



2/F, East Wing
Central Government Offices
Lower Albert Road
Hong Kong
Tel: 2810 2911
Fax: 2537 7566

Our Ref. : ESB CR 2/511/98(99)

LC Paper No. CB(2) 2004/99-00(01)

Your Ref. :

15 May 2000

Secretary General
LegCo Secretariat
Legislative Council Building
8 Jackson Road
Central, Hong Kong
(Attn: Mrs Sharon Tong)

By Fax: 2121 0420
(Total: pages)

Dear Mrs Tong,

LegCo Manpower Panel follow-up action
Hong Kong Disneyland (HKD)-Employment opportunities

The Secretary for Education and Manpower has requested us to advise you direct of the follow-up action on HKD as listed in LC paper No. CB(2)/99-00(01).

On 4.1, I attach at Annex A an extract from the Economic Assessment prepared by Government Economist which sets out the information we have available on employment generated by the erection of superstructure and associated facilities of HKD.

On 4.2, as explained in our letter of 26 November 1999 (copy at Annex B), we do not have specific information at this stage on the number of employees engaging in the dining trade. We estimate that roughly 31 % of the direct employment on site will be engaged in the retail, dining and entertainment trades at Phase 1 opening. The proportion will be about 28 % upon Phase 1 buildout.

On 4.3, I attach at Annex C a table showing the broad occupational distribution of the employment likely to be created directly and indirectly by operation of Phase 1 of the theme park. The same table was distributed to LegCo Members in November 1999.

Please do not hesitate to contact me should you require additional information.

Yours sincerely,

(Miss Winnie Ho)
for Commissioner for Tourism

with encl.

Extract from
Economic Assessment
on Building a Walt Disney Theme Park in HK

Annex A

**Employment generated from erection of
superstructure and associated facilities for the theme park**

Year	Projected construction outlays ⁽⁺⁾				Total (SMn)	Estimated man-years of construction site workers required*	Estimated man-years of site and non-site workers in the construction sector required [#]
	Attractions in the theme park (SMn)	Hotel (SMn)	Retail, dining and entertainment (SMn)	Others (SMn)			
2000	151	0	0	85	235	104	135
2001	536	59	54	83	732	322	419
2002	856	80	110	84	1,129	497	647
2003	1,563	601	224	206	2,593	1 142	1 485
2004	2,064	1,315	686	954	5,018	2 211	2 874
2005	580	113	58	0	751	331	430
					10,459	4 608	5 990

(or around 6 000)

Notes: (+) These figures are based on WD's estimates, which are originally expressed in money-of-the-day terms but converted into 1999 prices by using the projected rate of increase in construction costs over the period 2000-2005, at about 5% per annum.

(*) This is broadly estimated by using the ratio of construction expenditure to site employment in private sector projects, which averaged at around \$2.3 million per site worker in recent years. In practice, this ratio varies widely in accordance with the specific nature of the construction project. A relatively higher ratio is not unreasonable here, as a great variety of dedicated and thus: more expensive fittings, decorations, equipment and functional components will have to be installed in the theme park.

(#) In the construction sector, the ratio of site workers to non-site workers is around 1 to 0.3.

Letterhead of TOURISM COMMISSION

Tel: 2810 2911
Fax: 2801 5792

Annex B

Our Ref.: ESB CR 2/511/98(99)

Your Ref. :

26 November 1999

BY FAX: 2121 0420

Secretary General
LegCo Secretariat
Legislative Council Building
8 Jackson Road
Central, Hong Kong

(Attn: Mrs Sharon Tong)

Dear Mrs Tong,

Hong Kong Disneyland
Briefing Paper on Disney University

Further to the Education & Manpower Panel meeting yesterday, I forward herewith the captioned briefing paper (both in English and Chinese) for LegCo for your necessary action please.

In this connection, in response to an enquiry on the number of employees in the theme park engaging in the dinning trade, while we don't have the specific information regarding such at this stage, we estimate that roughly 31% of the direct employment on site will be engaging in retail, dinning and entertainment trades at Phase I opening, whereas the proportion will be about 28% upon Phase I buildout.

Yours sincerely,

(Joe C C Wong)
for Commissioner for Tourism

Hong Kong Disneyland
Briefing Paper on Disney University

Disney theme parks are famous for the quality of their attractions and entertainment, as well as for the friendly and courteous environment they create for their guests. Bringing such high quality experiences to life hinges upon the enthusiasm, hospitality and professionalism of Disney theme park employees.

To instill these qualities and skills in its employees, it has been the practice of The Walt Disney Company to establish a Disney University at the site of every theme park developed by the company around the world. The curriculum of each Disney University is tailored to meet the particular needs of the locality concerned, and to provide the highest standards of on-the-job training and professional development for each theme park employee.

Disney University is also a place where theme park employees are imbued with the values, traditions, and standards of excellence that have become the hallmark of the Disney theme park experience. The foundations of Disney knowledge, training, and service standards are reinforced in daily theme park operations through employee recognition programmes, special events, and recreational activities. Together, these things engender Disney theme park employees with a strong sense of loyalty and pride.

Disney University offers a wide range of specialised training programmes that ensure theme park employees can continually upgrade their skills, and acquire new knowledge to enhance their career opportunities. A core set of training classes concerned with service culture and philosophy, such as the "Disney approach" to guest service and safety awareness, are a requirement for all theme park employees. Elective specialised modules focused on technical skills for entry level positions such as theme park retail sales and hotel front desk operations, as well as leadership development programmes for management personnel, are also offered.

Tourism Commission
Economic Services Bureau
November 1999

**Broad occupational distribution of the employment
likely to be created directly and indirectly by operation of
Phase I of the Walt Disneyland theme park**

Based on the employment structure of the relevant economic activities, the broad occupational distribution of employment stemming directly and indirectly from the theme park operation is estimated as follows :

	<u>Phase I Opening</u> (number)		
	<u>Direct employment on-site[#]</u>	<u>Direct Employment off-site</u>	<u>Indirect employment</u>
Managers & administrators, professionals & associate-professionals	300	1 040	2 200
Clerks, service workers & shop sales workers	3 350	4 180	2 450
Craft & related workers, plant & machine operators & assemblers	200	330	1 550
Elementary occupations & others	350	1 050	1 400
Total	4 200	6 600	7 600

	<u>Phase I Build-out</u> (number)		
	<u>Direct employment on-site[#]</u>	<u>Direct Employment off-site</u>	<u>Indirect employment</u>
Managers & administrators, Professionals & associate-professionals	460	2 280	4 280
Clerks, service workers & shop sales workers	5 090	9 240	4 790
Craft & related workers, plant & machine operators & assemblers	300	730	2 990
Elementary occupations & others	620	2 280	2 740
Total	6 470	14 530	14 800

Note : (#) Based on estimates by Walt Disney.

As to the total of 16 000 man-years of job created during the land formation and infrastructure construction and the construction and erection of superstructure facilities for Phase I of Hong Kong Disneyland, around 12 000 man-years are related to construction site jobs (mainly skilled, semi-skilled and unskilled manual workers) and around 4 000 man-years are related to off-construction-site jobs (such as professionals and associate professionals, administrative and other support personnel in the construction industry). A more detailed breakdown by job category can only be made available when detailed planning for the various specific construction projects takes shape.