

試題編號 Question No.												
1	2	3	4	5	6	7	8	9	10	11	12	
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13	14	15	16	17	18	19	20	21	22	23	24	≥25

每題另起新頁作答。
Start each question on a new page.

1a) Based on Parasuraman's five service dimensions, the three dimensions that were not met by the robots were Empathy, Responsiveness and Reliability.

The first dimension that were not met is Empathy because from the above evidence one guest was woken up repeatedly when his loud snoring triggered the in-room robot which disrupts the guest's sleep.

The second dimension that were not met is Responsiveness because of the lack of knowledge of the robot when the baggage was sent to the wrong room due to the wrong input of guests.

The third dimension that were not met is Reliability because the robots were taking a long time to make copies of guests' passports which was not quick and effective.

1b) Robots should have a 'sleeping mode' were they are not running while guests' are sleeping and wouldn't be triggered because of loud snores, human staff should handle guests information as they a better knowledge on what to do when an

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1	2	3	4	5	6	7	8	9	10	11	12
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13	14	15	16	17	18	19	20	21	22	23	24 ≥25

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Start each question on a new page.

information is mistakenly given and human staff should double check the information that is given by the guests to avoid problems or robots.

1c) Resort Hotel

1d) The two additional services that can be provided by hotels to guests is free meals and give them a discount.

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13	14	15	16	17	18	19	20	21	22	23	24	≥25

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Start each question on a new page.

2a) The first possible theme of the park is zoo theme park as from the comments from Susan on social media she stated that there was no rules enforcing on preventing close contact with wild animals in the wildlife zone.

The second possible theme of the park is Kid theme park / family theme park as the theme park had a resort with it.

2bi) Susan belongs to the domestic tourists as she chose a special package which is only applicable to residents of the United States and which the theme park resort she chose is in Florida, United States

2bii) A change in target market would affect the destination economy badly, because tourists would prefer going somewhere that offers a package for tourists not just for residents and targeting local residents instead of tourists would not attract tourists around the world.

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13 14 15 16 17 18 19 20 21 22 23 24 ≥25

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Start each question on a new page.

2ci) Breakfast

2cii) The first difference between a buffet menu and an à la carte menu is that the buffet menu has more food choices than à la carte menu as it is a fixed menu.

The second difference between a buffet menu and an à la carte menu is that buffet menu is that it is usually cheaper than an à la carte menu.

2ciii) The first reason why Susan was more supportive of the new meal arrangement is that she don't have to worry about how other people have touched the food they're eating or been in contact of the disease.

The second reason why Susan was more supportive of the new meal arrangement is that she don't have to get the food by themselves and don't have to encounter other guests or be in close contact with guests who has the disease.

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3a) The first role traditionally played by travel agencies is the face to face communication while online booking you just have to press buttons.

The second role traditionally played by travel agencies is the payment in cash though you can still pay by card in travel agencies but in online booking you do not have that option.

The third role traditionally played by travel agencies is the more in detailed information that they provide for, while online booking can give you so much more.

The fourth role traditionally played by travel agencies is the booking of the hotel while online booking take less time and easier.

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3b) The five needs in Maslow's hierarchy of needs is self-esteem, social, safety needs, physiological needs and

The first need is physiological, when they receive oxygen/water their need is satisfied, by seeing that there's food.

The second need is the safety, when they have a house/roof under their head their need is satisfied, by having a room for them.

The third need is social, when they feel accepted by the society / everyone their need is satisfied, when they're welcomed by all.

The fourth need is self-esteem, when they have the confidence their need is satisfied, when they have confidence on the hotel.

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5a) The first macro factor influencing the patterns of tourist flow is

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Start each question on a new page.

5b) The first stage of food handling process is storing the foods by separating the raw meat, canned food and fresh foods can avoid getting food cross contamination.

The second stage is by using the soon to expire foods, by doing so foods that has expired / gone bad won't affect the fresh foods.

The third stage is cleaning the food thoroughly before using to make food.

The fourth stage is making sure that the utensils / appliances that will be used to prepare a dish is well cleaned and no bacteria on it.

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