

2018 Manpower Survey Catering Industry

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

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ACKNOWLEDGEMENT

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

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

EXECUTIVE SUMMARY

I. EXECUTIVE SUMMARY

Background

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

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

Survey Coverage¹

1.3 The Survey covered the following branches of the catering industry:

Branch 1: Chinese restaurants

Branch 2: Restaurants (other than Chinese)

Branch 3: Fast food shops

Branch 4: Beverage serving places

Branch 5: Event catering and other meal/food service activities

Branch 6: Supplementary samples²

Survey Methodology

Data collection

1.4 A total of 806 establishments were selected for the survey, with 768 establishments selected basing on the stratified random sampling method and 38 restaurants in clubs selected as supplementary samples.

1.5 The data collection was carried out between October 2018 and early January 2019. Among the sampled establishments, 559 were successfully enumerated, giving an effective response rate of 98%.³ Taking into account (i) the satisfactory response rate of individual branches, (ii) the fact that majority of prominent and sizeable establishments had responded to the survey, and (iii) the grossing-up of sample results based on statistically-grounded method, it could be concluded that the survey findings presented in this report contributed to a

¹ Restaurants operated by hotels are not included in the survey samples.

² Restaurants in clubs registered under the Club Managers' Association of Hong Kong.

³ The remaining cases were regarded as invalid cases, including establishments which were suspended operation or were not engaged in the industry.

significant level of representativeness of the industry.

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

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

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

1.8 Quality Control

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

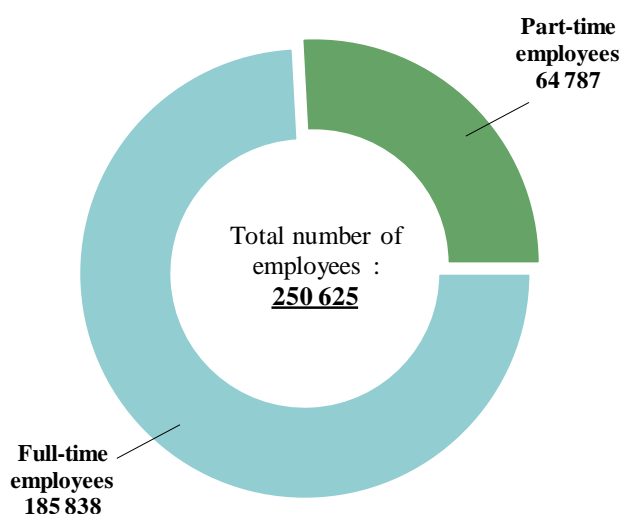
Summary of Survey Findings

A. *Number of Employees*

1.9 A total of 250 625 persons were employed in the catering industry, with around 74% (185 838 persons) being the full-time employees and around 26% (64 787 persons) being the part-time⁴ employees. (*Chart 1.1*)

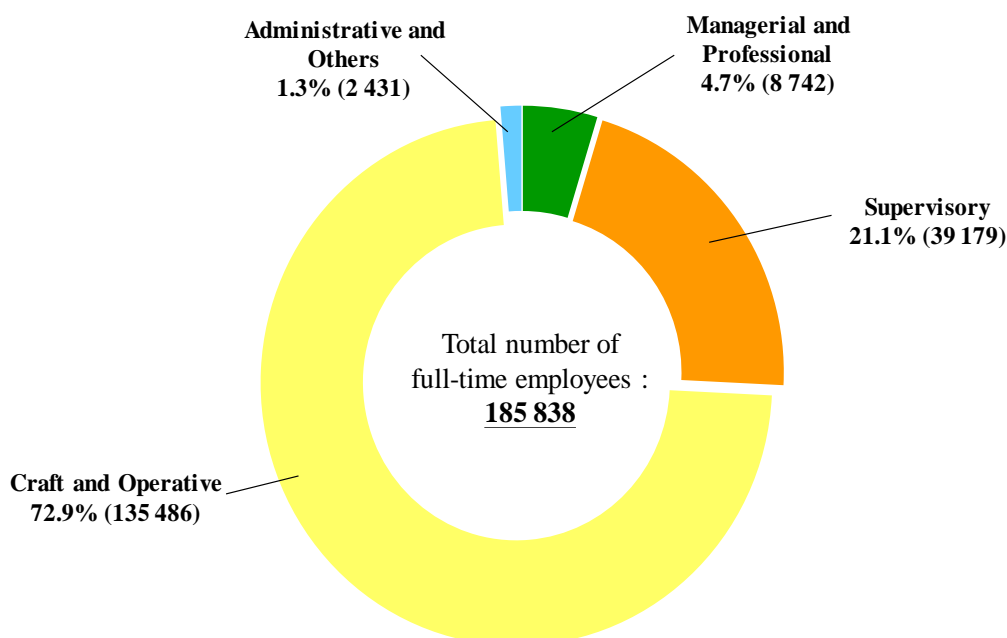
⁴ Number of casual workers were included in the number of part-time employees at the reference date (1 October 2018.)

Chart 1.1 Full-time and part-time employees



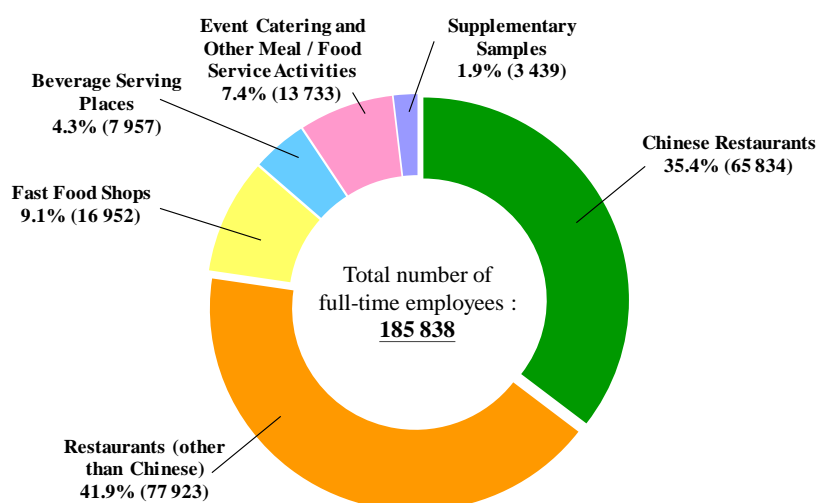
1.10 A total of 185 838 full-time employees were employed in the principal jobs of the catering industry. Of those, 8 742 (4.7%) were at Managerial and Professional level, 39 179 (21.1%) at Supervisory level, 135 486 (72.9%) at Craft and Operative level, and 2 431 (1.3%) at Administrative and Others level. (Chart 1.2)

Chart 1.2 Full-time employees by job level



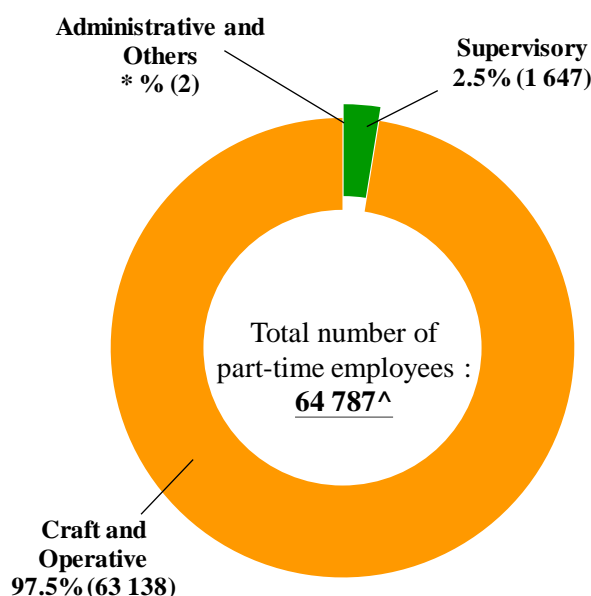
1.11 Some 35.4% of manpower were engaged in Chinese restaurants, 41.9% in Restaurants (other than Chinese), 9.1% in Fast Food Shops, 4.3% in Beverage Serving Places, 7.4% in Event Catering and Other Meal/Food Service Activities and 1.9% in Supplementary Samples. (Chart 1.3)

Chart 1.3 Full-time employees by branch



1.12 The total number of part-time employees was 64 787, with the vast majority of 63 138 (97.5%) working at Craft and Operative level. (Chart 1.4)

Chart 1.4 Part-time employees by job level

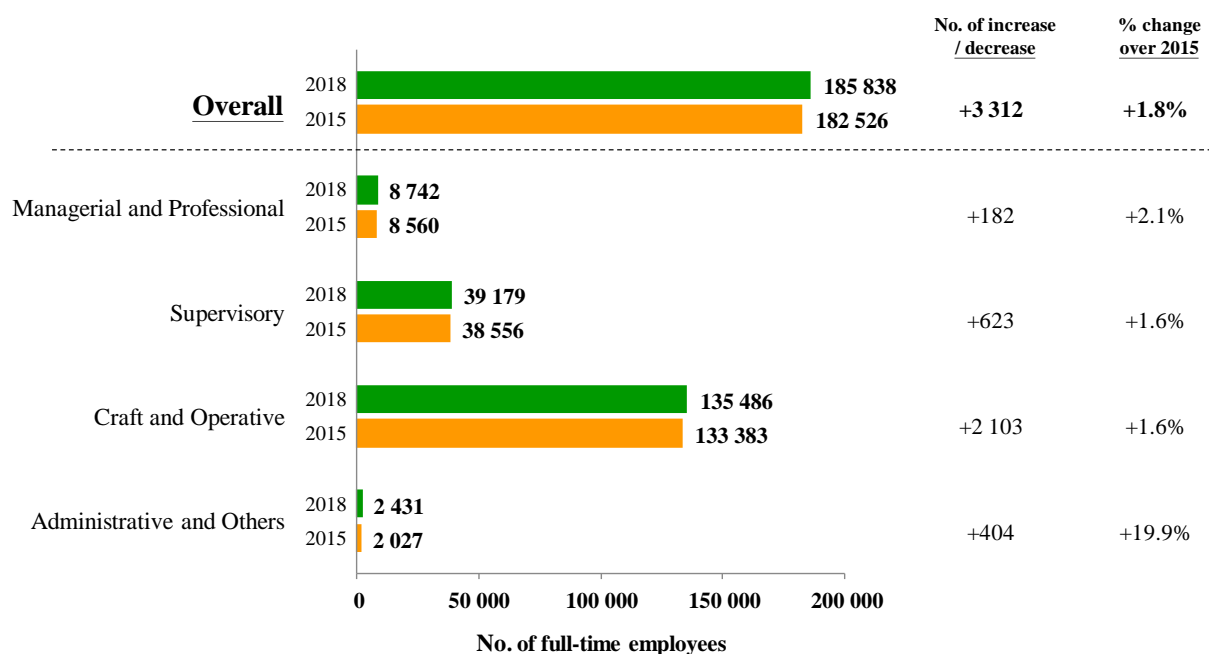


Note:

1. * Less than 0.05%
2. ^ Overall increase by 3 246 employees compared to that of 2015 (+ 5.3%)
3. No part-time employees were reported to engage at the managerial and professional level.

1.13 The manpower of the catering industry has increased comparing to that of 2015. The number of full-time employees has increased from 182 526 in 2015 to 185 838 in 2018 (increased by 3 312 or 1.8%). The manpower growth was recorded across employees at various levels. (Chart 1.5)

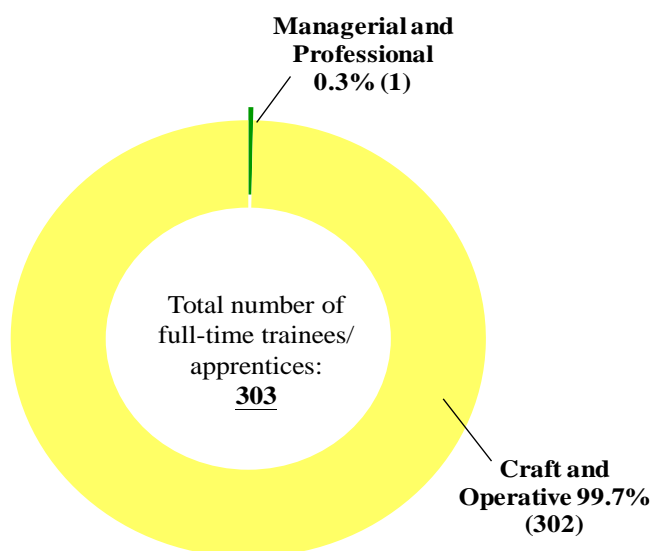
Chart 1.5 Changes in full-time employees between 2015 and 2018



B. Trainees/Apprentices

1.14 A total of 303 full-time trainees/apprentices were reported, which accounted for less than 1% of the total of employees and trainees/apprentices (186 141) of the catering industry. Of these trainees/apprentices, virtually all (302 or 99.7%) were working at Craft and Operative level. (Chart 1.6)

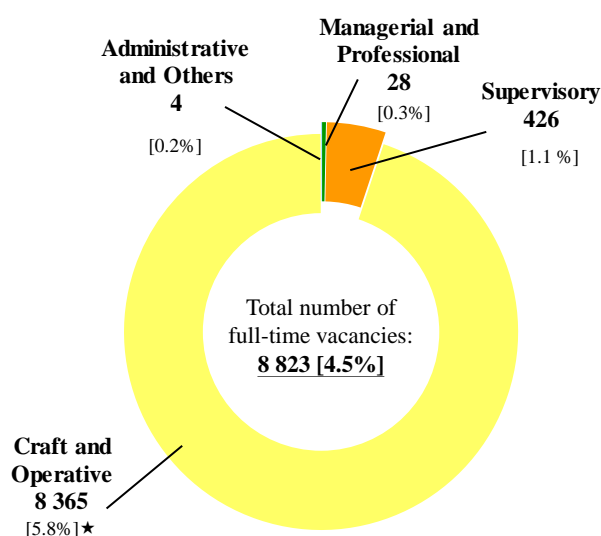
Chart 1.6 Full-time trainees/apprentices by job level



C. Vacancies

1.15 The total number of full-time vacancies was 8 823, representing a vacancy rate of 4.5% (vacancies as a percentage of the total of employees and vacancies) of the catering industry. Of these job vacancies, 8 365 were at Craft and Operative level, 426 at Supervisory level, 28 at Managerial and Professional level, and 4 at Administrative and Others level. The vacancy rate ranged from 0.2% to 5.8% for various levels. (Chart 1.7)

Chart 1.7 Full-time vacancies by job level



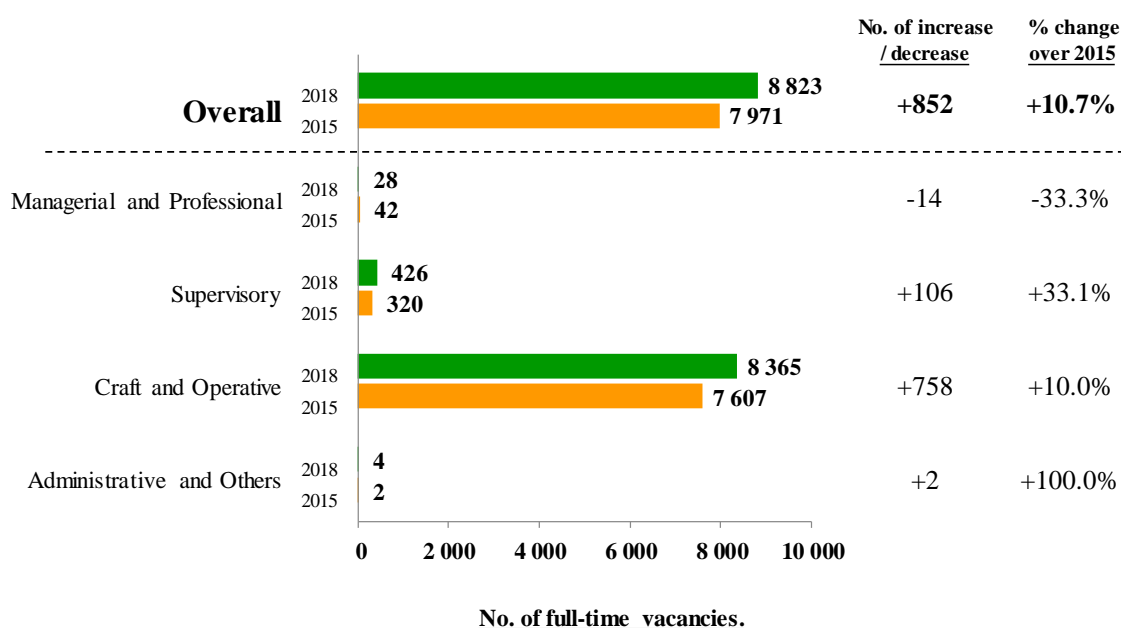
Note:

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

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

1.16 Similar to the number of employees, the number of full-time vacancies of the catering industry has also increased comparing to that of 2015 with a large magnitude by 10.7% (from 7 971 in 2015 to 8 823 in 2018). The increase was mainly attributed to the growth at Craft and Operative level (increased by 758 or 10.0%) and Supervisory level (increased by 106 or 33.1%). (Chart 1.8)

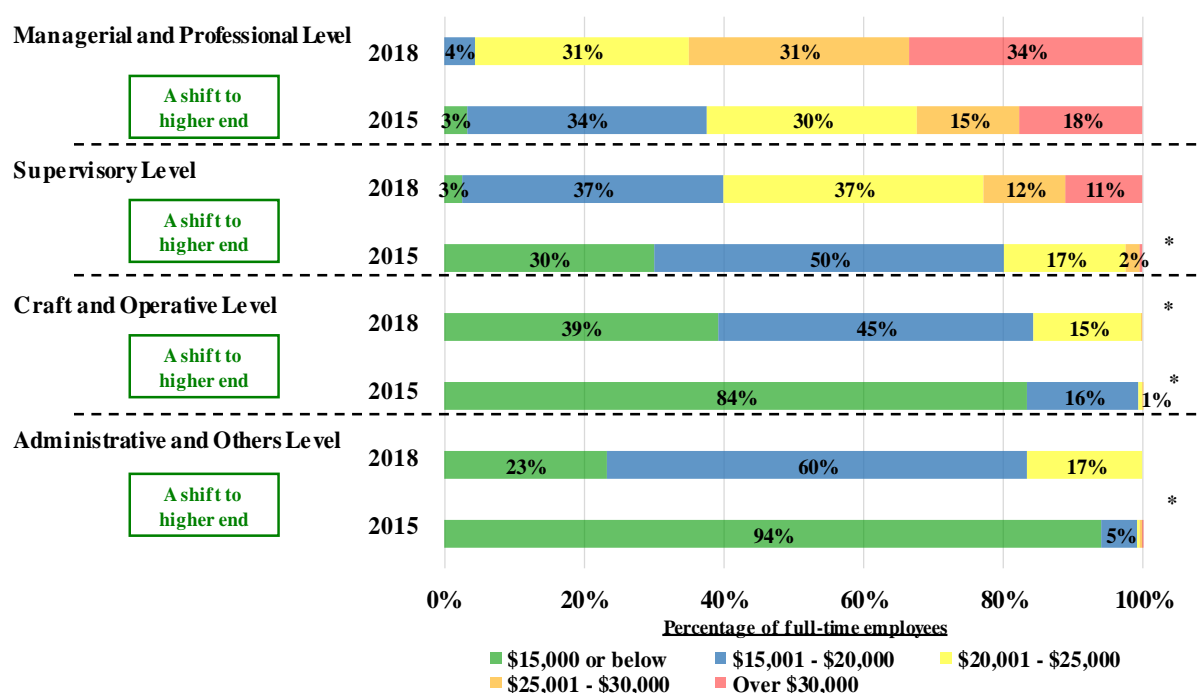
Chart 1.8 Changes in full-time vacancies between 2015 and 2018



D. Monthly Remuneration Package of Full-time Employees

1.17 The average monthly remuneration package centralised to the middle range of \$10,000 to \$20,000 (70.5%). Compared with the results of the 2015 survey, a general upward trend in the average monthly remuneration package was recorded across various job levels. (Chart 1.9)

Chart 1.9 Average monthly remuneration package of full-time employees by job level



Note: * Less than 0.5%

E. Training Demand

1.18 Some 52% of the employees at the Administrative and Others level and 48% at the Craft and Operative level had undergone training in the past 12 months, followed by 42% at the Managerial and Professional level, and 36% at the Supervisory level. The average number of man-days of training for individual full-time employee was less than five days for majority of the employees at various levels. As reflected by survey respondents, training on Supervisory Techniques and Leadership Skills were being rendered the highest priority for the managerial and supervisory staff while Restaurant Service Skills was provided most to the employees in Craft and Operative level.

1.19 Most employers planned to provide trade skills training to their full-time employees, followed by Generic Skills and Managerial Skills. (*Table 1.1*)

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

Areas of training	% of establishments planning to provide training to full-time employees in the coming 12 months
Managerial Skills	18%
Trade Skills	42% *
Generic Skills	25%
Language	6%

Note:

1. * 35% out of 42% regarded trade skills as 1st priority.

F. Characteristics of New Recruits

1.20 Among the 43 668 new recruits (around 23.5% of full-time employees), 27% were without industry experience and 1% was fresh graduates of catering related programmes. (*Table 1.2*)

Table 1.2 Characteristics of new recruits

Total number of new recruits	New recruits without catering industry experience	New recruits who are fresh graduates of catering programmes
43 668	11 907 (27%)	388 (1%)

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

G. Employers' Forecasted Manpower

1.21 Looking at the catering industry as a whole, a very stable manpower was expected from employers after a year, from 194 661 employees in 2018 to 194 650 in 2019. (Table 1.3)

Table 1.3 Employers' forecasted manpower

No. of Employees	No. of Vacancies	No. of Posts (Employees + Vacancies)	Forecasted No. of Employees⁵	Forecasted No. of Manpower Changes
185 838	8 823	194 661	194 650	-11 (-0.01%)

Remarks:

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

H. Manpower Projections for 2019-2022

Manpower Trend for 2019 - 2022

1.22 The manpower information (i.e. employees and vacancies) collected for the current and past manpower surveys was used to project the manpower trend of the catering industry in the next four years. (Please refer to Appendix 6 on “Adaptive Filtering Method (AFM)” for more details). (Table 1.4)

Table 1.4 Manpower Trend for 2019 – 2022

<u>Year</u>	<u>No. of employees & vacancies</u>	<u>Projected Manpower Trend</u>
2018	194 661	-
2019	-	195 677 (+0.5%)
2020	-	196 555 (+0.4%)
2021	-	197 295 (+0.4%)
2022	-	197 918 (+0.4%)

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

I. Additional Annual Manpower Requirement

1.23 In order to understand the additional manpower requirements of the industry in the coming years, both the manpower trend as mentioned in para. 1.21 and the industry leavers' rate of manpower are taken into consideration and the results using statistical formulae are as

⁵ Forecasted number: 12 months from the Reference Date.

follows: (Table 1.5)

Table 1.5 Additional Annual Manpower Requirement for 2019 – 2022

Job Level	Industry Leavers' Rate	<u>Additional Annual Manpower Requirement</u>		
		Manpower trend (a)	Industry Leavers (b)	Total (a) + (b)
Managerial and Professional	2%	37	177	214
Supervisory	2%	166	799	965
Craft and Operative	8%	602	11 604	12 206
Administrative and Others	8%	10	197	207
Total	-	815	12 777	13 592

Major Conclusions and Recommendations

Industry Outlook

Hong Kong has lived up to her renowned reputation as a ‘Gourmet Paradise’ with a wide spectrum of local and international dining and wining choices. The industry mainly serves local residents but its viability is also dependent on international business and leisure arrivals. International trade and political tensions led to global economic slowdown. Locally, an unprecedented social-political incident broke out in June 2019 and resulted in overseas travel advisories and warnings, deterring business, Meeting, Incentives Conferences, Exhibitions (MICE) and leisure arrivals. Cultural, sports and global mega events planned for the second half of 2019 were cancelled and affected patronage to catering establishments. With ongoing social unrest, over hundreds of restaurants had ceased their businesses affecting over 2 000 industry employees and the industry labour market is facing increasing pressure to more layoffs if the situation is not ended timely.

Hong Kong has always been a resilient and resourceful society that can ride through storms. The overall economy and employment should maintain its momentum in the long run, especially that Hong Kong is cushioned by the Mainland. The catering industry is one of the key cornerstones of our tourism business. The Government has committed to re-launch Hong Kong to drive overseas arrivals with promotional campaigns. Coupled with the Government and the industry’s efforts to buttress Hong Kong as the ‘Gourmet Paradise’ and ‘Wine Hub’ of the region, and the eating out and foodie culture, the industry should be back on its track gradually.

The industry is no longer dominated by a specific sector and is in the process of refining its time-proven traditions riding on global industry trends and developments. In particular, big data and technologies are redefining the industry while the traits and habits of patrons are evolving fast. Promotion and career development opportunities are abundant in the industry and within the region, industry practitioners are urged to update and upgrade themselves for onward progression.

Recommendations

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

Training and Education Providers

Industry Trainers

1. Align training contents in accordance with industry trends and developments.
2. Provide training on effective social media management and online communication skills with customer-centric mindset.
3. Develop talents to leverage industry basis on advanced technologies.
4. Tailor training contents and mode flexibly to accommodate target learners.

Vocational educators

1. Incorporate workplace learning and online assessment which enable timely feedback on the trainees' performance and minimise the gap of expectations among all parties.
2. Maintain open communication platform with industry partners for timely update of training curriculum.
3. Highlight to influencers of training courses the world-class training facilities and smart learning environment of reputable vocational training institutes.
4. Develop students with global perspective and engage them with international exposure opportunities.

Employers

1. Support training to upskill staff in low business period.
2. Encourage employees to draw on the various Government-funded training schemes for continuous upgrading and to obtain recognition of their previous industry experience.
3. Support staff participation in student engagement events organised by the trade and vocational education institutions.
4. Provide a caring company culture with upward mobility opportunities other than enhanced remuneration package to attract and retain talents.
5. Streamline the operations and breaking jobs into parts to facilitate learning of the unskilled and casual workforce.

Employees

1. Develop a vision to continuous development riding on training opportunities and support offered by the employers and the Government.
2. Update on professional industry knowledge and best practices to cater to international patrons.
3. Integrate technological skills with professional basics for strategic business development.
4. Participate in school activities and inspire new generations with positive messages of the industry.

Government

1. Stabilise industry employment with continuing relief measures.
2. Strengthen promotion initiatives for attracting overseas arrivals and stimulating local consumption.
3. Increase provisions for the integration of classroom learning with online assessment for nurturing work-ready manpower.

4. Collaborate with the industry partners to showcase the achievements of industry practitioners and winners of industry competitions.
5. Encourage continuous development and obtaining of professional qualifications.
6. Formulate appropriate policies for re-engaging retirees and mature citizens.
7. Assist industry transformation into wider application of automation and industry technology.
8. Promulgate to course participants to enrol with accredited course providers with state-of-the-art training facilities.

INTRODUCTION

II. INTRODUCTION

Background

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

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

Survey Objective

2.3 The Survey aims to

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

Survey Coverage⁶

2.4 The Survey covered six major branches of the catering industries with various employment sizes. Those establishments which had employed relevant catering employees were listed as follows :

Branch	Size 1 – 9 employees	Size 10 – 19 employees	Size 20 – 49 employees	Size 50 – 99 employees	Size >= 100 employees	Total
Chinese restaurants	798	1 103	479	41	1	2 422
Restaurants (other than Chinese)	4 046	4 130	51	8	0	8 235
Fast food shops	443	883	198	31	0	1 555
Beverage serving places	1 509	260	0	1	0	1 770
Event catering and other meal/food service activities	2 564	517	4	0	0	3 085
Supplementary samples	2	7	11	9	6	35
Total	9 362	6 900	743	90	7	17 102

Sample Design

2.5 To ensure the selection of a representative sample and facilitate subgroup analysis, a total of 806 establishments were invited for the survey. Out of these establishments, 768 were selected from the Central Register of Establishments (CRE)⁷ using a statistically scientific method of stratified random sampling (comprising strata of establishments by three levels which were sector, branch and employment size). The remaining 35 companies from the supplementary samples covering those restaurants in clubs registered under the Club Managers' Association of Hong Kong, were recommended for inclusion in the survey by the Training Board.

⁶ Restaurants operated by hotels are not included in the survey samples.

⁷ The Census and Statistics Department maintains a computerised CRE which contains information relating to some 400 000 active establishments in Hong Kong. Information kept in the Register is updated on a quarterly basis through feedback from various surveys of the department and administrative returns from relevant government departments.

Questionnaire Design

- 2.6 Survey data were collected through the use of a structured questionnaire divided into:
- Part I - collects manpower information (number of employees, vacancies, trainees, etc.) by level by principal job;
 - Part II - collects supplementary information related to manpower.
- 2.7 Sample of questionnaire, explanatory notes and job descriptions for principal jobs are given in *Appendix 4*.

Data Collection Method

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

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

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

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

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

Quality Control Measures

2.12 Various measures were taken to assure the quality of the survey data collected. These included prior fieldwork preparation, thorough training of fieldwork staff, monitoring of the

fieldwork execution, measures to increase the response rate, checking of the completed questionnaires, double data entry and validation of the collected data. (For details, please refer to *Appendix 3*)

Fieldwork Period and Enumeration Results

2.13 The data collection was carried out between October 2018 and early January 2019. Among the sampled establishments, 559 were successfully enumerated, giving an effective response rate of 98%. Taking into account (i) the satisfactory response rate of individual branches, (ii) the fact that majority of prominent and sizeable establishments had responded to the survey, and (iii) the grossing-up of sample results basing on statistically-grounded method, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the industry. (*Table 2.1*).

Table 2.1 Enumerated results by branch

Branch	(a) No. of valid cases*	(b) No. of establishments successfully enumerated	(b)/(a) Effective response rate
Branch 1: Chinese restaurants	154	152	99%
Branch 2: Restaurants (other than Chinese)	178	178	100%
Branch 3: Fast food shops	91	88	97%
Branch 4: Beverage serving places	64	63	98%
Branch 5: Event catering and other meal/food service activities	59	57	97%
Branch 6: Supplementary Samples	24	21	88%
Total	570	559	98%

Note: * Invalid cases were referred as those establishments which had ceased operation or closed.

SURVEY FINDINGS AND MANPOWER PROJECTIONS

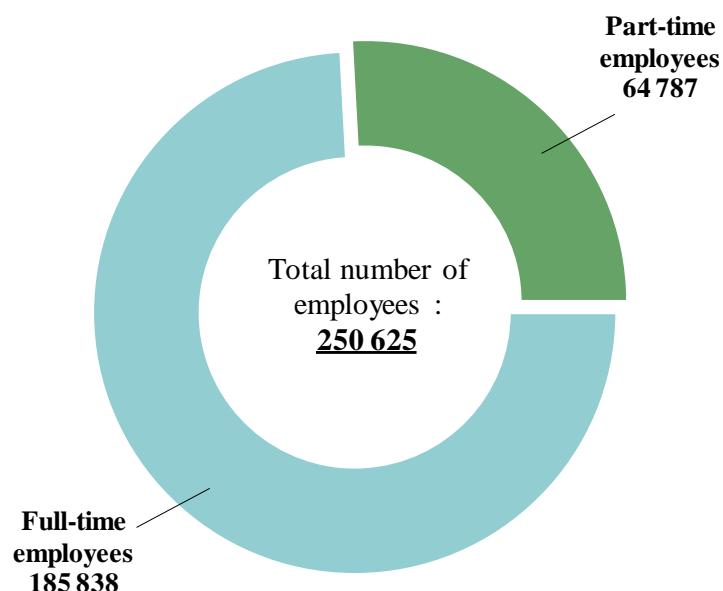
III. SURVEY FINDINGS AND MANPOWER PROJECTIONS

SURVEY FINDINGS

A. Number of Employees

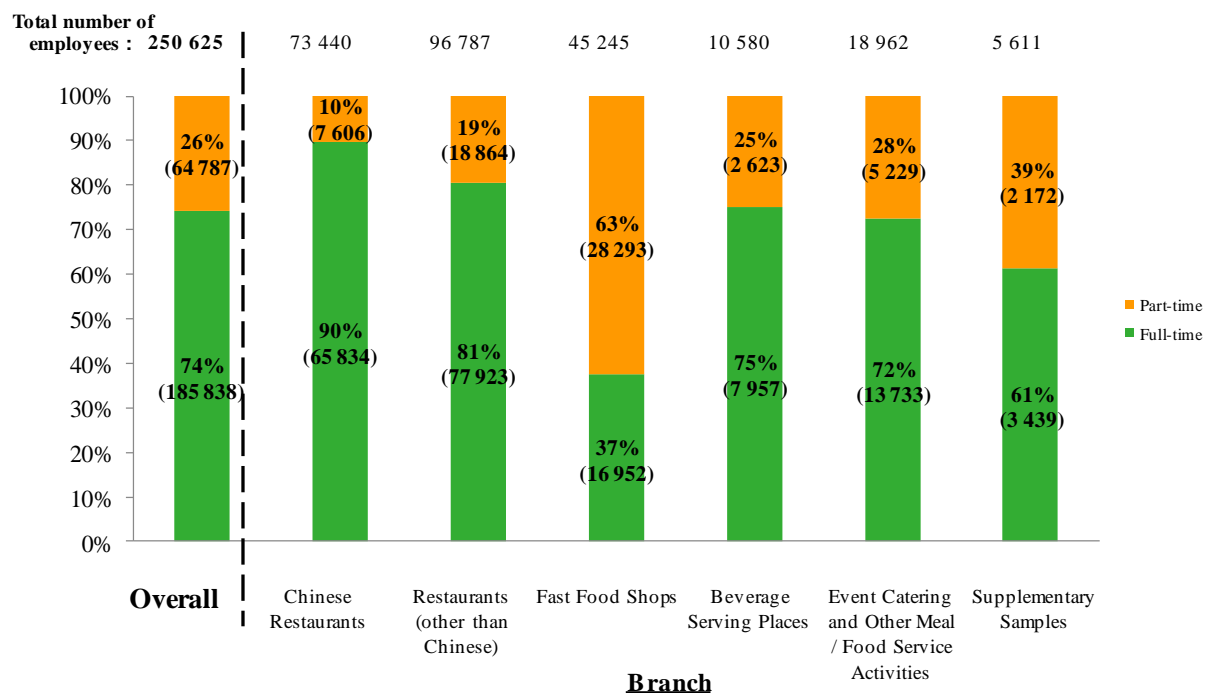
3.1 A total of 250 625 persons were employed in the catering industry, with around three quarters (185 838 persons) being the full-time employees and a quarter (64 787 persons) being the part-time employees. (Chart 3.1)

Chart 3.1 Full-time and Part-time employees



3.2 Fast Food Shops hired a large proportion of the total employees on part-time basis (63%), while 90% of the total employees of the Chinese Restaurants were full-timers. (Chart 3.2)

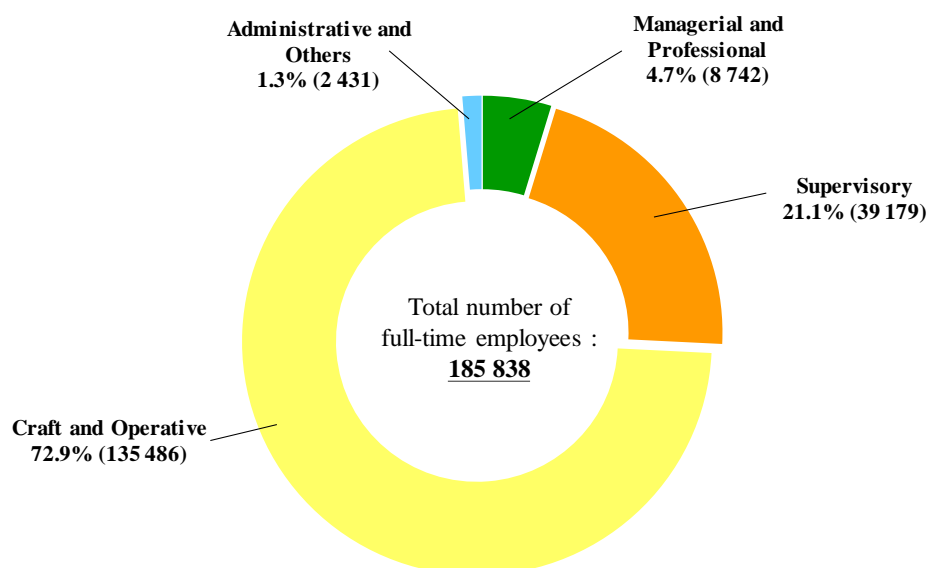
Chart 3.2 Full-time and part-time employees by branch



Full-time Employees

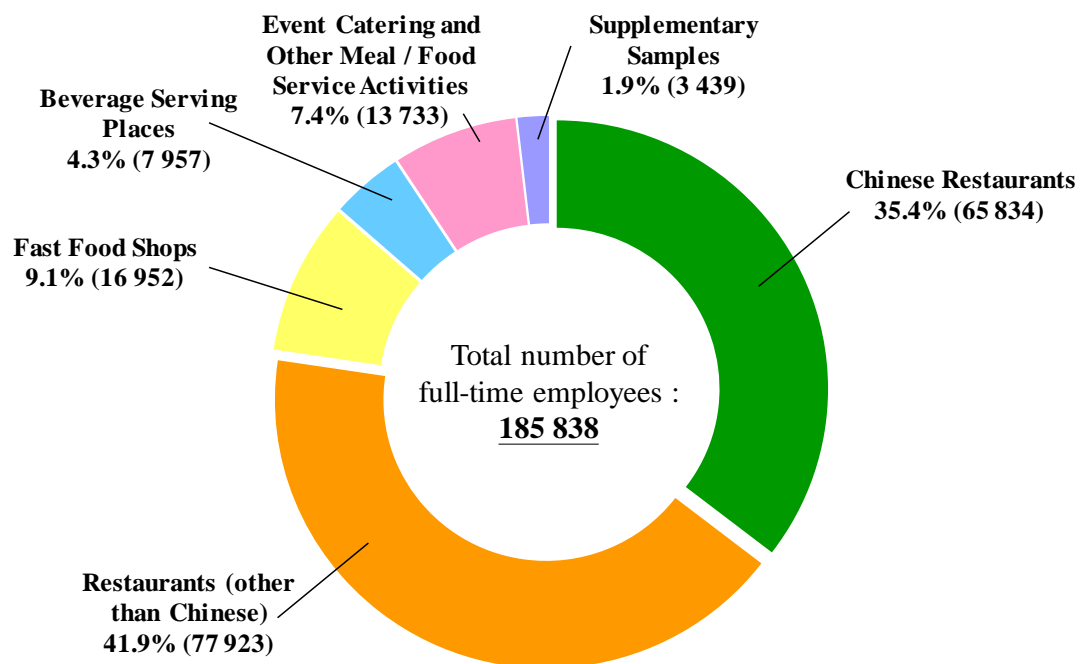
3.3 A total of 185 838 full-time employees were employed in the principal jobs of the catering industry. Of them, 8 742 (4.7%) were at Managerial and Professional level, 39 179 (21.1%) at Supervisory level, 135 486 (72.9%) at Craft and Operative level, and 2 431 (1.3%) at Administrative and Others level. (Chart 3.3)

Chart 3.3 Full-time employees by job level



3.4 Analysing the manpower by branch, 35.4% of manpower were engaged in Chinese restaurants, 41.9% in restaurants (other than Chinese), 9.1% in fast food shops, 4.3% in beverage serving places, 7.4% in event catering and other meal/food service activities and 1.9% in Supplementary Samples. (Chart 3.4)

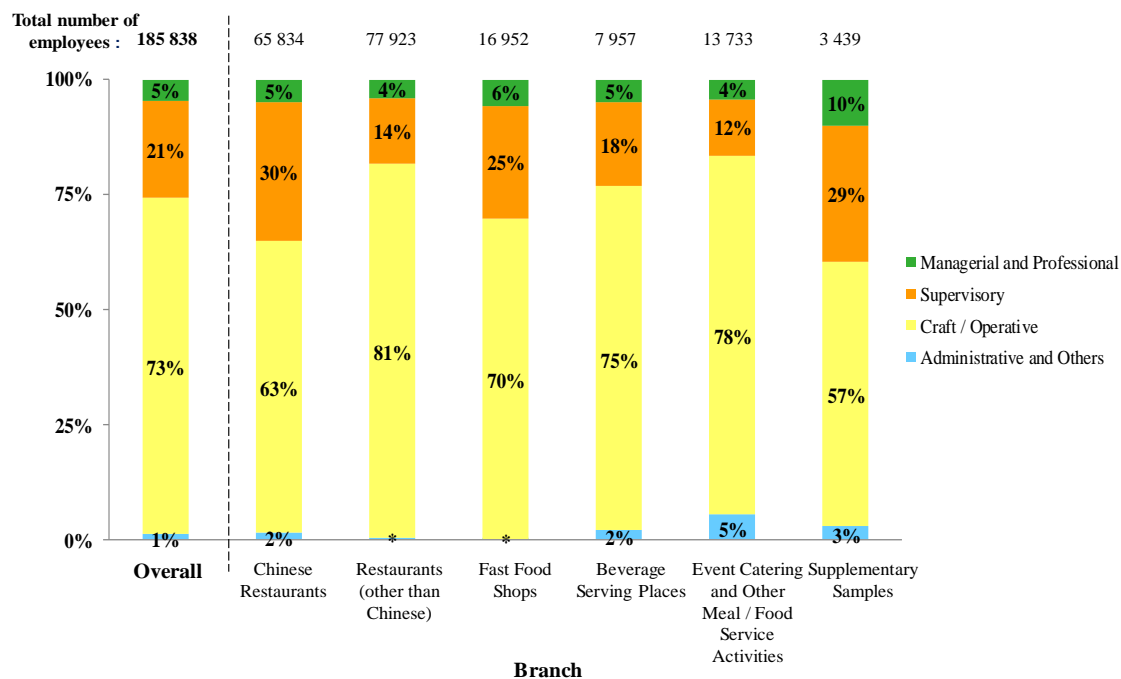
Chart 3.4 Full-time employees by branch



3.5 The breakdowns of full-time employees by job level by branch were given in *Chart 3.5*. The major observations are as follows:

- Relatively higher proportion of manpower at Managerial and Professional level was observed in Supplementary Samples (10%).
- Relatively higher proportion of manpower at Supervisory level was observed in Chinese restaurants (30%), Supplementary Samples (29%) and fast food shops (25%).
- Relatively higher proportion of manpower at Craft and Operative level was observed in restaurants (other than Chinese) (81%) and in event catering and other meal/food service activities (78%).

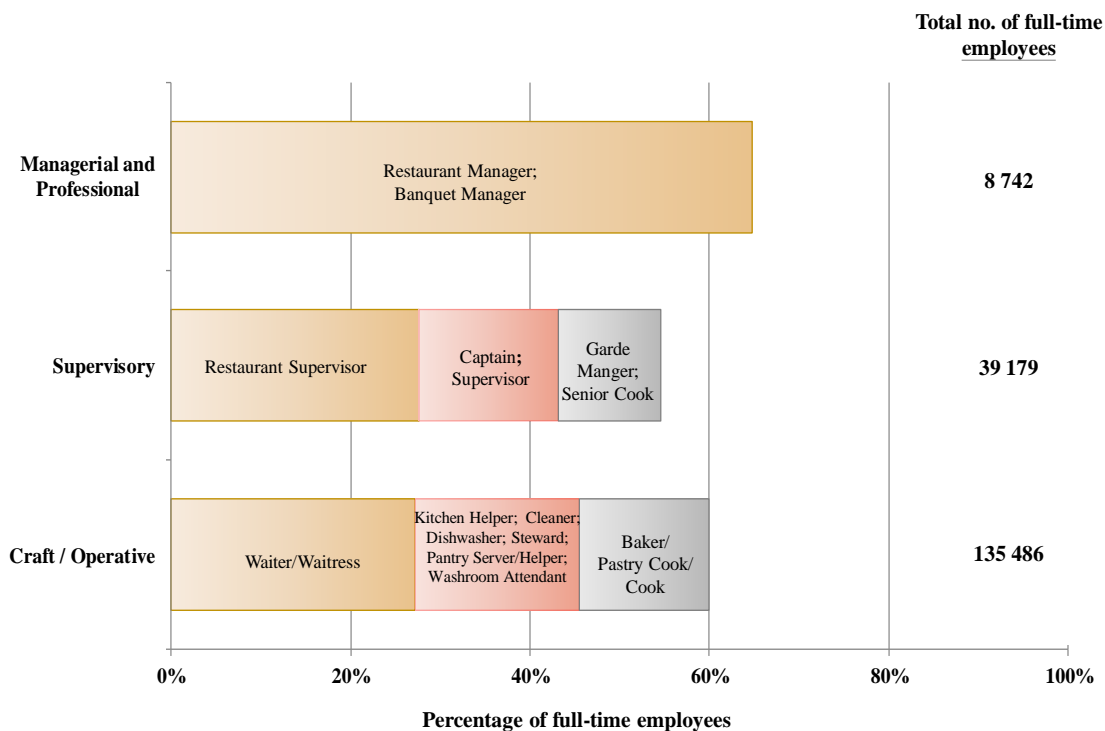
Chart 3.5 Full-time employees by job level by branch



*Note: * Less than 0.5%*

3.6 The prominent full-time principal jobs by job level were given in *Chart 3.6*.

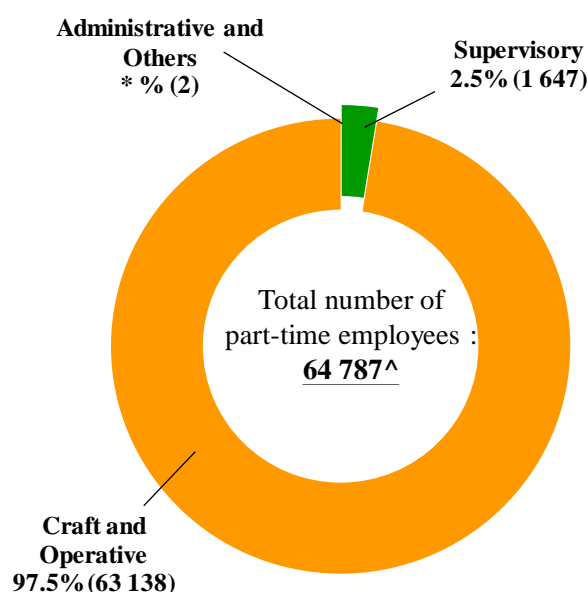
Chart 3.6 Prominent full-time principal jobs



Part-time Employees

3.7 The total number of part-time employees was 64 787, with the vast majority of 63 138 (97.5%) being at Craft and Operative level. (Chart 3.7)

Chart 3.7 Part-time employees by job level

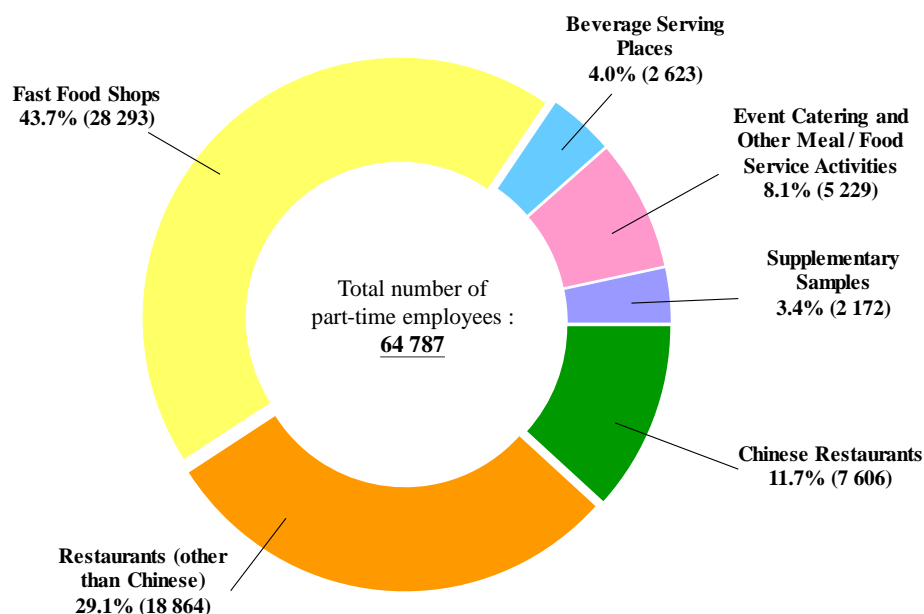


Note:

1. * Less than 0.05%
2. ^ Overall increase by 3 246 employees compared to 2015 (+ 5.3%)
3. No part-time employees were reported to engage at the managerial and professional level.

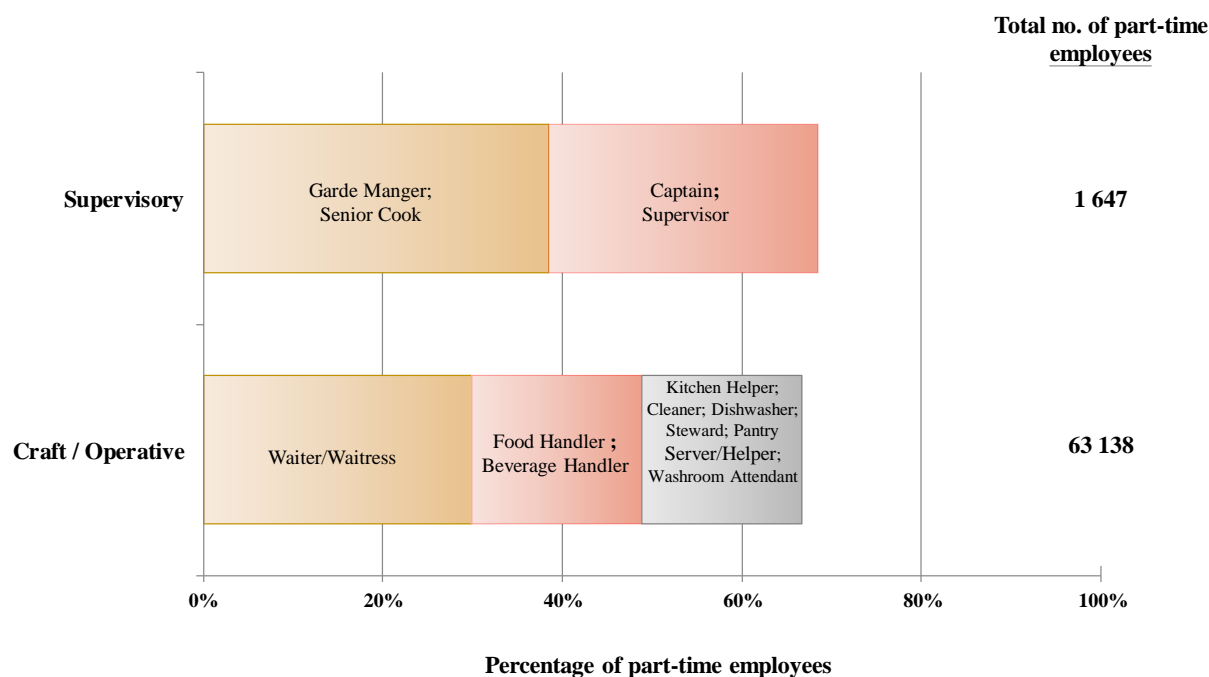
3.8 The branch with most part-time employees was fast food shops (28 293), followed by restaurants (other than Chinese) (18 864), and Chinese restaurants (7 606). (Chart 3.8)

Chart 3.8 Part-time employees by branch



3.9 The prominent part-time principal jobs by job level were given in *Chart 3.9*.

Chart 3.9 Prominent part-time principal jobs

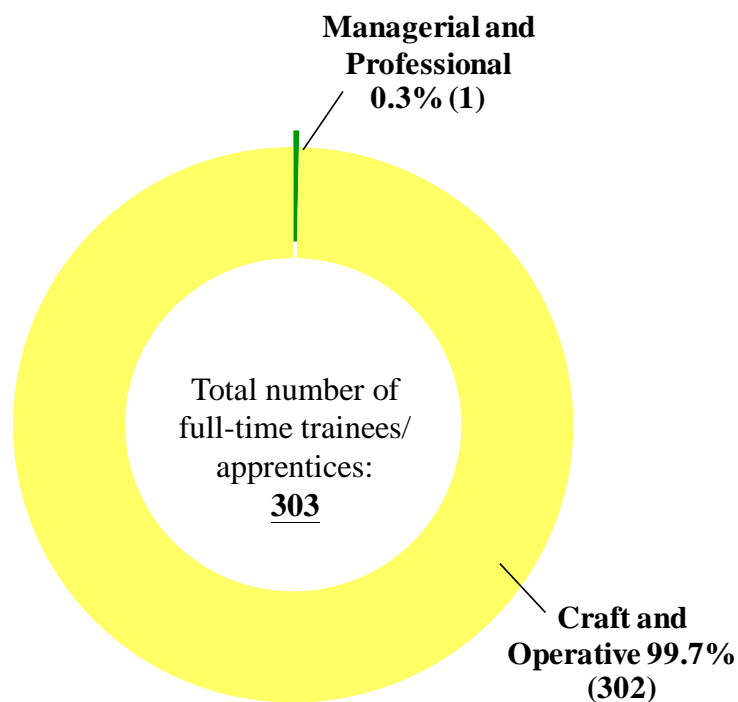


Note: No part-time employees were reported to engage at the managerial and professional level.

B. Trainees/Apprentices

3.10 A total of 303 full-time trainees/apprentices were reported, which accounted for less than 1% of the total of employees and trainees/apprentices (186 141) of the catering industry. Of these trainees/apprentices, virtually all (302 or 99.7%) were working at Craft and Operative level. (*Chart 3.10*)

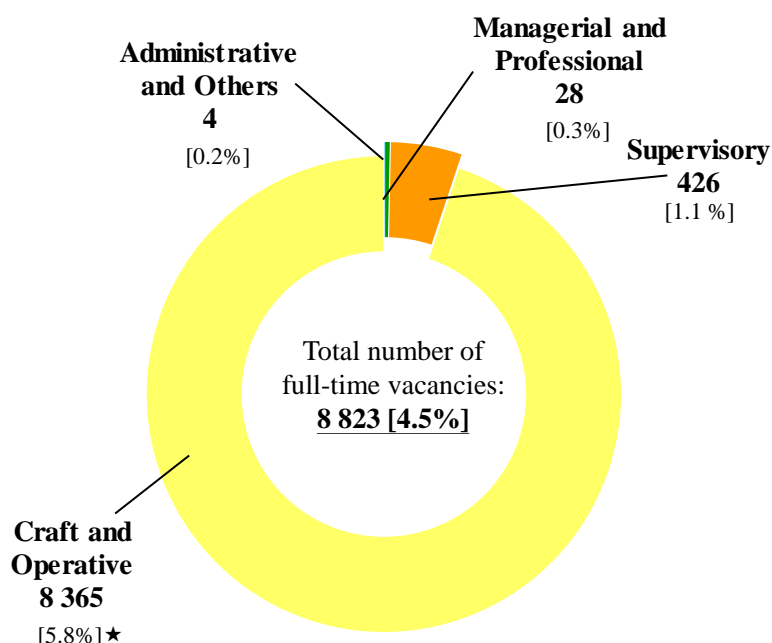
Chart 3.10 Full-time trainees/apprentices by job level



C. Vacancies

3.11 The total number of full-time vacancies was 8 823, representing a vacancy rate of 4.5% (vacancies as a percentage of the total of employees and vacancies) of the catering industry. Of these job vacancies, the vast majority (8 365 or 94.8%) were at Craft and Operative level and its vacancy rate was also the highest (5.8%). (*Chart 3.11*)

Chart 3.11 Full-time vacancies by job level



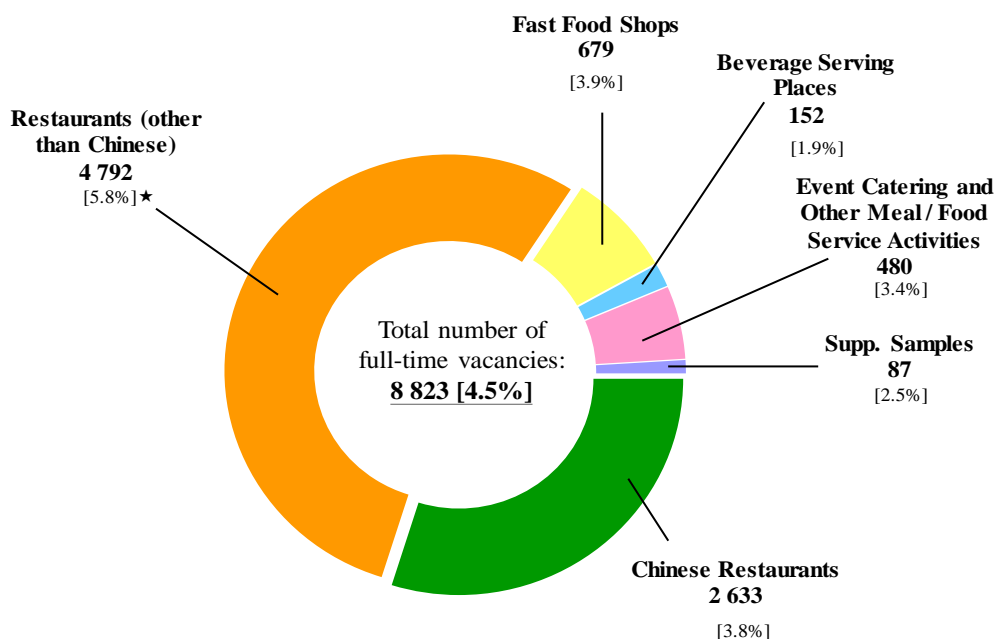
Note:

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

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

3.12 Analysing the vacancy situation by branch, the largest number of full-time vacancies was recorded for Restaurants (other than Chinese) (4 792) and its vacancy rate was also the highest (5.8%). (Chart 3.12)

Chart 3.12 Full-time vacancies by branch



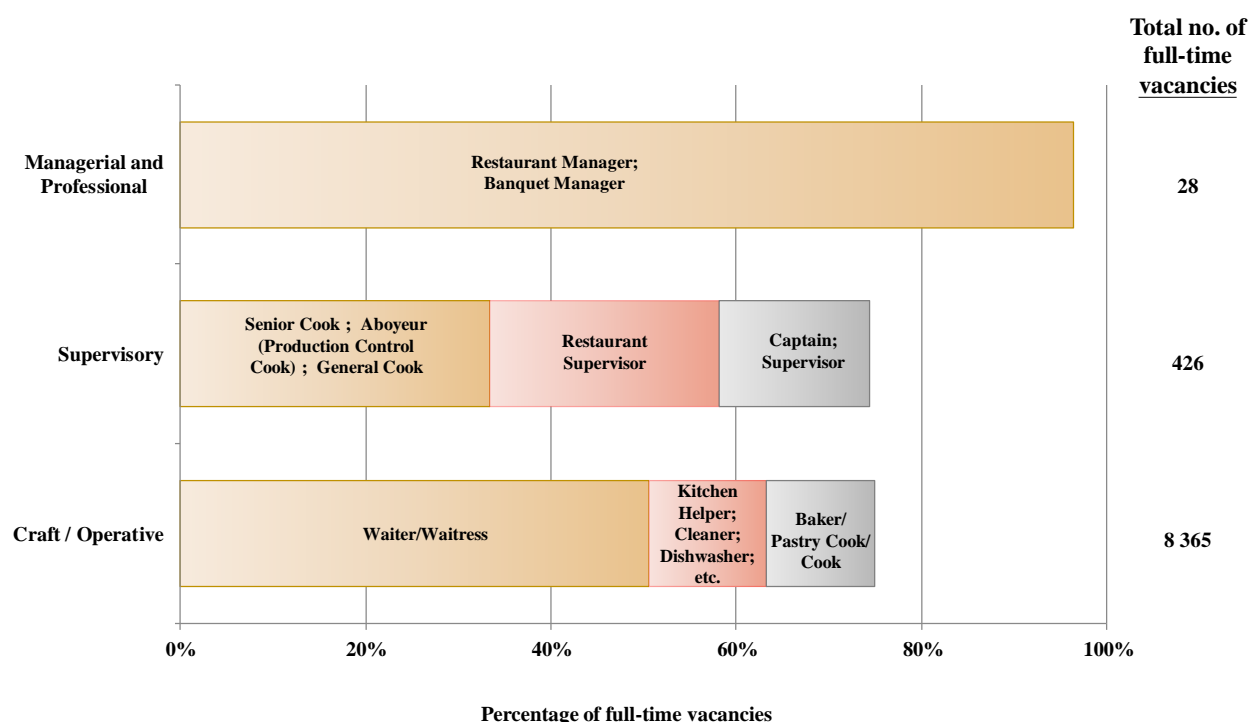
Note:

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

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

3.13 The prominent full-time vacancies by job level were given in *Chart 3.13*.

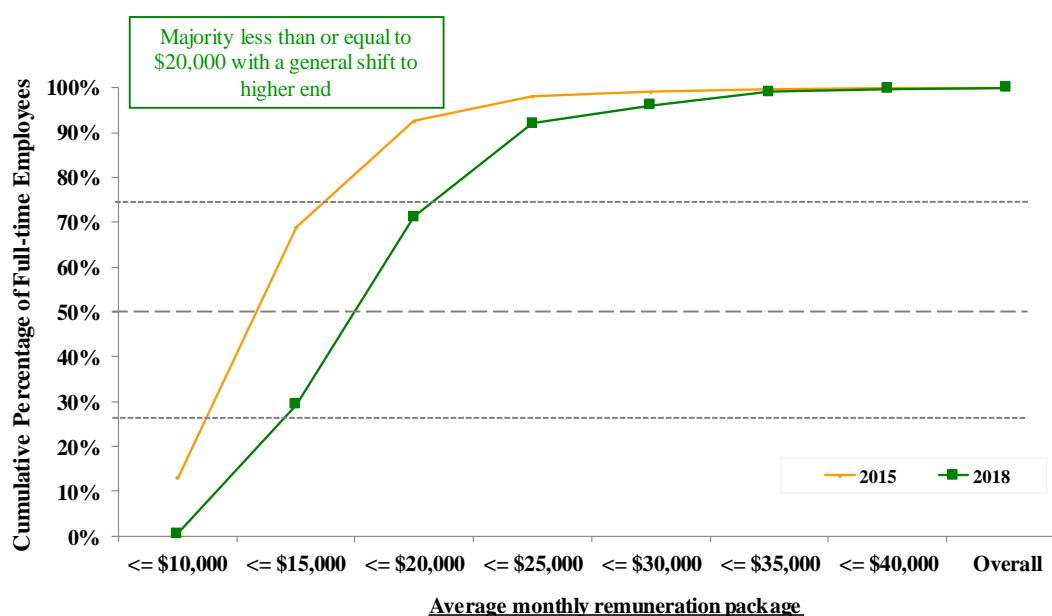
Chart 3.13 Prominent full-time vacancies



D. Monthly Remuneration Package of Full-time Employees

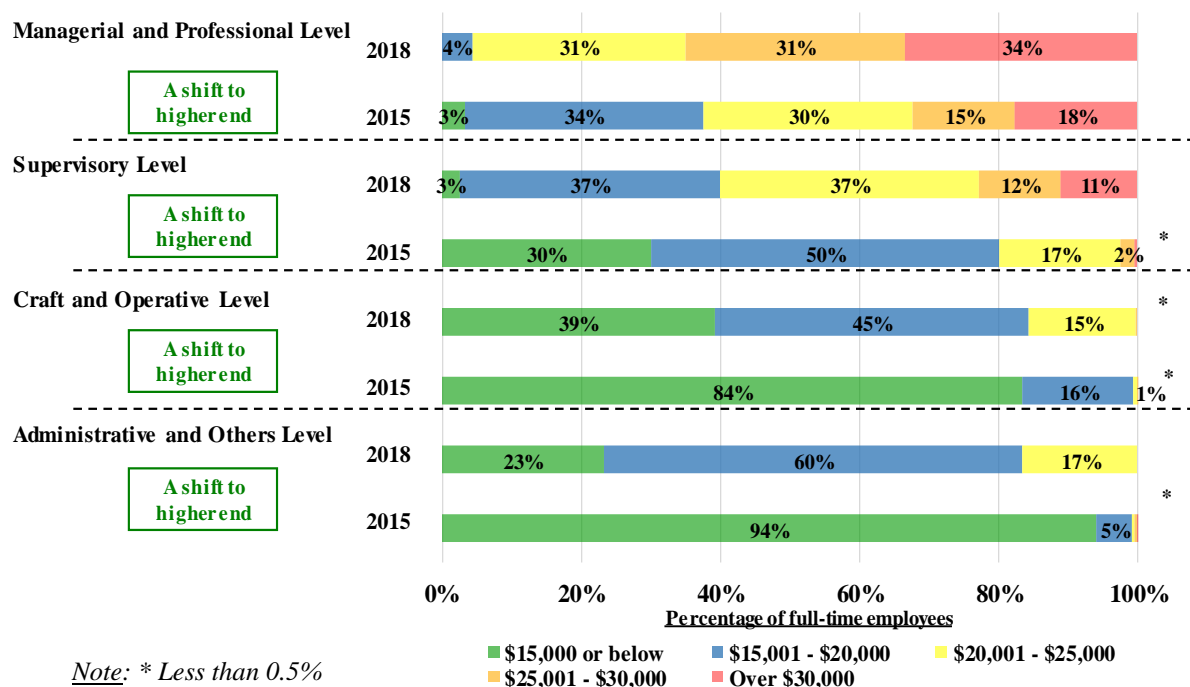
3.14 Overall, the average monthly remuneration package centralised to the middle range of \$10,000 to \$20,000 (70.5%). The average monthly remuneration package level was generally shifted to a higher end when compared with the results of the 2015 survey. (*Chart 3.14*)

Chart 3.14 Average monthly remuneration package of full-time employees



3.15 Compared with the results of the 2015 survey, a general upward trend in the average monthly remuneration package was recorded across various job levels. (Charts 3.15)

Chart 3.15 Average monthly remuneration package of full-time employees by job level

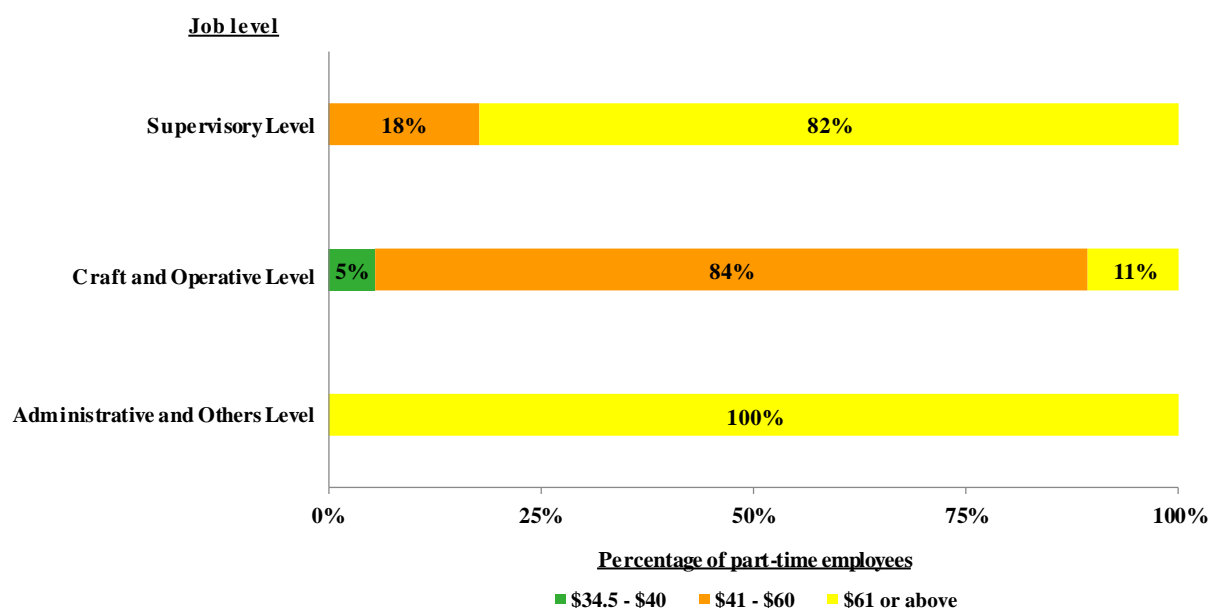


E. Hourly Wage⁸ of Part-time Employees

3.16 The average hourly wage of the majority (82%) of the part-time employees at Supervisory level in the catering industry was \$61 or above whereas the majority (84%) of the part-time employees at Craft and Operative level was \$41 to \$60. (Chart 3.16)

⁸ Average hourly wage was used to calculate the wages of part-timers who were paid monthly.

Chart 3.16 Average hourly wage of part-time employees



F. Preferred Education of Employees

3.17 Regarding the preferred education of full-time employees at Managerial and Professional level, 23.9% of the full-time employees were preferred to have at least a degree qualification and 47.1% to have attained secondary 4 to 7 qualification. 74% of the full-time employees at Supervisory level and 84.2% of Administrative and Others level were preferred to have attained secondary 4 to 7 qualification. As for Craft and Operative level, majority of the full-time employees were preferred to have attained secondary qualification or below. (Table 3.1)

Table 3.1 Preferred education level of full-time employees

Level of education	Managerial and Professional Level	Supervisory Level	Craft and Operative Level	Administrative and Others Level
First Degree or above	23.9%	2.1%	0.0%	0.2%
Sub-degree (e.g. Higher Diploma)	9.9%	8.2%	0.6%	3.5%
Diploma/Certificate	19.2%	10.3%	4.4%	11.9%
Secondary 4 to 7	47.1%	74.4%	45.6%	84.2%
Secondary 3 or below	0.0%	5.0%	49.4%	0.3%
Total	100%	100%	100%	100%


Note: 23.9% indicate relatively higher percentage in employers' preferred education level

G. Preferred Years of Experience

3.18 Some 55.7% of the full-time employees at Managerial and Professional level were preferred to have three to five years of experience in the catering industry and 61.0% of the full-time employees at Supervisory level were preferred to have one to three years of experience in the catering industry. 73.5% of the full-time employees at Craft and Operative level were preferred to have less than one year of experience or even no experience. On the other hand, almost all full-time employees at Administrative and Others level were preferred to have less than three years of experience or even no experience. (Table 3.2)

Table 3.2 Preferred years of experience for full-time employees

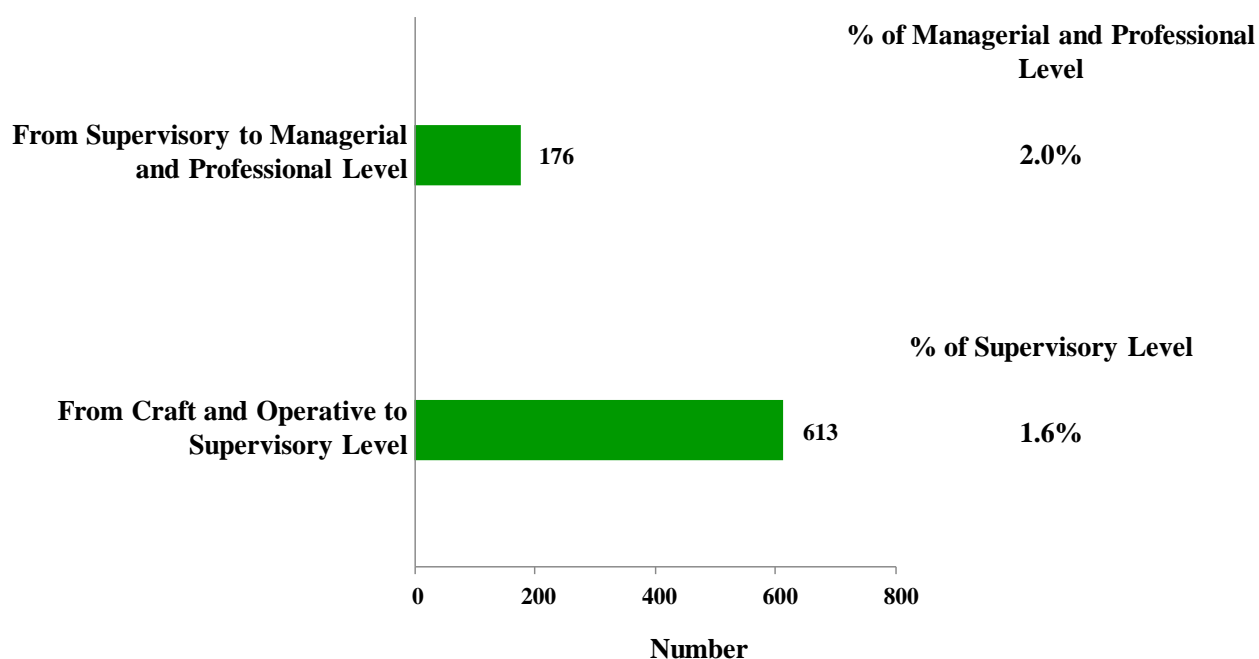
Years of experience	Managerial and Professional Level	Supervisory Level	Craft and Operative Level	Administrative and Others Level
No experience / Less than 1 year	2.7%	8.3%	73.5%	59.2%
1 year - less than 3 years	15.5%	61.0%	20.3%	39.6%
3 years - less than 5 years	55.7%	26.0%	5.4%	1.0%
Over 5 years	26.1%	4.7%	0.8%	0.2%
Total	100%	100%	100%	100%

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

H. Internal Promotion

3.19 Some 176 employees of Managerial and Professional level (2.0%) were promoted from Supervisory level while 613 employees of Supervisory level (1.6%) were promoted from Craft and Operative level, during the past 12 months. (Chart 3.17)

Chart 3.17 Internal promotion of full-time employees in the past 12 months



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

3.20 Employers reported that a total of 45 994 full-time employees had left in the past 12 months, with the employees at Craft and Operative level (43 941) accounting for the largest proportion. On the other hand, there was a total of 43 668 new employees recruited in the past 12 months, with the largest number of new recruits being at the Craft and Operative level (41 805). (*Table 3.3*)

3.21 Comparing the difference between the number of full-time employees left and recruited in the past 12 months, it was found that there was an outstanding of 2 326 full-time employees not having filled up, with the largest gap being found at the Craft and Operative level (2 136 employees). (*Table 3.3*)

Table 3.3 Leaving and recruitment of full-time employees in the past 12 months

Job level	Number of full-time employees left	Number of new recruits	Difference (No. of new recruits – No. of full-time employees left)
Managerial and Professional Level	70	100	+ 30
Supervisory Level	1 836	1 602	- 234
Craft and Operative Level	43 941	41 805	- 2 136
Administrative and Others Level	147	161	+ 14
Total	45 994	43 668	- 2 326

Characteristics of New Recruits

3.22 Among the 41 805 new recruits at the Craft and Operative level, 28% did not possess working experience in the catering industry and only 1% was fresh graduates of catering programmes. (Table 3.4)

Table 3.4 Characteristics of new recruits

Job level	Total number of new recruits	New recruits without catering industry experience	New recruits who are fresh graduates of catering programmes
Managerial and Professional Level	100	10 (10%)	0 (0%)
Supervisory Level	1 602	101 (6%)	0 (0%)
Craft and Operative Level	41 805	11 723 (28%)	388 (1%)
Administrative and Others Level	161	73 (45%)	0 (0%)
Total	43 668	11 907 (27%)	388 (1%)

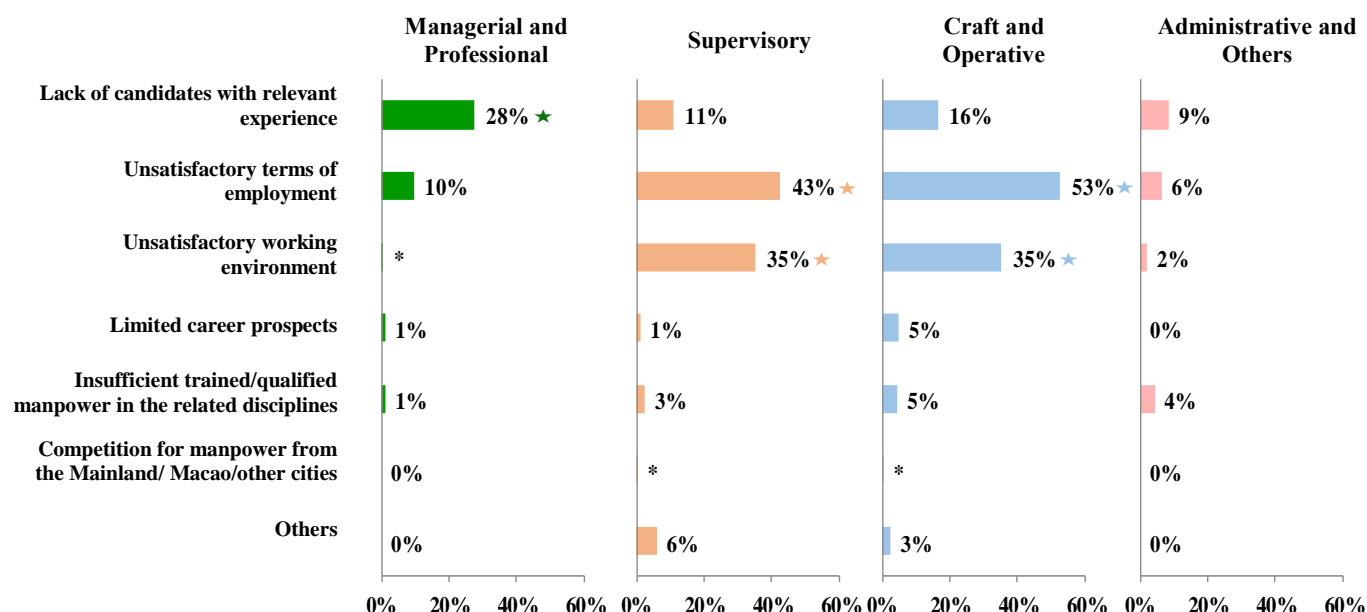
Note: Percentages in brackets are calculated on the basis of total number of new recruits for particular job level

Difficulties Encountered in Recruitment

3.23 “Lack of candidates with relevant experience” was the major difficulty encountered by employers for recruiting Managerial and Professional level staff (28%). The major difficulty encountered by employers for recruiting staff at Supervisory level and Craft and Operative level was “unsatisfactory terms of employment” (43% and 53% respectively).

(Chart 3.18)

Chart 3.18 Difficulties encountered in recruitment in the past 12 months



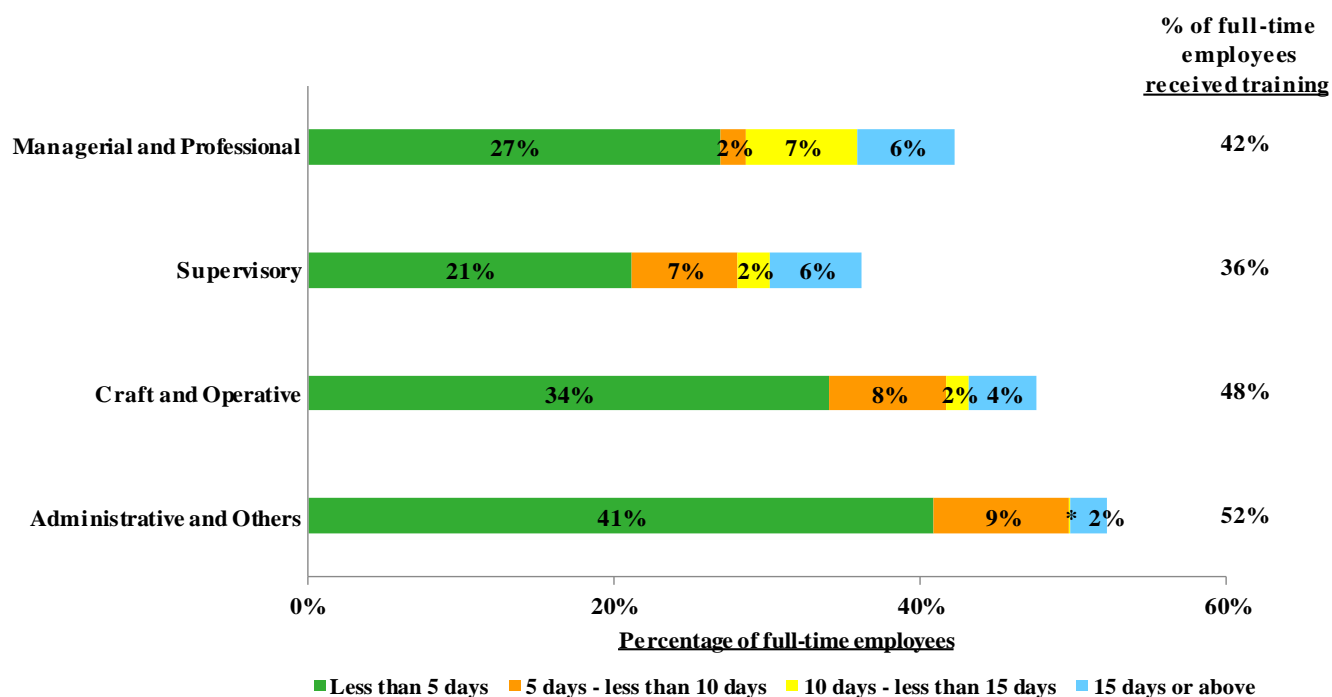
Note:

1. Percentages refer to the companies with recruitment difficulties as proportion of companies having engaged in recruitment exercise in the past 12 months.
2. Some companies encountered multiple recruitment difficulties at multiple job levels.
3. * less than 0.5%
4. Figures marked with the symbol “★” refer to relatively higher percentage in recruitment difficulties.

J. Training of Employees

3.24 Some 52% of the employees at the Administrative and Other level and 48% at the Craft and Operative level had undergone training in the past 12 months, followed by 42% at the Managerial and Professional level and 36% at the Supervisory level. The average number of man-days of training for individual full-time employee was less than five days for majority of the employees at various levels. (Chart 3.19)

Chart 3.19 Duration of training of full-time employees in the past 12 months



Note: * less than 0.5%

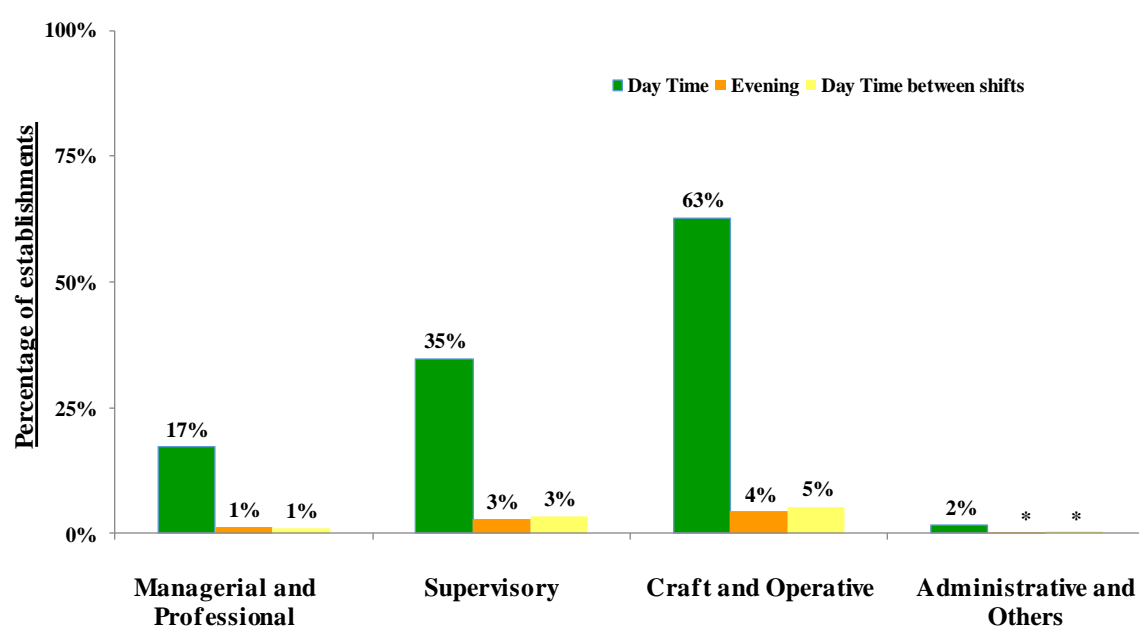
3.25 As reflected by survey respondents, training on Supervisory Techniques and Leadership Skills were being rendered the highest priority for the Managerial and Supervisory staff while Restaurant Service Skills was provided most to the employees in Craft and Operative level. The most common types of training provided to full-time employees in the past 12 months varied at different job levels and were shown in *Table 3.5* below.

Table 3.5 Top 5 training provided to full-time employees in the past 12 months

Job level	Top 5 training provided
Managerial and Professional	<ol style="list-style-type: none"> 1. Supervisory Techniques, Leadership Skills 2. Human Resources Management 3. Sales and Marketing Strategic Planning, Implementation and Evaluation 4. Restaurant Service 5. Food Hygiene and Safety
Supervisory	<ol style="list-style-type: none"> 1. Supervisory Techniques, Leadership Skills 2. Customer Service 3. Restaurant Service 4. Human Resources Management 5. Problem Solving / Food Hygiene and Safety
Craft and Operative	<ol style="list-style-type: none"> 1. Restaurant Service 2. Customer Service 3. Food Hygiene and Safety 4. Culinary 5. Communication
Administrative and Others	<ol style="list-style-type: none"> 1. Customer Service 2. Communication 3. Problem Solving 4. Food Hygiene and Safety 5. English / Putonghua

3.26 Regarding the most suitable time of training, most of the employers would prefer day time training for various levels of employees. (Chart 3.20)

Chart 3.20 Most suitable time of training



Note: * less than 0.5%

3.27 The operative level staff make up the majority of the workforce and therefore training for this category would appear to be most demanded. Furthermore, the respondents indicated that 43 668 new recruits were employed in the past 12 months of the survey, among whom 27% were without industry experience, with the highest number at the operational level (28%). The plan for training for the full-time employees in the coming 12 months was shown in *Table 3.6*.

Table 3.6 Areas of training for full-time employees in the coming 12 months

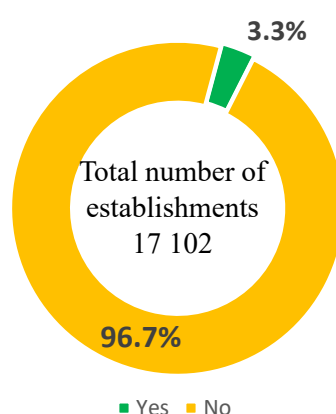
Areas of training	% of establishments planning to provide training to full-time employees in the coming 12 months	Prominent areas of training
Managerial Skills	18%	Human Resources Management Supervisory Techniques, Leadership Skills
Trade Skills	42% *	Restaurant Service Culinary Food Hygiene and Safety
Generic Skills	25%	Customer Service Communication
Language	6%	-

Note:

1. * 35% of 42% regarded trade skills as 1st priority.

3.28 About 3% of the employers intended to employ an outside training provider for training in the areas of managerial, trade, generic or language skills in the coming 12 months. (*Chart 3.21*)

Chart 3.21 Intention of employing outside training providers



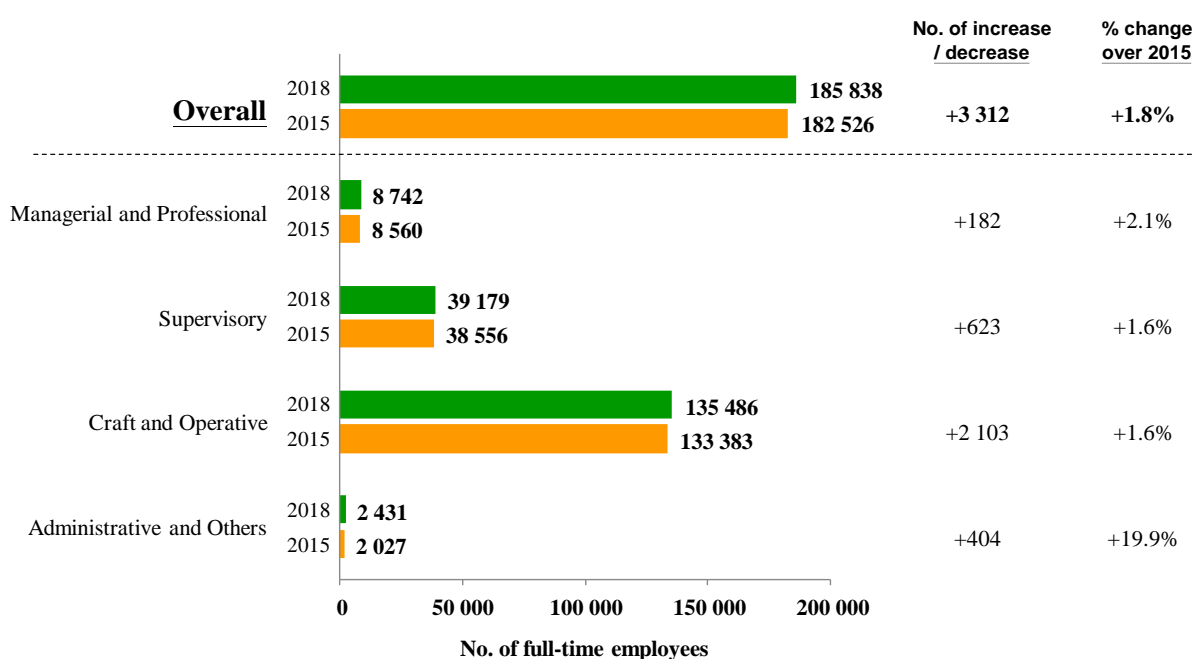
Observations

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

(1) Full-time employees

3.29 The manpower changes of the catering industry by job level comparing to those of 2015 are shown in *Chart 3.22*.

Chart 3.22 Changes in full-time employees between 2015 and 2018

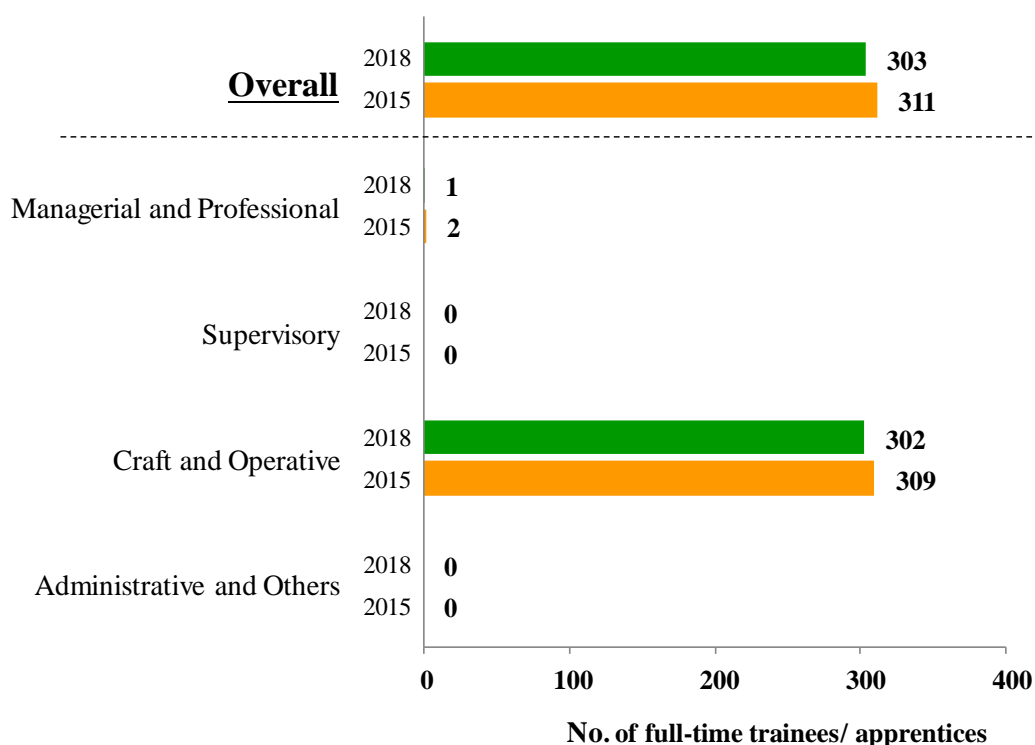


3.30 The manpower of the catering industry has increased comparing to that of 2015. The number of full-time employees has increased from 182 526 in 2015 to 185 838 in 2018 (increased by 3 312 or 1.8%). The manpower growth was recorded across employees at various levels.

(2) Full-time trainees/apprentices

3.31 The number of full-time trainees/apprentices of the catering industry by job level comparing to 2015 is shown in *Chart 3.23*.

Chart 3.23 Changes in full-time trainees/ apprentices between 2015 and 2018

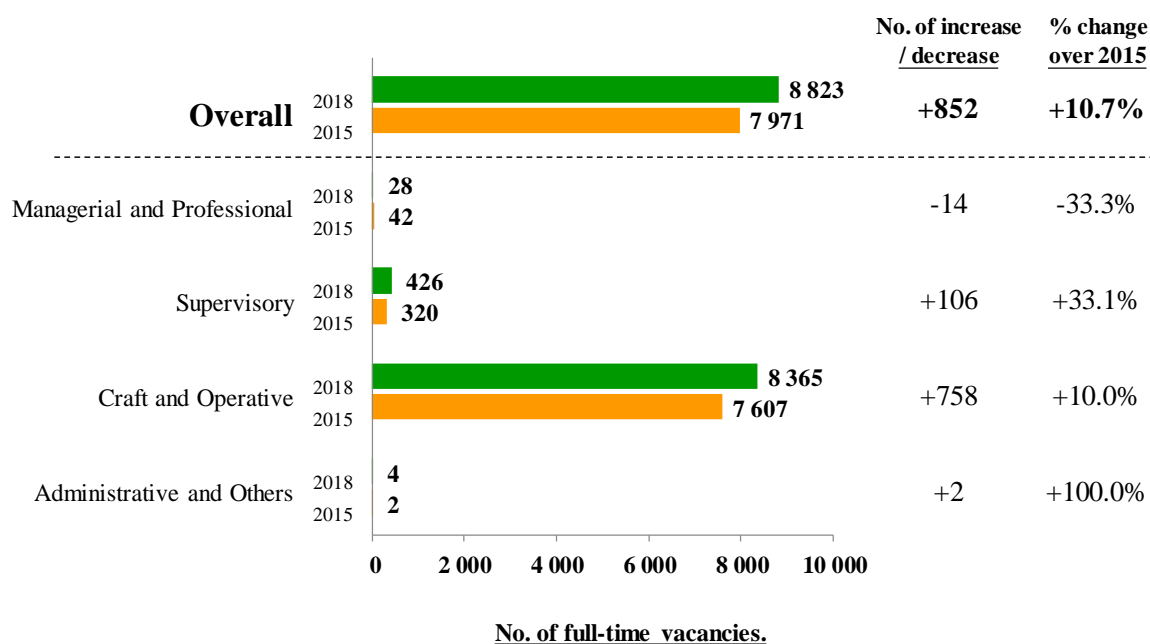


3.32 The number of full-time trainees/apprentices of the catering industry has slightly decreased from 311 in 2015 to 303 in 2018.

(3) Full-time vacancies

3.33 The number of full-time vacancies of the catering industry by job level comparing to that of 2015 is shown in *Chart 3.24*.

Chart 3.24 Changes in full-time vacancies between 2015 and 2018



3.34 Similar to the number of employees, the number of full-time vacancies of the catering industry has also increased comparing to that of 2015 with a large magnitude by 10.7% (from 7 971 in 2015 to 8 823 in 2018). The increase was mainly attributed to the growth at Craft and Operative level (increased by 758 or 10.0%) and Supervisory level (increased by 106 or 33.1%).

K. Employers' Forecasted Manpower

3.35 Looking at the catering industry as a whole, a very stable manpower was expected from employers after a year, from 194 661 employees in 2018 to 194 650 in 2019. (Table 3.7)

Table 3.7 Employers' forecasted manpower

No. of Employees	No. of Vacancies	No. of Posts (Employees + Vacancies)	Forecasted No. of Employees ⁹	Forecasted No. of Manpower Changes
185 838	8 823	194 661	194 650	-11 (-0.01%)

Remarks:

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

MANPOWER PROJECTIONS

L. Manpower Trend for 2019-2022

3.36 The manpower information (i.e employees and vacancies) collected for the current and past manpower surveys was used to project the manpower trend of the catering industry in the next four years (Please refer to *Appendix 6* on “Adaptive Filtering Method (AFM)” for more details).

⁹ Forecasted number: 12 months from the Reference Date.

Table 3.8 Manpower Trend for 2019 – 2022

<u>Year</u>	<u>No. of employees & vacancies</u>	<u>Projected Manpower Trend</u>
2018	194 661	-
2019	-	195 677 (+0.5%)
2020	-	196 555 (+0.4%)
2021	-	197 295 (+0.4%)
2022	-	197 918 (+0.4%)

Note: Percentages in () brackets indicate the percentage change of projected manpower demand as compared with those of the previous year.

M. Industry Leavers' Rate

3.37 Industry Leavers Rate of the manpower was another factor affecting the future manpower requirements of the industry. 'Industry leavers' referred to employees leaving the catering industry because of change of jobs to other industries, retirement, emigration and other reasons. After consultation with the industry, the Training Board considered that an annual rate of 2% for Managerial and Professional and Supervisory levels while 8% for other job levels in the catering industry would be appropriate.

N. Additional Annual Manpower Requirement

3.38 In order to understand the additional manpower requirements of the industry in the coming years, both the manpower trend as mentioned in para. 3.36 and the industry leavers' rate in para. 3.37 were taken into consideration and the figures are projected by applying statistical formulae. Additional manpower requirements in the near future would need to be interpreted with caution due to the global and local economic uncertainties. (Table 3.9)

Table 3.9 Additional Annual Manpower Requirement for 2019 – 2022

Job Level	Industry Leavers' Rate	<u>Additional Annual Manpower Requirement</u>		
		Manpower trend (a)	Industry Leavers (b)	Total (a) + (b)
Managerial and Professional	2%	37	177	214
Supervisory	2%	166	799	965
Craft and Operative	8%	602	11 604	12 206
Administrative and Others	8%	10	197	207
Total	-	815	12 777	13 592

CONCLUSIONS AND RECOMMENDATIONS

IV. CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

Industry Outlook

4.1 Global economy and international tourism

With an exotic array of local and international dining and wining options for locals and visitors, Hong Kong has lived up to her renowned reputation as a ‘Gourmet Paradise’. The industry mainly serves local residents but its opportunities and challenges are also vested upon international business and leisure arrivals. Global economic growth remained steady in the first half of 2018, but began to slacken in the second half of the year due to political and trade conflicts among the major economic powers and fluctuating currency exchange rates. The combo of ongoing uncertainties leads to lethargic global trade.

In 2018, international tourist arrivals grew 5% reaching 1.4 billion, two years ahead of the United Nations World Tourism Organisation’s long-term forecasts. However, with the global economic slowdown and the aforementioned uncertainties, a “wait and see” attitude is noted among investors and travellers.

4.2 Domestic economy

Hong Kong’s economy cannot stay immune to the unstable international fronts. Though slightly behind forecast, Hong Kong’s overall economy grew by 3% in 2018. In the first half of 2019, the Hong Kong economy grew modestly by 0.5% year-on-year, the worst performance since the 2009 recession. In June 2019, an unforeseeable social-political incident broke out which led to overseas travel advisories and warnings, deterring business and leisure arrivals. With safety concerns, Meeting, Incentives Conferences, Exhibitions (MICE) business turned to neighbouring cities. Since July 2019, sharp reductions in visitor arrivals were noted. In August 2019, the total visitor arrivals dropped by 40% over the previous year. For the month of September 2019, arrivals from Mainland group tours fell 92% (from 137 736 to 10 660) when compared to that of same period last year. In mid-August 2019, the Government lowered the economic growth forecast for 2019 to 0–1%. The Government considers that the Hong Kong economy has already slipped into a technical recession since the third quarter of 2019.

4.3 Current scene of the catering industry

The number of food business licenses granted in Hong Kong by the Food and Environmental Hygiene Department has increased steadily. Comparing 2018 with 2017, the general restaurant licenses increased by 5.6% while light refreshment restaurant and liquor licenses increased by 4.2% and 4% respectively. According to the Census and Statistics Department (C&SD), the 'Accommodation and Food Service' sector accounts for 3.4% of Gross Domestic Product (GDP) in 2018. The value of total receipts of the restaurants sector in the second and third quarter of 2019 decreased by 0.4% and 13.1% over a year earlier while the volume decreased by 2.6% and 14.8% respectively. In the second quarter of 2019, only the categories of 'Fast food shops' and 'Miscellaneous eating and drinking places' recorded increase in total receipts and total volume; 'Chinese restaurants', 'Non-Chinese restaurants' and 'Bars' noted decrease in those figures over the same period. As at the third quarter of 2019, provisional figures showed that all types of the aforementioned restaurants except 'Fast food shops' recorded decrease in total receipts and volume comparing to the same period of last year.

Global uncertainties affect overall spending power and local unrest aggravates spending sentiment. Plunging visitor arrivals and weak local consumption caused by the ongoing social unrest continue to weigh on the labour market. As released by the C&SD, the unemployment rate of the consumption- and tourism-related segment (viz. retail, accommodation and food services sectors as a whole) for July to September 2019 increased further to 4.9%, the highest in more than two years. In particular, the unemployment rate of the food and beverage service activities sector rose sharply to a six-year high of 6.0%. Over hundreds of restaurants ceased their businesses since the social unrest, affecting over 2 000 industry employees. Some restaurants which major customers are Mainland tourists are affected most due to the rapid drop of those arrivals. Industry practitioners indicated that over 1 800 restaurants, mainly small- to medium-sized establishments, will close after the Chinese New Year in 2020 if the social unrest is not put to an end. 20 000 or more industry employees will then be affected. Any further escalation could potentially drive tourists away and reduce the desire among the general public to consume at restaurants. The local labour market will face increasing pressure of layoffs in the near term.

Opportunities Ahead

4.4 Strategic Advantages of Hong Kong

Hong Kong always has the advantage to tap into the development strategies of Mainland China, including the Greater Bay Area and One-Belt-One-Road initiatives with immense business, tourism and cultural exchange opportunities. It is also the

Government's intention to relax visa requirements in order to facilitate movements of nationals of the Belt and Road countries for employment, study and travel purposes. With the commissioning of the Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link and the Hong Kong-Zhuhai-Macao Bridge, the travelling time between Hong Kong and the western part of the Pearl River Delta has been greatly reduced, enabling multi-destination itineraries to Hong Kong with additional legs to delve into the Greater Bay Area cities. As a national strategy, the Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area announced in February 2019 supports Hong Kong in developing into an international tourism hub and a core demonstration zone for multi-destination tourism.

4.5 Areas of development

With the foodie culture and wide exposure to global dining trends, the local catering industry faces evolving impacts with business opportunities. From delis to fine-dining restaurants, themed establishments with efficient and friendly service in a cozy and relaxed atmosphere appeals to the younger generation. Novel cuisines with an international twist excite customers. From farm to table, patrons also look for healthy and allergen-free food and beverage items prepared from trustworthy organic ingredients emphasizing sustainable processes. While new items are on the queue, artisan food and drinks, revival of local traditional delicacies and home-style cooking are well supported among varied generations.

Technologies have been making ways into the business cycle of the industry but is still at its elementary stage. Trending applications are located in the back-of-the-house operations to help improve efficiency and ease manpower demand from repetitive and labourious work. From table reservation to bill settlement, or for food delivery, seamless apps via electronic devices enable an integrated customer service experience. Industry practitioners have been capturing big data for marketing and promotion purposes but there should be room for more sophisticated application of the data for strategic business purposes. The industry is developing upon a new dimension which calls for creativity and innovation based on the traditional professionalism.

4.6 Government support

The catering industry is one of the key cornerstones of our tourism business. Although the catering industry is treading over a very bumpy path, it is believed that with continuous efforts by the Government and the industry to buttress Hong Kong as the Gourmet Paradise and Wine Hub of the region, the industry should be back on its track gradually.

In the Global Competitiveness Report 2019 newly published by the World Economic

Forum, Hong Kong is ranked third globally among 141 economies, up four places from 2018. The HKSAR Government will step up investment in infrastructure, innovation and technology and nurturing talents so as to enhance the competitiveness and vibrancy of the Hong Kong economy.

The Hong Kong Tourism Board has been actively promoting local tourism overseas. In the 2019-20 Budget, an additional sum of around HK\$353 million will assist in enhancing local cultures, events, festivals and a series of gourmet promotions. Besides, Hong Kong is to be developed as a leading regional cruise hub and MICE destination. To tackle the current downturn of the tourism industry, the Government is committed to dedicate further efforts to re-launching Hong Kong as a preferred destination. Broader mix of tourist and high spending power can be expected in the longer term. With mega events and key wine and dine activities back on the scene, those will be conducive to local catering industry.

To counter the challenging external and local economic environment, the Government supported the industry by waiving license fees on general, marine restaurants, light refreshments restaurants, liquor license fee etc. for 12 months.

In order to support enterprises and safeguard jobs, other than offering rent relief measures for catering operators at government properties, the Government urges landlords and developers to consider different measures, such as rent reduction, rent-free period or other means that could alleviate the operating pressure of their tenants and to sail through the gigantic challenges brought by global economic slow-down and the social incident.

Furthermore, the Employees Retraining Board will plan for specific training programmes to assist unemployed or underemployed workers in trades suffering from the downturn to upgrade their skills with special allowance.

Riding upon the various development opportunities of Mainland China, together with the continuous efforts of the Government and collaboration among industry partners, the catering industry is expected to have a positive future in the longer term. A supply of quality manpower to support the growth and development of the catering industry will be in demand.

RECOMMENDATIONS

Having studied the survey findings and with reference to the industry circumstances, the Training Board made the following recommendations to industry stakeholders for talents recruitment, training and retaining.

Training and Education Providers

1. The training providers should stay attune to and align training contents with the latest trends and developments especially in industry technologies for production enhancement, operation efficiency and customer experience improvement.

2. Potential customers turn to online user-developed content and restaurant rating systems to decide where they dine out. Online business etiquette supported by professional industry knowledge and communication skills are no less important than similar requirements off-line. Training on effective social media management and online communication skills possessing a customer-centric mindset is vital.
3. Talents should be developed to leverage the basics of the industry on advanced technologies to enhance cost savings and customer experience. Research and development for industry-specific technological expertise and quality data analytics for big data is required for sustaining industry growth.
4. To cater to the long hours of work and irregular shifts, and with plenty of part-time workers, learners may only need to be trained directly on “must-know” knowledge and skills as solutions to their problems such as bite-size courses via media-on-demand.
5. Young people aspire to professional careers. Internship programmes attached at dining establishments prepare students to assume positions including sommelier, baristas, weddings and banquets professionals, menu engineers etc. The industry and educational institutions should incorporate workplace learning and online assessment in the practical training programmes which enable timely feedback on the trainees’ performance and minimise the gap of expectations between the industry practitioners and the students.
6. Maintaining an ongoing communication platform with industry partners can ensure that the training programmes are in keeping with the fast-paced evolvments. Tailored industrial attachment programmes are also suggested for vocational educators to refresh their industry knowledge and skills.
7. To attract young people to enrol in catering related vocational training programmes, it is important to highlight to the students, teachers, career masters and parents through promotion activities of the world-class training facilities and Smart learning environment of reputable vocational training institutes.
8. Students should have an inquisitive mind and be trained to gain a deeper appreciation of other dining cultures and global trends and developments of the industry. To prepare for international patrons, students should possess a global mindset ready to appreciate the traits and needs of different customers. Students should be provided with international exposure opportunities such as overseas competitions, students’ exchanges and industry attachment trainings

Employers

1. In low business period, employers could encourage their staff to attend training activities in particular knowledge and skills in leveraging technologies on the traditional basis.
2. Internal promotion to senior management positions would require higher education level in the industry. Other than attending in-house training programmes, employers should encourage their employees to draw on the various Government-funded training schemes for continuous upgrading and to obtain recognition of their previous industry experience. These include the Continuing Education Fund, Skills Upgrading Scheme (SUS) Plus, Employees Retraining Fund as well as VTC administered Recognition of Prior Learning and Reindustrialisation and Technology Training Programme.

3. Being able to connect directly with industry practitioners is highly regarded by students and parents. Employers should support their staff to participate in Distinguished Guest Lecturer Series, Mentorship Scheme, Career Expo and student engagement events organised by the trade and vocational education institutions.
4. A stylish and lively working environment attracts the younger generations. They also expect highly flexible working arrangements, fast-track advancement and entrepreneurship opportunities supported with tailored training and guided by mentors. Management style such as co-managing the workplace are welcomed by young people. A caring, open-minded and empathetic company culture draws young entrants and assists in staff retention.
5. New immigrants, ethnic minorities, housewives and early retirees are sources of manpower for recruitment. To save training time and ease learning, streamlining the operations and breaking jobs into parts eases training and learning especially for the unskilled casual workforce.

Employees

1. With nationwide infrastructural and economic projects and collaborations upcoming, more overseas employment and attachment opportunities will be available. Employees should develop a vision to upgrade themselves riding on training opportunities and support offered by the employers and the Government.
2. International arrivals and local patrons are exposed to global trends and developments of the catering world and they expect an enhanced total customer experience. Professional updates on culinary and catering knowledge and global business acumen in receiving international patrons will be in demand. Employees should also participate in culinary and catering service competitions and trade tests to expand exposure to innovative ideas and best practices.
3. Engaging customers online and enhancing business profits riding on technologies and creativity are emerging skills required in the technological era. Employees will need to learn the integration of technology underpinned by professional basics for strategic business development.
4. Industry leaders and young entrepreneurs can act as mentors and be role models for easing young people to join the industry. They are encouraged to inspire new talents by participating in Career Days, Guest Lecturer Series and try-out days at workplaces. Employees can introduce to students the professional trade skills to learn, improved working conditions and upward mobility opportunities.

Government

1. Stabilise industry employment by continuing to offer relief measures such as tax rebates and licence fees exemption; and by encouraging the private sector to lower the rent and to provide better terms of business credits.
2. Strengthen promotion initiatives for rebuilding confidence of overseas business and tourist arrivals as well as stimulating local consumption.
3. Support Hong Kong's hard earned reputation as the Gourmet Paradise the industry should be supported with a reasonable supply of work-ready graduate. Increased provisions

should be provided for the integration of classroom learning and online assessment jointly organised by industry partners and reputable vocational education institutions.

4. Join hands with the industry and vocational and professional education and training institutes to showcase the achievements of young industry practitioners and winners of industry competitions. Exemplary industry personnel can act as KOLs and mentors to attract young people to join the industry.
5. Provide resources for encouraging industry practitioners to receive continuous upgrading and obtaining of professional qualifications.
6. Formulate appropriate policies for flexibly extending the retirement age and for supporting re-engagement training of fit and capable retirees and mature citizens.
7. Assist industry transformation into wider application of automation and industry technology which would not only enhance work efficiency but also appeal to females and the mature workforce to join the industry. The Government should enhance public awareness and to simplify its application procedures in relevant subsidies.
8. Promulgate to course participants to enrol with accredited course providers with state-of-the-art training facilities.

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APPENDICES

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

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

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

Advisors

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

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

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

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

Advisors

Mr BIEGER Felix M

Mr GREINER Rudolf

Mr READING Graeme J

Mr TCHOU Ming-kong Larry

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

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

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

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

Convenor

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

Ms. CHENG Wai-ching Anita	The Hong Kong Chefs Association
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Mr. LI Chin-hung Wallace	The Hong Kong Jockey Club
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Mr. CHOW Kwok-ming Nelson (Up to 7 March 2018)	Hotel and Tourism Institute/Chinese Culinary Institute/International Culinary Institute/ VTC
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Mr. CHEUNG Ka-wing Nelson (Since 8 March 2018)	
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Ms. KUI Jennifer	Hong Kong Institute of Vocational Education/ VTC
------------------	--

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

Convenor

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

Members

Ms. CHENG Wai-ching Anita	Hong Kong Chefs Association
Mr. CHOW Kwok-ming Nelson	Hong Kong Sommelier Association (Greater China)
Mr. LI Chin-hung Wallace	The Hong Kong Jockey Club
Mr. CHEUNG Ka-wing Nelson	Hotel and Tourism Institute/Chinese Culinary Institute/International Culinary Institute/ VTC
Ms. KUI Jennifer	Hong Kong Institute of Vocational Education/ VTC

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

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

Quality Control Measures

(a) Prior fieldwork preparation

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

(b) Thorough training of fieldwork staff

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

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

(c) Monitoring of the fieldwork execution

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

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

(d) Measures to increase the response rate

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

(e) Checking of the completed questionnaires

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

been made.

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

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

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

(g) Data analysis by VTC

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

Telephone No 電話

Facsimile No 傳真

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

Your Reference 來函檔號



6th September 2018

Dear Sir/Madam,

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

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

I enclose the following documents for your reference and completion:

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

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

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

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

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

Yours faithfully,

A handwritten signature in black ink, appearing to read 'David UDELL', written over a horizontal line.

(David UDELL)
Chairman

Hotel, Catering and Tourism
Training Board

Encl.



執事先生／女士：

飲食業 2018 人力調查

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

茲夾附下述文件，供 貴機構參閱及填寫：

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

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

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

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

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



酒店、飲食及旅遊業訓練委員會主席
于德勵先生

二〇一八年九月六日
附件

CONFIDENTIAL

WHEN ENTERED WITH DATA

填入數據後即成

機密文件**VOCATIONAL TRAINING COUNCIL****職業訓練局****THE 2018 MANPOWER SURVEY OF THE CATERING INDUSTRY****飲食業2018年人力調查**

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

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

Establishment Information**機構資料**

(For official use)

Industry Code _____

NATURE OF BUSINESS: _____

業務性質

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Details of Contact Person***聯絡人資料***

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO. : _____ - _____

電話

FAX NO. : _____

圖文傳真

E-MAIL : _____

電郵

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

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'I' 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 'B' 至 'I' 欄。

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。								
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#) 在統計日期 的全職 僱員人數 (實習生/ 學徒# 除外)	(C) No. of Full Time Trainees/ Apprentices# as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒#人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices#) 預計在2019 年10月的 全職 僱員人數 (實習生/ 學徒#除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices#) 全職僱員之每月 平均薪酬 (實習生/學徒#除外) Code 編號 1 \$10,000 or below or below 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$25,000 5 \$25,001 - \$30,000 6 \$30,001 - \$35,000 7 \$35,001 - \$40,000 8 \$40,001 or above 或以上	(G) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(H) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(I) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期 兼職僱 員之平均時薪 幅度 Average Hourly Wage Range Code Wage Range 編號 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
Job Title A (3 employees, 1 Apprentice and 2 vacancies) e.g.: 職位甲 (3名僱員, 1名學徒及2個空缺) 例子:	3	2	1	5	6	2	2	2
Managerial and Professional Level 經理及專業人員級								
101 Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事 ; 副董事 ; 董事總經理 ; 總經理								
102 Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監 ; 人力資源部經理 ; 人事部經理 ; 培訓部經理								
103 Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師 ; 總會計主任 / 總監 ; 財務總監								
104 Purchasing Manager 採購部經理								
105 Business Manager ; Sales Manager 業務經理 ; 營業部經理								
106 Restaurant Manager ; Banquet Manager 餐廳經理 ; 宴會經理								
107 Administration Manager 行政經理								
108 Executive Chinese Chef/ Executive Chinese Sous Chef 中菜行政總廚 / 助理中菜行政總廚								
137 Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理 ; 市場拓展及傳訊部總監 ; 數字媒體經理 ; 企業傳訊經理								

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

Job
Code
職位
編號

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。								
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Date (Excl. trainees/ apprentices#) 在統計日期 的全職 僱員人數 (實習生/ 學徒# 除外)	(C) No. of Full Time Trainees/ Apprentices# as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒#人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices#) 預計在 2019年10月 的全職 僱員人數 (實習生/ 學徒# 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices #) 全職僱員之每月 平均薪酬 (實習生/學徒# 除外) Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$25,000 5 \$25,001 - \$30,000 6 \$30,001 - \$35,000 7 \$35,001 - \$40,000 8 \$40,001 or above 或以上	(G) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(H) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(I) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期兼職僱 員之平均時薪幅度 Average Hourly Wage Range Code 平均時薪 編號 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
Supervisory Level 督導員級								
201 Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任 ; 人事部主任 ; 培訓部主任								
202 Public Relations Supervisor ; Sales Supervisor 公共關係部主管 ; 營業部主管								
203 Accounts Supervisor (payable/receivable) 會計主管 (應付帳/應收帳)								
204 Store Supervisor 倉務監管								
205 Maintenance Supervisor ; Technical Supervisor 保養部主管 ; 技術監督								
206 Restaurant Head Supervisor ; Assistant Manager ; Head Supervisor 中菜館、酒樓主管 ; 副經理 ; 樓面部領班/總管								
208 Bar Supervisor 酒吧主管								
209 Captain ; Supervisor 部長								
210 Chief Butcher 砧板								
211 Seafood Butcher 水檔/魚王								
212 Second Butcher 二砧								
213 Chief Cook (Wok) 頭鑊								
214 Chief Dim Sum Cook 點心總廚								
215 No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food) 二廚 (砧板、燒烤、爐頭、點心、蔬 菜、冷盤)								
216 Senior Cook ; Aboyeur (Production Control Cook) ; General Cook 上什 ; 打荷 ; 普通廚師								
217 Barbecue Cook 燒烤廚師								
218 Specialty Chef 特色菜總廚師								
219 Pantry Supervisor 傳菜部部長								
234 Public Relations Officer/ Digital Media Officer 公共關係主任/數字媒體主任								
244 Sommelier 品酒師								

“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

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。								
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期 的全職 僱員人數 (實習生/ 學徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices [#]) 預計在 2019年10月 的全職 僱員人數 (實習生/ 學徒 [#] 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices [#]) 全職僱員之每月 平均薪酬 (實習生/學徒 [#] 除外) Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$25,000 5 \$25,001 - \$30,000 6 \$30,001 - \$35,000 7 \$35,001 - \$40,000 8 \$40,001 or above 或以上	(G) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(H) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(I) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期兼職僱 員之平均時薪 Average Hourly Code Wage Range 編號 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
Craft / Operative Level 技工 / 操作工級								
301 Dim Sum Fryer ; Steamer ; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工；熟籠工；點心廚師（如：麵糰、辦餡）								
302 Pantry Cook ; Vegetable Cook 幫上什；蔬菜廚師								
303 Vegetable Cook Helper 蔬菜廚師助手								
304 Specialty Cook 特色菜廚師								
305 No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food) 三廚（砵板、燒烤、爐頭、點心、蔬菜、冷盤）								
306 Junior Cook/ No. 4 Cook and below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food) 見習廚師／四廚或以下（如：砵板、燒烤、爐頭、蔬菜、點心、麵檔、粥檔、冷盤）								
307 Engineering Craftsman 工程部技工								
352 Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生								
353 Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工；清潔雜工；洗碗碟雜工；管事；傳菜員；洗手間清潔員								
354 Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員								
355 Receptionist ; Hostess 接待員；知客								
356 Waiter/ Waitress ; Dim Sum Sales 侍應生；賣點員								
357 Cashier 樓面出納員								
358 Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員								
359 Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員工								
360 Food Station Handler 堂前小食處理員工								

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

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

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Date (Excl. trainees/ apprentices#) 在統計日期 的全職 僱員人數 (實習生/ 學徒# 除外)	(C) No. of Full Time Trainees/ Apprentices# as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒#人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices#) 預計在 2019年10月 的全職 僱員人數 (實習生/ 學徒# 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices #) 全職僱員之每月 平均薪酬 (實習生/學徒# 除外) Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$25,000 5 \$25,001 - \$30,000 6 \$30,001 - \$35,000 7 \$35,001 - \$40,000 8 \$40,001 or above 或以上	(G) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(H) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(I) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期兼職僱 員之平均時薪幅度 Average Hourly Wage Range 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
Administrative and Others 文員及其他員工								
401 Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員；出納員；飲食部出納員								
402 Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員；人事部文員； 寫字樓文員								
403 Paymaster 出納主任								
404 Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員；採購部文員；品質 控制文員								
405 Secretary 秘書								
406 Office Assistant 辦公室助理員								
Other Related Catering Industry Staff 其他相關飲食業的員工								
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Part II
第二部份

Internal Promotion

內部晉升

1. Number of employees of internal promotion in the past 12 months:
過去十二個月內，內部晉升的僱員人數：

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

New Recruitment

新聘僱員

2. Number of new recruits of your establishment in the past 12 months.
過去十二個月內，貴機構新招聘的僱員人數。

	Managerial/ Professional Level 經理／專業人員級	Supervisory Level 督導員級	Craft/ Operative Level 技工／操作工級	Administrative and Others 文員及其他員工
(a) Total 總人數				
(b) Number of new recruits without catering industry experience (Excl. fresh graduates of Catering Programmes) 新招聘中 無 飲食業經驗的僱員人數 (應屆飲食業培訓課程畢業生除外)				
(c) Number of new recruits who are Fresh Graduates of Catering Programmes 新招聘的應屆飲食業培訓課程 畢業 生 人數				

Employees Leaving the Establishment

僱員離職

3. Number of employees left in the past 12 months:
過去十二個月內離職的僱員人數：

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

4. Expected number of employees who will be retiring in coming 12 months:
預計在未來十二個月內退休的僱員人數：

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

Major Difficulties Encountered in Recruitment

主要招聘困難

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

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

Preferred Working Experience in Catering Industry of Employees

僱員宜有的飲食業工作經驗

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

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

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Training of Employees

僱員的訓練

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

請指出過去十二個月內，貴機構向每名僱員提供訓練的平均日數（請剔"✓"選）。

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

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

請指出最合適僱員的訓練時間（請剔"✓"選）。

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工	Administrative and Others 文員及其他員工
(a) Day Time 日間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Evening 夜間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Day Time between shifts 落場時間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Training 培訓	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工	Administrative and Others 文員及其他員工
A. Managerial Skills 管理技巧				
(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"/>		
(ii) Human Resources Management 人力資源管理	<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"/>		
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	<input type="checkbox"/>	<input type="checkbox"/>		
(v) Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>		
(vi) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>		
B. Trade Skills 行業技能				
(i) Suggestive Selling 建議推銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Cost Control 成本控制	<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) Restaurant Service 餐飲服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) 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"/>
(vi) Banquet / Catering Event Management 宴會／飲食項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Food Hygiene and Safety 食品衛生及安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Information Technology 資訊科技	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic Skills 通用技巧				
(i) Customer Service 顧客服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Communication 溝通	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Problem Solving 難題解決	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Language 語言				
(i) Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) English 英語	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Others (please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For Official Use				
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10. Please state the priority in respect of different areas of training for employees to engage in the coming 12 months.
請 貴機構就僱員在未來十二個月接受培訓之範圍提供優先次序。

<u>Areas of training</u> 培訓範圍	<u>Priority</u> 優先次序 (1,2,3,4), 1 as the first priority (1 為首選)	<u>Content of Training</u> 培訓內容
(i) Managerial Skills 管理技巧		
(ii) Trade Skills 行業技能		
(iii) Generic Skills 通用技巧		
(iv) Language 語言		

11. Is your establishment intending to employ an outside training provider for your staff in the areas of managerial, trade, generic or language skill in the coming 12 months?
貴機構會否在未來十二個月內聘請外間培訓機構為僱員引入有關管理、行業、通用或語言技巧的培訓？

☐ Yes 會

☐ No 不會

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

The 2018 Manpower Survey of the Catering Industry

飲食業 2018 年人力調查

Explanatory Notes

附註

Part I**第一部份****1. Principal Jobs – Column ‘A’**

主要職務 —— ‘A’ 欄

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

2. Number of Full Time Employees as at Survey Reference Date (Excl. Trainees/Apprentices) – Column ‘B’

在統計日期的全職僱員人數（實習生／學徒除外） —— ‘B’ 欄

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

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

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

3. Number of Full Time Trainees/Apprentices as at Survey Reference Date – Column ‘C’

在統計日期的全職實習生／學徒人數 —— ‘C’ 欄

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

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

4. Number of Full Time Vacancies as at Survey Reference Date – Column ‘D’

在統計日期的全職空缺額 —— ‘D’ 欄

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

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

5. Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices) – Column ‘E’

預計在 2019 年 10 月的全職僱員人數（實習生／學徒除外） —— ‘E’ 欄

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

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

6. Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices) – Column ‘F’

全職僱員之每月平均薪酬（實習生／學徒除外） —— ‘F’ 欄

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

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

7. Preferred Education of Full Time Employees – Column ‘G’

全職僱員宜有的教育程度 —— ‘G’ 欄

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

Definition of Preferred Level of Education:

宜有教育程度的定義：

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

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

在統計日期的兼職僱員人數 —— ‘H’ 欄

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

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

在統計日期兼職僱員之平均時薪幅度 —— ‘I’ 欄

Please enter the code of average hourly wage for each principal job of part-time employees as at survey reference date.
請填寫兼職時薪員工在統計日期的平均日薪的編號。

Part II

第二部份

10. Question 1 – Internal Promotion

問題 1 —— 內部晉升

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

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

11. Question 2 – New Recruitment

問題 2 —— 新聘僱員

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

請填入在過去十二個月 貴機構新招聘的僱員人數。

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

請填入 貴機構的新招聘無飲食業經驗的僱員人數。「新招聘無飲食業經驗的僱員」指在加入 貴機構前並無飲食業經驗的僱員（應屆飲食業培訓課程畢業生除外）。

- (c) Please fill in the number of new recruits who are fresh graduates of catering and hospitality programmes (except Managerial/Professional Level). “New Recruits who are Fresh Graduates of Catering and Hospitality Programmes” refer to the employees joining your establishment who are fresh graduates of catering and hospitality programmes.

請填入在過去十二個月 貴機構新招聘的飲食業及酒店業培訓課程畢業生的僱員人數（經理／專業人員除外）。新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入 貴機構之應屆飲食業及酒店業培訓課程畢業生。

12. Question 3, 4 – Employees Leaving the Establishment

問題 3, 4 —— 僱員離職

Question 3 Please fill in the number of different levels of employees left employment in the past 12 months.
問題 3 請填上過去十二個月內在 貴機構離職的各級僱員人數。

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

問題 4 請填上預計未來十二個月內在 貴機構退休的各級僱員人數。

13. Question 5 – Major Difficulties Encountered in Recruitment

問題 5 —— 主要招聘困難

Please indicate the difficulties encountered in recruitment of employees of your establishment in the past 12 months.
請標示 貴機構在過去十二個月在招聘僱員時遇到的困難。

14. Question 6 –Preferred Working Experience in Catering Industry of Employees

問題 6 —— 僱員宜有的飲食業工作經驗

Please indicate the preferred years of experience in Catering Industry before occupying the post.
請指出僱員擔任現職前宜有從事飲食業的工作年資。

15. Question 7-11 – Training of Employees

問題 7 - 11 —— 僱員的訓練

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

問題 7 請按 貴機構於過去十二個月內向每名僱員提供訓練的平均日數。

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

Question 8 Please indicate the most suitable time of training for employees.
問題 8 請指出最合適僱員的訓練時間。

Question 9 Please indicate the type of training provided to the employees in the past 12 months. (By type of course)
問題 9 請選擇 貴機構的僱員在過去十二個月內曾接受的培訓課程（按課程種類劃分）。

Question 10 Please state the priority in respect of different areas of training for employees to engage in the coming 12 months.
問題 10 請 貴機構就僱員在未來十二個月接受培訓之範圍提供優先次序。

Question 11 Please indicate if your establishment would be intending to employ an outside training provider for your staff in the relevant areas in the coming 12 months.
問題 11 請選擇 貴機構會否在未來十二個月內從外間聘請培訓機構為僱員引入有關培訓。

2018 Manpower Survey of the Catering Industry

飲食業2018年人力調查

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

中式酒樓主要職務工作說明

(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。)

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Managerial and professional level 經理及專業人員級		
101	Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事 ; 副董事 ; 董事總經理 ; 總經理	<ul style="list-style-type: none"> Assumes the total responsibility of managing an establishment, usually with other managers and executives as direct subordinates; Implements the company's policies with a view to achieving their objectives. 在直屬下級（通常為其他經理及行政人員）協助下，全權負責機構的管理； 推行公司的政策，以達到目標。
102	Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監 ; 人力資源部經理 ; 人事部經理 ; 培訓部經理	<ul style="list-style-type: none"> Formulates and supervises the implementation of personnel policies, procedures and regulations; Maintains amicable staff relations; May design and carry out training programme for employees of an establishment; Plans and implements effective training programmes for all levels of staff; Co-ordinates and controls internal and external training; Advises management on training and management development trends; Acts as course leader in specific training programmes; Provides counselling for employees; Determines the effectiveness of training activities. 制訂及督導推行人事政策、程序及規則； 維持良好的員工關係； 或需為僱員設計及推行訓練計劃； 為各職級人員策劃及推行有效的訓練計劃； 管理及協調酒樓內外訓練； 就訓練及管理發展趨勢向管理層提供意見； 任特別訓練計劃的課程負責人； 為職員提供輔導； 評定訓練活動的成效。

Code 編號	Job Title 職稱	Job Description 工作說明
Managerial and professional level (Continued) 經理及專業人員級（續）		
103	Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師；總會計主任／總監； 財務總監	<ul style="list-style-type: none"> Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; Manages cash flow, loan and money changes; Supervises the Credit Department, credit accounts, general accounting, cashier, income audit, costings; Arranges Letters of Credit (lcs) for the company's purchases and liaises with suppliers. 監管預算及開支、公司財務政策及程序、合約及牌照、高級行政人員的人事記錄及附帶福利； 管理現金流量、貸款及貨幣兌換； 督導信貸部、信貸帳目、一般會計事務、出納、收入核數事務、成本核算等部門； 為公司的採購活動安排信用狀，並與供應商聯繫。
104	Purchasing Manager 採購部經理	<ul style="list-style-type: none"> Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends; Formulates and implements the company's policies. 根據供求趨勢策劃、組織及控制供銷售或自用食品的採購及存貨； 制訂及推行公司政策。
105	Business Manager ; Sales Manager 業務經理；營業部經理	<ul style="list-style-type: none"> Supervises sales promotion of the restaurant and maintains good relationship with clients; Liaises with suppliers on special food and beverage promotions. 督導酒樓的業務推廣，與客戶維持良好關係； 就特別食品及飲品推廣活動與供應商聯絡。
106 *	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理	<ul style="list-style-type: none"> Manages and co-ordinates the activities of the restaurant; Recommends menu items and wines to clients; Achieves revenue target; Ensures guest satisfaction; Achieves the preset revenue target and cost involved; Provides work safety training to the team. 管理及協調酒樓的工作，確保員工能迅速及禮貌地為顧客服務； 向顧客建議菜牌及菜式； 控制成本以維持訂定的邊際利潤； 確保顧客滿意度； 努力達到公司對業績及成本的要求； 提供工業安全培訓給下屬。
107	Administration Manager 行政經理	<ul style="list-style-type: none"> Ensures smooth and efficient running of the internal systems and procedures; Ensures prompt and efficient centralised office and supporting services for all departments. 確保內部系統及程序順利並有效地運作； 保證為各部門提供迅速和有效率的中央統籌辦公服務及輔助服務。

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

Code 編號	Job Title 職稱	Job Description 工作說明
Managerial and professional level (Continued) 經理及專業人員級 (續)		
108 *	Executive Chinese Chef/ Executive Chinese Sous Chef 中菜行政總廚／ 助理中菜行政總廚	<ul style="list-style-type: none"> Supervises the kitchens operation, controls food cost, quality and portion control of food; Oversees purchase of dried goods and fresh products; Be innovative and creative on daily special menus and maintain good relationship with customers. 督導廚房的運作、食物質量控制、控制食物成本及菜牌標準； 監理乾貨及鮮貨的採購工作； 創新設計每日特色菜牌及與客戶維持良好關係。
137	Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理； 市場拓展及傳訊部總監； 數字媒體經理；企業傳訊經理	<ul style="list-style-type: none"> Plans, organises, directs and controls the marketing functions; Reviews market and sales analysis to determine local and overseas market requirements; Co-ordinates public relations activities relating to sales promotion. 策劃、組織、指導和管理市場拓展活動； 檢討市場及營業分析，以確定本地及海外市場需求； 統籌與營業推廣有關的公共關係活動。
Supervisory level 督導員級		
201	Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任； 培訓部主任	<ul style="list-style-type: none"> Recruits, interviews and hires employees for the restaurants; Counsels, transfers and dismisses employees based on appraisal of supervisors. Counsels and advises department heads regarding personnel problems; Trains new or existing employees; Performs periodic reviews on trainees' progress and recommends actions based on appraisals; Maintains supplies of training materials; Participates in discussions regarding the adoption of new or improved training methods and/or materials. 為酒樓招募、面見及聘任僱員； 根據僱員上級的評核對僱員進行輔導、調職或解僱； 就人事問題向部門主管提供輔導及意見； 訓練新聘或現職僱員； 對受訓者進度進行定期檢討，並根據評核結果提出建議； 供應訓練材料； 就採用新的訓練材料或改良方面參與討論。
202	Public Relations Supervisor/ Sales Supervisor 公共關係部主管／ 營業部主管	<ul style="list-style-type: none"> Promotes sale of food and beverage items for groups/parties/individuals; Checks sales figures, stock and customer preferences; Supervises sales persons. 向團體／宴會／個別人士促銷食物及飲品； 查核營業數字、存貨及留意顧客喜好； 督導營業部人員。

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

Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory level (Continued) 督導員級 (續)		
203	Accounts Supervisor 會計主管 (e.g. payable/receivable 如：應付帳／應收帳)	<ul style="list-style-type: none"> ● Audits and processes the payments of all the establishments' disbursements; ● Prepares expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps a record system of all amounts due to the establishment from guest/patrons; ● Responds to account disputes and queries; ● Prepares accounts receivable report. ● 核對及處理機構一切支出； ● 編製支出分析及其他有關供應商發票及月結單的報告； ● 保存應收帳記錄； ● 處理會計爭議及疑問； ● 編製應收帳報告。
204	Store Supervisor 倉務監督	<ul style="list-style-type: none"> ● Keeps store; ● Informs management of the storage situation for expensive items such as sharks' fins and abalone. ● 管理存貨； ● 向管理層報告貴重物品如魚翅及鮑魚的存貨情況。
205	Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督	<ul style="list-style-type: none"> ● Inspects the establishment's premises; ● Checks on the electrical/mechanical plant and equipment; ● Contacts with outside contractors regarding repair and maintenance works or renovations. ● 視察公司所在樓宇； ● 檢查電氣／機械裝置及設備； ● 就維修或裝修工程與外間承辦商聯絡。
206 *	Restaurant Head Supervisor ; Assistant Manager ; Head Supervisor 中菜館、酒樓主管；副經理； 樓面部領班／總管	<ul style="list-style-type: none"> ● Supervises and co-ordinates the work of the restaurant's staff; ● Assumes the management responsibility of the establishment; ● Ensures guest satisfaction and handles guest complaints. ● Provides overall supervision of the restaurant/operation and service; ● Advises management on guests' preference, opinions and complaints; ● Schedules staff duties; ● Gives continuous training to staff. ● 督導及統籌餐廳員工的工作； ● 負責管理餐廳； ● 確保客人滿意服務及處理顧客投訴； ● 全面督導酒樓的服務； ● 將顧客的喜好、意見和投訴告知管理階層； ● 分配員工職務； ● 為員工提供持續訓練。
208	Bar Supervisor 酒吧主管	<ul style="list-style-type: none"> ● Ensures proper bar set up which is equipped with the necessary beverages and supplies; ● Supervises maintenance of bar and service equipment; ● Maintains prescribed revenue; monitors staff performance; ● Achieves hygiene standard. ● 確保酒類供應充足及以正確牌子的酒類招待顧客； ● 監督酒吧及服務設備的保養； ● 維持訂定的邊際利潤； ● 監察員工的工作表現； ● 保持酒吧衛生。

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Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory level (Continued) 督導員級 (續)		
209 *	Captain ; Supervisor 部長	<ul style="list-style-type: none"> Assists Manager/Assistant Manager in supervising and assigning waiters/waitresses to their work station; Prepares and checks table set-up; Upselling menu and beverage items; Liaises with clients and cashiering; Takes orders from guests and delivers orders to kitchen; May carve meats and prepare flambe dishes at table; Advises on the selection of wines and serves them. 協助樓面領班／總管督導及分派侍應生至各工作崗位； 準備及檢查檯面擺設； 推薦及銷售額外餐飲； 與顧客聯絡及賬單準備； 負責替顧客落單然後交予廚房； 或需即席為顧客切削肉類或烹製火焰菜式； 在顧客選擇酒類時提供意見並為其服務。
210 *	Chief Butcher 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。
211	Seafood Butcher 水檔／魚王	<ul style="list-style-type: none"> Handles the preparation of fresh seafood and monitors fish tank for direct seafood sales; Makes recommendations on different cooking styles to customers. 負責管理海鮮檔、準備及屠宰海鮮； 為客人提供各種烹調海鮮方法的建議。
212 *	Second Butcher 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。
213 *	Chief Cook (Wok) 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。
214 *	Chief Dim Sum Cook 點心總廚	<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。
215 *	No. 2 Cook 二廚 (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food 如：砧板、燒烤、爐頭、點心、蔬菜、冷盤)	<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。

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Code 編號	Job Title 職稱	Job Description 工作說明
Supervisory level (Continued) 督導員級 (續)		
216 *	Senior Cook ; Aboyeur (Production Control Cook) ; General Cook 上什 ; 打荷 ; 普通廚師	<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; ● Co-ordinates actions between kitchen and wait staff and supervises the sequence and timing of serving; ● 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； ● 督導上菜次序及時間； ● 分派工作予初級廚師。
217 *	Barbecue Cook 燒烤廚師	<ul style="list-style-type: none"> ● Prepares assorted barbecue meat platter; ● Assists butchers in the portioning of meat before serving; ● Preserves and roasts barbecue dishes. ● 準備各種燒烤肉類拼盤； ● 上碟前協助砧板分配肉類的分量； ● 醃製及燒烤各種菜式。
218	Specialty Chef 特色菜總廚師	<ul style="list-style-type: none"> ● Plans, designs, supervises and/or prepares exotic cuisines and different national food specialties. ● 策劃、設計、督導及／或負責外來菜式及各國特色食品的烹調工作。
219	Pantry Captain/Supervisor 傳菜部部長	<ul style="list-style-type: none"> ● Supervises pantry helpers and arranges their duty rosters according to workload of the kitchen; ● Supervises serving schedule of the ordered dishes; ● Ensures proper handling and storage of all food accompaniments and condiments. ● 督導傳菜員及依據廚房工作量安排其當值表； ● 督導上菜程序； ● 保持各類餐廳用品存放得宜。
234	Public Relations Officer/ Digital Media Officer 公共關係主任／數字媒體主任	<ul style="list-style-type: none"> ● Liaises with media; ● Handles publicity and photographic assignments; ● Prepares press releases in both English and Chinese; ● Liaises with Sales Executives and covers other duties assigned by the management. ● 與傳媒聯絡； ● 處理宣傳與攝影工作； ● 編擬中英文新聞稿； ● 與營業員聯繫，並負責管理層分配的其他工作。
244	Sommelier 品酒師	<ul style="list-style-type: none"> ● Conducts upselling of beverage items; ● Conducts marketing and promotion plans for beverages; ● Takes care of the wine and liquor stocks in the restaurant; ● Has good knowledge of wine and advises guests on selection; ● Serves wine at the required temperatures. ● 推薦及銷售額外飲料； ● 推動飲料的銷售與進行飲料推廣計劃； ● 管理餐廳內各種酒類存貨； ● 對酒類認識，為顧客在選飲時提供意見； ● 將酒類調校到所需溫度。

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Code 編號	Job Title 職稱	Job Description 工作說明
Craft/Operative level 技工／操作工級		
301 *	Dim Sum Fryer ; Steamer ; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工；熟籠工； 點心廚師（如：麵糰、辦餡）	<ul style="list-style-type: none"> ● Attends to the timing of frying dim sum and its presentation; ● Attends to the timing of steaming dim sum; ● Prepares the stuffings and dough of dim sum and noodle products. ● 看管點心的煎炸時間及負責上碟； ● 看管蒸點心的時間； ● 準備點心的餡料、麵糰及麵類食品。
302 *	Pantry Cook ; Vegetable Cook 幫上什；蔬菜廚師	<ul style="list-style-type: none"> ● Be responsible for the stewarding duties of the kitchen; ● Supervises the preparation of vegetable dishes and administers sauces serving; ● Prepares vegetable carving and garnishes; ● Supervises vegetable cook helpers in assembling the proper portions. ● 負責廚房總務工作； ● 督導蔬菜菜式烹調及管理添加調味汁料工作； ● 製備蔬菜雕刻及伴碟； ● 督導助手分配適當分量。
303 *	Vegetable Cook Helper 蔬菜廚師助手	<ul style="list-style-type: none"> ● Prepares vegetable carving and garnishes; ● In assemble the proper portions for garnishes. ● 準備蔬菜雕刻及伴碟； ● 分配適當份量供伴碟用。
304	Specialty Cook 特色菜廚師	<ul style="list-style-type: none"> ● Prepares/assists in preparing exotic cuisines and different national food specialities. ● 烹調／協助烹調外來菜式及各國特色食品的工作。
305 *	No. 3 Cook 三廚 (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food 如：砵板、燒烤、爐頭、點心、蔬 菜、冷盤)	<ul style="list-style-type: none"> ● Works under the supervision of the senior and No. 2 cook in food preparation and specific duties of different sections of the kitchen; ● Supervises No. 4 cook or below. ● 在上什及二廚督導下進行食物烹調及廚房內不同部分的特定工作； ● 督導四廚或以下廚師。
306 *	Junior Cook/No. 4 Cook or below 見習廚師／四廚或以下 (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food 如：砵板、燒烤、爐頭、蔬菜、點 心、麵檔、粥檔、冷盤)	<ul style="list-style-type: none"> ● Assists the cooks in performing different varieties of duties of the kitchen. ● 協助廚師執行廚房內各種工作。
307	Engineering Craftsman 工程部技工 (incl. Mechanic, Carpenter, air-conditioning, electrician, plumber 包括：機械技工／木工／空氣調節系 統技工／電工／喉管工)	<ul style="list-style-type: none"> ● Checks, inspects, maintains and repairs all lighting/air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of the house; ● Liaises with outside contractors. ● 檢查、視察、維修及保養公共地方及後門的所有照明／空氣調節／電氣／機械裝置及設備； ● 與外間承辦商聯繫。

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Craft/Operative level (Continued) 技工／操作工級（續）		
352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生	<ul style="list-style-type: none"> ● Controls supply and distribution of all house-use linen and staff uniforms; ● Maintains constant checking on uniform and linen supply; ● Stores and controls replacement of household supplies; ● Keeps up-to-date stock records; ● Checks and repairs staff uniform/house linen and Provides service to guests when required; ● Repairs curtains and drapes. ● 管理所有內部布草及員工制服的供應和分配； ● 經常檢查制服及布草供應； ● 貯存及管理物品補給； ● 保存最新的存貨記錄； ● 檢查及修補職員制服及店內布草，在有需要時為顧客提供服務； ● 修補窗簾及布簾。
353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工；清潔雜工；洗碗碟雜工；管事；傳菜員；洗手間清潔員	<ul style="list-style-type: none"> ● Maintains cleanliness of the kitchen, cooking utensils and storage of all food accompaniments and condiments; ● Sweeps the floor and wipes clean stainless steel counters in kitchen; ● Disposes garbage and cleans stove and top of exhaust fans; ● Delivers prepared dishes from the kitchen to the tables; ● Knows the location of tables; ● Maintains cleanliness of the washrooms and replenishes items. ● 保持廚房清潔及洗濯烹飪器具及餐具； ● 掃地及擦淨廚房內的不銹鋼櫃檯； ● 清除垃圾、清潔爐灶及抽氣扇頂； ● 將已備妥菜式由廚房端至餐桌上； ● 認識所有餐桌位置； ● 保持洗手間清潔及補充用品。
354	Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員	<ul style="list-style-type: none"> ● Serves and mixes alcoholic and non-alcoholic beverage; ● Checks on supplies of wines and spirits; ● Prepares daily supply requisition for restaurant manager's approval; ● Creates different cocktail for management consideration. ● 調製並為顧客端奉酒精類及非酒精類飲品； ● 檢查酒類的供應； ● 編製每日物品需求單，以待餐廳經理批准； ● 創作不同款式之雞尾酒讓管理層考慮推出。
355	Receptionist ; Hostess 接待員；知客	<ul style="list-style-type: none"> ● Welcomes and greets guests to their seats; ● Takes reservations; ● Reports guest comments to restaurant manager; ● Keeps guest history and maintains positive relationship with guests; ● Serves guests in assigned station under supervision of a captain. ● 接待並引領顧客就座； ● 記錄訂座； ● 將顧客意見轉達樓面經理； ● 記錄顧客資料，與客人維持良好關係； ● 在領班督導下，在指定崗位招待顧客。

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Craft/Operative level (Continued) 技工／操作工級（續）		
356	Waiter / Waitress ; Dim Sum Sales 侍應生；賣點員	<ul style="list-style-type: none"> ● Collects food from kitchen; ● Cleans up tables, buffet tables and changes linen; ● Responsible for dim sum sales, looks after dim sum cart and recommends different types of dim sum to customers; ● Prepares table setting and removes dishes; ● Knows all menu items; ● Knows the preparation of common menu items and chef's daily recommendation; ● Punches in food order in Point of Sale (POS) system. ● 從廚房端出食物； ● 清潔餐桌、自助餐桌及更換檯布； ● 負責點心銷售、點心車及為客人推介不同點心； ● 擺設餐具及收拾碗碟； ● 熟知餐牌內每一項目； ● 熟悉常見菜式的烹製方法及廚師每日推薦菜式； ● 認識用電腦入單。
357	Cashier 樓面出納員	<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。
358	Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員	<ul style="list-style-type: none"> ● Carries out guard duty; ● Regular patrol in premises; ● Checks all entrances/exits/back staircases; ● Ensures all items found in the premises are properly recorded and kept; ● Conducts enquiry on incidents occurred; ● Provides protection to VIP guests on management's instruction. ● 負責保安／護衛工作； ● 定時巡查所有範圍； ● 查察所有出入口及後樓梯； ● 確保所有在餐廳內發現的物件得以正確記錄及妥為保存； ● 就所發生的事件進行調查； ● 根據管理階層指示保護貴賓。
359	Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員工	<ul style="list-style-type: none"> ● Handles food delivery to the designated locations as per customers' orders; ● Responsible for the smooth operation of the take-away/delivery service; ● Provides take-away/ delivery food service (including taking, packaging and delivery orders); ● Prepares take-away/delivery services utensils/items. ● 負責傳送外賣到客人指定地點； ● 負責外賣服務運作流暢； ● 提供外賣服務（包括接單、包妥外賣食物及送外賣）； ● 預備外賣服務之食具及用具。
360	Food Station Handler 堂前小食處理員工	<ul style="list-style-type: none"> ● Monitors snack/food station counters in the restaurant; ● Handles simple cooking or re-heating for a variety of snacks; ● Provides customer service; ● Takes and delivers food orders. ● 負責餐廳堂前小食檔； ● 負責烹調，處理及翻熱不同種類的小食； ● 提供顧客服務； ● 接單及傳送食物給客人。

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Administrative and others level 文員及其他員工級		
401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員 ; 出納員 ; 飲食部出納員	<ul style="list-style-type: none"> ● Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department; ● Records all food and beverage sales at the time of meal, and submits receipts for Cashier's general records; ● Prepares cashier's daily report; ● Corrects all daily receipts; ● Provides changes for all cashier. ● 負責會計部各方面的日常計算、過帳、記錄、編理檔案及打字等工作 ; ● 記錄營業時間內飲品及食品的銷售情況，並準時將單據予大堂出納員列入總帳 ; ● 編製出納日誌 ; ● 更正日常帳單 ; ● 為所有出納員提供兌換。
402	Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員 ; 人事部文員 ; 寫字樓文員	<ul style="list-style-type: none"> ● Assists in implementing personnel policies and functions; ● Processes applications from prospective employees and arranges interviews; ● Keeps staff records; ● Performs clerical duties of a general nature such as copying, compiling, filing and recording information. ● 協助推行人事政策和活動 ; ● 處理應徵申請及安排面試 ; ● 保存職工記錄 ; ● 負責一般文職工作，包括抄寫、編纂、編理檔案及記錄資料等。
403	Paymaster 出納主任	<ul style="list-style-type: none"> ● Keeps all records relating to payroll; ● Prepares and submits payroll reports. ● 保存所有與薪酬有關的記錄 ; ● 編製及提交薪酬報告。
404	Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員 ; 採購部文員 ; 品質控制文員	<ul style="list-style-type: none"> ● Checks all merchandise entering the establishment and their proper documentation; ● Follows up purchase orders and requisition requests; ● Maintains par stocks in stockroom; ● Distributes and follows up on purchase orders and requisition requests; ● Expedites delivery, verification of invoices and freight charges; ● Maintains a library of catalogues, price and reference data; ● Performs a variety of routine calculations, posting and recording; ● Assists in cost control and inventory taking; ● Makes random inspections on all supplies for the outlet. ● 跟進購買訂單及物料需求表 ; ● 檢查所有運入的貨品及其正式文件 ; ● 保持貨倉內存有一定分量的貨物 ; ● 分發購貨訂單及物料需求表並跟進有關工作 ; ● 確保進貨快捷、核對發票及運費 ; ● 保存貨品目錄、價格及參考資料 ; ● 負責多方面的日常計算、過帳及記錄工作 ; ● 協助處理成本控制及清點存貨等工作 ; ● 抽查各飲食部門所用物料。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Administrative and others level (Continued) 文員及其他員工級（續）		
405	Secretary 秘書	<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. ● 記錄及繕寫信件、報告及便箋； ● 接聽電話、甄別來電及記錄口訊； ● 答覆一般詢問； ● 編擬每日事務及約會程序表，並接待訪客。
406	Office Assistant 辦公室助理員	<ul style="list-style-type: none"> ● Performs secretarial duties; ● Handles odd jobs and run errands for the General Office. ● 執行速記及有關的秘書職務； ● 為辦事處處理雜務及差使。

CONFIDENTIAL

WHEN ENTERED WITH DATA

填入數據後即成

機密文件**VOCATIONAL TRAINING COUNCIL****職業訓練局****THE 2018 MANPOWER SURVEY OF THE CATERING INDUSTRY****飲食業2018年人力調查**

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

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

Establishment Information**機構資料**

(For official use)

Industry Code _____

NATURE OF BUSINESS: _____

業務性質

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Details of Contact Person***聯絡人資料***

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO. : _____ - _____

電話

FAX NO. : _____

圖文傳真

E-MAIL : _____

電郵

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

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'I' 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 'B' 至 'I' 欄。

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。								
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#) 在統計日期 的全職 僱員人數 (實習生/ 學徒# 除外)	(C) No. of Full Time Trainees/ Apprentices # as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒# 人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices#) 預計在2019 年10月的全 職 僱員人數 (實習生/ 學徒# 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices#) 全職僱員之每月 平均薪酬 (實習生/學徒# 除外) Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$25,000 5 \$25,001 - \$30,000 6 \$30,001 - \$35,000 7 \$35,001 - \$40,000 8 \$40,001 or above 或以上	(G) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(H) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(I) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期兼職僱 員之平均時薪幅度 Code Wage Range 編號 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
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	2	1	5	6	2	2	2
Managerial and Professional Level 經理及專業人員級								
101 Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事 ; 副董事 ; 董事總經理 ; 總經理								
132 Executive Assistant Manager ; Club Manager ; Director of Operations 行政副經理 ; 會所經理 ; 營運總監								
102 Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監 ; 人力資源部經理 ; 人事部經理 ; 培訓部經理								
103 Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師 ; 總會計主任 / 總監 ; 財務總監								
135 Food and Beverage Director ; Food and Beverage Manager ; Assistant Food and Beverage Manager 飲食部總監 ; 飲食部經理 ; 飲食部副經理								
104 Purchasing Manager 採購部經理								
137 Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理 ; 市場拓展及傳訊部總監 ; 數字媒體經理 ; 企業傳訊經理								
106 Restaurant Manager ; Banquet Manager 餐廳經理 ; 宴會經理								
139 Executive Chef ; Executive Pastry Chef ; Director – Culinary Operations 行政總廚師 ; 糕餅總廚師 ; 餐務營運總監								
140 Sous Chef 總廚師								

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

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

Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices [#]) 在統計日期的全職僱員人數 (實習生／學徒 [#] 除外)	(C) No. of Full Time Trainees/ Apprentices [#] as at Survey Reference Date 在統計日期的全職實習生／學徒 [#] 人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices [#]) 預計在2019年10月的全職僱員人數 (實習生／學徒 [#] 除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices [#]) 全職僱員之每月平均薪酬 (實習生／學徒 [#] 除外) Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$25,000 5 \$25,001 - \$30,000 6 \$30,001 - \$35,000 7 \$35,001 - \$40,000 8 \$40,001 or above 或以上	(G) Preferred Education of Full Time Employees 全職僱員宜有的教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑／證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(H) No. of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員人數	(I) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期兼職僱員之平均時薪 Average Hourly Wage Range Code Wage Range 編號 平均時薪 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上	
	Managerial and Professional Level (Continued) 經理及專業人員級 (續)									
	141	Pastry Chef 糕餅廚師								
142	Specialty Chef ; Cook for Asian ; Exotic cuisine. 特色菜總廚師－亞洲及熱帶國家									
Supervisory Level 督導員級										
201	Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任 ; 人事部主任 ; 培訓部主任									
203	Accounts Supervisor (payable/receivable) 會計主管 (應付帳／應收帳)									
233	Audit Supervisor ; Paymaster ; General Cashier 核數主管 ; 出納主任 ; 出納員									
234	Public Relations Officer ; Digital Media Officer 公共關係主任 ; 數字媒體主任									
205	Maintenance Supervisor ; Technical Supervisor 保養部主管 ; 技術監督									
236	Security Manager 保安主任									
237	Beverage/Bar Manager 酒吧經理									
238	Restaurant Supervisor 餐廳主管									
239	Food and Beverage Controller/ Cost Controller 成本統計總監／主任									
209	Captain ; Superviso 部長									
241	Sales Supervisor 營業部主管									
242	Head Cashier 總出納員									
243	Garde Manger ; Senior Cook 冷盤總廚師 ; 高級廚師									
244	Sommelier 品酒師									
Craft / Operative Level 技工 / 操作工級										
308	Baker/ Pastry Cook/ Cook 麵包師傅／糕餅師傅／廚師									
306	Junior Cook or below 見習廚師或以下									
307	Engineering Craftsman 工程部技工									
352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生									
353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工 ; 清潔雜工 ; 洗碗碟雜工 ; 管事 ; 傳菜員 ; 洗手間清潔員									

"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

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。								
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄B)	(B) No. of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#) 在統計日期 的全職 僱員人數 (實習生/ 學徒# 除外)	(C) No. of Full Time Trainees/ Apprentices# as at Survey Reference Date 在統計日期 的全職 實習生/ 學徒#人數	(D) No. of Full Time Vacancies as at Survey Reference Date 在統計日期 的全職 空缺額	(E) Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices#) 預計在 2019年10月 的全職 僱員人數 (實習生/ 學徒#除外)	(F) Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/ apprentices#) 全職僱員之每月 平均薪酬 (實習生/學徒#除外) Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$25,000 5 \$25,001 - \$30,000 6 \$30,001 - \$35,000 7 \$35,001 - \$40,000 8 \$40,001 or above 或以上	(G) Preferred Education of Full Time Employees 全職僱員宜有的 教育程度 Code Education Level 編號 教育程度 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑) 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(H) No. of Part Time Employees as at Survey Reference Date 在統計日期 的兼職 僱員人數	(I) Average Hourly Wage Range of Part Time Employees as at Survey Reference Date 在統計日期兼職僱 員之平均時薪 Average Hourly Wage Range 平均時薪 幅度 1 \$34.5 - \$40 2 \$41 - \$60 3 \$61 or above 或以上
Craft / Operative Level (Continued) 技工 / 操作工級 (續)								
355 Receptionist ; Hostess 接待員 ; 知客								
356 Waiter / Waitress 侍應生								
357 Cashier 樓面出納員								
358 Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員 ; 護衛員 ; 代客泊車員								
359 Delivery Staff / Take-Away Service Staff 送外賣員 / 外賣服務員工								
361 Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員 ; 管倉員 ; 貨倉及收貨文員								
363 Bartender / Barman / Barista / Mixologist 調酒員 / 咖啡師 / 調酒師								
364 Food Handler ; Beverage Handler 小食處理員 ; 堂前小食處理員工 ; 水吧處理員								
Administrative and Others 文員及其他員工								
401 Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員 ; 出納員 ; 飲食部出納員								
402 Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員 ; 人事部文員 ; 寫字 樓文員								
404 Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員 ; 採購部文員 ; 品質 控制文員								
405 Secretary 秘書								
406 Office Assistant 辦公室助理員								
Other Related Catering Industry Staff 其他相關飲食業的員工								
For Official Use								

"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。

Part II 第二部份

Internal Promotion

內部晉升

1. Number of employees of internal promotion in the past 12 months:
過去十二個月內，內部晉升的僱員人數：

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

New Recruitment

新聘僱員

2. Number of new recruits of your establishment in the past 12 months.
過去十二個月內，貴機構新招聘的僱員人數。

	Managerial/ Professional Level 經理／專業人員級	Supervisory Level 督導員級	Craft/ Operative Level 技工／操作工級	Administrative and Others 文員及其他員工
(a) Total 總人數				
(b) Number of new recruits without catering industry experience (Excl. fresh graduates of Catering Programmes) 新招聘中 無 飲食業經驗的僱員人數 (應屆飲食業培訓課程畢業生除外)				
(c) Number of new recruits who are Fresh Graduates of Catering Programmes 新招聘的應屆飲食業培訓課程 畢業 生 人數				

Employees Leaving the Establishment

僱員離職

3. Number of employees left in the past 12 months:
過去十二個月內離職的僱員人數：

(a) Managerial/Professional Level 經理／專業人員級	<input type="text"/>	(b) Supervisory Level 督導員級	<input type="text"/>
(c) Craft/Operative Level 技工／操作工級	<input type="text"/>	(d) Administrative and Others 文員及其他員工	<input type="text"/>

4. Expected number of employees who will be retiring in coming 12 months:
預計在未來十二個月內退休的僱員人數：

(a) Managerial/Professional Level 經理／專業人員級	<input type="text"/>	(b) Supervisory Level 督導員級	<input type="text"/>
(c) Craft/Operative Level 技工／操作工級	<input type="text"/>	(d) Administrative and Others 文員及其他員工	<input type="text"/>

Major Difficulties Encountered in Recruitment

主要招聘困難

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

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

Preferred Working Experience in Catering Industry of Employees

僱員宜有的飲食業工作經驗

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

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

For Official Use				
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Training of Employees

僱員的訓練

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

請指出過去十二個月內，貴機構向每名僱員提供訓練的平均日數（請剔"✓"選）。

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

For Official Use				
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8. Please indicate the most suitable time of training for employees (Please tick "✓").

請指出最合適僱員的訓練時間（請剔"✓"選）。

	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工	Administrative and Others 文員及其他員工
(a) Day Time 日間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Evening 夜間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Day Time between shifts 落場時間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Training 培訓	Managerial/ Professional 經理／專業人員	Supervisory 督導員	Craft/ Operative 技工／操作工	Administrative and Others 文員及其他員工
A. Managerial Skills 管理技巧				
(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"/>		
(ii) Human Resources Management 人力資源管理	<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"/>		
(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	<input type="checkbox"/>	<input type="checkbox"/>		
(v) Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>		
(vi) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>		
B. Trade Skills 行業技能				
(i) Suggestive Selling 建議推銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Cost Control 成本控制	<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) Restaurant Service 餐飲服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) 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"/>
(vi) Banquet / Catering Event Management 宴會／飲食項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Food Hygiene and Safety 食品衛生及安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Information Technology 資訊科技	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic Skills 通用技巧				
(i) Customer Service 顧客服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Communication 溝通	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Problem Solving 難題解決	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Others (please specify) 其他（請描述）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Language 語言				
(i) Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) English 英語	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Others (please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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10. Please state the priority in respect of different areas of training for employees to engage in the coming 12 months.
請 貴機構就僱員在未來十二個月接受培訓之範圍提供優先次序。

<u>Areas of training</u> 培訓範圍	<u>Priority</u> 優先次序 (1,2,3,4) 1 as the first priority 1 為首選	<u>Content of Training</u> 培訓內容
(i) Managerial Skills 管理技巧		
(ii) Trade Skills 行業技能		
(iii) Generic Skills 通用技巧		
(iv) Language 語言		

11. Is your establishment intending to employ an outside training provider for your staff in the areas of managerial, trade, generic or language skill in the coming 12 months?
貴機構會否在未來十二個月內聘請外間培訓機構為僱員引入有關管理、行業、通用或語言技巧的培訓？

☐ Yes 會

☐ No 不會

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

The 2018 Manpower Survey of the Catering Industry

飲食業 2018 年人力調查

Explanatory Notes

附註

Part I**第一部份****1. Principal Jobs – Column ‘A’**

主要職務 —— ‘A’ 欄

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

2. Number of Full Time Employees as at Survey Reference Date (Excl. Trainees/Apprentices) – Column ‘B’

在統計日期的全職僱員人數（實習生／學徒除外） —— ‘B’ 欄

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

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

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

3. Number of Full Time Trainees/Apprentices as at Survey Reference Date – Column ‘C’

在統計日期的全職實習生／學徒人數 —— ‘C’ 欄

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

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

4. Number of Full Time Vacancies as at Survey Reference Date – Column ‘D’

在統計日期的全職空缺額 —— ‘D’ 欄

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

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

5. Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/Apprentices) – Column ‘E’

預計在 2019 年 10 月的全職僱員人數（實習生／學徒除外） —— ‘E’ 欄

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

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

6. Average Monthly Remuneration Package of Full Time Employees (Excl. trainees/Apprentices) – Column ‘F’

全職僱員之每月平均薪酬（實習生／學徒除外） —— ‘F’ 欄

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

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

7. Preferred Education of Full Time Employees – Column ‘G’

全職僱員宜有的教育程度 —— ‘G’ 欄

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

Definition of Preferred Level of Education:

宜有教育程度的定義：

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

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

在統計日期的兼職僱員人數 —— ‘H’ 欄

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

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

在統計日期兼職僱員之平均時薪幅度 —— ‘I’ 欄

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

請填寫兼職時薪員工在統計日期的平均日薪的編號。

Part II

第二部份

10. Question 1 – Internal Promotion

問題 1 —— 內部晉升

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

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

11. Question 2 – New Recruitment

問題 2 —— 新聘僱員

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

請填入在過去十二個月 貴機構新招聘的僱員人數。

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

請填入 貴機構的新招聘無飲食業經驗的僱員人數。「新招聘無飲食業經驗的僱員」指在加入 貴機構前並無飲食業經驗的僱員（應屆飲食業培訓課程畢業生除外）。

- (c) Please fill in the number of new recruits who are fresh graduates of catering and hospitality programmes (except Managerial/Professional Level). “New Recruits who are Fresh Graduates of Catering and Hospitality Programmes” refer to the employees joining your establishment who are fresh graduates of catering and hospitality programmes.

請填入在過去十二個月 貴機構新招聘的飲食業及酒店業培訓課程畢業生的僱員人數（經理／專業人員除外）。新招聘的應屆飲食業及酒店業培訓課程畢業生」指加入 貴機構之應屆飲食業及酒店業培訓課程畢業生。

12. Question 3, 4 – Employees Leaving the Establishment

問題 3, 4 —— 僱員離職

Question 3 Please fill in the number of different levels of employees left employment in the past 12 months.
問題 3 請填上過去十二個月內在 貴機構離職的各級僱員人數。

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

問題 4 請填上預計未來十二個月內在 貴機構退休的各級僱員人數。

13. Question 5 – Major Difficulties Encountered in Recruitment

問題 5 —— 主要招聘困難

Please indicate the difficulties encountered in recruitment of employees of your establishment in the past 12 months.
請標示 貴機構在過去十二個月在招聘僱員時遇到的困難。

14. Question 6 –Preferred Working Experience in Catering Industry of Employees

問題 6 —— 僱員宜有的飲食業工作經驗

Please indicate the preferred years of experience in Catering Industry before occupying the post.
請指出僱員擔任現職前宜有從事飲食業的工作年資。

15. Question 7-11 – Training of Employees

問題 7 - 11 —— 僱員的訓練

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

問題 7 請按 貴機構於過去十二個月內向每名僱員提供訓練的平均日數。

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

Question 8 Please indicate the most suitable time of training for employees.
問題 8 請指出最合適僱員的訓練時間。

Question 9 Please indicate the type of training provided to the employees in the past 12 months. (By type of course)
問題 9 請選擇 貴機構的僱員在過去十二個月內曾接受的培訓課程（按課程種類劃分）。

Question 10 Please state the priority in respect of different areas of training for employees to engage in the coming 12 months.
問題 10 請 貴機構就僱員在未來十二個月接受培訓之範圍提供優先次序。

Question 11 Please indicate if your establishment would be intending to employ an outside training provider for your staff in the relevant areas in the coming 12 months.
問題 11 請選擇 貴機構會否在未來十二個月內從外間聘請培訓機構為僱員引入有關培訓。

2018 Manpower Survey of the Catering Industry

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

非中式酒樓主要職務工作說明

(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。)

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Managerial and Professional Level 經理及專業人員級		
101	Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事 ; 副董事 ; 董事總經理 ; 總經理	<ul style="list-style-type: none"> Assumes the total responsibility of managing an establishment, usually with other managers and executives as direct subordinates; Implements the company's policies with a view to achieving their objectives. 在直屬下級（通常為其他經理及行政人員）協助下，全權負責機構的管理； 推行公司的政策，以達到目標。
132	Executive Assistant Manager ; Club Manager ; Director of Operations 行政副經理 ; 會所經理 ; 營運總監	<ul style="list-style-type: none"> Takes charge of the overall daily operations and management of the establishment. 負責機構整體的日常運作和管理。
102	Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監 ; 人力資源部經理 ; 人事部經理 ; 培訓部經理	<ul style="list-style-type: none"> Formulates and supervises the implementation of personnel policies, procedures and regulations; Maintains amicable staff relations; May design and carry out training programme for employees of an establishment; Plans and implements effective training programmes for all levels of staff; Co-ordinates and controls internal and external training; Advises management on training and management development trends; Acts as course leader in specific training programmes; Provides counselling for employees; Determines the effectiveness of training activities. 制訂及督導推行人事政策、程序及規則； 維持良好的員工關係； 或需為僱員設計及推行訓練計劃； 為各職級人員策劃及推行有效的訓練計劃； 管理及協調酒樓內外訓練； 就訓練及管理發展趨勢向管理層提供意見； 任特別訓練計劃的課程負責人； 為職員提供輔導； 評定訓練活動的成效。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
103	Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師；總會計主任／總監； 財務總監	<ul style="list-style-type: none"> ● Controls budgets and expenditure, company financial policies and procedures, contracts and licenses, senior executive personnel records and fringe benefits; ● Manages cash flow, loan and money changes; ● Supervises the Credit Department, credit accounts, general accounting, cashier, income audit, costings; ● Arranges Letters of Credit (lcs) for the company's purchases and liaises with suppliers. ● 監管預算及開支、公司財務政策及程序、合約及牌照、高級行政人員的人事記錄及附帶福利； ● 管理現金流量、貸款及貨幣兌換； ● 督導信貸部、信貸帳目、一般會計事務、出納、收入核數事務、成本核算等部門； ● 為公司的採購活動安排信用狀，並與供應商聯繫。
135	Food and Beverage Director ; Food and Beverage Manager ; Assistant Food and Beverage Manager 飲食部總監；飲食部經理； 飲食部副經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls operation of food and beverage facilities in an effective way; ● Analyses operation costs and closely liaises with purchasing manager; ● Determines payroll and operating costs so as to establish food and beverage prices; ● Makes improvements in service procedures and guest relations; ● Organises special food and beverage promotions and festivals; ● Makes contacts with clients regarding functions; ● Co-ordinates with Executive Chef in menu planning and staffing; ● Studies market trends by visiting other establishments. ● Carries out food hygiene programme in the restaurant operation. ● 策劃、組織、指導及控制飲食部設施的以達有效率的運作； ● 分析營業成本及與採購部經理密切聯繫； ● 訂定工資及營業成本，以便擬定食物和飲品的價格； ● 改善服務程序及與顧客關係； ● 負責籌辦特別食品、飲品節及其宣傳活動； ● 就籌備宴會事宜與顧客接觸； ● 與行政總廚師協調，編訂餐牌及分配人手； ● 造訪其他機構以研究市場趨勢； ● 積極推行與食物衛生有關的系統。
104	Purchasing Manager 採購部經理	<ul style="list-style-type: none"> ● Plans, organises and controls purchase and stock of food commodities for sale or internal consumption according to supply and demand trends; ● Formulates and implements the company's policies. ● 根據供求趨勢策劃、組織及控制供銷售或自用食品的採購及存貨； ● 制訂及推行公司政策。
137	Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理； 市場拓展及傳訊部總監； 數字媒體經理；企業傳訊經理	<ul style="list-style-type: none"> ● Plans, organises, directs and controls the marketing functions; ● Reviews market and sales analysis to determine local and overseas market requirements; ● Co-ordinates public relations activities relating to sales promotion. ● 策劃、組織、指導和管理市場拓展活動； ● 檢討市場及營業分析，以確定本地及海外市場需求； ● 統籌與營業推廣有關的公共關係活動。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
106 *	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理	<ul style="list-style-type: none"> ● Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; ● Recommends menu items and wines to clients; ● Achieves revenue target; ● Ensures guest satisfaction; ● Achieves the preset revenue target and cost involved; ● Provides work safety training to the team. ● 管理及協調酒樓的工作及訓練員工，確保員工能迅速及禮貌地為顧客服務； ● 向顧客建議菜牌及菜式； ● 控制成本以維持訂定的邊際利潤； ● 確保顧客滿意度； ● 努力達到公司對業績及成本的要求； ● 提供工業安全培訓給下屬。
139	Executive Chef ; Executive Pastry Chef ; Director – Culinary Operations 行政總廚師；糕餅總廚師； 餐務營運總監	<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 items. ● Carries out hygiene inspection with hygiene manager on a regular basis. ● 訂立食物品質及製法標準； ● 編訂新餐牌； ● 就食品選購及貯存事宜與其他部門協調； ● 督導廚房員工的表現和紀律； ● 視察及保養廚房設備； ● 編製市場上貨品成本價目表及採購申請表。 ● 積極與衛生經理推行定期食物衛生／廚房清潔巡查。
140	Sous Chef 總廚師	<ul style="list-style-type: none"> ● To assist the Executive Chef to plan, design, supervise and/or prepare food production. ● Effective control of food cost without damage the guest satisfaction level. ● 協助行政總廚師策劃、設計、督導及／或負責烹調食物出品。 ● 嚴控食物成本。
141	Pastry Chef 糕餅廚師	<ul style="list-style-type: none"> ● Supervises the pastry cooks in the preparation of all doughs, pastries, cakes, sweets, petit fours and sugar decorations; ● Able to operate all machinery in pastry and bakery room; ● Maintains quality and hygiene standard set by Executive Chef. ● 督導糕餅師傅製作所有粉糰、糕點、餅食、西式甜點及糖飾雕； ● 操作糕餅房內所有機器； ● 保持行政總廚師所訂的品質及衛生標準。
142	Specialty Chef/Cook for Asian/Exotic cuisine 特色菜總廚師－亞洲及熱帶國家	<ul style="list-style-type: none"> ● Plans, designs, supervises and/or prepares Asian and exotic cuisines and food specialties. ● 策劃、設計和督導亞洲及熱帶國家特色食品的烹調工作。

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附註：此職位可同時擔任部門內部衛生經理或督導員一職。

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Supervisory level 督導員級		
201	Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任； 培訓部主任	<ul style="list-style-type: none"> ● Recruits, interviews and hires employees for the restaurants; ● Counsels, transfers and dismisses employees based on appraisal of supervisors. ● Counsels and advises department heads regarding personnel problems; ● Trains new or existing employees; ● Performs periodic reviews on trainees' progress and recommends actions based on appraisals; ● Maintains supplies of training materials; ● Participates in discussions regarding the adoption of new or improved training methods and/or materials. ● 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、調職或解僱； ● 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。
203	Accounts Supervisor 會計主管 (e.g. payable/receivable 如：應付帳／應收帳)	<ul style="list-style-type: none"> ● Audits and processes the payments of all the establishment's disbursements; ● Prepares expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps a record system of all amounts due to the establishment from guest/patrons; ● Responds to accounts disputes and queries; ● Prepares accounts receivable report. ● 核對及處理機構一切支出； ● 編製支出分析及其他有關供應商發票及月結單的報告； ● 保存應收帳記錄； ● 處理會計爭議及疑問； ● 編製應收帳報告。
233	Audit Supervisor ; Paymaster ; General Cashier 核數主管；出納主任；出納員	<ul style="list-style-type: none"> ● Audits and processes the payments of the company's disbursements; ● Prepares expense analysis and other reports on suppliers' invoices and monthly statements; ● Keeps all records relating to payroll; ● Prepares and remits payroll reports; ● Compiles all tax returns; ● Makes daily bank deposits and prepares a daily accounting of cash; ● Oversees the preparation of the cashier report and daily receipts; ● Acts as a petty cash disbursing agent. ● 核對及處理機構內一切支出； ● 編製支出分析及其他有關供應商發票及月結單報告； ● 保持所有與薪酬有關的記錄； ● 編製及發出薪酬報告； ● 編製所有報稅表； ● 收集所有當日單據及供應輔幣予所有出納員； ● 每日到銀行存款及計算每日現金收支； ● 負責供應零用現金。

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Supervisory level (Continued) 督導員級 (續)		
234	Public Relations Officer ; Digital Media Officer 公共關係主任；數字媒體主任	<ul style="list-style-type: none"> ● Liaises with media; ● Handles publicity and photographic assignments; ● Prepares press releases in both English and Chinese; ● Liaises with Sales Executives and covers other duties assigned by the management. ● 與傳媒聯絡； ● 處理宣傳與攝影工作； ● 編擬中英文新聞稿； ● 與營業員聯繫，並負責管理層分配的其他工作。
205	Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督	<ul style="list-style-type: none"> ● Inspects the establishment's premises; ● Checks on the electrical/mechanical plant and equipment; ● Contacts outside contractors regarding repair and maintenance works or renovations. ● 視察公司所在樓宇； ● 檢查電氣／機械裝置及設備； ● 就維修或裝修工程與外間承辦商聯絡。
236	Security Manager 保安主任	<ul style="list-style-type: none"> ● Informs department heads concerned of any necessary procedures on internal security matters; ● Liaises with police department, arranges staff safety training and fire drill tests; ● Security screening of new employees; ● Investigates all incidents and thefts within the premises. ● 知會各部門主管一切與內部保安有關的程序； ● 與警方聯絡，安排職員進行安全訓練及防火演習； ● 審查新聘僱員背景； ● 調查偷竊及其他事件。
237	Beverage/Bar Manager 酒吧經理	<ul style="list-style-type: none"> ● Ensures bar is equipped with supplies and correct liquor brands are served; ● Maintains prescribed profit margin; ● Supervises maintenance of bar and service equipments; ● Prepares work schedules and checks on staff performance. ● Maintains bar cleanliness. ● 確保酒類供應充足及以正確牌子的酒類招待顧客； ● 保持訂定的邊際利潤； ● 監督酒吧及服務設備的保養； ● 編製工作程序及監察員工的工作表現。 ● 保持酒吧清潔及食物衛生。
238	Restaurant Supervisor 餐廳主管	<ul style="list-style-type: none"> ● Supervises and co-ordinates the work of the restaurant's staff; ● Assumes the management responsibility of the establishment; ● Handles guest complaints. ● 督導及統籌餐廳員工的工作； ● 負責管理餐廳； ● 處理顧客投訴。

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Supervisory level (Continued) 督導員級 (續)		
239	Food and Beverage Controller/ Cost Controller 成本統計總監／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； ● 審查飲品食品的採購申請； ● 向管理階層提供運作成本的資料； ● 編製所有成本報告的預測及分析； ● 抽查一切供應物料。
209	Captain ; Supervisor 部長	<ul style="list-style-type: none"> ● Assists Manager/Assistant Manager in supervising and assigning waiters/waitresses to their work station; ● Prepares and checks table set-up; ● Upselling menu and beverage items; ● Liaises with clients and cashiers; ● Takes orders from guests and delivers orders to kitchen; ● May carve meats and prepare flambe dishes at table; ● Advises on the selection of wines and serves them. ● 協助樓面領班／總管督導及分派侍應生至各工作崗位； ● 準備及檢查檯面擺設； ● 推薦及銷售額外餐飲； ● 與顧客聯絡及賬單準備； ● 負責替顧客落單然後交予廚房； ● 或需即席為顧客切削肉類或烹製火焰菜式； ● 在顧客選擇酒類時提供意見並為其服務。
241	Sales Supervisor 營業部主管	<ul style="list-style-type: none"> ● Promotes the sale of food and beverage items for groups/parties/individuals; ● Checks sales figures, stock and customer preferences; ● Supervises sales persons. ● 向團體／宴會／個別人士促銷食物及飲品； ● 查核營業數字、存貨及留意顧客喜好； ● 督導營業人員。
242	Head Cashier 總出納員	<ul style="list-style-type: none"> ● Issues guest checks daily to all F & B cashiers and follows-up on missing checks; ● Picks up cashiers' daily reports at the close of each shift; ● Arranges cashiers for other banquet functions. ● 每日發出顧客帳單予飲食部出納員，並追查遺失支票； ● 在每更完結時整理出納員的每日報告； ● 為其他宴會活動安排出納員。
243	Garde Manger ; Senior Cook 冷盤總廚師；高級廚師	<ul style="list-style-type: none"> ● Supervises and/or prepares all dishes; ● Responsible for table and food decorations; ● Checks function sheets and menus daily for distribution of work loads to helpers; ● Ensures that all required food item for each outlets are ready in time; ● Keeps professional records of recipes and working methods. ● 督導及／或負責一切食物的製作； ● 負責餐檯及食物裝飾； ● 每日檢查活動表及餐牌，以便分配工作； ● 確保所有飲食部門所需食物均及時備妥； ● 用專業方法保留食譜及烹飪法的記錄。

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Supervisory level (Continued) 督導員級 (續)		
244	Sommelier 品酒師	<ul style="list-style-type: none"> ● Conducts upselling of beverage items; ● Conducts marketing and promotion plans for beverages; ● Takes care of the wine and liquor stocks in the restaurant; ● Has good knowledge of wine and advises guests on selection; ● Serves wine at the required temperatures. ● 推薦及銷售額外飲料； ● 推動飲料的銷售與進行飲料推廣計劃； ● 管理餐廳內各種酒類存貨； ● 對酒類認識，為顧客在選飲時提供意見； ● 將酒類調校到所需溫度。
Craft/Operative Level 技工／操作工級		
308 *	Baker/Pastry Cook/ Cook 麵包師傅／糕餅師傅／廚師	<ul style="list-style-type: none"> ● Prepares cakes, pastry and desserts for during the day time and bread and loaf during night time; ● Supervises work of apprentice pastry cooks; ● Checks daily and weekly menus; operates utensils and crockery used in kitchen; ● Performs different types of cookery and meal preparation; ● Checks stocks in his location in kitchen area; ● May specialise in sauce, soup, roast, butchery, fish, cold cut and vegetable. ● 日間製備餅食、糕點及甜點，晚間則製備麵包及方包； ● 督導糕點廚師學徒的工作； ● 檢查每日及每週餐牌； ● 使用廚房用具及陶製器具； ● 負責不同類型烹調及膳食製備工作； ● 檢查工作崗位的存貨； ● 專長於處理調味汁、湯、燒烤、屠宰、魚類、凍肉或蔬菜。
306	Junior Cook or below 見習廚師或以下	<ul style="list-style-type: none"> ● Assists in performing different varieties of duties of the kitchen. (e.g. Butchery, barbecue, store, vegetable, dim sum, congee, noodle) ● 協助執行廚房內各種工作。（砧板、燒烤、爐頭、蔬菜、點心、麵檔、粥檔）
307	Engineering Craftsman 工程部技工 (e.g. air-conditioning mechanic, electrician, fitter, general mechanic 如：空氣調節系統技工、電工、打磨 裝配工、機械工)	<ul style="list-style-type: none"> ● Checks, inspects, maintains and repairs all lighting/air-conditioning/electrical/mechanical installations and equipment in the guest areas, public areas and back-of the house; ● Liaises with outside contractors. ● 檢查、視察、維修及保養公共地方及後門的所有照明／空氣調節／電氣／機械裝置及設備； ● 與外間承辦商聯繫。

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Craft/Operative Level (Continued) 技工／操作工級（續）		
352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生	<ul style="list-style-type: none"> ● Controls supply and distribution of all house-use linen and staff uniforms; ● Maintains constant checking on uniform and linen supply; ● Stores and controls replacement of household supplies; ● Keeps up-to-date stock records; ● Checks and repairs staff uniform/house linen and Provides service to guests when required; ● Repairs curtains and drapes. ● 管理所有內部布草及員工制服的供應和分配； ● 經常檢查制服及布草供應； ● 貯存及管理物品補給； ● 保存最新的存貨記錄； ● 檢查及修補職員制服及店內布草，在有需要時為顧客提供服務； ● 修補窗簾及布簾。
353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工；清潔雜工；洗碗碟雜工； 管事；傳菜員；洗手間清潔員	<ul style="list-style-type: none"> ● Maintains cleanliness of the kitchen, cooking utensils and storage of all food accompaniments and condiments; ● Sweeps the floor and wipes clean stainless steel counters in kitchen; ● Disposes garbage and cleans stove and top of exhaust fans; ● Delivers prepared dishes from the kitchen to the tables; ● Knows the location of tables; ● Maintains cleanliness of the washrooms and replenishes items. ● 保持廚房清潔及洗濯烹飪器具及餐具； ● 掃地及擦淨廚房內的不銹鋼櫃檯； ● 清除垃圾、清潔爐灶及抽氣扇頂； ● 將已備妥菜式由廚房端至餐桌上； ● 認識所有餐桌位置； ● 保持洗手間清潔及補充用品。
355	Receptionist ; Hostess 接待員；知客	<ul style="list-style-type: none"> ● Welcomes and greets guests to their seats; ● Takes reservations; ● Reports guest comments to restaurant manager; ● Keeps guest history and maintains positive relationship with guests; ● Serves guests in assigned station under supervision of a captain. ● 接待並引領顧客就座； ● 記錄訂座； ● 將顧客意見轉達樓面經理； ● 記錄顧客資料，與客人維持良好關係； ● 在領班督導下，在指定崗位招待顧客。
356	Waiter / Waitress 侍應生	<ul style="list-style-type: none"> ● Collects food from kitchen; ● Cleans up tables, buffet tables and changes linen; ● Prepares table setting and removes dishes; ● Knows all menu items; ● Knows the preparation of common menu items and chef's daily recommendation; ● Punches in food order in Point of Sale (POS) system. ● 從廚房端出食物； ● 清潔餐桌、自助餐桌及更換檯布； ● 擺設餐具及收拾碗碟； ● 熟知餐牌內每一項目； ● 熟悉常見菜式的烹製方法及廚師每日推薦菜式； ● 認識用電腦入單。

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Craft/Operative Level (Continued) 技工／操作工級（續）		
357	Cashier 樓面出納員	<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。
358	Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員	<ul style="list-style-type: none"> ● Carries out guard duty; ● Regular patrol in premises; ● Checks all entrances/exits/back staircases; ● Ensures all items found in the premises are properly recorded and kept; ● Conducts enquiry on incidents occurred; ● Provides protection to VIP guests on management's instruction. ● 負責保安／護衛工作； ● 定時巡查所有範圍； ● 查察所有出入口及後樓梯； ● 確保所有在餐廳內發現的物件得以正確記錄及妥為保存； ● 就所發生的事件進行調查； ● 根據管理階層指示保護貴賓。
359	Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員工	<ul style="list-style-type: none"> ● Handles food delivery to the designated locations as per customers' orders; ● Responsible for the smooth operation of the take-away/delivery service; ● Provides take-away/ delivery food service (including taking, packaging and delivery orders); ● Prepares take-away/delivery services utensils/items. ● 負責傳送外賣到客人指定地點； ● 負責外賣服務運作流暢； ● 提供外賣服務（包括接單、包妥外賣食物及送外賣）； ● 預備外賣服務之食具及用具。
361	Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員；管倉員； 貨倉及收貨文員	<ul style="list-style-type: none"> ● Checks and maintains cold and dry store, wine cellar, silverware and glasses inventories and store records; ● Checks all merchandise entering the premises and their proper documentation; ● Maintains par stocks in storeroom; ● Informs management of the storage situation for expensive items. ● 檢查並管理凍倉及乾貨倉、酒庫、銀器及玻璃存貨，以及存貨記錄； ● 檢查所有運進店內的貨品及其正式付運文件； ● 維持倉內存有一定分量的貨物； ● 向管理階層報告貴重物品的存貨情況。
363	Bartender / Barman / Barista / Mixologist 調酒員／咖啡師／調酒師	<ul style="list-style-type: none"> ● Follows specified drinks and cocktail recipes by free pouring jigger quantities; ● Prepares coffee according to prescribed formulas or guests requests; ● Checks on supplies of drinks/wine/spirits; ● Prepares daily supply requisition for bar manager's approval. ● 根據指定飲品或雞尾酒的製法，將各種飲料倒進不同分量的酒器內； ● 根據顧客的要求或指定配方調製咖啡飲料； ● 檢查飲料／酒類的供應； ● 編製每日物品需求單，以待酒吧經理批准。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Craft/Operative Level (Continued) 技工／操作工級（續）		
364	Food Handler ; Beverage Handler 小食處理員；堂前小食處理員工； 水吧處理員	<ul style="list-style-type: none"> ● Monitors snack/food station counters in the restaurant; ● Handles simple cookings or re-heating for a variety of snacks; ● Provides customer service; ● Takes and delivers food orders. ● 負責餐廳堂前小食檔； ● 負責烹調及處理不同種類的小食； ● 提供顧客服務； ● 接單及傳送食物給客人。
Administrative and Others Level 文員及其他員工級		
401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員；出納員；飲食部出納員	<ul style="list-style-type: none"> ● Performs a variety of routine calculating, posting, recording, filing and typing duties in accounts department; ● Records all food and beverage sales at the time of meal, and submits receipts for Cashier's general records; ● Prepares cashier's daily report; ● Corrects all daily receipts; ● Provides changes for all cashier. ● 負責會計部各方面的日常計算、過帳、記錄、編理檔案及打字等工作； ● 記錄營業時間內飲品及食品的銷售情況，並準時將單據遞交予大堂出納員列入總帳； ● 編製出納日誌； ● 更正日常帳單； ● 為所有出納員提供兌換。
402	Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員；人事部文員； 寫字樓文員	<ul style="list-style-type: none"> ● Assists in implementing personnel policies and functions; ● Processes application forms from prospective employees and arranges interviews; ● Keeps staff records; ● Performs clerical duties of a general nature such as copying, compiling, filing and recording information. ● 協助推行人事政策和活動； ● 處理應徵申請及安排面試； ● 保存職工記錄； ● 負責一般文職工作，包括抄寫、編纂、編理檔案及記錄資料等。

<u>Code</u> 編號	<u>Job Title</u> 職稱	<u>Job Description</u> 工作說明
Administrative and Others Level (Continued) 文員及其他員工級 (續)		
404	Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員 ; 採購部文員 ; 品質控制文員	<ul style="list-style-type: none"> ● Checks all merchandise entering the establishment and their proper documentation; ● Follows up purchase orders and requisition requests; ● Maintains par stocks in stockroom; ● Distributes and follows up on purchase orders and requisition requests; ● Expedites delivery, verification of invoices and freight charges; ● Maintains a library of catalogues, price and reference data; ● Performs a variety of routine calculations, posting and recording; ● Assists in cost control and inventory taking; ● Makes random inspections on all supplies for the outlet. ● 跟進購買訂單及物料需求表 ; ● 檢查所有運入的貨品及其正式文件 ; ● 保持貨倉內存有一定分量的貨物 ; ● 分發購貨訂單及物料需求表並跟進有關工作 ; ● 確保進貨快捷、核對發票及運費 ; ● 保存貨品目錄、價格及參考資料 ; ● 負責多方面的日常計算、過帳及記錄工作 ; ● 協助處理成本控制及清點存貨等工作 ; ● 抽查各飲食部門所用物料。
405	Secretary 秘書	<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. ● 記錄及繕寫信件、報告及便箋 ; ● 接聽電話、甄別來電及記錄口訊 ; ● 答覆一般詢問 ; ● 編擬每日事務及約會程序表，並接待訪客。
406	Office Assistant 辦公室助理員	<ul style="list-style-type: none"> ● Performs secretarial duties; ● Handles odd jobs and run errands for the General Office. ● 執行速記及有關的秘書工作; ● 為辦事處處理雜務及差使。

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

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人 數 (實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生 /學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職 僱員人數 (實習生/學徒 除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Managerial and Professional Level 經理及專業人員級	101	Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事 ; 副董事 ; 董事總經理 ; 總經理	570	0	0	570	0
	102	Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監 ; 人力資源部經理 ; 人事部 經理 ; 培訓部經理	201	0	0	201	0
	103	Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師 ; 總會計主任 / 總監 ; 財務總監	87	0	1	88	0
	104	Purchasing Manager 採購部經理	97	0	0	97	0
	105	Business Manager ; Sales Manager 業務經理 ; 營業部經理	424	0	0	424	0
	106	Restaurant Manager ; Banquet Manager 餐廳經理 ; 宴會經理	5,666	1	27	5,694	0
	107	Administration Manager 行政經理	127	0	0	127	0
	108	Executive Chinese Chef/ Executive Chinese Sous Chef 中菜行政總廚 / 助理中菜行政總廚	420	0	0	420	0
	132	Executive Assistant Manager ; Club Manager ; Director of Operations 行政副經理 ; 會所經理 ; 營運總監	124	0	0	124	0
	135	Food and Beverage Director ; Food and Beverage Manager ; Assistant Food and Beverage Manager 飲食部總監 ; 飲食部經理 ; 飲食部副經理	153	0	0	155	0
	137	Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理 ; 市場拓展及傳訊部總監 ; 數字媒體經理 ; 企業傳訊經理	90	0	0	90	0

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

Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人 數 (實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生 /學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職 僱員人數 (實習生/學徒 除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Managerial and Professional Level 經理及專業人員級	139 Executive Chef ; Executive Pastry Chef ; Director – Culinary Operations 行政總廚師；糕餅總廚師；餐務營運總監	89	0	0	89	0
	140 Sous Chef 總廚師	404	0	0	404	0
	141 Pastry Chef 糕餅廚師	164	0	0	164	0
	142 Specialty Chef ; Cook for Asian ; Exotic cuisine 特色菜總廚師 – 亞洲及熱帶國家	123	0	0	125	0
	199 Others (Managerial and Professional Level) 其他 (經理及專業人員級)	3	0	0	3	0
	Sub-total 小計	8,742	1	28	8,775	0
Supervisory Level 督導員級	201 Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任；培訓部主任	333	0	0	333	0
	202 Public Relations Supervisor ; Sales Supervisor 公共關係部主管；營業部主管	110	0	0	110	0
	203 Accounts Supervisor (payable/receivable) 會計主管 (應付帳/應收帳)	264	0	0	264	8
	204 Store Supervisor 倉務監管	68	0	0	68	0
	205 Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督	26	0	0	26	0
	206 Restaurant Head Supervisor ; Assistant Manager ; Head Supervisor 中菜館、酒樓主管；副經理；樓面部領班/ 總管	1,790	0	12	1,802	0

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

Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人 數 (實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生 /學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職 僱員人數 (實習生/學徒 除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Supervisory Level 督導員級	208 Bar Supervisor 酒吧主管	69	0	0	69	0
	209 Captain ; Supervisor 部長	6,066	0	69	6,137	493
	210 Chief Butcher 砵板	1,084	0	0	1,084	1
	211 Seafood Butcher 水櫃/魚王	870	0	0	870	0
	212 Second Butcher 二砵	992	0	5	997	2
	213 Chief Cook (Wok) 頭鑊	1,344	0	0	1,344	0
	214 Chief Dim Sum Cook 點心總廚	940	0	5	945	0
	215 No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food) 二廚 (砵板、燒烤、爐頭、點心、蔬菜、冷 盤)	3,129	0	33	3,162	90
	216 Senior Cook ; Aboyeur (Production Control Cook) ; General Cook 上什 ; 打荷 ; 普通廚師	3,175	0	142	3,303	198
	217 Barbecue Cook 燒烤廚師	1,647	0	48	1,695	16
	218 Specialty Chef 特色菜總廚師	29	0	0	29	0
	219 Pantry Supervisor 傳菜部部長	605	0	6	611	0

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

Job Category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人 數 (實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生 /學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職 僱員人數 (實習生/學徒 除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Supervisory Level 督導員級	233	Audit Supervisor ; Paymaster ; General Cashier 核數主管 ; 出納主任 ; 出納員	0	0	0	0	0
	234	Public Relations Officer/Digital Media Officer 公共關係主任/數字媒體主任	351	0	0	354	97
	236	Security Manager 保安主任	2	0	0	2	0
	237	Beverage/Bar Manager 酒吧經理	549	0	0	549	0
	238	Restaurant Supervisor 餐廳主管	10,839	0	106	10,945	108
	239	Food and Beverage Controller/ Cost Controller 成本統計總監/主任	12	0	0	12	0
	241	Sales Supervisor 營業部主管	327	0	0	327	0
	242	Head Cashier 總出納員	0	0	0	0	0
	243	Garde Manger ; Senior Cook 冷盤總廚師 ; 高級廚師	4,490	0	0	4,498	634
	244	Sommelier 品酒師	26	0	0	28	0
	299	Others (Supervisory Level) 其他 (督導員級)	42	0	0	42	0
		Sub-total 小計	39,179	0	426	39,606	1,647

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

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人 數 (實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生 /學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職 僱員人數 (實習生/學徒 除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Craft and Operative Level 技工及操作工級	301	Dim Sum Fryer ; Steamer ; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工 ; 熬籠工 ; 點心廚師 (如 : 麵糰、辦 餡)	4,193	0	69	4,251	89
	302	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	541	0	2	543	60
	303	Vegetable Cook Helper 蔬菜廚師助手	132	0	6	138	6
	304	Specialty Cook 特色菜廚師	90	0	0	90	0
	305	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food) 三廚 (砵板、燒烤、爐頭、點心、蔬菜、冷 盤)	4,829	0	161	4,990	121
	306	Junior Cook/ No. 4 Cook and below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food) 見習廚師/四廚或以下 (如 : 砵板、燒烤、 爐頭、蔬菜、點心、麵檔、粥檔、冷盤)	15,420	158	496	15,913	3,326
	307	Engineering Craftsman 工程部技工	189	0	3	192	0
	308	Baker/ Pastry Cook/ Cook 麵包師傅/糕餅師傅/廚師	19,495	55	983	20,500	2,342
	352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生 ; 衣帽間侍應生	252	0	16	268	9
	353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工 ; 清潔雜工 ; 洗碗碟雜工 ; 管事 ; 傳 菜員 ; 洗手間清潔員	24,812	50	1,055	25,863	11,263

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

Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人 數 (實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生 /學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職 僱員人數 (實習生/學徒 除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Job category 技能類別	Craft and Operative Level 技工及操作工級	354 Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員	450	0	36	69
		355 Receptionist ; Hostess 接待員；知客	2,515	0	156	912
		356 Waiter/ Waitress ; Dim Sum Sales 侍應生；賣點員	36,891	0	4,233	18,851
		357 Cashier 樓面出納員	7,947	0	330	9,379
		358 Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員	109	0	0	17
		359 Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員工	1,093	0	79	3,324
		360 Food Station Handler 堂前小食處理員工	205	0	0	40
		361 Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員；管倉員；貨倉及收貨文員	33	0	0	2
		363 Bartender / Barman / Barista / Mixologist 調酒員／咖啡師／調酒師	1,708	8	48	1,344
		364 Food Handler ; Beverage Handler 小食處理員；堂前小食處理員工；水吧處理 員	14,578	31	692	11,984
		399 Others (Craft and Operative Level) 其他 (技工及操作工級)	4	0	0	0
		Sub-total 小計	135,486	302	8,365	63,138

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

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date (Excl. trainees/ apprentices) 在統計日期的全職僱員人 數 (實習生/學徒除外)	Number of Full Time Trainees/ Apprentices as at Survey Reference Date 在統計日期的全職實習生 /學徒人數	Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額	Forecast Number of Full Time Employees as at October 2019 (Excl. trainees/ apprentices) 預計在2019年10月的全職 僱員人數 (實習生/學徒 除外)	Number of Part Time Employees as at Survey Reference Date 在統計日期的兼職僱員 人數
Administrative and Others 文員及其他員工	401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員 ; 出納員 ; 飲食部出納員	1,083	0	1	1,084	0
	402	Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員 ; 人事部文員 ; 寫字樓文員	633	0	1	634	0
	403	Paymaster 出納主任	21	0	0	21	0
	404	Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員 ; 採購部文員 ; 品質控制 文員	442	0	2	444	0
	405	Secretary 秘書	47	0	0	47	0
	406	Office Assistant 辦公室助理員	163	0	0	163	0
	499	Others (Administrative and Others) 其他 (文員及其他員工)	42	0	0	42	2
		Sub-total 小計	2,431	0	4	2,435	2
Total 總計			185,838	303	8,823	194,650	64,787

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Branches 門類						Overall 總計
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本	
Managerial and Professional Level 經理及專業人員級	101	Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事；副董事；董事總經理；總經理	326	142	0	0	92	10	
	102	Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監；人力資源部經理；人事部 經理；培訓部經理	116	49	1	1	25	9	
	103	Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師；總會計主任／總監；財務總監	19	45	0	2	12	9	
	104	Purchasing Manager 採購部經理	34	49	0	5	0	9	
	105	Business Manager ; Sales Manager 業務經理；營業部經理	419	0	0	0	0	5	
	106	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理	1,792	2,054	959	368	401	92	
	107	Administration Manager 行政經理	126	0	0	0	0	1	
	108	Executive Chinese Chef/ Executive Chinese Sous Chef 中菜行政總廚／助理中菜行政總廚	402	0	0	0	0	18	
	132	Executive Assistant Manager ; Club Manager ; Director of Operations 行政副經理；會所經理；營運總監	0	90	0	1	24	9	
	135	Food and Beverage Director ; Food and Beverage Manager ; Assistant Food and Beverage Manager 飲食部總監；飲食部經理；飲食部副經理	0	101	0	6	12	34	

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Branches 門類					
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Managerial and Professional Level 經理及專業人員級		Overall 總計						
	137	Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理；市場拓展及傳訊部總監； 數字媒體經理；企業傳訊經理	30	50	0	3	0	7
	139	Executive Chef ; Executive Pastry Chef ; Director – Culinary Operations 行政總廚師；糕餅總廚師；餐務營運總監	0	51	0	0	0	38
	140	Sous Chef 總廚師	1	319	0	0	25	59
	141	Pastry Chef 糕餅廚師	0	118	0	18	1	27
	142	Specialty Chef ; Cook for Asian ; Exotic cuisine 特色菜總廚師－亞洲及熱帶國家	0	101	0	0	0	22
	199	Others (Managerial and Professional Level) 其他（經理及專業人員級）	0	3	0	0	0	0
Supervisory Level 督導員級		Sub-total 小計	3,265	3,172	960	404	592	349
	201	Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任；培訓部主任	196	53	0	6	68	10
	202	Public Relations Supervisor ; Sales Supervisor 公共關係部主管；營業部主管	110	0	0	0	0	0
	203	Accounts Supervisor (payable/receivable) 會計主管（應付帳／應收帳）	142	90	5	3	13	11

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

Job category 技能類別	Job Code 主要職務 編號	Principal Job 主要職務	Branches 門類						Overall 總計	(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverages Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Supervisory Level 督導員級	204	Store Supervisor 倉務監管		68	0	0	0	0	68					0	0
	205	Maintenance Supervisor ; Technical Supervisor 保養部主管 ; 技術監督		26	4	0	0	0	16					0	6
	206	Restaurant Head Supervisor ; Assistant Manager ; Head Supervisor 中菜館、酒樓主管 ; 副經理 ; 樓面部領班/ 總管		1,790	0	0	0	0	1,753					0	37
	208	Bar Supervisor 酒吧主管		69	0	0	0	0	68					0	1
	209	Captain ; Supervisor 部長		6,066	1,392	15	83	69	4,199					69	308
	210	Chief Butcher 砵板		1,084	0	0	0	0	1,071					0	13
	211	Seafood Butcher 水櫃/魚王		870	0	0	0	0	861					0	9
	212	Second Butcher 二砵		992	0	0	0	0	979					0	13
	213	Chief Cook (Wok) 頭鑊		1,344	0	0	0	0	1,313					0	31
	214	Chief Dim Sum Cook 點心總廚		940	0	0	0	0	929					0	11
	215	No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food) 二廚 (砵板、燒烤、爐頭、點心、蔬菜、冷 盤)		3,129	0	0	0	0	2,992					0	137

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

Job Code Principal Job 編號 主要職務			Branches 門類						Overall 總計
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本	
Supervisory Level 督導員級	216	Senior Cook ; Aboyeur (Production Control Cook) ; General Cook 上什 ; 打荷 ; 普通廚師	3,143	0	0	0	0	0	32
	217	Barbecue Cook 燒烤廚師	1,271	236	99	0	3	38	
	218	Specialty Chef 特色菜總廚師	29	0	0	0	0	0	
	219	Pantry Supervisor 傳菜部部長	605	0	0	0	0	0	
	233	Audit Supervisor ; Paymaster ; General Cashier 核數主管 ; 出納主任 ; 出納員	0	0	0	0	0	0	
	234	Public Relations Officer/Digital Media Officer 公共關係主任／數字媒體主任	351	91	13	242	0	5	
	236	Security Manager 保安主任	2	0	0	0	0	2	
	237	Beverage/Bar Manager 酒吧經理	549	0	116	0	405	28	
	238	Restaurant Supervisor 餐廳主管	10,839	0	5,270	3,491	884	88	
	239	Food and Beverage Controller/ Cost Controller 成本統計總監／主任	12	0	1	2	0	9	
	241	Sales Supervisor 營業部主管	327	0	68	0	16	235	8
	242	Head Cashier 總出納員	0	0	0	0	0	0	0

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

		Branches 門類						Overall 總計	
Job category 技能類別	Job Code Principal Job 主要職務 編號	(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本		
Supervisory Level 督導員級	243 Garde Manger ; Senior Cook 冷盤總廚師；高級廚師	0	3,773	310	49	147	211		
	244 Sommelier 品酒師	0	22	0	0	0	4		
	299 Others (Supervisory Level) 其他（督導員級）	0	1	0	0	41	0		
	Sub-total 小計	19,836	11,039	4,164	1,446	1,682	1,012		
		4,490							
Craft and Operative Level 技工及操作工級	301 Dim Sum Fryer ; Steamer ; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工；熟籠工；點心廚師（如：麵糰、辦 餡）	4,144	0	0	0	0	49		
	302 Pantry Cook ; Vegetable Cook 幫上什；蔬菜廚師	534	0	0	0	0	7		
	303 Vegetable Cook Helper 蔬菜廚師助手	126	0	0	0	0	6		
	304 Specialty Cook 特色菜廚師	90	0	0	0	0	0		
	305 No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food) 三廚（砵板、燒烤、爐頭、點心、蔬菜、冷 盤）	4,743	0	0	0	0	86		
	306 Junior Cook/ No. 4 Cook and below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food) 見習廚師／四廚或以下（如：砵板、燒烤、 爐頭、蔬菜、點心、麵檔、粥檔、冷盤）	2,351	9,435	2,165	234	1,119	116		
		15,420							

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

Job category 技能類別		Job Code 編號	Principal Job 主要職務	Overall 總計	Branches 門類					
					(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Craft and Operative Level 技工及操作工級	307	Engineering Craftsman 工程部技工		189	102	2	0	0	0	85
	308	Baker/ Pastry Cook/ Cook 麵包師傳／糕餅師傳／廚師		19,495	0	14,581	2,351	574	1,665	324
	352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生		252	202	4	0	0	0	46
	353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工；清潔雜工；洗碗碟雜工；管事；傳 菜員；洗手間清潔員		24,812	11,540	8,113	2,905	401	1,430	423
	354	Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員		450	450	0	0	0	0	0
	355	Receptionist ; Hostess 接待員；知客		2,515	1,638	508	136	65	67	101
	356	Waiter/ Waitress ; Dim Sum Sales 侍應生；賣點員		36,891	12,883	20,934	356	923	1,214	581
	357	Cashier 樓面出納員		7,947	2,545	3,045	1,090	534	716	17
	358	Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員		109	92	2	0	0	0	15
	359	Delivery Staff /Take-Away Service Staff 送外賣員／外賣服務員工		1,093	0	499	10	34	550	0
	360	Food Station Handler 堂前小食處理員工		205	205	0	0	0	0	0

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Branches 門類					
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Activities 聚會餐飲及其他餐膳／膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Craft and Operative Level 技工及操作工級		Overall 總計	33	17	0	0	1	15
	361	Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員；管倉員；貨倉及收貨文員	0	17	0	0	0	15
	363	Bartender / Barman / Barista / Mixologist 調酒員／咖啡師／調酒師	5	483	51	1,040	70	59
	364	Food Handler ; Beverage Handler 小食處理員；堂前小食處理員工；水吧處理員	0	5,794	2,729	2,139	3,874	42
	399	Others (Craft and Operative Level) 其他（技工及操作工級）	0	4	0	0	0	0
		Sub-total 小計	41,650	63,421	11,793	5,944	10,706	1,972
Administrative and Others 文員及其他員工	401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員；出納員；飲食部出納員	604	111	35	45	266	22
	402	Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員；人事部文員；寫字樓文員	73	123	0	42	361	34
	403	Vegetable Cook Helper 蔬菜廚師助手	21	0	0	0	0	0
	404	Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員；採購部文員；品質控制文員	216	45	0	42	120	19
	405	Secretary 秘書	16	10	0	0	0	21
	406	Office Assistant 辦公室助理員	153	2	0	0	0	8

Table 2 : Number of Full-Time Employees at Time of Survey
表2：在統計日期的全職僱員人數

		Branches 門類						
		Overall 總計	(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Job category 技能類別	Job Code Principal Job 主要職務							
	Administrative and Others 文員及其他員工	499 Others (Administrative and Others) 其他（文員及其他員工）	0	0	0	34	6	2
		Sub-total 小計	2,431	1,083	291	35	163	753
Total 總計		185,838	65,834	77,923	16,952	7,957	13,733	3,439

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job Category 技能類別			Job Code 編號	Principal Job 主要職務	Branches 門類						Overall 總計
					(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本	
Managerial and Professional Level 經理及專業人員級	101	Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事；副董事；董事總經理；總經理	0	0	0	0	0	0	0	0	
	102	Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監；人力資源部經理；人事部 經理；培訓部經理	0	0	0	0	0	0	0	0	
	103	Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師；總會計主任／總監；財務總監	1	0	0	0	0	0	0	1	
	104	Purchasing Manager 採購部經理	0	0	0	0	0	0	0	0	
	105	Business Manager ; Sales Manager 業務經理；營業部經理	0	0	0	0	0	0	0	0	
	106	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理	27	6	4	5	0	0	12	0	
	107	Administration Manager 行政經理	0	0	0	0	0	0	0	0	
108	Executive Chinese Chef/ Executive Chinese Sous Chef 中菜行政總廚／助理中菜行政總廚	0	0	0	0	0	0	0	0		
132	Executive Assistant Manager ; Club Manager ; Director of Operations 行政副經理；會所經理；營運總監	0	0	0	0	0	0	0	0		
135	Food and Beverage Director ; Food and Beverage Manager ; Assistant Food and Beverage Manager 飲食部總監；飲食部經理；飲食部副經理	0	0	0	0	0	0	0	0		

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job Code Principal Job 編號 主要職務			Branches 門類						Overall 總計
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本	
Managerial and Professional Level 經理及專業人員級	137	Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理；市場拓展及傳訊部總監； 數字媒體經理；企業傳訊經理	0	0	0	0	0	0	0
	139	Executive Chef ; Executive Pastry Chef ; Director – Culinary Operations 行政總廚師；糕餅總廚師；餐務營運總監	0	0	0	0	0	0	0
	140	Sous Chef 總廚師	0	0	0	0	0	0	0
	141	Pastry Chef 糕餅廚師	0	0	0	0	0	0	0
	142	Specialty Chef ; Cook for Asian ; Exotic cuisine 特色菜總廚師－亞洲及熱帶國家	0	0	0	0	0	0	0
	199	Others (Managerial and Professional Level) 其他（經理及專業人員級）	0	0	0	0	0	0	0
Sub-total 小計		28	6	4	5	0	12	1	
Supervisory Level 督導員級	201	Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任；培訓部主任	0	0	0	0	0	0	0
	202	Public Relations Supervisor ; Sales Supervisor 公共關係部主管；營業部主管	0	0	0	0	0	0	0
	203	Accounts Supervisor (payable/receivable) 會計主管（應付帳／應收帳）	0	0	0	0	0	0	0
	204	Store Supervisor 倉務監管	0	0	0	0	0	0	0

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Overall 總計	Branches 門類					
				(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverages Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Supervisory Level 督導員級	205	Maintenance Supervisor ; Technical Supervisor 保養部主管 ; 技術監督	0	0	0	0	0	0	0
	206	Restaurant Head Supervisor ; Assistant Manager ; Head Supervisor 中菜館、酒樓主管 ; 副經理 ; 樓面部領班/ 總管	12	12	0	0	0	0	0
	208	Bar Supervisor 酒吧主管	0	0	0	0	0	0	0
	209	Captain ; Supervisor 部長	69	69	0	0	0	0	0
	210	Chief Butcher 砵板	0	0	0	0	0	0	0
	211	Seafood Butcher 水櫃 / 魚王	0	0	0	0	0	0	0
	212	Second Butcher 二砵	5	5	0	0	0	0	0
	213	Chief Cook (Wok) 頭鑊	0	0	0	0	0	0	0
	214	Chief Dim Sum Cook 點心總廚	5	5	0	0	0	0	0
	215	No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food) 二廚 (砵板、燒烤、爐頭、點心、蔬菜、冷 盤)	33	32	0	0	0	0	1
	216	Senior Cook ; Aboyeur (Production Control Cook) ; General Cook 上什 ; 打荷 ; 普通廚師	142	142	0	0	0	0	0

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Branches 門類					
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverages Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Supervisory Level 督導員級	217	Barbecue Cook 燒烤廚師	45	0	0	0	3	0
	218	Specialty Chef 特色菜總廚師	0	0	0	0	0	0
	219	Pantry Supervisor 傳菜部部長	6	0	0	0	0	0
	233	Audit Supervisor ; Paymaster ; General Cashier 核數主管；出納主任；出納員	0	0	0	0	0	0
	234	Public Relations Officer/Digital Media Officer 公共關係主任／數字媒體主任	0	0	0	0	0	0
	236	Security Manager 保安主任	0	0	0	0	0	0
	237	Beverage/Bar Manager 酒吧經理	0	0	0	0	0	0
	238	Restaurant Supervisor 餐廳主管	0	67	39	0	0	0
	239	Food and Beverage Controller/ Cost Controller 成本統計總監／主任	0	0	0	0	0	0
	241	Sales Supervisor 營業部主管	0	0	0	0	0	0
	242	Head Cashier 總出納員	0	0	0	0	0	0
	243	Garde Manger ; Senior Cook 冷盤總廚師；高級廚師	0	0	0	0	0	0

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job Code Principal Job 編號 主要職務			Branches 門類						Overall 總計
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本	
Supervisory Level 督導員級	244	Sommelier 品酒師	0	0	0	0	0	0	0
	299	Others (Supervisory Level) 其他（督導員級）	0	0	0	0	0	0	0
		Sub-total 小計	426	316	67	39	0	3	1
Craft and Operative Level 技工及操作工級	301	Dim Sum Fryer ; Steamer ; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工；熟籠工；點心廚師（如：麵糰、餡 餡）	69	69	0	0	0	0	0
	302	Pantry Cook ; Vegetable Cook 幫上什；蔬菜廚師	2	2	0	0	0	0	0
	303	Vegetable Cook Helper 蔬菜廚師助手	6	6	0	0	0	0	0
	304	Specialty Cook 特色菜廚師	0	0	0	0	0	0	0
	305	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food) 三廚（砵板、燒烤、爐頭、點心、蔬菜、冷 盤）	161	159	0	0	0	0	2
	306	Junior Cook/ No. 4 Cook and below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food) 見習廚師／四廚或以下（如：砵板、燒烤、 爐頭、蔬菜、點心、麵檔、粥檔、冷盤）	496	161	253	35	0	47	0
	307	Engineering Craftsman 工程部技工	3	2	0	0	0	0	1

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job category 技能類別			Job Code 編號	Principal Job 主要職務	Overall 總計	Branches 門類					
						(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Craft and Operative Level 技工及操作工級	308	Baker/ Pastry Cook/ Cook 麵包師傅／糕餅師傅／廚師	983	0	758	141	0	77	7		
	352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生	16	12	0	0	0	0	4		
	353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工；清潔雜工；洗碗碟雜工；管事；傳 菜員；洗手間清潔員	1,055	337	582	108	8	0	20		
	354	Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員	36	36	0	0	0	0	0		
	355	Receptionist ; Hostess 接待員；知客	156	52	102	0	0	0	2		
	356	Waiter/ Waitress ; Dim Sum Sales 侍應生；賣點員	4,233	1,387	2,694	5	35	67	45		
	357	Cashier 樓面出納員	330	88	45	158	0	39	0		
	358	Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員	0	0	0	0	0	0	0		
	359	Delivery Staff/ Take-Away Service Staff 送外賣員／外賣服務員工	79	0	79	0	0	0	0		
	360	Food Station Handler 堂前小食處理員工	0	0	0	0	0	0	0		
	361	Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員；管倉員；貨倉及收貨文員	0	0	0	0	0	0	0		

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Branches 門類						Overall 總計	
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本		
Craft and Operative Level 技工及操作工級	363	Bartender / Barman / Mixologist 調酒員／咖啡師／調酒師	0	2	0	44	0	2	48	
	364	Food Handler ; Beverage Handler 小食處理員；堂前小食處理員工；水吧處理 員	0	204	188	65	235	0	692	
	399	Others (Craft and Operative Level) 其他（技工及操作工級）	0	0	0	0	0	0	0	
		Sub-total 小計	2,311	4,719	635	152	465	83	8,365	
Administrative and Others 文員及其他員工	401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員；出納員；飲食部出納員	0	1	0	0	0	0	1	
	402	Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員；人事部文員；寫字樓文員	0	1	0	0	0	0	1	
	403	Paymaster 出納主任	0	0	0	0	0	0	0	
	404	Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員；採購部文員；品質控制 文員	0	0	0	0	0	2	2	
	405	Secretary 秘書	0	0	0	0	0	0	0	
	406	Office Assistant 辦公室助理員	0	0	0	0	0	0	0	
	499	Others (Administrative and Others) 其他（文員及其他員工）	0	0	0	0	0	0	0	

Table 3 : Number of Full-Time Vacancies at Time of Survey
表3：在統計日期的全職空缺數目

Job category 技能類別		Job Code Principal Job 主要職務	Branches 門類					
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Activities 聚會餐飲及其他餐膳／膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Administrative and Others 文員及其他員工	Sub-total 小計	4	0	2	0	0	0	2
Total 總計		8,823	2,633	4,792	679	152	480	87

Table 4 : Number of Part-Time Employees at Time of Survey
表4：在統計日期的兼職僱員人數

Job category 技能類別	Supervisory Level 督導員級	Job Code 主要職務 編號	Principal Job 主要職務	Branches 門類						Overall 總計						
				(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverages Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本							
Supervisory Level 督導員級		201	Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任；培訓部主任	0	0	0	0	0	0	0	0	0	0	0	0	0
		202	Public Relations Supervisor ; Sales Supervisor 公共關係部主管；營業部主管	0	0	0	0	0	0	0	0	0	0	0	0	0
		203	Accounts Supervisor (payable/receivable) 會計主管（應付帳／應收帳）	8	0	0	8	0	0	0	0	0	0	0	0	0
		204	Store Supervisor 倉務監管	0	0	0	0	0	0	0	0	0	0	0	0	0
		205	Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督	0	0	0	0	0	0	0	0	0	0	0	0	0
		206	Restaurant Head Supervisor ; Assistant Manager ; Head Supervisor 中菜館、酒樓主管；副經理；樓面部領班/ 總管	0	0	0	0	0	0	0	0	0	0	0	0	0
		208	Bar Supervisor 酒吧主管	0	0	0	0	0	0	0	0	0	0	0	0	0
		209	Captain ; Supervisor 部長	493	2	0	0	0	0	0	0	0	0	0	79	0
		210	Chief Butcher 砧板	1	0	0	0	0	0	0	0	0	0	0	0	0
		211	Seafood Butcher 水櫃／魚王	0	0	0	0	0	0	0	0	0	0	0	0	0
		212	Second Butcher 二砧	2	0	0	0	0	0	0	0	0	0	0	0	0

Table 4 : Number of Part-Time Employees at Time of Survey
表4：在統計日期的兼職僱員人數

Job category 技能類別	Job Code 主要職務	Principal Job 主要職務	Branches 門類						Overall 總計	
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本		
Supervisory Level 督導員級	213	Chief Cook (Wok) 頭鑊	0	0	0	0	0	0	0	
	214	Chief Dim Sum Cook 點心總廚	0	0	0	0	0	0	0	
	215	No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food) 二廚 (砵板、燒烤、爐頭、點心、蔬菜、冷盤)	90	0	0	0	0	0	0	
	216	Senior Cook ; Aboyeur (Production Control Cook) ; General Cook 上什 ; 打荷 ; 普通廚師	198	0	0	0	0	0	0	
	217	Barbecue Cook 燒烤廚師	16	0	0	0	0	0	0	
	218	Specialty Chef 特色菜總廚師	0	0	0	0	0	0	0	
	219	Pantry Supervisor 傳菜部部長	0	0	0	0	0	0	0	
	233	Audit Supervisor ; Paymaster ; General Cashier 核數主管 ; 出納主任 ; 出納員	0	0	0	0	0	0	0	
	234	Public Relations Officer/Digital Media Officer 公共關係主任 / 數字媒體主任	97	12	85	0	0	0	0	
	236	Security Manager 保安主任	0	0	0	0	0	0	0	
	237	Beverage/Bar Manager 酒吧經理	0	0	0	0	0	0	0	

Table 4 : Number of Part-Time Employees at Time of Survey
表4：在統計日期的兼職僱員人數

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Branches 門類						Overall 總計	(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverages Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Supervisory Level 督導員級	238	Restaurant Supervisor 餐廳主管	0	8	91	9	0	0	108	0	8	91	9	0	0
	239	Food and Beverage Controller/ Cost Controller 成本統計總監／主任	0	0	0	0	0	0	0	0	0	0	0	0	0
	241	Sales Supervisor 營業部主管	0	0	0	0	0	0	0	0	0	0	0	0	0
	242	Head Cashier 總出納員	0	0	0	0	0	0	0	0	0	0	0	0	0
	243	Garde Manger ; Senior Cook 冷盤總廚師；高級廚師	634	0	0	0	0	0	634	0	0	0	0	0	634
	244	Sommelier 品酒師	0	0	0	0	0	0	0	0	0	0	0	0	0
	299	Others (Supervisory Level) 其他（督導員級）	0	0	0	0	0	0	0	0	0	0	0	0	0
		Sub-total 小計	1,647	731	10	176	17	0	1,647	731	10	176	17	0	713
Craft and Operative Level 技工及操作工級	301	Dim Sum Fryer ; Steamer ; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工；熟籠工；點心廚師（如：麵糰、拌 餡）	89	89	0	0	0	0	89	89	0	0	0	0	0
	302	Pantry Cook ; Vegetable Cook 幫上什；蔬菜廚師	60	60	0	0	0	0	60	60	0	0	0	0	0
	303	Vegetable Cook Helper 蔬菜廚師助手	6	6	0	0	0	0	6	6	0	0	0	0	0

Table 4 : Number of Part-Time Employees at Time of Survey
表4：在統計日期的兼職僱員人數

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Branches 門類					
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Activities 聚會餐飲及其他餐膳／膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Craft and Operative Level 技工及操作工級	304	Specialty Cook 特色菜廚師	0	0	0	0	0	0
	305	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food) 三廚 (砵板、燒烤、爐頭、點心、蔬菜、冷盤)	121	0	0	0	0	0
	306	Junior Cook/ No. 4 Cook and below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food) 見習廚師/四廚或以下 (如：砵板、燒烤、爐頭、蔬菜、點心、麵檔、粥檔、冷盤)	261	1,078	1,911	0	72	4
	307	Engineering Craftsman 工程部技工	0	0	0	0	0	0
	308	Baker/ Pastry Cook/ Cook 麵包師傅/糕餅師傅/廚師	0	1,219	927	17	166	13
	352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生	0	0	0	0	0	9
	353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工；清潔雜工；洗碗碟雜工；管事；傳菜員；洗手間清潔員	1,713	2,791	5,459	149	716	435
	354	Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員	69	0	0	0	0	0
	355	Receptionist ; Hostess 接待員；知客	106	101	315	0	0	390
	356	Waiter/ Waitress ; Dim Sum Sales 侍應生；賣點員	4,298	12,232	293	857	730	441
Overall 總計			0	0	0	0	0	0
			121	0	0	0	0	0
			3,326	1,078	1,911	0	72	4
			0	0	0	0	0	0
			2,342	1,219	927	17	166	13
			9	0	0	0	0	9
			11,263	2,791	5,459	149	716	435
			69	0	0	0	0	0
			912	101	315	0	0	390
			18,851	12,232	293	857	730	441

Table 4 : Number of Part-Time Employees at Time of Survey
表4：在統計日期的兼職僱員人數

Job category 技能類別	Job Code 主要職務	Principal Job 樓面出納員	Branches 門類					
			(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverages Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳／膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Craft and Operative Level 技工及操作工級		Overall 總計	9,379	284	8,549	75	234	125
	357	Cashier 樓面出納員	112	0	0	0	0	0
	358	Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員	0	0	17	0	0	0
	359	Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員工	0	919	378	68	1,959	0
	360	Food Station Handler 堂前小食處理員工	40	0	0	0	0	0
	361	Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員；管倉員；貨倉及收貨文員	2	0	0	0	2	0
	363	Bartender / Barman / Barista / Mixologist 調酒員／咖啡師／調酒師	1,344	0	539	762	1	42
	364	Food Handler ; Beverage Handler 小食處理員；堂前小食處理員工；水吧處理員	11,984	230	9,729	678	1,347	0
	399	Others (Craft and Operative Level) 其他（技工及操作工級）	0	0	0	0	0	0
		Sub-total 小計	63,138	18,854	28,117	2,606	5,227	1,459
Administrative and Others 文員及其他員工	401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員；出納員；飲食部出納員	0	0	0	0	0	0
	402	Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員；人事部文員；寫字樓文員	0	0	0	0	0	0
	403	Paymaster 出納主任	0	0	0	0	0	0

Table 4 : Number of Part-Time Employees at Time of Survey
表4：在統計日期的兼職僱員人數

		Branches 門類					
		(Branch 門類1) Chinese Restaurants 中式酒樓	(Branch 門類2) Restaurants, other than Chinese 非中式酒樓	(Branch 門類3) Fast Food Shops 快餐店	(Branch 門類4) Beverage Serving Places 提供飲料場所	(Branch 門類5) Event Catering and Other Meal / Food Service Activities 聚會餐飲及其他餐膳/ 膳食服務活動	(Branch 門類6) Supplementary Samples 補充樣本
Overall 總計							
Job category 技能類別	Administrative and Others 文員及其他員工	404	0	0	0	0	0
		Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員；採購部文員；品質控制 文員					
		405	0	0	0	0	0
		Secretary 秘書					
		406	0	0	0	0	0
		Office Assistant 辦公室助理員					
		499	0	0	0	2	0
		Others (Administrative and Others) 其他（文員及其他員工）					
Sub-total 小計			0	0	0	2	0
Total 總計			7,606	18,864	28,293	5,229	2,172

Table 5 : Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表5：全職僱員平均月薪分布

Job Code Principal Job 主要職務 Job category 技能類別		Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬								
			\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above 或以上	
Managerial and Professional Level 經理及專業人員級	101	Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事；副董事；董事總經理；總經理	570	0.0%	0.0%	0.0%	0.0%	29.1%	23.3%	37.6%	10.0%
	102	Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監；人力資源部經理；人事部經理；培訓部經理	201	0.0%	0.0%	0.0%	14.2%	65.5%	2.7%	0.7%	16.9%
	103	Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師；總會計主任／總監；財務總監	87	0.0%	0.0%	0.0%	0.0%	6.8%	34.1%	6.8%	52.3%
	104	Purchasing Manager 採購部經理	97	0.0%	0.0%	0.0%	29.8%	17.0%	0.0%	0.0%	53.2%
	105	Business Manager ; Sales Manager 業務經理；營業部經理	424	0.0%	0.0%	3.8%	22.9%	32.3%	28.1%	0.0%	12.8%
	106	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理	5,666	0.0%	0.0%	5.9%	40.1%	32.5%	11.7%	6.3%	3.6%
	107	Administration Manager 行政經理	127	0.0%	0.0%	0.0%	12.6%	49.6%	0.0%	0.0%	37.8%
	108	Executive Chinese Chef/ Executive Chinese Sous Chef 中菜行政總廚／助理中菜行政總廚	420	0.0%	0.0%	0.0%	4.6%	24.6%	10.3%	55.6%	4.9%
	132	Executive Assistant Manager ; Club Manager ; Director of Operations 行政副經理；會所經理；營運總監	124	0.0%	0.0%	0.0%	30.0%	30.0%	17.5%	12.5%	10.0%
	135	Food and Beverage Director ; Food and Beverage Manager ; Assistant Food and Beverage Manager 飲食部總監；飲食部經理；飲食部副經理	153	0.0%	0.0%	0.0%	8.7%	49.3%	7.2%	4.3%	30.4%
	137	Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理；市場拓展及傳訊部總監；數字媒體經理；企業傳訊經理	90	0.0%	0.0%	0.0%	0.0%	15.9%	36.4%	0.0%	47.7%

Table 5 : Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表5：全職僱員平均月薪分布

Job Code Principal Job 主要職務		Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
			\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above 或以上
Managerial and Professional Level 經理及專業人員級	139 Executive Chef ; Executive Pastry Chef ; Director – Culinary Operations 行政總廚師；糕餅總廚師；餐務營運總監	89	0.0%	0.0%	0.0%	1.3%	30.3%	51.3%	7.9%	9.2%
	140 Sous Chef 總廚師	404	0.0%	0.0%	0.0%	3.5%	25.3%	61.1%	1.9%	8.3%
	141 Pastry Chef 糕餅廚師	164	0.0%	0.0%	12.3%	4.5%	5.8%	73.5%	0.6%	3.2%
	142 Specialty Chef ; Cook for Asian ; Exotic cuisine 特色菜總廚師－亞洲及熱帶國家	123	0.0%	0.0%	0.0%	79.3%	17.4%	2.5%	0.0%	0.8%
	199 Others (Managerial and Professional Level) 其他（經理及專業人員級）	3	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
	Sub-total 小計	8,742	0.0%	0.0%	4.4%	30.7%	31.4%	17.0%	9.7%	6.7%
Supervisory Level 督導員級	201 Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任；培訓部主任	333	0.0%	0.4%	19.8%	35.9%	41.0%	2.9%	0.0%	0.0%
	202 Public Relations Supervisor ; Sales Supervisor 公共關係部主管；營業部主管	110	0.0%	0.0%	38.5%	37.5%	10.4%	13.5%	0.0%	0.0%
	203 Accounts Supervisor (payable/receivable) 會計主管（應付帳／應收帳）	264	0.0%	0.0%	22.5%	17.6%	48.6%	11.3%	0.0%	0.0%
	204 Store Supervisor 倉務監管	68	0.0%	0.0%	43.5%	29.0%	0.0%	27.4%	0.0%	0.0%
	205 Maintenance Supervisor ; Technical Supervisor 保養部主管；技術監督	26	0.0%	0.0%	13.6%	77.3%	9.1%	0.0%	0.0%	0.0%
	206 Restaurant Head Supervisor ; Assistant Manager ；Head Supervisor 中菜館，酒樓主管；副經理；樓面部領班／總管	1,790	0.0%	0.0%	29.0%	38.0%	11.1%	21.9%	0.0%	0.0%

Table 5 : Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表5：全職僱員平均月薪分布

Job Code Principal Job 編號 主要職務		Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
			\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above 或以上
Supervisory Level 督導員級	208 Bar Supervisor 酒吧主管	69	0.0%	0.0%	79.4%	10.3%	5.9%	4.4%	0.0%	0.0%
	209 Captain ; Supervisor 部長	6,066	0.0%	4.4%	41.4%	38.3%	8.7%	7.1%	0.0%	0.0%
	210 Chief Butcher 砧板	1,084	0.0%	9.3%	25.9%	32.0%	17.1%	15.7%	0.0%	0.0%
	211 Seafood Butcher 水櫃／魚王	870	0.0%	6.7%	38.2%	14.0%	19.8%	21.3%	0.0%	0.0%
	212 Second Butcher 二砧	992	0.0%	5.6%	39.1%	29.6%	4.9%	20.8%	0.0%	0.0%
	213 Chief Cook (Wok) 頭鑊	1,344	0.0%	0.0%	15.6%	52.7%	17.2%	14.4%	0.0%	0.0%
	214 Chief Dim Sum Cook 點心總廚	940	0.0%	0.0%	37.8%	25.9%	17.1%	19.2%	0.0%	0.0%
	215 No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food) 二廚（砧板、燒烤、爐頭、點心、蔬菜、冷盤）	3,129	0.0%	0.8%	42.6%	39.5%	4.6%	12.5%	0.0%	0.0%
	216 Senior Cook ; Aboyeur (Production Control Cook) ; General Cook 上什；打荷；普通廚師	3,175	0.0%	1.0%	51.2%	26.0%	3.7%	18.0%	0.0%	0.0%
217 Barbecue Cook 燒烤廚師	1,647	0.0%	1.4%	46.5%	13.8%	11.6%	26.6%	0.0%	0.0%	
218 Specialty Chef 特色菜總廚師	29	0.0%	0.0%	0.0%	96.6%	3.4%	0.0%	0.0%	0.0%	
219 Pantry Supervisor 傳菜部部長	605	0.0%	1.7%	65.5%	24.6%	4.0%	4.2%	0.0%	0.0%	

Table 5 : Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表5：全職僱員平均月薪分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
				\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above 或以上
Supervisory Level 督導員級	233	Audit Supervisor ; Paymaster ; General Cashier 核數主管；出納主任；出納員	0	-	-	-	-	-	-	-	-
	234	Public Relations Officer/Digital Media Officer 公共關係主任／數字媒體主任	351	0.0%	23.2%	59.1%	16.5%	1.2%	0.0%	0.0%	0.0%
	236	Security Manager 保安主任	2	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
	237	Beverage/Bar Manager 酒吧經理	549	0.0%	0.0%	0.0%	95.0%	4.1%	0.9%	0.0%	0.0%
	238	Restaurant Supervisor 餐廳主管	10,839	0.0%	3.1%	44.3%	35.7%	11.6%	3.8%	1.4%	0.0%
	239	Food and Beverage Controller/ Cost Controller 成本統計總監／主任	12	0.0%	0.0%	0.0%	80.0%	0.0%	20.0%	0.0%	0.0%
	241	Sales Supervisor 營業部主管	327	0.0%	0.0%	31.5%	22.6%	20.2%	0.0%	25.7%	0.0%
	242	Head Cashier 總出納員	0	-	-	-	-	-	-	-	-
	243	Carde Manger ; Senior Cook 冷盤總廚師；高級廚師	4,490	0.0%	0.0%	12.2%	55.1%	21.0%	11.7%	0.0%	0.0%
	244	Sommelier 品酒師	26	0.0%	0.0%	27.3%	36.4%	36.4%	0.0%	0.0%	0.0%
	299	Others (Supervisory Level) 其他（督導員級）	42	0.0%	0.0%	66.7%	0.0%	0.0%	33.3%	0.0%	0.0%
		Sub-total 小計	39,179	0.0%	2.6%	37.4%	37.2%	11.8%	10.4%	0.7%	0.0%

Table 5 : Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表5：全職僱員平均月薪分布

Job Code Job category 技能類別		Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
				\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above 或以上
Craft and Operative Level 技工及操作工級	301	Dim Sum Fryer; Steamer; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工; 熟籠工; 點心廚師 (如: 麵糰、辨餡)	4,193	0.0%	22.3%	48.3%	28.8%	0.7%	0.0%	0.0%	0.0%
	302	Pantry Cook; Vegetable Cook 幫上什; 蔬菜廚師	541	0.0%	26.8%	64.2%	9.1%	0.0%	0.0%	0.0%	0.0%
	303	Vegetable Cook Helper 蔬菜廚師助手	132	0.0%	58.3%	24.1%	17.6%	0.0%	0.0%	0.0%	0.0%
	304	Specialty Cook 特色菜廚師	90	0.0%	22.2%	44.4%	5.6%	27.8%	0.0%	0.0%	0.0%
	305	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food) 三廚 (砵板、燒烤、爐頭、點心、蔬菜、冷盤)	4,829	0.0%	11.3%	68.4%	20.3%	0.0%	0.0%	0.0%	0.0%
	306	Junior Cook/ No. 4 Cook and below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food) 見習廚師/四廚或以下 (如: 砵板、燒烤、爐頭、蔬菜、點心、麵檔、粥檔、冷盤)	15,420	0.0%	13.2%	72.6%	14.1%	0.0%	0.0%	0.0%	0.0%
	307	Engineering Craftsman 工程部技工	189	0.0%	7.1%	33.6%	59.3%	0.0%	0.0%	0.0%	0.0%
	308	Baker/ Pastry Cook/ Cook 麵包師傅/糕餅師傅/廚師	19,495	0.0%	4.2%	47.0%	48.5%	0.4%	0.0%	0.0%	0.0%
	352	Uniform and Linen Attendant; Cloakroom Attendant 制服及布草侍應生; 衣帽間侍應生	252	0.0%	62.5%	4.3%	33.2%	0.0%	0.0%	0.0%	0.0%
	353	Kitchen Helper; Cleaner; Dishwasher; Steward 廚房雜工; 清潔雜工; 洗碗碟雜工; 管事; 傳菜員; 洗手間清潔員	24,812	2.8%	58.8%	32.5%	5.9%	0.0%	0.0%	0.0%	0.0%

Table 5 : Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表5：全職僱員平均月薪分布

Job Category 技能類別		Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
					\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above 或以上
Craft and Operative Level 技工及操作工級	354	Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員	450	0.0%	37.5%	53.2%	9.3%	0.0%	0.0%	0.0%	0.0%	
	355	Receptionist ; Hostess 接待員；知客	2,515	0.0%	56.9%	32.3%	10.8%	0.0%	0.0%	0.0%	0.0%	
	356	Waiter/ Waitress ; Dim Sum Sales 侍應生；賣點員	36,891	0.8%	52.3%	40.5%	6.3%	0.1%	0.0%	0.0%	0.0%	
	357	Cashier 樓面出納員	7,947	0.6%	54.2%	38.5%	6.8%	0.0%	0.0%	0.0%	0.0%	
	358	Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員	109	0.0%	45.2%	11.9%	42.9%	0.0%	0.0%	0.0%	0.0%	
	359	Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員工	1,093	0.0%	84.7%	15.3%	0.0%	0.0%	0.0%	0.0%	0.0%	
	360	Food Station Handler 堂前小食處理員工	205	0.0%	55.1%	39.0%	5.9%	0.0%	0.0%	0.0%	0.0%	
	361	Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員；管倉員；貨倉及收貨文員	33	0.0%	45.8%	54.2%	0.0%	0.0%	0.0%	0.0%	0.0%	
	363	Bartender / Barman / Barista / Mixologist 調酒員／咖啡師／調酒師	1,708	0.0%	22.5%	39.1%	35.6%	2.8%	0.0%	0.0%	0.0%	
	364	Food Handler ; Beverage Handler 小食處理員；堂前小食處理員工；水吧處理員	14,578	0.5%	42.6%	46.8%	10.0%	0.0%	0.0%	0.0%	0.0%	
Administrative and Others 文員及其他員工	399	Others (Craft and Operative Level) 其他（技工及操作工級）	4	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Sub-total 小計		135,486	0.8%	38.3%	45.2%	15.5%	0.2%	0.0%	0.0%	0.0%	
	401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員；出納員；飲食部出納員	1,083	0.0%	34.6%	65.1%	0.3%	0.0%	0.0%	0.0%	0.0%	

Table 5 : Percentage Distribution of Average Monthly Remuneration Package Range of Full-Time Employees

表5：全職僱員平均月薪分布

Job category 技能類別	Job Code 主要職務	Total no. of employees 僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
			\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	\$35,001 - \$40,000	\$40,001 or above 或以上
Administrative and Others 文員及其他員工	402 Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員；人事部文員；寫字樓文員	633	0.0%	5.3%	33.6%	61.0%	0.0%	0.0%	0.0%	0.0%
	403 Paymaster 出納主任	21	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	404 Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員；採購部文員；品質控制文員	442	0.0%	37.2%	62.8%	0.0%	0.0%	0.0%	0.0%	0.0%
	405 Secretary 秘書	47	0.0%	25.0%	57.1%	17.9%	0.0%	0.0%	0.0%	0.0%
	406 Office Assistant 辦公室助理員	163	0.0%	3.2%	96.8%	0.0%	0.0%	0.0%	0.0%	0.0%
	499 Others (Administrative and Others) 其他（文員及其他員工）	42	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Sub-total 小計	2,431	0.0%	23.3%	60.1%	16.5%	0.0%	0.0%	0.0%	0.0%
	Total 總計	185,838	0.6%	28.7%	41.8%	20.9%	4.1%	3.0%	0.6%	0.3%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees

表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Managerial and Professional Level 經理及專業人員級	101	Group Director ; Deputy Director ; Managing Director ; General Manager 集團董事；副董事；董事總經理；總經理	570	0.6%	26.3%	24.2%	2.9%	46.0%	0.0%
	102	Director of Human Resources ; Human Resources Manager ; Personnel Manager ; Training Manager 人力資源部總監；人力資源部經理；人事部經理；培訓部經理	201	0.0%	50.3%	0.6%	6.0%	43.1%	0.0%
	103	Accountant ; Chief Accountant/ Controller ; Financial Controller / Financial Director 會計師；總會計主任／總監；財務總監	87	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
	104	Purchasing Manager 採購部經理	97	0.0%	80.4%	2.2%	17.4%	0.0%	0.0%
	105	Business Manager ; Sales Manager 業務經理；營業部經理	424	0.0%	29.7%	20.8%	9.6%	39.8%	0.0%
	106	Restaurant Manager ; Banquet Manager 餐廳經理；宴會經理	5,666	0.0%	12.9%	8.3%	22.1%	56.7%	0.0%
	107	Administration Manager 行政經理	127	0.0%	41.7%	4.7%	11.8%	41.7%	0.0%
	108	Executive Chinese Chef/ Executive Chinese Sous Chef 中菜行政總廚／助理中菜行政總廚	420	0.0%	1.7%	22.9%	52.2%	23.2%	0.0%
	132	Executive Assistant Manager ; Club Manager ; Director of Operations 行政副經理；會所經理；營運總監	124	0.0%	90.2%	0.0%	0.0%	9.8%	0.0%
	135	Food and Beverage Director ; Food and Beverage Manager ; Assistant Food and Beverage Manager 飲食部總監；飲食部經理；飲食部副經理	153	0.0%	85.4%	11.3%	3.3%	0.0%	0.0%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees
表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Managerial and Professional Level 經理及專業人員級	137	Marketing Manager ; Director of Marketing and Communications ; Digital Media Manager ; Corporate Communications Manager 市場拓展部經理；市場拓展及傳訊部總監；數字媒體經理；企業傳訊經理	90	0.0%	83.9%	0.0%	0.0%	16.1%	0.0%
	139	Executive Chef ; Executive Pastry Chef ; Director – Culinary Operations 行政總廚師；糕餅總廚師；餐務營運總監	89	0.0%	26.9%	11.5%	56.4%	5.1%	0.0%
	140	Sous Chef 總廚師	404	0.0%	58.3%	7.8%	7.3%	26.7%	0.0%
	141	Pastry Chef 糕餅廚師	164	0.0%	75.0%	1.9%	4.5%	18.6%	0.0%
	142	Specialty Chef ; Cook for Asian ; Exotic cuisine 特色菜總廚師－亞洲及熱帶國家	123	0.0%	11.6%	0.0%	3.3%	85.1%	0.0%
	199	Others (Managerial and Professional Level) 其他（經理及專業人員級）	3	0.0%	33.3%	0.0%	66.7%	0.0%	0.0%
		Sub-total 小計	8,742	0.0%	23.8%	9.9%	19.2%	47.1%	0.0%
Supervisory Level 督導員級	201	Human Resources Officer ; Personnel Officer ; Training Officer 人力資源部主任；人事部主任；培訓部主任	333	0.0%	48.1%	23.4%	2.5%	25.9%	0.0%
	202	Public Relations Supervisor ; Sales Supervisor 公共關係部主管；營業部主管	110	0.0%	0.0%	4.2%	5.2%	90.6%	0.0%
	203	Accounts Supervisor (payable/receivable) 會計主管（應付帳／應收帳）	264	0.0%	42.7%	36.9%	5.8%	14.7%	0.0%
	204	Store Supervisor 倉務監管	68	0.0%	4.8%	51.6%	3.2%	40.3%	0.0%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees

表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Supervisory Level 督導員級	205	Maintenance Supervisor; Technical Supervisor 保養部主管;技術監督	26	0.0%	0.0%	76.9%	15.4%	7.7%	0.0%
	206	Restaurant Head Supervisor; Assistant Manager ; Head Supervisor 中菜館、酒樓主管;副經理;樓面部領班/ 總管	1,790	0.0%	0.4%	9.6%	11.3%	78.7%	0.0%
	208	Bar Supervisor 酒吧主管	69	0.0%	0.0%	32.4%	47.1%	20.6%	0.0%
	209	Captain ; Supervisor 部長	6,066	0.0%	1.2%	10.0%	16.3%	68.5%	3.9%
	210	Chief Butcher 砵板	1,084	0.0%	0.0%	0.0%	0.6%	80.7%	18.7%
	211	Seafood Butcher 水櫃/魚王	870	0.0%	0.0%	0.5%	0.0%	90.9%	8.6%
	212	Second Butcher 二砵	992	0.0%	0.0%	1.0%	0.0%	89.9%	9.1%
	213	Chief Cook (Wok) 頭鑊	1,344	0.0%	0.0%	2.7%	0.7%	91.3%	5.3%
	214	Chief Dim Sum Cook 點心總廚	940	0.0%	0.0%	1.1%	0.9%	76.5%	21.5%
	215	No. 2 Cook (e.g. butchery, barbecue, wok, stove, dim sum, vegetable, cold food) 二廚(砵板、燒烤、爐頭、點心、蔬菜、冷 盤)	3,129	0.0%	0.0%	0.4%	0.0%	86.0%	13.5%
	216	Senior Cook ; Aboyeur (Production Control Cook); General Cook 上什;打荷;普通廚師	3,175	0.0%	0.0%	0.4%	1.4%	81.2%	16.9%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees

表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Supervisory Level 督導員級	217	Barbecue Cook 燒烤廚師	1,647	0.0%	0.0%	0.0%	0.2%	90.6%	9.2%
	218	Specialty Chef 特色菜總廚師	29	0.0%	0.0%	0.0%	3.4%	96.6%	0.0%
	219	Pantry Supervisor 傳菜部部長	605	0.0%	0.0%	0.7%	0.0%	98.3%	1.0%
	233	Audit Supervisor ; Paymaster ; General Cashier 核數主管；出納主任；出納員	0	-	-	-	-	-	-
	234	Public Relations Officer/Digital Media Officer 公共關係主任／數字媒體主任	351	0.0%	1.2%	15.7%	6.6%	76.4%	0.0%
	236	Security Manager 保安主任	2	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
	237	Beverage/Bar Manager 酒吧經理	549	0.0%	2.8%	18.0%	3.0%	76.3%	0.0%
	238	Restaurant Supervisor 餐廳主管	10,839	0.0%	2.7%	13.3%	14.2%	69.9%	0.0%
	239	Food and Beverage Controller/ Cost Controller 成本統計總監／主任	12	0.0%	45.5%	9.1%	27.3%	18.2%	0.0%
	241	Sales Supervisor 營業部主管	327	0.0%	26.6%	21.7%	20.8%	30.9%	0.0%
	242	Head Cashier 總出納員	0	-	-	-	-	-	-
	243	Garde Manger ; Senior Cook 冷盤總廚師；高級廚師	4,490	0.0%	0.4%	8.1%	21.6%	69.5%	0.3%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees

表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 主要職務 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Supervisory Level 督導員級	244	Sommelier 品酒師	26	0.0%	0.0%	0.0%	38.5%	61.5%	0.0%
	299	Others (Supervisory Level) 其他 (督導員級)	42	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
		Sub-total 小計	39,179	0.0%	2.1%	8.2%	10.3%	74.4%	5.0%
Craft and Operative Level 技工及操作工級	301	Dim Sum Fryer ; Steamer ; Dim Sum Cook (e.g. dough handler, content mixer) 煎炸工 ; 熟籠工 ; 點心廚師 (如：麵糰、餡)	4,193	0.0%	0.0%	0.0%	0.7%	38.6%	60.7%
	302	Pantry Cook ; Vegetable Cook 幫上什 ; 蔬菜廚師	541	0.0%	0.0%	0.0%	6.2%	47.3%	46.5%
	303	Vegetable Cook Helper 蔬菜廚師助手	132	0.0%	0.0%	0.0%	3.7%	33.3%	63.0%
	304	Specialty Cook 特色菜廚師	90	0.0%	0.0%	0.0%	0.0%	63.3%	36.7%
	305	No. 3 Cook (e.g. butchery, barbecue, stove, dim sum, vegetable, cold food) 三廚 (砵板、燒烤、爐頭、點心、蔬菜、冷盤)	4,829	0.0%	0.0%	0.0%	1.4%	45.5%	53.0%
	306	Junior Cook/ No. 4 Cook and below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food) 見習廚師／四廚或以下 (如：砵板、燒烤、爐頭、蔬菜、點心、麵檔、粥檔、冷盤)	15,420	0.0%	0.0%	0.0%	5.0%	50.4%	44.7%
	307	Engineering Craftsman 工程部技工	189	0.0%	0.0%	11.3%	19.0%	62.7%	7.0%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees
表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Craft and Operative Level 技工及操作工級	308	Baker/ Pastry Cook/ Cook 麵包師傅／糕餅師傅／廚師	19,495	0.0%	0.0%	2.3%	9.7%	48.1%	39.8%
	352	Uniform and Linen Attendant ; Cloakroom Attendant 制服及布草侍應生；衣帽間侍應生	252	0.0%	0.0%	0.0%	0.0%	62.8%	37.2%
	353	Kitchen Helper ; Cleaner ; Dishwasher ; Steward ; Pantry Server/Helper ; Washroom Attendant 廚房雜工；清潔雜工；洗碗碟雜工；管事；傳 菜員；洗手間清潔員	24,812	0.0%	0.0%	0.0%	1.5%	31.3%	67.3%
	354	Bartender ; Soda Fountain Captain ; Bar Helper 調酒員；水吧部長；水吧服務員	450	0.0%	0.0%	0.0%	0.0%	72.4%	27.6%
	355	Receptionist ; Hostess 接待員；知客	2,515	0.0%	0.0%	0.7%	4.3%	58.7%	36.3%
	356	Waiter/ Waitress ; Dim Sum Sales 侍應生；賣點員	36,891	0.0%	0.0%	0.4%	5.3%	43.4%	50.9%
	357	Cashier 樓面出納員	7,947	0.0%	0.0%	0.9%	0.8%	54.1%	44.3%
	358	Security Officer ; Guard House ; Uniform Guard ; Valet Parking Attendant 保安員；護衛員；代客泊車員	109	0.0%	0.0%	0.0%	2.0%	46.1%	52.0%
	359	Delivery Staff / Take-Away Service Staff 送外賣員／外賣服務員	1,093	0.0%	0.0%	0.0%	0.0%	78.3%	21.7%
	360	Food Station Handler 堂前小食處理員	205	0.0%	0.0%	0.0%	0.0%	16.6%	83.4%
	361	Food and Beverage Storekeeper ; General Storekeeper ; Store and Receiving Clerk 飲食部管倉員；管倉員；貨倉及收貨文員	33	0.0%	0.0%	0.0%	0.0%	63.0%	37.0%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees
表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 編號	Principal Job 主要職務	Total no. of employees 僱員人數	Education level 教育程度					
				Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g.Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Craft and Operative Level 技工及操作工級	363	Bartender / Barman / Barista / Mixologist 調酒員／咖啡師／調酒師	1,708	0.0%	0.0%	6.7%	25.6%	53.4%	14.2%
	364	Food Handler ; Beverage Handler 小食處理員；堂前小食處理員工；水吧處理員	14,578	0.0%	0.0%	0.0%	1.5%	57.9%	40.5%
	399	Others (Craft and Operative Level) 其他（技工及操作工級）	4	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
		Sub-total 小計	135,486	0.0%	0.0%	0.6%	4.4%	45.6%	49.4%
Administrative and Others 文員及其他員工	401	Accounting Clerk ; General Cashier ; Food and Beverage Cashier 會計部文員；出納員；飲食部出納員	1,083	0.0%	0.0%	2.5%	11.1%	86.4%	0.0%
	402	Human Resources Clerk ; Personnel Clerk ; General Office Clerk 人力資源部文員；人事部文員；寫字樓文員	633	0.0%	0.4%	6.7%	15.8%	77.1%	0.0%
	403	Paymaster 出納主任	21	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	404	Store and Receiving Clerk ; Purchasing Clerk ; Quality Control Clerk 貨倉及收貨文員；採購部文員；品質控制文員	442	0.0%	0.0%	0.5%	13.3%	86.2%	0.0%
	405	Secretary 秘書	47	0.0%	2.6%	28.9%	13.2%	55.3%	0.0%
	406	Office Assistant 辦公室助理員	163	0.0%	0.0%	0.0%	3.8%	96.3%	0.0%
	499	Others (Administrative and Others) 其他（文員及其他員工）	42	0.0%	0.0%	0.0%	0.0%	85.7%	14.3%
		Sub-total 小計	2,431	0.0%	0.2%	3.5%	11.9%	84.2%	0.3%

Table 6 : Percentage Distribution of Preferred Education of Full-Time Employees

表6：全職僱員宜有的教育程度及分布

Job category 技能類別	Job Code 主要職務 編號	Total no. of employees 僱員人數	Education level 教育程度					
			Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	Diploma/ Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下
Total 總計		185,838	*	1.5%	2.7%	6.4%	52.2%	37.1%

* Figure less than 0.05%

Table 7: Number and Percentage Distribution of Training Provided to Employees in the Past 12 Months
表7：過去十二個月機構內僱員曾接受的培訓課程數字及分布

		Number and Percentage 人數及百分比					Ranking 排名			
	Training 培訓	Managerial and Professional Level 經理及專業人員級	Supervisory Level 督導員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工	Managerial and Professional Level 經理及專業人員級	Supervisory Level 督導員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工	
A. Managerial Skills 管理技巧										
	(i) Business and Financial Strategic Planning, Implementation and Evaluation 業務及財務策略規劃・推行及檢討	198 (1.2%)	75 (0.4%)			12	14			
	(ii) Human Resources Management 人力資源管理	629 (3.7%)	732 (4.3%)			2	4			
	(iii) Sales and Marketing Strategic Planning, Implementation and Evaluation 銷售及市場策略規劃・推行及檢討	609 (3.6%)	468 (2.7%)			3	8			
	(iv) Supervisory Techniques, Leadership Skills 督導管理、領導技巧	808 (4.7%)	1,017 (5.9%)			1	1			
	(v) Risk Management 風險管理	303 (1.8%)	91 (0.5%)			9	13			
	(vi) Others 其他	0 (0.0%)	0 (0.0%)			19	19			
B. Trade Skills 行業技能										
	(i) Suggestive Selling 建議推銷	236 (1.4%)	253 (1.5%)	195 (1.1%)	17 (0.1%)	10	11	8	10	
	(ii) Cost Control 成本控制	456 (2.7%)	397 (2.3%)	94 (0.5%)	0 (0.0%)	6	9	11	11	
	(iii) Culinary 烹調	99 (0.6%)	333 (1.9%)	812 (4.7%)	0 (0.0%)	14	10	4	11	
	(iv) Restaurant Service 餐飲服務	591 (3.5%)	850 (5.0%)	2,277 (13.3%)	25 (0.1%)	4	3	1	7	
	(v) Beverages (Alcoholic and Non-alcoholic) 飲料(酒精及非酒精)	127 (0.7%)	229 (1.3%)	465 (2.7%)	0 (0.0%)	13	12	7	11	
	(vi) Banquet / Catering Event Management 宴會/飲食項目管理	26 (0.2%)	29 (0.2%)	16 (0.1%)	18 (0.1%)	15	17	12	8	
	(vii) Food Hygiene and Safety 食品衛生及安全	534 (3.1%)	717 (4.2%)	916 (5.4%)	36 (0.2%)	5	6	3	4	
	(viii) Information Technology 資訊科技	21 (0.1%)	2 (0.0%)	0 (0.0%)	18 (0.1%)	16	18	13	8	
	(ix) Others 其他	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	19	19	13	11	
C. Generic Skills 通用技巧										
	(i) Customer Service 顧客服務	453 (2.6%)	909 (5.3%)	1,645 (9.6%)	111 (0.6%)	7	2	2	1	
	(ii) Communication 溝通	231 (1.4%)	499 (2.9%)	685 (4.0%)	46 (0.3%)	11	7	5	2	
	(iii) Problem Solving 難題解決	361 (2.1%)	719 (4.2%)	512 (3.0%)	43 (0.3%)	8	5	6	3	
	(iv) Others 其他	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	19	19	13	11	

Table 7: Number and Percentage Distribution of Training Provided to Employees in the Past 12 Months
表7：過去十二個月機構內僱員曾接受的培訓課程數字及分布

	Number and Percentage 人數及百分比					Ranking 排名			
	Managerial and Professional Level 經理及專業人員級	Supervisory Level 督導員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工	Managerial and Professional Level 經理及專業人員級	Supervisory Level 督導員級	Craft and Operative Level 技工及操作工級	Administrative and Others 文員及其他員工	
D. Language 語言									
(i) Putonghua 普通話	10 (0.1%)	36 (0.2%)	106 (0.6%)	28 (0.2%)	18	16	10	6	
(ii) English 英語	11 (0.1%)	37 (0.2%)	109 (0.6%)	29 (0.2%)	17	15	9	5	
(iii) Others 其他	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	19	19	13	11	
Total number of establishments 機構總數	17,102								

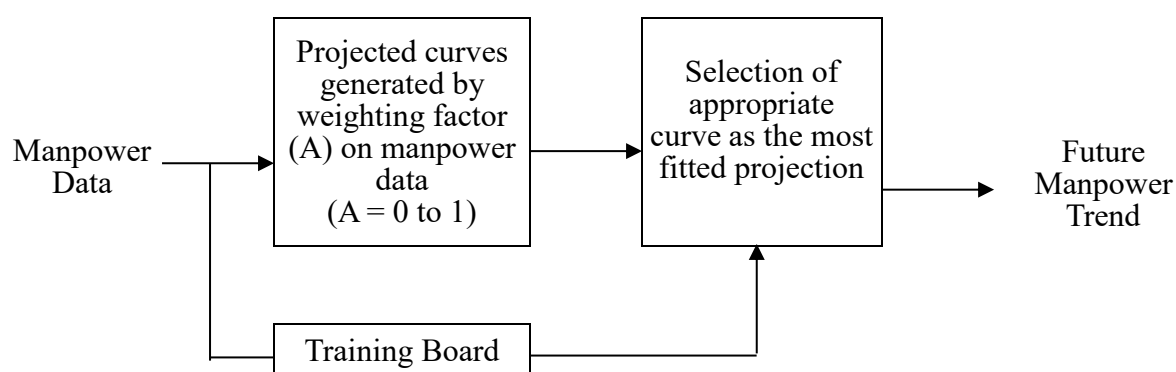
Adaptive Filtering Method for Manpower Trend Projection

Adaptive Filtering

1. The 'Adaptive Filtering Method' (AFM) is a forecasting method which rested on the principle of "Weighted Exponential Smoothing". In this method, past manpower data are weighted. Heavier weightings are given to the data from more recent surveys. Thus, the forecast is more dependent on the more recent manpower information. The degree of emphasis on the more recent survey data can however be varied by adjusting the weighting factor (A). The higher the value of 'A', the heavier the weightings of the more recent data are.

2. Finally the forecast may also be optimised to suit decisions by training boards based on factors such as market trends, technological development, social-economical factors, future expectations and so on. The method is illustrated in *Figure 1* below.

Figure 1 Adaptive Filtering Method



Definition of Terms

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

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