

試題編號 Question No.												
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每題另起新頁作答。
Start each question on a new page.

a. Local Travel Guide Tour Licence

b. A rush schedule to Macao on Thursday because it takes time to travel either by coach buses or by boats

No visits or tours after Friday's school visit while none are taking care of clients

Too rush to have farewell party in the morning and also have early flight

c. School Food Catering Services.
A fixed set lunch for each individual and to be delivered by the Food Catering Services vendor at school.

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(d). A small or mini concert with live band performance. A Karaoke competition can be held after the live band concert.

Hong Kong shopping paradise tour to Ladies Market and jewellery factory where they can specific collections of items related to local culture, for example, 10 items and get an award of 'King or Queen of Shopping'.

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(a) The ^{poor} provision of sanitary in-flight food catering services because there ~~is~~ ^{was} food contamination.

prolonged flight time as compared with 1999 and 2019 for 40 minutes more which contravenes the efficiency in flight time enhancement

Failed in improving average flying time with 21 minutes more time upon arrival in the average delay time which mean greatly wasting the waiting time for passengers on board or at the gate entrance.

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(b). In food processing, staff who prepare the in-flight food are not wearing gloves and do not normally clean their hands while making or processing food items. Bacteria are implanted into the food prepared. Therefore, the hygiene condition is worst.

The temperature of having below 0°C has not been dealt with properly while transporting the food items from the catering service plant to the delivered on board. Bacteria or ~~the~~ will be created while the food is not stored properly in temperature below 0°C.

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(c) From seat configuration of business class, the ~~increase~~ ^{increase} increase was from 10 to 40 which implied more revenues are generated from the Business class. Also, the total size of passenger intake has increased from 140 to 270. The profits have increased without changing the fuel consumption per trip.

Also the increase substantially of flight frequency per week from 3 to 21 which the airline company can make more revenue from the 17 increase within 10 years.

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(d) the company - flight frequency has increased and disrupted the flight operation with the other airlines because the take-off schedule has to be booked and in competition with other airline providers.

the customer - the local transport system to and from the airport is not developed properly because the infrastructure is poor. so the customers take time to and from the airport.

the staff - the transition from one flight to another is too tight to transit and too tired to get another flight without resting properly. Also,

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The flight frequency is too high, the preparation time isn't enough for cabin crew to change over in services.

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Comments

The candidate demonstrated an elementary understanding of food contamination. He/She also gave some limited explanations for the flight delay. His/Her answers on service gaps and the drop in average airfare were mostly irrelevant. (Q 1)

The candidate failed to identify the licence the travel agency staff have. He/She also failed to give three inappropriate arrangements from the itinerary provided. His/Her understanding of the food and beverage service was also very minimal. (Q 3)

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(c) Highly accessible by having basic infrastructure, for example, roads and public facilities. However, the existing transportation system is less developed in countryside.

Basic premises in support of promotion of visitors to Country Parks are not yet fully developed like shopping centres.

Lodging is important to visitors and licenses should be issued to hotels, but it is difficult to build large amount of accommodation surrounding the Country Parks.

The route for hiking and trails for exploration has not yet planned sustainably because

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of the restrictions to access and fully develop the frontier.

Lastly, The environmental impact assessment hasn't been done by the government and Hudson's Motivators for Travel can't be a significant driver for attracting visitors.

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(b) The attributes of a scenic spot for tourist attraction to appeal to tour explorer for an ecotour instead of tourist spot attraction. The ecotour is sustainable for the future development of an ecotour. There are also environmental conservation to preserve the nature in country parks. Education is the primary drive for organising the ecotour which is open to tourists all over the world. Also, the historical and cultural relics can be found in the ecotour in which tourists are less likely to know before the onset of the tour. Specific lodging for tourists is vital for them to stay behind.

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and experience the tranquility of country parks. This is very important for tourists to explore more about the areas which is not covered in the package of tour. Food of local produce is an attraction for tourists to taste the culinary dishes from farms in the countryside.

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Overview, the trails and routes have to be upgrade with quality by widening the roads or trails and with bi-lingual instructions in the spot and on the route map online. Plan for international ecotour for people from around the world to protect the nature in the country parks by introducing in

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the Tourism Board websites and promote the special lodging with farm houses and tasting local produce. More attractions are the ecotour to the special clans and historical relics like the military defence and remains in the border areas. Special shopping for local brands and handmade products from local farmers.

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(a) International promotion of scenic spots such as Big Buddha, Ocean Park, Disneyland Resorts, etc by the statutory body of Hong Kong Tourism Board. Reduced cost in travelling can be launched by the government to subsidise the air tickets, admission fees and budget lodging in motels and hotels. Also, the special discounts and benefits of visiting Hong Kong's tourist attraction, for example, lucky draw or prizes for travelling. The overall planning of the mission and vision of Tourism Board like developing ecotour, tax free for shoppers and

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enticing to more long-haul flight from tourists around the world like Europeans. Also, self-quarantine is required for tourists around the world if SARS or the Covid-19 happens in the country of origin or destinations. The world-wide promotion of Hong Kong by the government must adopt a quarantine process if virus outbreaks before having the subsidies or discount from the government. The tourists must have a health certificate issued by the country of origin. If the outbreak spallle upon arrival, government must provide a full set of health protection packages including free

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of charge living in hotels,
~~as~~ or in hospitals. For
 food, it is also free of
 charge and a return
 ticket is issued without
 free medical advice and
 treatment.

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(b) Catering practitioners must not go to work when they are in illness or other physical ~~symptoms~~ symptoms like high fever. They should stay at home until recovered and consult a doctor.

Next, always maintain high profile of cleaning in terms of hands because they would be in contact with clients or processing food as chefs. Always wearing masks and head cover band and hygienic gear set to process food items. Completely clean hands with soaps and sanitary liquids before processing food or delivering food items.

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Maintain social distancing and avoid mass gathering in the workplace setting or before going back to work.

Cover the food items while delivery food to customers with lids to avoid saliva spread with viruses. Always clean hands with alcoholic liquids or fluid. Dump all used hand gloves and masks to maintain a good code of hygiene in catering food items.

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(a) The availability of flights in short or long haul to the destinations of Hong Kong. The frequency and types of flight to and from Hong Kong to the country of origin. Also, the overall cost and budget in travelling expenses because if the cost is too high, then the burden in financial planning will be heavy.

The existing accommodation of whether Hong Kong has lots of 4 to 5 stars hotels and the size of and capacity of hotels in-take. For example, the large corporations have 5,000 staff of multinational origins, then they required bigger hotels with 4-5

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stars quality hotels. So central and Wan Chai is a good choice.

The overall infrastructure like transportation to and from the conference like Wan Chai Exhibition Centre. The venue is suitable for large international conference because it is highly accessible by all modes of transport, like roads, ferries, MTR, etc.

The food catering and the leisure activities after the conference is a great incentive because having conference and leisure, food can be a great drive for more incentive to be in the meeting while at the same

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time enjoying the cultural and historical attractions. For example, they can visit Big Buddha and ride on 360 for cable cars. Also, the gourmet and culinary food from all over the world can be found in most part of Wan Chai, Central Causeway Bay and cross the Harbour Time Spa Bar.

Lastly, the business technology platform for communication is highly effective to hold conference in Wan Chai because of the latest technology is adopted in Hong Kong for Business Technological Innovations and Communications.

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(b) the Concierge and Catering department - 'front-of-house', the laundry-cleansing support and tour reservation are the 'back-of-house' of hotel departments.

Avoid using papers for dropping messages, always on the computer in the Concierge. For food and beverages, use more eco-friendly utensils like reusable chopsticks and forks. Encourage clients to consume the food they need and not wasting food items like in buffet.

For laundry, always reuse and recycle all product items after cleaning bedrooms or suite. Avoid

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too many leaflets for information in hotels, always use electronic promotion. no brochures for any promotion of tours or food items. save waste papers.

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Comments

The candidate failed to identify the Hudman's motivators as well as the five attributes of an attraction; the answers were irrelevant. (Q 3)

The candidate's understanding of five factors considered by the conference organiser was very limited. He/She also demonstrated an elementary understanding of the typology of the hotel departments; only a few green practices suggested for each department were correct. (Q 4)

The candidate demonstrated an elementary understanding of the four main roles of government in tourism development. He/She gave some limited answers on the five aspects of personal hygiene. He/She was able to provide some good practices to improve customer confidence. (Q 5)