

Vocational Training Council 職業訓練局

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27 May 2019

Mr Anthony Chu
Clerk
Public Accounts Committee
Legislative Council Secretariat
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong



Dear Mr Chu

Public Accounts Committee

Consideration of Chapter 7 of the Director of Audit's Report No. 72

**Hospitality training provided by the Hotel and Tourism Institute,
the Chinese Culinary Institute and the International Culinary Institute**

Referring to your letter dated 15 May 2019, I attach herewith our reply to your written questions in both Chinese and English for your perusal. Thank you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Carrie Yau', written in a cursive style.

Carrie Yau
Executive Director
Vocational Training Council

Encls

cc Secretary for Education (fax no. 2810 7235)
Secretary for Financial Services and the Treasury (fax no. 2147 5239)
Director of Audit (fax no. 2583 9063)

Public Accounts Committee

Chapter 7 of Director of Audit's Report No. 72

Hospitality training provided by the Hotel and Tourism Institute, the Chinese Culinary Institute and International Culinary Institute

Responses to Public Accounts Committee

PART 3: Management of The T Hotel and training restaurants

Question 1

Paragraph 3.9 sets out Audit's examination of the effectiveness of selling The T Hotel's room nights through travel agency booking and direct booking. Please provide the differences in the low-season and high-season room rates for customers who make the bookings through travel agencies and through direct booking with The T Hotel respectively.

Answer

The room rates for direct booking and Travel Agency booking are attached in Annex 1.

Question 2

According to paragraph 3.12 which gives a description of the training spa, one of the objectives of providing the spa is to "increase the attractiveness of The T Hotel to potential guests". However, frequent customers of The T Hotel have indicated that hotel guests are not informed by hotel staff that they can use the Jacuzzi, sauna and steam bath facilities for free (paragraph 3.10 refers). Will the Hotel look into the reasons that have led to the aforesaid scenario and devise policies to ensure that its guests know the types of hotel facilities that they may use free of charge, and that they are invited to use those facilities?

Answer

The spa facility was only introduced since 2013. We regularly review the need of hotel facilities in consultation with industries. Meanwhile, flyers covering information of the spa facility, complimentary services as well as treatment price list is available for our guests in the hotel compendium. To further promote our services and encourage our guests to use the facilities, the hotel trainees will introduce the availability of spa facility including complimentary services and operating hours before the guests are escorted to the room.

Question 3

Regarding the collection of customer feedback on the English standard of trainees in The T Hotel as mentioned in paragraph 3.28, some customers who patronize The T Hotel every quarter have recounted their following experience in the Chinese and Western restaurants of The T Hotel. When they asked the trainees to introduce and serve wines to them in Putonghua and English, the trainees were at a loss as to what to do. Given that wine selling is an integral part of the catering industry, will the hotel consider, in its assessment of a trainee's service delivery performance, including a satisfaction survey on the performance of trainees in using English and Putonghua to serve and introduce wines to customers?

Answer

The Training Restaurants and The T Hotel Lounge provide integrated learning experiences (ILE) for trainees of Certificate and Diploma programmes in Food and Beverage. In addition to professional knowledge and skills, trainees of post-Secondary 3 to 6 levels will acquire generic skills including vocational English and Putonghua through different training opportunities to help them improve relevant skills throughout their learning journey. Wine and beverage skills training is also provided as a core element of the ILE module in view of industry needs in food and beverage catering. Quality of beverage service as well as trainees' English standard are covered in the satisfaction survey questionnaire. To further improve services of our trainees, Putonghua standards will also be considered in our satisfaction survey questionnaire.

Question 4

Does The T Hotel have any targets for wine sales at present? If so, what is the target? And what were the volumes of wine sales achieved by The T Hotel over the past three years? Could the sales volumes reach the aforesaid target? If not, has it reviewed the reasons for not meeting the sales target? If such a review has been conducted, what are the details? If no such review has been conducted, will it do so immediately?

Answer

Our training focus is not about achieving wine sales but rather the intended learning outcome and quality student learning experience. We will continue to work with our industry partners to engage students in various wine related events such as Wine and Dine Festival, Wine and Spirits Fair and wine seminars as well as wine tours in different countries.

Question 5

To increase the occupancy rate of The T Hotel, has the hotel launched any special promotional packages for its rooms? It is learnt that "special afternoon-tea packages" were previously introduced so that two guests staying for two nights in the hotel were entitled to free afternoon tea once. Will the hotel consider afresh launching similar promotional packages and stepping up its efforts in promoting such packages, so as to increase its competitiveness?

Answer

The T-hotel have put forward special promotional packages such as the “Summer High-Tea Package” and “Mother’s Day / Father’s Day High-Tea Package” before to enrich training opportunities for trainees and promote hotel room utilisation. Promotional packages with a view to enhancing training opportunities and utilization of hotel facilities will be suitably considered.



Member of VTC Group
VTC 機構成員

The T Hotel Room Rate

Direct Booking / Travel Agency (TA)

		Direct Booking (\$)	TA (\$)
<u>High Season</u> January, March - May, August - December	Room Only	730 - 880	930
	Room and Breakfast	810 - 960	1010
<u>Low Season</u> February, June, July	Room Only	730	830
	Room and Breakfast	810	910

Remarks :

- Room Rate is quoted for single occupancy per Room per night
- Travel Agency serves as an additional platform to attract overseas guests, hence broadening the learning exposure of our students; TA Rates cover the commission cost per booking.