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10.) The inflight meal being provided is get	ting worse as passenger C stated that
the food was not thoroughly cooked and h	ad a strange smell which in year 2019,
the most serious incident was food contar	mination. It shows that the airline do not
core about the meal being thoroughly coc	oked, harming the customer's health.
	[] []
Another service the airline fails is the	
delay time has been increased from 5 minute	
to wait longer than the expected time the	average flying time has increased because 2
of the delay from 7 hours in 1999 to 7	hours 40 minutes in 2019. The arline
clearly didn't inform the customer an	d Sincerely apologise.
lastly, the technology is advanced an	d modernized in Dubai. However, there
are times where the entertainment sys	tem does not work, the airline does
not care about the customer-s pleasur	tem does not work, the airline does e and doesn't fix it which gives the
airline a negative view.	
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is perance	e most customers are taking the economy class and business	class
while the	ere are zero first class customers in year 2019. Therefore the a	rerage
airfare hi	as decrease due to less first class customers and services as	tne
ad service	es such as inflight meal and entertainment caused disatisfa	ctory
to the fi	irst class customer causing them to not coming back.	·
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as it enhance environment awareness towards the tourists and the lucal and have more adventure-based such as diving and sightseeing in nature that can help the tourists become more aware to the environmental and rather focus on natural attractions than man-made attractions. It motivates tourists to be more open to wards adventure activities and know more about nature. 2b) In 2015, the resorts reach involvement stage where the locals and the questal some would interact with each other and there were foreign professional that run and manage the resort while locals would do most jobs like howsefeeping and kitchen work. They would communicate their ideas by help each other out to make the resort better for the tourists. In 2018 the resorts reached consolidation and developed new bysiness system after the decline in total arrivals. They cooperated with a global hotel Chain through a franchilt operation and business hinself relied them to Attracts more increasing number of tourists and have more protus to have hide range of nature sports and other lessure actilities. The whole resorts felly on the tourism industries for economic	20) The tourists visiting the resorts are attracted to the activities and eco-tourism
the tourists become more aware to the environmental and rather focus on natural attractions than man-made attractions. It motivates tourists to be more open towards adventure activities and know more about nature. 2b) In 2015, the resorts reach involvement stage where the locals and the questal some would interact with each other and there were foreign professional that run and manage the resort while locals would do most jobs like housekeeping and kitchen work. They would communicate their ideas by help each other out to make the resort better for the tourists. In 2018 the resorts reached consolidation and developed new bysiness system after the decline in total arrivals. They cooperated with a global hotel chain through a franchist operation and business hinsen respect them to attracts more increasing nymber of tourists and have more protits to have vide range of nature sports and other sports.	as it enhance environment awareness towards the tourists and the lucal and have
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a) The elderly long-have travelle	rs require an cenviro	onmental bubble) to be	able to enjoy a trin
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io the Greater Buy Area. Since it is a	going to be a long tra	vel, the elderly needs	a comfortable and
situatable transportation for them.	The tour quide should	d arrange some medica	tion provided to
the elderly such as painkiller, mi	otion sickness meds	etc to prevent them	aptting worse
•		•	4 4
Since the elderly's body canno	it keep up with the	yourger generation, it is	s important to
take breaks once in a while so	the rest up the e	nergies and the activ	ties shouldnit
be too rough like bungee	jumping or inte	nse hiking courses.	The elderly tend to
be picky with their foods and	probably unwilling	to try new dishes so	stick to the majority
preferences such as yum cha	ai. The elderly st	nould have some tir	ne for shopping
and tend to stay away fr	om heat incase	they have heat s	struke. The hotel
Should be tour group friend		· .	·
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are elderly and tend to d	o not have a lot	tofmoney since t	ney are retired
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26) Hong Kong is a mix-cultured city, they not only have chinese culture but also
some ethnic minority's culture as well which Macao and Guangdong don't have as
much as Hong Kong. There are variety of food, clothing and convention held
in Hong Kong. It could attract the tourist who long for different and variety of
choices. See See See See See See See See See See
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The theme parks in Hong kong are popular as well such as Disneyland,
Noan's Ark and Dlean Park. It is suitable to all ages compare to the entertainment 答
in Macao which is casino where only adults are allowed while children is not,
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The government can alert the awarness of the SARS through media and make sure the hotel have proper knowledge and hygenle from the employee to tacke anymore SARS spreading. If the situation is getting morse, then the tourists can only enter the city mith medical certitionte showing it do CIA 9 have the SARS. 5b) The appearance of employee should be lidy and clean, it could give the customer confidence that are not likely to be aftered. Before the customer enter a vestaurant or any place, the employee should hand them a met dissives to clean their hands before entering or mash their hands. The cheets working inside the kitchen should thoroughly wash their hands after touching a row find before touching a coursed tood or the females should put a hair net over their hair pieventury to have any hair on the food. The Cheaners should clean the table and floor immediately when the guests leaves before another guests commes.	試題編號 Question No. 1 2 3 4 5 6 7 8 9 10 11 12	每題另起新頁作答。 Start each question on a new page.
Sure the hotel have proper knowledge and hygenic from the employee to tacker only more SARS spreading. If the situation is getting worse, then the tourists can only enter the city with medical certificate showing it doesn 9 have the sars. 5b) The appearance of employee should be tidy and clean, it could give the customer confidence that are not likely to be afterted. Betwee the customer enter a vestaurant or any place, the employee should hand then a met tissives to clean their hands betwee entering or mash their hands. The chets working inside the kitchen shown thoroughly wash their hands after touching a raw food betwee touching a cooked tood or the females should put a hair net over their hair preventing to have any hair on the food. The Cheaners should clean the table and floor immediately a	5a) The government can alert the awarness of the SAR	s through media and make
the city with medical certificate showing it doesn 4 have the SARS. \$\frac{8}{2}{2}\$ \$\$ \$\$ \$\$ \$\$ \$\$ \$\$ \$\$ \$\$ \$\$		
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