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To tourism_review@cedb.gov.hk

cc

bcc

Subject Suggestions on the Improvement of HK Tourism Industry

 Urgent Return receipt Sign Encrypt

Hi Sir/ Madam

To improve tourism industry of HK, I do not have big ideas but think the below few little points may make the difference:

Cleanliness:

- 1) HK's washrooms' condition (in airport, restaurants and some shopping mall and etc) is the worst in the region (except China)
- 2) Taxi drivers personal hygiene is important. Not only there is personal body odour (assume they didn't take bath or brush teeth) many taxi are smelly and dirty.

Politeness:

- 1) 70% taxi drivers are very rude. They are unwilling to take short trips, give you change even it's only \$100 note. Many of them talk on the phone and swear.
- 2) 50% Salesman/waiters are not providing professional service. They will make you embassrass when you are not spending.
- 3) Some tourists who speak in Mandarin or English may get good service. Poor HK citizens who speaks in Cantonese may not get the same respect. I always tried to get better service in speaking English or when making a complain. Are people being trained like this?

Air Condition and Others:

- 1) It's so nice to see clear sky but you need to have some luck to see it in HK.
- 2) Bus condition - the temperature of the air-con in buses make you freeze and get sick. The outside temperate of HK, makes you melt.
- 3) English standard - it's strange that HK is called an international city. Many youngsters in HK cannot even understand simple English.
- 4) due to inflation, shopping is not as attractive as before (though, HK\$ is somewhat depreciated). Hotels are expensive, decent restaurant prices also go up a lot.

I am not sure whether there will be any response after I send out this email. If there is, I will be much appreciated. That means, the HK Government - Tourism Board, is really doing something for Hong Kong.

L. Kwok