



The Implementation of Performance Pledge of Macau Government Tourist Office





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Macau Government Tourist Office
2nd Quarter of 2009**

Department/ Object of Service	Items of Performance Pledge	No. of Completed Cases	Standard Handling Time	Target Performance	Actual Performance
Product and Special Projects Department	Macau Business Tourist Centre Ground floor Gallery (Site rental)	3	5 working days	90%	100%
Administration & Finance Division	General enquiry (in writing)	655	5 working days	95%	100%
	General enquiry (in person)	1,125	immediately	90%	100%
	Complaints or comments to MGTO	65	14 working days	90%	100%
Public Relations Division	Tourist Information Counters (Travel information)	277,512	10 minutes	90%	100%
	Handling suggestions or complaints from tourists (Writing/fax/e-mail)	69	14 working days (Reply)	90%	100%
	Handling suggestions or complaints from tourists (In person)	24	immediately (Reply within 10 working days)	90%	100%
	Handling suggestions or complaints from tourists (Telephone call)	13	immediately (Reply within 3 working days)	90%	100%
Tourism Activities Centre	Convention/ Exhibition venue (venue rental)	7	3 working days	95%	100%
	The Grand Prix Museum (Visiting)	23	3 minutes	95%	100%
	The Wine Museum (Visiting)	20	3 minutes	95%	100%

Licensing & Inspection Department /Hotels	Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter.	2	25 working days	85%	100%
	Inspection of facilities in relation to 1 st time license application.	2	14 working days	85%	100%
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	1	25 working days	85%	100%
	Inspection of facilities in relation to the application for facility change.	1	14 working days	85%	100%
Licensing & Inspection Department /Restaurants	Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter.	10	25 working days	85%	80%*
	Inspection of facilities in relation to 1 st time license application.	10	14 working days	85%	100%
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	-----	25 working days	85%	-----
	Inspection of facilities in relation to the application for facility change.	-----	14 working days	85%	-----
Licensing & Inspection Department /Nightclubs	Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter.	-----	25 working days	85%	-----
	Inspection of facilities in relation to 1 st time license application.	-----	14 working days	85%	-----
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	-----	25 working days	85%	-----
	Inspection of facilities in relation to the application for facility change.	-----	14 working days	85%	-----

Licensing & Inspection Department /Bars	Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter.	8	25 working days	85%	50%**
	Inspection of facilities in relation to 1 st time license application.	8	14 working days	85%	100%
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	-----	25 working days	85%	-----
	Inspection of facilities in relation to the application for facility change.	-----	14 working days	85%	-----
Licensing & Inspection Department /Travel Agencies	Examination and approval of technical director.	2	15 working days	85%	100%
	Inspection of facilities	9	14 working days	85%	100%
Licensing & Inspection Department /Tour Guides	1 st time application for tour guide card.	6	25 working days	85%	100%
	Application for renewal within validity of the tour guide card.	51	25 working days	85%	100%
	Update of language data on the tour guide card.	1	25 working days	85%	100%

* The number of cases for the same period increases

** The number of cases for the same period rises and the complexity of cases increases