

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

**A Briefing**



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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 restaurants in Macao by mail, email, fax, or in person to a designated place. Large restaurant groups (more than 20 employees), medium-size restaurants (more than 5 to 20 employees), and small restaurants (with less than 5 employees) were invited to complete the questionnaire. 778 restaurants were involved in this study. The valid feedback was from approximately 40% of all restaurants in Macao.

According to the survey results, the total number of employees in the catering industry is 24,678, including 8,389 employees in large restaurant groups, 10,686 employees in medium-size restaurants, and 5,603 employees in small restaurants.

In the next three years, the average number of employees required by large restaurant groups would be 8,678. The number of employees over 60 years old is estimated to be approximately 0.41%. The average number of employees required by medium-size restaurants would be 9,651. The number of employees over 60 years old is estimated to be approximately 2.87%. The average number of employees required by small restaurants would be 5,829. In the next six years, the average number of employees required by large restaurant groups would be 9,120. The number of employees over 60 years old is estimated to be approximately 0.79%. The average number of employees required by medium-size restaurants would be 9,625. The number of employees over 60 years old is estimated to be approximately 3.48%. The average number of employees required by small restaurants would be 5,829.

This study also investigated and compared the demands of all the positions in the catering industry. Based on the results, for large restaurant groups, no matter at present, in the next three years, or in the next six years, the top 10 positions requiring the most employees would be waiter/waitress of Chinese-style restaurant establishment, assistant/apprentice of Chinese-style restaurant establishment, senior chef/chef of Japanese-style restaurant establishment, handyman in a Chinese-style restaurant establishment, team leader in a Chinese-style restaurant establishment, junior chef/level-4 cook of Chinese-style food, cashier, waiter/waitress of Japanese-style restaurant establishment, steward/cleaner/dishwasher, supervisor of Chinese-style restaurant establishment. For medium-size restaurants, the top 10 positions requiring the most employees would be cook, waiter/waitress, cashier,

cleaner, dishwasher, chef, handyman, assistant chef, kitchen helper and floor supervisor. In the next three years, among medium-size restaurants, except assistant chef, the other nine positions mentioned above would still have the most urgent demand for talent. The order taker would replace assistant chef to rank in the top 10. In the next six years, compared with the next three years, there would be more demand for bartenders than for floor supervisors, moving the former into the top 10. Moreover, the study compiled statistics on the 10 mid- and high-end positions in large restaurant groups demanding the most employees at the three different time points. The results indicate that, at present, in the next three years, and in the next six years, the top 10 positions requiring the most employees would remain the same: senior chef/chef, Japanese-style restaurant director, restaurant manager, first-class cook, dessert chef, assistant restaurant manager, senior chef/chef, sous chef or assistant chef, HR manager and catering manager. However, their ranks would be slightly different. Nevertheless, this study made statistics on the top five mid-level and high-end positions in medium-size restaurants demanding the most employees at the three different time points. The results imply that as of this writing, in the next three years and in the next six years, the top five positions requiring the most employees would remain those of the cook, chef, manager, pastry chef and senior chef.

Additionally, the study explored the qualification requirements of restaurants for each position. Despite their varied qualification requirements, restaurants share the following common points: In terms of education, restaurants require a bachelor's degree or above for most positions. In regard to non-executives, only the IT, administration, sales and marketing, HR and security guard, accounting, procurement and catering departments require a bachelor's degree or above, while other departments only require a degree of junior middle school or above.

In regard to degree majors, executives are expected to have specialized in a major related to restaurant management. The director of each department is required to have a relevant degree. For example, an HR director is supposed to specialize in an HR-related major. The catering departments of some restaurants require employees to specialize in a hotel management-related major. With respect to work experience, executives are required to have 5 to 30 years of relevant work experience. Average employees are expected to have two years' work experience. There is no specific requirement for work experience in overseas restaurants.