



3RD HONG KONG TOURISM SYMPOSIUM :

QUALITY AND DIVERSITY

第三屆香港旅遊研討會:

提升質素 共創多元

Vincent Fang

Chairman, Quality Tourism Services Council

Mr Vincent Fang is currently the Member of Hong Kong Tourism Board, the Chairman of QTSA (Quality Tourism Services Association) and Vice-Chairman of QTS (Quality Tourism Services) Council. Apart from being the Chief Executive Officer of Topy Co (HK) Ltd, he holds offices in various key industry and trade associations, and public service organisations as well. To name a few, Mr Fang is a Member of the Hospital Authority Board, the Chairman of the Hospital Governing Committee for Princess Margaret Hospital and Kwai Chung Hospital, and Executive Committee Member of the Hong Kong Retail Management Association. Mr Fang is dedicated to enhancing the tourism and travel-related industry in Hong Kong.

方剛太平紳士

優質旅遊服務協會主席

方剛先生現為旅遊發展局成員、優質旅遊服務協會主席及優質旅遊服務委員會之副主席。他除了擔任 Topy Co (HK) Ltd 行政總裁外，更一直積極參與業界、商會及公共服務團體的工作。方先生現時分別為醫院管理局大會成員、瑪嘉烈醫院及葵涌醫院管治委員會主席、香港零售管理協會執委會成員。對推動香港旅遊業及社會之發展不遺餘力。

Hon Howard Young, JP

Legislative Councillor

Mr Howard Young was elected as a Legislative Councillor representing the Tourism Functional Constituency in September 1991.

He was a member of The Basic Law Consultative Committee, the Preparatory Committee and Selection Committee for the SAR of Hong Kong.

Mr Young was awarded as one of the Outstanding Young Persons of Hong Kong in 1978, and was the Chairman of the Outstanding Young Persons Association from 1982 to 1986. He was appointed Justice of the Peace in 1992 and awarded the Silver Bauhinia Star in 2003.

He is a member of Tourism Strategy Group, Advisory Committee on Travel Agents, Vocational Training Council, Standing Commission on Civil Service Salaries and Conditions of Service, Steering Committee on Civil Service Pay Adjustment Mechanism and Rehabilitation Advisor Committee.

楊孝華太平紳士

立法局議員(旅遊界)

楊孝華先生於 1991 年獲選入立法局，代表旅遊業功能組別。楊孝華先生是現任香港特別行政區立法會議員，代表旅遊界。

楊先生曾任香港基本法諮詢委員會委員，香港特區籌委會委員、香港特區立法會與行政長官推選委員會委員。

楊先生曾於 1978 年獲傑出青年獎，並於 1982 年至 1986 年任傑出青年協會主席。楊先生 1993 年被委任為太平紳士，2003 年獲頒銀紫荊星章。

他是旅策略小組成員、旅行代理商諮詢委員會委員、職業訓練局成員、公務員薪俸及服務條件常務委員會委員、公務員薪酬調整機制督導委員會委員及康復諮詢委員會委員。

Quince Chong

General Manager, Inflight Service, Cathay Pacific Airways Ltd.

Ms Quince Chong graduated from the Chinese University of Hong Kong and holds a bachelor degree in Social Science. She joined Cathay Pacific in 1998. In her first position with the company as Manager, Corporate Communication, Ms Chong brought to the role the vast experience she gained in her previous role as Senior Manager in Public Relations for the Hong Kong Tourist Association. Primarily responsible for the overall public relations strategy, Ms Chong was instrumental in promoting Hong Kong as one of the world's leading tourist destinations pre and post Hong Kong's handover to China. Before joining the airline industry, Ms Chong has always been working as a PR chief in major hotels in Hong Kong.

With this inherent understanding of the global tourist industry, at Cathay Pacific, Ms Chong set about promoting CX as Asia's leading carrier.

In August 2000, Ms Chong was appointed as General Manager, Inflight Services Department with the main purpose of managing the performance of its over 5,800 cabin crew, overseeing Inflight Services Development and Safety Standards, Catering & Equipment Supplies, Inflight Sales, Cabin Crew Management, Cabin Crew Communications and Training.

莊偉茵

國泰航空公司機艙服務部總經理

莊偉茵女士於1986年畢業於香港中文大學社會科學院學士。離校後，莊女士一直從事酒店公關推廣工作，於1994年任香港旅遊協會公關部高級經理，專職於海外宣傳香港的活動。莊女士於1998年加入國泰航空公司出任企業傳訊部經理，並於2000年晉升現時職位 - 機艙服務部總經理，管理超過五千八百名機艙服務員及機上的各項顧客服務，包括釐定服務標準、客艙安全守則、餐飲服務及機上免稅商品銷售及艙務員培訓工作。

Wong Wai-wing

Chairman, the Hong Kong Association of Registered Tour Coordinator

Mr Wong Wai Wong is the Chairman of the Hong Kong Association of Registered Tour Co-ordinators (HARTCO).

Mr Wong holds a Master of Science Degree in Hotel and Tourism from the Hong Kong Polytechnic University and has extensive experience in the travel industry. His present position is the General Manager of Vacation Asia (HK) Limited.

Mr Wong is a Member of the Hotel, Catering & Tourism Training Board of the Vocational Training Council, a Committee Member of the Tourism Industry Skills Upgrading Scheme and a Member of the Working Group on Training of Tour Guides of the Travel Industry Council of Hong Kong. He is also the Museum Honorary Adviser of the Leisure and Cultural Services Department since 2002. Besides, Mr Wong was a Member for the Judging Panel for the Hong Kong Award for Services: Tourism Services in 2002 and 2003.

王維永

香港註冊導遊協會主席

王維永先生是香港註冊導遊協會主席，現任職亞洲觀光(香港)有限公司總經理。王先生除持有由香港理工大學所頒發的酒店及旅遊碩士學位外，更具豐富的旅遊經驗。

王先生現在是職業訓練局酒店業、飲食業及旅遊業訓練委員會委員、技能提升計劃旅遊業行業小組成員及香港旅遊業議會培訓導遊專責小組成員。同時亦擔任康樂及文化事務署博物館事務顧問(歷史)。王先生分別於2002年及2003年擔任香港服務業獎 - 旅遊服務的評審員。

Jeny Yeung

General Manager, Marketing and Station Business, Mass Transit Railway Corporation Ltd.

Ms Jeny Yeung graduated from the University of Hong Kong and holds a bachelor degree with major in Management Studies and minor in Economics. She started her career in the financial industry and has worked in Citibank, Hong Kong and Standard Chartered Bank, Hong Kong. She joined MTRC in late 1999.

In the MTR Corporation, Ms Yeung is the head of the Marketing Department and is responsible for a few key marketing and business management functions. She is responsible for passenger marketing of the various railway lines. She also manages all the non-fare revenues of the Corporation which includes the Advertising, Station Retail and Telecommunication businesses. Lastly, she is also responsible for upkeeping the highly regarded MTR brand and identity.