


## 導遊投訴查證 議會詳釋解疑

### Spot checks on tourist guides well justified

**問** 我是一個導遊，不時碰到議會的職員在各景點查核導遊證，實在不勝其擾，請問議會可不可以減少查證的次數，以免妨礙我們工作？

**答** 如果你已經持有議會發出的導遊證，你應當全力支持議會查證才對。為甚麼？你試想想，任何人想成為導遊，必須先修讀指定的課程，然後參加考試，考試合格後才可以向議會申請導遊證。導遊花了那麼多時間、金錢、心血才考取到導遊的資格，要是飯碗被無證導遊搶去的話，那多可惜。議會之所以投放資源嚴格執行「導遊核證制度」，目的正是要保障所有持證導遊的生計，同時確保他們提供的服務達到一定水平。

對於考取了導遊證的導遊來說，查證時大抵不出三種情形。一是他們按規定把導遊證佩戴在胸前，那查證時只要在「導遊巡查紀錄」上簽名，兩三分鐘就行了。二是他們沒有把證件戴出來，而在放在手提包、錢包等裏面，那麼他們在接受查證時，就要費時把證件找出來，然後才簽署巡查紀錄，但五分鐘左右也應該可以了。三是他們沒有隨身攜帶導遊證，那可能要費點唇舌解釋，然後再簽名作實；但即使是那樣，所需時間應該不會超過十分鐘。

當然，上面所估計的時間，是指導遊合作的情形；要是他們不合作，不但浪費自己的時間，而且損害導遊的專業形象，那可以怪誰呢？議會也明白巡查可能會造成一些不便，但這樣做既可以杜絕無證導遊，又可以提高持證導遊的服務水平，整體來說利大於弊，希望導遊還是容忍一下吧。 

**Q** I am a tourist guide and often come across TIC staff checking guides for their Tourist Guide Pass at various scenic spots. It is a real nuisance. Can the TIC reduce the number of spot checks so that our work will not be disturbed?

**A** If you are a holder of the Tourist Guide Pass issued by the TIC, you should be grateful that the TIC has been doing spot checks on tourist guides. Why? Because anyone who wants to become a tourist guide must take a designated course, sit an exam, and after passing it, apply for a Pass from the TIC. So much time, money and effort have to be spent before one can be qualified as a tourist guide. What a pity if the job of qualified guides is snatched by those without the Pass. The very reason why the TIC has devoted its resources to strictly enforcing the Tourist Guide Accreditation System is to protect the livelihood of all Pass holders and to ensure they provide reasonably good service.

For Pass holders, when they are checked for their Pass, there should perhaps be three scenarios. First, they wear their Pass on the chest and ought therefore to sign on the Tourist Guide Spot Check Form, which may take two to three minutes. Second, they do not wear their Pass, and put it inside their handbag, purse, etc. So if they are checked, they need to fish it out and then sign on the Form, which may take about five minutes. Third, they do not bring along the Pass with them and thus need time to do some explaining before signing on the Form. Even in this scenario, ten minutes should be enough.

The above estimations are possible only if tourist guides are cooperative. If they choose not to cooperate, they are not only wasting their own time, but also damaging the professional image of tourist guides. Who then should get the blame except themselves? The TIC understands spot checks may cause some inconvenience. But on the whole, they bring more benefit than harm by getting rid of unqualified guides and raising the standard of those qualified. It is therefore hoped guides will put up with the inconvenience. 