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(a) The first form of tourism that best describe the travel motivation of tourists visiting the resorts is it's educational. As susan added the "ocean citizenship" concept in her tour product to enhance the environmental awareness of tourists and the public. Second form is leisure as tourists would like to enjoy the adventure based activities and enjoy sightseeing in nature, so that they can relax as well as that enjoy their tour with a bit excitement.

(b) First stage is pre-arrivals using the concept of Butler's Destination Life cycle as many tourists makes the booking before hand to enjoy the wide range of activities.

Second stage is arrivals as people got to know the range of activities and would like to experience them when they arrive to the resort.

c) The first disadvantage of operating the resort independently when compared with that by franchise is that susan ^{might} had to face financial difficulties when operating independently. Second disadvantage is that lack of experience in operating the resort, as there was no one to guide her on how to operate the resort.

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(d) From the perspective of local community, first benefit of hiring locals to do most of the jobs in the resort is that the salary expense of the resorts would be lower as less salary would be given to the workers as most of the job they do require low-educational level such as housekeeping etc.

Second benefit of hiring locals to do most of the jobs in the resort is the unemployment rate would be lowered as resorts would hire them to do something instead of nothing.

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(a) The licence is the tour guide licence as they should be authorized of being a tour guide.

on Tuesday

(b) First inappropriate arrangement is that there shouldn't be BBQ dinner for 50 retired USA soldiers as they may have some limitations in food and beverage as they are old they may prefer to have low sodium, low sugar, low fat food and drinks.

Second inappropriate arrangement is that on Friday, staff shouldn't leave guests in the middle of the city like that and return to ^{the} headquarters as guests might not know how to speak local language to communicate with the taxi driver or local people when asking for directions.

Third inappropriate arrangement is that on Thursday, there shouldn't be so much activities on one day as guests will be tired as well as that there should be clearly stated what activities would other guests have.

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(c) The type of food and beverage service the food establishment providing the lunch on Friday belongs to the students. The characteristic of the menu is that it is mostly based on health menu for students as to maintain healthy lifestyle.

(d) First type of man-made attraction is the tour to Science Museum and the possible activities held at the attraction are getting to know about science related stuff such as how was the rocket invented and what's its speed when it goes to the moon or other planet.

Second type of man-made attraction is a casino, the possible activities are gambling, as many tourists like to gamble so they prefer to go to a casino for gambling activities.

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(a) The first aim of the Agenda for sustainable Tourism is host. Tai Kwun has successfully achieved it as in the settings host is very important as they have to attract people with their good gesture, they are welcoming such as they greet guests and escorting them to their seats.

Second aim of the Agenda for sustainable Tourism is security. Tai Kwun has successfully achieved it as the security of the Tai Kwun is really good. Such as the CCTV are implanted to monitor any harm such as robbery or loss of personal stuff. The security is tight in Tai Kwun to maintain safe environment for guests.

Third aim is of the Agenda for sustainable Tourism is Manager. Tai Kwun has successfully achieved it as the Manager of Tai Kwun is able to instruct staff and provide help to the guests on the special / new activities happening in Tai Kwun.

Fourth aim is food and beverage such as finger food and drinks are provided in the settings as some guests may

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need to take some medication on specific time so the good quality and fresh ingredients of finger food is provided.

Fifth aim of the Agenda^{for} Sustainable Tourism is entrance as the entrance of Tai Kwun is very clean such as no trash is on the road and the area is clean that's how Tai Kwun has successfully achieved the aim.

These are the five^{aims of the} Agenda for sustainable Tourism that Tai Kwun has successfully achieved.

(b) The first carrying capacity is physical carrying capacity. The possible problem for Tai Kwun or its surrounding community is that tourists destroy the facilities near Tai Kwun such as tourists carelessly misusing the location such as some people do busking outside the Tai Kwun.

The second carrying capacity is environmental carrying capacity. The possible problem is that people are make the environment dirty such as^{leaving} trash everywhere which results in land pollution and air pollution as the smell of the trash is unpleasant, so the

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surrounding community is affected by that.

Third carrying capacity is cultural socio-cultural carrying capacity. Tourists are disturbing social life of the surrounding community because the noisy environment as well as that the tourists are not following taboos of Hong Kong.

Fourth carrying capacity is economic carrying capacity, the problem that Tai Kwan may face is that they may need to expand their infrastructure and introduce new facilities to the tourists, so they will need more money to do so.

These are the four types of carrying capacity and possible problems for Tai Kwan or its surrounding community.

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(a) The five concerns of Elderly long-haul travellers may have.

First concern of these travellers may have is that the safety of the destination as they are elderly they would want to travel in a safe and politically stable destination. For example wouldn't want to travel to a destination where there are protest: is happening so these type of travellers may have security and safety concerns.

Second concern is food and beverage, as these travellers are elderly they ^{may} require to have low sodium, low sugar, low fat in their food and beverage also they don't try to experiment with food and beverage as they like to eat food they have eaten before.

Third concern is activities as they are not physically fit they would want to have activities which are least adventures / dangers, so activities may be concern they have. So they can have activities such as sightseeing etc.

Fourth concern is if shopping is available or not as they

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might want to bring souvenirs back home for family and friends.

These are five different arrangements a tour group can provide.

First arrangement a tour group can provide is wheelchair access for disabled travellers as they can't walk so the tour group should ensure that there is facility of wheelchair access for elderly travellers.

Second arrangement a tour group can provide is multiple stops for elderly travellers as they may get tired often and providing water for them, Also the tour shouldn't be long.

Third arrangement a tour group can provide is the hotel room should have emergency buttons for disabled

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travellers as they may need help if they have some problem they can press that button and call someone for help.

Fourth arrangement a tour group can provide is that they shouldn't force them to try local food as their digestion system isn't as good as a young person so they may fall ill if they try some they should only be provided healthy and fresh food.

Fifth arrangement is that the facilities/activities should be near the hotel as ⁱⁿ any case of emergency they can come back to the hotel as soon as possible.

These are the five arrangements a tour group can provide to ensure that a suitable 'environmental bubble' is created.

b) First advantage is that if we practice Sustainable Environment then more tourists would want to travel to Hong Kong as it will be cleaner city comparing with others.

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second advantage is that if we take care of every tourists with different needs then more people with special needs would travel to Hong Kong.

Third advantage is that if we practice and maintain our cultural heritage then many travellers would come to Hong Kong for its ^{maintained} heritage.

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(a) First factor when organising an incentive trip by a conference organiser is that there should be WiFi as incentive travellers would work on their devices so they would need an internet connection.

Second factor is that conference organiser should provide computers to incentive travellers as they need computers to complete most of their work.

Third factor is that the web-cam or video chatting facilities should be provided as the incentive travellers may need to video call to conduct meetings with their workers.

Fourth factor is that the meeting room or conference room should be provided in the hotel as the incentive travellers mostly conduct meetings and discuss so a private meeting room or conference room should be provided.

Fifth factor is that the hotel should provide concierge for the incentive travellers as they don't have time to go shop for themselves so the concierge can help the incentive travellers to shop based on the shopping list provided by the incentive traveller.

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These are the five factors considered by a conference organiser when an incentive trip is arranged.

(b) The first back-of-house hotel department is food and beverage and the green practice for it is the left over food is not thrown away instead they should donate it to food banks so that the disadvantaged can be helped.

Second back-of-house hotel department is housekeeping. The green practice for housekeeping department is that they should use less water when cleaning the bathroom and switch off the lights when not in use.

The first front-of-house department is front desk department. The green practice of it is they should use more electronic registration methods as to save paper and provide assistance to the one who doesn't know how to use the electronic registration.

The second front-of-house department is that finance department. The green practice is that ^{they} should be using more electronic payment method to protect environment.

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These are the front-of-house and back-of-house departments practicing green in their daily operations.

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