

3RD HONG KONG TOURISM SYMPOSIUM : QUALITY AND DIVERSITY
18 March 2004

Room 301, Hong Kong Convention and Exhibition Centre

Time	Programme		
8.30 – 9.00 am	Registration		
9.00 – 9.10 am	Opening remarks The Hon Henry Tang, the Financial Secretary of the Hong Kong Special Administrative Region		
9.10 – 9.20 am	Keynote address: <i>"The Blueprint for New Tourism: Turning Challenges to Opportunities"</i> Mr Richard Miller, Executive Vice President of the World Travel and Tourism Council		
9.20 – 9.30 am	Coffee break		
9.30 – 11.00 am	3 Concurrent Breakout Sessions		
	<p>Session 1 (Room 311) <i>Service quality in tourism</i></p> <p>Moderator: Mr Vincent Fang, Chairman, Quality Tourism Services Council</p> <p>Panelists:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Hon Howard Young, Legislative Councillor (Tourism) <input type="checkbox"/> Ms Quince Chong, General Manager, Inflight Services, Cathay Pacific Airways Ltd <input type="checkbox"/> Mr Wong Wai-wing, Chairman, Hong Kong Association of Registered Tour Co-ordinators <input type="checkbox"/> Ms Jeny Yeung, General Manager, Marketing and Station Business, Mass Transit Railway Corporation Limited 	<p>Session 2 (Room 301) <i>Mainland market: Challenges and Opportunities?</i></p> <p>Moderator: Dr Eden Y Woon, Chief Executive Officer, Hong Kong General Chamber of Commerce</p> <p>Panelists:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Mr Ronnie Ho, Chairman, Travel Industry Council of Hong Kong <input type="checkbox"/> Mr Andy Tung, Chief Operating Officer, Hong Kong Dragonair Ltd <input type="checkbox"/> Mr Tony Tse, Industry Partnerships Director, School of Hotel & Tourism Management, The Hong Kong Polytechnic University <input type="checkbox"/> Ms Clara Chong, Executive Director, Hong Kong Tourism Board 	<p>Session 3 (Room 306) <i>Diversity in Tourism – from niche products to new attractions</i></p> <p>Moderator: Mr Duncan Pescod, Acting Commissioner for Tourism</p> <p>Panelists:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Mr Ambrose Cheung, Consultant, Philip K H Wong, Kennedy Y H Wong & Co <input type="checkbox"/> Professor Lee Kam-hon, Director, School of Hotel and Tourism Management, The Chinese University of Hong Kong <input type="checkbox"/> Mr Allan Zeman, Chairman, Ocean Park, Hong Kong <input type="checkbox"/> Dr Philip Kwok, President, WWF Hong Kong
11.00 – 11.15 am	Coffee Break		
11.15 am – 12.00 pm	Report from breakout sessions Chair: The Hon Mrs Selina Chow, Chairman of the Hong Kong Tourism Board		
12.00 – 12.10 pm	Concluding Remarks Mr Stephen Ip, Secretary for Economic Development and Labour of the Hong Kong Special Administrative Region		