

## 胡兆英先生連任議會主席 Mr Michael Wu re-elected TIC Chairman

議會主席選舉於二零一二年十二月十一日舉行。結果胡兆英先生在沒有對手的情況下連任，任期為三年，直至二零一五年。

The election of TIC Chairman took place on 11 December 2012, at which Mr Michael Wu was re-elected uncontested for a second term of three years until 2015.

## 會員週年大會 Annual General Meeting

議會第二十五屆會員週年大會已於二零一二年十一月三十日假香港洲際酒店舉行，多達五百三十五家會員出席。今年理事選舉有五名候選人競逐四個席位，結果梁志群先生、梁志新先生、吳熹安先生、湯麟華先生當選。

The 25th Annual General Meeting of the TIC was held on 30 November 2012 at the InterContinental Hong Kong, drawing a high attendance of 535 members. There were five candidates contesting four seats on the Board this year, with Mr Andrew Leung, Mr Norman Leung, Mr Ng Hi On and Mr Warren Tong elected.



◀ 四名新當選理事(左起)：梁志群先生、湯麟華先生、吳熹安先生、梁志新先生。  
Four newly-elected directors (left to right): Mr Andrew Leung, Mr Warren Tong, Mr Ng Hi On and Mr Norman Leung.

## 電子旅遊論壇 Forum on e-tourism

二零一二年十月十二日，議會與香港大學專業進修學院金融商業學院合辦電子旅遊論壇，在香港大學專業進修學院金鐘教學中心舉行，有三十多名旅行社代表參加。三名講者是香港資訊科技商會的黃岳永先生、香港互動市務商會的司徒廣釗先生、Tetra Limited的黃俊傑先生，他們概述了旅行社實行電子旅遊的方法：旅行社無須投資龐大金額，應善用社交媒體及顧客關係管理系統，提升服務質素並促進顧客關係，從而推動業務發展。

A forum on e-tourism was co-organised by the TIC and HKU SPACE's College of Business and Finance on 12 October 2012 at the HKU SPACE Admiralty Learning Center, which was attended by upwards of 30 travel agent representatives. Three guest speakers, namely Mr Erwin Huang of the Hong Kong Information Technology Federation, Mr Ralph Szeto of the Hong Kong Association of Interactive Marketing, and Mr Jackie Wong of Tetra Limited, talked about how travel agents could go for e-tourism: instead of investing heavily, they should make use of social media and Customer Relation Management systems to improve service quality and customer relations, thereby boosting their business.



◀ 三名資訊科技專家暢談實行電子旅遊的竅門。  
Three information technology experts reveal the secret of adopting e-tourism.

## 旅行社招聘日 Travel agent recruitment day

議會得到僱員再培訓局的協助，於今年十月十九日與香港工會聯合會在油麻地合辦「旅行社招聘日」。是次活動有十九家旅行社參加，提供了二百七十多個職位空缺，約八十名應徵者到場面試。由於反應良好，議會會研究再舉辦類似活動。



▲ 議會為旅行社舉辦招聘會。  
The TIC holds a job fair for travel agents.

With the assistance of the Employees Retraining Board, the TIC and the Hong Kong Federation of Trade Unions jointly organised the Travel Agent Recruitment Day in Yau Ma Tei on 19 October 2012. A total of 19 travel agents participated in the event, offering some 270 job vacancies. Around 80 applicants attended interviews at the venue. The TIC will consider holding similar events in view of the good response.

## 會員午餐聚會 Members' lunch gathering

為了使會員瞭解香港濕地公園的最新活動，議會邀請了香港濕地公園市場及行政經理張嘉康博士，在今年十月三十日於中華總商會舉辦的會員午餐聚會上，向約七十名旅行社代表介紹濕地公園的訪客設施，以及即將舉行的「觀鳥節」、「蝶舞嘉年華」等活動。



To update members on the latest events in Hong Kong Wetland Park (HKWP), the TIC invited Dr Joseph Cheung, Wetland Park Manager, Marketing and Administration, HKWP to brief some 70 agent representatives, at a Members' Lunch Gathering held on 30 October 2012 at the Chinese General Chamber of Commerce, on HKWP's visitor facilities and upcoming events such as the Bird Watching Festival and the Butterfly Carnival.

◀ 今年第三次午餐聚會以濕地公園為主題。

*The theme of this year's third lunch gathering is Hong Kong Wetland Park.*

## 與國家旅遊局工作交流 Exchange programme with CNTA

議會與中國國家旅遊局為加強雙方合作，今年正式開展交流計劃。國家旅遊局旅遊質量監督管理所的一名官員，由九月底起在議會辦事處工作交流，為期六週。該名官員在香港期間，不僅瞭解到議會的工作程序和各種規例，還旁聽了紀律委員會會議，跟隨議會職員視察旅行社營業地點及巡查入境旅行團(另見「特稿」)。

此外，二十名來自北京、天津、上海、廣州、深圳等地的內地旅行社管理人員，於十一月初來香港參加議會特別為他們設計並開辦的郵輪假期銷售培訓課程。課程為期四天，內容包括課堂學習及參觀郵輪，學員整體滿意課程的安排。



The TIC and the China National Tourism Administration (CNTA), with a view to fostering cooperation, launched an exchange programme this year. An official from the CNTA's Tourism Quality Supervision and Management Office spent six weeks at the TIC's Executive Office starting from late September. During her stay in Hong Kong, she not only familiarised herself with the TIC's procedures and regulations, but also sat in on disciplinary meetings, and inspected travel agents' business premises and conducted spot checks on inbound tour groups together with the TIC's staff members (see also "Feature").

Additionally, 20 managers from different travel agents in such places as Beijing, Tianjin, Shanghai, Guangzhou and Shenzhen came to Hong Kong in early November to take a course on cruise selling specially designed and organised by the TIC for them. The course, which lasted four days, consisted of lectures and a visit to a cruise ship. Course participants were generally satisfied with the arrangement.

◀ 內地旅行社管理人員來港學習郵輪銷售期間獲安排參觀郵輪。

*Managers of mainland travel agents visit a cruise ship when they study cruise selling in Hong Kong.*

## 議會內部審計 TIC internal audit

立法會經濟發展事務委員會在二零零九年七月十六日召開會議，討論議會的運作及相關事宜。理事會其後決定委任獨立核數師做內部審計，藉以找出議會在運作上可改善之處。議會透過公開招標，委任了羅兵咸永道諮詢服務有限公司負責審計工作。

審計分四個階段進行，由二零一零年十二月開

The Panel on Economic Development of the Legislative Council held a meeting on 16 July 2009 to discuss the operation of the TIC and related matters. The Board later decided to appoint an independent auditor to conduct an internal audit so as to identify areas in the TIC's operation where improvements could be made. PricewaterhouseCoopers Advisory Services Limited (PwC) was commissioned by the TIC through open tender to carry out the audit.

始，至今年五月完成。審計範圍涵蓋：管治，行政事宜，會籍服務，公共關係，監管、調查及查詢處理，以及登記。議會已因應羅兵咸永道的建議制訂並實行各項措施，以改善內部監控及效率。

The audit, which was conducted in four phases between December 2010 and May 2012, covered governance; administrative matters; membership service; public relations; monitoring, investigation and handling of enquiries; and registration. The TIC has formulated and implemented various measures in response to PwC's recommendations in a bid to improve internal control and efficiency.

### 旅行團服務費(第210號指引) Package tour service charge (Directive No. 210)

理事會在二零一二年十月九日的會議上，採納了出外旅遊委員會的建議，決定修訂第一百五十一號指引。會員如向旅行團團員收取旅行團服務費，必須在有關旅行團的宣傳資料中，列明下列項目：

1. 旅行團服務費屬建議性質；
2. 旅行團服務費每天或全程的建議金額；
3. 包括在旅行團服務費中的以下任何一項或多項服務費：領隊、當地導遊、旅遊車司機、旅行社相關人員的服務費；以及
4. 團員另需支付的其他服務費(如有)的名稱及金額。

詳情請參閱第二百一十號指引。此指引取代第一百四十八號、第一百五十一號指引，只適用於二零一二年十二月一日或該日之後報名的旅行團參加者。

At its 9 October 2012 meeting, the Board adopted the Outbound Committee's proposal to revise Directive No. 151. If members impose the package tour service charge on tour participants, they must state the following items in promotional information of the package tours concerned:

1. the recommendatory nature of the package tour service charge;
2. the recommended amount of the package tour service charge for each day or all days of the journey;
3. any of the following charges included in the package tour service charge: the service charge for the tour escort, the local guide, the tour coach driver and related personnel of the travel agent;
4. the names and amounts of any other service charges (if any) which the tour participants need to pay.

Please see Directive No. 210 for details. This Directive supersedes Directive Nos. 148 and 151, and is only applicable to tour participants who sign up for package tours on or after 1 December 2012.

### 延長春節取消旅行團的通知期(第211號指引) Longer time needed to cancel tours during Lunar New Year (Directive No. 211)

理事會在二零一二年十二月十一日的會議上，決定延長農曆新年期間取消旅行團的通知期如下：

1. 會員如取消非廣東省的旅行團，而該團的出發日期在二零一三年二月九日至十三日(農曆年廿九至年初四)期間(首尾兩天包括在內)，則必須於出發前最少十四天(出發當天及通知日不包括在內)通知顧客。
2. 會員如取消廣東省內的旅行團，而該團的出發日期在第1段所述期間，則必須於出發前最少五天(出發當天及通知日不包括在內)通知顧客。

詳情請參閱第二百一十一號指引。

At its 11 December 2012 meeting, the Board decided to extend the notification period for cancelling package tours during the Chinese New Year as follows:

1. If members cancel non-Guangdong tours which commence during the period from 9 to 13 February 2013 (both days inclusive), they must notify their customers of the cancellation at least 14 days in advance excluding the departure and notification dates.
2. If members cancel Guangdong tours which commence during the period mentioned in paragraph 1, they must notify their customers of the cancellation at least 5 days in advance excluding the departure and notification dates.

For details, please see Directive No. 211.