

# 傑出服務才是增長動力

## Sterling service the impetus to growth




**議**會主席胡兆英先生，在今年十二月十一日的理事會會議上連任主席，為期三年，直至二零一五年為止。理事會將在明年一月八日的會議上，選出新任執事人員，即兩名副主席、名譽秘書與名譽司庫各一名，以及委任新年度各委員會的召集人。

各召集人委出後，他們將羅致委員會的委員，以便理事會在二月十九日的會議上委任。一如往年，有七個委員會將有自薦委員；議會辦事處稍後會發通告邀請會員自薦，希望大家踴躍參與，為業界出力。

今年外遊業和入境業的表現都很不錯。先說外遊業。一至十一月的外遊印花徵費比去年同期上升了百分之七，同期的投訴和尋求協助數字分別下跌了百分之二十六和百分之二十七。雖然有些會員表示經營不易，但營業額整體上升，而投訴卻減少，這就證明了很多經營外遊業務的會員都已明白：優良服務才是業務增長的根本動力。

至於入境業方面，今年頭十個月與去年同期相比的話，來港旅客人次增加了百分之十六。此外，雖然一至十一月的投訴數字稍微減少了百分之三，但尋求協助的數字卻飆升了百分之五十三。尋求協助的數字之所以大幅增加，相信是內地旅客清楚知悉議會的聯絡方法所致。

最近有些會員表示，有不少團體不經持牌旅行社就舉辦外遊團和入境團，涉嫌無牌經營旅行社。為保障業界的利益，會員如發現這種情況，請向議會提供詳盡資料，以便轉交旅行社代理商註冊處跟進。 


董耀中

**T**IC Chairman Mr Michael Wu was re-elected at the Board of Directors meeting held on 11 December this year for another term of three years until 2015. At its meeting on 8 January next year, the Board will elect its new office bearers, namely two Deputy Chairmen, one Honorary Secretary and one Honorary Treasurer, and appoint convenors to all committees for 2013.

The convenors will then recommend members of their committees to the Board for appointment at its 19 February meeting. As usual, seven committees will have self-nominated members, and a circular will be issued later to invite members to self-nominate themselves. It is hoped that a lot of members will come forward to serve the industry.

The performance of both the outbound and inbound industries was rather good this year. First the outbound industry. The outbound levy collected from January to November this year recorded a year-on-year rise of 7%, and the figures for complaints and requests for assistance over the same period were down by 26% and 27% respectively. **Although there have been some grumbles about a slackening of business, an increase in overall turnover and a drop in complaints have spoken volumes about the fact that many members running outbound business are already aware of what really is the fundamental driving force of business: quality service.**

As for the inbound market, visitor arrivals during the first 10 months of this year increased by 16% over the same period of last year. Besides, while there was a small decline of 3% in complaints between January and November, an upsurge of 53% in requests for assistance was recorded. It is believed that the upsurge in requests for assistance arose from the familiarity with methods of contacting the TIC on the part of mainland visitors.

**Some members have recently informed the TIC that there have been suspected cases of unlicensed trading where outbound and inbound tours were operated by quite a number of organisations without the involvement of licensed travel agents. To protect the interests of the industry, members are requested to provide the TIC with detailed information for forwarding to the Travel Agents Registry for follow-up action if they find out any such situations.** 

Joseph Tung