

**Report of the
Manpower Study for the Wine Industry**

Submitted by
Vocational Training Council

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Purpose

1. This report presents for endorsement by the Commerce and Economic Development Bureau of the Government of the Hong Kong Special Administrative Region the result of an initial study and the recommendation on the feasibility of conducting a Manpower Survey for the Wine Industry.

Background

2. As commissioned by the Commerce and Economic Development Bureau of the Government of the Hong Kong Special Administrative Region, Vocational Training Council (VTC) has conducted an initial study to examine the manpower and training situation and requirement of the Wine Industry. The initial study aims to recommend future work to:

- (a) collect up-to-date information on manpower situation of wine industry in Hong Kong specified by job nature, levels and skills;
- (b) identify the skills shortages and training needs of the industry;
- (c) conduct short-term and long-term manpower forecast and assess its future manpower demand;
- (d) identify training opportunities for the pre-employed and in-service practitioners;
- (e) assess the business outlook of the industry; and
- (f) make necessary recommendations on the scope and method of the manpower survey for the wine industry.

Summary of Industry Consultation

3. Consultation was conducted between 22 February and 26 April 2013, 17 industry stakeholders were interviewed to collect up-to-date information on the manpower situation of the industry as well as job levels, job descriptions, skills requirements, training needs and business outlook.

4. In consultation with the stakeholders, the wine industry is classified into the following sectors:

- (i) Import/Export Trades
- (ii) Wholesale
- (iii) Retail
- (iv) Food & Beverage and Chinese Catering
- (v) Storage & Logistics
- (vi) Insurance
- (vii) Auction
- (viii) Finance
- (ix) Wine Making
- (x) Education

5. Salient points of comments from these stakeholders on the outlook of different sectors are summarized as below (details in **Annex 1**):

(a) Import/Export Trades:

Market competition was keen since the wine duty exemption in 2008 in the absence of entry barrier. After a considerable period, those less competitive companies could not survive and left the industry, the market becomes more consolidated recently. On the other hand, some foreign companies entered the Hong Kong market as a stepping stone to China market but only maintain a minimum level of manpower.

(b) Wholesale:

With stable relationship being established with hotels or restaurants, some wholesale companies can sustain their business in the market. Knowledge in food & beverages inventory management and wine storage are essential for personnel in this sector.

(c) Retail:

The market is dominated by well-established chain stores. As most Hong Kong customers do not have wine cellar at home, most of them tend to buy wine for immediate consumption. Smaller retail shops have to find their unique revenue stream, in order to avoid direct competition with chain stores and to survive in the severe business environment

of high operating costs including rental and manpower.

(d) Food & Beverage:

There is a shortage of wine serving professional, especially sommelier, in the food & beverage industry.

(e) Chinese Catering:

Selection and quality of wine in most Chinese restaurants is limited. Customers do not expect as much as that in a Western restaurant for wine consumption. Currently, there is no urgent need of wine professional such as sommelier for Chinese restaurant. But basic knowledge and training in wine serving and wine pairing for serving staff could enhance the service quality and customers' dining experience.

(f) Storage & Logistics:

Wine logistic business is a small subset of some international logistic companies. Hong Kong wine logistic market is dominated by several companies and the manpower is relatively stable.

(g) Insurance:

Wine related insurance involves very limited manpower which is insignificant in the market of general insurance business. There is no distinct division of manpower for wine related insurance.

(h) Auction:

There are several auction companies with business in wine. Insufficient manpower is reported as extensive knowledge in wine is required for the manpower involved. Most of these employees possess experiences in other wine related sectors and supplemented by in-house training .

(i) Finance:

Only one bank is involved in wine fund business so far. However, information cannot be retrieved at this moment due

to the recent merge and acquisition exercise which is in progress.

(j) Wine Making:

There exists only two major wine making companies in Hong Kong but both are in small scale compare to overseas wine making compaies. As the Hong Kong climate is unfavourable to wine making, thus the whole process cannot be carried out in Hong Kong. It also limits the growth of wine making business and nomanpower shortage is identified.

(k) Education:

There are increased number of wine related courses since the exemption of wine duty in 2008. The courses are of different levels and their duration varies greatly to target audiences of common driners as well as in-service professionals.

6. A list of proposed principal jobs with brief descriptions by job level by sector is shown in **Annex 2**.

Wine-related Training in Hong Kong

7. There are many wine related courses available in the market, most of them are for amateurs and some of them are for in-service practitioners or those who want to start at career in the wine industry. Some public and private institutions such as VTC, HKU SPACE, Open U LiPACE, etc. and other private bodies are actively offering such courses. The type of courses include wine appreciation, wine knowledge, sommelier training, wine business, wine bartending, wine serving, etc. In addition, the Employees Retraining Board also offers several placement-tied wine related courses for the pre-employed. The duration of courses ranging from 1 day to year long programme. Most training providers are unwilling disclose the information on their planned training places unless a formal manpower survey be conducted. However, most of them have indicated that they may adjust their training places in response to the changing enrollment situation. The stakeholders agreed that a manpower survey would give a better picture of training places and types of courses being provided in Hong Kong. Details of the courses are shown in **Annex 3**.

Training Needs and Skills Shortage

8. Regarding the issue of training needs and skills requirement for the employees in the various wine related sectors, comments of the stakeholders are summarized as follows:

(i) Import/Export Trades and Wholesales:

There will be added advantage if employees who are required to handle their work including wine products have the relevant product knowledge, F&B and wine business operation, stock management, investment and China trade.

(ii) Retail:

Other than market knowledge and sales technique, there is training needs in knowledge of wine product, food and wine pairing as well as wine appreciation for the wine product retail employees.

(iii) Food & Beverage:

With increased wine consumption in western restaurants, upgrading of wine knowledge and wine serving skills are necessary for F&B employees. Wine picking, wine marketing, food and wine pairing knowledge are essential for fine dining restaurant employees and thus relevant focused training should be provided. For Chinese restaurants, wine serving skills is mostly needed for frontline waiters/waitress.

(iv) Storage and Logistics:

Logistic employees require training on wine handling and storage as there exists great difference in handling wine with other goods.

(v) Auction:

Extensive knowledge in fine wine, authentication and auction is required by the employees in the auction sector.

(vi) Insurance:

Since the business of wine related insurance is relatively small in the market of general insurance business, expert advice will be sought from the industry on the value of wine products. In the long run, training in wine knowledge for employees in handling wine insurance is required.

(vii) Education:

Although there are many wine trainers in the market, the qualification and skill requirements of a qualified trainer have yet to be defined.

(viii) Wine Making:

Knowledge and skill in wine making, marketing and promotion are important to the sustainability of wine making establishment in Hong Kong.

9. Stakeholders considered that a comprehensive manpower survey can identify the training needs and skills requirements of individual wine-related jobs. It can also help identify the articulation pathways for future reference of training providers, employers and employees.

Business Outlook

10. In general, stakeholders interviewed widely agreed that the policy of wine duty exemption in 2008 stimulated the expansion of Hong Kong market. There has been a solid growth in wine imports and re-exports. Besides, many entrepreneurs in the local business community also joined the industry since there is no entry barrier to the wine business. However, many of them reflected that the competition within market was keen. The changing global economic climate, the opportunities and potential crisis brought by the emerging China market creates uncertainties to the development of Hong Kong Wine Industry.

11. Some stakeholders also considered that there are two factors fostering further growth of the Wine Industry in Hong Kong. Firstly, wine consumption in Hong Kong and the Mainland is increasing and further growth

is expected. Secondly, the drinking attitude and habits of the drinking population, especially that in Hong Kong, has been changing. With more drinking experience and understanding to wine, some of them begin to demand for fine wine and it is expected this trend will sustain. These two factors echo with the shortage of manpower in sales function and wine-serving, as reported by industry members.

12. All stakeholders involved in the consultation considered that there is a need to conduct a full scale manpower survey with a view to assessing the industry outlook.

Recommendations

13. To further investigate the manpower situation of the wine industry in greater details and conduct forecast of manpower demand and training needs in the future, the Vocational Training Council recommends to conduct a survey to collect statistics that accurately reflects current situation of the industry.

14. To conduct the survey, it is necessary to define the scope of wine. It is tentatively proposed that the definitions³⁹ in the Dutiable Commodities Ordinance, Cap. 109, be adopted.

15. The survey should cover all employees of the principal jobs. They are managers, supervisors, and operational/clerical staff in the following branches of the wine industry:

- Branch 1: Import/Export Trades;
- Branch 2: Wholesales;
- Branch 3: Retail;
- Branch 4: Food & Beverage and Chinese Catering;
- Branch 5: Storage & Logistics;
- Branch 6: Others
 - (i) Insurance;
 - (ii) Auction;
 - (iii) Finance;
 - (iv) Education;
 - (v) Wine Making.

³⁹ includes "wine" (葡萄酒) - a liquor with an alcoholic strength of not more than 30% by volume measured at a temperature of 20°C, which is obtained from the fermentation of fresh grapes or of the must of fresh grapes, whether or not that liquor is fortified with spirits or flavoured with aromatic extracts; and "Sparkling wine" (有氣葡萄酒) - wine which, when the receptacle containing the beverage is opened, releases carbon dioxide and having, when contained in the receptacle prior to such opening, an excess pressure of not less than 300 kPa at a temperature of 20°C.

16. The sample size for the survey would be around 400 to 500. The proposed methodology, sampling plan, procedures as well as a timetable are proposed in **Annex 4**.

Vocational Training Council
April 2013

Details of Consultation on the Wine Industry

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
22 Mar 2013 Mr Nelson Chow (Hong Kong Sommelier Association)	Manpower of sommelier is in shortage as competent sommelier requires skills in different aspects such as wine picking, wine marketing, servicing skill and techniques, food and wine pairing and wine handling knowledge.	Positive since the exemption wine duties in February 2008, with increasing demand of sommelier and wine professionals in Mainland and Hong Kong.	Agreed to conduct a full-scale manpower survey to gain a holistic view on the manpower situation of the industry and identify training needs for further development.
22 Mar 2013 Mr K. K. Mui (Wine Trading Company)	Most of the wine trading companies are in small size with 1 to 10 employees at most. There are three major types of customers: private individual, retail shop and on premises. Skills and knowledge required by	There was a positive growth since the exemption of wine duties. However the removal of entry barrier brings more competition to the trading sector.	Agreed that a manpower survey should be conducted to collect updated manpower information in view of the changed environment.

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	<p>employee of wine trading company varies with the type of customer. For example, companies targeted at on premises customers may require their employees have more knowledge on the operation of F&B industry, consumption patten/cycle and stock management, while those target at private customers require extensive knowledge in wine investment.</p>		
<p>27 Feb 2013 Mr Simon Tam (Wine auction company)</p>	<p>There are 3 to 4 wine auction companies active in Hong Kong. Wine department comprises of positions of head, senior specialist, specialist and junior specialist. A University graduate with working experience in wine can start with the position of</p>	<p>Developing Hong Kong into a wine hub is possible as there is good support from the Government and well-established infrastructure which favours the development of Hong Kong wine industry.</p>	<p>Agreed that a comprehensive manpower survey would identify types of manpower and skills shortage in the Industry. Relevant education and training</p>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	<p>junior specialist. While most staff are trained internally, it is timely, costly and difficult to train up a specialist as extensive knowledge in fine wine and auction is required. Shortage of quality manpower exists in the Sector. Future manpower development up to 200 is expected.</p>	<p>Wine auction is not common and not well-understood by the public or even some wine salesperson.</p>	<p>could be provided to fill the gap.</p>
<p>7 Mar 2013 Mr Eddie McDougall (Wine making, distribution, retail and training company)</p>	<p>There are very few wine making companies in Hong Kong due to the weather factor and lack of good wine making skills. Given small size of the wine making company, there is usually no clear division of labour. Knowledge and skill in wine making, marketing and promotion are important to the sustainability of wine making establishment in Hong Kong.</p>	<p>Wine making: Benefited from CEPA, however not very profitable due to high cost of rent and manpower.</p> <p>Wine retailing: Retail market is dominated by well-established chain stores, small retail shops have to find their unique revenue stream so to avoid direct competition. There seems to be some room of growth for online</p>	<p>Support to conduct the survey as it helps to collect information for the Government to formulate policies enhancing Industry growth.</p>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
		<p>purchasing.</p> <p>Hong Kong people have different consumption pattern, most of them buy wine for immediate consumption which limits the growth.</p> <p>Entry barrier for retail sector is low, impulsive investor may underestimate the difficulty to maintain the business, which brings uncertainty to future outlook of the Industry.</p> <p>Suggestion: government should establish a regulatory mechanism by introducing licensing fee.</p>	

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<p>8 Mar 2013</p> <p>Mr Henry Ho and Mr Ivan Hui (Hong Kong Wine Merchants' Chamber of Commerce)</p>	<p>In the early years of wine duty exemption, wine knowledge requirement in wine trading company was low, but most require basic knowledge now.</p> <p>For companies with business in China, knowledge in logistic is the key. Good knowledge of China trade such as Government policy, minimum wages, etc, are of great importance.</p> <p>In terms of wine education, there is a shortage of qualified trainer. As WSET does not serve the purpose of training up trainers, WSET certificate holders may not have sufficient knowledge and technique to teach.</p>	<p>There are around 120 company members in Hong Kong Wine Merchants' Chamber of Commerce, most of them are small and medium enterprises.</p> <p>China trade companies that re-exports wine to China is growing. The entry barrier for China trade is low but difficult to maintain. Large enterprises are of greater advantage as they dominate throughout the supply chain, SMEs are more difficult to survive. It is believed that certain no. of companies started business in China could not survive</p> <p>Imposing glass beverage bottles recycling fee increases the burden of SMEs and will not solve the environmental problems</p>	<p>A manpower survey would serve the purpose to gain a realistic picture of the Industry, especially the situation of China trade companies. The survey could also define the gap between manpower quality and employers' expectation.</p>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
		<p>Agreed that industry committee such as Training Board or ITAC can be established to define standard of staff and enhance manpower quality.</p>	
<p>15 Mar 2013 Mr Charlie Fung (Wine Storage and Logistic Company)</p>	<p>Manpower is quite stable at managerial and supervisory levels. Turnover is frequent for warehouse operative staff as salary becomes less attractive under the impact of minimum wages.</p> <p>Training is essential for wine logistic manpower as there is much difference in handling wine and other goods. For example, wine logistic staff has to be well-aware of the different arrangement of stock-keeping unit, vintage year for wine versus</p>	<p>Wine logistic is a small sector of business for some major logistic companies, some outsources the storage business (e.g. DHL) to control risk</p> <p>There are two kinds of wine storage in logistic industry, which are private cellar and commercial cellar. Business of the former focused on storage service of wine, while the latter focused on freight service.</p> <p>Logistic industry has been losing its competitive edge to the</p>	<p>A full-scale survey would help evaluate the scale of wine related business in Hong Kong and serve as a basis for future comparison.</p>

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	<p>expiry date for food. Sales and customer service staff also needs knowledge of contract drafting and customer expectation management.</p>	<p>mainland cities in the recent 10 years. Contrastingly wine logistic is growing since the exemption of wine duties in 2008.</p> <p>Future trend will be greatly influenced by the China's openness of wine market, such as reduction of wine duties.</p>	
<p>25 Mar 2013</p> <p>Mr Tommy Cheng (Federation of Self-Financing Tertiary Education)</p>	<p>There are several Institutions offering wine related training courses ranging from 1 day to a year long programme. HKU Space, VTC, HKMA and HK Federation of Trade Unions are actively offering such courses.</p> <p>Most of the applicants taking wine courses are 1) for personal interests; 2) to get qualifications to each wine related course and 3) for promotion.</p>	<p>The most popular are certificate and professional diploma levels of wine related courses.</p> <p>Enrolment figures drops each year as the market demand has become saturated.</p> <p>There is lacking in Putonghua speaking trainer.</p>	<p>Agreed that the manpower survey would give a better picture of the situation of the industry in the education sector.</p>

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	There is no shortage of manpower in the education sector.		
25 Mar 2013 Mr Greenie Lam (Vocational Training Council)	There are a lot of private companies became WSET approved program providers. More than half applicants taking wine related courses are for interests only and less than 25% of applicants are for job related reasons.	More private wine related companies registered as WSET approved program providers to offer wine related courses including AWSEC, HKMA, IVE, BBR, HK Wine Academy, Open University, HKU(SPACE), Chinese University. More middle-class take wine related courses for social networking.	Agreed that the manpower survey would give a better picture of the situation of the industry in the education sector.
9 Apr 2013 Mr Chow Wai-chuen (Insurance company)	There are two types of insurance for wine: cargo insurance for transporting wine and insurance for wine collection at wine cellars. There is not much manpower involved for insurance	Insurance products for wine industry occupy a small portion of the business of most insurance companies. Further growth will benefit further the insurance industry but to a limited extent.	He hoped that the statistics collected in the manpower survey can serve as a basis for the insurance industry to consider developing

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	<p>products related to wine as most general insurance companies do not rely on products for wine industry. Since knowledge in valuation of wine is needed for product design or claims handling, wine specialist may be hired on temporary basis to offer professional advice.</p>		<p>products tailored for local context and identify shortage of talents.</p>
<p>9 Apr 2013 Mr Antonio Koo (Import/Export/Retail company)</p>	<p>The skills (e.g. analyzing skills and sensitivity to figures) required by positions of buyer in retail company are similar to that of brand manager in wholesale company. Those with good product knowledge will be more successful. Manpower of sales staff is in shortage.</p>	<p>Since the expansion of the market in 2008, it is noticed that most small companies could not survive 3 years as the retail market is gradually saturated. Fine wine market in Hong Kong is the only market with space for further growth. In case China opens the wine market in the future, Hong Kong's advantages will be on premium wine authenticity and credibility.</p>	<p>Agreed that a manpower survey would be beneficial to wine trading and retail companies in Hong Kong as it helps to define Hong Kong's position and provides hints on the direction of manpower enhancement for further development of</p>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
			<p>the industry.</p> <p>It would be interesting to know which sector or which part of the society that this survey would help.</p>
<p>9 Apr 2013</p> <p>Mr Ephraim Tsang (Wine-making & training company)</p>	<p>Subject to the strategy of the company, for some of them, the key manpower is wine-maker and promotion personnel.</p>	<p>The wine-making experience is new for most of people. Further development targeting Mainland tourist is possible.</p>	<p>Agreed that the manpower survey would give a better picture of the situation of the industry.</p>
<p>9 Apr 2013</p> <p>Mr Yeung Wai-shing (Chinese Catering Industry Association)</p>	<p>The major consumption of alcoholic beverage in Chinese restaurant is beer, wine only occupies a very small portion. Thus there is not much demand of manpower for professional wine serving in most Chinese restaurant. The positions of</p>	<p>The consumption pattern and customer's expectation vary greatly between Chinese restaurant and Western restaurant. Customers consider wine as a kind of beverage in Chinese restaurant while many of them see wine consumption as a form</p>	<p>It would be beneficial to the catering industry to understand the manpower requirement of wine related personnel and prepare for future demand.</p>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	sommelier or waiter/waitress with proper wine serving skills are uncommon in Chinese catering industry.	of enjoyment and appreciation in Western restaurant. Selection and quality of wine in most Chinese restaurant or banquet is limited as well. There is still space to develop the culture of wine pairing in Chinese cuisine.	
11 Apr 2013 Mr Joseph Luk (Distribution and Wholesaling company)	A small team of 11 staff is enough for the operation of the company, of which 6 perform sales-related function. Training for F&B employees on wine serving is needed.	There was keen competition in the industry since 2009. Retail business is more difficult as rental cost is too high. With the trend of increasing wine consumption in Hong Kong and the Mainland, Hong Kong can serve as a platform for companies to enter the Mainland market.	Supported to conduct the manpower survey and identify skills required by F&B employees to improve wine serving quality.

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
<p>12 Apr 2013</p> <p>Mr Eddie Chan (Country Club)</p>	<p>Young people are much eager to enter the wine industry in recent few years, especially for the job position of sommelier.</p> <p>The manpower demand and job levels of wine-related personnel depend on the business nature of the club. For some clubs, wine sales grew drastically in recent years, which brings increase to the demand of related staff. The function of a sommelier is sometimes performed by beverage manager / barman / restaurant manager.</p> <p>Certificate is not a must for the position of sommelier, experience is more important.</p>	<p>The consumption pattern of Mainlanders is changing. They demand wines of high quality for appreciation and enjoyment while most of them purchase wine for investment or as a gift years ago.</p> <p>It is expected that there will be increase in the consumption of wine in Hong Kong but consumer will demand wine of better quality. This will expel wines of poor quality and their importers from the market. The manpower in retail and trading sector may decrease but demand on quality serving staff will increase.</p>	<p>Agreed that the manpower survey should be conducted to obtain the statistics of all involved sectors. Through evaluating the manpower needs and training needs, it is hoped that quality and systemic training on wine servicing can be provided to F&B employees.</p>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	The multiple role of wine professional should be noted: a sommelier can be a wine merchant, wine judge and wine critic as well.		
23 April 2013 Mr Allan YU (Insurance Company)	There is no distinct division of manpower for wine related insurance. Underwriters who handles properties insurance for high value wine may require wine related knowledge to evaluate risk.	The growth of wine industry since 2008 benefited general insurance and agency companies though it is estimated that the scale of wine related insurance business is still insignificant in the market of general insurance business.	Agreed that a comprehensive manpower survey would help understand the impact of the wine duty exemption policy on wine related business.
26 April 2013 Mr Blondin HO (Hotel)	There is position of bartender in most hotels with lounge service but for the position of sommelier, this post exist only in five-star hotel or above. Training for F&B employees on wine serving and product	Wine consumption rate in the hospitality services drops significantly during the recent few months because of the tightening of economic policy in the Mainland. Investment in wine cellar or	Supported to conduct the manpower survey and identify skills required by F&B employees to improve wine serving quality.

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	<p>knowledge is needed, especially for those lower grading hotels.</p>	<p>ancillary facilities depends on the business preference of hotel owners.</p> <p>Most hotels are in need of F&B employees with product knowledge and well-trained wine serving skills.</p> <p>Considers there is room for development on wine making skills.</p>	

Proposed Job Description of Principle Jobs of the Wine Industry
葡萄酒業主要職務及其工作說明

Import / Export Trades
出入口業

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	General Manager 總經理	Assumes total responsibility of a company and has other managers / executives as direct subordinates. 承擔公司的全部責任，直接管理其他經理及行政人員。
2	Shipping Manager 出入口 / 船務經理	Takes charge of the operation of logistics, import and/or export division / section. Liaises with customers, agents, distributors, and insurance, shipping and other companies. Ensures proper preparation and submission of import / export, shipping and relevant documents on time. 掌管物流、出口及 / 或入口部門的業務。與顧客、經銷代理商、批發商以及保險、船務及其他公司保持聯絡。確保出入口、船務及其他有關文件編製妥當及準時呈交。
3	Merchandising Manager 商品採購經理	Plans, organises, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analyses to determine local and / or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders. 策劃、組織、督導及監控各種採購工作。檢討市場及營業分析資料，以釐定本地及 / 或海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。

No. 編號	Job Title 職稱	Job Description 工作說明
4	Sales / Marketing Manager 銷售 / 市務經理	<p>Plans, organises, directs and controls marketing, sales and promotion activities. Reviews market and sales analyses to determine market requirements. Personally contacts clients to promote sales.</p> <p>策劃、組織、督導和監控公司的市場、營業及推廣工作。檢討市場及營業分析資料，以釐訂市場的需求。親身聯絡客戶，以推廣業務。</p>
5	Warehouse and Distribution Manager (Logistic) 倉務及收發經理	<p>Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations.</p> <p>管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。</p>
6	Purchasing Manager 採購經理	<p>Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures.</p> <p>管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批訂單。監管整體採購程序。</p>
7	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職)	<p>Managers involve in personnel, accounting, finance, IT or other administration work.</p> <p>參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL 主任級		
8	Shipping Supervisor 船務主任	Checks shipping documents and monitors the transport of raw material and cargo. 查核船務文件，督導原料及貨品的運送。
9	Merchandiser / Buyer 商品 / 採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed. 負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。
10	Sales Supervisor 營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise. 監督一組營業員的工作。負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。
11	Warehouse and Distribution Supervisor (Logistic) 倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit. 策劃和監督貨物接收、查驗、儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。
12	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival / departure of goods. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。

No. 編號	Job Title 職稱	Job Description 工作說明
13	Purchasing Supervisor 採購主任	Assists the Purchasing Manager in implementing purchasing functions. Supervises Stock / Purchasing Clerk. 協助採購經理進行採購工作；監督貨倉 / 採購文員。
14	Sales Consultant 銷售顧問	Performs sales job in promoting the company's products / services to potential and existing customers. With strong technical knowledge regarding the related products / services, he can explain to customers and interpret product characteristics to meet customers' needs and close the deal. Works with colleagues in merchandising / logistic / warehouse and distribution and recommends changes where necessary to meet market demand and market trends. 負責銷售工作及向現有或有潛質之顧客推廣公司的產品 / 服務。以良好的產品 / 服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易。在產品的特性及改進方面，與公司的產品設計、生產、工程及研發部門合作，以滿足市場需求及緊貼市場趨勢。
15	Promoter Supervisor 推銷主任	Supervises Promoters in promoting products in order to meet the company sales target. 監督推銷員推銷貨品，以便達到公司的營業額。
16	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。

No. 編號	Job Title 職稱	Job Description 工作說明
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
17	Assistant Merchandiser 助理商品員	Assists the merchandisers in executing orders placed by buyer. Liaises with buyers on requirements of merchandise. 協助商品主任完成交易，並就貨品規格與買家聯絡。
18	Documentation / Shipping Clerk 文件處理 / 船務文員	Prepares shipping documents for import / export or other related purposes. Keeps records of shipment. 處理出入口或其他有關業務的文件，保存付運記錄。
19	Salesman; Sales Representative 營業代表	Solicits orders for the wholesale provision or for the import / export of merchandise. Gives explanation and advice to customers or potential customers on the product(s). 招攬貨品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供意見及解釋。
20	Stock / Purchasing Clerk 貨倉 / 採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
21	Promoter (Retail) 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
22	Part-time Promoter (Retail) 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
23	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

**Wholesale
批發**

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	General Manager 總經理	<p>Assumes total responsibility of an establishment and has other managers / executives as direct subordinates.</p> <p>承擔機構的全部責任，直接管理其他經理及行政人員。</p>
2	Merchandising Manager 商品採購經理	<p>Plans, organizes, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analyses to determine local and / or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders.</p> <p>策劃、組織、督導及主持各種採購工作。檢討市場及營業分析資料，以釐定本地及海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。</p>
3	Quality Control Manager 品質管制經理	<p>Plans, organizes, directs and controls quality assurance procedures in all stages of merchandising to ensure products meet the required standards and specifications.</p> <p>策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。</p>
4	Sales and Marketing Manager 銷售 / 市務經理	<p>Plans, organizes, directs and controls marketing, sales and promotion activities in a wholesale and distribution establishment. Reviews market and sales analyses to determine market requirements. Personally contacts clients to promote sales.</p> <p>策劃、組織、督導和主持批發機構的市場、營業及推廣工作。檢討市場及營業分析資料，以釐訂市場的需求。親身聯絡客戶，以推廣業務。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
5	Warehouse and Distribution Manager 倉務及收發經理	<p>Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations.</p> <p>管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。</p>
6	Compliance Manager 準則審核經理	<p>Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices.</p> <p>掌管有關機構產品符合各地準則的事宜。負責制訂政策及程序，規定供應商採取符合準則的做法。就符合準則的長期策略方針，向管理層提供意見。了解全球對人權及國際標準的最新發展，並提醒管理層注意容易出現問題的環節。與採購人員、質素保證人員、顧客及供應商緊密合作，以便繼續加強符合準則的工作。</p>
7	Purchasing Manager 採購經理	<p>Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures.</p> <p>管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批定單。監管整體採購程序。</p>
8	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職)	<p>Managers involve in personnel, accounting, finance, IT or other administration work.</p> <p>參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL 主任級		
9	Shipping Supervisor 船務主任	Supervises the operation of wholesale division / section of an establishment. Checks shipping documents and monitor the transport of cargo. 監督機構所有批發業務。查核船務文件，督導貨品的運送。
10	Merchandiser / Buyer 商品 / 採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed. 負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。
11	Quality Inspector 品質檢查員	Conducts quality checks on goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products. 查驗原料及製成品的質素，確保符合買家要求。督導品質控制 / 檢查人員的工作。
12	Sales Supervisor 營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise. 負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。監督一組營業員的工作。
13	Warehouse and Distribution Supervisor 倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit. 策劃和監督貨物接收、查驗儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。

No. 編號	Job Title 職稱	Job Description 工作說明
14	Transportation Supervisor 運輸主任	<p>Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival / departure of goods.</p> <p>負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。</p>
15	Purchasing Supervisor 採購主任	<p>Assists the Purchasing Manager in the purchasing activities. Supervises wholesale buyers to purchase goods from manufacturers for resale, based on the established company policies and procedures.</p> <p>根據公司的政策及程序協助採購經理監督採購文員從生產商採購貨物以作轉售。</p>
16	Promoter Supervisor 推銷主任	<p>Supervises Promoters in promoting products in order to meet the company sales target.</p> <p>監督推銷員推銷貨品，以便達到公司的營業額。</p>
17	Sales Engineer 銷售工程師	<p>Performs sales job in promoting the company's products / services to potential and existing customers. With strong technical knowledge regarding the related products / services, he can explain to customers and interpret product specifications and functions to meet with customers' needs and close the deal. Works with colleagues in merchandizing, quality control, warehousing and distribution teams on product features and recommend changes where necessary to meet with market demand and market trends.</p> <p>負責銷售工作及向現有及有潛質之顧客推廣公司的產品 / 服務；以良好的產品 / 服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易；在產品的特性及改進方面，與公司的採購、品質管制、倉務及收發部門合作，以滿足市場需求及緊貼市場趨勢。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
18	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
19	Salesman/Sales Representative 營業代表	Solicits orders for commodities or for the wholesale provision or for the import or export of merchandise. Gives explanation and advice to customers or potential customers on the product(s) he / she sells. 招攬貨品或商品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供解釋及意見。
20	Stock / Purchasing Clerk 貨倉 / 採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
21	Documentation / Shipping Clerk 文件處理 / 船務文員	Prepares shipping documents for wholesale and other related purposes. Keeps records of shipment. 處理批發或其他有關業務的文件，保存付運記錄。
22	Promoter 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
23	Part-time Promoter 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
24	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

Retail
零售

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	General Manager 總經理	Assumes total responsibility for retail operations, merchandising, sales and marketing functions. 負責機構內零售業務、採購、銷售和市場推廣所有事宜。
2	Operations / Retail Manager 營運 / 零售經理	Takes charge of the overall operations and management of stores / outlets / retail chain. 負責店舖 / 經銷店 / 連鎖店的整體營運及管理事宜。
3	Store Manager 店舖經理	Takes charge of the operations and management of a store / outlet. 負責一間店舖 / 經銷店的營運及管理事宜。
4	Sales and Marketing Manager 營業及市場推廣經理	Plans, directs, manages marketing functions and sales-related activities aiming at maximizing sales. Directly contacts clients to promote sales. 策劃、指導和管理有關銷售的工作，以盡量提升營業額。直接聯絡客戶，以推廣業務。
5	Customer Services Manager 客戶服務經理	Plans, organizes, directs and controls activities relating to customer services. Contacts customers, liaises with internal departments to ensure provision of high standard customer services. 策劃、組織、指導客戶服務工作。聯絡客戶及公司內部門，確保客戶服務達到理想水平。
6	Head of Merchandising; Buying Manager 採購主管 / 經理	Plans, organizes, directs and controls merchandising or buying activities. Assesses market demand by carrying out market surveys or studies. Contacts suppliers, coordinates with appropriate departments to ensure continuity and quality of merchandise supply. 策劃、組織、監管採購工作。調查和研究市場情況，以釐訂需求。聯絡供應商，協調有關部門工作，確保貨源充足，並符合品質要求。

No. 編號	Job Title 職稱	Job Description 工作說明
7	Logistics / Distribution / Warehouse Manager 物流 / 運輸 / 倉庫經理	Plans, directs and manages logistics / distribution / warehousing activities to ensure smooth operation of merchandise flow. 策劃、指導和管理物流/運輸/存倉工作，確保物流順利。
8	Owner; Sole Proprietor; Working Partner 東主；獨資經營者；執行 合夥董事	Owns and runs the business. 擁有和經營業務。
9	Other Managers (please specify titles) 其他經理級人員 (請說明其職稱)	Managers involve in accounting, finance, IT, training or other administrative work. 參與會計、財務、資訊科技、培訓或其他行政工作的經理級人員。
SUPERVISORY LEVEL 主任級		
10	Store Supervisor 店舖 / 分店主任	Responsible for the sale of a particular merchandise or a range of merchandises in a store / outlet. Checks and studies sales figures, stock and customers' preference and makes subsequent recommendations. Supervises a team of sales staff. 負責某種貨品或數種貨品在一間店舖 / 經銷店的銷售。查核和研究銷售數字、貨品存貨及顧客要求，然後提出建議。監督一組售貨員的工作。
11	Logistics / Distribution / Warehouse Supervisor 物流 / 運輸 / 倉庫主任	Supervises logistics, distribution and warehousing of merchandise to achieve planned levels of services to users and customers. 監督貨品的物流、運輸及存倉工作，以便為使用者及顧客提供有系統服務。
12	Public Relations / Advertising Officer 公共關係 / 廣告 主任	Plans and implements marketing programmes to promote sale of merchandise and to promote a company's image. Keeps close contact with the mass media and advertising agents. 策劃、推行市場推廣計劃，以擴大商品銷路及推廣公司形象。與大眾傳播媒介及廣告公司保持緊密聯絡。

No. 編號	Job Title 職稱	Job Description 工作說明
13	Customer Services Supervisor 客戶服務主任	Supervises and implements activities relating to customer services. Provides services directly to customers. 監督、推行與客戶服務有關的工作。直接向客戶提供服務。
14	Merchandiser; Buyer 採購主任	Responsible for merchandising or buying functions. Liaises and negotiates with suppliers and appropriate departments to ensure continuity and quality of merchandise supply. 負責商品採購工作。與供應商及有關部門聯絡洽商，確保貨源充足，並符合品質要求。
15	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
16	Senior Sales Staff 高級售貨員	Sells merchandise, provides customer service, and / or operates cash register in retail store. Typically has more sales experiences and/or good sales records. (If companies do not have their own system of classification, sales staff having 5 years or more relevant experience in the wine industry will be classified as senior.) 在零售店 / 經銷店售賣貨品，提供顧客服務及 / 或負責收銀工作；具較多銷售經驗及 / 或良好銷售記錄。(如公司沒有特別說明，具五年或以上相關經驗者為高級售貨員)

No. 編號	Job Title 職稱	Job Description 工作說明
17	Junior Sales Staff 初級售貨員	<p>Sells merchandise, provides customer service, and / or operates cash register in retail store. Usually has less sales experience. (If companies do not have their own system of classification, sales staff having less than 5 years of relevant experience in the wine industry will be classified as junior.)</p> <p>在零售店 / 經銷店售賣貨品，提供顧客服務及 / 或負責收銀工作；通常銷售經驗較少。(如公司沒有特別說明，具少於五年相關經驗者為初級售貨員)</p>
18	Stock / Purchasing Clerk 存貨 / 採購文員	<p>Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare purchase requisitions.</p> <p>接收、儲存與分配存貨及貨品。編製購貨訂單，並保存已購貨物的記錄。編寫和比較存貨記錄，供採購貨品之用。</p>
19	Stock Assistant 存貨助理	<p>Delivers and receives merchandise, arranges storage, fills up shelves in warehouse and / or in stores.</p> <p>收發貨品，安排儲存，添補貨倉及 / 或店舖貨架的存貨。</p>
20	Order Assistant (online services) 訂單助理 (網上服務)	<p>Receives online orders, checks stocks, arranges distribution of commodities, and confirms the delivery of commodities to destinations.</p> <p>網上接收訂單、查核存貨量、安排運輸，及確保貨物送達目的地。</p>
21	Part Time Sales / Service Staff 兼職售貨員 / 服務員	<p>Employed on part time basis. Sells merchandise, provides customer service, and / or operates cash register in retail store.</p> <p>以兼職方式受僱。在零售店 / 經銷店售賣貨品，提供顧客服務及 / 或負責收銀工作。</p>
22	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	<p>Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work.</p> <p>參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。</p>

Food & Beverage and Chinese Catering
餐飲及中式飲食

(a) Food & Beverage 餐飲

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	Director of Catering / Director of Events 宴會部總監	<p>Compiles catering and event marketing plan; establishes catering and event policy on price and discounts; submits annual catering and event budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's catering and event sales promotion and sales rates; develops local and overseas food & beverage sales contacts regarding group and convention activities.</p> <p>編製宴會部市場拓展計劃；訂定有關價目、折扣的政策；提交每年營業及市場拓展預算；統籌與特別宣傳有關的各種公共關係活動；訂立爭取業務的目標；策劃、籌辦、督導及監管酒店宴會部推廣工作及營業額；就團體及會議業務發展本地及海外業務聯繫。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
2	Food and Beverage Manager 餐飲部經理	<p>Plans, organises, directs and controls operation of food and beverage facilities; analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing; studies market trends by visiting other establishments.</p> <p>策劃、組織、督導及控制宴會部設備的運作；分析營業成本及與採購部經理聯繫；訂定工資及營業成本，以便擬定食物和飲品的價格；改善服務程序及顧客關係；負責策劃特別食品、飲品節及其宣傳活動；就籌備宴會事宜與顧客接觸；與行政總廚師協調，編訂餐牌及分配人手；造訪其他機構以研究市場趨勢。</p>
3	Other Managers (please specify titles) 其他經理級人員 (請說明其職稱)	<p>Managers involve in accounting, finance, IT, training or other administrative work.</p> <p>參與會計、財務、資訊科技、培訓或其他行政工作的經理級人員。</p>
SUPERVISORY LEVEL 主任級		
4	Beverage Manager / Bar Manager / Head Barman 酒吧經理 / 調酒總管	<p>Ensures bar is equipped with supplies and that correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipment; prepares work schedules and checks on staff performance.</p> <p>確保酒類供應充足及以正牌出售；保持既定的邊際利潤；監督酒吧及服務設備的保養；編製工作程序表及監察員工的工作表現。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
5	Captain (Food and Beverage Department) 領班 (宴會部)	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flambe dishes at table; advises on the selection of wines and serves those. 負責替顧客落單然後交予廚房；或需即席為顧客切削肉類及烹製火焰菜式；顧客選擇酒類時向其提供意見並為其服務。
6	Wine Steward / Sommelier 酒管事 / 品酒師	Assists in increasing beverage sales; takes care of the wine and liquor stocks in the restaurant; advises guests on wine selection; serves wine at the required temperatures. 推銷飲料；處理餐廳內各種酒類的存貨；對酒類有良好的認識，在顧客選飲時提供意見；調校酒類溫度。
7	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
8	Bartender / Soda Fountain Server 調酒員 / 冷飲櫃領班	Follows specified drink and cocktail by free pouring jigger quantities; checks on supplies of wines and spirits; prepares daily supply requisition for bar manager's approval. 根據飲品及雞尾酒製法調校各種分量的飲料；檢查酒類的供應；編製每日物品需求單，以待酒吧經理批准。
9	Waiter/Waitress 侍應生	Works in an assigned station; responsible for the table-setting and dishing-up jobs; knows the preparation of common menu items and chef's daily recommendation. 在指定崗位內工作；負責擺設餐具及上菜；熟悉常見菜式的烹製方法及廚師每日推薦菜式。
10	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請說明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

(b) Chinese Catering
中式飲食

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
11	Business Manager / Sales Manager 業務經理 / 營業部經理	Supervises sale 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。
12	Restaurant Manager 餐廳經理	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. 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。
13	Other Managers (please specify titles) 其他經理級人員 (請說明其職稱)	Managers involve in accounting, finance, IT, training or other administrative work. 參與會計、財務、資訊科技、培訓或其他行政工作的經理級人員。
SUPERVISORY LEVEL 主任級		
14	Captain / Supervisor 樓面部部長	Assists Manager / Assistant Manager in supervising and assigning waiters / waitresses to their work station; prepares and checks table set-up; up selling menu and beverage items, liaises with clients and cashiering. 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；推銷食品及飲品；與顧客聯絡及賬單準備。

No. 編號	Job Title 職稱	Job Description 工作說明
15	Wine Steward / Sommelier 酒管事 / 品酒師	Assists in increasing beverage sales; takes care of the wine and liquor stocks in the restaurant; advises guests on wine selection; serves wine at the required temperatures. 推銷飲料；處理餐廳內各種酒類的存貨；對酒類有良好的認識，在顧客選飲時提供意見；調校酒類溫度。
16	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
17	Waiter / Waitress 侍應生	Works in an assigned station; responsible for the table-setting and dishing-up jobs; knows the preparation of common menu items and chef's daily recommendation. 在指定崗位內工作；負責擺設餐具及上菜；熟悉常見菜式的烹製方法及廚師每日推薦菜式。
18	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請說明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

Storage & Logistics
庫存及物流貨運

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	General Manager 總經理	Assumes full responsibility of overall management and development. 全權負責公司的整體管理及發展。
2	Sales and Marketing Manager 營業及市場拓展經理	Plans, organizes, directs and controls marketing, sales and promotional activities. 策劃、籌辦、指導及監督市場推廣、營業及宣傳工作。
3	Freight / Customer Service / Documentation Manager 貨運 / 顧客服務 / 文件經理	Plans, organizes, directs and controls overall operational aspects of customer services. Supervises the booking of space and the acceptance of cargo. Supervises the preparation and issuing of shipping documents. 策劃、籌辦、指導及監督客戶服務的全面運作。監督艙位的預訂工作及貨物的接收。監督船務文件的編製及發出事宜。
4	Distribution Manager 分發經理	Responsible for and controls of the receiving, storing and distribution of cargo. Ensures compliance with government and company regulations. 負責及監管貨物的接收、儲存及分配，確保符合政府及公司的規定。
5	Warehouse Manager 貨運站經理	Plans, organizes, directs and controls the activities of a cargo terminal. 策劃、籌辦、指揮及管理貨運站的工作。
6	Shipping Lines / Liner / Fleet Manager 航線經理	Assumes an overall responsibility for a fleet / liner service including planning its marketing and sales policies. 負責航線的整體服務，包括策劃市場推廣及營業政策。

No. 編號	Job Title 職稱	Job Description 工作說明
7	Stevedore / Onboard Manager 貨物裝卸經理	Monitors freight operational activities including the delivery of cargo from vessel to land and from land to vessel. 監管貨運操作，包括在船上或碼頭起卸貨物。
8	P & I / Insurance / Claims Manager 保險事務 / 理賠經理	Deals with underwriters for hull, cargo liability, crew and liability insurance. Handles cargo claims. 就船身、貨物責任、船員責任保險等，與保險公司交涉。處理貨物索償事件。
9	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職)	Managers involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。
SUPERVISORY LEVEL 主任級		
10	Sales and Marketing Supervisor 營業及市場拓展主任	Assists Sales and Marketing Manager in sales promotion activities. 協助營業及市場拓展經理進行推廣工作。
11	Freight / Customer Service / Documentation Supervisor 貨運 / 顧客服務 / 文件主任	Assists the freight manager in the handling of shipping enquiries and delivery matters. 協助貨運經理處理航運查詢及交貨事宜。
12	Delivery and Distribution Supervisor 運輸主任	Co-ordinates cargo handling activities with clients, warehouses, freight stations and terminals. 就貨物處理工作，與客戶、貨倉、貨運站及貨運碼頭合作。
13	Warehouse Supervisor 貨運站主任	Schedules inward cargo movements, plans and supervises receipt, inspection and storage of cargo. 安排內部貨物往來，策劃及監督貨物的接收、檢驗及儲存。
14	Stevedoring / Onboard Supervisor 裝卸主任	Arranges delivery of cargo from shore to vessel and vice versa. 安排岸上與船上貨物交收。

Code No. 編號	Job Title 職稱	Job Description 工作說明
13	Warehouse Supervisor 貨運站主任	Schedules inward cargo movements, plans and supervises receipt, inspection and storage of cargo. 安排內部貨物往來，策劃及監督貨物的接收、檢驗及儲存。
14	Stevedoring / Onboard Supervisor 裝卸主任	Arranges delivery of cargo from shore to vessel and vice versa. 安排岸上與船上貨物交收。
15	P & I / Insurance / Claims Supervisor 保險事務主任	Assists insurance manager to settle minor claims from consignee. 協助保險經理處理收貨人的小額索償事宜。
16	Container / Equipment Control Supervisor 貨櫃調動 / 設備管理主任	Co-ordinates container movements. 統籌貨櫃往來。
17	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
18	Sales and Marketing Assistant 營業及市場拓展助理	Assists in carrying out promotional activities. 協助進行推廣工作。
19	Freight / Customer Service / Documentation Assistant / Clerk 貨運 / 顧客服務 / 文件文員	Provides supporting services to clients. 向客戶提供支援服務。
20	Operation / Traffic Clerk 調度 / 操作文員	Arranges the booking of shipping space and controls pick-up / delivery orders. 安排預訂貨運艙位、管理收貨單及提貨單。
21	Delivery Man / Labourer 搬運工人	Handles cargo in warehouses, loading and unloading cargo onto / off from trucks and other vehicles. 在戶內及戶外搬動貨物。

No. 編號	Job Title 職稱	Job Description 工作說明
22	Warehouse Assistant 貨倉助理	Prepares operations statistics, import and export cargo statistics and documents for storage of cargo. 編製營業、出入口貨物統計數字，以及存貨文件。
23	Tally Clerk 理貨員	Assists in loading and discharging of cargo. 協助裝卸貨物。
24	Stevedore 裝卸工人	Handles cargo on board of barges. 在駁船上處理貨物。
25	P & I / Insurance / Claims Assistant 保險事務文員	Prepares insurance and claims documents. 編製保險及索償文件。
26	Container / Equipment Control Clerk 貨櫃 / 設備管理文員	Handles documents relating to container movements. 處理與貨櫃往來有關的文件。
27	Container Haulage Driver 貨櫃拖車司機	Operates vehicles according to requirements and company regulations. Ensures documentary procedures are adhered to at container interchange point and at shipper / consignee premises. 按規例及公司規定駕駛貨櫃車，確保文件在貨櫃交收地方及收貨人辦公室內依程序辦理。
28	Driver 司機	Receive and distribute cargo. 接送貨物。
29	Material Handling Equipment / Crane / Forklift Truck Operator 搬運及裝卸機械鏟車操作員	Operates forklift trucks and drives various material handling equipment as qualified. 操作鏟車及駕駛各類搬運設備。
30	Part-time Promoter (Retail) 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
31	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

Insurance
保險

(a) General Insurer Sector
一般保險承保公司

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	General Manager 總經理	<p>Assumes total management responsibility of the company with other managers / executives as direct subordinates. Formulates company policies and objectives with a view to achieving them. Collects, collates and presents information required by directors. Represents the company in dealing with the government, business concerns and the public.</p> <p>全權負責管理公司，直接管轄各部門經理 / 行政人員。制訂公司政策，以求達致公司目標。收集、整理及提交董事所需資料。代表公司與政府、商業團體及公眾聯絡。</p>
2	Reinsurance Manager 再保險經理	<p>Formulates company's reinsurance policy. Determines company's retention and monitors reinsurance treaties. Evaluates and accepts reinsurance from ceding companies. Works closely with the underwriting and claims managers.</p> <p>制訂公司的再保險政策。決定公司的自留額及監管再保險條約。評估及接受其他公司的再保險。與核保經理及索償經理緊密合作。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
3	Underwriting Manager 核保經理	<p>Formulates and implements company's underwriting policy. Reviews insurance applications and supporting materials. Evaluates risks involved and determines premiums and extent of cover. May specialize in underwriting one type of insurance such as accident, fire and marine, and is designated accordingly. Coordinates and supervises the work of subordinates.</p> <p>負責制訂及執行公司的核保政策。複查投保申請書及有關資料。評估所涉及的風險，決定保費及承保範圍。倘若對某一類保險，如意外險、火險或水險具有專門知識，其職稱亦根據其專門知識而定。協調及監督屬下職員的工作。</p>
4	Account Manager / Claims Manager 客戶經理 / 索償經理	<p>Servicing existing client business, investigates and approves claims filed under an insurance policy or determines company's liability in claims. Oversees negotiation of settlement with claimants and recommends litigation when necessary. Works in close liaison with other professionals like loss adjusters, average adjusters, surveyors, lawyers and reinsurers. Supervises and trains subordinates. Keeps and analyses statistics.</p> <p>負責向現有客戶提供服務，調查及批准根據保單提出的賠償要求，或決定公司在這方面的責任。監察與索償者間的談判，並於需要時建議訴訟行動。與其他專業人士如賠款理算師、海損理算師、查勘員、律師及再保險公司等緊密聯絡。監督及訓練屬下職員。保留及分析統計數字。</p>
5	Marketing / Servicing Manager 市務 / 服務經理	<p>Participates in formulating and implementing marketing / servicing policies. Be responsible for monitoring marketing programmes. Liaises with clients and public relations. Formulates new products and services for business expansion and meeting customers' needs. Trains and supervises subordinates.</p> <p>參與制訂及執行市務 / 服務政策。負責執行推銷方案、客戶聯絡及公關工作。制訂新產品及服務，以發展業務和滿足客戶的需要。訓練及監督屬下職員的工作。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
6	Other Managers (please specify titles) 其他經理級人員 (請說明其職稱)	Managers involve in accounting, finance, IT, training or other administrative work. 參與會計、財務、資訊科技、培訓或其他行政工作的經理級人員。
SUPERVISORY LEVEL 主任級		
7	Assistant Manager 助理經理	Assists managers in various functional areas. Trains and supervises the work of subordinates. Carries out other duties as specified. 協助經理執行各項工作，訓練及督導屬下員工，執行其他指定職務。
8	Compliance Officer 合規主任	Raising the level of compliance awareness and fostering a compliance culture. Responsible for implementing compliance policy and procedures. Ensuring that the business complies with all relevant laws, codes, rules, regulations and standards. Maintaining the Compliance Manual to ensure the contents are up-to-date and that all staff in their business areas are aware of the contents of the Compliance Manual. 提升公司對合規的關注水平並提倡合規文化，負責執行合規政策及程序，確保公司符合所有相關法例、法規、守則、附屬法例及標準，維持合規手冊內容的適時更新及所有員工皆了解合規手冊的內容。
9	Compliance Officer 合規主任	Raising the level of compliance awareness and fostering a compliance culture. Responsible for implementing compliance policy and procedures. Ensuring that the business complies with all relevant laws, codes, rules, regulations and standards. Maintaining the Compliance Manual to ensure the contents are up-to-date and that all staff in their business areas are aware of the contents of the Compliance Manual. 提升公司對合規的關注水平並提倡合規文化，負責執行合規政策及程序，確保公司符合所有相關法例、法規、守則、附屬法例及標準，維持合規手冊內容的適時更新及所有員工皆了解合規手冊的內容。

No. 編號	Job Title 職稱	Job Description 工作說明
10	Account Officer / Underwriting Officer 客戶主任 / 核保主任	Assists the Account Manager / Claims Manager in underwriting business and files claims. Reviews sales performance and implements sales programme. Contacts clients to promote sales. 協助客戶經理 / 索償經理處理核保及索償事宜。檢討業績，以及推行營業計劃。與客戶接觸，推廣公司業務。
11	Policy Services / Claims Officer 保單服務 / 索償主任	Underwrites policies and approves claims within authorized limits. Keeps and analyzes new business and claims statistics. Implements the company's guideline for risks appraisal or claims settlement. 在授權範圍內審核保單，以及批准根據保單提出的賠償要求。保留及分析新業務及索償統計數字。執行公司對風險評估及索償所訂的準則。
12	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
13	Underwriting Clerk / Claims Clerk 核保文員 / 索償文員	Checks insurance applications. Calculates premium. Prepares policies, endorsements and premium notes. Keeps records and statistics. May handle one or more classes of insurance. Carries out other clerical duties according to predetermined procedure or as assigned by supervisor. 審查投保申請。計算保費。編製保單、附加條款及保費單。保存紀錄及統計數字。可能須處理一類或多類保險。按照既定程序或上司的指示從事其他文書職務。
16	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

(b) General Insurance Agent
一般保險代理人

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
14	Agency Director / Senior Agency Manager 營業總監 / 高級營業經理	Plans and develops business for the agencies. Manages directly and indirectly over 50 agents. Provides management development training to agency managers and supervisors. Handles agency office management, budgeting and administration. Communicates with the home office and the agents. Reviews agency performance. Carries out public relations and marketing activities. 策劃及發展營業業務。直接及間接管理 50 位以上營業員。為營業經理及主任提供管理發展訓練。管理營業處及制訂預算。與總公司及營業員聯絡，檢討營業處的業績，執行公關及市場工作。
15	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職)	Managers involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
16	Agent 營業員	Identifies prospective clients to acquire new business and serves existing policyholders. 確定有潛力的客戶，以拓展業務，並為保單持有人提供服務。
17	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

(c) Company Agencies (General Insurance)
代理人公司（一般保險）

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
18	Managing Director / General Manager / Chief Executive 常務董事 / 總經理 / 行政總裁	Assumes total management responsibility of the company with other managers / executives as direct subordinates. Formulates company policies and objectives with a view to achieving them. Collects, collates and presents information required by directors. Represents the company in dealing with the government, business concerns and the public. 全權負責管理公司，直接管轄各部門經理 / 行政人員。制訂公司政策，以求達致公司目標。收集、整理及提交董事所需資料。代表公司與政府、商業團體及公眾聯絡。
19	Assistant General Manager / Account Director 助理總經理 / 客戶總 監	Manages the operational activities of all departments and branches. Formulates strategies for business expansion and integrates the marketing plans of various functional areas. Implements company policies. Streamlines and standardizes operational procedures and systems. 負責管理各個部門及分公司的運作。制訂業務發展策略，以及綜合各部門的市務計劃。執行公司政策、簡化及統一運作程序及制度。
20	Senior Sales Manager 高級營業經理	Plans, coordinates and implements the company's business development strategy. Identifies and analyzes opportunities to increase business. Works closely with insurers and liaises with clients. 策劃、統籌及執行公司業務發展策略。確定及分析拓展業務的機會。與保險公司緊密合作，並與客戶聯絡。

No. 編號	Job Title 職稱	Job Description 工作說明
21	Marketing Manager / Sales Manager 市務經理 / 營業經理	<p>Participates in formulating and implementing marketing / servicing policies. Be responsible for implementing marketing programmes. Liaises with clients and public relations. Identifies and advises insurance and investment plans to meet customers' needs. Analyses new products in the market and statistics. Maintains relationship with insurers and clients. Trains and supervises subordinates.</p> <p>參與制訂及執行市務 / 服務政策。負責執行推銷方案、客戶聯絡及公關工作。確定及建議保險及投資計劃，以滿足顧客的需要。分析市場上的新產品及統計數字。與保險公司及客戶維持聯繫。訓練及監督屬下職員的工作。</p>
22	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職)	<p>Managers involve in personnel, accounting, finance, IT or other administration work.</p> <p>參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。</p>
SUPERVISORY LEVEL 主任級		
23	Compliance Officer 合規主任	<p>Raising the level of compliance awareness and fostering a compliance culture. Responsible for implementing compliance policy and procedures. Ensuring that the business complies with all relevant laws, codes, rules, regulations and standards. Maintaining the Compliance Manual to ensure the contents are up-to-date and that all staff in their business areas are aware of the contents of the Compliance Manual.</p> <p>提升公司對合規的關注水平並提倡合規文化，負責執行合規政策及程序，確保公司符合所有相關法例、法規、守則、附屬法例及標準，維持合規手冊內容的適時更新及所有員工皆了解合規手冊的內容。</p>
24	Account Officer 客戶主任	<p>Underwrites policies within authorized limits. Keeps and analyzes new business statistics. Implements the company's guideline for risks appraisal.</p> <p>在授權範圍內審核保單。保留及分析新業務統計數字。執行公司對風險評估所訂的準則。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
25	Client Servicing Officer 客戶服務主任	<p>Handles enquiries from existing and prospective clients. Gives explanation and advice to customers and if necessary, directs them to appropriate sections or managers.</p> <p>客戶服務主任 處理客戶的查詢。向客戶解釋公司的服務，並提供意見。如有需要，將客戶轉介至有關部門或經理。</p>
26	Accounting Officer 會計主任	<p>Supervises the work of the accounting staff to ensure the provision of reliable accounting information and records. Assists the Manager-Accounting in analyzing statistics and preparing management reports and statutory returns.</p> <p>監督會計人員的工作，確保會計資料及紀錄準確。協助「經理 – 會計」分析統計資料、編製管理報告及法定報表。</p>
27	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	<p>Supervisors involve in personnel, accounting, finance, IT or other administration work.</p> <p>參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。</p>
<p>TECHNICAL REPRESENTATIVE 業務代表</p>		
28	Technical Representative 業務代表	<p>Provides advice to a policy holder or potential policy holder on insurance matters for the insurance company agency, or arranges contracts of insurance in or from Hong Kong on behalf of the insurance company agency.</p> <p>就保險事宜代表保險代理人公司向保單持有人或準保單持有人提供意見，或代表保險代理人公司在香港或從香港安排保險合約。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
29	Accounting Clerk 會計文員	Raises vouchers and completes posting of accounting entries. Assists in preparing financial statements, statistical reports and statutory returns. 開立付款憑單及過帳。協助擬備財務報表、統計報告及法定報表。
30	Clerical Staff 文書人員	Performs clerical duties in relation to the issue of insurance policies and endorsements. Keeps records and statistics. 執行文書職務，印發保單及附加條款。保存紀錄及統計數字。
31	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

Auction
拍賣

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	Head of Wine 葡萄酒部門主管	<p>Oversees the Wine Auction Department, plans, organizes and directs wine auction and private sales activities. Develops auction and private sales strategies.</p> <p>監督葡萄酒拍賣部門，策劃、籌辦、督導葡萄酒拍賣及私人洽購活動。發展拍賣及私人洽購策略。</p>
2	Senior Wine Specialist 高級葡萄酒專家	<p>Develops auction and private sales strategies with department head. Identifies, develops and maintains relationships with clients, dealers and collectors. Develops client contacts and works with major clients to sell high value wine. Coordinates the sale of wine. Determines value, condition and marketability of auction items. Prepare catalogue essays. Participates in telephone bidding with clients during the auction.</p> <p>與部門主管發展拍賣及私人洽購策略。與客戶、商人及收藏家保持及發展關係。與主要客戶保持接觸及銷售高價葡萄酒。協調葡萄酒銷售。決定拍賣品的價值、狀態及銷路。為銷售目錄撰文。拍賣時與客戶參與電話競投。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
3	Warehouse and Distribution Manager 貨運站及分發經理	Responsible for and controls of the receiving, storing and distribution of wine and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations. 負責及監管葡萄酒的接收、儲存及分配。確保提供及記錄一切接收、儲存及分配服務。執行消防條例、安全條例及其他政府的規定。
4	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職稱)	Managers involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。
SUPERVISORY LEVEL 主任級		
5	Wine Specialist 葡萄酒專家	Implements auction and private sales strategies and coordinates auction and sales activities. Oversees the preparation of catalogues. Assists to determine value, condition and marketability of auction items. 實施拍賣及私人洽購策略，協調拍賣及銷售活動。監督銷售目錄的籌備過程。協助決定拍賣品的價值、狀態及銷路。
6	Warehouse and Distribution Supervisor 貨運站及分發主任	Plans and supervises receipt, inspection, storage and distribution of wine. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of goods entry and exit. 策劃及監督貨物的接收，對葡萄酒作出檢驗、儲存及分配。監督貨運站職員，維持貨運站的運作以確保貨物進出順利。
7	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of wine. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保葡萄酒送達或運出前備妥文件。

No. 編號	Job Title 職稱	Job Description 工作說明
8	Public Relations Officer / Advertising Officer 公共關係主任 / 廣告業務主任	Plans and implements marketing programmes to promote sale of wine and to promote a company's image. Keeps close contact with the mass media and advertising agents. 策劃及執行市場推廣方案，以促進葡萄酒銷售及公司形象。與媒體及廣告代理保持緊密聯繫。
9	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
10	Junior Wine Specialist 初級葡萄酒專家	Researches wine property including authenticity and provenance, etc. Catalogues all property for sale under the guidance of specialist and senior specialist. Assists specialists in preparing valuations of fine wine. Works with department administrator for follow up of paperwork with client, stock location and sale set up. 就葡萄酒的真偽及來源等進行研究。在專家及高級專家的指導下，為銷售的葡萄酒編排銷售目錄。協助專家為葡萄酒估值。與部門行政人員合作，跟進客戶文件、存貨安排及銷售安排事宜。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
11	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

Finance
財務

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	Chief Investment Officer / Manager - Investment 總投資主任 / 經理 – 投資	Plans and executes overall investment strategies of the company. Implements investment policy and distribution policy. Manages the investment and fund portfolios. 策劃及執行公司整體投資策略。推行投資及分惠政策。管理投資計劃及基金組合。
2	Financial Adviser / Portfolio Manager 財務顧問 / 基金組合經理	Supervises the day-to-day administration of investment portfolios for customers. Selects securities for the investment portfolios. Promotes various investment portfolios to customers. 監督基金組合的日常管理工作。選擇證券作投資組合。向客戶推廣各類投資組合。
3	Manager - Investment Services 經理 – 投資服務	Plans, directs and controls activities of the investment product department. Provides advisory services to individual and institution customers. 策劃、指導及監控投資產品部工作。向個別客戶或機構客戶提供顧問服務。
4	Manager - Private Banking 經理 – 私人銀行	Identifies and develops relationships with high net worth individuals or families from a specified target segment. Provides services such as multi-currency deposit accounts, foreign exchange, global portfolio management and trustee services. 在一指定的客戶階層內，與高收入的個人或家庭發展業務關係。提供多項服務，包括多種貨幣存款、外匯以至全球投資組合管理及信託服務等。

No. 編號	Job Title 職稱	Job Description 工作說明
5	Manager – Securities / Custodian Services 經理 – 證券 / 代管人服務	<p>Supervises the day-to-day operation of nominee services, for example, dividend payments, bonus shares, rights issues and custodian services for brokerage distribution activities. Handles operation support for new issues.</p> <p>監督代理人服務的日常運作，如派發股息、紅股、認股權及託管服務的分惠事宜。負責股票及債券發行的輔助工作。</p>
6	Manager - Securities, Futures and Commodities Trading 經理 – 證券 / 期貨及商品交易	<p>Buys and sells securities, futures or commodities for proprietary accounts and customers. Monitors margin and compliance requirements.</p> <p>為業主帳戶及客戶買賣證券、期貨或商品。監管保證金交易，並確保符合有關規定。</p>
7	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職)	<p>Managers involve in personnel, accounting, finance, IT or other administration work.</p> <p>參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。</p>
<p>SUPERVISORY LEVEL 主任級</p>		
8	Financial Adviser Representative / Personal Consultant 財務顧問代表 / 私人顧問	<p>Buys and sells unit trusts or mutual funds units and other investment products in accordance with customers' instructions. Advises customers of market conditions and the history and prospects of various corporations. Presents features of selected fund portfolios and investment products to customers. Calculates rates of proposed plans and draws up sale and purchase contracts.</p> <p>按照客戶指示買賣單位信託基金、互惠基金或其他投資產品。向客戶提供有關市場情況、各間公司的歷史和前景的意見。向客戶推介選定的基金組合及投資產品。計算建議計劃的息率，並擬訂買賣合約。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
9	Investment Analyst 投資分析員	Collects, analyses and evaluates economic, market and company data for investment purposes. Reviews securities held in trust and makes investment recommendations. 收集、分析及評估有關經濟、市場及公司狀況等資料，以作投資參考。檢討信託代管的證券及提出投資建議。
10	Investment Officer 投資主任	Assists Manager - Investment Services to carry out the activities of the investment product department. 協助「經理 – 投資服務」執行投資產品部的工作。
11	Sales Officer - Investment Products 銷售主任 – 投資產品	Assists the Manager - Investment Services to promote the sales of various investment / investment-linked products. 協助「經理 – 投資服務」推廣銷售不同投資 / 與投資有關的產品。
12	Sales Officer - Securities 銷售主任 – 證券	Promotes securities trading services to customers. Directs prospective customers to Manager - Securities, Futures and Commodities Trading to follow up. 向客戶推廣證券交易服務。將準客戶轉介「經理 – 證券、期貨及商品交易」跟進。
13	Securities Settlement Officer 證券交收結算主任	Handles all aspects of securities operations in areas of settlement, nominee and custodian services, etc. 處理所有關於證券運作的事宜，如結算、代理人及代管人服務等。
14	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
15	Securities and Futures Assistant 證券及期貨助理	Carries out clients' orders on securities and futures. 按客戶指示，處理證券及期貨交易。

No. 編號	Job Title 職稱	Job Description 工作說明
16	Securities Settlement Clerk 證券交收結算文員	Assists the Securities Settlement Officer to process the documents and maintain transaction records in securities dealings. 協助證券交收結算主任處理文件，保存證券交易紀錄。
17	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

Education 教育

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	Programme Manager 課程經理	<p>Takes an active role in the development, validation and recognition of courses. Responsible for monitoring and maintaining the standard and quality of wine related courses / training programmes. Explores new training opportunities in the training market and the wine industry. Develops new services and programmes to meet the needs of the wine industry. Performs teaching duties when necessary.</p> <p>在葡萄酒課程的發展、甄審及認可方面擔當積極主動的角色。負責監察及維持葡萄酒相關課程的標準及質素。在葡萄酒行業及培訓市場中發掘新的訓練機會。發展新服務及課程以滿足葡萄酒業的需求。在有需要時擔任教學工作。</p>
2	Other Managers (please specify titles) 其他經理級人員 (請說明其職稱)	<p>Managers involve in accounting, finance, IT, training or other administrative work.</p> <p>參與會計、財務、資訊科技、培訓或其他行政工作的經理級人員。</p>

No. 編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL 主任級		
3	Senior Instructor 高級講師	<p>Plans and develops wine related courses / training modules. Prepares and updates handouts, manuals, training aids and materials for wine related courses / training modules. Monitors the course delivery, progress of works and quality of teaching. Strengthens the networks with industries, professional bodies and associations. Performs related teaching duties.</p> <p>計劃及發展葡萄酒相關課程 / 訓練單元。準備及更新講義、手冊、教學用具及教材。監察課程教授、工作進展及教學質素。強化與業界、專業團體及協會的聯繫。擔任相關教學工作。</p>
4	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	<p>Supervisors involve in personnel, accounting, finance, IT or other administration work.</p> <p>參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。</p>
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
5	Instructor 講師	<p>Develops and organizes training materials and syllabuses. Conducts training courses in wine related fields.</p> <p>發展及整理教材及教學大綱。教授葡萄酒相關課程。</p>
6	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	<p>Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work.</p> <p>參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。</p>

Wine Making 釀酒

No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
1	Winemaker / Vintner 釀酒師	<p>Manage equipment and ingredients for wine making, such as grape juice concentrate, yeast, water and sugar etc. Filters and clarifies wine and places in barrels for storage and maturation. Plans and implements a bottling strategy according to maturation and quality. Supervises and trains staff involved in the production and processing of wine. Cooperates with sales and marketing teams to ensure the product meets market demands, and that marketing strategies are appropriate and effective. In some winery operations, winemakers might also manage business functions, such as finance, sales and marketing and distribution.</p> <p>管理釀酒所需的設備和物料，如濃縮葡萄汁、酵母、水及糖等。過濾及淨化葡萄酒並存於酒桶待其熟成。根據葡萄酒的熟成情況及品質，計劃及推行適當的裝瓶策略。監督及培訓參與釀酒過程及處理葡萄酒的人員。與銷售及市場推廣隊伍合作，確保產品符合市場需求及採取適當有效的市場推廣策略。在某些釀酒業務中，釀酒師同時亦兼任商務工作，如財務、銷售、市場推廣及配送。</p>

No. 編號	Job Title 職稱	Brief of Description 工作說明
2	Sales and Marketing Manager 銷售及市場推廣經理	Plans, directs, manages marketing functions and sales-related activities aiming at maximizing sales. Directly contacts clients to promote sales. 策劃、指導和管理市場推廣及銷售相關工作，以盡量提升銷售額。直接聯絡客戶，以推廣業務。
3	Other Managers (please specify titles) 其他經理級人員 (請說明其職稱)	Managers involve in accounting, finance, IT, training or other administrative work. 參與會計、財務、資訊科技、培訓或其他行政工作的經理級人員。
SUPERVISORY LEVEL 主任級		
4	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
OPERATIVE / CLERICAL SUPPORTING LEVEL 技術人員 / 文員級		
5	Other Clerks / Supportive Staff (please specify titles) 其他文員 / 輔助人員 (請註明其職稱)	Clerks / supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員 / 輔助人員。

Wine Related Courses in Hong Kong

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
1	HKU SPACE	Wine Appreciation: Sparkling Wine	3 hours	Amateurs	- Open Entry Course	HK\$465	NA	<ul style="list-style-type: none"> - Master of Sommelier / Wine Programme, or - Holds the Advanced Certificate / Diploma of WSET, or - WSET Certified Educator, or - The Certified Sommelier (CS), or - The Certified Specialist of Spirit (CSS)
2	HKU SPACE	Introduction to Wine Appreciation	3 hours	Amateurs	- Open Entry Course	HK\$475	NA	
3	HKU SPACE	Intermediate Wines and Spirits	30 hours	Industry practitioners / Amateurs	<ul style="list-style-type: none"> - Be aged 18 or above; - Have no allergy to wine and spirits; - Not suffer any heart disease or blood pressure problems. 	HK\$8700	WSET Level 2 Award in Wines and Spirits	
4	HKU SPACE	Advanced Wines and Spirits	42 hours	Industry practitioners / Amateurs	<ul style="list-style-type: none"> - Be aged 18 or above; - Have no allergy to wine and spirits; - Have not suffer any heart disease or blood pressure problems. - Prior studying the Advanced Wines and Spirits, it is recommended that students should have the WSET Level 2 Award in Wines and Spirits. 	HK\$9500	WSET Level 3 Award in Wines and Spirits	

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
5	HKU SPACE	Professional Sommelier Studies (Court of Master Sommelier's Certified Sommelier Accreditation)	24 hours	<ul style="list-style-type: none"> -Industry practitioners with various levels of wine knowledge and service skills -Industry practitioners who are interested in wine sales and services -Industry practitioners who would like to pursue the highest standards of wine service and product knowledge in a fine dining room setting 	<ul style="list-style-type: none"> - 18-year old or above; - free from allergy to wine and spirits; not suffering any heart disease or blood pressure problems. <p>Direct entry to Module 2:</p> <ul style="list-style-type: none"> - have achieved module 1 qualification; Or - hold Wine and Spirit Education Trust (WSET) Level 2 award; Or - have at least 2 years relevant working experience. <p>Direct entry to Module 3:</p> <ul style="list-style-type: none"> - have achieved module 2 qualification; Or - hold Wine and Spirit Education Trust (WSET) Level 3 award or above. 	<p>HK\$22,100</p> <p>Module 1: HK\$3,700</p> <p>Module 2: HK\$7,400</p> <p>Module 3: HK\$11,000</p>	<ul style="list-style-type: none"> - Eligible to attempt the Introductory Sommelier (IS) Examination of the Court of Master Sommeliers (CMS) upon completion of Module 2 - Eligible to attempt the Certified Sommelier (CS) Examination of the Court of Master Sommeliers (CMS) upon completion of Module 3 	-

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
6	HKU SPACE	Wine & Spirits MBA	24 months	Industry practitioners	<ul style="list-style-type: none"> - hold a bachelor's degree awarded by a recognized university or equivalent; and - have a minimum working experience of 3 years; or - have achieved a level in relevant professional qualifications equivalent to a bachelor's degree. 	EUR€19500	- MBA, conferred by BORDEAUX Management School (BeM)	-
7	HKBU SCE	葡萄酒課程系列(一)：葡萄酒入門 Wine Series I – Fundamentals of Wine	9 hours	適合對葡萄酒有興趣的人士	<ul style="list-style-type: none"> - 年滿 18 歲 - 對酒精沒有過敏反應 - 沒有任何心臟或血管疾病 	HK\$510 + HK\$200 材料費		-
8	HKBU SCE	葡萄酒課程系列(二)：葡萄酒侍酒服務入門 Wine Series II – Introduction to Professional Wine Service	9 hours	對葡萄酒有基本認識並且對侍酒服務有興趣的人士	<ul style="list-style-type: none"> - 年滿 18 歲 - 對酒精沒有過敏反應 - 沒有任何心臟或血管疾病 	HK\$510 + HK\$200 材料費		-
9	HKBU SCE	葡萄酒課程系列(三)：葡萄酒鑑賞 Wine Series III – Wine	12 hours	對葡萄酒有基本認識的人士	<ul style="list-style-type: none"> - 年滿 18 歲 - 對酒精沒有過敏反應 - 沒有任何心臟或血管疾病 	HK\$670 + HK\$300 材料費		-

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
		Appreciation						
10	The Open University of HK	Foundation Course in Wine Tasting	6 hours	Those in the wine and spirit trade or intending to join it. Also for wine enthusiasts who wish to acquire in-depth knowledge of wine and spirits.	<p>Open Entry Course</p> <p>Recommended Admission Qualifications:</p> <ul style="list-style-type: none"> - 5 subjects in HKDSE (including English language and Chinese language) at level 2 or equivalent*, or - Yi Jin Diploma, or - Recognized QF Level 3 Certificate / Diploma in a related area, or - 5 passes in HKCEE (including English and Chinese at level 2 or grade E) or equivalent, plus 1 year of relevant working experience, or - Yi Jin Certificate plus 1 year of relevant working experience, or - Mature applicants aged 21 or above with 3 years of working experience may also be considered. 	HK\$1500	-	-

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
11	The Open University of HK	Professional Diploma/ Professional Certificate in Wine Assessment and Services	194 hours for Professional Diploma 91-102 hours for Professional Certificate	Those in the wine and spirit trade or intending to join it. Also for wine enthusiasts who wish to acquire in-depth knowledge of wine and spirits.	Open Entry Course Recommended Admission Qualifications: <ul style="list-style-type: none"> - 5 subjects in HKDSE (including English language and Chinese language) at level 2 or equivalent*, or - Yi Jin Diploma, or - Recognized QF Level 3 Certificate / Diploma in a related area, or - 5 passes in HKCEE (including English and Chinese at level 2 or grade E) or equivalent, plus 1 year of relevant working experience, or - Yi Jin Certificate plus 1 year of relevant working experience, or Mature applicants aged 21 or above with 3 years of working experience may also be considered.	HK\$23,600 - 25,550	- WSET Level 2 Intermediate Certificate in Wines and Spirits - WSET Level 3 Advanced Certificate in Wines and Spirits	-

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
12	VTC	Advanced Certificate in Wine and Bartending Service	4 months	Pre-employment	<ul style="list-style-type: none"> - Secondary 6 or above, or completion of Secondary 5 with a pass in the aptitude test; at least 18 years of age and a pass in the interview. 	HK\$7000	- “Basic Food Hygiene Certificate for Hygiene Supervisors” recognised by the Food and Environmental Hygiene Department in Hong Kong	-
13	ERB	葡萄酒推廣員證書課程	176 hours	Unemployed Hong Kong citizen	<ul style="list-style-type: none"> - 申請人必須為香港合資格僱員，現正失業或待業; - 年齡在 18 歲或以上之人士; 及 - 學歷在副學位程度或以下; 及 - 中五學歷程度; - 並須通過面試。 	全免	-	-
14	ERB	侍酒員證書課程	200 hours	Unemployed Hong Kong citizen	<ul style="list-style-type: none"> - 申請人必須為香港合資格僱員，現正失業或待業; - 年齡在 18 歲或以上之人士; 及 - 學歷在副學位程度或以下; 及 - 中五學歷程度; - 並須通過面試。 	全免		-

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
15	Hong Kong Wine School 香港紅酒學校	品酒基本課程	8 hours	Amateurs	-	HK\$1200	-	-
16	Hong Kong Wine School 香港紅酒學校	品酒進階課程	8 hours	Amateurs	-	HK\$1500	-	-
17	Hong Kong Wine School 香港紅酒學校	國際認可 WSET 評酒課程 (一級)	6 hours	Industry practitioners / Amateurs	-	HK\$2000	- WSET Level 1 Foundation Certificate in Wines and Spirits	-
18	Hong Kong Wine School 香港紅酒學校	國際認可 WSET 評酒課程 (二級)	18 hours	Industry practitioners / Amateurs	完成國際認可 WSET 評酒課程 (一級)	HK\$6300	- WSET Level 2 Intermediate Certificate in Wines and Spirits	-
19	Hong Kong Wine School 香港紅酒學校	國際認可 WSET 評酒課程 (三級)	32 hours	Industry practitioners / Amateurs	完成國際認可 WSET 評酒課程 (二級)	HK\$9300	- WSET Level 3 Advanced Certificate in Wines and Spirits	-

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
20	HK Wine Academy 香港葡萄酒教學中心	Wine and Spirit Education Trust WSET Courses – WSET Level 1 Award in Wines	6 hours	Industry practitioners / Amateurs	-	HK\$1,800	WSET Level 1 Foundation Certificate in Wines and Spirits	-
21	HK Wine Academy 香港葡萄酒教學中心	Wine and Spirit Education Trust WSET Courses – WSET Level 2 Award in Wines	18 hours	Industry practitioners	-	HK\$ 6,500	WSET Level 2 Intermediate Certificate in Wines and Spirits	-
22	HK Wine Academy 香港葡萄酒教學中心	Wine and Spirit Education Trust WSET Courses – WSET Level 3 Award in Wines	30 hours	Industry practitioners	-	HK\$ 9,800	WSET Level 3 Advanced Certificate in Wines and Spirits	-
23	Talent State Asia 俊邦亞洲	Bordeaux Wine School Certificate course (Elementary, Intermediate & Advance course)	17.5 hours	Industry practitioners / Amateurs	Need to complete “TSA Rookie Training Class”	HK\$7,300 (Member) HK8,100 (Non-member)		-

	Education Institution	Programme	Duration	Target Audience	Entry Requirement	Course fee	Recognition upon completion	Trainer Qualification
24	Talent State Asia 俊邦亞洲	Practical Wine Workshop – Rookie Training Class	7.5 hours	Amateurs	-	HK\$2,340 (Member) HK\$2,640 (Non-member)		-

Proposed Methodology, Sampling Plan, Procedures and Timetable for a Manpower Survey of the Wine Industry

Manpower Assessment

The duration of the survey is around 28-30 weeks. The method of assessment can be summarized as follows:

- (a) conducting regular manpower surveys of economic sectors to collect up-to-date information on employment situation;
- (b) analyzing the manpower structure and skill shortages from the survey data;
- (c) assessing annual and future manpower demand at various skill levels, using statistical forecasting method and taking into consideration of wastage;
- (d) estimating the annual supply from information on planned output and participation rates gathered from educational and training institutions; and
- (e) consolidating survey data, matching demand and supply of manpower at various skill levels.

Detailed Manpower Survey Procedures

Scope of the Survey

2. Before the survey is conducted, a Working Committee will be set up to decide on the scope of the survey, ensuring that there is no overlapping with similar surveys of other economic sectors. The survey frame includes basically all establishments in the particular sector from the central register maintained by the Census and Statistics Department, and, supplementary samples from the Working Committee.

3. The survey covers all workers employed in the principal jobs listed in the survey document. They are managers, supervisors, and operational/clerical

staff in the following branches of the wine industry:

- Branch 1: Import/Export Trades
- Branch 2: Wholesales
- Branch 3: Retail
- Branch 4: Food & Beverage and Chinese Catering
- Branch 5: Storage & Logistics
- Branch 6: Others

- (i) Insurance
- (ii) Auction
- (iii) Finance
- (iv) Education
- (v) Wine Making

Sampling

4. A stratified random sampling method will be used to pick the representative samples.

Principal Jobs

5. Prior to the survey, principal jobs with job descriptions would be reviewed by the Working Committee in each sector.

Questionnaire Design

6. The Working Committee will design the questionnaire and other survey documents for the survey.

Fieldwork

7. The fieldwork of the survey will be carried out by the Census and Statistics Department or an independent survey consultant company. The success of a survey depends largely on the quality of the information supplied and the response of the respondents. Employers' co-operation is therefore required and major employers' associations will be requested to publicize the survey among their members. Survey documents are sent to each sampled establishment prior to the fieldwork and interviewers are employed to visit the establishments to collect and assist in completing the questionnaire.

Data Processing

8. Returned questionnaires are checked by the VTC's professional staff. Ambiguous and doubtful information given in the questionnaire are clarified and verified with employers/respondents. The questionnaires are then processed and data obtained will be statistically grossed up to estimate the overall manpower situation in the sector.

9 The above procedures are illustrated in Appendix 1. A timetable is at Appendix 2 for members' reference.

Coverage of the Manpower Survey of the Wine Industry

10. The sample size for would be around 400 to 500.

Sampling Plan

11. Subject to the suggestions of the Working Committee, the Census and Statistics Department or the independent survey consultant company would work out a sample list for endorsement of the Working Committee.

Publicity

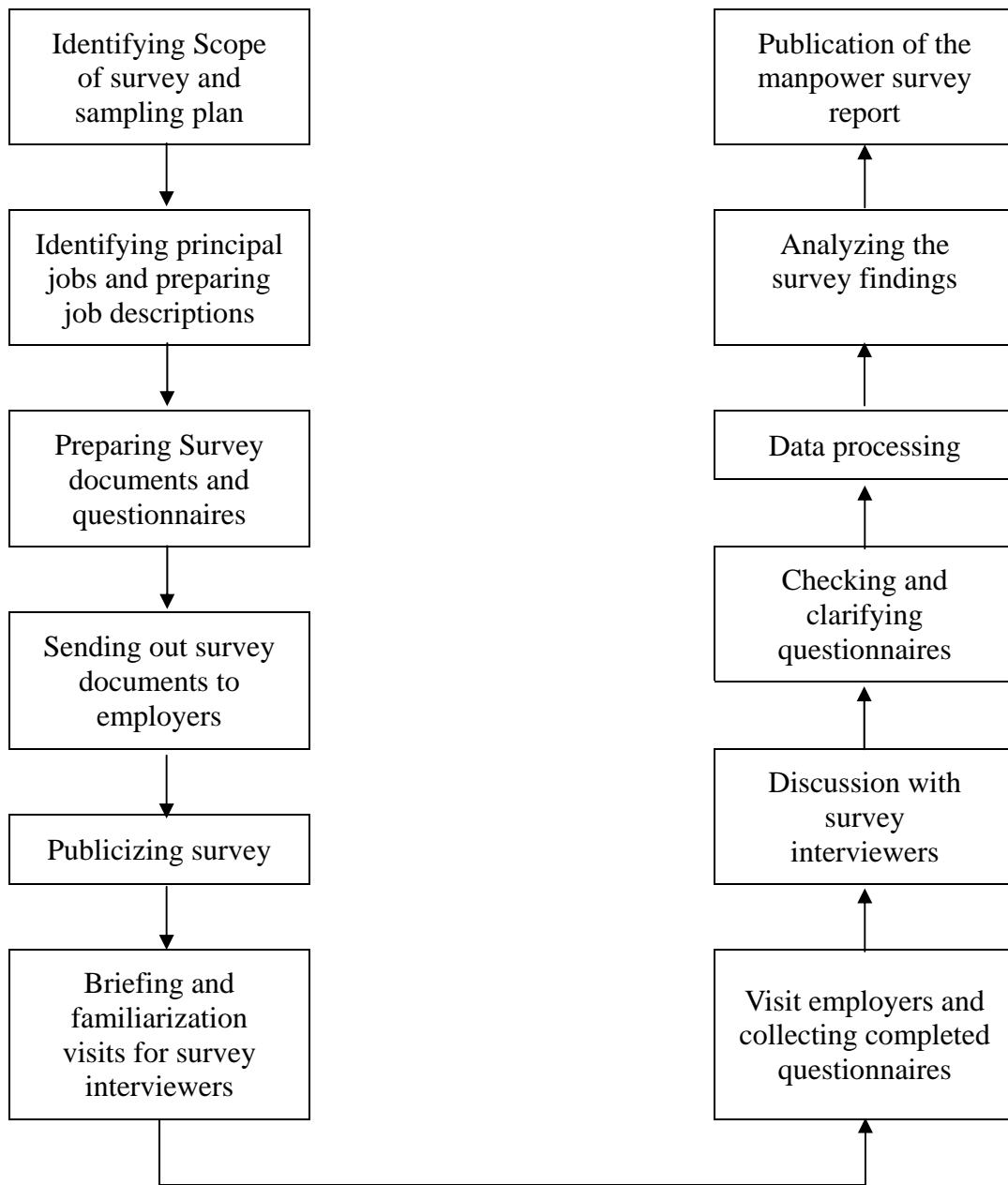
12. Before the fieldwork begins, a letter from the Chairman of the Working Committee will be sent to each of the following employers' associations to solicit their support in publicizing the survey among their members:

- (a) Hong Kong Hotels Association;
- (b) The Association for Hong Kong Catering Services Management Ltd.;
- (c) Hong Kong Retail Management Association;
- (d) Hong Kong Sommelier Association;
- (e) Hong Kong Wine and Spirits Industry Coalition;
- (f) Hong Kong Wine Merchants' Chamber of Commerce.

Assurance

13. All selected establishments will be assured that the information collected will be treated in the strictest confidence and only aggregate information will be published without reference to individual organizations.

Procedures for Conducting Manpower Survey



Timetable for Manpower Survey

