

絕不能與旅客衝突


Fight with tourists not an option

問 我是議會會員。今年一月十一日星期日，我公司的一名導遊在機場接待入境團時，與旅客發生衝突，我打電話給議會的熱線求助，卻沒有人接聽，只好在電話信箱留言。事件最終要報警才能平息。議會的職員星期一早上聽到留言後才跟我聯絡，但已無補於事。假如事發當天議會的職員能到場調停，事件或許能圓滿解決。

我想問議會：為甚麼不設立有專人接聽的二十四小時熱線服務？議會有責任去幫助會員排解糾紛，但在假日對會員卻沒有任何支援。若遇上突發事件，我們可以怎樣向議會求助？

答 會員要是遇到困難，議會在可能範圍內必定會盡力協助。不過，希望會員明白，議會資源有限，實在無法為一千五百多家會員提供二十四小時服務。會員如遇上突發事件或嚴重事故，最好通知警方以得到即時的協助。

會員都應知道，旅遊業是服務行業，旅行社身為服務供應商，理應以提供優質服務為大前提。旅客縱有不滿，會員也應以業界的聲譽為重，儘量避免與旅客爭執。倘若會員與旅客發生爭執甚至肢體衝突，最妥善的解決辦法是報警求助，因為議會職員沒有受過訓練，即使在場也無法處理這種場合。

其實，議會一向都設有投訴機制，以處理會員與旅客的糾紛。若紛爭涉及購物、行程或導遊，會員可建議旅客向議會投訴。議會收到投訴後，會加以調查，並從中調解，使糾紛得以解決。 

Q I am a TIC member. **On Sunday, 11 January 2009, a tourist guide of my company had a scuffle with a group of in-bound visitors she received at the airport. I called the TIC's hotline for help but no one answered my phone. So I had to leave a message on its voicemail. The matter was finally settled after we called the police.** It was not until Monday morning that someone from the TIC contacted me after listening to my message. But it was too late. If staff of the TIC had been able to mediate at that time, the matter could have been resolved satisfactorily.

I want to ask: why can't the TIC operate a 24-hour manned telephone service? The TIC has a duty to help members handle disputes, but it does not provide any support for us during holidays. How can we reach the TIC for assistance if we meet with an emergency?

A The TIC is always ready to help members as far as it can if they run into difficulties. However, it is hoped members understand **the TIC is unable to provide any round-the-clock service for more than 1,500 members given its limited resources.** If members meet with emergencies or serious incidents, they are strongly advised to call the police for immediate assistance.

Members should know tourism is all about service. As service providers, travel agents ought to give top priority to the quality of their service. **Even if the tourists are dissatisfied, members should try their best to avoid having arguments with them so as not to damage the trade's reputation. If there should be a quarrel or even physical confrontation between a member and the tourists, calling the police for help is the best solution since staff of the TIC are not trained to handle such a situation even if they are present on the scene.**

In fact, the TIC has set up a complaint mechanism to deal with disputes between members and tourists. Members may ask the tourists to complain to the TIC if they are dissatisfied with shopping activities, itinerary arrangements or their tourist guides. The TIC will then look into the complaints and mediate between the two parties for a settlement. 