

Winning Service



It is our top priority to ensure visitors enjoy their stay in Hong Kong, so we are constantly looking for ways to improve the service at our visitor centres and contact centre, and raise the bar on the industry's service standards.

In 2012-13, we renovated two of our visitor centres and recruited new "Hong Kong Pals" to help us better serve visitors' needs. We also expanded our Quality Tourism Services Scheme by encouraging more merchants to join our league of good service.



Quality Tourism Services

The scheme was expanded to include a total of 8,264 accredited outlets.

A series of road shows were launched to promote the scheme to visitors and locals alike.



Visitor Information and Services

Our visitor centres served some 2 million visitors throughout the year.

Our contact centre answered 91% of all calls within 20 seconds, compared to the industry standard of 80% of calls answered within 30 seconds.

Our commitment to offering quality service was recognised by various service excellence awards, including awards in the Hong Kong International Airport Customer Service Excellence Programme.

