checkbox"/> 124
Craft/Operative 技工／操作工	<input type="checkbox"/> 125	<input type="checkbox"/> 126	<input type="checkbox"/> 127	<input type="checkbox"/> 128	<input type="checkbox"/> 129	<input type="checkbox"/> 130	<input type="checkbox"/> 131
Administrative and Others 文員及其他員工	<input type="checkbox"/> 132	<input type="checkbox"/> 133	<input type="checkbox"/> 134	<input type="checkbox"/> 135	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138

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

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

	Part-time Day Release 日間調訓班	Evening 夜間班	Seminar/Workshop 研討會／研習班
Managerial/Professional 經理／專業人員	<input type="checkbox"/> 139	<input type="checkbox"/> 140	<input type="checkbox"/> 141
Supervisor/Technician 督導員／技術員	<input type="checkbox"/> 142	<input type="checkbox"/> 143	<input type="checkbox"/> 144
Craft/Operative 技工／操作工	<input type="checkbox"/> 145	<input type="checkbox"/> 146	<input type="checkbox"/> 147
Administrative and Others 文員及其他員工	<input type="checkbox"/> 148	<input type="checkbox"/> 149	<input type="checkbox"/> 150

10. Number of Qualified Certified Hygiene Managers/Supervisors in the Past 12 Months.

在過去十二個月內貴機構具備衛生經理或督導員資格的僱員人數。

(I) Number of qualified certified hygiene managers
具備衛生經理資格的僱員人數
151

(II) Number of qualified certified hygiene supervisors
具備衛生督導員資格的僱員人數
153

11. The Total Number of Employees at Different Job Levels Who Need Improvement in the Following Skills Sets.

就下列各技能類別而需作出改善的各級僱員人數。

Skills Sets 技能類別	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) Language 語言	155	158	161	164
(II) Customer Service, Supervisory and Management 顧客服務、督導及管理	167	170	173	176
(III) Trade 行業	179	182	185	188

12. The Total Number of Employees at Different Job Levels Who had been Provided with the Following Training Courses by Your Establishment in the Past 12 Months.

在過去十二個月內曾獲貴機構提供下列訓練課程的各級僱員人數。

Training Courses 訓練課程	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) Language 語言				
(a) English 英文	191	194	197	200
(b) Putonghua 普通話	203	206	209	212
(c) Others (Please specify) _____ 其他 (請註明)	215	218	221	224
(II) Customer Service, Supervisory and Management Skills 顧客服務、督導及管理技巧				
(a) Service Attitude / Customer Services 服務態度／顧客服務	227	230	233	236
(b) Communication Skills 溝通技巧	239	242	245	248
(c) Problem Solving 難題解決	251	254	257	260
(d) Others (Please specify) _____ 其他 (請註明)	263	266	269	272
(III) Trade Skills (Please specify) 行業技能 (請說明)				
(a) _____	275	278	281	284

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

貴機構預計在未來十二個月內的訓練計劃之百分比改動。

Skills Sets 技能類別	Managerial / Professional 經理／專業人員		Supervisor / Technician 督導員／技術員		Craft / Operative 技工／操作工		Administrative and Others 文員及其他員工	
	(+ / -)	(%)	(+ / -)	(%)	(+ / -)	(%)	(+ / -)	(%)
(I) Language 語言	287	288	291	292	295	296	299	300
(II) Customer Service, Supervisory and Management 顧客服務、督導及管理	303	304	307	308	311	312	315	316
(III) Trade 行業	319	320	323	324	327	328	331	332

PART III (B) 第三部份 (乙)

Impact on human resources of your establishment due to the development of the Mainland

內地發展對貴機構人力資源的影響

1. The Total Number of Employees (on Hong Kong Payroll) Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 Days in the Past 12 Months and in the Next 12 Months.

貴機構於過去十二個月及未來十二個月安排長駐／常駐於內地的附屬公司工作超過180日之香港僱員（薪金由香港貴機構發放）總數。

	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) In the Past 12 Months 過去十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 335	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 338	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 341	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 344
(II) In the Next 12 Months 未來十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 347	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 350	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 353	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 356

2. The Total Number of Employees Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 Days in the Past 12 Months and in the Next 12 Months, and They Were Under the Mainland Subsidiaries / Associates' Payroll record.

在過去十二個月及未來十二個月，貴公司安排長駐／常駐於內地的附屬公司工作，而其薪金是由內地附屬公司發放的僱員總數。

	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(I) In the Past 12 Months 過去十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 359	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 362	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 365	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 368
(II) In the Next 12 Months 未來十二個月	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 371	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 374	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 377	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 380

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

貴機構在過去十二個月內在招聘僱員方面有沒有困難？

- 383 Yes (Please go to Q4)
有（請答第4題）
- 384 No (End of questionnaire)
沒有（問卷完）
- 385 No recruitment nor tried to recruit (End of questionnaire)
未有／未有嘗試招聘（問卷完）

4. The Possible Reasons for Encountering Recruitment Difficulties. You may wish to tick more than 1 box for each job level.

遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial / Professional 經理／專業人員	Supervisor / Technician 督導員／技術員	Craft / Operative 技工／操作工	Administrative and Others 文員及其他員工
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 386	<input type="checkbox"/> 387	<input type="checkbox"/> 388	<input type="checkbox"/> 389
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 390	<input type="checkbox"/> 391	<input type="checkbox"/> 392	<input type="checkbox"/> 393
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 394	<input type="checkbox"/> 395	<input type="checkbox"/> 396	<input type="checkbox"/> 397
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 398	<input type="checkbox"/> 399	<input type="checkbox"/> 400	<input type="checkbox"/> 401
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/> 402	<input type="checkbox"/> 403	<input type="checkbox"/> 404	<input type="checkbox"/> 405
(f) Competition for manpower from Mainland/Macao/Other Cities 源自內地／澳門／其他城市之人手競爭	<input type="checkbox"/> 406	<input type="checkbox"/> 407	<input type="checkbox"/> 408	<input type="checkbox"/> 409
(g) Others (please specify) _____ 其他（請說明）	<input type="checkbox"/> 410	<input type="checkbox"/> 411	<input type="checkbox"/> 412	<input type="checkbox"/> 413

問卷完 (End of questionnaire)

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Est No. _____

此欄毋須填寫

Part III (A) Q1 - Q6

414 415 416 417 418 419

Part III (A) Q7 - Q10

420 421 422 423 424 425 426 427 428

Part III (A) Q11 - Q13

429 430 433 436 439 442 443 444 445 446

Part III (B) Q1 - Q4

447 448 449 450 451 452 453 454 455

The 2007 Manpower Survey of the Catering Industry
飲食業二〇〇七年人力調查

Explanatory Notes

附註

For Part I and Part II

第一及第二部份

Please complete all columns ('A' to 'M') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.

請填寫表內 (A) 至 (M) 欄。如不適用，請填 (0) 符號。

Part I

第一部份

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

(A) 欄 — 飲食業主要職務名稱

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

2. Column 'B' – Total Monthly Income Range

(B) 欄 — 每月總收入幅度

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

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

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

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

(C) 欄 — 僱員人數（受訓者除外）

'Employees' refer to those working full-time under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.

「僱員」指在貴機構內全職工作的受薪人員，其中包括在機構內全職工作的東主及合夥人。調查表內所出現的「僱員」一詞，定義亦同。

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

(D) 欄 — 調查期間空缺額

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

「現有空缺額」指在調查期間該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Column 'E' - Preferred Education of Employees

(E) 欄 — 僱員宜有教育程度

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

請按下列編號將僱主認為僱員宜有最高教育程度填入 (E) 欄內。

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

6. Column 'F' - No. of Trainees/Apprentices at Date of Survey

(F) 欄 — 調查期間受訓者人數

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

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

7. Column 'G' - Staff's Average Age Range (for craft/operative staff only)

(G) 欄 — 受僱僱員之平均年齡 (只適用於技工／操作工)

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

請將員工平均年齡按下列編號填入 (G) 欄內：

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

Part II
第二部份

8. Part-time Staff / 兼職員工

Column 'H' – Average Monthly Rate Code
(H) 欄 – 平均每月薪幅

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

請填寫兼職員工平均每月收入幅度的編號。

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

9. Column 'I' – Number of Part-time Staff Employed (by Monthly Rate) at Date of Survey

(I) 欄 – 調查時的兼職月薪員工人數

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

請填入貴機構在調查時的兼職月薪僱員人數

10. Column 'J' – Average Daily Rate Code

(J) 欄 – 平均日薪編號

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

請將兼職員工的平均日薪按下列編號填入 (J) 欄內：

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

11. Column 'K' – Number of Part-time Staff Employed (by Daily Rate) at Date of Survey

(K) 欄 – 調查時的日薪兼職員工人數

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

請填入貴機構在調查時的兼職日薪員工人數

12. Column 'L' – Average Hourly Rate Code

(L) 欄 – 平均時薪幅度

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

13. Column 'M' – Number of Part-time Staff Employed (by Hourly Rate) at Date of Survey

(M) 欄 – 調查時的兼職時薪員工人數

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

請填入貴機構在調查時的兼職時薪員工人數

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

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

*備註：若從事同類工作的有關僱員超過一名，請以下列算式取其加權平均數值：

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

Part III (A)
第三部份 (甲)

1. Internal Promotion
內部晉升

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

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

2. Forecast of Number Employed 12 Months from Now
預測十二個月後僱員人數

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

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

3. Number of Recruits in the Past 12 Months
過去十二個月內招聘的僱員人數

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

請在本部份回答在過去十二個月貴機構招聘的僱員人數。

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

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

請提供在加入貴機構前並無飲食業經驗的僱員，例如應屆非餐飲培訓課程畢業生或無飲食業工作經驗的人數。

5. Number of New Recruits who are Fresh Graduates of Catering Programs in the Past 12 Months
過去十二個月內新招聘的應屆餐飲業培訓課程畢業生人數

'New Recruits who are fresh graduates of catering programs in the past 12 months' refers to the employees joining your establishment who are fresh graduates of catering programs.

「新招聘餐飲業培訓課程畢業生」指加入貴機構之應屆餐飲業培訓課程畢業生。

6. The Total Number of Employees Left in the Past 12 Months

過去十二個月內離職的僱員人數

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

請填報過去十二個月貴機構離職的各級的僱員人數。

7. Average Years of Catering Industry Experience before Occupying the Post

擔任現職從事飲食業工作平均年數

Please enter the average number of years of actual catering industry experience the employee(s) possessed before he/she/they occupied the present post. (See note in the last page*)

請按照從事業務之年數，填寫各職級僱員擔任現職前，實際從事飲食業工作的平均年數。（見尾頁備註*）

8. Average Man-day Spent on Internal Training in 2007

二〇〇七年內用於內部訓練平均日數

Please enter the average number of man-day spent on formal organized on-the-job or in-house training and attachment programme for the number of employee(s) who had received such training in 2007. (See note* in last page)

按其內部訓練平均日數，請填寫於二零零七年間，曾經接受正式有系統的在職訓練或內部訓練的僱員。（見尾頁備註*）

9. Priority Accorded to Mode of Training for Employees

僱主認為僱員宜有訓練方式之優先次序

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

請按優先次序，填寫貴公司認為適合僱員的訓練方式。

（1：十分適合至 3：不適合）

10. Number of Qualified Certified Hygiene Managers/Supervisors in the Past 12 Months

在過去十二個月內貴機構具備衛生經理或督導員資格的僱員人數

Please provide the number of qualified certified hygiene managers/supervisors certified in the past 12 months.

請填入在過去十二個月內貴機構具備衛生經理或督導員資格的僱員人數。

11. The Total Number of Employees at Different Job Levels Who Need Improvement in the Following Skills Sets
就下列各技能類別而需作出改善的各級僱員人數

Please provide the total number of your staff at different job levels whose skills set(s) need to be improved.

請就各種技能類別填報所需作出改善的各級僱員人數。

12. The Total Number of Employees at Different Job Levels Who had been Provided with the Following Training Courses by Your Establishment in the Past 12 Months
在過去十二個月內曾獲貴機構提供所列訓練課程的各級僱員人數

Please fill in the number of different levels of employees who had been provided with the listed training courses by your establishment in the past 12 months.

請填報過去十二個月內曾獲貴機構提供所列的訓練課程的各級僱員人數。

13. The Expected Overall Percentage Changes in the Training Plan of Your Establishment for the Coming 12 Months
貴機構預計在未來十二月內的訓練計劃之百分比改動

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

請在適當的格內以 '+' 或 '-' 表示預計貴機構在未來十二個月內向各級僱員提供的技能訓練將會增加或減少，以及提供有關之百分比數字。

Part III (B)

第三部份 (乙)

This part collects information on the impact on human resources of your establishment due to the development of the Mainland.

此部份收集基於內地發展對貴機構人力資源的影響。

Note: (i) Stationed Basis means 50% or above of the working time that an employee has to stay in Mainland.

備註：

長駐或常駐指一位僱員有百分之五十或以上的工作時間需要在內地工作。

(ii) Staff arranged to station in the Mainland means staff being transferred or recruited from Hong Kong by your establishment to the Mainland.

被貴機構安排長駐／常駐於內地的僱員，指由貴機構在香港調配或調配至內地的僱員。

1. The Total Number of Employees (on Hong Kong Payroll) Whom Your Establishment Has Arranged to Station at Your Subsidiaries/Associates in the Mainland for Over 180 days in the Past 12 Months and in the Next 12 Months.

貴機構於過去十二個月及未來十二個月安排長駐／常駐於內地的附屬公司工作超過 180 日之香港僱員（薪金由香港貴機構發放）總數

Please state the number of employees under your establishment's Hong Kong payroll who were transferred or recruited from Hong Kong to station at your subsidiaries/associates in the Mainland for over 180 days in the past 12 months.

請填報在過去十二個月及未來十二個月內，由貴機構調配或招募及被安排長駐／常駐於內地工作超過 180 日之各級僱員人數，而其薪金是由香港貴機構發放。

2. The Total Number of Employees Whom your Establishment Has Arranged to Station at Your Subsidiaries/Associates in Mainland for over 180 Days in the Past 12 months and in the Next 12 Months, and They Were Under the Subsidiaries/Associates' Payroll Record

在過去十二個月及未來十二個月，貴公司安排長駐／常駐於內地的附屬公司工作，而其薪金是由內地附屬公司放的僱員總數

Please state the number of employees who were transferred or recruited from Hong Kong to station at your subsidiaries/associates in the Mainland for over 180 days in the past 12 months and in the next 12 months, and who were under the Mainland's payroll.

請填報在過去十二個月及未來十二個月內，由貴機構調配或招募及被安排長駐／常駐於內地工作超過 180 日之各級僱員人數，而其薪金是由內地發放。

3. Whether Encounter Any Difficulties in Recruitment of Employees at Various Job Levels in the Past 12 Months

在過去十二個月內在招聘僱員方面有否困難

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

請填報在過去十二個月內貴機構在招聘各級僱員有否遇到困難。如有，請回答第四題，如沒有困難，或未有／未有嘗試招聘，問卷完畢。

4. Please Choose the Possible Reasons for Encountering Recruitment Difficulties. You may wish to tick more than 1 box for each job level.

請選擇遇到招聘困難的原因，每職級可選一項或以上

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

2007 Manpower Survey of the Catering Industry

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

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

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

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

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

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

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

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

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

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

**Manpower Projection for the Catering Industry
for 2008-2012 by the Labour Market Analysis (LMA) approach**

The LMA approach

1. LMA examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in local economy, demography and labour market. It then selects some of the data as independent variables to build a statistical model, that can be used to project manpower requirements in the economic sector under study.

2. The LMA approach has been successfully applied to the Catering Industry in the years of 2003 and 2005. The building of a statistical model comprises two main steps. The first step is called 'Diagnostic' because two sets of statistical data are tested to select determinants. Set I comprises the nine core statistics in National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about our key economic activities. Set II comprises 42 economic indicators with more disaggregate information about the economy. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two sets, some determinants can be found. To minimize Types I & II and other errors, these determinants are statistically tested for correlation (mutual dependence among determinants), multi-collinearity (interdependence among many determinants), and orthogonality (independence among determinants) before they are grouped into principal components. The second step of statistical modelling is called 'Prognostic' because these principal components are used to build and maintain the statistical models for manpower projection.

Manpower Projection in the Catering Industry

3. In the Catering industry, 12 determinants have been found from the 51 economic indicators. The manpower requirements in the Catering industry can be thus explained by following principal components by grouping these determinants:

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

4. At the 'Diagnostic' step, Principal Component Analysis (PCA) has been used to select determinants, called Principal Components (PCs), from the two original sets of economic indicators. The PCs can explain most of the variability (81%) of the variance (total information) in the past 21 years in the manpower requirements; therefore, they can safely be used to forecast the manpower requirements in the near future. For the Catering industry, the PCs comprise *LA*, *RIVA*, *PCEND* and *PPI*. At the 'Prognostic' step, linear regression technique is then applied to build the statistical model. The model indicates that there is a strong positive correlation between manpower and the PC. The R-square worked out to be 0.8472, indicating 85% of the variation of the manpower requirements can be explained by the PC at the 95% confidence level.

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

6 To use the correlation for projecting future manpower requirements, the values of the PC for 2008-2012 are initially determined by the time series forecasting method. The forecast values of the PC are then plugged into the statistical model to project manpower requirements. A summary of manpower projection using different methods are presented below.

Year	Actual Manpower	Projected Manpower (LMA)	Projected Manpower (AFM)	Employer's Forecast
2005	160 176			
2006		167 708[#]	162 312[#]	163 800[#]
2007	161 989	168 702[#]	164 284[#]	
2008F		174 686 (7.8%)*	162 882 (0.6%)*	167 113 (3.2%)*
2009F		187 554 (2.2%)**	163 626 (0.5%)**	
2010F		182 313 (2.1%)**	164 259 (0.4%)**	
2011F		185 938 (2.0%)**	164 796 (0.3%)**	
2012F		189 385 (1.8%)**	165 252 (0.3%)**	
#	Using either the LMA model, the AFM or EF in the manpower survey in 2005			
*	As percentage increase / decrease of the actual manpower against 2007			
**	As percentage increase / decrease of the projected manpower against 2008 to 2012			
	LMA: Labour Market Analysis Approach			
	AFM: Adaptive Filtering Method			

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

**附 錄 7
統 計 表
(表 1 - 21)**

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

Branch	Number Employed at Date of Survey				
	Excluding Trainees/Apprentices	By Monthly Rate	By Daily Rate	By Hourly Rate	Total
Chinese Restaurants	83657	266	480	4383	88786
Restaurants, other than Chinese	45805	25	477	6948	53255
Fast Food Shops	21956	0	159	16588	38703
Bars	4431	16	4	724	5175
Other Eating Drinking Places	2828	-	36	564	3428
Supplementary Samples (Clubs)	3312	6	28	2473	5819
Total	161989	313	1184	31680	195166

TABLE 2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

CATERING INDUSTRY

(BRANCH 1 - 6)

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	227	-	-	-	-
Personnel Manager/Training Manager	102	-	-	-	-
Accountant/Chief Accountant/ Financial Controller	20	-	-	-	-
Business Manager/Sales Manager	386	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	276	-	-	-	-
Administration Manager	72	-	-	-	-
General Manager/Managing Director	232	-	-	-	-
Executive Assistant Manager/Club Manager	61	-	-	-	-
Personnel Manager/Training Manager	35	-	-	-	-
Chief Accountant/Controller/ Financial Controller	148	-	-	-	-
Purchasing Manager	32	-	-	-	-
Marketing Manager	143	-	-	-	-
Executive Chef/Executive Pastry Chef	117	2	1.71%	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	54	2	3.70%	-	-
Pastry Chef	17	-	-	-	-
Restaurant Manager	2209	2	0.09%	-	-
Sous Chef	105	-	-	-	-
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	367	-	-	-	-
Others	38	-	-	-	-
sub-total	4641	8	0.17%	-	-
SUPERVISORY AND TECHNICIAN LEVEL					
Personnel Officer/Training Officer	195	-	-	-	-
Store Supervisor	156	-	-	-	-
Bar Supervisor	107	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY AND TECHNICIAN LEVEL (Continued)					
Barbecue Cook	1013	-	-	-	-
Captain	2194	16	0.73%	-	-
Chief Butcher	756	1	0.13%	-	-
Chief Cook	1188	-	-	-	-
Chief Dim Sum Cook	771	-	-	-	-
Head Supervisor/Headwaiter	1663	17	1.02%	2	0.12%
Pantry Captain	537	-	-	-	-
Public Relations/Sales Supervisor	236	2	0.85%	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	2357	1	0.04%	-	-
Second Butcher	921	2	0.22%	-	-
Senior Cook/Staff Cook/General Cook/ Service Cook	2202	14	0.64%	6	0.27%
Maintenance Supervisor/Technical Supervisor	37	1	2.70%	-	-
Seafood Butcher	762	-	-	-	-
Restaurant Supervisor	5376	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	21	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	290	1	0.34%	1	0.34%
Audit Supervisor/Paymaster/General Cashier	2	-	-	-	-
Head Cashier	6	-	-	-	-
Food and Beverage Controller/Cost Controller	43	-	-	-	-
Beverage/Bar Manager	236	-	-	-	-
Captain/Service Supervisor	2214	92	4.16%	-	-
Gardemanger/Senior Cook	3424	7	0.20%	-	-
Sales Supervisor	97	-	-	-	-
Public Relations Officer	28	-	-	-	-
Chief Security Officer	1	-	-	-	-
Others	79	-	-	-	-
sub-total	26868	163	0.61%	125	0.47%
CRAFT AND OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	3717	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT AND OPERATIVE LEVEL (Continued)					
Trimmer	65	1	1.54%	-	-
Vegetable Cook Helper	120	-	-	-	-
Pantry Cook/Saucier/Vegetable Cook	647	5	0.77%	-	-
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	2111	-	-	2	0.09%
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	2976	2	0.07%	-	-
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	237	2	0.84%	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	28	-	-	-	-
Baker/Pastry Cook/Cook	6802	116	1.71%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	69	-	-	-	-
Junior Cook or Below	18116	362	2.00%	155	0.86%
Uniform and Linen Attendant	166	-	-	-	-
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	10939	429	3.92%	-	-
Bartender/Soda Fountain Captain/Bar Helper	611	-	-	-	-
Restaurant Receptionist/Hostess	1194	29	2.43%	-	-
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	5599	176	3.14%	-	-
Restaurant Cashier/Cashier	8249	18	0.22%	-	-
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	282	2	0.71%	5	1.77%
Food Handler	325	2	0.62%	-	-
Security Officer	27	-	-	-	-
Telephone Operator	19	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	32	-	-	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	16759	956	5.70%	60	0.36%
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	12154	221	1.82%	6	0.05%
Bartender/Barman/Soda Fountain Captain	832	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT AND OPERATIVE LEVEL (Continued)					
Receptionist/Hostess/Waiter/Waitress	19976	1135	5.68%	33	0.17%
Wine Steward/Sommelier	112	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	43	-	-	-	-
Delivery Staff/Take-Away Service Staff	1162	4	0.34%	66	5.68%
Food Handler/Beverage Handler	14930	1204	8.06%	18	0.12%
Others	35	1	2.86%	-	-
sub-total	128334	4665	3.64%	345	0.27%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier/ Food and Beverage Cashier	1009	-	-	-	-
Personnel Clerk/Personnel Assistant/ General Office Clerk	323	-	-	-	-
Paymaster	69	-	-	-	-
Store and Receiving Clerk/Purchasing Clerk	405	-	-	-	-
Purchasing Clerk/Quality Control Clerk	11	-	-	-	-
Secretary	22	-	-	-	-
Typist/Office Assistant/Messenger/Runner	91	-	-	-	-
Others	216	-	-	-	-
sub-total	2146	-	-	-	-
GRAND TOTAL	161989	4836	2.99%	470	0.29%

TABLE 2.1 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 1: CHINESE RESTAURANTS

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	223	-	-	-	-
Personnel Manager/Training Manager	98	-	-	-	-
Accountant/Chief Accountant/ Financial Controller	15	-	-	-	-
Purchasing Manager	25	-	-	-	-
Business Manager/Sales Manager	380	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	261	-	-	-	-
Restaurant Manager	1074	1	0.09%	-	-
Administration Manager	65	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	4	-	-	-	-
Others	24	-	-	-	-
sub-total	2169	1	0.05%	-	-
SUPERVISORY AND TECHNICIAN LEVEL					
Personnel Officer/Training Officer	51	-	-	-	-
Accounts Supervisor (payable/receivable)	146	-	-	-	-
Store Supervisor	156	-	-	-	-
Bar Supervisor	107	-	-	-	-
Barbecue Cook	945	-	-	-	-
Captain	2144	16	0.75%	-	-
Chief Butcher	739	-	-	-	-
Chief Cook	1153	-	-	-	-
Chief Dim Sum Cook	755	-	-	-	-
Head Supervisor/Headwaiter	1632	17	1.04%	2	0.12%
Pantry Captain	531	-	-	-	-
Public Relations/Sales Supervisor	232	2	0.86%	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	2284	-	-	-	-
Second Butcher	897	2	0.22%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY AND TECHNICIAN LEVEL (Continued)					
Senior Cook/Staff Cook/General Cook/ Service Cook	2158	14	0.65%	6	0.28%
Maintenance Supervisor/Technical Supervisor	16	-	-	-	-
Seafood Butcher	751	-	-	-	-
Restaurant Supervisor	1191	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	20	-	-	-	-
Captain/Service Supervisor	75	-	-	-	-
Gardemanger/Senior Cook	589	-	-	-	-
Others	63	-	-	-	-
sub-total	16635	51	0.31%	8	0.05%
CRAFT AND OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	3682	-	-	-	-
Trimmer	58	-	-	-	-
Vegetable Cook Helper	118	-	-	-	-
Pantry Cook/Saucier/Vegetable Cook	636	5	0.79%	-	-
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	2068	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	2851	2	0.07%	-	-
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	206	2	0.97%	-	-
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	28	-	-	-	-
Baker/Pastry Cook/Cook	1354	-	-	-	-
Junior Cook or Below	6159	99	1.61%	-	-
Telephone Operator	12	-	-	-	-
Uniform and Linen Attendant	153	-	-	-	-
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	10834	427	3.94%	-	-
Bartender/Soda Fountain Captain/Bar Helper	601	-	-	-	-
Restaurant Receptionist/Hostess	1176	29	2.47%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT AND OPERATIVE LEVEL (Continued)					
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	5543	172	3.10%	-	-
Restaurant Cashier/Cashier	3866	2	0.05%	-	-
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	278	2	0.72%	5	1.80%
Security Officer	2	-	-	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	5047	324	6.42%	-	-
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	3052	33	1.08%	-	-
Receptionist/Hostess/Waiter/Waitress	12923	728	5.63%	33	0.26%
Delivery Staff/Take-Away Service Staff	709	-	-	66	9.31%
Food Handler/Beverage Handler	2435	27	1.11%	-	-
Others	16	1	6.25%	-	-
sub-total	63807	1853	2.90%	104	0.16%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier	476	-	-	-	-
Personnel Clerk/Personnel Assistant/ General Office Clerk	72	-	-	-	-
Paymaster	69	-	-	-	-
Store and Receiving Clerk/Purchasing Clerk	398	-	-	-	-
Secretary	5	-	-	-	-
Others	26	-	-	-	-
sub-total	1046	-	-	-	-
GRAND TOTAL	83657	1905	2.28%	112	0.13%

TABLE 2.2 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 2: RESTAURANTS, OTHER THAN CHINESE

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	181	-	-	-	-
Executive Assistant Manager/Club Manager	50	-	-	-	-
Personnel Manager/Training Manager	8	-	-	-	-
Chief Accountant/Controller/ Financial Controller	125	-	-	-	-
Marketing Manager	125	-	-	-	-
Executive Chef/Executive Pastry Chef	82	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	6	-	-	-	-
Restaurant Manager	700	-	-	-	-
Sous Chef	84	-	-	-	-
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	333	-	-	-	-
sub-total	1694	-	-	-	-
SUPERVISORY AND TECHNICIAN LEVEL					
Chief Cook	10	-	-	-	-
Chief Dim Sum Cook	2	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	8	-	-	-	-
Senior Cook/Staff Cook/General Cook/ Service Cook	6	-	-	-	-
Personnel Officer/Training Officer	134	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	57	-	-	-	-
Restaurant Supervisor	1632	-	-	-	-
Head Cashier	6	-	-	-	-
Food and Beverage Controller/Cost Controller	27	-	-	-	-
Beverage/Bar Manager	4	-	-	-	-
Captain/Service Supervisor	1133	30	2.65%	-	-
Gardemanger/Senior Cook	1834	-	-	-	-
Sales Supervisor	50	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY AND TECHNICIAN LEVEL (Continued)					
Others	2	-	-	-	-
sub-total	4905	30	0.61%	-	-
CRAFT AND OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	8	-	-	-	-
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	24	-	-	-	-
Baker/Pastry Cook/Cook	3880	101	2.60%	-	-
Junior Cook or Below	8040	253	3.15%	150	1.87%
Security Officer	4	-	-	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	9251	523	5.65%	54	0.58%
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	5633	178	3.16%	-	-
Bartender/Barman/Soda Fountain Captain	92	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	5248	210	4.00%	-	-
Wine Steward/Sommelier	109	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	7	-	-	-	-
Delivery Staff/Take-Away Service Staff	169	4	2.37%	-	-
Food Handler/Beverage Handler	3334	51	1.53%	-	-
Cashier	2559	14	0.55%	-	-
Others	10	-	-	-	-
sub-total	38368	1334	3.48%	204	0.53%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/Food and Beverage Cashier	385	-	-	-	-
Personnel Clerk/General Office Clerk	203	-	-	-	-
Typist/Office Assistant/Messenger/Runner	75	-	-	-	-
Others	175	-	-	-	-
sub-total	838	-	-	-	-
GRAND TOTAL	45805	1364	2.98%	204	0.45%

TABLE 2.3 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 3: FAST FOOD SHOPS

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	38	-	-	-	-
Personnel Manager/Training Manager	12	-	-	-	-
Chief Accountant/Controller/ Financial Controller	12	-	-	-	-
Marketing Manager	12	-	-	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	8	-	-	-	-
Restaurant Manager	335	-	-	-	-
Others	12	-	-	-	-
sub-total	429	-	-	-	-
SUPERVISORY AND TECHNICIAN LEVEL					
Barbecue Cook	52	-	-	-	-
Restaurant Supervisor	2286	-	-	116	5.07%
Captain/Service Supervisor	620	57	9.19%	-	-
Gardemanger/Senior Cook	903	-	-	-	-
Sales Supervisor	12	-	-	-	-
Public Relations Officer	26	-	-	-	-
Others	12	-	-	-	-
sub-total	3911	57	1.46%	116	2.97%
CRAFT AND OPERATIVE LEVEL					
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	36	-	-	-	-
Baker/Pastry Cook/Cook	1120	-	-	-	-
Junior Cook or Below	2977	-	-	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	194	-	-	-	-
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	2709	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	405	167	41.23%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT AND OPERATIVE LEVEL (Continued)					
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	12	-	-	-	-
Delivery Staff/Take-Away Service Staff	275	-	-	-	-
Food Handler/Beverage Handler	8240	1126	13.67%	-	-
Cashier	1543	-	-	-	-
sub-total	17511	1293	7.38%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/Food and Beverage Cashier	52	-	-	-	-
Personnel Clerk/General Office Clerk	26	-	-	-	-
Typist/Office Assistant/Messenger/Runner	12	-	-	-	-
Others	15	-	-	-	-
sub-total	105	-	-	-	-
GRAND TOTAL	21956	1350	6.15%	116	0.53%

TABLE 2.4 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 4: BARS

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	5	-	-	-	-
Personnel Manager/Training Manager	5	-	-	-	-
Restaurant Manager	33	-	-	-	-
sub-total	43	-	-	-	-
SUPERVISORY AND TECHNICIAN LEVEL					
Accounts Supervisor (e.g. payable/receivable)	15	-	-	-	-
Restaurant Supervisor	70	-	-	-	-
Beverage/Bar Manager	224	-	-	-	-
Captain/Service Supervisor	223	-	-	-	-
Gardemanger/Senior Cook	16	5	31.25%	-	-
Sales Supervisor	20	-	-	-	-
sub-total	568	5	0.88%	-	-
CRAFT AND OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	156	5	3.21%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	25	-	-	-	-
Junior Cook or Below	389	-	-	-	-
Security Officer	20	-	-	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	1450	77	5.31%	-	-
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	270	2	0.74%	-	-
Bartender/Barman/Soda Fountain Captain	686	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	463	1	0.22%	-	-
Food Handler/Beverage Handler	180	-	-	-	-
Cashier	135	-	-	-	-
Others	6	-	-	-	-
sub-total	3780	85	2.25%	-	-
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/Food and Beverage Cashier	40	-	-	-	-
sub-total	40	-	-	-	-
GRAND TOTAL	4431	90	2.03%	-	-

TABLE 2.5 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 5: OTHER EATING AND DRINKING PLACES

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY AND TECHNICIAN LEVEL					
Chief Cook	2	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	4	-	-	-	-
Second Butcher	2	-	-	-	-
Restaurant Supervisor	171	8	4.68%	-	-
Captain/Service Supervisor	2	-	-	-	-
sub-total	181	8	4.42%	-	-
CRAFT AND OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	120	-	-	-	-
Junior Cook or Below	263	2	0.76%	-	-
Waiter/Waitress	8	-	-	-	-
Restaurant Cashier	2	-	-	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	698	24	3.44%	-	-
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	157	2	1.27%	-	-
Receptionist/Hostess/Waiter/Waitress	223	4	1.79%	-	-
Delivery Staff/Take-Away Service Staff	9	-	-	-	-
Food Handler/Beverage Handler	1041	2	0.19%	18	1.73%
Cashier	120	2	1.67%	-	-
sub-total	2641	36	1.36%	18	0.68%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/Food and Beverage Cashier	6	-	-	-	-
sub-total	6	-	-	-	-
GRAND TOTAL	2828	44	1.56%	18	0.64%

TABLE 2.6 : NUMBER OF VACANCIES AND TRAINEES/APPRENTICES EMPLOYED

BRANCH 6: SUPPLEMENTARY SAMPLES (CLUBS)

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
MANAGERIAL AND PROFESSIONAL LEVEL					
General Manager/Managing Director	4	-	-	-	-
Personnel Manager/Training Manager	4	-	-	-	-
Accountant/Chief Accountant/ Financial Controller	5	-	-	-	-
Purchasing Manager	7	-	-	-	-
Business Manager/Sales Manager	6	-	-	-	-
Executive Chinese Chef/ Executive Chinese Sous Chef	15	-	-	-	-
Administration Manager	7	-	-	-	-
General Manager/Managing Director	8	-	-	-	-
Executive Assistant Manager/Club Manager	11	-	-	-	-
Personnel Manager/Training Manager	10	-	-	-	-
Chief Accountant/Controller/ Financial Controller	11	-	-	-	-
Marketing Manager	6	-	-	-	-
Executive Chef/Executive Pastry Chef	35	2	5.71%	-	-
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	36	2	5.56%	-	-
Pastry Chef	17	-	-	-	-
Restaurant Manager	67	3	4.48%	-	-
Sous Chef	21	-	-	-	-
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	34	-	-	-	-
Others	2	-	-	-	-
sub-total	306	7	2.29%	-	-
SUPERVISORY AND TECHNICIAN LEVEL					
Personnel Officer/Training Officer	10	-	-	-	-
Barbecue Cook	16	-	-	-	-
Captain	50	-	-	-	-
Chief Butcher	17	1	5.88%	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
SUPERVISORY AND TECHNICIAN LEVEL (Continued)					
Chief Cook	23	-	-	-	-
Chief Dim Sum Cook	14	-	-	-	-
Head Supervisor/Headwaiter	31	-	-	-	-
Pantry Captain	6	-	-	-	-
Public Relations/Sales Supervisor	4	-	-	-	-
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	61	1	1.64%	-	-
Second Butcher	22	-	-	-	-
Senior Cook/Staff Cook/General Cook/ Service Cook	38	-	-	-	-
Maintenance Supervisor/Technical Supervisor	21	1	4.76%	-	-
Seafood Butcher	11	-	-	-	-
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	1	-	-	-	-
Accounts Supervisor (e.g. payable/receivable)	28	1	3.57%	1	3.57%
Restaurant Supervisor	26	1	3.85%	-	-
Audit Supervisor/Paymaster/General Cashier	2	-	-	-	-
Food and Beverage Controller/Cost Controller	16	-	-	-	-
Beverage/Bar Manager	8	-	-	-	-
Captain/Service Supervisor	161	5	3.11%	-	-
Gardemanger/Senior Cook	82	2	2.44%	-	-
Sales Supervisor	15	-	-	-	-
Public Relations Officer	2	-	-	-	-
Chief Security Officer	1	-	-	-	-
Others	2	-	-	-	-
sub-total	668	12	1.80%	1	0.15%
CRAFT AND OPERATIVE LEVEL					
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	27	-	-	-	-
Trimmer	7	1	14.29%	-	-
Vegetable Cook Helper	2	-	-	-	-
Pantry Cook/Saucier/Vegetable Cook	11	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT AND OPERATIVE LEVEL (Continued)					
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	43	-	-	2	4.65%
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	65	-	-	-	-
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	31	-	-	-	-
Baker/Pastry Cook/Cook	172	10	5.81%	-	-
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	44	-	-	-	-
Junior Cook or Below	288	8	2.78%	5	1.74%
Telephone Operator	2	-	-	-	-
Uniform and Linen Attendant	13	-	-	-	-
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	105	2	1.90%	-	-
Bartender/Soda Fountain Captain/Bar Helper	10	-	-	-	-
Restaurant Receptionist/Hostess	18	-	-	-	-
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	56	4	7.14%	-	-
Restaurant Cashier/Cashier	24	-	-	-	-
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	4	-	-	-	-
Others	1	-	-	-	-
Security Officer	1	-	-	-	-
Telephone Operator	5	-	-	-	-
Uniform and Linen Attendant/ Cloakroom Attendant	32	-	-	-	-
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	119	8	6.72%	6	5.04%
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	333	6	1.80%	6	1.80%
Bartender/Barman/Soda Fountain Captain	54	-	-	-	-
Receptionist/Hostess/Waiter/Waitress	706	25	3.54%	-	-
Wine Steward/Sommelier	3	-	-	-	-
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	24	-	-	-	-

Job Title	Number Employed (Excluding Trainees/Apprentices)	Vacancies at Date of Survey		Trainees/Apprentices at Date of Survey	
		Number	% of No. Employed	Number	% of No. Employed
CRAFT AND OPERATIVE LEVEL (Continued)					
Food Handler/Beverage Handler	25	-	-	-	-
Others	2	-	-	-	-
sub-total	2227	64	2.87%	19	0.85%
ADMINISTRATIVE AND OTHERS LEVEL					
Accounting Clerk/General Cashier	15	-	-	-	-
Personnel Clerk/Personnel Assistant/ General Office Clerk	22	-	-	-	-
Store and Receiving Clerk/Purchasing Clerk	7	-	-	-	-
Accounting Clerk/Food and Beverage Cashier	35	-	-	-	-
Purchasing Clerk/Quality Control Clerk	11	-	-	-	-
Secretary	17	-	-	-	-
Typist/Office Assistant/Messenger/Runner	4	-	-	-	-
sub-total	111	-	-	-	-
GRAND TOTAL	3312	83	2.51%	20	0.60%

TABLE 3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION

(EXCLUDING TRAINEES / APPRENTICES)

CATERING INDUSTRY

(BRANCH 1-6)

Job Title	Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL										
General Manager/Managing Director		15	18	39	6	109	-	-	40	227
Personnel Manager/Training Manager		4	10	10	10	64	-	-	4	102
Accountant/Chief Accountant/ Financial Controller		4	1	2	9	2	-	-	2	20
Purchasing Manager		-	13	6	-	4	2	-	1	26
Business Manager/Sales Manager		35	27	34	35	206	4	-	45	386
Executive Chinese Chef/ Executive Chinese Sous Chef		2	4	32	69	121	14	2	32	276
Administration Manager		9	-	-	2	51	2	-	8	72
General Manager/Managing Director		149	53	25	4	-	-	-	1	232
Executive Assistant Manager/Club Manager		57	1	1	1	1	-	-	-	61
Personnel Manager/Training Manager		34	1	-	-	-	-	-	-	35
Chief Accountant/Controller/ Financial Controller		147	-	-	1	-	-	-	-	148
Purchasing Manager		6	-	-	-	-	-	-	-	6
Marketing Manager		141	-	2	-	-	-	-	-	143

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Executive Chef/Executive Pastry Chef	56	1	13	2	42	-	-	3	117
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	11	3	5	2	15	-	1	17	54
Pastry Chef	3	-	6	4	2	-	1	1	17
Restaurant Manager	136	11	381	98	1394	2	-	187	2209
Sous Chef	6	-	1	28	67	2	1	-	105
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	3	-	7	131	175	50	-	1	367
Others	13	1	2	-	22	-	-	-	38
sub-total	831	144	566	402	2275	76	5	342	4641
SUPERVISORY AND TECHNICIAN LEVEL									
Personnel Officer/Training Officer	-	-	-	7	45	-	-	1	53
Accounts Supervisor (payable/receivable)	1	-	2	93	39	-	-	16	151
Store Supervisor	-	-	2	18	68	44	18	6	156
Bar Supervisor	-	-	-	5	39	24	18	21	107
Barbecue Cook	-	-	-	62	209	499	149	94	1013
Captain	-	-	-	175	1178	494	19	328	2194
Chief Butcher	-	-	-	76	256	243	100	81	756

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
Chief Cook	-	-	-	69	454	416	107	142	1188
Chief Dim Sum Cook	-	-	-	89	295	211	93	83	771
Head Supervisor/Headwaiter	-	-	-	54	846	470	8	285	1663
Pantry Captain	-	-	-	15	198	205	69	50	537
Public Relations/Sales Supervisor	-	-	2	5	88	75	-	66	236
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	78	767	961	374	177	2357
Second Butcher	-	-	-	17	305	337	165	97	921
Senior Cook/Staff Cook/General Cook/Service Cook	-	-	-	38	591	840	419	314	2202
Seafood Butcher	-	-	-	33	195	268	194	72	762
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	1	15	5	-	-	21
Personnel Officer/Training Officer	8	75	1	7	51	-	-	-	142
Accounts Supervisor (e.g. payable/receivable)	2	-	7	18	57	-	-	11	95
Restaurant Supervisor	5	33	429	944	2552	460	220	733	5376
Audit Supervisor/Paymaster/General Cashier	-	-	-	2	-	-	-	-	2
Head Cashier	-	-	-	-	6	-	-	-	6
Food and Beverage Controller/Cost Controller	5	1	4	3	27	-	-	3	43
Beverage/Bar Manager	12	-	1	8	203	5	2	5	236

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
Captain/Service Supervisor	30	-	544	67	1326	205	-	42	2214
Gardemanger/Senior Cook	16	-	11	80	1730	677	680	230	3424
Sales Supervisor	78	12	-	4	2	-	-	1	97
Public Relations Officer	-	-	-	1	1	26	-	-	28
Maintenance Supervisor/Technical Supervisor	-	-	3	14	11	5	-	4	37
Chief Security Officer	-	-	-	-	-	-	-	1	1
Others	13	-	-	1	31	11	23	-	79
sub-total	170	121	1006	1984	11585	6481	2658	2863	26868
CRAFT AND OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	6	896	1587	661	567	3717
Trimmer	-	-	-	-	15	5	2	43	65
Vegetable Cook Helper	-	-	-	-	43	30	17	30	120
Pantry Cook/Saucier/Vegetable Cook	-	-	-	-	56	446	101	44	647
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	626	883	224	378	2111
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	10	616	1089	627	634	2976
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	-	-	51	142	18	22	4	237

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	19	-	4	5	28
Baker/Pastry Cook/Cook	-	-	41	45	1954	2873	1476	413	6802
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	35	33	-	-	1	69
Junior Cook or Below	-	-	64	41	5074	6699	4749	1489	18116
Telephone Operator	-	-	-	-	7	-	-	7	14
Uniform and Linen Attendant	-	-	-	-	11	56	70	29	166
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	-	-	-	-	-	4990	4208	1741	10939
Bartender/Soda Fountain Captain/Bar Helper	-	-	-	-	118	328	111	54	611
Restaurant Receptionist/Hostess	-	-	-	-	422	521	46	205	1194
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	-	-	-	541	2685	1185	1188	5599
Waiter/Waitress	-	-	-	8	4639	4760	860	1446	11713
Restaurant Cashier	-	-	-	2	1305	673	88	264	2332
Security Officer/Guard House/Uniform Guard/Valet Parking Staff	-	-	-	-	-	112	124	46	282
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	101	14	-	115
Food Handler	-	-	-	-	-	98	168	59	325
Security Officer	-	-	-	10	10	4	3	-	27

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Telephone Operator	-	-	-	3	2	-	-	-	5
Uniform and Linen Attendant/ Cloakroom Attendant	-	-	-	-	27	5	-	-	32
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	57	5808	6372	3662	860	16759
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	518	4714	5976	946	12154
Bartender/Barman/Soda Fountain Captain	-	-	-	51	575	171	12	23	832
Receptionist/Hostess/Waiter/Waitress	-	-	5	209	4743	2223	979	104	8263
Wine Steward/Sommelier	-	-	3	-	9	-	100	-	112
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	4	23	-	1	15	43
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	298	749	-	1047
Food Handler/Beverage Handler	-	-	-	-	5548	5476	2112	1794	14930
Cashier	-	-	-	4	2947	1623	952	391	5917
Others	-	-	-	-	8	11	6	10	35
sub-total	-	-	113	536	36735	48851	29309	12790	128334
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier	-	-	-	63	359	36	-	33	491

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL (Continued)									
Personnel Clerk/Personnel Assistant/ General Office Clerk	-	-	-	5	64	5	-	3	77
Paymaster	-	-	5	11	45	-	-	8	69
Store and Receiving Clerk/Purchasing Clerk	-	-	-	1	224	130	-	50	405
Accounting Clerk/Food and Beverage Cashier	-	-	8	253	235	-	-	22	518
Personnel Clerk/General Office Clerk	-	-	7	5	232	-	-	2	246
Purchasing Clerk/Quality Control Clerk	-	-	3	3	5	-	-	-	11
Secretary	-	2	6	11	1	-	-	2	22
Typist/Office Assistant/Messenger/Runner	-	-	-	-	89	2	-	-	91
Others	-	-	-	1	193	-	-	22	216
sub-total	-	2	29	353	1447	173	-	142	2146
GRAND TOTAL	1001	267	1714	3275	52042	55581	31972	16137	161989

TABLE 3.1 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION

(EXCLUDING TRAINEES / APPRENTICES)

BRANCH 1: CHINESE RESTAURANTS

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director	13	18	38	6	109	-	-	39	223
Personnel Manager/Training Manager	2	9	10	10	64	-	-	3	98
Accountant/Chief Accountant/ Financial Controller	2	-	2	9	2	-	-	-	15
Purchasing Manager	-	13	5	-	4	2	-	1	25
Business Manager/Sales Manager	33	27	30	35	206	4	-	45	380
Executive Chinese Chef/ Executive Chinese Sous Chef	-	4	32	65	115	14	2	29	261
Restaurant Manager	-	5	30	50	841	2	-	146	1074
Administration Manager	2	-	-	2	51	2	-	8	65
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	4	-	-	-	4
Others	-	-	2	-	22	-	-	-	24
sub-total	52	76	149	177	1418	24	2	271	2169
SUPERVISORY AND TECHNICIAN LEVEL									
Personnel Officer/Training Officer	-	-	-	6	45	-	-	-	51

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
Accounts Supervisor (payable/receivable)	-	-	2	90	39	-	-	15	146
Store Supervisor	-	-	2	18	68	44	18	6	156
Bar Supervisor	-	-	-	5	39	24	18	21	107
Barbecue Cook	-	-	-	62	187	457	148	91	945
Captain	-	-	-	175	1145	482	19	323	2144
Chief Butcher	-	-	-	74	249	238	100	78	739
Chief Cook	-	-	-	67	432	410	107	137	1153
Chief Dim Sum Cook	-	-	-	87	288	209	92	79	755
Head Supervisor/Headwaiter	-	-	-	50	835	463	8	276	1632
Pantry Captain	-	-	-	15	195	205	69	47	531
Public Relations/Sales Supervisor	-	-	-	5	88	75	-	64	232
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	74	715	954	370	171	2284
Second Butcher	-	-	-	15	292	333	165	92	897
Senior Cook/Staff Cook/General Cook/Service Cook	-	-	-	30	574	835	415	304	2158
Maintenance Supervisor/Technical Supervisor	-	-	-	9	-	5	-	2	16
Seafood Butcher	-	-	-	33	188	267	193	70	751
Restaurant Supervisor	-	33	-	58	590	245	169	96	1191

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	15	5	-	-	20
Captain/Service Supervisor	-	-	-	-	75	-	-	-	75
Gardemanger/Senior Cook	-	-	-	33	91	101	364	-	589
Others	-	-	-	1	30	11	21	-	63
sub-total	-	33	4	907	6180	5363	2276	1872	16635
CRAFT AND OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	5	879	1578	658	562	3682
Trimmer	-	-	-	-	8	5	2	43	58
Vegetable Cook Helper	-	-	-	-	43	28	17	30	118
Pantry Cook/Saucier/Vegetable Cook	-	-	-	-	51	442	100	43	636
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	601	872	222	373	2068
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	562	1084	617	588	2851
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	43	120	18	22	3	206
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	19	-	4	5	28

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Baker/Pastry Cook/Cook	-	-	-	-	192	564	598	-	1354
Junior Cook or Below	-	-	-	-	452	2567	3140	-	6159
Telephone Operator	-	-	-	-	5	-	-	7	12
Uniform and Linen Attendant	-	-	-	-	11	44	70	28	153
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	-	-	-	-	-	4933	4181	1720	10834
Bartender/Soda Fountain Captain/Bar Helper	-	-	-	-	110	328	109	54	601
Restaurant Receptionist/Hostess	-	-	-	-	412	520	46	198	1176
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	-	-	-	491	2685	1185	1182	5543
Waiter/Waitress	-	-	-	-	4507	4750	860	1418	11535
Restaurant Cashier/Cashier	-	-	-	-	1620	1219	768	259	3866
Security Officer/Guard House/Uniform Guard/Valet Parking Staff	-	-	-	-	-	110	126	44	280
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	101	608	-	709
Food Handler	-	-	-	-	-	98	168	59	325
Bar Porter/Barboy/Junior Waiter/Junior Waitress	-	-	-	-	556	2417	2074	-	5047
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	-	-	-	-	-	865	2187	-	3052
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	99	440	849	-	1388

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Food Handler/Beverage Handler	-	-	-	-	90	1133	887	-	2110
Others	-	-	-	-	-	-	6	10	16
sub-total	-	-	-	48	10828	26801	19504	6626	63807
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier	-	-	-	56	355	36	-	29	476
Personnel Clerk/Personnel Assistant/ General Office Clerk	-	-	-	5	62	5	-	-	72
Paymaster	-	-	5	11	45	-	-	8	69
Store and Receiving Clerk/Purchasing Clerk	-	-	-	-	219	130	-	49	398
Secretary	-	-	-	4	-	-	-	1	5
Others	-	-	-	1	18	-	-	7	26
sub-total	-	-	5	77	699	171	-	94	1046
GRAND TOTAL	52	109	158	1209	19125	32359	21782	8863	83657

TABLE 3.2 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION

(EXCLUDING TRAINEES / APPRENTICES)

BRANCH 2: RESTAURANTS, OTHER THAN CHINESE

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director	127	25	25	4	-	-	-	-	181
Executive Assistant Manager/Club Manager	50	-	-	-	-	-	-	-	50
Personnel Manager/Training Manager	8	-	-	-	-	-	-	-	8
Chief Accountant/Controller/ Financial Controller	125	-	-	-	-	-	-	-	125
Marketing Manager	125	-	-	-	-	-	-	-	125
Executive Chef/Executive Pastry Chef	50	-	-	1	31	-	-	-	82
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	4	2	-	-	-	-	6
Restaurant Manager	122	5	165	2	381	-	-	25	700
Sous Chef	-	-	-	22	60	2	-	-	84
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	123	160	50	-	-	333
sub-total	607	30	194	154	632	52	-	25	1694
SUPERVISORY AND TECHNICIAN LEVEL									
Chief Cook	-	-	-	-	10	-	-	-	10

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
Chief Dim Sum Cook	-	-	-	-	2	-	-	-	2
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	8	-	-	-	8
Senior Cook/Staff Cook/General Cook/Service Cook	-	-	-	-	6	-	-	-	6
Personnel Officer/Training Officer	8	75	-	-	51	-	-	-	134
Accounts Supervisor (e.g. payable/receivable)	-	-	5	2	50	-	-	-	57
Restaurant Supervisor	-	-	89	75	1199	165	-	104	1632
Head Cashier	-	-	-	-	6	-	-	-	6
Food and Beverage Controller/Cost Controller	-	-	-	-	27	-	-	-	27
Beverage/Bar Manager	-	-	-	-	2	-	2	-	4
Captain/Service Supervisor	-	-	25	-	918	165	-	25	1133
Gardemanger/Senior Cook	-	-	-	32	951	472	279	100	1834
Sales Supervisor	50	-	-	-	-	-	-	-	50
Others	-	-	-	-	-	-	2	-	2
sub-total	58	75	119	109	3230	802	283	229	4905
CRAFT AND OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	8	-	-	-	8

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	24	-	-	-	24
Baker/Pastry Cook/Cook	-	-	-	22	1413	1898	522	25	3880
Junior Cook or Below	-	-	-	-	3023	3416	1150	451	8040
Security Officer	-	-	-	-	-	4	-	-	4
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	-	3802	3421	1183	845	9251
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	285	2311	2896	141	5633
Bartender/Barman/Soda Fountain Captain	-	-	-	-	35	51	6	-	92
Receptionist/Hostess/Waiter/Waitress	-	-	-	100	3416	1614	118	-	5248
Wine Steward/Sommelier	-	-	-	-	9	-	100	-	109
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	7	-	-	-	7
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	83	86	-	169
Food Handler/Beverage Handler	-	-	-	-	739	1971	624	-	3334
Cashier	-	-	-	4	1626	726	151	52	2559
Others	-	-	-	-	-	10	-	-	10
sub-total	-	-	-	126	14387	15505	6836	1514	38368

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/Food and Beverage Cashier	-	-	-	225	160	-	-	-	385
Personnel Clerk/General Office Clerk	-	-	-	-	203	-	-	-	203
Typist/Office Assistant/Messenger/Runner	-	-	-	-	75	-	-	-	75
Others	-	-	-	-	175	-	-	-	175
sub-total	-	-	-	225	613	-	-	-	838
GRAND TOTAL	665	105	313	614	18862	16359	7119	1768	45805

TABLE 3.3 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION

(EXCLUDING TRAINEES / APPRENTICES)

BRANCH 3: FAST FOOD SHOPS

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director	12	26	-	-	-	-	-	-	38
Personnel Manager/Training Manager	12	-	-	-	-	-	-	-	12
Chief Accountant/Controller/ Financial Controller	12	-	-	-	-	-	-	-	12
Marketing Manager	12	-	-	-	-	-	-	-	12
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	8	-	-	-	8
Restaurant Manager	-	-	162	26	139	-	-	8	335
Others	12	-	-	-	-	-	-	-	12
sub-total	60	26	162	26	147	-	-	8	429
SUPERVISORY AND TECHNICIAN LEVEL									
Barbecue Cook	-	-	-	-	12	40	-	-	52
Restaurant Supervisor	-	-	335	797	604	20	13	517	2286
Captain/Service Supervisor	-	-	509	-	73	38	-	-	620
Gardemanger/Senior Cook	-	-	-	-	655	93	30	125	903
Sales Supervisor	-	12	-	-	-	-	-	-	12

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
Public Relations Officer	-	-	-	-	-	26	-	-	26
Others	12	-	-	-	-	-	-	-	12
sub-total	12	12	844	797	1344	217	43	642	3911
CRAFT AND OPERATIVE LEVEL									
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	-	-	36	36
Baker/Pastry Cook/Cook	-	-	-	-	129	342	274	375	1120
Junior Cook or Bleow	-	-	-	-	1186	502	292	997	2977
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	-	-	76	118	-	194
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	220	1295	424	770	2709
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	366	39	-	-	405
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	-	-	-	12	12
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	215	60	-	275
Food Handler/Beverage Handler	-	-	-	-	4212	1952	297	1779	8240
Cashier	-	-	-	-	809	281	119	334	1543
sub-total	-	-	-	-	6922	4702	1584	4303	17511

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/Food and Beverage Cashier	-	-	-	-	52	-	-	-	52
Personnel Clerk/General Office Clerk	-	-	-	-	26	-	-	-	26
Typist/Office Assistant/Messenger/Runner	-	-	-	-	12	-	-	-	12
Others	-	-	-	-	-	-	-	15	15
sub-total	-	-	-	-	90	-	-	15	105
GRAND TOTAL	72	38	1006	823	8503	4919	1627	4968	21956

TABLE 3.4 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION

(EXCLUDING TRAINEES / APPRENTICES)

BRANCH 4: BARS

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director	5	-	-	-	-	-	-	-	5
Personnel Manager/Training Manager	5	-	-	-	-	-	-	-	5
Restaurant Manager	5	-	-	7	21	-	-	-	33
sub-total	15	-	-	7	21	-	-	-	43
SUPERVISORY AND TECHNICIAN LEVEL									
Accounts Supervisor (e.g. payable/receivable)	-	-	-	-	5	-	-	10	15
Restaurant Supervisor	5	-	-	-	45	5	-	15	70
Beverage/Bar Manager	10	-	-	5	199	5	-	5	224
Captain/Service Supervisor	-	-	10	4	209	-	-	-	223
Gardemanger/Senior Cook	-	-	5	-	6	-	5	-	16
Sales Supervisor	20	-	-	-	-	-	-	-	20
sub-total	35	-	15	9	464	10	5	30	568
CRAFT AND OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	10	10	63	10	63	-	156
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	-	25	-	-	-	25

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Junior Cook or Below	-	-	-	-	186	90	113	-	389
Security Officer	-	-	-	10	10	-	-	-	20
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	50	1205	195	-	-	1450
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	5	20	245	-	270
Bartender/Barman/Soda Fountain Captain	-	-	-	30	521	110	5	20	686
Receptionist/Hostess/Waiter/Waitress	-	-	5	31	327	55	-	45	463
Food Handler/Beverage Handler	-	-	-	-	120	35	10	15	180
Cashier	-	-	-	-	120	10	-	5	135
Others	-	-	-	-	6	-	-	-	6
sub-total	-	-	15	131	2588	525	436	85	3780
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/Food and Beverage Cashier	-	-	-	10	10	-	-	20	40
sub-total	-	-	-	10	10	-	-	20	40
GRAND TOTAL	50	-	30	157	3083	535	441	135	4431

TABLE 3.5 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION

(EXCLUDING TRAINEES / APPRENTICES)

BRANCH 5: OTHER EATING AND DRINKING PLACES

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL									
Chief Cook	-	-	-	-	-	2	-	-	2
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	4	-	-	4
Second Butcher	-	-	-	-	-	2	-	-	2
Restaurant Supervisor	-	-	-	-	109	25	37	-	171
Captain/Service Supervisor	-	-	-	-	2	-	-	-	2
sub-total	-	-	-	-	111	33	37	-	181
CRAFT AND OPERATIVE LEVEL									
Baker/Pastry Cook/Cook	-	-	-	-	60	42	18	-	120
Junior Cook or Below	-	-	-	-	113	99	51	-	263
Waiter/Waitress	-	-	-	-	8	-	-	-	8
Restaurant Cashier	-	-	-	-	2	-	-	-	2
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	-	150	261	287	-	698
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	-	-	8	60	89	-	157
Receptionist/Hostess/Waiter/Waitress	-	-	-	-	182	29	12	-	223

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Delivery Staff/Take-Away Service Staff	-	-	-	-	-	-	9	-	9
Food Handler/Beverage Handler	-	-	-	-	366	381	294	-	1041
Cashier	-	-	-	-	63	55	2	-	120
sub-total	-	-	-	-	952	927	762	-	2641
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/Food and Beverage Cashier	-	-	-	-	6	-	-	-	6
sub-total	-	-	-	-	6	-	-	-	6
GRAND TOTAL	-	-	-	-	1069	960	799	-	2828

TABLE 3.6 : NUMBER OF EMPLOYEES BY PREFERRED EDUCATION

(EXCLUDING TRAINEES / APPRENTICES)

BRANCH 6: SUPPLEMENTARY SAMPLES (CLUBS)

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL									
General Manager/Managing Director	2	-	1	-	-	-	-	1	4
Personnel Manager/Training Manager	2	1	-	-	-	-	-	1	4
Accountant/Chief Accountant/ Financial Controller	2	1	-	-	-	-	-	2	5
Purchasing Manager	6	-	1	-	-	-	-	-	7
Business Manager/Sales Manager	2	-	4	-	-	-	-	-	6
Executive Chinese Chef/ Executive Chinese Sous Chef	2	-	-	4	6	-	-	3	15
Administration Manager	7	-	-	-	-	-	-	-	7
General Manager/Managing Director	5	2	-	-	-	-	-	1	8
Executive Assistant Manager/Club Manager	7	1	1	1	1	-	-	-	11
Personnel Manager/Training Manager	9	1	-	-	-	-	-	-	10
Chief Accountant/Controller/ Financial Controller	10	-	-	1	-	-	-	-	11
Marketing Manager	4	-	2	-	-	-	-	-	6
Executive Chef/Executive Pastry Chef	6	1	13	1	11	-	-	3	35

Preferred Education Job Title	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)									
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	11	3	1	-	3	-	1	17	36
Pastry Chef	3	-	6	4	2	-	1	1	17
Restaurant Manager	9	1	24	13	12	-		8	67
Sous Chef	6	-	1	6	7	-	1	-	21
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	3	-	7	8	15	-	-	1	34
Others	1	1	-	-	-	-	-	-	2
sub-total	97	12	61	38	57	-	3	38	306
SUPERVISORY AND TECHNICIAN LEVEL									
Barbecue Cook	-	-	-	-	10	2	1	3	16
Captain	-	-	-	-	33	12	-	5	50
Chief Butcher	-	-	-	2	7	5	-	3	17
Chief Cook	-	-	-	2	12	4	-	5	23
Chief Dim Sum Cook	-	-	-	2	5	2	1	4	14
Head Supervisor/Headwaiter	-	-	-	4	11	7	-	9	31
Pantry Captain	-	-	-	-	3	-	-	3	6
Public Relations/Sales Supervisor	-	-	2	-	-	-	-	2	4

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	4	44	3	4	6	61
Second Butcher	-	-	-	2	13	2	-	5	22
Senior Cook/Staff Cook/General Cook/Service Cook	-	-	-	8	11	5	4	10	38
Seafood Butcher	-	-	-	-	7	1	1	2	11
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	1	-	-	-	-	1
Personnel Officer/Training Officer	-	-	1	8	-	-	-	1	10
Accounts Supervisor (e.g. payable/receivable)	3	-	2	19	2	-	-	2	28
Restaurant Supervisor	-	-	5	14	5	-	1	1	26
Audit Supervisor/Paymaster/General Cashier	-	-	-	2	-	-	-	-	2
Food and Beverage Controller/Cost Controller	5	1	4	3	-	-	-	3	16
Beverage/Bar Manager	2	-	1	3	2	-	-	-	8
Captain/Service Supervisor	30	-	-	63	49	2	-	17	161
Gardemanger/Senior Cook	16	-	6	15	27	11	2	5	82
Sales Supervisor	8	-	-	4	2	-	-	1	15
Public Relations Officer	-	-	-	1	1	-	-	-	2
Maintenance Supervisor/Technical Supervisor	-	-	3	5	11	-	-	2	21
Chief Security Officer	-	-	-	-	-	-	-	1	1

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL (Continued)									
Others	1	-	-	-	1	-	-	-	2
sub-total	65	1	24	162	256	56	14	90	668
CRAFT AND OPERATIVE LEVEL									
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	1	9	9	3	5	27
Trimmer	-	-	-	-	7	-	-	-	7
Vegetable Cook Helper	-	-	-	-	-	2	-	-	2
Pantry Cook/Saucier/Vegetable Cook	-	-	-	-	5	4	1	1	11
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	25	11	2	5	43
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	10	30	5	10	10	65
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	-	-	-	8	22	-	-	1	31
Baker/Pastry Cook/Cook	-	-	31	13	97	17	1	13	172
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	-	35	8	-	-	1	44
Junior Cook or Below	-	-	64	41	114	25	3	41	288
Telephone Operator	-	-	-	-	2	-	-	-	2

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	-	-	-	-	-	57	27	21	105
Bartender/Soda Fountain Captain/Bar Helper	-	-	-	-	8	-	2	-	10
Restaurant Receptionist/Hostess	-	-	-	-	10	1	-	7	18
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	-	-	-	-	50	-	-	6	56
Restaurant Cashier	-	-	-	-	9	5	-	5	21
Security Officer/Guard House/Uniform Guard/Valet Parking Staff	-	-	-	-	-	2	-	2	4
Security Officer	-	-	-	-	-	-	1	-	1
Telephone Operator	-	-	-	3	2	-	-	-	5
Uniform and Linen Attendant/Cloakroom Attendant	-	-	-	-	27	17	-	1	45
Bar Porter/Barboy/Junior Waiter/Junior Waitress	-	-	-	7	95	2	-	15	119
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	-	-	-	-	-	163	135	35	333
Bartender/Barman/Soda Fountain Captain	-	-	-	21	19	10	1	3	54
Receptionist/Hostess/Waiter/Waitress	-	-	-	86	477	56	-	87	706
Wine Steward/Sommelier	-	-	3	-	-	-	-	-	3

Job Title \ Preferred Education	University Degrees or above	Associate Degree or equivalent	Professional Diploma/ Higher Diploma/ Diploma or equivalent	Certificate/ Advanced Certificate or equivalent	Secondary 5 - 7	Secondary 3 - 4	Others	Refusal	Total
CRAFT AND OPERATIVE LEVEL (Continued)									
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	4	16	-	1	3	24
Food Handler/Beverage Handler	-	-	-	-	21	4	-	-	25
Cashier	-	-	-	-	3	-	-	-	3
Others	-	-	-	-	2	1	-	-	3
sub-total	-	-	98	229	1058	391	187	262	2227
ADMINISTRATIVE AND OTHERS LEVEL									
Accounting Clerk/General Cashier	-	-	-	7	4	-	-	4	15
Personnel Clerk/Personnel Assistant/ General Office Clerk	-	-	7	5	5	-	-	5	22
Store and Receiving Clerk/Purchasing Clerk	-	-	-	1	5	-	-	1	7
Accounting Clerk/Food and Beverage Cashier	-	-	8	18	7	-	-	2	35
Purchasing Clerk/Quality Control Clerk	-	-	3	3	5	-	-	-	11
Secretary	-	2	6	7	1	-	-	1	17
Typist/Office Assistant/Messenger/Runner	-	-	-	-	2	2	-	-	4
sub-total	-	2	24	41	29	2	-	13	111
GRAND TOTAL	162	15	207	472	1400	449	204	403	3312

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

Job Title	Monthly Income											Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL													
General Manager/Managing Director	-	-	-	15	32	46	75	9	3	3	44	227	
Personnel Manager/Training Manager	-	-	-	14	65	29	4	2	13	3	7	137	
Accountant/Chief Accountant/ Financial Controller	-	-	-	-	11	-	3	1	1	-	4	20	
Purchasing Manager	-	-	-	2	12	9	8	-	-	-	1	32	
Business Manager/Sales Manager	-	-	-	39	159	92	33	5	2	-	56	386	
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	54	138	30	6	1	3	44	276	
Restaurant Manager	-	-	41	801	839	157	91	24	25	-	231	2209	
Administration Manager	-	-	-	15	30	12	13	-	-	-	2	72	
General Manager/Managing Director	-	-	-	-	27	31	3	52	2	14	103	232	
Executive Assistant Manager/Club Manager	-	-	-	-	-	51	3	5	-	-	2	61	
Chief Accountant/Controller/ Financial Controller	-	-	-	-	-	1	6	53	1	12	75	148	
Marketing Manager	-	-	-	-	1	2	51	-	-	14	75	143	
Executive Chef/Executive Pastry Chef	-	-	-	1	30	2	10	58	5	5	6	117	
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	8	6	4	5	4	1	4	22	54	
Pastry Chef	-	-	1	2	4	6	2	1	-	-	1	17	
Sous Chef	-	-	-	29	10	30	6	24	1	4	1	105	
Specialty Chef/Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	180	96	85	1	2	-	-	3	367	
Others	-	-	-	-	20	-	3	-	15	-	-	38	
sub-total	-	-	42	1106	1396	695	347	246	70	62	677	4641	
SUPERVISORY AND TECHNICIAN LEVEL													
Personnel Officer/Training Officer	-	-	-	47	9	59	2	-	-	-	78	195	
Accounts Supervisor (payable/receivable)	-	-	61	85	44	2	5	-	-	-	49	246	
Store Supervisor	-	10	16	72	35	-	-	-	-	-	23	156	
Bar Supervisor	-	-	28	46	5	-	-	-	-	-	28	107	
Barbecue Cook	-	-	32	459	377	39	-	-	-	-	106	1013	
Captain	-	-	459	1098	181	24	-	-	-	-	432	2194	
Chief Butcher	-	-	79	198	322	69	9	-	-	-	79	756	
Chief Cook	-	-	-	353	570	112	9	4	-	-	140	1188	
Chief Dim Sum Cook	-	-	5	119	472	61	5	-	-	-	109	771	
Head Supervisor/Headwaiter	-	35	581	668	50	-	-	-	-	-	329	1663	
Pantry Captain	-	90	274	104	7	-	-	-	-	-	62	537	

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
SUPERVISORY AND TECHNICIAN LEVEL (Continued)												
Public Relations/Sales Supervisor	-	15	25	102	8	-	-	-	-	-	86	236
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	282	1223	652	10	-	-	-	-	190	2357
Second Butcher	-	-	62	553	190	8	-	-	-	-	108	921
Senior Cook/Staff Cook/General Cook/Service Cook	-	174	464	1141	51	-	-	-	-	-	372	2202
Maintenance Supervisor/Technical Supervisor	-	-	7	11	17	-	-	-	-	-	2	37
Seafood Butcher	-	33	182	432	46	-	-	-	-	-	69	762
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	20	1	-	-	-	-	-	-	21
Restaurant Supervisor	-	367	764	2773	379	67	10	48	-	-	968	5376
Audit Supervisor/Paymaster/General Cashier	-	-	-	-	2	-	-	-	-	-	-	2
Head Cashier	-	-	2	4	-	-	-	-	-	-	-	6
Food and Beverage Controller/Cost Controller	-	-	-	27	11	2	-	-	-	-	3	43
Beverage/Bar Manager	-	-	34	121	76	-	-	-	-	-	5	236
Captain/Service Supervisor	-	90	1375	578	115	10	-	-	-	-	46	2214
Gardemanger/Senior Cook	-	-	339	1778	599	205	-	-	-	-	503	3424
Sales Supervisor	-	-	50	2	34	6	-	-	-	-	5	97
Public Relations Officer	-	26	-	1	-	1	-	-	-	-	-	28
Chief Security Officer	-	-	-	-	-	-	-	-	-	-	1	1
Others	-	11	18	37	13	-	-	-	-	-	-	79
sub-total	-	851	5139	12052	4325	618	38	52	-	-	3793	26868
CRAFT AND OPERATIVE LEVEL												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	157	475	2241	151	5	-	-	-	-	688	3717
Trimmer	-	-	20	20	5	-	-	-	-	-	20	65
Vegetable Cook Helper	-	18	14	42	-	-	-	-	-	-	46	120
Pantry Cook/Saucier/Vegetable Cook	-	156	267	113	7	-	-	-	-	-	104	647
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	109	635	794	120	-	-	-	-	-	453	2111
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	61	517	1470	228	-	-	-	-	-	700	2976
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	28	48	74	80	5	-	-	-	-	-	2	237
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	19	4	-	-	-	-	-	-	5	28
Baker/Pastry Cook/Cook	74	686	1741	2927	564	-	-	-	-	-	810	6802
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	25	2	38	3	-	-	-	-	-	1	69

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
CRAFT AND OPERATIVE LEVEL (Continued)												
Junior Cook or Below	631	4723	6647	3641	257	-	-	-	-	-	2217	18116
Telephone Operator	-	4	1	7	-	-	-	-	-	-	7	19
Uniform and Linen Attendant	41	56	15	8	-	-	-	-	-	-	46	166
Kitchen Helper/Steward/Cleaner/ Dishwasher/Pantry Helper/ Washroom Attendant	2707	6219	46	35	-	-	-	-	-	-	1932	10939
Bartender/Soda Fountain Captain/ Bar Helper/Barman	12	311	745	251	49	-	-	-	-	-	75	1443
Restaurant Receptionist/Hostess	-	258	569	107	-	-	-	-	-	-	260	1194
Busboy/Busgirl/Junior Waiter/Junior Waitress Dim Sum Sales	1783	2022	201	173	-	-	-	-	-	-	1420	5599
Restaurant Cashier/Cashier	1804	3674	1295	689	33	-	-	-	-	-	754	8249
Security Officer/Guard House/ Uniform Guard/Valet Parking Staff	135	95	6	20	-	-	-	-	-	-	53	309
Delivery Staff/Take-Away Service Staff	509	653	-	-	-	-	-	-	-	-	-	1162
Uniform and Linen Attendant/ Cloakroom Attendant	-	2	18	12	-	-	-	-	-	-	-	32
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	2154	9981	2915	204	-	-	-	-	-	-	1505	16759
Cleaner/Dishwasher/Kitchen Helper/ Steward/Pantry Helper/Washroom Attendant	5928	4510	208	52	-	-	-	-	-	-	1456	12154
Receptionist/Hostess/Waiter/Waitress	666	8613	6649	1757	104	-	-	-	-	-	2187	19976
Wine Steward/Sommelier	-	100	-	9	3	-	-	-	-	-	-	112
Food and Beverage Storekeeper/General Storekeeper/Store and Receiving Clerk	-	-	8	20	-	-	-	-	-	-	15	43
Food Handler/Beverage Handler	1743	8390	1990	884	2	-	-	-	-	-	2246	15255
Others	10	16	4	5	-	-	-	-	-	-	-	35
sub-total	18225	50887	25081	15603	1531	5	-	-	-	-	17002	128334
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/General Cashier	12	96	225	108	4	-	-	-	-	-	46	491
Personnel Clerk/Personnel Assistant/ General Office Clerk	-	80	10	74	2	-	-	-	-	-	157	323
Paymaster	-	14	40	10	4	-	-	-	-	-	1	69
Store and Receiving Clerk/Purchasing Clerk	5	155	151	59	-	-	-	-	-	-	35	405
Accounting Clerk/ Food and Beverage Cashier	25	89	56	35	66	-	-	-	-	-	247	518
Purchasing Clerk/Quality Control Clerk	-	-	-	9	2	-	-	-	-	-	-	11
Secretary	-	2	-	6	12	-	-	-	-	-	2	22
Typist/Office Assistant/Messenger/Runner	-	3	12	1	-	-	-	-	-	-	75	91
Others	25	5	14	5	-	-	-	-	-	-	167	216
sub-total	67	444	508	307	90	-	-	-	-	-	730	2146
GRAND TOTAL	18292	52182	30770	29068	7342	1318	385	298	70	62	22202	161989

TABLE 4.1 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 1: CHINESE RESTAURANTS

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
MANAGERIAL AND PROFESSIONAL LEVEL												
General Manager/Managing Director	-	-	-	15	32	46	75	9	3	-	43	223
Personnel Manager/Training Manager	-	-	-	14	60	17	2	-	-	-	5	98
Accountant/Chief Accountant/ Financial Controller	-	-	-	-	11	-	2	-	-	-	2	15
Purchasing Manager	-	-	-	2	9	5	8	-	-	-	1	25
Business Manager/Sales Manager	-	-	-	39	159	90	33	3	-	-	56	380
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	53	137	29	-	1	-	41	261
Restaurant Manager	-	-	-	302	432	101	56	-	25	-	158	1074
Administration Manager	-	-	-	15	30	12	7	-	-	-	1	65
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	4	-	-	-	-	-	-	4
Others	-	-	-	-	20	-	2	-	2	-	-	24
sub-total	-	-	-	387	810	408	214	12	31	-	307	2169
SUPERVISORY AND TECHNICIAN LEVEL												
Personnel Officer/Training Officer	-	-	-	40	9	-	-	-	-	-	2	51
Accounts Supervisor (payable/receivable)	-	-	30	51	28	-	-	-	-	-	37	146
Store Supervisor	-	10	16	72	35	-	-	-	-	-	23	156
Bar Supervisor	-	-	28	46	5	-	-	-	-	-	28	107
Barbecue Cook	-	-	20	418	372	32	-	-	-	-	103	945
Captain	-	-	456	1082	155	24	-	-	-	-	427	2144
Chief Butcher	-	-	79	195	319	65	5	-	-	-	76	739
Chief Cook	-	-	-	341	561	110	8	-	-	-	133	1153
Chief Dim Sum Cook	-	-	5	119	464	58	5	-	-	-	104	755
Head Supervisor/Headwaiter	-	35	576	664	37	-	-	-	-	-	320	1632
Pantry Captain	-	90	273	104	5	-	-	-	-	-	59	531
Public Relations/Sales Supervisor	-	15	25	100	8	-	-	-	-	-	84	232
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	282	1207	605	7	-	-	-	-	183	2284
Second Butcher	-	-	62	548	185	-	-	-	-	-	102	897
Senior Cook/Staff Cook/General Cook/ Service Cook	-	174	458	1119	45	-	-	-	-	-	362	2158
Maintenance Supervisor/Technical Supervisor	-	-	7	9	-	-	-	-	-	-	-	16
Seafood Butcher	-	33	182	430	39	-	-	-	-	-	67	751
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	20	-	-	-	-	-	-	-	20
Restaurant Supervisor	-	33	331	443	208	42	-	-	-	-	134	1191
Captain/Service Supervisor	-	4	33	-	38	-	-	-	-	-	-	75
Gardemanger/Senior Cook	-	-	67	191	231	33	-	-	-	-	67	589
Others	-	9	18	35	1	-	-	-	-	-	-	63
sub-total	-	403	2948	7234	3350	371	18	-	-	-	2311	16635

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
CRAFT AND OPERATIVE LEVEL												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	157	471	2225	146	-	-	-	-	-	683	3682
Trimmer	-	-	20	13	5	-	-	-	-	-	20	58
Vegetable Cook Helper	-	18	12	42	-	-	-	-	-	-	46	118
Pantry Cook/Saucier/Vegetable Cook	-	156	267	103	7	-	-	-	-	-	103	636
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	108	625	786	101	-	-	-	-	-	448	2068
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	61	516	1429	192	-	-	-	-	-	653	2851
Engineering Staff (e.g. mechanic/carpenter/air-conditioning/electrician/plumber)	28	48	74	50	5	-	-	-	-	-	1	206
Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	19	4	-	-	-	-	-	-	5	28
Baker/Pastry Cook/Cook	66	132	333	579	176	-	-	-	-	-	68	1354
Junior Cook or Below	466	1734	2236	1421	-	-	-	-	-	-	302	6159
Telephone Operator	-	4	1	-	-	-	-	-	-	-	7	12
Uniform and Linen Attendant	40	53	15	-	-	-	-	-	-	-	45	153
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	2707	6178	38	-	-	-	-	-	-	-	1911	10834
Bartender/Soda Fountain Captain/Bar Helper	2	89	345	113	-	-	-	-	-	-	52	601
Restaurant Receptionist/Hostess	-	258	568	97	-	-	-	-	-	-	253	1176
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	1783	2011	201	134	-	-	-	-	-	-	1414	5543
Restaurant Cashier/Cashier	759	1857	554	350	33	-	-	-	-	-	313	3866
Security Officer/Guard House/Uniform Guard/Valet Parking Staff	135	89	5	-	-	-	-	-	-	-	51	280
Delivery Staff/Take-Away Service Staff	170	539	-	-	-	-	-	-	-	-	-	709
Bar Porter/Barboy/Junior Waiter/Junior Waitress	1270	2876	731	-	-	-	-	-	-	-	170	5047
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	1839	1045	-	-	-	-	-	-	-	-	168	3052
Receptionist/Hostess/Waiter/Waitress	546	5617	4354	547	-	-	-	-	-	-	1859	12923
Food Handler/Beverage Handler	581	986	582	119	-	-	-	-	-	-	167	2435
Others	10	-	1	5	-	-	-	-	-	-	-	16
sub-total	10402	24016	11968	8017	665	-	-	-	-	-	8739	63807
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/General Cashier	12	95	222	105	-	-	-	-	-	-	42	476
Personnel Clerk/Personnel Assistant/General Office Clerk	-	54	9	7	-	-	-	-	-	-	2	72
Paymaster	-	14	40	10	4	-	-	-	-	-	1	69
Store and Receiving Clerk/Purchasing Clerk	5	154	149	56	-	-	-	-	-	-	34	398
Secretary	-	-	-	-	4	-	-	-	-	-	1	5
Others	-	5	14	5	-	-	-	-	-	-	2	26
sub-total	17	322	434	183	8	-	-	-	-	-	82	1046
GRAND TOTAL	10419	24741	15350	15821	4833	779	232	12	31	-	11439	83657

TABLE 4.2 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 2: RESTAURANTS, OTHER THAN CHINESE

Job Title	Monthly Income											Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL													
General Manager/Managing Director	-	-	-	-	27	25	2	52	-	-	75	181	
Executive Assistant Manager/Club Manager	-	-	-	-	-	50	-	-	-	-	-	50	
Personnel Manager/Training Manager	-	-	-	-	-	8	-	-	-	-	-	8	
Chief Accountant/Controller/ Financial Controller	-	-	-	-	-	-	-	50	-	-	75	125	
Marketing Manager	-	-	-	-	-	-	50	-	-	-	75	125	
Executive Chef/Executive Pastry Chef	-	-	-	-	29	1	-	52	-	-	-	82	
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	-	4	2	-	-	-	-	6	
Restaurant Manager	-	-	4	366	205	37	29	5	-	-	54	700	
Sous Chef	-	-	-	29	-	27	4	24	-	-	-	84	
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	175	83	75	-	-	-	-	-	333	
sub-total	-	-	4	570	344	227	87	183	-	-	279	1694	
SUPERVISORY AND TECHNICIAN LEVEL													
Chief Cook	-	-	-	8	2	-	-	-	-	-	-	10	
Chief Dim Sum Cook	-	-	-	-	2	-	-	-	-	-	-	2	
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	8	-	-	-	-	-	-	-	8	
Senior Cook/Staff Cook/General Cook/ Service Cook	-	-	-	6	-	-	-	-	-	-	-	6	
Personnel Officer/Training Officer	-	-	-	-	59	-	-	-	-	-	75	134	
Accounts Supervisor (e.g. payable/receivable)	-	-	25	25	2	-	5	-	-	-	-	57	
Restaurant Supervisor	-	-	279	844	144	25	10	48	-	-	282	1632	
Head Cashier	-	-	2	4	-	-	-	-	-	-	-	6	
Food and Beverage Controller/ Cost Controller	-	-	-	27	-	-	-	-	-	-	-	27	
Beverage/Bar Manager	-	-	-	-	4	-	-	-	-	-	-	4	
Captain/Service Supervisor	-	-	756	338	14	-	-	-	-	-	25	1133	
Gardemanger/Senior Cook	-	-	224	907	254	149	-	-	-	-	300	1834	
Sales Supervisor	-	-	50	-	-	-	-	-	-	-	-	50	
Others	-	2	-	-	-	-	-	-	-	-	-	2	
sub-total	-	2	1336	2167	481	174	15	48	-	-	682	4905	
CRAFT AND OPERATIVE LEVEL													
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	8	-	-	-	-	-	-	-	8	
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	24	-	-	-	-	-	-	-	24	
Baker/Pastry Cook/Cook	-	402	1061	1706	366	-	-	-	-	-	345	3880	

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
CRAFT AND OPERATIVE LEVEL (Continued)												
Junior Cook or Below	100	1700	3567	1596	226	-	-	-	-	-	851	8040
Security Officer	-	4	-	-	-	-	-	-	-	-	-	4
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	680	5675	1494	100	-	-	-	-	-	-	1302	9251
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	2268	2887	-	-	-	-	-	-	-	-	478	5633
Bartender/Barman/Soda Fountain Captain	-	57	30	5	-	-	-	-	-	-	-	92
Receptionist/Hostess/Waiter/Waitress	102	2254	1966	671	75	-	-	-	-	-	180	5248
Wine Steward/Sommelier	-	100	-	9	-	-	-	-	-	-	-	109
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	7	-	-	-	-	-	-	-	-	7
Delivery Staff/Take-Away Service Staff	64	105	-	-	-	-	-	-	-	-	-	169
Food Handler/Beverage Handler	454	1122	994	694	-	-	-	-	-	-	70	3334
Cashier	304	1303	541	330	-	-	-	-	-	-	81	2559
Others	-	10	-	-	-	-	-	-	-	-	-	10
sub-total	3972	15619	9660	5143	667	-	-	-	-	-	3307	38368
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/Food and Beverage Cashier	25	25	54	5	51	-	-	-	-	-	225	385
Personnel Clerk/General Office Clerk	-	-	-	53	-	-	-	-	-	-	150	203
Typist/Office Assistant/Messenger/Runner	-	-	-	-	-	-	-	-	-	-	75	75
Others	25	-	-	-	-	-	-	-	-	-	150	175
sub-total	50	25	54	58	51	-	-	-	-	-	600	838
GRAND TOTAL	4022	15646	11054	7938	1543	401	102	231	-	-	4868	45805

TABLE 4.3 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 3: FAST FOOD SHOPS

Job Title	Monthly Income											Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL													
General Manager/Managing Director	-	-	-	-	-	-	-	-	-	-	12	26	38
Personnel Manager/Training Manager	-	-	-	-	-	-	-	-	-	12	-	-	12
Chief Accountant/Controller/ Financial Controller	-	-	-	-	-	-	-	-	-	-	12	-	12
Marketing Manager	-	-	-	-	-	-	-	-	-	-	12	-	12
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	8	-	-	-	-	-	-	-	-	8
Restaurant Manager	-	-	37	118	172	-	-	-	-	-	-	8	335
Others	-	-	-	-	-	-	-	-	-	12	-	-	12
sub-total	-	-	37	126	172	-	-	-	-	24	36	34	429
SUPERVISORY AND TECHNICIAN LEVEL													
Barbecue Cook	-	-	12	40	-	-	-	-	-	-	-	-	52
Restaurant Supervisor	-	270	86	1400	-	-	-	-	-	-	-	530	2286
Captain/Service Supervisor	-	86	521	13	-	-	-	-	-	-	-	-	620
Gardemanger/Senior Cook	-	-	48	667	63	-	-	-	-	-	-	125	903
Sales Supervisor	-	-	-	-	12	-	-	-	-	-	-	-	12
Public Relations Officer	-	26	-	-	-	-	-	-	-	-	-	-	26
Others	-	-	-	-	12	-	-	-	-	-	-	-	12
sub-total	-	382	667	2120	87	-	-	-	-	-	-	655	3911
CRAFT AND OPERATIVE LEVEL													
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	-	-	-	-	-	-	-	36	36
Baker/Pastry Cook/Cook	-	78	284	383	-	-	-	-	-	-	-	375	1120
Junior Cook or Below	20	1097	606	257	-	-	-	-	-	-	-	997	2977
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	40	154	-	-	-	-	-	-	-	-	-	-	194
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	1681	258	-	-	-	-	-	-	-	-	-	770	2709
Receptionist/Hostess/Waiter/Waitress	-	366	39	-	-	-	-	-	-	-	-	-	405
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	-	-	-	-	-	-	-	-	-	12	12
Delivery Staff/Take-Away Service Staff	275	-	-	-	-	-	-	-	-	-	-	-	275
Food Handler/Beverage Handler	326	5678	262	-	-	-	-	-	-	-	-	1974	8240
Cashier	696	348	165	-	-	-	-	-	-	-	-	334	1543
sub-total	3038	7979	1356	640	-	-	-	-	-	-	-	4498	17511
ADMINISTRATIVE AND OTHERS LEVEL													
Accounting Clerk/Food and Beverage Cashier	-	52	-	-	-	-	-	-	-	-	-	-	52
Personnel Clerk/General Office Clerk	-	26	-	-	-	-	-	-	-	-	-	-	26

Job Title	Monthly Income											Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
ADMINISTRATIVE AND OTHERS LEVEL (Continued)													
Typist/Office Assistant/Messenger/Runner	-	-	12	-	-	-	-	-	-	-	-	12	
Others	-	-	-	-	-	-	-	-	-	-	15	15	
sub-total	-	78	12	-	-	-	-	-	-	-	15	105	
GRAND TOTAL	3038	8439	2072	2886	259	-	-	-	24	36	5202	21956	

TABLE 4.4 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 4: BARS

Job Title	Monthly Income											Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL													
General Manager/Managing Director	-	-	-	-	-	5	-	-	-	-	-	-	5
Personnel Manager/Training Manager	-	-	-	-	5	-	-	-	-	-	-	-	5
Restaurant Manager	-	-	-	9	19	-	5	-	-	-	-	-	33
sub-total	-	-	-	9	24	5	5	-	-	-	-	-	43
SUPERVISORY AND TECHNICIAN LEVEL													
Accounts Supervisor (e.g. payable/receivable)	-	-	5	-	-	-	-	-	-	-	-	10	15
Restaurant Supervisor	-	-	-	40	15	-	-	-	-	-	-	15	70
Beverage/Bar Manager	-	-	34	120	65	-	-	-	-	-	-	5	224
Captain/Service Supervisor	-	-	60	158	5	-	-	-	-	-	-	-	223
Gardemanger/Senior Cook	-	-	-	6	10	-	-	-	-	-	-	-	16
Sales Supervisor	-	-	-	-	20	-	-	-	-	-	-	-	20
sub-total	-	-	99	324	115	-	-	-	-	-	-	30	568
CRAFT AND OPERATIVE LEVEL													
Baker/Pastry Cook/Cook	-	-	34	102	20	-	-	-	-	-	-	-	156
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	25	-	-	-	-	-	-	-	-	-	-	25
Junior Cook or Below	-	65	139	160	25	-	-	-	-	-	-	-	389
Security Officer	-	-	-	20	-	-	-	-	-	-	-	-	20
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	20	854	556	20	-	-	-	-	-	-	-	-	1450
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	67	203	-	-	-	-	-	-	-	-	-	-	270
Bartender/Barman/Soda Fountain Captain	10	164	357	90	45	-	-	-	-	-	-	20	686
Receptionist/Hostess/Waiter/Waitress	-	204	141	72	1	-	-	-	-	-	-	45	463
Food Handler/Beverage Handler	10	65	35	55	-	-	-	-	-	-	-	15	180
Cashier	-	103	27	-	-	-	-	-	-	-	-	5	135
Others	-	6	-	-	-	-	-	-	-	-	-	-	6
sub-total	107	1689	1289	519	91	-	-	-	-	-	-	85	3780
ADMINISTRATIVE AND OTHERS LEVEL													
Accounting Clerk/Food and Beverage Cashier	-	10	-	-	10	-	-	-	-	-	-	20	40
sub-total	-	10	-	-	10	-	-	-	-	-	-	20	40
GRAND TOTAL	107	1699	1388	852	240	5	5	-	-	-	-	135	4431

TABLE 4.5 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 5: OTHER EATING AND DRINKING PLACES

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
SUPERVISORY AND TECHNICIAN LEVEL												
Chief Cook	-	-	-	2	-	-	-	-	-	-	-	2
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	4	-	-	-	-	-	-	-	4
Second Butcher	-	-	-	2	-	-	-	-	-	-	-	2
Restaurant Supervisor	-	64	67	34	-	-	-	-	-	-	6	171
Captain/Service Supervisor	-	-	2	-	-	-	-	-	-	-	-	2
sub-total	-	64	69	42	-	-	-	-	-	-	6	181
CRAFT AND OPERATIVE LEVEL												
Baker/Pastry Cook/Cook	8	74	22	12	-	-	-	-	-	-	4	120
Junior Cook or Below	45	126	60	-	6	-	-	-	-	-	26	263
Restaurant Cashier/Cashier	45	53	8	-	-	-	-	-	-	-	16	122
Bar Porter/Barboy/Junior Waiter/Junior Waitress	144	422	114	-	-	-	-	-	-	-	18	698
Cleaner/Dishwasher/Kitchen Helper/Steward/Pantry Helper/Washroom Attendant	73	68	16	-	-	-	-	-	-	-	-	157
Receptionist/Hostess/Waiter/Waitress	18	157	32	16	4	-	-	-	-	-	4	231
Delivery Staff/Take-Away Service Staff	-	9	-	-	-	-	-	-	-	-	-	9
Food Handler/Beverage Handler	372	538	103	8	-	-	-	-	-	-	20	1041
sub-total	705	1447	355	36	10	-	-	-	-	-	88	2641
ADMINISTRATIVE AND OTHERS LEVEL												
Accounting Clerk/Food and Beverage Cashier	-	2	-	4	-	-	-	-	-	-	-	6
sub-total	-	2	-	4	-	-	-	-	-	-	-	6
GRAND TOTAL	705	1513	424	82	10	-	-	-	-	-	94	2828

TABLE 4.6 : DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(EXCLUDING TRAINEES/APPRENTICES)

BRANCH 6: SUPPLEMENTARY SAMPLES (CLUBS)

Job Title	Monthly Income											Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above			
MANAGERIAL AND PROFESSIONAL LEVEL													
General Manager/Managing Director	-	-	-	-	-	1	1	-	2	5	3	12	
Personnel Manager/Training Manager	-	-	-	-	-	4	2	2	1	3	2	14	
Accountant/Chief Accountant/ Financial Controller	-	-	-	-	-	-	1	1	1	-	2	5	
Purchasing Manager	-	-	-	-	3	4	-	-	-	-	-	7	
Business Manager/Sales Manager	-	-	-	-	-	2	-	2	2	-	-	6	
Executive Chinese Chef/ Executive Chinese Sous Chef	-	-	-	-	1	1	1	6	-	3	3	15	
Administration Manager	-	-	-	-	-	-	6	-	-	-	1	7	
Executive Assistant Manager/Club Manager	-	-	-	-	-	1	3	5	-	-	2	11	
Chief Accountant/Controller/ Financial Controller	-	-	-	-	-	1	6	3	1	-	-	11	
MANAGERIAL AND PROFESSIONAL LEVEL (Continued)													
Marketing Manager	-	-	-	-	1	2	1	-	-	2	-	6	
Executive Chef/Executive Pastry Chef	-	-	-	1	1	1	10	6	5	5	6	35	
Food and Beverage Director/ Food and Beverage Manager/ Senior Assistant Food and Beverage Manager	-	-	-	-	2	-	3	4	1	4	22	36	
Pastry Chef	-	-	1	2	4	6	2	1	-	-	1	17	
Restaurant Manager	-	-	-	6	11	19	1	19	-	-	11	67	
Sous Chef	-	-	-	-	10	3	2	-	1	4	1	21	
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	5	13	10	1	2	-	-	3	34	
Others	-	-	-	-	-	-	1	-	1	-	-	2	
sub-total	-	-	1	14	46	55	41	51	15	26	57	306	
SUPERVISORY AND TECHNICIAN LEVEL													
Barbecue Cook	-	-	-	1	5	7	-	-	-	-	3	16	
Captain	-	-	3	16	26	-	-	-	-	-	5	50	
Chief Butcher	-	-	-	3	3	4	4	-	-	-	3	17	
Chief Cook	-	-	-	2	7	2	1	4	-	-	7	23	
Chief Dim Sum Cook	-	-	-	-	6	3	-	-	-	-	5	14	
Head Supervisor/Headwaiter	-	-	5	4	13	-	-	-	-	-	9	31	
Pantry Captain	-	-	1	-	2	-	-	-	-	-	3	6	
Public Relations/Sales Supervisor	-	-	-	2	-	-	-	-	-	-	2	4	
No. 2 Cooks (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	4	47	3	-	-	-	-	7	61	
Second Butcher	-	-	-	3	5	8	-	-	-	-	6	22	
Senior Cook/Staff Cook/General Cook/ Service Cook	-	-	6	16	6	-	-	-	-	-	10	38	

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
SUPERVISORY AND TECHNICIAN LEVEL (Continued)												
Maintenance Supervisor/Technical Supervisor	-	-	-	2	17	-	-	-	-	-	2	21
Seafood Butcher	-	-	-	2	7	-	-	-	-	-	2	11
Specialty Chef (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	1	-	-	-	-	-	-	1
Personnel Officer/Training Officer	-	-	-	7	-	2	-	-	-	-	1	10
Accounts Supervisor (e.g. payable/receivable)	-	-	1	9	14	2	-	-	-	-	2	28
Restaurant Supervisor	-	-	1	12	12	-	-	-	-	-	1	26
Audit Supervisor/Paymaster/General Cashier	-	-	-	-	2	-	-	-	-	-	-	2
Food and Beverage Controller/ Cost Controller	-	-	-	-	11	2	-	-	-	-	3	16
Beverage/Bar Manager	-	-	-	1	7	-	-	-	-	-	-	8
Captain/Service Supervisor	-	-	3	69	58	10	-	-	-	-	21	161
Gardemanger/Senior Cook	-	-	-	7	41	23	-	-	-	-	11	82
Sales Supervisor	-	-	-	2	2	6	-	-	-	-	5	15
Public Relations Officer	-	-	-	1	-	1	-	-	-	-	-	2
Chief Security Officer	-	-	-	-	-	-	-	-	-	-	1	1
Others	-	-	-	2	-	-	-	-	-	-	-	2
sub-total	-	-	20	165	292	73	5	4	-	-	109	668
CRAFT AND OPERATIVE LEVEL												
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	4	8	5	5	-	-	-	-	5	27
Trimmer	-	-	-	7	-	-	-	-	-	-	-	7
Vegetable Cook Helper	-	-	2	-	-	-	-	-	-	-	-	2
Pantry Cook/Saucier/Vegetable Cook	-	-	-	10	-	-	-	-	-	-	1	11
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	1	10	8	19	-	-	-	-	-	5	43
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	1	17	36	-	-	-	-	-	11	65
Engineering Staff (e.g. mechanic/carpenter/ air-conditioning/electrician/plumber)	-	-	-	30	-	-	-	-	-	-	1	31
Baker/Pastry Cook/Cook	-	-	7	145	2	-	-	-	-	-	18	172
Engineering Craftsman (e.g. air-conditioning mechanic, electrician, fitter, general mechanic)	-	-	2	38	3	-	-	-	-	-	1	44
Junior Cook or Below	-	1	39	207	-	-	-	-	-	-	41	288
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	41	8	35	-	-	-	-	-	-	21	105
Restaurant Receptionist/Hostess	-	-	1	10	-	-	-	-	-	-	7	18
Busboy/Busgirl/Junior Waiter/Junior Waitress, Dim Sum Sales	-	11	-	39	-	-	-	-	-	-	6	56
Waiter/Waitress	-	6	50	86	-	-	-	-	-	-	28	170
Security Officer/Guard House/Uniform Guard/ Valet Parking Staff	-	2	1	-	-	-	-	-	-	-	2	5
Telephone Operator	-	-	-	7	-	-	-	-	-	-	-	7

Job Title	Monthly Income										Refusal	Total
	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above		
CRAFT AND OPERATIVE LEVEL (Continued)												
Uniform and Linen Attendant/ Cloakroom Attendant	1	5	18	20	-	-	-	-	-	-	1	45
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	20	84	-	-	-	-	-	-	15	119
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	49	192	52	-	-	-	-	-	-	40	333
Bartender/Barman/Soda Fountain Captain	-	1	13	43	4	-	-	-	-	-	3	64
Receptionist/Hostess/Waiter/Waitress	-	9	67	365	24	-	-	-	-	-	71	536
Wine Steward/Sommelier	-	-	-	-	3	-	-	-	-	-	-	3
Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk	-	-	1	20	-	-	-	-	-	-	3	24
Food Handler/Beverage Handler	-	1	14	8	2	-	-	-	-	-	-	25
Cashier/Restaurant Cashier	-	10	-	9	-	-	-	-	-	-	5	24
Others	-	-	3	-	-	-	-	-	-	-	-	3
sub-total	1	137	453	1248	98	5	-	-	-	-	285	2227
ADMINISTRATIVE AND OTHERS LEVEL												
Personnel Clerk/Personnel Assistant/ General Office Clerk	-	-	1	14	2	-	-	-	-	-	5	22
Store and Receiving Clerk/Purchasing Clerk	-	1	2	3	-	-	-	-	-	-	1	7
Accounting Clerk/Food and Beverage Cashier/ General Cashier	-	1	5	29	9	-	-	-	-	-	6	50
Purchasing Clerk/Quality Control Clerk	-	-	-	9	2	-	-	-	-	-	-	11
Secretary	-	2	-	6	8	-	-	-	-	-	1	17
Typist/Office Assistant/Messenger/Runner	-	3	-	1	-	-	-	-	-	-	-	4
sub-total	-	7	8	62	21	-	-	-	-	-	13	111
GRAND TOTAL	1	144	482	1489	457	133	46	55	15	26	464	3312

TABLE 5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE**CATERING INDUSTRY****(BRANCH 1-6)**

Monthly Income Range Job Title	\$6,000 or below	\$6,001 - \$8,000	Total
SUPERVISORY AND TECHNICIAN LEVEL			
Accounts Supervisor (payable/receivable)	7	-	7
Captain	21	-	21
sub-total	28	-	28
CRAFT AND OPERATIVE LEVEL			
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	1	1
Kitchen Helper/Steward/Cleaner/Dishwasher/Pantry Helper/Washroom Attendant	30	3	33
Restaurant Receptionist/Hostess	5	-	5
Busboy/Busgirl/Junior Waiter/Junior Waitress/Dim Sum Sales	22	-	22
Waiter/Waitress	70	55	125
Restaurant Cashier	25	-	25
Bar Porter/Barboy/Junior Waiter/Junior Waitress	11	-	11
sub-total	163	59	222
ADMINISTRATIVE AND OTHERS LEVEL			
Accounting Clerk/ Food and Beverage Cashier/ General Cashier	63	-	63
sub-total	63	-	63
GRAND TOTAL	254	59	313

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

BRANCH 1: CHINESE RESTAURANTS

Job Title	Monthly Income Range		Total
	\$6,000 or below	\$6,001 - \$8,000	
SUPERVISORY AND TECHNICIAN LEVEL			
Accounts Supervisor (payable/receivable)	5	-	5
Captain	21	-	21
sub-total	26	-	26
CRAFT AND OPERATIVE LEVEL			
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	30	-	30
Restaurant Receptionist/Hostess	5	-	5
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	22	-	22
Waiter/Waitress	70	55	125
Restaurant Cashier	25	-	25
sub-total	152	55	207
ADMINISTRATIVE AND OTHERS LEVEL			
Accounting Clerk/General Cashier	33	-	33
sub-total	33	-	33
GRAND TOTAL	211	55	266

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

BRANCH 2: RESTAURANTS, OTHER THAN CHINESE

<div style="text-align: center;">Monthly Income Range</div> <div style="text-align: left;">Job Title</div>	\$6,000 or below	\$6,001 - \$8,000	Total
CRAFT AND OPERATIVE LEVEL			
Accounting Clerk/Food and Beverage Cashier	25	-	25
sub-total	25	-	25
GRAND TOTAL	25	-	25

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

BRANCH 4: BARS

<div style="text-align: center;">Monthly Income Range</div> <div style="text-align: left;">Job Title</div>	\$6,000 or below	\$6,001 - \$8,000	Total
CRAFT AND OPERATIVE LEVEL			
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	11	-	11
sub-total	11	-	11
ADMINISTRATIVE AND OTHERS LEVEL			
Accounting Clerk/ Food and Beverage Cashier	5	-	5
sub-total	5	-	5
GRAND TOTAL	16	-	16

TABLE 5.4 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE MONTHLY INCOME RANGE

BRANCH 6: SUPPLEMENTARY SAMPLES (CLUBS)

<div style="text-align: center;">Monthly Income Range</div> <div style="text-align: left;">Job Title</div>	\$6,000 or below	\$6,001 - \$8,000	Total
SUPERVISORY AND TECHNICIAN LEVEL			
Accounts Supervisor (e.g. payable/receivable)	2	-	2
sub-total	2	-	2
CRAFT AND OPERATIVE LEVEL			
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	1	1
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	3	3
sub-total	-	4	4
GRAND TOTAL	2	4	6

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

CATERING INDUSTRY

(BRANCH 1-6)

Range Job Title	Daily Income						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
MANAGERIAL AND PROFESSIONAL LEVEL							
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	-	1	1
sub-total	-	-	-	-	-	1	1
SUPERVISORY AND TECHNICIAN LEVEL							
Senior Cook/Staff Cook/ General Cook/Service Cook	-	-	-	-	10	-	10
Captain/Service Supervisor	-	-	1	-	-	-	1
sub-total	-	-	1	-	10	-	11
CRAFT AND OPERATIVE LEVEL							
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	10	-	10
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	-	3	3
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	1	-	1
Baker/Pastry Cook/Cook	-	-	-	-	1	-	1
Junior Cook or Below	-	-	-	-	110	-	110
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	3	241	-	-	-	244
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	-	5	-	-	-	-	5
Restaurant Cashier	-	5	-	-	-	-	5
Delivery Staff/Take-Away Service Staff	-	-	5	-	-	-	5
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	45	9	59	66	-	-	179
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	195	10	-	1	-	206
Receptionist/Hostess/Waiter/Waitress	-	28	131	12	-	-	171
Food Handler/Beverage Handler	70	9	-	153	-	-	232
sub-total	115	254	446	231	123	3	1172
GRAND TOTAL	115	254	447	231	133	4	1184

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

BRANCH 1: CHINESE RESTAURANTS

Range Job Title	Daily Income						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
SUPERVISORY AND TECHINICAN LEVEL							
Senior Cook/Staff Cook/General Cook/ Service Cook	-	-	-	-	10	-	10
sub-total	-	-	-	-	10	-	10
CRAFT AND OPERATIVE LEVEL							
Dim Sum Fryer/Steamer/Dim Sum Cook (e.g. dough handler, content mixer)	-	-	-	-	10	-	10
Junior Cook or Below	-	-	-	-	35	-	35
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	-	241	-	-	-	241
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	-	5	-	-	-	-	5
Waiter/Waitress	-	28	75	-	-	-	103
Restaurant Cashier	-	5	-	-	-	-	5
Delivery Staff/Take-Away Service Staff	-	-	5	-	-	-	5
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	-	66	-	-	66
sub-total	-	38	321	66	45	-	470
GRAND TOTAL	-	38	321	66	55	-	480

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

BRANCH 2: RESTAURANTS, OTHER THAN CHINESE

Range Job Title	Daily Income						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
CRAFT AND OPERATIVE LEVEL							
Junior Cook or Below	-	-	-	-	75	-	75
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	25	-	50	-	-	-	75
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	76	-	-	-	-	76
Receptionist/Hostess/Waiter/Waitress	-	-	48	-	-	-	48
Food Handler/Beverage Handler	50	-	-	153	-	-	203
sub-total	75	76	98	153	75	-	477
GRAND TOTAL	75	76	98	153	75	-	477

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

BRANCH 3: FAST FOOD SHOPS

Range Job Title	Daily Income						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
CRAFT AND OPERATIVE LEVEL							
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	20	-	-	-	-	20
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	119	-	-	-	119
Food Handler/Beverage Handler	-	20	-	-	-	-	20
sub-total	-	40	119	-	-	-	159
GRAND TOTAL	-	40	119	-	-	-	159

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

BRANCH 4: BARS

Range Job Title	Daily Income						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
SUPERVISORY AND TECHNICIAN LEVEL							
Captain/Service Supervisor	-	-	1	-	-	-	1
sub-total	-	-	1	-	-	-	1
CRAFT AND OPERATIVE LEVEL							
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	3	-	-	-	3
sub-total	-	-	3	-	-	-	3
GRAND TOTAL	-	-	4	-	-	-	4

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

BRANCH 5: OTHER EATING AND DRINKING PLACES

Range	Daily Income						Total
Job Title	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
CRAFT AND OPERATIVE LEVEL							
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	2	-	-	-	-	2
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	9	-	-	-	-	9
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	8	-	-	-	8
Receptionist/Hostess/Waiter/Waitress	-	-	8	-	-	-	8
Food Handler/Beverage Handler	-	9	-	-	-	-	9
sub-total	-	20	16	-	-	-	36
GRAND TOTAL	-	20	16	-	-	-	36

TABLE 6.6 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE DAILY INCOME RANGE

BRANCH 6: SUPPLEMENTARY SAMPLES (CLUBS)

Range Job Title	Daily Income						Total
	\$100 or below	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	
MANAGERIAL AND PROFESSIONAL LEVEL							
Specialty Chef/Cook for Asian/Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean, Malaysian)	-	-	-	-	-	1	1
sub-total	-	-	-	-	-	1	1
CRAFT AND OPERATIVE LEVEL							
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	-	-	-	3	3
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	-	-	1	-	1
Baker/Pastry Cook/Cook	-	-	-	-	1	-	1
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	-	1	-	-	-	-	1
Waiter/Waitress	-	-	-	12	-	-	12
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	-	6	-	-	-	6
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	-	2	-	1	-	3
sub-total	-	1	8	12	3	3	27
GRAND TOTAL	-	1	8	12	3	4	28

TABLE 7 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE
CATERING INDUSTRY
(BRANCH 1-6)

Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL					
Captain	-	-	13	-	13
Senior Cook/Staff Cook/General Cook/ Service Cook	-	5	-	-	5
Captain/Service Supervisor	-	-	33	-	33
Public Relations Officer	-	26	-	-	26
sub-total	-	31	46	-	77
CRAFT AND OPERATIVE LEVEL					
Pantry Cook/Saucier/Vegetable Cook	-	4	-	-	4
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	197	-	197
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	205	-	205
Baker/Pastry Cook/Cook	-	-	10	-	10
Junior Cook or Below	2	669	313	-	984
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	8	312	-	81	401
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	20	538	457	-	1015
Waiter/Waitress	20	500	48	67	635
Restaurant Cashier/Cashier	33	1035	-	-	1068
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	88	5206	1694	33	7021
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	88	3801	17	79	3985
Bartender/Barman/Soda Fountain Captain	-	20	13	-	33
Receptionist/Hostess/Waiter/Waitress	-	2426	9	50	2485
Delivery Staff/Take-Away Service Staff	99	760	26	-	885
Food Handler/Beverage Handler	3023	9652	-	-	12675
sub-total	3381	24923	2989	310	31603
GRAND TOTAL	3381	24954	3035	310	31680

TABLE 7.1 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE**BRANCH 1: CHINESE RESTAURANTS**

Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL					
Senior Cook/Staff Cook/General Cook/ Service Cook	-	5	-	-	5
sub-total	-	5	-	-	5
CRAFT AND OPERATIVE LEVEL					
Pantry Cook/Saucier/Vegetable Cook	-	4	-	-	4
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	10	-	10
Junior Cook or Below		66	66	-	132
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	5	312	-	81	398
Busboy/Busgirl/Junior Waiter/ Junior Waitress/Dim Sum Sales	20	538	-	-	558
Waiter/Waitress	20	500	45	67	632
Restaurant Cashier/Cashier	33	4	-	-	37
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	1113	150	-	1263
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	33	466	-	-	499
Receptionist/Hostess/Waiter/Waitress	-	333	-	-	333
Delivery Staff/Take-Away Service Staff	99	200	-	-	299
Food Handler/Beverage Handler	-	213	-	-	213
sub-total	210	3749	271	148	4378
GRAND TOTAL	210	3754	271	148	4383

TABLE 7.2 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE
BRANCH 2: RESTAURANTS, OTHER THAN CHINESE

Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	Refusal	Total
CRAFT AND OPERATIVE LEVEL					
Junior Cook or Below	-	574	51	-	625
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	48	3279	172	25	3524
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	51	668	10	75	804
Receptionist/Hostess/Waiter/Waitress	-	1180	-	50	1230
Delivery Staff/Take-Away Service Staff	-	442	-	-	442
Food Handler/Beverage Handler	25	100	-	-	125
Cashier	-	198	-	-	198
sub-total	124	6441	233	150	6948
GRAND TOTAL	124	6441	233	150	6948

TABLE 7.3 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE
BRANCH 3: FAST FOOD SHOPS

Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL					
Public Relations Officer	-	26	-	-	26
sub-total	-	26	-	-	26
CRAFT AND OPERATIVE LEVEL					
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	26	39	24	-	89
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	2589	-	-	2589
Receptionist/Hostess/Waiter/Waitress	-	831	-	-	831
Delivery Staff/Take-Away Service Staff	-	118	26	-	144
Food Handler/Beverage Handler	2989	9208	-	-	12197
Cashier	-	712	-	-	712
sub-total	3015	13497	50	-	16562
GRAND TOTAL	3015	13523	50	-	16588

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

Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	Refusal	Total
CRAFT AND OPERATIVE LEVEL					
Baker/Pastry Cook/Cook	-	-	10	-	10
Junior Cook or Below	-	27	-	-	27
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	377	155	-	532
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	60	-	-	60
Bartender/Barman/Soda Fountain Captain	-	20	-	-	20
Receptionist/Hostess/Waiter/Waitress	-	40	-	-	40
Food Handler/Beverage Handler	-	35	-	-	35
sub-total	-	559	165	-	724
GRAND TOTAL	-	559	165	-	724

TABLE 7.5 : DISTRIBUTION OF PART-TIME EMPLOYEES BY AVERAGE HOURLY INCOME RANGE
BRANCH 5: OTHER EATING AND DRINKING PLACES

Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	Refusal	Total
CRAFT AND OPERATIVE LEVEL					
Junior Cook or Below	2	2	-	-	4
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	14	382	-	8	404
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	4	14	-	4	22
Receptionist/Hostess/Waiter/Waitress	-	29	-	-	29
Food Handler/Beverage Handler	9	96	-	-	105
sub-total	29	523	-	12	564
GRAND TOTAL	29	523	-	12	564

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

BRANCH 6: SUPPLEMENTARY SAMPLES (CLUBS)

Job Title	\$20 or below	\$21 - \$40	\$41 - \$60	Refusal	Total
SUPERVISORY AND TECHNICIAN LEVEL					
Captain	-	-	13	-	13
Captain/Service Supervisor	-	-	33	-	33
sub-total	-	-	46	-	46
CRAFT AND OPERATIVE LEVEL					
Junior Cook/Number 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	-	-	197	-	197
No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food)	-	-	195	-	195
Junior Cook or Below	-	-	196	-	196
Kitchen Helper/Steward/Cleaner/Dishwasher/ Pantry Helper/Washroom Attendant	3	-	-	-	3
Busboy/Busgirl/Junior Waiter/Junior Waitress/ Dim Sum Sales	-	-	457	-	457
Restaurant Cashier	-	121	-	-	121
Bar Porter/Barboy/Junior Waiter/ Junior Waitress	-	16	1193	-	1209
Cleaner/Dishwasher/Kitchen Helper/Steward/ Pantry Helper/Washroom Attendant	-	4	7	-	11
Bartender/Barman/Soda Fountain Captain	-	-	13	-	13
Receptionist/Hostess/Waiter/Waitress	-	13	12	-	25
sub-total	3	154	2270	-	2427
GRAND TOTAL	3	154	2316	-	2473

TABLE 8 : NUMBER OF INTERNAL PROMOTION

Branch \ Job Level	From Supervisor / Technician to Managerial / Professional	From Craft / Operative to Supervisor / Technician	Total
Chinese Restaurants	119	567	686
Restaurants, other than Chinese	124	336	460
Fast Food Shops	38	19	57
Bars	-	33	33
Other Eating and Drinking Places	-	4	4
Supplementary Samples (Clubs)	10	44	54
All Branches	291	1003	1294

TABLE 9 : NUMBER OF RECRUITS IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	76	1174	16949	39	18238
Restaurants, other than Chinese	274	241	14059	30	14604
Fast Food Shops	-	24	2524	-	2548
Bars	-	20	2227	-	2247
Other Eating and Drinking	-	6	813	-	819
Supplementary Samples (Clubs)	22	67	400	10	499
All Branches	372	1532	36972	79	38955

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

Branch \ Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	-	10	2449	-	2459
Restaurants, other than Chinese	11	-	2283	-	2294
Fast Food Shops	-	-	313	-	313
Bars	-	5	476	-	481
Other Eating and Drinking	-	-	371	-	371
Supplementary Samples (Clubs)	-	6	63	4	73
All Branches	11	21	5955	4	5991

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

Branch	Experience	No experience	Less than 1 year	1 year - less than 3 years	3 years - less than 6 years	6 years - less than 10 years	10 years or above	Unspecified/Refusal	Total
	Job Level								
Chinese Restaurants	Managerial/Professional	-	-	23	138	726	1045	237	2169
	Supervisor/Technician	99	429	1656	4879	5797	2136	1639	16635
	Craft/Operative	1786	7751	24706	19305	3793	597	5869	63807
	Administrative and Others	-	96	354	337	89	54	116	1046
	Total		1885	8276	26739	24659	10405	3832	7861
Restaurants, other than Chinese	Managerial/Professional	225	25	26	758	196	414	50	1694
	Supervisor/Technician	176	478	1257	1238	725	550	481	4905
	Craft/Operative	1523	9403	13710	6428	3647	606	3051	38368
	Administrative and Others	651	-	105	29	2	51	-	838
	Total		2575	9906	15098	8453	4570	1621	3582
Fast Food Shops	Managerial/Professional	-	-	12	112	222	26	57	429
	Supervisor/Technician	25	184	266	904	208	139	2185	3911
	Craft/Operative	438	1979	2299	4189	1191	-	7415	17511
	Administrative and Others	-	78	12	-	-	-	15	105
	Total		463	2241	2589	5205	1621	165	9672
Bars	Managerial/Professional	-	-	15	4	13	11	-	43
	Supervisor/Technician	-	71	273	202	22	-	-	568
	Craft/Operative	-	1344	1918	478	40	-	-	3780
	Administrative and Others	-	40	-	-	-	-	-	40
	Total		-	1455	2206	684	75	11	-

Branch	Experience	No experience	Less than 1 year	1 year - less than 3 years	3 years - less than 6 years	6 years - less than 10 years	10 years or above	Unspecified/Refusal	Total
	Job Level								
Other Eating and Drinking Places	Managerial/Professional	-	-	-	-	-	-	-	0
	Supervisor/Technician	9	43	79	46	-	-	4	181
	Craft/Operative	273	643	1110	362	226	27	-	2641
	Administrative and Others	-	-	-	-	6	-	-	6
	Total	282	686	1189	408	232	27	4	2828
Supplementary Samples (Clubs)	Managerial/Professional	-	-	-	48	157	82	19	306
	Supervisor/Technician	-	-	98	193	268	65	44	668
	Craft/Operative	-	173	1691	83	10	155	115	2227
	Administrative and Others	1	-	65	25	-	12	8	111
	Total	1	173	1854	349	435	314	186	3312
All Branches	Managerial/Professional	225	25	76	1060	1314	1578	363	4641
	Supervisor/Technician	309	1205	3629	7462	7020	2890	4353	26868
	Craft/Operative	4020	21293	45434	30845	8907	1385	16450	128334
	Administrative and Others	652	214	536	391	97	117	139	2146
	Total	5206	22737	49675	39758	17338	5970	21305	161989

TABLE 12 : AVERAGE MAN-DAYS SPENT ON INTERNAL TRAINING IN 2007

Branch	Man-days	Nil	Less than 5 days	5 days - less than 10 days	10 days - less than 15 days	15 days - less than 20 days	20 days - less than 1 month	1 month or above	Unspecified/Refusal	Total
	Job Level									
Chinese Restaurants	Managerial/Professional	1329	370	75	94	27	37	-	237	2169
	Supervisor/Technician	8778	4999	876	184	159	-	-	1639	16635
	Craft/Operative	34373	18004	3631	850	741	280	175	5753	63807
	Administrative and Others	869	79	5	10	-	-	-	83	1046
	Total	45349	23452	4587	1138	927	317	175	7712	83657
Restaurants, other than Chinese	Managerial/Professional	1268	218	106	52	-	-	-	50	1694
	Supervisor/Technician	3101	905	406	112	-	-	-	381	4905
	Craft/Operative	24956	6884	2168	1759	-	-	-	2601	38368
	Administrative and Others	838	-	-	-	-	-	-	-	838
	Total	30163	8007	2680	1923	-	-	-	3032	45805
Fast Food Shops	Managerial/Professional	134	-	1	237	-	-	-	57	429
	Supervisor/Technician	424	269	24	176	-	-	833	2185	3911
	Craft/Operative	5494	4460	142	-	-	-	-	7415	17511
	Administrative and Others	90	-	-	-	-	-	-	15	105
	Total	6142	4729	167	413	-	-	833	9672	21956
Bars	Managerial/Professional	27	13	3	-	-	-	-	-	43
	Supervisor/Technician	359	174	35	-	-	-	-	-	568
	Craft/Operative	2007	1330	443	-	-	-	-	-	3780
	Administrative and Others	40	-	-	-	-	-	-	-	40
	Total	2433	1517	481	-	-	-	-	-	4431

Branch	Man-days	Nil	Less than 5 days	5 days - less than 10 days	10 days - less than 15 days	15 days - less than 20 days	20 days - less than 1 month	1 month or above	Unspecified/Refusal	Total
	Job Level									
Other Eating and Drinking Places	Managerial/Professional	-	-	-	-	-	-	-	-	-
	Supervisor/Technician	67	84	2	24	4	-	-	-	181
	Craft/Operative	1536	937	72	28	68	-	-	-	2641
	Administrative and Others	6	-	-	-	-	-	-	-	6
	Total	1609	1021	74	52	72	-	-	-	2828
Supplementary Samples (Clubs)	Managerial/Professional	75	123	47	37	-	-	-	24	306
	Supervisor/Technician	96	253	198	-	53	-	-	68	668
	Craft/Operative	360	1386	106	-	137	114	-	124	2227
	Administrative and Others	26	54	5	12	-	7	-	7	111
	Total	557	1816	356	49	190	121	-	223	3312
All Branches	Managerial/Professional	2833	724	232	420	27	37	-	368	4641
	Supervisor/Technician	12825	6684	1541	496	216	-	833	4273	26868
	Craft/Operative	68726	33001	6562	2637	946	394	175	15893	128334
	Administrative and Others	1869	133	10	22	-	7	-	105	2146
	Total	86253	40542	8345	3575	1189	438	1008	20639	161989

TABLE 13.1 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES
PRIORITY RANKED FOR PART-TIME DAY RELEASE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified/ Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	804	967	179	219	2169
	Supervisor/Technician	7530	5854	1714	1537	16635
	Craft/Operative	26798	20565	10836	5608	63807
	Administrative and Others	472	402	105	67	1046
	Total	35604	27788	12834	7431	83657
Restaurants, other than Chinese	Managerial/Professional	689	537	368	100	1694
	Supervisor/Technician	1473	1708	993	731	4905
	Craft/Operative	13503	10933	10556	3376	38368
	Administrative and Others	707	2	129	-	838
	Total	16372	13180	12046	4207	45805
Fast Food Shops	Managerial/Professional	70	276	26	57	429
	Supervisor/Technician	938	257	531	2185	3911
	Craft/Operative	4865	1900	3331	7415	17511
	Administrative and Others	12	78	-	15	105
	Total	5885	2511	3888	9672	21956

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified/ Refusal	Total
	Job Level					
Bars	Managerial/Professional	10	33	-	-	43
	Supervisor/Technician	276	233	40	19	568
	Craft/Operative	1711	1864	205	-	3780
	Administrative and Others	10	10	20	-	40
	Total	2007	2140	265	19	4431
Other Eating and Drinking Places	Managerial/Professional	-	-	-	-	-
	Supervisor/Technician	78	92	11	-	181
	Craft/Operative	1290	1046	305	-	2641
	Administrative and Others	4	2	-	-	6
	Total	1372	1140	316	-	2828
Supplementary Samples (Clubs)	Managerial/Professional	57	157	83	9	306
	Supervisor/Technician	161	391	97	19	668
	Craft/Operative	625	1184	395	23	2227
	Administrative and Others	13	56	42	-	111
	Total	856	1788	617	51	3312
All Branches	Managerial/Professional	1630	1970	656	385	4641
	Supervisor/Technician	10456	8535	3386	4366	26743
	Craft/Operative	48792	37492	25628	16203	128115
	Administrative and Others	1218	550	296	96	2160
	Total	62096	48547	29966	21380	161989

TABLE 13.2 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES

PRIORITY RANKED FOR EVENING COURSE

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified/ Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	76	413	1461	219	2169
	Supervisor/Technician	730	4522	9846	1537	16635
	Craft/Operative	6357	20238	31604	5608	63807
	Administrative and Others	104	236	639	67	1046
	Total	7267	25409	43550	7431	83657
Restaurants, other than Chinese	Managerial/Professional	43	558	993	100	1694
	Supervisor/Technician	494	1468	2212	731	4905
	Craft/Operative	3573	13024	18395	3376	38368
	Administrative and Others	78	155	605	-	838
	Total	4188	15205	22205	4207	45805
Fast Food Shops	Managerial/Professional	38	-	334	57	429
	Supervisor/Technician	275	361	1090	2185	3911
	Craft/Operative	2364	5548	2184	7415	17511
	Administrative and Others	-	-	90	15	105
	Total	2677	5909	3698	9672	21956

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified/ Refusal	Total
	Job Level					
Bars	Managerial/Professional	9	5	29	-	43
	Supervisor/Technician	63	135	351	19	568
	Craft/Operative	702	956	2122	-	3780
	Administrative and Others	-	20	20	-	40
	Total	774	1116	2522	19	4431
Other Eating and Drinking Places	Managerial/Professional	-	-	-	-	0
	Supervisor/Technician	22	26	133	-	181
	Craft/Operative	408	644	1589	-	2641
	Administrative and Others	-	-	6	-	6
	Total	430	670	1728	-	2828
Supplementary Samples (Clubs)	Managerial/Professional	15	72	210	9	306
	Supervisor/Technician	56	77	516	19	668
	Craft/Operative	102	447	1655	23	2227
	Administrative and Others	36	14	61	-	111
	Total	209	610	2442	51	3312
All Branches	Managerial/Professional	181	1048	3027	385	4641
	Supervisor/Technician	1640	6589	14148	4366	26743
	Craft/Operative	13506	40857	57549	16203	128115
	Administrative and Others	218	425	1421	96	2160
	Total	15545	48919	76145	21380	161989

TABLE 13.3 : PRIORITY ACCORDED TO MODE OF TRAINING FOR EMPLOYEES
PRIORITY RANKED FOR SEMINAR/WORKSHOP

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified/ Refusal	Total
	Job Level					
Chinese Restaurants	Managerial/Professional	1070	570	310	219	2169
	Supervisor/Technician	6838	4722	3538	1537	16635
	Craft/Operative	25044	17396	15759	5608	63807
	Administrative and Others	403	341	235	67	1046
	Total	33355	23029	19842	7431	83657
Restaurants, other than Chinese	Managerial/Professional	862	499	233	100	1694
	Supervisor/Technician	2207	998	969	731	4905
	Craft/Operative	17916	11035	6041	3376	38368
	Administrative and Others	53	681	104	-	838
	Total	21038	13213	7347	4207	45805
Fast Food Shops	Managerial/Professional	264	96	12	57	429
	Supervisor/Technician	513	1108	105	2185	3911
	Craft/Operative	2867	2648	4581	7415	17511
	Administrative and Others	78	12	-	15	105
	Total	3722	3864	4698	9672	21956

Branch	Priority	Priority 1	Priority 2	Priority 3	Unspecified/ Refusal	Total
	Job Level					
Bars	Managerial/Professional	24	5	14	-	43
	Supervisor/Technician	210	181	158	19	568
	Craft/Operative	1367	960	1453	-	3780
	Administrative and Others	30	10	-	-	40
	Total	1631	1156	1625	19	4431
Other Eating and Drinking Places	Managerial/Professional	-	-	-	-	-
	Supervisor/Technician	81	63	37	-	181
	Craft/Operative	943	951	747	-	2641
	Administrative and Others	2	4	-	-	6
	Total	1026	1018	784	-	2828
Supplementary Samples (Clubs)	Managerial/Professional	225	68	4	9	306
	Supervisor/Technician	432	181	36	19	668
	Craft/Operative	1477	573	154	23	2227
	Administrative and Others	62	41	8	-	111
	Total	2196	863	202	51	3312
All Branches	Managerial/Professional	2445	1238	573	385	4641
	Supervisor/Technician	10281	7253	4843	4366	26743
	Craft/Operative	49614	33563	28735	16203	128115
	Administrative and Others	628	1089	347	96	2160
	Total	62968	43143	34498	21380	161989

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

Branch	Skills Sets	Managerial/ Professional	Supervisor/ Technician	Craft/ Operative	Administrative and Others	Total
Chinese Restaurants	Language	151	800	2188	10	3149
	Customer Service, Supervisory and Management	275	1966	6205	31	8477
	Trade	102	483	966	25	1576
	Total	528	3249	9359	66	13202
Restaurants, other than Chinese	Language	258	487	2763	30	3538
	Customer Service, Supervisory and Management	306	555	3555	25	4441
	Trade	56	197	1180	30	1463
	Total	620	1239	7498	85	9442
Fast Food Shops	Language	149	688	494	12	1343
	Customer Service, Supervisory and Management	89	645	754	-	1488
	Trade	63	-	-	-	63
	Total	301	1333	1248	12	2894
Bars	Language	2	15	185	-	202
	Customer Service, Supervisory and Management	-	15	308	-	323
	Trade	1	10	40	-	51
	Total	3	40	533	-	576

Branch	Skills Sets	Managerial/ Professional	Supervisor/ Technician	Craft/ Operative	Administrative and Others	Total
Other Eating and Drinking Places	Language	-	32	146	-	178
	Customer Service, Supervisory and Management	-	32	456	-	488
	Trade	-	-	-	-	-
	Total	-	64	602	-	666
Supplementary Samples (Clubs)	Language	35	94	293	9	431
	Customer Service, Supervisory and Management	42	131	305	8	486
	Trade	29	82	196	6	313
	Total	106	307	794	23	1230
All Branches	Language	595	2116	6069	61	8841
	Customer Service, Supervisory and Management	712	3344	11583	64	15703
	Trade	251	772	2382	61	3466
	Total	1558	6232	20034	186	28010

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

CATERING INDUSTRY

(BRANCH 1-6)

Type of Training	Job Level Period	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Language	Past 12 Months	220	604	1346	24
Next 12 Months		207	560	1346	22	2135
% Change		-5.91%	-7.28%	0.00%	-8.33%	-2.69%
Customer Service, Supervisory and Management Skills	Past 12 Months	1636	5720	16626	26	24008
	Next 12 Months	1651	5858	16782	26	24317
	% Change	0.92%	2.41%	0.94%	0.00%	1.29%
Trade Skills	Past 12 Months	70	308	816	1	1195
	Next 12 Months	112	284	923	1	1320
	% Change	60.00%	-7.79%	13.11%	0.00%	10.46%
Total	Past 12 Months	1926	6632	18788	51	27397
	Next 12 Months	1970	6702	19051	49	27772
	% Change	2.28%	1.06%	1.40%	-3.92%	1.37%

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

BRANCH 1: CHINESE RESTAURANTS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	69	256	132	8	465
	Next 12 Months	59	268	132	8	467
	% Change	-14.49%	4.69%	0.00%	0.00%	0.43%
Customer Service, Supervisory and Management Skills	Past 12 Months	493	2834	8602	18	11947
	Next 12 Months	464	2963	8829	18	12274
	% Change	-5.88%	4.55%	2.64%	0.00%	2.74%
Trade Skills	Past 12 Months	11	109	0	0	120
	Next 12 Months	5	45	0	0	50
	% Change	-54.55%	-58.72%	N.A.	N.A.	-58.33%
Total	Past 12 Months	573	3199	8734	26	12532
	Next 12 Months	528	3276	8961	26	12791
	% Change	-7.85%	2.41%	2.60%	0.00%	2.07%

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

BRANCH 2: RESTAURANTS OTHER THAN CHINESE

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	64	206	536	0	806
	Next 12 Months	62	152	538	0	752
	% Change	-3.13%	-26.21%	0.37%	N.A.	-6.70%
Customer Service, Supervisory and Management Skills	Past 12 Months	398	942	3947	0	5287
	Next 12 Months	442	944	3876	0	5262
	% Change	11.06%	0.21%	-1.80%	N.A.	-0.47%
Trade Skills	Past 12 Months	52	112	448	0	612
	Next 12 Months	100	150	531	0	781
	% Change	92.31%	33.93%	18.53%	N.A.	27.61%
Total	Past 12 Months	514	1260	4931	0	6705
	Next 12 Months	604	1246	4945	0	6795
	% Change	17.51%	-1.11%	0.28%	N.A.	1.34%

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

BRANCH 3: FAST FOOD SHOPS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	60	24	191	12	287
	Next 12 Months	60	24	191	12	287
	% Change	0.00%	0.00%	0.00%	0.00%	0.00%
Customer Service, Supervisory and Management Skills	Past 12 Months	567	1245	1047	0	2859
	Next 12 Months	567	1245	1047	0	2859
	% Change	0.00%	0.00%	0.00%	N.A.	0.00%
Trade Skills	Past 12 Months	0	0	0	0	0
	Next 12 Months	0	0	0	0	0
	% Change	N.A.	N.A.	N.A.	N.A.	N.A.
Total	Past 12 Months	627	1269	1238	12	3146
	Next 12 Months	627	1269	1238	12	3146
	% Change	0.00%	0.00%	0.00%	0.00%	0.00%

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

BRANCH 4: BARS

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	4	5	60	0	69
	Next 12 Months	4	5	60	0	69
	% Change	0.00%	0.00%	0.00%	N.A.	0.00%
Customer Service, Supervisory and Management Skills	Past 12 Months	12	171	1448	0	1631
	Next 12 Months	12	171	1448	0	1631
	% Change	0.00%	0.00%	0.00%	N.A.	0.00%
Trade Skills	Past 12 Months	7	67	244	0	318
	Next 12 Months	7	67	244	0	318
	% Change	0.00%	0.00%	0.00%	N.A.	0.00%
Total	Past 12 Months	23	243	1752	0	2018
	Next 12 Months	23	243	1752	0	2018
	% Change	0.00%	0.00%	0.00%	N.A.	0.00%

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

BRANCH 5: OTHER EATING AND DRINKING PLACES

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	0	30	222	0	252
	Next 12 Months	0	30	222	0	252
	% Change	N.A.	0.00%	0.00%	N.A.	0.00%
Customer Service, Supervisory and Management Skills	Past 12 Months	0	84	834	0	918
	Next 12 Months	0	84	801	0	885
	% Change	N.A.	0.00%	-3.96%	N.A.	-3.59%
Trade Skills	Past 12 Months	0	0	0	0	0
	Next 12 Months	0	0	0	0	0
	% Change	N.A.	N.A.	N.A.	N.A.	N.A.
Total	Past 12 Months	0	114	1056	0	1170
	Next 12 Months	0	114	1023	0	1137
	% Change	N.A.	0.00%	-3.13%	N.A.	-2.82%

TABLE 15.6: PERCENTAGE CHANGES IN THE TRAINING PLAN BY NUMBER OF EMPLOYEES
FOR THE PAST AND COMING 12 MONTHS

BRANCH 6: SUPPLEMENTARY SAMPLES (CLUBS)

Type of Training	Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
	Period					
Language	Past 12 Months	23	83	205	4	315
	Next 12 Months	22	81	203	2	308
	% Change	-4.35%	-2.41%	-0.98%	-50.00%	-2.22%
Customer Service, Supervisory and Management Skills	Past 12 Months	166	444	748	8	1366
	Next 12 Months	166	451	781	8	1406
	% Change	0.00%	1.58%	4.41%	0.00%	2.93%
Trade Skills	Past 12 Months	0	20	124	1	145
	Next 12 Months	0	22	148	1	171
	% Change	N.A.	10.00%	19.35%	0.00%	17.93%
Total	Past 12 Months	189	547	1077	13	1826
	Next 12 Months	188	554	1132	11	1885
	% Change	-0.53%	1.28%	5.11%	-15.38%	3.23%

TABLE 16 : NUMBER OF QUALIFIED CERTIFIED HYGIENE MANAGERS/SUPERVISORS IN THE PAST 12 MONTHS

Branch	Stratum Code	Number of Qualified Certified Hygiene Managers	Number of Qualified Certified Hygiene Supervisors
Chinese Restaurants	1 - 9	167	2024
	10 - 49	734	2097
	50 - 99	540	416
	100 - 199	202	130
	200 - 499	12	1
	Total	1655	4668
Restaurants, other than Chinese	1 - 9	179	1415
	10 - 49	1025	2573
	50 - 99	46	46
	100 - 199	8	8
	Total	1258	4042
Fast Food Shops	1 - 9	302	706
	10 - 49	236	373
	50 - 99	1	8
	Total	539	1087
Bars	1 - 9	35	271
	10 - 49	52	145
	50 - 99	36	25
	100 - 199	4	-
	Total	127	441
Other Eating and Drinking Places	1 - 9	34	467
	10 - 49	2	94
	50 - 99	-	6
	Total	36	567
Supplementary Samples (Clubs)	10 - 49	2	10
	50 - 99	15	6
	100 - 199	67	18
	200 - 499	38	75
	500 and over	6	12
	Total	128	121
All Branches	1 - 9	717	4883
	10 - 49	2051	5292
	50 - 99	638	507
	100 - 199	281	156
	200 - 499	50	76
	500 and over	6	12
	Total	3743	10926

TABLE 17 : DISTRIBUTION OF EMPLOYEES BY AVERAGE AGE RANGE
(EXCLUDING TRAINEES / APPRENTICES)
CATERING INDUSTRY

Average Age Range		18 or below	18 - 25	26 - 30	31 - 35	36 - 40	41 - 49	50 or above	Refusal	Total
		Branch								
Chinese Restaurants	Craft	112	145	1877	3654	5050	3487	882	1958	17165
	Operative	82	1592	5042	9155	10849	10107	3713	6102	46642
	Total	194	1737	6919	12809	15899	13594	4595	8060	63807
Restaurants, other than Chinese	Craft	75	1703	3073	2708	2268	1444	205	476	11952
	Operative	150	4826	4744	5870	4683	3688	1417	1038	26416
	Total	225	6529	7817	8578	6951	5132	1622	1514	38368
Fast Food Shops	Craft	-	365	824	509	419	252	356	1408	4133
	Operative	20	4965	1320	756	1307	1252	863	2895	13378
	Total	20	5330	2144	1265	1726	1504	1219	4303	17511
Bars	Craft	-	18	128	70	246	55	5	54	576
	Operative	90	967	1052	513	114	120	159	189	3204
	Total	90	985	1180	583	360	175	164	243	3780
Other Eating and Drinking Places	Craft	-	12	74	57	74	140	16	10	383
	Operative	8	290	487	273	597	406	177	20	2258
	Total	8	302	561	330	671	546	193	30	2641
Supplementary Samples (Clubs)	Craft	-	10	249	156	52	114	2	107	690
	Operative	-	221	213	344	186	268	54	251	1537
	Total	-	231	462	500	238	382	56	358	2227
All Branches	Craft	187	2253	6225	7154	8109	5492	1466	4013	34899
	Operative	350	12861	12858	16911	17736	15841	6383	10495	93435
	Total	537	15114	19083	24065	25845	21333	7849	14508	128334

TABLE 18 : NUMBER OF NEW RECRUITS WHO ARE FRESH GRADUATES OF CATERING PROGRAMS IN THE PAST 12 MONTHS

Branch	Supervisor/Technician	Craft/Operative	Administrative and Others	Total
Chinese Restaurants	-	60	-	60
Restaurants, other than Chinese	-	280	-	280
Fast Food Shops	-	-	-	-
Bars	-	-	-	-
Other Eating and Drinking Places	-	-	-	-
Supplementary Samples (Clubs)	-	63	-	63
All Branches	-	403	-	403

TABLE 19 : TOTAL NUMBER OF EMPLOYEES WHO HAD LEFT THE ESTABLISHMENT
IN THE PAST 12 MONTHS

Branch \ Job Level	Managerial/ Professional	Supervisor/ Technician	Craft/ Operative	Administrative and Others	Total
Chinese Restaurants	82	1203	16431	41	17757
Restaurants, other than Chinese	237	177	14344	5	14763
Fast Food Shops	-	36	2536	-	2572
Bars	-	32	2154	-	2186
Other Eating and Drinking Places	-	-	750	-	750
Supplementary Samples (Clubs)	20	62	391	9	482
All Branches	339	1510	36606	55	38510

TABLE 20 : FORECAST OF NUMBER EMPLOYED 12 MONTHS FROM NOW

Branch \ Job Level	Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2170	16693	65713	1046	85622
Restaurants, other than Chinese	1694	4968	39719	838	47219
Fast Food Shops	429	4076	18818	105	23428
Bars	43	573	3865	40	4521
Other Eating and Drinking	-	189	2677	6	2872
Supplementary Samples (Clubs)	314	682	2334	121	3451
All Branches	4650	27181	133126	2156	167113

TABLE 21: DISTRIBUTION OF FULL-TIME EMPLOYEES AND PART-TIME STAFF BY BRANCH
CATERING INDUSTRY

Branch			Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Chinese Restaurants	2005	Full-time	2378	16601	70593	1331	90903
		Part-time	0	0	5109	0	5109
		Total	2378	16601	75702	1331	96012
	2007	Full-time	2169	16635	63807	1046	83657
		Part-time	0	41	5055	33	5129
		Total	2169	16676	68862	1079	88786
	% change	Full-time	-8.79%	0.20%	-9.61%	-21.41%	-7.97%
		Part-time	N.A.	N.A.	-1.06%	N.A.	0.39%
		Total	-8.79%	0.45%	-9.04%	-18.93%	-7.53%
Restaurants other than Chinese	2005	Full-time	1367	3261	36662	631	41921
		Part-time	0	0	5201	1	5202
		Total	1367	3261	41863	632	47123
	2007	Full-time	1694	4905	38368	838	45805
		Part-time	0	0	7425	25	7450
		Total	1694	4905	45793	863	53255
	% change	Full-time	23.92%	50.41%	4.65%	32.81%	9.27%
		Part-time	N.A.	N.A.	42.76%	2400.00%	43.21%
		Total	23.92%	50.41%	9.39%	36.55%	13.01%
Fast Food Shops	2005	Full-time	403	2786	13155	155	16499
		Part-time	0	0	17728	7	17735
		Total	403	2786	30883	162	34234
	2007	Full-time	429	3911	17511	105	21956
		Part-time	0	26	16721	0	16747
		Total	429	3937	34232	105	38703
	% change	Full-time	6.45%	40.38%	33.11%	-32.26%	33.07%
		Part-time	N.A.	N.A.	-5.68%	-100.00%	-5.57%
		Total	6.45%	41.31%	10.84%	-35.19%	13.05%

Branch			Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
Bars	2005	Full-time	58	549	4038	47	4692
		Part-time	0	0	441	5	446
		Total	58	549	4479	52	5138
	2007	Full-time	43	568	3780	40	4431
		Part-time	0	1	738	5	744
		Total	43	569	4518	45	5175
	% change	Full-time	-25.86%	3.46%	-6.39%	-14.89%	-5.56%
		Part-time	N.A.	N.A.	67.35%	0.00%	66.82%
		Total	-25.86%	3.64%	0.87%	-13.46%	0.72%
Other Eating and Drinking Places	2005	Full-time	15	189	2656	17	2877
		Part-time	0	4	666	3	673
		Total	15	193	3322	20	3550
	2007	Full-time	0	181	2641	6	2828
		Part-time	0	0	600	0	600
		Total	0	181	3241	6	3428
	% change	Full-time	-100.00%	-4.23%	-0.56%	-64.71%	-1.70%
		Part-time	N.A.	-100.00%	-9.91%	-100.00%	-10.85%
		Total	-100.00%	-6.22%	-2.44%	-70.00%	-3.44%
Supplementary Samples (Clubs)	2005	Full-time	271	532	2291	190	3284
		Part-time	0	0	81	0	81
		Total	271	532	2372	190	3365
	2007	Full-time	306	668	2227	111	3312
		Part-time	1	48	2458	0	2507
		Total	307	716	4685	111	5819
	% change	Full-time	12.92%	25.56%	-2.79%	-41.58%	0.85%
		Part-time	N.A.	N.A.	2934.57%	N.A.	2995.06%
		Total	13.28%	34.59%	97.51%	-41.58%	72.93%

Branch			Managerial / Professional	Supervisor / Technician	Craft / Operative	Administrative and Others	Total
All Branches	2005	Full-time	4492	23918	129395	2371	160176
		Part-time	0	4	29226	16	29246
		Total	4492	23922	158621	2387	189422
	2007	Full-time	4641	26868	128334	2146	161989
		Part-time	1	116	32997	63	33177
		Total	4642	26984	161331	2209	195166
	% change	Full-time	3.32%	12.33%	-0.82%	-9.49%	1.13%
		Part-time	N.A.	2800.00%	12.90%	293.75%	13.44%
		Total	3.34%	12.80%	1.71%	-7.46%	3.03%