

## 領隊處事專業 團員大加讚揚

### Tour escort praised for professional services

我們剛參加完一個雲南省八天旅行團，領隊梁先生全程對團員的照顧無微不至，加上他處事的專業水平，使大家在愉快的心情下渡過一個稱心的假期，因此特別致函表彰他的出色表現。以下是我們認為最值得褒獎的兩件事。

我們第七天坐車回昆明時，旅遊車在路上拋錨，雖然司機馬上修理，但修了很久仍未修妥。這時國內的導遊李小姐已變得非常焦急，因為時近傍晚，恐怕入夜後仍未能返回酒店。至於領隊梁先生，他則表現鎮定，一方面安撫大家，一方面聯絡有關單位，到最後估計旅遊車再也修不好時，立即召來另一輛車繼續行程。我們最後雖然合共等了五小時，但由於幾天行程下來，梁先生辦事細心周到，大家都絕對信任他，因此誰都沒有鼓噪，靜待事情得到解決。

到最後一天回香港時，本來乘搭上午十時三十五分的班機，但飛機因機件故障，需要修理，不知甚麼時候才能起飛。梁先生又再次發揮他的專業精神，先向大家報告萬一不能起飛時會怎樣應付，再向航空公司交涉，爭取較好的安排。到了中午，航機還沒有修好，航空公司於是安排我們離開候機室到酒店休息。晚飯後，酒店方面忽然通知我們，說航機可以起飛了，催促我們退房。梁先生剛巧出外吃東西，聞訊後東西也不吃便趕回來，怎料原來是酒店出錯！對於這件事，梁先生不僅毫無怨言，還要酒店向我們道歉，平息大家的不滿。

我們有感於旅遊業的負面報導太多，而全心全意為團員服務的領隊等前線人員又沒有人表揚，我們因此希望藉著這封表揚信，不僅給予行內眾多優秀的領隊一些鼓勵，同時也藉此激勵表現較遜的領隊自強不息，竭力提昇水平。✎

一群參加雲南旅行團的團員

We have just completed an eight-day package tour to Yunnan Province and would like to express our thanks to the tour escort, Mr Leung, for his brilliant and professional services, which have made our holiday a most fabulous one. The following are two incidents we think deserve our appreciation most.

On the seventh day when we were travelling on a tour coach back to Yunnan, the coach suddenly broke down halfway. Despite his efforts, the driver seemed unable to fix the coach. After a long time, the mainland tourist guide, Ms Li, was very anxious because it was already early evening and she was worried we would be unable to return to the hotel before night fell. Mr Leung, however, was very composed himself and tried to calm us down and contact the parties concerned. When the coach turned out to be beyond repair, Mr Leung sent for another coach to pick us up right away. Although we had to wait for about five hours in the end, we were all waiting patiently because, given his attentiveness shown during the past few days, we all trusted him to be able to get over the hassle for us.

On the last day of our journey, we were originally scheduled to fly home on a 1035 flight, which was delayed because of some mechanical problems, and we had no idea how long we would be kept waiting. At that time, Mr Leung once again demonstrated his professionalism by explaining to us what his contingency plan was in case the flight was cancelled and fighting on our behalf with the airline concerned for better arrangements. The flight was finally cancelled at noon, and the airline arranged for us to leave the airport lounge and stay at a hotel for a rest. After dinner, we were suddenly told by the hotel that the plane would soon be ready to fly and were urged to check out. Mr Leung went out for dinner at that time. On learning that we would be leaving soon, he skipped his meal and hurriedly returned to the hotel. It turned out however that the hotel had made a mistake! Instead of moaning about having skipped his dinner, Mr Leung insisted on demanding an apology from the hotel so as to soothe us.

We have the feeling that there is too much negative media coverage of the travel industry and too little praise for its outstanding front-line workers such as tour escorts. We hope this letter will help boost the morale of a large number of top-notch tour escorts and also help push some others to improve their standard of service. ✎

Tour participants of a Yunnan tour