

感謝信一束

A bunch of thank-you letters

(編按：山東大學朱之葵教授，六月初與太太參加旅行團來港。他們在登記店舖買了一個鑽石吊墜，打算送給親人，但親人不喜歡，因此希望退款。因為一些問題，他們起初無法聯絡該店舖，於是向議會投訴，經議會協助後，店方積極幫忙，九月就已拿到退款。)

議會入境旅遊部李小姐工作態度認真，作風嚴謹，效率快捷，能力卓越，體現了香港人辦事的風範和水準，令我十分敬佩。此次香港之行，雖然只有短短幾天，但旅行社在住宿、飲食及行程方面都安排得井井有條，恰到好處。我們在導遊蘇小姐的帶領下既購買了自己喜愛的物品，又遊玩了香港的主要景點，收穫豐碩。

朱之葵，山東

(編按：湖北知音傳媒集團袁桂清先生，八月中參加旅行團來港。導遊劉小姐不僅講解景點時精彩動聽，而且沒有強迫購物，還化解了團隊的一些矛盾。)

導遊劉小姐知識面較廣，為人隨和，有較好的修養。第二天上午去了一家店舖，我們基本上沒有買東西，但劉小姐沒有抱怨，說這次旅遊活動得到一些商家贊助，希望大家捧捧場。話說得很委婉和氣，態度也很真誠，下午購物時，大家就很踴躍了。對於她出色的服務，我們表示深深的謝意。

袁桂清，湖北

(編按：一名香港旅客打算訂購明年農曆年期間的峇里島旅遊套票，十一月底向議會查詢注意事項，其後再問及入住期間酒店裝修該如何處理。)

本人藉此信表揚議會消費者關係部李小姐，多謝她提供專業的寶貴意見，細心聆聽和分析，令本人釋除疑慮，解決很多煩惱。

一名外遊旅客，香港

(Editor's note: Professor Zhu Zhikui of Shandong University and his wife visited Hong Kong in early June on a package tour. They bought a diamond pendant at a registered shop for a family member, and later wanted a refund as the family member did not like it. They were unable to contact the shop at first because of some problems, and therefore complained to the TIC, which helped them get a refund in September with much assistance from the shop.)

I very much admire Miss Lee of the TIC's Inbound Department for her serious attitude, meticulous work, great efficiency and superb ability, which reflect the style and standard of work of Hong Kong people. Although our trip to Hong Kong lasted just a few days, the accommodation, meals and itinerary were all properly arranged by the travel agent. Thanks to our tourist guide Miss So, we bought what we liked, visited major attractions of Hong Kong and enjoyed our trip greatly.

Zhu Zhikui, Shandong

(Editor's note: Mr Yuan Guiqing, of Bosom Friend Media Group, visited Hong Kong in mid-August as a member of a tour group. Not only was its tourist guide Miss Lau able to give outstanding commentaries, she also refrained from forcing the visitors to shop and resolved some disputes among the visitors.)

Tourist guide Miss Lau was rather knowledgeable, easy-going and cultured. We went to a shop on the morning of the second day and hardly bought anything. Nevertheless, she did not grumble and reminded us to at least buy something as our trip was sponsored by some companies. Her tact and sincerity made us much more willing to spend on the afternoon of the day. We are very grateful for her excellent service.

Yuan Guiqing, Hubei

(Editor's note: A Hong Kong traveller wanted to book a travel package for Bali during the coming Chinese New Year holidays and asked the TIC what she needed to take note of. She later further asked about what she should do as the hotel she planned to stay at would be under renovation.)

I wish to express my appreciation for Miss Li of the TIC's Consumer Relations Department, who gave me valuable professional advice, listened patiently to my calls and provided analysis, thus helping me clear doubts and get rid of plenty of trouble.

An outbound traveller, Hong Kong