

謝廷駿先生為領隊樹立典範 Mr Masa Tse set an example for tour escorts



八月二十三日，一個香港旅行團在馬尼拉被挾持，最後有八名香港人遇害，包括隨團領隊謝廷駿先生。這次慘劇使旅遊業界極為震驚哀痛，但在震驚哀痛之餘，又為謝先生盡職盡責的專業表現感到自豪。為了表示業界的一點心意，議會為他的家人籌得約港幣一百三十萬元，議會謹此向各位同業和公眾人士致謝。

幾個月前，網上流傳一名香港導遊責備旅客購物金額太少的片段。議會得知此事後，立即展開調查，最終撤銷了她的導遊證，並且處分了負責接待的金凱國際旅遊有限公司。除了施以處分外，議會正全面檢討目前內地入境團的經營模式，務求找出長遠的改善方法，使業界得以健康發展。議會已推出一連串短期措施，包括加派人手在景點和登記店舖巡查，以及派人暗中查察導遊和接待社有沒有違規行為，希望早日恢復內地旅客的信心。

航空公司近年不斷削減旅行社佣金，加上電子機票實施後旅行社的工作大增，促使了票務委員會積極研究提升旅行社服務水平的方法，其中包括向旅客收取建議服務費。旅行社為旅客辦理機票服務，從而收取一定金額的服務費，這是自然不過的做法，相信旅客都會明白。

今年的理事選舉十一月二十三日就會舉行，相信候選人正在忙於種種競選活動。理事會七月通過的《理事選舉規則》，今年的選舉就要首次實施了。希望所有候選人和會員都遵守《規則》，使有才能的同業得以當選。✎

董耀中

On 23 August, a tour group from Hong Kong was taken hostage in Manila, which ended with eight Hong Kong people killed, including the tour escort, Mr Masa Tse. **The travel industry was hugely shocked and grieved by the tragedy, but despite the shock and grief, it was also proud of the professional and dutiful performance of Mr Tse. To show a token of the industry's regard, the TIC has raised about HK\$1.3 million for his family, for which the TIC is grateful to the traders and the public.**

Several months ago, a video clip capturing a Hong Kong tourist guide scolding the tourists for spending too little on shopping was circulated on the Internet. The TIC began its investigation right away, and finally revoked her Tourist Guide Pass and penalised the receiving agent, Golden Win International Travel Services Limited. **Apart from meting out penalties, the TIC is thoroughly reviewing the existing business models of mainland tours in a bid to find out long-term measures for the healthy development of the industry.** A series of short-term measures have already been put in place, including despatching more people to carry out spot checks at attractions and registered shops and conducting undercover operations to detect if any violations are committed by tourist guides and receiving agents. It is hoped that the confidence of mainland visitors will be restored quickly.

With agency commission repeatedly cut by airlines in recent years and the workload of travel agents greatly increased by the implementation of e-tickets, the Ticketing Committee has actively looked for ways to raise the standard of service of travel agents, which include the collection of suggested service fees from the travellers. **As travel agents provide ticketing services for the travellers, it is natural that some service fees need to be charged, which should be understood by the travellers.**

As this year's director election is going to be held on 23 November, all candidates must be busy running their election campaigns. The Rules for Election of Elected Directors, which were adopted by the Board in July, will apply to this year's election for the first time. It is hoped that all candidates and members will observe the Rules so that competent traders will be elected to the Board. ✎

Joseph Tung