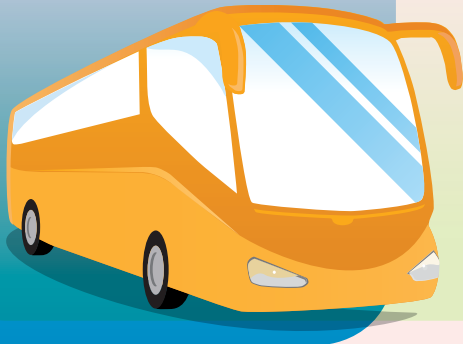


# Tourism task force:

## *Proud to play our part*

*Tourism Commission*

*AMONG the many 'crisis' tasks that the Tourism Commission was called upon to handle during the recent quarantine operation, organising travel arrangements for quarantined guests was the most challenging.*



Some 150 travel requests had to be dealt with within three to four days, requiring a dedicated team of staff from the Tourism Commission, Hong Kong Tourism Board and Tsim Sha Tsui branch office of China Travel Services (CTS).

Our team had to grapple with many teething problems, one of which was simply to communicate with the visitors, especially those in Lady MacLehose Holiday Village. We solved this problem by sending two Tourism Commission staff to contact the visitors in person.

Then, as the situation in the village improved, the telephone system at the Metropark Hotel Wanchai broke down for two hours, considerably adding to the team's stress as we were competing against time.

Due to the quarantine, the visitors' original travel itineraries had to be changed. As we expected, they came up with all sorts of requests, ranging from flight re-scheduling, destination and airline changes, upgrading, excess baggage allowance, compensation and so forth.

As some of the requests could not be met, the team had to tactfully say 'no' on occasions, trying to calm them and suggesting other alternatives. Some visitors were not satisfied initially, but became more agreeable after the team's repeated explanations.

Another challenge was that some visitors frequently changed their mind about various things, which meant abortive work and additional liaison with the visitors and airlines within limited time.

In addition to travel arrangements, the Tourism Commission also helped to put together a hospitality package, comprising a generous gift pack and two complimentary hotel nights.

In less than 24 hours, a team of Tourism Commission staff prepared some 400 gift packs consisting of nearly 10,000 items. The process involved considerable liaison and arrangements with various parties, including tourist attractions, travel agencies, retailers, hotels, transport and communication corporations, and entertainment companies, again within a very tight schedule.

In parallel, another Tourism Commission team was tasked with arranging complimentary hotel accommodation for some 170 visitors.

Despite the fact that these guests would have completed the seven-day quarantine, hotels were generally circumspect in receiving them. It was particularly challenging when the media descended on the appointed hotels, scrambling for the best vantage points and photo spots.

Finally, following plenty of advice and assistance in media marshalling, the hotels even made special

welcoming arrangements to showcase Hong Kong's hospitality to our visitors.

Thanks to the dedication and professionalism of each and every team member, as well as the generous contributions of our major tourist attractions and corporations, the exercise

concluded with many smiling faces and words of appreciation from visitors.

This was a most memorable experience for the Tourism Commission and we were proud to be part of the operation.

## 從客人的笑語得到肯定 —— 旅遊事務署同事的感受

旅遊事務署

「多謝香港特區政府為我們作出的安排。一切都很順利、有效率，又照顧周到。我們一家一定會再來香港旅遊。」二零零九年五月八日星期五晚上，灣仔維景酒店隔離令撤銷之時，在酒店負責招待工作的旅遊事務署同事，一再聽到酒店住客滿面笑容地這樣說。到這時候，大家終於鬆了一口氣！客人的笑語說明，我們的工作是成功的。



回想當我們接到指示要為約二百名獲解除檢疫的旅客安排兩晚住宿時，負責的同事立即通過所有渠道找尋符合條件的酒店。由於任務不容有失，安排更要體現香港一向的好客之道及高水平服務，大家都非常緊張和認真。但過程並不是一帆風順的，各種問題接連出現，須要一一解決，工作每每到凌晨時分才結束。

第一批從麥理浩夫人度假村出來的客人二零零九年五月七日下午到達酒店時，大家都屏息靜氣，恐怕有這樣或那樣的閃失。二零

零九年五月八日晚上灣仔維景酒店結束隔離行動後，客人大批到來，大家更是打醒十二分精神。客人陸續到達酒店、入住房間，流程異常順利；現場沒有絲毫混亂，客人也沒有絲毫不滿；相反，我們不斷聽到客人的笑聲、讚賞和肯定。這時，我們只感到欣慰和自豪。

但願類似的事情不會再發生。但我們可以肯定，不論面對任何挑戰，公務員都能團結一致，在自己的崗位上把工作做到最好。