

當褒而褒，孰謂不宜歟？ Praise goes to those who deserve it

我 司於三月八日致函議會，就尖沙咀某酒店與我司之協議糾紛向議會求助。得議會大力協助，事情得以圓滿解決，我司與該酒店現已取得共識，就價格及房間數量安排上達成協議。故特致函議會表示萬二分感謝。議會是次行動，充份體現出議會敢於代會員出頭，勇於維護會員利益之精神，並及時化解了業界相互間之矛盾。

議會總幹事董先生事事親力親為，工作努力不懈，急會員所急，為同業請命，實不愧為業界先鋒，足當旅遊業之表率。日後議會如有任何需要我司配合之處，我司定當湧泉以報。

信成(國際)旅遊有限公司
董事總經理吳光偉

我 們二月一日至五日參加香港遊往香港旅行，由於在港購物引起不快，回滬後我們經查詢得知，議會屬下所有會員旅行社都提供百份百購物退款的承諾，我們於是在二月十二日向議會發出了投訴信。議會入境旅遊部陳先生立即與我們電話聯絡，他在電話中說話和氣，一下子就拉近了我們與香港同胞之間的距離，使我們深信議會是遊客之家，必定會還我們一個公道。

事實確實如此，陳先生辦事雷厲風行，接信後只隔一晚，十三日立即向旅行社發函，旅行社於十七日表示同意退貨，十九日陳先生即把處理結果通過傳真告知我們。議會只花了六天時間就把事情處理妥當，辦事認真，態度一絲不苟，給我們留下了深刻的印象。議會確實以求實、誠信的態度實現了你們保障遊客的承諾，維護了議會在我們上海公民心中言行一致的形象，我們將向上海媒體及周圍親友宣傳議會辦事誠信的工作作風，並希望香港真正成為我們放心購物的天堂！

來自上海的遊客
張培明、王偉民、劉亦萍

We wrote to the TIC on 8 March to ask for its help to settle a dispute between a hotel in Tsimshatsui and us. With its unstinting help, we were able to come to an agreement with the hotel on the rates and allocation of rooms. We would therefore like to express our highest gratitude to the TIC. What it did this time has helped resolve a conflict between industry members, which reflects its determination to come forward to fight for its members' interests.

The Executive Director of the TIC always works his hardest to protect the interests of the industry on our behalf and is ready to help us whenever we are in need. He is really a role model for the industry. If the TIC should need our help in the future, we will do whatever we can to repay its kindness.

Charles Ng, General Manager,
Sincere International Travel Services

We visited Hong Kong on a tour during 1-5 February. Because of our unhappy shopping experience in Hong Kong, we filed a complaint with the TIC on 12 February after returning to Shanghai and learning that all TIC members promised a 100% refund on purchases. Mr Chan, of the TIC's Inbound Department, called us right away and his sincerity instantly shortened the distance between Hong Kong people and their mainland compatriots, making us believe that the TIC was the guardian of tourists and that our grievances would certainly be settled.

It turned out that our hunch was right. Mr Chan promptly sent a letter to the travel agency concerned on 13 February and it agreed to refund to us on 17 February. Mr Chan told us the result two days later by fax. It took a mere six days for the TIC to settle our complaint and we are really impressed by its efficiency and impartiality. The TIC's action proves that it fulfils its promise to protect the interests of tourists, and we are happy that it pays no lip service to us Shanghainese. We will tell the media in Shanghai and our friends and relatives the trustworthiness of the TIC, and hope that Hong Kong will become a real shoppers' paradise where we can shop with no worry!

Zhang Peiming, Wang Weimin & Liu Yiping
Tourists from Shanghai