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**VOCATIONAL TRAINING COUNCIL**  
職業訓練局

**THE 2012 MANPOWER SURVEY OF THE BEAUTY CARE, HAIRDRESSING AND COSMETICS INDUSTRY**  
美容、美髮及化妝品業二零一二年人力調查  
QUESTIONNAIRE  
調查表

(PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)  
(請於填寫前詳閱附註)

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	
Rec. Type	Survey Code		Industry Code						Establishment No.						Enumerator's No.		Editor's No.		Check Digit		No. of Employees Covered by the Questionnaire						
1	3	7																									

Name of Company: \_\_\_\_\_  
 公司名稱

Address: \_\_\_\_\_  
 地址

**NATURE OF BUSINESS (行業性質)**

\* Please put a "✓" in the appropriate bracket to indicate the nature of your business.

*You may choose more than one type.*

\* 請在適當的 ( ) 內加上 "✓" 號。  
可選擇多於一項。

- (1) School - Beauty & Hairdressing 學校-美容及美髮 ( )
- (2) School - Make-up, Nail etc. 學校-化妝、美甲等 ( )
- (3) Beauty Centre 美容院 / Health Centre & Spa 健康中心及水療中心 ( )
- (4) Hairdressing Salon 髮廊 ( )
- (5) Cosmetic Product Company - Wholesale, Import & Export 化妝產品公司 - 批發及出入口 ( )
- (6) Cosmetic Product Company - Retail 化妝產品公司 - 零售 ( )
- (7) Nail Salon 美甲中心 ( )
- (8) Others (Please specify) 其他 (請註明) ( )

Total No. of Persons Engaged in Your Company in Beauty Care, Hairdressing and Cosmetics Industry: \_\_\_\_\_  
 在貴機構工作之美容、美髮及化妝品業僱員總數

Name of Person to Contact: \_\_\_\_\_  
 聯絡人姓名

Tel. No.: \_\_\_\_\_  
 電話

E-mail: \_\_\_\_\_  
 電郵

Questionnaire (Part I)  
調查表 (第一部份)

(A) Job 職務		(B) Direct Employees (excluding trainees) 直接僱員 (受訓者除外)			(C) Number of Part-time Employees	(D) Number of Freelancers	(E) Forecast of Number Employed 12 Months from Now (excluding trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(F) Number of Vacancies (excluding trainees)	(G) No. of Trainees	(H) Actual Level of Education	(I) Preferred Level of Education	(J) Actual Years of Experience	(K) Preferred Years of Experience	(i) Column (B) : Please base on the following appropriate code numbers, enter the average monthly income range of the employee(s) after probation period. The monthly income should include basic salary, overtime pay, other allowances, commission and bonus.  (B) 欄：請按下列編號，填上僱員試用期後平均每月收入的幅度。「每月收入」包括底薪、逾時工作津貼、其他津貼、佣金及花紅。  <u>Average Monthly Income</u> 平均每月收入  <u>Code</u> 編號	
Title 職稱	Rec. Type	No. 編號	Total Monthly Income Code 每月 總收入 編號	Number 人數	16-19	20-23	24-27	28-30	31-33	34	35	36	37		(ii) Column (H) & (I) : Please base on the following appropriate code number, enter the actual highest education level of the employees and the highest education level which an employer prefers his employees to have respectively.  (H) 及 (I) 欄：請按下列編號，分別填入僱員現有的最高教育程度及僱主期望僱員宜有的最高教育程度。  <u>Education</u> 教育程度  <u>Code</u> 編號  University Degree or above 大學學位或以上  Associate Degree, Higher Diploma or equivalent 副學士學位／高級文憑或同等學歷  Diploma or equivalent 文憑或同等學歷  Certificate, Advanced Certificate or equivalent 證書／高級證書或同等學歷  Secondary 6-7 中學六年級至七年級  Secondary 4-5 中學四年級至五年級  Secondary 3 or below 中學三年級或以下
			8-10												
1	2													under \$4,001 以下 1	
2	2													\$4,001 - \$7,000 2	
3	2													\$7,001 - \$10,000 3	
4	2													\$10,001 - \$13,000 4	
5	2													\$13,001 - \$16,000 5	
6	2													\$16,001 - \$20,000 6	
7	2													\$20,001 - \$30,000 7	
8	2													over \$30,000 以上 8	
9	2													(iii) Column (J) & (K) : Please base on the following appropriate code numbers, enter the actual and preferred years of experience respectively.  (J) 及 (K) 欄：請按下列編號，分別填入僱員現有及宜有的相關年資。  <u>Actual/ Preferred Years of Experience</u> 現有/ 宜有的相關年資  <u>Code</u> 編號	
10	2													10 years or more 十年或以上 1	
11	2													6 years to less than 10 years 六年至十年以下 2	
12	2													3 years to less than 6 years 三年至六年以下 3	
13	2													1 year to less than 3 years 一年至三年以下 4	
14	2													Less than 1 year 一年以下 5	
15	2														
16	2														
17	2														
18	2														
19	2														
20	2														
21	2														
22	2														
23	2														
24	2														
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29	2														
30	2														
31	2														
32	2														
33	2														
34	2														
35	2														

**2012 Manpower Survey of the Beauty Care, Hairdressing and Cosmetics Industry**  
**2012 年美容、美髮及化妝品業人力調查**

**Questionnaire (Part II)**  
**調查表 (第二部份)**

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Est. No. _____
ER No. _____

**I. Present / Preferred Vocational Qualification**  
**僱員現有／宜有職業資格**

**1. Present Vocational Qualification**  
**僱員現有職業資格**

Please tick the vocation qualification which employees have acquired in a particular job level in your company.  
 (You may wish to tick more than 1 box for each job level.)  
 請選擇貴機構內各職級類別現有的相關職業資格。(每職級可選擇一項或以上。)

<u>Vocational Qualifications</u> 職業資格	<u>Manager / Technologist</u> 經理／技師	<u>Officer / Technician</u> 主任／技術員	<u>Tradesman / Semi-skilled</u> 技工／半熟練技工
i. Certificates of National Occupation Qualifications of the Mainland 國家職業資格 (技能鑒定) 證書	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
ii. Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, Vocational Training Council 職業訓練局美容美髮訓練委員會技能測驗證書			
● Beautician 美容師	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13
● Make-up Artist 化妝師	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16
● Intense Pulsed Light (IPL) Equipment Operator 強烈脈衝光儀器操作員	<input type="checkbox"/> 17	<input type="checkbox"/> 18	<input type="checkbox"/> 19
● Hairdresser 髮型師	<input type="checkbox"/> 20	<input type="checkbox"/> 21	<input type="checkbox"/> 22
iii. Certificates of Skills Upgrading Scheme / Employees Retraining Board 技能提升課程證書／僱員再培訓局課程證書	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25
iv. Certificates of local professional / recognized training courses / qualifications (e.g. Recognition of Prior Learning under Qualifications Framework, please specify): 其他本地專業／認可課程證書／資格 (例如於資歷架構下的過往資歷認可，請列明)：	<input type="checkbox"/> 26	<input type="checkbox"/> 27	<input type="checkbox"/> 28
_____			
v. Certificates of international professional / recognized training courses (please specify): 其他國際性專業／認可課程證書 (請列明)：	<input type="checkbox"/> 29	<input type="checkbox"/> 30	<input type="checkbox"/> 31
_____			

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## 2. Preferred Vocational Qualification

僱員宜有職業資格

Please tick the vocation qualification which your company prefers an employee has acquired in a particular job level. (You may wish to tick more than 1 box for each job level.)

請選擇貴機構認為各職級類別宜有的相關職業資格。(每職級可選擇一項或以上。)

<u>Vocational Qualifications</u> 職業資格	<u>Manager / Technologist</u> 經理／技師	<u>Officer / Technician</u> 主任／技術員	<u>Tradesman/ Semi-skilled</u> 技工／半熟練技工
i. Certificates of National Occupation Qualifications of the Mainland 國家職業資格 (技能鑒定) 證書	<input type="checkbox"/> 35	<input type="checkbox"/> 36	<input type="checkbox"/> 37
ii. Certificates of trade tests issued by the Beauty Care and Hairdressing Training Board, Vocational Training Council 職業訓練局美容美髮訓練委員會技能測驗證書			
● Beautician 美容師	<input type="checkbox"/> 38	<input type="checkbox"/> 39	<input type="checkbox"/> 40
● Make-up Artist 化妝師	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43
● Intense Pulsed Light (IPL) Equipment Operator 強烈脈衝光儀器操作員	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46
● Hairdresser 髮型師	<input type="checkbox"/> 47	<input type="checkbox"/> 48	<input type="checkbox"/> 49
iii. Certificates of Skills Upgrading Scheme / Employees Retraining Board 技能提升課程證書／僱員再培訓局課程證書	<input type="checkbox"/> 50	<input type="checkbox"/> 51	<input type="checkbox"/> 52
iv. Certificates of local professional / recognized training courses / qualifications (e.g. Recognition of Prior Learning under Qualifications Framework, please specify): 其他本地專業／認可課程證書／資格 (例如於資歷架構下的過往資歷認可，請列明)：	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55
_____			
v. Certificates of international professional / recognized training courses (please specify): 其他國際性專業／認可課程證書 (請列明)：	<input type="checkbox"/> 56	<input type="checkbox"/> 57	<input type="checkbox"/> 58
_____			
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## II. Manpower Training and Development Plan 人力培訓及發展計劃

3. What types of training you think the personnel in the beauty care & hairdressing industry needs to enhance their skills in the next 12 months? (You may wish to choose more than one type of training.)  
在未來十二個月內，閣下認為美容美髮業從業員須接受那類培訓？  
(可選擇一項或以上的培訓類別。)

	<u>Manager</u> 經理	<u>Technologist</u> 技師	<u>Officer</u> 主任	<u>Technician</u> 技術員	<u>Tradesman</u> 技工	<u>Semi-skilled</u> 半熟練技工
<u>General Management skills</u> 一般管理技能						
i. Principal of management (e.g. problem solving, decision making, leadership, crisis management) 管理技能 (如解決問題、決策、領導才能及危機管理)	<input type="checkbox"/> 62	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66	<input type="checkbox"/> 67
ii. Human resource management 人力資源	<input type="checkbox"/> 68	<input type="checkbox"/> 69	<input type="checkbox"/> 70	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73
iii. Marketing management 市場管理	<input type="checkbox"/> 74	<input type="checkbox"/> 75	<input type="checkbox"/> 76	<input type="checkbox"/> 77	<input type="checkbox"/> 78	<input type="checkbox"/> 79
iv. Quality management 優質服務管理	<input type="checkbox"/> 80	<input type="checkbox"/> 81	<input type="checkbox"/> 82	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85
v. Others (please specify): 其他 (請說明):	<input type="checkbox"/> 86	<input type="checkbox"/> 87	<input type="checkbox"/> 88	<input type="checkbox"/> 89	<input type="checkbox"/> 90	<input type="checkbox"/> 91

### Generic skills 通用技能

i. Customer services 顧客服務技巧	<input type="checkbox"/> 92	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	<input type="checkbox"/> 97
ii. Complaints handling 處理投訴技巧	<input type="checkbox"/> 98	<input type="checkbox"/> 99	<input type="checkbox"/> 100	<input type="checkbox"/> 101	<input type="checkbox"/> 102	<input type="checkbox"/> 103
iii. Sales & marketing 銷售及市場推廣技巧	<input type="checkbox"/> 104	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107	<input type="checkbox"/> 108	<input type="checkbox"/> 109
iv. Stores operations 店鋪營運技巧	<input type="checkbox"/> 110	<input type="checkbox"/> 111	<input type="checkbox"/> 112	<input type="checkbox"/> 113	<input type="checkbox"/> 114	<input type="checkbox"/> 115
v. Others (please specify): 其他 (請說明):	<input type="checkbox"/> 116	<input type="checkbox"/> 117	<input type="checkbox"/> 118	<input type="checkbox"/> 119	<input type="checkbox"/> 120	<input type="checkbox"/> 121

### Language skills 語文技能

i. Putonghua 普通話	<input type="checkbox"/> 122	<input type="checkbox"/> 123	<input type="checkbox"/> 124	<input type="checkbox"/> 125	<input type="checkbox"/> 126	<input type="checkbox"/> 127
ii. Written Chinese 中文書寫能力	<input type="checkbox"/> 128	<input type="checkbox"/> 129	<input type="checkbox"/> 130	<input type="checkbox"/> 131	<input type="checkbox"/> 132	<input type="checkbox"/> 133
iii. Written English 英文書寫能力	<input type="checkbox"/> 134	<input type="checkbox"/> 135	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138	<input type="checkbox"/> 139
iv. Spoken English 英語會話	<input type="checkbox"/> 140	<input type="checkbox"/> 141	<input type="checkbox"/> 142	<input type="checkbox"/> 143	<input type="checkbox"/> 144	<input type="checkbox"/> 145
v. Others (please specify): 其他 (請說明):	<input type="checkbox"/> 146	<input type="checkbox"/> 147	<input type="checkbox"/> 148	<input type="checkbox"/> 149	<input type="checkbox"/> 150	<input type="checkbox"/> 151

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<input type="checkbox"/> 152	<input type="checkbox"/> 153	<input type="checkbox"/> 154	<input type="checkbox"/> 155	<input type="checkbox"/> 156	<input type="checkbox"/> 157
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**III. Employee Leaving the Company**

**離職人數**

4. The total number of employees left the company in the past 12 months.  
過去十二個月內(5.2.2011 - 5.2. 2012)離職的僱員人數。

Manager / Technologist  
經理／技師

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Officer / Technician  
主任／技術員

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Tradesman / Semi-skilled  
技工／半熟練技工

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**IV. Recruitment**

**招聘**

5. Please state the number of recruits of your company in the past 12 months. (5.2.2011 - 5.2.2012)  
請列出貴機構在過去十二個月內(5.2.2011 - 5.2. 2012)招聘的僱員。

Manager /  
Technologist  
經理／技師

Officer /  
Technician  
主任／技術員

Tradesman /  
Semi-skilled  
技工／半熟練技工

- i. Total number of recruits  
總招聘人數

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167

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170

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173

- ii. Number of recruits who have performed  
beauty care and hairdressing services related duties in their  
last jobs from item (i) above

上列(i)項中，入職前是從事美容美髮業相關職務的人數

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179

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**V. Recruitment Problems**

**招聘問題**

6. Did your company encounter any difficulties in recruitment of beauty care, hairdressing and cosmetics  
personnel at various job levels in the past year?

貴機構在過去十二個月內在招聘美容或美髮從業員有沒有困難？

Yes  
(please go to Q.7)  
有 (請答第7題)

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185

No  
否

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186

No recruitment nor tried to recruit  
未有/未有嘗試招聘

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7. Please choose the possible reasons for encountering recruitment difficulties.

(You may tick more than 1 box for each job level).

請選擇遇到招聘困難的原因。(每職級可選擇一項或以上。)

	Manager / Technologist 經理／技師	Officer / Technician 主任／技術員	Tradesman / Semi-skilled 技工／半熟練技工
i. Insufficient trained / qualified manpower in related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/> 193	<input type="checkbox"/> 194	<input type="checkbox"/> 195
ii. Lack of candidates with relevant experiences 缺乏具相關經驗求職者	<input type="checkbox"/> 196	<input type="checkbox"/> 197	<input type="checkbox"/> 198
iii. High expectation on working conditions / remuneration package from recruits 求職者對服務條件／薪酬要求過高	<input type="checkbox"/> 199	<input type="checkbox"/> 200	<input type="checkbox"/> 201
iv. Long working hours 工作時間過長	<input type="checkbox"/> 202	<input type="checkbox"/> 203	<input type="checkbox"/> 204
v. Low status 地位低微	<input type="checkbox"/> 205	<input type="checkbox"/> 206	<input type="checkbox"/> 207
vi. Others (please specify): 其他(請說明):	<input type="checkbox"/> 208	<input type="checkbox"/> 209	<input type="checkbox"/> 210

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**End of questionnaire. Thank you for your cooperation.**

**問卷完，多謝合作**