

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

**August 2014**

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## **EXECUTIVE SUMMARY**

### **Introduction**

As commissioned by the Commerce and Economic Development Bureau (CEDB), the Vocational Training Council (VTC) conducted this Manpower Survey (Survey) in late 2013 with the support of the Working Committee on Manpower Survey of the Wine Industry. The objectives of the Survey included -

- (a) to collect up-to-date information on the manpower situation of the wine industry in Hong Kong, analysed by sectors, job nature, levels, etc;
- (b) to forecast future manpower demand and training provision;
- (c) to identify the training needs of the wine industry; and
- (d) to make necessary recommendations based on survey findings.

2. The Survey covered a total of 8 477 establishments in 12 sectors of the wine industry from October to December 2013.

### **Findings**

3. At the time of the Survey, there were 54 518 full-time (FT) employees whose major duties were relating to the wine industry (22.5% were in the biggest sector of import trading). 57.2% of them were at the managerial and supervisory level, the rest at clerical and operative level. The wine industry also employed 13 654 part-time (PT) staff.

4. There were 5 009 FT vacancies in the wine industry, representing a vacancy rate of 8.4%. Of them, 64.6% were for clerical and operative positions and the rest for more senior positions. Sector wise, 20.6% of all vacancies were found in western restaurants as the sector with the highest vacancy rate (13.8%).

5. Of all FT positions whose income level was reported, 59.8% earned \$10,001-\$20,000 monthly (56.7% for FT managerial and supervisory staff) and 16.0% earned \$20,001 to \$30,000 (26.9% for FT managerial and supervisory staff).

6. As regards job requirements, 37.0% of FT jobs preferred employees to have one to three years of experience. 56.7% of FT jobs preferred education at Secondary 4-5 level. 5.2% of local FT employees possessed wine-related professional / vocational qualifications.

7. There were 193 wine-related training courses on the market, providing over 32 074 places by 98 training providers. These providers expected themselves to provide 32 802 places in 2014.

8. For a forecast for end of 2014, the number of FT posts would be 47 216; 26.7% of all establishments would provide their staff with / sponsor them for training. A total of 90 057 training places would be so available, 60.3% of which were on trade specific skills (others on language, management, personal development skills and Mainland-related knowledge and world vision). 9.8% of local FT employees were forecast to possess wine-related professional / vocational qualifications.

## **Analysis**

### *Position at End 2013*

9. The wine industry had grown in employment size as business expanded after the exemption of wine duty in early 2008 (23 884 FT and 10 219 PT at end 2007). It was not a small employer, with a larger proportion of higher-skilled workers (57.2%) than all-industries (40.1%).

10. Despite its more flexible use of PT staff (20.0% vs 7.1% as average of all industries), the wine industry still had a higher FT vacancy rate (8.4%) than industries across-the-board (2.6%). A high vacancy rate might be the results of the interplay of market factors including –

- (a) an overall manpower tightness of the whole economy (as manifested in the low unemployment rate of 3.2% in the last quarter of 2013). The wine industry was in particular competition with other industries for persons with senior secondary education. They were the group most sought after across the whole economy (39.8% for all FT employees) – and would remain so up to 2022 (according to the Government’s Manpower Projection to 2022, there would be a “shortfall” of 94 100 at this level). Competition for manpower should become less keen for persons up the education ladder (e.g. those with diploma / sub-degree would be in “surplus” according to the Manpower Projection to 2022); and
- (b) the relative competitiveness of the income level of jobs in the wine industry vis-à-vis other industries. While the income level of wine industry employees were generally on par with counterparts in other industries, at least 56.7% of the FT managerial and supervisory staff of the wine industry earned less than the median monthly wage of \$24,000 for FT employees of the higher-skilled segment of all industries. A less attractive income level in the wine industry would make it more difficult to retain staff. In fact, 37.4% of employees who left their wine establishments in 2013 went to other industries.

11. As regards professionalisation of the wine industry, only a minority (38.1%) of all establishments had local employees possessed wine-related professional / vocational qualifications. In terms of headcount, only 5.2% of all FT local employees had such qualifications. There was room for more of them, in the interests of long term development of the wine industry.

12. Like wine businesses in general, the market of wine education had actually become more dynamic since wine duty exemption in 2008. Comparing to 12 providers in late 2007, there were 98 as at end 2013. They spread over different wine sectors, meaning that sectors (e.g. wholesale) other than education also ventured into training business. The enhanced vibrancy of wine education was also shown in the quantum leap of number of courses (from 52 in 2007 to 193 in 2013) and the number of students / places (3 016 in 2007 to 32 074 in 2013). There had also been a bigger variety in course type and duration. However, there was not yet a quality assurance mechanism dedicated to the wine industry for the growing number of wine courses nor arrangements to ensure the relevance of training in meeting industry needs.

#### *Forecast for End 2014*

13. The manpower shortage facing the wine industry at end 2013 was expected to ease at end of 2014, as employers forecast a decrease of 20.7% of FT posts. The conservative forecast might be owing to a business outlook affected by market uncertainties external and local, the slowing down of business in certain wine sectors, keen competition among wine market players, the increasing reliance of PT staff etc. Whether the forecast cut of FT jobs would create pressure on unemployment / underemployment depends on how many of the displaced workers may be absorbed by other industries. How far the forecast would materialise remains to be seen subject to market developments.

14. Despite falling manpower demand forecast, employers expected a rise in the proportion of FT local employees with wine-related professional / vocational qualifications (from 5.2% at end of 2013 to 9.8% at end of 2014). Wine employers would provide 90 057 training places, or 1.9 places for every FT employee. The emphasis would be on trade-specific skills.

## Recommendations

15. It is recommended that –

- (a) **wine industry employers** should -
  - (i) keep in view the labour market situation, and maintain a competitive remuneration package to attract and retain staff;
  - (ii) encourage employees to receive training, and gain wine-related professional and vocational qualifications as far as practicable;
- (b) **providers of wine-related training** should have the qualifications they grant listed on the Qualifications Register (QR) maintained by the Education Bureau, to ensure that current or aspiring wine practitioners may choose from quality assured wine courses;
- (c) **the Government** should -
  - (i) conduct a manpower survey for the wine industry again in due course to provide wine employers with more up-to-date information on the labour market;
  - (ii) suggest post-secondary institutions including the VTC to monitor the medium-term demand for courses from wine employees and to plan in good time ahead to meet the needs; and
  - (iii) consider setting up an Industry Training Advisory Committee (ITAC) for the wine industry in the longer run to ascertain that the wine courses meet the industry needs.

## SECTION I

### INTRODUCTION

#### Background

1.1 The VTC was commissioned by the CEDB to conduct a study to examine the manpower and training situation and requirement of the wine industry in the first half of 2013. The study confirmed a need to conduct a full scale survey, with a view to investigating the manpower situation in greater detail and conducting a forecast of manpower demand and training needs in the future. Report of the Manpower Study for the Wine Industry is shown in **Annex A**.

1.2 Against this background, the VTC was appointed to commission the Manpower Survey of the Wine Industry 2013. The aims and objectives of the Survey include –

- (a) to collect information on the manpower situation of the wine industry in Hong Kong, analysed by sectors, job nature, levels, etc;
- (b) to conduct forecast future manpower demand and training provision;
- (c) to identify the training needs of the industry; and
- (d) to make necessary recommendations based on survey findings.

#### Working Committee on Manpower Survey of the Wine Industry

1.3 To assist in carrying out the survey, a Working Committee on Manpower Survey of the Wine Industry was established. The membership of the Working Committee comprised representatives from employers, employees, professional bodies and educational institutions in the field. The composition and terms of reference of the Working Committee are shown in **Annex B** and **Annex C** respectively.



## Coverage

1.4 For the purpose of this survey, respondents are advised that wine refers to 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 most of fresh grapes, whether or not that liquor is fortified with spirits or flavored with aromatic extracts. It covers “sparkling wine” and “still wine”.

1.5 As advised by industry members, the survey covers a list of principal jobs in the wine industry at managerial, supervisory and clerical/operational levels of the following sectors (**Annex D**):

- (i) export and re-export trading;
- (ii) import trading;
- (iii) wholesale;
- (iv) retail;
- (v) western restaurants;
- (vi) Chinese restaurants;
- (vii) hotels;
- (viii) recreation clubs;
- (ix) warehousing & transportation;
- (x) auction, financing & insurance;
- (xi) manufacturing; and
- (xii) education and training.

1.6 The survey was done by way of a questionnaire together with an explanatory note (**Annex E**), along with the list of principal jobs and job descriptions. Respondents were requested to provide information regarding the manpower situation in their establishment<sup>1</sup> at the time of survey. They were requested to classify their employees according to the attached job specifications based on the major duties the employees performed rather than the job titles they held in the establishment. All selected establishments were assured that the information collected would be treated in the strictest confidence.

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<sup>1</sup> An establishment is defined as an economic unit that engages, under a single ownership or control, in one or predominantly one kind of economic activity at a single physical location.

## Sampling

1.7 Sample establishments of the following sectors were obtained from the Central Register of Establishments maintained by the Census and Statistics Department (C&SD):

- (i) export and re-export trading;
- (ii) import trading;
- (iii) wholesale;
- (iv) retail;
- (v) western restaurants;
- (vi) Chinese restaurants;
- (vii) hotel; and
- (viii) manufacturing.

1.8 For the warehousing and transportation sector, sample establishments were drawn from the list of wine logistics companies and wine cellars of the Wine Storage Management Systems Certification Scheme of the Hong Kong Quality Assurance Agency.

1.9 From information provided by members of the Working Committee, supplementary samples were included for sectors of recreation clubs, warehousing and transportation, auction, financing & insurance, as well as education and training.

1.10 A sampling plan (**Annex F**) covering 640 selected establishments was worked out originally, but upon checking some of the sampled establishments were found to be conducting businesses unrelated to wine or having closed down. The plan was subsequently expanded to cover a total of 869 establishments.

## **Fieldwork and Post-Processing**

1.11 Policy 21 Limited (hereafter called the Consultant), an independent consultant company, was engaged to conduct fieldwork for the survey. Experienced field workers had been briefed about the structure of the questionnaire and the nature of the various jobs before they carried out the fieldwork. A screening questionnaire was used to ensure only establishments conducting wine-related business would be invited to participate in the survey. Staff of the Consultant visited the sampled establishments by appointment to collect the completed questionnaires and, when requested, assisted the respondents to complete the questionnaires.

1.12 443 establishments completed the questionnaire and 24 refused to provide information. Of the valid cases that can be contacted, the effective response rate is 94.9%. Details of the enumeration result are shown in **Annex G**.

1.13 After the fieldwork, the completed questionnaires were scrutinised and, where necessary, verified with the respondents before being processed. Completed questionnaires had also been sent to the Project Team of the VTC for validation and verification. The data was then consolidated in tabulation for analysis and processing by the Consultant. For sectors mentioned in para. 1.7 above, the data were statistically grossed up for extrapolation and analysis to reflect the overall manpower situation.

## SECTION II

### FINDINGS

#### A POSITION AS AT Q4/2013

##### (i) Basic Characteristics

###### *Size*

2.1 There were 54 518 FT employees<sup>2</sup> and 13 654 PT employees<sup>3</sup> in the wine industry during the time of survey, making up a total of 68 172 employees. A breakdown by sector is at **Appendix 1**.

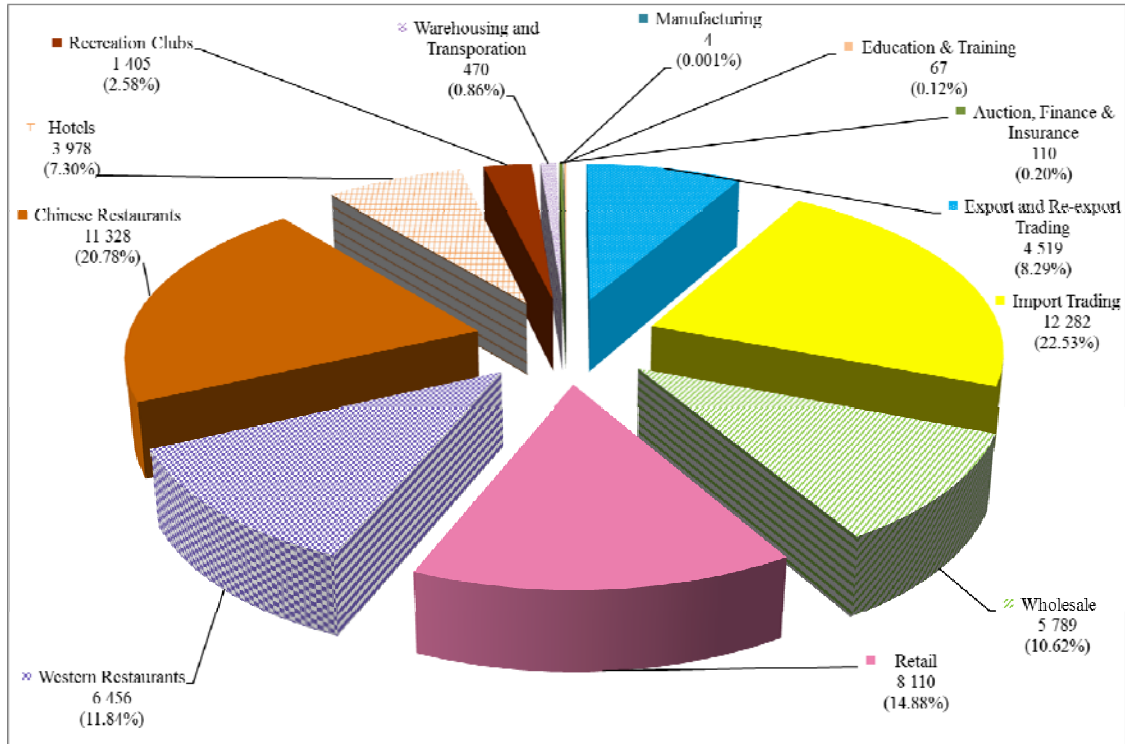
2.2 The largest number of FT employees was in the import trading sector (22.5%), followed by Chinese restaurants (20.8%), the retail sector (14.9%), etc. The distribution of FT employees among all sectors is shown in Figure 2.1.

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<sup>2</sup> FT employees refer to those working full-time (i.e. at least four weeks a month, and not less than 18 hours each week) under the payroll of the establishment. They include proprietors and partners working full-time for the establishment, but exclude those working in branch offices of the organisation.

<sup>3</sup> PT employees refer to those who work less than 18 hours weekly under the payroll of the establishment. PT employees may be employed on an hourly, daily or monthly basis.

Figure 2.1 Distribution of FT Employees among Sectors  
Total: 54 518



2.3 In terms of job level, 42.8% of the FT staff were holding clerical & operative support jobs<sup>4</sup>. The rest were at the managerial<sup>5</sup> (30.4%) and supervisory<sup>6</sup> (26.8%) levels. A breakdown for each sector is summarised in Table 2.1.

<sup>4</sup> To illustrate, taking the import trading sector as an example, clerical & operative supporting jobs include sales representatives, stock / purchasing clerks, promoters, etc.

<sup>5</sup> Managerial positions include general managers, shipping managers, sales / marketing managers, etc.

<sup>6</sup> Supervisory positions include sales supervisor, purchasing supervisors, promoter supervisor, etc.

Table 2.1 Distribution of FT Jobs by Job Level and Sector

Sector		Job Level			Total
		Managerial	Supervisory	Clerical and Operative Support	
<b>Export and Re-export Trading</b>	no.	1 888	1 315	1 316	4 519
	%	(41.8)	(29.1)	(29.1)	(8.3)
<b>Import Trading</b>	no.	5 360	2 791	4 131	12 282
	%	(43.6)	(22.7)	(33.6)	(22.5)
<b>Wholesale</b>	no.	2 225	1 840	1 724	5 789
	%	(38.4)	(31.8)	(29.8)	(10.6)
<b>Retail</b>	no.	3 460	1 295	3 355	8 110
	%	(42.7)	(16.0)	(41.4)	(14.9)
<b>Western Restaurants</b>	no.	970	2 033	3 453	6 456
	%	(15.0)	(31.5)	(53.5)	(11.8)
<b>Chinese Restaurants</b>	no.	1 901	2 626	6 801	11 328
	%	(16.8)	(23.2)	(60.0)	(20.8)
<b>Hotels</b>	no.	513	1 990	1 475	3 978
	%	(12.9)	(50.0)	(37.1)	(7.3)
<b>Recreation Clubs</b>	no.	86	501	818	1 405
	%	(6.1)	(35.7)	(58.2)	(2.6)
<b>Warehousing &amp; Transportation</b>	no.	128	181	161	470
	%	(27.2)	(38.5)	(34.3)	(0.9)
<b>Auction, Finance &amp; Insurance</b>	no.	33	30	47	110
	%	(30.0)	(27.3)	(42.7)	(0.2)
<b>Manufacturing</b>	no.	2	--	2	4
	%	(50.0)	--	(50.0)	(0.0)
<b>Education &amp; Training</b>	no.	16	23	28	67
	%	(23.9)	(34.3)	(41.8)	(0.1)
<b>TOTAL</b>	no.	<b>16 582</b> <b>(30.4)</b>	<b>14 625</b> <b>(26.8)</b>	<b>23 311</b> <b>(42.8)</b>	<b>54 518</b> <b>(100)</b>

2.4 For the 13 654 PT staff, they made up 20.0% of the total workforce. Their largest employers were recreation clubs (28.3%), western restaurants (16.6%) and Chinese restaurants (15.8%). The other PT staff were hired by the import/export trading, retail, wholesale, hotel and education sectors. A few sectors did not hire PT staff, namely warehousing & transportation, auction and manufacturing sectors.

2.5 Of all the employees, 44 890 FT and 12 179 PT were engaged in the 93 principal jobs of the industry. The rest were supporting staff responsible for accounting, personnel and other administrative and general matters. Their distribution by sector is at **Appendix 2**.

#### **Box 2.1 – Size of Establishments**

Of the 8 477 establishments in the wine industry, 7 667 or 90.4% were small and medium enterprises (SMEs), i.e. those employing fewer than 50 persons for the services sector. Another 306 or 3.6% employed more people. The rest did not declare. A more detailed breakdown is at **Appendix 3**.

## Vacancies

2.6 Employers reported a total of 5 009 FT vacancies<sup>7</sup>. The vacancy rate<sup>8</sup> of the wine industry on the whole stood at 8.4%. The largest number of vacancies were found at the clerical and operative support level (3 234), representing a vacancy rate of 12.2%. A summary of the vacancies and vacancy rates by job level is shown in Table 2.2 below.

Table 2.2 Distribution of FT Vacancies and Vacancy Rate by Job Level

Job level	Number of FT Vacancies (a)	Number of FT Workers Employed (b)	Total Number of FT Posts (c) [= (a) + (b)]	Vacancy Rate [(a)/(c)]
Managerial	860	16 582	17 442	4.9%
Supervisory	915	14 625	15 540	5.9%
Clerical and Operative Support	3 234	23 311	26 545	12.2%
<b>Total</b>	<b>5 009</b>	<b>54 518</b>	<b>59 527</b>	<b>8.4%</b>

2.7 Sectorally speaking, Chinese restaurants had the largest number of vacancies (1 383), while western restaurants had the highest vacancy rate (13.8%). A summary of vacancies and vacancy rates by sector is shown in Table 2.3 below. A breakdown of full-time vacancies by sector is at **Appendix 4**.

<sup>7</sup> For ease of completion, the questionnaire did not ask about PT vacancies.

<sup>8</sup> Vacancy rate is defined as the ratio of the number of vacancies to the number of “job opportunities” (i.e. the sum of the number of persons engaged plus the number of vacancies).



Table 2.3 Distribution of FT Vacancies and Vacancy Rate by Sector

<b>Sector</b>	<b>Number of FT Vacancies (a)</b>	<b>Number of FT Workers Employed (b)</b>	<b>Total Number of FT Posts (c) [= (a) + (b)]</b>	<b>Vacancy Rate [(a)/(c)]</b>
Export and re-export Trading	456	4 519	4 975	9.2%
Import Trading	782	12 282	13 064	6.0%
Wholesale	656	5 789	6 445	10.2%
Retail	443	8 110	8 553	5.2%
Western Restaurants	1 031	6 456	7 487	13.8%
Chinese Restaurants	1 383	11 328	12 711	10.9%
Hotels	182	3 978	4 160	4.4%
Recreation Clubs	63	1 405	1 468	4.3%
Warehousing & Transportation	12	470	482	2.5%
Auction, Finance & Insurance	0	110	66	0%
Manufacturing	0	4	2	0%
Education & Training	1	67	34	1.5%
<b>Total</b>	<b>5 009</b>	<b>54 518</b>	<b>59 527</b>	<b>8.4%</b>

2.8 Table 2.4 shows the jobs with the most vacancies. The largest number of vacancies were for “waiter/waitress” (1 945).

Table 2.4 Largest Number of FT Vacancies by Job Level

<b>Job level</b>	<b>Job Title</b>	<b>Sector</b>	<b>Total No. of Vacancies</b>
Managerial	1. Sales and Marketing Manager	<ul style="list-style-type: none"> <li>• Wholesale</li> <li>• Export and Re-export Trading</li> <li>• Retail</li> </ul>	310
	2. General Manager	<ul style="list-style-type: none"> <li>• Export and Re-export Trading</li> <li>• Import Trading</li> <li>• Wholesale</li> </ul>	247
	3. Other Supporting Managers	<ul style="list-style-type: none"> <li>• Chinese restaurants</li> <li>• Hotels</li> <li>• Wholesale</li> <li>• Retail</li> </ul>	68
Supervisory	1. Captain (Food and Beverage Department)	<ul style="list-style-type: none"> <li>• Western Restaurants</li> <li>• Hotels</li> <li>• Recreation Clubs</li> </ul>	294
	2. Sales Supervisor	<ul style="list-style-type: none"> <li>• Import Trading</li> <li>• Wholesale</li> </ul>	176
	3. Captain / Supervisor	<ul style="list-style-type: none"> <li>• Chinese Restaurants</li> <li>• Recreation Clubs</li> </ul>	162
Clerical/ Operative Support	1. Waiter / Waitress	<ul style="list-style-type: none"> <li>• Chinese Restaurants</li> <li>• Western Restaurants</li> <li>• Hotels</li> <li>• Recreation Clubs</li> </ul>	1 945
	2. Salesman / Sales Representative	<ul style="list-style-type: none"> <li>• Wholesale</li> <li>• Export and re-export Trading</li> <li>• Import trading</li> </ul>	561
	3. Stock / Purchasing Clerk	<ul style="list-style-type: none"> <li>• Import Trading</li> <li>• Retail</li> <li>• Wholesale</li> <li>• Chinese Restaurants</li> </ul>	288

2.9 As a related finding, 20.2% of all employers encountered difficulties in recruitment in the 12 months preceding their response to the questionnaire. Recreation clubs (38.7%) and the warehousing & transportation sector (27.3%) had the highest percentage of such establishments. Table 2.5 below sets out by sector the percentage of establishments encountering recruitment difficulties.

Table 2.5 Percentage of Establishments with Recruitment Difficulties

	<b>Percentage within the Sector (%)</b>
Export and re-export trading	20.0
Import trading	19.2
Wholesale	25.8
Retail	23.5
Western Restaurants	8.1
Chinese Restaurants	18.1
Hotels	21.7
Recreation clubs	38.7
Warehousing & transportation	27.3
Auction, Finance & Insurance	-
Manufacturing	-
Education and training	25.0
<b>Total</b>	<b>20.2*</b>

\*% of all establishments

*Income*

2.10 The questionnaire asked respondents to indicate the average monthly income range<sup>9</sup> of each kind of FT jobs they offered. The largest number of employees (46.7%) earned within the range of \$10,001-\$20,000. A summary of average income range by job level is shown in Table 2.6:

Table 2.6 Range of Average Income by Job Level

Monthly Average Income Range		Number of Employees			
		Managerial Level	Supervisory Level	Clerical/Operative Support Level	All
Over \$70,000	no.	375	11	0	386
	%	(2.3)	(0.1)	(0)	(0.7)
\$50,001 - \$70,000	no.	368	68	0	436
	%	(2.2)	(0.5)	(0)	(0.8)
\$30,001 - \$50,000	no.	1 659	518	1	2 178
	%	(10.0)	(3.5)	(0)	(4.0)
\$20,001- \$30,000	no.	5 441	986	378	6 805
	%	(32.8)	(6.7)	(1.6)	(12.5)
\$10,001 -\$20,000	no.	3 326	10 226	11 901	25 453
	%	(20.1)	(69.9)	(51.1)	(46.7)
\$8,001 - \$10,000	no.	183	320	5 515	6 018
	%	(1.1)	(2.2)	(23.7)	(11.0)
Under \$8,001	no.	209	196	878	1 283
	%	(1.3)	(1.3)	(3.8)	(2.4)
Unspecified	no.	5 021	2 300	4 638	11 959
	%	(30.3)	(15.7)	(19.9)	(21.9)
<b>TOTAL</b>	no.	<b>16 582</b>	<b>14 625</b>	<b>23 311</b>	<b>54 518</b>
	%	<b>(30.4)</b>	<b>(26.8)</b>	<b>(42.8)</b>	<b>(100)</b>

<sup>9</sup> Income includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. The incomes ranges are: (i) over \$70,000; (ii) \$50,001-\$70,000; (iii) \$30,001-\$50,000; (iv) \$20,001-\$30,000; (v) \$10,001-\$20,000; (vi) \$8,001-\$10,000 and (vii) under \$8,001.

2.11 At the managerial level, the largest number of employees (32.8%) earned \$20,001-\$30,000. Over half of supervisory staff (69.9%) and clerical/operative employees (51.1%) earned between \$10,001 and \$20,000 a month.

2.12 By sector, the largest number of managerial employees in hotels (43.7%), warehousing & transportation (40.6%) and recreation clubs (27.9%) earned a monthly income within the range of \$30,001-\$50,000. For the other sectors, the largest number of managerial employees earned \$20,001-\$30,000: western restaurants (50.6%), export & re-export trading (39.4%), import trading (34.4%) wholesale (32.9%) and retail (26.4%), except Chinese restaurants where 32.9% of managers earned between \$10,001 and \$20,000.

2.13 The largest number of supervisory employees earned \$10,001-\$20,000 in the following sectors: western restaurants (88.9%), recreation clubs (87.0%), import trading (76.0%), Chinese restaurants (68.3%), retail (59.0%), hotels (66.2%), wholesale (63.6%), export & re-export trading (52.2%) and education & training (43.5%) (except the auction, finance & insurance as well as the manufacturing sectors whose employees' salaries were unspecified).

2.14 For clerical and operative support employees, the largest number of those worked in the education & training sector (28.6%) received a monthly income between \$20,001 and \$30,000; those in other sectors earned \$10,001-\$20,000 including: recreation clubs (66.7%), retail (60.1%), hotels (57.8%), wholesale (56.7%), import trading (54.1%), Chinese restaurants (46.5%) and export & re-export trading sectors (43.5%). 100% of such employees in the manufacturing sector received between \$8,001 and \$10,000.

2.15 A detailed breakdown by job level and sector is at **Appendix 5**.

## **(ii) Job Requirements**

### *Relevant Work Experience*

2.16 Establishments were also asked about the preferred years of relevant work experience<sup>10</sup> for each kind of jobs they offered. The most preferred range was one to three years (37.4%), followed by three to six (24.2%), less than one year (18.3%) and six years or more (15.9%). The rest did not specify.

2.17 Employees having three to six years of experience were most sought after at the managerial level (36.1%), and one to three years for supervisory (35.4%) and clerical/operative support (53.4%) levels. The ensuing paragraphs set out the most preferred number of years of relevant work experience for different sectors.

2.18 Over half of the managerial employees (54.8%) of Chinese restaurants were preferred to have accumulated at least ten years of experience; six to ten years for hotels (51.5%) and western restaurants (45.2%); three to six years for the retail (44.3%), import trading (41.5%), wholesale (41.1%), recreation club (39.8%) and export and re-export trading (27.8%) sectors.

2.19 As regards supervisory jobs, 50% of export and re-export trading employees and 32.2% of Chinese restaurants employees would preferably have six to ten years of experience. For those in recreation clubs (87.8%), the warehousing & transportation (64.2%) and retail (44.7%) sectors, three to six years were preferred. Supervisory employees were preferred to have one to three years of relevant experience in the auction, finance & insurance (100%), western restaurant (54.3%), hotel (44.7%), import trading (41.0%) and wholesale (36.1%) sectors.

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<sup>10</sup> The ranges are: (i) 10 years or more; (ii) 6 years to less than 10 years; (iii) 3 years to less than 6 years; (iv) 1 year to less than 3 years; (v) less than 1 year and (vi) Unspecified.

For the sake of simplicity, “less than” in the various options will be omitted in the following paragraphs, e.g. “6 years to less than 10 years” will become “6 to 10 years”.

2.20 For clerical & operative support level jobs, employees with one to three years of experience were preferred for the recreation clubs (75.9%), the import trading (68.4%), western restaurant (66.9%), Chinese restaurant (57.9%), retail (45.8%), and wholesale sectors (36.9%). Employees were preferred to have less than one year of relevant experience for the auction finance & insurance (62.5%), export and re-export trading (60.0%), warehouse & transportation (56.6%) and hotel (53.1%) sectors.

2.21 A detailed breakdown of the preferred level of experience by sector and job level is at **Appendix 6**.

### *Education Attainment Level*

2.22 Establishments were asked about the preferred level of education attainment<sup>11</sup> for each kind of jobs they offered. 29.3% of all the jobs preferred Secondary 4-5, followed by Secondary 6-7/Hong Kong Diploma of Secondary Education (HKDSE) (23.1%) or Secondary 3 or below (15.8%) etc.

2.23 The most preferred level was university degree or above for managerial employees (30.4%), and Secondary 4-5 for supervisory (33.6%) and clerical/operative support employees (34.0%). A breakdown by sector is in the ensuing paragraphs.

2.24 For managerial jobs, degree-holding employees were most preferred in the auction, finance & insurance (60%), export and re-export trading (52.8%), hotel (47.1%), warehousing and transportation (47.1%), retail (45.4%), education & training (43.8%) and wholesale (34.8%) sectors. 25.6% of managerial staff of the import trading sector were preferred to hold an associate degree or equivalent. For Chinese restaurants, 54.8% of managers were preferred to have completed Secondary 6-7/DSE. 54.9% of managerial employees in western restaurants were preferred to have completed Secondary 4-5.

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<sup>11</sup> The options are: (i) university degree or above; (ii) Associate Degree/Professional Diploma/Higher Diploma/Higher Certificate or equivalent; (iii) Diploma/ Certificate or equivalent; (iv) Secondary 6-7/HKDSE; (v) Secondary 4-5; (vi) Secondary 3 or below and (vii) Others / unspecified.

2.25 At the supervisory level, employees who had a university degree or above were most sought after in the retail industry (48.5%). For hotels, 46.1% supervisory staff were preferred to hold an associate degree or equivalent. Employees finished Secondary 6-7/DSE level education were preferred in the recreation club (67.3%), export and re-export trading (56.3%), the warehousing & transportation (55.8%) and Chinese restaurant (37.0%) sectors. Western restaurants (78.7%), import trading (45.6%) and wholesale (27.8%) sectors would preferably have Secondary 4-5 education for supervisory employees.

2.26 For the clerical & operative support level, those in the education & training field (54.5%) would preferably hold a university degree or above. 64.6% of warehousing & transportation employees were preferred to have Diploma/Certificate education. Employees with an education level of Secondary 6-7/DSE were preferred in the export & re-export trading (62.9%), recreation club (55.8%) and wholesale (41.2%) sectors. Employees of the western restaurant (63.0%), retail (46.7%), hotel (36.9%) and import trading (33.3%) sectors were preferred to have Secondary 4-5 level education. 75.2% of Chinese restaurants' clerical & operative staff were preferred to have Secondary 3 level education.

2.27 A full breakdown of the preferred education attainment level by sector and job level is at **Appendix 7**. Table 2.7 below shows a summary of the preferred level of education attainment as well as years of experience for jobs at all levels and sectors.



Table 2.7 Most Preferred Education Attainment Level &amp; Years of Experience

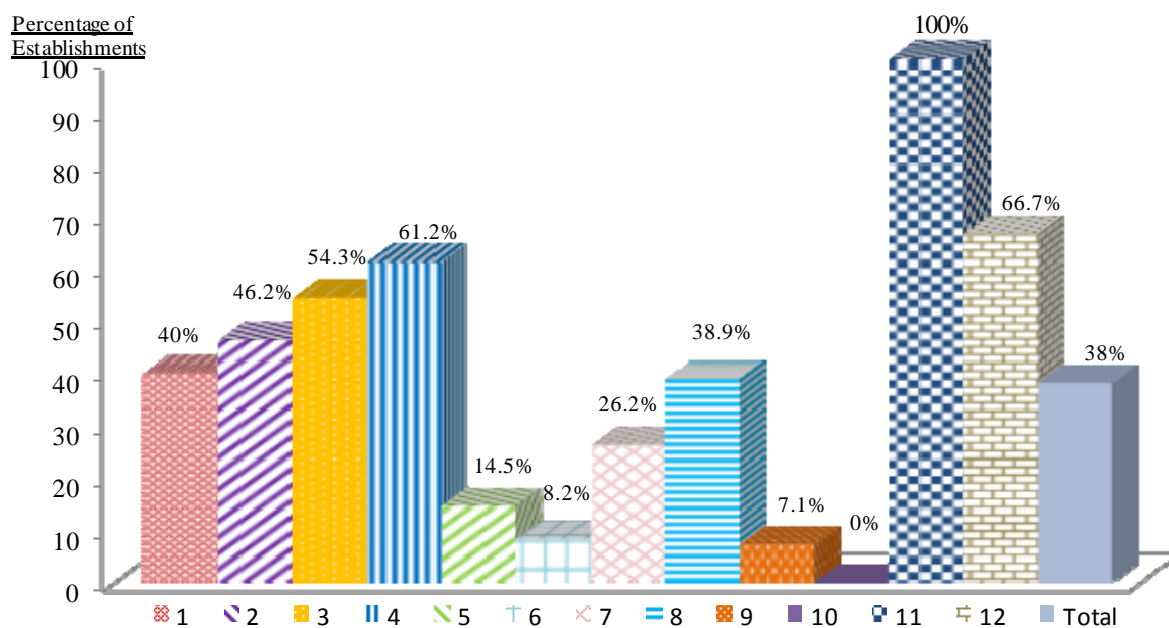
Sector	Job Level	Most Preferred Level of Education Attainment	Most Preferred Years of Experience
Export and Re-export Trading	Managerial	Degree or above	3 - 6
	Supervisory	S6-S7/HKDSE	6 - 10
	Clerical/Operative	S6-S7/HKDSE	< 1
Import Trading	Managerial	Degree or above	3 - 6
	Supervisory	S4-S5	1 - 3
	Clerical/Operative	S4-S5/HKDSE	1 - 3
Wholesale	Managerial	AD/Pro Dip./HD/HC	3 - 6
	Supervisory	S6-S7	1 - 3
	Clerical/Operative	S6-S7/HKDSE	1 - 3
Retail	Managerial	Degree or above	3 - 6
	Supervisory	Degree or above	3 - 6
	Clerical/Operative	S4-S5	1 - 3
Western Restaurants	Managerial	S4-S5	6 - 10
	Supervisory	S4-S5	1 - 3
	Clerical/Operative	S4-S5	1 - 3
Chinese Restaurants	Managerial	S6-S7/HKDSE	> 10
	Supervisory	S6-S7/HKDSE	6 - 10
	Clerical/Operative	S3 or below	1 - 3
Hotels	Managerial	Degree or above	6 - 10
	Supervisory	AD/Pro Dip./HD/HC	1 - 3
	Clerical/Operative	S4-S5/HKDSE	< 1
Recreation Clubs	Managerial	AD/Pro Dip./HD/HC	6 - 10
	Supervisory	S6-S7/HKDSE	3 - 6
	Clerical/Operative	S6-S7/HKDSE	1 - 3
Warehousing & Transportation	Managerial	Degree or above	3 - 6
	Supervisory	S6-S7/HKDSE	3 - 6
	Clerical/Operative	Dip/Cert.	< 1
Auction, Finance & Insurance	Managerial	Degree or above	> 10
	Supervisory	AD/Pro Dip./HD/HC	1 - 3
	Clerical/Operative	AD/Pro Dip./HD/HC	< 1
Manufacturing	Managerial	Dip/Cert.	1 - 3
	Supervisory	--	--
	Clerical/Operative	S4-S5	< 1
Education & Training	Managerial	Degree or above	6 - 10
	Supervisory	Degree or above	3 - 6
	Clerical/Operative	Degree or above	3 - 6

## Professional and Vocational Qualifications

2.28 38.0% of all the establishments had local employees who possessed wine-related professional / vocational qualifications, and 3.5% hired overseas employees with such qualifications.

2.29 For local employees possessing wine-related qualifications, the percentage was highest in the manufacturing sector (100%). A bar-chart showing a sectoral breakdown is at Figure 2.2. More information is at **Appendix 8**.

Figure 2.2 Percentage of Establishments with Local Employees Possessing Professional / Vocational Qualifications



**Sector 1** Export & Re-export Trading  
**2** Import Trading  
**3** Wholesale  
**4** Retail  
**5** Western Restaurants  
**6** Chinese Restaurants

**7** Hotels  
**8** Recreation Clubs  
**9** Warehousing & Transportation  
**10** Auction, Finance & Insurance  
**11** Manufacturing  
**12** Education & Training

2.30 Among all FT local employees at the managerial and supervisory levels <sup>12</sup>, 5.1% possessed professional/vocational qualifications. The percentage of such employees was highest in the manufacturing (50%) as well as education and training (46.3%) sectors. Please refer to Table 2.8 below for all sectors. A further breakdown by job level and sector is at **Appendix 9**. The bulk (78.8%) of the professional/ vocational qualifications in question were those granted by the Wine & Spirit Educational Trust (WSET). Table 2.9 tabulates all the relevant qualifications.

Table 2.8 No. of FT Local Employees Possessing Wine-related Professional / Vocational Qualifications

Sector	No. of Employees*	Percentage within the sector (%)
Export and re-export Trading	13	16.5
Import Trading	35	16.5
Wholesale	74	15.4
Retail	65	16.5
Western Restaurants	11	1.4
Chinese Restaurants	4	0.2
Hotels	65	3.6
Recreation Clubs	55	6.5
Warehousing & Transportation	5	2.5
Auction, Finance & Insurance	0	0
Manufacturing	1	50.0
Education & Training	25	46.3
<b>Total</b>	<b>353</b>	<b>5.1**</b>

\* These are actual figures without grossing up.

\*\* Percentage of all establishments

<sup>12</sup> The survey did not ask about the clerical & operative support level.

Table 2.9 Professional/Vocational Qualifications Held by Local Employees

Name of Qualifications	Name of Institute (Place of Issue)	No. of Employees Possessing the Qualification*
WSET	Wine & Spirit Educational Trust (UK)	278
SOPEXA French Wine	SOPEXA (HK)	21
Certified Specialist of Wine	Society of Wine Educators (US)	11
Advanced Certificate in Wine & Bartending Service	Vocational Training Council (HK)	10
Introductory Sommelier	Court of Master Sommeliers (UK)	6
Certificate in Wine Promoter Training	Integrated Vocational Development Centre (HK)	3
Certified Sommelier	Court of Master Sommeliers (UK)	3
Hong Kong Sommelier Association Member	HK Sommelier Association (HK)	3
Certificate in Food and Beverage Operations	Vocational Training Council (HK)	2
Master of Wine	The Institute of Masters of Wine (UK)	2
Sommelier Diploma	International Sommeliers Guild (US)	2
Austria Wine Marketing Board (AWMB) member	AWMB (Austria)	1
Bordeaux Wine School Certificate	Bordeaux Wine Council	1
Diploma in Enology	Niagara College (Canada)	1
Wine Certification	The Culinary Institute of America (US)	1
Not Specified		8

\* These are actual figures without grossing up.

2.31 Of all the establishments, a small number of them preferred their managerial employees (5.5%) and supervisory employees (3.4%) to have overseas wine-related qualifications. The qualifications are tabulated in Table 2.10 below. The statistics are at **Appendix 10**.

Table 2.10 Preferred Overseas Wine-related Qualifications

Managerial Level	Supervisory Level
Certified Sommelier	Master of Wine
Diploma in Enology	Qualifications related to Knowledge of Wine and Authenticity Skills
Internationally Accredited Wine-related Qualifications	Sommelier Diploma
Master of Wine	SOPEXA
Qualifications related to Knowledge of Wine and Authenticity Skills	WSET
Sommelier Diploma	
WSET	

### **Box 2.2 – Overseas Employees**

Among all the 8 477 establishments, 555 of them (6.5%) hired employees from overseas. They employed a total of 1 244 such employees. Of them, 76.2% were in the import trading sector. The distribution by sector is at **Appendix 11**. The top three nationalities of these 1 244 employees were British (22.4%), Italian (14.5%) and French (10.4%). A full breakdown is at **Appendix 12**.

### (iii) Training

#### *Establishments Providing Wine-related Training Courses*

2.32 22.1% of all the establishments provided wine-related training courses. 100% of the establishments under the manufacturing and education and training sectors provided relevant training. Other sectors that also provided training courses were wholesale (44.3%), recreation clubs (33.3%) and hotels (26.2%). Table 2.11 below sets out the number and percentage of establishments within individual sectors that provided wine-related training courses.

Table 2.11 Number and Percentage of Establishments  
Providing Wine-related Training Courses within Sector

<b>Sector</b>	<b>No. of Establishments*</b>	<b>Within Sector (%)</b>
Export and re-export trading	4	16.0
Import trading	10	19.2
Wholesale	31	44.3
Retail	19	22.4
Western Restaurants	5	8.1
Chinese Restaurants	1	1.6
Hotels	11	26.2
Recreation clubs	6	33.3
Warehousing & transportation	1	7.1
Auction, Finance & Insurance	0	0
Manufacturing	1	100.0
Education and training	9	100.0
Total	98	22.1**

\* Actual figures without grossing up

\*\* Total of all sectors

### *Wine-related Training Courses and Places on the Market*

2.33 There were 193 courses on the market, providing 32 074 training places as at Q4 of 2013. In terms of level, the courses varied from introductory classes to more specialist programmes. 11 courses were indicated a level of the Qualifications Framework (QF)<sup>13</sup>, they were all pegged to level 3<sup>14</sup> (except one on level 4<sup>15</sup>).

2.34 Almost all of the 193 courses were on wine tasting. Some covered a range of subjects, including wine serving, making as well as storage and investment. 17 courses focused on wines from France in general and another 11 on Bordeaux wines in particular. A full list of courses and their respective duration and number of training places offered are in **Appendix 13**.

2.35 Apart from those with duration unspecified, the duration of the 193 courses ranged from 2 hours to 24 months. The largest number of courses are below 10 hours (68.5%), followed by 21-30 hours (17.0%), 10-20 hours (8.5%) , 31-100 hours (4.2%) and 100 hours or more (2.4%).

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<sup>13</sup> The QF is a seven-level hierarchy covering qualifications in the academic, vocational and continuing education sectors. It establishes an accessible articulation pathway and multiple entry and exit points to promote lifelong learning, with a view to enhancing the quality, professionalism and diversification of our workforce and to helping individuals pursue their goals according to their own roadmaps.

<sup>14</sup> Broadly equivalent to Secondary 6-7 / HKDSE level.

<sup>15</sup> Broadly equivalent to associate degree / higher diploma level.

#### (iv) Other Findings

##### *Mainland Businesses*

2.36 40.6% of all the establishments had wine businesses on the Mainland. The sector distribution is at Table 2.12. 52.8% of these establishments deployed local employees to work in the Mainland. A detailed breakdown is at **Appendix 14**. Among them, 88.5% provided the staff with transportation support, 87.4% accommodation support and 43.8% with other types of support (unspecified).

Table 2.12 Percentage of Establishments with Mainland Businesses

	<b>Percentage within the Sector (%)</b>	<b>Among Establishments with Mainland Businesses (%)</b>
Export and re-export trading	76.0	31.6
Import trading	30.8	26.0
Wholesale	42.9	11.2
Retail	47.1	24.7
Western Restaurants	16.1	3.0
Chinese Restaurants	11.5	2.0
Hotels	28.3	1.0
Recreation clubs	9.7	0.1
Warehousing & transportation	36.4	0.3
Auction, Finance & Insurance	0	0
Manufacturing	0	0
Education and training	25.0	0.1
<b>Total</b>	<b>40.6</b>	<b>100.0</b>

2.37 In terms of headcount, 6.4% of FT employees were deployed to work on the Mainland. Among them, 14.3% were stationed there. A breakdown by job level is at **Appendix 15**.



### *Online Trading*

2.38 Among all establishments, 30.2% ran online business. 16.6% of them gained 1%-10% of receipts from such business. The sectors that had a higher percentage of establishments with online business were manufacturing (100%), retail (40.0%) and wholesale (32.9%). A detailed breakdown by sector is at **Appendix 16**.

### *Consumption at Restaurants*

2.39 30.9% of restaurants sold all their wines on-trade. The rest also sold their wines both on-trade and off-trade, or did not respond. A detailed breakdown is at **Appendix 17**.

### *Employees' Whereabouts After Leaving the Company*

2.40 According to the employers surveyed, 36.1% of their staff who left in the last 12 months continued with other jobs within the wine industry, 23.4% left the industry for other jobs while 3.1% left for emigration, retirement or further studies. The rest were unknown. A breakdown by job levels is at Table 2.13.

Table 2.13 Percentage of Employees' Whereabouts After Leaving the Company

<b>Job Level</b>	<b>Taking up wine industry related jobs (%)</b>	<b>Taking up non-wine industry related jobs (%)</b>	<b>Emigration, retirement or further studies (%)</b>	<b>Others – No idea (%)</b>
Managerial	43.8	41.3	4.1	10.7
Supervisory	62.0	22.1	-	15.9
Clerical/ Operative Support	27.4	15.4	3.2	54.0
<b>Total</b>	<b>36.1</b>	<b>23.4</b>	<b>3.1</b>	<b>37.4</b>

### *Internal Promotion*

2.41 1 214 employees were promoted to the managerial level and 1 817 were promoted to the supervisory level in the 12 months preceding the survey. 438 were transferred to clerical/operative support level from other positions. The position of promotion by sector and job level is given in **Appendix 18**.

## B. FORECAST FOR 2014

### (i) Manpower Demand

2.42 According to employers' feedback, the total forecast number of FT posts in the next 12 months would be 47 216.

2.43 By job level, establishments would hire 13 661 FT managerial, 11 985 FT supervisory and 21 570 FT clerical/operative support employees in the next 12 months. Table 2.14 shows the manpower demand by job level in December 2013 and the forecast for the next 12 months.

Table 2.14 Forecast of Manpower Demand in the Next 12 Months by Job Level

<b>Job Level</b>	<b>No. of FT Employees in Dec 2013</b>	<b>No. of FT Vacancies in Dec 2013</b>	<b>Employers' Forecast of FT Posts for Dec 2014</b>
Managerial	16 582	860	13 661
Supervisory	14 625	915	11 985
Clerical/Operative Support	23 311	3 234	21 570
<b>Total</b>	<b>54 518</b>	<b>5 009</b>	<b>47 216</b>

2.44 Sectorally, import trading and Chinese restaurant sectors were forecast to remain the largest employers of FT staff. Table 2.15 shows the manpower demand by sector in December 2013 and the forecast for the next 12 months. Table 2.16 further shows a breakdown by both sector and job level.

Table 2.15 Forecast of Manpower Demand in the Next 12 Months by Sector

Sector	No. of FT Employees in Dec 2013	No. of FT Vacancies in Dec 2013	Employers' Forecast of FT Posts for Dec 2014
Export and Re-export Trading	4 519	456	4 975
Import Trading	12 282	782	9 769
Wholesale	5 789	656	5 582
Retail	8 110	443	5 283
Western restaurants	6 456	1 031	6 129
Chinese Restaurants	11 328	1 383	9 995
Hotels	3 978	182	3 442
Recreation Clubs	1 405	63	1 524
Warehousing & Transportation	470	12	352
Auction, Finance & Insurance	110	0	87
Manufacturing	4	0	4
Education & Training	67	1	74
<b>Total</b>	<b>54 518</b>	<b>5 009</b>	<b>47 216</b>

Table 2.16 Forecast of Manpower Demand in the Next 12 Months by Sector and Job Level

	<b>Manpower Demand in Dec 2013</b>	<b>Employers' Forecast of FT Posts for Dec 2014</b>
<b>Export and Re-export Trading</b>		
Managerial Level	1 888	2 060
Supervisory Level	1 315	914
Clerical/Operative Support Level	1 316	2 001
<b>Import Trading</b>		
Managerial Level	5 360	4 577
Supervisory Level	2 791	2 178
Clerical/Operative Support Level	4 131	3 014
<b>Wholesale</b>		
Managerial Level	2 225	2 032
Supervisory Level	1 840	1 711
Clerical/Operative Support Level	1 724	1 839
<b>Retail</b>		
Managerial Level	3 460	2 249
Supervisory Level	1 295	806
Clerical/Operative Support Level	3 355	2 228
<b>Western Restaurants</b>		
Managerial Level	970	725
Supervisory Level	2 033	1 921
Clerical/Operative Support Level	3 453	3 483
<b>Chinese Restaurants</b>		
Managerial Level	1 901	1 431
Supervisory Level	2 626	2 038
Clerical/Operative Support Level	6 801	6 526
<b>Hotels</b>		
Managerial Level	513	395
Supervisory Level	1 990	1 704
Clerical/Operative Support Level	1 475	1 343
<b>Recreation Clubs</b>		
Managerial Level	86	83
Supervisory Level	501	532
Clerical/Operative Support Level	818	909
<b>Warehousing and Transportation</b>		
Managerial Level	128	70
Supervisory Level	181	138
Clerical/Operative Support Level	161	144
<b>Auction, Finance &amp; Insurance</b>		
Managerial Level	33	21
Supervisory Level	30	18
Clerical/Operative Support Level	47	48
<b>Manufacturing</b>		
Managerial Level	2	2
Supervisory Level	--	0
Clerical/Operative Support Level	2	2
<b>Education and Training</b>		
Managerial Level	16	16
Supervisory Level	23	25
Clerical/Operative Support Level	28	33
<b>Managerial Level</b>	<b>16 582</b>	<b>13 661</b>
<b>Supervisory Level</b>	<b>14 625</b>	<b>11 985</b>
<b>Clerical/Operative Support Level</b>	<b>23 311</b>	<b>21 570</b>
<b>Total</b>	<b>54 518</b>	<b>47 216</b>

**(ii) Training**

2.45 26.7% of employers on the whole indicated that they planned to provide or sponsor their staff for wine-related training in the next 12 months. The largest proportion of such employers was found in the recreation club (63.3%), warehousing and transportation (59.4%) and hotel (55.0%) sectors. A picture of all sectors is in **Appendix 19**.

2.46 On the whole, employers planned to provide or sponsor 90 057 training “man-times” (referred to as “places” in other parts of this report) for their employees in the next 12 months. By job level, there would be 27 181 training places for managerial staff, 32 218 for supervisory staff and 30 658 for clerical/operative support staff.

2.47 The types of training to be provided / sponsored by employers are set out in Table 2.17 below.

Table 2.17 Types of Training Provided/Sponsored by Most Employers in the Next 12 Months

	<b>Managerial Level</b>	<b>Supervisory Level</b>	<b>Clerical/ Operative Level</b>
Management Skills	Business Development & Management	Management Skills	Supervisory Skills
Trade Specific Skills	Wine-related Knowledge	Wine-related Knowledge, Customer Relationship	Wine Product Knowledge, Wine-related Knowledge
China-related Knowledge and World Vision	China Trade Business	China Trade Business	China Trade Business
Language Skills	Spoken Putonghua	Spoken Putonghua	Spoken English
Personal Development Skills	Interpersonal Communication, Presentation	Interpersonal Communication	Interpersonal Communication

2.48 The largest number of places to be sponsored would be on trade specific skills (60.3%), followed by language skills (12.3%), management skills (10.0%), China-related knowledge and world vision (10.0%) and personal development skills (7.4%).

2.49 Specifically on trade specific skills training, 9.0% of the places were on “wine-related knowledge” and 8.1% on “customer relationship etc.

2.50 A full list of the types of training and their respective number of places by job level is in **Appendix 20**.

2.51 The total number of FT employees possessing professional/ vocational qualifications was forecast to be 392 (not grossed up) in the next 12 months, comprising 221 managerial and 171 supervisory employees<sup>16</sup>. By sector, wholesale (86), hotel (62) and retail (61) sectors would continue to have the largest number of employees with professional/ vocational qualifications. Table 2.18 below shows the forecast for all sectors in the next 12 months. A further breakdown by job level (only managerial and supervisory) and sector is at **Appendix 21**.

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<sup>16</sup> The survey did not ask about staff at clerical / operative support level.

Table 2.18 No. of FT Employees Currently Possessing Professional / Vocational Qualifications and Employers' Forecast of No. of Employees with Relevant Qualifications in the next 12 Months

Sector	No. of Employees with qualification* (%)**	Forecast No. of Employees with qualification in the next 12 months (+/-%)
Export and re-export Trading	13 (16.5)	41 (+215.4)
Import Trading	37 (16.5)	41 (+10.8)
Wholesale	74 (15.4)	86 (+16.2)
Retail	65 (16.5)	61 (-6.2)
Western Restaurants	11 (1.4)	17 (+54.5)
Chinese Restaurants	4 (0.2)	11 (+175.0)
Hotels	65 (3.6)	62 (-4.6)
Recreation Clubs	55 (6.5)	40 (-27.3)
Warehousing & transportation	7 (3.4)	11 (+57.1)
Auction, Finance & Insurance	0	0
Manufacturing	1 (50.0)	1 (--)
Education & Training	25 (46.3)	21 (-16.0)
<b>Total</b>	<b>357 (5.2)</b>	<b>392 (+9.8)</b>

\* These are actual figures without grossing up.

\*\* As percentage of the total number of employees in the same sector



2.52 The 193 wine-related training courses on the market in 2013 would continue to run in the next 12 months, providing 32 802 places. The full list of the courses and their number of places is in **Appendix 22**.

2.53 These courses would continue to run at different levels and cover a range of varied subjects. The bulk of these courses continued to be generic wine tasting courses (79), providing over 27 000 training places. Also, a series of six professional diploma programmes specialising in different areas would each offer 45 more training places in the next 12 months.

2.54 5.2% of course providers planned to start 19 new courses in the next 12 months. The courses would provide some 325 places. As for existing courses, the 19 new ones would also be offered at various levels and cover different subjects. 10.4% of such course would recruit Mainland applicants. A full list of the new courses to be provided and the respective training places is in **Appendix 23**.

## SECTION III

### ANALYSIS<sup>17</sup>

#### Basic Characteristics

##### *Workforce Size*

3.1 Wine-related businesses had indeed grown, and employed more people, since wine duty exemption was announced in the Financial Secretary's Budget Speech for 2008-2009<sup>18</sup>. According to CEDB's ad hoc survey in 2010 on the economic benefits of wine duty exemption, the number of persons engaged<sup>19</sup> in wine-related business were 30 634 FT and 3 435 PT as at end of 2007. Compared to the results of this survey, it could be said that there was an increase of 23 884 FT employees and 10 219 PT employees since end of 2007.

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<sup>17</sup> This survey is the first of its kind. Without the benefits of comparison with past figures for trend observation, we try to compare with other surveys to present the findings of this survey in perspective. **Caution** should be given to the different methodologies, parameters and timing of the other surveys.

<sup>18</sup> Para. 114 of the Speech is relevant: "in the long run, this will create more favourable conditions for the development of such economic activities as catering services, tourism, brand promotion and exhibitions, table wine appreciation and related educational activities that can achieve synergy with table wine trading and create new jobs."

<sup>19</sup> Persons engaged are broadly defined in the ad hoc study as "all working proprietors, active partners, unpaid family workers and employees in Hong Kong".

3.2 The wine industry was not a small employer. The total number of 68 172 employees represented 2.5%<sup>20</sup> of the total number of persons engaged<sup>21</sup> in all the industries covered in the 4<sup>th</sup> Quarterly Survey of Employment and Vacancies (QSEV) 2013 conducted by the Census and Statistics Department (C&SD). If we count only the industries most relevant to wine businesses<sup>22</sup> in Hong Kong, the proportion would become around 5.2%.

3.3 There were more higher-skilled workers in the wine industry. 57.2% of all wine employees were employed in the managerial and supervisory levels which generally correspond to the “higher-skilled segment” under the AEHS<sup>23</sup>. The proportion was compared to 40.1% of higher-skilled FT employees among all industries according to the C&SD’s Annual Earnings and Hours Survey (AEHS) 2013, which reflected the position of May to June of the year. The other FT wine employees held posts at the “clerical and operative support” level, which were broadly equivalent to the jobs in the “lower-skilled segment”<sup>24</sup>.

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<sup>20</sup> The survey allowed wine employees to perform non-wine duties as additional / secondary duties as long as their major duties were related to wine business..

<sup>21</sup> For establishments outside the civil service, persons engaged include: (i) individual proprietors, partners and persons having family ties with any of the proprietors or partners and working in the establishment without regular pay, who are actively engaged in the work of the establishment for at least 1 hour on the survey reference date; (ii) full-time salaried personnel/employees directly paid by the establishment and working directors of limited companies, both permanent and temporary, who are either at work (whether or not in Hong Kong) or temporarily absent from work (viz. those on sick leave, maternity leave, annual vacation or casual leave, and on strike) on the survey reference date; and (iii) part-time employees and employees on night/ irregular shifts working for at least 1 hour on the survey reference date.

<sup>22</sup> These industries are trading, wholesale, retail and restaurants, being the sectors with the largest number of employees from the current survey.

<sup>23</sup> Occupation groups in the “higher-skilled segment”, under the AEHS, are managers and administrators, professionals and associate professionals.

<sup>24</sup> Under the AEHS, occupational groups of the “lower-skilled segment” are clerks, craft and related workers, plant and machine operators and assemblers, service workers and shop sales workers, and elementary occupations.

3.4 For PT employees, their engagement has become more common in wine-related businesses. The share of part-timers among the wine workforce was 20.0% according to this survey<sup>25</sup>, higher than 10.1% in 2007 as revealed in CEDB's ad hoc survey. Comparing with 7.1% of all industries according to AEHS<sup>26</sup> 2013, wine business relied more on PT staff than all industries as a whole. The more extensive deployment of PT wine staff might be a result of the FT vacancy situation to be discussed in the ensuing paragraphs.

### *Vacancies*

3.5 Employment opportunities in the wine industry were not readily taken up. 20.2% of employers in the survey expressed difficulties in recruitment in the fourth quarter (Q4) of 2013. The difficulties were worst felt by recreation clubs, 38.7% of which found recruitment difficult. Such employers were not in the majority, but their views echoed an observation that there was manpower shortage in certain wine sectors (according to interviewees in the wine manpower study conducted in early 2013).

3.6 This survey found that manpower shortage actually affected many sectors in the wine industry, as manifested in the overall FT vacancy rate of 8.4%. This was significantly higher than 2.6% across-the-board in the QSEV of Q4/2013. Vacancy rates topped 10% for three wine sectors: western restaurants (13.8%), Chinese restaurants (10.9%) and wholesale (10.2%). Comparing major wine sectors with their respective industries in the QSEV, we could also see a worse vacancy position in the wine industry in 2013 –

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<sup>25</sup> We adopt a total (FT plus PT) headcount concept in this paragraph:  $13\,654 / (54\,518 + 13\,654)$ .

<sup>26</sup> The definitions of PT staff in this survey and the AEHS are different. In this survey, part-time staff refers to those working for less than 18 hours each week under the payroll of the establishment, employed on an hourly, daily or monthly basis.

For the AEHS, an employee is regarded as working part-time if: (i) the number of usual days of work per week is less than 5 (for a person with a fixed number of working days per week); or (ii) the number of usual hours of work per working day is less than 6 (for a person with a fixed number of working days per week); or (iii) the number of usual hours of work per week is less than 30 (for a person without a fixed number of working days per week).

	Vacancy Rate (%)	
	Wine Sectors	Broad Industries in QSEV
Trading	6.9	1.5
Restaurants	12.0	4.7
Retail	5.2	3.0
Wholesale	10.2	2.0

3.7 The high vacancy rates in wine businesses, especially the rate for clerical and operative staff (12.4%), might be explained firstly by manpower demand unsatisfied against the manpower tightness of the whole economy. The overall labour market stayed firm and remained in full employment throughout 2013. For Q4, unemployment rate stayed at a low level of 3.2%. Job creation continued apace in many sectors, especially those hiring a larger proportion of lower-skilled workers. Job vacancies posted further strong and widespread growth. The wine industry had a fair share of the situation. It had to compete with other employers for manpower in the tight market.

3.8 Other factors, such as income and job requirements, are to be discussed in the ensuing paragraphs.

### *Income*

3.9 The largest number of FT wine jobs (59.8%)<sup>27</sup> fell in the band of income at \$10,001 to \$20,000 a month. Trying our best to compare this finding with other industries, we put the mid-point of this range, i.e. \$15,000, side by side the monthly median wage of for all industries, i.e. \$14,900 (AEHS 2013). Given the relatively small difference between the two figures, it could be said that the income of the wine industry was broadly comparable to industries across-the-board.

3.10 By the same way of comparison, the income of FT employees in some major wine sectors was arguably comparable by and large to that of their counterparts in the respective industries under the AEHS 2013. The

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<sup>27</sup> The income of 21.9% of all FT wine jobs was “unspecified” in the wine manpower survey. We have excluded them in presenting the percentages of wine employees in paras. 3.9 to 3.11 above.

largest number of FT wine employees in the Chinese restaurant (65.0%), retail (59.3%), wholesale (56.4%) and trade (53.0%, adding import, export and re-export training) sectors earned \$10,001 to \$20,000 monthly. The range covered the median monthly wage of FT employees of the respective industries according to the AEHS 2013: trading (\$16,000), wholesale (\$12,900), retail (\$11,600) and Chinese restaurant (\$11,500).

3.11 The competitiveness of wine industry income could also be analysed by two broad levels of FT staff –

- (a) for clerical and operative support staff in the wine industry, the monthly income of most (63.7%) of them was between \$10,001 and \$20,000. This range covered the median monthly wage of three groups of lower-skilled FT employees, and was slightly above that of FT elementary occupations (AEHS 2013)<sup>28</sup>; and
- (b) for managerial and supervisory staff, over half (56.7%) of them had a monthly income between \$10,001 and \$20,000. The range was below the median monthly wage of \$24,000 for FT employees of the higher-skilled segment of all industries (AEHS 2013).

3.12 If the wine industry did not maintain a competitive level of remuneration, it might lose out to other industries in competition for manpower. In fact, over one-third (37.4%)<sup>29</sup> of staff who left their wine establishments in 2013 hopped to other industries. Whether income level should be adjusted to make the jobs more attractive would primarily be a matter for the market, with reference to the requirements of the jobs in question.

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<sup>28</sup> According to the AEHS 2013, the median of the four groups of FT employees in the lower-skilled segment was respectively: \$9,700 (elementary occupations), \$11,400 (service and sales workers), \$12,000 (clerical support workers) and \$15,500 (craft and related workers, plant and machine operators and assemblers).

<sup>29</sup> The whereabouts was unknown for 37.4% of staff who left wine establishments in 2013. We have excluded them in presenting the percentages of wine employees in para. 3.12 above.

## **Job Requirements**

### *Work Experience*

3.13 It did not seem that wine jobs were particularly demanding in terms of the length of “relevant work experience”, as over half (58.1%)<sup>30</sup> of them preferred no more than three years of such. The experience preference for 19.1% of all wine jobs was even less than one year. Not asked in the questionnaire, but in view of the recruitment difficulties and high vacancy rates discussed above, the preferred level of experience might have been lowered as appropriate to facilitate recruitment.

3.14 There might also be another reason why the preferred experience level was not higher. The survey allowed employers to decide what relevant experience was. Some might took relevance as prior work in similar positions in other industries; others the time spent in the wine industry beforehand. In the latter sense, it would not be surprising that a requirement of six years or more of relevant experience was least sought after (16.6%) as fewer people worked in the wine industry six years before the survey (i.e. late 2007). Para. 3.1 above is relevant.

### *Education Attainment*

3.15 Neither was the wine industry more selective than others about level of general education attainment (as opposed to education on wine which would be discussed in para. 3.17 below). More than half (53.3%)<sup>31</sup> of all FT wine positions preferred Secondary 4 to 7 education. Not on the same footing, but for reference the corresponding percentage was only 39.8% for the actual education attainment level for all FT employees of the economy as a whole (AEHS 2013). A similar comparison at the tertiary level was 30.0% (wine industry) vis-à-vis 34.7% (all industries). It followed that the wine industry’s requirements for the highest level of education attainment were lower than all industries taken together.

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<sup>30</sup> The experience of 4.3% of all FT wine jobs was “unspecified” in the wine manpower survey. We have excluded them in presenting the percentages of wine employees in paras. 3.13 and 3.14 above.

<sup>31</sup> The education level of 4.1% of all FT wine jobs was “unspecified” in the wine manpower survey. We have excluded them in presenting the percentages of wine employees in paras. 3.15 above.

3.16 Persons with senior secondary education formed – and would continue to form<sup>32</sup> – the manpower pool in largest demand by all industries. From the competition perspective, it would be up to employers to consider whether to look out for persons with more advanced education background e.g. those with diploma / sub-degree (who might be in “over-supply” in the longer run according to the Government’s Manpower Projection<sup>33</sup>). A higher level of general education attainment would also be in the interests of developing a better wine workforce.

### *Professional and Vocational Qualifications*

3.17 How well employees were trained in wine-related knowledge would also affect the quality of the wine workforce. So far it was not very common for wine workers to have wine-related professional / vocational qualifications. A minority (38.1%) of all wine establishments had local employees with such qualifications. The proportion went down to 3.5% for overseas employees. The proportion did not improve much if we drew a line at the managerial and supervisory level (only 5.7% of all wine establishments had employees at this level with such qualifications). In terms of headcount, only 5.2% of all FT local employees possess such qualifications.

3.18 The situation varied among wine sectors. We attempt to group the sectors into four in order of their respective proportion of (i) establishments having local employees with wine-related professional / vocational qualifications and (ii) FT local employees having such qualifications –

- (a) specialist sectors of manufacturing and education: (i) 100% and 77.8% respectively & (ii) 50.0% and 46.3% respectively;

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<sup>32</sup> According to the Government’s Manpower Projection to 2022, embarked on in mid-2013, there would be a manpower shortfall of 94 100 at the upper secondary level in the target year.

<sup>33</sup> The Manpower Projection to 2022 projects a manpower surplus of 16 300 at diploma level, and 13 000 at sub-degree level (a surplus of 19 100 at sub-degree level in 2018 according to the Manpower Projection to 2018, compiled back in 2010).



- (b) trading-related (external trading and domestic wholesale and retail): (i) 40.0% to 61.2% & (ii) 15.4% to 16.5%;
- (c) servicing (restaurants, hotels and clubs): (i) 8.2% to 38.9% & (ii) 0.2% to 6.5%; and
- (d) logistics and finance: (i) 7.1% and 0% respectively & (ii) 2.5% and 0% respectively.

3.19 The situation was more uniform regarding the background of the wine-specific qualifications possessed by wine employees. The bulk (80.6%) of employees held qualifications awarded by one body of the United Kingdom. 14 other qualifications were quoted, awarded by local institutes or by Austria, Canada, France, the United Kingdom and the United States etc.

3.20 Incidentally, the need for overseas employees did not seem high despite the dealings with international partners in trading. Only 6.5% of all wine establishments hired from overseas, amounting to 1 244 of such staff. Given the business nature, most (76.2%) of these overseas employees were in the import trading sector. They were not in big demand possibly because, to a certain extent, our own wine workforce already had a wealth of experience in trading and were proficient not only in Chinese but in the English language for handling partners from different parts of the wine world. How well they were trained specifically about wine was to be discussed below.

## **Training**

3.21 While the qualifications referred to in para. 3.19 above involved only four Hong Kong institutes, there were actually 98 course providers in town as reported in this survey. They spread over different wine sectors, not limited to the education and training field. For example, 31 wholesale establishments claimed to have provided wine training to the public. Apparently they ran the courses either as a side business or as value-added services to their core customers (as allowed under the laws governing provision of education and training).

3.22 The situation reflected the dynamic development of the market of wine education. Similar to wine businesses in general, the demand for wine training has increased significantly since the exemption of wine duty in 2008. According to the CEDB's ad-hoc survey, there were only 12 education institutes in Hong Kong that offered wine-related courses in 2007. The quantum leap to 98 in 2013 represented more than an eightfold increase.

3.23 The enhanced vibrancy of wine education was also shown in the number of courses and training places. There were only 52 wine-related courses in 2007. It was increased to 193 in 2013. Comparing to 3 016 students registered in 2007, there were as many as 32 074 places offered in 2013.

3.24 There was also a big variety of course type and duration, from wine tasting and serving to storage and investment and from two to 200 hours and four to 24 months. Most of the courses were not exclusive, as 137 of the 193 courses were reported as targeting both industry practitioners and amateurs.

3.25 On course level, only a handful of courses (11) indicated their QF level. Among them, 10 claimed Level 3 and one claimed Level 4 which was broadly equivalent to the level of Associate Degree / Higher Diploma. Beyond that, there was only one course at the degree level (a Master's programme) as far as course titles were concerned. The small number of higher level courses might reflect the need for them at present but, for manpower development of the wine industry, more post-secondary courses in wine-related disciplines should be developed or provided.

3.26 Apart from the information summarised above, there was no information available to us on their design and content, not least teaching staff, facilities etc. The list of courses collated from this survey did not profess to gather such information, nor should be used for such purposes. There would be a need for a mechanism dedicated to wine courses, gathering more information on the increasing number of wine courses in the growing market to make sure they are quality assured and meet the needs of the industry.

## Forecast for 2014

### *Manpower Demand*

3.27 The wine industry expected, as at end of 2013, quite a sharp fall in manpower demand in a year's time. The forecast number of FT posts in total (47 216) for late 2014 would be significantly lower (20.7%) than the number of FT employment opportunities in late 2013 (59 527, comprising all employees and vacancies). The drop would still be as steep as 13.4% even if we only take into account the actual number of FT employees in 2013 (54 518).

3.28 Such a decline in FT manpower demand was seen across all job levels, largest for supervisors (22.9%) and smallest for clerical / operative support staff (18.7%). By sectors, the FT manpower requirements for all sectors would shrink except the following –

- (a) education and training sector was expected to rise by 8.8%, and recreation clubs by 3.8%; and
- (b) the export / re-export trading and manufacturing sectors were expected to keep the same number of employees.

3.29 The sectors forecast to have the largest fall in manpower demand were retail (38.2%), warehousing and transportation (27.0%) and import trading (25.0%). Other major wine sectors also subject to a double-digit decrease in manpower demand save for export and re-export trading.

3.30 If manpower demand forecast closely reflected business outlook, the wine employers concerned were generally pessimistic about the short term future at the time of the survey despite increasing demand for wine in the region in the mid-term as forecast by international research agencies<sup>34</sup>. Their prevailing outlook would likely be influenced by the ongoing business environment. Official trade statistics showed that, in 2013, Hong Kong wine imports dropped 0.4% by value and 0.8% by volume year-on-year.

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<sup>34</sup> For example the International Wine and Spirits Research forecast that Hong Kong wine sales would grow by 17.4% over the five years starting 2013, while China's wine consumption (including Hong Kong) is expected to grow 33.8% between 2013 and 2017.

While the drop was not large, the slowing down might cast a cloud on future business and hence a conservative manpower projection. Sectors along the supply chain were also affected and would expect to reduce their size of employment to different extent.

3.31 On the other hand, for re-exports performance in 2013, the year-on-year drop of 9.6% by value came alongside a growth of 2.3% by volume. As the latter might affect manpower needs more than the value of the transactions involved, the export / re-export sector maintained a neutral view about growth of manpower demand.

3.32 There were other factors affecting business outlook. Reasons quoted in the wine manpower study conducted in early 2013 were keen competition within the industry and uncertainties of the global, Mainland and local markets. These would be applicable to the various wine sectors to a certain degree, and help understand why hotels, restaurants and others foresaw a lower demand for employees.

3.33 Another reason that might underlie the forecast decrease of FT manpower need was a complementary increase in the employment of PT staff. That would be possible given the increasing reliance of the wine industry on part-timers (para. 3.4 above refers). Whether and how much would there be the increase remains unknown so far. Of course, there would be a limit as to how many more PT staff could be employed given their availability, their increase in salary that would follow a rising demand, as well as the need for training depending on the manpower structure and work nature of different sectors / businesses.

3.34 The forecast no. of employees for end 2014 amounts to a cut of FT headcount of 7 302. This would likely ease the vacancy challenges facing the wine industry (discussed in paras. 3.5 and 3.6 above). Whether any pressure might be created on unemployment / underemployment would be contingent on how many of the displaced workers would be absorbed by other industries. How far the forecast would be realised depends on the market forces in operation up to late 2014; and how far would recruitment become easier for wine employers depend on the factors discussed above including overall labour market situation, competitiveness of the income level of wine jobs, etc.

## *Training*

3.35 Despite the expected fall in the number of FT positions by end 2014, more than one in every four wine employers (26.7%) would still be prepared to provide training for their staff or sponsor them for training in 2014. Employers in the following three sectors were keenest: recreation club (63.3%), warehousing and transportation (49.5%) and hotel (55.0%).

3.36 There would be as many as 90 057 training places, well exceeding the number of FT positions envisaged (47 216). As a rule of thumb, each FT position would have the opportunities for 1.9 places. The position / place ratio for the three job levels respectively would be 2.0 for managers, 2.7 for supervisors and 1.4 for clerical / operative support staff.

3.37 On type of training, more emphasis would be put on trade-specific skills vis-à-vis general skills in language, management etc as 60.3% of all training places would be for the former set of skills. These training seemed to be more informal ones, as the number of employees holding formal qualifications in wine would rise only by 9.8% in 2014.

3.38 The training needs identified above would serve useful reference for vocational education and training providers in planning for programmes. That would include the VTC, which will open a new International Culinary Institute from 2014-15 onwards offering programmes on wine pairing, sommelier training and other wine-related courses to school leavers, in-service personnel etc.

## SECTION IV

### RECOMMENDATIONS

4.1 The findings and analysis in previous sections offer insights to the key questions underlying this survey, i.e., for the wine industry, whether and what should be done to meet its manpower demand and training needs to sustain the development of wine businesses and reinforce the position of Hong Kong as the regional hub for wine trading and distribution.

#### Manpower Demand

4.2 While the manpower demand for the wine industry fell short of supply in late 2013, the requirements for late 2014 should be better satisfied as the demand was forecast to drop quite significantly. How the actual manpower position would turn out remains to be seen; whether recruitment would continue to be challenging is subject to the overall manpower position of the whole economy and the competitiveness of the remuneration of wine employees. Market forces should remain the major drive that seeks to balance manpower supply and demand.

4.3 Generally speaking, the pay for wine jobs was comparable with other industries as at end of 2013. It is **recommended** that wine industry employers should keep in view the labour market situation, and maintain a competitive remuneration package to attract and retain staff. Particular attention should be given to wine managerial and supervisory staff, whose income level in late 2013 might be lower than their counterparts in other industries generally. As a higher skilled industry, it means more to the wine industry than others in ensuring sufficient staff at this more senior / professional level.

4.4 To provide wine employers with more up-to-date information about the labour market, it is **recommended** that the Government should conduct a manpower survey for the wine industry again in due course. That may be conducted in late 2015 (two years from the last survey) in line with the interval for similar surveys conducted by the VTC regularly for other industries. Alternatively, given the costs on the part of survey organiser and

efforts to be spent by respondents, another wine manpower survey may be conducted only as and when it is considered necessary. The scope of the survey may also be refined. In the meantime, the wine industry may continue to refer to the wider statistics to be published by C&SD from time to time.

4.5. In matching manpower demands with supply, individual wine employers may seek help from parties such as the Labour Department (LD) which provides a wide range of recruitment and employment services<sup>35</sup>. For the wine retail sector in particular, eligible companies are encouraged to watch out for the invitation of applications, starting end of 2014, for funding support under the new Retail Technology Adoption Assistance Scheme for Manpower Demand Management<sup>36</sup>.

## **Training**

4.6 Maintaining the quality of wine workers is as important as having an enough number of them in upholding Hong Kong's status as a wine hub. Against potential competition from other places, Hong Kong should continue to attract traders to make use of our advantages in tapping on the growing market in the region and provide the best in wine selling and servicing to locals and tourists alike.

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<sup>35</sup> Among other services, the LD runs an Interactive Employment Service website, which provides a round-the-clock platform for employers to advertise their vacancies at no charge; operates 12 job centres throughout the territory (to be increased to 13 by end of 2014), providing free and comprehensive employment services to job seekers; organises large-scale job fairs at strategic locations across the territory to help employers reach out to job seekers as well as district-based job fairs to cater for the needs of employers and job seekers in the locality.

<sup>36</sup> The CEDB is working with the Hong Kong Productivity Council in rolling out the Scheme by end of 2014. It will be a new funding scheme, with dollar-to-dollar matching contribution from participating enterprises, to help the retail industry, in particular small and medium enterprises, to adopt relevant information and communications technology and other technologies that help manage manpower demand. Non-listed enterprises registered in Hong Kong under the Business Registration Ordinance with substantive retail business may apply. Up to two projects from a single applicant may be approved, subject to a cumulative ceiling of funding support of \$50,000.

4.7 Hong Kong is more than just a wine free-port. Manpower wise, our traders have over 40 years of experience in wine trading. Our practitioners understand the wining and dining preferences of Asians in particular. Our professionals, in a bilingual business environment, are proficient in Chinese and English. To sharpen our competitive edges, the wine workforce should be further upgraded through training.

4.8 Apart from raising the preferred level of general education attainment to tertiary level for more staff, it is **recommended** that wine industry employers should encourage employees to receive training and gain wine-related professional and vocational qualifications where appropriate. They may do so through sponsoring tuition fee, or making work arrangements to facilitate their studies.

4.9 In view of the small number of higher level courses, it is **recommended** that the Government should suggest post-secondary institutions including the VTC to monitor the medium-term demand for courses from wine employees and to plan in good time ahead to meet the needs. Providing courses at the post-secondary / degree level would help complete the academic pathway for progression in the wine industry, offering better prospects for those who are more serious about career development.

4.10 To allow current or aspiring wine practitioners to choose from quality assured wine courses, it is **recommended** that training providers should have the qualifications they grant listed on the QR as far as practicable. Qualifications on the QR are not only quality assured. Their detailed information, in particular QF level, may also be found on the QR. This helps employers to make better informed choices. For training providers, this supports their promotion and enhances the confidence of employers, employees and even other interested members of the public. Training providers may obtain financial assistance under the support schemes for the QF<sup>37</sup>.

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<sup>37</sup> The QF Fund is an endowment fund established to support different schemes / initiatives for the sustainable development and implementation of QF ([http://www.hkqf.gov.hk/guie/HKQF\\_fund.asp](http://www.hkqf.gov.hk/guie/HKQF_fund.asp)).



4.11 It is also important to ensure that wine courses meet the industry needs. It is **recommended** that the Government should consider setting up an ITAC for the wine industry in the long run<sup>38</sup>. Such a Committee will serve as a platform for industry employers, employees, professional bodies and other stakeholders to exchange views on issues relating to the industry manpower development and upgrading. The ITAC is also expected to work out a set of Specification of Competency Standards (SCS), which represents the industry benchmarks of skills, knowledge and attributes required to perform a job at a particular level. With SCS, wine-related training providers will be able to design programmes that are relevant to industry requirements. They are also able to apply for registration under the Continuing Education Fund<sup>39</sup>. This will in turn support the development of more local wine-related qualifications, and encourage workers at large to pursue continuing education in wine.

4.12 The Report of this Survey, with the above recommendations, will be shared with wine industry players as well as training providers and submitted to the Government for consideration.

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<sup>38</sup> In considering whether to form an ITAC for a particular industry, the Education Bureau will consider factors such as the size, prospect, manpower needs, competency requirements and training needs of the industry. In addition, it will consider whether there are experienced / respected members of the industry who are willing to devote their time and effort to help their industry, and whether the representatives of employers and employees are willing to work hand in hand for the development of the industry under the QF.

<sup>39</sup> The Continuing Education Fund subsidises adults with learning aspirations to pursue continuing education and training courses. Eligible applicants will be reimbursed 80% of their fees, subject to a maximum sum of \$10,000 (whichever is the less), on successful completion of a reimbursable course. Eligible courses should be SCS-based, if they do not fall under eight specified economic sectors / skill domains (namely business services, creative industries, design, financial services, interpersonal and intrapersonal skills for the workplace, languages, logistics and tourism).

## LIST OF ABBREVIATIONS

AEHS	Annual Earnings and Hours Survey
CEDB	Commerce and Economic Development Bureau
C&SD	Census and Statistics Department
DSE	Diploma of Secondary Education
ERB	Employees Retraining Board
FT	Full-time
ITAC	Industry Training Advisory Committee
LD	Labour Department
PT	Part-time
QF	Qualifications Framework
QR	Qualifications Register
QSEV	Quarterly Survey of Employment and Vacancies
SMEs	Small and Medium Enterprises
SCS	Specification of Competency Standards
VTC	Vocational Training Council

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**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 definitions<sup>39</sup> 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.

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<sup>39</sup> 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&amp;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 data-bbox="1137 300 1312 336">purchasing.</p> <p data-bbox="1137 395 1644 624">Hong Kong people have different consumption pattern, most of them buy wine for immediate consumption which limits the growth.</p> <p data-bbox="1137 683 1603 959">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 data-bbox="1137 1018 1639 1150">Suggestion: government should establish a regulatory mechanism by introducing licensing fee.</p>	

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
<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>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	<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>

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	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

Date / Member / Nominated by	Manpower Situation	Industry Outlook	Views on Conducting Manpower Survey
	<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 &amp; 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&amp;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&amp;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**

<b>No. 編號</b>	<b>Job Title 職稱</b>	<b>Job Description 工作說明</b>
<b>MANAGERIAL LEVEL</b> 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
<b>SUPERVISORY LEVEL</b> 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
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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**

<b>No.</b> 編號	<b>Job Title</b> 職稱	<b>Job Description</b> 工作說明
<b>MANAGERIAL LEVEL</b> 經理級		
1	General Manager 總經理	Assumes total responsibility of an establishment and has other managers / executives as direct subordinates.  承擔機構的全部責任，直接管理其他經理及行政人員。
2	Merchandising Manager 商品採購經理	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.  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。
3	Quality Control Manager 品質管制經理	Plans, organizes, directs and controls quality assurance procedures in all stages of merchandising to ensure products meet the required standards and specifications.  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。
4	Sales and Marketing Manager 銷售 / 市務經理	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.  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。

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
<b>SUPERVISORY LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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。
<b>SUPERVISORY LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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 &amp; 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>
<b>SUPERVISORY LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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

<b>No. 編號</b>	<b>Job Title 職稱</b>	<b>Job Description 工作說明</b>
<b>MANAGERIAL LEVEL</b> 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。
<b>SUPERVISORY LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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。
<b>SUPERVISORY LEVEL</b> 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。

<b>Code No.</b> 編號	<b>Job Title</b> 職稱	<b>Job Description</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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。
<b>SUPERVISORY LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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

<b>No.</b> 編號	<b>Job Title</b> 職稱	<b>Job Description</b> 工作說明
<b>MANAGERIAL LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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>
<b>SUPERVISORY LEVEL</b> 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><b>TECHNICAL REPRESENTATIVE</b> 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
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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**

<b>No.</b> 編號	<b>Job Title</b> 職稱	<b>Job Description</b> 工作說明
<b>MANAGERIAL LEVEL</b> 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。
<b>SUPERVISORY LEVEL</b> 主任級		
5	Wine Specialist 葡萄酒專家	Implements auction and privates 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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><b>SUPERVISORY LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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
<b>SUPERVISORY LEVEL</b> 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>
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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
<b>MANAGERIAL LEVEL</b> 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。
<b>SUPERVISORY LEVEL</b> 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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 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**

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



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

	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"> <li>- hold a bachelor's degree awarded by a recognized university or equivalent; and</li> <li>- have a minimum working experience of 3 years; or</li> <li>- have achieved a level in relevant professional qualifications equivalent to a bachelor's degree.</li> </ul>	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"> <li>- 年滿 18 歲</li> <li>- 對酒精沒有過敏反應</li> <li>- 沒有任何心臟或血管疾病</li> </ul>	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"> <li>- 年滿 18 歲</li> <li>- 對酒精沒有過敏反應</li> <li>- 沒有任何心臟或血管疾病</li> </ul>	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"> <li>- 年滿 18 歲</li> <li>- 對酒精沒有過敏反應</li> <li>- 沒有任何心臟或血管疾病</li> </ul>	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"> <li>- 5 subjects in HKDSE (including English language and Chinese language) at level 2 or equivalent*, or</li> <li>- Yi Jin Diploma, or</li> <li>- Recognized QF Level 3 Certificate / Diploma in a related area, or</li> <li>- 5 passes in HKCEE (including English and Chinese at level 2 or grade E) or equivalent, plus 1 year of relevant working experience, or</li> <li>- Yi Jin Certificate plus 1 year of relevant working experience, or</li> <li>- Mature applicants aged 21 or above with 3 years of working experience may also be considered.</li> </ul>	HK\$1500	-	-

	<b>Education Institution</b>	<b>Programme</b>	<b>Duration</b>	<b>Target Audience</b>	<b>Entry Requirement</b>	<b>Course fee</b>	<b>Recognition upon completion</b>	<b>Trainer Qualification</b>
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"> <li>- 5 subjects in HKDSE (including English language and Chinese language) at level 2 or equivalent*, or</li> <li>- Yi Jin Diploma, or</li> <li>- Recognized QF Level 3 Certificate / Diploma in a related area, or</li> <li>- 5 passes in HKCEE (including English and Chinese at level 2 or grade E) or equivalent, plus 1 year of relevant working experience, or</li> <li>- Yi Jin Certificate plus 1 year of relevant working experience, or</li> </ul> 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"> <li>- 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.</li> </ul>	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"> <li>- 申請人必須為香港合資格僱員，現正失業或待業;</li> <li>- 年齡在 18 歲或以上之人士; 及</li> <li>- 學歷在副學位程度或以下; 及</li> <li>- 中五學歷程度;</li> <li>- 並須通過面試。</li> </ul>	全免	-	-
14	ERB	侍酒員證書課程	200 hours	Unemployed Hong Kong citizen	<ul style="list-style-type: none"> <li>- 申請人必須為香港合資格僱員，現正失業或待業;</li> <li>- 年齡在 18 歲或以上之人士; 及</li> <li>- 學歷在副學位程度或以下; 及</li> <li>- 中五學歷程度;</li> <li>- 並須通過面試。</li> </ul>	全免		-

	<b>Education Institution</b>	<b>Programme</b>	<b>Duration</b>	<b>Target Audience</b>	<b>Entry Requirement</b>	<b>Course fee</b>	<b>Recognition upon completion</b>	<b>Trainer Qualification</b>
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	-

	<b>Education Institution</b>	<b>Programme</b>	<b>Duration</b>	<b>Target Audience</b>	<b>Entry Requirement</b>	<b>Course fee</b>	<b>Recognition upon completion</b>	<b>Trainer Qualification</b>
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)		-

	<b>Education Institution</b>	<b>Programme</b>	<b>Duration</b>	<b>Target Audience</b>	<b>Entry Requirement</b>	<b>Course fee</b>	<b>Recognition upon completion</b>	<b>Trainer Qualification</b>
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**

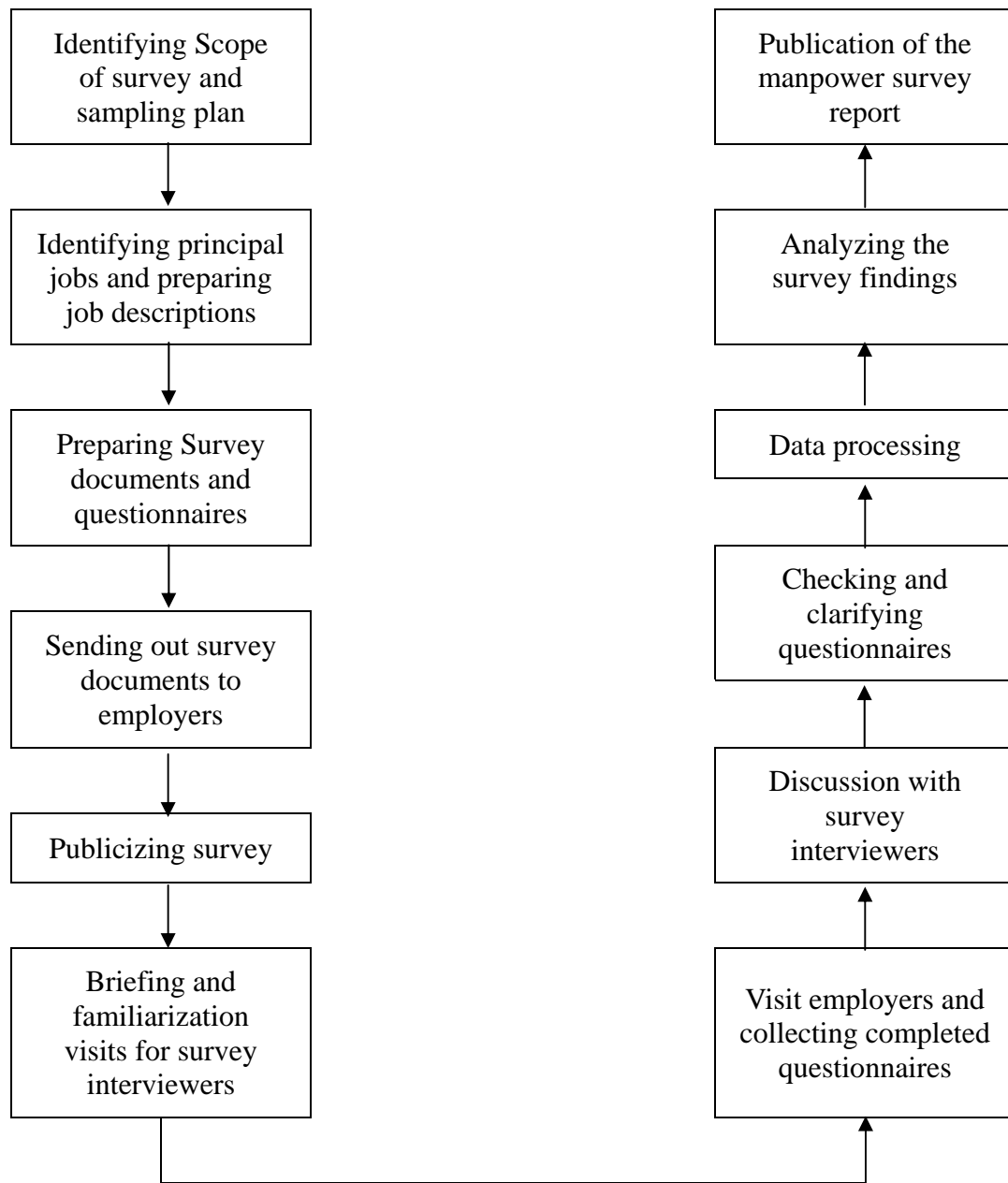
12. Before the fieldwork begins, a letter from the Chairman of the Working Committee will be sent to each of the following employers' associations to solicit their support in publicizing the survey among their members:

- (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.

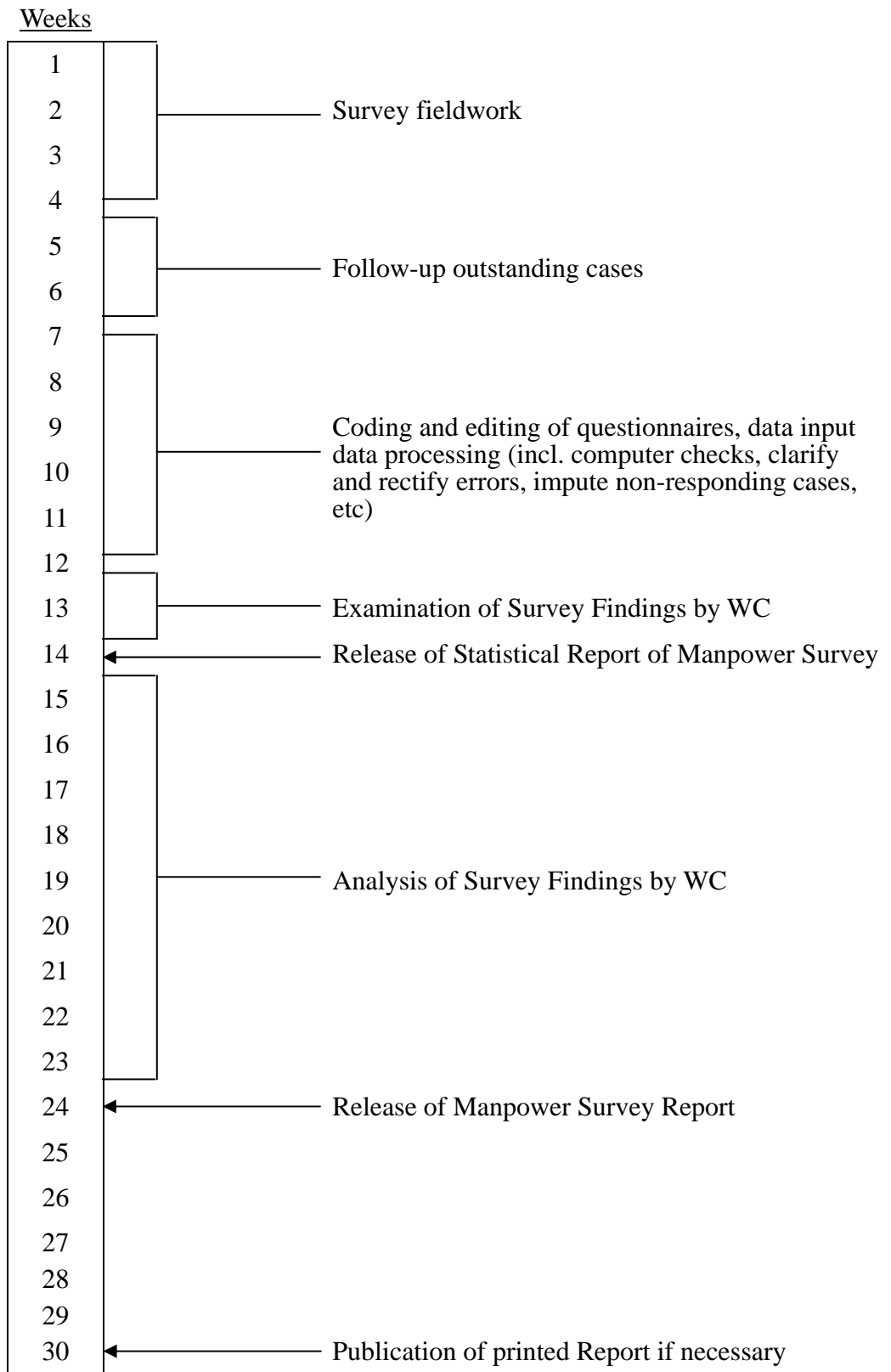
### **Assurance**

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



**Membership of the  
Working Committee on Manpower Survey of the Wine Industry**

Chairman

Mr James LU (nominated by the Hong Kong Hotels Association)

Members

Mr Eddie CHAN (representing a recreation club)

Mr Nelson CHOW (nominated by the Hong Kong Sommelier Association)

Mr Charlie FUNG (representing a Wine Storage and Logistic Company)

Mr Henry HO (nominated by the Hong Kong Wine Merchants' Chamber of Commerce)

Mr Greenie LAM (nominated by the Vocational Training Council)

Ms Carol LEE (nominated by the Federation of Self-Financing Tertiary Education)

Mr K.K. MUI (representing a Wine Trading Company)

Mr Haze WONG (nominated by the Hong Kong Retail  
*vice Mr Antonio KOO* Management Association)

Mr YEUNG Wai-sing, MH (nominated by the Association for Hong Kong Catering Services Management Ltd.)

Mr Allan YU (representing an insurance company)

In Attendance

Mr Edward YU (Commerce and Economic Development Bureau)

Mr Gabriel PAK (Commerce and Economic Development Bureau)

Mr H.K. YIP (Policy 21 Limited)

Mr Richie CHU (Policy 21 Limited)

Ms Monica CHEN (Policy 21 Limited)

Ms Josephine KEA (Vocational Training Council)

Ms Soso WONG (Vocational Training Council)

Miss Bertha HO (Vocational Training Council)

Secretary

Mr Henry HUI (Vocational Training Council)

**Terms of Reference of the  
Working Committee on Manpower Survey of the Wine Industry**

1. To determine the scope of the survey;
2. To prescribe job descriptions/specifications and skills for the principal jobs in the industry;
3. To design the questionnaire and survey documents which will be used for collecting manpower and related information in the Wine industry;
4. To give comments on the business outlook of the industry;
5. To analyse the survey findings; and
6. To recommend the government on matters pertaining to the manpower and training needs of the wine industry.



**The 2013 Manpower Survey of the Wine Industry**  
**Job Description of Principle Jobs of the Wine Industry**  
**葡萄酒業主要職務及其工作說明**

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

**Import / Export Trades**  
**出入口**

No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL</b> 經理級		
100	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。
101	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。
102	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
103	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>
104	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>
105	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>
199	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職稱)	<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
<b>SUPERVISORY LEVEL</b> 主任級		
200	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。
201	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。
202	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。
203	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。
204	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
205	Purchasing Supervisor 採購主任	<p>Assists the Purchasing Manager in implementing purchasing functions. Supervises Stock / Purchasing Clerk.</p> <p>協助採購經理進行採購工作；監督貨倉 / 採購文員。</p>
206	Sales Consultant 銷售顧問	<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 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.</p> <p>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。</p>
207	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>
299	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>

No. 編號	Job Title 職稱	Job Description 工作說明
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
300	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。
301	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。
302	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。
303	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。
304	Promoter (Retail) 推銷員	Promotes products and provides customer services.  推銷貨品及提供客戶服務。
305	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。
399	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
<b>MANAGERIAL LEVEL 經理級</b>		
106	General Manager 總經理	Assumes total responsibility of an establishment and has other managers / executives as direct subordinates.  承擔機構的全部責任，直接管理其他經理及行政人員。
107	Merchandising Manager 商品採購經理	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.  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。
108	Quality Control Manager 品質管制經理	Plans, organizes, directs and controls quality assurance procedures in all stages of merchandising to ensure products meet the required standards and specifications.  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。
109	Sales and Marketing Manager 銷售 / 市務經理	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.  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。

No. 編號	Job Title 職稱	Job Description 工作說明
110	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>
111	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>
112	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>
199	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職稱)	<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
<b>SUPERVISORY LEVEL</b> 主任級		
208	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。
209	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。
210	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。
211	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。
212	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
213	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>
214	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>
215	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>
216	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
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
300	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。
301	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。
302	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。
303	Promoter 推銷員	Promotes products and provides customer services.  推銷貨品及提供客戶服務。
304	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。
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
113	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。
114	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。
115	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。
116	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。
117	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。
118	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
119	Logistics / Distribution / Warehouse Manager 物流 / 運輸 / 倉庫經理	Plans, directs and manages logistics / distribution / arehousing 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。
120	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。
199	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。
<b>SUPERVISORY LEVEL</b> 主任級		
217	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。
218	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。
219	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
220	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。
221	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。
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
305	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
306	Junior Sales Staff 初級售貨員	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.)  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)
307	Stock / Purchasing Clerk 存貨 / 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 purchase requisitions.  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。
308	Stock Assistant 存貨助理	Delivers and receives merchandise, arranges storage, fills up shelves in warehouse and / or in stores.  收發貨品，安排儲存，添補貨倉及 / 或店舖貨架的存貨。
309	Order Assistant (online services) 訂單助理 (網上服務)	Receives online orders, checks stocks, arranges distribution of commodities, and confirms the delivery of commodities to destinations.  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。
310	Part Time Sales / Service Staff 兼職售貨員 / 服務員	Employed on part time basis. Sells merchandise, provides customer service, and / or operates cash register in retail store.  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。
399	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。

**Food & Beverage and Chinese Catering  
(Including Restaurants in Hotels and Clubs)**  
**餐飲及中式飲食**  
**(包括酒店及會所內的餐廳)**

**(a) Food & Beverage 餐飲**

No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL</b> 經理級		
121	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 &amp; 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
122	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>
199	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>
<b>SUPERVISORY LEVEL</b> 主任級		
222	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
223	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。
224	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。
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
311	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。
312	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。
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
123	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。
124	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。
199	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。
<b>SUPERVISORY LEVEL</b> 主任級		
225	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
226	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。
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
313	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。
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
125	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。
126	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。
127	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。
128	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。
129	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。
130	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
131	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。
132	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。
199	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。
<b>SUPERVISORY LEVEL</b> 主任級		
227	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。
228	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。
229	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。
230	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。
231	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。

<b>Code No. 編號</b>	<b>Job Title 職稱</b>	<b>Job Description 工作說明</b>
232	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。
233	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。
234	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。
235	Container / Equipment Control Supervisor 貨櫃調動 / 設備管理主任	Co-ordinates container movements.  統籌貨櫃往來。
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
314	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。
315	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。
316	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。
317	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
318	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。
319	Tally Clerk 理貨員	Assists in loading and discharging of cargo. 協助裝卸貨物。
320	Stevedore 裝卸工人	Handles cargo on board of barges. 在駁船上處理貨物。
321	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。
322	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。
323	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。
324	Driver 司機	Receive and distribute cargo. 接送貨物。
325	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。
326	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。
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
133	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>
134	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
135	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>
136	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>
137	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
199	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。
<b>SUPERVISORY LEVEL</b> 主任級		
236	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。
237	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。
238	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
239	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。
240	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。
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
327	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。
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
138	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。
199	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
328	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。
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
139	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。
140	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。
141	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
142	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>
199	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職稱)	<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>
<b>SUPERVISORY LEVEL</b> 主任級		
241	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>
242	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>

<b>No. 編號</b>	<b>Job Title 職稱</b>	<b>Job Description 工作說明</b>
243	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>
244	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>
299	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>
<b>TECHNICAL REPRESENTATIVE</b> 業務代表		
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
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
329	Accounting Clerk 會計文員	<p>Raises vouchers and completes posting of accounting entries. Assists in preparing financial statements, statistical reports and statutory returns.</p> <p>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。</p>
330	Clerical Staff 文書人員	<p>Performs clerical duties in relation to the issue of insurance policies and endorsements. Keeps records and statistics.</p> <p>執行文書職務，印發保單及附加條款。保存紀錄及統計數字。</p>
399	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>



**Auction**  
**拍賣**

No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL</b> 經理級		
143	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>
144	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
145	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。
199	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。
<b>SUPERVISORY LEVEL</b> 主任級		
245	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。
246	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。
247	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。

<b>No. 編號</b>	<b>Job Title 職稱</b>	<b>Job Description 工作說明</b>
248	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。
299	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。
249	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
146	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。
147	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。
148	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。
149	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
150	Manager – Securities / Custodian Services 經理 – 證券 / 代管人服務	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.  監督代理人服務的日常工作，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。
151	Manager - Securities, Futures and Commodities Trading 經理 – 證券 / 期貨及商品交易	Buys and sells securities, futures or commodities for proprietary accounts and customers. Monitors margin and compliance requirements.  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。
199	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。
<b>SUPERVISORY LEVEL</b> 主任級		
250	Financial Adviser Representative / Personal Consultant 財務顧問代表 / 私人顧問	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.  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。

No. 編號	Job Title 職稱	Job Description 工作說明
251	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。
252	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。
253	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。
254	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。
255	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。
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
331	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
332	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。
399	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
<b>MANAGERIAL LEVEL</b> 經理級		
151	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>
199	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
<b>SUPERVISORY LEVEL</b> 主任級		
256	Senior Instructor 高級講師	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.  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。
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
333	Instructor 講師	Develops and organizes training materials and syllabuses. Conducts training courses in wine related fields.  發展及整理教材及教學大綱。教授葡萄酒相關課程。
399	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 Making 釀酒

No. 編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL</b> 經理級		
152	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>

<b>No. 編號</b>	<b>Job Title 職稱</b>	<b>Brief of Description 工作說明</b>
153	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。
199	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。
<b>SUPERVISORY LEVEL</b> 主任級		
299	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。
<b>OPERATIVE / CLERICAL SUPPORTING LEVEL</b> 技術人員 / 文員級		
399	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。

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www.vtc.edu.hk

Telephone No 電話 3907 6730

Facsimile No 傳真 2574 3759

Our Reference 本局檔號 ( 12 ) in WI/3

Your Reference 來函檔號



23 September 2013

Dear Sir/Madam,

**2013 Manpower Survey of the Wine Industry**

As commissioned by the Commerce and Economic Development Bureau of the Government of the Hong Kong Special Administrative Region, the Working Committee on Manpower Survey of the Wine Industry of the Vocational Training Council (VTC) will conduct a comprehensive survey from 30 September 2013 to 29 November 2013. The Survey aims to collect information on the manpower situation and training requirement of the Wine Industry, to analyse the manpower structure in the Industry and to identify trends of manpower demand and training needs in short and medium term. Based on the analysis result, recommendations will be made to the Government to facilitate the provision of quality manpower to sustain wine related business development in Hong Kong. On behalf of the VTC, I am writing to solicit your kind cooperation in this survey.

I enclose the following documents in both English and Chinese for your completion and reference:

1. The Questionnaire (Appendix A);
2. Explanatory Notes (Appendix B); and
3. Job Descriptions for Principle Jobs (Appendix C).

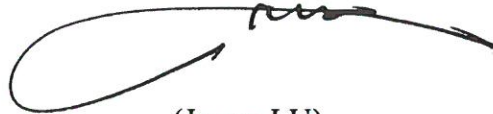
During the survey period, an interviewing officer from Policy 21 Limited, an independent survey consultant, will contact your office. The officer will explain any queries you may have, and assist in the completion of the questionnaire, if required.

I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual companies.

Should you have any questions regarding the survey, please contact Mr Richie CHU at of the Policy 21 at 2310 2861.

Thank you for your cooperation.

Yours faithfully,

A handwritten signature in black ink, consisting of a large, sweeping loop on the left and a series of smaller, connected strokes on the right.

(James LU)  
Chairman  
Working Committee on Manpower Survey  
of the Wine Industry



Please complete the following questionnaire according to the situation of your organization within the period of 30 September 2013 to 29 November 2013.

請按照 貴機構於二零一三年九月三十日至十一月二十九日期間的情況填寫以下問卷。

**PART I 第一部份**

(A) Job 職務  (See Appendix C) (參閱附錄C)			(B) Average Monthly Income of full-time* employees 每月 全職*僱員 平均收入	(C) Number of full-time Employees at Date of Survey 現有的 全職僱員人數	(D) Number of Non-full- time^ Employees at Date of Survey 現有的 非全職^ 僱員人數	(E) Number of full-time Vacancies at Date of Survey 現有的 全職僱員 空缺額	(F) Forecast Number of full-time Posts in the next 12 Months 預計 未來十二個月內 需要的 全職職位數量	(G) Preferred Level of Education of full-time Employees 全職僱員 宜有的 教育程度	(H) Preferred Relevant Years of Experience of full-time Employees 全職僱員 宜有的 相關年資	<b>Coding Descriptions for Part I</b> <b>第一部份編號說明</b>
Title 職稱	Rec. Type	Job Code 職務編號	Code <sup>(i)</sup> 編號 <sup>(i)</sup>					Code <sup>(ii)</sup> 編號 <sup>(ii)</sup>	Code <sup>(iii)</sup> 編號 <sup>(iii)</sup>	
1.	2									(i) Enter in Column (B) the employee's average monthly income range (including basic wages, overtime allowances, living allowances, meal allowances, commissions and bonuses) according to the following codes: 請將僱員的每月平均收入幅度 (包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等) 按下列編號填入(B)欄內：  <b>Code</b> <b>Average Monthly Income Range</b> <b>編號</b> 每月平均收入幅度  1      Over \$70,000 以上 2      \$50,001 - \$70,000 3      \$30,001 - \$50,000 4      \$20,001 - \$30,000 5      \$10,001 - \$20,000 6      \$8,001 - \$10,000 7      Under \$8,001 以下
2.	2									(ii) Enter in Column (G) the preferred level of education which an employee should have according to the following codes: 請將僱員宜有的教育程度，按下列編號填入(G)欄內：  <b>Code</b> <b>Preferred Level of Education</b> <b>編號</b> 宜有的教育程度  1      Professional Qualification 專業資格  2      University Degree or above 大學學位或以上  3      Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位/專業文憑/ 高級文憑/高級證書 或同等學歷  4      Diploma/Certificate or equivalent 文憑/證書或同等學歷  5      Secondary 6 to Secondary 7/HKDSE 中六至中七/香港中學文憑  6      Secondary 4 to Secondary 5 中四至中五  7      Secondary 3 or below 中三或以下
3.	2									(iii) Enter in Column (H) the preferred relevant years of experience which an employee should have according to the following codes: 請將僱員宜有的相關年資，按下列編號填入(H)欄內：  <b>Code</b> <b>Preferred Relevant Years of Experience</b> <b>編號</b> 宜有的相關年資  1      10 years or more 十年或以上  2      6 years to less than 10 years 六年至不多於十年  3      3 years to less than 6 years 三年至不多於六年  4      1 year to less than 3 years 一年至不多於三年  5      Less than 1 year 一年以下
4.	2									
5.	2									
6.	2									
7.	2									
8.	2									
9.	2									
10.	2									
11.	2									
12.	2									
13.	2									
14.	2									
15.	2									
16.	2									
17.	2									
18.	2									
19.	2									
20.	2									
21.	2									
22.	2									
23.	2									
24.	2									
25.	2									
26.	2									
27.	2									
28.	2									
29.	2									
30.	2									
31.	2									
32.	2									

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

附註： 如此頁填滿，請先將 (✓) 號填入此  內，然後在附頁繼續填寫。

\* "Full-time Employees" refers to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment but exclude those working in branch offices of the organization.

「全職僱員」指在 貴機構內全職工作 (每月最少四星期，每星期不少於18小時) 的受薪人員，其中包括在機構內全職工作的東主及合夥人，但不包括在機構分處工作的人士。

^ "Non-full-time Employees" refers to those working for less than 18 hours in each week under the payroll of the establishment. Non-full-time employees may be employed on an hourly (or per job), daily, or monthly basis.

「非全職僱員」指在 貴機構內每星期工作少於18小時的受薪人員，非全職僱員可按時薪 (或按工作)、日薪或月薪聘用。

**PART II**  
第二部份

<p><u>For Official Use Only</u> 此欄毋須填寫</p> <p>Est. No. _____</p> <p>_____</p>
---

**Professional / Vocational Qualifications of Local Wine Industry Employees**  
本港葡萄酒業僱員具有的專業 / 職業資格

Q1. (a) Does the local wine related employees of your organization possess any wine related professional / vocational qualifications?  
貴機構的本港葡萄酒相關僱員是否具有葡萄酒相關的專業 / 職業資格？

- Yes (Please go to Q1(b))       No (Please go to Q1(c))  
有 (請答第1(b)題)                      沒有 (請答第1(c)題)

(b) If yes, please specify the professional / vocational qualifications possessed by local wine related employees.

如有，請註明本港葡萄酒業僱員取得的葡萄酒專業 / 職業資格。

Professional/ Vocational Qualifications 專業 / 職業資格	Name of Professional Institute / Training Organization 專業學會 / 訓練機構名稱	Place of issue 發出地點	Number of Local Employees Possessing the Qualifications 具有此資格 本港僱員人數				
(i)			<table style="width: 100%;"> <tr> <td style="text-align: center;"><u>Managerial</u> <u>Level</u> 經理級</td> <td style="text-align: center;"><u>Supervisory</u> <u>Level</u> 主任級</td> </tr> <tr> <td style="text-align: center;"> _ _ _ </td> <td style="text-align: center;"> _ _ _ </td> </tr> </table>	<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	_ _ _	_ _ _
<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級						
_ _ _	_ _ _						
(ii)			<table style="width: 100%;"> <tr> <td style="text-align: center;"><u>Managerial</u> <u>Level</u> 經理級</td> <td style="text-align: center;"><u>Supervisory</u> <u>Level</u> 主任級</td> </tr> <tr> <td style="text-align: center;"> _ _ _ </td> <td style="text-align: center;"> _ _ _ </td> </tr> </table>	<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	_ _ _	_ _ _
<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級						
_ _ _	_ _ _						
(iii)			<table style="width: 100%;"> <tr> <td style="text-align: center;"><u>Managerial</u> <u>Level</u> 經理級</td> <td style="text-align: center;"><u>Supervisory</u> <u>Level</u> 主任級</td> </tr> <tr> <td style="text-align: center;"> _ _ _ </td> <td style="text-align: center;"> _ _ _ </td> </tr> </table>	<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	_ _ _	_ _ _
<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級						
_ _ _	_ _ _						

(c) Please forecast the number of local employees in your organization who possess wine related professional / vocational qualifications in the next 12 months.

請預計未來十二個月內 貴機構內具有葡萄酒相關專業 / 職業資格的本港僱員人數。

<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級
_ _ _	_ _ _



**Manpower Training and Development Plan**  
**人力培訓及發展計劃**

Q2. (a) How many wine related employees (in terms of man-times) will you plan to provide / sponsor training in the next 12 months? (May choose more than one type of skills)  
 在未來十二個月內，貴機構會計劃提供 / 資助培訓給多少名葡萄酒相關僱員 (以人次計)?  
 (可選超過一種技能類別)

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
<u>Management Skills</u> 管理技能			
(i) Business Development and Management 商務發展及管理	<input type="text"/>	<input type="text"/>	<input type="text"/>
(ii) Supply Chain Management 供應鏈管理	<input type="text"/>	<input type="text"/>	<input type="text"/>
(iii) Supervisory Skills 督導技巧	<input type="text"/>	<input type="text"/>	<input type="text"/>
(iv) Legal Knowledge 法律知識	<input type="text"/>	<input type="text"/>	<input type="text"/>
(v) Marketing 市場學	<input type="text"/>	<input type="text"/>	<input type="text"/>
<u>Trade Specific Skills</u> 業內專業技能			
(i) Wine Serving 侍酒	<input type="text"/>	<input type="text"/>	<input type="text"/>
(ii) Authenticity 辨別真偽	<input type="text"/>	<input type="text"/>	<input type="text"/>
(iii) International Trade and Practices 國際貿易實務	<input type="text"/>	<input type="text"/>	<input type="text"/>
(iv) Transport and Logistics 運輸與物流	<input type="text"/>	<input type="text"/>	<input type="text"/>
(v) Wine Related Product Development 葡萄酒相關產品開發	<input type="text"/>	<input type="text"/>	<input type="text"/>
(vi) Merchandising 辦貨	<input type="text"/>	<input type="text"/>	<input type="text"/>
(vii) Sales Technique 銷售技巧	<input type="text"/>	<input type="text"/>	<input type="text"/>
(viii) Customer Relationship 客戶關係	<input type="text"/>	<input type="text"/>	<input type="text"/>
(ix) Wine Related Knowledge (E.g. Wine Appreciation, Wine Critics, Food Pairing...) 葡萄酒知識 (例如：品酒、評酒、配餐...)	<input type="text"/>	<input type="text"/>	<input type="text"/>
(x) Quality Control 品質控制	<input type="text"/>	<input type="text"/>	<input type="text"/>
(xi) Compliance 準則審核	<input type="text"/>	<input type="text"/>	<input type="text"/>
(xii) Wine Product Knowledge 葡萄酒產品知識	<input type="text"/>	<input type="text"/>	<input type="text"/>

China-related Knowledge and World Vision

有關中國的知識及世界視野

(i) China Trade Business 中國貿易	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(ii) Laws and Regulatory Restrictions for Access to China's Market 進入中國市場的法律和規條限制	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(iii) World Vision 世界視野	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Language Skills

語文技能

(i) Spoken English 英語會話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(ii) Written English 英語書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(iii) Spoken Putonghua 普通話會話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(iv) Reading Chinese 中文閱讀能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(v) French 法文	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(vi) Others (Please specify): 其他 (請註明) : _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Personal Development Skills

個人發展技能

(i) Presentation 表達	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(ii) Interpersonal Communication 人際溝通	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(iii) Negotiation 協商	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(iv) Others (Please specify): 其他 (請註明) : _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## Employees Recruited from Overseas

### 海外招聘的僱員

Q3. (a) Does your organization need overseas wine related employees?

貴機構現時有否有需要聘請海外葡萄酒相關僱員？

Yes (Please go to Q3(b))  
有 (請答第3(b)題)

No (Please go to Q5)  
沒有 (請答第5題)

(b) Is your organization hiring overseas wine related employees?

貴機構現時有否聘請海外葡萄酒相關僱員？

Yes (Please go to Q4)  
有 (請答第4題)

No (Please go to Q5)  
沒有 (請答第5題)

Q4. (a) Number of overseas wine related employees, their nationality and job titles at date of survey:

現有海外葡萄酒相關僱員人數，其國籍及其職稱為：

		<u>Managerial</u> <u>Level</u> 經理級		<u>Supervisory</u> <u>Level</u> 主任級	
		Number of Overseas Employees (see appendix C) 海外僱員 人數	Job Code (see appendix C) 職務編號 (見附錄C)	Number of Overseas Employees (see appendix C) 海外僱員 人數	Job Code (see appendix C) 職務編號 (見附錄C)
(i)	French 法國	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(ii)	British 英國	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(iii)	American 美國	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(iv)	Italian 意大利	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(v)	Australian 澳洲	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(vi)	Spanish 西班牙	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(vii)	Others (Please specify): 其他 (請註明) :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q4. (b) (i) Do the overseas wine related employees of your organization possess overseas wine related professional / vocational qualifications?

貴機構的海外葡萄酒相關僱員是否有在海外取得的葡萄酒專業 / 職業資格？

- Yes (Please go to Q4(b)(ii))       No (Please go to Q6)  
有 (請答第 4(b)(ii)題)                      沒有 (請答第6題)

(ii) If yes, please specify the overseas professional / vocational qualifications possessed by overseas wine related employees.

如有，請註明海外葡萄酒相關僱員於海外取得的葡萄酒專業 / 職業資格。

Managerial Level 經理級：

---

Supervisory Level 主任級：

---

Q5. Please state the possible reasons for not hiring overseas wine related employees. (May choose more than one)  
請填寫未有聘請海外葡萄酒相關僱員的原因。(可選超過一項)

Reasons

原因

- (i)  No such need  
沒有此需要
- (ii)  Uncertain of immigration policy relating to hiring overseas employees  
不清楚聘請海外僱員的相關入境政策
- (iii)  No channel for recruiting  
沒有招聘渠道
- (iv)  Unsatisfactory terms of employment  
聘用條件欠佳
- (v)  Others (please specify):  
其他 (請註明)： \_\_\_\_\_

Q6. Forecast Number of overseas wine related employees needed in the next 12 months:  
 預計未來十二個月內需要的海外葡萄酒相關僱員人數：

<u>Managerial</u> <u>Level</u> 經理級		<u>Supervisory</u> <u>Level</u> 主任級	
Number of Overseas Employees 海外僱員 人數	Job Code (see appendix C) 職務編號 (見附錄C)	Number of Overseas Employees 海外僱員 人數	Job Code (see appendix C) 職務編號 (見附錄C)
□□□□	□□□□	□□□□	□□□□
□□□□	□□□□	□□□□	□□□□
□□□□	□□□□	□□□□	□□□□

Q7. Please state the preferred overseas professional / vocational qualification of wine industry employees.  
 請填寫 貴機構認為葡萄酒相關僱員宜有的海外專業 / 職業資格。

Managerial Level 經理級：

---

Supervisory Level 主任級：

---

**Local Wine Industry Employees Deployed to Work in the Mainland**

**本港葡萄酒業僱員被派遣往內地工作的情況**

For Official Use Only

此欄毋須填寫

Q8. (a) Does your organization have wine business in the Mainland?  
貴機構在內地是否有業務？

Yes (Please go to Q8(b))  No (Please go to Q9)  
有 (請答第8(b)題) 沒有 (請答第9題)

(b) Does your organization deploy any local wine related employees to work in the Mainland?

貴機構是否有派遣本港葡萄酒相關僱員前往內地工作？

Yes (Please go to Q8(c))  No (Please go to Q9)  
有 (請答第8(c)題) 沒有 (請答第9題)

(c) If yes, please give the number of local employees deployed to work in the Mainland.

如有，請說明被派遣前往內地工作的本港僱員人數。

Local Employees Deployed to Work in the Mainland  
(As in September 2013)

二零一三年九月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> <sup>*(1)</sup> 長駐 <sup>*(1)</sup>	<u>Non-stationed Basis</u> <sup>*(2)</sup> 非長駐 <sup>*(2)</sup>
(i) Managerial Level 經理級	□ □ □ □	□ □ □ □
(ii) Supervisory Level 主任級	□ □ □ □	□ □ □ □
(iii) Clerical and Operative Support Level 文員及輔助人員級	□ □ □ □	□ □ □ □

\* (1) "Stationed basis" refers to local full-time employees who work in the Mainland with permanent post and job title and their payroll in Hong Kong.

「長駐」指在內地工作，有長期職位及職稱的全職本港員工，並由香港公司支薪。

\* (2) "Non-stationed basis" refers to local full-time employees who only undertake trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment in the Mainland.

「非長駐」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及 / 或出席業內展覽、會議及參與與工作有關的酬酢活動的全職本港員工。

Q8. (d) Does your organization provide any support to local employees who work in the Mainland?  
貴機構有否為在內地工作的本港僱員提供支援？

Yes (Please go to Q8(e))  
有 (請答第8(e)題)

No (Please go to Q9)  
沒有 (請答第9題)

(e) If Yes, please state the type of support provided.  
如有，請填寫所提供的支援類別。

(i)  Transport  
交通

(ii)  Accomodation  
住宿

(iii)  Others (Please specify):  
其他 (請註明) : \_\_\_\_\_

## Internal Promotion

### 內部晉升

Q9. Number of employees internally promoted during the past 12 months: (See Appendix C)

過去十二個月內內部晉升的僱員人數：(見附錄C)

- |  |      |
|--|------|
| (i) From Supervisory Level to Managerial Level<br>由主任級晉升為經理級                           | □□□□ |
| (ii) From Clerical / Operative Support Level to Supervisory Level<br>由文員 / 輔助人員級晉升為主任級 | □□□□ |
| (iii) From Others to Clerical / Operative Support Level<br>由其他職位晉升為文員 / 輔助人員級          | □□□□ |

## Recruitment Problem

### 招聘問題

Q10. Did your organization encounter any difficulties in recruitment of wine related personnel at various job levels during the past 12 months?

貴機構在過去十二個月內在招聘葡萄酒相關從業員方面有沒有困難？

- |   |   |
|---|---|
| <input type="checkbox"/> Yes (Please go to Q11)<br>有 (請答第11題) | <input type="checkbox"/> No (Please go to Q12)<br>沒有 (請答第12題) |
|---|---|

Q11. Please state the possible reasons for encountering recruitment difficulties. You may wish to tick more than 1 field for each job level.

請填寫遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	<u>Clerical and</u> <u>Operative Support Level</u> 文員及輔助人員級
(i) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Limited career prospects 晉升機會有限	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Insufficient trained / qualified manpower in the related disciplines 缺乏具相關訓練 / 資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Others (Please specify): 其他 (請註明) : _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Employees' Whereabouts After Leaving the Company

### 離職僱員去向

Q12. Number of wine related employees leaving your organization during the past 12 months by whereabouts:

過去十二個月內離職的葡萄酒相關僱員人數 (按去向分類)

	<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	<u>Clerical and</u> <u>Operative Support Level</u> 文員及輔助人員級
(i) Taking up wine industry related jobs (Including starting own wine related business) 從事與葡萄酒業有關的工作 (包括創業)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(ii) Taking up non-wine industry related jobs (Including starting own business in non-wine industry) 從事與葡萄酒業無關的工作 (包括創業)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(iii) Emigration, retirement or further studies 移民、退休或進修	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(iv) Others (Please specify): 其他 (請註明): _____	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

## E-commerce

### 電子商務

Q13. Percentage of receipts from online wine related trading among all wine related business receipts of your organization:

網上交易佔 貴機構葡萄酒相關業務收益的百分比：

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> 0%        | <input type="checkbox"/> 1% - 10%               |
| <input type="checkbox"/> 11% - 30% | <input type="checkbox"/> 31% - 50%              |
| <input type="checkbox"/> 51% - 70% | <input type="checkbox"/> 71% or above<br>71%或以上 |

**Wine Consumption at Restaurants ( For Food & Beverage and Chinese Catering Trades Only)**

**餐廳葡萄酒消費 (只限餐飲及中式飲食業)**

Q14. Percentage of wine consumed at your restaurant that was bought off the premises:

顧客自攜葡萄酒佔 貴餐廳葡萄酒消費的百分比：

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> 0%        | <input type="checkbox"/> 1% - 10%               |
| <input type="checkbox"/> 11% - 30% | <input type="checkbox"/> 31% - 50%              |
| <input type="checkbox"/> 51% - 70% | <input type="checkbox"/> 71% or above<br>71%或以上 |

End of questionnaire. Thank you for your co-operation.

問卷完。多謝合作。

**If your organization also provides wine related training course(s), please complete the Supplementary Questionnaire (Education and Training) on the next page.**  
如 貴機構亦有提供葡萄酒相關課程，請填寫下頁之補充調查表 (教育及培訓)。

**VOCATIONAL TRAINING COUNCIL**  
**職業訓練局**  
**THE 2013 MANPOWER SURVEY OF THE WINE INDUSTRY**  
**二零一三年葡萄酒業人力調查**  
**SUPPLEMENTARY QUESTIONNAIRE (EDUCATION AND TRAINING)**  
**補充調查表 (教育及培訓)**

Q1. (a) If your organization did provide wine related training course(s) to the public, please state the details.  
 如 貴機構亦曾提供葡萄酒相關課程給公眾人士，請填寫詳細資料。

Course Title 課程名稱	Duration (hours) 時數 (小時)	Number of Training Places during the past 12 months 過去十二個月內 訓練學額	Forecast Number of Training Places in the next 12 months 預計未來十二個 月內訓練學額	QF Level (if applicable) 資歷級別 (如適用)	Target Audience 對象	Course Type 課程類別
(i)	□□□□	□□□□	□□□□	□□	<input type="checkbox"/> Industry Practitioners 業內人士 <input type="checkbox"/> Amateurs 業餘人士 <input type="checkbox"/> Others (Please specify): 其他 (請註明): _____	<input type="checkbox"/> Wine Tasting 品酒 <input type="checkbox"/> Food Paring 食品配搭 <input type="checkbox"/> Professional Course 專業課程
(ii)	□□□□	□□□□	□□□□	□□	<input type="checkbox"/> Industry Practitioners 業內人士 <input type="checkbox"/> Amateurs 業餘人士 <input type="checkbox"/> Others (Please specify): 其他 (請註明): _____	<input type="checkbox"/> Wine Tasting 品酒 <input type="checkbox"/> Food Paring 食品配搭 <input type="checkbox"/> Professional Course 專業課程
(iii)	□□□□	□□□□	□□□□	□□	<input type="checkbox"/> Industry Practitioners 業內人士 <input type="checkbox"/> Amateurs 業餘人士 <input type="checkbox"/> Others (Please specify): 其他 (請註明): _____	<input type="checkbox"/> Wine Tasting 品酒 <input type="checkbox"/> Food Paring 食品配搭 <input type="checkbox"/> Professional Course 專業課程

Q1. (b) Please state the details of planned new wine related training course(s) that your organization will provide.  
請填寫 貴機構將提供之新增葡萄酒相關課程的資料。

Course Title 課程名稱	Duration (hours) 時數 (小時)	Forecast Number of Training Places in the next 12 months 預計未來十二個 月內訓練學額	QF Level (if applicable) 資歷級別 (如適用)	Target Audience 對象	Course Type 課程類別
(i)	□□□□	□□□□	□□	<input type="checkbox"/> Industry Practitioners 業內人士 <input type="checkbox"/> Amateurs 業餘人士 <input type="checkbox"/> Others (Please specify): 其他 (請註明): _____	<input type="checkbox"/> Wine Tasting 品酒 <input type="checkbox"/> Food Pairing 食品配搭 <input type="checkbox"/> Professional Course 專業課程
(ii)	□□□□	□□□□	□□	<input type="checkbox"/> Industry Practitioners 業內人士 <input type="checkbox"/> Amateurs 業餘人士 <input type="checkbox"/> Others (Please specify): 其他 (請註明): _____	<input type="checkbox"/> Wine Tasting 品酒 <input type="checkbox"/> Food Pairing 食品配搭 <input type="checkbox"/> Professional Course 專業課程
(iii)	□□□□	□□□□	□□	<input type="checkbox"/> Industry Practitioners 業內人士 <input type="checkbox"/> Amateurs 業餘人士 <input type="checkbox"/> Others (Please specify): 其他 (請註明): _____	<input type="checkbox"/> Wine Tasting 品酒 <input type="checkbox"/> Food Pairing 食品配搭 <input type="checkbox"/> Professional Course 專業課程

Q2. Is your organizations recruiting or planning to recruit applicants in the Mainland or other regions in Asia for wine training course(s)?  
貴機構現時有否或是否打算到內地或亞洲其他地區為葡萄酒課程招生?

Yes. Please state the countries/ Mainland province:  
有。請填寫國家 / 內地省份: \_\_\_\_\_
  No  
沒有

## The 2013 Manpower Survey of the Wine Industry

二零一三年葡萄酒業人力調查

### Explanatory Notes

附註

#### Part I

#### 第一部份

1. Please complete the columns ('A' to 'H') of the questionnaire and insert a zero ( 0 ) for any column not applicable to your organization.

請填寫表內 (A) 至 (H) 欄，並在 貴機構不適用的各欄內填入符號 (0) 。

2. Column 'A' - Job Titles

(A) 欄 – 職稱”

- (a) Please refer to Appendix C “Job Description for Principal Jobs in the Wine Industry”. Please note that some of the job titles may not be the same as those used in your organization, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.

請參閱附錄C「葡萄酒業主要職務工作說明」。表內部分職稱可能與 貴機構所採用者不同，但如職務內容相同或類似，請歸類為同一職務，填上所需資料。

- (b) Please classify an employee according to his/her major duty irrespective of any additional secondary duties he/she may be required to perform.

請根據僱員的主要職務分類，而不以其兼任的其他職務分類。

- (c) Please add titles of employees which are not mentioned in Appendix C but their duties require wine related training, and briefly describe them in respect of the appropriate job levels.

如 貴機構有附錄 C 沒有提及的主要職務名稱，而這些職務又需接受葡萄酒業務的訓練，請填上有關職稱，並簡述其所屬的技能等級。

3. Column 'B' - Average Monthly Income

(B) 欄 – 每月平均收入

Refer to “Coding Descriptions for Part I(i)” in the questionnaire, please enter the appropriate code representing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按調查表內「第一部份編號說明」(i)的編號，填入每類僱員的每月平均收入幅度。僱員每月總收入包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等。如 貴機構有多於一名僱員擔任同一主要職務，請取其平均收入。

4. Column 'C' - Number of Full-time Employees at Date of Survey

(C) 欄 – 現有的全職僱員人數

“Full-time Employees” refers to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment but exclude those working in branch offices of the organization. Please fill in the total number of employees against each principal job at date of survey. The permanent employees include all those under the organization’s payroll, disregarding whether the employees are deployed to work in other places (e.g. the mainland of China).

「全職僱員」指在 貴機構內全職工作（每月最少四星期，每星期不少於18小時）的受薪人員，其中包括在機構內全職工作的東主及合夥人，但不包括在機構分處工作的人士。請填入每一主要職務的現有僱員人數。長期僱員包括在貴機構人事編制內的所有僱員，不論是否有調往其他地方工作（例如中國內地）。

5. Column 'D' - Number of Non-full-time Employees at Date of Survey

(D) 欄 – 現有的非全職僱員人數

“Non-full-time Employees” refers to those working for less than 18 hours in each week under the payroll of the establishment. Non-full-time employees may be employed on an hourly (or per job), daily, or monthly basis.

「非全職僱員」指在 貴機構內每星期工作少於18小時的受薪人員，非全職僱員可按時薪（或按工作）、日薪或月薪聘用。

6. Column 'E' - Number of Vacancies at Date of Survey

(E) 欄 – 現有的空缺額

Please fill in the number of existing vacancies against each principal job at date of survey. “Existing Vacancies” refers to those unfilled, immediately available job openings for which the organization is actively trying to recruit.

請填入每一主要職務現有的空缺數目。「現有空缺額」是指該職位仍懸空，需立刻填補而現正積極招聘人員。

7. Column 'F' - Forecast Number of Full-time Posts in the next 12 Months

(F) 欄 – 預計未來十二個月內的全職職位數量

“Forecast Number of Full-time Posts” means the number of employees your organization will be employing 12 months from now. The number given could be more/less than that in column ‘C’ if an expansion/contraction is expected.

預計全職職位數量指 貴機構在未來十二個月內預計聘用的僱員人數。如估計業務屆時會擴張／收縮，此欄所填人數可多於／少於 (C) 欄。

8. Column 'G' - Preferred Level of Education

(G) 欄 – 僱員宜有的教育程度

Refer to “Coding Descriptions for Part I(ii)” in the questionnaire, please enter the appropriate code representing the preferred level of education which your organization requires an employee in a particular position to have.

請按調查表內「第一部份編號說明」(ii)的編號，填入 貴機構認為個別職位的僱員宜具備的教育程度。

9. Column 'H' - Preferred Relevant Years of Experience

(H) 欄 – 僱員宜有的相關年資

Refer to “Coding Descriptions for Part I(iii)” in the questionnaire, please enter the appropriate code representing the preferred relevant years of experience which your organization requires an employee in a particular position to have.

請按調查表內「第一部份編號說明」(iii)的編號，填入 貴機構認為各類別職位僱員宜具備的相關工作年資。

Part II

第二部份

10. Professional/Vocational Qualifications of Local Wine Related Employees

本港葡萄酒相關僱員具有的專業／職業資格

[Q1]

Please state whether the local wine related employees of your organization possess wine related professional/vocational qualifications (Examples of professional/vocational qualifications are shown in Appendix D). If yes, please go to Q1(b) to fill in the details of the professional/vocational qualifications possessed, then go to Q1(c) to forecast the number of local employees who possess wine related professional/vocational qualifications in the next 12 months. If not, please go to Q1(c) directly to forecast the number of local employees who possess wine related professional/vocational qualifications.

請填報 貴機構的本港葡萄酒相關僱員是否擁有相關的專業／職業資格(請參考附錄 D 有關葡萄酒專業/ 職業資格的例子)。如有，請回答Q1(b)，填報有關的葡萄酒專業／職業資格的詳情。然後回答Q1(c)，預計未來十二個月內 貴機構內具有相關

專業／職業資格的本港僱員人數。如 貴機構的本港僱員沒有葡萄酒相關的專業／職業資格，請直接回答Q1(c)，預計未來十二個月內 貴機構內具有相關專業／職業資格的本港僱員人數。

#### 11. Manpower Training and Development Plan

人力培訓及發展計劃

[Q2]

Please fill in the number of wine related employees (in terms of man-times) against each type of skills that your organization will provide/sponsor them with training in the next 12 months.

請填寫 貴機構在未來十二個月內，將會計劃提供／資助培訓予葡萄酒相關僱員的人數（以人次計）。

#### 12. Employees Recruited from Overseas

海外招聘的僱員

[Q3-Q4]

“Employees Recruited from Overseas” refers to foreign employees with employment visa working full-time under the payroll of your organization. Please state whether your organization needs overseas wine related employees in Q3(a). If yes, please go to Q3(b) to state whether you are hiring overseas employees and fill in the number of overseas employees, their nationality and job titles at date of survey in Q4(a) if you are hiring. Then go to Q4(b) to state whether your overseas employees possess overseas wine related professional/vocational qualifications and specify details of the qualifications in Q4(b)(ii). If your organization does not need or is not hiring overseas employees, please go to Q5.

「海外招聘的僱員」指獲發工作簽證並在 貴機構內全職工作的海外僱員。請在 Q3(a)填報在是否有需要聘請海外僱員。如有，請回答Q3(b)，填報現時有否聘請海外僱員及於Q4(a)填寫現有海外僱員人數，其國籍及職稱，然後前往Q4(b)，填報海外僱員是否在海外取得葡萄酒相關專業／職業資格，並於Q4(b)(ii)填寫資歷的詳情。如 貴機構不需要或沒有聘請海外僱員，請回答Q5。

#### 13. [Q5]

Please choose the possible reasons for not hiring overseas wine related employees. You may wish to tick more than one field, if appropriate.

請選擇未有聘請海外葡萄酒相關僱員的原因。如合適，可選一項或以上。

#### 14. [Q6]

Please forecast the number of overseas employees needed in the next 12 months and state the respective job titles.

請預計未來12個月內需要的海外僱員人數，並填報有關職稱。



15. [Q7]

Please state the overseas professional/vocational qualifications that your organization prefers wine related employees to have.

請填報 貴機構認為葡萄酒相關僱員宜有的海外專業 / 職業資格。

16. Local Wine Related Employees Deployed to Work in the Mainland

本港葡萄酒相關僱員被派遣往中國內地工作的情況

[Q8(a)-(b)]

Please state whether your organization has wine business in the Mainland and if your company deploys any local wine related employees to work in the Mainland. If yes, please go to Q8(c) and specify the number of local employees deployed to work in the Mainland. If not, please go to Q9.

請填報 貴機構在內地是否有業務及有否派遣本港僱員前往內地工作。如有，請在 Q8(c) 註明被派遣前往內地工作。如沒有，請回答 Q9。

- (1) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

- (2) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的酬酢活動的全職本港員工。

17. [Q8(d)-(e)]

Please state whether your organization provides support to local employees who work in the Mainland. If yes, please state the type of support in Q8(e). If no, please go to Q9.

請填報 貴機構有否為內地工作的本港僱員提供支援。如有，請在 Q8(e) 填寫所提供的支援類別。如沒有，請回答 Q9。

18. Internal Promotion

內部晉升

[Q9]

Internal promotion refers to promotion of employee to a higher job level by virtue of his/her performance or abilities. In Q9, please fill in the number of internal promotions “from Supervisory Level to Managerial Level”, “from Clerical/Operative Support Level to Supervisory Level” and “from Others to Clerical/Operative Support Level” during the past 12 months. If an employee has more than one promotion in the organization during the past 12 months, only the last one promotion should be counted.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於Q9填寫過去十二個月內，機構內部由主任級晉升為經理級，由文員／輔助人員級晉升為主任級，以及由其他職位晉升為文員／輔助人員級的人數。如僱員在過去十二個月內於 貴機構晉升多過一次，只需計算最後一次晉升在調查表內。

## 19. Recruitment Problem

招聘問題

[Q10]

Please state whether your organization encountered any difficulties in recruiting employees at various job levels during the past 12 months. If yes, please go to Q11, if not or no recruitment/nor tried to recruit, please go to Q12 and choose the possible reasons for encountering recruitment difficulties. You may wish to tick more than one box for each job level, if appropriate.

請填報在過去十二個月內 貴機構在招聘各級僱員有否遇到困難。如有，請回答Q11，如沒有困難，或未有／未有嘗試招聘，請回答Q12，並選擇遇到招聘困難的原因，如適當每職級可選一項或以上。

## 20. Employees' Whereabouts After Leaving the Organization

離職僱員去向

[Q12]

Please fill in the number of wine related employees who had left your organization during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的葡萄酒相關僱員人數。

## 21. E-commerce

電子商務

[Q13]

Please fill in the percentage of receipts from online wine trading among all wine related business receipts of your organization.

請填報網上交易佔 貴機構整體葡萄酒相關業務收益的百分比。

## 22. Wine Consumption at Restaurants ( For Food & Beverage and Chinese Catering Trades Only)

餐廳葡萄酒消費(只限餐飲及中式飲食業)

[Q14]

Please fill in the percentage of wine consumed at your restaurant that was brought off the premises.

請填寫顧客自攜葡萄酒佔 貴餐廳葡萄酒消費的百分比。

**If your organization also provides wine related training course(s), please complete the Supplementary Questionnaire (Education and Training).**

如 貴機構亦有提供葡萄酒相關課程，請填寫補充調查表 (教育及培訓)。

23. Supplementary Questionnaire (Education and Training)

補充調查表 (教育及培訓)

[Q1]

Please fill in the detailed information of the wine related training course(s) to the public that your organization provided and plans to provide in the future, including the course name, duration, number of training places, QF level, target audience and course type.

請填寫有關 貴機構曾提供及將會提供予公眾人士的葡萄酒相關課程的資料，並清楚列明課程名稱、時數、訓練學額、資歷級別、對象及課程類別。

24. [Q2]

Please state whether your organization is recruiting or planning to recruit applicants in the Mainland or other regions in Asia for wine training course(s). If yes, please state the places of recruitment.

請填報 貴機構有否或是否打算到內地或亞洲其他地區為葡萄酒課程招生。如有，請註明招生地點。

**Sampling Plan of  
2013 Manpower Survey of the Wine Industry**

<b>Industry Sectors</b>	<b>Sample size</b>
Manufacture of Wine	2
Export Trading / Re-export of Wine	60
Import Trading of Wine	70
Wholesale of Wine	65
Retail Sale of Wine	80
Food & Beverage (Western Restaurants)	155
Food & Beverage (Chinese Restaurants)	93
Hotels	48
Clubs	18
Wine Logistics	18
Wine Financing, Insurance and Auction	16
Education and Training	15
<b>Total</b>	<b>640</b>

**Manpower Survey of the Wine Industry Enumeration Result**

<b>Sector</b>	<b>Sampled Case</b>	<b>Completed Cases</b>	<b>Non-Contact</b>	<b>Refusal</b>	<b>Invalid Cases</b>	<b>Partial Complete</b>
<b>Export / Re-export Trading</b>	77	25	0	0	52	0
<b>Import Trading</b>	116	52	0	1	62	1
<b>Wholesale</b>	133	70	6	1	56	0
<b>Retail</b>	102	85	7	3	7	0
<b>Food &amp; Beverage (Western Restaurants)</b>	167	62	28	2	73	2
<b>Food &amp; Beverage (Chinese Restaurants)</b>	138	61	16	1	60	0
<b>Hotel</b>	56	42	0	2	12	0
<b>Recreation Clubs</b>	23	18	0	5	0	0
<b>Warehousing and Transportation of Wine</b>	21	14	0	5	2	0
<b>Wine Finance, Insurance and Auction</b>	17	4	1	4	7	1
<b>Manufacture of Wine</b>	2	1	0	0	0	1
<b>Education and Training</b>	17	9	0	0	6	2
<b>Total</b>	<b>869</b>	<b>443</b>	<b>58</b>	<b>24</b>	<b>337</b>	<b>7</b>

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## NUMBER OF EMPLOYEES BY SECTOR

	Sector	No. of Full-time Employees	No. of Part-time Employees	Total
1	Export and Re-export Trading	4 519	1 944	6 463
2	Import Trading	12 282	1 954	14 236
3	Wholesale	5 789	400	6 189
4	Retail	8 110	700	8 810
5	Western Restaurants	6 456	2 268	8 724
6	Chinese Restaurants	11 328	2 157	13 485
7	Hotels	3 978	338	4 316
8	Recreation Clubs	1 405	3 869	5 274
9	Warehousing & Transportation	470	-	470
10	Auction, Finance & Insurance	110	-	110
11	Manufacturing	4	-	4
12	Education & Training	67	24	91
	<b>TOTAL</b>	<b>54 518</b>	<b>13 654</b>	<b>68 172</b>



## MANPOWER DISTRIBUTION BY SECTOR

## Export and Re-export Trading

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
General Manager	1 030	229
Shipping Manager	57	57
Merchandising Manager	229	--
Sales / Marketing Manager	343	172
Other Supporting Managers	229	--
<b>Sub-total</b>	<b>1 888</b>	<b>458</b>
<b>SUPERVISORY LEVEL</b>		
Merchandiser / Buyer	114	114
Sales Supervisor	286	57
Warehouse and Distribution Supervisor (Logistic)	114	--
Purchasing Supervisor	57	--
Sales Consultant	401	172
Other Supporting Supervisors	343	--
<b>Sub-total</b>	<b>1 315</b>	<b>343</b>

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Documentation / Shipping Clerk	57	--
Salesman; Sales Representative	343	171
Stock / Purchasing Clerk	115	--
Promoter (Retail)	286	--
Other Clerks / Supportive Staff	515	972
<b>Sub-total</b>	<b>1 316</b>	<b>1 143</b>
<b>GRAND TOTAL</b>	<b>4 519</b>	<b>1 944</b>

Import Trading

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
General Manager	3 015	--
Shipping Manager	56	--
Merchandising Manager	56	--
Sales / Marketing Manager	1 061	--
Warehouse and Distribution Manager (Logistic)	56	--
Purchasing Manager	223	167
Other Supporting Managers	893	
<b>Sub-total</b>	<b>5 360</b>	<b>167</b>
<b>SUPERVISORY LEVEL</b>		
Shipping Supervisor	56	--
Merchandiser / Buyer	112	--
Sales Supervisor	335	--
Transportation Supervisor	223	--
Sales Consultant	558	167
Promoter Supervisor	--	--
Other Supporting Supervisors	1 507	56
<b>Sub-total</b>	<b>2 791</b>	<b>223</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Stock / Purchasing Clerk	614	--
Documentation / Shipping Clerk	614	--
Promoter	56	--
Part-time Promoter	--	56

Job Title	No. of Full-time Employees	No. of Part-time Employees
Senior Sales Staff	112	112
Assistant Merchandiser	558	223
Salesman; Sales Representative	893	782
Promoter (Retail)	391	--
Part-time Promoter (Retail)	--	112
Other Clerks / Supportive Staff	893	279
<b>Sub-total</b>	<b>4 131</b>	<b>1 564</b>
<b>TOTAL</b>	<b>12 282</b>	<b>1 954</b>

Wholesale

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
General Manager	836	39
Merchandising Manager	103	--
Sales / Marketing Manager	900	--
Warehouse and Distribution Manager	64	--
Compliance Manager	64	--
Purchasing Manager	90	--
General Manager	13	--
Sales and Marketing Manager	13	--
Other Supporting Managers	142	--
<b>Sub-total</b>	<b>2 225</b>	<b>39</b>
<b>SUPERVISORY LEVEL</b>		
Sales Supervisor	386	13
Shipping Supervisor	39	--
Warehouse and Distribution Supervisor	193	--
Transportation Supervisor	244	26
Purchasing Supervisor	39	--
Promoter Supervisor	64	--
Other Supporting Supervisors	875	26
<b>Sub-total</b>	<b>1 840</b>	<b>65</b>

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Salesman/Sales Representative	1 042	51
Stock / Purchasing Clerk	51	--
Documentation / Shipping Clerk	116	--
Promoter	193	129
Part-time Promoter	--	26
Part-time Promoter (Retail)	--	77
Other Clerks / Supportive Staff	322	13
<b>Sub-total</b>	<b>1 724</b>	<b>296</b>
<b>TOTAL</b>	<b>5 789</b>	<b>400</b>

## Retail

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
General Manager	1 274	21
Operations / Retail Manager	425	--
Store Manager	233	--
Sales and Marketing Manager	913	--
Customer Services Manager	42	--
Logistics / Distribution / Warehouse Manager	191	85
Owner; Sole Proprietor; Working Partner	170	42
Other Supporting Managers	212	--
<b>Sub-total</b>	<b>3 460</b>	<b>148</b>
<b>SUPERVISORY LEVEL</b>		
Sales Supervisor	21	--
Sales Consultant	64	--
Store Supervisor	212	--
Logistics / Distribution / Warehouse Supervisor	42	--
Public Relations / Advertising Officer	64	--
Customer Services Supervisor	85	--
Other Supporting Supervisors	807	85
<b>Sub-total</b>	<b>1 295</b>	<b>85</b>

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Senior Sales Staff	446	--
Junior Sales Staff	2314	255
Stock / Purchasing Clerk	85	--
Stock Assistant	106	--
Order Assistant (online services)	64	--
Part Time Sales / Service Staff	--	191
Other Clerks / Supportive Staff	340	21
<b>Sub-total</b>	<b>3 355</b>	<b>467</b>
<b>TOTAL</b>	<b>8 110</b>	<b>700</b>



Western Restaurants

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
Director of Catering / Director of Events	51	--
Food and Beverage Manager	766	10
Business Manager / Sales Manager	10	--
Restaurant Manager	82	--
Other Supporting Managers	61	--
<b>Sub-total</b>	<b>970</b>	<b>10</b>
<b>SUPERVISORY LEVEL</b>		
Beverage Manager / Bar Manager / Head Barman	419	--
Captain (Food and Beverage Department)	1 308	31
Other Supporting Supervisors	306	--
<b>Sub-total</b>	<b>2 033</b>	<b>31</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Bartender / Soda Fountain Server	41	--
Waiter/Waitress	3 412	2 227
<b>Sub-total</b>	<b>3 453</b>	<b>2 227</b>
<b>TOTAL</b>	<b>6 456</b>	<b>2 268</b>

Chinese Restaurants

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
Business Manager / Sales Manager	676	--
Restaurant Manager	1 078	20
Other Supporting Managers	147	--
<b>Sub-total</b>	<b>1 901</b>	<b>20</b>
<b>SUPERVISORY LEVEL</b>		
Captain / Supervisor	1 725	20
Wine Steward / Sommelier	88	--
Other Supporting Supervisors	813	--
<b>Sub-total</b>	<b>2 626</b>	<b>20</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Stock / Purchasing Clerk	10	20
Bartender / Soda Fountain Server	20	59
Waiter/Waitress	6 556	2 028
Other Clerks / Supportive Staff	215	10
<b>Sub-total</b>	<b>6 801</b>	<b>2 117</b>
<b>TOTAL</b>	<b>11 328</b>	<b>2 157</b>

## Hotels

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
Director of Catering / Director of Events	89	--
Food and Beverage Manager	252	--
Business Manager / Sales Manager	6	--
Restaurant Manager	34	--
Other Supporting Managers	132	--
<b>Sub-total</b>	<b>513</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Beverage Manager / Bar Manager / Head Barman	410	74
Captain (Food and Beverage Department)	1 237	--
Wine Steward / Sommelier	14	--
Captain / Supervisor	86	--
Other Supporting Supervisors	243	--
<b>Sub-total</b>	<b>1 990</b>	<b>74</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Bartender / Soda Fountain Server	63	--
Waiter / Waitress	1 140	255
Other Clerks / Supportive Staff	272	9
<b>Sub-total</b>	<b>1 475</b>	<b>264</b>
<b>TOTAL</b>	<b>3 978</b>	<b>338</b>

Recreation Clubs

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
Director of Catering / Director of Events	14	--
Food and Beverage Manager	53	--
Restaurant Manager	17	--
Other Supporting Managers	2	
<b>Sub-total</b>	<b>86</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Beverage Manager / Bar Manager / Head Barman	15	--
Captain (Food and Beverage Department)	375	126
Wine Steward / Sommelier	7	--
Captain / Supervisor	71	28
Other Supporting Supervisors	33	--
<b>Sub-total</b>	<b>501</b>	<b>154</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Bartender / Soda Fountain Server	21	50
Waiter/Waitress	757	3 665
Other Clerks / Supportive Staff	40	--
<b>Sub-total</b>	<b>818</b>	<b>3 715</b>
<b>TOTAL</b>	<b>1 405</b>	<b>3 869</b>

Warehousing & Transportation

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
Sales and Marketing Manager	26	--
General Manager	28	--
Sales and Marketing Manager	26	--
Freight / Customer Service / Documentation Manager	2	--
Distribution Manager	23	--
Warehouse Manager	21	--
Other Supporting Managers	2	--
<b>Sub-total</b>	<b>128</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Sales and Marketing Supervisor	37	--
Delivery and Distribution Supervisor	7	--
Warehouse Supervisor	21	--
Other Supporting Supervisors	116	--
<b>Sub-total</b>	<b>181</b>	<b>--</b>

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Sales and Marketing Assistant	5	--
Freight / Customer Service / Documentation Assistant / Clerk	2	--
Operation / Traffic Clerk	7	--
Delivery Man / Labourer	14	--
Warehouse Assistant	12	--
Tally Clerk	9	--
Driver	23	--
Other Clerks / Supportive Staff	89	--
<b>Sub-total</b>	<b>161</b>	<b>--</b>
<b>TOTAL</b>	<b>470</b>	<b>--</b>

Auction, Finance & Insurance

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
General Manager	3	--
Manager - Securities, Futures and Commodities Trading	5	--
Marketing / Servicing Manager	12	--
Head of Wine	3	--
Senior Wine Specialist	5	--
Warehouse and Distribution Manager	3	--
Other Supporting Managers	2	
<b>Sub-total</b>	<b>33</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Warehouse and Distribution Supervisor	5	--
Public Relations Officer / Advertising Officer	18	--
Other Supporting Supervisors	7	
<b>Sub-total</b>	<b>30</b>	<b>--</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Underwriting Clerk / Claims Clerk	17	--
Other Clerks / Supportive Staff	30	
<b>Sub-total</b>	<b>47</b>	<b>--</b>
<b>TOTAL</b>	<b>110</b>	<b>--</b>

Manufacturing

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
Winemaker / Vintner	2	--
<b>Sub-total</b>	<b>2</b>	<b>--</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Other Clerks / Supportive Staff	2	--
<b>Sub-total</b>	<b>2</b>	<b>--</b>
<b>TOTAL</b>	<b>4</b>	<b>--</b>



### Education & Training

Job Title	No. of Full-time Employees	No. of Part-time Employees
<b>MANAGERIAL LEVEL</b>		
Programme Manager	8	--
Other Supporting Managers	8	--
<b>Sub-total</b>	<b>16</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Senior Instructor	1	3
Other Supporting Supervisors	22	1
<b>Sub-total</b>	<b>23</b>	<b>4</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Instructor	20	17
Other Clerks / Supportive Staff	8	3
<b>Sub-total</b>	<b>28</b>	<b>20</b>
<b>TOTAL</b>	<b>67</b>	<b>24</b>
<b>GRAND TOTAL</b>	<b>54 518</b>	<b>13 654</b>

## SIZE OF ESTABLISHMENTS BY SECTOR

Sector			Employment Size					Total
			1-9	10-49	50-99	> 100	Not Specified	
1	Export / Re-export Trading	No.	1 144	57	--	--	229	1 430
		(%)	(80)	(4)	--	--	(16)	(100)
2	Import Trading	No.	2 401	447	--	--	56	2 903
		(%)	(82.7)	(15.4)	--	--	(1.9)	(100)
3	Wholesale	No.	630	193	--	--	77	900
		(%)	(70)	(21.4)	--	--	(8.6)	(100)
4	Retail	No.	1 422	340	21	21	--	1 805
		(%)	(78.8)	(18.8)	(1.2)	(1.2)	--	(100)
5	Western Restaurants	No.	184	398	10	10	31	633
		(%)	(29)	(62.9)	(1.6)	(1.6)	(4.8)	(100)
6	Chinese Restaurants	No.	118	196	127	59	98	598
		(%)	(19.7)	(32.8)	(21.3)	(9.8)	(16.4)	(100)
7	Hotels	No.	31	49	11	20	9	120
		(%)	(26.2)	(40.5)	(9.5)	(16.7)	(7.1)	(100)
8	Recreation Clubs	No.	3	15	5	7	--	31
		(%)	(11.1)	(50)	(16.7)	(22.2)	--	(100)
9	Warehousing & Transportation	No.	14	9	5	2	2	33
		(%)	(42.9)	(28.6)	(14.3)	(7.1)	(7.1)	(100)
10	Auction, Finance & Insurance	No.	5	5	--	--	--	10
		(%)	(50)	(50)	--	--	--	(100)
11	Manufacturing	No.	2	--	--	--	--	2
		(%)	(100)	--	--	--	--	(100)
12	Education and Training	No.	1	1	--	7	3	12
		(%)	(11.1)	(11.1)	--	(55.6)	(22.2)	(100)
<b>TOTAL</b>		<b>No.</b>	<b>5 956</b>	<b>1 711</b>	<b>180</b>	<b>126</b>	<b>504</b>	<b>8 477</b>
		<b>(%)</b>	<b>(70.3)</b>	<b>(20.2)</b>	<b>(2.1)</b>	<b>(1.5)</b>	<b>(5.9)</b>	<b>(100)</b>

## NUMBER OF Full-time VACANCIES BY SECTOR

## Export and Re-export Trading

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
General Manager	1 030	114
Shipping Manager	57	57
Merchandising Manager	229	--
Sales / Marketing Manager	343	114
Other Supporting Managers	229	--
<b>Sub-total</b>	<b>1 888</b>	<b>285</b>
<b>SUPERVISORY LEVEL</b>		
Merchandiser / Buyer	114	--
Sales Supervisor	286	--
Warehouse and Distribution Supervisor (Logistic)	114	--
Purchasing Supervisor	57	--
Sales Consultant	401	--
Other Supporting Supervisors	343	--
<b>Sub-total</b>	<b>1 315</b>	<b>--</b>

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Documentation / Shipping Clerk	57	--
Salesman; Sales Representative	343	171
Stock / Purchasing Clerk	115	--
Promoter (Retail)	286	--
Other Clerks / Supportive Staff	515	--
<b>Sub-total</b>	<b>1 316</b>	<b>171</b>
<b>GRAND TOTAL</b>	<b>4 519</b>	<b>456</b>

### Import Trading

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
General Manager	3 015	56
Shipping Manager	56	--
Merchandising Manager	56	--
Sales / Marketing Manager	1 061	--
Warehouse and Distribution Manager (Logistic)	56	--
Purchasing Manager	223	--
Other Supporting Managers	893	--
<b>Sub-total</b>	<b>5 360</b>	<b>56</b>
<b>SUPERVISORY LEVEL</b>		
Shipping Supervisor	56	--
Merchandiser / Buyer	112	--
Sales Supervisor	335	112
Transportation Supervisor	223	--
Sales Consultant	558	112
Promoter Supervisor	--	--
Other Supporting Supervisors	1 507	--
<b>Sub-total</b>	<b>2 791</b>	<b>224</b>

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Stock / Purchasing Clerk	614	223
Documentation / Shipping Clerk	614	--
Promoter	56	--
Part-time Promoter	--	--
Senior Sales Staff	112	--
Assistant Merchandiser	558	56
Salesman; Sales Representative	893	223
Promoter (Retail)	391	--
Part-time Promoter (Retail)	--	--
Other Clerks / Supportive Staff	893	--
<b>Sub-total</b>	<b>4 131</b>	<b>502</b>
<b>TOTAL</b>	<b>12 282</b>	<b>782</b>

Wholesale

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
General Manager	836	77
Merchandising Manager	103	26
Sales / Marketing Manager	900	154
Warehouse and Distribution Manager	64	--
Compliance Manager	64	--
Purchasing Manager	90	13
General Manager	13	--
Sales and Marketing Manager	13	--
Other Supporting Managers	142	13
<b>Sub-total</b>	<b>2 225</b>	<b>283</b>
<b>SUPERVISORY LEVEL</b>		
Sales Supervisor	386	64
Shipping Supervisor	39	--
Warehouse and Distribution Supervisor	193	--
Transportation Supervisor	244	--
Purchasing Supervisor	39	13
Promoter Supervisor	64	--
Other Supporting Supervisors	875	--
<b>Sub-total</b>	<b>1 840</b>	<b>77</b>

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Salesman/Sales Representative	1 042	167
Stock / Purchasing Clerk	51	13
Documentation / Shipping Clerk	116	--
Promoter	193	13
Part-time Promoter	--	--
Part-time Promoter (Retail)	--	--
Other Clerks / Supportive Staff	322	103
<b>Sub-total</b>	<b>1 724</b>	<b>296</b>
<b>TOTAL</b>	<b>5 789</b>	<b>656</b>



## Retail

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
General Manager	1 274	--
Operations / Retail Manager	425	--
Store Manager	233	--
Sales and Marketing Manager	913	42
Customer Services Manager	42	--
Logistics / Distribution / Warehouse Manager	191	42
Owner; Sole Proprietor; Working Partner	170	--
Other Supporting Managers	212	42
<b>Sub-total</b>	<b>3 460</b>	<b>126</b>
<b>SUPERVISORY LEVEL</b>		
Sales Supervisor	21	--
Sales Consultant	64	--
Store Supervisor	212	42
Logistics / Distribution / Warehouse Supervisor	42	--
Public Relations / Advertising Officer	64	--
Customer Services Supervisor	85	--
Other Supporting Supervisors	807	--
<b>Sub-total</b>	<b>1 295</b>	<b>42</b>

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Senior Sales Staff	446	21
Junior Sales Staff	2314	191
Stock / Purchasing Clerk	85	42
Stock Assistant	106	--
Order Assistant (online services)	64	--
Part Time Sales / Service Staff	--	--
Other Clerks / Supportive Staff	340	21
<b>Sub-total</b>	<b>3 355</b>	<b>275</b>
<b>TOTAL</b>	<b>8 110</b>	<b>443</b>

Western Restaurants

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
Director of Catering / Director of Events	51	10
Food and Beverage Manager	766	61
Business Manager / Sales Manager	10	--
Restaurant Manager	82	--
Other Supporting Managers	61	--
<b>Sub-total</b>	<b>970</b>	<b>71</b>
<b>SUPERVISORY LEVEL</b>		
Beverage Manager / Bar Manager / Head Barman	419	51
Captain (Food and Beverage Department)	1 308	225
Other Supporting Supervisors	306	20
<b>Sub-total</b>	<b>2 033</b>	<b>296</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Bartender / Soda Fountain Server	41	--
Waiter/Waitress	3 412	664
<b>Sub-total</b>	<b>3 453</b>	<b>664</b>
<b>TOTAL</b>	<b>6 456</b>	<b>1 031</b>

Chinese Restaurants

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
Business Manager / Sales Manager	676	10
Restaurant Manager	1 078	10
Other Supporting Managers	147	10
<b>Sub-total</b>	<b>1 901</b>	<b>30</b>
<b>SUPERVISORY LEVEL</b>		
Captain / Supervisor	1 725	157
Wine Steward / Sommelier	88	--
Other Supporting Supervisors	813	29
<b>Sub-total</b>	<b>2 626</b>	<b>186</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Stock / Purchasing Clerk	10	10
Bartender / Soda Fountain Server	20	10
Waiter/Waitress	6 556	1 137
Other Clerks / Supportive Staff	215	10
<b>Sub-total</b>	<b>6 801</b>	<b>1 167</b>
<b>TOTAL</b>	<b>11 328</b>	<b>1 383</b>

## Hotels

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
Director of Catering / Director of Events	89	3
Food and Beverage Manager	252	3
Business Manager / Sales Manager	6	--
Restaurant Manager	34	--
Other Supporting Managers	132	3
<b>Sub-total</b>	<b>513</b>	<b>9</b>
<b>SUPERVISORY LEVEL</b>		
Beverage Manager / Bar Manager / Head Barman	410	3
Captain (Food and Beverage Department)	1 237	66
Wine Steward / Sommelier	14	--
Captain / Supervisor	86	--
Other Supporting Supervisors	243	9
<b>Sub-total</b>	<b>1 990</b>	<b>78</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Bartender / Soda Fountain Server	63	3
Waiter / Waitress	1 140	92
Other Clerks / Supportive Staff	272	--
<b>Sub-total</b>	<b>1 475</b>	<b>95</b>
<b>TOTAL</b>	<b>3 978</b>	<b>182</b>

Recreation Clubs

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
Director of Catering / Director of Events	14	--
Food and Beverage Manager	53	--
Restaurant Manager	17	--
Other Supporting Managers	2	--
<b>Sub-total</b>	<b>86</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Beverage Manager / Bar Manager / Head Barman	15	--
Captain (Food and Beverage Department)	375	3
Wine Steward / Sommelier	7	3
Captain / Supervisor	71	5
Other Supporting Supervisors	33	--
<b>Sub-total</b>	<b>501</b>	<b>11</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Bartender / Soda Fountain Server	21	--
Waiter/Waitress	757	52
Other Clerks / Supportive Staff	40	--
<b>Sub-total</b>	<b>818</b>	<b>52</b>
<b>TOTAL</b>	<b>1 405</b>	<b>63</b>

### Warehousing & Transportation

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
Sales and Marketing Manager	26	--
General Manager	28	--
Sales and Marketing Manager	26	--
Freight / Customer Service / Documentation Manager	2	--
Distribution Manager	23	--
Warehouse Manager	21	--
Other Supporting Managers	2	--
<b>Sub-total</b>	<b>128</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Sales and Marketing Supervisor	37	--
Delivery and Distribution Supervisor	7	--
Warehouse Supervisor	21	--
Other Supporting Supervisors	116	--
<b>Sub-total</b>	<b>181</b>	<b>--</b>

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Sales and Marketing Assistant	5	--
Freight / Customer Service / Documentation Assistant / Clerk	2	--
Operation / Traffic Clerk	7	--
Delivery Man / Labourer	14	12
Warehouse Assistant	12	--
Tally Clerk	9	--
Driver	23	--
Other Clerks / Supportive Staff	89	--
<b>Sub-total</b>	<b>161</b>	<b>12</b>
<b>TOTAL</b>	<b>470</b>	<b>12</b>



Auction, Finance & Insurance

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
General Manager	3	--
Manager - Securities, Futures and Commodities Trading	5	--
Marketing / Servicing Manager	12	--
Head of Wine	3	--
Senior Wine Specialist	5	--
Warehouse and Distribution Manager	3	--
Other Supporting Managers	2	--
<b>Sub-total</b>	<b>33</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Warehouse and Distribution Supervisor	5	--
Public Relations Officer / Advertising Officer	18	--
Other Supporting Supervisors	7	--
<b>Sub-total</b>	<b>30</b>	<b>--</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Underwriting Clerk / Claims Clerk	17	--
Other Clerks / Supportive Staff	30	--
<b>Sub-total</b>	<b>47</b>	<b>--</b>
<b>TOTAL</b>	<b>110</b>	<b>--</b>

Manufacturing

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
Winemaker / Vintner	2	--
<b>Sub-total</b>	<b>2</b>	<b>--</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Other Clerks / Supportive Staff	2	--
<b>Sub-total</b>	<b>2</b>	<b>--</b>
<b>TOTAL</b>	<b>4</b>	<b>--</b>

### Education & Training

Job Title	No. of Full-time Employees	No. of Full-time Vacancies
<b>MANAGERIAL LEVEL</b>		
Programme Manager	8	--
Other Supporting Managers	8	--
<b>Sub-total</b>	<b>16</b>	<b>--</b>
<b>SUPERVISORY LEVEL</b>		
Senior Instructor	1	--
Other Supporting Supervisors	22	1
<b>Sub-total</b>	<b>23</b>	<b>1</b>
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>		
Instructor	20	--
Other Clerks / Supportive Staff	8	--
<b>Sub-total</b>	<b>28</b>	<b>0</b>
<b>TOTAL</b>	<b>67</b>	<b>1</b>
<b>GRAND TOTAL</b>	<b>54 518</b>	<b>5 009</b>

## DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

Sector		Over \$70,000	\$50,001 - \$70,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$10,001 - \$20,000	\$8,001 - \$10,000	Under \$8,001	Unspecified
<b>MANAGERIAL LEVEL</b>									
Export and Re-export Trading	No.	229	--	115	744	114	--	--	686
	(%)	(12.1)	--	(6.1)	(39.4)	(6)	--	--	(36.3)
Import Trading	No.	56	112	558	1 842	1 118	111	112	1 451
	(%)	(1)	(2.1)	(10.4)	(34.4)	(20.9)	(2.1)	(2.1)	(27.1)
Wholesale	No.	13	77	296	733	450	51	13	592
	(%)	(0.6)	(3.5)	(13.3)	(32.9)	(20.2)	(2.3)	(0.6)	(26.6)
Retail	No.	42	128	256	912	595	21	64	1 442
	(%)	(1.2)	(3.7)	(7.4)	(26.4)	(17.2)	(0.6)	(1.8)	(41.7)
Western Restaurants	No.	10	--	41	491	367	--	--	61
	(%)	(1)	--	(4.2)	(50.6)	(37.8)	--	--	(6.3)
Chinese Restaurants	No.	20	10	88	618	626	--	20	519
	(%)	(1.1)	(0.5)	(4.6)	(32.5)	(32.9)	--	(1.1)	(27.3)
Hotels	No.	3	23	224	60	14	--	--	189
	(%)	(0.6)	(4.5)	(43.7)	(11.7)	(2.7)	--	--	(36.8)
Recreation Clubs	No.	--	14	24	17	10	--	--	21
	(%)	--	(16.3)	(27.9)	(19.8)	(11.6)	--	--	(24.4)
Warehousing & Transportation	No.	--	2	52	21	32	--	--	21
	(%)	--	(1.6)	(40.6)	(16.4)	(25)	--	--	(16.4)
Auction, Finance & Insurance	No.	--	1	2	--	--	--	--	30
	(%)	--	(3)	(6.1)	--	--	--	--	(90.9)
Manufacturing	No.	--	--	--	--	-	--	--	2
	(%)	--	--	--	--	--	--	--	(100)
Education & Training	No.	2	1	3	3	--	--	--	7
	(%)	(12.5)	(6.3)	(18.8)	(18.8)	--	--	--	(43.8)
<b>SUB-TOTAL</b>	<b>No.</b>	<b>375</b>	<b>368</b>	<b>1 659</b>	<b>5 441</b>	<b>3 326</b>	<b>183</b>	<b>209</b>	<b>5 021</b>
	<b>(%)</b>	<b>(2.3)</b>	<b>(2.2)</b>	<b>(10)</b>	<b>(32.8)</b>	<b>(20.1)</b>	<b>(1.1)</b>	<b>(1.3)</b>	<b>(30.3)</b>

Sector		Over \$70,000	\$50,001 - \$70,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$10,001 - \$20,000	\$8,001 - \$10,000	Under \$8,001	Unspecified
<b>SUPERVISORY LEVEL</b>									
Export and Re-export Trading	No.	--	--	172	57	686	--	--	400
	(%)	--	--	(13.1)	(4.3)	(52.2)	--	--	(30.4)
Import Trading	No.	--	--	112	223	2 121	112	--	223
	(%)	--	--	(4.0)	(8.0)	(76.0)	(4.0)	--	(8.0)
Wholesale	No.	---	25	52	155	1 170	117	--	321
	(%)	--	(1.4)	(2.8)	(8.4)	(63.6)	(6.4)	--	(17.4)
Retail	No.	--	21	106	63	764	--	--	341
	(%)	--	(1.6)	(8.2)	(4.9)	(59.0)	--	--	(26.3)
Western Restaurants	No.	10	20	--	82	1 808	41	--	72
	(%)	(0.5)	(1.0)	--	(4.0)	(88.9)	(2.0)	--	(3.5)
Chinese Restaurants	No.	--	--	--	59	1 794	39	196	538
	(%)	--	--	--	(2.2)	(68.3)	(1.5)	(7.5)	(20.5)
Hotels	No.	--	--	72	315	1 317	--	--	286
	(%)	--	--	(3.6)	(15.8)	(66.2)	--	--	(14.4)
Recreation Clubs	No.	--	2	3	15	436	7	--	38
	(%)	--	(0.4)	(0.6)	(3.0)	(87.0)	(1.4)	--	(7.6)
Warehousing & Transportation	No.	--	--	--	13	120	4	--	44
	(%)	--	--	--	(7.2)	(66.3)	(2.2)	--	(24.3)
Auction, Finance & Insurance	No.	--	--	--	--	--	--	--	30
	(%)	--	--	--	--	--	--	--	(100)
Manufacturing	No.	--	--	--	--	--	--	--	--
	(%)	--	--	--	--	--	--	--	--
Education & Training	No.	1	--	1	4	10	--	--	7
	(%)	(4.3)	--	(4.3)	(17.4)	(43.5)	--	--	(30.4)
<b>SUB-TOTAL</b>	<b>No.</b>	<b>11</b>	<b>68</b>	<b>518</b>	<b>986</b>	<b>10 226</b>	<b>320</b>	<b>196</b>	<b>2 300</b>
	<b>(%)</b>	<b>(0.1)</b>	<b>(0.5)</b>	<b>(3.5)</b>	<b>(6.7)</b>	<b>(69.9)</b>	<b>(2.2)</b>	<b>(1.3)</b>	<b>(15.7)</b>

Sector		Over \$70,000	\$50,001 - \$70,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$10,001 - \$20,000	\$8,001 - \$10,000	Under \$8,001	Unspecified
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>									
Export and Re-export Trading	No.	--	--	--	114	572	57	57	516
	(%)	--	--	--	(8.7)	(43.5)	(4.3)	(4.3)	(39.2)
Import Trading	No.	--	--	--	56	2 233	948	280	614
	(%)	--	--	--	(1.4)	(54.1)	(22.9)	(6.8)	(14.9)
Wholesale	No.	--	--	--	129	977	232	116	270
	(%)	--	--	--	(7.5)	(56.7)	(13.5)	(6.7)	(15.7)
Retail	No.	--	--	--	64	2 017	489	148	637
	(%)	--	--	--	(1.9)	(60.1)	(14.6)	(4.4)	(19.0)
Western Restaurants	No.	--	--	--	--	1 502	1 777	61	113
	(%)	--	--	--	--	(43.5)	(51.5)	(1.8)	(3.3)
Chinese Restaurants	No.	--	--	--	--	3 165	1 744	216	1 676
	(%)	--	--	--	--	(46.5)	(25.6)	(3.2)	(24.6)
Hotels	No.	--	--	--	--	853	29	--	593
	(%)	--	--	--	--	(57.8)	(2.0)	--	(40.2)
Recreation Clubs	No.	--	--	--	--	546	131	--	141
	(%)	--	--	--	--	(66.7)	(16.0)	--	(17.2)
Warehousing & Transportation	No.	--	--	--	--	23	105	--	33
	(%)	--	--	--	--	(14.3)	(65.2)	--	(20.5)
Auction, Finance & Insurance	No.	--	--	--	7	10	--	--	30
	(%)	--	--	--	(14.9)	(21.3)	--	--	(63.8)
Manufacturing	No.	--	--	--	--	--	2	--	--
	(%)	--	--	--	--	--	(100.0)	--	--
Education & Training	No.	--	--	1	8	3	1	--	15
	(%)	--	--	(3.6)	(28.6)	(10.7)	(3.6)	--	(53.6)
<b>SUB-TOTAL</b>	<b>No.</b>	<b>--</b>	<b>--</b>	<b>1</b>	<b>378</b>	<b>11 901</b>	<b>5 515</b>	<b>878</b>	<b>4 638</b>
	<b>(%)</b>	<b>--</b>	<b>--</b>	<b>(0.0)</b>	<b>(1.6)</b>	<b>(51.1)</b>	<b>(23.7)</b>	<b>(3.8)</b>	<b>(19.9)</b>
<b>GRAND TOTAL</b>	<b>No.</b>	<b>386</b>	<b>436</b>	<b>2 178</b>	<b>6 805</b>	<b>25 453</b>	<b>6 018</b>	<b>1 283</b>	<b>11 959</b>
	<b>(%)</b>	<b>(0.7)</b>	<b>(0.8)</b>	<b>(4.0)</b>	<b>(12.5)</b>	<b>(46.7)</b>	<b>(11.0)</b>	<b>(2.4)</b>	<b>(21.9)</b>

## PREFERRED YEARS OF EXPERIENCE BY SECTOR AND JOB LEVEL

Sector		10 years or more	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified
<b>MANAGERIAL LEVEL</b>							
Export and Re-export Trading	No.	172	400	572	286	400	229
	(%)	(8.4)	(19.4)	(27.8)	(13.9)	(19.4)	(11.1)
Import Trading	No.	670	614	1 898	670	--	726
	(%)	(14.6)	(13.4)	(41.5)	(14.6)	--	(15.9)
Wholesale	No.	257	450	836	206	26	257
	(%)	(12.6)	(22.1)	(41.1)	(10.1)	(1.3)	(12.6)
Retail	No.	234	276	998	467	85	191
	(%)	(10.4)	(12.3)	(44.3)	(20.7)	(3.8)	(8.5)
Western Restaurants	No.	112	327	214	61	--	10
	(%)	(15.5)	(45.2)	(29.6)	(8.4)	--	(1.4)
Chinese Restaurants	No.	784	157	284	137	--	69
	(%)	(54.8)	(11)	(19.8)	(9.6)	--	(4.8)
Hotels	No.	86	203	54	--	31	20
	(%)	(21.8)	(51.5)	(13.7)	--	(7.9)	(5.1)
Recreation Clubs	No.	17	33	33	--	--	--
	(%)	(20.5)	(39.8)	(39.8)	--	--	--
Warehousing & Transportation	No.	2	16	35	7	--	9
	(%)	(2.9)	(23.2)	(50.7)	(10.1)	--	(13)
Auction, Finance & Insurance	No.	6	5	9	--	--	5
	(%)	(24)	(20)	(36)	--	--	(20)
Manufacturing	No.	--	--	--	2	--	--
	(%)	--	--	--	(100)	--	--
Education & Training	No.	3	7	3	--	--	4
	(%)	(17.6)	(41.2)	(17.6)	--	--	(23.5)
<b>Sub-total</b>	<b>No.</b>	<b>2 343</b>	<b>2 488</b>	<b>4 936</b>	<b>1 836</b>	<b>542</b>	<b>1 520</b>
	<b>(%)</b>	<b>(17.1)</b>	<b>(18.2)</b>	<b>(36.1)</b>	<b>(13.4)</b>	<b>(4)</b>	<b>(11.1)</b>

Industry Sector		10 years or more	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified
<b>SUPERVISORY LEVEL</b>							
Export and Re-export Trading	No.	57	458	229	172	--	--
	(%)	(6.2)	(50)	(25)	(18.8)	--	--
Import Trading	No.	--	167	837	893	279	--
	(%)	--	(7.7)	(38.5)	(41.0)	(12.8)	--
Wholesale	No.	--	283	605	617	206	--
	(%)	--	(16.5)	(35.4)	(36.1)	(12)	--
Retail	No.	--	64	361	297	85	--
	(%)	--	(7.9)	(44.7)	(36.8)	(10.5)	--
Western Restaurants	No.	41	357	460	1042	20	-
	(%)	(2.1)	(18.6)	(24)	(54.3)	(1)	--
Chinese Restaurants	No.	118	657	568	372	225	98
	(%)	(5.8)	(32.2)	(27.9)	(18.3)	(11.0)	(4.8)
Hotels	No.	6	241	584	762	94	17
	(%)	(0.4)	(14.1)	(34.3)	(44.7)	(5.5)	(1.0)
Recreation Clubs	No.	19	24	467	22	--	--
	(%)	(3.6)	(4.5)	(87.8)	(4.1)	--	--
Warehousing & Transportation	No.	--	14	88	33	2	--
	(%)	--	(10.2)	(64.2)	(24.1)	(1.5)	--
Auction, Finance & Insurance	No.	--	--	--	18	--	--
	(%)	--	--	--	(100)	--	--
Manufacturing	No.	--	--	--	--	--	--
	(%)	--	--	--	--	--	--
Education & Training	No.	--	1	12	9	1	1
	(%)	--	(4.2)	(50)	(37.5)	(4.2)	(4.2)
<b>Sub-total</b>	<b>No.</b>	<b>241</b>	<b>2 266</b>	<b>4 211</b>	<b>4 237</b>	<b>912</b>	<b>116</b>
	<b>(%)</b>	<b>(2)</b>	<b>(18.9)</b>	<b>(35.1)</b>	<b>(35.4)</b>	<b>(7.6)</b>	<b>(1.0)</b>



Industry Sector		10 years or more	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	Unspecified
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>							
Export and Re-export Trading	No.	--	--	286	515	1 201	--
	(%)	--	--	(14.3)	(25.7)	(60)	--
Import Trading	No.	--	--	391	2177	614	--
	(%)	--	--	(12.3)	(68.4)	(19.3)	--
Wholesale	No.	--	--	566	708	643	--
	(%)	--	--	(29.5)	(36.9)	(33.5)	--
Retail	No.	--	191	276	1040	764	--
	(%)	--	(8.4)	(12.2)	(45.8)	(33.6)	--
Western Restaurants	No.	--	--	184	2329	970	--
	(%)	--	--	(5.3)	(66.9)	(27.8)	--
Chinese Restaurants	No.	--	--	363	3782	2019	363
	(%)	--	--	(5.6)	(57.9)	(30.9)	(5.6)
Hotels	No.	--	--	215	367	713	49
	(%)	--	--	(16)	(27.3)	(53.1)	(3.6)
Recreation Clubs	No.	--	--	33	689	186	--
	(%)	--	--	(3.6)	(75.9)	(20.5)	--
Warehousing & Transportation	No.	--	--	2	60	81	--
	(%)	--	--	(1.4)	(42)	(56.6)	--
Auction, Finance & Insurance	No.	--	--	8	10	30	--
	(%)	--	--	(16.7)	(20.8)	(62.5)	--
Manufacturing	No.	--	--	--	--	2	--
	(%)	--	--	--	--	(100)	--
Education & Training	No.	8	--	19	1	5	--
	(%)	(24.2)	--	(57.6)	(3)	(15.2)	--
<b>Sub-total</b>	<b>No.</b>	<b>8</b>	<b>191</b>	<b>2 343</b>	<b>11 678</b>	<b>7 228</b>	<b>412</b>
	<b>(%)</b>	<b>(0)</b>	<b>(0.9)</b>	<b>(10.7)</b>	<b>(53.4)</b>	<b>(33.1)</b>	<b>(1.9)</b>
<b>GRAND TOTAL</b>	<b>No.</b>	<b>2 592</b>	<b>4 945</b>	<b>11 490</b>	<b>17 751</b>	<b>8 682</b>	<b>2 048</b>
	<b>(%)</b>	<b>(5.5)</b>	<b>(10.4)</b>	<b>(24.2)</b>	<b>(37.4)</b>	<b>(18.3)</b>	<b>(4.3)</b>

## PREFERRED EDUCATION ATTAINMENT LEVEL BY SECTOR AND JOB LEVEL

Sector		University Degree or above	Associate Degree/ Professional Diploma/ Higher Diploma/ Higher Certificate or equivalent	Diploma/ Certificate or equivalent	Secondary 6 to Secondary 7/HKDSE	Secondary 4 to Secondary 5	Secondary 3 or below	Others*/ Unspecified
<b>MANAGERIAL LEVEL</b>								
Export and Re-export Trading	No.	1 087	--	229	343	171	--	172
	(%)	(52.8)	--	(11.1)	(16.7)	(8.3)	--	(8.4)
Import Trading	No.	1 005	1 172	56	949	613	112	614
	(%)	(22.0)	(25.6)	(1.2)	(20.7)	(13.4)	(2.4)	(13.4)
Wholesale	No.	708	193	218	309	347	13	244
	(%)	(34.8)	(9.5)	(10.7)	(15.2)	(17.1)	(0.6)	(12)
Retail	No.	1 020	361	42	211	424	--	106
	(%)	(45.4)	(16.1)	(1.9)	(9.4)	(18.9)	--	(4.7)
Western Restaurants	No.	71	31	71	124	398	10	10
	(%)	(9.8)	(4.3)	(9.8)	(17.1)	(54.9)	(1.4)	(1.4)
Chinese Restaurants	No.	10	49	--	784	265	284	39
	(%)	(0.7)	(3.4)	--	(54.8)	(18.5)	(19.8)	(2.7)
Hotels	No.	186	72	40	3	74	--	20
	(%)	(47.1)	(18.2)	(10.1)	(0.8)	(18.7)	--	(5.1)
Recreation Clubs	No.	7	28	17	5	26	--	--
	(%)	(8.4)	(33.7)	(20.5)	(6)	(31.3)	--	--
Warehousing & Transportation	No.	33	19	2	--	9	--	7
	(%)	(47.1)	(27.1)	(2.9)	--	(12.9)	--	(10)

Sector		University Degree or above	Associate Degree/ Professional Diploma/ Higher Diploma/ Higher Certificate or equivalent	Diploma/ Certificate or equivalent	Secondary 6 to Secondary 7/HKDSE	Secondary 4 to Secondary 5	Secondary 3 or below	Others*/ Unspecified
Auction, Finance & Insurance	No.	12	8	--	--	--	--	--
	(%)	(60)	(40)	--	--	--	--	--
Manufacturing	No.	--	--	2	--	--	--	--
	(%)	--	--	(100)	--	--	--	--
Education & Training	No.	7	--	--	--	--	--	3
	(%)	(43.8)	--	--	--	--	--	(18.8)
<b>Sub-total</b>	<b>No.</b>	<b>4 146</b>	<b>1 933</b>	<b>677</b>	<b>2 728</b>	<b>2 327</b>	<b>419</b>	<b>1 215</b>
	<b>(%)</b>	<b>(30.4)</b>	<b>(14.2)</b>	<b>(5)</b>	<b>(20)</b>	<b>(17)</b>	<b>(3.1)</b>	<b>(8.9)</b>
<b>SUPERVISORY LEVEL</b>								
Export and Re-export Trading	No.	171	57	114	515	57	--	--
	(%)	(18.7)	(6.2)	(12.5)	(56.3)	(6.2)	--	--
Import Trading	No.	559	279	56	280	1 172	--	223
	(%)	(21.8)	(10.9)	(2.2)	(10.9)	(45.6)	--	(8.7)
Wholesale	No.	232	386	102	836	476	206	--
	(%)	(10.4)	(17.2)	(4.6)	(37.4)	(27.8)	(9.2)	--
Retail	No.	319	127	42	64	106	--	--
	(%)	(48.5)	(19.3)	(6.4)	(9.7)	(16.1)	--	--

Sector		University Degree or above	Associate Degree/ Professional Diploma/ Higher Diploma/ Higher Certificate or equivalent	Diploma/ Certificate or equivalent	Secondary 6 to Secondary 7/HKDSE	Secondary 4 to Secondary 5	Secondary 3 or below	Others*/ Unspecified
Western Restaurants	No.	--	92	61	215	1 512	41	--
	(%)	--	(4.8)	(3.2)	(11.2)	(78.7)	(2.1)	--
Chinese Restaurants	No.	--	--	--	755	529	666	88
	(%)	--	--	--	(37)	(26)	(32.7)	(4.3)
Hotels	No.	14	785	518	75	292	--	17
	(%)	(0.8)	(46.1)	(30.4)	(4.4)	(17.1)	--	(1)
Recreation clubs	No.	--	36	48	358	90	--	--
	(%)	--	(6.8)	(9)	(67.3)	(16.9)	--	--
Warehousing & Transportation	No.	7	--	11	77	43	--	--
	(%)	(5.1)	--	(8)	(55.8)	(31.2)	--	--
Auction, Finance & Insurance	No.	--	18	--	--	--	--	--
	(%)	--	(100)	--	--	--	--	--
Manufacturing	No.	--	--	--	--	--	--	--
	(%)	--	--	--	--	--	--	--
Education & Training	No.	8	8	--	--	4	--	1
	(%)	(32)	(32)	--	--	(16)	--	(4)
<b>Sub-total</b>	<b>No.</b>	<b>1 310</b>	<b>1 788</b>	<b>952</b>	<b>3 175</b>	<b>4 281</b>	<b>913</b>	<b>329</b>
	<b>(%)</b>	<b>(10.3)</b>	<b>(14)</b>	<b>(7.5)</b>	<b>(24.9)</b>	<b>(33.6)</b>	<b>(7.2)</b>	<b>(2.6)</b>

Sector		University Degree or above	Associate Degree/ Professional Diploma/ Higher Diploma/ Higher Certificate or equivalent	Diploma/ Certificate or equivalent	Secondary 6 to Secondary 7/HKDSE	Secondary 4 to Secondary 5	Secondary 3 or below	Others*/ Unspecified
<b>CLERICAL AND OPERATIVE SUPPORT LEVEL</b>								
Export and Re-export Trading	No.	343	--	57	1 258	343	--	--
	(%)	(17.1)	--	(2.8)	(62.9)	(17.1)	--	--
Import Trading	No.	167	614	--	837	1 172	391	--
	(%)	(5.2)	(19.3)	--	(26.3)	(36.8)	(12.3)	--
Wholesale	No.	51	154	27	836	720	129	--
	(%)	(2.7)	(8)	(1.4)	(43.6)	(37.6)	(6.7)	--
Retail	No.	42	488	42	637	1 040	--	--
	(%)	(1.9)	(21.5)	(1.9)	(28.1)	(45.8)	--	--
Western Restaurants	No.	--	153	--	521	2 196	613	--
	(%)	--	(4.4)	--	(15)	(63.0)	(17.6)	--
Chinese Restaurants	No.	--	10	--	118	1 157	4 909	332
	(%)	--	(0.2)	--	(1.8)	(17.7)	(75.2)	(5.1)
Hotels	No.	3	57	164	481	495	94	49
	(%)	(0.2)	(4.2)	(12.2)	(35.8)	(36.9)	(7)	(3.6)
Recreation clubs	No.	--	21	12	507	288	81	--
	(%)	--	(2.3)	(1.3)	(55.8)	(31.7)	(8.9)	--
Warehousing & Transportation	No.	--	7	93	2	19	23	--
	(%)	--	(4.9)	(64.6)	(1.4)	(13.2)	(16)	--

Sector		University Degree or above	Associate Degree/ Professional Diploma/ Higher Diploma/ Higher Certificate or equivalent	Diploma/ Certificate or equivalent	Secondary 6 to Secondary 7/HKDSE	Secondary 4 to Secondary 5	Secondary 3 or below	Others*/ Unspecified
Auction, Finance & Insurance	No.	8	30	10	--	--	--	--
	(%)	(16.7)	(62.5)	(20.8)	--	--	--	--
Manufacturing	No.	--	--	--	--	2	--	--
	(%)	--	--	--	--	(100)	--	--
Education & Training	No.	18	1	--	1	10	3	--
	(%)	(54.5)	(3)	--	(3)	(30.3)	(9.1)	--
<b>Sub-total</b>	<b>No.</b>	<b>632</b>	<b>1 535</b>	<b>405</b>	<b>5 198</b>	<b>7 442</b>	<b>6 243</b>	<b>381</b>
	<b>(%)</b>	<b>(2.9)</b>	<b>(7)</b>	<b>(1.9)</b>	<b>(23.8)</b>	<b>(34)</b>	<b>(28.9)</b>	<b>(1.8)</b>
<b>GRAND TOTAL</b>	<b>No.</b>	<b>6 088</b>	<b>5 256</b>	<b>2 034</b>	<b>11 101</b>	<b>14 050</b>	<b>7 575</b>	<b>1 925</b>
	<b>(%)</b>	<b>(12.7)</b>	<b>(10.9)</b>	<b>(4.2)</b>	<b>(23.1)</b>	<b>(29.3)</b>	<b>(15.8)</b>	<b>(4.0)</b>

\*including professional qualifications as reported by establishments

NUMBER OF ESTABLISHMENTS WITH LOCAL EMPLOYEES POSSESSING  
WINE-RELATED PROFESSIONAL/ VOCATIONAL QUALIFICATIONS  
BY SECTOR

Sector	No. of Establishments with Employees Possessing Wine-related Professional/ Vocational Qualifications*	Percentage within Sector (%)
Export and Re-export Trading	10	40
Import Trading	24	46.2
Wholesale	38	54.3
Retail	52	61.2
Western Restaurants	9	14.5
Chinese Restaurants	5	8.2
Hotels	11	26.2
Recreation Clubs	7	38.9
Warehousing & Transportation	1	7.1
Auction, Finance & Insurance	--	--
Manufacturing	1	100
Education & Training	6	66.7
<b>Total</b>	<b>164</b>	<b>38**</b>

\* These are actual figures without grossing up.

\*\*This refers to the percentage for all sectors.

NUMBER OF LOCAL EMPLOYEES WITH WINE-RELATED  
PROFESSIONAL/ VOCATIONAL QUALIFICATIONS

Sector	No. of Local Employees Possessing Wine-related Professional/ Vocational Qualifications*		
	Managerial Level	Supervisory Level	Total
Export and Re-export Trading	7	6	13
Import Trading	35	2	37
Wholesale	43	31	74
Retail	51	14	65
Western Restaurants	9	2	11
Chinese Restaurants	4	0	4
Hotels	35	30	65
Recreation Clubs	24	31	55
Warehousing & Transportation	5	2	7
Auction, Finance & Insurance	0	0	0
Manufacturing	1	0	1
Education & Training	10	15	25
<b>TOTAL</b>	<b>224</b>	<b>133</b>	<b>357</b>

\* These are actual figures without grossing up



PREFERRED OVERSEAS WINE-RELATED QUALIFICATIONS BY ESTABLISHMENTS AT  
MANAGERIAL LEVEL AND SUPERVISORY LEVEL

Preferred Overseas Qualifications	No. of Establishments	
	Managerial Level	Supervisory Level
No Need	7 883	8 064
No Idea	126	126
Certified Sommelier	56	--
Diploma in Enology	2	--
Internationally Accredited Wine-related Qualification	3	--
Master of Wine	3	3
Qualifications related to Knowledge of Wine and Authenticity Skills	3	3
Sommelier Diploma	21	57
SOPEXA	--	10
WSET	359	193
<b>Total</b>	<b>8 456*</b>	<b>8 456*</b>

\* “Public Relations” as reported by 21 establishments have been excluded from this table, since it is not a wine-related qualification per se.

NUMBER OF ESTABLISHMENTS REQUIRING OR HIRING  
OVERSEAS EMPLOYEES

Sector	No. of Establishments			
	Requiring	Within the Sector (%)	Hiring	Within the Sector (%)
Export and Re-export Trading	114	(8)	114	(8)
Import Trading	558	(19.2)	335	(11.5)
Wholesale	90	(10)	77	(8.6)
Retail	42	(2.3)	21	(1.2)
Western Restaurants	10	(1.6)	--	(--)
Chinese Restaurants	--	--	--	--
Hotels	6	(5)	6	(5)
Recreation Clubs	2	(6.5)	--	--
Warehousing & Transportation	2	(6.1)	2	(6.1)
Auction, Finance & Insurance	3	(30)	--	--
Manufacturing	2	(100)	--	--
Education & Training	--	--	--	--
<b>Total</b>	<b>829</b>	<b>(9.8)*</b>	<b>555</b>	<b>(6.5)*</b>

\*This refers to the percentage for all sectors.

## NUMBER OF OVERSEAS EMPLOYEES BY SECTOR AND NATIONALITY

Sector	No. of Overseas Employees							
	French	British	American	Italian	Australian	Spanish	Others	Sub-total
Export and Re-export Trading	57	57	--	--	--	--	--	114
Import Trading	56	167	--	167	--	--	558	948
Wholesale	13	13	--	13	26	26	39	130
Retail	--	42	--	--	--	--	--	42
Western Restaurants	--	--	--	--	--	--	--	--
Chinese Restaurants	--	--	--	--	--	--	--	--
Hotels	3	--	--	--	--	--	3	6
Recreation Clubs	--	--	--	--	--	--	--	--
Warehousing & Transportation	--	--	2	--	--	--	2	4
Auction, Finance & Insurance	--	--	--	--	--	--	--	--
Manufacturing	--	--	--	--	--	--	--	--
Education & Training	--	--	--	--	--	--	--	--
<b>Total</b>	<b>129</b>	<b>279</b>	<b>2</b>	<b>180</b>	<b>26</b>	<b>26</b>	<b>602</b>	<b>1 244</b>

## WINE-RELATED TRAINING COURSES ON THE MARKET

	Course Title	No. of Courses	Duration (Hours)	No. of Training Places*	QF Level
1	3 Nations Master Class - Australian, South African & Argentine Wines	1	^	^	--
2	A+ Australian Wine School Level 1	1	^	^	--
3	A+ Australian Wine School Level 2	1	^	^	--
4	Advanced Certificate in Sommelier Studies	1	24	^	--
5	Advanced Certificate in Wine and Bartending Service	1	4 Months	^	3
6	Aroma in Wine Workshop	1	^	^	--
7	Advanced Wines and Spirits	1	42	20	--
8	AWSEC Beginners	1	^	^	--
9	AWSEC Connoisseurs	1	^	^	--
10	AWSEC Enthusiasts	1	^	^	--
11	AWSEC Experts	1	^	^	--
12	Barossa Enthusiast (Level 1)	1	^	^	--
13	Barossa Master (Level 3)	1	^	^	--
14	Barossa Specialist (Level 2)	1	^	^	--
15	Bordeaux In 2 Hours	2	2	^	--

	Course Title	No. of Courses	Duration (Hours)	No. of Training Places*	QF Level
16	Certificate Course in International Wine Knowledge	1	72	^	--
17	Diploma Sampler Master Class	1	^	^	--
18	Discovering Bordeaux Wine	1	^	^	--
19	Discovering Bourgogne Wines	1	^	^	--
20	East European Wine Workshop	1	4	80	--
21	Elementary Certificate in Sommelier Studies	1	8	^	--
22	Executive Diploma in Wine Business	1	18	^	--
23	Expert Tasting - Spirits	1	^	^	--
24	Food Pairing	4	7	425	--
25	French Wine Introduction	1	3	100	--
26	French Wine Scholar	1	^	^	--
27	Greek Wine Master Class	1	^	^	--
28	Intermediate Certificate in Sommelier Studies	1	16	^	--
29	Intermediate Wines and Spirits	1	30	20	--
30	Introduction to Bordeaux Wines	1	3	225	--
31	Introduction to Wine Appreciation	1	3	20	--
32	Learning How to Taste & Discovering Bordeaux Wine (Level 1)	1	6	^	--

	Course Title	No. of Courses	Duration (Hours)	No. of Training Places*	QF Level
33	Module Certificate in Wine Studies	1	10	^	4
34	Professional Diploma in Wine Assessment and Services - Advanced Tasting: European Wines	1	30	^	3
35	Professional Diploma in Wine Assessment and Services - Advanced Tasting: French Wines	1	30	^	3
36	Professional Diploma in Wine Assessment and Services - Advanced Tasting: New World Wines	1	30	^	3
37	Professional Diploma in Wine Assessment and Services - Foundation Course in Wine Tasting	1	30	^	3
38	Professional Diploma in Wine Assessment and Services - Fundamentals of Wine Tasting and Assessment	1	30	20	3
39	Professional Diploma in Wine Assessment and Services - Wine Services	1	30	^	3
40	Professional Diploma in Wine Assessment and Services - Advanced Wine Assessment	1	39	20	3
41	Sud de France Master-Level Programme	1	^	^	--
42	The Essence of Bordeaux Proficiency Course (Level 2)	1	4	^	--
43	The Essence of Bordeaux Wine	1	^	^	--
44	The Legendary Chateaux of Bordeaux: The Classifications and the Wines (Level 3)	1	6	^	--
45	Wine & Cheese Pairing Workshop	1	^	^	--
46	Wine & Chocolate Appreciation	1	12	^	--

	Course Title	No. of Courses	Duration (Hours)	No. of Training Places*	QF Level
47	Wine & Spirits MBA	1	24 Months	20	--
48	Wine Appreciation: Chardonnay, Sauvignon Blanc and Pinot Grigio	1	3	20	--
49	Wine Course	18	27	2 465	--
50	Wine Courses Better Tasting: A Workshop on Wine Tasting Technique	1	5	^	--
51	Wine Courses Weekend Workshop on Wine Knowledge and Tasting Techniques (in Chinese)	1	20	^	--
52	Wine Courses Wine Appreciation Workshop Series - Burgundy Wine	1	5	^	--
53	Wine Courses Wine Appreciation Workshop Series - Champagne & Sparkling Wine	1	5	^	--
54	Wine Courses Wine Appreciation Workshop Series - Italian Wine	1	6	^	--
55	Wine Courses Wine Appreciation Workshop Series - South African Wine	1	3	^	--
56	Wine Courses Wine Appreciation Workshop Series - Californian Wine	1	3	^	--
57	Wine Pronunciation Workshop	1	^	^	--
58	Wine Series II - Fundamentals of Wine	1	12	^	--
59	Wine Series II - Introduction to Professional Wine Service	1	12	^	--
60	Wine Series III - Wine Appreciation	1	12	^	--
61	Wine Series IV - German Wine Appreciation	1	12	^	--
62	Wine Series V - Spanish Wine Appreciation	1	12	^	--

	Course Title	No. of Courses	Duration (Hours)	No. of Training Places*	QF Level
63	Wine Tasting	79	6	26 769	--
64	Wine Workshop	1	3	500	--
65	Wine-making Workshop	1	25	1 000	--
66	WSET International Higher Certificate in Wines and Spirits	1	^	^	--
67	WSET Level 1 Award in Spirits	1	^	^	--
68	WSET Level 1 Award in Wine Service	1	^	^	--
69	WSET Level 1 Award in Wines	4	7	125	--
70	WSET Level 2 Award in Spirits	1	^	^	--
71	WSET Level 2 Award in Wines and Spirits	3	19	^	--
72	WSET Level 3 Award in Wines and Spirits	3	33	^	--
73	WSET Level 4 Diploma in Wines and Spirits	1	^	^	--
74	WSET Level 5 Honours Diploma	1	^	^	--
75	侍酒員證書課程	1	200	^	--
76	法國波爾多葡萄酒學院證書課程-中級班	1	8	^	--
77	法國波爾多葡萄酒學院證書課程-高級班	1	4	^	--
78	法國波爾多葡萄酒學院證書課程-基礎班	1	8	^	--
79	香檳的傳奇	1	2	^	--



	Course Title	No. of Courses	Duration (Hours)	No. of Training Places*	QF Level
80	酒壇皇牌培訓班	1	12	^	--
81	專業侍酒師認證課程	1	96	20	--
82	葡萄酒知識 I 單元證書課程	1	24	^	3
83	葡萄酒知識 II 單元證書課程	1	8	^	3
84	葡萄酒推廣員證書課程	1	176	^	--
85	裏奧哈葡萄酒的奧秘	1	4	^	--
86	認識紅酒及銷售技巧	1	6	225	--
87	德國的甜蜜約定	1	2	^	--
	<b>TOTAL</b>	<b>193</b>	<b>--</b>	<b>32 074</b>	<b>--</b>

^ Not Specified

\* These are actual figures without grossing up

NUMBER OF ESTABLISHMENTS WITH WINE BUSINESSES  
ON THE MAINLAND

Sector	No. of Establishments	
	Deploying Local Employees to Work in the Mainland	Among the Establishments with Mainland Businesses within the Sector (%)
Export and Re-export Trading	572	(52.6)
Import Trading	391	(43.8)
Wholesale	270	(69.9)
Retail	531	(62.5)
Western Restaurants	20	(19.6)
Chinese Restaurants	20	(2)
Hotels	6	(17.6)
Recreation clubs	2	(66.7)
Warehousing & transportation	2	(16.7)
Auction, Finance & Insurance	--	--
Manufacturing	--	--
Education & training	3	(100)
<b>Total</b>	<b>1 816</b>	<b>-</b>

## NUMBER OF EMPLOYEES DEPLOYED TO WORK ON THE MAINLAND

Job Level	No. of Employees Deployed to Work in the Mainland			
	Stationed Basis	Non-stationed Basis	Total	Among All FT Employees (%)
Managerial	402	1 892	2 294	13.8
Supervisory	80	410	490	3.4
Clerical/Operative Support	21	705	726	3.1
<b>Total</b>	<b>503</b>	<b>3 007</b>	<b>3 510</b>	<b>6.4</b>

## ONLINE WINE-RELATED TRADING BY SECTOR

Sector	No. of Establishments by Percentage of Receipts from Online Wine Related Trading							
	0%	1% - 10%	11% - 30%	31% - 50%	51% - 70%	71% or above	Refuse to answer	Total
Export and Re-export Trading	972	172	57	--	114	57	57	1 430
Import Trading	1 954	558	223	--	56	56	56	2 903
Wholesale	605	219	51	13	13	--	--	900
Retail	1 019	446	64	127	21	64	64	1 805
Western Restaurants	603	10	--	10	--	--	10	633
Chinese Restaurants	568	--	--	--	--	10	20	598
Hotel	120	--	--	--	--	--	--	120
Recreation Clubs	28	2	2	--	--	--	--	31
Warehousing & Transportation	28	5	--	--	--	--	--	33
Auction, Finance & Insurance	10	--	--	--	--	--	--	10
Manufacturing	--	--	--	--	2	--	--	2
Education & Training	9	--	--	--	1	1	--	12
<b>Total</b>	<b>5 916</b>	<b>1 411</b>	<b>397</b>	<b>150</b>	<b>208</b>	<b>188</b>	<b>207</b>	<b>8 477</b>

## OFF-TRADE WINE CONSUMPTION\*

<b>Percentage of Wine Consumption at Restaurants which was Bought off the Premises</b>	<b>No. of Restaurants</b>	<b>Among All Restaurants (%)</b>
0%	380	(30.9)
1% - 10%	492	(40)
11% - 30%	60	(4.9)
31% - 50%	89	(7.2)
51% - 70%	41	(3.3)
71% or above	98	(8)
Refuse to answer	71	(5.7)
<b>Total</b>	<b>1 231</b>	<b>(100)</b>

\*Only restaurants were asked to answer this question.

## POSITION OF PROMOTION BY SECTOR AND JOB LEVEL

Sector / Job Level	Number Employed (a)	Number of Promotions/ Transfer (b)	% [(b)/(a)]
<b>Export and re-export trading</b>			
Managerial	1 888	114	(6)
Supervisory	1 315	--	--
Clerical/Operative	1 316	57	(4.3)
<b>Import Trading</b>			
Managerial	5 360	167	(3.1)
Supervisory	2 791	279	(10)
Clerical/Operative	4 131	--	--
<b>Wholesale</b>			
Managerial	2 225	39	(1.8)
Supervisory	1 840	167	(9.1)
Clerical/Operative	1 724	39	(2.3)
<b>Retail</b>			
Managerial	3 460	212	(6.1)
Supervisory	1 295	255	(19.7)
Clerical/Operative	3 355	127	(3.8)
<b>Western Restaurants</b>			
Managerial	970	409	(42.2)
Supervisory	2 033	266	(13.1)
Clerical/Operative	3 453	143	(4.1)

Sector / Job Level	Number Employed (a)	Number of Promotions/ Transfer (b)	% [(b)/(a)]
<b>Chinese Restaurants</b>			
Managerial	1 901	147	(7.7)
Supervisory	2 626	627	(23.9)
Clerical/Operative	6 801	10	(0.1)
<b>Hotels</b>			
Managerial	513	74	(14.4)
Supervisory	1 990	109	(5.5)
Clerical/Operative	1 475	34	(2.3)
<b>Recreation Clubs</b>			
Managerial	86	22	(25.6)
Supervisory	501	41	(8.2)
Clerical/Operative	818	21	(2.6)
<b>Warehousing &amp; Transportation</b>			
Managerial	128	26	(20.3)
Supervisory	181	67	(37)
Clerical/Operative	161	7	(4.3)
<b>Auction, Finance &amp; Insurance</b>			
Managerial	28	3	(10.7)
Supervisory	30	5	(16.7)
Clerical/Operative	47	--	--
<b>Manufacturing</b>			
Managerial	2	--	--
Supervisory	2	--	--
Clerical/Operative	0	--	--

Sector / Job Level	Number Employed (a)	Number of Promotions/ Transfer (b)	% [(b)/(a)]
<b>Education and Training</b>			
Managerial	21	1	(4.8)
Supervisory	23	1	(4.3)
Clerical/Operative	28	--	--
<b>GRAND TOTAL</b>	<b>54 518</b>	<b>3 469</b>	--

*Remarks: Grand total includes manpower at clerical/operative level.*



NUMBER OF ESTABLISHMENTS PLANNING TO PROVIDE OR  
SPONSOR TRAINING IN THE NEXT 12 MONTHS

Sector	No. of Establishments Planned to Provide/ Sponsor Training in the Next 12 Months	Within Sector (%)
Export and Re-export Trading	458	32.0
Import Trading	614	21.1
Wholesale	167	18.6
Retail	679	37.6
Western Restaurants	153	24.2
Chinese Restaurants	78	13.0
Hotels	66	55.0
Recreation Clubs	19	63.3
Warehousing & Transportation	19	59.4
Auction, Finance & Insurance	3	30.0
Manufacturing	0	0
Education & Training	4	33.3
<b>Total</b>	<b>2 260</b>	<b>26.7*</b>

\*This refers to the percentage for all sectors.

**NUMBER OF TRAINING PLACES TO BE PROVIDED OR SPONSORED FOR EMPLOYEES  
IN THE NEXT 12 MONTHS BY TYPE OF TRAINING AND JOB LEVEL**

Type of Training		Job Level							
		Managerial		Supervisory		Clerical and Operative Support		Total	
		No. of places	(%)	No. of places	(%)	No. of places	(%)	No. of places	(%)
<b>Management Skills</b>	(i) Business Development and Management	1 196	(4.4)	397	(1.2)	555	(1.8)	2 148	(2.4)
	(ii) Supply Chain Management	893	(3.3)	295	(0.9)	517	(1.7)	1 705	(1.9)
	(iii) Supervisory Skills	749	(2.8)	590	(1.8)	648	(2.1)	1 987	(2.2)
	(iv) Legal Knowledge	513	(1.9)	85	(0.3)	609	(2)	1 207	(1.3)
	(v) Management Skills	523	(1.9)	920	(2.9)	517	(1.7)	1 960	(2.2)
	<b>Total</b>	<b>3 874</b>	<b>(14.3)</b>	<b>2 287</b>	<b>(7.1)</b>	<b>2 846</b>	<b>(9.3)</b>	<b>9 007</b>	<b>(10)</b>

Type of Training		Job Level							
		Managerial		Supervisory		Clerical and Operative Support		Total	
		No. of places	(%)	No. of places	(%)	No. of places	(%)	No. of places	(%)
Trade Specific Skills	(i) Wine Serving	1 277	(4.7)	1 713	(5.3)	2 448	(8)	5 438	(6)
	(ii) Authenticity	1 266	(4.7)	1 259	(3.9)	1 364	(4.4)	3 889	(4.3)
	(iii) International Trade and Practices	955	(3.5)	1 097	(3.4)	758	(2.5)	2 810	(3.1)
	(iv) Transport and Logistics	826	(3)	1 108	(3.4)	794	(2.6)	2 728	(3)
	(v) Wine Related Product Development	1 435	(5.3)	1 191	(3.7)	1 060	(3.5)	3 686	(4.1)
	(vi) Merchandising	1 049	(3.9)	1 162	(3.6)	709	(2.3)	2 920	(3.2)
	(vii) Sales Technique	1 347	(5)	1 183	(3.7)	1 412	(4.6)	3 942	(4.4)
	(viii) Customer Relationship	1 685	(6.2)	2 031	(6.3)	3 543	(11.6)	7 259	(8.1)
	(ix) Wine Related Knowledge	2 124	(7.8)	2 121	(6.6)	3 874	(12.6)	8 119	(9)
	(x) Quality Control	971	(3.6)	1 048	(3.3)	1 168	(3.8)	3 187	(3.5)
	(xi) Compliance	872	(3.2)	1 048	(3.3)	1 221	(4)	3 141	(3.5)
	(xii) Wine Product Knowledge	1 993	(7.3)	1 333	(4.1)	3 887	(12.7)	7 213	(8)
	<b>Total</b>	<b>15 800</b>	<b>(58.1)</b>	<b>16294</b>	<b>(50.6)</b>	<b>22238</b>	<b>(72.5)</b>	<b>54332</b>	<b>(60.3)</b>

Type of Training		Job Level							
		Managerial		Supervisory		Clerical and Operative Support		Total	
		No. of places	(%)	No. of places	(%)	No. of places	(%)	No. of places	(%)
China-related Knowledge and World Vision	(i) China Trade Business	1 061	(3.9)	2 821	(8.8)	519	(1.7)	4 401	(4.9)
	(ii) Law and Regulatory Restriction for Access to China's Market	905	(3.3)	1 010	(3.1)	498	(1.6)	2 413	(2.7)
	(iii) World Vision	828	(3)	1 010	(3.1)	349	(1.1)	2 187	(2.4)
	<b>Total</b>	<b>2794</b>	<b>(10.3)</b>	<b>4 841</b>	<b>(15)</b>	<b>1366</b>	<b>(4.5)</b>	<b>9 001</b>	<b>(10)</b>
Language Skills	(i) Spoken English	611	(2.2)	1 142	(3.5)	835	(2.7)	2 588	(2.9)
	(ii) Written English	501	(1.8)	1 094	(3.4)	694	(2.3)	2 289	(2.5)
	(iii) Spoken Putonghua	956	(3.5)	1 189	(3.7)	554	(1.8)	2 699	(3)
	(iv) Reading Chinese	565	(2.1)	1 091	(3.4)	336	(1.1)	1 992	(2.2)
	(v) French	370	(1.4)	962	(3)	86	(0.3)	1 418	(1.6)
	(vi) Others-German	6	(0)	6	(0)	29	(0.1)	41	(0)
	(vi) Others-Hindi	14	(0.1)	14	(0)	0	(0)	28	(0)
	(vi) Other-Wine Brand/ Name Pronunciation	9	(0)	17	(0.1)	0	(0)	26	(0)
	<b>Total</b>	<b>3 032</b>	<b>(11.2)</b>	<b>5 515</b>	<b>(17.1)</b>	<b>2 534</b>	<b>(8.3)</b>	<b>11 081</b>	<b>(12.3)</b>

Type of Training		Job Level							
		Managerial		Supervisory		Clerical and Operative Support		Total	
		No. of places	(%)	No. of places	(%)	No. of places	(%)	No. of places	(%)
Personal Development Skills	(i) Presentation	539	(2)	967	(3)	420	(1.4)	1 926	(2.1)
	(ii) Interpersonal Communication	552	(2)	996	(3.1)	988	(3.2)	2 536	(2.8)
	(iii) Negotiation	484	(1.8)	906	(2.8)	266	(0.9)	1 656	(1.8)
	(iv) Others-Leadership	4	(0)	3	(0)	0	(0)	7	(0)
	(iv) Others-Training Skills	102	(0.4)	409	(1.3)	0	(0)	511	(0.6)
	<b>Total</b>	<b>1 681</b>	<b>6.2</b>	<b>3 281</b>	<b>10.2</b>	<b>1 674</b>	<b>5.5</b>	<b>6 636</b>	<b>7.4</b>
<b>Grand Total</b>		<b>27 181</b>	<b>100</b>	<b>32 218</b>	<b>100</b>	<b>30 658</b>	<b>100</b>	<b>90 057</b>	<b>100</b>

NUMBER OF LOCAL EMPLOYEES WITH PROFESSIONAL/ VOCATIONAL  
QUALIFICATIONS AT Q4/2013 AND FORECAST IN THE NEXT 12 MONTHS

Sector	No. of Local Employees Possessing Professional/ Vocational Qualifications*					
	At Q4/2013			Forecast in Next 12 Months		
	Managerial Level	Supervisory Level	Total	Managerial Level	Supervisory Level	Total
Export and Re-export Trading	7	6	13	8	33	41
Import Trading	33	2	35	36	5	41
Wholesale	43	31	74	56	30	86
Retail	51	14	65	39	22	61
Western Restaurants	9	2	11	12	5	17
Chinese Restaurants	4	--	4	8	3	11
Hotels	35	30	65	32	30	62
Recreation Clubs	24	31	55	15	25	40
Warehousing & transportation	5	--	5	6	5	11
Auction, Finance & Insurance	--	--	--	--	--	--
Manufacturing	1	--	1	1	--	1
Education & Training	10	15	25	8	13	21
<b>TOTAL</b>	<b>222</b>	<b>131</b>	<b>353</b>	<b>221</b>	<b>171</b>	<b>392</b>

\* These are actual figures without grossing up.

**FORECAST OF NUMBER OF WINE-RELATED TRAINING COURSES AND TRAINING  
PLACES ON THE MARKET  
IN THE NEXT 12 MONTHS**

	Course Title	No. of Courses	Duration (hours)	No. of Training Places in 2013*	Forecast No. of Training Places in the next 12 months	QF Level
1	3 Nations Master Class - Australian, South African & Argentine Wines	1	^	^	--	--
2	A+ Australian Wine School Level 1	1	^	^	--	--
3	A+ Australian Wine School Level 2	1	^	^	--	--
4	Advanced Certificate in Sommelier Studies	1	24	^	--	--
5	Advanced Certificate in Wine and Bartending Service	1	4 Months	^	--	3
6	Advanced Wines and Spirits	1	42	20	20	--
7	Aroma in Wine Workshop	1	^	^	--	--
8	AWSEC Beginners	1	^	^	--	--
9	AWSEC Connoisseurs	1	^	^	--	--
10	AWSEC Enthusiasts	1	^	^	--	--
11	AWSEC Experts	1	^	^	--	--
12	Barossa Enthusiast (Level 1)	1	^	^	--	--
13	Barossa Master (Level 3)	1	^	^	--	--
14	Barossa Specialist (Level 2)	1	^	^	--	--

	Course Title	No. of Courses	Duration (hours)	No. of Training Places in 2013*	Forecast No. of Training Places in the next 12 months	QF Level
15	Bordeaux In 2 Hours	2	2	^	--	--
16	Certificate Course in International Wine Knowledge	1	72	^	--	--
17	Diploma Sampler Master Class	1	^	^	--	--
18	Discovering Bordeaux Wine	1	^	^	--	--
19	Discovering Bourgogne Wines	1	^	^	--	--
20	East European Wine Workshop	1	4	80	120	--
21	Elementary Certificate in Sommelier Studies	1	8	^	--	--
22	Executive Diploma in Wine Business	1	18	^	--	--
23	Expert Tasting - Spirits	1	^	^	--	--
24	Food Pairing	4	7	425	260	--
25	French Wine Introduction	1	3	100	100	--
26	French Wine Scholar	1	^	^	--	--
27	Greek Wine Master Class	1	^	^	--	--
28	Intermediate Certificate in Sommelier Studies	1	16	^	--	--
29	Intermediate Wines and Spirits	1	30	20	20	--
30	Introduction to Bordeaux Wines	1	3	225	225	--



	Course Title	No. of Courses	Duration (hours)	No. of Training Places in 2013*	Forecast No. of Training Places in the next 12 months	QF Level
31	Introduction to Wine Appreciation	1	3	20	20	--
32	Learning How to Taste & Discovering Bordeaux Wine (Level 1)	1	6	^	--	--
33	Module Certificate in Wine Studies	1	10	^	--	4
34	Professional Diploma in Wine Assessment and Services - Advanced Tasting: European Wines	1	30	^	45	3
35	Professional Diploma in Wine Assessment and Services - Advanced Tasting: French Wines	1	30	^	45	3
36	Professional Diploma in Wine Assessment and Services - Advanced Tasting: New World Wines	1	30	^	45	3
37	Professional Diploma in Wine Assessment and Services - Foundation Course in Wine Tasting	1	30	^	45	3
38	Professional Diploma in Wine Assessment and Services - Fundamentals of Wine Tasting and Assessment	1	30	20	45	3
39	Professional Diploma in Wine Assessment and Services - Wine Services	1	30	^	45	3
40	Professional Diploma in Wine Assessment and Services - Advanced Wine Assessment	1	39	20	45	3
41	Sud de France Master-Level Programme	1	^	^	--	--
42	The Essence of Bordeaux Proficiency Course (Level 2)	1	4	^	--	--
43	The Essence of Bordeaux Wine	1	^	^	--	--
44	The Legendary Chateaux of Bordeaux: The Classifications and the Wines (Level 3)	1	6	^	--	--

	Course Title	No. of Courses	Duration (hours)	No. of Training Places in 2013*	Forecast No. of Training Places in the next 12 months	QF Level
45	Wine & Cheese Pairing Workshop	1	^	^	--	--
46	Wine & Chocolate Appreciation	1	12	^	--	--
47	Wine & Spirits MBA	1	24 Months	20	20	--
48	Wine Appreciation: Chardonnay, Sauvignon Blanc and Pinot Grigio	1	3	20	20	--
49	Wine Course	18	27	2 465	2750	--
50	Wine Courses Better Tasting: A Workshop on Wine Tasting Technique	1	5	^	--	--
51	Wine Courses Weekend Workshop on Wine Knowledge and Tasting Techniques (in Chinese)	1	20	^	--	--
52	Wine Courses Wine Appreciation Workshop Series - Burgundy Wine	1	5	^	--	--
53	Wine Courses Wine Appreciation Workshop Series - Champagne & Sparkling Wine	1	5	^	--	--
54	Wine Courses Wine Appreciation Workshop Series - Italian Wine	1	6	^	--	--
55	Wine Courses Wine Appreciation Workshop Series - South African Wine	1	3	^	--	--
56	Wine Courses Wine Appreciation Workshop Series - Californian Wine	1	3	^	--	--
57	Wine Pronunciation Workshop	1	^	^	--	--
58	Wine Series II - Fundamentals of Wine	1	12	^	--	--
59	Wine Series II - Introduction to Professional Wine Service	1	12	^	--	--

	Course Title	No. of Courses	Duration (hours)	No. of Training Places in 2013*	Forecast No. of Training Places in the next 12 months	QF Level
60	Wine Series III - Wine Appreciation	1	12	^	--	--
61	Wine Series IV - German Wine Appreciation	1	12	^	--	--
62	Wine Series V - Spanish Wine Appreciation	1	12	^	--	--
63	Wine Tasting	79	6	26 769	27 062	--
64	Wine Workshop	1	3	500	500	--
65	Wine-making Workshop	1	25	1 000	1 000	--
66	WSET International Higher Certificate in Wines and Spirits	1	^	^	--	--
67	WSET Level 1 Award in Spirits	1	^	^	--	--
68	WSET Level 1 Award in Wine Service	1	^	^	--	--
69	WSET Level 1 Award in Wines	4	7	125	125	--
70	WSET Level 2 Award in Spirits	1	^	^	--	--
71	WSET Level 2 Award in Wines and Spirits	3	19	^	--	--
72	WSET Level 3 Award in Wines and Spirits	3	33	^	--	--
73	WSET Level 4 Diploma in Wines and Spirits	1	^	^	--	--
74	WSET Level 5 Honours Diploma	1	^	^	--	--
75	侍酒員證書課程	1	200	^	--	--
76	法國波爾多葡萄酒學院證書課程-中級班	1	8	^	--	--

	Course Title	No. of Courses	Duration (hours)	No. of Training Places in 2013*	Forecast No. of Training Places in the next 12 months	QF Level
77	法國波爾多葡萄酒學院證書課程-高級班	1	4	^	--	--
78	法國波爾多葡萄酒學院證書課程-基礎班	1	8	^	--	--
79	香檳的傳奇	1	2	^	--	--
80	酒壇皇牌培訓班	1	12	^	--	--
81	專業侍酒師認證課程	1	96	20	20	--
82	葡萄酒知識 I 單元證書課程	1	24	^	--	3
83	葡萄酒知識 II 單元證書課程	1	8	^	--	3
84	葡萄酒推廣員證書課程	1	176	^	--	--
85	裏奧哈葡萄酒的奧秘	1	4	^	--	--
86	認識紅酒及銷售技巧	1	6	225	225	--
87	德國的甜蜜約定	1	2	^	--	--
	<b>TOTAL</b>	<b>193</b>	<b>--</b>	<b>32 074</b>	<b>32 802</b>	<b>--</b>

^ Not Specified

\* These are actual figures without grossing up

NEW WINE-RELATED TRAINING COURSES TO BE PROVIDED AND THEIR  
NUMBER OF TRAINING PLACES  
IN THE NEXT 12 MONTHS

	Course Title	Duration (Hours)	Forecast No. of Training Places in 2014-15 *	QF Level
1	A+ Australian Wine School (Level 1)	^	^	--
2	A+ Australian Wine School (Level 2)	^	^	--
3	Aroma in Wine Workshop	^	^	--
4	AWSEC Beginners	^	^	--
5	Barossa Enthusiast (Level 1)	^	^	--
6	Barossa Master (Level 3)	^	^	--
7	Barossa Specialist (Level 2)	^	^	--
8	Bordeaux In 2 Hours	2	^	--
9	Food and Wine Pairing	6	60	--
10	French Wine Scholar	^	^	--
11	Wine & Cheese Pairing Workshop	^	^	--
12	Wine Appreciation Etiquette and Technique for Business and Occasion	6	20	--
13	Wine Storage and Wine Investment	7	20	--

	Course Title	Duration (Hours)	Forecast No. of Training Places in 2014-15 *	QF Level
14	WSET International Higher Certificate in Wines and Spirits	^	^	--
15	WSET Level 1 Award in Wines	7	125	--
16	WSET Level 2 Award in Wines and Spirits	19	^	--
17	WSET Level 3 Award in Wines and Spirits	33	^	--
18	葡萄酒 IQ 無限 Fun	3	^	--
19	認識紅酒及銷售技巧(進階課程)	6	225	--
	<b>TOTAL</b>	--	<b>325</b>	--

^ Not Specified

\* These are factual figures without grossing up.