

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

2022



The 2022 Manpower Survey Report
The Hotel Industry

The Hotel, Catering and Tourism Training Board
Vocational Training Council

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Acknowledgement

The Hotel, Catering and Tourism Training Board would like to express its gratitude to all the respondents of establishments for their cooperation and assistance in completing and returning the questionnaires that provide very useful information on the analysis of manpower situation and training requirements in the Hotel Industry.

1 Executive Summary

Background

1.1 The Hotel, Catering and Tourism Training Board (Training Board) of the Vocational Training Council (VTC) conducted a manpower survey for the Hotel Industry from mid-October 2022 to mid-February 2023, with the data reference date on 1 October 2022. This report presents the survey findings of the latest manpower situation of the industry and proposes recommendations on the manpower demand and training needs to different stakeholders of the industry, including employers, employees, training providers and the Government, by making reference to the business outlook.

Survey Coverage & Methodology

1.2 The survey covered 341 licensed hotels and offices in the Hotel Industry. The establishment records were retrieved from the list of Licensed Hotels under the Office of the Licensing Authority, supplemented by the Central Register of Establishments of the Census and Statistics Department (C&SD) and the report on the Hotel Supply Situation of Hong Kong published by the Tourism Board.

1.3 A pack of survey documents was given to each establishment. The establishments were asked to complete a questionnaire, which comprised two parts. Part I collected quantitative manpower information by departments, job levels and principal jobs, and Part II collected supplementary information related to manpower situation. The respondents were asked to provide manpower information of their establishments based on a list of principal jobs, which were defined by the Training Board, with detailed job descriptions given for each job.

1.4 During the fieldwork period between mid-October 2022 and mid-February 2023, enumerators assisted the respondents in completing the questionnaire through phone calls or on-site visits. The data collection and enumeration processes were closely monitored, and data was verified to ensure quality and accuracy. Among the 243 valid establishments, 166 were successfully enumerated which contributed to an effective response rate of 68.3%^{Note}.

Manpower Projection Methodology

1.5 The Training Board adopts statistical modelling to project the manpower demand of the hotel industry for the period from 2023 to 2026. The statistical model is built by considering relevant economic indicators that reflect important changes in the local economy, demography, and labour market. The details of the projection methodology are provided in *Appendix 8*.

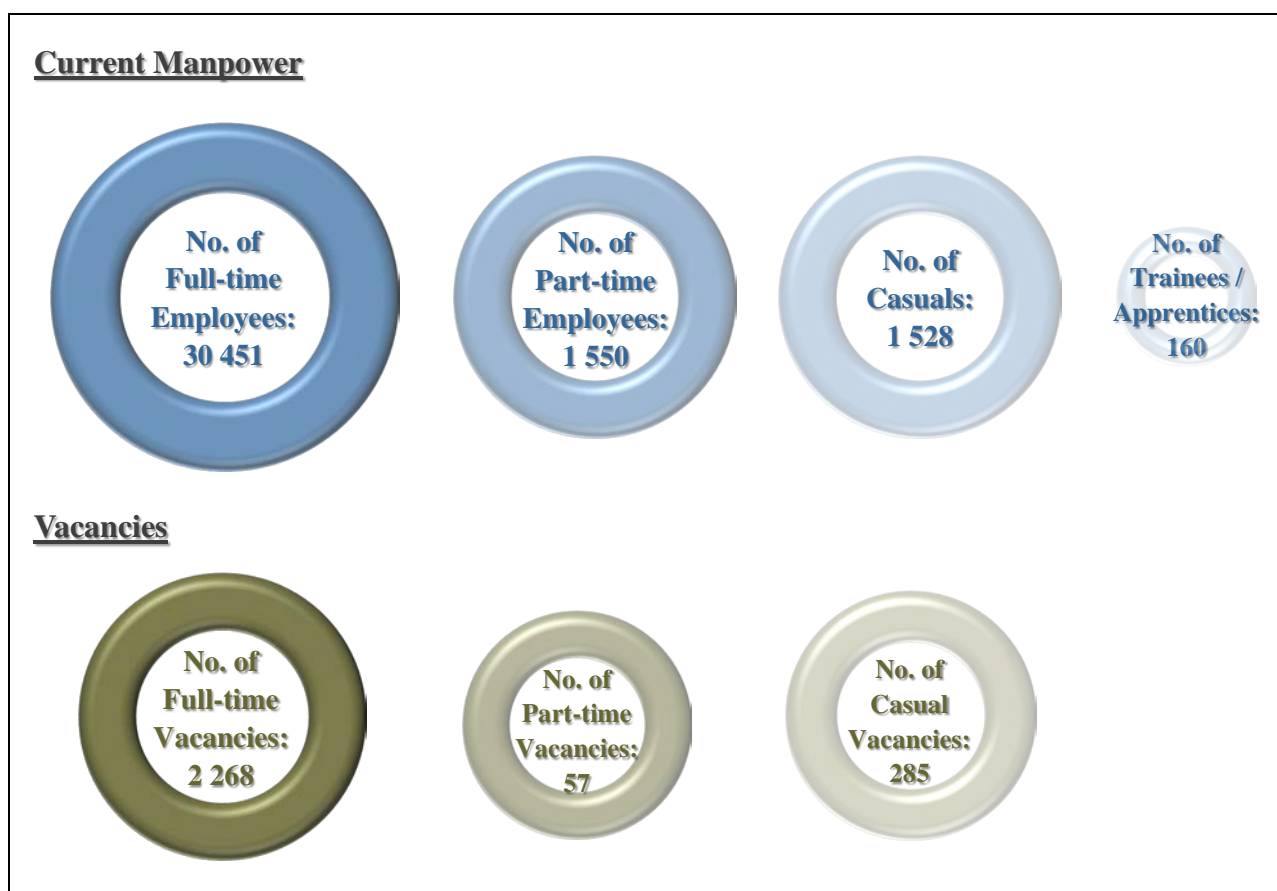
^{Note} Establishments which had ceased operation, had not employed any staff for hotel operation, had nil reply to the survey, etc., were classified as invalid samples.

Findings

Overview of Manpower Situation

1.6 The survey revealed that as of 1 October 2022 (i.e. the reference date of the survey), 30 451 full-time employees, 1 550 part-time employees and 1 528 casuals were engaged in the Hotel Industry, and 160 trainees / apprentices were reported. Moreover, there were 2 268 full-time vacancies, 57 part-time vacancies and 285 casual vacancies.

Chart 1a Overview of manpower situation



Note: “Vacancies” refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as of the survey reference date.

Overview of Current Manpower

1.7 Aggregating the number of full-time, part-time and casual employees, it was estimated that there were 33 529 employees as of 1 October 2022. Full-time employees accounted for the largest proportion (90.8%), while only small proportions were part-time employees and casuals (both were 4.6%).

1.8 The percentages of part-time employees and casuals were higher among the craft / operative level (both were 7.8%; vs. below 1% among other job levels).

Table 1a Distribution of different types of employees – by job level

	OVERALL		Managerial & Professional		Supervisory & Technician		Craft / Operative		Administrative & Others	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	30 451	90.8%	3 094	100%	9 943	99.8%	16 473	84.4%	941	99.7%
Part-time	1 550	4.6%	0	0%	18	0.2%	1 529	7.8%	3	0.3%
Casuals	1 528	4.6%	0	0%	2	<0.1%	1 526	7.8%	0	0%
Overall:	33 529	100.0%	3 094	100.0%	9 963	100.0%	19 528	100.0%	944	100.0%

Overview of Vacancies

1.9 Aggregating the number of full-time, part-time and casual vacancies, it was estimated that there were 2 610 vacancies as of 1 October 2022. It was noted that the number of casual vacancies (285 vacancies; 10.9%) was more than that of the part-time (57 vacancies; 2.2%).

1.10 All part-time vacancies and casual vacancies were jobs at the craft / operative level. For other job levels, all vacancies were full-time.

Table 1b Distribution of different types of vacancies – by job level

	OVERALL		Managerial & Professional		Supervisory & Technician		Craft / Operative		Administrative & Others	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	2 268	86.9%	48	100%	415	100%	1 789	84.0%	16	100%
Part-time	57	2.2%	0	0%	0	0%	57	2.7%	0	0%
Casuals	285	10.9%	0	0%	0	0%	285	13.4%	0	0%
Overall:	2 610	100.0%	48	100.0%	415	100.0%	2 131	100.0%	16	100.0%

Number of Full-time Employees

1.11 Among the 30 451 full-time employees, relatively more were working at the craft / operative level (54.1%; 16 473 persons), followed by supervisory and technician level (32.7%; 9 943 persons).

1.12 Analysing by department, relatively more full-time employees were working in the Food and Beverage Department of the hotels (35.3%; 10 749 persons), followed by the Housekeeping Department (22.8%; 6 936 persons) and the Front Office Department (15.6%; 4 745 persons).

Table 1c Number of full-time employees – by department & job level

	No. of full-time employees	(%)
By Job Level		
Managerial & professional	3 094	10.2
Supervisory & technician	9 943	32.7
Craft / operative	16 473	54.1
Administrative & others	941	3.1
By Department		
Food & Beverage	10 749	35.3%
Housekeeping	6 936	22.8%
Front Office	4 745	15.6%
Engineering	1 847	6.1%
Sales & Marketing	1 740	5.7%
Finance	1 245	4.1%
Security	1 099	3.6%
Administration & Operation	1 036	3.4%
Human Resources	493	1.6%
Spa & Health Club	468	1.5%
Flower / Kiosk / Gift Shops	56	0.2%
Others	37	0.1%
Overall:	30 451	100.0%

1.13 The most prominent principal job was Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (3 532 persons), followed by Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant (1 765 persons) and Cook / Junior Cook of Western / Specialty Cuisine (1 444 persons).

Number of Part-time Employees

1.14 Among the 1 550 part-time employees, virtually all were working at the craft / operative level (98.6%; 1 529 persons).

Table 1d Number of part-time employees – by job level

	No. of part-time employees	(%)
Managerial & professional	0	0%
Supervisory & technician	18	1.2%
Craft / operative	1 529	98.6%
Administrative & others	3	0.2%
Overall:	1 550	100.0%

1.15 The most prominent principal job was Waiter / Waitress; Server; Restaurant Receptionist (538 persons), followed by Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (311 persons) and Cook / Junior Cook of Western / Specialty Cuisine (133 persons).

Number of Casuals

1.16 Among 1 528 casuals, virtually all were working at the craft / operative level (99.9%; 1 526 persons).

Table 1e Number of casuals – by job level

	No. of casuals	(%)
Managerial & professional	0	0%
Supervisory & technician	2	0.1%
Craft / operative	1 526	99.9%
Administrative & others	0	0%
Overall:	1 528	100.0%

1.17 The most prominent principal job was Waiter / Waitress; Server; Restaurant Receptionist (424 persons), followed by Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (274 persons) and Steward; Cleaner; Dishwasher (186 persons).

Number of Trainees / Apprentices

1.18 Among 160 trainees / apprentices, nearly nine-tenths were working at the craft / operative level (88.8%; 142 persons), while only a few were supervisory and technician level (5.6%; 9 persons) and administrative level and others (5.6%; 9 persons).

Number of Full-time Vacancies

1.19 As of 1 October 2022, the total number of full-time vacancies was 2 268, representing a vacancy rate of 6.9% (i.e., full-time vacancies as a percentage of the total number of full-time employees and vacancies).

1.20 A larger number of full-time vacancies existed for jobs at the craft / operative level (1 789 vacancies). The vacancy rate was also higher among this job level (9.8%).

1.21 Similar to the distribution of full-time employees, relatively more full-time vacancies were found in the Food and Beverage Department (949 vacancies), Housekeeping Department (575 vacancies) and Front Office Department (409 vacancies). Higher vacancy rates were found in these departments (7.7% - 8.1%; vs. below 7% in other departments).

Table 1f Number of full-time vacancies – by department & job level

	No. of full-time vacancies	Vacancy rate
By Job Level		
Managerial & professional	48	[1.5%]
Supervisory & technician	415	[4.0%]
Craft / operative	1 789	[9.8%]
Administrative & others	16	[1.7%]
By Department		
Food & Beverage	949	[8.1%]
Housekeeping	575	[7.7%]
Front Office	409	[7.9%]
Engineering	112	[5.7%]
Sales & Marketing	69	[3.8%]
Security	60	[5.2%]
Spa & Health Club	34	[6.8%]
Finance	28	[2.2%]
Administration & Operation	18	[1.7%]
Human Resources	13	[2.6%]
Flower / Kiosk / Gift Shops	0	[0%]
Others	1	[2.6%]
Overall:	2 268	[6.9%]

Vacancy rate = $\frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}}$ (for the respective department & job level)

1.22 The most prominent full-time vacancies existed for Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (348 vacancies), followed by Waiter / Waitress; Server; Restaurant Receptionist (282 vacancies) and Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant (227 vacancies).

Average Monthly Remuneration Package of Full-time Employees

1.23 The average monthly remuneration package for full-time employees at the managerial and professional level is above \$30,000 (77.6%). They were followed by \$20,001 - \$30,000 for supervisory and technician level (72.7%) and \$15,001 - \$25,000 for administrative level and others (77.2%). The common income range of the craft / operative level was \$20,000 or below (88.6%).

Table 1g Average monthly remuneration package of full-time employees – by job level

	Prominent ranges of remuneration package
Managerial & professional	\$30,001 - \$40,000 (27.1%); Above \$40,000 (50.5%)
Supervisory & technician	\$20,001 - \$25,000 (43.8%); \$25,001 - \$30,000 (28.9%)
Craft / operative	\$15,000 or below (28.7%); \$15,001 - \$20,000 (59.9%)
Administrative & others	\$15,001 - \$20,000 (54.4%); \$20,001 - \$25,000 (22.8%)

Average Hourly Wage of Part-time Employees

1.24 Regarding the average hourly wage of part-time employees, 53.6% of the craft / operative level earned \$51 - \$80, while 39.1% earned a lower wage of \$37.5 - \$50. For the supervisory and technician level, 77.8% earned an hourly wage of above \$80.

Preferred Education Level

1.25 Most full-time employees at the managerial and professional level were expected to have a first degree level or above (85.7%). Sub-degree was the most preferred education level for employees at the supervisory and technician level (64.3%), while most of those at the administrative level and others were required to attain a diploma / certificate (62.4%). For the craft / operative level, considerable proportions were required to attain a diploma / certificate (49.7%) and secondary 4 to 6/7 level (39.3%).

Table 1h Preferred education level of full-time employees – by job level

	Prominent preferred education levels
Managerial & professional	First degree or above (85.7%)
Supervisory & technician	Sub-degree (64.3%)
Craft / operative	Secondary 4 to 6/7 (39.3%); Diploma / certificate (49.7%)
Administrative & others	Diploma / certificate (62.4%)

Preferred Years of Experience

1.26 Employers tended to require full-time employees at the managerial and professional level to have 6 years to less than 10 years of experience (63.4%). The most preferred years of experience for employees at the supervisory and technician level was 3 years to less than 6 years (73.7%), while most of those at the craft / operative level as well as administrative level and others were only required to have less than 3 years of experience (90.6% and 93.9% respectively).

Table 1i Preferred years of experience of full-time employees – by job level

	Prominent preferred years of experience
Managerial & professional	6 - < 10 years (63.4%)
Supervisory & technician	3 - < 6 years (73.7%)
Craft / operative	< 1 year (41.4%); 1 - < 3 years (49.2%)
Administrative & others	< 1 year (44.1%); 1 - < 3 years (49.8%)

Age Distribution

1.27 Full-time employees at the managerial and professional level tended to be older (69.0% aged 40 – 59) than those at lower job levels. On the other hand, the administrative level and others tended to be younger (66.1% aged 20 – 39). For the supervisory and technician level as well as the craft / operative level, about half of them aged 40 – 59, while about two-fifths aged 20 – 39.

Table 1j Age distribution of full-time employees – by job level

	Prominent age ranges
Managerial & professional	40 – 59 (69.0%)
Supervisory & technician	20 – 39 (44.4%); 40 – 59 (50.4%)
Craft / operative	20 – 39 (38.8%); 40 – 59 (50.6%)
Administrative & others	20 – 39 (66.1%)

Employees Left and Recruited in the Past 12 Months

1.28 8 049 full-time employees have left their establishments during the 12 months before enumeration. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 24.6%. The higher turnover rate was found in the craft / operative level (31.0%), followed by the administrative level and others (29.9%).

1.29 A total of 7 509 full-time employees were recruited. Most of the new recruits (78.1%) had relevant experience. This percentage was higher among the new recruits of the managerial and professional level (97.8%), followed by supervisory and technician level (90.1%).

Table 1k Full-time employees left and recruited in the past 12 months – by job level

	No. of full-time employees LEFT	Turnover rate	No. of NEW RECRUITS	% of having relevant experience
Managerial & professional	542	[17.3%]	491	97.8%
Supervisory & technician	1 557	[15.0%]	1 427	90.1%
Craft / operative	5 664	[31.0%]	5 305	73.9%
Administrative & others	286	[29.9%]	286	62.2%
Overall:	8 049	[24.6%]	7 509	78.1%

Turnover rate = $\frac{\text{No. of full-time employees left}}{\text{Total no. of posts (full-time employees + full-time vacancies)}}$ (for the respective job level)

Recruitment Difficulties in the Past 12 Months

1.30 Of the establishments which had engaged in recruitment exercises for the respective level of full-time employees during the 12 months before enumeration, the percentages of encountering recruitment difficulties were relatively higher for those recruiting the craft / operative level (87.3%) and administrative level and others (82.1%).

1.31 “Competition for manpower from other industries in terms of compensation and benefits system” (about 51% - 60%) and “lack of candidates with relevant experience” (about 54% - 64%) were frequently mentioned difficulties across all employee levels.

Table 1l Recruitment difficulties in the past 12 months before enumeration – by job level

	Managerial & Professional	Supervisory & Technician	Craft / Operative	Administrative & Others
With recruitment difficulties	60.4%	72.1%	87.3%	82.1%
<u>Major difficulties (among those with recruitment difficulties):</u>				
• <i>Competition for manpower from other industries, in terms of:</i>				
- <i>Compensation and benefits system</i>	50.5%	54.9%	59.8%	58.7%
- <i>Working conditions (e.g. working hours, shift work)</i>	37.4%	53.5%	63.9%	50.0%
• <i>Lack of candidates with relevant experience</i>	57.6%	58.5%	53.9%	64.1%
• <i>Lack of candidates with career aspiration</i>	18.2%	50.7%	50.2%	42.4%
No. of establishments with recruitment exercise	164	197	251	112
(% of establishments with recruitment exercise for the respective level of full-time employees)	(51.9%)	(62.3%)	(79.4%)	(35.4%)

Note: Respondents may have mentioned more than one recruitment difficulties.

Retention Difficulties

1.32 In addition, for retention of full-time employees, a higher percentage of establishments encountered difficulties retaining the craft / operative level (78.1%), followed by supervisory and technician level (61.0%).

1.33 “Competition for manpower among hotel / catering / tourism sectors and other industries in terms of compensation and benefits system” was the most frequently mentioned retention difficulty across all employee levels (about 74% - 82%).

Table 1m Retention difficulties – by job level

	Managerial & Professional	Supervisory & Technician	Craft / Operative	Administrative & Others
With retention difficulties	52.9%	61.0%	78.1%	53.7%
<u>Major difficulties (among those with retention difficulties):</u>				
• <i>Competition for manpower among hotel / catering / tourism sectors and other industries, in terms of:</i>				
- <i>Compensation and benefits system</i>	73.7%	81.9%	79.1%	79.8%
- <i>Working conditions (e.g. working hours, shift work)</i>	27.1%	61.9%	62.2%	34.0%

Notes: (i) Percentages of establishments with the respective level of full-time employees.
(ii) Respondents may have mentioned more than one retention difficulties.

Expected Change in Business Volume in the Next 12 Months

1.34 A large proportion of establishments (45.2%) expected their business volume to remain stable in the next 12 months. 19.3% anticipated that it would be better, while only 7.3% expected that it would be worse.

Hotel Facilities and Services

1.35 11.1% of the hotels had spas, whereas a much higher percentage had health clubs (45.1%). 20.5% had Chinese restaurants. 27.3% of the hotels provided day-use services.

Preferred Mode of Training

1.36 Employers with the respective level of full-time employees generally preferred on-the-job training most, both for employees at “managerial / professional and supervisory / technician level” (90.9%) and “craft / operative level and administrative level / others” (89.3%). The company’s in-

house training was also preferred by most of the employers (about 72% for the respective job levels).

Expected Change in Training and Staff Development Budget in the Next 12 Months

1.37 66.0% of the establishments expected that the budget for training and staff development for the next 12 months would be remained unchanged as compared with that in the last year. 15.8% expected that the budget would be increased, whilst only 4.6% claimed that it would be decreased.

Training Areas Required for Employees to Meet the Emerging Trend of the Industry

1.38 Some training areas were considered necessary for various job levels of full-time employees to meet the emerging trend of the industry, including:

- “Problem solving / design thinking”
- “Customer service”; and
- “Communication”.

Table 1n Top 5 training areas required for full-time employees to meet the emerging trend of the industry – by job level

	Managerial & Professional	Supervisory & Technician	Craft / Operative	Administrative & Others
• 1st	Supervisory Techniques, Leadership Skills	Problem Solving / Design Thinking	Customer Service	Communication
	68.0%	70.0%	84.4%	65.3%
• 2nd	Human Resources Management	Customer Service	Communication	Problem Solving / Design Thinking
	64.3%	68.3%	77.7%	53.3%
• 3rd	Sales & Marketing Strategic Planning, Implementation & Evaluation	Communication	Front Office Service	Interpersonal Skills
	Problem Solving / Design Thinking	Both were 53.4%	68.0%	69.8%
• 4th	-	Supervisory Techniques, Leadership Skills	Problem Solving / Design Thinking	English
	-	61.7%	67.8%	48.2%
• 5th	Risk Management	Interpersonal Skills	Housekeeping Service	Customer Service
	51.1%	60.7%	67.1%	46.2%

Notes: (i) Percentages of establishments with the respective level of full-time employees.

(ii) Respondents may have mentioned more than one training area.

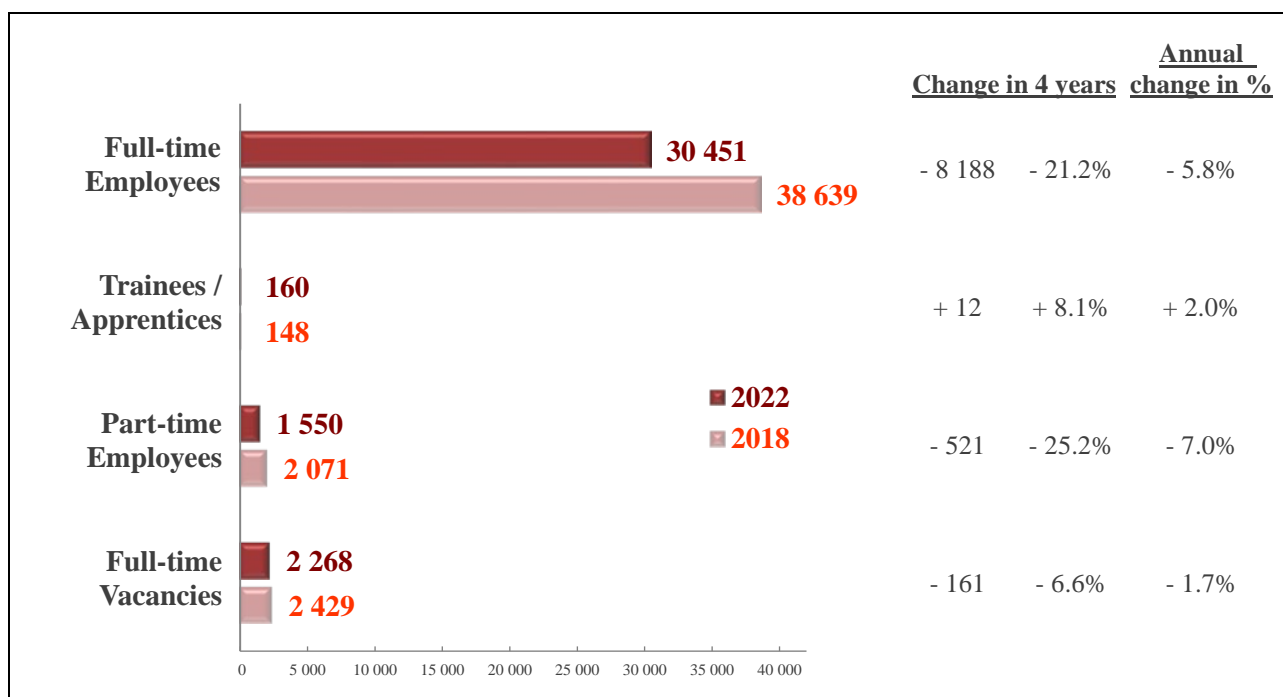
Manpower Analysis

Manpower Changes between 2022 and 2018

Overview of Manpower Changes

1.39 In general, more significant percentage changes were found for full-time employees (-21.2%) and part-time employees (-25.2%) in 2022 as compared to 2018, whilst the percentage changes for trainees / apprentices (+8.1%) and full-time vacancies (-6.6%) were relatively smaller. Likely due to the impact of the COVID-19 pandemic in the past years, employers generally had a conservative attitude toward employing staff.

Chart 1b Overview of manpower changes



Note: In the 2018 Survey, no data was collected for the number of casuals, part-time vacancies and casual vacancies.

Changes in Number of Full-time Employees

1.40 The total number of full-time employees has decreased from 38 639 in 2018 to 30 451 in 2022, with a decrement of 21.2% (-8 188 persons). A decrease in the number of full-time employees was also found across all job levels. The most significant decrease was recorded for the craft / operative level (-5 978 persons), followed by supervisory and technician level (-1 783 persons).

Table 1o Changes in number of full-time employees – by job level

	No. of full-time employees		Change in 4 years		Annual change in %
	2022	2018			
Managerial & professional	3 094	3 228	- 134	- 4.2%	- 1.1%
Supervisory & technician	9 943	11 726	- 1 783	- 15.2%	- 4.0%
Craft / operative	16 473	22 451	- 5 978	- 26.6%	- 7.4%
Administrative & others	941	1 234	- 293	- 23.7%	- 6.6%
Overall:	30 451	38 639	- 8 188	- 21.2%	- 5.8%

Changes in Number of Part-time Employees

1.41 The total number of part-time employees has decreased, from 2 071 in 2018 to 1 550 in 2022, with a decrement of 25.2% (-521 persons). In terms of job level, the overall decrease in part-time employees was basically contributed by the decrease in the craft / operative level (-483 persons).

Table 1p Changes in number of part-time employees – by job level

	No. of part-time employees		Change in 4 years		Annual change in %
	2022	2018			
Managerial & professional	0	0	0	0%	0%
Supervisory & technician	18	51	- 33	- 64.7%	- 22.9%
Craft / operative	1 529	2 012	- 483	- 24.0%	- 6.6%
Administrative & others	3	8	- 5	- 62.5%	- 21.7%
Overall:	1 550	2 071	- 521	- 25.2%	- 7.0%

Changes in Number of Full-time Vacancies

1.42 The total number of full-time vacancies has decreased, from 2 429 in 2018 to 2 268 in 2022, with a decrement of 6.6% (-161 vacancies). Relatively larger decreases were recorded for the supervisory and technician level (-77 vacancies) and managerial and professional level (-57 vacancies).

1.43 Though the number of vacancies has decreased, the vacancy rate has slightly increased, from 5.9% in 2018 to 6.9% in 2022. Analysing by job level, the increased vacancy rate was found for the craft / operative level (from 7.5% to 9.8%).

Table 1q Changes in number of full-time vacancies – by job level

	No. of full-time vacancies		Change in 4 years		Annual change in %	Vacancy rate	
	2022	2018				2022	2018
Managerial & professional	48	105	- 57	- 54.3%	- 17.8%	[1.5%]	[3.2%]
Supervisory & technician	415	492	- 77	- 15.7%	- 4.2%	[4.0%]	[4.0%]
Craft / operative	1 789	1 808	- 19	- 1.1%	- 0.3%	[9.8%]	[7.5%]
Administrative & others	16	24	- 8	- 33.3%	- 9.6%	[1.7%]	[1.9%]
Overall:	2 268	2 429	- 161	- 6.6%	- 1.7%	[6.9%]	[5.9%]

$$\text{Vacancy rate} = \frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective job level})$$

Changes in Average Monthly Remuneration Package

1.44 Compared with the results of the 2018 survey, a general upward trend in average monthly remuneration packages was recorded in 2022 across various job levels.

Table 1r Change in average monthly remuneration package – by job level

	Prominent ranges of remuneration package	
	2022	2018
Managerial & professional	\$30,001 - \$40,000 (27.1%); Above \$40,000 (50.5%)	\$30,001 - \$40,000 (30.9%); Above \$40,000 (31.1%)
Supervisory & technician	\$20,001 - \$25,000 (43.8%); \$25,001 - \$30,000 (28.9%)	\$15,001 - \$20,000 (31.1%); \$20,001 - \$25,000 (48.6%)
Craft / operative	\$15,000 or below (28.7%); \$15,001 - \$20,000 (59.9%)	\$15,000 or below (75.6%)
Administrative & others	\$15,001 - \$20,000 (54.4%); \$20,001 - \$25,000 (22.8%)	\$15,000 or below (34.2%); \$15,001 - \$20,000 (52.6%)

Changes in Preferred Education Level

1.45 Compared with the results of the 2018 survey, employers tended to have higher requirements on the education level of the managerial and professional level, supervisory and technician level as well as craft / operative level.

Table 1s Change in preferred education level – by job level

	Prominent preferred education levels	
	2022	2018
Managerial & professional	First degree or above (85.7%)	First degree or above (73.7%)
Supervisory & technician	Sub-degree (64.3%)	Diploma / certificate (32.6%); Sub-degree (30.9%)
Craft / operative	Secondary 4 to 6/7 (39.3%); Diploma / certificate (49.7%)	Secondary 3 or below (23.1%); Secondary 4 to 6/7 (39.1%); Diploma / certificate (28.8%)
Administrative & others	Diploma / certificate (62.4%)	Secondary 4 to 6/7 (23.4%); Diploma / certificate (24.8%); Sub-degree (37.5%)

Changes in Preferred Years of Experience

1.46 Compared with the results of the 2018 survey, employers tended to have higher requirements for years of experience at the managerial and professional level as well as administrative level and others.

Table 1t Change in preferred years of experience – by job level

	Prominent preferred years of experience	
	2022	2018
Managerial & professional	6 - < 10 years (63.4%)	5 - < 10 years (63.2%)
Supervisory & technician	3 - < 6 years (73.7%)	3 - < 5 years (71.1%)
Craft / operative	< 1 year (41.4%); 1 - < 3 years (49.2%)	< 1 year (38.1%); 1 - < 3 years (48.8%)
Administrative & others	< 1 year (44.1%); 1 - < 3 years (49.8%)	< 1 year (48.7%); 1 - < 3 years (28.9%)

Manpower Projection and Annual Additional Manpower Requirement

1.47 The annual additional manpower requirements have taken into account (i) the projected manpower trend and (ii) the wastage rate of the industry (i.e., the percentage of employees leaving the industry permanently on an annual basis). A summary of estimated annual additional manpower requirements from 2023 to 2026 is shown in Table 1u below.

Table 1u Estimated Annual Additional Manpower Requirement from 2023 to 2026

Job Level	Estimated Annual Additional Manpower Requirement
Managerial & Professional	184
Supervisory & Technician	678
Craft / Operative	2,775
Administrative & Others	152

Recommendations

Government

1.48 Facing the challenges of talent acquisition and understaffing situation, the Government can further promote various employment schemes to the employers to recruit different sectors of the workforce, including women, young school leavers, and the elderly and middle-aged citizens who are energetic, enthusiastic and passionate about the job market. The Government can also subsidise the employers' provision of on-the-job training for their employees. The Continuing Education Fund (CEF) should also be promoted to employees for lifelong learning, reskilling and upskilling. Furthermore, the Government can encourage the industry to join various Government-funded schemes, such as the Technology Voucher Programme (TVP) under the Innovation and Technology Commission, and the Pilot Scheme on Food Waste Collection launched by the Environmental Protection Department, to further improve productivity and enhance cost-effectiveness.

Training Institutions

1.49 The training providers are recommended to note the high importance of “problem solving / design thinking”, “customer service”, “communication”, “supervisory techniques and leadership skills”, and “interpersonal skills” when designing training programmes. With the rapid development and extensive technology usage in the industry in recent years and the strategic priority in Environmental, Social and Governance (ESG), the training institutes should consider incorporating digital skills and the knowledge of ESG into the pre-employment programmes to better equip the students for employment. Considering the difficulties in identifying candidates with relevant working experience, the training institutes are recommended to enrich the training programmes with more workplace experiential learning activities and elements and carry out more project-based learning activities in collaboration with the industry partners.

Employers

1.50 Organisations of all industries reflect that it is difficult in recruitment and retention of good employees. In addition to reviewing the working conditions, employers can consider offering more than a wage but a whole career package to attract and retain top professionals. Employers can also encourage their staff attain higher qualifications, upskill and reskill so that the staff can keep up-to-date with the latest industry developments. Moreover, employers should also encourage staff to gain more international exposure, particularly from other cities and countries. Job rotation and staff promotion schemes are also effective to retain and motivate staff.

Employees

1.51 To prepare for the ever-changing working environment, the employees are recommended to reskill and upskill themselves and pursue further studies. The employees are suggested to utilise the Government's funding support to take training courses for reskilling and preparation for the job market, especially when the industry requires a large workforce for the revival in the post-pandemic era.

2 Introduction

Background

2.1 The Hotel, Catering and Tourism Training Board (Training Board) of the Vocational Training Council (VTC) is appointed by the Government of the Hong Kong Special Administrative Region (HKSAR) to analyse the manpower situation and training needs of the Hotel Industry. The Training Board comprises members nominated by major trade associations, trade unions, professional bodies, educational and training institutions and Government departments. The Working Party of the manpower survey is formed by selected members of the Training Board. The membership and terms of reference of the Training Board, as well as the members of the Working Party, are listed in **Appendices 1, 2 and 3**.

2.2 The manpower survey of the Hotel Industry is conducted every four years, followed by two periodic manpower updates supplemented with information collected from the focus group and desk research to better reflect the changing trends of the manpower situation. This manpower survey mainly focused on analysing technical manpower, which refers to personnel who are expected to apply the industrial knowledge and technical skills required to complete the work assigned.

2.3 Manpower data with respect to the survey reference date of 1 October 2022 was collected from mid-October 2022 to mid-February 2023. This report presents the survey findings and analysis of the latest manpower situation in the Hotel Industry and proposes recommendations on the manpower development to the different stakeholders of the industry, including employers, employees, training providers, and the Government, by making reference to the business outlook.

Objectives

2.4 The objectives of this manpower survey are:

- (a) Collecting up-to-date manpower information by principal jobs, by job level and by department of hotels in the industry;
- (b) Assessing the technical manpower structure;
- (c) Forecasting the training requirements in the near future; and
- (d) Recommending to the VTC and relevant stakeholders the development of training strategies to meet the needs.

3 Methodology

Survey Coverage

3.1 The survey covered 341 licensed hotels and offices in the Hotel Industry (i.e., hotel management companies and hotel offices for internal operation).

Sample Design

3.2 The establishment records were retrieved from the list of Licensed Hotels under the Office of the Licensing Authority, supplemented by the Central Register of Establishments of the Census and Statistics Department (C&SD) and the report on the Hotel Supply Situation of Hong Kong published by the Tourism Board. The survey covered 341 establishments in the industry, comprising 322 licensed hotels and 19 offices in the Hotel Industry.

Questionnaire Design

3.3 The questionnaire designed for the survey comprised two parts. Part I collected quantitative manpower information by departments, job levels and principal jobs, and Part II collected supplementary information related to the manpower situation. The list of principal jobs was defined by the Training Board with detailed job descriptions given for each job, and was classified into 11 departments and 4 job levels as follows:

Departments

- (a) Administration and Operation Department
- (b) Human Resources Department
- (c) Finance Department
- (d) Sales and Marketing Department
- (e) Front Office Department
- (f) Housekeeping Department
- (g) Spa and Health Club
- (h) Flower / Kiosk / Gift Shops
- (i) Engineering Department
- (j) Security Department
- (k) Food and Beverage Department

Job Levels

- (a) Managerial and Professional Level
- (b) Supervisory and Technician Level
- (c) Craft / Operative Level
- (d) Administrative Level and Others

3.4 While the job titles adopted in the establishments might vary from the descriptions of the principal jobs, respondents were asked to provide manpower information corresponding to the job descriptions and the skill levels of the principal jobs. The definition of terms and the survey documents, including a sample questionnaire, explanatory notes, and job descriptions for the principal jobs, are given in **Appendices 4 and 5**.

Data Collection

3.5 Data collection was carried out between mid-October 2022 and mid-February 2023. Each establishment was given a pack of survey documents. The respondents of the establishments were asked to provide manpower information of their establishments at the time of the survey, with the reference date of 1 October 2022. During the fieldwork period, enumerators assisted the respondents in completing the questionnaire through phone calls or on-site visits.

3.6 Various measures were taken to ensure the quality of the data collection process. These included prior fieldwork preparation, thorough training of fieldwork staff, monitoring of the fieldwork execution, measures to increase the response rate, checking of the completed questionnaires, double data entry and validation and verification of the collected data. The list of quality control measures is shown in **Appendix 6**.

Data Analysis

3.7 Among the 243 valid establishments, 166 were successfully enumerated, contributing to an effective response rate of 68.3%^{Note}. Taking into account (a) the satisfactory response rate of individual branches, (b) the satisfactory response rate from a majority of prominent and sizeable establishments, and (c) the grossing-up of sample results based on the statistically-grounded method, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the Hotel Industry. The response rate achieved for individual branches was also adequate to produce a meaningful breakdown by branch. The response profile is shown in **Appendix 7**.

^{Note} Establishments which had ceased operation, had not employed any staff for hotel operation, had nil reply to the survey, etc., were classified as invalid samples.

Manpower Projection Methodology

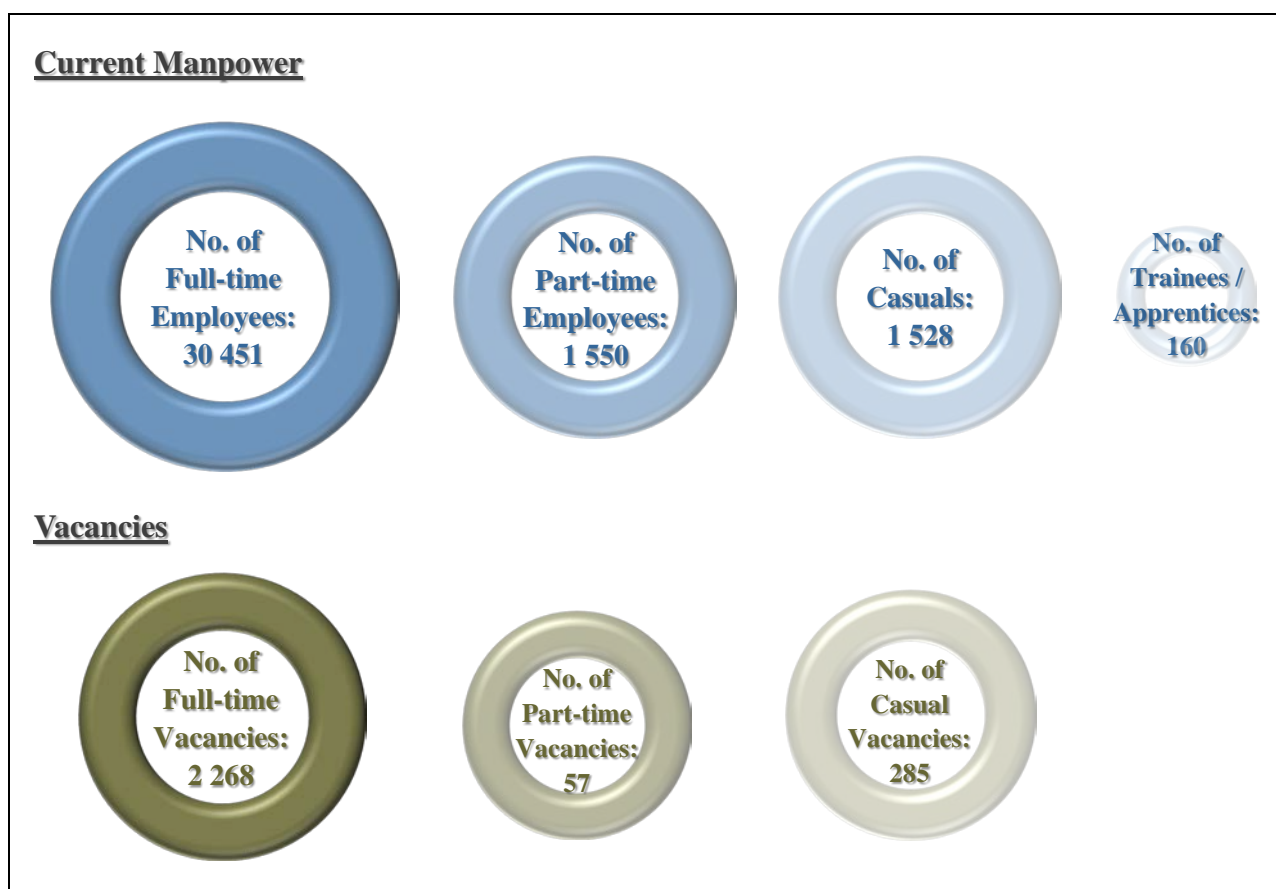
3.8 The Training Board adopts statistical modelling to project the manpower demand of the hotel industry for the period from 2023 to 2026. The statistical model is built by considering relevant economic indicators that reflect important changes in the local economy, demography, and labour market. The details of the projection methodology are provided in *Appendix 8*.

4 Survey Findings

4.1 Overview of Manpower Situation

4.1.1 The survey revealed that as of 1 October 2022 (i.e., the reference date of the survey), 30 451 full-time employees, 1 550 part-time employees and 1 528 casuals were engaged in the Hotel Industry, and 160 trainees / apprentices were reported. Moreover, there were 2 268 full-time vacancies, 57 part-time vacancies and 285 casual vacancies.

Chart 4.1 Overview of manpower situation

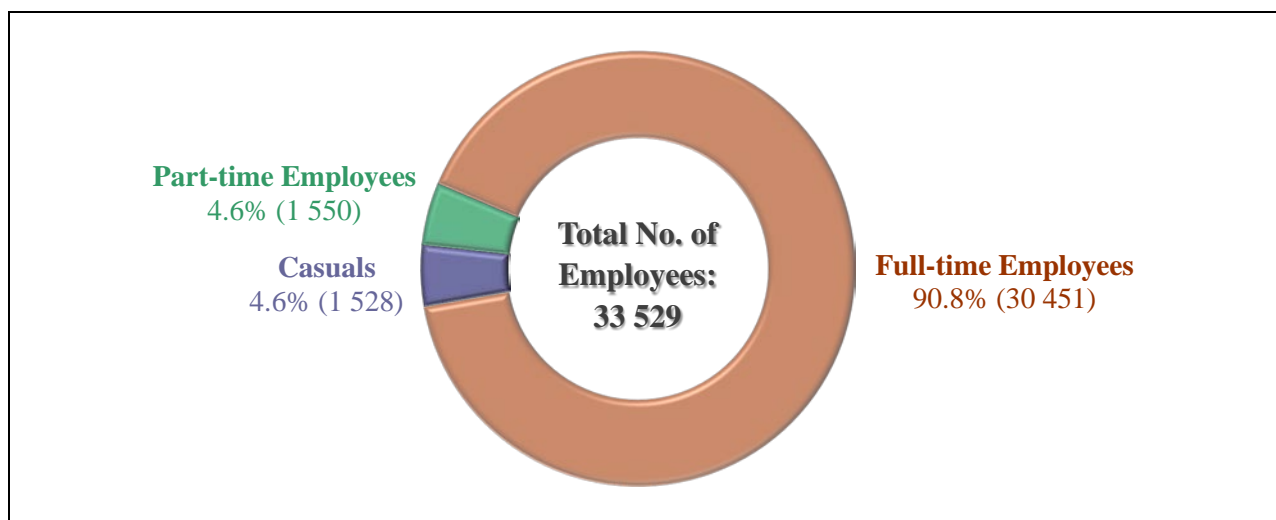


Note: “Vacancies” refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as of the survey reference date.

4.2 Overview of Current Manpower

4.2.1 Aggregating the number of full-time, part-time and casual employees, it was estimated that there were 33 529 employees as of 1 October 2022. Full-time employees accounted for the largest proportion (90.8%), while only small proportions were part-time employees and casuals (both were 4.6%).

Chart 4.2 Distribution of different types of employees



4.2.2 When analysed by job level, the percentages of part-time employees and casuals were higher among craft / operative level (both were 7.8%; vs. below 1% among other job levels).

Table 4.2 Distribution of different types of employees – by job level

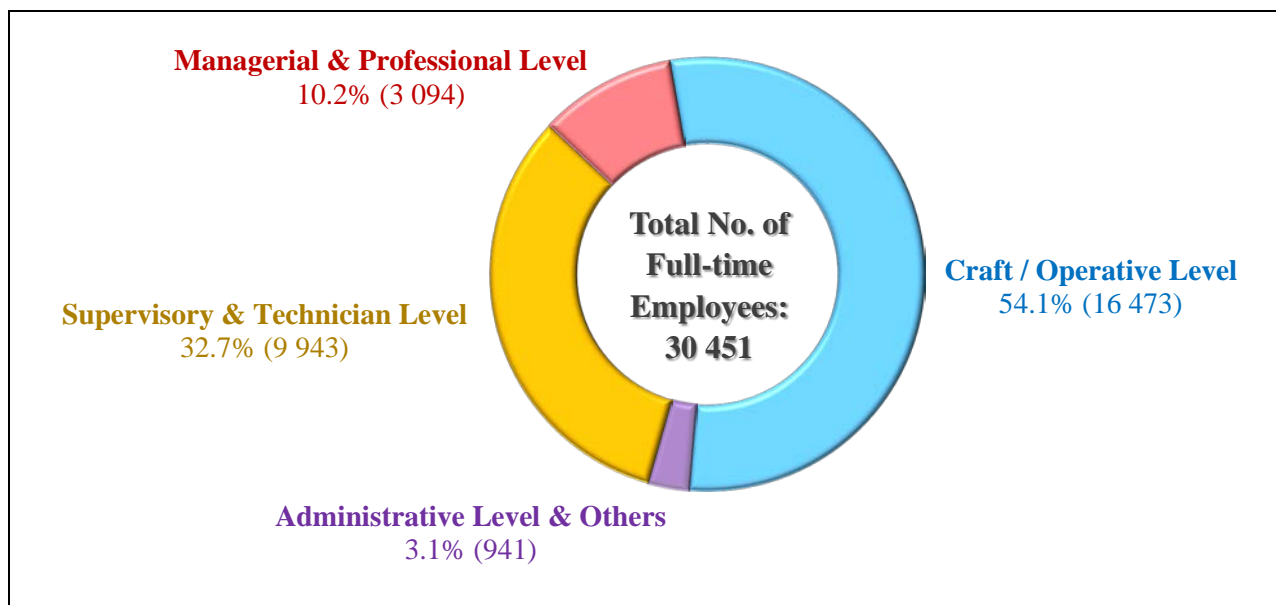
	OVERALL		Managerial & Professional		Supervisory & Technician		Craft / Operative		Administrative & Others	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	30 451	90.8%	3 094	100%	9 943	99.8%	16 473	84.4%	941	99.7%
Part-time	1 550	4.6%	0	0%	18	0.2%	1 529	7.8%	3	0.3%
Casuals	1 528	4.6%	0	0%	2	<0.1%	1 526	7.8%	0	0%
Overall:	33 529	100.0%	3 094	100.0%	9 963	100.0%	19 528	100.0%	944	100.0%

4.3 Number of Full-time Employees

By Job Level

4.3.1 Among the 30 451 full-time employees, more than half were working at the craft / operative level (54.1%; 16 473 persons), about one-third at supervisory and technician level (32.7%; 9 943 persons), about one-tenth at managerial and professional level (10.2%; 3 094 persons) and a small proportion at administrative level and others (3.1%; 941 persons).

Chart 4.3 Number of full-time employees – by job level



By Department

4.3.2 Analysing by department, relatively more full-time employees were working in the Food and Beverage Department of the hotels (35.3%; 10 749 persons), followed by Housekeeping Department (22.8%; 6 936 persons) and Front Office Department (15.6%; 4 745 persons).

Table 4.3a Number of full-time employees – by department

	No. of full-time employees	(%)
Food & Beverage	10 749	35.3%
Housekeeping	6 936	22.8%
Front Office	4 745	15.6%
Engineering	1 847	6.1%
Sales & Marketing	1 740	5.7%
Finance	1 245	4.1%
Security	1 099	3.6%
Administration & Operation	1 036	3.4%
Human Resources	493	1.6%
Spa & Health Club	468	1.5%
Flower / Kiosk / Gift Shops	56	0.2%
Others	37	0.1%
Overall:	30 451	100.0%

Prominent Principal Jobs

4.3.3 Of the top 10 prominent principal jobs of full-time employees, most of the jobs were under the Food and Beverage Department and Housekeeping Department. Moreover, most of these jobs were the craft / operative level.

4.3.4 The most prominent principal job was Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (3 532 persons), followed by Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant (1 765 persons) and Cook / Junior Cook of Western / Specialty Cuisine (1 444 persons).

Table 4.3b Top 10 prominent principal jobs of full-time employees

Department	Principal Jobs	No. of full-time employees	% among all full-time employees
Food & Beverage	Cook / Junior Cook (Western / Specialty Cuisine) 3	1 444	4.7%
	Waiter / Waitress; Server; Restaurant Receptionist 4	1 383	4.5%
	Steward; Cleaner; Dishwasher 5	1 174	3.9%
	Captain; Restaurant Supervisor	1 168	3.8%
	Garde Manger; Chef de Partie (cold production / grill / sauce); Pastry Chef	902	3.0%
Housekeeping	Room / Floor Attendant; Room Service Butler; Housekeeping Clerk 1	3 532	11.6%
	Cloakroom / Lobby Attendant; Public Area Cleaner; Toilet Attendant	1 161	3.8%
	Housekeeping Supervisor; Assistant Housekeeper; General / Public Area Supervisor	1 056	3.5%
Front Office	Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant 2	1 765	5.8%
Engineering	Engineering Craftsman	966	3.2%

 Supervisory & Technician Level  Craft / Operative Level

4.4 Number of Part-time Employees

4.4.1 Among the 1 550 part-time employees, virtually all were working at the craft / operative level (98.6%; 1 529 persons).

Table 4.4a Number of part-time employees – by job level

	No. of part-time employees	(%)
Managerial & professional	0	0%
Supervisory & technician	18	1.2%
Craft / operative	1 529	98.6%
Administrative & others	3	0.2%
Overall:	1 550	100.0%

4.4.2 The top 5 prominent principal jobs of part-time employees were in the Food and Beverage, Housekeeping and Front Office Departments. The most prominent principal job was Waiter / Waitress; Server; Restaurant Receptionist (538 persons), followed by Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (311 persons) and Cook / Junior Cook of Western / Specialty Cuisine (133 persons).

Table 4.4b Top 5 prominent principal jobs of part-time employees

Department	Principal Jobs	No. of part-time employees	% among all part-time employees
Food & Beverage	Waiter / Waitress; Server; Restaurant Receptionist 1	538	34.7%
	Cook / Junior Cook (Western / Specialty Cuisine) 3	133	8.6%
	Waiter / Waitress; Server; Restaurant Receptionist (Chinese Restaurant)	129	8.3%
Housekeeping	Room / Floor Attendant; Room Service Butler; Housekeeping Clerk 2	311	20.1%
Front Office	Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant	103	6.6%

 Craft / Operative Level

4.5 Number of Casuals

4.5.1 Among 1 528 casuals, virtually all were working at the craft / operative level (99.9%; 1 526 persons).

Table 4.5a Number of casuals – by job level

	No. of casuals	(%)
Managerial & professional	0	0%
Supervisory & technician	2	0.1%
Craft / operative	1 526	99.9%
Administrative & others	0	0%
Overall:	1 528	100.0%

4.5.2 The top 5 prominent principal jobs of casuals were in the Food and Beverage Department and Housekeeping Department. The most prominent principal job was Waiter / Waitress; Server; Restaurant Receptionist (424 persons), followed by Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (274 persons) and Steward; Cleaner; Dishwasher (186 persons).

Table 4.5b Top 5 prominent principal jobs of casuals

Department	Principal Jobs	No. of casuals	% among all casuals
Food & Beverage	Waiter / Waitress; Server; Restaurant Receptionist 1	424	27.7%
	Steward; Cleaner; Dishwasher 3	186	12.2%
	Cook / Junior Cook (Western / Specialty Cuisine)	185	12.1%
	Waiter / Waitress; Server; Restaurant Receptionist (Chinese Restaurant)	140	9.2%
Housekeeping	Room / Floor Attendant; Room Service Butler; Housekeeping Clerk 2	274	17.9%

 Craft / Operative Level

4.6 Number of Trainees / Apprentices

4.6.1 Among 160 trainees / apprentices, nearly nine-tenths were working at the craft / operative level (88.8%; 142 persons).

Table 4.6a Number of trainees / apprentices – by job level

	No. of casuals	(%)
Managerial & professional	0	0%
Supervisory & technician	9	5.6%
Craft / operative	142	88.8%
Administrative & others	9	5.6%
Overall:	160	100.0%

4.6.2 The top 3 prominent principal jobs of trainees / apprentices were in the Food and Beverage, Front Office and Housekeeping Departments, as listed in the table below.

Table 4.6b Top 3 prominent principal jobs of trainees / apprentices

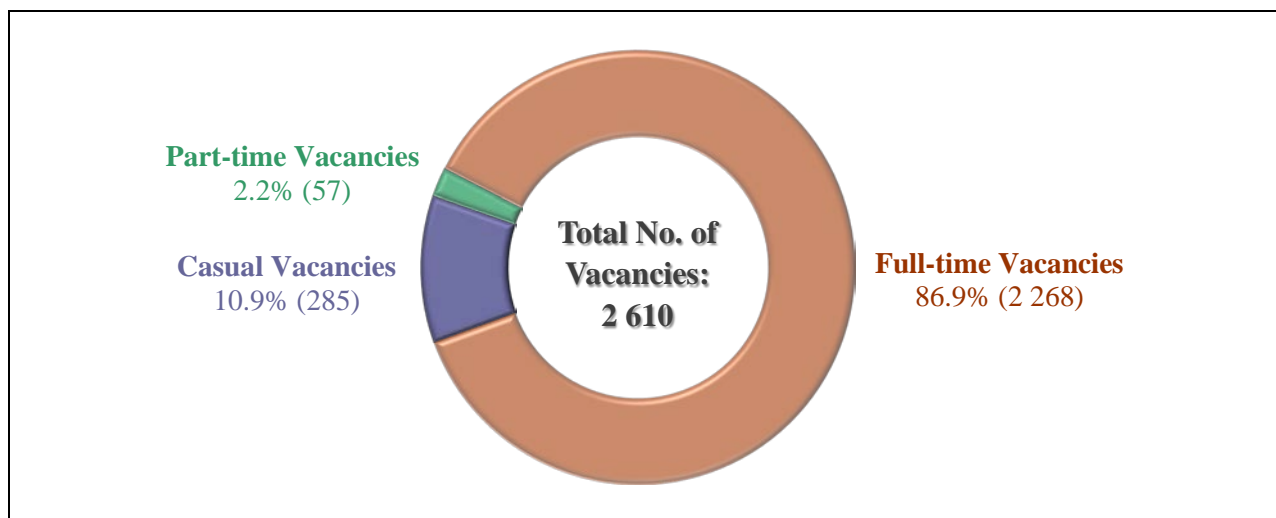
Department	Principal Jobs	No. of casuals	% among all casuals
Food & Beverage	Waiter / Waitress; Server; Restaurant Receptionist	41	25.6%
Front Office	Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant	33	20.6%
Housekeeping	Room / Floor Attendant; Room Service Butler; Housekeeping Clerk	19	11.9%

 Craft / Operative Level

4.7 Overview of Vacancies

4.7.1 Aggregating the number of full-time, part-time and casual vacancies, it was estimated that there were 2 610 vacancies as of 1 October 2022. It was noted that the number of casual vacancies (285 vacancies; 10.9%) was more than that of the part-time (57 vacancies; 2.2%).

Chart 4.7 Distribution of different types of vacancies



4.7.2 When analysed by job level, it was noted that all part-time vacancies and casual vacancies were jobs at the craft / operative level. For other job levels, all vacancies were full-time.

Table 4.7 Distribution of different types of vacancies – by job level

	OVERALL		Managerial & Professional		Supervisory & Technician		Craft / Operative		Administrative & Others	
	Number	(%)	Number	(%)	Number	(%)	Number	(%)	Number	(%)
Full-time	2 268	86.9%	48	100%	415	100%	1 789	84.0%	16	100%
Part-time	57	2.2%	0	0%	0	0%	57	2.7%	0	0%
Casuals	285	10.9%	0	0%	0	0%	285	13.4%	0	0%
Overall:	2 610	100.0%	48	100.0%	415	100.0%	2 131	100.0%	16	100.0%

4.8 Number of Full-time Vacancies

4.8.1 As of 1 October 2022, the total number of full-time vacancies was 2 268, representing a vacancy rate of 6.9% (i.e., full-time vacancies as a percentage of the total number of full-time employees and vacancies).

4.8.2 A larger number of full-time vacancies existed for jobs at the craft / operative level (1 789 vacancies). The vacancy rate was also higher among this job level (9.8%).

4.8.3 Similar to the distribution of full-time employees, relatively more full-time vacancies were found in the Food and Beverage Department (949 vacancies), Housekeeping Department (575 vacancies) and Front Office Department (409 vacancies). Higher vacancy rates were also found for these departments (7.7% - 8.1%; vs. below 7% in other departments).

Table 4.8a Number of full-time vacancies – by department & job level

	No. of full-time vacancies	Vacancy rate
By Job Level		
Managerial & professional	48	[1.5%]
Supervisory & technician	415	[4.0%]
Craft / operative	1 789	[9.8%]
Administrative & others	16	[1.7%]
By Department		
Food & Beverage	949	[8.1%]
Housekeeping	575	[7.7%]
Front Office	409	[7.9%]
Engineering	112	[5.7%]
Sales & Marketing	69	[3.8%]
Security	60	[5.2%]
Spa & Health Club	34	[6.8%]
Finance	28	[2.2%]
Administration & Operation	18	[1.7%]
Human Resources	13	[2.6%]
Flower / Kiosk / Gift Shops	0	[0%]
Others	1	[2.6%]
Overall:	2 268	[6.9%]

Vacancy rate = $\frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}}$ (for the respective department & job level)

4.8.4 The top 5 prominent principal jobs with full-time vacancies were in the Food and Beverage, Housekeeping and Front Office Departments. All of these jobs were at the craft / operative level.

4.8.5 The most prominent full-time vacancies existed for Room / Floor Attendant; Room Service Butler; Housekeeping Clerk (348 vacancies), followed by Waiter / Waitress; Server; Restaurant Receptionist (282 vacancies) and Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant (227 vacancies).

Table 4.8b Top 5 prominent principal jobs of full-time vacancies

Department	Principal Jobs	No. of full-time vacancies	Vacancy rate
Food & Beverage	Waiter / Waitress; Server; Restaurant Receptionist 2	282	[16.9%]
	Steward; Cleaner; Dishwasher	195	[14.2%]
	Cook / Junior Cook (Western / Specialty Cuisine)	148	[9.3%]
Housekeeping	Room / Floor Attendant; Room Service Butler; Housekeeping Clerk 1	348	[9.0%]
Front Office	Front Desk Agent; Front Office Clerk / Receptionist; Guest Relations Officer; Car Park Attendant 3	227	[11.4%]

 Craft / Operative Level

$$\text{Vacancy rate} = \frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective principal jobs})$$

4.9 Average Monthly Remuneration Package of Full-time Employees

4.9.1 The average monthly remuneration package for full-time employees at the managerial and professional level is commonly above \$30,000 (77.6%). They were followed by \$20,001 - \$30,000 for the supervisory and technician level (72.7%) and \$15,001 - \$25,000 for administrative level and others (77.2%). The common income range of the craft / operative level was \$20,000 or below (88.6%).

Table 4.9 Average monthly remuneration package of full-time employees – by job level

Job Level	Above \$40,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Managerial & professional	50.5%	27.1%	14.8%	6.9%	0.8%	0%	3 094
Supervisory & technician	0.7%	10.7%	28.9%	43.8%	15.6%	0.3%	9 943
Craft / operative	0%	0%	1.0%	10.3%	59.9%	28.7%	16 473
Administrative & others	0.2%	1.4%	13.6%	22.8%	54.4%	7.6%	941

denotes prominent ranges of remuneration package in the respective job level.

4.10 Average Hourly Wage of Part-time Employees

4.10.1 Regarding the average hourly wage of part-time employees, more than half of the craft / operative level earned \$51 - \$80 (53.6%), while about two-fifths earned a lower wage of \$37.5 - \$50 (39.1%). For the supervisory and technician level, most earned an hourly wage above \$80 (77.8%).

Table 4.10 Average hourly wage of part-time employees – by job level

Job Level	Above \$80	\$51 - \$80	\$37.5 - \$50	No. of part-time employees
Supervisory & technician	77.8%	16.7%	5.6%	18
Craft / operative	7.3%	53.6%	39.1%	1 529

denotes prominent ranges of hourly wage in the respective job level.

- Notes: (i) No part-time employees at the managerial and professional level.
(ii) Due to the small base of administrative level and others (3 part-time employees), their hourly wages were not shown.

4.11 Preferred Education Level

4.11.1 Most full-time employees at the managerial and professional level were expected to have a first degree level or above (85.7%). Sub-degree was the most preferred education level for employees at the supervisory and technician level (64.3%), while most of those at the administrative level and others were required to attain diploma / certificate (62.4%). For the craft / operative level, considerable proportions were required to attain a diploma / certificate (49.7%) and secondary 4 to 6/7 level (39.3%).

Table 4.11 Preferred education level of full-time employees – by job level

Job Level	First degree or above	Sub-degree	Diploma / certificate	Secondary 4 to 6/7	Secondary 3 or below	No. of full-time employees
Managerial & professional	85.7%	12.6%	1.7%	0.1%	0%	3 094
Supervisory & technician	6.1%	64.3%	28.0%	1.5%	0%	9 943
Craft / operative	0%	0.1%	49.7%	39.3%	10.9%	16 473
Administrative & others	2.5%	21.8%	62.4%	12.9%	0.5%	941

denotes prominent preferred education levels in the respective job level.

4.12 Preferred Years of Experience

4.12.1 The preferred years of experience correlated with job levels. Employers tended to require full-time employees at the managerial and professional level to have 6 years to less than 10 years of experience (63.4%). The most preferred years of experience for employees at the supervisory and technician level was 3 years to less than 6 years (73.7%), while most of those at craft / operative level as well as administrative level and others were only required to have less than 3 years of experience (90.6% and 93.9% respectively).

Table 4.12 Preferred years of experience of full-time employees – by job level

Job Level	10 years or more	6 – < 10 years	3 – < 6 years	1 – < 3 years	< 1 year	no experience required	No. of full-time employees
Managerial & professional	26.9%	63.4%	8.8%	0.9%	0%	0%	3 094
Supervisory & technician	0%	14.1%	73.7%	12.0%	0.2%	0%	9 943
Craft / operative	0%	0%	2.7%	49.2%	41.4%	6.7%	16 473
Administrative & others	0%	0%	2.0%	49.8%	44.1%	4.1%	941

denotes prominent preferred years of experience in the respective job level.

4.13 Age Distribution

4.13.1 Full-time employees at the managerial and professional level tended to be older than those at lower job levels. Most of them aged 40 - 59 (69.0%). On the other hand, administrative level and others tended to be younger, as most of them aged 20 – 39 (66.1%). For the supervisory and technician level as well as craft / operative level, about half of them aged 40 – 59 (50.4% and 50.6% respectively), while considerable proportions were younger in the age range of 20 – 39 (44.4% and 38.8% respectively).

Table 4.13 Age distribution of full-time employees – by job level

Job Level	Aged 60 or above	Aged 40 – 59	Aged 20 – 39	Aged Below 20	No. of full-time employees
Managerial & professional	6.7%	69.0%	24.3%	0%	3 094
Supervisory & technician	4.6%	50.4%	44.4%	0.5%	9 943
Craft / operative	9.4%	50.6%	38.8%	1.2%	16 473
Administrative & others	0.5%	32.3%	66.1%	1.1%	941

denotes prominent age ranges in the respective job level.

4.14 Employees Left and Recruited in the Past 12 Months

Employees Left

4.14.1 A total of 8 049 full-time employees have left their establishments during the 12 months before enumeration. The turnover rate (i.e. the number of full-time employees left as a percentage of the total number of full-time posts) was 24.6%. A higher turnover rate was found at the craft / operative level (31.0%), followed by the administrative level and others (29.9%).

Employees Recruited

4.14.2 During the past 12 months before enumeration, 7 509 full-time employees were recruited. The number of full-time employees who left was bigger than that of the new recruits, indicating that some of the posts have not been filled after employees' departure.

4.14.3 Most of the recruits (78.1%) had relevant experience. This percentage was higher among the new recruits at the managerial and professional level (97.8%), followed by the supervisory and technician level (90.1%).

Table 4.14 Full-time employees left and recruited in the past 12 months – by job level

Job Level	No. of full-time employees LEFT	Turnover rate	No. of NEW RECRUITS	% of having relevant experience	% of hotel / catering / tourism fresh graduates
Managerial & professional	542	[17.3%]	491	97.8%	0%
Supervisory & technician	1 557	[15.0%]	1 427	90.1%	1.0%
Craft / operative	5 664	[31.0%]	5 305	73.9%	9.5%
Administrative & others	286	[29.9%]	286	62.2%	11.9%
Overall:	8 049	[24.6%]	7 509	78.1%	7.3%

Turnover rate =
$$\frac{\text{No. of full-time employees left}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective job level})$$

4.14.4 Among the 7 509 new recruits, 149 (2.0%) were recruited as management trainees / graduate trainees.

4.14.5 For those new recruits without hotel industry experience, the commonly mentioned industries that they worked in before are:

- Catering;
- Property management;
- Customer services / sales / marketing / public relations; and
- Retail.

4.15 Recruitment Difficulties in the Past 12 Months

4.15.1 Of the establishments which had engaged in recruitment exercises for the respective level of full-time employees during the 12 months before enumeration, the percentages of encountering recruitment difficulties were relatively higher for those recruiting the craft / operative level (87.3%) and administrative level and others (82.1%), followed by the supervisory and technician level (72.1%) and managerial and professional level (60.4%).

4.15.2 Among those which reported recruitment difficulties, “competition for manpower from other industries in terms of compensation and benefits system” (about 51% - 60%) and “lack of candidates with relevant experience” (about 54% - 64%) were frequently mentioned difficulties across all levels of employees.

4.15.3 Moreover, for recruiting the supervisory and technician level as well as the craft / operative level, “competition for manpower from other industries in terms of working conditions (e.g. working hours, shift work)” (53.5% and 63.9% respectively) and “lack of candidates with career aspiration” (50.7% and 50.2% respectively) are also key recruitment difficulties.

Table 4.15 Recruitment difficulties in the past 12 months before enumeration – by job level

	Managerial & Professional	Supervisory & Technician	Craft / Operative	Administrative & Others
With recruitment difficulties	60.4%	72.1%	87.3%	82.1%
Among those with recruitment difficulties:				
• <i>Competition for manpower from other industries, in terms of:</i>				
- <i>Compensation and benefits system</i>	50.5%	54.9%	59.8%	58.7%
- <i>Working conditions (e.g. working hours, shift work)</i>	37.4%	53.5%	63.9%	50.0%
- <i>Terms of employment</i>	31.3%	28.9%	32.9%	38.0%
- <i>Career prospects</i>	10.1%	19.0%	19.2%	21.7%
• <i>Lack of candidates with relevant experience</i>	57.6%	58.5%	53.9%	64.1%
• <i>Lack of candidates with career aspiration</i>	18.2%	50.7%	50.2%	42.4%
• <i>Insufficient trained / qualified manpower in the related disciplines</i>	17.2%	28.9%	18.3%	29.3%
• <i>Competition for manpower from the Mainland / Macao / other cities</i>	9.1%	2.8%	2.3%	0%
• <i>Others (e.g. location, candidates lacked confidence on industry prospects due to COVID-19 pandemic, migration wave, etc.)</i>	6.1%	7.0%	11.4%	5.4%
Without recruitment difficulties	39.6%	27.9%	12.7%	17.9%
No. of establishments with recruitment exercise	164	197	251	112
(% of establishments with recruitment exercise for the respective level of full-time employees)	(51.9%)	(62.3%)	(79.4%)	(35.4%)

denotes prominent recruitment difficulties in the respective job level.

Note: Respondents may have mentioned more than one recruitment difficulties.

4.16 Retention Difficulties

4.16.1 For retention of full-time employees, higher percentage of establishments encountered difficulties retaining craft / operative level (78.1%), followed by supervisory and technician level (61.0%).

4.16.2 Among those which reported difficulties, “competition for manpower among hotel / catering / tourism sectors and other industries in terms of compensation and benefits system” was the most frequently mentioned retention difficulty across all levels of employees (about 74% - 82%).

4.16.3 In addition, similar to recruitment difficulties, quite a number of employers said that “working conditions (e.g. working hours, shift work)” made difficulty in retention of supervisory and technician level (61.9%) and craft / operative level (62.2%).

Table 4.16 Retention difficulties – by job level

	Managerial & Professional	Supervisory & Technician	Craft / Operative	Administrative & Others
With retention difficulties	52.9%	61.0%	78.1%	53.7%
Among those with retention difficulties:				
• <i>Competition for manpower among hotel / catering / tourism sectors and other industries, in terms of:</i>				
- <i>Compensation and benefits system</i>	73.7%	81.9%	79.1%	79.8%
- <i>Working conditions (e.g. working hours, shift work)</i>	27.1%	61.9%	62.2%	34.0%
- <i>Job nature and workload</i>	35.6%	47.7%	46.4%	47.9%
- <i>Career prospects</i>	27.1%	39.4%	29.6%	23.4%
• <i>Retirement</i>	14.4%	12.9%	9.2%	8.5%
• <i>Competition for manpower from the Mainland / Macao / other cities</i>	5.9%	3.9%	3.6%	0%
• <i>Others (e.g. employees lacked confidence on industry prospects due to COVID-19 pandemic, migration wave, etc.)</i>	11.0%	8.4%	5.6%	7.4%
Without retention difficulties	47.1%	39.0%	21.9%	46.3%

denotes prominent retention difficulties in the respective job level.

- Notes: (i) Percentages of establishments with the respective level of full-time employees.
(ii) Respondents may have mentioned more than one retention difficulties.

4.17 Expected Change in Business Volume in the Next 12 Months

4.17.1 A large proportion of establishments (45.2%) expected their business volume to remain stable in the next 12 months. Nearly one-fifth (19.3%) anticipated that it would be better, while only a small percentage (7.3%) expected that it would be worse.

Chart 4.17 Expected change in business volume in the next 12 months

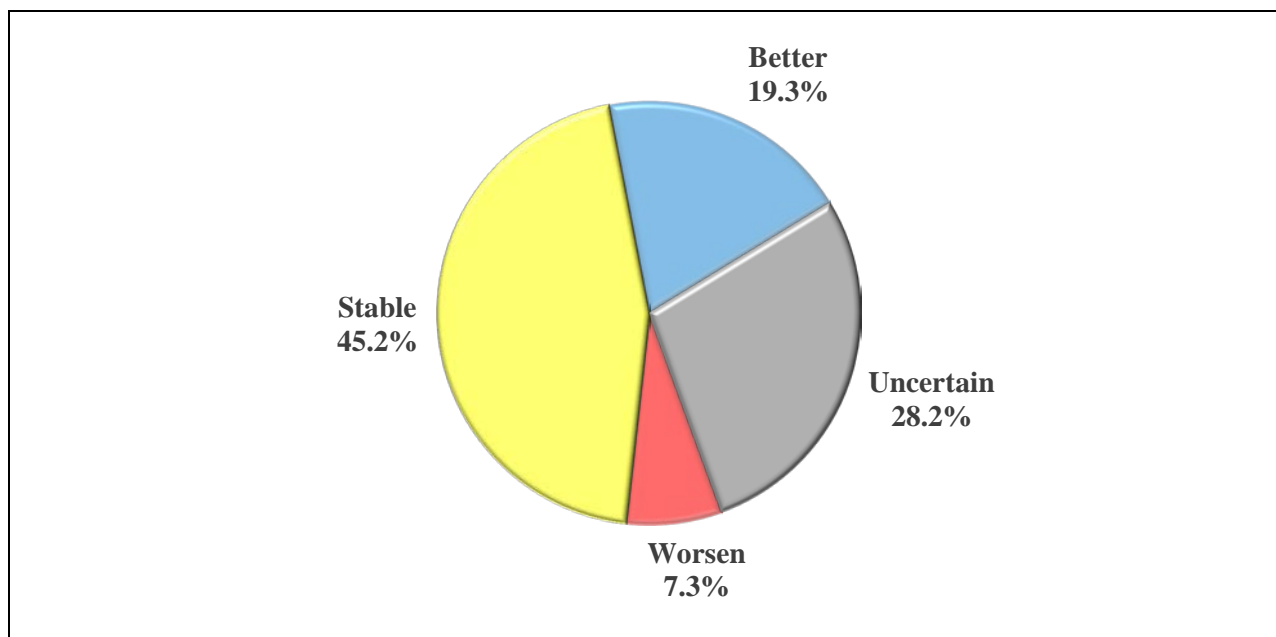


Table 4.17 Expected percentage changes in business volume in the next 12 months

Expected % of increase / decrease	Among those expecting BETTER	Among those expecting WORSE
≤ 10%	32.7%	26.3%
11% - 15%	6.1%	0%
16% - 20%	30.6%	15.8%
21% - 30%	12.2%	31.6%
31% - 40%	4.1%	15.8%
> 40%	14.3%	10.5%

4.17.2 The major reasons for expecting better business volume are:

- Expected that relaxation of cross-boundary restrictions will be launched;
- Expected that cross-boundary travel will be resumed / the tourism industry will recover; and
- Anticipated that the COVID-19 pandemic situation will be eased and the economic condition will recover.

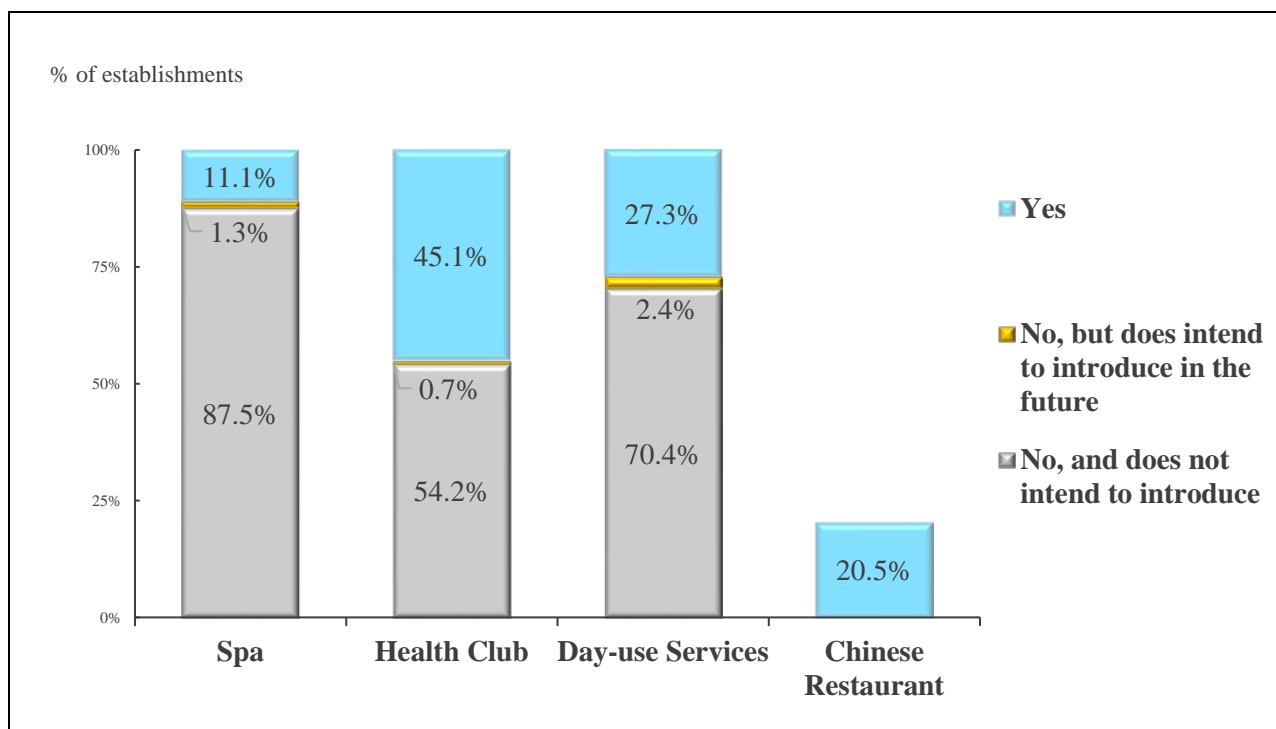
4.17.3 The major reasons for expecting worse business volume are:

- The schedule for relaxing the cross-boundary restrictions was still not confirmed;
- Worried that the economic condition is still unstable; and
- Relaxation of cross-boundary restrictions will lead to loss of local customers.

4.18 Hotel Facilities and Services

4.18.1 About one-tenth of the hotels had spas (11.1%), whereas a much higher percentage had health clubs (45.1%). About one-fifth of the hotels (20.5%) had Chinese restaurants. More than one-quarter (27.3%) provided day-use services. For those which did not have the respective hotel facilities / services, only very few intended to introduce those facilities / services in the future.

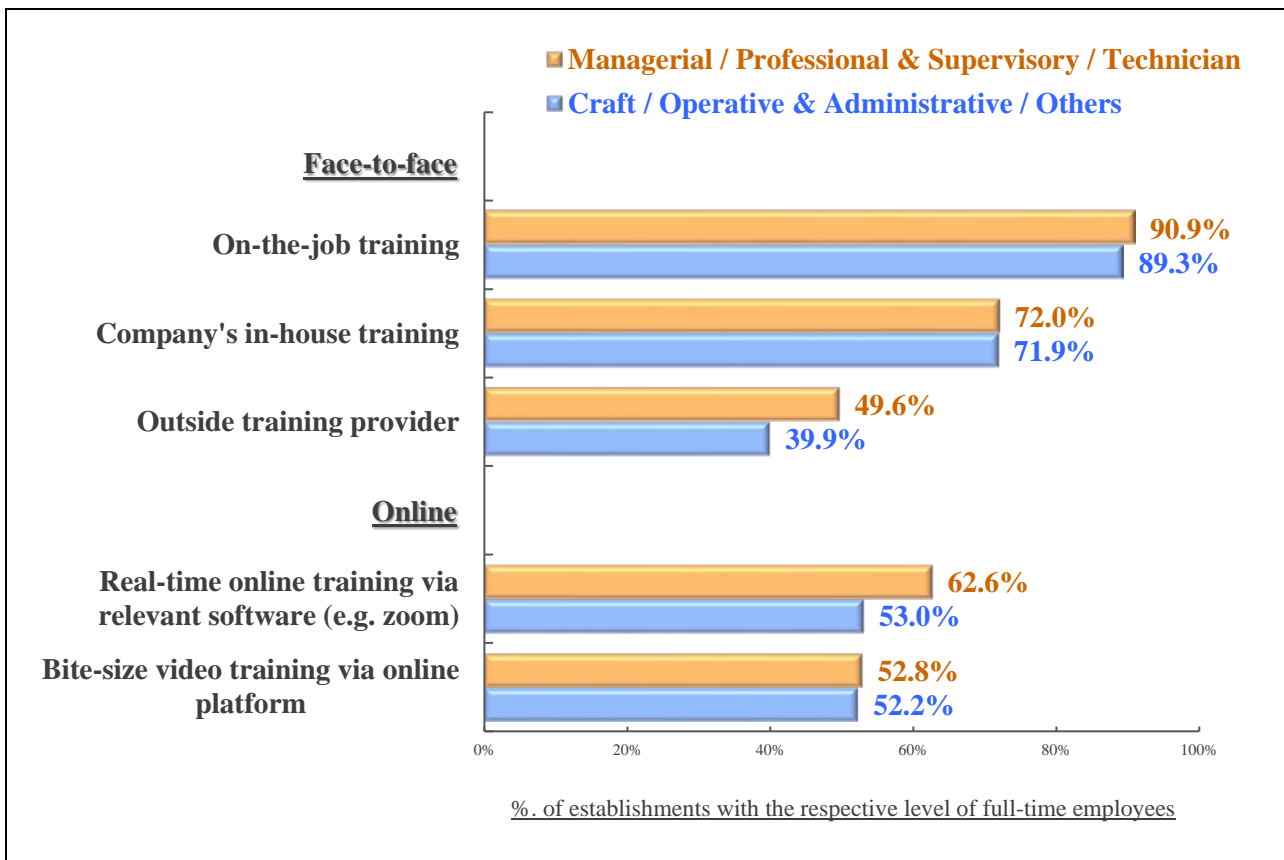
Chart 4.18 Whether having specified hotel facilities and services



4.19 Preferred Mode of Training

4.19.1 Employers with the respective level of full-time employees generally preferred on-the-job training most, both for employees at “managerial / professional and supervisory / technician level” (90.9%) and “craft / operative level and administrative level / others” (89.3%). The company’s in-house training was also preferred by most of the employers (over 70% for the respective job levels). Besides, more than half of the employers also preferred online training (about 52% - 63% respectively).

Chart 4.19 Preferred mode of training for full-time employees – by job level

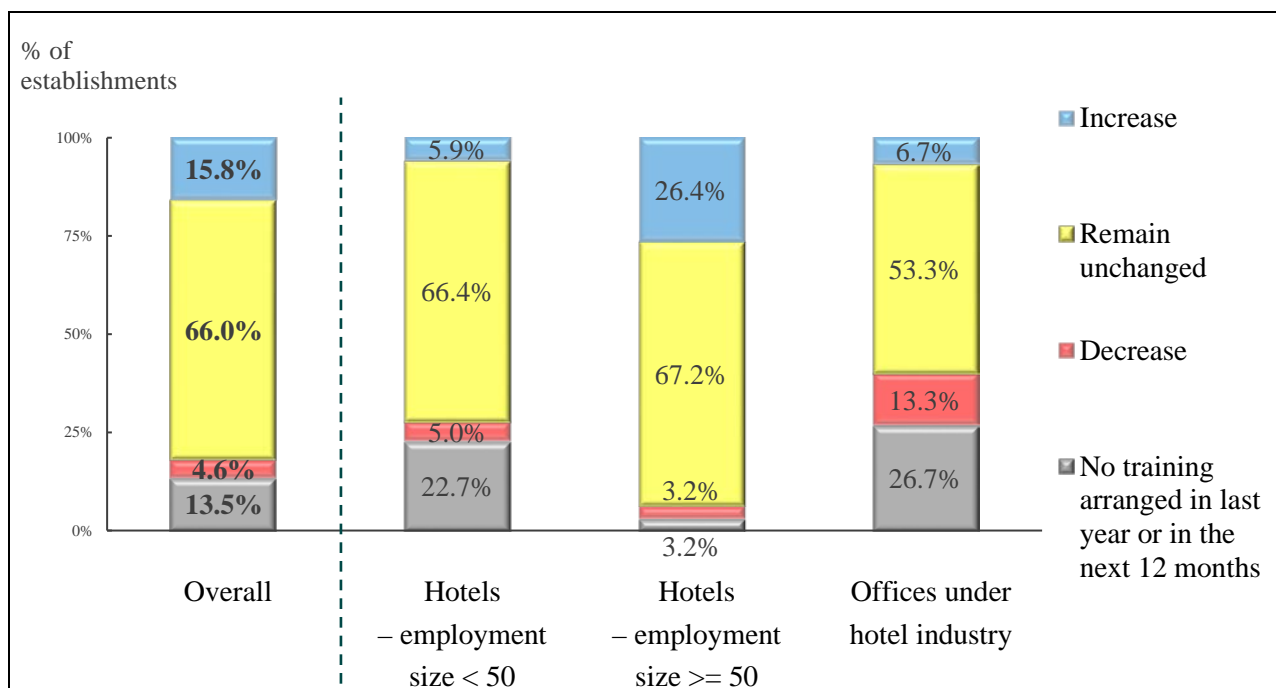


Note: Respondents may have mentioned more than one training modes.

4.20 Expected Change in Training and Staff Development Budget in the Next 12 Months

4.20.1 Nearly two-thirds of the establishments (66.0%) expected that the budget for training and staff development for the next 12 months will remain unchanged compared to that in the last year. Some (15.8%) expected that the budget will be increased. Such percentage was relatively higher among large-sized hotels with 50 or more employees (26.4%). On the other hand, only a small proportion (4.6%) claimed that the budget would be decreased, and such a percentage was relatively higher among offices in the hotel industry (13.3%).

Chart 4.20 Expected change in training & staff development budget in the next 12 months



4.21 Training Areas Required for Employees to Meet the Emerging Trend of the Industry

4.21.1 When asked the establishments to list the training areas required for full-time employees to meet the emerging trend of the industry, it was observed that some training areas were considered necessary across employees of different job levels.

4.21.2 “Problem solving / design thinking” was commonly required for all job levels. Moreover, some training areas were commonly required for particular job levels:

- “Customer service” and “communication” for supervisory and technician level, craft / operative level as well as administrative level and others;
- “Supervisory techniques and leadership skills” for managerial and professional level as well as supervisory and technician level; and
- “Interpersonal skills” for supervisory and technician level as well as administrative level and others.

4.21.3 The details of the training areas required for employees are provided in *Appendix 9*.

Table 4.21 Top 5 training areas required for full-time employees to meet the emerging trend of the industry – by job level

	Managerial & Professional	Supervisory & Technician	Craft / Operative	Administrative & Others
• 1st	Supervisory Techniques, Leadership Skills	Problem Solving / Design Thinking	Customer Service	Communication
	68.0%	70.0%	84.4%	65.3%
• 2nd	Human Resources Management	Customer Service	Communication	Problem Solving / Design Thinking
	64.3%	68.3%	77.7%	53.3%
• 3rd	Sales & Marketing Strategic Planning, Implementation & Evaluation	Communication	Front Office Service	Interpersonal Skills
	Problem Solving / Design Thinking			
	Both were 53.4%	68.0%	69.8%	50.3%
• 4th	-	Supervisory Techniques, Leadership Skills	Problem Solving / Design Thinking	English
	-	61.7%	67.8%	48.2%
• 5th	Risk Management	Interpersonal Skills	Housekeeping Service	Customer Service
	51.1%	60.7%	67.1%	46.2%

Notes: (i) Percentages of establishments with the respective level of full-time employees.

(ii) Respondents may have mentioned more than one training areas.

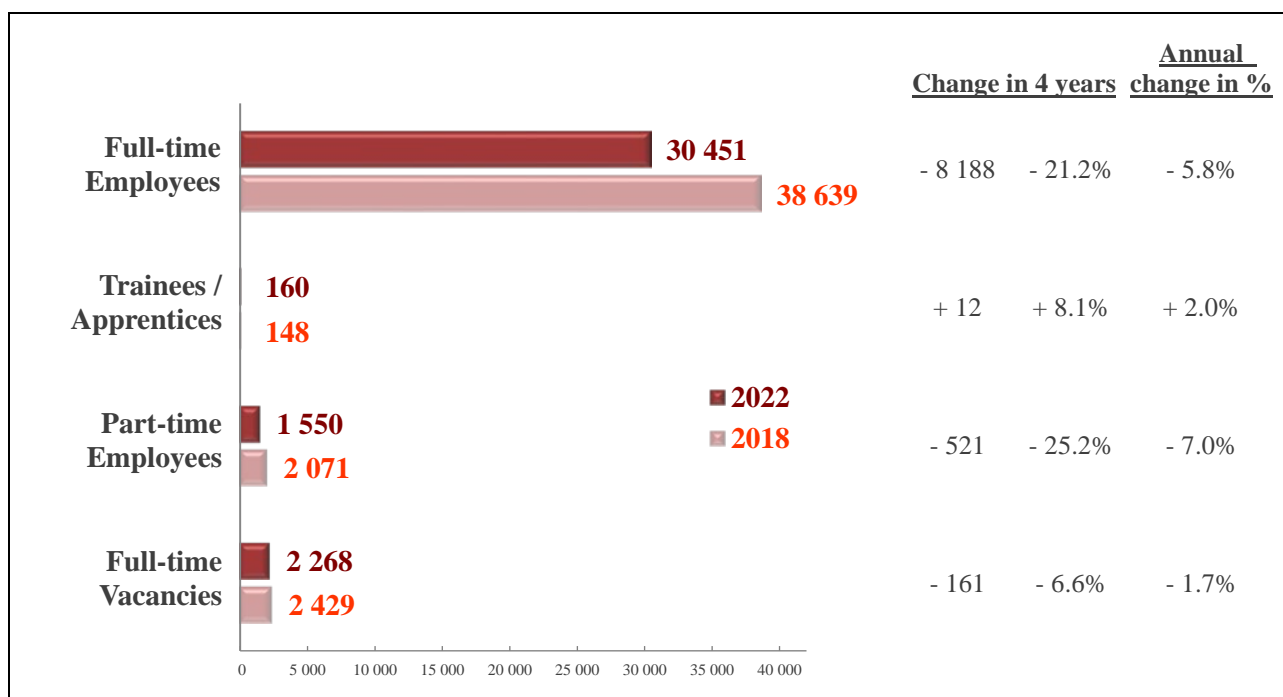
5 Manpower Analysis

5.1 Manpower Changes between 2022 and 2018

5.1.1 Overview of Manpower Changes

5.1.1.1 In general, larger percentage changes were found for full-time employees (-21.2%) and part-time employees (-25.2%) in 2022 as compared to 2018, whilst the percentage changes for trainees / apprentices (+8.1%) and full-time vacancies (-6.6%) were relatively smaller. Likely due to the impact of the COVID-19 pandemic in the past years, employers generally had a conservative attitude toward employing staff.

Chart 5.1.1a Overview of manpower changes

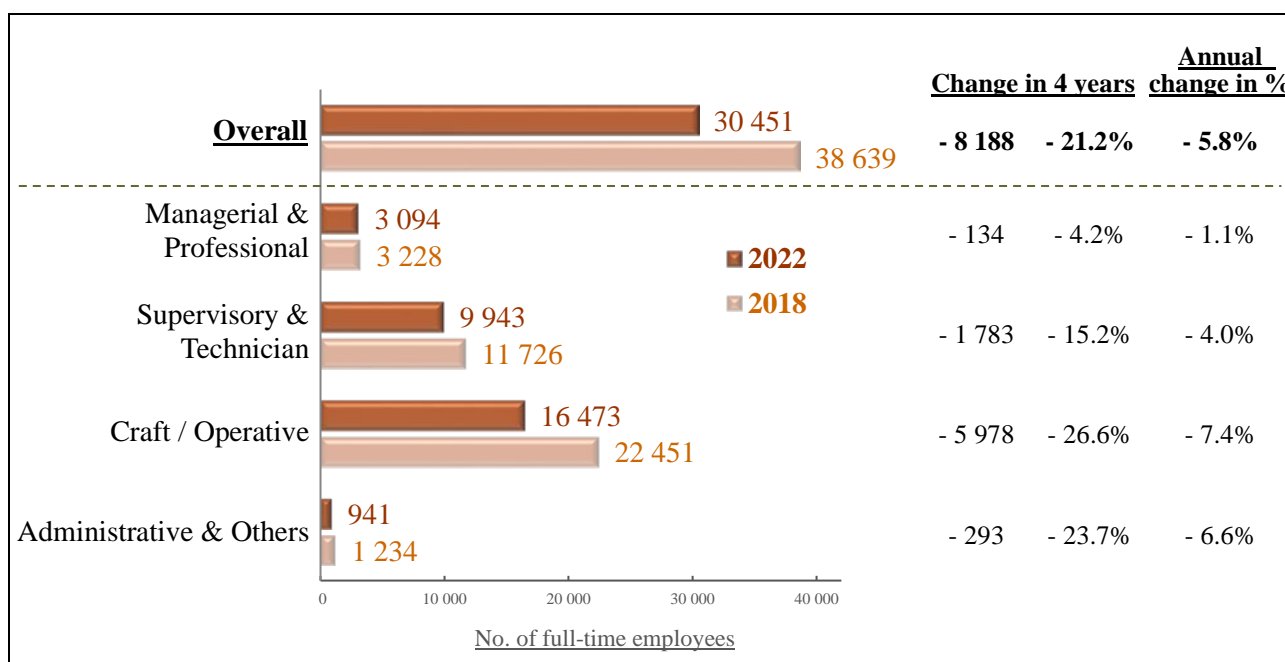


Note: In the 2018 Survey, no data was collected for the number of casuals, part-time vacancies and casual vacancies.

5.1.2 Changes in Number of Full-time Employees

5.1.2.1 The total number of full-time employees has decreased from 38 639 in 2018 to 30 451 in 2022, with a decrement of 21.2% (-8 188 persons). The decrease was also found across all job levels. The largest decrease was recorded for the craft / operative level (-5 978 persons), followed by the supervisory and technician level (-1 783 persons).

Chart 5.1.2 Changes in number of full-time employees – by job level



5.1.3 Changes in Number of Part-time Employees

5.1.3.1 The total number of part-time employees has decreased, from 2 071 in 2018 to 1 550 in 2022, with a decrement of 25.2% (-521 persons). In terms of job level, the overall decrease in part-time employees was basically contributed by the decrease in the craft / operative level (-483 persons).

Table 5.1.3 Changes in number of part-time employees – by job level

	No. of part-time employees		Change in 4 years		Annual change in %
	2022	2018	Change	%	%
Managerial & professional	0	0	0	0%	0%
Supervisory & technician	18	51	- 33	- 64.7%	- 22.9%
Craft / operative	1 529	2 012	- 483	- 24.0%	- 6.6%
Administrative & others	3	8	- 5	- 62.5%	- 21.7%
Overall:	1 550	2 071	- 521	- 25.2%	- 7.0%

5.1.4 Changes in Number of Full-time Vacancies

5.1.4.1 The total number of full-time vacancies has decreased from 2 429 in 2018 to 2 268 in 2022, with a decrement of 6.6% (-161 vacancies). Relatively larger decreases were recorded for the supervisory and technician level (-77 vacancies) and the managerial and professional level (-57 vacancies).

5.1.4.2 Though the number of vacancies has decreased, the vacancy rate has slightly increased, from 5.9% in 2018 to 6.9% in 2022. Analysing by job level, the increased vacancy rate was found for the craft / operative level (from 7.5% to 9.8%). This indicated that the hotels were recruiting a higher percentage of craft / operative level as compared to 2018, likely because the full-time employee base of craft / operative level was down-scaled for a considerable extent in the past 4 years (-26.6%) and the employers were actively preparing for the recovery of hotel industry.

Table 5.1.4 Changes in number of full-time vacancies – by job level

	No. of full-time vacancies		Change in 4 years		Annual change	Vacancy rate	
	2022	2018			in %	2022	2018
Managerial & professional	48	105	- 57	- 54.3%	- 17.8%	[1.5%]	[3.2%]
Supervisory & technician	415	492	- 77	- 15.7%	- 4.2%	[4.0%]	[4.0%]
Craft / operative	1 789	1 808	- 19	- 1.1%	- 0.3%	[9.8%]	[7.5%]
Administrative & others	16	24	- 8	- 33.3%	- 9.6%	[1.7%]	[1.9%]
Overall:	2 268	2 429	- 161	- 6.6%	- 1.7%	[6.9%]	[5.9%]

$$\text{Vacancy rate} = \frac{\text{No. of full-time vacancies}}{\text{Total no. of posts (full-time employees + full-time vacancies)}} \quad (\text{for the respective job level})$$

5.1.5 Changes in Average Monthly Remuneration Package

5.1.5.1 Compared with the results of the 2018 survey, a general upward trend in average monthly remuneration packages was recorded in 2022 across various job levels.

5.1.5.2 For employees at the supervisory and technician level, the prominent range of their remuneration package shifted from \$15,001 - \$25,000 in 2018 (79.8%) to \$20,001 - \$30,000 in 2022 (72.7%). The situation for employees at the administrative level and others was similar. Their prominent range shifted from \$20,000 or below in 2018 (86.7%) to \$15,001 - \$25,000 in 2022 (77.2%).

5.1.5.3 For the craft / operative level, a lower percentage ranged \$15,000 or below (from 75.6% in 2018 to 28.7% in 2022), while a higher percentage ranged \$15,001 - \$20,000 (from 22.8% to 59.9%).

5.1.5.4 For the managerial and professional level, a higher percentage had a remuneration package of above \$40,000 (from 31.1% in 2018 to 50.5% in 2022).

Table 5.1.5 Changes in average monthly remuneration package – by job level

Job Level	Above \$40,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
2022							
Managerial & professional	50.5%	27.1%	14.8%	6.9%	0.8%	0%	3 094
Supervisory & technician	0.7%	10.7%	28.9%	43.8%	15.6%	0.3%	9 943
Craft / operative	0%	0%	1.0%	10.3%	59.9%	28.7%	16 473
Administrative & others	0.2%	1.4%	13.6%	22.8%	54.4%	7.6%	941
2018							
Managerial & professional	31.1%	30.9%	20.6%	15.0%	2.4%	0%	3 228
Supervisory & technician	0.5%	4.3%	11.0%	48.6%	31.1%	4.4%	11 726
Craft / operative	0.1%	0%	0%	1.5%	22.8%	75.6%	22 451
Administrative & others	0.3%	1.4%	1.5%	10.1%	52.6%	34.2%	1 234

denotes prominent ranges of remuneration package in the respective job level.

5.1.6 Changes in Preferred Education Level

5.1.6.1 Compared with the results of the 2018 survey, employers tended to have higher requirements on the education level of various job levels.

5.1.6.2 For the craft / operative level, a higher percentage was required to have a diploma / certificate (from 28.8% in 2018 to 49.7% in 2022), while a lower percentage was accepted to have secondary 3 or below level (from 23.1% to 10.9%). In addition, a higher percentage of supervisory and technician level was preferred to attain a sub-degree level (from 30.9% in 2018 to 64.3% in 2022), and a higher percentage of managerial and professional level was preferred to attain a first degree or above level (from 73.7% to 85.7%).

5.1.6.3 The requirement for the administrative level and others tended to be lower. A lower percentage preferred to attain a sub-degree or above level (from 51.3% in 2018 to 24.2% in 2022), whereas a higher percentage was accepted to have a diploma / certificate (from 24.8% to 62.4%).

Table 5.1.6 Changes in preferred education level – by job level

Job Level	First degree or above	Sub-degree	Diploma / certificate	Secondary 4 to 6/7	Secondary 3 or below	No. of full-time employees
2022						
Managerial & professional	85.7%	12.6%	1.7%	0.1%	0%	3 094
Supervisory & technician	6.1%	64.3%	28.0%	1.5%	0%	9 943
Craft / operative	0%	0.1%	49.7%	39.3%	10.9%	16 473
Administrative & others	2.5%	21.8%	62.4%	12.9%	0.5%	941
2018						
Managerial & professional	73.7%	17.7%	6.6%	2.0%	0%	3 228
Supervisory & technician	22.1%	30.9%	32.6%	12.6%	1.9%	11 726
Craft / operative	0.1%	8.9%	28.8%	39.1%	23.1%	22 451
Administrative & others	13.8%	37.5%	24.8%	23.4%	0.4%	1 234

denotes prominent preferred education levels in the respective job level.


5.1.7 Changes in Preferred Years of Experience

5.1.7.1 Compared with the results of the 2018 survey, employers tended to have higher requirements for years of experience for at the managerial and professional level as well as administrative level and others. For the former, a higher percentage was preferred to have 10 years of experience or more (from 15.5% in 2018 to 26.9% in 2022). For the latter, a higher percentage was required to have 1 year to less than 3 years of experience (from 28.9% to 49.8%), whilst a lower percentage can be accepted to have no experience (from 16.9% to 4.1%).

Table 5.1.7 Changes in preferred years of experience – by job level

Job Level	10 years or more	6 – < 10 years	3 – < 6 years	1 – < 3 years	< 1 year	No experience required	No. of full-time employees
2022							
Managerial & professional	26.9%	63.4%	8.8%	0.9%	0%	0%	3 094
Supervisory & technician	0%	14.1%	73.7%	12.0%	0.2%	0%	9 943
Craft / operative	0%	0%	2.7%	49.2%	41.4%	6.7%	16 473
Administrative & others	0%	0%	2.0%	49.8%	44.1%	4.1%	941

Job Level	10 years or more	5 – < 10 years	3 – < 5 years	1 – < 3 years	< 1 year	No experience required	No. of full-time employees
2018							
Managerial & professional	15.5%	63.2%	15.7%	5.7%	0%	0%	3 228
Supervisory & technician	0%	11.1%	71.1%	17.4%	0.3%	0.1%	11 726
Craft / operative	0%	0%	3.7%	48.8%	38.1%	9.4%	22 451
Administrative & others	0%	0%	5.5%	28.9%	48.7%	16.9%	1 234

 denotes prominent preferred years of experience in the respective job level.

5.2 Business Outlook

Road to recovery in the post-pandemic era

Notwithstanding the recession that Hong Kong's economy has fallen into since the pandemic outbreak, many economic indicators, including “Quarterly business indices of accommodation service” from the Census and Statistics Department, and “Provisional visitor arrivals”, “Overnight visitor arrivals by country / region of residence”, and “Hotel Room Occupancy” announced by the Hong Kong Tourism Board, have shown that Hong Kong has returned to normalcy and the Hotel industry has been gradually on the road to recovery.

Even though the challenges brought by COVID and border restrictions had limited the number of mainland and international visitors, being used as quarantine hotels and as staycation choices by the citizens have led to good performances in the industry. To strive for a speedy and complete recovery, the HKSAR Government has made considerable effort to help the city and industries revive, particularly focusing on attracting tourists and revitalising the city's image. Considerable budgets have been reserved for staging more mega events, international meetings, incentive travels, conventions and exhibitions in Hong Kong. Shopping and dining privileges, air tickets, and over a million Hong Kong Goodies visitor consumption vouchers with citywide offers for inbound visitors have been given away, and the effort on promotion and branding of Hong Kong has been further stepped up.

In the face of the opportunities to come, the Hotel industry needs to prepare well to meet the challenges carried forward by the pandemic and strive for changes to meet the market demand. During the hard times, the sector shed significant jobs, and many of the workers moved into different industries. Now, the industry picks up again and job openings increase. However, many of those same workers may have opted for other careers. The labour-intensive sector in which customer service is deemed particularly vital will need to find a way out of the tight labour market. Furthermore, the pandemic brings changes to the market. Business travel has been less frequent due to the migration to remote and hybrid working. Also, customers increasingly want a complete guest experience and personalisation from hotels. All of these have given rise to the importance of adopting artificial intelligence (AI), data and customer analytics, which will help hotel operations enrich the guest experience.

5.3 Manpower Projection and Annual Additional Manpower Requirement

Manpower Projection

5.3.1 By making reference to relevant economic indicators that reflect important changes in the local economy, demography and labour market, the manpower trend for 2023-2026 is shown in Table 5.3.1 below. Further details of the method of the manpower projection is shown in **Appendix 8**.

Table 5.3.1 Manpower Trend for 2023-2026

Year	Estimated manpower
2022	32,719
2023	37,983 (+16.1%)
2024	39,260 (+3.4%)
2025	39,306 (+0.1%)
2026	39,429 (+0.3%)

Notes: Percentage in the brackets refer to the percentage change over preceding year.

Annual Additional Manpower Requirement

5.3.2 By taking into consideration (i) the projected manpower trend and (ii) the wastage rate of the industry (i.e., the percentage of employees leaving the industry permanently on an annual basis), the estimated additional annual requirement from 2023 to 2026 is shown in Table 5.3.2 below.

Table 5.3.2 Estimated Annual Additional Manpower Requirement from 2023 to 2026

Job Level	Wastage rate of the industry	Annual Additional Manpower Requirement		
		Manpower trend (a)	Industry leavers (b)	Total (a) + (b)
Managerial & Professional	2.0%	117	67	184
Supervisory & Technician	2.6%	386	292	678
Craft / Operative	9.6%	738	2,037	2,775
Administrative & Others	11.3%	36	116	152

6 Recommendations

With reference to the survey findings and concerning the industry situations, the Training Board made the following recommendations to industry stakeholders for talent acquisition, staff training and employee retention.

6.1 Government

6.1.1 Facing the challenges of talent acquisition and other staffing situations, the Government can further promote various employment schemes to the employers to recruit different sectors of the workforce, including women, young school leavers, and the elderly and middle-aged citizens who are energetic, enthusiastic and passionate in the job market. These employment schemes include the Women Re-employment Scheme, Youth Employment and Training Programme, and Employment Programme for the Elderly and Middle-aged. Some of the schemes provide comprehensive platforms for job search with one-stop and diversified pre-employment and on-the-job training for the job seekers. For instance, the Youth Employment and Training Programme enables young people to understand themselves and their work aptitudes better while enriching their job skills and experience to enhance employability.

6.1.2 To increase the workforce supply and to train various types of workforce, in particular those with less industry experience, the Government can subsidise the employers to provide on-the-job training for their employees. On the other hand, the Continuing Education Fund (CEF) which subsidises adults aged 18 or above on continuing education and training should also be promoted to employees for lifelong learning, reskilling and upskilling.

6.1.3 In parallel with helping the industry lessen the understaffing impact, the Government can encourage the industry to join various Government-funded schemes to further improve productivity and enhance cost-effectiveness. To name but a few, the Technology Voucher Programme (TVP) under the Innovation and Technology Commission, and the Pilot Scheme on Food Waste Collection launched by the Environmental Protection Department. The TVP supports local enterprises / organisations in using technological services and solutions to improve productivity or upgrade or transform their business processes; the Pilot Scheme on Food Waste Collection focuses on food waste generated from the commercial and industrial and public sectors with a view to drawing up the major operation and logistics arrangements for the collection and delivery of food waste to the first phase of the Organic Resources Recovery Centre. The funding schemes can help the industry to alleviate the cost burden on business operations.

6.2 Training Institutions

6.2.1 In addition to the common training areas for all job levels as responded by the establishments, namely “problem solving / design thinking”, the training providers are recommended to take note of the high importance of “customer service”, “communication”, “supervisory techniques and leadership skills”, and “interpersonal skills” when designing and delivering training programmes.

6.2.2 With the rapid development and extensive technology usage in the industry in recent years, particularly in the wake of the pandemic, which has given rise to robot delivery, contactless check-in, and other technology applications in hotels, digital skills are becoming more critical for industry practitioners. Furthermore, hotels increasingly focus on Environmental, Social and Governance (ESG), including energy management, waste minimisation, plastic reduction and sustainability. In view of the development and focus of the industry, the training institutes should keep abreast of the market trend and consider incorporating digital skills and knowledge of ESG into the pre-employment programmes to better equip the students for employment.

6.2.3 Regarding the difficulties in identifying candidates with relevant working experience, it is recommended that the training institutes enrich the training programmes with more workplace experiential learning activities and elements, such as industrial attachment, workplace learning and assessment, and project-based learning activities, in collaboration with industry partners. Hands-on experience during studies can help students grasp up-to-date skills and knowledge and become acquainted with workplace practices. This certainly enhances the students’ employability and helps employers acquire suitable candidates in readiness for work.

6.3 Employers

6.3.1 Organisations of all industries are finding hiring and retaining good employees more challenging. One reason is that workers have higher expectations regarding what they want to acquire from their employers. Employers are encouraged to consider offering more than a wage but a whole career package to attract and retain top professionals. This may include a commitment to actual career progression, ongoing training, and tangible benefits such as medical insurance, travel expense coverage, and so forth. Employers can also take into consideration that workers of different generations may now want to work for employers that offer a whole package and where they share the same values with employers.

6.3.2 Employers are recommended to encourage staff to attain higher qualifications, upskill and reskill in accordance with the latest industry developments, as well as gaining more international exposure, particularly from other cities and countries, for career progression. Job rotation within and / or across various sectors will also help employees acquire new skills and earn on-the-job

experience. Another consideration is to set up a staff promotion scheme to motivate staff for career advancement.

6.4 Employees

6.4.1 To better prepare for the ever-changing working environment, particularly to seek career advancement, the employees are recommended to reskill and upskill themselves, as well as to pursue further studies to hone their skills and keep up-to-date with the rapid development in the industry. There are many different types and levels of programmes and courses, for example, Foundation Certificate programmes, Advanced Certificate programmes and top-up degree programmes in hospitality offered by various training institutes in Hong Kong.

6.4.2 The employees are also encouraged to take some training courses with the Government's funding support, such as the Continuing Education Fund (CEF). Employees can utilise the fund to pursue continuing education and training for lifelong learning, reskilling and better preparation for the job market. More importantly, it is the opportune time when the industry is reviving from the post-COVID business recovery and facing ample business opportunities, which require a large workforce to reinvigorate the sector for the bounce.

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Appendix 1

Membership of Hotel, Catering and Tourism Training Board (2021 – 2023)

Chairman:

Mr David UDELL (recommended by a major international hotel chain)

Vice-Chairman:

Mr Michael LI Hon-shing, SBS, BBS, JP (recommended by the Federation of Hong Kong Hotel Owners Limited)
(*up to October 2022*)

Members:

Mr Robert Andrew BLYTHE (recommended by the Club Managers' Association of Hong Kong)

Mr Colin CHANG Ka-lim (recommended by a major theme park or a major attraction)

Ms Anita CHENG Wai-ching (recommended by the Hong Kong Chefs Association)

Mr Ricky CHONG Wai-ki (recommended by the Board of Airline Representatives)
(*up to 2 October 2022*)

Mr Nelson CHOW Kwok-ming (recommended by a wine related association)

Mr Patrick KWOK Chi-kit (recommended by the Hong Kong Hotels Association)

Dato' Herman LAM Woo-chung, KSJ (recommended by a travel agent)

Dr Patricia LEAHY, JD, SBS, BBS (recommended by a sport/recreation organisation)

Mr Wilson LEE Po-lam (recommended by a hospitality/trade organisation with a focus on adopting technology)

Members (Con't):

Dr Paul LEUNG Kin-hang	(recommended by a local education/training institution)
Mr Paul LEUNG Yiu-lam, MH	(recommended by the Travel Industry Council of Hong Kong)
Ms Katherine LO	(recommended by the Hong Kong Tourism Board)
Dr William NG Tsz-man	(recommended by a catering association)
Mr Lenny WONG	(recommended by a small and medium hotel)
Mr Alex WU Shui-lun	(recommended by a local based hotel chain)
Mr Wilson WU Wai-tsuen	(recommended by a major restaurant chain)
Ms Brenda YAU	(recommended by the Hong Kong Exhibition & Convention Industry Association)
Mr YAU Tik-wai	(recommended by a travel agent)
Ms Christina LUI Miu-ling (since 6 April 2022)	(representing the Commissioner for Labour)
Ms Elsa HUNG Pui-ling	(representing the Commissioner for Tourism)
Mr Edmond YU Kwok-chu	(representing the Executive Director of the Vocational Training Council)

Advisors:

Mr Felix M BIEGER
Mr Rudolf GREINER
Mr Graeme J READING
Mr Larry TCHOU Ming-kong

Membership of Hotel, Catering and Tourism Training Board (2023 – 2025)

Chairman:

Mr Philip YU Siu-chun (recommended by a major international hotel chain)

Members:

Mr Stuart James BAILEY (recommended by the Hong Kong Exhibition & Convention Industry Association)

Mr Christopher Howard John BIRT (recommended by The Board of Airline Representatives)

Mr Robert Andrew BLYTHE (recommended by the Club Managers' Association of Hong Kong)

Mr Ringo CHAN (recommended by the Hong Kong Bakery and Confectionery Association)

Ms Winnie CHAN Wun-yin (recommended by the Federation of Hong Kong Hotel Owners Limited)

Mr Colin CHANG Ka-lim (recommended by a major theme park or a major attraction)

Mr Nelson CHOW Kwok-ming (recommended by a wine-related association)

Dr Monica CHOY Wai-chun (recommended by a local education/training institution)

Dr Barry IP Wah-shun (ad personam)

Ms Cannie KWOK Sze-wai (recommended by the Hong Kong Tourism Board)

Mr Patrick KWOK Chi-kit (recommended by the Hong Kong Hotels Association)

Members (Con't):

Dato' Herman LAM Woo-chung, KSJ	(recommended by a travel agent)
Mr Wilson LEE Po-lam	(recommended by a hospitality/trade organisation with a focus on adopting technology)
Mr Paul LEUNG Yiu-lam, MH	(recommended by the Travel Industry Council of Hong Kong)
Dr William NG Tsz-man	(recommended by a catering association)
Mr Lenny WONG	(recommended by a small and medium hotel)
Mr Tony WONG Man-fai	(recommended by a major restaurant chain)
Mr Alex WU Shui-lun	(recommended by a local based hotel chain)
Mr YAU Tik-wai	(recommended by a travel agent)
Ms Nancy TANG Mei-lan	(representing the Commissioner for Labour)
Ms Elsa HUNG Pui-ling	(representing the Commissioner for Tourism)
Mr Edmond YU Kwok-chu	(representing the Executive Director of the Vocational Training Council)

Advisors:

Mr BIEGER Felix M
Mr GREINER Rudolf
Mr READING Graeme J
Mr Larry TCHOU Ming-kong

Appendix 2

Terms of Reference of Hotel, Catering and Tourism Training Board

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

Appendix 3

Membership of Working Party on Manpower Survey – Hotel Industry (2021 - 2023)

Convenor:

Dr Paul LEUNG Kin-hang

Members:

Mr Robert Andrew BLYTHE The Club Managers' Association of Hong Kong

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

Ms Belinda FUNG Dorsett Kwun Tong, Hong Kong

Mr Patrick KWOK Chi-kit Hong Kong Hotels Association

Dato Herman LAM Woo-chung, Lastminute Holdings Ltd.
KSJ

Mr Alex WU Shui-lun Hotel Stage

Ms Elsa HUNG Tourism Commission

Ms Vean CHAN Hotel and Tourism Institute/
Chinese Culinary Institute/
International Culinary Institute,
Vocational Training Council

Ms Roberta HO Hong Kong Institute of Vocational Education,
Vocational Training Council

Secretary:

Ms Doris CHAN Vocational Training Council

Membership of Working Party on Manpower Survey – Hotel Industry (2023 - 2025)

Convenor:

Mr Philip YU Siu-chun Hyatt Hotels Corporation

Members:

Mr Robert Andrew BLYTHE The Club Managers' Association of Hong Kong

Ms Winnie CHAN Wun-yin The Federation of Hong Kong Hotel Owners

Mr Patrick KWOK Chi-kit Hong Kong Hotels Association

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

Mr Alex WU Shui-lun Hotel Stage

Ms Vean CHAN Hotel and Tourism Institute/
Chinese Culinary Institute/
International Culinary Institute,
Vocational Training Council

Ms Roberta HO Hong Kong Institute of Vocational Education,
Vocational Training Council

Secretary:

Ms Doris CHAN Vocational Training Council

Terms of Reference for the Working Parties on Manpower Surveys - Hotel, Catering and Tourism Industries

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

Appendix 4

Definition of Terms

Employees	“Employees” refer to persons who are under the payroll of the sampled establishment / company for the specified job, disregarding whether the employees are deployed to work in other places (including the mainland of China).
Full Time Employees	“Full Time Employees” refer to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment.
Trainees / Apprentices	“Trainees / Apprentices” refer to those employees undergoing training and includes trainees receiving any form of training and apprentices under a contract of apprenticeship.
Part Time Employees	“Part Time Employees” refer to employees who are employed under a “contract of employment” and their working hours per week is less than 30.
Casuals	“Casuals” refer to individuals who are hired on an ad-hoc basis.
Vacancies	“Vacancies” refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel at the time of survey.
Vacancy Rate	“Vacancy rate” refer to the vacancies as a percentage of the total number of full time employees and full time vacancies.
Average Monthly Remuneration Package	“Average monthly remuneration package” refers to the average monthly remuneration package during the past 12 months before enumeration, including basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. It is an average figure among employees engaging in the same principal job.

Turnover Rate	“Turnover rate” refer to the number of employees left as a percentage of the total number of full time employees and full time vacancies.
Postgraduate Degree	“Postgraduate degree” refers to a higher degree(s) (e.g. master degree) offered by local or non-local education institutions, or equivalent.
First Degree	“First degree” refers to the first degree(s) offered by local or non-local education institutions, or equivalent.
Sub-degree	“Sub-degree” refers to the Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate, Endorsement Certificate, Associateship or equivalent programmes offered by local or non-local institutions.
Diploma / Certificate	“Diploma / certificate” refers to technical and vocational education programmes, including Diploma / Certificate courses, Diploma of Foundation Studies, Diploma of Vocational Education and programmes at the craft level or equivalent.
Secondary 4 to 6/7	“Secondary 4 to 6/7” refers to the education programmes under the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.
Secondary 3 or below	“Secondary 3 or below” refers to secondary 3 or below, or equivalent.

Appendix 5 Survey Documents

CONFIDENTIAL

WHEN ENTERED WITH DATA

填入數據後即成

機密文件



VOCATIONAL TRAINING COUNCIL

職業訓練局

THE 2022 MANPOWER SURVEY OF THE HOTEL INDUSTRY

酒店業2022年人力調查

The 2022 Manpower Survey of the Hotel Industry (HO) aims at collecting manpower information of the industry concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at **1st October 2022** by answering the questionnaire. Thank you.

酒店業2022年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴機構根據 **2022年10月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

NATURE OF BUSINESS: _____

業務性質

(For official use)

Industry Code _____

TOTAL NO. OF EMPLOYEES: _____

僱員總人數

Details of Contact Person*

聯絡人資料*

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO. : _____ - _____

電話

FAX NO. : _____

圖文傳真

E-MAIL : _____

電郵

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

Part I – Manpower Information
第一部份 – 人力情況

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

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

Principal Jobs 主要職務

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。					
Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/apprentices*) 在統計日期的全職僱員人數 (實習生/學徒*除外)	(C) No. of Full Time Trainees/Apprentices* as at Survey Reference Date 在統計日期的全職實習生/學徒*人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/apprentices*) 在統計日期的全職空缺額 (實習生/學徒*除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/apprentices*) 全職僱員之每月平均薪酬 (實習生/學徒*除外)
	Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上				
e.g: 例子:	Job Title A (3 employees, 1 Apprentice and 2 vacancies) 職位甲 (3名僱員, 1名學徒及2個空缺)	3	1	2	6
ADMINISTRATION AND OPERATION DEPARTMENT 行政及營運部					
Managerial and Professional Level 經理及專業人員級					
	Executive Director ; General Manager 執行董事; 總經理				
101	Resident Manager ; Executive Assistant Manager ; Director / Manager of Operations 駐店經理; 行政副經理; 營運總監/經理				
102	Procurement Manager 採購經理				
106	Head of IT ; Systems Development Manager ; IT Manager 資訊科技主管; 系統開發經理; 資訊科技經理				
107	Supervisory and Technician Level 督導及技術員級				
	Administration Officer ; Operations Officer 行政主任; 營運主任				
228	Store Supervisor 倉務主任				
206	Purchasing Officer 採購部主任				
229	Systems Analyst ; Analyst Programmer ; Programmer ; IT Operations Supervisor 系統分析師; 分析程式員; 程式編製員; 資訊科技操作主任				
208	Craft/Operative Level 技工/操作工級				
	Computer Operator ; User Support ; IT Assistant 電腦操作員; 用戶支援; 資訊科技助理				
301	Administrative and Others 文員及其他員工				
	Secretary ; Executive / Administration Assistant ; Office Assistant 秘書; 行政助理; 辦公室助理				
401	HUMAN RESOURCES DEPARTMENT 人力資源部				
Managerial and Professional Level 經理及專業人員級					
	Director / Manager of Human Resources 人力資源總監/經理				
103	Personnel Manager ; Training Manager 人事部經理; 培訓部經理				
104	Supervisory and Technician Level 督導及技術員級				
	Personnel / Human Resources / Training Officer 人事部/人力資源/培訓部主任				
202	Administrative and Others 文員及其他員工				
	Personnel / Training / Human Resources Assistant 人事部/培訓部/人力資源助理				
403					

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

Job Code
職位編號

<p>(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)</p>	<p>(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職僱員人數 (實習生/學 徒*除外)</p>	<p>(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期的 全職實習生/ 學徒*人數</p>	<p>(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職空缺額 (實習生/學 徒*除外)</p>	<p>(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices*) 全職僱員之每月 平均薪酬 (實習生/學徒*除外)</p> <p>Code 編號 1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上</p>
FINANCE DEPARTMENT 財務部				
Managerial and Professional Level 經理及專業人員級				
105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監 ; 總會計師			
108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監 ; 成本控制主任			
111	Credit Manager 信用 / 信貸部經理			
Supervisory and Technician Level 督導及技術員級				
203	Accounts Supervisors ; General Cashier ; Credit Supervisor 會計主任 ; 出納主任 ; 信用 / 信貸部主任			
205	Assistant Controller 副 / 助理財務總監			
207	Income Auditor 核數員			
Administrative and Others 文員及其他員工				
404	Accounting Clerk 會計部文員			
SALES AND MARKETING DEPARTMENT 營業及市場拓展部				
Managerial and Professional Level 經理及專業人員級				
109	Director of Marketing / Sales / Promotions 市場拓展 / 營業 / 宣傳總監			
110	Director of Public Relations / Corporate Communications 公共關係部 / 企業傳訊總監			
112	Reservations Manager ; Revenue Manager / Analyst 訂房部經理 ; 收益管理經理 ; 營收分析主任			
Supervisory and Technician Level 督導及技術員級				
201	Convention / Event Sales Manager 營業部經理 (會議 / 宴會)			
209	Public Relations / Corporate Communications / Marketing / Sales / Business Development Manager 公共關係部 / 企業傳訊 / 市場拓展部 / 營業部經理			
211	Designer ; Layout Artist ; Printshop Supervisor 設計師 ; 草圖設計員 ; 印刷房主任			
218	Reservations Supervisor 訂房部主任			
Craft/Operative Level 技工 / 操作工級				
302	Draftsman ; Photographer ; Printshop Staff 繪圖員 ; 攝影師 ; 印刷房職員			
305	Reservation Clerk ; Guest Services Ambassador/Agent/Assistant 訂房部文員 ; 客務服務大使 / 代理 / 助理			
320	Public Relations / Corporate Communications Officer 公共關係部 / 企業傳訊主任			
321	Sales Executive ; Marketing Officer 營業主任 ; 市場拓展部主任			
322	Tour Group Co-ordinator ; Group Sales Co-ordinator 旅行團聯絡主任 ; 團體營業聯絡主任			

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「實習生」 / 「學徒」指正在接受訓練的僱員，及包括正在接受各種形式訓練的實習生，和根據學徒合約受聘的學徒。

Job Code
職位
編號

<p>(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)</p>	<p>(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職僱員人數 (實習生/學 徒*除外)</p>	<p>(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期的 全職實習生/ 學徒*人數</p>	<p>(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職空缺額 (實習生/學 徒*除外)</p>	<p>(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices*) 全職僱員之每月 平均薪酬 (實習生/學徒*除外)</p> <p>Code 編號</p> <p>1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上</p>
FRONT OFFICE DEPARTMENT 客務部				
Managerial and Professional Level 經理及專業人員級				
113 Director / Manager of Front Office 客務部總監/經理				
114 Director / Manager of Rooms Division 房務部總監/經理				
Supervisory and Technician Level 督導及技術員級				
212 Airport Manager ; Chief Airport Representative 駐機場經理; 駐機場總代表				
213 Telephone Service Manager ; Telephone Supervisor 電話服務經理; 電話房主任				
214 Front Office Cashier Supervisor 大堂出納主任				
215 Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Assistant Manager ; Duty / Night Manager ; Guest Service Manager ; Business Centre / Executive Services / Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理; 前櫃部經理; 接待處經理/副經理; 值勤/夜班經理; 客務服務經 理; 商務中心/行政樓層經理; 服務式住宅經理/領班				
216 Concierge / Assistant Chief Concierge ; Bell Superintendent / Captain / Supervisor ; Baggage Master ; Transportation / Valet Services Supervisor / Driver 禮賓司/副禮賓司; 行李部總管/領班/主任; 運輸部/泊車服務主任/司機				
219 Reception Supervisor ; Chief Receptionist ; Chief Room Clerk ; Front Office/ Lobby Services Supervisor 接待處主任; 總接待員; 客務部/大堂服務主任				
Craft/Operative Level 技工/操作工級				
304 Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生; 聽差; 司閘; 行李員				
306 Front Office Clerk / Receptionist ; Guest Service Officer / Agent ; Guest Relations Officer ; Welcome Host ; Front Desk / Executive Floor Agent ; Business Centre Officer ; Car Park Attendant 客務部文員/接待員; 賓客服務主任/服務員; 客戶關係主任; 歡迎大使; 前堂/行政樓層服務員; 商務中心主任; 停車場服務員				
307 Services Centre Agent ; Telephone Operator ; At Your Service Agent 服務中心專員; 電話接綫生				
303 Airport Representative 駐機場代表				
HOUSEKEEPING DEPARTMENT 房口部				
Managerial and Professional Level 經理及專業人員級				
115 Director / Manager of Housekeeping ; Executive Housekeeper 房口部總監/經理; 行政管家				
Supervisory and Technician Level 督導及技術員級				
220 Assistant Executive Housekeeper ; Head Housekeeper 副行政管家; 房口部總管				
221 Housekeeping / Floor / General Service Supervisor ; Assistant Housekeeper ; General Area / Public Area Supervisor / Housekeeper 房口部督導員; 助理管家; 公眾地方主任/副主任/管事				
222 Laundry Manager / Supervisor / Officer 洗衣部經理/主管/主任				
Craft/Operative Level 技工/操作工級				
308 Cloakroom / Lobby Attendant ; Public Area Cleaners / Upholsterer / Houseman ; Toilet Attendant 衣帽間/大堂侍應生; 公眾地方清潔雜工; 衛生間服務員				
309 Uniform and Linen Room Attendant / Runner ; Tailor ; Seamstress 布草修補員; 制服及布草房侍應生; 布草房助理; 裁縫師				
310 Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣部接待員/文員; 寫單員(洗衣部)				
311 Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員; 洗衣工人; 熨工; 檢查員; 乾洗工				
312 Room / Floor Attendant ; Room Services Butler ; Housekeeping Clerk ; Order-taker (Housekeeping) ; Co-ordinator (Housekeeping) 房口/房間服務員; 房口部文員; 寫單員(房口部); 房口部聯絡員				

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Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職僱員人數 (實習生/學 徒*除外)	(C) No. of Full Time Trainees/ Apprentices* as at Survey Reference Date 在統計日期的 全職實習生/ 學徒*人數	(D) No. of Full Time Vacancies as at Survey Reference Date (Excl. trainees/ apprentices*) 在統計日期的 全職空缺額 (實習生/學 徒*除外)	(E) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices*) 全職僱員之每月 平均薪酬 (實習生/學徒*除外)
	Code 編號				
		Please enter a zero '0' in the box if no employee /trainees/apprentices/vacancy. 如沒有僱員/實習生/學徒/空缺，請在方格內 填入 '0'。			1 \$15,000 or below 或以下 2 \$15,001 - \$20,000 3 \$20,001 - \$25,000 4 \$25,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
SPA AND HEALTH CLUB 水療中心及健身中心					
Managerial and Professional Level 經理及專業人員級					
116	Director / Manager of Health Club, Gym, Wellness or Spa 健身中心或水療中心總監/經理				
Supervisory and Technician Level 督導及技術員級					
223	Supervisor / Officer / Trainer of Health Club, Gym, Wellness or Spa 健身中心或水療中心主任/培訓師				
Craft/Operative Level 技工/操作工級					
313	Health Club / Gym Supporting Staff 健身中心支援職員				
314	Masseuse ; Body Therapist 按摩師 ; 身體護理治療師				
315	Beautician ; Facial Therapist 美容師 ; 臉部護理治療師				
316	Spa Concierge ; Spa Attendant/ Supporting Staff 水療禮賓司 ; 水療中心服務員 / 支援職員				
317	Lifeguard 救生員				
FLOWER / KIOSK / GIFT SHOPS 花店/禮品店					
Supervisory and Technician Level 督導及技術員級					
224	Flower Shop Manager or Supervisor of Flower / Kiosk / Gift Shop 花店或禮品店經理/主任				
Craft/Operative Level 技工/操作工級					
318	Staff of Flower / Kiosk Shop 花店/禮品店職員				
ENGINEERING DEPARTMENT 工程部					
Managerial and Professional Level 經理及專業人員級					
117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監 ; 總工程師 ; 技術經理 ; 物業保養部經理				
Supervisory and Technician Level 督導及技術員級					
225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師 ; 物業保養主任 ; 建築主任				
226	Assistant Engineer ; Audio-visual Technician ; Engineering Technician 助理工程師 ; 視聽器材技術員 ; 工程部技術員				
Craft/Operative Level 技工/操作工級					
326	Engineering Craftsman 工程部技工				
SECURITY DEPARTMENT 保安部					
Managerial and Professional Level 經理及專業人員級					
118	Director / Manager of Security ; Assistant Security Manager ; Chief Security Officer 保安部總監 / 經理 / 副經理 ; 總保安主任				
Supervisory and Technician Level 督導及技術員級					
227	Security Supervisor 保安主任				
Craft/Operative Level 技工/操作工級					
319	Security Officer ; Uniform Guard ; House Officer ; Loss Prevention Officer 保安員 ; 護衛員				

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Job Code
職位編號

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FOOD AND BEVERAGE DEPARTMENT 餐飲部				
Managerial and Professional Level 經理及專業人員級				
151 Director of Banquet / Events 宴會部總監				
152 Food and Beverage Director / Manager ; Director / Manager of Culinary Operations 餐飲部總監/經理;餐務營運總監/經理				
153 Executive Chef ; Chef de Cuisine ; Executive Sous Chef 行政總廚;副/助理行政總廚				
154 Chief Sommelier / Head Sommelier ; Wine Director 總品酒師;葡萄酒總監				
155 Restaurant Manager ; Outlet Manager ; Room Service Manager 餐廳經理;出品部門經理;客房飲食部經理				
156 Head Steward / Stewarding Manager 管事部總管/經理				
Supervisory and Technician Level 督導及技術員級				
251 Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理;宴會服務經理				
252 Banquet Sales Manager 宴會部營業經理				
255 Staff Canteen Manager / Supervisor 職員餐廳經理/主管				
256 Head Waiter ; Captain ; Restaurant Supervisor ; Maître d'Hotel 領班;樓面部部長;酒店餐廳總管				
258 Cashier Supervisor 出納主任				
259 Cake Shop Manager / Supervisor 餅店經理/主任				
260 Sous Chef ; Demi Chef 副總廚				
261 Chef (Specialty Cuisine) 特色菜主廚(亞洲及熱帶國家)				
262 Garde Manger ; Chef de Partie (Cold Production / Grill / Sauce) ; Pastry Chef ; Chef de Pâtisseries ; Rotisseur ; Saucier 冷盤總廚;糕餅廚師;燒烤廚師;調汁師				
263 Beverage Manager ; Bar Manager ; Head Barman 水吧經理;酒吧經理;調酒總管				
264 Wine Steward ; Sommelier 酒管事;侍酒師;品酒師				
265 Tea Master ; Barista 茶藝師;咖啡師				
Craft/Operative Level 技工/操作工級				
350 Banquet Sales Executive ; Banquet / Event Co-ordinator 宴會部營業主任;宴會部聯絡主任				
351 Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess 侍應生;服務員;餐廳接待員				
352 Pantry Server ; Food-runner 傳菜員				
353 Cashier 出納員(收銀員)				
354 Cake Shop Staff 餅店職員				
361 Cook / Junior Cook (Western / Specialty Cuisine) 廚師/見習廚師(西式/亞洲及熱帶國家)				
362 Baker ; Pastry Cook 麵包師傅;糕餅師傅				
363 Bar Attendant / Bar Porter ; Beverage Attendant 酒吧服務員;飲品調配員;水吧服務員				
364 Bartender ; Barman ; Mixologist 調酒員;調酒師				
365 Steward ; Cleaner ; Dishwasher 廚房雜工;清潔工;洗碗工				

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FOOD AND BEVERAGE DEPARTMENT (Continued) 餐飲部 (續)					
Principal jobs related to Chinese cuisine (if applicable) 與中菜相關職位 (如適用)					
Managerial and Professional Level 經理及專業人員級					
171	Executive Chinese Chef ; Executive Chinese Sous Chef ; Head Chef (Chinese cuisine) 中菜部行政總廚 ; 中菜部副 / 助理行政總廚 ; 總廚 (中菜部)				
172	Chinese Restaurant Manager 中菜部餐廳經理				
Supervisory and Technician Level 督導及技術員級					
271	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理 ; 中菜服務經理 ; 營業部經理 (中菜部)				
272	Captain ; Headwaiter (Chinese Restaurant) 樓面部部長 / 領班 (中菜部)				
273	Pantry Captain / Supervisor 傳菜部主管 / 部長				
280	Chinese Barbecue Cook 燒味廚師				
281	Dim Sum Head Cook 點心主廚				
282	No. 1 Cook / Head Stove 頭鑊				
283	No. 2 Cook 二廚				
284	Senior Cook 上什				
285	No. 1 Chopper 砧板				
286	No. 2 Chopper 二砧				
287	Butcher 水櫃				
288	Aboyeur (Production Control Cook) 打荷				
Craft/Operative Level 技工 / 操作工級					
371	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess (Chinese Restaurant) 侍應生 ; 服務員 ; 餐廳接待員 (中菜部)				
372	Pantry Server ; Food-runner (Chinese Restaurant) 傳菜員 (中菜部)				
381	Dim Sum Cook 點心廚師				
382	No. 3 Cook 三廚				
383	Junior Cook (Chinese) ; No. 4 Cooks 見習廚師 (中菜) ; 四廚				
Other Related Hotel Industry Staff 其他相關酒店業的員工					

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Part II
第二部份

Part Time employees and Casuals

兼職僱員及臨時員工

1. Please indicate the post and the following manpower information of **Part Time employees[^]** and **Casuals[#]** as at **Survey Reference Date**.
請填寫在統計日期 貴機構的兼職僱員[^]及臨時員工[#]的職位及下列人力資訊。

Post (Please refer to the principal job in Part I) 職位 (請參考第一部份之主要職務) (for example: Floor Attendant, Cleaner, Waiter, Cook, Dishwasher) (如: 房間服務員; 清潔雜工; 侍應生; 廚師; 洗碗工)	Part Time Employees [^] 兼職僱員 [^]			Casuals [#] 臨時員工 [#]	
	No. of employees reported duty as at Survey Reference Date 在統計日期的 值勤人數	Wage 工資 Code 編號 Average Hourly Wage Range 平均時薪幅度 1 \$37.5 - \$50 2 \$51 - \$80 3 \$81 or above 或以上	No. of vacancies as at Survey Reference Date 在統計日期的 空缺數目	No. of casuals reported duty as at Survey Reference Date 在統計日期的 值勤人數	No. of vacancies as at Survey Reference Date 在統計日期的 空缺數目

Age distribution of Employees

僱員年齡分佈

2. Please indicate the percentage of age range distribution of **Full Time employees** of the following job levels.
請指出 貴機構在下列職級的全職僱員的年齡分佈。

	20 below 20 歲以下	20 – 39 20 至 39 歲	40 – 59 40 至 59 歲	60 or above 60 歲或以上	No such level of staff 沒有相關職級員工
(a) Managerial/Professional Level 經理/專業人員級	%	%	%	%	<input type="checkbox"/>
(b) Supervisory/Technician Level 督導員/技術員級	%	%	%	%	<input type="checkbox"/>
(c) Craft/Operative Level 技工/操作工級	%	%	%	%	<input type="checkbox"/>
(d) Administrative and Others 文員及其他員工	%	%	%	%	<input type="checkbox"/>

New Recruitment
新聘僱員

3. Please state the number of Full Time employees who were **recruited** in the past 12 months.
請列出 貴機構在過去十二個月內**新招聘**的全職僱員人數。

	Managerial/ Professional Level 經理／專業人員級	Supervisory/ Technician Level 督導員／技術員級	Craft/ Operative Level 技工／操作工級	Administrative and Others 文員及其他員工
(a) Total 總人數				
(b) Number of new recruits with hotel industry experience 新招聘中 具 酒店業經驗的僱員人數				
(c) Number of new recruits who are Fresh Graduates of Hotel, Catering or Tourism Programmes 新招聘的應屆酒店、餐飲或旅遊業培訓課程 畢業生 人數				

- (d) Have your establishment recruited any **Management Trainee / Graduate Trainee** in the past 12 months?
貴公司在過去十二個月有否新招聘**見習行政人員／畢業實習生**？

No 沒有 Yes 有 → Number of new Management Trainee / Graduate Trainee
新見習行政人員／畢業實習生人數

4. For those new recruits **without** hotel industry experience, please indicate the industry that they worked in before.
請指出**無**相關酒店業經驗的新入職僱員在入職前從事的行業。
-

Employees who had left the Establishment
已離職僱員

5. Please state the number of Full Time employees who had **left** in the past 12 months.
請列出 貴機構在過去十二個月內全職僱員的**離職**人數。

(a) Managerial/Professional Level 經理／專業人員級		(b) Supervisory/Technician Level 督導員／技術員級	
(c) Craft/Operative Level 技工／操作工級		(d) Administrative and Others 文員及其他員工	

Business Environment
行業概況

6. Please indicate your views on the expected change in business volume of your establishment **in the next 12 months** (Please tick in the box as appropriate) and indicate the reasons leading to the **better or worse**.
請指出 貴機構預計在**未來十二個月**業務額的變化(請在適當的格內填上“✓”號)及引起**較佳或較差**的原因。

<input type="checkbox"/>	Better 較佳	+ %	(Please state reasons) (請說明原因)	
<input type="checkbox"/>	Stable 穩定			
<input type="checkbox"/>	Worsen 較差	- %	(Please state reasons) (請說明原因)	
<input type="checkbox"/>	Uncertain 不肯定			

Major Difficulties Encountered in Recruitment

主要招聘困難

7. Please indicate the difficulties encountered in **recruitment** of Full Time employees of your establishment in **past 12 months**.

請指出 貴機構在過去十二個月招聘全職僱員時所遇到的困難。

<u>Reasons</u> 原因	<u>Managerial/ Professional</u> 經理/ 專業人員	<u>Supervisory/ Technician</u> 督導員/ 技術員	<u>Craft/ Operative</u> 技工/ 操作工	<u>Administrative and Others</u> 文員及 其他員工
(a) No recruitment was taken place 沒有招聘	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Recruitment was taken place and did not encounter difficulties 有招聘，並 沒有 遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: (You may tick "✓" one or more options) 有招聘，所遇到的困難是：（可剔“✓”選多於一項）				
(i) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Lack of candidates with career aspiration 缺乏渴望於行業發展的求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Competition for manpower from other industries, in terms of 就以下方面與其他行業之競爭				
● terms of employment 聘用條件	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● compensation and benefits system 薪酬及福利制度	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● working conditions (e.g. working hours, shift work) 工作條件（例如：工作時間，輪班工作）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● career prospects 晉升機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Competition for manpower from the Mainland/Macao/other cities 源自內地／澳門／其他城市之人手競爭	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Others (please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Please indicate the difficulties encountered in **retention** of Full Time employees of your establishment.

請指出 貴機構**挽留**全職僱員時所遇到的困難。

<u>Difficulties</u> 困難	<u>Managerial/ Professional</u> 經理/ 專業人員	<u>Supervisory/ Technician</u> 督導員/ 技術員	<u>Craft/ Operative</u> 技工/ 操作工	<u>Administrative and Others</u> 文員及 其他員工
(a) No difficulty in retention of Full Time employees was encountered 沒有挽留全職僱員的困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) The difficulties encountered were: (You may tick "✓" one or more options) 所遇到的困難是：（可剔“✓”選多於一項）				
(i) Competition for manpower among hotel / catering / tourism sectors and other industries in terms of : 就以下方面與酒店/飲食/旅遊及其他行業之競爭：				
● Job nature and workload 工作性質及工作量	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Compensation and benefits system 薪酬及福利制度	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Working conditions (e.g. long working hours , shift work) 工作條件(例如：工時長，輪班工作)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Career prospects 晉升機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Competition for manpower from the Mainland/Macao/other cities 源自內地/澳門/其他城市之人手競爭	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Retirement 退休	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Others (please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

No such level of staff 沒有相關職級員工

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Preferred Education Level and Years of Experience of Employees

僱員宜有的教育程度及相關年資

9. Please indicate preferred education level and years of experience of **Full Time employees**.

請指出**全職僱員宜有**的教育程度及相關年資。

	Managerial/ Professional 經理／專業人員	Supervisory/ Technician 督導員／技術員	Craft/ Operative 技工／操作工	Administrative and Others 文員及其他員工
(a) Education Level (Please tick "✓" 1 box for each job level) 教育程度 (每職級請剔"✓" 選一項)				
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑／證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六／七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Years of Experience (Please tick "✓" 1 box for each job level) 相關年資 (每職級請剔"✓" 選一項)				
(i) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) No experience 無經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff</i> 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hotel Facilities and Service

酒店設施及服務

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

貴酒店有否有提供下列設施及服務？(請剔"✓"選)

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

Training
培訓

11. Please choose the preferred mode of training for Full Time employees. (You may tick “✓” one or more options)
 請選擇全職僱員宜有的訓練模式。（可剔“✓”選多於一項）

	Managerial/ Professional & Supervisory/ Technician 經理／專業人員 及 督導員／技術員	Craft/Operative & Administrative and Others 技工／操作工 及 文員及 其他員工
<u>Face-to-face 實體：</u>		
(a) Company’s in-house training 公司內部培訓	<input type="checkbox"/>	<input type="checkbox"/>
(b) Outside training provider 外間培訓機構	<input type="checkbox"/>	<input type="checkbox"/>
(c) On-the-job training 在職培訓	<input type="checkbox"/>	<input type="checkbox"/>
<u>Online 網上：</u>		
(d) Real-time online training via relevant software (e.g. zoom) 實時透過相關軟體進行網上培訓 (例如：zoom)	<input type="checkbox"/>	<input type="checkbox"/>
(e) Bite-size video training via online platform 在網上平台瀏覽培訓短片	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>

12. When compared with last year, the training and staff development budget of your establishment in the **next 12 months** will:
 貴機構於未來十二個月的訓練及員工發展預算經費與過去一年比較是：

- Increase 增加
- Decrease 減少
- Remain unchanged 維持不變
- No training arranged in last year or in the next 12 months
過去一年或未來十二個月沒有安排培訓

13. To meet the emerging trends of the industry, please indicate the future training areas required for Full Time employees.

(You may wish to tick “√” more than 1 training area for each job level)

為配合行業的新興趨勢，請指出全職僱員在未來所需要的培訓範疇。（每職級可剔“√”選多個培訓範疇）

Training 培訓	Managerial/ Professional 經理／專業人員	Supervisory/ Technician 督導員／技術員	Craft/ Operative 技工／操作工	Administrative and Others 文員及其他員工
A. Managerial Skills 管理技巧				
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Human Resources Management 人力資源管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Entrepreneurship 企業精神	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Smart Technology Development 智能科技發展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Revenue Management 收益管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Environmental, Social and Governance (ESG) 環境、社會和管治	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Trade Skills 行業技能				
(i) Sales and Marketing 銷售及市場拓展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Finance and Accounting 財務及會計	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Culinary 烹調	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Beverages (Alcoholic and Non-alcoholic) 飲料（酒精及非酒精）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Restaurant Service 餐飲服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Housekeeping Service 房務服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Front Office Service 客務服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Spa and Wellness 水療及健樂	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Convention and Banquet / Event Management 會議及宴會／項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Hygiene and Safety 衛生及安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xi) Industry System Application and Digital skills 業界系統應用及數碼技能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xii) Facilities Management 設施管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic Skills 通用技巧				
(i) Customer Service 顧客服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Communication 溝通	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Problem Solving / Design Thinking 難題解決／設計思考	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Interpersonal Skills 人際關係	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Language 語言				
(i) Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) English 英語	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Others 其他				
Others (please specify) 其他（請說明）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of Questionnaire. Thank You for Your Co-operation.
問卷完，多謝合作。

The 2022 Manpower Survey of the Hotel Industry
酒店業2022年人力調查

Explanatory Notes
附註

Part I
第一部份

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

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

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

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

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

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

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

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

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

4. Number of Full Time Vacancies as at Survey Reference Date (Excl. Trainees/Apprentices) – Column ‘D’
在統計日期的全職空缺額（實習生／學徒除外）—— ‘D’ 欄

Please fill in the total number of existing Full Time vacancies as at survey reference date. ‘Existing Vacancies’ refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at survey reference date.

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

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

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

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

Part II
第二部份

1. Question 1 – Manpower information of Part Time employees and Casuals

問題1 — 兼職僱員及臨時員工的人力資訊

Please indicate the manpower figures below of Part Time employees[^] and Casuals[#] as at Survey Reference Date by post.

請按職位填寫在統計日期 貴機構的兼職僱員[^]及臨時員工[#]的下列人力數據

- Part Time employees: Number of employees reported duty, Hourly Wage and Vacancies
兼職僱員的值勤人數、時薪及空缺數目
- Casuals: Number of individuals reported duty and Vacancies
臨時員工的值勤人數及空缺數目

Note:
註：

[^] “Part Time employees” refers to employees who are employed under a “contract of employment” and their working hours per week is less than 30.
“兼職員工”是指根據僱傭合約受僱及每週工作時間少於30小時的員工。

[#] “Casuals” refers to individuals who are hired on an ad-hoc basis
“臨時員工”是指按當時需要而聘請的員工。

2. Question 2 – Age distribution of Employees

問題2 — 僱員年齡分佈

Please indicate the age distribution of Full Time employees.

請指出 貴機構的全職僱員的年齡分佈。

3. Question 3 - New Recruitment

問題3 — 新聘僱員

- ◆ Please fill in the total number of Full Time employees who were newly recruited in the past 12 months.
請填入 貴機構在過去十二個月內新招聘的全職僱員總人數。
- ◆ Please fill in the number of new recruits with the experience in Hotel Industry.
請填入 貴機構的新招聘中，具酒店業相關經驗的人數。
- ◆ Please fill in the number of new recruits who are fresh graduates of Hotel, Catering or Tourism Programmes.
請填入 貴機構的新招聘中，應屆酒店、餐飲或旅遊業培訓課程之畢業生人數。
- ◆ Please indicate whether your establishment had new recruits of Management Trainee / Graduate Trainee in the past 12 months and the corresponding number.
請指出 貴機構在過去十二個月有否新招聘見習行政人員／畢業實習生及其人數。

Question 4

問題4

For those new recruits without hotel industry experience, please indicate the industry that they worked in before.
請指出無相關酒店業經驗的新入職僱員在入職前從事的行業。

Question 5 – Employees who had left the Establishment

問題5 – 已離職僱員

Please fill in the number of Full Time employees who had left in the past 12 months.

請填上 貴機構過去十二個月內，全職僱員的離職人數。

Question 6 – Business Environment

問題6 – 行業概況

Please indicate the view on the expected change in business volume of your establishment in the next 12 months and indicate the reasons leading to the better or worse.

請指出 貴機構預計在未來十二個月之業務額變化及引起較佳或較差的原因。

Question 7 - Major Difficulties Encountered in Recruitment

問題7 – 主要招聘困難

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

請指出 貴機構在過去十二個月招聘全職僱員時所遇到的困難。

Question 8 - Difficulties Encountered in Retention of Full Time employees

問題8 – 挽留全職僱員時所遇到的困難

Please indicate the difficulties encountered in retention of Full Time employees of your establishment.

請指出 貴機構挽留全職僱員時所遇到的困難。

Question 9 – Preferred Education Level and Years of Experience of Employees

問題9 – 僱員宜有的教育程度及相關年資

Please indicate the preferred education level and years of experience of Full Time employees.

請選擇全職僱員宜有的教育程度及相關年資。

Question 10 – Hotel Facilities and Service

問題10 – 酒店設施及服務

Please indicate whether the following facilities and services are available in your establishment.

請指出 貴酒店是否有下列設施及服務。

➤ Spa, Health Club, Day-use, Chinese restaurant

水療中心、健身中心、日間服務、中式餐廳

Question 11 – Training mode

問題11 – 訓練模式

Please indicate the preferred mode of training for Full Time employees.

請指出全職僱員宜有的訓練模式。

Question 12 – Comparison with last year's staff development budget

問題12 – 與過去一年的員工發展預算經費比較

When compared with last year, please indicate the training and staff development budget of your establishment in the next 12 months.

請指出 貴機構於未來十二個月的訓練及員工發展預算經費與過去一年比較。

Question 13– Training areas

問題13 – 培訓範疇

To meet the emerging trends of the industry, please indicate the future training areas required for Full Time employees.

為配合行業的新興趨勢，請指出全職僱員在未來所需要的培訓範疇。

The 2022 Manpower Survey of the Hotel Industry
酒店業 2022 年人力調查

Job Description of Principal Jobs in the Hotel (HO) Industry
酒店業主要職務工作說明

(Some of the job titles may not be identical to those used in your establishment. But if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.)
(部分職稱可能與貴機構所採用者有別，但若工作性質相近，請視作同一職務，並在調查表內提供所需資料。)

Code 編號	Job Title 職稱	Job Description 工作說明
ADMINISTRATION AND OPERATION DEPARTMENT 行政及營運部		
Managerial and Professional Level 經理及專業人員級		
101	Executive Director ; General Manager 執行董事；總經理	Assumes the total responsibility of managing a hospitality establishment, usually with other managers/executives as direct subordinates. Implements the company's policies with a view to achieving their objectives. 在直屬下級（通常為其他經理／行政人員）協助下，全權負責管理一間款待服務機構。推行公司政策，以達到目標。
102	Resident Manager ; Executive Assistant Manager ; Director / Manager of Operations 駐店經理；行政副經理；營運總監／經理	Takes charge of the daily operations and management of the hotel. 負責酒店日常運作及管理。
106	Procurement Manager 採購經理	<ul style="list-style-type: none"> ● Manages and directs the sourcing and procurement activities of the hotel; ● Liaises with clients and other departments in developing procurement specifications; ● Negotiates and takes quotations from selective purveyors; ● Makes budget-approved requisitions; ● Submits monthly operation reports to senior management. ● 管理及督導酒店的物料採辦工作； ● 聯繫客戶及其他部門，訂定採辦物品規格； ● 聯絡選定伙食供應商及查詢價格； ● 根據批准的預算取貨； ● 每月向高級管理層提交工作報告。
107	Head of IT ; Systems Development Manager ; IT Manager 資訊科技主管；系統開發經理；資訊科技經理	<ul style="list-style-type: none"> ● Focuses on strategic planning as well as manages overall IT functions; ● Analyses organisation functions and processes; ● Designs IT applications and systems, customises package solutions to meet business objective ● Manages all phases of the development life cycle including feasibility study, development, implementation and support ● 負責制定策略及管理所有資訊科技工作； ● 分析機構內各種工作及程序； ● 設計電腦應用軟件及系統或制定套裝方案，達致業務目標； ● 管理系統開發各階段的工作，包括進行可行性研究、開發、推行及支援系統。
Supervisory and Technician Level 督導及技術員級		
228	Administration Officer ; Operations Officer 行政主任；營運主任	<ul style="list-style-type: none"> ● Supports the overall daily operations and management of the establishment; ● Operates internal systems and procedures; ● Provides office supporting services for all departments. ● 支援機構整體的日常運作和管理。 ● 執行內部系統及程序； ● 為各部門提供有效率的統籌辦公服務及輔助服務。
206	Store Supervisor 倉務主任	<ul style="list-style-type: none"> ● Performs routine store-keeping; ● Supervises storeporters; ● Be responsible for record routines in storerooms; ● Maintains a stock and places purchase requests for regular replenishment. ● 執行日常倉庫管理工作； ● 督導貨倉搬運員； ● 負責倉庫的日常記錄； ● 更新存貨記錄，並提交購貨申請表，定時補充存貨。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
ADMINISTRATION AND OPERATION DEPARTMENT 行政及營運部		
229	Purchasing Officer 採購部主任	<ul style="list-style-type: none"> Assists the purchasing manager in the controls of purchase and stock of commodities for sale or internal consumption according to the demand of various departments in the hotel. 協助採購部經理，根據酒店各部門的需求，控制銷售或自用商品的採購及存貨。
208	Systems Analyst ; Analyst Programmer ; Programmer ; IT Operations Supervisor 系統分析師；分析程式員；程式編製員；資訊科技操作主任	<ul style="list-style-type: none"> Develops and tests computer programs to meet business needs according to the requirements laid down by the functional and systems specifications; Supports and maintains production system; Applies appropriate system and programming tools, and hardware to deliver cost efficient business solutions in all aspects. 根據功能及系統規格，開發及測試電腦程式，應付業務需要； 維護和支持已投產的應用系統； 應用合適的系統、程式編製工具及硬件，在各方面提供具成本效益的業務方案。
Craft/Operative Level 技工／操作工級		
301	Computer Operator ; User Support ; IT Assistant 電腦操作員；用戶支援；資訊科技助理	<ul style="list-style-type: none"> Operates, monitors and supports computer systems to ensure high system availability and that scheduled events are executed. Provides technical support services to users, including desktop hardware, system and application software installation; upgrading; problem diagnosis and resolution over the phone/intranet/e-mail; and/or dispatches to user location, if necessary, to help solving the problems. 操作、監控及支援電腦系統，以確保系統在高備用之中及其預定項目能順利執行。 為機構用戶提供技術支援服務，包括：安裝桌面硬件、系統及應用軟件；系統升級；透過電話／內聯網／電郵診斷及解決問題；如有需要，或需造訪用戶協助解決問題。
Administrative and Others 文員及其他員工		
401	Secretary ; Executive / Administration Assistant ; Office Assistant 秘書；行政助理；辦公室助理	<ul style="list-style-type: none"> Takes dictation and transcribes letters, reports and memos; Answers telephone, screens calls and takes messages; Prepares replies to routine enquiries; Maintains daily calendar and appointment schedules and receives personal calls; Takes meeting minutes and maintains filing system; provides administrative supports. 記錄及繕寫信件、報告及便箋； 接聽電話，甄別來電及記錄口訊； 答覆一般詢問； 編擬每日事務、約會程序表及接聽個人來電； 準備會議記錄，及處理文件往來和儲存； 以及一切行政支援。
HUMAN RESOURCES DEPARTMENT 人力資源部		
Managerial and Professional Level 經理及專業人員級		
103	Director / Manager of Human Resources 人力資源總監／經理	<ul style="list-style-type: none"> Establishes general personnel policies and adheres to labour laws, oversees staff recruitment, selection, training, development, retention and replacement; Handles staff grievances; Plans and implements effective personnel management and training procedures for all levels of staff; Provides counselling for employee 訂定一般人事政策及遵守勞工法例，監理聘用、甄選員工、培訓發展、留任及填補空缺事宜； 處理員工的投訴； 為各職級人員策劃及推行有效的人事管理及訓練計劃； 為職員提供輔導。

Code 編號	Job Title 職稱	Job Description 工作說明
HUMAN RESOURCES DEPARTMENT 人力資源部		
104	Personnel Manager ; Training Manager 人事部經理 ; 培訓部經理	<ul style="list-style-type: none"> ● Performs employment, training and development function, performance appraisal, salary administration, employee relations, safety procedures, medical and other benefits; ● Plans and implements effective personnel management and training procedures for all levels of staff; ● Provided staff consultation; ● Evaluates the effectiveness of training activities in personnel management. ● 處理聘用、培訓及發展、考績、薪酬制度、員工關係、安全守則、醫療及其他福利； ● 為各職級人員策劃及推行有效的人事管理及訓練計劃； ● 為職員提供輔導。
Supervisory and Technician Level 督導及技術員級		
202	Personnel / Human Resources / Training Officer 人事部 / 人力資源 / 培訓部主任	<ul style="list-style-type: none"> ● Recruits, interviews and hires employees for the hotels; ● Counsels, transfers and dismisses employees based on supervisors' appraisal; ● Counsels and advises Department Heads regarding personnel problems; ● Trains new or existing employees; ● Performs periodic reviews on trainees' progress and recommends actions based on appraisals; ● Maintains supplies of training materials; ● Participates in discussions regarding the adoption of new or improved training methods and/or materials; ● Co-ordinates and controls internal and external training; ● Advises management on training and management development trends. ● 為酒店招募、面見及聘任僱員； ● 根據僱員上級的評核對僱員進行輔導、調職或革職； ● 就人事問題向部門主管提供輔導及意見； ● 訓練新聘或現職僱員； ● 對受訓者進度進行定期檢討，並根據評核結果提出建議； ● 供應訓練材料； ● 就採用新的訓練材料或改良方面參與討論。 ● 籌劃及監管內外訓練； ● 向管理層就培訓及發展方向提供意見。
Administrative and Others 文員及其他員工		
403	Personnel / Training / Human Resources Assistant 人事部 / 培訓部 / 人力資源助理	<ul style="list-style-type: none"> ● Supporting staff to the operations of the Personnel, Training and Human Resources Departments; ● Provides clerical supports to these departments on day-to-day basis. ● 為所屬之部門提供行政及文件往來上的支援； ● 處理及執行所屬部門之上司指令。
FINANCE DEPARTMENT 財務部		
Managerial and Professional Level 經理及專業人員級		
105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監 ; 總會計師	<ul style="list-style-type: none"> ● Controls budgets and expenditure, company financial policies and procedures, contracts and licences, senior executive personnel records and fringe benefits; ● Manages cash flow, loan and money changer; ● Supervises the Credit Department, general accounting, cashier, income audit, costing sections and hotel kiosk; ● Co-ordinates with Purchasing Department. ● 監管預算及開支、公司財務政策及程序、合約及牌照、高級行政人員的人事記錄及其他福利； ● 管理現金流量、貸款及貨幣兌換； ● 督導信用部、一般會計事務、出納、收入核數事務、成本及酒店小賣部等各部門； ● 並與採購部協調工作。
108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監 ; 成本控制主任	<ul style="list-style-type: none"> ● Supervises cost control and inventory taking; ● Reviews purchase requests for food and beverage; ● Provides management with information regarding operational costs; ● Prepares forecasts and analysis on all cost reports; ● Makes random inspections on all supplies to the hotel. ● 督導成本控制及清點存貨工作； ● 審查飲食部需採購的物品； ● 就運作成本向管理階層提供資料； ● 編製所有成本報告的預測及分析； ● 抽樣調查一切供應予酒店的物料。

Code 編號	Job Title 職稱	Job Description 工作說明
FINANCE DEPARTMENT 財務部		
111	Credit Manager 信用／信貸部經理	<ul style="list-style-type: none"> ● Liaises with credit managers of other hotels on bad account and skipper lists; ● Completes accounts receivable period end closing functions and procedures; credit and period end reporting; ● Upholds the policies and procedures outlined in the credit policy; ● Interacts with sales and catering staff for timely credit decisions on incoming customers; ● Demonstrating and applying accounting knowledge to credit management issues; ● Leading credit management team; ● Maintaining finance and accounting goals. ● 就壞帳及逃帳名單與其他酒店的信用部經理聯繫； ● 完成應收賬款期末結算功能和程序、信用和期末報告； ● 遵守信貸政策中規定的政策和程序； ● 與銷售和餐飲員工合作，及時對顧客做出信貸決策； ● 應用專業會計知識於信用管理事項； ● 領導信用/信貸管理團隊； ● 保持財務和會計目標。
Supervisory and Technician Level 督導及技術員級		
203	Accounts Supervisors ; General Cashier ; Credit Supervisor 會計主任；出納主任；信用／信貸部主任	<ul style="list-style-type: none"> ● Audits and processes the payments of all of the hotel's disbursements; ● Prepares expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps proper record of all amounts due to the hotel on a timely basis; ● Computes all travel agents' commissions payable; ● Controls and balances all advance deposits; ● Responds to account disputes and queries; ● Prepares the monthly accounts receivable report; ● keeps all records relating to payroll; ● Prepares and remits payroll reports; ● Compiles all tax returns; ● Issues guest checks daily to all F & B/Front Office Cashiers and follow-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; ● Records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the front office cashier; ● Prepares cashier's daily report. ● Follows up overdue accounts; ● Controls the credit card system of the hotel; ● Liaises with accounts receivable supervisor on account disputes; ● Conducts credit investigation and justifies extension of credit to hotel guests, travel agents and their customers. ● 核對及處理酒店一切支出； ● 編製支出分析及其他有關供應商發票及月結單的報告； ● 保存應收帳記錄； ● 計算一切應付予旅行社的佣金； ● 控制並平衡所有預付定金； ● 處理會計上的爭議及疑問； ● 編製每月應收帳款報告； ● 保存所有與薪酬有關的記錄； ● 編製並提交薪酬報告； ● 編製所有報稅表； ● 每日簽發顧客帳單予飲食部／客務部出納員，並跟進遺失支票； ● 在每更完結時整理出納員的每日報告； ● 為其他特別活動安排出納員。 ● 跟進過期帳項； ● 監管酒店的信用咭系統； ● 就會計爭議與收帳主管聯繫； ● 進行信用審查，批核酒店住客、旅行社及其顧客信貸期的延長申請。
205	Assistant Controller 副／助理財務總監	<ul style="list-style-type: none"> ● Assists Controller on daily financial operations. ● 協助財務總監處理日常財務運作。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
FINANCE DEPARTMENT 財務部		
207	Income Auditor 核數員	<ul style="list-style-type: none"> ● Performs checking on hotel's total income revenue and other checking related to revenue; ● Summarises checking on daily basis; ● Produces daily revenue report. ● 核對酒店總收益及其他與收益有關的項目； ● 每日總結核對結果； ● 編製每日收益報告。
Administrative and Others Level 文員及其他員工級		
404	Accounting Clerk 會計部文員	<ul style="list-style-type: none"> ● Performs a variety of routine calculating, posting, recording, filing and typing duties in Accounts Department; ● Assists in cost control and inventory taking; ● Makes random inspections on all supplies for the outlet; ● Checks all merchandise entering the hotel and their proper documentation; ● Maintains per stocks in storeroom. ● 負責會計部日常計算、過帳、記錄、編檔及打字等工作； ● 幫助處理成本控制(成本計算、過帳及記錄工作)及清點存貨等工作； ● 隨時抽查各飲食部門所用物料； ● 檢查所有運進酒店的貨品及其正式付運文件； ● 保持貨倉的存貨分量。
SALES AND MARKETING DEPARTMENT 營業及市場拓展部		
Managerial and Professional Level 經理及專業人員級		
109	Director of Marketing / Sales / Promotions 市場拓展／營業／宣傳總監	<ul style="list-style-type: none"> ● Compiles marketing plan; ● Establishes policy on rates, discounts; ● Submits annual sales and marketing budget; ● Co-ordinates public relations activities relating to special promotions; ● Decides on targets for business solicitation; ● Plans, organises, directs and controls the hotel's sales promotion and sales rates; ● Develops local and overseas sales contacts regarding group and convention activities. ● 編製市場拓展計劃； ● 訂定有關房租、折扣的政策； ● 提交每年營業及市場拓展預算； ● 統籌與特別宣傳有關的各種公共關係活動； ● 訂立爭取業務的目標； ● 策劃、籌辦、督導及監管酒店的營業推廣工作及營業額； ● 就團體及會議業務發展本地及海外業務聯繫。
110	Director of Public Relations / Corporate Communications 公共關係部／企業傳訊總監	<ul style="list-style-type: none"> ● Responsible for publicity campaigns of special events and promotion in the hotel; ● Liaises with the press and entertainment media; ● Writes and edits all materials for in-house promotions; ● Prepares annual advertising budget. ● 負責酒店舉辦的特別宣傳計劃； ● 與報界及娛樂界聯絡； ● 撰寫及編輯所有酒店內部的宣傳資料； ● 提交每年的廣告預算。
112	Reservations Manager ; Revenue Manager / Analyst 訂房部經理；收益管理經理；營收分析主任	<ul style="list-style-type: none"> ● Contributes to the maximisation of revenue and ensures room selling strategies and yield management principles are applied in conjunction with the Marketing and Sales Team; ● Develops and maintains long-term relationships with key hotel accounts; ● Examines booking efficiency; ● Records and analyses departmental statistics and proactively taking remedial measures to improve sales and services; ● Oversees the reservations process to ensure the smooth operation of the Revenue/Reservations Department. ● 負責提升收益及確保房間銷售策略及營收管理能切實執行； ● 與營業及市場拓展部配合，保持酒店主要客戶的長遠關係； ● 評核訂房效益； ● 記錄及分析部門數據，主動彌補以改善銷售和服務； ● 監督訂房流程並確保部門營運暢順。

Code 編號	Job Title 職稱	Job Description 工作說明
SALES AND MARKETING DEPARTMENT 營業及市場拓展部		
Supervisory and Technician Level 督導及技術員級		
201	Convention / Event Sales Manager 營業部經理 (會議 / 宴會)	<ul style="list-style-type: none"> Plans, organises and promotes group business from the Meetings, Incentives, Conventions and Exhibitions (MICE) sector; Conducts sales campaign and contacts all visiting trade and business personnel; Co-ordinates public relations and sales promotion; Submits a monthly sales report; Works closely with Banquet Service Manager on service delivery. 策劃、組織及推廣源自會議及展覽業的團體業務； 推行營業計劃及聯絡所有到訪業界及商務人士； 統籌公共關係和營業推廣活動； 提交每月營業報告； 與宴會服務經理就提供服務緊密合作。
209	Public Relations / Corporate Communications / Marketing / Sales / Business Development Manager 公共關係部 / 企業傳訊 / 市場拓展部 / 營業部經理	<ul style="list-style-type: none"> Plans, organises, directs and controls the hotel's marketing functions; Reviews market and sales analysis to determine local and overseas market requirements; Co-ordinates public relations to sales promotion; Chairs the daily briefing of Sales and Marketing Department, controls the Sales/Clients System. Submits a monthly sales report; solicits for travel and commercial group business; Conducts sales, public relations and corporate communications campaign; Co-ordinates with Front Office Manager on short-term forecasting. 策劃、組織、指導和管理酒店的市場拓展活動； 檢討市場及營業分析，以確定本地及海外市場需求； 統籌公共關係活動； 主持營業部每日的簡短會議，控制顧客資料卡片系統； 提交每月營業報告，爭取旅遊及商業團體及會議業務； 推行營業、公共關係及企業傳訊計劃； 就短期預測與客務部經理聯繫。
211	Designer ; Layout Artist ; Printshop Supervisor 設計師 ; 草圖設計員 ; 印刷房主任	<ul style="list-style-type: none"> Supervises printing room staff; Familiar with the operation of duplicating machines for printing office memos and in-house publications; Manages and administers the planning of art and photographic budgets on the hotel's promotional publication; Designs creative works to meet the marketing objectives of the hotel. 督導印刷房職員； 操作複印機，以印刷辦公室便箋及內部刊物； 管理及執行酒店宣傳刊物的美術及攝影預算計劃； 進行創作性設計，以達到酒店的市場拓展目標。
218	Reservations Supervisor 訂房部主任	<ul style="list-style-type: none"> Supervises the Reservations team and assists to manage hotel rooms selling strategies; Tracks and records departmental statistics and taking remedial measures to improve sales and services; Supervises and handles all reservations and telephone inquiries; Co-ordinates with other departments to ensure guest satisfaction on arrival. 督導訂房團隊及協助管理房間銷售策略； 跟進及記錄部門數據，主動彌補以改善銷售和服務； 督導及處理所有訂房及電話查詢； 與酒店各部門協調以確保客人滿意。
Craft/Operative Level 技工 / 操作工級		
302	Draftsman ; Photographer ; Printshop Staff 繪圖員 ; 攝影師 ; 印刷房職員	<ul style="list-style-type: none"> Prepares artworks for in-house promotions and special events according to directions of management; Takes social pictures for hotel functions; Provides limited photographic services for guests and management; Produces hard and photographic screen stencils and prepares and operates printing equipment and machinery; Sets up and operates letterpress machines for the hotel's publications and promotional materials. 根據管理階層的指示，為酒店的宣傳及特別活動製備美術作品； 為酒店所辦活動拍攝社交照片； 為顧客及管理階層提供有限度的攝影服務； 製作紙本及攝製成蠟紙版，備妥及操作印刷設備和機器； 調校及操作印字機，以便製作酒店刊物及宣傳品。

Code 編號	Job Title 職稱	Job Description 工作說明
SALES AND MARKETING DEPARTMENT 營業及市場拓展部		
305	Reservation Clerk ; Guest Services Ambassador/Agent/Assistant 訂房部文員； 客務服務大使／代理／助理	<ul style="list-style-type: none"> Processes all reservation inquiries, bookings and customer service requests; Prepares reservation confirmation and arrival reports for departments. 處理各房間查詢、訂房及顧客服務要求； 負責準備訂房確認書和有關報表。
320	Public Relations / Corporate Communications Officer 公共關係部／企業傳訊主任	<ul style="list-style-type: none"> Helps implement publicity campaigns of special events and promotions in the hotel Co-ordinates with the press and entertainment media; All PR related functions as instructed by PRM or the PR management team. 協助公共關係部總監及經理組織及執行特別宣傳計劃； 與報界及娛樂界聯絡； 協助編輯酒店部的宣傳資料；以及一切其他與公共關係部相關的職務。
321	Sales Executive ; Marketing Officer 營業主任；市場拓展部主任	<ul style="list-style-type: none"> Develops new accounts and additional business by regularly calling on potential clients; Obtains marketing information; Follows referrals from clients and competition; Follows up on future booking and attends to complaints; Completes weekly call reports. 按時探訪有關人士，以爭取新客戶及額外業務； 蒐集市場資料； 跟進同業及客戶介紹的情況； 辦理訂房及投訴事宜； 填寫每週的探訪報告。
322	Tour Group Co-ordinator ; Group Sales Co-ordinator 旅行團聯絡主任；團體營業聯絡主任	<ul style="list-style-type: none"> Assists to prepare proposals, contracts and handle all group logistics; Provides in-house co-ordination of group arrival/departure; Works closely with Front Office to ensure overall group satisfaction. Obtains customer feedback and updates group movement. 協助製作建議書、合約和處理旅行團有關安排； 協調旅行團抵步/離開事宜； 與客務部緊密聯繫以確保客人滿意。 收集客人回饋及更新團體動向。
FRONT OFFICE DEPARTMENT 客務部		
Managerial and Professional Level 經理及專業人員級		
113	Director / Manager of Front Office 客務部總監／經理	<ul style="list-style-type: none"> Monitors room occupancy forecasts on 3-day, weekly and monthly basis; Advises with management and sales staff on reservation status, forecasts and tariffs; Determines rate structure for daily pick-up; Supervises room rates offered; Spot checks VIP guest rooms; Ensures and supervises all departments, such as Housekeeping, Accounts, Security, Engineering, and F & B work cohesively together; Coordinates with administrative director to maintain the unrented rooms; Liaises with Credit Managers and Security Department; Welcomes and greets VIPs. 編製每三日、每週及每月的房間出租率預測； 向管理階層及營業部職員就有關訂房情況、房間出租率預測及價目表等事宜提供意見並擔任協調工作； 訂定每日非預訂房間的租金； 監察出租房間的訂價； 抽查貴賓客房； 確保及監察所有部門如房口部、會計部、保安部、工程部及餐飲部合作得宜； 與行政總管協調，安排保養未出租房間； 與信用部經理及保安部聯絡； 歡迎及款待貴賓。
114	Director / Manager of Rooms Division 房務部總監／經理	<ul style="list-style-type: none"> Supervises the Front Office, Concierge, Telephone, Housekeeping, Laundry, Flower shop and Kiosk operations and those other duties assigned by the management; Co-ordinates with the Sales and Marketing Division regarding reservation status; Liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance. 督導客務部、庶務部、電話部、房口部、洗衣部、花店及小賣部的運作，並執行管理階層分配的其他職務； 就訂房情況與營業及市場拓展部聯繫； 就裝修工程及封閉客房進行維修保養事宜與房口部及工程部洽商。

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory and Technician Level 督導及技術員級		
212	Airport Manager ; Chief Airport Representative 駐機場經理；駐機場總代表	<ul style="list-style-type: none"> ● Supervises the hotel's airport representatives; liaises with other hotels' representatives at the airport; keeps close contact with the Concierge Section regarding VIP and group arrivals; ● Liaises with airline staff and the hotel reservation centre at the airport. ● 督導酒店駐機場代表的工作，與其他酒店的駐機場代表聯絡，就貴賓及團體抵達事宜與行李部密切接觸； ● 與航空公司及駐機場的酒店訂房中心聯絡。
213	Telephone Service Manager ; Telephone Supervisor 電話服務經理；電話房主任	<ul style="list-style-type: none"> ● Keeps an up-to-date information list on all in-house guests; ● Operates the paging system; ● Screen calls as requested by guests; ● Supervises and compiles staff schedule according to hotel occupancy; ● Logs daily long distance call charges and checks for billings. ● 保存一份所有住客的最新資料； ● 操作傳呼系統； ● 依照顧客的要求甄別來電； ● 根據酒店用房率督導及編排職員值班時間表； ● 登記每日長途電話收費及查核帳單。
214	Front Office Cashier Supervisor 大堂出納主任	<ul style="list-style-type: none"> ● Audits and processes the payments of all of the hotel's disbursements; ● Prepares front office expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps proper record of all amounts due to the hotel on a timely basis; ● Computes all travel agents' commissions payable; ● Controls and balances all advance deposits; ● Responds to account disputes and queries; ● Prepares the monthly accounts receivable report; ● Issues guest checks daily to all front office cashiers and follows-up on missing checks; ● Picks up cashiers' daily reports at the close of each shift; ● Arranges cashiers for other special functions; ● Posts ledgers for food and beverage sales. ● 核對及處理客務部一切支出； ● 編製支出分析及其他有關供應商發票及月結單的報告； ● 保存應收帳記錄； ● 計算一切應付予旅行社的佣金； ● 控制並平衡所有預付定金； ● 處理會計上的爭議及疑問； ● 編製每月應收帳款報告； ● 每日簽發顧客帳單予客務部出納員，並跟進遺失支票； ● 在每更完結時整理出納員的每日報告； ● 為其他特別活動安排出納員； ● 就餐飲銷售記帳。

Code 編號	Job Title 職稱	Job Description 工作說明
FRONT OFFICE DEPARTMENT 客務部		
215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Assistant Manager ; Duty / Night Manager ; Guest Service Manager ; Business Centre / Executive Services / Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理；前櫃部經理；接待處經理／副經理；值勤／夜班經理；客務服務經理；商務中心／行政樓層經理；服務式住宅經理／領班	<ul style="list-style-type: none"> ● Spot checks VIP guest rooms; ● Approves rebates and reservations discounts ; Co-ordinates with the Sales and Marketing Division regarding reservation status, acceptance of personal cheque and travel vouchers; ● Records all unusual incidents or complaints in duty logbook; ● Greets and assists all VIPs during their stay; ● Receives and screens guests for management; ● Maintains close liaison with Security Department to investigate incidents or thefts in hotel; ● Supervises Guest Relations Officers; ● Carries master key of hotel and pager while on duty; ● Solves any problems and complaints from guests regarding room reservations; ● Checks arrival/departure list especially VIP bookings; ● Informs the management on special hotel guests' arrival/departure and upgrades; ● Creates more personalised contact with executive accounts and entertains hotel guests occasionally; ● Arranges for the General Manager to meet or contact special guests upon arrival to hotel for functions and events; ● Carries out inspection on the special attention rooms; ● Responsible and manages the daily operation within the hotel's Business Center; ● Up-dates master booking chart for space allocation and forecast; ● Prepares monthly group reservations lists for sales office to follow up; ● Assists Front Office Manager in preparing room occupancy forecasts; ● Approves all reservation confirmation slips before sending out; ● Prepares duty roster of all Reservations staff; ● Supervises handling of guest history records; ● Informs all departments of close-out dates. ● Directs daily works of operative staff; ● Approves daily work reports prepared by shift front office clerk; ● Supervises all Customer Service staff to coordinate with the Sales Department on reservations issues; ● Follow-up guests' payment slips sent out by Credit Managers. ● 在貴賓抵達前檢查所有貴賓房； ● 批准回佣、房租折扣，與銷售及推廣部就有關訂房狀況互相合作；接受個人及旅行支票； ● 將一切異常事件及投訴記錄在值勤簿內； ● 接待及協助所有在酒店留宿的貴賓； ● 迎接及為管理層甄別住客； ● 與保安部門保持密切聯絡，調查酒店內發生的失竊或其他事件； ● 督導客務關係主任； ● 於值班時保管酒店的萬能鑰匙及傳呼機； ● 處理因訂房間事宜產生的問題和投訴； ● 檢查賓客（特別是貴賓）抵達及離去名單； ● 知會管理階層有關特別住客抵達或離去的消息，以及有關提高服務水準的情況； ● 與行政人員級住客建立良好關係，並加以款待； ● 為總經理安排會見或接觸因特別會議或活動而逗留的住客； ● 視察特定的客房； ● 負責及處理酒店商務中心日常運作； ● 更新房間分配及入住預測之記錄； ● 預備每月團體訂房名單讓銷售部門跟進； ● 協助客務經理準備房間預測； ● 於發出訂房確認前核准所有資料； ● 為所有訂房部員工制定更表； ● 監察員工處理客人紀錄； ● 通知所有酒店部門有關房間截止銷售日期； ● 指揮操作工執行職務； ● 每日審核夜間文員的工作報告； ● 督導所有客務部職員，就訂房情況與營業部協調； ● 跟進信用部經理發出的客戶付款通知。

Code 編號	Job Title 職稱	Job Description 工作說明
FRONT OFFICE DEPARTMENT 客務部		
216	Concierge / Assistant Chief Concierge ; Bell Superintendent / Captain / Supervisor ; Baggage Master ; Transportation / Valet Services Supervisor / Driver 禮賓司 / 副禮賓司 ; 行李部總管 / 領 班 / 主任 ; 運輸部 / 泊車服務主任 / 司 機	<ul style="list-style-type: none"> ● Supervises all guest baggage handling; ● Keeps control of all items in the baggage rooms; ● Co-ordinates with Engineering Department for proper functioning of all elevators when required; ● Compiles duty roster of bell attendants according to occupancy; ● Co-ordinates with Security and Housekeeping Departments; ● Arranges car services for guests. ● Supervises guest services in the lobby area and by bell attendants; ● Assists guests with parcel packing/delivery requirement; ● Co-ordinates with Front Office Cashiers for collection of unpaid accounts from departing guests before their baggage leaves the hotel; ● Arranges newspaper/ guest letter/message distribution to guests rooms; ● Sets up signage boards according to daily event orders and group orders. ● 督導所有住客行李的處理工作； ● 管理行李房內各項物件； ● 在有需要時，與工程部協調各升降機的正常操作； ● 根據房間出租情況編製行李生值班表； ● 與保安部及房口部協調； ● 為住客安排車輛服務。 ● 督導大堂範圍內的住客服務以及行李生的工作； ● 協助住客將包裹包裝及付運； ● 在住客帶同行李離開酒店前，協助大堂出納員向住客收取未付帳款； ● 安排將報紙 / 住客信件 / 留言送達住客房間； ● 根據每日節目或團體活動安放告示牌。
219	Reception Supervisor ; Chief Receptionist ; Chief Room Clerk ; Front Office/ Lobby Services Supervisor 接待處主任 ; 總接待員 ; 客務部 / 大堂 服務主任	<ul style="list-style-type: none"> ● Compiles duty roster for receptionists; ● Makes appropriate room assignments for arriving guests; ● Provides daily departure information to reservations; ● Maintains daily room availability control by checking housekeeping reports and reports room discrepancy to duty assistant manager; ● Advises reservations and airport representatives on current space availability; ● Maintains updated local and hotel information for guests; ● Handles guest enquiries. ● 編製接待員輪值表； ● 為住客安排適當房間； ● 向訂房部提供每日住客離去資料； ● 檢查房口部報告，以便控制每日客房供應，並將記錄與事實不符情況報告當值副經理； ● 隨時將房間供應情況告知訂房部及駐機場代表； ● 為住客保存最新的本地及各酒店資料； ● 處理住客查詢。
Craft/Operative Level 技工 / 操作工級		
304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生 ; 聽差 ; 司閘 ; 行李員	<ul style="list-style-type: none"> ● Picks up and delivers guests' baggage in and out of the hotel; ● Escorts guests from front desk to their rooms and introduces room facilities; ● Runs errands for executive office; ● Delivers newspaper/guest letters; ● Operates guest elevators for VIP arrival; ● Ensures flags are flying in the right position; ● Directs traffic and parking of vehicles at main entrance; ● Provides door service to guests arriving and departing; ● Orders taxis or hires car for guests upon request; ● Summons bell attendants to assist arriving guests. ● 提取及運送住客行李進入或離開酒店； ● 陪同住客由大堂前往房間並介紹房間各項設備； ● 為行政室人員辦事； ● 派送報紙 / 住客信件； ● 為貴賓操作升降機； ● 確保旗幟正確懸掛； ● 指揮大門入口交通及車輛停泊事宜； ● 在酒店大門口為出入住客服務； ● 應住客要求召喚的士或出租汽車； ● 召喚行李生協助剛抵達酒店的住客。

Code 編號	Job Title 職稱	Job Description 工作說明
FRONT OFFICE DEPARTMENT 客務部		
306	Front Office Clerk / Receptionist ; Guest Service Officer / Agent ; Guest Relations Officer ; Welcome Host ; Front Desk / Executive Floor Agent ; Business Centre Officer ; Car Park Attendant 客務部文員／接待員；賓客服務主任／服務員；客戶關係主任；歡迎大使；前堂／行政樓層服務員；商務中心主任；停車場服務員	<ul style="list-style-type: none"> ● Greets and checks in all Free Independent Travellers (FITs) and commercial accounts and airline crews; ● Promotes hotel facilities to guests; ● Processes all arrival and departure records; ● Handles all guest enquiries and request as appropriate; ● Prepares room daily arrival lists and daily special attention/VIP lists. ● 接待及登記所有單身住客、商業客戶及航空公司機員； ● 向顧客介紹酒店的設施； ● 處理所有到達及離開酒店住客的記錄； ● 適當處理所有住客查詢及要求； ● 編寫每日抵達的住客名單，以及每日須特別注意的住客／貴賓名單。
307	Services Centre Agent ; Telephone Operator ; At Your Service Agent 服務中心專員；電話接綫生	<ul style="list-style-type: none"> ● Processes local and overseas calls; ● Provides wake-up service; ● Keeps close communication between departments after office hours; ● Provides directory service to guests; ● Knows all hotel services and service hours; ● Assists in dispersing management's instructions on emergency procedures. ● 負責本港及海外電話接綫； ● 提供呼喚起床服務； ● 於辦公時間後與各部門保持緊密聯絡； ● 為顧客提供查詢電話服務； ● 熟悉所有酒店提供的服務及其辦公時間； ● 依照管理階層指示處理緊急事件。
303	Airport Representative 駐機場代表	<ul style="list-style-type: none"> ● Meets all arriving guests and arranges their transfer to the hotel; ● Liaises with bell captain and chief room clerk regarding baggage handling and informs about flight arrival/departure changes; ● Liaises with all airline staff at airport and hotel reservation centre. ● 迎接剛抵達機場的住客並安排其前往酒店； ● 與行李領班及總接待員協調有關行李處理及航機抵達／離開時間更改等事宜； ● 聯絡機場內各航空公司的職員及酒店訂房中心。
HOUSEKEEPING DEPARTMENT 房口部		
Managerial and Professional Level 經理及專業人員級		
115	Director / Manager of Housekeeping ; Executive Housekeeper 房口部總監／經理；行政管家	<ul style="list-style-type: none"> ● Monitors the overall departmental-related matters; ● Submits a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; ● Monitors and supervises on all day-to-day housekeeping activities. ● 監察房口部所有相關事宜； ● 就各部門的布草、制服及清潔器具開支提交全年預算； ● 監管及負責房口部一切相關事務。
Supervisory and Technician Level 督導及技術員級		
220	Assistant Executive Housekeeper ; Head Housekeeper 副行政管家；房口部總管	<ul style="list-style-type: none"> ● Reports to Director of Housekeeping or Executive Housekeeper on day-to-day operations; conducts inventory taking and tight control of guest room and service apartment items; ● Co-ordinates with Engineering Department on guest room maintenance; ● Co-ordinates with Purchasing Department on market price comparison and testing of new products; ● Liaises with Front Office on daily arrival/departure pattern for proper staff allocation; ● 協助及執行房口部總監、政總管、及經理的一切指示，清點及控制客房內物品數量； ● 就客房保養方面與工程部協調； ● 就市場價格比較及新產品試驗方面與採購部配合； ● 就每日顧客入住或遷出情況與客務部聯絡，以便分配人手。

Code 編號	Job Title 職稱	Job Description 工作說明
HOUSEKEEPING DEPARTMENT 房口部		
221	Housekeeping / Floor / General Service Supervisor ; Assistant Housekeeper ; General Area / Public Area Supervisor / Housekeeper 房口部督導員；助理管家；公眾地方主任／副主任／管事	<ul style="list-style-type: none"> ● Chairs daily briefing with all morning and afternoon duty supervisors and assign daily work schedules; ● Spot-checks occupied and vacant guest rooms after cleaning; ● Ensures all public and back of the house areas are regularly sprayed by outside pest control contractor; ● Inspects all room blocked for VIP arrivals; ● Maintains records and storage of all lost and found items. ● 每日與所有早午班主管作簡短會議及編派每日工作； ● 於清理工作完畢後抽查有住客及空置的房間； ● 檢查所有公眾地方及後門各處是否已由滅蟲公司定期噴灑殺蟲劑； ● 巡視所有貴賓預留房間； ● 登記保存所有遺失及拾獲物品。
222	Laundry Manager / Supervisor / Officer 洗衣部經理／主管／主任	<ul style="list-style-type: none"> ● Supervises all laundry and valet attendants; ● Provides valet service to guests; ● Distributes linen and uniforms to other departments as required and minimises the costs incurred in cleaning; ● Supervises washers, pressers, linen sorters and valet attendants. ● 督導洗衣及乾衣部侍應生； ● 為住客提供乾洗服務； ● 依照規定將布草及制服分發予其他部門，以及減低洗衣成本； ● 監督洗衣、熨衣、布草、乾衣工人。
Craft/Operative Level 技工／操作工級		
308	Cloakroom / Lobby Attendant ; Public Area Cleaners / Upholsterer / Houseman ; Toilet Attendant 衣帽間／大堂侍應生；公眾地方清潔雜工；衛生間服務員	<ul style="list-style-type: none"> ● Monitors cloakroom for hotel guests; ● Cleans office areas, public areas and F & B outlets, guest toilets; ● Makes requisition for cleaning materials, linen, tissue rolls etc. ● 為酒店住客看守衣帽間； ● 清潔辦公室、公眾地方、各飲食部門及顧客洗手間； ● 領取清潔用品、布草、廁紙等。
309	Uniform and Linen Room Attendant / Runner ; Tailor ; Seamstress 布草修補員；制服及布草房侍應生；布草房助理；裁縫師	<ul style="list-style-type: none"> ● Checks uniform supply, stores and controls replacement of household supplies; ● Controls supply and distribution of all house linen; ● Keeps up-to-date stock records; ● Checks and repairs staff uniforms/house linen and provides service to guests when required; ● Repairs curtains and drapes. ● 檢查制服供應、控制所有酒店內布草的供應及分配； ● 貯藏及控制酒店內的物品補給； ● 更新存貨記錄； ● 檢查及修補職員制服及店內布草，在有需要時為住客提供服務； ● 修補窗簾及布簾。
310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣部接待員／文員；寫單員（洗衣部）	<ul style="list-style-type: none"> ● Operates all linen finishing equipments and laundry machinery; ● Reports to Laundry Manager of any machinery malfunction; ● Handles the daily distribution requirements for all bed and-bathroom linen; ● Monitors that linen is loaded into bins for the Housekeeping Department; ● Maintains adequate supplies of food and beverage linen on shelves for distribution; ● Fills requisitions after proper authorisation and makes regular inspections of the quality of laundering; ● Sorts out laundry garments from the dry clean garments and makes sure proper identification by use of tags and tickets; ● Checks and bags the order to be distributed by runner. ● Maintains records on all guest items; ● Prepares laundry and valet bills and other routine office duties. ● 操作所有布草處理設備及洗衣機器； ● 將機器故障呈報洗衣部經理； ● 處理床單及浴巾每日分發工作； ● 安排將布草放入箱內供房口部使用； ● 維持架上有充足的飲食用布草以備分發； ● 經批准後領取物品，定期檢查洗衣質素； ● 將乾、濕洗衣物分類並使用布條及標籤以正確辨別衣物； ● 檢查及將衣物袋好以備送貨員分發。 ● 保存所有顧客物品記錄； ● 預備洗衣乾衣帳單以及處理辦公室其他日常職務。

Code 編號	Job Title 職稱	Job Description 工作說明
HOUSEKEEPING DEPARTMENT 房口部		
311	Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員；洗衣工人；熨工；檢 查員；乾洗工	<ul style="list-style-type: none"> ● Presses clothes with iron and pressing machines; ● Loads, cycles and unloads all washer extractors; ● Undertakes regular inspections of the wash cycle and keeps all equipment clean; ● Sorts out all bathroom and bed linen and food and beverage linen. ● 用熨斗及整熨機熨平衣服； ● 將衣物放入巨型洗衣機、操作洗衣機及將衣物取出； ● 經常檢查洗衣過程並保持所有設備清潔； ● 將所有浴巾、床單及飲食用布草分類。
312	Room / Floor Attendant ; Room Services Butler ; Housekeeping Clerk ; Order- taker (Housekeeping) ; Co-ordinator (Housekeeping) 房口／房間服務員；房口部文員；寫單 員（房口部）；房口部聯絡員	<ul style="list-style-type: none"> ● Cleans guest rooms and provides services to guests; ● Replenishes supplies in guest rooms. ● Maintains records on all items such as extra linen, hair dryers as required by in-house guests; ● Prepares laundry and valet bills and other routine office duties. ● 清理客房，為住客提供服務； ● 補充客房物品； ● 保存住客取用的額外布草、吹髮器等物品的記錄； ● 編製房口部每日及每月報告，接聽電話及處理辦公室日常事務。
SPA AND HEALTH CLUB 水療中心及健身中心		
Managerial and Professional Level 經理及專業人員級		
116	Director / Manager of Health Club, Gym, Wellness or Spa 健身中心或水療中心總監／經理	<p>Takes charge of the overall management and business volume of the health club/gym/spa, responsible for regional business development, usually with Managers as subordinates.</p> <p>在直屬下級（通常為經理）協助下，全權負責健康中心、健身中心及水療中心的管理及生意額，負責發展區內業務。</p>
Supervisory and Technician Level 督導及技術員級		
223	Supervisor / Officer / Trainer of Health Club, Gym, Wellness or Spa 健身中心或水療中心主任／培訓師	<ul style="list-style-type: none"> ● Takes charge of the operation of the health club/ gym/ spa and/or to assist the health club/ gym/ spa director in managing or running the health club/ gym/ spa; ● Supervises supporting staff; ● Promotes service and packages to hotel guests / members / customers; ● Provides customer service and handles customer reservations, enquiries and complaints; ● Provides detail and clear safety instructions to users of facilities and equipment; ● Posts all sales transactions into the computer system and prepares daily/weekly/monthly reports; ● 負責健康中心、健身中心及水療中心的日常運作及／或協助各中心總監管理或營運相關中心； ● 督導相關支援職員； ● 向酒店住客／會員／顧客推廣相關服務及計劃； ● 提供顧客服務及處理預訂、查詢及投訴； ● 向相關中心設施及器材使用者提供詳細及清晰的安全使用守則； ● 把所有銷售記錄輸入電腦系統，並編製每日／每周／每月報告。
Craft/Operative Level 技工／操作工級		
313	Health Club / Gym Supporting Staff 健身中心支援職員	<ul style="list-style-type: none"> ● Provides supporting services to the operations of the health club/gym/spa; ● Maintains facilities and equipment in good condition; ● Ensures the cleanliness and tidiness of the changing rooms, lockers, massage rooms. ● 就健身中心的運作提供支援服務； ● 保養相關中心設施及器材； ● 確保更衣室及儲物櫃的整潔。
314	Masseuse ; Body Therapist 按摩師；身體護理治療師	<ul style="list-style-type: none"> ● Provides massage/body treatment service for guests, members and customers; ● carries out massage/body treatment; ● Checks massage/body treatment and retail sales stock on a regular basis; ● Prepares clean towels for guests; ● Checks towel stock on a regular basis; ● Carries consultation to client to ensure treatment safety. ● 為住客、會員及顧客提供按摩及身體治療服務； ● 提供按摩及身體治療服務； ● 定期檢查按摩／身體治療零售庫的存量； ● 為客人預備清潔毛巾； ● 定期檢查毛巾的存量； ● 為客人提供顧問服務，確保治療安全進行。

Code 編號	Job Title 職稱	Job Description 工作說明
SPA AND HEALTH CLUB 水療中心及健身中心		
315	Beautician ; Facial Therapist 美容師；臉部護理治療師	<ul style="list-style-type: none"> ● Provides facial/beauty services for guests, members and customers; ● carries out facial treatment; ● To be aware of treatment room maintenance; ● Checks beauty treatment and retail stock on a regular basis; ● Prepares clean towels for guests; ● Checks towel stock on a regular basis; ● Carries on consultation for guests to ensure treatment safety. ● 為住客、會員及顧客提供面部護理／美容服務； ● 提供面部治療服務； ● 負責護理室的日常維修及保養； ● 定期檢查美容護理產品的存量； ● 為客人預備清潔毛巾； ● 定期檢查毛巾的存量； ● 為客人提供顧問服務，確保治療安全進行。
316	Spa Concierge ; Spa Attendant/ Supporting Staff 水療禮賓司；水療中心服務員／支援職員	<ul style="list-style-type: none"> ● Monitors the spa appointment booking; ● answers clients enquires regarding spa treatments, facilities and carries on the retail of products; ● Makes spa bookings for the future clients and escorts the clients to the correct locations within the spa area; ● Inputs client data information into the database. ● 監察水療中心的預約， ● 解答客人有關水療治療及設施的提問，負責產品零售； ● 處理預訂，引領客人到水療中心正確地點； ● 把客人資料輸入資料庫。
317	Lifeguard 救生員	<ul style="list-style-type: none"> ● To be responsible for the operation of the swimming pool; ● Pays attention to all swimmers and gives assistance to anyone who has difficulties in water; ● Performs first aid treatment to any unconscious swimmer until the arrival of medical assistance team; ● Maintains the cleanliness and tidiness of the pool and its surrounding areas; ● Monitors the swimming pool access; ● Maintains the cleanliness and tidiness of the guest changing rooms and lockers; ● Monitors the water quality by checking its pH level, chlorine level and temperature; ● Handles clean and soiled towels; ● Takes precautionary measures to prevent accident at the pool. ● 負責泳池的日常運作； ● 留意所有泳客並為不諳水性的泳客提供協助； ● 於救護人員到場前提供急救護理； ● 保持泳池及附近地方的清潔； ● 監察泳池的出入通道； ● 負責泳客更衣室及儲物櫃的整潔； ● 監察泳池水質的酸鹼度，氯氣濃度及溫度； ● 處理清潔及弄污的毛巾； ● 執行預防措施避免泳池意外。
FLOWER/KIOSK/GIFT SHOPS 花店／禮品店		
Supervisory and Technician Level 督導及技術員級		
224	Flower Shop Manager or Supervisor of Flower / Kiosk / Gift Shop 花店或禮品店經理／主任	Takes charge of the operation of the Flower Shop and/or Kiosk and Gift Shop. 負責及執行花店及禮品店一切相關運作及業務。
Craft/Operative Level 技工／操作工級		
318	Staff of Flower / Kiosk Shop 花店／禮品店職員	Serves as supporting staff to the operations of Kiosk and Flower Shop. 提供及支援與花店及禮品店一切服務及相關運作。

Code 編號	Job Title 職稱	Job Description 工作說明
ENGINEERING DEPARTMENT 工程部		
Managerial and Professional Level 經理及專業人員級		
117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監；總工程師；技術經理；物業保養部經理	<ul style="list-style-type: none"> ● Compiles regular budget reports on repair and maintenance; ● Contacts outside contractors for hotel projects; ● Conducts thorough inspection of entire hotel premises; ● Supervises staff performance; ● Assists in renovations; ● Supervises and liaises with contractors. ● 定期編製維修及保養的財政預算報告； ● 就酒店工程事宜與外間承辦商接洽； ● 徹底視察酒店所有建築； ● 監察員工的工作表現； ● 協助進行裝修工程； ● 監察承辦商工作並與其聯繫。
Supervisory and Technician Level 督導及技術員級		
225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師；物業保養主任；建築主任	<ul style="list-style-type: none"> ● Supervises duty crew; ● Enters all data as specified in the engineers' log book and all specific events relevant to engineering. ● 監督值勤人員； ● 將所需一切資料，及所有與工程有關的特別事項，記錄在工作日誌內。
226	Assistant Engineer ; Audio-visual Technician ; Engineering Technician 助理工程師；視聽器材技術員；工程部技術員	<ul style="list-style-type: none"> ● Inspects hotel's air-conditioning, sound and lighting systems; ● Contacts outside contractors for maintenance and repair works. ● 視察酒店的冷氣、音響及照明系統； ● 就保養及維修工程與外間承辦商接洽。
Craft/Operative Level 技工／操作工級		
326	Engineering Craftsman 工程部技工	Maintains and repairs all necessary mechanical and electrical engineering works of a hotel including restaurant outlets, guestrooms, and public areas. 維修整間酒店（包括餐廳、客房及公眾地方）的機電工程設備。
SECURITY DEPARTMENT 保安部		
Managerial and Professional Level 經理及專業人員級		
118	Director / Manager of Security ; Assistant Security Manager ; Chief Security Officer 保安部總監／經理／副經理；總保安主任	<ul style="list-style-type: none"> ● Informs department heads concerned of any necessary procedures on internal security matters; ● Liaises with the police; ● Arranges staff safety training, fire drill tests; ● Security screening of new employees; ● Investigates all incidents and thefts within the hotel. ● 知會各部門主管一切與內部保安有關的程序； ● 與警方聯絡； ● 安排職員進行安全訓練及防火演習； ● 審查新聘僱員背景； ● 調查所有在酒店內發生的失竊及其他事件。
Supervisory and Technician Level 督導及技術員級		
227	Security Supervisor 保安主任	<ul style="list-style-type: none"> ● Reports to the security manager and supervises the operative security staff on all security related matters. ● Assists in arranging staff safety training, fire drill tests; ● Assists in investigating all incidents and thefts within the hotel. ● 協助保安部總監、經理或總保安主任處理一切保安相關事宜； ● 協助安排職員進行安全訓練及防火演習； ● 協助調查所有在酒店內發生的失竊及其他事件。
Craft/Operative Level 技工／操作工級		
319	Security Officer ; Uniform Guard ; House Officer ; Loss Prevention Officer 保安員；護衛員	<ul style="list-style-type: none"> ● Patrols hotel premises; ● Conducts full enquiry on incidents occurred; ● Ensures all items found in the hotel premises are properly recorded and kept; ● Checks all exits and back staircases; ● Carries out guard duty in the shopping arcade, hotel entrances and passageway in the rear service area; ● Provides protection to VIP guests. ● 巡查酒店內範圍； ● 就所發生的事件進行全面調查； ● 確保所有在酒店內發現的物件得以正確記錄及妥為保存； ● 查察所有出口及後樓梯； ● 在商場內、酒店入口及後門通道執行護衛工作； ● 保護貴賓。

Code 編號	Job Title 職稱	Job Description 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
Managerial and Professional Level 經理及專業人員級		
151	Director of Banquet / Events 宴會部總監	<ul style="list-style-type: none"> ● Compiles catering and event marketing plan; ● Establishes catering and event policy on price and discounts; ● Submits annual catering and event budget; ● Co-ordinates public relations activities relating to special promotions; ● Decides on targets for business solicitation; ● Plans, organises, directs and controls the hotel's catering and event sales promotion and sales rates; ● Develops local and overseas food & beverage sales contacts regarding group and convention activities. ● 編製宴會部市場拓展計劃； ● 訂定有關價目、折扣的政策； ● 提交每年營業及市場拓展預算； ● 統籌與特別宣傳有關的各種公共關係活動； ● 訂立爭取業務的目標； ● 策劃、籌辦、督導及監管酒店宴會部推廣工作及營業額； ● 就團體及會議業務發展本地及海外業務聯繫。
152	Food and Beverage Director / Manager ; Director / Manager of Culinary Operations 餐飲部總監／經理；餐務營運總監／經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls operation of food and beverage facilities; ● Analyses operation costs and liaises with purchasing manager; ● Determines payroll and operating costs so as to establish food and beverage prices; ● Makes improvements in service procedures and guest relations; ● Organises special food and beverage promotions and festivals; ● Makes contacts with clients regarding functions; ● Co-ordinates with Executive Chef in menu planning and staffing; ● Studies market trends by visiting other establishments. ● 策劃、組織、督導及控制宴會部設備的運作； ● 分析營業成本及與採購部經理聯繫； ● 訂定工資及營業成本，以便擬定食物和飲品的價格； ● 改善服務程序及顧客關係； ● 負責策劃特別食品、飲品節及其宣傳活動； ● 就籌備宴會事宜與顧客接觸； ● 與行政總廚師協調，編訂餐牌及分配人手； ● 造訪其他機構以研究市場趨勢。
153	Executive Chef ; Chef de Cuisine ; Executive Sous Chef 行政總廚；副／助理行政總廚	<ul style="list-style-type: none"> ● Establishes standards of food quality and preparation; ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Supervises performance and discipline of kitchen staff; ● Carries out inspection and maintenance of the kitchen set-up; ● Prepares cost lists and requisitions on market times. ● 訂立食物品質及製法標準； ● 編訂新餐牌； ● 就食品選購及貯存事宜與其他部門協調； ● 督導廚房內員工的表現及紀律； ● 視察及保養廚房設備； ● 編製市場上貨品成本價目表及採購申請表。
154	Chief Sommelier / Head Sommelier ; Wine Director 總品酒師；葡萄酒總監	<ul style="list-style-type: none"> ● Oversees the restaurant's wine operations; ● Supervises the performance and training of the subordinates in wine and spirit operations; ● Ensures customer satisfaction and organises wine tasting; ● Monitors wine costs and performs inventory control. ● 總領餐廳的葡萄酒業務； ● 監督下屬在品酒業務中的表現和培訓； ● 保證客戶滿意度並組織品酒活動； ● 監控酒類成本並執行庫存控制。

Code 編號	Job Title 職稱	Job Description 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
155	Restaurant Manager ; Outlet Manager ; Room Service Manager 餐廳經理；出品部門經理；客房飲食部 經理	<ul style="list-style-type: none"> ● Provides overall supervision of the restaurant and service; ● Advises management on all guest comments and complaints; ● Schedules staff duties according to forecasts and special events; ● Maintains personalised service to guests, liaises with the executive chef in menu preparation; ● Supervises operation of room services; ● Makes requisitions for room services supplies. ● 全面督導餐廳及其服務； ● 就顧客的意見及投訴向管理階層提供建議； ● 按照預測及特別活動編排工作； ● 維持對顧客的個別服務，就編訂餐牌事宜與行政總廚師聯絡； ● 督導客房飲食部的工作； ● 申領客房飲食服務必需品。
156	Head Steward / Stewarding Manager 管事部總管／經理	<ul style="list-style-type: none"> ● Co-operates with Accounting Department during quarterly stock-taking; ● Ensures proper hygiene and sanitation in all areas; ● Prepares staff work schedules; ● Supervises requisition and storage of silver/china/glass/copper ware; ● Checks on all kitchen equipment and utensils for cleanliness. ● 在每季盤存時與會計部合作； ● 確保所有地方衛生清潔； ● 編製員工工作表； ● 督導銀器、瓷器、玻璃器皿與銅器的領取及存放程序； ● 檢查所有廚具設備是否清潔。
Supervisory and Technician Level 督導及技術員級		
251	Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理；宴會服務經理	<ul style="list-style-type: none"> ● Supervises all catering and event functions and banquet personnel; ● Arranges necessary details in carrying out transactions for functions and other special events and negotiates terms for sales of hotel's catering services; ● Evaluates plan for banquet sales programmes; ● Updates banquet function log book. ● 督導宴會部一切活動及宴會部員工； ● 為進行活動及其他特別節目安排工作細節，以及為酒店飲食服務洽商營業條件； ● 評估宴會部營業計劃； ● 修訂宴會日誌。
252	Banquet Sales Manager 宴會部營業經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls the hotel's catering and event marketing functions; ● Reviews market and sales analysis to determine local and overseas catering market requirements; ● Co-ordinates public relations for catering and event promotion; ● Chairs the daily briefing of Catering and Event Department; ● Controls the Sales System; ● Submits a monthly catering; ● Event sales report; ● Conducts catering and event sales campaign. ● 策劃、組織、指導和管理酒店宴會部拓展活動； ● 檢討飲食部市場及營業分析，以確定本地及海外市場需求； ● 協助統籌公共關係活動； ● 主持宴會部每日的簡短會議； ● 控制顧客資料系統； ● 提交宴會部每月營業報告，爭取旅遊及商業團體及會議業務； ● 推行營業計劃； ● 就宴會部短期預測與客務部經理聯繫。
255	Staff Canteen Manager / Supervisor 職員餐廳經理／主管	Supervises the operations and activities of the staff Cafeteria/Canteen and the maintenance of men's and ladies' locker room. 督導職員餐廳／飯堂的運作和活動，以及男女員工儲物室的管理。

Code 編號	Job Title 職稱	Job Description 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
256	Head Waiter ; Captain ; Restaurant Supervisor ; Maître d'Hotel 領班 ; 樓面部部長 ; 酒店餐廳總管	<ul style="list-style-type: none"> ● Supervises and co-ordinates the work of restaurant staff; ● Arranges table reservations; ● Greets and escorts guests; ● Handles complaints on food and service; ● May take guests' order and pass to waiters; ● May carve meats and prepare flambe dishes at table; ● Advises on the selection of wines and serves those; ● Assists in preparing menu; ● Follows instructions of event orders; ● Makes necessary adjustments according to guest's requirements; ● Schedules banquet staff for different functions. ● 督導及統籌餐廳員工的工作 ; ● 安排訂座 ; ● 歡迎並引領顧客就座 ; ● 處理有關食品及服務的投訴 ; ● 接單並轉交待應生 ; ● 或需即席為顧客切削肉類及烹製火焰菜式 ; ● 顧客選擇酒類時向其提供意見並為其服務 ; ● 協助編訂餐牌 ; ● 按照程序指示進行工作 ; ● 根據顧客要求作出改動 ; ● 為各項活動安排宴會人手。
258	Cashier Supervisor 出納主任	<ul style="list-style-type: none"> ● Audits and processes the payments of all food & beverage disbursements; ● Prepares expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps proper record of all food & beverage amounts due to the hotel on a timely basis; ● Controls and balances all advance deposits; ● Responds to account disputes and queries; ● Prepares the monthly accounts receivable report; ● Issues guest checks daily to all food & beverage cashiers and follow-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; ● Records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the Front Office Cashier; ● Prepares cashier's daily report. ● 核對及處理飲食部一切支出 ; ● 編製飲食部支出分析及其他有關供應商發票及月結單的報告 ; ● 保存飲食部應收帳記錄 ; ● 控制並平衡所有預付定金 ; ● 處理會計上的爭議及疑問 ; ● 編製每月應收帳款報告 ; ● 每日簽發顧客帳單予飲食部出納員，並跟進遺失支票 ; ● 在每更完結時整理出納員的每日報告 ; ● 為其他特別活動安排出納員。
259	Cake Shop Manager / Supervisor 餅店經理 / 主任	Takes charge of the operation of the cake shop. 負責及執行餅店一切相關運作及業務。
260	Sous Chef ; Demi Chef 副總廚	<ul style="list-style-type: none"> ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Prepares cost lists and requisitions on market times; ● Assists Executive Chef on standards of food quality and preparation; ● Supervises presentation and preparation of food items; ● Supervises presentation and preparation of food items for daily banquet functions; ● Prepares weekly work schedule; ● Controls food and storeroom requisitions and inter-kitchen transfer. ● 編訂新餐牌 ; ● 就食品選購及貯存事宜與其他部門協調 ; ● 編製成本價目表及採購申請表 ; ● 協助行政總廚訂立食物品質及製法標準 ; ● 督導食物的烹調及上碟工作 ; ● 為日常宴會督導食物的烹調及上碟工作 ; ● 編製每週工作程序表 ; ● 管理食物及其他存貨的提取情況，以及廚房間的傳遞工作。

Code 編號	Job Title 職稱	Job Description 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
261	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)	Plans, prepares and cooks special authentic cuisines other than Chinese or Western (e.g. Mediterranean, Indian, Thai, Japanese, Korean, South East Asian cuisines.....etc.) 策劃、設計和烹調各國特色食品。(如：日本菜、意大利菜、印度菜、泰國菜、韓國菜或東南亞特色菜等)。
262	Garde Manger ; Chef de Partie (Cold Production / Grill / Sauce) ; Pastry Chef ; Chef de Pâtisseries ; Rotisseur ; Saucier 冷盤總廚；糕餅廚師；燒烤廚師；調汁師	<ul style="list-style-type: none"> ● Supervises preparation of all cold foods; ● Responsible for table and food decorations; ● Checks function sheets and menus daily for distribution of work loads to helpers; ● Ensures that all required food items for each outlets are ready in time; ● Keeps professional records of recipes and working methods. ● Supervises the bakery cooks in the preparation of all doughs, pastries, cakes, sweets petit fours, sugar decorations and butter carvings; ● Operates all machinery in pastry and bakery room; ● Maintains quality standard set by Executive Chef. ● Supervises the cookery of grilled and roasted meat, poultry and games, deep-fried foods and fish, garnishing of the grills and roasts. ● Supervises presentation of all meats, poultry and seafood for main courses and appetizers by means of cooking, braising and panfrying; ● Prepares sauces of all food items and sets up daily 'mis-en-place'; ● Checks condition of cold room and refrigerator daily. ● 督導一切冷凍食物的製作； ● 負責餐檯及食物的裝飾； ● 每日檢查工作表及餐牌，以備分配工作； ● 確保各飲食部門各種所需食物均準備妥當； ● 以特定方式保留食譜及烹飪法的記錄； ● 督導糕餅師傅製作粉糰、糕點餅食、糖飾及牛油雕刻； ● 操作飽餅房內的機器； ● 保持糕餅品質符合行政總廚師所訂的標準； ● 督導肉類、禽類、野味的燒烤工作，油炸食品、魚類的烹調工作，以及燒烤食品的伴碟工作； ● 督導下層如何擺設以煮、炆及煎方式烹製的主菜及頭盤所有肉類、禽類及海鮮； ● 為食物配汁及每日準備預製的食物材料； ● 每日檢查凍房及冷藏設備的情況。
263	Beverage Manager ; Bar Manager ; Head Barman 水吧經理；酒吧經理；調酒總管	<ul style="list-style-type: none"> ● Ensures bar is equipped with supplies and that correct liquor brands are served; ● Maintains prescribed profit margin; ● Supervises maintenance of bar and service equipment; ● Prepares work schedules and checks on staff performance. ● 確保酒類供應充足及以正牌出售； ● 保持既定的邊際利潤； ● 監督酒吧及服務設備的保養； ● 編製工作程序表及監察員工的工作表現。
264	Wine Steward ; Sommelier 酒管事；侍酒師；品酒師	<ul style="list-style-type: none"> ● Assists in increasing beverage sales; ● Takes care of the wine and liquor stocks in the restaurant; ● Advises guests on wine selection; ● Serves wine at the required temperatures. ● 推銷飲料； ● 處理餐廳內各種酒類的存貨； ● 對酒類有良好的認識，在顧客選飲時提供意見； ● 調校酒類溫度。
265	Tea Master ; Barista 茶藝師；咖啡師	<ul style="list-style-type: none"> ● Responsible for the entire tea / coffee programme, including sales, training, inventory; ● Prepares tea / coffee according to guests' preference and provides professional tea service to guests; ● Provides tea / coffee training to restaurant team; ● Maintains high cleanliness level in the restaurant and ensures the tableware are correctly placed ● 負責食肆內整個茗茶/咖啡項目，包括銷售、培訓、庫存； ● 根據客人的喜好準備茗茶/咖啡，為客人提供專業品茗的服務； ● 為餐廳團隊提供茗茶/咖啡服務培訓； ● 保持餐廳高清潔度，確保餐具擺放正確。

Code 編號	Job Title 職稱	Job Description 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
Craft/Operative Level 技工/操作工級		
350	Banquet Sales Executive ; Banquet / Event Co-ordinator 宴會部營業主任; 宴會部聯絡主任	Generates food and beverage revenue for the Catering/Banquet/Event department and food and beverage outlets through creative selling and successful event co-ordinations from start to finish. 透過有創意的推銷方法, 為宴會部及各飲食出品部賺取盈利。聯絡各部門確保宴會能順利進行。
351	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess 侍應生; 服務員; 餐廳接待員	<ul style="list-style-type: none"> ● Greets and guides guests to their seats; ● Takes reservations. ● Reports guests' comments to Restaurant Manager; ● Keeps trace on guests history. ● Responsible for the table-setting, removes dishes and dishing-up jobs; ● Knows all menu items; ● Knows the preparation of common menu items and chef's daily recommendation. ● 招呼並引領顧客就座; ● 負責訂座登記; ● 將客人意見轉達餐廳經理; ● 記錄顧客的有關資料; ● 擺設餐具、收拾碗碟及上菜; ● 熟知餐牌內每一菜式; ● 熟悉常見菜式的烹製方法及廚師每日推薦菜式。
352	Pantry Server ; Food-runner 傳菜員	<ul style="list-style-type: none"> ● Delivers prepared dishes from the kitchen to the tables; ● Knows the location of tables. ● 將已備妥菜式由廚房端至餐桌上; ● 認識所有餐桌位置。
353	Cashier 出納員 (收銀員)	<ul style="list-style-type: none"> ● Tabulates bills using cash register; ● Keeps records of amount receivable and payable and reconciles each cash balance with records. ● 利用收銀機列算帳單; ● 保存應收及應付帳項記錄, 並將每項現金結餘與記錄核對。
354	Cake Shop Staff 餅店職員	Performs duties as supporting staff to the operations of the cake shop. 提供及支援餅店一切服務及相關運作。
361	Cook / Junior Cook (Western / Specialty Cuisine) 廚師/見習廚師 (西式/亞洲及熱帶國家)	<ul style="list-style-type: none"> ● Checks daily and weekly menus and stocks in his location in kitchen area; ● Operates utensils and crockery used in kitchen; ● Performs different types of cookery and meal preparation; ● May specialise in sauce, soup, roast, butchery, fish, cold cut and vegetable; ● Assists Cook and Senior Cook from food preparations to completion of food orders. ● 檢查每日及每週餐牌及存貨; ● 使用廚房用具及陶製器具; ● 從事不同類型烹調及膳食製備工作; ● 或需專長於處理調味汁、湯羹、燒烤、屠宰、魚類、凍肉及蔬菜; ● 協助廚師及高級廚師處理由預備食材至上碟程序。
362	Baker ; Pastry Cook 麵包師傅; 糕餅師傅	<ul style="list-style-type: none"> ● Prepares and designs bread and loaf for the hotel; ● Supervises work of apprentice cook; ● Prepares cakes, pastry, confectionery and desserts. ● 為酒店製備、設計麵包及方包; ● 監督糕點廚師學徒的工作; ● 製備餅食、糕點、甜點。
363	Bar Attendant / Bar Porter ; Beverage Attendant 酒吧服務員; 飲品調配員; 水吧服務員	<ul style="list-style-type: none"> ● Provides customer service; ● Serves alcoholic and non-alcoholic beverage; ● Prepares daily supply requisition for manager/supervisor's approval. ● 提供顧客服務; ● 為顧客端奉酒精類及非酒精類飲品; ● 編製每日物品需求單, 以待餐廳/主管經理批准。
364	Bartender ; Barman ; Mixologist 調酒員; 調酒師	<ul style="list-style-type: none"> ● Follows specified drink and cocktail by free pouring jigger quantities; ● Checks on supplies of wines and spirits; ● Prepares daily supply requisition for Bar Manager's approval. ● 根據飲品及雞尾酒製法調校各種分量的飲料; ● 檢查酒類的供應; ● 編製每日物品需求單, 以待酒吧經理批准。

Code 編號	Job Title 職稱	Job Description 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
365	Steward ; Cleaner ; Dishwasher 廚房雜工 ; 清潔工 ; 洗碗工	<ul style="list-style-type: none"> ● Washes crockeries by hand and by machine, sweeps the floor and wipes stainless counters in kitchen; ● Disposes garbage; ● Cleans stoves and tops of exhaust fans; ● Delivers dishes from the kitchen to the food and beverage outlets. ● 用手或機器清洗陶製碗碟、掃地、擦淨廚房內的不銹鋼櫃檯； ● 清除垃圾； ● 清潔爐灶及抽氣扇頂； ● 運送碗碟至餐飲部。
Principal jobs related to Chinese cuisine 與中菜相關職位		
Managerial and Professional Level 經理及專業人員級		
171	Executive Chinese Chef ; Executive Chinese Sous Chef ; Head Chef (Chinese cuisine) 中菜部行政總廚 ; 中菜部副 / 助理行政總廚 ; 總廚 (中菜部)	<ul style="list-style-type: none"> ● Establishes standards of food quality and preparation for the hotel's Chinese Restaurant; ● Develops new menus; ● Co-ordinates with other departments on food selection and storage; ● Supervises performance and discipline of kitchen staff; ● Carries out inspection and maintenance of the kitchen set-up; ● Prepares cost lists and requisitions on market times; ● Monitors and maintains kitchen utensils. ● 訂立酒店中菜廳內食品品質及製法標準； ● 編訂新餐牌； ● 就食品選購及貯存事宜與其他部門協調； ● 督導廚房內員工的表現及紀律； ● 視察及保養廚房設備； ● 編製市場上貨品成本價目表及採購申請表； ● 監管及保養廚房設備。
172	Chinese Restaurant Manager 中菜部餐廳經理	<ul style="list-style-type: none"> ● Plans and prepares Chinese menus for the Chinese Restaurant within a hotel; ● Supervises both front-of-the-house and back-of-the-house staff of the Chinese Restaurant; ● Liaises with other departments on all Chinese Restaurant related matters. ● Co-ordinates and manages Chinese Restaurants related matters , ensures providing efficient and pleasant services to guests; ● Provides suggestions on dishes selection to guests. ● 為酒店中菜部籌備中式餐牌； ● 督導所有前堂及後勤員工； ● 就中菜部相關事宜與其他部門聯繫； ● 協調、管理酒樓工作，確保提供迅速及有禮貌的服務； ● 向顧客建議菜單及菜式。
Supervisory and Technician Level 督導及技術員級		
271	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理 ; 中菜服務經理 ; 營業部經理 (中菜部)	<ul style="list-style-type: none"> ● Recommends menus and dishes to clients; ● Assists in coordinating the activities of the restaurant, sales promotion, services and keeping good rapport with clients; ● Liaises with suppliers on special food promotions. ● 參與協調中菜部工作、業務推廣及各項服務，與顧客保持良好關係； ● 就食品推廣活動與供應商聯繫。
272	Captain ; Headwaiter (Chinese Restaurant) 樓面部部長 / 領班 (中菜部)	<ul style="list-style-type: none"> ● Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; ● Prepares and checks table set-up; ● Liaises with clients; ● Assists the restaurant manager in table planning, menu recommendations and arrangement of duty rosters for staff. ● 協助樓面部部長督導及分派侍應生至各工作崗位； ● 準備及檢查檯面擺設； ● 與顧客聯絡； ● 協助樓面經理進行桌位編排、人手編配、菜牌建議，以及編製員工當值表等工作。
273	Pantry Captain / Supervisor 傳菜部主管 / 部長	<ul style="list-style-type: none"> ● Supervises pantry helpers and arranges their duty roster according to workload of the kitchen; ● Liaises with cashiers regarding the billing of each dining party; ● Supervises serving schedule of the ordered dishes. ● 督導傳菜員，根據廚房工作量安排當值表； ● 就餐宴的結帳事宜與出納員聯絡； ● 安排上菜程序。

Code 編號	Job Title 職稱	Job Description 工作說明
280	Chinese Barbecue Cook 燒味廚師	<ul style="list-style-type: none"> ● Prepares assorted barbecue meat platter; ● Assists butchers in the portioning of meat before serving; ● Preserves and roasts barbecue dishes. ● 負責擺設各種燒烤肉類拼盤； ● 上碟前協助砧板分配肉類的分量； ● 負責醃製及燒烤各樣菜式。
281	Dim Sum Head Cook 點心主廚	<ul style="list-style-type: none"> ● Supervises the preparation of dim sum, pan-fried glutinous rice, sweetened soup and Chinese petit fours; ● Designs dishes. ● 督導烹製點心、炒糯米飯、糖水及中式小點； ● 及設計菜式。
282	No. 1 Cook / Head Stove 頭鑊	<ul style="list-style-type: none"> ● Supervises the preparation of sauces, sharks' fins soup and the seasoning of food and in pan-fry duties; ● Assists in designing dishes. ● 督導調味汁、魚翅湯的製備以及食物的調味和煎炒工作； ● 協助設計菜式。
283	No. 2 Cook 二廚	<ul style="list-style-type: none"> ● Supervises No. 3 cook; ● Assists the No. 1 cook in carrying out specific duties of the kitchen; ● Performs assignments in food preparation. ● 督導三廚； ● 協助頭鑊執行廚房內某些工作； ● 負責指定的烹調作業。
284	Senior Cook 上什	<ul style="list-style-type: none"> ● Handles the preparation of sauces, sharks' fins soup, fried crispy chicken and trimming of pan-fried dishes; ● Be responsible for steaming, broiling and frying; ● Assigns duties to junior cooks. ● 負責製備調味汁料、魚翅湯、炸子雞及為煎炒菜式加上配菜； ● 負責蒸、烤及煎炒工作； ● 分派工作予初級廚師。
285	No. 1 Chopper 砧板	<ul style="list-style-type: none"> ● Assists the Executive Chef in kitchen administration and purchasing; ● Prepares portion standards of meat, poultry and seafood for various usages and cookery. ● 協助中菜行政總廚師執行廚房行政工作與採購； ● 決定不同用途、製法的肉食、禽類及海鮮的份量標準。
286	No. 2 Chopper 二砧	<ul style="list-style-type: none"> ● Handles the preparation of fresh seafood and meat; ● Prepares vegetables, poultry and ingredients for soup base. ● 負責烹調海鮮及肉類； ● 準備蔬菜、禽類及湯底材料。
287	Butcher 水檔	<ul style="list-style-type: none"> ● Handles the preparation of fresh seafood and poultry; ● Monitors fish tank for direct seafood sales; ● Makes recommendations on different cooking styles of seafood and poultry to customers. ● 準備和屠宰海鮮及家禽； ● 負責管理海鮮檔； ● 為客人提供各種烹調海鮮和家禽方法的建議。
288	Aboyeur (Production Control Cook) 打荷	<ul style="list-style-type: none"> ● Relays the orders from the dining rooms to the appropriate stations of the kitchen; ● Co-ordinates actions between kitchen and wait staff and supervises the sequence and timing of serving; ● Prepares accurate and appropriate amount of ingredients for Senior Cooks. ● 分配樓面訂單到廚房相應運作單位； ● 督導上菜次序及時間； ● 為上什製備準確份量的食材。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
FOOD AND BEVERAGE DEPARTMENT 餐飲部		
Principal jobs related to Chinese cuisine 與中菜相關職位		
Craft/Operative Level 技工/操作工級		
371	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess (Chinese Restaurant) 侍應生 ; 服務員 ; 餐廳接待員 (中菜部)	<ul style="list-style-type: none"> ● Greets and guides guests to their seats; ● Takes reservations. ● Reports guests' comments to Restaurant Manager; ● Keeps trace on guests history. ● Responsible for the table-setting, removes dishes and dishing-up jobs; ● Knows all menu items; ● Knows the preparation of common menu items and chef's daily recommendation. ● 招呼並引領顧客就座 ; ● 負責訂座登記 ; ● 將客人意見轉達餐廳經理 ; ● 記錄顧客的有關資料 ; ● 擺設餐具、收拾碗碟及上菜 ; ● 熟知餐牌內每一菜式 ; ● 熟悉常見菜式的烹製方法及廚師每日推薦菜式。
372	Pantry Server ; Food-runner (Chinese Restaurant) 傳菜員 (中菜部)	<ul style="list-style-type: none"> ● Delivers prepared dishes from the kitchen to the tables; ● Knows the location of tables. ● 將已備妥菜式由廚房端至餐桌上 ; ● 認識所有餐桌位置。
381	Dim Sum Cook 點心廚師	<ul style="list-style-type: none"> ● Prepares the stuffings and dough for dim sum and noodle products; ● Supervises vegetable cook helpers in assembling the proper portions; ● Attends to the timing of frying dim sum and its presentation; ● Attends to the timing of steaming dim sum. ● 準備點心的餡料、麵糰、及麵類食品 ; ● 督導助手配搭適當分量 ; ● 控制點心煎炸的時間及負責上碟 ; ● 負責控制蒸點心的時間。
382	No. 3 Cook 三廚	Works under the supervision of the Senior Cooks in food preparations and specific duties of different sections of the kitchen. 在上什督導下負責食物烹調，或廚房各部的特定工作。
383	Junior Cook (Chinese) ; No. 4 Cooks 見習廚師 (中菜) ; 四廚	Assists cooks in preparing the different varieties of dishes and carries out general duties in the kitchen. 協助廚師製備各種菜式及處理廚房一般工作。

Appendix 6

Quality Control Measures

Prior to fieldwork preparation

- Collect contact information of the sampled establishments
- Group sampled establishments to the same business organisation

Thorough training of fieldwork staff

- Industry briefing workshop by VTC
- Intensive briefing and training session by MSA in consultation with VTC

Monitoring of the fieldwork execution

- Well-trained enumerators who are experienced in conducting establishment surveys
- Closely monitor fieldwork progress and work of enumerators
- Debriefing sessions twice a week

Measures to increase the response rate

- Strategic directions given by VTC
- Assistance from the Training Board and trade associations, etc.

Checking of the completed questionnaires

- Sample check of completed questionnaires by an independent team of QC checkers
- 100% vetting of the completed questionnaires by VTC

Double data entry and data validation

- Double data entry system
- Validation of collected data via computer programming and systems

Data analysis by VTC

- Comparison of survey findings with last round
- Benchmarking with relevant manpower information (if deemed appropriate)

Appendix 7

Response Profile

	(a) No. of valid cases*	(b) No. of establishments successfully enumerated	(b) / (a) Effective response rate
Licensed hotels	233	158	67.8%
Offices under hotel industry	10	8	80.0%
Total :	243	166	68.3%

Note: * Invalid cases were referred as those establishments which had ceased operation, closed, had not employed any staff for hotel operation, nil reply to the survey, etc.

Appendix 8

Manpower Projection Methodology

Labour Market Analysis

1. The Labour Market Analysis approach examines a group of key economic indicators or statistics which reflects important changes in the local economy, demography and labour market. Some indicators or statistics are chosen to build a statistical model that can be used to project manpower trend of the industry under study.

2. For projecting the manpower trend of the Hotel industry, the following index or statistics were used as indicators.

- Number of Rooms of Hotels
- Hotel Room Occupancy Rate

Appendix 9 Statistical Tables

Table 9.1 Number of Employees by Principal Job
表 9.1 僱員人數 (按主要職務劃分)

Job Code 職務 編號	Principal Job 主要職務	Full Time Employees 全職僱員	Full Time Trainees/ Apprentices 全職實習生 ／學徒	Part Time Employees 兼職僱員	Casuals 臨時員工
ADMINISTRATION AND OPERATION DEPARTMENT 行政及營運部					
Managerial and Professional Level 經理及專業人員級					
101	Executive Director ; General Manager 執行董事；總經理	152	0	0	0
102	Resident Manager ; Executive Assistant Manager ; Director / Manager of Operations 駐店經理；行政副經理；營運總監／經理	157	0	0	0
106	Procurement Manager 採購經理	65	0	0	0
107	Head of IT ; Systems Development Manager ; IT Manager 資訊科技主管；系統開發經理；資訊科技經理	71	0	0	0
	Sub-total 小計	445	0	0	0
Supervisory and Technician Level 督導及技術員級					
228	Administration Officer ; Operations Officer 行政主任；營運主任	44	4	0	0
206	Store Supervisor 倉務主任	59	0	0	0
229	Purchasing Officer 採購部主任	58	1	0	0
208	Systems Analyst ; Analyst Programmer ; Programmer ; IT Operations Supervisor 系統分析師；分析程式員；程式編製員；資訊科技操作主任	39	0	0	0
	Sub-total 小計	200	5	0	0
Craft/Operative Level 技工／操作工級					
301	Computer Operator ; User Support ; IT Assistant 電腦操作員；用戶支援；資訊科技助理	51	0	1	0
	Sub-total 小計	51	0	1	0
Administrative and Others 文員及其他員工					
401	Secretary ; Executive / Administration Assistant ; Office Assistant 秘書；行政助理；辦公室助理	340	0	0	0
	Sub-total 小計	340	0	0	0
HUMAN RESOURCES DEPARTMENT 人力資源部					
Managerial and Professional Level 經理及專業人員級					
103	Director / Manager of Human Resources 人力資源總監／經理	131	0	0	0
104	Personnel Manager ; Training Manager 人事部經理；培訓部經理	94	0	0	0
	Sub-total 小計	225	0	0	0
Supervisory and Technician Level 督導及技術員級					
202	Personnel / Human Resources / Training Officer 人事部／人力資源／培訓部主任	161	0	0	0
	Sub-total 小計	161	0	0	0
Administrative and Others 文員及其他員工					
403	Personnel / Training / Human Resources Assistant 人事部／培訓部／人力資源助理	107	2	0	0
	Sub-total 小計	107	2	0	0

Job Code 職務 編號	Principal Job 主要職務	Full Time Employees 全職僱員	Full Time Trainees/ Apprentices/ 全職實習生 ／學徒	Part Time Employees 兼職僱員	Casuals 臨時員工
FINANCE DEPARTMENT 財務部					
Managerial and Professional Level 經理及專業人員級					
105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監 ; 總會計師	175	0	0	0
108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監 ; 成本控制主任	34	0	0	0
111	Credit Manager 信用／信貸部經理	41	0	0	0
	Sub-total 小計	250	0	0	0
Supervisory and Technician Level 督導及技術員級					
203	Accounts Supervisors ; General Cashier ; Credit Supervisor 會計主任 ; 出納主任 ; 信用／信貸部主任	369	0	0	0
205	Assistant Controller 副／助理財務總監	79	0	0	0
207	Income Auditor 核數員	78	0	0	0
	Sub-total 小計	526	0	0	0
Administrative and Others 文員及其他員工					
404	Accounting Clerk 會計部文員	469	3	0	0
	Sub-total 小計	469	3	0	0
SALES AND MARKETING DEPARTMENT 營業及市場拓展部					
Managerial and Professional Level 經理及專業人員級					
109	Director of Marketing / Sales / Promotions 市場拓展／營業／宣傳總監	331	0	0	0
110	Director of Public Relations / Corporate Communications 公共關係部／企業傳訊總監	47	0	0	0
112	Reservations Manager ; Revenue Manager / Analyst 訂房部經理 ; 收益管理經理 ; 營收分析主任	154	0	0	0
	Sub-total 小計	532	0	0	0
Supervisory and Technician Level 督導及技術員級					
201	Convention / Event Sales Manager 營業部經理 (會議 / 宴會)	129	0	0	0
209	Public Relations / Corporate Communications / Marketing / Sales / Business Development Manager 公共關係部／企業傳訊／市場拓展部／營業部經理	347	0	0	0
211	Designer ; Layout Artist ; Printshop Supervisor 設計師 ; 草圖設計員 ; 印刷房主任	24	0	0	0
218	Reservations Supervisor 訂房部主任	110	0	0	0
	Sub-total 小計	610	0	0	0
Craft/Operative Level 技工／操作工級					
302	Draftsman ; Photographer ; Printshop Staff 繪圖員 ; 攝影師 ; 印刷房職員	2	0	0	0
305	Reservation Clerk ; Guest Services Ambassador/Agent/Assistant 訂房部文員 ; 客務服務大使／代理／助理	248	2	2	9
320	Public Relations / Corporate Communications Officer 公共關係部／企業傳訊主任	54	2	0	0
321	Sales Executive ; Marketing Officer 營業主任 ; 市場拓展部主任	232	2	0	0
322	Tour Group Co-ordinator ; Group Sales Co-ordinator 旅行團聯絡主任 ; 團體營業聯絡主任	62	1	0	0
	Sub-total 小計	598	7	2	9

Job Code 職務 編號	Principal Job 主要職務	Full Time Employees 全職僱員	Full Time Trainees/ Apprentices 全職實習生 ／學徒	Part Time Employees 兼職僱員	Casuals 臨時員工
FRONT OFFICE DEPARTMENT 客務部					
Managerial and Professional Level 經理及專業人員級					
113	Director / Manager of Front Office 客務部總監／經理	220	0	0	0
114	Director / Manager of Rooms Division 房務部總監／經理	78	0	0	0
	Sub-total 小計	298	0	0	0
Supervisory and Technician Level 督導及技術員級					
212	Airport Manager ; Chief Airport Representative 駐機場經理；駐機場總代表	9	0	0	0
213	Telephone Service Manager ; Telephone Supervisor 電話服務經理；電話房主任	118	0	0	0
214	Front Office Cashier Supervisor 大堂出納主任	14	0	0	0
215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Assistant Manager ; Duty / Night Manager ; Guest Service Manager ; Business Centre / Executive Services / Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理；前檯部經理；接待處經理／副經理；值勤／夜班經理；客務服務經 理；商務中心／行政樓層經理；服務式住宅經理／領班	795	0	0	0
216	Concierge / Assistant Chief Concierge ; Bell Superintendent / Captain / Supervisor ; Baggage Master ; Transportation / Valet Services Supervisor / Driver 禮賓司／副禮賓司；行李部總管／領班／主任；運輸部／泊車服務主任 / 司機	421	0	4	0
219	Reception Supervisor ; Chief Receptionist ; Chief Room Clerk ; Front Office/ Lobby Services Supervisor 接待處主任；總接待員；客務部／大堂服務主任	466	0	3	0
	Sub-total 小計	1823	0	7	0
Craft/Operative Level 技工／操作工級					
304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生；聽差；司閘；行李員	432	1	64	49
306	Front Office Clerk / Receptionist ; Guest Service Officer / Agent ; Guest Relations Officer ; Welcome Host ; Front Desk / Executive Floor Agent ; Business Centre Officer ; Car Park Attendant 客務部文員／接待員；賓客服務主任／服務員；客戶關係主任；歡迎大使；前堂／行政 樓層服務員；商務中心主任；停車場服務員	1765	33	103	84
307	Services Centre Agent ; Telephone Operator ; At Your Service Agent 服務中心專員；電話接綫生	376	3	8	5
303	Airport Representative 駐機場代表	51	0	0	0
	Sub-total 小計	2624	37	175	138

Job Code 職務 編號	Principal Job 主要職務	Full Time Employees 全職僱員	Full Time Trainees/ Apprentices/ 全職實習生 ／學徒	Part Time Employees 兼職僱員	Casuals 臨時員工
HOUSEKEEPING DEPARTMENT 房口部					
Managerial and Professional Level 經理及專業人員級					
115	Director / Manager of Housekeeping ; Executive Housekeeper 房口部總監／經理；行政管家	165	0	0	0
	Sub-total 小計	165	0	0	0
Supervisory and Technician Level 督導及技術員級					
220	Assistant Executive Housekeeper ; Head Housekeeper 副行政管家；房口部總管	134	0	0	0
221	Housekeeping / Floor / General Service Supervisor ; Assistant Housekeeper ; General Area / Public Area Supervisor / Housekeeper 房口部督導員；助理管家；公眾地方主任／副主任／管事	1056	0	4	0
222	Laundry Manager / Supervisor / Officer 洗衣部經理／主管／主任	94	0	0	0
	Sub-total 小計	1284	0	4	0
Craft/Operative Level 技工／操作工級					
308	Cloakroom / Lobby Attendant ; Public Area Cleaners / Upholsterer / Houseman ; Toilet Attendant 衣帽間／大堂侍應生；公眾地方清潔雜工；衛生間服務員	1161	0	22	24
309	Uniform and Linen Room Attendant / Runner ; Tailor ; Seamstress 布草修補員；制服及布草房侍應生；布草房助理；裁縫師	521	0	3	14
310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣部接待員／文員；寫單員（洗衣部）	132	0	1	10
311	Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員；洗衣工人；熨工；檢查員；乾洗工	141	0	0	0
312	Room / Floor Attendant ; Room Services Butler ; Housekeeping Clerk ; Order-taker (Housekeeping) ; Co-ordinator (Housekeeping) 房口／房間服務員；房口部文員；寫單員（房口部）；房口部聯絡員	3532	19	311	274
	Sub-total 小計	5487	19	337	322
SPA AND HEALTH CLUB 水療中心及健身中心					
Managerial and Professional Level 經理及專業人員級					
116	Director / Manager of Health Club, Gym, Wellness or Spa 健身中心或水療中心總監／經理	23	0	0	0
	Sub-total 小計	23	0	0	0
Supervisory and Technician Level 督導及技術員級					
223	Supervisor / Officer / Trainer of Health Club, Gym, Wellness or Spa 健身中心或水療中心主任／培訓師	76	0	0	0
	Sub-total 小計	76	0	0	0
Craft/Operative Level 技工／操作工級					
313	Health Club / Gym Supporting Staff 健身中心支援職員	77	1	0	0
314	Masseuse ; Body Therapist 按摩師；身體護理治療師	103	0	0	1
315	Beautician ; Facial Therapist 美容師；臉部護理治療師	9	0	0	0
316	Spa Concierge ; Spa Attendant/ Supporting Staff 水療禮賓司；水療中心服務員／支援職員	56	1	0	0
317	Lifeguard 救生員	124	0	17	13
	Sub-total 小計	369	2	17	14
FLOWER / KIOSK / GIFT SHOPS 花店／禮品店					
Supervisory and Technician Level 督導及技術員級					
224	Flower Shop Manager or Supervisor of Flower / Kiosk / Gift Shop 花店或禮品店經理／主任	19	0	1	0
	Sub-total 小計	19	0	1	0
Craft/Operative Level 技工／操作工級					
318	Staff of Flower / Kiosk Shop 花店／禮品店職員	37	0	52	0
	Sub-total 小計	37	0	52	0

Job Code 職務 編號	Principal Job 主要職務	Full Time Employees 全職僱員	Full Time Trainees/ Apprentices 全職實習生 ／學徒	Part Time Employees 兼職僱員	Casuals 臨時員工
ENGINEERING DEPARTMENT 工程部					
Managerial and Professional Level 經理及專業人員級					
117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監；總工程師；技術經理；物業保養部經理	158	0	0	0
	Sub-total 小計	158	0	0	0
Supervisory and Technician Level 督導及技術員級					
225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師；物業保養主任；建築主任	363	0	0	1
226	Assistant Engineer ;Audio-visual Technician ;Engineering Technician 助理工程師；視聽器材技術員；工程部技術員	360	4	0	1
	Sub-total 小計	723	4	0	2
Craft/Operative Level 技工／操作工級					
326	Engineering Craftsman 工程部技工	966	1	15	13
	Sub-total 小計	966	1	15	13
SECURITY DEPARTMENT 保安部					
Managerial and Professional Level 經理及專業人員級					
118	Director / Manager of Security ; Assistant Security Manager ; Chief Security Officer 保安部總監／經理／副經理；總保安主任	101	0	0	0
	Sub-total 小計	101	0	0	0
Supervisory and Technician Level 督導及技術員級					
227	Security Supervisor 保安主任	213	0	0	0
	Sub-total 小計	213	0	0	0
Craft/Operative Level 技工／操作工級					
319	Security Officer ; Uniform Guard ; House Officer ; Loss Prevention Officer 保安員；護衛員	785	0	28	15
	Sub-total 小計	785	0	28	15
FOOD AND BEVERAGE DEPARTMENT 餐飲部					
Managerial and Professional Level 經理及專業人員級					
151	Director of Banquet / Events 宴會部總監	26	0	0	0
152	Food and Beverage Director / Manager ; Director / Manager of Culinary Operations 餐飲部總監／經理；餐務營運總監／經理	151	0	0	0
153	Executive Chef ; Chef de Cuisine ; Executive Sous Chef 行政總廚；副／助理行政總廚	223	0	0	0
154	Chief Sommelier / Head Sommelier ; Wine Director 總品酒師；葡萄酒總監	16	0	0	0
155	Restaurant Manager ; Outlet Manager ; Room Service Manager 餐廳經理；出品部門經理；客房飲食部經理	265	0	0	0
156	Head Steward / Stewarding Manager 管事部總管／經理	91	0	0	0
159	Head Chef 總廚師	1	0	0	0
Principal jobs related to Chinese cuisine 與中菜相關職位					
171	Executive Chinese Chef ; Executive Chinese Sous Chef ; Head Chef (Chinese cuisine) 中菜部行政總廚；中菜部副／助理行政總廚；總廚（中菜部）	56	0	0	0
172	Chinese Restaurant Manager 中菜部餐廳經理	57	0	0	0
	Sub-total 小計	886	0	0	0

Job Code 職務 編號	Principal Job 主要職務	Full Time Employees 全職僱員	Full Time Trainees/ Apprentices 全職實習生 ／學徒	Part Time Employees 兼職僱員	Casuals 臨時員工
Supervisory and Technician Level 督導及技術員級					
251	Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理；宴會服務經理	140	0	0	0
252	Banquet Sales Manager 宴會部營業經理	83	0	0	0
255	Staff Canteen Manager / Supervisor 職員餐廳經理／主管	51	0	0	0
256	Head Waiter ; Captain ; Restaurant Supervisor ; Maître d'Hotel 領班；樓面部部長；酒店餐廳總管	1168	0	0	0
258	Cashier Supervisor 出納主任	6	0	0	0
259	Cake Shop Manager / Supervisor 餅店經理／主任	27	0	0	0
260	Sous Chef ; Demi Chef 副總廚	552	0	0	0
261	Chef (Specialty Cuisine) 特色菜主廚（亞洲及熱帶國家）	332	0	5	0
262	Garde Manger ; Chef de Partie (Cold Production / Grill / Sauce) ; Pastry Chef ; Chef de Patissier ; Rotisseur ; Saucier 冷盤總廚；糕餅廚師；燒烤廚師；調汁師	902	0	1	0
263	Beverage Manager ; Bar Manager ; Head Barman 水吧經理；酒吧經理；調酒總管	30	0	0	0
264	Wine Steward ; Sommelier 酒管事；侍酒師；品酒師	38	0	0	0
265	Tea Master ; Barista 茶藝師；咖啡師	3	0	0	0
253	Team Leader (F&B) 餐飲部組長／主任	4	0	0	0
257	Stewarding Supervisor 管事部主管／主任	2	0	0	0
269	Senior Cook 高級廚師	7	0	0	0
Principal jobs related to Chinese cuisine 與中菜相關職位					
271	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理；中菜服務經理；營業部經理（中菜部）	73	0	0	0
272	Captain ; Headwaiter (Chinese Restaurant) 樓面部部長／領班（中菜部）	177	0	0	0
273	Pantry Captain / Supervisor 傳菜部主管／部長	20	0	0	0
280	Chinese Barbecue Cook 燒味廚師	84	0	0	0
281	Dim Sum Head Cook 點心主廚	61	0	0	0
282	No. 1 Cook / Head Stove 頭鑊	131	0	0	0
283	No. 2 Cook 二廚	179	0	0	0
284	Senior Cook 上什	56	0	0	0
285	No. 1 Chopper 砧板	56	0	0	0
286	No. 2 Chopper 二砧	55	0	0	0
287	Butcher 水櫃	19	0	0	0
288	Aboyeur (Production Control Cook) 打荷	51	0	0	0
Sub-total 小計		4307	0	6	0

Job Code 職務 編號	Principal Job 主要職務	Full Time Employees 全職僱員	Full Time Trainees/ Apprentices 全職實習生 ／學徒	Part Time Employees 兼職僱員	Casuals 臨時員工
Craft/Operative Level 技工／操作工級					
350	Banquet Sales Executive ; Banquet / Event Co-ordinator 宴會部營業主任；宴會部聯絡主任	134	3	0	0
351	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess 侍應生；服務員；餐廳接待員	1383	41	538	424
352	Pantry Server ; Food-runner 傳菜員	55	0	0	2
353	Cashier 出納員（收銀員）	11	0	0	0
354	Cake Shop Staff 餅店職員	41	0	0	0
361	Cook / Junior Cook (Western / Specialty Cuisine) 廚師／見習廚師（西式／亞洲及熱帶國家）	1444	6	133	185
362	Baker ; Pastry Cook 麵包師傅；糕餅師傅	412	8	0	0
363	Bar Attendant / Bar Porter ; Beverage Attendant 酒吧服務員；飲品調配員；水吧服務員	53	2	0	0
364	Bartender ; Barman ; Mixologist 調酒員；調酒師	172	0	0	0
365	Steward ; Cleaner ; Dishwasher 廚房雜工；清潔工；洗碗工	1174	0	97	186
369	Cook for Staff Canteen 職員餐廳廚師	4	0	0	0
Principal jobs related to Chinese cuisine 與中菜相關職位					
371	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess (Chinese Restaurant) 侍應生；服務員；餐廳接待員（中菜部）	325	8	129	140
372	Pantry Server ; Food-runner (Chinese Restaurant) 傳菜員（中菜部）	15	0	0	0
381	Dim Sum Cook 點心廚師	130	2	0	0
382	No. 3 Cook 三廚	126	0	0	73
383	Junior Cook (Chinese) ; No. 4 Cooks 見習廚師（中菜）；四廚	77	6	5	5
	Sub-total 小計	5556	76	902	1015
Other Related Hotel Industry Staff 其他相關酒店業的員工					
199	Managerial and Professional Level 經理及專業人員級	11	0	0	0
299	Supervisory and Technician Level 督導及技術員級	1	0	0	0
499	Administrative and Others 文員及其他員工	25	4	3	0
Total 總數		30451	160	1550	1528

Table 9.2 Number of Vacancies by Principal Job
表 9.2 空缺額 (按主要職務劃分)

Job Code 職務編號	Principal Job 主要職務	Full Time Vacancies 全職空缺	Part Time Vacancies 兼職空缺	Vacancies of Casuals 臨時員工空缺
ADMINISTRATION AND OPERATION DEPARTMENT 行政及營運部				
Managerial and Professional Level 經理及專業人員級				
101	Executive Director ; General Manager 執行董事 ; 總經理	1	0	0
102	Resident Manager ; Executive Assistant Manager ; Director / Manager of Operations 駐店經理 ; 行政副經理 ; 營運總監 / 經理	1	0	0
	Sub-total 小計	2	0	0
Supervisory and Technician Level 督導及技術員級				
208	Systems Analyst ; Analyst Programmer ; Programmer ; IT Operations Supervisor 系統分析師 ; 分析程式員 ; 程式編製員 ; 資訊科技操作主任	6	0	0
	Sub-total 小計	6	0	0
Craft/Operative Level 技工 / 操作工級				
301	Computer Operator ; User Support ; IT Assistant 電腦操作員 ; 用戶支援 ; 資訊科技助理	9	0	0
	Sub-total 小計	9	0	0
Administrative and Others 文員及其他員工				
401	Secretary ; Executive / Administration Assistant ; Office Assistant 秘書 ; 行政助理 ; 辦公室助理	1	0	0
	Sub-total 小計	1	0	0
HUMAN RESOURCES DEPARTMENT 人力資源部				
Managerial and Professional Level 經理及專業人員級				
104	Personnel Manager ; Training Manager 人事部經理 ; 培訓部經理	3	0	0
	Sub-total 小計	3	0	0
Supervisory and Technician Level 督導及技術員級				
202	Personnel / Human Resources / Training Officer 人事部 / 人力資源 / 培訓部主任	6	0	0
	Sub-total 小計	6	0	0
Administrative and Others 文員及其他員工				
403	Personnel / Training / Human Resources Assistant 人事部 / 培訓部 / 人力資源助理	4	0	0
	Sub-total 小計	4	0	0
FINANCE DEPARTMENT 財務部				
Supervisory and Technician Level 督導及技術員級				
203	Accounts Supervisors ; General Cashier ; Credit Supervisor 會計主任 ; 出納主任 ; 信用 / 信貸部主任	15	0	0
207	Income Auditor 核數員	2	0	0
	Sub-total 小計	17	0	0
Administrative and Others 文員及其他員工				
404	Accounting Clerk 會計部文員	11	0	0
	Sub-total 小計	11	0	0

Job Code 職務 編號	Principal Job 主要職務	Full Time Vacancies 全職空缺	Part Time Vacancies 兼職空缺	Vacancies of Casuals 臨時員工 空缺
SALES AND MARKETING DEPARTMENT 營業及市場拓展部				
Managerial and Professional Level 經理及專業人員級				
109	Director of Marketing / Sales / Promotions 市場拓展／營業／宣傳總監	4	0	0
112	Reservations Manager ; Revenue Manager / Analyst 訂房部經理；收益管理經理；營收分析主任	2	0	0
	Sub-total 小計	6	0	0
Supervisory and Technician Level 督導及技術員級				
201	Convention / Event Sales Manager 營業部經理（會議／宴會）	5	0	0
209	Public Relations / Corporate Communications / Marketing / Sales / Business Development Manager 公共關係部／企業傳訊／市場拓展部／營業部經理	12	0	0
218	Reservations Supervisor 訂房部主任	6	0	0
	Sub-total 小計	23	0	0
Craft/Operative Level 技工／操作工級				
305	Reservation Clerk ; Guest Services Ambassador/Agent/Assistant 訂房部文員；客務服務大使／代理／助理	23	0	0
320	Public Relations / Corporate Communications Officer 公共關係部／企業傳訊主任	4	0	0
321	Sales Executive ; Marketing Officer 營業主任；市場拓展部主任	10	0	0
322	Tour Group Co-ordinator ; Group Sales Co-ordinator 旅行團聯絡主任；團體營業聯絡主任	3	0	0
	Sub-total 小計	40	0	0
FRONT OFFICE DEPARTMENT 客務部				
Managerial and Professional Level 經理及專業人員級				
113	Director / Manager of Front Office 客務部總監／經理	3	0	0
114	Director / Manager of Rooms Division 房務部總監／經理	1	0	0
	Sub-total 小計	4	0	0
Supervisory and Technician Level 督導及技術員級				
213	Telephone Service Manager ; Telephone Supervisor 電話服務經理；電話房主任	1	0	0
214	Front Office Cashier Supervisor 大堂出納主任	2	0	0
215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Assistant Manager ; Duty / Night Manager ; Guest Service Manager ; Business Centre / Executive Services / Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理；前櫃部經理；接待處經理／副經理；值勤／夜班經理；客務服務經理；商務中心／行政樓層經理；服務式住宅經理／領班	24	0	0
216	Concierge / Assistant Chief Concierge ; Bell Superintendent / Captain / Supervisor ; Baggage Master ; Transportation / Valet Services Supervisor / Driver 禮賓司／副禮賓司；行李部總管／領班／主任；運輸部／泊車服務主任／司機	25	0	0
219	Reception Supervisor ; Chief Receptionist ; Chief Room Clerk ; Front Office/ Lobby Services Supervisor 接待處主任；總接待員；客務部／大堂服務主任	22	0	0
	Sub-total 小計	74	0	0
Craft/Operative Level 技工／操作工級				
304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生；聽差；司閘；行李員	73	0	13
306	Front Office Clerk / Receptionist ; Guest Service Officer / Agent ; Guest Relations Officer ; Welcome Host ; Front Desk / Executive Floor Agent ; Business Centre Officer ; Car Park Attendant 客務部文員／接待員；賓客服務主任／服務員；客戶關係主任；歡迎大使；前堂／行政樓層服務員；商務中心主任；停車場服務員	227	4	45
307	Services Centre Agent ; Telephone Operator ; At Your Service Agent 服務中心專員；電話接綫生	31	0	0
	Sub-total 小計	331	4	58

Job Code 職務 編號	Principal Job 主要職務	Full Time Vacancies 全職空缺	Part Time Vacancies 兼職空缺	Vacancies of Casuals 臨時員工 空缺
HOUSEKEEPING DEPARTMENT 房口部				
Managerial and Professional Level 經理及專業人員級				
115	Director / Manager of Housekeeping ; Executive Housekeeper 房口部總監／經理；行政管家	4	0	0
	Sub-total 小計	4	0	0
Supervisory and Technician Level 督導及技術員級				
220	Assistant Executive Housekeeper ; Head Housekeeper 副行政管家；房口部總管	5	0	0
221	Housekeeping / Floor / General Service Supervisor ; Assistant Housekeeper ; General Area / Public Area Supervisor / Housekeeper 房口部督導員；助理管家；公眾地方主任／副主任／管事	58	0	0
	Sub-total 小計	63	0	0
Craft/Operative Level 技工／操作工級				
308	Cloakroom / Lobby Attendant ; Public Area Cleaners / Upholsterer / Houseman ; Toilet Attendant 衣帽間／大堂侍應生；公眾地方清潔雜工；衛生間服務員	115	0	1
309	Uniform and Linen Room Attendant / Runner ; Tailor ; Seamstress 布草修補員；制服及布草房侍應生；布草房助理；裁縫師	23	0	3
310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣部接待員／文員；寫單員（洗衣部）	11	0	0
311	Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員；洗衣工人；熨工；檢查員；乾洗工	11	0	0
312	Room / Floor Attendant ; Room Services Butler ; Housekeeping Clerk ; Order-taker (Housekeeping) ; Co-ordinator (Housekeeping) 房口／房間服務員；房口部文員；寫單員（房口部）；房口部聯絡員	348	12	68
	Sub-total 小計	508	12	72
SPA AND HEALTH CLUB 水療中心及健身中心				
Managerial and Professional Level 經理及專業人員級				
116	Director / Manager of Health Club, Gym, Wellness or Spa 健身中心或水療中心總監／經理	1	0	0
	Sub-total 小計	1	0	0
Craft/Operative Level 技工／操作工級				
313	Health Club / Gym Supporting Staff 健身中心支援職員	13	0	0
314	Masseuse ; Body Therapist 按摩師；身體護理治療師	5	0	0
316	Spa Concierge ; Spa Attendant/ Supporting Staff 水療禮賓司；水療中心服務員／支援職員	5	0	0
317	Lifeguard 救生員	10	0	0
	Sub-total 小計	33	0	0
ENGINEERING DEPARTMENT 工程部				
Managerial and Professional Level 經理及專業人員級				
117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監；總工程師；技術經理；物業保養部經理	4	0	0
	Sub-total 小計	4	0	0
Supervisory and Technician Level 督導及技術員級				
225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師；物業保養主任；建築主任	23	0	0
226	Assistant Engineer ; Audio-visual Technician ; Engineering Technician 助理工程師；視聽器材技術員；工程部技術員	22	0	0
	Sub-total 小計	45	0	0
Craft/Operative Level 技工／操作工級				
326	Engineering Craftsman 工程部技工	63	2	8
	Sub-total 小計	63	2	8

Job Code 職務 編號	Principal Job 主要職務	Full Time Vacancies 全職空缺	Part Time Vacancies 兼職空缺	Vacancies of Casuals 臨時員工 空缺
SECURITY DEPARTMENT 保安部				
Managerial and Professional Level 經理及專業人員級				
118	Director / Manager of Security ; Assistant Security Manager ; Chief Security Officer 保安部總監／經理／副經理；總保安主任	1	0	0
	Sub-total 小計	1	0	0
Supervisory and Technician Level 督導及技術員級				
227	Security Supervisor 保安主任	3	0	0
	Sub-total 小計	3	0	0
Craft/Operative Level 技工／操作工級				
319	Security Officer ; Uniform Guard ; House Officer ; Loss Prevention Officer 保安員；護衛員	56	1	1
	Sub-total 小計	56	1	1
FOOD AND BEVERAGE DEPARTMENT 餐飲部				
Managerial and Professional Level 經理及專業人員級				
153	Executive Chef ; Chef de Cuisine ; Executive Sous Chef 行政總廚；副／助理行政總廚	8	0	0
154	Chief Sommelier / Head Sommelier ; Wine Director 總品酒師；葡萄酒總監	1	0	0
155	Restaurant Manager ; Outlet Manager ; Room Service Manager 餐廳經理；出品部門經理；客房飲食部經理	11	0	0
Principal jobs related to Chinese cuisine 與中菜相關職位				
171	Executive Chinese Chef ; Executive Chinese Sous Chef ; Head Chef (Chinese cuisine) 中菜部行政總廚；中菜部副／助理行政總廚；總廚（中菜部）	1	0	0
172	Chinese Restaurant Manager 中菜部餐廳經理	2	0	0
	Sub-total 小計	23	0	0
Supervisory and Technician Level 督導及技術員級				
251	Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理；宴會服務經理	2	0	0
252	Banquet Sales Manager 宴會部營業經理	3	0	0
255	Staff Canteen Manager / Supervisor 職員餐廳經理／主管	2	0	0
256	Head Waiter ; Captain ; Restaurant Supervisor ; Maître d'Hotel 領班；樓面部部長；酒店餐廳總管	74	0	0
260	Sous Chef ; Demi Chef 副總廚	22	0	0
261	Chef (Specialty Cuisine) 特色菜主廚（亞洲及熱帶國家）	10	0	0
262	Garde Manger ; Chef de Partie (Cold Production / Grill / Sauce) ; Pastry Chef ; Chef de Pâtisseries ; Rotisseur ; Saucier 冷盤總廚；糕餅廚師；燒烤廚師；調汁師	28	0	0

Job Code 職務 編號	Principal Job 主要職務	Full Time Vacancies 全職空缺	Part Time Vacancies 兼職空缺	Vacancies of Casuals 臨時員工 空缺
Principal jobs related to Chinese cuisine 與中菜相關職位				
272	Captain ; Headwaiter (Chinese Restaurant) 樓面部部長／領班 (中菜部)	13	0	0
280	Chinese Barbecue Cook 燒味廚師	5	0	0
281	Dim Sum Head Cook 點心主廚	1	0	0
282	No. 1 Cook / Head Stove 頭鑊	4	0	0
283	No. 2 Cook 二廚	4	0	0
284	Senior Cook 上什	2	0	0
285	No. 1 Chopper 砧板	3	0	0
286	No. 2 Chopper 二砧	3	0	0
288	Aboyeur (Production Control Cook) 打荷	1	0	0
	Sub-total 小計	177	0	0
Craft/Operative Level 技工／操作工級				
350	Banquet Sales Executive ; Banquet / Event Co-ordinator 宴會部營業主任；宴會部聯絡主任	7	0	0
351	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess 侍應生；服務員；餐廳接待員	282	7	32
352	Pantry Server ; Food-runner 傳菜員	0	0	4
354	Cake Shop Staff 餅店職員	6	0	0
361	Cook / Junior Cook (Western / Specialty Cuisine) 廚師／見習廚師 (西式／亞洲及熱帶國家)	148	5	35
362	Baker ; Pastry Cook 麵包師傅；糕餅師傅	9	0	0
363	Bar Attendant / Bar Porter ; Beverage Attendant 酒吧服務員；飲品調配員；水吧服務員	4	0	0
364	Bartender ; Barman ; Mixologist 調酒員；調酒師	4	0	0
365	Steward ; Cleaner ; Dishwasher 廚房雜工；清潔工；洗碗工	195	5	31
Principal jobs related to Chinese cuisine 與中菜相關職位				
371	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess (Chinese Restaurant) 侍應生；服務員；餐廳接待員 (中菜部)	72	21	44
381	Dim Sum Cook 點心廚師	7	0	0
382	No. 3 Cook 三廚	8	0	0
383	Junior Cook (Chinese) ; No. 4 Cooks 見習廚師 (中菜)；四廚	7	0	0
	Sub-total 小計	749	38	146
Other Related Hotel Industry Staff 其他相關酒店業的員工				
299	Supervisory and Technician Level 督導及技術員級	1	0	0
Total 總數		2268	57	285

Table 9.3 Percentage Distribution of Average Monthly Remuneration Package of Full-time Employees by Principal Job
表 9.3 全職僱員的每月平均薪酬百分比分佈 (按主要職務劃分)

Job Code 職務編號	Job Title 職稱	\$60,001 or above 或以上	\$40,001 - \$60,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below 或以下	Total number of full-time employees 全職僱員人數
ADMINISTRATION AND OPERATION									
DEPARTMENT 行政及營運部									
Managerial and Professional Level 經理及專業人員級									
101	Executive Director ; General Manager 執行董事 ; 總經理	69.2%	17.3%	8.7%	2.9%	1.9%	0.0%	0.0%	152
102	Resident Manager ; Executive Assistant Manager ; Director / Manager of Operations 駐店經理 ; 行政副經理 ; 營運總監 / 經理	31.2%	21.1%	33.9%	7.3%	5.5%	0.9%	0.0%	157
106	Procurement Manager 採購經理	2.3%	44.2%	37.2%	16.3%	0.0%	0.0%	0.0%	65
107	Head of IT ; Systems Development Manager ; IT Manager 資訊科技主管 ; 系統開發經理 ; 資訊科技經理	1.7%	45.0%	31.7%	8.3%	13.3%	0.0%	0.0%	71
Supervisory and Technician Level 督導及技術員級									
228	Administration Officer ; Operations Officer 行政主任 ; 營運主任	0.0%	12.0%	48.0%	8.0%	32.0%	0.0%	0.0%	44
206	Store Supervisor 倉務主任	0.0%	0.0%	0.0%	2.2%	51.1%	46.7%	0.0%	59
229	Purchasing Officer 採購部主任	0.0%	0.0%	0.0%	4.5%	31.8%	63.6%	0.0%	58
208	Systems Analyst ; Analyst Programmer ; Programmer ; IT Operations Supervisor 系統分析師 ; 分析程式員 ; 程式編製員 ; 資訊 科技操作主任	0.0%	0.0%	14.7%	35.3%	38.2%	11.8%	0.0%	39
Craft / Operative Level 技工 / 操作工級									
301	Computer Operator ; User Support ; IT Assistant 電腦操作員 ; 用戶支援 ; 資訊科技助理	0.0%	0.0%	0.0%	3.3%	76.7%	20.0%	0.0%	51
Administrative and Others 文員及其他員工									
401	Secretary ; Executive / Administration Assistant ; Office Assistant 秘書 ; 行政助理 ; 辦公室助理	0.0%	0.0%	2.3%	33.3%	36.8%	25.6%	1.9%	340
HUMAN RESOURCES DEPARTMENT									
人力資源部									
Managerial and Professional Level 經理及專業人員級									
103	Director / Manager of Human Resources 人力資源總監 / 經理	22.5%	24.7%	31.5%	16.9%	4.5%	0.0%	0.0%	131
104	Personnel Manager ; Training Manager 人事部經理 ; 培訓部經理	0.0%	21.2%	30.3%	43.9%	4.5%	0.0%	0.0%	94
Supervisory and Technician Level 督導及技術員級									
202	Personnel / Human Resources / Training Officer 人事部 / 人力資源 / 培訓部主任	0.0%	0.0%	0.0%	27.5%	53.2%	19.3%	0.0%	161
Administrative and Others 文員及其他員工									
403	Personnel / Training / Human Resources Assistant 人事部 / 培訓部 / 人力資源助理	0.0%	0.0%	0.0%	0.0%	1.5%	86.4%	12.1%	107

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FINANCE DEPARTMENT 財務部									
Managerial and Professional Level 經理及專業人員級									
105	Financial Controller ; Chief Accountant ; Director of Finance 財務總監 ; 總會計師	24.6%	41.2%	27.2%	7.0%	0.0%	0.0%	0.0%	175
108	Food and Beverage Cost Controller ; Cost Controller 飲食成本控制總監 ; 成本控制主任	5.3%	15.8%	21.1%	47.4%	10.5%	0.0%	0.0%	34
111	Credit Manager 信用 / 信貸部經理	0.0%	17.2%	48.3%	31.0%	3.4%	0.0%	0.0%	41
Supervisory and Technician Level 督導及技術員級									
203	Accounts Supervisors ; General Cashier ; Credit Supervisor 會計主任 ; 出納主任 ; 信用 / 信貸部主任	0.0%	0.0%	9.3%	22.6%	58.4%	9.7%	0.0%	369
205	Assistant Controller 副 / 助理財務總監	2.3%	36.4%	11.4%	34.1%	4.5%	11.4%	0.0%	79
207	Income Auditor 核數員	0.0%	0.0%	0.0%	27.4%	50.0%	22.6%	0.0%	78
Administrative and Others 文員及其他員工									
404	Accounting Clerk 會計部文員	0.0%	0.0%	0.0%	0.0%	16.5%	71.9%	11.6%	469
SALES AND MARKETING DEPARTMENT									
營業及市場拓展部									
Managerial and Professional Level 經理及專業人員級									
109	Director of Marketing / Sales / Promotions 市場拓展 / 營業 / 宣傳總監	29.2%	44.1%	20.8%	4.5%	1.5%	0.0%	0.0%	331
110	Director of Public Relations / Corporate Communications 公共關係部 / 企業傳訊總監	33.3%	33.3%	26.7%	6.7%	0.0%	0.0%	0.0%	47
112	Reservations Manager ; Revenue Manager / Analyst 訂房部經理 ; 收益管理經理 ; 營收分析主任	4.1%	20.3%	32.5%	19.5%	20.3%	3.3%	0.0%	154
Supervisory and Technician Level 督導及技術員級									
201	Convention / Event Sales Manager 營業部經理 (會議 / 宴會)	0.0%	17.9%	45.3%	30.5%	6.3%	0.0%	0.0%	129
209	Public Relations / Corporate Communications / Marketing / Sales / Business Development Manager 公共關係部 / 企業傳訊 / 市場拓展部 / 營業部經理	0.0%	1.0%	34.9%	19.6%	42.6%	1.9%	0.0%	347
211	Designer ; Layout Artist ; Printshop Supervisor 設計師 ; 草圖設計師 ; 印刷房主任	0.0%	0.0%	10.0%	20.0%	55.0%	15.0%	0.0%	24
218	Reservations Supervisor 訂房部主任	0.0%	0.0%	0.0%	10.5%	45.3%	44.2%	0.0%	110
Craft / Operative Level 技工 / 操作工級									
302	Draftsman ; Photographer ; Printshop Staff 繪圖員 ; 攝影師 ; 印刷房職員	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	2
305	Reservation Clerk ; Guest Services Ambassador / Agent/Assistant 訂房部文員 ; 客務服務大使 / 代理 / 助理	0.0%	0.0%	0.0%	0.0%	6.1%	71.2%	22.6%	248
320	Public Relations / Corporate Communications Officer 公共關係部 / 企業傳訊主任	0.0%	0.0%	0.0%	0.0%	25.0%	60.0%	15.0%	54
321	Sales Executive ; Marketing Officer 營業主任 ; 市場拓展部主任	0.0%	0.0%	0.0%	18.3%	28.9%	51.4%	1.4%	232
322	Tour Group Co-ordinator ; Group Sales Co-ordinator 旅行團聯絡主任 ; 團體營業聯絡主任	0.0%	0.0%	0.0%	3.6%	5.5%	80.0%	10.9%	62

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FRONT OFFICE DEPARTMENT 客務部									
Managerial and Professional Level 經理及專業人員級									
113	Director / Manager of Front Office 客務部總監／經理	7.6%	16.7%	38.6%	27.3%	9.1%	0.8%	0.0%	220
114	Director / Manager of Rooms Division 房務部總監／經理	28.6%	40.8%	20.4%	0.0%	6.1%	4.1%	0.0%	78
Supervisory and Technician Level 督導及技術員級									
212	Airport Manager ; Chief Airport Representative 駐機場經理；駐機場總代表	0.0%	0.0%	0.0%	83.3%	16.7%	0.0%	0.0%	9
213	Telephone Service Manager ; Telephone Supervisor 電話服務經理；電話房主任	0.0%	0.0%	25.9%	16.0%	42.0%	16.0%	0.0%	118
214	Front Office Cashier Supervisor 大堂出納主任	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	14
215	Assistant Front Office Manager ; Front Desk Manager ; Reception Manager/ Assistant Manager ; Duty / Night Manager ; Guest Service Manager ; Business Centre / Executive Services / Executive Floor Manager ; Service Apartment Manager /Team Leader 客務部副經理；前檯部經理；接待處經理／副經理； 值勤／夜班經理；客務服務經理；商務中心／ 行政樓層經理；服務式住宅經理／領班	0.0%	0.0%	23.1%	44.4%	25.5%	6.5%	0.5%	795
216	Concierge / Assistant Chief Concierge ; Bell Superintendent / Captain / Supervisor ; Baggage Master ; Transportation / Valet Services Supervisor / Driver 禮賓司／副禮賓司；行李部總管／領班／主任； 運輸部／泊車服務主任 / 司機	0.0%	0.0%	0.3%	21.1%	51.4%	26.3%	0.9%	421
219	Reception Supervisor ; Chief Receptionist ; Chief Room Clerk ; Front Office/ Lobby Services Supervisor 接待處主任；總接待員；客務部／大堂服務主任	0.0%	0.0%	0.0%	3.5%	39.7%	56.0%	0.8%	466
Craft / Operative Level 技工 / 操作工級									
304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生；聽差；司閘；行李員	0.0%	0.0%	0.0%	0.0%	0.0%	37.0%	63.0%	432
306	Front Office Clerk / Receptionist ; Guest Service Officer / Agent ; Guest Relations Officer ; Welcome Host ; Front Desk / Executive Floor Agent ; Business Centre Officer ; Car Park Attendant 客務部文員／接待員；賓客服務主任／服務員； 客戶關係主任；歡迎大使；前堂／行政樓層服務 員；商務中心主任；停車場服務員	0.0%	0.0%	0.0%	0.0%	6.2%	73.6%	20.2%	1765
307	Services Centre Agent ; Telephone Operator ; At Your Service Agent 服務中心專員；電話接綫生	0.0%	0.0%	0.0%	0.0%	19.8%	60.5%	19.8%	376
303	Airport Representative 駐機場代表	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	51

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HOUSEKEEPING DEPARTMENT 房口部									
Managerial and Professional Level 經理及專業人員級									
115	Director / Manager of Housekeeping ; Executive Housekeeper 房口部總監／經理；行政管家	11.2%	32.7%	37.8%	9.2%	9.2%	0.0%	0.0%	165
Supervisory and Technician Level 督導及技術員級									
220	Assistant Executive Housekeeper ; Head Housekeeper 副行政管家；房口部總管	0.0%	0.0%	27.7%	36.2%	28.7%	7.4%	0.0%	134
221	Housekeeping / Floor / General Service Supervisor ; Assistant Housekeeper ; General Area / Public Area Supervisor / Housekeeper 房口部督導員；助理管家；公眾地方主任／副主任／管事	0.0%	0.0%	0.0%	17.3%	58.1%	24.4%	0.2%	1056
222	Laundry Manager / Supervisor / Officer 洗衣部經理／主管／主任	0.0%	0.0%	0.0%	24.6%	50.9%	24.6%	0.0%	94
Craft / Operative Level 技工 / 操作工級									
308	Cloakroom / Lobby Attendant ; Public Area Cleaners / Upholsterer / Houseman ; Toilet Attendant 衣帽間／大堂侍應生；公眾地方清潔雜工；衛生間服務員	0.0%	0.0%	0.0%	0.0%	0.0%	31.7%	68.3%	1161
309	Uniform and Linen Room Attendant / Runner ; Tailor ; Seamstress 布草修補員；制服及布草房侍應生；布草房助理；裁縫師	0.0%	0.0%	0.0%	0.0%	0.0%	29.5%	70.5%	521
310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣部接待員／文員；寫單員（洗衣部）	0.0%	0.0%	0.0%	0.0%	0.0%	38.8%	61.3%	132
311	Sorter ; Washer ; Ironer ; Presser ; Checker ; Dry Cleaner ; Marker 衣物布草整理員；洗衣工人；熨工；檢查員；乾洗工	0.0%	0.0%	0.0%	0.0%	0.0%	52.0%	48.0%	141
312	Room / Floor Attendant ; Room Services Butler ; Housekeeping Clerk ; Order-taker (Housekeeping) ; Co-ordinator (Housekeeping) 房口／房間服務員；房口部文員；寫單員（房口部）；房口部聯絡員	0.0%	0.0%	0.0%	0.0%	1.9%	69.4%	28.6%	3532
SPA AND HEALTH CLUB									
水療中心及健身中心									
Managerial and Professional Level 經理及專業人員級									
116	Director / Manager of Health Club, Gym, Wellness or Spa 健身中心或水療中心總監／經理	16.7%	33.3%	16.7%	33.3%	0.0%	0.0%	0.0%	23
Supervisory and Technician Level 督導及技術員級									
223	Supervisor / Officer / Trainer of Health Club, Gym, Wellness or Spa 健身中心或水療中心主任／培訓師	0.0%	0.0%	0.0%	0.0%	75.4%	24.6%	0.0%	76
Craft / Operative Level 技工 / 操作工級									
313	Health Club / Gym Supporting Staff 健身中心支援職員	0.0%	0.0%	0.0%	0.0%	3.8%	61.5%	34.6%	77
314	Masseuse ; Body Therapist 按摩師；身體護理治療師	0.0%	0.0%	0.0%	0.0%	32.7%	65.3%	2.0%	103
315	Beautician ; Facial Therapist 美容師；臉部護理治療師	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	9
316	Spa Concierge ; Spa Attendant / Supporting Staff 水療禮賓司；水療中心服務員／支援職員	0.0%	0.0%	0.0%	0.0%	0.0%	92.3%	7.7%	56
317	Lifeguard 救生員	0.0%	0.0%	0.0%	0.0%	4.4%	95.6%	0.0%	124

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FLOWER / KIOSK / GIFT SHOPS									
花店／禮品店									
Supervisory and Technician Level 督導及技術員級									
224	Flower Shop Manager or Supervisor of Flower / Kiosk / Gift Shop 花店或禮品店經理／主任	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	19
Craft / Operative Level 技工 / 操作工級									
318	Staff of Flower / Kiosk Shop 花店／禮品店職員	0.0%	0.0%	0.0%	0.0%	0.0%	27.0%	73.0%	37
ENGINEERING DEPARTMENT 工程部									
Managerial and Professional Level 經理及專業人員級									
117	Director of Engineering ; Chief Engineer ; Technical Manager ; Property Maintenance Manager 工程總監；總工程師；技術經理；物業保養部經理	13.3%	13.3%	57.1%	15.2%	9.5%	4.8%	0.0%	158
Supervisory and Technician Level 督導及技術員級									
225	Duty Engineer ; Building Maintenance Supervisor ; Building Supervisor 值勤工程師；物業保養主任；建築主任	0.0%	0.0%	3.2%	77.5%	18.2%	1.1%	0.0%	363
226	Assistant Engineer ; Audio-visual Technician ; Engineering Technician 助理工程師；視聽器材技術員；工程部技術員	0.0%	0.0%	0.0%	16.9%	47.6%	35.5%	0.0%	360
Craft / Operative Level 技工 / 操作工級									
326	Engineering Craftsman 工程部技工	0.0%	0.0%	0.0%	0.0%	25.2%	67.7%	7.1%	966
SECURITY DEPARTMENT 保安部									
Managerial and Professional Level 經理及專業人員級									
118	Director / Manager of Security ; Assistant Security Manager ; Chief Security Officer 保安部總監／經理／副經理；總保安主任	4.1%	12.2%	18.9%	43.2%	17.6%	4.1%	0.0%	101
Supervisory and Technician Level 督導及技術員級									
227	Security Supervisor 保安主任	0.0%	0.0%	0.0%	2.5%	47.5%	49.4%	0.6%	213
Craft / Operative Level 技工 / 操作工級									
319	Security Officer ; Uniform Guard ; House Officer ; Loss Prevention Officer 保安員；護衛員	0.0%	0.0%	0.0%	0.0%	0.0%	71.9%	28.1%	785

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FOOD AND BEVERAGE DEPARTMENT									
餐飲部									
Managerial and Professional Level 經理及專業人員級									
151	Director of Banquet / Events 宴會部總監	25.0%	60.0%	0.0%	15.0%	0.0%	0.0%	0.0%	26
152	Food and Beverage Director / Manager ; Director / Manager of Culinary Operations 餐飲部總監／經理；餐務營運總監／經理	19.6%	38.2%	30.4%	6.9%	4.9%	0.0%	0.0%	151
153	Executive Chef ; Chef de Cuisine ; Executive Sous Chef 行政總廚；副／助理行政總廚	14.9%	62.9%	13.1%	7.4%	1.7%	0.0%	0.0%	223
154	Chief Sommelier / Head Sommelier ; Wine Director 總品酒師；葡萄酒總監	0.0%	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%	16
155	Restaurant Manager ; Outlet Manager ; Room Service Manager 餐廳經理；出品部門經理；客房飲食部經理	0.0%	28.3%	33.3%	22.7%	13.1%	2.5%	0.0%	265
156	Head Steward / Stewarding Manager 管事部總管／經理	0.0%	8.3%	37.5%	27.1%	27.1%	0.0%	0.0%	91
159	Head Chef 總廚師	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	1
Principal jobs related to Chinese cuisine 與中菜相關職位									
171	Executive Chinese Chef ; Executive Chinese Sous Chef ; Head Chef (Chinese cuisine) 中菜部行政總廚；中菜部副／助理行政總廚；總 廚（中菜部）	39.5%	36.8%	21.1%	2.6%	0.0%	0.0%	0.0%	56
172	Chinese Restaurant Manager 中菜部餐廳經理	8.6%	17.1%	60.0%	14.3%	0.0%	0.0%	0.0%	57

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Supervisory and Technician Level 督導及技術員級									
251	Catering Manager ; Banquet Manager ; Banquet/Convention Services Manager 宴會部經理 ; 宴會服務經理	0.0%	2.9%	53.3%	10.5%	32.4%	1.0%	0.0%	140
252	Banquet Sales Manager 宴會部營業經理	0.0%	0.0%	33.3%	33.3%	31.7%	1.7%	0.0%	83
255	Staff Canteen Manager / Supervisor 職員餐廳經理 / 主管	0.0%	0.0%	6.9%	24.1%	48.3%	17.2%	3.4%	51
256	Head Waiter ; Captain ; Restaurant Supervisor ; Maître d'Hotel 領班 ; 樓面部部長 ; 酒店餐廳總管	0.0%	0.0%	0.0%	10.9%	80.7%	8.3%	0.1%	1168
258	Cashier Supervisor 出納主任	0.0%	0.0%	0.0%	0.0%	0.0%	83.3%	16.7%	6
259	Cake Shop Manager / Supervisor 餅店經理 / 主任	0.0%	5.3%	63.2%	10.5%	0.0%	21.1%	0.0%	27
260	Sous Chef ; Demi Chef 副總廚	0.0%	0.3%	35.3%	46.6%	16.6%	1.3%	0.0%	552
261	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)	0.0%	0.5%	3.7%	21.1%	72.6%	2.1%	0.0%	332
262	Garde Manger ; Chef de Partie (Cold Production / Grill / Sauce) ; Pastry Chef ; Chef de Pâtissier ; Rotisseur ; Saucier 冷盤總廚 ; 糕餅廚師 ; 燒烤廚師 ; 調汁師	0.0%	0.3%	12.2%	62.9%	21.6%	3.0%	0.0%	902
263	Beverage Manager ; Bar Manager ; Head Barman 水吧經理 ; 酒吧經理 ; 調酒總管	0.0%	0.0%	29.4%	17.6%	47.1%	5.9%	0.0%	30
264	Wine Steward ; Sommelier 酒管事 ; 侍酒師 ; 品酒師	0.0%	0.0%	33.3%	58.3%	0.0%	8.3%	0.0%	38
265	Tea Master ; Barista 茶藝師 ; 咖啡師	-	-	-	-	-	-	-	3
253	Team Leader (F&B) 餐飲部組長 / 主任	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	4
257	Stewarding Supervisor 管事部主管 / 主任	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	2
269	Senior Cook 高級廚師	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	7
Principal jobs related to Chinese cuisine 與中菜相關職位									
271	Assistant Chinese Restaurant Manager ; Chinese Food Services Manager ; Sales Manager (Chinese Restaurant) 中菜部副經理 ; 中菜服務經理 ; 營業部經理 (中 菜部)	0.0%	0.0%	34.5%	58.6%	5.2%	1.7%	0.0%	73
272	Captain ; Headwaiter (Chinese Restaurant) 樓面部部長 / 領班 (中菜部)	0.0%	0.0%	0.0%	3.1%	72.3%	24.6%	0.0%	177
273	Pantry Captain / Supervisor 傳菜部主管 / 部長	0.0%	0.0%	0.0%	0.0%	55.6%	44.4%	0.0%	20
280	Chinese Barbecue Cook 燒味廚師	0.0%	0.0%	18.8%	60.4%	10.4%	10.4%	0.0%	84
281	Dim Sum Head Cook 點心主廚	0.0%	3.1%	71.9%	9.4%	12.5%	3.1%	0.0%	61
282	No. 1 Cook / Head Stove 頭鑊	0.0%	1.1%	33.3%	36.6%	29.0%	0.0%	0.0%	131
283	No. 2 Cook 二廚	0.0%	0.0%	0.0%	66.9%	29.1%	3.9%	0.0%	179
284	Senior Cook 上什	0.0%	0.0%	10.4%	29.2%	54.2%	2.1%	4.2%	56
285	No. 1 Chopper 砧板	0.0%	0.0%	45.5%	39.4%	12.1%	0.0%	3.0%	56
286	No. 2 Chopper 二砧	0.0%	0.0%	0.0%	44.2%	51.2%	2.3%	2.3%	55
287	Butcher 水櫃	0.0%	0.0%	0.0%	0.0%	83.3%	16.7%	0.0%	19
288	Aboyeur (Production Control Cook) 打荷	0.0%	0.0%	0.0%	0.0%	44.7%	55.3%	0.0%	51

Job Code 職務 編號	Job Title 職稱	\$60,001 or above 或以上	\$40,001 - \$60,000	\$30,001 - \$40,000	\$25,001 - \$30,000	\$20,001 - \$25,000	\$15,001 - \$20,000	\$15,000 or below 或以下	Total number of full-time employees 全職僱員人數
Craft / Operative Level 技工 / 操作工級									
350	Banquet Sales Executive ; Banquet / Event Co-ordinator 宴會部營業主任 ; 宴會部聯絡主任	0.0%	0.0%	0.0%	1.4%	55.4%	41.9%	1.4%	134
351	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess 侍應生 ; 服務員 ; 餐廳接待員	0.0%	0.0%	0.0%	0.0%	14.1%	80.5%	5.4%	1383
352	Pantry Server ; Food-runner 傳菜員	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	55
353	Cashier 出納員 (收銀員)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	11
354	Cake Shop Staff 餅店職員	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	41
361	Cook / Junior Cook (Western / Specialty Cuisine) 廚師 / 見習廚師 (西式 / 亞洲及熱帶國家)	0.0%	0.0%	0.0%	1.3%	32.7%	52.9%	13.2%	1444
362	Baker ; Pastry Cook 麵包師傅 ; 糕餅師傅	0.0%	0.0%	0.0%	0.0%	40.6%	49.6%	9.8%	412
363	Bar Attendant / Bar Porter ; Beverage Attendant 酒吧服務員 ; 飲品調配員 ; 水吧服務員	0.0%	0.0%	0.0%	0.0%	0.0%	88.6%	11.4%	53
364	Bartender ; Barman ; Mixologist 調酒員 ; 調酒師	0.0%	0.0%	0.0%	35.3%	1.7%	63.0%	0.0%	172
365	Steward ; Cleaner ; Dishwasher 廚房雜工 ; 清潔工 ; 洗碗工	0.0%	0.0%	0.0%	0.0%	0.0%	32.3%	67.7%	1174
369	Cook for Staff Canteen 職員餐廳廚師	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4
Principal jobs related to Chinese cuisine 與中菜相關職位									
371	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess (Chinese Restaurant) 侍應生 ; 服務員 ; 餐廳接待員 (中菜部)	0.0%	0.0%	0.0%	0.0%	19.5%	75.3%	5.3%	325
372	Pantry Server ; Food-runner (Chinese Restaurant) 傳菜員 (中菜部)	0.0%	0.0%	0.0%	0.0%	44.4%	55.6%	0.0%	15
381	Dim Sum Cook 點心廚師	0.0%	0.0%	0.0%	23.9%	63.0%	13.0%	0.0%	130
382	No. 3 Cook 三廚	0.0%	0.0%	0.0%	16.7%	35.0%	48.3%	0.0%	126
383	Junior Cook (Chinese) ; No. 4 Cooks 見習廚師 (中菜) ; 四廚	0.0%	0.0%	0.0%	0.0%	36.9%	53.8%	9.2%	77
Other Related Hotel Industry Staff 其他相關酒店業的員工									
199	Managerial and Professional Level 經理及專業人員級	9.1%	36.4%	18.2%	18.2%	18.2%	0.0%	0.0%	11
299	Supervisory and Technician Level 督導及技術員級	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	1
499	Administrative and Others 文員及其他員工	0.0%	9.1%	27.3%	18.2%	0.0%	45.5%	0.0%	25

Table 9.4 Percentage Distribution of Average Hourly Wage of Part-time Employees

Appendix 9

表 9.4 by Principal Job

附錄 9

兼職僱員的平均時薪百分比分佈 (按主要職務劃分)

Job Code 職務編號	Job Title 職稱	\$81 or above 或以上	\$51 - \$80	\$37.5 - \$50	Total number of part-time employees 兼職僱員人數
ADMINISTRATION AND OPERATION DEPARTMENT 行政及營運部					
Craft / Operative Level 技工 / 操作工級					
301	Computer Operator ; User Support ; IT Assistant 電腦操作員 ; 用戶支援 ; 資訊科技助理	-	-	-	1
SALES AND MARKETING DEPARTMENT 營業及市場拓展部					
Craft / Operative Level 技工 / 操作工級					
305	Reservation Clerk ; Guest Services Ambassador/Agent/Assistant 訂房部文員 ; 客務服務大使 / 代理 / 助理	0.0%	100.0%	0.0%	2
FRONT OFFICE DEPARTMENT 客務部					
Supervisory and Technician Level 督導及技術員級					
216	Concierge / Assistant Chief Concierge ; Bell Superintendent / Captain / Supervisor ; Baggage Master ; Transportation / Valet Services Supervisor / Driver 禮賓司 / 副禮賓司 ; 行李部總管 / 領班 / 主任 ; 運輸部 / 泊車服務主任 / 司機	100.0%	0.0%	0.0%	4
219	Reception Supervisor ; Chief Receptionist ; Chief Room Clerk ; Front Office/ Lobby Services Supervisor 接待處主任 ; 總接待員 ; 客務部 / 大堂服務主任	0.0%	66.7%	33.3%	3
Craft / Operative Level 技工 / 操作工級					
304	Bell Attendant ; Baggage Porter ; Door Attendant ; Bellman ; Bell Person 行李生 ; 聽差 ; 司閘 ; 行李員	1.6%	3.1%	95.3%	64
306	Front Office Clerk / Receptionist ; Guest Service Officer / Agent ; Guest Relations Officer ; Welcome Host ; Front Desk / Executive Floor Agent ; Business Centre Officer ; Car Park Attendant 客務部文員 / 接待員 ; 賓客服務主任 / 服務員 ; 客戶關係主任 ; 歡迎大使 ; 前堂 / 行政樓層服務員 ; 商務中心主任 ; 停車場服務員	53.7%	43.2%	3.2%	103
307	Services Centre Agent ; Telephone Operator ; At Your Service Agent 服務中心專員 ; 電話接綫生	-	-	-	8
HOUSEKEEPING DEPARTMENT 房口部					
Supervisory and Technician Level 督導及技術員級					
221	Housekeeping / Floor / General Service Supervisor ; Assistant Housekeeper ; General Area / Public Area Supervisor / Housekeeper 房口部督導員 ; 助理管家 ; 公眾地方主任 / 副主任 / 管事	100.0%	0.0%	0.0%	4
Craft / Operative Level 技工 / 操作工級					
308	Cloakroom / Lobby Attendant ; Public Area Cleaners / Upholsterer / Houseman ; Toilet Attendant 衣帽間 / 大堂侍應生 ; 公眾地方清潔雜工 ; 衛生間服務員	0.0%	40.0%	60.0%	22
309	Uniform and Linen Room Attendant / Runner ; Tailor ; Seamstress 布草修補員 ; 制服及布草房侍應生 ; 布草房助理 ; 裁縫師	0.0%	0.0%	100.0%	3
310	Laundry and Valet Attendant ; Laundry and Valet Clerk ; Order-taker (laundry) 洗衣乾衣部接待員 / 文員 ; 寫單員 (洗衣部)	0.0%	0.0%	100.0%	1
312	Room / Floor Attendant ; Room Services Butler ; Housekeeping Clerk ; Order-taker (Housekeeping) ; Co-ordinator (Housekeeping) 房口 / 房間服務員 ; 房口部文員 ; 寫單員 (房口部) ; 房口部聯絡員	3.9%	14.5%	81.7%	311
SPA AND HEALTH CLUB 水療中心及健身中心					
Craft / Operative Level 技工 / 操作工級					
317	Lifeguard 救生員	66.7%	33.3%	0.0%	17

Job Code 職務 編號	Job Title 職稱	\$81 or above 或以上	\$51 - \$80	\$37.5 - \$50	Total number of part-time employees 兼職僱員人數
FLOWER / KIOSK / GIFT SHOPS 花店/禮品店					
Supervisory and Technician Level 督導及技術員級					
224	Flower Shop Manager or Supervisor of Flower / Kiosk / Gift Shop 花店或禮品店經理/主任	0.0%	100.0%	0.0%	1
Craft / Operative Level 技工 / 操作工級					
318	Staff of Flower / Kiosk Shop 花店/禮品店職員	-	-	-	52
ENGINEERING DEPARTMENT 工程部					
Craft / Operative Level 技工 / 操作工級					
326	Engineering Craftsman 工程部技工	40.0%	46.7%	13.3%	15
SECURITY DEPARTMENT 保安部					
Craft / Operative Level 技工 / 操作工級					
319	Security Officer ; Uniform Guard ; House Officer ; Loss Prevention Officer 保安員 ; 護衛員	17.9%	25.0%	57.1%	28
FOOD AND BEVERAGE DEPARTMENT 餐飲部					
Supervisory and Technician Level 督導及技術員級					
261	Chef (Specialty Cuisine) 特色菜主廚 (亞洲及熱帶國家)	100.0%	0.0%	0.0%	5
262	Garde Manger ; Chef de Partie (Cold Production / Grill / Sauce) ; Pastry Chef ; Chef de Patisserie ; Rotisseur ; Saucier 冷盤總廚 ; 糕餅廚師 ; 燒烤廚師 ; 調汁師	100.0%	0.0%	0.0%	1
Craft / Operative Level 技工 / 操作工級					
351	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess 侍應生 ; 服務員 ; 餐廳接待員	0.7%	95.9%	3.4%	538
361	Cook / Junior Cook (Western / Specialty Cuisine) 廚師 / 見習廚師 (西式 / 亞洲及熱帶國家)	3.2%	96.0%	0.8%	133
365	Steward ; Cleaner ; Dishwasher 廚房雜工 ; 清潔工 ; 洗碗工	0.0%	17.5%	82.5%	97
Principal jobs related to Chinese cuisine 與中菜相關職位					
371	Waiter / Waitress ; Server ; Restaurant Receptionist / Hostess (Chinese Restaurant) 侍應生 ; 服務員 ; 餐廳接待員 (中菜部)	0.0%	95.1%	4.9%	129
383	Junior Cook (Chinese) ; No. 4 Cooks 見習廚師 (中菜) ; 四廚	-	-	-	5
Other Related Hotel Industry Staff 其他相關酒店業的員工					
499	Administrative and Others 文員及其他員工	-	-	-	3

Table 9.5 Percentage Distribution and Ranking of Future Training Areas Required for Full-time Employees by Job Level

全職僱員未來需要的培訓範疇百分比分佈及排序 (按職級劃分)

Type of Areas 培練種類	Percentage 百分比				Ranking 排名			
	Managerial & Professional 經理及專業人員	Supervisory & Technician 督導及技術員	Craft / Operative 技工/操作工	Administrative & Others 文員及其他	Managerial & Professional 經理及專業人員	Supervisory & Technician 督導及技術員	Craft / Operative 技工/操作工	Administrative & Others 文員及其他
A. Managerial Skills 管理技巧								
(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃、推行及檢討	50.8%	14.3%	0.0%	0.5%	6	25	-	26
(ii) Human Resources Management 人力資源管理	64.3%	30.0%	0.3%	4.0%	2	15	24	20
(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃、推行及檢討	53.4%	26.3%	0.0%	3.5%	3	16	-	21
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	68.0%	61.7%	1.7%	1.5%	1	4	23	22
(v) Risk Management 風險管理	51.1%	17.3%	3.0%	4.5%	5	23	22	17
(vi) Entrepreneurship 企業精神	32.7%	16.0%	4.0%	5.5%	16	24	20	16
(vii) Smart Technology Development 智能科技發展	47.4%	26.3%	14.0%	17.6%	7	16	15	11
(viii) Revenue Management 收益管理	37.6%	14.3%	0.3%	4.5%	14	25	24	17
(ix) Environmental, Social and Governance (ESG) 環境、社會和管治	39.1%	23.0%	7.6%	16.1%	13	21	18	12
B. Trade Skills 行業技能								
(i) Sales and Marketing 銷售及市場拓展	44.4%	33.7%	5.6%	19.1%	11	12	19	10
(ii) Finance and Accounting 財務及會計	36.1%	25.7%	3.7%	32.2%	15	18	21	7
(iii) Culinary 烹調	7.9%	21.7%	22.9%	0.0%	25	22	14	-
(iv) Beverages (Alcoholic and Non-alcoholic) 飲料 (酒精及非酒精)	6.8%	24.3%	23.9%	1.0%	26	20	12	24
(v) Restaurant Service 餐飲服務	13.5%	32.3%	36.2%	1.0%	24	13	10	24
(vi) Housekeeping Service 房務服務	24.1%	53.0%	67.1%	4.5%	22	8	5	17
(vii) Front Office Service 客務服務	28.6%	57.0%	69.8%	9.5%	17	7	3	14
(viii) Spa and Wellness 水療及健樂	3.0%	13.7%	13.3%	1.5%	27	27	16	22
(ix) Convention and Banquet / Event Management 會議及宴會/項目管理	18.4%	24.7%	10.3%	10.6%	23	19	17	13
(x) Hygiene and Safety 衛生及安全	40.6%	58.3%	58.8%	28.6%	12	6	7	8
(xi) Industry System Application and Digital skills 業界系統應用及數碼技能	26.3%	30.7%	23.6%	28.1%	20	14	13	9
(xii) Facilities Management 設施管理	27.4%	35.3%	25.9%	8.5%	18	11	11	15
C. Generic Skills 通用技巧								
(i) Customer Service 顧客服務	45.9%	68.3%	84.4%	46.2%	10	2	1	5
(ii) Communication 溝通	47.4%	68.0%	77.7%	65.3%	7	3	2	1
(iii) Problem Solving / Design Thinking 難題解決/設計思考	53.4%	70.0%	67.8%	53.3%	3	1	4	2
(iv) Interpersonal Skills 人際關係	47.4%	60.7%	63.1%	50.3%	7	5	6	3

Type of Areas 培練種類	Percentage 百分比				Ranking 排名			
	Managerial & Professional 經理及專業人員	Supervisory & Technician 督導及技術員	Craft / Operative 技工/操作工	Administrative & Others 文員及其他	Managerial & Professional 經理及專業人員	Supervisory & Technician 督導及技術員	Craft / Operative 技工/操作工	Administrative & Others 文員及其他
D. Language 語言								
(i) Putonghua 普通話	25.2%	40.0%	48.8%	38.2%	21	10	9	6
(ii) English 英語	26.7%	44.0%	56.8%	48.2%	19	9	8	4
E. Others 其他								
Others 其他	0.8%	0.3%	0.0%	0.0%	28	28	-	-
No. of establishments with the respective level of full-time employees 有相應職級全職僱員的機構數目	270	304	305	202				

Note: 1) Percentages are calculated on the basis of total number of establishments with the respective level of full-time employees.

2) Respondents are allowed to select more than one training area.

註： 1) 按有相應職級全職僱員的公司數量計算百分比。

2) 受訪者可選擇多於一項培訓範疇。