



The Implementation of Performance Pledge of Macau Government Tourist Office





**The Implementation of Performance Pledge of
Macau Government Tourist Office
1st Quarter of 2011**

| 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) | 1 | 5 working days | 90% | 100% |
| | Tourism Activities Centre (Site rental) | 1 | 5 working days | 90% | 100% |
| Research & Planning Department | Enquiry of general statistics (In writing) | 8 | 3 working days | 90% | 100% |
| | Enquiry of general statistics (In person) | --- | immediately | 90% | --- |
| | Enquiry of general statistics (Telephone call) | 2 | immediately | 90% | 100% |
| | Enquiry of special statistics (In writing) | --- | 5 working days | 90% | --- |
| | Enquiry of special statistics (In person) | --- | immediately | 90% | --- |
| | Enquiry of special statistics (Telephone call) | --- | immediately | 90% | --- |

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| Public Relations Division | Tourist Information Counters (Travel information) | 305,741 | 10 minutes | 90% | 100% |
| | Handling suggestions or complaints from tourists (Writing/fax/e-mail) | 82 | 10 working days (Reply) | 90% | 100% |
| | Handling suggestions or complaints from tourists (In person) | 28 | immediately (Reply within 10 working days) | 90% | 100% |
| | Handling suggestions or complaints from tourists (Telephone call) | 32 | immediately (Reply within 3 working days) | 90% | 100% |
| Tourism Activities Centre | Convention/ Exhibition venue (venue rental) | 5 | 3 working days | 95% | 100% |
| | The Grand Prix Museum (Visiting) | 17 | 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. | --- | 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 /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. | 17 | 25 working days | 85% | 100% |

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| | Inspection of facilities in relation to 1 st time license application. | 27 | 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. | 2 | 25 working days | 85% | 100% |
| | 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. | 1 | 25 working days | 85% | 100% |
| | Inspection of facilities in relation to 1 st time license application. | 1 | 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 /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. | 10 | 25 working days | 85% | 100% |
| | Inspection of facilities in relation to 1 st time license application. | 16 | 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. | --- | 14 working days | 85% | --- |
| Licensing & Inspection Department | Examination and approval of technical director. | 5 | 15 working days | 95% | 100% |

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| | Inspection of facilities | --- | 14 working days | 85% | --- |
| Licensing & Inspection Department /Tour Guides | 1 st time application for tour guide card. | 29 | 25 working days | 95% | 100% |
| | Application for renewal within validity of the tour guide card. | 211 | 25 working days | 95% | 100% |
| | Update of language data on the tour guide card. | --- | 25 working days | 85% | --- |