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10.) The inflight meal being provided is getting worse as passenger C stated that the food was not thoroughly cooked and had a strange smell which in year 2019, the most serious incident was food contamination. It shows that the airline do not care about the meal being thoroughly cooked, harming the customer's health.

Another service the airline fails is the average arrival time and the average delay time has been increased from 5 minutes to 26 minutes which the customer has to wait longer than the expected time. The average flying time has increased because of the delay from 7 hours in 1999 to 7 hours 40 minutes in 2019. The airline clearly didn't inform the customer and sincerely apologise.

Lastly, the technology is advanced and modernized in Dubai. However, there are times where the entertainment system does not work, the airline does not care about the customer's pleasure and doesn't fix it which gives the airline a negative view.

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1b) the food is being undercook, the airline didn't thoroughly cooked the food for the customer, that's why it tasted bad and it also give food contamination to the customer. For example, customers might get sick or die herea from undercook and mostly likely if they want to exchange their meals, it could still be undercook. The strange smell could also be because the food are expired or Old ingrediate or it is not properly store in the right temperature. Therefore, the most serious incident during year 2019 was food contamination showing they lack of attention towards meal services.

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1c) The reason why the average airfare has dropped significantly over the years is because most customers are taking the economy class and business class while there are zero first class customers in year 2019. Therefore the average airfare has decrease due to less first class customers and services as the bad services such as inflight meal and entertainment caused disatisfactory to the first class customer causing them to not coming back.

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2a) The tourists visiting the resorts are attracted to the activities and eco-tourism as it enhance environment awareness towards the tourists and the local 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 towards adventure activities and know more about nature.

2b) In 2015, the resorts reach involvement stage where the locals and the guests would interact with each other and there were ^{some} foreign professional that run and manage the resort while locals would do most jobs like housekeeping and kitchen work. They would communicate their ideas or help each other out to make the resort better for the tourists.

In 2018, the resorts reached consolidation and developed new business system after the decline in total arrivals. They cooperated with a global hotel chain through a franchise operation and business which helped them to attracts more increasing number of tourists and have more profits to have wide range of water sports and other leisure activities. The whole resorts rely on the tourism industries for economic

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20.) The disadvantages of operating the resort independently is that the owner has to do deal with everything and if it no that known it is hard for the business to attract customers

20.) From the perspective of the local community, the benefits of hiring locals to do most of the jobs in the resort can increase the rate of job opportunities and they live in the resorts so they have better understanding on how the culture or the resort works and the history of the resort rather than foreigners. It also helps the locals to develop more skills in the tourism industry and earn more income than doing primary industry like fishing.

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2a) The elderly long-haul travellers require an 'environmental bubble' to be able to enjoy a trip to the Greater Bay Area. Since it is going to be a long travel, the elderly needs a comfortable and suitable transportation for them. The tour guide should arrange some medication provided to the elderly such as painkiller, motion sickness meds etc to prevent them getting worse. Since the elderly's body cannot keep up with the younger generation, it is important to take breaks once in a while so the rest up the energies and the activities shouldn't be too rough like bungee jumping or intense 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 chai. The elderly should have some time for shopping and tend to stay away from heat incase they have heat stroke. The hotel should be tour group friendly and have some discount for the room as they are elderly and tend to do not have a lot of money since they are retired.

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2b) 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.

The theme parks in Hong Kong are popular as well such as Disneyland, Noah's Ark and Ocean Park. It is suitable to all ages compare to the entertainment in Macao which is casino where only adults are allowed while children is not.

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5a) The government can alert the awareness of the SARS through media and make sure the hotel have proper knowledge and hygiene from the employee to tackle any/more SARS spreading. If the situation is getting worse, then the tourists can only enter the city with medical certificate showing it doesn't 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 affected. Before the customer enter a restaurant or any place, the employee should hand them a wet tissues to clean their hands before entering or wash their hands. The chefs working inside the kitchen should thoroughly wash their hands after touching a raw food before touching a cooked food or the females should put a hair net over their hair preventing to have any hair on the food. The cleaners should clean the table and floor immediately when the guests leaves before another guests comes.

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3a) Based on Hudman's Motivators for Travel, businessman are less likely to be attracted by the country park as it is not accessible by road nor have any development planned to invest on.

3b) Man-made attractions that weren't for the tourists but got popular attractions then there is man-made attractions that were for the tourists such as The Disney Land. There is natural attractions.

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