

### 新任業界理事江伯昌先生 New Trade Director Mr Peter Kong



江伯昌先生是東名假期有限公司董事總經理，由二零零八年十一月十八日起，以香港外遊旅行團代理商協會代表的身份加入議會理事會，本年度擔任議會出外旅遊委員會委員。

江先生十多年前已參與出外旅遊委員會的工作，感到議會這些年來變化不少：會員的數目增加了，監管的職能擴大了，培訓課程也變得多元化了。他看到越來越多會員積極參與議會的工作，認同議會促進了行業的健康發展。身為業界理事，他希望自己在行內三十多年的經驗和知識，能對旅遊業的發展有所貢獻。

江先生表示，會員和消費者對議會的期望不斷提高，而議會在各方面也不住進步，應該讚許。議會與旅行社、酒店、航空公司是夥伴，他會致力充當各方溝通的橋樑。他希望為業者營造更多商機，協助議會做好自律規管的工作，使行業的社會地位得到公眾認同，消費者也能享受旅遊樂趣。

Mr Peter Kong, Managing Director of Orient Holiday Limited, joined the TIC Board on 18 November 2008 as a representative of the Hong Kong Outbound Tour Operators' Association. He currently serves on the TIC Outbound Committee.

Mr Kong had been a member of the Outbound Committee for more than ten years, witnessing many changes at the TIC: its number of members increased, its regulatory functions expanded and its training courses diversified. He also noticed that more and more members actively participated in the TIC's work and recognised its efforts in promoting healthy development of the trade. As a trade director on the Board, he hoped to contribute his over 30 years of experience and knowledge towards the advancement of the industry.

Mr Kong remarked that the TIC should be commended for its improvements in various aspects in tandem with higher expectations of both members and consumers. He considered the TIC, travel agents, hotels and airlines to be industry partners, and would strive to act as a bridge of communication among them. He also wished to create more business opportunities and help the TIC to do a good self-regulatory job, so that the trade would have a high social status and consumers would enjoy the pleasure of travel.

### 新任業界理事凌錦文先生 New Trade Director Mr Ling Kam Man



凌錦文先生是恆利旅運有限公司的執行董事，由今年二月十三日起以國際華商觀光協會主席的身份出席議會理事會會議，本年度擔任議會消費者關係委員會、會籍委員會的委員。

凌先生從事旅遊業已有四十一年，接觸過不少同業，時常聽到他們的意見。成為理事後，他會盡力反映會員的訴求。他表示有會員認為，自從理事會增加了獨立理事後，業界的影響力漸減，令議會未能照顧到行業的整體利益。他因此希望加入理事會，瞭解議會的運作和實際情況，找出問題所在，使行業有更佳的发展。

凌先生參與消費者關係委員會超過十年，他認為業界委員發揮著重要的作用。處理投訴個案時，他們會說明行業的慣常做法，並且指出旅行社的不良手法和消費者的無理要求。而業外委員也樂意聽取意見，雙方合作融洽，使委員會的工作卓有成效。

Mr Ling Kam Man is Executive Director of H. C. Patterson And Company Limited and Chairman of the International Chinese Tourist Association (ICTA). He began to attend TIC Board meetings on ICTA's behalf from 13 February 2009 and is a member of the TIC's Consumer Relations Committee and Membership Committee.

Having engaged in the travel business for 41 years, Mr Ling knew many traders and often listened to their opinions. He would try his best to relay their messages to the Board. He said some members felt that the influence of trader directors had dwindled after more independent directors sat on the Board, thus making the TIC unable to take care of the trade's overall interests. He therefore wished to join the Board to get a better understanding of its operation and the actual situation, find out where the problem lay and work hard for better development for the trade.

Mr Ling had been a member of the Consumer Relations Committee for more than a decade. He said trade members played an important role in complaint handling since they could explain trade practices and point out travel agents' malpractices and consumers' unreasonable claims. They and non-trade members, who were always willing to listen to their opinions, worked harmoniously together and produced very good results.

## 二零零八至零九年度理事會 Board of Directors 2008/2009

主席： 何栢靈先生 *JP*  
 副主席： 徐王美倫女士、湯麟華先生  
 名譽秘書： 譚光舜先生  
 名譽司庫： 葉慶寧先生  
 理事： 陳黃穗女士<sup>#</sup> *BBS, JP*、朱樂生先生<sup>#</sup>、  
 馮炳輝先生、許書漢先生、解存金先生  
*MH*、甘博文博士<sup>#</sup>、高永良先生、姜  
 作工先生、高育賢女士<sup>#</sup> *JP*、江伯昌先  
 生、羅祥國博士<sup>#</sup>、李金漢教授<sup>#</sup>、梁  
 志群先生、梁家駒先生<sup>#</sup>、李國英先  
 生<sup>#</sup> *MH, JP*、凌錦文先生、馬豪輝先  
 生<sup>#</sup> *SBS, JP*、吳光偉先生、薛迪生先  
 生<sup>#</sup>、鄧桂能先生<sup>#</sup> *BBS, JP*、謝滄廷先  
 生、黃德偉先生<sup>#</sup>、胡兆英先生、姚思  
 榮先生

(<sup>#</sup>獨立理事)

Chairman: Mr Ronnie Ho *JP*  
 Deputy Chairmen: Mrs Gianna Hsu and Mr Warren Tong  
 Honorary Secretary: Mr Tommy Tam  
 Honorary Treasurer: Mr Freddy Yip  
 Directors: Mrs Pamela Chan<sup>#</sup> *BBS, JP*, Mr Antonio Chu<sup>#</sup>,  
 Mr Michael Fung, Mr Lester Hui, Mr C K Kai *MH*,  
 Dr Kam Pok Man<sup>#</sup>, Mr Joseph Kao, Mr Ginger Keung,  
 Ms Teresa Ko<sup>#</sup> *JP*, Mr Peter Kong,  
 Dr Law Cheung Kwok<sup>#</sup>, Prof. Lee Kam Hon<sup>#</sup>,  
 Mr Andrew Leung, Mr Johnny K K Leung<sup>#</sup>,  
 Mr Li Kwok Ying<sup>#</sup> *MH, JP*, Mr Ling Kam Man,  
 Mr Ma Ho Fai<sup>#</sup> *SBS, JP*, Mr Charles Ng,  
 Mr Raymond Sit<sup>#</sup>, Mr Tang Kwai Nang<sup>#</sup> *BBS, JP*,  
 Mr Ricky Tse, Mr Alvin Wong<sup>#</sup>, Mr Michael Wu and  
 Mr Yiu Si Wing

(<sup>#</sup>Independent Directors)

## 二零零八至零九年度上訴委員會、各委員會及小組委員會 Appeal Board, committees and sub-committees for 2008/2009

### 上訴委員會 Appeal Board

職責： 處理對各紀律委員會、消費者關係  
 委員會、會籍委員會所作決定而提  
 出的上訴  
 業界委員： 理事會內的屬會代表和選舉產生理  
 事  
 獨立委員： 陳章明教授<sup>\*</sup> *BBS, JP*、陳榮先生<sup>\*</sup>、趙  
 躍揚先生<sup>\*</sup>、許照中先生<sup>\*</sup> *JP*、郭琳  
 廣先生<sup>\*</sup> *BBS, JP*、李鵬教授<sup>\*</sup> *JP*、李介  
 明先生<sup>\*</sup>、馬慧霖女士<sup>\*</sup>、謝思明先  
 生<sup>\*</sup>、黃張閏蘅女士<sup>\*</sup>

Terms of reference: To hear appeals lodged against decisions of the disci-  
 plinary committees, the Consumer Relations Commit-  
 tee and the Membership Committee  
 Trade members: Association Member's representatives on the TIC  
 Board and Elected Directors  
 Independent members: Prof. Alfred Chan<sup>\*</sup> *BBS, JP*, Mr Chan Tong<sup>\*</sup>,  
 Mr Conrad Chiu<sup>\*</sup>, Mr Stephen Hui<sup>\*</sup> *JP*,  
 Mr Larry Kwok<sup>\*</sup> *BBS, JP*, Prof. Lee Ngok<sup>\*</sup> *JP*,  
 Mr Li Kai Ming<sup>\*</sup>, Ms Margaret W L Ma<sup>\*</sup>,  
 Mr Tony Tse<sup>\*</sup> and Mrs Gloria Wong<sup>\*</sup>

### 購物事宜委員會 Committee on Shopping-related Practices

職責： 處理登記店舖涉嫌違反承諾的個案  
 召集人： 羅祥國博士<sup>\*</sup>  
 副召集人： 胡兆英先生  
 委員： 陳陸安先生、張健明先生、周陳文  
 琬女士<sup>\*</sup>、洪宏道先生<sup>\*</sup>、薛迪生先生<sup>\*</sup>、  
 戴卓賢先生<sup>\*</sup>、譚樹繁先生、譚光舜  
 先生、謝永齡博士<sup>\*</sup>、謝偉俊先生、  
 黃德偉先生<sup>\*</sup>、姚思榮先生、葉永新  
 先生<sup>\*</sup>、旅遊事務助理專員或其代表<sup>\*</sup>

Terms of reference: To handle cases in which registered shops are sus-  
 pected of breaching their pledges  
 Convenor: Dr Law Cheung Kwok<sup>\*</sup>  
 Deputy Convenor: Mr Michael Wu  
 Members: Mr Chan Luk On, Mr Ken Chang, Mrs Grace Chow<sup>\*</sup>,  
 Mr Anthony Hung<sup>\*</sup>, Mr Raymond Sit<sup>\*</sup>,  
 Mr Spencer Tai<sup>\*</sup>, Mr Andrew Tam, Mr Tommy Tam,  
 Dr John Tse<sup>\*</sup>, Mr Paul Tse, Mr Alvin Wong<sup>\*</sup>,  
 Mr Yiu Si Wing, Mr Eric Yueh<sup>\*</sup> and  
 Assistant Commissioner for Tourism or his/her  
 representative<sup>\*</sup>

### 規條委員會 Compliance Committee

職責：處分違反議會規例的會員和領隊  
 召集人：黃德偉先生\*  
 副召集人：解存金先生 *MH*  
 委員：朱樂生先生\*、馮炳輝先生、洪宏道先生\*、林乾禮先生\* *JP*、羅祥國博士\*、李金漢教授\*、梁家駒先生\*、馬豪輝先生\* *SBS, JP*、麥磊明博士\*、譚光舜先生、湯麟華先生、胡兆英先生

Terms of reference: To take disciplinary action against members and tour escorts for violating the TIC's regulations  
 Convenor: Mr Alvin Wong\*  
 Deputy Convenor: Mr C K Kai *MH*  
 Members: Mr Antonio Chu\*, Mr Michael Fung, Mr Anthony Hung\*, Mr Lam Kin Lai\* *JP*, Dr Law Cheung Kwok\*, Prof. Lee Kam Hon\*, Mr Johnny K K Leung\*, Mr Ma Ho Fai\* *SBS, JP*, Dr Barry Mak\*, Mr Tommy Tam, Mr Warren Tong and Mr Michael Wu

### 修章委員會 Constitution/By-law Committee

職責：研究議會及各屬會的會章，並提出建議  
 召集人：高育賢女士\* *JP*  
 副召集人：梁志群先生  
 委員：張珺于女士\*、朱樂生先生\*、何栢霆先生 *JP*、徐王美倫女士、洪宏道先生\*、羅祥國博士\*、李金漢教授\*、梁家駒先生\*、馬豪輝先生\* *SBS, JP*、麥磊明博士\*、譚光舜先生、湯麟華先生、蔡大維先生\*、黃德偉先生\*、袁家齊先生

Terms of reference: To study and make recommendations on the M&As of the TIC and its Association Members  
 Convenor: Ms Teresa Ko\* *JP*  
 Deputy Convenor: Mr Andrew Leung  
 Members: Ms Jasminia K Cheung\*, Mr Antonio Chu\*, Mr Ronnie Ho *JP*, Mrs Gianna Hsu, Mr Anthony Hung\*, Dr Law Cheung Kwok\*, Prof. Lee Kam Hon\*, Mr Johnny K K Leung\*, Mr Ma Ho Fai\* *SBS, JP*, Dr Barry Mak\*, Mr Tommy Tam, Mr Warren Tong, Mr David Tsoi\*, Mr Alvin Wong\* and Mr Ronnie Yuen

### 消費者關係委員會 Consumer Relations Committee

職責：協助處理消費者對旅行社的投訴  
 召集人：李國英先生\* *MH, JP*  
 副召集人：姜作工先生  
 委員：陳立志先生、陳黃穗女士\* *BBS, JP*、周錦標先生、張裕發先生、蔡得大先生、周潔冰博士\* *MH*、鍾詠龍先生、馮淑儀女士、高錦祥先生\* *BBS, MH*、江宜蓓女士\*、賴萬德先生\*、林翠蓮女士\*、林湃先生\*、凌錦文先生、廖健昇先生\*、吳文廣先生、吳熹安先生、蔡大維先生\*、徐通權先生\*、溫艾狄女士\*

Terms of reference: To assist in handling complaints filed by consumers against travel agents  
 Convenor: Mr Li Kwok Ying\* *MH, JP*  
 Deputy Convenor: Mr Ginger Keung  
 Members: Mr Chan Lup Chi, Mrs Pamela Chan\* *BBS, JP*, Mr Chau Kam Piu, Mr Cheung Yu Fat, Mr Choi Tak Tai, Dr Jennifer Chow\* *MH*, Mr Calvin Chung, Ms Edith Fung, Mr Ko Kam Cheung\* *BBS, MH*, Ms Jenny Kong\*, Mr Joe Lai\*, Ms Alice Lam\*, Mr Nelson Lam\*, Mr Ling Kam Man, Mr Alex Liu\*, Mr George Ng, Mr Ng Hi On, Mr David Tsoi\*, Mr Bosco Tsui\* and Ms Alice Wan\*

### 選舉委員會 Election Committee

職責：處理與議會選舉有關的事宜  
 召集人：甘博文博士\*  
 委員：朱樂生先生\*、羅祥國博士\*、梁家駒先生\*、馬豪輝先生\* *SBS, JP*

Terms of reference: To handle matters concerning the TIC's elections  
 Convenor: Dr Kam Pok Man\*  
 Members: Mr Antonio Chu\*, Dr Law Cheung Kwok\*, Mr Johnny K K Leung\* and Mr Ma Ho Fai\* *SBS, JP*

### 來港旅遊委員會 Inbound Committee

職責：與政府部門聯絡，商議入境交通及來港團運作事宜

Terms of reference: To liaise with government departments concerning inbound traffic and tour operation

召集人： 胡兆英先生  
 委員： 陳淑芳女士、張健明先生、趙啟和先生、蔡百泰先生<sup>MH</sup>、傅子剛先生\*、何德明先生、黃輝躍先生、計憲先生、郭志傑先生\*、鄺國威先生<sup>MH</sup>、林乾禮先生<sup>JP</sup>、羅祥國博士\*、梁皚亭女士、梁耀霖先生、陸桂花女士、莫國業先生、吳璟煥先生、戴毅傑先生、曾錫耀先生、黃雅麗女士、王維永先生、葉子城先生、容植深先生、旅遊事務助理專員或其代表\*

Convenor: Mr Michael Wu  
 Members: Ms Jo Jo Chan, Mr Ken Chang, Mr Paul Chiu, Mr Choi Pat Tai<sup>MH</sup>, Mr Joseph Fu\*, Mr George Ho, Mr Huang Fei Yueh, Mr George Kai, Mr Patrick Kwok\*, Mr Kwong Kwok Wai\*<sup>MH</sup>, Mr Lam Kin Lai\*<sup>JP</sup>, Dr Law Cheung Kwok\*, Ms Cecilia Leung, Mr Paul Leung, Ms Luk Kwai Fai, Mr Curry Mok, Mr Oh Kyeong Hwan, Mr Ronnie Tai, Mr Edmund Tsang, Ms Josephine Wong, Mr Wing Wong, Mr Steve Yip, Mr Yung Chik Sum and Assistant Commissioner for Tourism or his/her representative\*

### 內地來港旅行團事務委員會 Mainland China Inbound Tour Affairs Committee

職責： 制訂措施以規管內地來港旅行團的經營方式  
 召集人： 何栢靈先生<sup>JP</sup>  
 委員： 陳志光先生\*<sup>JP</sup>、周文偉先生、何鎮東先生、黃輝躍先生、許書漢先生、解存金先生<sup>MH</sup>、郭志傑先生\*、鄺國威先生<sup>MH</sup>、羅祥國博士\*、李金漢教授\*、李海童先生、鄧桂能先生\*<sup>BBS, JP</sup>、湯麟華先生、謝淦廷先生、王維永先生、旅遊事務助理專員或其代表\*  
 當然委員： 梁家駒先生\*

Terms of reference: To formulate measures to regulate the operation of inbound tours from mainland China  
 Convenor: Mr Ronnie Ho<sup>JP</sup>  
 Members: Mr William Chan\*<sup>JP</sup>, Mr Benny Chau, Mr Ho Chun Tung, Mr Huang Fei Yueh, Mr Lester Hui, Mr C K Kai<sup>MH</sup>, Mr Patrick Kwok\*, Mr Kwong Kwok Wai\*<sup>MH</sup>, Dr Law Cheung Kwok\*, Prof. Lee Kam Hon\*, Mr Li Hoi Tung, Mr Tang Kwai Nang\*<sup>BBS, JP</sup>, Mr Warren Tong, Mr Ricky Tse, Mr Wing Wong and Assistant Commissioner for Tourism or his/her representative\*  
 Ex-Officio Member: Mr Johnny K K Leung\*

### 內地來港旅行團規條委員會 Mainland China Inbound Tour Compliance Committee

職責： 處理會員和導遊於同一宗內地團旅客投訴中涉嫌違規的個案  
 召集人： 梁家駒先生\*  
 副召集人： 徐王美倫女士  
 委員： 陳黃穗女士\*<sup>BBS, JP</sup>、朱樂生先生\*、許叔驥先生、林乾禮先生<sup>JP</sup>、劉之璿女士\*、李國英先生\*<sup>MH, JP</sup>、馬豪輝先生\*<sup>SBS, JP</sup>、譚光舜先生、謝永齡博士\*、謝潤生先生、黃德偉先生\*、葉慶寧先生、余莉華女士

Terms of reference: To handle complaint cases filed by mainland group visitors where both the travel agent and the tourist guide are suspected of violating the TIC's rules  
 Convenor: Mr Johnny K K Leung\*  
 Deputy Convenor: Mrs Gianna Hsu  
 Members: Mrs Pamela Chan\*<sup>BBS, JP</sup>, Mr Antonio Chu\*, Mr Chris Hui, Mr Lam Kin Lai\*<sup>JP</sup>, Ms Sue Lau\*, Mr Li Kwok Ying\*<sup>MH, JP</sup>, Mr MA Ho Fai\*<sup>SBS, JP</sup>, Mr Tommy Tam, Dr John Tse\*, Mr Tse Yun Sang, Mr Alvin Wong\*, Mr Freddy Yip and Ms Yu Li Hua

### 會籍委員會 Membership Committee

職責： 審批與議會會籍有關的申請  
 召集人： 湯麟華先生  
 委員：  
 香港旅行社協會：徐瑞琪女士 / 黃進達先生  
 香港華商旅遊協會：謝淦廷先生 / 雷禮忠先生  
 國際華商觀光協會：凌錦文先生 / 張瑞芳先生  
 國際航空協會審訂旅行社商會：白嘉民先生 /

Terms of reference: To consider and approve TIC membership applications  
 Convenor: Mr Warren Tong  
 Members:  
 HATA Ms Yvonne Hsu / Mr Jason Wong  
 FHCTA Mr Ricky Tse / Mr Nelson Lui  
 ICTA Mr Ling Kam Man / Mr Cheung Sui Fong  
 SIPA Mr Francis Bagaman / Mr Gary Leung  
 TTOA Mr Simon Wong / Mr Steve Sy

梁偉強先生  
 港台旅行社同業商會：王余先生 / 施俊明先生  
 香港中國旅遊協會：陳立志先生 / 魏華克先生  
 香港外遊旅行團代理商協會：許書漢先生 /  
 曾志堅先生  
 香港日本人旅客手配業社協會：余傑英先生 /  
 徐王美倫女士

HACTO  
 OTOA  
 HJTOA

Mr Chan Lup Chi / Mr Ngai Wah Hak  
 Mr Lester Hui / Mr Kenny Tsang  
 Mr William Yu / Mrs Gianna Hsu

### 出外旅遊委員會 Outbound Committee

職責： 向理事會建議一切與外遊業有關的事務  
 召集人： 徐王美倫女士  
 副召集人： 姚思榮先生  
 委員： 陳錦全先生、張少昌先生、鍾志勤先生、方焯源先生、馮炳輝先生、侯叔祺先生 <sup>BBS</sup>、江伯昌先生、關啟球先生、賴伯強先生、劉展強先生、劉美詩女士、李振庭先生、梁皚亭女士、梁港蘭女士、梁為濂先生、吳文廣先生、蘇子楊先生、曾楊美娟女士、胡宇緯先生、黃炳生先生、王志傑先生、袁振寧先生、薛衛國先生

Terms of reference: To make recommendations to the Board on all matters relating to the outbound travel industry  
 Convenor: Mrs Gianna Hsu  
 Deputy Convenor: Mr Yiu Si Wing  
 Members: Mr Denny Chan, Mr Sedgewick Cheung, Mr Teddy Chung, Mr Chuck Fong, Mr Michael Fung, Mr Simon Hau <sup>BBS</sup>, Mr Peter Kong, Mr Kwan Kai Kow, Mr David Lai, Mr Brandon Lau, Ms Susanna Lau, Mr Alex Lee, Ms Cecilia Leung, Ms Lanny Leung, Mr William Leung, Mr George Ng, Mr Johnny So, Mrs Edith Tsang, Mr Simon Wo, Mr Jackson Wong, Mr Raymond Wong, Mr C N Yuen and Mr Zee Wai Kwok

### 公共關係委員會 Public Relations Committee

職責： 促進與各地旅遊機構的合作，加強會員和公眾對議會的認識  
 召集人： 姚思榮先生  
 副召集人： 胡兆英先生  
 委員： 陳寶華先生、周錦標先生、鄭玉玲女士、張有光先生、鍾志勤先生、許書漢先生、林翠婷女士、劉敏冠先生、梁天龍先生、梁志新先生、李毅立先生、盧輝華先生、盧萬雷先生、馬慧玲女士、吳權藝先生、宋博宏先生、湯君華先生、胡宇緯先生、黃炳生先生、黃照康先生、楊結強先生、楊善平先生、余傑英先生

Terms of reference: To promote cooperation with tourism organisations in various places, and to enhance members' and the public's understanding of the TIC  
 Convenor: Mr Yiu Si Wing  
 Deputy Convenor: Mr Michael Wu  
 Members: Mr Stephen Chan, Mr Chau Kam Piu, Ms Cheng Yuk Ling, Mr Albert Cheung, Mr Teddy Chung, Mr Lester Hui, Ms Lam Chui Ting, Mr Randy Lau, Mr David Leung, Mr Norman Leung, Mr Leo Li, Mr Larry Lo, Mr Manuel Lo, Ms Eliza Ma, Mr Roy Ng, Mr Raymond Soong, Mr Teddy Tong, Mr Simon Wo, Mr Jackson Wong, Mr Sunny Wong, Mr Peter Yeung, Mr Spy Yeung and Mr William Yu

### 出版委員會 Publication Committee

職責： 監督《議會季刊》的出版  
 召集人： 解存金先生 <sup>MH</sup>  
 委員： 陳冠明先生、鄭玉玲女士、許書漢先生、姜作工先生、劉國翹先生\*、李金漢教授\*、梁嘉妍女士、李佩鑫

Terms of reference: To oversee the publication of *The Voice of TIC*  
 Convenor: Mr C K Kai <sup>MH</sup>  
 Members: Mr Jonathan Chan, Ms Cheng Yuk Ling, Mr Lester Hui, Mr Ginger Keung, Mr Benton Lau\*, Prof. Lee Kam Hon\*, Ms Rosanna Leung,



先生、龐曉虹女士\*、譚國新先生、湯君華先生、曾錫耀先生、華賢仕先生、黃照康先生

當然委員：何栢霆先生 *JP*

Mr Li Pui Hum, Ms Ann Pong\*, Mr John Tam, Mr Teddy Tong, Mr Edmund Tsang, Mr Andrew Ronald Wells and Mr Sunny Wong  
Mr Ronnie Ho *JP*

Ex-Officio Member:

### 人事及財務委員會 Staff and Finance Committee

職責： 審議、制訂財政預算，並制訂議會的人力資源政策

召集人： 何栢霆先生 *JP*

委員： 徐王美倫女士、甘博文博士\*、梁家駒先生\*、譚光舜先生、湯麟華先生、葉慶寧先生

Terms of reference: To prepare and review budgets, and to formulate human resources policy of the TIC

Convenor: Mr Ronnie Ho *JP*

Members: Mrs Gianna Hsu, Dr Kam Pok Man\*, Mr Johnny K K Leung\*, Mr Tommy Tam, Mr Warren Tong and Mr Freddy Yip

### 票務委員會 Ticketing Committee

職責： 處理有關票務代理商運作的事宜

召集人： 譚光舜先生

委員： 陳建鵬先生、張少昌先生、馮栢立先生、何麗美女士、韓慕貞女士、林柏樂先生、劉顯華先生、梁志群先生、梁國興先生、梁偉強先生、梁為濂先生、利偉強先生、廖東發先生、盧輝華先生、陸張佩麗女士、馬慧玲女士、文龔慧玲女士、吳財喜先生、柯天德先生、沈朝生先生、黃子榮先生、王渭濱先生、邱永康先生、袁友明先生

Terms of reference: To handle all matters in relation to the operation of ticketing agents

Convenor: Mr Tommy Tam

Members: Mr Daniel Chan, Mr Sedgewick Cheung, Mr Alan Fung, Ms Barbara Ho, Ms Pauline Hon, Mr Frankie Lam, Mr David Lau, Mr Andrew Leung, Mr Fred Leung, Mr Gary Leung, Mr William Leung, Mr Alcuin Li, Mr Larry Liu, Mr Larry Lo, Mrs Angela Luk, Ms Eliza Ma, Mrs Stella Man, Mr Ken Ng, Mr Oris Or, Mr Jason Shum, Mr Jonathan Wong, Mr Martin Wong, Mr Isaac Yau and Mr Anderson Yuen

### 導遊及領隊審核委員會 Tourist Guide and Tour Escort Deliberation Committee

職責： 處理需要特別考慮的導遊證 / 領隊證申請或續證申請，以及處理持證導遊涉嫌違規的個案

召集人： 朱樂生先生\*

副召集人： 梁志群先生

委員： 陳小冰女士、張珢于女士\*、謝金鳳女士(候補：余莉華女士)、鄺國威先生\* *MH*、林健雄先生\*、羅祥國博士\*、羅敏兒女士、李金漢教授\*、梁耀霖先生、陸翠茵女士(候補：羅顯功先生)、麥磊明博士\*、柯浩榮先生、薛迪生先生\*、鄧桂能先生\* *BBS, JP*、黃德偉先生\*、胡兆英先生、游迪威先生

Terms of reference: To deliberate Tourist Guide Pass / Tour Escort Pass applications or renewal applications that require special consideration, and to handle cases of suspected violation by Tourist Guide Pass holders

Convenor: Mr Antonio Chu\*

Deputy Convenor: Mr Andrew Leung

Members: Ms Joyce Chan, Ms Jasminia K Cheung\*, Ms Ada Hsieh (Alternate: Ms Yu Li Hua), Mr Kwong Kwok Wai\* *MH*, Mr Patrick Lam\*, Dr Law Cheung Kwok\*, Ms Lolanda Law, Prof. Lee Kam Hon\*, Mr Paul Leung, Ms Maki Luk (Alternate: Mr Hardy Law), Dr Barry Mak\*, Mr Danny Or, Mr Raymond Sit\*, Mr Tang Kwai Nang\* *BBS, JP*, Mr Alvin Wong\*, Mr Michael Wu and Mr Yau Tik Wai

### 訓練委員會 Training Committee

職責： 為旅行社職員舉辦各類培訓課程

召集人： 鄧桂能先生\* *BBS, JP*

委員： 陳桂芬女士、陳錦全先生、陳黃穗

Terms of reference: To organise training courses for agency staff

Convenor: Mr Tang Kwai Nang\* *BBS, JP*

Members: Ms Brenda Chan, Mr Denny Chan,

女士\* *BBS, JP*、陳京輝先生、鄭重慶先生\*、張珢于女士\*、戚寶儀女士\*、朱樂生先生\*、吳月華女士、姜作工先生、林賽玉女士、羅敏兒女士、李金漢教授\*、梁志群先生、梁嘉妍女士、彭騁國先生、潘建樹先生、王余先生、游迪威先生、袁麗鳳女士

Mrs Pamela Chan\* *BBS, JP*, Mr Roland Chan, Mr Cheng Chung Hing\*, Ms Jasminia K Cheung\*, Ms Colleen Chik\*, Mr Antonio Chu\*, Mrs Jackie Harris, Mr Ginger Keung, Ms Loretta Lam, Ms Lolanda Law, Prof. Lee Kam Hon\*, Mr Andrew Leung, Ms Rosanna Leung, Mr Samson Pang, Mr Joseph Poon, Mr Simon Wong, Mr Yau Tik Wai and Ms Linda Yuen

### 電子印花工作小組 Working Group on e-Levy

職責：處理與電子印花有關的事宜  
召集人：何栢靈 *JP*  
成員：馮炳輝先生、徐王美倫女士、姜作工先生、梁志群先生、譚光舜先生、湯麟華先生、姚思榮先生

Terms of reference: To handle matters concerning e-levy  
Convenor: Mr Ronnie Ho *JP*  
Members: Mr Michael Fung, Mrs Gianna Hsu, Mr Ginger Keung, Mr Andrew Leung, Mr Tommy Tam, Mr Warren Tong and Mr Yiu Si Wing

### 旅行社專業彌償及公眾責任保險工作小組 Working Group on Professional Indemnity and Public Liability Insurance for Travel Agents

職責：研究與旅行社專業彌償及公眾責任保險有關的事宜  
召集人：何栢靈 *JP*  
成員：徐王美倫女士、羅祥國博士\*、梁志群先生、梁家駒先生\*、薛迪生先生\*、譚光舜先生、湯麟華先生、黃德偉先生\*

Terms of reference: To study all matters relating to professional indemnity and public liability insurance for travel agents  
Convenor: Mr Ronnie Ho *JP*  
Members: Mrs Gianna Hsu, Dr Law Cheung Kwok\*, Mr Andrew Leung, Mr Johnny K K Leung\*, Mr Raymond Sit\*, Mr Tommy Tam, Mr Warren Tong and Mr Alvin Wong\*

### 議會選舉專責小組 Working Group on TIC Elections

職責：研究與議會選舉有關的事宜，並向理事會提出建議  
召集人：湯麟華先生  
成員：徐王美倫女士、解存金先生 *MH*、羅祥國博士\*、梁志群先生、梁家駒先生\*、薛迪生先生\*

Terms of reference: To study matters concerning TIC elections and make recommendations to the Board  
Convenor: Mr Warren Tong  
Members: Mrs Gianna Hsu, Mr C K Kai *MH*, Dr Law Cheung Kwok\*, Mr Andrew Leung, Mr Johnny K K Leung\* and Mr Raymond Sit\*

(\*業外委員)

(查閱以上成員的職銜，請瀏覽議會網站([www.tichk.org](http://www.tichk.org))「委員會」部份。)

(\*Non-trade members)

(For the job titles of the above members, please see the "Committees" section of the TIC website at [www.tichk.org](http://www.tichk.org).)

### 更改會籍資料必須向議會申請 Application required to change membership info

為確保會員符合會籍條件，議會決定由今年七月一日起嚴格執行《議會組織章程細則》的規定，即會員如要更改地址、股東、董事、控權人、合夥人、東主、名稱等，必須事先或於指定時段內向議會提交申請，否則將交由規條委員會處理。查詢更改會籍資料的手續，請瀏覽議會網站（「會員服務」→「會籍事宜」→「更改會籍資料」）或與會員部聯絡。

In order to ensure members' compliance with the membership criteria, the TIC has decided to strictly enforce the rules laid down in its Articles of Association concerning particulars of members. From 1 July 2009, members that fail to apply to the TIC in advance or within a specified period for change of addresses, shareholders, directors, controllers, partners, owners or names will have their cases presented to the Compliance Committee for consideration. For enquiries about the procedures of changing membership information, please visit the TIC website ("Services for Members" → "Membership" → "Change of Membership Information") or contact our Membership Department.



## 春節聯歡晚宴 Spring Dinner

議會春節聯歡晚宴已於二零零九年二月十日假座九龍香格里拉大酒店舉行，有超過四百名業者和嘉賓出席，包括商務及經濟發展局長劉吳惠蘭女士、旅遊事務專員方舜文女士等。當晚大會安排了迪士尼樂園和海洋公園作現場表演，另外幸運大抽獎送出約八十份獎品，眾人滿載而歸。

Upwards of 400 industry members and guests, including Secretary for Commerce and Economic Development Mrs Rita Lau and Tourism Commissioner Ms Margaret Fong, joined the TIC's annual Spring Dinner, which was held on 10 February 2009 at the Kowloon Shangri-la Hotel. The lively performances by Hong Kong Disneyland and Ocean Park brought much fun to those present, and some 80 of them won great lucky draw prizes.

## 創造價值：成敗的關鍵 Value creation: key to success

為向業界推廣「創造價值」文化，議會於二零零九年二月十八日舉辦了「創造價值：成敗的關鍵」研討會，有四十多名會員參加。會上議會獨立理事李金漢教授介紹創造價值的概念，並指出為顧客的服務增值，是提升業務表現的最佳策略。

專業國際旅運有限公司市場部總監張少昌先生是嘉賓講者之一。張先生認為，使業務持續增長的要訣是：設計具特色的產品吸引顧客；推出切合顧客需要的產品；加強員工培訓，以優質的服務留住顧客。

另一位講者東瀛遊旅行社有限公司董事總經理袁文英先生分享了培訓方面的經驗。袁先生指出，提升員工技能是僱主的責任，即使受



研討會客席講者：(左起)張少昌先生、李金漢教授、袁文英先生。

Guest speakers at the seminar: (from left) Mr Sedgewick Cheung, Prof. Lee Kam Hon and Mr Peter Yuen.

With a view to creating a culture of value creation in the industry, the TIC held on 18 February 2009 a seminar entitled "Value Creation: A Key to Success", which was attended by 40-odd members. At the seminar, TIC Independent Director Prof. Lee Kam Hon introduced the concept of value creation, and stated that increasing the value of service to customers was the best strategy to improve business performance.

Mr Sedgewick Cheung, Director of Marketing, Travel Expert Limited, was invited to speak at the seminar. He considered that the secrets of continuous business growth lay in devising distinctive products to attract customers; providing products that met customers' needs; and enhancing staff training to retain customers through quality service.

Another guest speaker Mr Peter Yuen, Managing Director of EGL Tours Company Limited, shared his experience in training. He pointed out that it



過培訓的員工他日離職，公司的優良文化也可藉此傳揚開去。培訓其實不一定需要龐大資源，時事新聞也可以用來做教材。最後，李教授鼓勵業者多些交流，產生協同效應，令行業越做越好。與會者大都認為研討會對他們有一定幫助。

was the employers' duty to upgrade the skills of their staff. Even though their trained staff left the company, they would promote its good culture in other companies. He added that training did not necessarily need huge resources. News reports could also be used as training materials. Finally, Prof. Lee encouraged more exchanges among traders, which would create synergies for a more successful industry. Most of the participants found the seminar to be beneficial.

### 技能提升計劃新課程 **New courses to enhance skills**

「旅遊業技能提升計劃」最近新增四個六小時的短期課程，內容為入境旅客投訴個案分析、入境遊突發事件個案分析、香港及鄰近地區的旅遊產品、提升情緒智能。全部課程均獲議會「導遊持續專業進修計劃」認可。詳情請致電查詢熱線3907-6600，或瀏覽「技能提升計劃」網站([www.lwb.gov.hk/sus](http://www.lwb.gov.hk/sus))。

Four new 6-hour courses have recently been launched under the Skills Upgrading Scheme (SUS) for the Travel Industry, which cover case-study analysis of inbound visitor complaints, handling of emergencies relating to inbound travel, travel products of Hong Kong and neighbouring regions, and ways to improve emotional intelligence. The courses are all recognised under the TIC's Continuing Professional Development Scheme for Tourist Guides. For details, please call the course hotline on 3907-6600 or visit the SUS's website at [www.lwb.gov.hk/sus](http://www.lwb.gov.hk/sus).

### 購物投訴大減 **Sharp drop in shopping complaints**

「入境旅行團(登記店舖)購物退款保障計劃」於二零零七年六月十五日推出。據議會統計，計劃實施一年半後，購物投訴銳減差不多九成，成效顯著。

According to the TIC's statistics, the Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers, which was introduced on 15 June 2007, has achieved impressive results with complaints relating to shopping having plummeted by almost 90% in one and a half years.

	投訴數字 No. of complaints (15/12/2005~14/6/2007)	投訴數字 No. of complaints (15/6/2007~14/12/2008)	相差 Difference
內地旅客 Mainland visitors	919	94	-89%
海外旅客 Overseas visitors	6	0	-100%
總數 Total	925	94	-89%

### 旅行團廣告可宣傳更多贈品(第173號指引) **Tour adverts allowed to mention more gifts (Directive No. 173)**

為方便會員推廣業務，理事會決定修訂《廣告管制規例》第十六段，以增加旅行團廣告可宣傳贈送的物品。新增的可宣傳贈品有：利是封、揮春、證件套、證件 / 手提電話等的掛繩、襟章、行李鎖、行李帶、行李牌、團隊合照、團員照片、與該旅行團相關的T恤 / 書本 / 光碟、航空公司提供的紀念品 / 飛行里數。

To facilitate promotion of business by members, the TIC Board has decided to amend paragraph 16 of the Advertisement Control Regulations by adding items allowed to be mentioned in package tour advertisements. The newly added items are: *lai see* envelopes; *fai chun*; passport covers / badge holders; lanyards for badges, mobile phones, etc; badges; luggage locks; luggage straps; luggage tags; group photographs of the package tour; photographs of the tour members; T-shirts / books / CDs related to the package tour; and souvenirs / flying mileage offered by airlines.

詳情請參閱第一百七十三號指引。此指引取代第一百三十九號指引，即時生效。

Please see Directive No. 173 for details. This Directive supersedes Directive No. 139 and takes immediate effect.