



# The Implementation of Performance Pledge of Macau Government Tourist Office





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Macau Government Tourist Office  
2<sup>nd</sup> Quarter of 2012**

<b>Department/ Object of Service</b>	<b>Items of Performance Pledge</b>	<b>No. of Completed Cases</b>	<b>Standard Handling Time</b>	<b>Target Performance</b>	<b>Actual Performance</b>
Public Relations Division	Tourist Information Counters (Travel information)	330,123	10 minutes	90%	100%
	Handling suggestions or complaints from tourists (Writing/fax/e-mail)	52	10 working days (Reply)	90%	100%
	Handling suggestions or complaints from tourists (In person)	27	immediately	90%	100%
	Handling suggestions or complaints from tourists (Telephone call)	30	immediately	90%	100%
Research & Planning Division	Enquiry of general statistics (In writing)	6	3 working days	90%	100%
	Enquiry of general statistics (In person)	---	immediately	90%	---
	Enquiry of general statistics (Telephone call)	---	immediately	90%	---
	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%	---

Facilities Management Division	Ritz Building Ground floor Gallery (Site rental)	---	5 working days	90%	---
	Tourism & Cultural Activities Centre (Site rental)	---	5 working days	90%	---
	Tourism Activities Centre Convention/ Exhibition venue	17	3 working days	95%	100%
	The Grand Prix Museum (Visiting)	20	3 minutes	95%	100%
	The Wine Museum (Visiting)	18	3 minutes	95%	100%
Licensing & Inspection Department /Hotels	Examination and approval of 1 <sup>st</sup> 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 <sup>st</sup> 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.	3	25 working days	85%	100%
	Inspection of facilities in relation to the application for facility change.	3	14 working days	85%	100%
Licensing & Inspection Department /Restaurants	Examination and approval of 1 <sup>st</sup> time license application and inform the interested party of the relevant result in the form of official letter.	15	25 working days	85%	93.33%
	Inspection of facilities in relation to 1 <sup>st</sup> time license application.	11	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 <sup>st</sup> 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 <sup>st</sup> 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 <sup>st</sup> time license application and inform the interested party of the relevant result in the form of official letter.	5	25 working days	85%	100%
	Inspection of facilities in relation to 1 <sup>st</sup> time license application.	3	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.	1	14 working days	85%	100%
Licensing & Inspection Department /Travel Agencies	Examination and approval of technical director.	3	15 working days	95%	100%
	Inspection of facilities	12	14 working days	85%	100%
Licensing & Inspection Department /Tour Guides	1 <sup>st</sup> time application for tour guide card.	26	25 working days	95%	100%
	Application for renewal within validity of the tour guide card.	45	25 working days	95%	100%
	Update of language data on the tour guide card.	4	25 working days	85%	100%