



# The Implementation of Performance Pledge of Macau Government Tourist Office





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Macau Government Tourist Office  
3<sup>rd</sup> Quarter of 2009**

<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>
Product and Special Projects Department	Macau Business Tourist Centre Ground floor Gallery (Site rental)	10	5 working days	90%	100%
Administration & Finance Division	General enquiry (in writing)	499	5 working days	95%	100%
	General enquiry (in person)	1,569	immediately	90%	100%
	Complaints or comments to MGTO	95	14 working days	90%	100%
Public Relations Division	Tourist Information Counters (Travel information)	312,300	10 minutes	90%	100%
	Handling suggestions or complaints from tourists (Writing/fax/e-mail)	79	14 working days (Reply)	90%	100%
	Handling suggestions or complaints from tourists (In person)	30	immediately (Reply within 10 working days)	90%	100%
	Handling suggestions or complaints from tourists (Telephone call)	27	immediately (Reply within 3 working days)	90%	100%
Tourism Activities Centre	Convention/ Exhibition venue (venue rental)	1	3 working days	95%	100%
	The Grand Prix Museum (Visiting)	5	3 minutes	95%	100%
	The Wine Museum (Visiting)	7	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.	1	25 working days	85%	100%
	Inspection of facilities in relation to 1 <sup>st</sup> 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.	2	25 working days	85%	0%*
	Inspection of facilities in relation to the application for facility change.	2	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.	5	25 working days	85%	80%*
	Inspection of facilities in relation to 1 <sup>st</sup> time license application.	5	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 <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.	4	25 working days	85%	75%*
	Inspection of facilities in relation to 1 <sup>st</sup> time license application.	4	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.	4	15 working days	85%	100%
	Inspection of facilities	9	14 working days	85%	100%
Licensing & Inspection Department /Tour Guides	1 <sup>st</sup> time application for tour guide card.	58	25 working days	85%	100%
	Application for renewal within validity of the tour guide card.	92	25 working days	85%	100%
	Update of language data on the tour guide card.	3	25 working days	85%	100%

\* The complexity of cases increases