



Manpower Update Report

Catering Industry

2022



ACKNOWLEDGEMENT

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Contents

Introduction	1
Methodology	3
Findings	5
Factors Affecting Development of the Industry	
Manpower Demand	
Training Needs	
Recruitment Challenges	
Recommendations	14
Government	
Educators and Trainers	
Employers	
Employees	
Appendix	18

Introduction

Background

The Hotel, Catering and Tourism Training Board (HOTB) of the Vocational Training Council (VTC) is appointed by the Government of the Hong Kong Special Administrative Region (HKSAR) to be responsible for, among other duties, determining the manpower situation and training needs of the hospitality industry which encompasses the catering, hotel and tourism sub-sectors, assessing whether the manpower supply matches

manpower demand, and recommending to the VTC the development of vocational and professional education and training (VPET) facilities to meet the assessed training needs.

A new approach for collecting manpower information is adopted to enhance the effectiveness and better reflect the dynamics of the manpower situation.

Under the new approach, one full manpower survey is conducted every four

years, and is supplemented by two manpower updates. The HOTB completed its latest manpower survey on catering industry in 2018 while two manpower updates would be conducted in 2021 and 2022.

The 2022 manpower information update comprises:

(a) a focus group meeting of the catering industry was conducted on 1 March 2022 to collect the views of industry experts on the latest developments in the industry, manpower and training needs, recruitment difficulties, and measures to tackle the challenges the industry faces; and

(b) desk research performed throughout the year from December 2020 to November 2021 to capture recruitment information as well as analysing job advisements, including job vacancies in the industry and its principal jobs, salary offered and academic qualifications requirement in the catering industry.

Objectives

The objectives of this manpower update report of the catering industry are:

- (i) to examine the latest trends and developments;
- (ii) to identify the manpower demand and training needs;
- (iii) to explore recruitment difficulties;

- (iv) and to recommend measures to meet the training needs and to ease the problem of manpower shortage.

Methodology

Overview

With reference to the 2018 full manpower survey, this update report further constructs the qualitative descriptions of the recent developments of the industry through a focus group meeting, supplemented by making reference to some quantitative data of recruitment advertisements from desk research.

Focus Group Meeting

Focus group members were selected from the different sectors of the industry with trusted knowledge of the manpower situation of their individual sectors and respective understanding of the industry. To enhance the efficiency in collecting views, the size of the focus group was limited to seven persons.

The target participants of the focus group represented the following branches of the catering industry:

- (a) Chinese restaurants;
- (b) Restaurants other than Chinese;
- (c) Fast food shops;
- (d) Beverage serving places;
- (e) Event catering and other meal / food service activities; and
- (f) Private Clubs.

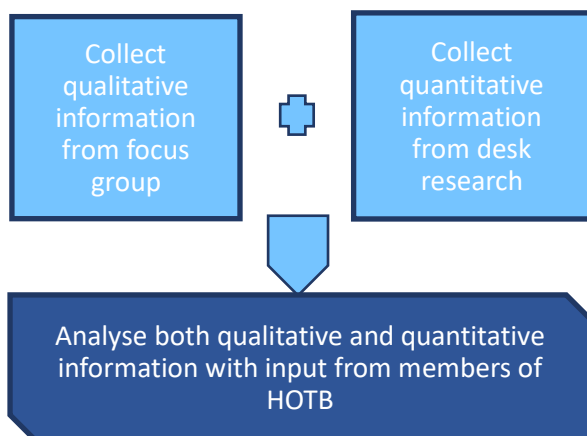
During the focus group meeting, participants discussed on topics supported by the HOTB via the Working Party on Manpower Survey of the Catering Industry under it. The discussions at the meeting were recorded and transcribed to facilitate analysis.

Desk Research

Manpower information of the desk research was obtained throughout the aforementioned period. An employment information system was developed to capture the relevant recruitment data consisting of vacancy advertisements, monthly salary ranges and academic qualifications required from major online recruitment portals and the Labour Department. Nearly 14,000 recruitment records were collected during the research period and served as indicative information of the job market trend. The list of related companies under the Hong Kong Standard Industrial Classification was mapped to remove duplicated records.

Data Analysis

The analysis consists of the following three steps:



After the above qualitative and quantitative analysis, the findings and recommendations were augmented and endorsed by the HOTB.

Limitations

Different from the extensive quantitative manpower survey performed in 2018, this update report aims to discover the emerging themes in the manpower development of the industry. The employment trends and behaviour, recruitment difficulties, insights and observations from the stakeholders' experience were captured through this focus group and desk research. While the update report has adopted the qualitative approach of focus group discussion which covered a controlled selection of stakeholders, it might not be generalised to the entire population. Desk research that gathered information

of job vacancies from advertisements in major recruitment websites and the Labour Department, also might not be exhaustive without reference to any historical data, those were used as reference supplementary to the observations of the focus group.

Findings

Factors Affecting Development of the Industry

Treading water

Promising it appeared to be, with the COVID-19 pandemic stabilising since Q1 2021, together with the first round of the Government Consumption Voucher Scheme and improved labour market conditions, consumer spending triggered positive economic effects; the catering business was seemingly back on the road to recovery from around mid-2021, and was more encouraging towards the year end. Table reservations for the festive season were pouring in and purchasing orders for food ingredients were placed well in advance to avoid transportation delays from overseas. While still observing social distancing and anti-pandemic measures, some operators reclaimed lost business up to at least 80% on a yearly comparison. While having a glimpse of the silver lining at the start of 2022, the public was caught off guard with the onslaught of the highly contagious Omicron variant with silent transmission chains in the local community. Amid a fifth wave of pandemic infections, another round of tightened measures sparked off in early January 2022, particularly with the blanket ban on evening dine-in, which was just about one month ahead of the longed for Chinese New Year celebrations. As positive cases accelerated after the Chinese New Year, a

raft of anti-pandemic policies which discouraged going out and unnecessary gatherings led to the shutting down of more catering establishments for good or suspending business temporarily. Once again, the industry has to stand against a devastating blow.

Tough times continued for those who could survive in the meantime. Whilst some employees were not fit to be vaccinated against the virus, others were being infected with the virus or could not report duty as being close contacts of infected persons, thereby leading to a very tight manpower for the subsisting operators. Hiring of employees (including part-time or casual staff) was put on hold and existing staff were deployed to cover varied duties particularly when staff were confirmed with positive infection cases. Due to the uncertain development of the pandemic, banquets and large-scale functions which had ceased operations for over a year were put on halt. Restaurants and exhibition establishments have to shift their lifeline to lunch operations, takeaway and food delivery business. The food and beverage outlets of some hotels and private clubs had to cease operations or could only provide limited service with shortened hours. Same as other catering industry partners, staycation and dining

business which used to peak in festive seasons and weekends had decreased immensely.

Changing times, Changing needs

Challenged with supply chain shortages and escalating raw material costs plus below par employees on duty, limited menu items and online meals ordering served to reduce operating costs. Adjusting business mode to serve the needs of local communities helped to survive the hard times and maintain cash flow. To cater to the needs of people who had to stay home and/or work from home, small-scale and family-size takeaway meal sets and festive celebration packages continued to be on demand. Package-to-go raw ingredients facilitate home cooking and meal kits to reheat according to user friendly instructions continued to be popular.

Small scale neighbourhood operations with small-sized seating arrangements, and those low-priced-good-value items had flourished. Rice-with-two-sides save cooking efforts and are more cost effective in serving as an alternative to ordering from the relatively expensive food delivery platforms. The reasonable quantity with affordable price under the difficult economic situation are well appreciated by the general public; this latest food trend attracts a lot of attention on the social media especially among participants of “Food Concern Groups”. With growing

competition in this sector, some operators now offer premium ingredients such as fresh seafood at a top-up price.

Choppy recovery

The catering business is passive and could only react to the development of the virus and anti-pandemic policies enforced by the Government. With social distancing measures and curfew on dining hours, some restaurants could barely make 20% of the usual business volume. The second round of the aforementioned Voucher Scheme with e-vouchers to be dispersed in April 2022 to eligible registrants might help drive business to a certain extent, more so if only the industry related social distancing measures could be further relaxed. In the short term, as still overshadowed by uncertainties, the catering business may still need to operate with high flexibility and rely on take-away service.

With much hope, the Government would guide the city to efficiently combat the pandemic which by then the Hong Kong's borders to the Mainland could be reopened. Not only would the catering industry business be rekindled with travellers commuting between Hong Kong and the Mainland, industry manpower expertise and industry cultural exchanges could be effected when our doors are reconnected to those of the Greater Bay Area (GBA). Hong Kong's hard earned reputation as the Culinary Capital of Asia is facing keen competition with other

regional cities which are fortifying their culinary and tourism related attractions. Riding on the Government's support and the Hong Kong Tourism Board's initiatives to promote cultural tourism and multi-destination travel in the GBA, industry stakeholders could complement the strengths of our GBA partners in arriving at an international cuisines hub in the longer term when normalcy returns.

The catering industry has borne the brunt of the pandemic and could only play it by ear to keep their heads above the rough water; however, the industry outlook tends to remain optimistic as citizens are very ready to spend and dine outside, while plenty of previously cancelled banquets, events and exhibitions are in line. As witnessed during the last quarter of 2021 when the pandemic was on the downside, the public was so keen to spend and business surged. Furthermore, the Government and industry stakeholders would spare no efforts to promote local spending as well as to re-establish Hong Kong's diverse tourism image, encourage local tourism, and demonstrate the city's appeal on international platforms, in preparation for the return of visitors. The fair weather will return.

Technology

In recent years, the industry is geared towards a wider adoption of technologies to tackle a sub-optimal headcount with a tech-forward contactless approach. Starting from few years back, a traditional Chinese

group of restaurants has introduced Artificial Intelligence (AI) to deliver dishes in its sizeable dining venue which eased the inadequate frontline staff situation and kept work injuries at bay; those were well accepted by families and the mature population. During the pandemic period, the increased usage of these robotic helpers had facilitated the restaurant operations under the unsteady manpower situation. For hotel in-room dining, digital menus and ordering through dedicated apps and the television panels rendered as contactless communication solutions to protect staff and guests. To boost customer engagement, there has been an uptick in using social media for marketing and promotions of food delivery, takeaway services and wine and dine specialities.

Other commonly used industry technologies such as kitchen display systems, online ordering, table reservation and queuing apps, self-serve kiosks etc. have allowed restaurateurs to survive under tight manpower while enhancing overall business efficiency and productivity. Basic metrics for analysing marketing and sales, purchasing and stores with data collected from the POS are in use. The industry understands that it would need to embrace industry technologies for making data-backed strategic decisions such as customer profiling, table turnover optimisation, menu engineering and staffing for profits improvement. Food & Beverage centric e-commerce solutions companies are available to tailor IT solutions packages for business analysis

and facilitating front-and-back of the house operations with users training. However, tailored systems are very costly and off-the-shelf products may not meet specific users' requirements. Furthermore, due to low economies of scale in the local market, business solution providers would prefer to venture their business in the Mainland where they could secure worthwhile returns.

Technologies fit in if those provide convenient business solutions and frictionless customer experience. Stir fry cooking robots offer smart solutions for large banquets and cafeterias but the end product quality as expected by customers and marginal savings would worth deeper consideration. Notwithstanding the benefits of technological applications, the introduction and powering up of those depend on the company culture, customer profile, strong internet-ready support at the venue and cost-benefit equation. Industry profit margin is still low and heavy financial investment for adopting and maintaining holistic System Applications and Products could only be feasible for those industry operators who are both capable and willing to invest. It is not yet a shift on the dime for the industry to employ full-scale sophisticated technological applications.

Manpower Demand

To comply with Government's stipulated vaccination, testing and records keeping requirements, dedicated resources were deployed to ensure safety of customers and

employees. Restaurateurs also had to exercise high flexibility and apply change management skills for manpower arrangements and work assignments subject to short notice of staff sick leave and mandatory isolation requirements.

Staffing is a perennial challenge in the restaurant sector. As a result of the pandemic, natural wastage and change of jobs aggravate the manpower shortage problem. With everything in place ready for the opening of a new catering business, talent shortages at all levels precluded the opening despite highly competitive salary was offered. Experienced frontline service staff would always be in need as new entrants from other industries and casual staff might not be able to fully appreciate the industry culture and speed. In turn, service quality was sacrificed. At the back end, the food production crew usually formed by their own team members would tend to be more stable but cleaners and dishwashers were always lacking. Managers were omnipotent. Many had to forfeit rest days and assume the roles of their subordinates and even help with cooking, stores and dish washing as staffing needs continued to plague the industry.

Due to ageing, seasoned culinary experts and service staff might have to retire from the industry in five to ten years' time. Within a decade, there would be a noticeable deficit of these experienced professionals.

To remain competitive, local industry business models and practices would need to keep abreast with those employed in the regional and international arena. Best practices of operational modes under unique culinary demands and different management requirements of neighbouring and overseas industry operators could be captured for refining local industry practices. Manpower willing to align with evolving industry needs and explore opportunities beyond Hong Kong, including venturing into the GBA, would be in demand.

Desk Research

Out of the relevant recruitment advertisements captured in desk research conducted throughout the year from December 2020 to November 2021, the comparison on the Desk Research data in the Manpower Update Report in 2021 are as follows:

Overall numbers of job vacancies advertisements

Comparing to the Manpower Update Report in 2021, the overall percentage of full-time job vacancies advertisements increased by 69.5% while that of the part-time vacancies increased significantly by 136.9%.

All the branches recorded increase in the full-time vacancies during the Desk Research period comparing to that of 2021. This might be due to the eased situation of

the pandemic with low infection rate from around the 2nd to 4th Quarters in 2021 thereby boosting recruitment needs. Among all the branches, the most obvious growth was recorded in the ‘Restaurants other than Chinese’ branch with an increase of 98.3% as compared to 2021.

For the number of full-time job vacancies advertisements by job levels, the Managerial / Professional level, Supervisory level and Craft / Operative level increased by 57.1%, 73.5% and 85.3% respectively comparing to those in 2021.

Furthermore, the needs of part-timers had increased by 137% comparing to 2021. The observation might reflect that part-timers were highly required due to the rebound of business volume during the Desk Research period as aforementioned.

For details, please refer to Appendices (a1) and (a2).

Principal Jobs

The top five principal jobs noted in this round of Research are basically similar to those of 2021. The highest number of full-time recruitment advertisements by descending order of percentages in 2022 is as follows:

	Principal Job	2022	2021
1	Waiter/Waitress; Dim Sum Sales; Receptionist; Hostess	21.5%	21.6%*

	Principal Job	2022	2021
2	Kitchen Helper; Cleaner; Dishwasher; Steward; Pantry Server/Helper; Washroom Attendant	13.5%	10.8%*
3	Baker; Pastry Cook; Cook	9.2%	7.8%*
4	Captain; Supervisor	7.1%	6.5%*
5	Junior Cook / No.4 Cook	6.2%	4.2%

**Principal jobs which were in top five in 2021 - 'Bartender; Barman; Barista; Mixologist; Soda Fountain Captain; Bar Helper' are not included in the top five category in this round.*

For details, please refer to Appendix (b).

Academic Qualification Requirements

Excluding the vacancies advertisements with unspecified requirements on employees' academic qualifications, the qualification requirements are noted to be similar comparing to those in 2021. 38.2% of the advertisements in this research period specified 'Upper Secondary' education requirement, a decrease of 3 percentage points as that of 2021. 28.9% of the advertisements required Diploma / Certificate / Apprenticeship or above levels in 2022, a drop of 4.4 percentage points as

comparing to 2021. The advertisements with "No Requirement" increased by 12.1 percentage points as that of 2021 and might reflect that there was keen competition on manpower within the catering industry as well as other industries during the Desk Research period.

For details, please refer to Appendix (c).

Monthly Salary Ranges

Excluding the advertisements with the salary unspecified, the mean of salary range offered by the employers in the advertisements had slightly shifted to a higher end comparing to 2021. 57.8% of the advertisements offered a monthly salary from \$15k to \$20k or above, an increase of 7 percentage points comparing to those of 2021.

For details, please refer to Appendix (d).

Training Needs

In-service Practitioners and Educators

- a. Compliance and regulations –
 - Accord topmost priority to efficient compliance with fast-changing health, hygiene and safety statutory requirements and to be on the alert for related hazard awareness by all levels of staff.
- b. Trade skills –
 - Balance the focus on operations service quality besides the hard core culinary expertise. There is a need to reinstate the importance of service culture and the quest for excellence in the mindset of industry practitioners which seem to be fading.
 - Enhance the diversified and updated industry knowledge and emerging skills at all levels. Sharpen supervisory and management skills for higher level promotion.
 - Benchmark industry standards and practices with the trends and developments on the regional and international platforms to match up with customers' expectations and seize business opportunities.
- c. Smart technologies –
 - Stride forward with digital transformation to maintain a competitive edge in the region.
 - Familiarise frontline staff to be adept in handling the customer service cycle with digital devices and applications. Expand supervisory and managerial digital expertise to achieve frictionless customer experience and business goals.
 - Nurture home-grown talents to drive technological developments catering to the needs of different scales of operations.
- d. Generic Skills –
 - Positive thinking, flexibility and agility are keys to undulate the ebbs and flows of business and manpower challenges happening at a very dynamic and frantic pace.
 - Creative problem solving with a sincere attitude, empathetic and tactful online and offline communication and complaints handling skills promote bonding for internal and external customers.
 - Display dedication, passion and professionalism by continuous learning for enhancing oneself and the industry.

Pre-employment

- a. New generations have more parental support than their predecessors and those with less family burdens would have lower tenacity in tackling work challenges leading to frustrations and early resignations. To minimise manpower wastage, young people should be guided to appreciate the industry value, culture and momentum before joining the workforce.
- b. Students are adept in navigating on digital platforms and handling collaboration tools like Zoom and Microsoft Teams. While smart elements are gaining importance in training curriculum nowadays, time tested interpersonal and customer service skills embracing human touch and hospitality spirit should not be overlooked whether in the digital or real world.
- c. Other than possessing industry technical knowledge and skills, a pool of well-rounded young successors would be required to take the industry to the next level. Students should be shaped to have a global vision and endurance in pursuit of excellence in their life and career attempts.

Recruitment Challenges

Staff retrenchment was noticed during the fourth wave of the pandemic from around end of 2020 to mid-2021, but keen competition for manpower recurred in the last quarter of 2021 due to a surge in business volume. Though recruitment was frozen under the fifth wave of the pandemic, when the business gradually returns to pre-pandemic normalcy, employers would feel the crunch of manpower shortage again. Possible factors of recruitment and retention difficulties are summarised below:

Keen competition

- a. Industry employees well versed with service skills and customer handling experience could easily change to higher paying jobs with better working conditions such as retail sales and security services. Some furloughed and dismissed staff joined the food ordering and delivery service platforms. Competition also exists among industry employers as some part-timers/casual workers would choose to report duty at operators offering a slight incremental of wages.

Life perspectives

- a. With abundant higher education choices available, the more affluent parents nowadays would prefer their children to attain higher qualifications and support them to gain global life experiences rather than ushering

them into the working world upon graduation. Unlike the previous generations, the young people may not necessarily settle for a lifelong and steady employment route and would prefer to work remotely at their own pace independently, riding on creativity and technologies. Their portfolios would be based on self-employment or varied free-lance projects.

Talents shortfall

- a. The solid foundation that staged Hong Kong as a renowned culinary capital was achieved by the hard work and dedication of industry predecessors. Successors with a zest for continuous learning and perfecting the culinary arts and service culture are rare in the market.
- b. Training may have to give way to operations when business prospers or plummets. Due to the perpetual industry manpower shortage, the employers and managers could only focus on their busy business operations. Exacerbated with heavy workload and the long operational hours, it is very stressful for the employers and management to spare time for caring newcomers, planning in-house succession training or attending training programmes offered in the market. Staff retention is not easy and thereby causing a vicious cycle.

Industry appeal

- a. It takes time and toil to learn the industry basics and accumulate industry experience to succeed. The industry's remuneration package, atypical working hours and thankless service are unappealing. To regard the industry with a service nature as an esteemed profession is not commonly found among the general public. Graduates of culinary and catering service programmes may leave the industry after experiencing the less favourable conditions when comparing to those of their peers. Young people now target quick financial returns with fast-track promotional opportunities, and prefer self-managed trendy and stylish jobs. On the brighter side, with increased attention to successful stories of award winning industry practitioners, parents now seem to have wider acceptance for their children who aspire to become celebrity chefs and work in high positions at starred restaurants and renowned hotels with global mobility.

Recommendations

To meet the future development of the industry, it is considered essential for the government, educators, business trainers, employers and employees to provide suitable manpower training and measures to ease manpower shortages in the following areas:

Government

- a. Heighten public awareness of the industry's contribution to the economy and the abundant career opportunities for young executives and entrepreneurs to explore besides the local market.
- b. Establish awards system to identify and recognise operation service talents which will enhance respect for the service culture.
- c. Engage influencers and exemplary industry achievers to generate a positive image of the industry to stimulate potential joiners' interest.
- d. Pool industry-specific IT experts to support gradual industry-wide digital transformation. Funding subsidies with simplified application procedures encourage wider adoption of technologies to ease manpower shortage and raise employees' satisfaction.
- e. Highlight the benefits of obtaining professional accreditation through the Recognition of Prior Learning

(RPL) mechanism. The Secretariat of the Qualifications Framework System (QFS) would need to communicate with employers and employee associations to make use of the RPL mechanism for enhancing the professionalism and competitiveness of local practitioners and raising industry standards. Subsidise employers to base recruitment, promotion, salary and additional fringe benefits upon attainment of continuous learning awards. The push and pull factors facilitate wider industry acceptance of the RPL mechanism which has extended from Chinese cuisines to include western and other cuisines.

- f. Facilitate industrial attachments and cultural exchanges among the industry practitioners of the GBA cities under a structured manpower development strategy.

Educators and Trainers

- a. Arrange timely and responsive training sessions to effectively disseminate anti-pandemic regulations to practitioners. When

face-to-face practical training was impracticable, online theoretical teachings such as Hygiene Supervisor/Manager Courses, wine and dine knowledge and service etiquette could serve as an alternative. A central library with on-demand bite-size training videos imparting basic knowledge and skills would promote self-learning at one's own time and speed.

- b. Co-organise activities with trade associations, professional bodies, workers unions and employers to promote the training and development opportunities and professional accreditation systems to trainees, school leavers and practitioners. Promote wider adoption of systematic learning, skills accreditation and trade testing especially among the small and medium-sized independent establishments.
- c. Staying relevant to trendy and niche industry ideas and happenings projects a vibrant and contemporary image for attracting and retaining talents. Maintain open communications with industry personnel for capturing the current practices and updated skills employed by the industry for designing updated training curriculum and activities.
- d. Learning to have a taste of the real

working place needs to be actively planned and managed. Project-based learning enhances students' planning and organisational abilities atop practical skills. Industrial attachment with online assessment allow instant communications of students' performance between employers and the training institutes assist to minimise expectation gaps.

- e. Frame students' mindset that the post-pandemic industry would be different and evolving at a quick speed. Only those with passion, dedication, endurance and professionalism will continue to flourish and reach the top echelon. The willingness to explore career and development opportunities by venturing out of the familiar contexts extends the horizons.
- f. Encourage student participation in skills competitions from an early age on local or global platforms not only expand the cross-cultural horizons, but would also assist in triggering innate qualities for advancement riding on each competition experience.

Employers

- a. Increased application of technologies and automation may ease the shortage of staff supply. Digitalisation should be among one of the strategic initiatives as new

- technologies would be crucial and significant to upcoming industry advancements.
- b. Ingrain into the upper management's minds that turning a job into a meaningful career minimises turnover. Non-salaried incentives such as fostering a caring company culture and focusing on people's development play a huge role to minimise staff turnover. A decent and nice working environment with relatively less strenuous tasks attract more females as witnessed in the patisserie and confectionery sectors, improving the working environment and re-design workflow and tasks will portray a more attractive image.
 - c. To raise the standard of cooking and service, employers should assist their employees in mapping out a career development and learning path offering formal accreditation in order to set the scene for continuous improvement and benefiting the industry. Time in lieu and subsidies should be provided to encourage take up of trade tests and attaining professional qualifications.
 - d. Collaborate with reputable industry training institutions to customise training and coaching programmes to retain new joiners and devise succession plans to fill stringent manpower gaps.
 - e. Collaborate with the industry organisations to provide tailor-made training courses to their employees which could also serve as employee benefits resulting in a win-win situation. Training could be arranged as an employee benefit especially during the low business period and to retain employees.
 - f. Provide industry attachment opportunities to the students so as to expose them to industry realities through practical experiences other than classroom academic learning. At the same time, support Workplace Professional Scheme for teaching staff development through upgrading training and wider industry exposure.
 - g. Recruitment and placement team at vocational training institutions organises school visits, career talks and outreach activities in order to engage students, secondary school teachers and industry employers. Ride on these platforms to connect with students, graduates and alumni for industry vacancies and activities.
 - h. Participate and organise with schools and training institutes career talks, venue visits and sharing of success stories with an emphasis on attitude and

professionalism.

Employees

- a. Become adept at pursuing business goals while embracing always-on changes in volatile environments.
- b. Take the initiative to upgrade on robust and updated knowledge. Attain higher qualifications by riding on employers' support and government subsidies such as trade testing, Recognition of Prior Learning, vocational degree, post-graduate certificates according to the QFS.
- c. Participate in consultation sessions with training institutions to co-design training essentials embracing the trending needs and requirements.
- d. Support skills competitions and trade tests to drive the spirit for advancement aligning with international standards as well as to enhance the professional image of the industry personnel.

**Number of Online Job Advertisements of Recruitment Sources
from Dec 2020 to Nov 2021 by Branch**

Full-time

Branch^	Managerial and Professional	Supervisory	Craft and Operative	Administrative and Others	Comparing 2022 to 2021 (Total no. of ads by Branch)*
Chinese Restaurants	11.7%	24.6%	60.6%	3.1%	↑ 76.70%
Restaurants other than Chinese	17.4%	20.1%	60.3%	2.2%	↑ 98.30%
Fast Food Shops	25.3%	19.9%	52.4%	2.4%	↑ 54.08%
Beverage Serving Places	12.8%	17.9%	65.3%	4.0%	↑ 14.34%
Event Catering and Other Meal/Food Service Activities	11.1%	27.0%	58.3%	3.7%	↑ 16.92%
Private Clubs	14.6%	22.9%	60.5%	1.9%	↑ 68.17%
					↑ 69.54%

Part-time

Branch^	Managerial and Professional	Supervisory	Craft and Operative	Administrative and Others	Comparing 2022 to 2021 (Total no. of ads by Branch)*
Chinese Restaurants	0	1.7%	98.3%	0	↑ 544.44%
Restaurants other than Chinese	1.0%	3.0%	95.7%	0.3%	↑ 114.42%
Fast Food Shops	0	3.2%	94.7%	2.1%	↑ 193.75%
Beverage Serving Places	2.0%	0	82.0%	16.0%	↑ 38.89%
Event Catering and Other Meal/Food Service Activities	1.1%	2.2%	93.3%	3.3%	↑ 309.09%
Private Clubs	0	6.3%	93.8%	0	- No Change
					↑ 136.93%

Comparing to 2021
Full-time and Part-time %: ↑ 73.45%

Remark:

^ The calculation of percentage of advertisements in particular branches for 2022 :
(No. of advertisements of a branch against a job level/ Total no. of advertisements in the same branch) x 100%

*Method of comparing 2022 to 2021

- Period of data collection in 2021 : from December 2019 to November 2020.

**Number of Online Job Advertisements of Recruitment Sources
from Dec 2020 to Nov 2021 by Job Level**

Full-time

Job Level#	Managerial and Professional	Supervisory	Craft and Operative	Administrative and Others	
Chinese Restaurants	3.8%	6.1%	5.4%	6.5%	
Restaurants other than Chinese	65.3%	58.3%	61.9%	53.4%	
Fast Food Shops	10.6%	6.4%	6.0%	6.5%	
Beverage Serving Places	5.2%	5.6%	7.2%	10.6%	
Event Catering and Other Meal/Food Service Activities	7.8%	14.6%	11.2%	16.8%	
Private Clubs	7.3%	8.9%	8.3%	6.2%	
Comparing to 2021 (Total no. of ads by Job Level)*	↑ 57.09%	↑ 73.47%	↑ 85.34%	↓ -37.11%	↑ 69.54%

Part-time

Job Level#	Managerial and Professional	Supervisory	Craft and Operative	Administrative and Others	
Chinese Restaurants	0	3.3%	5.5%	0	
Restaurants other than Chinese	70.0%	70.0%	64.4%	11.1%	
Fast Food Shops	0	10.0%	8.6%	11.1%	
Beverage Serving Places	10.0%	0	3.9%	44.4%	
Event Catering and Other Meal/Food Service Activities	20.0%	13.3%	16.2%	33.3%	
Private Clubs	0	3.3%	1.4%	0	
Comparing to 2021 (Total no. of ads by Job Level)*	↑ 11.11%	↑ 200%	↑ 150%	↓ -38%	↑ 136.93%

Comparing to 2021
Full-time and Part-time %: ↑ 73.45%

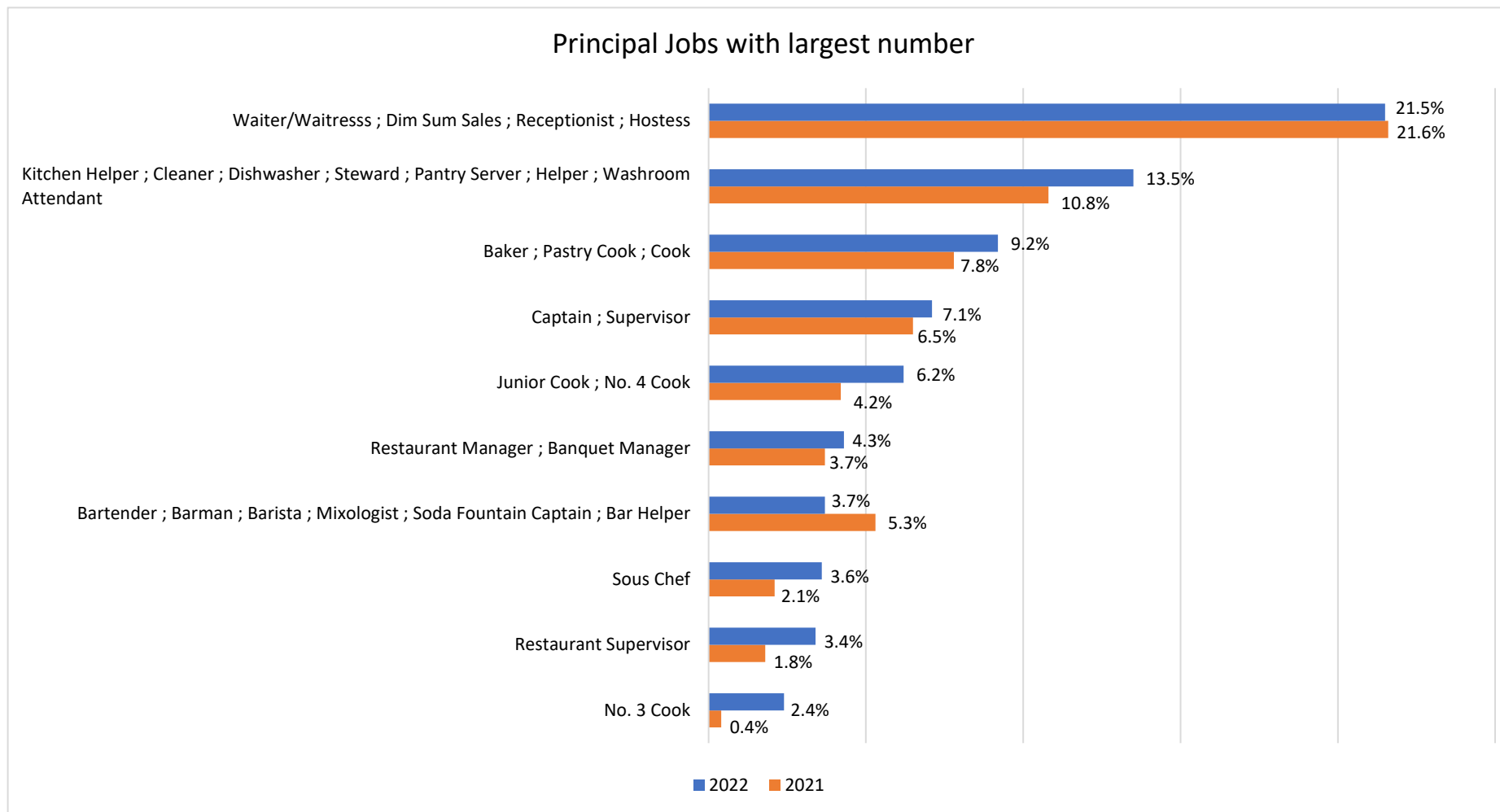
Remark:

The calculation of percentage of advertisements in particular job level for 2022 :
(No. of advertisements of a job level against a branch/ Total no. of advertisements in the same job level) x 100%

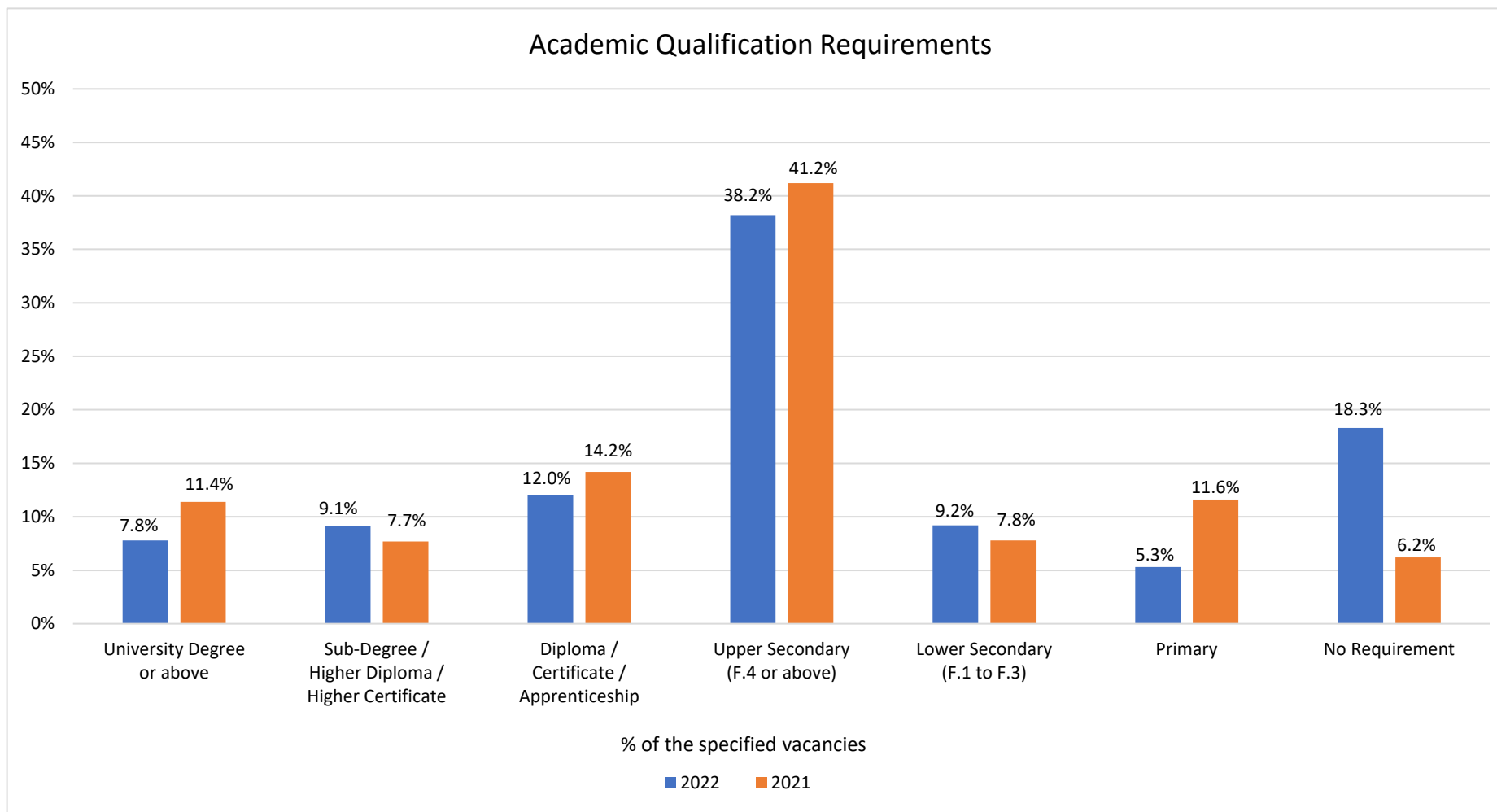
*Method of comparing 2022 to 2021

- Period of data collection in 2021 : from December 2019 to November 2020.

Number of Full-time Online Job Advertisements of Popular Recruitment Sources of Principal Jobs
from Dec 2020 to Nov 2021



**Number of Full-time Online Job Advertisements of Popular Recruitment Sources
from Dec 2020 to Nov 2021 by Academic Qualification Requirements**



Number of Full-time Online Job Advertisements of Popular Recruitment Sources
from Dec 2020 to Nov 2021 by Monthly Salary Ranges

