

*Survey on the Future Demand for Talent in the
Hospitality Industry of Macao:*

A Briefing



The Institute for Sustainable Development, Macau University of Science and
Technology (ISD, MUST)

December 2018

Since its establishment, the Macao Special Administrative Region has steadily improved its economy. In 2017, the hospitality and catering sector accounted for 6% of the GDP. From 2000 to 2018, the proportion of employees in the hospitality and catering sector rose from 12% to 17% against the total employed population. Meanwhile, in the context of moderate economic diversification, Macao is accelerating to turn itself into a "world tourist and leisure center." Besides, Macao is recognized by UNESCO as "a creative city of gastronomy." Therefore, hospitality and catering industries are vital to promote its economic growth. Talent cultivation is of great significance for the advance of the two industries.

The two industries, however, still face the issue of a talent shortage. The Talent Development Committee entrusted the ISD, MUST to carry out relevant researches, optimize the structure lists of ranks and positions that are common to both industries, comprehensively understand and analyze the status quo of talents in the hospitality industry of Macao as well as the demands for talent in the next three and six years, and job requirements of enterprises in the two industries, and ensure that data and information are current.

In this study, copies of a questionnaire were distributed to hotels in Macao by mail, e-mail, fax or in person to a designated place. The valid feedback came from approximately 60% of the practitioners in Macao's hospitality industry.

According to the survey results, the total number of employees in the hospitality industry of Macao in 2017 was 55,052. The average number of employees required in the next three years would be 63,376. The number of employees over 60 years old is estimated to be 10.38%. The average number of employees required in the next six years would be 67,113. The number of employees over 60 years old is estimated to be 13.61%.

The study also investigated and compared the demands of all the positions in the hospitality industry. Based on the results, the top 10 positions requiring the most employees currently are "waiter/waitress" and "cleaner of public-area establishment," "waiter/waitress of housekeeping department," "security guard," "bartender," "technician," "steward/cleaner/dishwasher," "receptionist/customer service attendant," "waiter/waitress of a Chinese-style restaurant establishment," "senior technician" and "driver." In the next three and six years, except for drivers, the other nine positions mentioned above would still have the most urgent demand for personnel. Waiters waitresses at Western-style restaurant establishments would replace drivers to rank in tenth place. Moreover, this study made statistics on the 10 mid-level and high-end positions demanding the most employees. At the three different time points, the top 10 positions demanding the most employees would be the same: IT manager, chef, security guard manager/director, vice president, chief concierge, accounting manager, HR manager, engineering manager, assistant manager, assistant security guard manager, and public area manager. Particularly, IT managers, chefs and security guard managers/directors would maintain the top three places today, in the next three years and in the next six years. The ranks of other positions would change slightly.

Additionally, this study explored the qualification requirements of hotels for each position. Despite their varied qualification requirements, hotels share the following common points: In terms of education, hotels require a bachelor's degree or above for most positions. In regard to degree majors, executives are expected to have specialized in a major related to hotel management. The director of each department is

required to have a relevant degree. For example, an HR director is supposed to have specialized in an HR-related major. With respect to business operations, such as major departments such as cost control, catering and housekeeping, require employees to have a bachelor's degree in hotel management or business management. With respect to work experience, executives are required to have 20 years' work experience in hotel management or more than 10 years' casino experience. Average employees of most departments are expected to have one or two years of relevant work experience. Some hotels require job hunters to be able to use ERP. There is no specific requirement for work experience in overseas hotels.